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Agenda

Name of meeting	POLICY AND SCRUTINY COMMITTEE FOR NEIGHBOURHOODS AND REGENERATION
Date	THURSDAY 5 JANUARY 2023
Time	5.00 PM
Venue	COUNCIL CHAMBER, COUNTY HALL, NEWPORT, ISLE OF WIGHT
Members of the committee	Cllrs J Lever (Chairman), J Medland (Vice-Chairman), R Downer, C Quirk, I Ward and M Beston
Co-opted Members (Voting)	Vacancy
Democratic Services Officer: Sarah Philipsborn democratic.services@iow.gov.uk	

1. **Apologies and Changes in Membership (if any)**

To note any changes in membership of the Committee made in accordance with Part 4B paragraph 5 of the Constitution.

2. **Minutes** (Pages 5 - 10)

- a) To confirm as a true record the Minutes of the meeting held on 7 July 2022.
- b) To note the summary of the meeting held on 6 October 2022.



Details of this and other Council committee meetings can be viewed on the Isle of Wight Council's Committee [website](#). This information may be available in alternative formats on request. Please note the meeting will be audio recorded and the recording will be placed on the website (except any part of the meeting from which the press and public are excluded). Young people are welcome to attend Council meetings however parents/carers should be aware that the public gallery is not a supervised area.

3. **Declarations of Interest**

To invite Members to declare any interest they might have in the matters on the agenda.

4. **Public Question Time - 15 Minutes Maximum**

Questions may be asked without notice but to guarantee a full reply at the meeting, a question must be put including the name and address of the questioner by delivery in writing or by electronic mail to Democratic Services at democratic.services@iow.gov.uk, no later than two clear working days before the start of the meeting. Therefore the deadline for written questions will be Friday 30 December 2022.

Members of the public are invited to make representations to the Committee regarding its workplan, either in writing at any time or at a meeting under this item.

5. **Progress on outcomes and recommendations from previous meetings**
(Pages 11 - 12)

The Chairman to give an update on progress with outcomes and recommendations from previous meetings.

6. **Isle of Wight Tourism**

(a) Visit Isle of Wight

The Managing Director and the Chairman of Visit Isle of Wight to present an update on the 2022 tourist season and the marketing plans for 2023 for consideration..

(b) Sustainable and Accessible Tourism Campaign

To advise progress on the sustainable and accessible tourism campaign indicated in the Corporate Plan with the intention to focus on regenerating the High Street and the visitor economy.

7. **Survey of Regular Users of Cowes Floating Bridge** (Pages 13 - 48)

To receive an overview on the comments submitted and what actions are proposed as a result of the information gathered.

8. **Place and Neighbourhood Planning** (Pages 49 - 54)

To receive a report on experiences gathered from the feedback from town, parish and community councils in understanding neighbourhood plans, impact, costings and resources and how such plans can assist rural areas.

9. **The Development of a new Records Office** (Pages 55 - 78)

To receive an update on the progress made in the securing of funds for the development of a new Records Office and to review and approve feedback from the vision document.

10. **Planning**

(a) LGA Planning Peer Review Action Plan (Pages 79 - 110)

To receive an update on the progress of actions arising from the LGA Planning Peer Review

(b) Planning Enforcement Strategy (Pages 111 - 142)

To be advised of proposed changes to the existing Planning Enforcement Strategy following a consultation exercise, involving town and parish councils prior to submission to Cabinet on 9 February 2023.

11. **Parking**

(a) Annual Parking Report 2022 (Pages 143 - 184)

To consider the Annual Parking Report for 1 April 2021 to 31 March 2022

(b) Parking Charges and Permits

To be advised of progress by the working group that is considering costed options regarding charging and permits for parking by October 2022 ready for implementation in April 2023.

(c) One Hour Free Parking in Newport

To receive a verbal update on the impact the one hour free parking has had in Newport since its launch.

12. **Committee's Work Plan** (Pages 185 - 190)

To consider the workplan and scoping documents, and identify any additional topics for inclusion based on the Forward Plan and the Corporate Plan.

13. **Members' Question Time**

To guarantee a reply to a question, a question must be submitted in writing or by electronic mail to democratic.services@iow.gov.uk no later than 5pm on Tuesday, 3 January, 2023. A question may be asked at the meeting without prior notice but in these circumstances there is no guarantee that a full reply will be given at the meeting.

Interests

If there is a matter on this agenda which may relate to an interest you or your partner or spouse has or one you have disclosed in your register of interests, you must declare your interest before the matter is discussed or when your interest becomes apparent. If the matter relates to an interest in your register of pecuniary interests then you must take no part in its consideration and you must leave the room for that item. Should you wish to participate as a member of the public to express your views where public speaking is allowed under the Council's normal procedures, then you will need to seek a dispensation to do so. Dispensations are considered by the Monitoring Officer following the submission of a written request. Dispensations may take up to 2 weeks to be granted.

Members are reminded that it is a requirement of the Code of Conduct that they should also keep their written Register of Interests up to date. Any changes to the interests recorded on that form should be made as soon as reasonably practicable, and within 28 days of the change. A change would be necessary if, for example, your employment changes, you move house or acquire any new property or land.

If you require more guidance on the Code of Conduct or are unsure whether you need to record an interest on the written register you should take advice from the Monitoring Officer – Christopher Potter on (01983) 821000, email chris.potter@iow.gov.uk, or Deputy Monitoring Officer - Justin Thorne on (01983) 821000, email justin.thorne@iow.gov.uk.

Notice of recording

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If you wish to record, film or photograph the council meeting or if you believe that being filmed or recorded would pose a risk to the safety of you or others then please speak with the democratic services officer prior to that start of the meeting. Their contact details are on the agenda papers.

If the press and public are excluded for part of a meeting because confidential or exempt information is likely to be disclosed, there is no right to record that part of the meeting. All recording and filming equipment must be removed from the meeting room when the public and press are excluded.

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Minutes

Name of meeting	POLICY AND SCRUTINY COMMITTEE FOR NEIGHBOURHOODS AND REGENERATION
Date and Time	THURSDAY 7 JULY 2022 COMMENCING AT 5.00 PM
Venue	COUNCIL CHAMBER, COUNTY HALL, NEWPORT, ISLE OF WIGHT
Present	Cllrs J Medland (Vice-Chairman), R Downer, I Ward, W Drew and S Ellis
Officers Present	Christopher Ashman, Oliver Boulter, Alex Miss, Chris Potter and Paul Thistlewood
Apologies	Cllr J Lever

1. **Minutes**

RESOLVED:

THAT the minutes of the meeting held on 5 May 2022 be approved.

2. **Declarations of Interest**

Cllr Medland declared an interest in item 5 relating to the electric vehicle charging points, as he had had some involvement in helping with this.

Cllr Medland also declared an interest in item 6 relating to the Planning peer review, as he was Chairman of the Planning Committee.

3. **Public Question Time - 15 Minutes Maximum**

There were no public questions received.

4. **Progress on outcomes and recommendations from previous meetings**

The survey regarding the use of weedkiller on highways had just been received from Island Roads and would be circulated to the Committee.

5. Progress with installation of charging points for electric vehicles (verbal update)

The Committee were provided with the latest information on progress. Town, Parish and Community Councils had been consulted on the best places for machines to be sited in their areas. There was a cost of £10,000 for each machine to be installed. The council did not have the capacity to deliver the project directly itself and had therefore chosen the partnership route with a new provider. Charging costs were likely to change with the increase in energy prices. There had been some technical issues, however the Committee were assured that the target of summer 2022 would be met. Confirmation was given that the planning department would be sympathetic to residents who wished to install chargers on their own properties, and this had been included in the draft Island Planning Strategy. Liaison would take place with Island Roads to ensure the necessary infrastructure was in place. There had only been no planning issues to date, only one highways regulatory issue. There was to be a mix of charging machines with varying speeds.

RESOLVED:

THAT the update be noted.

6. Planning Services Review

The Cabinet Member for Planning and Enforcement had welcomed the report and its recommendations. It was agreed that there was an urgent need to adopt the Island Plan. This would be discussed further by the Corporate Scrutiny Committee the following week. The Cabinet Member would be working with the Chairman of the Planning Committee and other councillors to create an action plan following the review, in order to restore faith and trust in the planning process. It would be important to set some concrete goals, and feedback from other councillors would be welcomed. Best practice by other local authorities would be researched to investigate different ways of working. It was suggested that funds were available for temporary assistance in the Planning Department once it was known how this could be used most effectively.

RESOLVED:

THAT the committee will monitor the delivery of the action plan.

7. Traffic Regulation Order Policy

The policy would set out a framework for decisions and sought to put the decision-making with the highways authority, balancing the need for new TROs against the needs of the local community and its amenities.

Town, Parish and Community Councils would be involved at the earlier stage and if there was a lot of opposition from them a TRO would not be brought forward.

RESOLVED:

THAT the policy be formally supported.

8. **Programme of Works (verbal update)**

A Rights of Way programme of works had been developed, with projects identified, including the upgrading of paths and bridges, to the value of £200,000. The Cabinet Member with responsibility for the Environment indicated that he would circulate the details to the Committee.

With regard to tree planting, there was an ongoing programme. The number of trees planted so far was 520, with another 134 planned. Some had been planted by the council, others by schools, Town, Parish and Community Councils, Green Gym, Planet Aware and some through the Queen's Green Canopy programme. An application had been made to the Forestry Commission for £150,000 to fund staff or an agency to identify land for future tree planting opportunities. The tree officer would be able to advise whether there were any trees available for community groups to plant.

RESOLVED:

The information was noted.

9. **Digital Strategy**

Since 2017 there had been investment of £3.8 million to date. There had been a lot of engagement with stakeholders and approximately 20 of them had been involved in the way forward. Wightfibre were continuing their installation rollout around the island.

In response to questions raised regarding digital accessibility, it was confirmed that issues would be addressed as they arose. The NHS had been engaged when formulating the strategy, as had Age UK and other older persons groups. The COVID pandemic had resulted in more services becoming digitalised and it would be important to try and ensure residents were not 'left behind' and were comfortable with using services.

There was some discussion on the move by Wightlink to the phasing out of cash payment for travel on its services. Whilst the Council had not ability to prevent this from occurring it did have the ability to try and influence its approach.

It was noted that many GP services had now gone online and that those who used the services most were probably those who struggled to go online. It was suggested that the council use its influence to encourage GPs to make their services as user-friendly as possible. Confirmation was given that this matter had been discussed at a recent meeting of the Policy and Scrutiny Committee for Health and Social Care, and that Healthwatch had done some work in this area. Health partners were aware of the work done by Age UK and were aware that there were still some people who would only engage face to face.

RESOLVED:

To note the progress with the Digital Island – Isle of Wight Digital Strategy.

That any further comments from Committee members on the potential priorities for the next phase of the strategy be sent to the Scrutiny Officer within the following week.

10. **Committee's Work Plan**

The contents of the workplan were noted. Any further suggestions would be welcomed.

11. **Members' Question Time**

There were no Members' questions

CHAIRMAN

Notes

NAME OF MEETING	Inquorate Policy and Scrutiny Committee for Neighbourhoods and Regeneration - Informal Briefing Session Thursday 6 October 2022, 5PM
VENUE	Council Chamber, County Hall, Newport, Isle of Wight
ATTENDEES	Cllrs J Lever (Chairman), C Quirk, I Ward (Committee members) Cllrs J Jones-Evans, P Jordan (Cabinet Members) Paul Thistlewood - Statutory Scrutiny Officer, Mel White – Scrutiny Officer, Sarah MacDonald – Democratic Services Officer; Stewart Chandler – Highways and Client Manager; Chris Ashman – Director of Regeneration; Alex Minns – Assistant Director of Neighbourhoods Apologies from Cllrs M Beston, R Downer, J Medland

BACKGROUND

The chairman explained that unfortunately the formal meeting of the committee could not proceed as it was not quorate due to the number of apologies received. With the agreement of those attending it was thought that a number of the proposed agenda items could be discussed by way of an informal briefing. Any issue requiring full consideration would be added to the agenda for the next meeting in January 2023. A note of the informal briefing would be included on the agenda of that meeting.

KEY POINTS DISCUSSED:

- **Bus Service Improvement Plan**

The Committee was reminded of the background to the adoption of the Bus Service Improvement Plan. The overall budget available from the Department for Transport had subsequently been reduced and a large number of authorities, including the Isle of Wight, were not awarded any funding. The feedback from this exercise would be used to improve the Plan in readiness for any future Government grant funding.

Mr Paul Walker, Head of partnerships and Strategy at Go South Coast, outlined the work undertaken by the company with a number of other local authorities. There was a reduced level of patronage being experienced since the pandemic including those with concessionary bus passes.

The Committee was advised of issues relating to the company operating electric, hydrogen and bio-diesel vehicles. Mr Walker indicated that emissions from the latest diesel buses were lower than those from a VW car.

The Council's walking and cycling strategy, together with speed limits and parked vehicles, had to be taken in to account when timetabling. There were a number of conflicts within these strategies and the Bus Service improvement Plan

With regard to the Government's recent announcement of a £2 maximum bus fare during January to March 2023 Mr Walker expressed concern that there had been insufficient detail provided as to how this will work. It was likely that this national scheme could present capacity issues.

- **E-Scooters Trial**

The Cabinet Member for Infrastructure, Highway PFI and Transport updated the Committee on the E-scooter trial. This was part of a wider project with Solent Transport. During the period of the trial changes and been made to overcome some issues of misuse. There was a discussion on usage of the E- scooters and data showing the number of journeys made and whether there was evidence to show that there were regular users and if journeys made by an E-scooter formed part of an longer journey involving other modes of transport.

The trial had now been extended to include E-Bikes and Bicycles which initially be available in Cowes, Newport and Ryde.

- **Regeneration Strategy**

The Cabinet Member for Levelling Up, Regeneration, Business Development and Tourism reported an award received in respect of the Branston Farm project. It was anticipated that people would start moving into houses at the end of October 2022.

The proposal for a new cultural centre as part of the Newport harbour scheme was welcomed. This would provide for a new archive facility. The inclusion of cultural facilities within regeneration schemes had now assisted in building on the Island's heritage and cultural assets.

Updates were also given on the Innovation Centre, Spa Site at Shanklin, Nicholson Road, Ryde and Pier Street, Sandown.

Policy and Scrutiny Committee for Neighbourhoods & Regeneration - Progress on Actions & Outcomes

Meeting Date	Agreed Action	Responsibility	Update	Actioned
Outstanding Actions				
18 November 2021	Housing Strategy Update Details of proposed tenancy training would be circulated to the Committee by the Assistant Director of Regeneration (Housing).		Still to be circulated.	
5 May 2022 Page 13	Local Transport Plan The main phases for the development of the Local Transport Plan 4 were noted and accepted as realistic and consideration of the draft be included within the Committee's workplan		Date yet to be finalised.	
	Committee's Workplan An item be included on the agenda for the 7 July 2022 meeting relating to the outcome of the bid by Southampton to be the City of Culture and how this will link in with the development of the Council's own Cultural and Heritage Strategies.		The bid was unsuccessful, and the Director of Regeneration has indicated that it would be appropriate to take time to review the Council's position regarding the strategies before reporting to the Committee.	
Actions Completed (Since Last Meeting)				



Committee report

Committee	POLICY AND SCRUTINY COMMITTEE FOR NEIGHBOURHOODS AND REGENERATION
Date	5 JANUARY 2023
Title	UPDATE ON THE FLOATING BRIDGE SAVED CARD HOLDER SURVEY
Report of	CABINET MEMBER FOR INFRASTRUCTURE, HIGHWAYS PFI AND TRANSPORT

SUMMARY

1. The purpose of the report is to provide an update on the survey of Floating Bridge Saver Card holders which was undertaken during summer 2022. It sets out the process, key findings, and an action plan to drive improvements to the service.

BACKGROUND

2. The Saver Card is aimed at residents and regular users of the floating bridge and enable them to save money and time; the cards operate in a similar way to the London Transport Oyster Cards. Cash credit is stored in the cardholders central online account and each time they travel the relevant fee is deducted. Cardholders benefit from a discounted rate as both foot passengers and vehicle drivers.
3. A floating bridge user group was established in 2018 with the first meeting taking place on 24 September – the membership consisted of council staff, local members, Cabinet member, representatives from Cowes and East Cowes Town Councils and a randomly selected sample of Saver Card holders that used the service on a regular basis. The group was established to examine how the service could be improved, the main aim being how to improve user experience.
4. The group met on a quarterly basis until March 2020 when it was temporarily suspended due to Covid-19; a Teams meeting was held in July 2021 although only one Saver Card holder was present. Staff have since attempted to reinstate the group on a face-to-face basis although regrettably the Saver Card holders that have been approached have been reluctant to attend. Accordingly, it was agreed to undertake an online survey to obtain the views of regular users.
5. The online survey was produced by staff within Commercial Services and the Communications team; it was agreed to email a link to the survey to all Saver Card holders that had used the service since 1 July 2021, and this equated to 5,127 card holders.

6. The survey went live on 25 July; a covering email was issued to the 5,127 card holders and a media statement was issued to increase awareness and response rates. The survey closed on 7 September 2022, at which point 1,188 responses had been received; this equated to 23.17% of the card holders.

KEY FINDINGS

7. A PDF showing graphical responses to each question is attached as appendix A to the report; this also includes details of the total responses to each question as some were skipped.
8. The key findings relating to frequency and types of use from the quantitative questions are as follows: -
 - 43.98% of card holders use the service at least once a week
 - 79.43% of people make return journeys
 - The top three reasons for using the service are leisure – 56.9%, shopping - 38.38% and commuting – 31.14%
 - In terms of type of use, the two main methods are as foot passengers – 57.52% and as a car driver/passenger – 68.58%
 - 70.4% of users are between 45 and 74 years old
9. When looking at all of the responses regarding prices between 59.53% and 71.33% of respondents felt the prices were about right, whilst between 22.47% and 39.05% felt they were too much. The highest percentage of those saying that the prices were not enough (between 10.14% and 10.54%) related to those for cyclists.
10. In terms of the card holders' views on the service, staff, and information the key points to note are:
 - The service was rated above average or better by 24.27% of respondents; whilst 49.91% rated it below average or poor
 - By contrast 94.2% of respondents rated the staff average or above
 - The two principal ways Saver Card holders obtain information regarding the status of the service is Variable Messaging Signs – 39.13%, and the Floating Bridge website – 46.2%
 - 88.86% of saver card holders responding to the survey were aware of the floating bridge website
11. Question 7 asked whether respondents felt any groups of people should be offered free travel concessions; a wide number of differing responses were received and are listed below: -
 - Families on benefits
 - Senior Citizens
 - Disabled
 - Students
 - Blue badge holders
 - Those attending medical appointments
 - Those on low wages
 - Bus pass holders
 - All foot passengers should travel free

12. By contrast respondents also stated that the Saver Card makes it cheap enough for users and some stated that no one should have free travel.
13. The survey asked card holders what would help them when planning their journey; the most frequently occurring responses are below: -
 - Text/email updates on service status
 - Operate to a timetable
 - Introduce a floating bridge app
 - Advise Red Funnel if the service is suspended so that they can advise their ferry users
 - Ensure webcam of the website is functioning and live
 - Operate a reliable service
 - Speed up the operation
14. In addition to looking at the key findings from the quantitative questions staff analysed the free text responses to question 15; the key comments have been collated and form Appendix 2 to the report.

NEXT STEPS

15. Using the key points and comments from the survey an action plan has been developed and this forms Appendix 3 to the report. This will be implemented in accordance with the timescales set out in the action plan.
16. It is intended to repeat the survey of saver card holders in summer 2023 and compare the results with the 2022 survey – this will enable the effectiveness of the action plan to be measured and where necessary identify additional actions to further improve the service and customer satisfaction.

APPENDICES ATTACHED

Appendix 1 – Floating Bridge saver card survey – whole report summary data
Appendix 2 – Floating Bridge user survey – key comments
Appendix 3 – Floating Bridge action plan

Contact Point: Sean Newton, Strategic Manager Commercial Services
821000 e-mail: sean.newton@iow.gov.uk

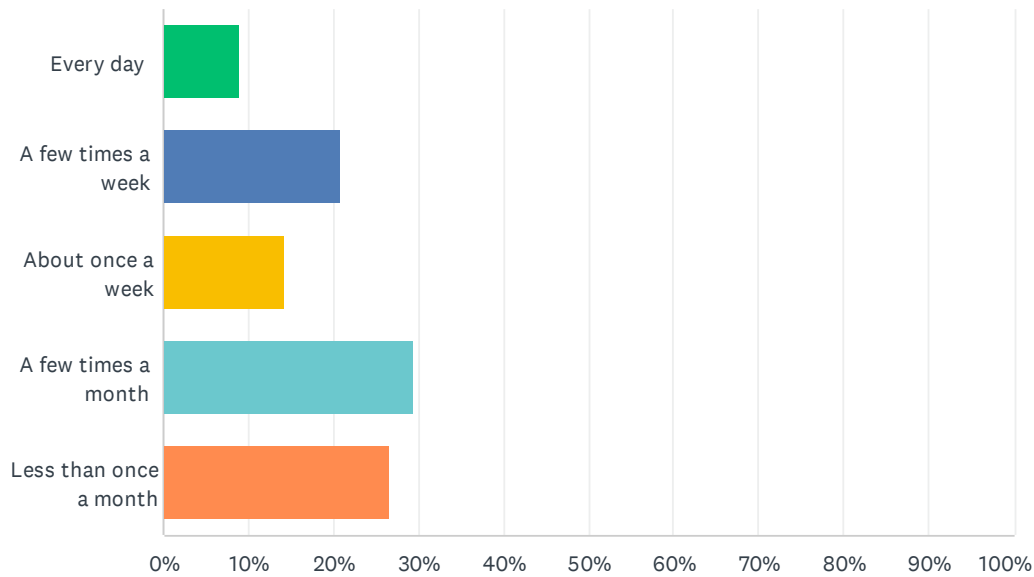
COLIN ROWLAND
Director of Neighbourhoods

PHIL JORDAN (CLLR)
Cabinet Member for Infrastructure, Highways PFI,
and Transport

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Q1 How often do you use the floating bridge?

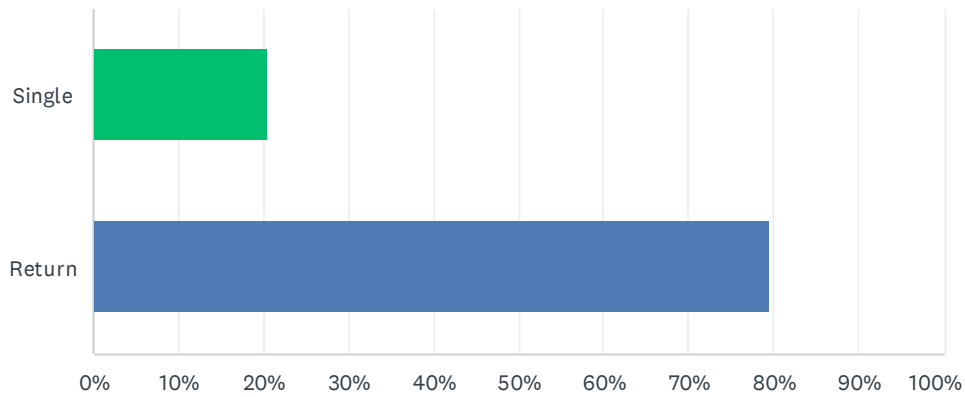
Answered: 1,187 Skipped: 2



ANSWER CHOICES	RESPONSES	
Every day	8.93%	106
A few times a week	20.81%	247
About once a week	14.24%	169
A few times a month	29.40%	349
Less than once a month	26.62%	316
TOTAL		1,187

Q2 Do you usually make single or return journeys?

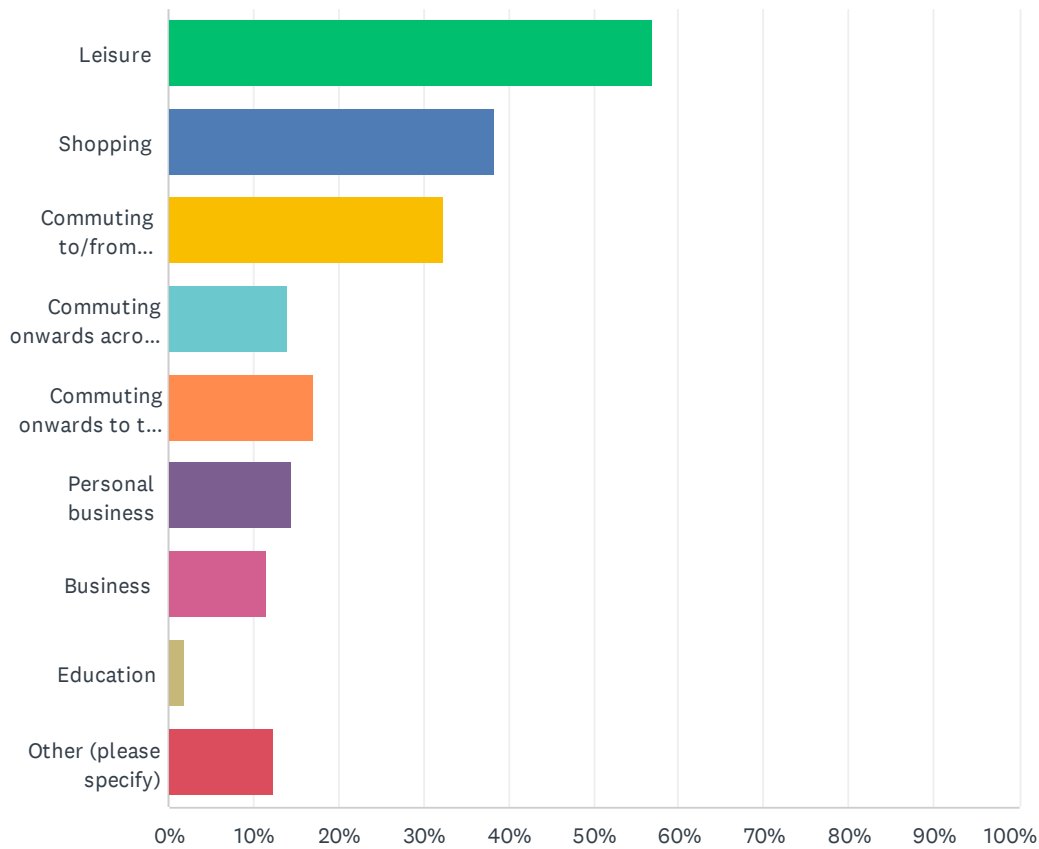
Answered: 1,186 Skipped: 3



ANSWER CHOICES	RESPONSES	
Single	20.57%	244
Return	79.43%	942
TOTAL		1,186

Q3 What do you use the floating bridge for? (Please tick all that apply)

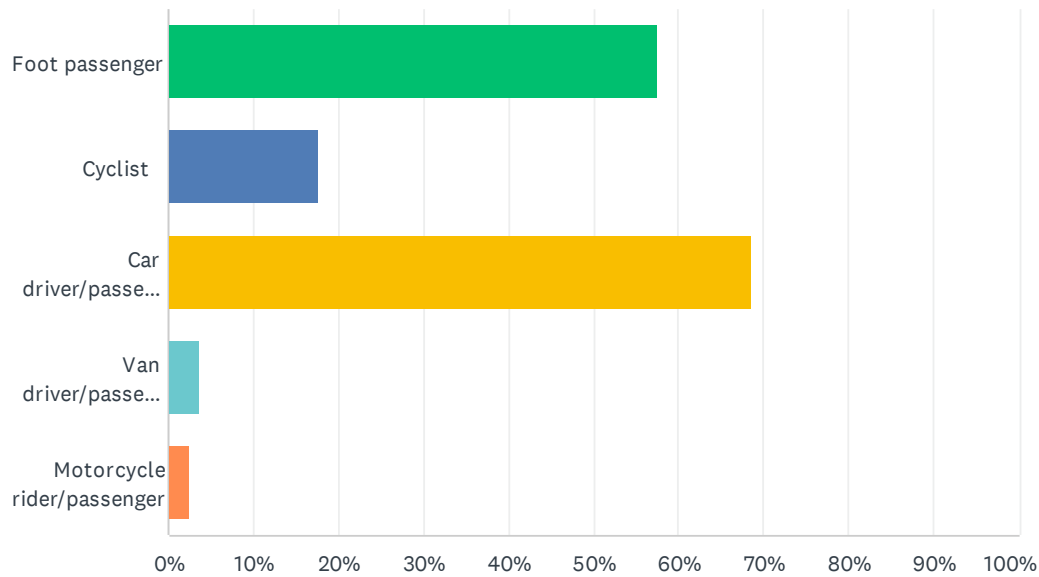
Answered: 1,188 Skipped: 1



ANSWER CHOICES	RESPONSES	
Leisure	56.90%	676
Shopping	38.38%	456
Commuting to/from Cowes/East Cowes	32.41%	385
Commuting onwards across the Island	14.14%	168
Commuting onwards to the mainland	17.00%	202
Personal business	14.56%	173
Business	11.53%	137
Education	1.85%	22
Other (please specify)	12.29%	146
Total Respondents: 1,188		

Q4 Do you travel on foot or with a vehicle? (Please tick all that apply)

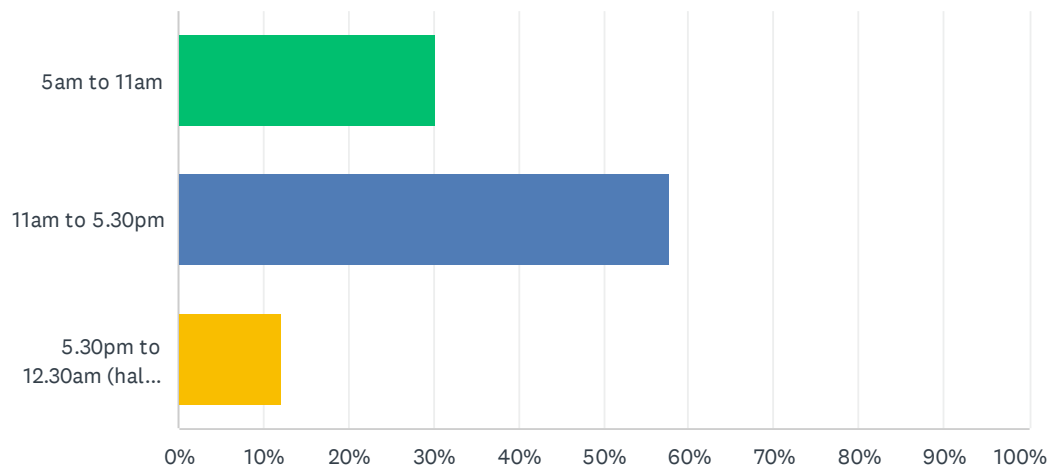
Answered: 1,184 Skipped: 5



ANSWER CHOICES	RESPONSES	
Foot passenger	57.52%	681
Cyclist	17.65%	209
Car driver/passenger	68.58%	812
Van driver/passenger	3.72%	44
Motorcycle rider/passenger	2.53%	30
Total Respondents: 1,184		

Q5 What time of day do you mainly make your journeys?

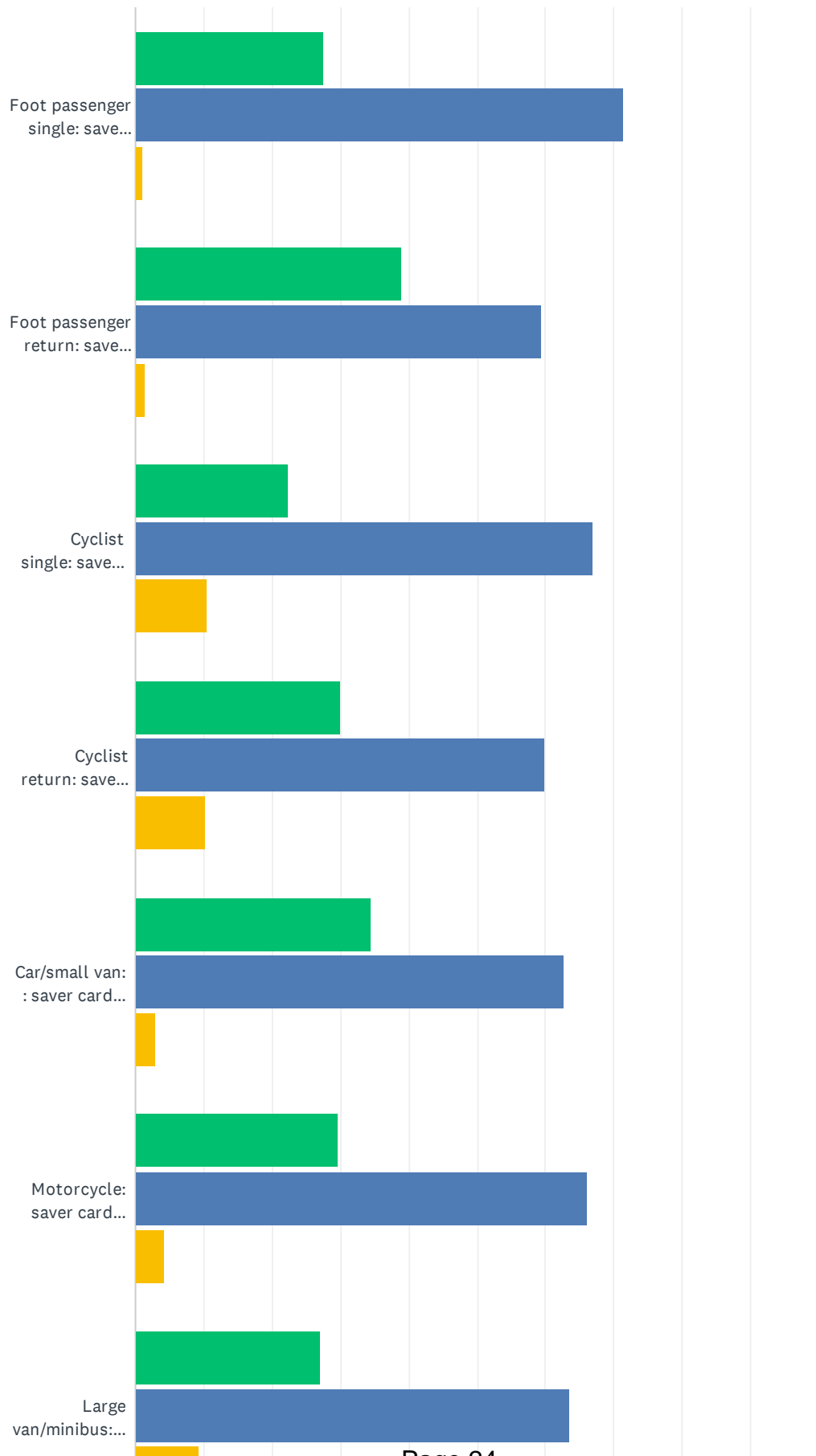
Answered: 1,178 Skipped: 11



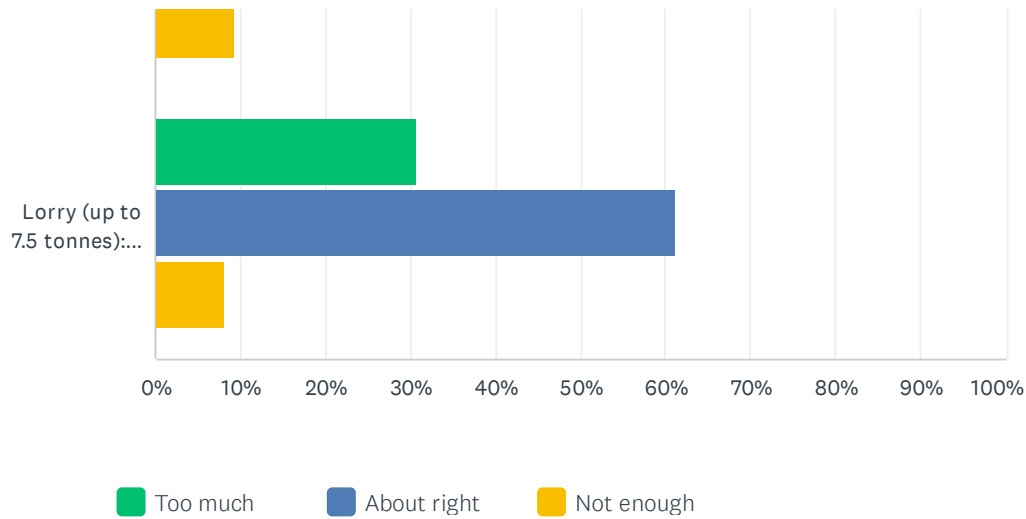
ANSWER CHOICES	RESPONSES	
5am to 11am	30.22%	356
11am to 5.30pm	57.72%	680
5.30pm to 12.30am (half past midnight)	12.05%	142
TOTAL		1,178

Q6 Do you feel that the current fares represent value for money?

Answered: 1,145 Skipped: 44



Floating bridge saver card holder survey 2022



	TOO MUCH	ABOUT RIGHT	NOT ENOUGH	TOTAL
Foot passenger single: saver card price = 50p (pence), non-saver card price = £1	27.52% 289	71.33% 749	1.14% 12	1,050
Foot passenger return: saver card price = not applicable, non-saver card price = £1.50	39.05% 385	59.53% 587	1.42% 14	986
Cyclist single: saver card price = 50p, non-saver card price = £1 (bike is free)	22.47% 211	66.99% 629	10.54% 99	939
Cyclist return: saver card price = not applicable, non-saver card price = £1.50 (bike is free)	29.99% 275	59.87% 549	10.14% 93	917
Car/small van: : saver card price = £1.80, non-saver card price = £2.40	34.47% 374	62.58% 679	2.95% 32	1,085
Motorcycle: saver card price = £1.20, non-saver card price = £1.70	29.59% 266	66.07% 594	4.34% 39	899
Large van/minibus: saver card price = £2.70, non-saver card price = £3.30	27.14% 244	63.52% 571	9.34% 84	899
Lorry (up to 7.5 tonnes): saver card price = £7, non-saver card price = £9	30.73% 272	61.24% 542	8.02% 71	885

Q7 Do you feel that any groups of people should be offered free travel concessions? Please give your thoughts in the box provided.

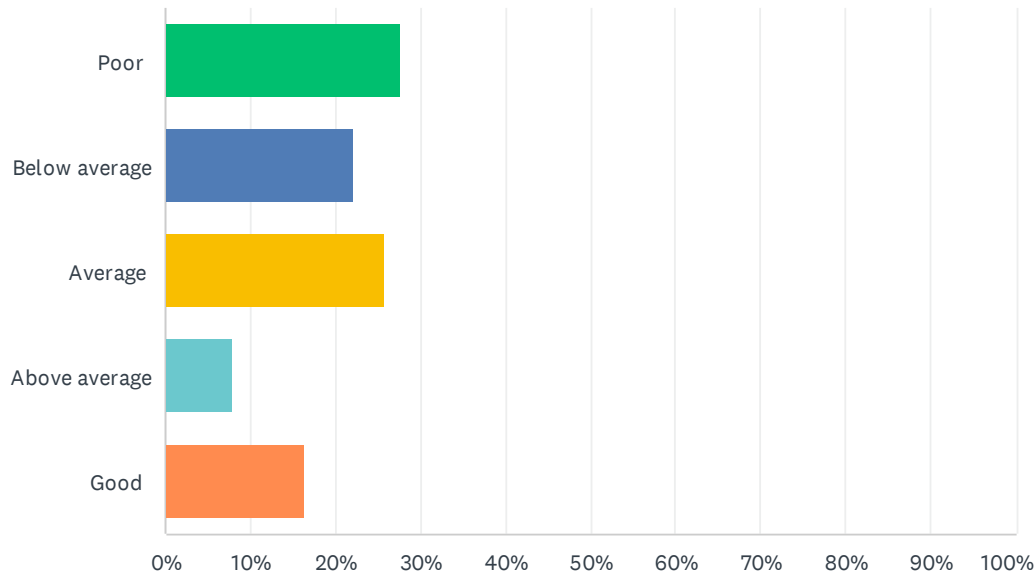
Answered: 973 Skipped: 216

Q8 Please use the text box below to add any comments about the saver card.

Answered: 593 Skipped: 596

Q9 How do you rate the service you receive in general from the floating bridge

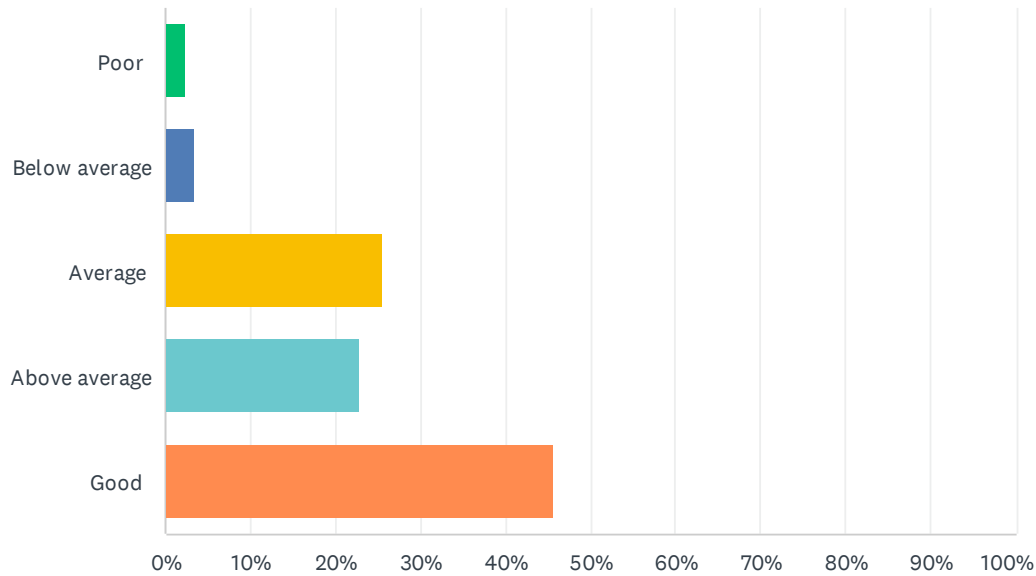
Answered: 1,104 Skipped: 85



ANSWER CHOICES	RESPONSES	
Poor	27.72%	306
Below average	22.19%	245
Average	25.82%	285
Above average	7.88%	87
Good	16.39%	181
TOTAL		1,104

Q10 How do you rate the service you receive onboard or shoreside from the team?

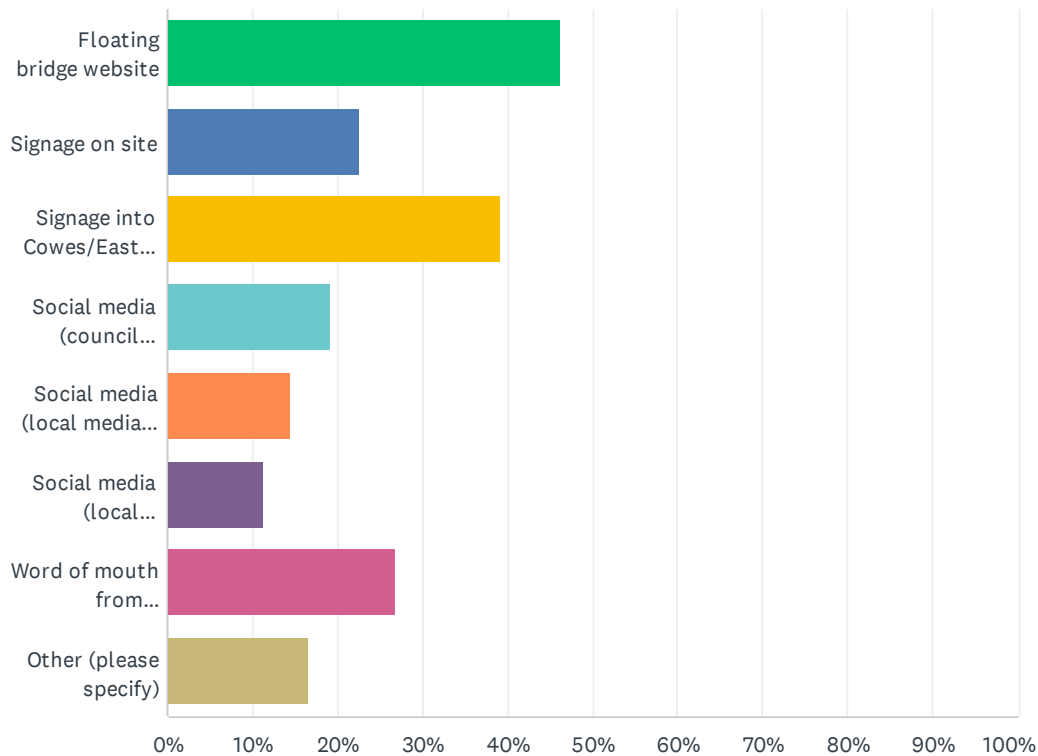
Answered: 1,104 Skipped: 85



ANSWER CHOICES	RESPONSES	
Poor	2.45%	27
Below average	3.35%	37
Average	25.63%	283
Above average	22.92%	253
Good	45.65%	504
TOTAL		1,104

Q11 How do you receive information about change to service?

Answered: 1,104 Skipped: 85



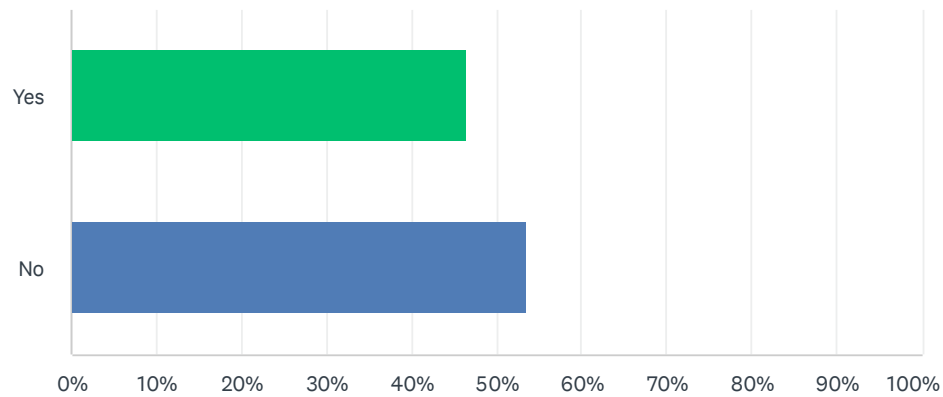
ANSWER CHOICES	RESPONSES	
Floating bridge website	46.20%	510
Signage on site	22.55%	249
Signage into Cowes/East Cowes	39.13%	432
Social media (council Facebook/Twitter)	19.20%	212
Social media (local media outlet)	14.40%	159
Social media (local community group)	11.32%	125
Word of mouth from friend/relative	26.81%	296
Other (please specify)	16.67%	184
Total Respondents: 1,104		

Q12 What would assist you in planning your journey?

Answered: 861 Skipped: 328

Q13 Are you aware that information regarding the service is available on poster board in the waiting area?

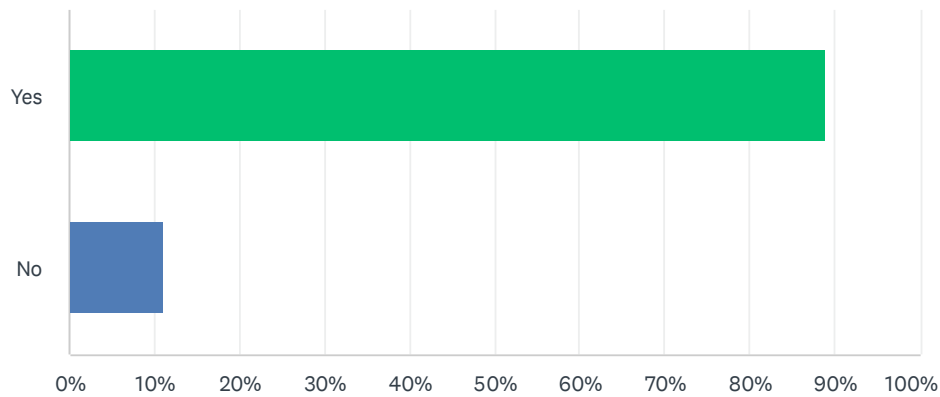
Answered: 1,086 Skipped: 103



ANSWER CHOICES	RESPONSES	
Yes	46.41%	504
No	53.59%	582
TOTAL		1,086

Q14 Are you aware that information regarding the service is available on our floating bridge website (www.iwfloatingbridge.co.uk)?

Answered: 1,095 Skipped: 94



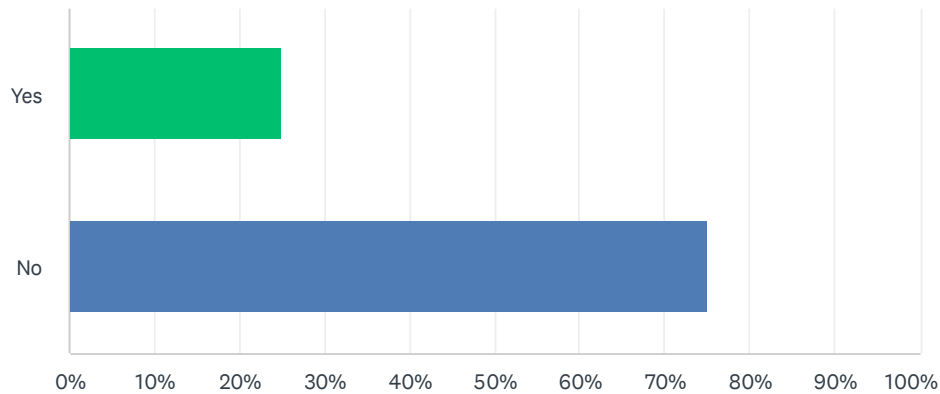
ANSWER CHOICES	RESPONSES	
Yes	88.86%	973
No	11.14%	122
TOTAL		1,095

Q15 Please use the text box below to add any further comments you may have

Answered: 557 Skipped: 632

Q16 As a Saver Card holder and regular user of the floating bridge, would you be happy to be part of a user group to meet on a quarterly basis and discuss all aspects of operation of the vessel?

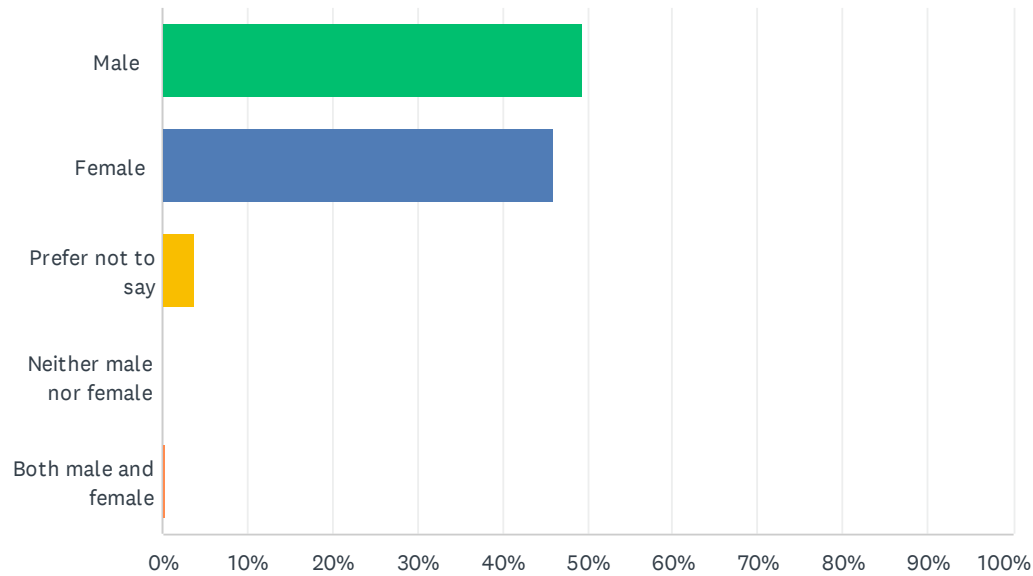
Answered: 1,079 Skipped: 110



ANSWER CHOICES	RESPONSES	
Yes	25.02%	270
No	74.98%	809
TOTAL		1,079

Q17 Which of the following options best describes how you think of yourself?

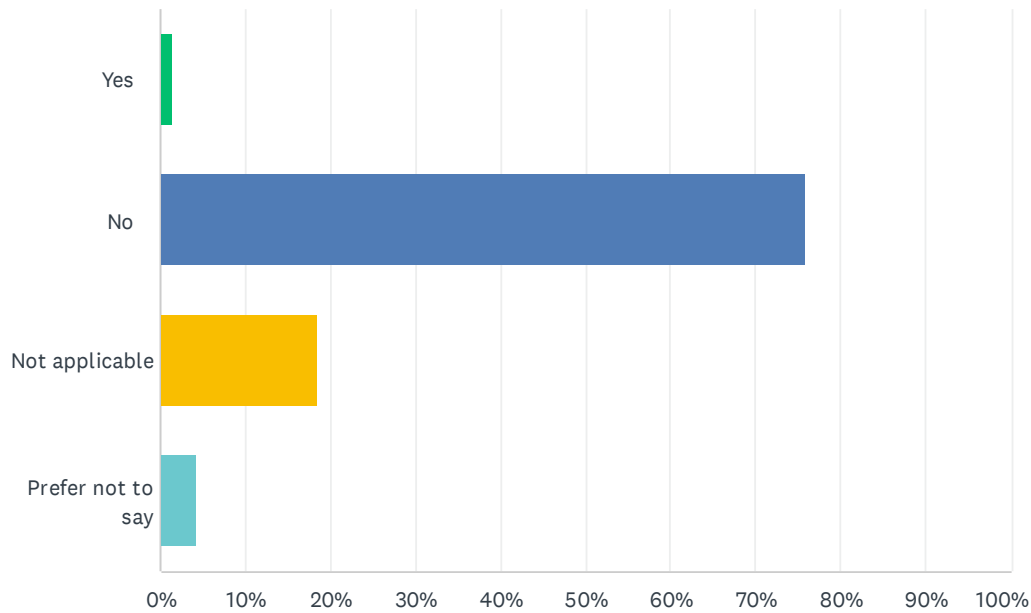
Answered: 1,052 Skipped: 137



ANSWER CHOICES	RESPONSES	
Male	49.43%	520
Female	46.10%	485
Prefer not to say	3.90%	41
Neither male nor female	0.10%	1
Both male and female	0.48%	5
TOTAL		1,052

Q18 Are you currently pregnant or have recently given birth?

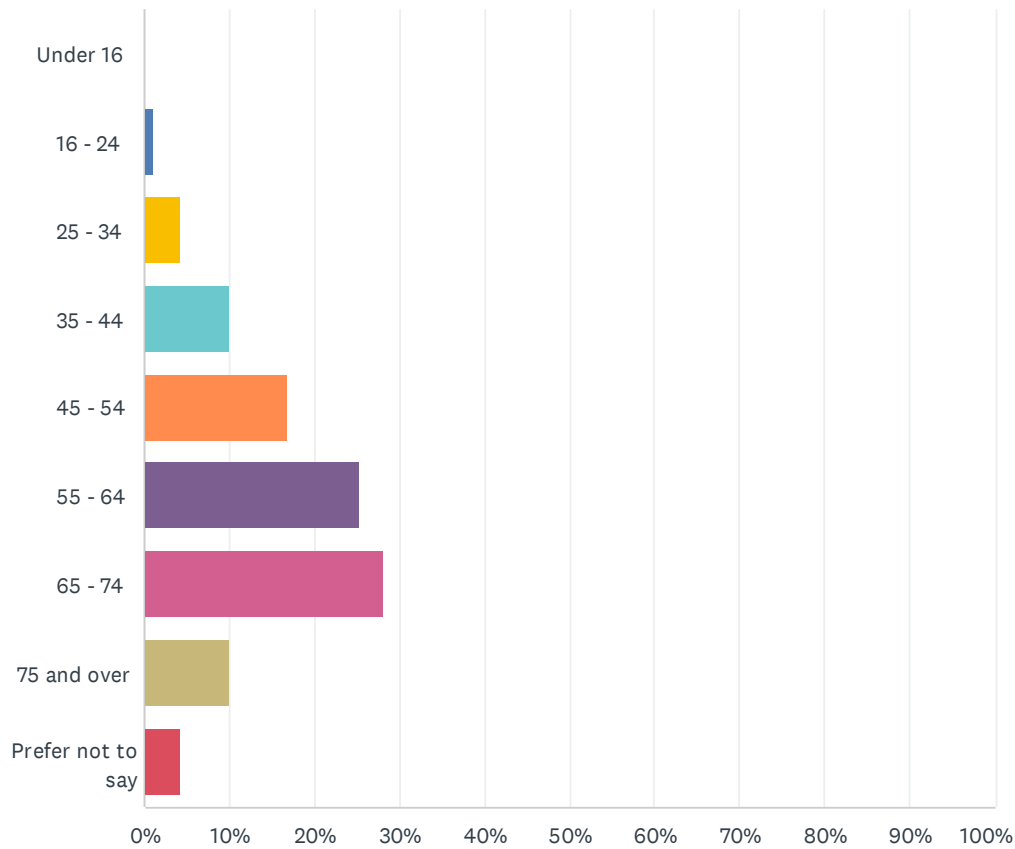
Answered: 1,047 Skipped: 142



ANSWER CHOICES	RESPONSES	
Yes	1.43%	15
No	75.84%	794
Not applicable	18.53%	194
Prefer not to say	4.20%	44
TOTAL		1,047

Q19 Which of these age groups do you belong to?

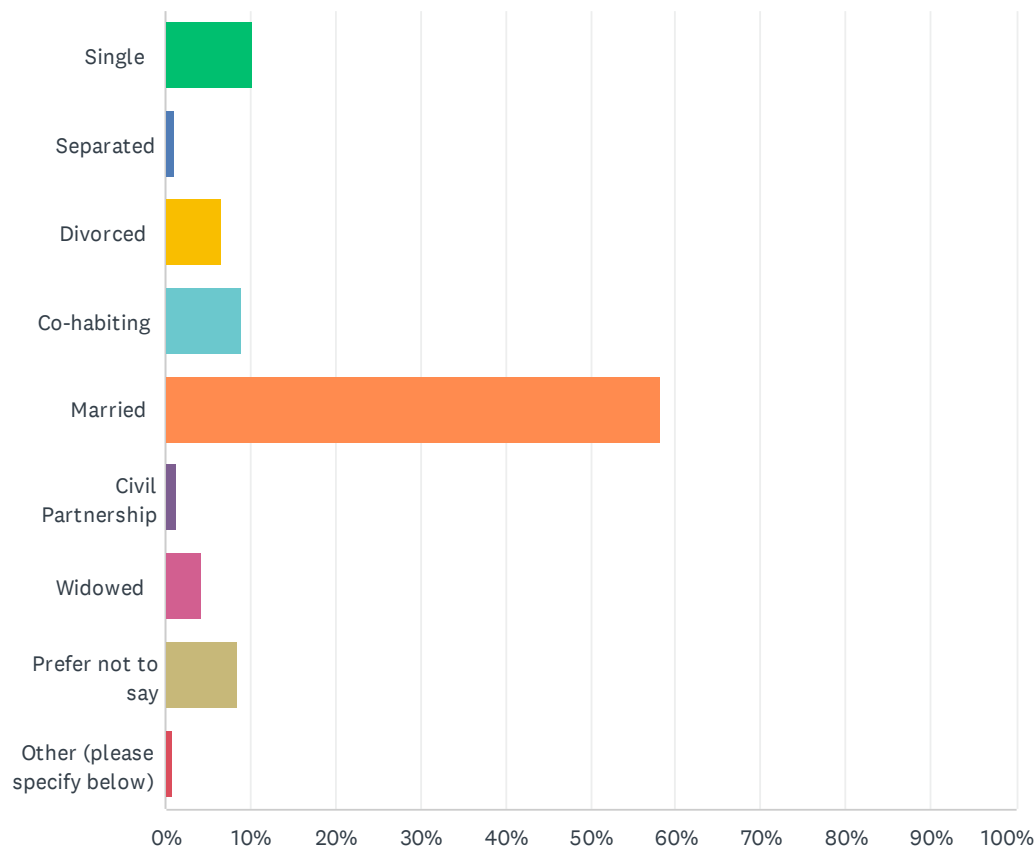
Answered: 1,057 Skipped: 132



ANSWER CHOICES	RESPONSES	
Under 16	0.00%	0
16 - 24	1.04%	11
25 - 34	4.26%	45
35 - 44	9.93%	105
45 - 54	16.84%	178
55 - 64	25.45%	269
65 - 74	28.10%	297
75 and over	10.03%	106
Prefer not to say	4.35%	46
TOTAL		1,057

Q20 What is your marital status?

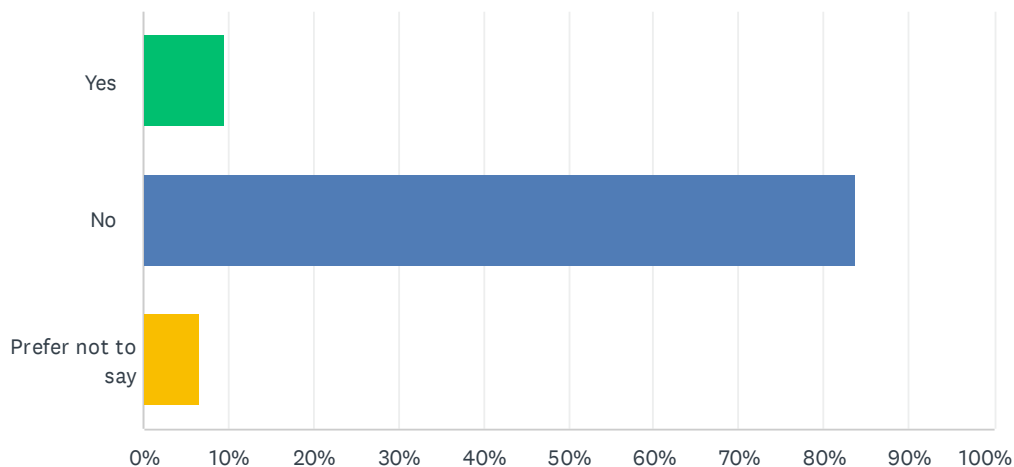
Answered: 1,055 Skipped: 134



ANSWER CHOICES	RESPONSES	
Single	10.24%	108
Separated	1.14%	12
Divorced	6.54%	69
Co-habiting	9.00%	95
Married	58.29%	615
Civil Partnership	1.23%	13
Widowed	4.17%	44
Prefer not to say	8.63%	91
Other (please specify below)	0.76%	8
TOTAL		1,055

Q21 Please tell us if you consider yourself to have a disability, or a long-term illness, physical or mental health conditions. (The Disability Discrimination Act 1995 and the Equality Act 2010 define a person as disabled if they have a physical or mental impairment, which has a substantial and long term effect (i.e. has lasted or is expected to last at least 12 months) and has an adverse effect on the person's ability to carry out normal day-to-day activities).

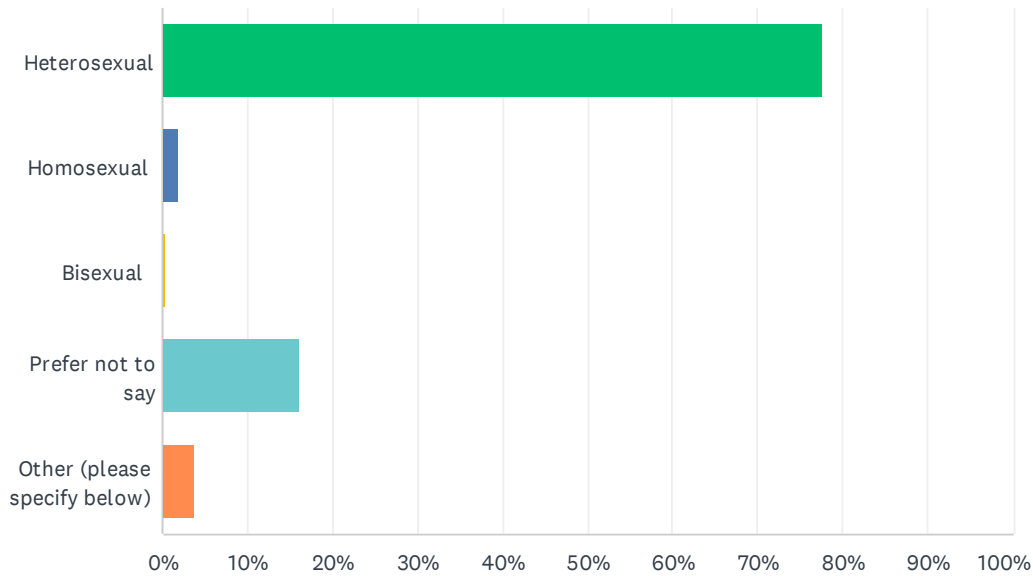
Answered: 1,057 Skipped: 132



ANSWER CHOICES		RESPONSES	
Yes		9.56%	101
No		83.82%	886
Prefer not to say		6.62%	70
TOTAL			1,057

Q22 Which of the following options best describes how you think of yourself?

Answered: 1,043 Skipped: 146



ANSWER CHOICES	RESPONSES	
Heterosexual	77.56%	809
Homosexual	1.92%	20
Bisexual	0.48%	5
Prefer not to say	16.30%	170
Other (please specify below)	3.74%	39
TOTAL		1,043

Q23 How would you describe your ethnic group?

Answered: 1,052 Skipped: 137

Floating bridge saver card holder survey 2022

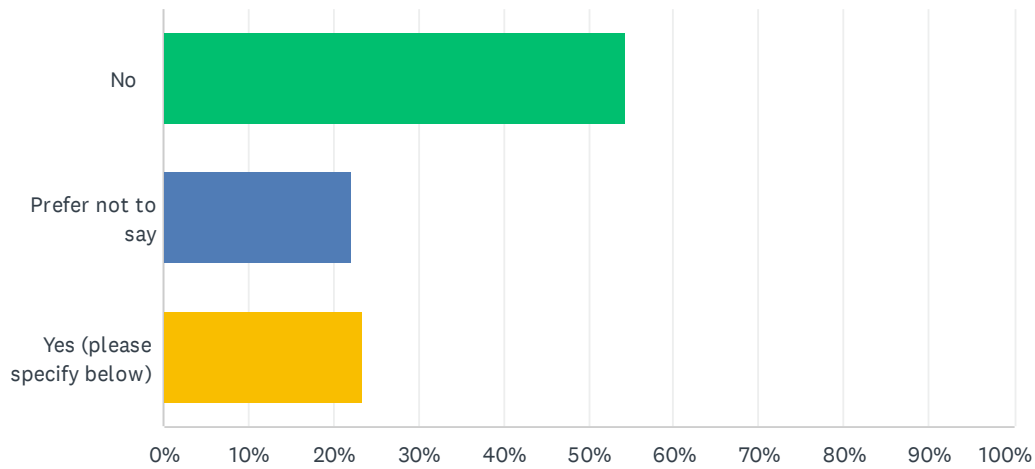


Floating bridge saver card holder survey 2022

ANSWER CHOICES	RESPONSES	
White British	85.17%	896
Black British	0.10%	1
Asian British	0.29%	3
Irish	0.67%	7
White European	2.66%	28
Black European	0.00%	0
White - Black Caribbean	0.00%	0
White - Black African	0.19%	2
White & Asian	0.19%	2
Black Caribbean	0.10%	1
Black African	0.19%	2
Arab	0.00%	0
Indian	0.00%	0
Pakistani	0.00%	0
Bangladeshi	0.00%	0
Chinese	0.00%	0
Japanese	0.00%	0
Prefer not to say	6.94%	73
Other (please specify below)	3.52%	37
TOTAL		1,052

Q24 Do you have a religious belief?

Answered: 1,045 Skipped: 144



ANSWER CHOICES	RESPONSES	
No	54.35%	568
Prefer not to say	22.11%	231
Yes (please specify below)	23.54%	246
TOTAL		1,045

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Operational

During busy times the crossing time could be much improved if the Driver was in the wheelhouse ready to go when the last vehicles are embarked - rather than trooping up the stairs - getting 'things ready' then setting off. I'm sure other ways of reducing the crossing time could be considered and adopted - possibly allowing vehicles from the LHS of the ferry disembark whilst the foot passengers disembark on the RHS - possibly with some form of portable barrier.

Although it's not the longest journey in the world it could be speeded up by letting foot passengers and cars on and off at the same time. H&S silliness!

The last bridge currently is at 00:20, however there is a Red Funnels service arriving into East Cowes at 01.00. It would make a lot of difference to the passengers and staff using this ferry if there were a bridge available at 01:20. I know that staff stay on the bridge all night - Would it not be possible to have one service at that time to meet the ferry? From a personal perspective, this would make a world of difference to me, as I would be able to get home after my late shifts - at the moment, I have to stay in staff accommodation as I cannot get back to west Cowes.

For obvious safety reasons cars and motorcycles should be unloaded before pedestrians and bicycles. It really makes no sense to have pedestrians milling about in the middle of the road while cars are disembarking!

It would be helpful if rather than waiting for the odd straggler cars that turn up that it went when those present were boarded thus giving a quicker turnaround at each end. We missed a ferry as turnaround was slow (15 minutes)

Can the waiting shelter in East Cowes be cleaned regularly? (It's a mess). Also, the waiting passengers (especially those with cycles) can tend to extend into the roadway when they are waiting to pay/board. This is a danger to cars coming off the ferry East Side.

I think the vessel is an improvement and the teething troubles are to be expected
Slightly concerned that you will get a parking ticket whilst waiting for floating bridge in the queue!

Media and communications

The website is old and needs revamping

But the information on the website isn't always up to date, so I have stopped looking and using it

Website tells you its running or not but because the reduced frequency it should also give crossing times

Where is the official Floating Bridge App so that it is easy to check real time location/service status of the floating bridge?

Text messages about short notice interruption of service would be helpful. When out of service, two launches running the shuttle service at peak times should be used

The community need this service and it's a shame we have invested money into something what is worse than it's predecessor, and we are having to pay for that service every time we use it. The crossing time has tripled and it is so much louder - the clunks upset my children. I would have no issues with paying if I knew I could rely on it and I knew it had a timetable. Most of the staff are wonderful and helpful but they are let down by others on their team.

Staffing

Too many staff . Some staff expecting you to no where go and rude if you get wrong

As a frequent user, I find the difference in attitude between different crews is so vast, some crews operate a very swift efficient service whilst others spend far too much time chatting and faffing about ignoring the fact people are waiting. If the bridge has just left, one crew will perform a quick turn around and be swiftly back over, whilst another will leave you waiting for anything up to 20 minutes, and that's not because of tidal differences

Fees and payments

It seems there is a lot of confusion using the service if you haven't used it before. Pedestrians and cyclists are unaware they can pay a staff member rather than use the machines and cars are unaware where to queue and that they can pay on-board. Signage needs to be better.

I think some people have to use the service but for those that don't recent issues have put them off. Also the cost has really increased over the last 15 years and that will be another factor for many. It would be better for traffic through Newport if the service was better and cost was subsidised by the council

Obtaining a saver card from the website was impossible

What is the box for at the entrance to the Chain ferry - Are we able to scan our own cards?

Other

It's a good service. The decision to go for a large ferry and all the consequences of it were unfortunate but the present service seems to be good (although I no longer commute over every day as I have given up on Red Funnel's RedJet service). That all said, I still dream of a fixed bridge so that I could always get over in 2 minutes and it does seem that an opening bridge as at Weymouth ought to be feasible, the traffic across the river vastly exceeds that along it I think. But anyway, the present service is good, thanks.

Get rid of it and build a tunnel or bridge!! The old one should never have been "scrapped" it was perfectly alright. Progress?? I don't think so.

FB6 Saver Card Survey 2022 – action plan

1. Operational

Item	Action	Objective	Deadline
1.1	Review loading and unloading procedures as well as staff responsibilities	Decrease crossing times and increase number of return journeys per hour (crossing includes loading and unloading of passengers, cyclists and vehicles)	31.01.23
1.2	Review staff responsibilities	Maximize use of limited resources; also, decrease crossing times and increase number of return journeys per hour	31.01.23
1.3	Review operating hours	To ensure the service meets early morning Red Funnel ferry crossings	31.01.23
1.4	Review cleaning of Cowes and East Cowes passenger waiting areas to improve frequency and implement	Improved customer facilities	31.12.22

2. Media and communications

Item	Action	Objective	Deadline
2.1	Review website	Improve ease of access to information	31.01.23
2.2	Meet with ticketing and website contractor to discuss development of FB app	Improve ease of access to information	31.01.23
2.3	Investigate implementing service update text messages/emails/Twitter posts	Improved communication and assist with journey planning	31.01.23

3. Staff

Item	Action	Objective	Deadline
3.1	Undertake 'in-house' staff refresher training on customer service and service standards	Consistent service delivery and improved customer satisfaction	28.02.23

4. Fees and payments

Item	Action	Objective	Deadline
2.1	Review site signage for queuing and payment options	Improve ease of use and promote contactless payments	31.01.23

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Committee report

Committee	POLICY SCRUTINY – NEIGHBOURHOODS AND REGENERATION
Date	5 JANUARY 2023
Title	PLACE AND NEIGHBOURHOOD PLANNING
Report of	DIRECTOR OF REGENERATION

1. SUMMARY

1.1 The Corporate Plan indicates that the Council intends to promote people-orientated place planning for town centres. This report provides an overview so that the Committee can gain an understanding of place and neighbourhood plans as they are being utilised on the island, what the differences are, the costs involved and how such plans might assist rural areas. It reflects some of the experiences of places on the island that have plans and summarise any known feedback on impact, resources, and funding.

2. BACKGROUND

2.1 Planning in England is plan-led with a National Planning Policy Framework (NPPF) setting out government policy and guidance on practice which local areas should adhere to.

“The planning system should be genuinely plan-led. Succinct and up-to-date plans should provide a positive vision for the future of each area; a framework for addressing housing needs and other economic, social and environmental priorities; and a platform for local people to shape their surroundings.” 2021 National Planning Policy Framework

2.2 The National Policy Framework has three ‘tiers’ National, Local & neighbourhood

- National Planning Policy Framework (NPPF) and Planning Practice Guidance (PPG)
- Local Plans – produce either by an individual authority or jointly by authorities working together - local authorities have the responsibility for strategic planning and determining housing numbers
- Neighbourhood planning

2.3 These are the foundations upon which day to day planning decisions are based

2.4 Having a robust Development Plan in place at an island and at a community level helps to:

- Move from plan-making to place-shaping.

- Provide certainty for communities, developers, and the council.
- Focus councils on delivery.
- Access more funding and attract investment

2.5 Aligning the emerging Island Plan and Local plans with the National Planning policy framework provides an overall Development Plan against which individual planning applications can be considered.

3. Neighbourhood plans

3.1 The Localism Act 2011 introduced a right for communities to draw up neighbourhood plans NPPF paragraph 29: *‘Neighbourhood planning gives communities the power to develop a shared vision for their area. Neighbourhood plans can shape, direct, and help to deliver sustainable development, by influencing local planning decisions as part of the statutory development plan. Neighbourhood plans should not promote less development than set out in the strategic policies for the area or undermine those strategic policies.’*

3.2 Neighbourhood planning gives communities direct power to develop a shared vision for their neighbourhood and shape the development and growth of their local area.

3.3 A Neighbourhood plan should support the strategic policies set out in the Local Plan and plan positively to support local development – it is not about stopping development. Neighbourhood Plans are not a requirement under the NPPF but are an opportunity for communities to shape development in their areas

3.4 Some of the benefits of Neighbourhood Plan are that they set ground rules for development in area, e.g., more control over design, layout, and conservation of heritage/local character.

They are...

- A land-use planning document
- The opportunity to embed a local approach to ‘planning issues’
- Based on evidence
- A positively prepared plan
- Non-strategic policies (i.e., not island wide)

They aren’t...

- An answer to every problem in your area
- A blocker to development
- A document that can be completed in a few weeks

3.5 Whilst not an answer to every ‘problem’ in an area, the process can also help identify non-planning issues that we can then draw to the attention of the relevant people, whether they are in the Council or otherwise, to see how they could be addressed.

3.6 Once a Neighbourhood Plan has been made, it has the same legal status as the Local Plan (in our case currently the Island Plan Core Strategy). It becomes part of the statutory development plan (alongside the NPPF and the Core Strategy).

In addition, the NPPF is equally clear at paragraph 12 that *Where a planning application conflicts with a neighbourhood plan that has been brought into force, planning permission should not usually be granted.*

3.7 The draft Island Planning Strategy includes policy C15 which emphasises the importance of Neighbourhood Plans and outlines some of the key issues that such plans could address:.

- a) Identify and allocate land for development to meet the housing requirement within a designated neighbourhood area.
- b) Introduce policy on second home ownership.
- c) Identify sites for self and custom build serviced plots.
- d) Act as a local Design Code / Guide.
- e) identify and allocate previously developed land for residential, commercial, or social purposes.
- f) Set out preferred locations for social and community infrastructure

3.8 The steps to prepare and adopt a NP are set out in legislation and have a number of formal stages, including public consultation and independent examination, however importantly the hurdles to jump over at that NP examination are not as high as those for a local plan

3.9 While there are prescribed documents that must be submitted with a neighbourhood plan or Order there is no 'tick box' list of evidence required for neighbourhood planning. Proportionate, robust evidence should support the choices made and the approach taken

3.10 When considering the content of a neighbourhood plan or Order proposal, an independent examiner's role is limited to testing whether or not a draft neighbourhood plan or Order meets the 7 [basic conditions](#), and other matters set out in [paragraph 8 of Schedule 4B to the Town and Country Planning Act 1990 \(as amended\)](#). The independent examiner is not testing the soundness of a neighbourhood plan or examining other material considerations.

3.11 The council's Planning policy team are able to offer support and guidance on the process. Recent discussions with some PCs have concluded that the proposed IPS policies would do enough for them at this stage if they are adopted.

3.12 The cost of developing a Neighbourhood Plan can vary depending on the issues being addressed and the supporting evidence base required. Normally a minimum of £20,000 would be expected but plan production averages between £40-£50,000.

3.13 Five areas on the island currently have a Neighbourhood Plan in place

- Bembridge
- Brading
- Brighstone
- Freshwater
- Gurnard

4. Place Plans

4.1 A range of other methods to achieve place making and sustainable development exist as alternative to the time and cost associated with development of a Neighbourhood Plan. One of these, which the councils Regeneration team have helped to promote is “Place Plans”.

4.2 Place Plans should be seen as a process as much as an output. They bring together local stakeholders, town or parish councils, local businesses, community groups to work together with the Isle of Wight council to identify key issues of concern, using data and consultation, and develop an action orientated plan to address the issues.

4.3 They provide evidence of a collaborative shared vision for a place around which collective resources can be dedicated and funding applications submitted to improve that area. UK Government funding programmes usually require this form of evidence base when considering bids.

4.4 Place plans can reference land use and development objectives but tend to focus on tackling the socio-economic issues facing the area.

4.5 They also act as a reference point for interaction with different council departments and other public bodies. In general terms a population of at least 15,000 is required to provide the necessary critical mass to influence service delivery.

4.6 Three areas across the island have developed “place plans” to date, in partnership with the council’s regeneration team

- Newport
- Ryde
- Cowes/Northwood

4.7 Three councils in the Bay area have recently committed to work together to develop a Place plan for that area

4.8 In addition, Ventnor and East Cowes have town plans which seek provide a focus to community improvement in their areas.

4.9 The Place plan is accompanied by the formation of a “place plan steering group” which oversees the development of the plan and the implementation of an action plan.

4.10 As part of its recent UK shared prosperity fund allocation the council has recruited additional staff to act as “area regeneration managers” to help existing place plans deliver their action plans and assist other areas in developing place plans where they see that opportunity as supporting sustainable regeneration of their area.

4.11 A place plan normally takes around 3 months to develop and involves extensive data collection and consultation. The average cost is around £20,000. Ryde and Newport have successfully bid for UK government funds referencing their place plan

as their evidence base.

4.12 Place plans in rural areas – The population numbers in rural areas mitigate against the use of place plans. Villages and small settlements with similar issues may come together to collaborate on tackling these issues using the support of the Isle of Wight council.

4.13 Policy C15 of the Draft IPS also references Place Plans and masterplanning work and notes that if such work is endorsed by the council, development proposals will be expected to demonstrate how they contribute to achieving the aims of these community led plans.

5. Neighbourhood Priority statements – the future?

5.1 In the recent Levelling Up Bill, the government are proposing to introduce a new simpler neighbourhood planning tool called a “neighbourhood priorities statement”.

5.2 These will allow parishes & communities to identify their key priorities for their local area, including their development preferences, and will provide a simpler and more accessible way for them to participate in neighbourhood planning.

5.3 The local authority will then be obliged to take a NPS into account when preparing its local plan. Further details on this new tool will emerge as the Levelling Up Bill progresses and a new NPPF Prospectus is published.

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CHRIS ASHMAN
Director of Regeneration

COUNCILLOR PAUL FULLER
COUNCILLOR JULIE JONES-EVANS
Cabinet Members for Planning and Regeneration

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CULTURAL CENTRE VISION STUDY

Newport Harbour, Isle of Wight

July 2022



BOYLE + SUMMERS
ARCHITECTURE AND MASTERPLANNING



Agenda Item 9

NEWPORT

Site location plan

-  Indicative site area
-  Newport Harbour Masterplan area

Contents

01 Introduction

1.1 Introduction

02 Site context

2.1 Newport Harbour masterplan

2.2 Existing site

2.3 Site analysis

2.4 Site photographs

03 Design concept

3.1 Stakeholder brief

3.2 Site concept

3.3 Precedent images

3.4 Proposed site plan

3.5 Proposed floor plans & area
schedule

3.6 Harbour elevation

Document Check	
Authors	Christian Morris / India Custance / Emma Rainoldi
Checked by	Christian Morris
Project No.	22020
Date	September 2022
Status	Draft
Revision	B

01 Introduction



Site location within Newport Harbour Masterplan area

Indicative site area

Newport Harbour Masterplan area



Site location

Indicative site area

1.1 INTRODUCTION

The IOW Council have requested an initial Vision Study be prepared for a new Cultural and Archive Centre, on Newport Harbour Quayside.

A Masterplan for the area identified the potential site, where the current Riverside Centre is located.

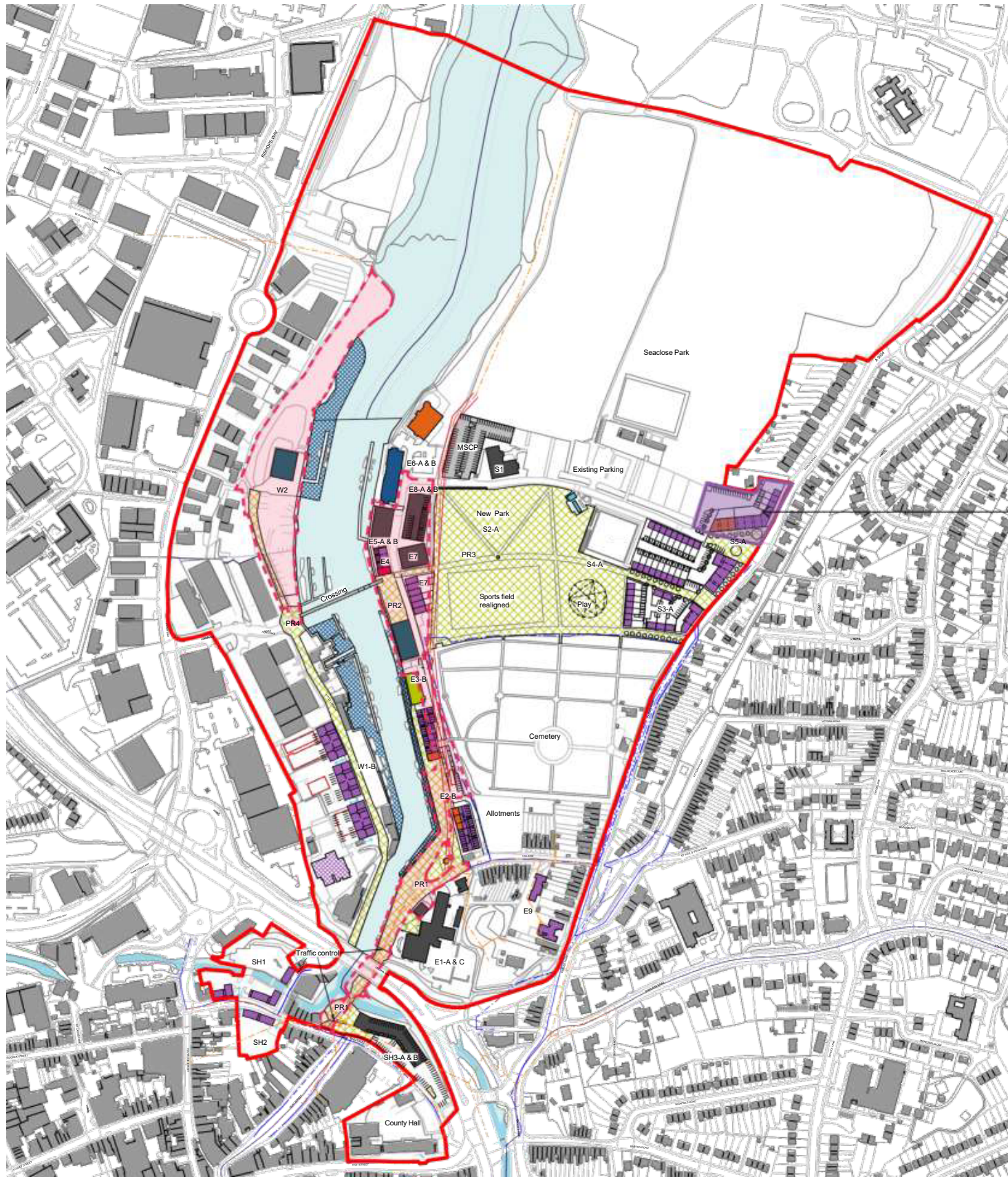
The Masterplan put forward two options, an extension of the existing Riverside Centre or a new larger building.

The option proposed in this study is for a new building, with potential uses identified by various stakeholders. The council is committed to working with key stakeholders, to ensure any new facility would enhance existing organisations and the offer for the community.

This study will lead to consideration of a Feasibility Study, where a 'brief' for the building will be determined, along with due diligence to test the proposed Vision.

Designs within this document are indicative concepts at this stage and will be subject to change, with further understanding of the site, the brief and the requirement.

02 Site context



Proposed site plan (Source: Kay Elliot, Newport Harbour Masterplan Report 2021)

2.1 NEWPORT HARBOUR MASTERPLAN

This study is based on the Newport Harbour Masterplan, and reflects some of the constraints and opportunities identified in that work.

Although identified as a 'later' stage within the Masterplan, it is intended to promote a new Cultural and Archive Centre as an initial part of regenerating the area.









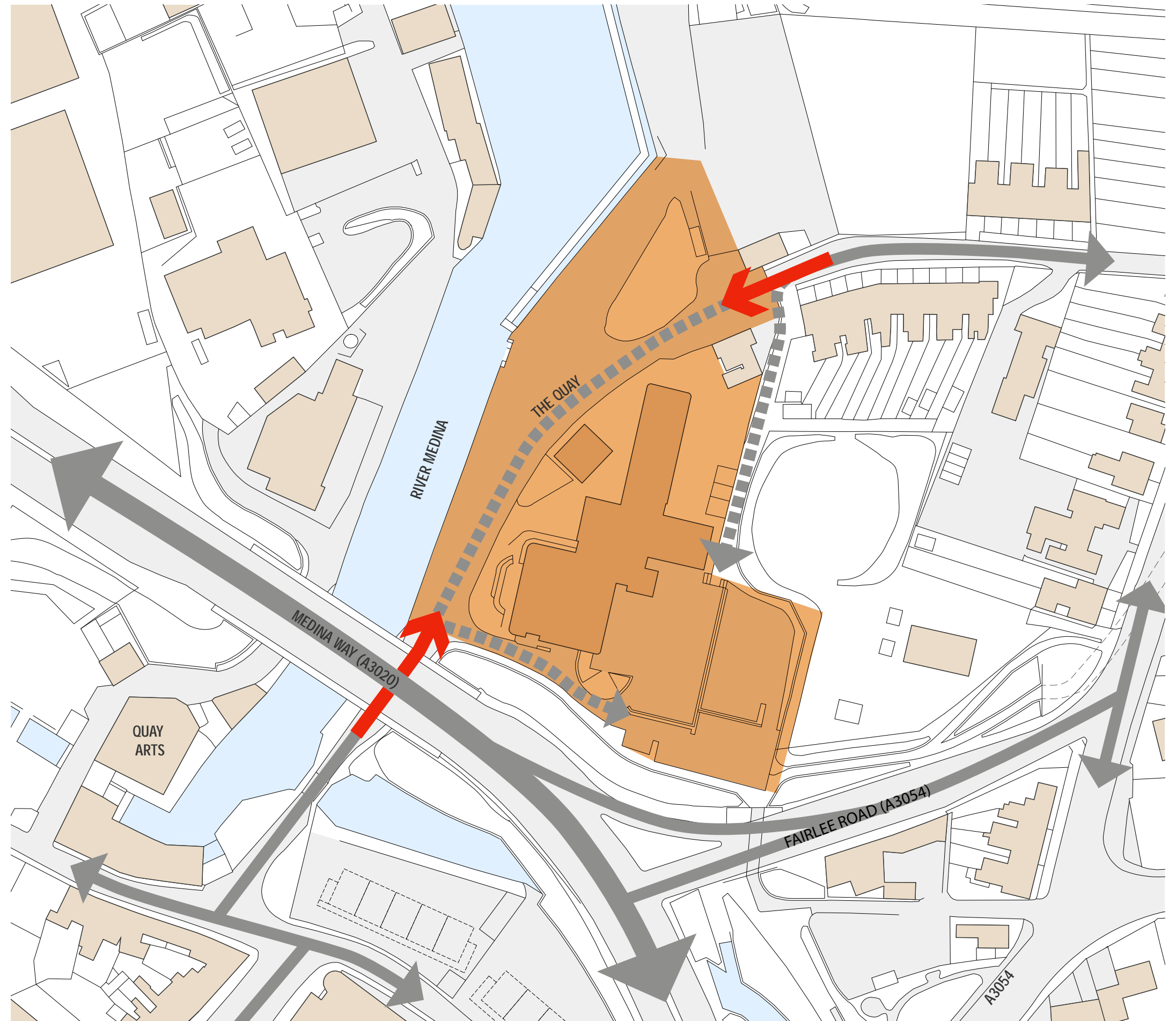
Illustrative key views of new public realm (Source: Kay Elliot, Newport Harbour Masterplan Report 2021)

2.2 EXISTING SITE

It is important to find the right solution for new accommodation for users and occupiers of the Riverside Centre. The site has a prominent position within Newport Harbour and would be highly visible from main routes into Newport.

An initial analysis of the site shows there are constraints identified and opportunities.

-  Indicative site area
-  Site access
-  Main roads
-  Site vehicular access
-  Existing buildings in the surrounding area
-  River Medina



Existing site plan

2.3 SITE ANALYSIS

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-  Indicative site area

 Site access

 Main roads

 Site vehicular access

 Public footpath N120

 Existing buildings in the surrounding area

 River Medina

 Sun path
-  Potential rights of light & daylighting issues

 Views out of the site

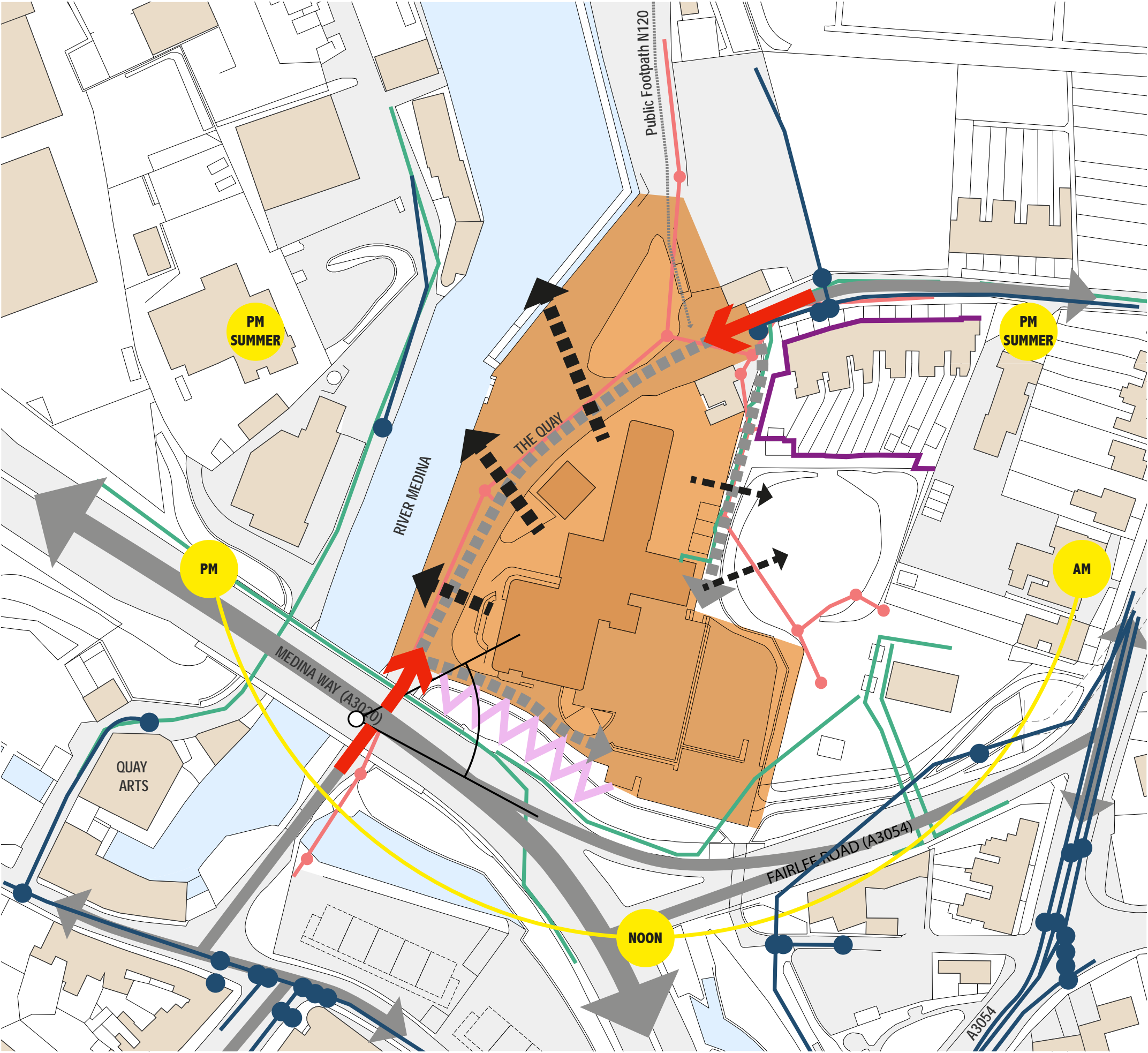
 High visibility

 Noise from road

 Gas mains

 Sewer

 Water







03 Design concept

3.1 STAKEHOLDER BRIEF

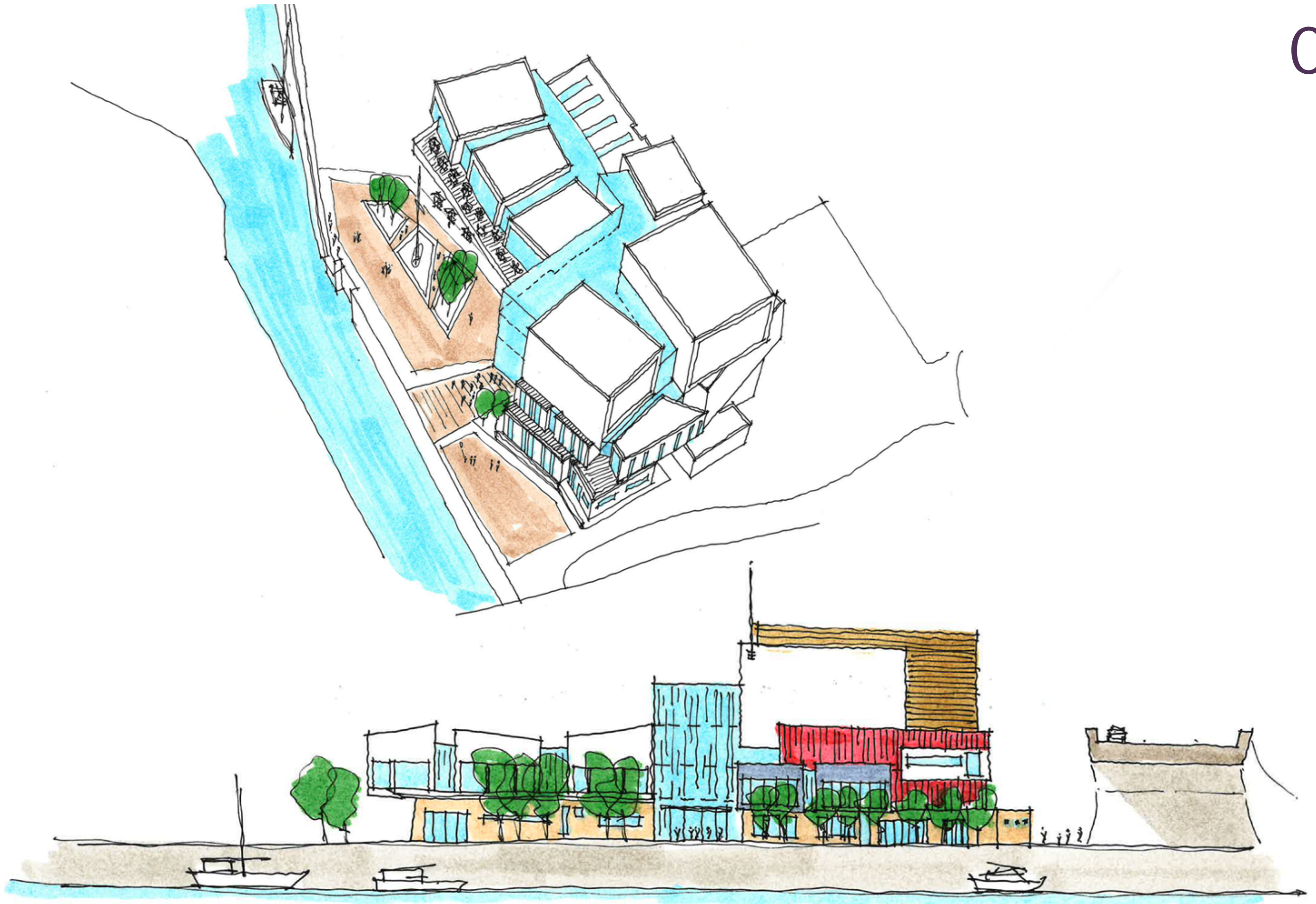
In order to determine potential uses that might be incorporated into a new centre, a workshop was held to discuss the project. A questionnaire was completed by stakeholders, identifying the uses and quantum of space that could be incorporated into a new centre.

In order to determine ‘space requirements,’ a moderated average floor area, requested by stakeholders, for each use, was used.

In addition to the type and size of space identified by stakeholders, the ‘brief’ will evolve at a Feasibility stage, with ongoing input from key stakeholders, such as the Riverside Centre and Quay Arts.

From discussions, there are potentially many uses that could be incorporated into a new centre, which will need consideration moving forward, particularly during the Feasibility Stage.

SPACE	LEVEL	SIZE (sqm)
Studio Space 1	Ground Floor	100
Studio Space 2	Ground Floor	66
Studio Space 3	Ground Floor	65
Studio Space 4	Ground Floor	50
Gallery 1	Ground Floor	200
Exhibition Hall 1	Ground Floor	400
Exhibition Hall 2	Ground Floor	200
Library / Reading Room / Meeting & Gallery Space	Ground Floor	1,164
Restaurant	Upper 1	200
Bar	Upper 1	150
Cafe	Upper 1	150
National Archive Storage	Upper 1	450
National Archive Access/Admin	Upper 1	140
Classroom 1	Upper 1	100
Classroom 2	Upper 1	100
Theatre 1	Upper 2	400
Theatre 2	Upper 2	200
NET AREA		4,135
Entrance Hall & Foyer		1,000
Circulation, Plant & Storage		1,000
TOTAL GIA		6,135



3.3 PRECEDENT IMAGES



3.4 PROPOSED SITE PLAN



Proposed site plan

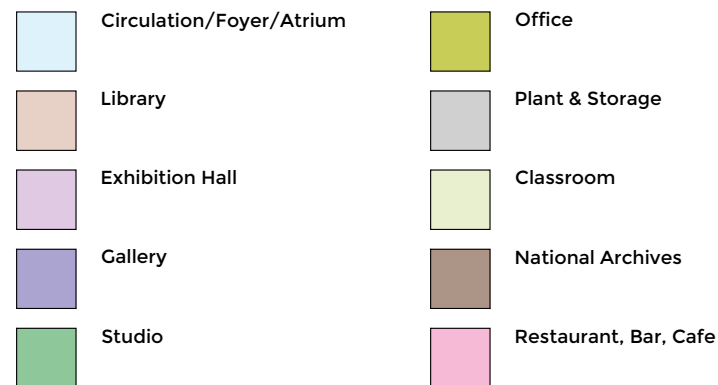
3.5 PROPOSED FLOOR PLANS & AREA SCHEDULE

SPACE	LEVEL	SIZE (sqm)
Studio Space 1	Ground Floor	100
Studio Space 2	Ground Floor	55
Studio Space 3	Ground Floor	65
Studio Space 4	Ground Floor	65
Gallery 1	Ground Floor	250
Exhibition Hall 1	Ground Floor	400
Exhibition Hall 2	Ground Floor	190
Library / Reading Room / Meeting & Gallery Space	Ground Floor	1,160
Restaurant	Upper 1	200
Bar	Upper 1	151
Cafe	Upper 1	200
National Archive Storage	Upper 1	600
National Archive Access/Admin	Upper 1	125
Classroom 1	Upper 1	154
Classroom 2	Upper 1	127
Theatre 1	Upper 2	430
NET AREA		4,272
Entrance Hall & Foyer		462
Circulation		1,784
Plant & Storage		341
Cloakrooms		374
TOTAL GIA		7,233

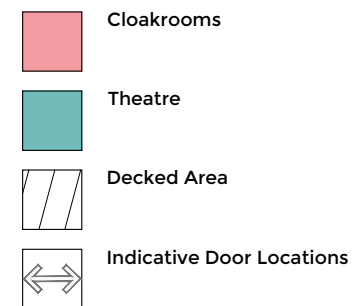
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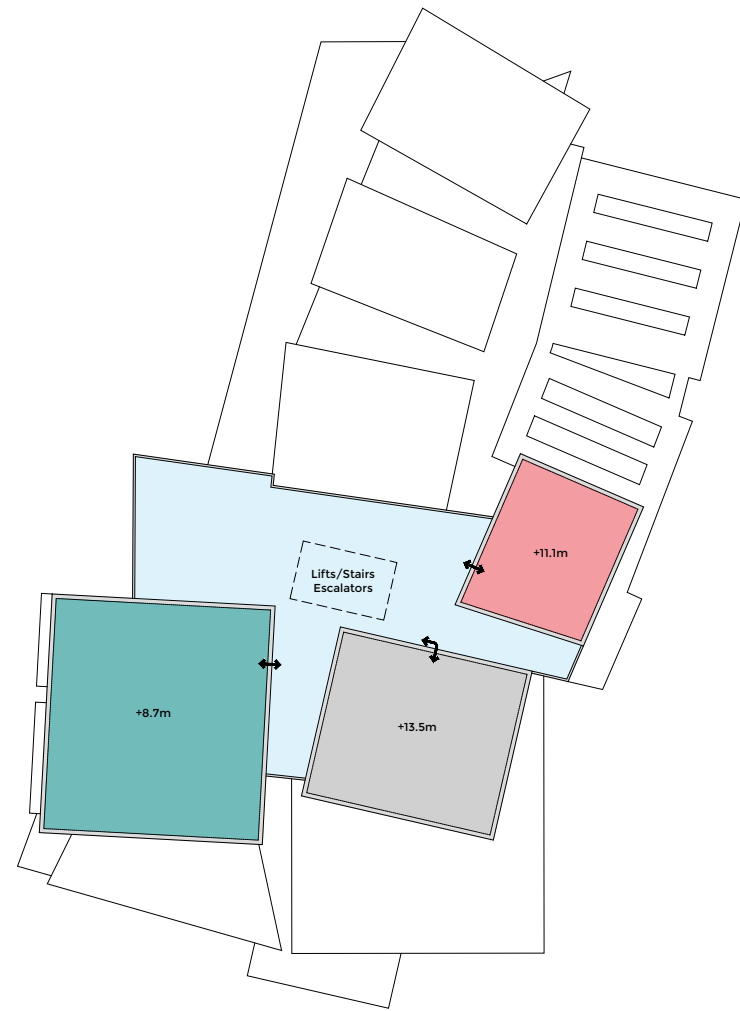


GROUND FLOOR

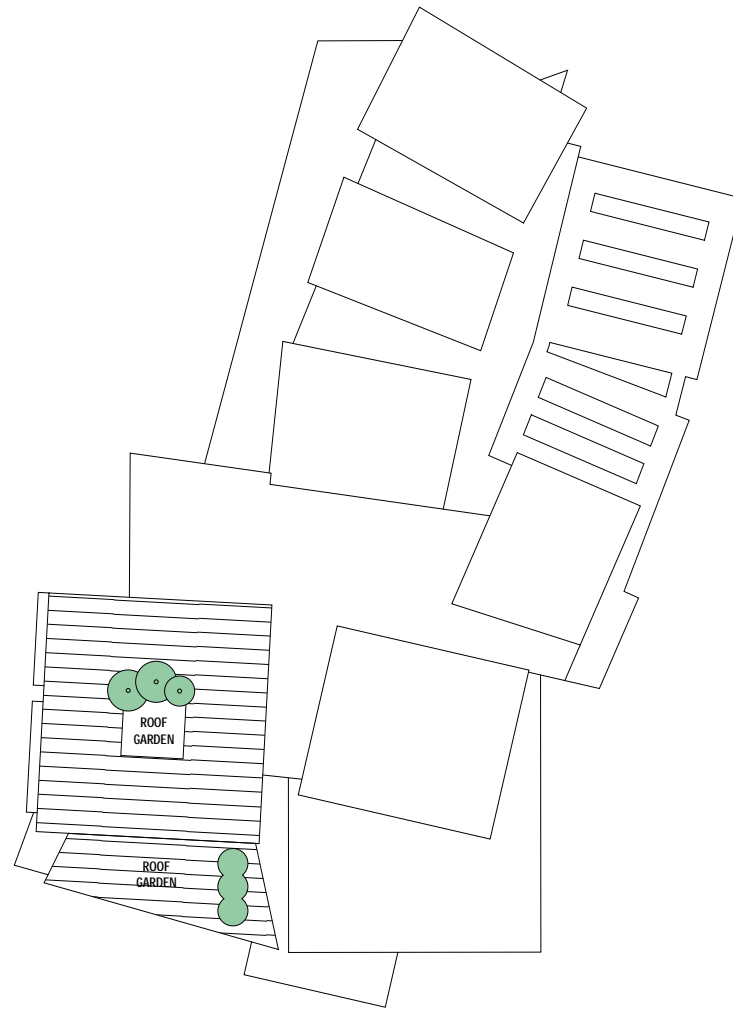


UPPER FLOOR 1





UPPER FLOOR 2



ROOF

3.6 HARBOUR ELEVATION

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3.7 ARTISTS ILLUSTRATION - DAYLIGHT



3.8 ARTISTS ILLUSTRATION - DUSK



3.9 ARTISTS ILLUSTRATION



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July 2022



Purpose: For Noting

Committee report

Committee	POLICY AND SCRUTINY COMMITTEE FOR NEIGHBOURHOODS AND REGENERATION
Date	5 JANUARY 2023
Title	UPDATE ON IMPLEMENTING THE RECOMMENDATIONS FROM THE LOCAL GOVERNMENT ASSOCIATION PEER REVIEW INTO PLANNING SERVICES
Report of	CABINET MEMBER FOR PLANNING AND ENFORCEMENT

EXECUTIVE SUMMARY

1. The Council's Corporate Plan 2021-25 committed to holding a review of Planning Services. This was independently undertaken by the Local Government Association (LGA) in May 2022.
2. The Planning Services Improvement Steering Group has been established, with agreed terms of reference, to drive the improvements that need to be implemented in response to the report recommendations.
3. The work thus far has been encapsulated in a working document called Route Map to Delivering Improvements document (please see Appendix 1). This document is not a finished piece of work, but it was considered appropriate to share it with the Committee to demonstrate progress and the intended direction of travel for this work.
4. Steering Group has identified four key work areas to prioritise action. These are:
 - Progressing the local plan
 - Improving our pre-application advice offer
 - Improving our Development Management function
 - Improving our Enforcement function
5. The Steering Group is very clear that that there should be an overarching core principle of improving trust, learning and customer service that should be at the heart of how the four key work areas are tackled.
6. The Steering Group will continue its work on the route map document and then the Improvement Delivery Plan, and to continue to deliver on the identified actions.

Progress will continue to be publicly shared, with regular updates to Councillors through this Committee and the Corporate Scrutiny Committee.

BACKGROUND

7. The Council's Corporate Plan 2021-25 committed to holding a review of Planning Services. This was independently undertaken by the Local Government Association (LGA) in May 2022.
8. The Peer Review report made six recommendations and identified a wide range of actions and outcomes linked to those recommendations.
9. A page dedicated to the Peer Review has been added to Planning Services webpages, <https://beta.iow.gov.uk/planning/lga-peer-review/peer-review-report/>, where the Peer Review report itself is publicly available.
10. The then interim Chief Executive and Council Leader directed the Cabinet Member for Planning and Enforcement and Planning Services itself to drive the changes and improvements from within.

PROGRESS TO DATE

11. 56 individual actions, objectives or outcomes were identified by officers within the LGA Peer Review Group's report. Confirmation of these was sought from all Councillors and the internal and external stakeholders who were involved in the Peer Review interviews that the actions, objectives or outcomes had been properly captured to be addressed.
12. The Planning Services Improvement Steering Group has been established, with agreed terms of reference, to drive the improvements that need to be implemented in response to the report recommendations. The Steering Group provides an opportunity to bring together a diverse group of people to gain consensus about the changes that are needed. The Steering Group consists of Councillors, Planning Staff and external stakeholders to ensure a wide range of views.
13. There are six members, as set out on the following page, and the Steering Group is chaired by the Cabinet Member for Planning and Enforcement.
14. The Steering Group will provide leadership and set the agenda for change. It will provide oversight of progress against the agreed Improvement Delivery Plan for improvements in relation to the Peer Review findings.
15. The Steering Group will provide leadership and set the agenda for change. It will provide oversight of progress against the agreed Improvement Delivery Plan for improvements in relation to the Peer Review findings.



16. The Steering Group will make recommendations, but will not make decisions. All decisions will follow the normal decision-making route within the Council. A range of decisions may need to be made by the Strategic Manager for Planning & Infrastructure Delivery; the Director for Regeneration; the Planning and Enforcement Portfolio holder; the Cabinet or the Full Council in accordance with the Council's constitution and scheme of delegation.
17. The Steering Group has already begun meeting (and has diarised meetings at six weekly intervals) and has identified key work areas to prioritise actions.
18. The work thus far has been encapsulated in a working document called Route Map to Delivering Improvements document (please see Appendix 1). This document is not a finished piece of work, but it was considered appropriate to share it with the Committee to demonstrate progress and the intended direction of travel for this work. Once finalised the route map document will be publicly available.
19. As set out in the route map document the Steering Group has identified four key work areas to prioritise action. These are:
 - Progressing the local plan
 - Improving our pre-application advice offer
 - Improving our Development Management function
 - Improving our Enforcement function
20. The Steering Group is very clear that there should be an overarching core principle of improving trust, learning and customer service that should be at the heart of how the four key work areas are tackled.
21. Following on the road map document an Improvement Delivery Plan (IDP) will be prepared, which will clearer about what, if any, further funding and/or resources will be required to deliver the intended changes and improvements.

22. Without further funding and/or resources the pace of change is unlikely to be as fast as many would like, and the current situation may not immediately improve. Therefore, how the change is sequenced and managed will be critical and it will have an impact on both the providers and the range of different users of Planning Services.
23. It is unlikely that Planning Services will be able to deliver all the changes and improvements from within. It is likely to be dependent on others, both in the Council and outside. If, for example, new IT software is required, it will either have to be bought in from a specialist provider or 'bid' for time and resource from colleagues in IT.
24. The Steering Group will take the strategic oversight for delivering change across the spectrum of planning work undertaken by Planning Services. It will major on workstreams arising from the recommendations from the Peer Review Group. There are already some specific workstreams and mechanisms established to undertake some of this work, and the Steering Group does not want to duplicate the time and effort already being undertaken. The route map document sets out the anticipated relationship between the Steering Group and the other groups in more detail.

NEXT STEPS

25. For the Steering Group to continue its work on the route map document and then the Improvement Delivery Plan, and to continue to deliver on the identified actions. Progress will continue to be publicly shared, with regular updates to Councillors through this Committee and the Corporate Scrutiny Committee.

APPENDICES ATTACHED

26. Appendix 1 – Route Map for Delivering Improvement

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☎ 821000 e-mail oliver.boulter@iow.gov.uk

CHRISTOPHER ASHMAN
Director of Regeneration

CLLR PAUL FULLER
Cabinet Member for Planning and Enforcement

Planning Services

Route Map to Delivering Change

EMERGING - NOT YET FINALISED

About us

The Isle of Wight Council is a unitary authority off the south coast of England. The Council's Planning Services consists of Development Management, Planning Enforcement, Planning Policy and Building Control.

PROVIDE FURTHER BACKGROUND AND CONTEXTUAL INFORMATION HERE

The Planning Policy Team is currently prioritising bringing forward a new local plan – the Island Planning Strategy. The draft Island Planning Strategy (DIPS) has been subject to extensive public consultation, but there has not yet been political agreement over the content of the DIPS to enable it to be published for the regulation 19 period of representation and then to be submitted to the Planning Inspectorate for an independent examination.

About this document

This route map does not provide all the answers at this point. It sets out the intended direction of travel and how, at this stage, we think it will work. The content, particularly the actions, will be continuously reviewed and updated as necessary. Further work to explore critical pathways between all the actions in order to optimise sequencing to achieve the desired outcomes.

The Peer Review

The Corporate Plan 2021-25 committed to holding a review of Planning Services. This was independently undertaken by the Local Government Association (LGA) in May 2022.

The Peer Review report made six recommendations and identified a wide range of actions and outcomes linked to those recommendations.

The six recommendations were

R1

Urgently review the constitution and procedural rules to effectively deliver the council's democratic function.

The existing constitution is comprehensive in its scope but requires a refresh, in particular a review of the code of practice for councillors and officers should be undertaken as a matter of urgency. A review of protocols would benefit from a joint input from both councillors and officers.

R2

Support this through member and officer training and development opportunities on both the democratic function and planning matters.

Support more useful and appropriate councillor behaviours through on-going training, development and learning opportunities to embed behaviours to create a sustainable culture.

R3

There is a need to rebuild trust between councillors, officers and the community.

The planning function, which includes both councillors and officers, is dealing with a number of issues that cause it to function sub-optimally. There was evidence from different sources outlining how it doesn't work and causes unexpected outcomes.

R4

Urgently finalise and adopt the Island Plan.

The local plan provides a degree of certainty for communities, businesses and investors, and a framework for guiding decisions on individual planning applications. Without one it is possible for the submission and acceptance of developments that are deemed not in the public interest and outside of the needs and priorities of local people, as outlined in a local plan.

R5

Improve communication.

Presently there is a lack of effective communication between councillors and officers, and those in the planning service, other stakeholders and the public at large. This needs to change. Better communication will improve understanding, build relationships and ultimately improve outcomes.

R6

Need for improvements in planning outcomes.

The planning service needs to embark upon a programme of improvement. This includes both councillors and officers at all levels in the service. This work will have several aspects to it that the detailed recommendations [in this report] cover in greater detail [from page 14 onwards].

The council also asked the Peer Review group six specific questions. These questions and the Peer Review group's responses were:

Scope question 1

1. Whether the draft local plan is aligned to deliver the objectives of both the corporate plan and the council regeneration strategy.

Yes, the draft local plan is aligned to deliver the objectives of both the corporate plan and the council regeneration strategy.

The draft local plan provides a means to deliver the priorities of the corporate plan. The council also needs to recognise the presumption in favour of sustainable development and the threat of government intervention if the local plan is not adopted. Without an up-to-date local plan there is a risk to delivering the corporate objectives.

Scope question 2

2. The capacity of the planning service to encourage, manage and support the implementation of the regeneration strategy and the associated journey of planning applications.

Planning officers are held in high regard, however there is widespread concern about delays in determination and workloads, particularly to external stakeholders, which is impacting on the team's ability to communicate effectively and add real value to the development process.

Scope question 3

3. A review of the 'customer focus' of the service and is it perceived as being open for growth? (Anti or pro development).

The planning service has received mixed views on the customer responsiveness. Internal customers praised officers, however, external applicants were less complementary about communication and timescales. The wider 'service' was not perceived as either being anti or pro development. Officers were considered to be neutral, but councillors were perceived as being anti-development.

Scope question 4

4. The processes and technology deployed in the planning application journey.

The website needs to continue to improve to allow self-service and help manage demand.

There is room for improvement in internal processes such as notification of receipt of applications and correspondence using IT solutions. Systematic review of processes will identify further areas for improvement.

Scope question 5

5. The level of corporate, political and managerial understanding of, and support to, the planning service, and if it is sufficient to enable the adoption of a local plan which delivers the regeneration strategy.

This needs to improve across all areas. Strong corporate, political and managerial leadership is required to deliver a local plan. Councillors and officers need to work together collaboratively to take ownership of the local plan as a delivery vehicle for the wider council ambitions. Consideration should be given to the establishment of a local plan panel/committee, which will increase transparency and engagement in the process.

Scope question 6

6. Assess the operation of the Planning Committee and comment on areas that might assist in driving improvement in decision making.

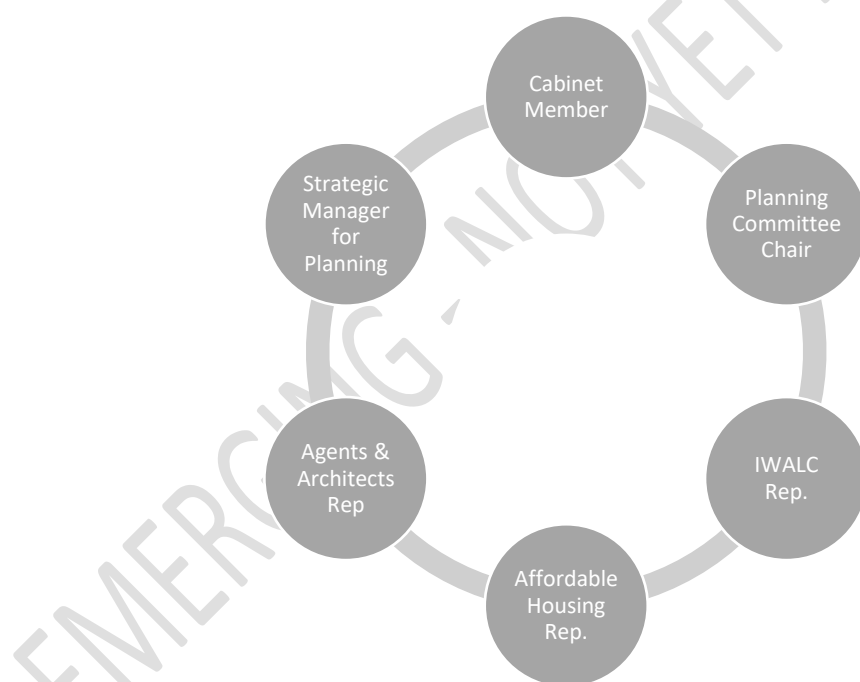
Planning committee performance has resulted in reputational damage to the council. Behaviour of a few councillors needs to change, and a review of the constitution and protocols is urgently required. There is a need for regular joint training, briefing and learning to ensure sound decision making.

What we've done so far

The interim Chief Executive and Council Leader have directed the Cabinet Member for Planning and Enforcement and Planning Services itself to drive the changes and improvements from within, and we have already started our improvement journey following receipt of the LGA Peer Review Group's report.

56 individual actions, objectives or outcomes have been identified within the LGA Peer Review Group's report. We have sought confirmation of these from all Councillors and the internal and external stakeholders who were involved in the Peer Review interviews that we had properly captured the actions, objectives or outcomes.

The Planning Services Improvement Steering Group has been established, with agreed terms of reference, to drive the improvements that need to be implemented in response to the report recommendations. The Steering Group provides an opportunity to bring together a diverse group of people to gain consensus about the changes that are needed. The Steering Group consists of Councillors, Planning Staff and external stakeholders to ensure a wide range of views. There are six members, as set out below, and the Steering Group is chaired by the Cabinet Member for Planning and Enforcement.



The Steering Group will provide leadership and set the agenda for change. It will provide oversight of progress against the agreed Improvement Delivery Plan for improvements in relation to the Peer Review findings.

The Steering Group will make recommendations but will not make decisions. All decisions will follow the normal decision-making route within the Council. A range of decisions may need to be made by the Strategic Manager for Planning & Infrastructure Delivery; the Director for Regeneration; the Planning and Enforcement Portfolio holder; the Cabinet or the Full Council in accordance with the Council's constitution and scheme of delegation.

The Steering Group has already begun meeting and has identified key work areas to prioritise actions.

A number of actions identified by the Peer Review have already been undertaken and completed in advance of the Steering Group being established. Specifically these are:

1. 1 - Establish governance of action plan and reporting requirements. Completing this action has put in place the governance arrangements for the Steering Group to function and lead the improvement journey.
2. 10 – Introduce monthly planning committee and senior planning staff workshops. The Chair has introduced monthly ‘Wednesday Workshops’ with a formal agenda for points of discussion and shared learning. These include quarterly sessions reviewing appeal decisions and learning from them.
3. 26 – Improve notification process to Councillors and Town and Parish Councils of new planning applications. This could be done by Ward to make it easier to follow. The positive change in completing this action is that the press list is now listed in parish order, rather than chronological planning application number. This was completed by IT during a scheduled downtime for the website.
4. 39 – Review Cornwall County Council’s Enforcement Guidance and Policy as an example of best practice. Completing this outcome feeds into the wider exercise of rebooting our Enforcement Service and preparing a new Planning Enforcement Strategy, which links into a number of other actions.

Building our Improvement Delivery Plan

There has been very clear agreement within the Steering Group in identifying four key work areas to prioritise action. These are:

- Progressing the local plan
- Improving our pre-application advice offer
- Improving our Development Management function
- Improving our Enforcement function

The Steering Group is very clear that there should be an overarching core principle of **improving trust, learning and customer service** that should be at the heart of how we tackle the four key work areas.

The decisions made by Planning Services will, to varying degrees, impact on Island residents and visitors. Different people will also engage in the planning process in different ways, and hope for different outcomes.

A resident applying to extend their home will have a different engagement and seek a different outcome to someone alleging an enforcement breach, or objecting to a planning application. Parish, Town and Community Councils will engage with the LPA in a different way and with different regularity than a Planning Agent or Architect might.

It is therefore essential that our wide range of service users, and the staff providing the services, are involved in the preparation of our Improvement Delivery Plan.

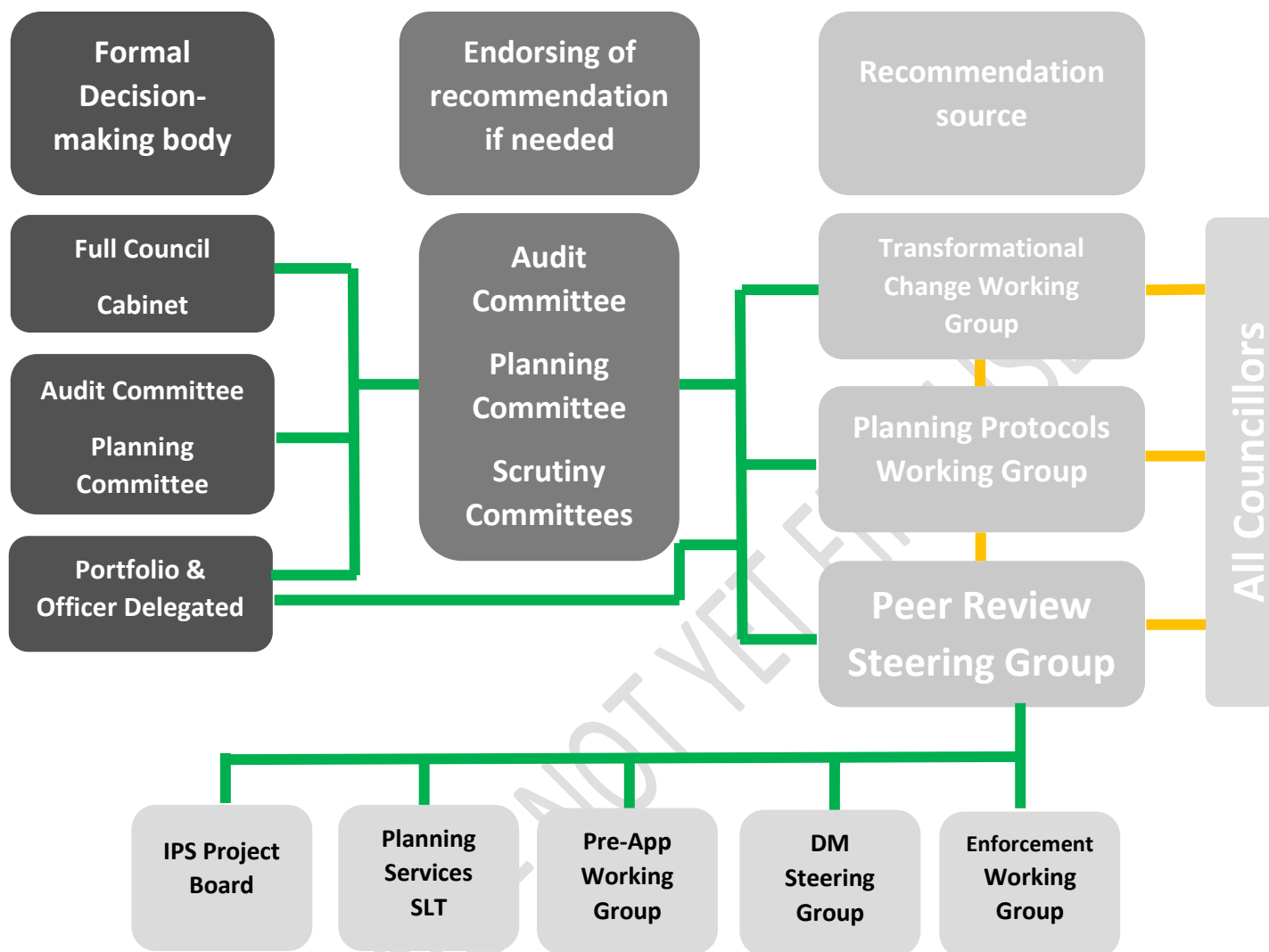
We will also make use of the wide range of good practice and performance measuring tools organisations such as the Planning Advisory Service provide.

Once we have established our Improvement Delivery Plan (IDP) we will then also be able to clearer about what, if any, further funding and/or resources will be required to deliver the intended changes and improvements.

Without further funding and/or resources the pace of change is unlikely to be as fast as many would like, and the current situation may not immediately improve. Therefore, how we sequence and manage this change will be critical and it will have an impact on both the providers and users of our services.

It is unlikely that Planning Services will be able to deliver all the changes and improvements from within. We are likely to be dependant on others, both in the Council and outside. If, for example, we want some new IT software, we will either have to buy it in from a specialist provider or 'bid' for time and resource from colleagues in IT.

Who will help to make this happen?



The Steering Group, instigated by the Interim Chief Executive and Leader, will take the strategic oversight for delivering change across the spectrum of planning work undertaken by Planning Services. It will major on workstreams arising from the recommendations from the Peer Review Group. There are already some specific workstreams and mechanisms established to undertake some of this work, and the Steering Group does not want to duplicate the time and effort already being undertaken.

A councillor-led cross-party Planning Protocols Working Group has been established through the Planning Committee to review the Code of Practice for Members and Officers Dealing with Planning Matters in relation to the operation of the Planning Committee. This will report to the Planning Committee, which in turn will make its recommendations to the Audit Committee.

An informal Transformational Change Working Group for councillors has also been established to look at the elements the Council's Constitution outside of the Code of Practice for Members and Officers Dealing with Planning Matters. It will make recommendations to

the Audit Committee. The Audit Committee will, in turn, then make their own recommendations to Full Council (as the decision-making body for any changes to the Constitution).

The decision-making route will also incorporate the Corporate Scrutiny and/or the Policy and Scrutiny Committee for Neighbourhoods and Regeneration as appropriate.

It is recognised in the Steering Group's terms of reference that it may be necessary and/or appropriate to invite others to attend the Steering Group, in an advisory and non-voting capacity.

In a similar vein, it is anticipated that a range of working groups will be required and that these will need to consist of Council staff, external users of the service and any other external individuals or groups with specialist experience. We will also be informed by the public through engagement such as customer surveys. These working groups will then provide information to the Steering Group for their consideration.

EMERGING - NOT YET FINALISED

Where we want to be

A vision / strapline for the service of what we want to achieve

An accessible service that facilitates sustainable, high quality growth that delivers benefits to the Island and provides predictability to all stakeholders.

Effectiveness and efficiency of the department... Transparency...

Make ££ - profit for purpose (i.e. fee income to then be recycled back into the Service for benefit to the Island by supporting new jobs, homes etc...)

Greater autonomy for service areas...?

Where applications are good enough to approve, not bad enough to refuse

A known hierarchy of attention to types of apps (h/holders, majors etc) > it's the same as the new approach to Enforcement > if h/holders are sucking resource then look at minimising them – LDOs? Massively reducing the reports etc...

We will need a corporate commitment to support both the Steering Group and to give Planning Services the necessary tools and the chance to succeed in achieving the desired positive change and improvements.

https://www.centralbedfordshire.gov.uk/info/44/planning/1263/planning_delivery_customer_charter

<https://www.southhams.gov.uk/planning-customer-charter>

<https://www.cornwall.gov.uk/the-council-and-democracy/feedback-and-complaints/customer-service-promise/>

<https://www.harrogate.gov.uk/planning-development/planning-customer-charter>

<https://www.nottinghamcity.gov.uk/your-council/contact-us/have-your-say-comments-compliments-and-complaints/customer-charter-nottingham-city-council/>


Development Management Customer Charter

How we'll get there


As well as the six main recommendations, the Peer Review Group identified 56 separate actions, objectives and outcomes. These have been attributed to the relevant four key work areas or the overarching core principle of improving trust, learning and customer service.


The Core Principle and four key work areas have also been linked to the relevant six recommendations (R1-R6) set out in the Peer Review Group's report. Where the recommendations are linked, they are in blue.


The actions recommended by the Peer Review Group have a number in brackets in front of them (i.e. [4]).

Key actions have also been identified as actions to focus on, as they will underpin and inform the rest of the work. These are shown with a key symbol .

An initial assessment of the potential cost associated with each action and is indicated by the following:

Likely to be within existing budget - 

Likely to require additional budget (up to £50k) - 

Likely to require significant additional budget (£50k+) - 

Similarly, an assessment of the potential time resource associated with each action which is indicated by the following:

Likely to have some impact on time resource - 

Likely to have an appreciable impact on time resource - 

Likely to have a significant impact on time resource - 

The potential costs and time resource may not just refer to Planning Services; they could relate to other Council departments (such as IT).

Core Principle: Improving Trust, Learning & Customer Service (TLCs)

R1

R2

R3

R4

R5

R6

The desired outcomes are:









1. All stakeholders in the planning process are well-informed through a regular programme of training and have at least a reasonable knowledge of the planning process.



















































2. Add an outcome re Trust...

















































3. Add an outcome re Respect...






4. Add an outcome re Customer Service...

To achieve these desired outcomes the following actions will be undertaken:

- [25] Undertake customer feedback to establish baseline   
- Establish and publish a Customer Charter for the Service  
- [26] Improve the notification process to Councillors and Town, Parish & Community Councils of new planning applications. This could be by Ward to make it easier to follow  
- [23] Reintroduce programme of site visits – the good the bad and the ugly  
- [29] Incorporate early and on-going informal dialogue into typical working activity to improve understanding and working relationship    
- [43] Initiate a systematic review of the planning processes from start to finish to understand what is effective in the service and where it can improve     
- [46] Develop training, mentoring and coaching and other continuing professional development opportunities for officers so that a greater number of people can be delegated to make decisions      
- [47] Review the use of IT to support the processes (e.g. notification of receipt of applications and correspondence)     
- [48] Work out the implications for the skill set and resources within the service of relationship building and demand management   

- [49] Review the long-term resource requirements of the Planning Service and staffing structure to ensure there is clarity of role throughout so that the Service uses the right people with the right skills to do the right work  
- [50] Re-introduce the 'grow your own' approach to recruitment   /    /  
- [15] Councillors and staff need to collaborate to understand planning policy and the resultant rules and regulations and what they mean for all involved in planning and the benefits of an agreed Island Plan    
- [16] All councillors have a role in explaining the positive impacts of sustainable development and inward investment to their residents and the electorate at large    /  
- [21] Recognise the presumption in favour of sustainable development and the threat of government intervention if the local plan is not adopted    /  
- [14] Investigate the PAS Leadership Essentials courses that deal with current topics in planning such as the Government's new changes to the planning system, the political role in leading planning services, and developer engagement and development viability  
- [13] Raise the awareness for Councillors of the risk to legal challenge and costs of unguarded comments made in Committee  
- [12] Undertake behavioural awareness training for planning committee members     /   
- [11] Develop regular scheduled learning for Councillors and officers to review cases, policies and outcomes   
- [10] Introduce monthly planning committee and senior planning staff workshops   
- [9] Need for regular joint training, briefing and learning to ensure sound decision making   
- [8] All councillors should be well trained in the complexities of the planning system   
- [7] Councillors need to think strategically when it comes to planning matters and not purely focus on local ward issues  
- [6] All councillors need to adhere to the stringent process and procedural rules  

- [5] Provide greater clarity on the different roles Councillors play on Planning Committee  
- [4] Planning Committee decisions made objectively and professionally  
- [3] Ensure Councillors declare all conflicts of interest fully and consistently  
- [2] Review of the Constitution and protocols is urgently required    /  
- [1] Establish governance of action plan and reporting requirements    /  
- [53] The website needs to continue to improve to allow self-service and help manage demand     /  
- [51] Planning service could reach out to partners to increase resources and improve service delivery. There appears to be a number of other partners who are willing to work in this way on projects of mutual benefit which are worth exploring  
- [52] The planning service should look to work collaboratively with partners to seek better outcomes  
- [17] Consider introducing Portfolio Holder input into the Developer Forum to allow democratic oversight (links to number 24)  
- [24] Publish notes of the Developer Forum meeting (recognising there will be commercially sensitive discussions that will be confidential)  
- Publish a new Statement of Community Involvement (SCI). The SCI sets out how and when the council will seek the views of local people, businesses key organisations on local planning matters   
- Introduce a new S106 tracking system, complementary public facing information and mechanism for parish, town and community councils to identify projects that S106 monies could go towards. Link to recent Audit recommendations     /  
- Re-introduce the regular cluster meetings for parish, town and community councils  
- Officers to re-engage with the Agents & Architects forum  
- Revamp the new councillor and committee members training material    /  

- Investigate whether a structured and regular programme of learning for Councillors could be mandatory  
- Create an online learning resource hub for councillors and parish, town and community councils   

EMERGING - NOT YET FINALISED






















Progressing the local plan



The desired outcomes are:

Add desired outcomes

To achieve these desired outcomes the following actions will be undertaken:

- [15] Councillors and staff need to collaborate to understand planning policy and the resultant rules and regulations and what they mean for all involved in planning and the benefits of an agreed Island Plan  
- [22] Consideration should be given to the establishment of a Local Plan Panel / Committee, which will increase transparency and engagement in the process  
- [28] Re-establish the strategic housing partnership to discuss potential developments that are in the 'pipeline' and how these can be differently prioritised  
- [18] Strong corporate, political and managerial leadership is required to deliver a local plan  
- [19] Councillors and officers need to work together collaboratively to take ownership of the local plan as a delivery vehicle for the wider council ambitions  
- [20] Urgently finalise and adopt the Island Plan   
- [21] Recognise the presumption in favour of sustainable development and the threat of government intervention if the local plan is not adopted  
- [17] Consider introducing Portfolio Holder input into the Developer Forum [assumed to be the SHLAA Panel] to allow democratic oversight (links to number 24)  
- [24] Publish notes of the Developer Forum [assumed to be the SHLAA Panel] meeting (recognising there will be commercially sensitive discussions that will be confidential)  
- Update the Local Development Scheme (LDS) – the document that sets out the timetable for the production of new or revised development plan documents  











































Improving our pre-application advice offer
















The desired outcomes are a pre-application advice service that:

1. Is customer-focussed and driven, with responses that are proportionate to the nature of the scheme, the information provided and fee paid and are provided within the advertised time frames
2. Demonstrably adds value by facilitating a shorter determination period for a subsequent planning application

To achieve these desired outcomes the following actions will be undertaken:

- [25] Undertake customer feedback to establish baseline   
- [35] Review other LA good practice examples on pre application advice  
- Planning Officers to participate in PAS Pre-App and PPA Project Officer Group  
- Buddy-up with other LPAs to share experiences and learning  
- [33] Urgently address the backlog of outstanding pre-application advice       
- [31] Implement performance indicators to track case backlogs more effectively   
- [34] Review the process of making decisions on re-application advice to understand bottlenecks and implement improvements     
- Establish working group of providers and users of the service to understand their requirements and expectations      
- Undertake the PAS DM Challenge Toolkit on pre applications    
- [45] Introduce a structured hierarchy so that direct line management is shared between more people and the use of short and quick 'in principle' responses to pre-applications        

- [55] Make use of the PAS: Pre-application advice and Planning Performance Agreements (PPAs)  
- [53] The website needs to continue to improve to allow self-service and help manage demand     
- Reference pre-app in officer reports  
- Improve the PPA offer and increase their use    

EMERGING - NOT YET FINALISED


























Improving our Development Management function































The desired outcomes are a Development Management function that:

1. Delivers lawful, sound and clear planning decisions that contribute to delivering the Island's strategic priorities.
2. Fulfils its statutory responsibilities and meets, as a minimum, all required national targets.
3. Is customer-focussed and driven, with decisions issued within that statutory timeframe and the use of extension of time are the exception.

To achieve these desired outcomes the following actions will be undertaken:

- [25] Undertake customer feedback to establish baseline   
- [30] Formalise the process to deal with the backlog of over 200 unresolved cases     
- [31] Implement performance indicators to track case backlogs more effectively    
- [32] Urgently address the backlog of outstanding applications and conclude whether they need to be withdrawn or determined    
- [42] Understand the amount of delay to legal agreements (S106) and implement performance indicators to track  
- [44] Consider whether staff in the admin team could allocate applications and other work to free up team leaders  
- [45] Introduce a structured hierarchy so that direct line management is shared between more people and the use of short and quick 'in principle' responses to pre-applications  
- [54] Make use of the PAS Development Management Challenge kit: provides a 'health check' for Planning Authorities and acts as a simple way to develop an action plan for improvements   

- [56] Make use of the new PAS note about handing major applications: Project managing major planning applications   
- [53] The website needs to continue to improve to allow self-service and help manage demand    
- [51] Planning service could reach out to partners to increase resources and improve service delivery. There appears to be a number of other partners who are willing to work in this way on projects of mutual benefit which are worth exploring   
- [52] The planning service should look to work collaboratively with partners to seek better outcomes   
- Update the local requirements for validating planning applications to reflect IPS requirements (when adopted) and any other relevant changes within the service and community engagement.  
- Introduce a Design Review Panel to improve the design quality of planning applications and new developments   
- Update and formalise the 'playbook' which sets out processes and expectations of staff   
- Introduce an accredited agent scheme   
- Establish working group of providers and users of the service to understand their requirements and expectations    





















Improving our Enforcement function






















The desired outcomes are an Enforcement function that:

1. Achieves the best possible outcomes for the greatest number of people.
2. Is customer-focussed and driven, and investigates alleged breaches investigated in compliance with a new Enforcement Strategy.

To achieve these desired outcomes the following actions will be undertaken:

- [25] Undertake customer feedback to establish baseline 
- [27] Develop a proactive approach to communications with all stakeholders, which could include discussions with councillors, communities and Town, Parish & Community Councils about what the tools of the service are and the reality of enforcement issues  
- [31] Implement performance indicators to track case backlogs more effectively   
- [36] Urgently address the backlog of outstanding enforcement complaints   
- [37] Urgently review enforcement strategy to ensure better understanding for stakeholders of the powers available (including more training to manage expectations)   
- [38] A refreshed enforcement strategy will ensure these resources are used effectively  
- [39] Review Cornwall County Council's Enforcement Guidance and Policy as best practice  
- [40] Training in enforcement would help provide clarity on its limitations and help manage expectations  
- [41] Expectations around effective enforcement need to be carefully managed through a clear strategy and clear process  

- [53] The website needs to continue to improve to allow self-service and help manage demand     /   
- The Council's internal auditors to undertake a formal audit of Development Management and Enforcement  
- Introduce and implement a new Enforcement Strategy    
- Present the direction of travel of the new Enforcement Strategy and the opportunities for Parish, Town and Community Councils to buy into the service to parish, town and community councils   
- Establish working group of providers and users of the service to understand their requirements and expectations   

Measuring success

It is important to know whether the interventions we are proposing are making the positive different we anticipate they will. This doesn't mean simply ticking off actions when they are done – it means a rigorous monitoring regime will be required.

Establishing the baseline, particularly through customer feedback, will be crucial in shaping the actions that we monitor and the measures that we use. Indeed, some of the indicators to show if our interventions are having the intended positive effect are already in place, such as the number of formal complaints received, or the number of decisions overturned on appeal.









EMERGING - NOT YET FINALISED

Timeline for actions & ownership

22/23

- [25] Undertake customer feedback to establish baseline > IWC Org Intel
- [25] Undertake customer feedback to establish baseline > IWC Org Intel
- [25] Undertake customer feedback to establish baseline > IWC Org Intel
- [25] Undertake customer feedback to establish baseline > IWC Org Intel
- [25] Undertake customer feedback to establish baseline > IWC Org Intel
- [1] Establish governance of action plan and reporting requirements > Planning Services SLT
- [10] Introduce monthly planning committee and senior planning staff workshops > Planning Services SLT
- [11] Develop regular scheduled learning for Councillors and officers to review cases, policies and outcomes > Planning Services SLT
- [23] Reintroduce programme of site visits – the good the bad and the ugly > Planning Services SLT
- [26] Improve the notification process to Councillors and Town, Parish & Community Councils of new planning applications. This could be by Ward to make it easier to follow > Planning Services SLT
- [50] Re-introduce the 'grow your own' approach to recruitment > Planning Services SLT
- Publish a new Statement of Community Involvement (SCI). The SCI sets out how and when the council will seek the views of local people, businesses key organisations on local planning matters > Planning Services SLT
- [15] Councillors and staff need to collaborate to understand planning policy and the resultant rules and regulations and what they mean for all involved in planning and the benefits of an agreed Island Plan > IPS Project Board
- [22] Consideration should be given to the establishment of a Local Plan Panel / Committee, which will increase transparency and engagement in the process > IPS Project Board
- [18] Strong corporate, political and managerial leadership is required to deliver a local plan > IPS Project Board
Update the Local Development Scheme (LDS) – the document that sets out the timetable for the production of new or revised development plan documents > IPS Project Board
- Establish working group of providers and users of the service to understand their requirements and expectations > Planning Services SLT / Pre-App Working Group
- [35] Review other LA good practice examples on pre application advice > Pre-App Working Group



- Planning Officers to participate in PAS Pre-App and PPA Project Officer Group > Planning Services SLT / Pre-App Working Group
 - Buddy-up with other LPAs to share experiences and learning > Planning Services SLT / Pre-App Working Group
 - [33] Urgently address the backlog of outstanding pre-application advice > Planning Services SLT / Pre-App Working Group 
 - [31] Implement performance indicators to track case backlogs more effectively > Planning Services SLT / Pre-App Working Group
 - Undertake the PAS DM Challenge Toolkit on pre applications > Planning Services SLT / Pre-App Working Group 
 - [55] Make use of the PAS: Pre-application advice and Planning Performance Agreements (PPAs) > Planning Services SLT / Pre-App Working Group
-
- [32] Urgently address the backlog of outstanding applications and conclude whether they need to be withdrawn or determined > Planning Services SLT / DM Steering Group 
 - [54] Make use of the PAS Development Management Challenge kit: provides a 'health check' for Planning Authorities and acts as a simple way to develop an action plan for improvements > Planning Services SLT / DM Steering Group 
 - [56] Make use of the new PAS note about handing major applications: Project managing major planning applications > Planning Services SLT / DM Steering Group 
 - Establish working group of providers and users of the service to understand their requirements and expectations > Planning Services SLT / DM Steering Group 
-
- [31] Implement performance indicators to track case backlogs more effectively > Planning Services SLT / Enforcement Steering Group
 - [36] Urgently address the backlog of outstanding enforcement complaints > Planning Services SLT / Enforcement Steering Group 
 - [37] Urgently review enforcement strategy to ensure better understanding for stakeholders of the powers available (including more training to manage expectations) > Planning Services SLT / Enforcement Steering Group 
 - [38] A refreshed enforcement strategy will ensure these resources are used effectively
 - [39] Review Cornwall County Council's Enforcement Guidance and Policy as best practice > Planning Services SLT / Enforcement Steering Group

22/23

- The Council's internal auditors to undertake a formal audit of Development Management and Enforcement > IWC Audit
- Introduce and implement a new Enforcement Strategy > Planning Services SLT / Enforcement Steering Group
- Present the direction of travel of the new Enforcement Strategy and the opportunities for Parish, Town and Community Councils to buy into the service to parish, town and community councils > Planning Services SLT / Enforcement Steering Group
- Establish working group of providers and users of the service to understand their requirements and expectations > Planning Services SLT / Enforcement Steering Group

23/24

- [25] Undertake customer feedback to monitor progress
- [25] Undertake customer feedback to monitor progress
- [25] Undertake customer feedback to monitor progress
- [25] Undertake customer feedback to establish progress
- [25] Undertake customer feedback to establish progress
- Establish and publish a Customer Charter for the Service
- [2] Review of the Constitution and protocols is urgently required (potentially at the Annual Council meeting in May)



Purpose: For Noting

Committee report

Committee	POLICY AND SCRUTINY COMMITTEE FOR NEIGHBOURHOODS AND REGENERATION
Date	5 JANUARY 2023
Title	UPDATE ON PROGRESSING A NEW PLANNING ENFORCEMENT STRATEGY AND INTRODUCING A NEW APPROACH TO DELIVERING PLANNING ENFORCEMENT
Report of	CABINET MEMBER FOR PLANNING AND ENFORCEMENT

EXECUTIVE SUMMARY

1. The Council's Corporate Plan 2021-25 committed to holding a review of Planning Services. This was independently undertaken by the Local Government Association (LGA) in May 2022.
2. The Planning Services Improvement Steering Group has been established, with agreed terms of reference, to drive the improvements that need to be implemented in response to the report recommendations.
3. The work thus far has been encapsulated in a working document called Route Map to Delivering Improvements document (please see Appendix 1 on item 10a). This document is not a finished piece of work, but it was considered appropriate to share it with the Committee to demonstrate progress and the intended direction of travel for this work.
4. Steering Group has identified four key work areas to prioritise action. These are:
 - Progressing the local plan
 - Improving our pre-application advice offer
 - Improving our Development Management function
 - Improving our Enforcement function
5. The Steering Group is very clear that there should be an overarching core principle of improving trust, learning and customer service that should be at the heart of how the four key work areas are tackled.
6. The Steering Group will continue its work on the route map document and then the Improvement Delivery Plan, and to continue to deliver on the identified actions.

Progress will continue to be publicly shared, with regular updates to Councillors through this Committee and the Corporate Scrutiny Committee.

BACKGROUND

7. Planning enforcement action is discretionary and government guidance sets out that Local Planning Authorities (LPA's) must only take planning enforcement action when they regard it expedient to do so. Action must be proportionate to the breach of planning control to which it relates.
8. However, it recognised that Planning Enforcement is an important tool available to the LPA and the wider Council in contributing to delivering Corporate and Regeneration aspirations and meeting local expectations.
9. The Council's current Enforcement Policy was published in 2015 (please see Appendix 2). It sets out the council's priorities for investigation, explains what will be investigated and what will not and outlines our general discretionary powers with regard to planning enforcement. The policy includes priorities for responses to complaints and clarifies the timescales for response by officers.
10. The Planning Enforcement has a core of 3.48FTE officers, 2 x senior officers and 2 x officers. One of the Enforcement Officer posts is a three-year fixed term post which started in November 2022.
11. The Team reacts to all alleged breaches of planning reported to it, by triaging to understand whether a breach has occurred and, if so, the harm caused and the appropriate route to seek resolution. Not all alleged breaches are breaches, so a formal case is not opened.
12. The following table sets out the number of cases opened (so not including the alleged breaches where a case wasn't opened) and number of cases closed.

	Cases opened	Cases closed
22/23 (to Nov 22)	154	120
21/22	250	241
20/21	265	197
19/20	236	273
18/19	260	300

13. A peer review of Planning Services was independently undertaken by the Local Government Association (LGA) in May 2022. In its report the Peer Review Group said:

The enforcement of planning is equally as important as the local plan and planning application process; without it the other processes are undermined. However, the expectations around effective enforcement need to be carefully managed through a clear strategy and clear processes. Town and parish councils' expectations are not being met ... and a refreshed enforcement strategy will ensure that these resources are used effectively.

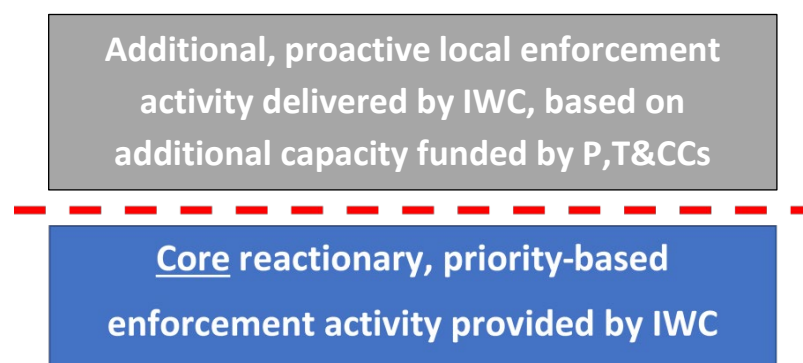
14. The Peer Review Group also recommended that:

The service should also urgently review enforcement strategy to ensure better understanding for stakeholders of the powers available. It was not clear to the peer team whether the tests that apply to enforcement were being used to deliver the best outcomes nor whether customers understand the tools used and all the issues involved. Enforcement can be a cumbersome tool taking years to reach an outcome however, training in enforcement would help provide clarity on its limitations and help manage expectations.

15. The Planning Services Improvement Steering Group has been established to drive the improvements that need to be implemented in response to the report recommendations.
16. Steering Group has identified four key work areas to prioritise action, which includes 'Improving our Enforcement function'.
17. The Steering Group is very clear that there should be an overarching core principle of improving trust, learning and customer service that should be at the heart of how the four key work areas are tackled.
18. The desired outcomes for Planning Enforcement are that it is a function that achieves the best possible outcomes for the greatest number of people, and that it will be customer-focussed and driven.

PROGRESS TO DATE

19. Work has begun on preparing a new Enforcement Strategy, which is wider than the current Enforcement Policy as it links into other Corporate plans and strategies (such as the Corporate Plan and the Empty Properties Strategy). The draft strategy is very much still a work in progress and is not yet complete, so unfortunately is not in a form ready to be shared.
20. The new strategy will also consolidate the Isle of Wight Council's Planning Enforcement work into a core function focussed on dealing with key priorities on an Island-wide basis. There will then be the option for parish, town and community councils to fund further capacity to be used in their area to address locally identified priorities.



21. So, in this model the Isle of Wight Council will continue to exercise its discretionary Planning Enforcement function, based on a new Enforcement Strategy. This will focus our resources to primarily deal with cases that allege significant or irreparable harm to listed buildings and protected landscapes, and protected trees covered by a

tree preservation order or stand within a conservation areas. This will still be on a reactionary basis, responding when we receive allege breaches, and dealt with on a priority basis.

22. Increased capacity, funded locally, will give the opportunity to be proactive and work towards locally identified priorities, which otherwise the Council is unlikely to be in a position to investigate or take action as quickly as people might like.
23. The Enforcement Team want to provide such a service but can't within its resource limitations, so are very keen to explore opportunities for greater collaborative working with parish, town and community councils.
24. Discussions have therefore been taking place with a number of parish level councils, to understand the level of interest in this new approach. Advanced discussions have been held with Newport and Carisbrooke Community Council, with initial conversations with Ryde Town Council, interest from Sandown Town Council. Officers will also be meeting with Freshwater Parish Council early in 2023 to explore opportunities.
25. Officers presented the intended direction of travel for Enforcement to IWALC at its meeting on 24 November 2022. It was considered that it was understood and well received. There was a discussion over the steps, which was particularly helpful to officers and resulted in a commitment to sharing the draft Enforcement Strategy with the parish, town and community councils of the Isle of Wight for targeted engagement. It is anticipated this will be undertaken in early January 2023.
26. The three-year fixed term Enforcement Officer post has been funded through existing and is in post. This provides the initial capacity for local councils to access, although it is limited to five days a week. If this capacity is exceeded the funding from the local councils will be used to procure further capacity. There is no budget deficit arising from this approach.

NEXT STEPS

27. Finalise the new Enforcement Strategy to enable Planning Services to undertake targeted engagement with parish, town and community councils on its content. Engage with any parish, town or community councils interested in generating capacity to deal with local priorities.
28. Bring the new Enforcement Strategy, following feedback from parish, town or community councils, to Cabinet in February for consideration. Should the new strategy be adopted it will form the basis of the LPA's approach to enforcement, and it will also result in a number of the LGA Peer Review recommendations and actions being achieved.

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Director of Regeneration

CLLR PAUL FULLER
Cabinet Member for Planning and Enforcement

Planning Enforcement Policy

Isle of Wight Council

August 2015

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1. Introduction

The Isle of Wight is a great place to live, work and visit. It has many historic towns, villages, buildings and historic sites. Over half the Island is designated as an Area of Outstanding Natural Beauty (AONB) and its coast is recognised for its scenic, ecological and geological importance some of which is covered by Heritage Coast Designations. It is home to nationally and internationally important species and their habitats.

The policies of the Island Plan Core Strategy seek to conserve, protect and enhance the Island and its environment, whilst allowing change to take place to make it a sustainable place to live and work. The planning system is key to how environmental change is managed in the UK; it ensures that sensitive and irreplaceable environments and buildings are protected for the future.

Local planning authorities have discretionary powers for taking whatever enforcement action may be proportionate and necessary, in the public interest, in their local area against development which is unauthorised. The Council has a number of powers to investigate and remedy breaches including those within the Town and Country Planning Act 1990 (as amended), The Planning (Listed Building and Conservation Areas) Act 1990, The Town and Country Planning (Control of Advertisements) (England) Regulations 2007, and the Town and Country Planning (Tree Preservation) (England) Regulations 2012 and the Ancient Monuments and Archaeological Areas Act 1979.

The National Planning Policy Framework (NPPF, paragraph 207) recommends that a local enforcement plan should be published so that enforcement is managed appropriately to local areas.

This policy sets out the council's priorities for investigation, explains what will be investigated and what will not and outlines our general discretionary powers with regard to planning enforcement. The policy includes priorities for responses to complaints and clarifies the timescales for response by officers.

The National Planning Practice Guidance (NPPG, paragraph 3) confirms that the provisions of the European Convention on Human Rights such as Article 1 of the First Protocol and Article 8 are relevant when considering enforcement action.

Effective enforcement is important to tackle breaches of planning control which would otherwise have an unacceptable impact on the amenity of the area; to maintain the integrity and public confidence of the decision-making process. A local enforcement plan is important to enable engagement in the objectives and priorities to suit local circumstance; and confirm priorities for enforcement action which will inform decisions about when to take action.

In discharging its enforcement duties, the Council will need to carefully consider and focus the allocation of resources in order to use them in the most effective and efficient way. This policy sets out what you can expect from the Council when you report a potential breach of planning control and gives advice on how we will go about investigating your concerns. It sets out how the service will prioritise complaints and tells you what we will and will not do. It also contains references to sources of further information.

A simplified flowchart of the planning enforcement investigation process is also provided.

2. What is a breach of planning control?

There are two main ways in which a breach of planning control can occur:

1. Building works or engineering operations or changes in use of land or buildings that are carried out without the necessary planning permission.

However, not all works or changes of use require planning permission; many are either considered not to be development at all or are defined as permitted development, meaning that an application for planning permission is not required.

2. Where permission has been granted by the approved plans and/or the conditions attached to the approval have not been followed properly.

The way in which enforcement cases are handled is substantially influenced by the way in which legislation is framed. There are four key points which govern enforcement processes:

1. A breach of planning control is NOT a criminal offence (other than in a few limited circumstances) and therefore IMMEDIATE action is NOT usually an option;
2. Enforcement action can ONLY be taken where it is expedient to do so, which means that we cannot take action against a development which we would have granted planning permission had it been applied for in the normal way;
3. Government advice urges NEGOTIATION to try to resolve enforcement issues, other than in the most serious cases before formal action is taken. This has implications for the length of time the process can take.

4. It is open for people to apply for planning permission retrospectively in an attempt to regularise unauthorised development.

Sometimes development is carried out without first obtaining planning permission or does not properly follow the detailed plans or comply with conditions which have been approved by the Council. Cases such as these can cause serious harm to the way in which people live. Residents and businesses have a right to expect that harmful activities are dealt with effectively. Situations that can be considered for planning enforcement include:

- Unauthorised building works and any other physical works that fall within the statutory definition of development;
- Unauthorised work to buildings listed as being of special architectural or historic interest.
- Unauthorised material changes of use to a building or land;
- Unauthorised display of advertisements;
- Unauthorised work to listed buildings;
- Unauthorised demolition;
- Untidy land that is harmful to the amenity of a neighbourhood or a particular part of the countryside; or
- Breaches of planning conditions that have been applied to planning permissions.

The term used to describe such cases is, '*breach of planning control*.'

Planning enforcement can only be considered where the Building Work or Material Change of Use being undertaken requires planning permission. An initial investigation by an enforcement officer will determine this.

Planning enforcement investigations cannot be initiated on the basis of hearsay or speculation regarding `development` which may or may not occur in the future. For instance the excavation for foundations to the rear of the

dwelling house is not indicative that a breach of planning control has occurred, as the resultant structure may be '*permitted development*.'

Certain types of building works or changes of use are defined as '*permitted development*' meaning that an application for planning permission is not required. Whether or not planning permission is required depends on several factors and these are detailed in the Town and Country Planning (General Permitted Development) (England) Order 2015.

In addition the Town & Country Planning (Use Classes) Order 2010 details uses of land. The order is permissive not restrictive in that it details what is not a material change of use. For example planning permission is not required to change from a hot food takeaway to a shop (unless restricted by a planning condition). In all other cases planning permission is only required if a change in the use of land is a material change of use. It is a matter for the Council as Local Planning Authority to determine if planning permission is required having regard to all material planning considerations.

Help in understanding 'permitted development' rights can be found at www.planningportal.gov.uk

The following list includes some of the things we do not investigate (but that people may think we do):

- The carrying out general maintenance and improvement works which only affect the interior of a building (unless it is a Listed Building)
- Works which do not materially alter the appearance of a building (unless it is a Listed Building)
- Boundary disputes between neighbours;
- Property and land ownership issues which are not planning related;
- Persistent complaints which have previously been investigated and resolved;
- Vexatious or malicious complaints;
- Breaches of covenants between landowners;

- Loss of views;
- Competition between businesses; or
- Trespass.

It may be possible to address issues such as these by way of civil action although this is a matter for the individual to pursue and is not an area where the Council would be involved.

3. What is the purpose of Planning Enforcement Action and what to expect when making a complaint?

Like all other local planning authorities we have discretion to take enforcement action when it is expedient to do so having regard to the local development plan and any other material considerations, including this planning enforcement policy.

Planning legislation is designed to control the development and use of land and buildings in the public interest. They are not meant to protect the private interests of one person against the activities of another.

While the Council is keen to ensure compliance with planning controls, it has to balance the needs of a variety of interested parties including local residents; visitors, developers; and businesses. The carrying out of work or changing the use of land or buildings without planning permission is **not** a criminal offence, unless the works involve the demolition of an unlisted building in a conservation area or works of alteration, extension or demolition are undertaken to a listed building without listed building consent.

Whilst the Council does not condone wilful breaches of planning control, both the law and government guidance is clear that planning enforcement action is discretionary and any enforcement action taken must be proportionate to the harm generated by the unauthorised development.

Where possible, the Council aims to work with people who have breached planning controls to amicably regularise breaches. Where this is not possible the Council will take a proportionate approach to the breach depending on whether it is consistent with the Council's Local Plan Core Strategy, other material planning considerations and the level of harm it causes to other people and/or the local area.

The council recognises that effective enforcement is important as a means of maintaining public confidence in the planning system. In deciding whether to take enforcement action we will have regard to the development plan and to any other material considerations, including national policies and procedures. In considering whether it is expedient to take enforcement action the decisive issue will be whether the breach of planning control unacceptably affects public amenity, existing land uses and buildings which merit protection or the natural environment. Enforcement action is discretionary and we will act proportionately in responding to suspected breach of planning control.

We will only take enforcement action when it is considered expedient to do so. Formal enforcement action will not be instigated solely to regularise breached of planning control. In taking formal enforcement action we will be prepared to use all the enforcement powers available commensurate with the seriousness of the breach. The action we take will always be proportionate to the breach of planning control and the harm it causes.

Where the council considers that it is likely that planning permission would be granted for the development, the person responsible would normally be invited to submit a retrospective planning application. Enforcement action is not however simply taken because there has been a breach of planning control. It is not a punitive measure. We will not take formal action against trivial or technical breach of control.

The council will not actively invite a retrospective planning application where it is considered unlikely that planning permission would be granted. In such circumstances we would continue to provide advice on how to resolve the breach and would proceed with appropriate action.

We will not normally take enforcement action where there is a trivial or technical breach of control which causes no material harm to amenity or the environment.

The council will always discourage the carrying out of development without planning permission but where retrospective applications are submitted they will be treated on their individual merits.

4. The Priority Approach to Enforcement

The exercise of when to take enforcement action is solely a matter for the Local planning authority having regard to all the material planning considerations. The authority will assess each complaint which is made but the level of assessment and possible investigation will be a matter of judgement for the authority taking into account its identified priorities, resources, the planning harm which may arise and be a proportional. Each assessment of an alleged breach will take into account the particular circumstances of the case having regard to the Islands Core Strategy. The ultimate decision of the discretion whether to take enforcement action is a matter for the local planning authority.

We receive a large number of allegations of breaches of planning control every year. It would be impossible to investigate and pursue all of these allegations with equal priority. Resources are limited and it is essential to use them to the maximum effect. Therefore each case is prioritised according to the seriousness of the alleged breach; the priority is determined by the Senior Enforcement Officer, giving highest priority to allegations of activities that are likely to cause irreversible or substantial harm in planning terms, examples of which will include unauthorised works to listed buildings, demolition works in conservation areas, works to a schedule monument or protected trees.

The enforcement team does not have the capacity to proactively monitor approved development for compliance or development of a temporary nature not causing harm.

The Enforcement Team encourages complainants to provide as much information as possible on making a complaint to assist officers in determining the priority needs for the case. This includes details as shown on the Complaint Record Sheet, which include the location and nature of the works or change of use (including photographic evidence) and the nature of the harm that the potential breach is causing.

Harm resulting from a breach of planning control could concern amenity or highway safety issues and include noise nuisance, loss of daylight or privacy, or danger from increased traffic flows for example.

Harm to the visual amenity of an area could occur for example through unauthorised work to: - a listed building, demolition within a Conservation Area or work to a protected tree.

Once the alleged breach has been investigated each case will be considered on its own merits with regard to the circumstances and harm of the identified breach in accordance with National and Local Policy and priorities. The council will explore alternatives to formal action where appropriate to do so.

An enforcement investigation will not be initiated unless a Complaint Record Sheet has been completed in full (available at www.iwight.com). Complaints can be sent in via email or letter or by personal caller, but if calling you will be asked to provide information that is set out within our complaints form. Anonymous complaints will not be investigated.

On receipt of a completed Complaints Record Sheet, it will be at the discretion of the relevant officer of the Council (delegated through the Head of Planning and Housing Services) to determine the priority in which the authority responds to the complaint.

To make the most effective use of resources allegations about suspected breached of planning control will be investigated on the basis of an assigned priority, depending upon the nature of the breach and the degree of harm caused. The priority approach to planning enforcement is as follows;

Priority One:

These are cases which either pose a significant ongoing threat to public safety or which cause significant irreversible damage to areas of acknowledged importance (*) Examples of which may include;

- Works of alteration, extension, demolition or wilful damage to Listed Buildings
- Works comprising of the demolition of a building in a Conservation Area.
- Works to a Scheduled Ancient Monument.
- Works to trees subject of a Tree Preservation Order or in a Conservation Area
- Significant works within Nationally important sites, including AONB & Heritage Coast, Conservation Area, Registered Historic Parks and Gardens, locally important SINC's, SSSI's and locally listed buildings, structure and parks and gardens contained in the council's local list.

() - Areas of acknowledged importance are defined as: Internationally protected sites, including SPAs, SACs, cSACs and Ramsar sites. Nationally important sites, including AONB, SSSIs, Conservation Areas, Listed Buildings, Historic Parks and Gardens and locally important SINC's and TPOs.*

Priority Two:

These are cases which impact upon residential privacy or amenity, cases which impact on the economic and tourism function of the Island or harm the landscape of the countryside or designated area. Examples of which may include;

- Non-compliance with approved plans or breaches of condition where likely significant harm
- Works which are not significant but cause harm the appearance of a Conservation Area or AONB
- Material change of use which is likely to harm the amenity of an area or neighbours

- Householder works which are likely to cause significant harm to residential and local amenity, e.g. decking, balconies, fences on open plan estates
- Seriously untidy land which impacts on the character or identity of towns within the key regeneration areas, tourism industry or countryside.
- Listed buildings at risk as a result of inadequate maintenance (as opposed to actual works taking place which would be priority 1).

Priority Three:

Cases which do not cause material harm to any acknowledged interest, and/or which are unlikely to need planning permission, those cases which are likely to be granted planning permission, or those cases which are deficient in detail as to the nature of the alleged breach of planning control. Examples of which may include;

- Untidy sites related to individual residential or commercial properties (unless falls within priority 2 above category)
- Householder development where it is unlikely to cause harm, e.g. boundary fences between neighbours, sheds, outbuildings, domestic extensions, resurfacing (not including fencing on open plan estates where the fencing would result in significant visual harm).
- Householder and commercial development where planning permission is likely to be permitted development or planning permission granted
- Minor works not in accordance with approved plans
- Advertisements / fly posting
- Satellite dishes unless affixed to a listed building
- Breach of holiday occupancy restrictions on large sites where it could be controlled by the lease arrangements

The Council will assess each complaint upon submission and may, based on the potential level of impact and need to manage staff resources, choose not to pursue the issue further.

We will promptly register cases and acknowledge them by email or letter within 5 working days of receipt and each case will be individually assessed on its merits. You will be informed of the name of the Enforcement Officer who will be dealing with your complaint and provided with a reference number. The Enforcement officer will advise you of any significant progress made as and when this occurs.

The Council aims to inspect cases (if the investigating officer deems necessary) within;

- ***Priority One:*** 5 working days of receipt of complaint
- ***Priority Two:*** 20 working days of receipt of complaint
- ***Priority three:*** 40 working days of receipt of complaint

We will only use this information to investigate potential breaches of planning legislation and we will use your contact details to keep you informed of progress made or any actions taken.

Your information will be held securely and will only be accessible to our enforcement section to enable them to carry out their investigations. Case detail may be shared with planning officers to determine the best course of action to deal with an alleged breach of planning control. Your information will not be supplied to anyone outside of the organisation without first obtaining your consent, unless we are obliged or permitted by law to disclose it.

We will view breaches of planning control with impartiality and we will treat all parties with dignity and respect. We ask the same in return.

We will advise all complainants and those responsible for an alleged breach of planning control as to the outcome of any investigation and what action, if any, we propose to take. In circumstances where we

conclude that it is not in the public interest to take action we will give an explanation as to why this judgement has been reached.

Where it is clear that a development has been carried out without planning permission, but that it could be made acceptable through the imposition of planning conditions, the Council will seek planning applications for developments which are considered to be acceptable on their planning merits. Such conditions may include, for example, hours of operation or the need for landscaping. In such cases where an application is not forthcoming, the Council will use its enforcement powers to protect the public interest. In taking such action the Council will clearly explain why it is doing so.

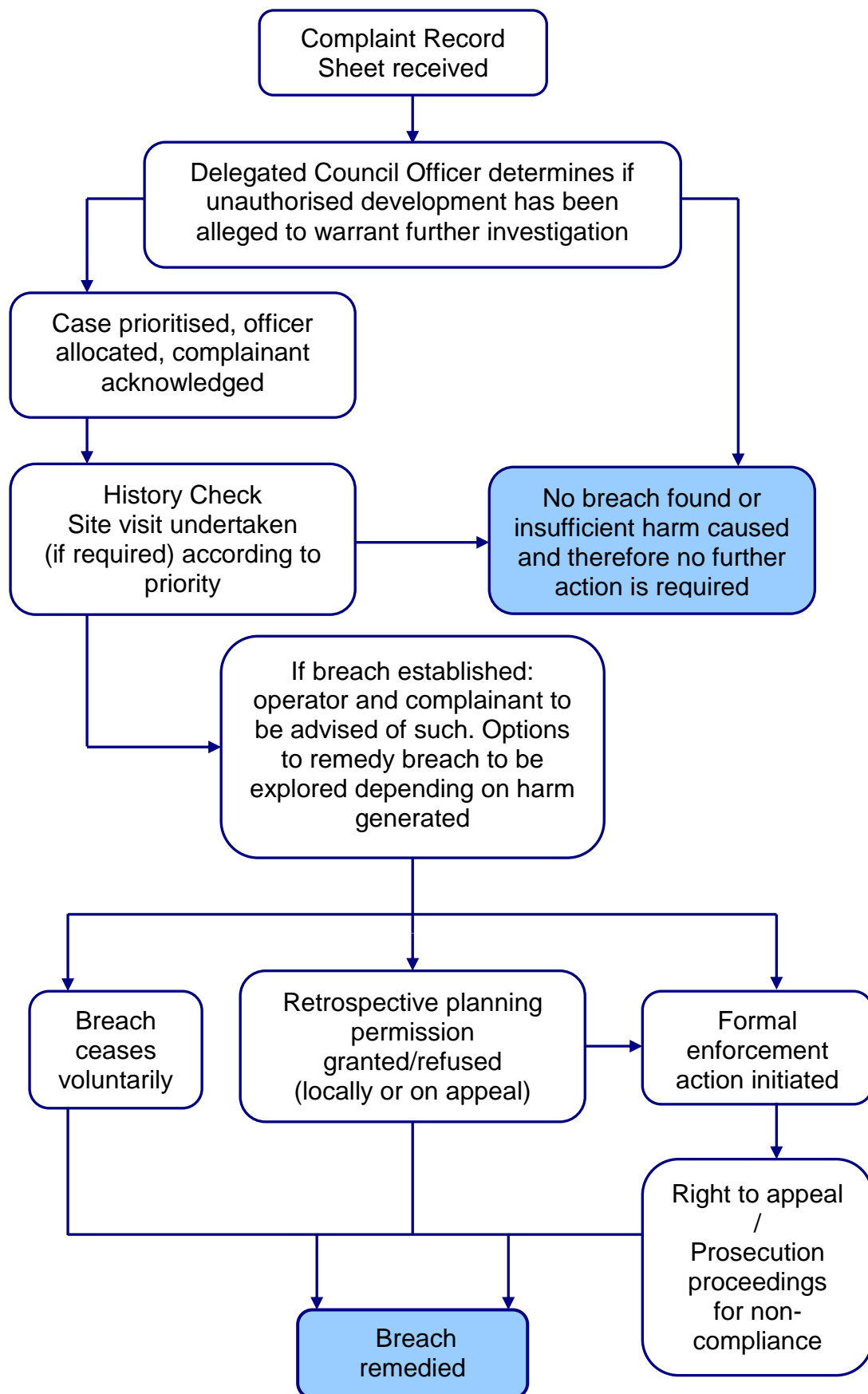
5. How long will it take?

Dealing with enforcement cases can be a lengthy and complex process. The different types of enforcement cases vary considerably in complexity as does the time taken for their resolution. Many of the reasons are already explained in information provided, but some factors which can result in apparently slow progress include:

- The gathering of evidence;
- Continuing negotiation to try and resolve the matter without pursuing formal action;
- Consideration of an application to remedy the matter;
- Awaiting determination of an appeal against formal notice.

For this reason, it is not possible to give a standard time for dealing with enforcement cases however the enforcement officers will endeavour to keep you informed as the case progresses.

6. Simplified Flow Chart of Enforcement Investigation process



7. Useful Information

All complaints should be made in writing.

Complaints can be submitted by completing the Complaint Record Sheet, which is available from our website <http://www.iwight.com>. The form is available for print and should be forwarded to Isle of Wight Council, Seaclose Offices, Fairlee Road, Newport, Isle of Wight, PO30 2QS

Complainants who have difficulty in writing down their concerns are advised to seek help from friends or relatives. Telephone complaints will not be accepted. Anonymous complaints will not be investigated. Complaints will only be investigated if the council's receives adequate information from the complainant.

Complaints sent via Email must be sent to enforcement.team@iow.gov.uk and must include a completed Complaints Record Sheet.

Contact details: Isle of Wight Council, Seaclose Offices, Fairlee Road, Newport, Isle of Wight, PO30 2QS or Tel: 01983 823552

To lodge an appeal against planning enforcement notices:

Appeals are dealt with by the Planning Inspectorate.

Appeals can be lodged on-line via <http://www.planning-inspectorate.gov.uk/>

The Planning Inspectorate can be contacted at: The Planning Inspectorate, Temple Quay House, 2 The Square, Temple Quay, Bristol, BS1 6PN or Tel: 0117 372 6372

To obtain free advice regarding breaches of planning control:

Planning Aid provides free, independent and professional town planning advice and support to communities and individuals who cannot afford to pay fees to a planning consultant.

It complements the work of local planning authorities, but is wholly independent of them.

Visit Planning Aid at www.planningaid.rtpi.org.uk or phone 0870 240 7552.

To find out about the services of Chartered Town Planning Consultants:

The Royal Town Planning Institute maintains regional lists of Chartered Town Planning Consultants, who may be employed to help you if instructed. Copies of the list of Consultants for the Isle of Wight area can be downloaded from www.rtpi.org.uk

8. Glossary of terms and powers

This glossary explains what the various acronyms referred to in this policy are, and what they mean. It also lists the main planning enforcement notices/powers which the Council has at its disposal, in order to tackle different breaches of planning control.

AONB - Area of Outstanding Natural Beauty. An AONB is an area of countryside with significant landscape value that has been specially designated by the Countryside Agency (now Natural England) on behalf of the United Kingdom Government. Approximately half the Island is designated as AONB.

Breach of Conditions Notice (BCN) - Many planning permissions are granted subject to conditions. Where a condition is not complied with the Council can serve a breach of condition notice. Such notices set out the steps to be taken to remedy the breach and the time within this must be done. There is no right of appeal against these notices; failure to comply with the terms of a notice is an offence.

cSACs - cSACs are areas which are candidates for SAC designation.

Enforcement Notice (EN) - Enforcement notices are legal charges on land or property, served at the discretion of the Council. An enforcement notice can require the cessation of an unlawful use of land and/or the removal or modification of buildings or structures that do not have planning permission. Failure to comply with a valid enforcement notice is an offence, which would make the guilty person liable on summary conviction to a fine up to £20,000. There is a right of appeal against an enforcement notice.

Injunction - The Council may apply to the County Court or High Court for an injunction to stop an actual or imminent breach of planning or listed building control, even when the identity of the person concerned is unknown. An

injunction can be sought whether or not other enforcement action has been taken. The Council will only apply to the Court for an injunction in exceptional cases of serious harm. Failure to comply with an injunction can lead to an unlimited fine and/or imprisonment.

Listed Building Enforcement Notice (LBEN) - This type of notice is similar to an enforcement notice, but is used where works have been carried out to a Listed Building without the benefit of Listed Building Consent, or where works are in contravention of a condition of such consent. Such a notice can require works to be carried out in order to alleviate harm caused to the building. A right of appeal exists against these notices. Any unauthorised alteration of a listed building constitutes a criminal offence and those carrying out the works can be prosecuted.

Planning Contravention Notice (PCN) - In deciding whether or not to serve an enforcement notice the Council must, as far as possible, be sure of its facts. Sections 171C and 171D of the Town and Country Planning Act 1990 provides for the service of a Planning Contravention Notice. Such a notice requires the recipient to provide information about any operations or activities being carried out on land, to enable the Council to ascertain the facts. Failure to comply with the requirements of a Planning Contravention Notice within 21 days is a criminal offence. The penalty for non-compliance with a Planning Contravention Notice can result in a fine of up to £1,000. If any person makes a false or misleading statement he/she shall be guilty of an offence on conviction with a maximum penalty £5,000.

Prosecution - The Council can initiate Court proceedings where a formal Notice has been breached. Additionally, legal proceedings may be commenced for unauthorised works without the necessity of serving any formal Notices. For example, unauthorised works to a listed building or a protected tree, or an unauthorised advertisement. Prosecution will only be considered if there is sufficient evidence and a prosecution will only be brought if it is considered to be in the public interest to do so.

Ramsar sites - Ramsar sites take their name from the location of the first meeting of the Convention on Wetlands of International Importance which was held in Ramsar, Iran in 1971. The designation is attributed to wetland sites of international importance. Originally this primarily focused on sites that were of international importance to birds but the scope of the designation has now been extended and recognises wetlands as an ecosystem that are extremely important for biodiversity conservation in general and for the well-being of human communities.

Repairs Notice & Compulsory Purchase Orders - The Council has power under the Planning (Listed Building & Conservation Areas) Act 1990 to serve a Repairs Notice on the owner of a listed building specifying those works it considers reasonably necessary for the proper preservation of the building. If after a period of not less than 2 months, it appears that reasonable steps are not being taken for the proper preservation of the listed building, the Council can begin compulsory purchase proceedings under section 48 of the Planning (Listed Building & Conservation Areas) Act 1990. It is however the very last resort to secure the survival of a listed building. A Repairs Notice allows for a much more comprehensive repairs than an Urgent Works Notice, although the works are limited to the condition of the building as of the date of listing.

SACs - Special Areas of Conservation. SACs are a European designation awarded to sites that will make a significant contribution to conserving the habitats and species listed on Appendix I and II of the Directive. The listed habitats and species are those considered to be most in need of conservation at a European level.

Section 215 Notice (s215 Notice) - Section 215 (s215) of the Town & Country Planning Act 1990 provides the Council with the power, in certain circumstances, to take steps requiring land to be cleaned up when its condition adversely affects the amenity of the area. If it appears to the Council that the amenity of part of their area is being adversely affected by the condition of neighbouring land and buildings, they may serve a notice on the owner requiring that the situation be remedied. These notices set out the

steps that need to be taken, and the time within which they must be carried out. The Council also has the power under s219 to undertake the clean-up works themselves and to recover the costs from the landowner. Like all planning powers, the use of s215 by the Council is discretionary. A s215 notice can be appealed in the Magistrates Court.

Section 330 Notice (s330 Notice) - A notice served under Section 330 of the Town and Country Planning Act 1990 enables the Council to demand information from the occupier of land, as to his/her interest in it. Such a notice is served as a precursor to an enforcement notice being served. It is a legal obligation to return within 21 days and a criminal offence to withhold or give false information.

SINC - Site of Importance for Nature Conservation Interest. The Council may designate certain areas as being of local conservation interest. This is the lowest tier of conservation designation and varies in terms of what it seeks to conserve, from area to area.

SPAs - Special Protection Areas. SPAs are a European designation classified in accordance with the EC Directive on the Conservation of Wild Birds. The designation is attributed to sites for rare and vulnerable birds, listed in Annex 1 of the birds directive, and for regularly occurring migratory species.

SSSI - Site of Special Scientific Interest. SSSI designation was first developed in 1949 in order to provide statutory protection for sites offering the best examples of the UK's biodiversity as well as geological or physiographical features. In 1981 the designation was re-enacted under the Wildlife and Countryside Act and has been further amended by the Countryside and Rights of Way Act in 2000 and the Nature Conservation Act 2004.

Stop Notice (SN) - If the Council considers that an unauthorised development or use may cause long term and severe damage to the local area and needs to be stopped immediately, it may serve a stop notice. Such notices can only be served once we have served an Enforcement Notice. A stop notice has the

effect of immediately halting unauthorised development. Failure to comply with a stop notice is an offence, which would make the guilty person liable on summary conviction to a fine up to £20,000. There is no right of appeal against a stop notice.

Temporary Stop Notice (TSN) - A Temporary Stop notice can be served without the need for an Enforcement Notice to have been served. It takes effect immediately from the date and time of service and lasts for 28 days. The Council can serve a further notice on the expiry of the 28 days.

Urgent Works Notice - The Council has power under the Planning (Listed Building & Conservation Areas) Act 1990 to execute any works which appear to them to be urgently necessary for the preservation of a listed building. There are restrictions to this power relating to the use and occupation of the building. This power can also be used on an unlisted building in a conservation area but only within the consent of the Secretary of State. The Notice states the works the council will undertake if the owner fails to do so within a specified time period. The Council may then seek recover of the cost from the owner.

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Annual Parking Report

1 April 2021 to 31 March 2022

Directorate of Neighbourhoods

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If you have difficulty understanding this document, please contact us on 01983 821000 and we will do our best to help you.

1. Foreword

I am pleased to introduce the 13th annual report produced by the Isle of Wight Council's parking services team. Under part 6 of the Traffic Management Act 2004, local authorities are expected to publish a report on financial, statistical, and other data related to parking.

Parking management and enforcement are an important part of our daily lives. Proper parking helps reduce congestion, improve road safety, assists the local economy, and encourages residents to use sustainable methods of transport.

Our aim is to provide a service and consistent approach to all elements of parking management that will support the local community, while proving beneficial to residents, tourists, and businesses.

The introduction of the parking strategy from January 2017 has enabled the authority to deliver national and regional policy associated with traffic regulation and acts; it also has supported the Island's transport plan 2011 to 2038 and the strategic asset management plan. The Isle of Wight Council has adopted a parking delivery plan which builds upon the previous work and assists in ensuring delivery of parking to support the differing needs of towns across the Island. The action plan will, when delivered, assist in providing solutions to current real or perceived parking issues and will support the development of a longer-term strategy for parking that reflects and supports the aspirations set out in the council's emerging regeneration strategy and in the draft Island planning strategy. This longer-term plan will form part of a refreshed local transport plan.

Resident parking schemes (RPS) were one of the priorities that emerged through the consultation on the parking strategy and officers have continued to respond to, evaluate, and process requests for new schemes. As at the end of March 2022 four schemes had been implemented in Newport: these were Caesars Road, Clarence Road, Field Place and Prospect Road.

2021 saw the gradual lifting of COVID-19 restrictions which in turn lead to an increase in the number of vehicles on the roads and parking activity; additionally, CEOs that were seconded to COVID response duties returned to their substantive roles.

It should be remembered that parking enforcement forms part of a wider transport policy aimed to make the Island safer for all.

Thank you for taking the time to read this report, which I hope you will find both informative and of use to you.

Councillor Phil Jordan

Cabinet member for Transport and Infrastructure

October 2022

2. Introduction

The aim of the annual report is to summarise the parking services currently provided to residents and motorists, outline the changes that have taken place from 1 April 2021 to 31 March 2022 and set out what we intend to achieve in the future.

The council aims to manage and promote safe and fair parking practices and to discourage anti-social and illegal parking, creating a safer kerbside environment in line with the local transport plan and the Traffic Management Act.

The service is delivered through our parking operations team and parking administration team and collectively they undertake the following:

- Enforce and administer all on-street parking regulations as defined by the Traffic Management Act 2004 (as amended).
- Enforce and administer all on-street and off-street pay and display parking.
- Regulate, enforce, and administer residential parking schemes.
- Issue a wide range of permits including the long-stay and all Island tourist permits.
- Investigate and issue parking dispensations and bay suspensions where and when appropriate.
- Operate and maintain the computerised hand-held penalty charge system.
- Provide the option for cashless convenient parking through PayByPhone.
- Process penalty charge notices (PCNs) from the point of issue, including investigation, resolution, and preparation of papers to be passed to the traffic penalty tribunal.
- Produce statistics and reports on all aspects of the service.
- Liaise with Island Roads on maintenance of off-street car parks and coach parks, including surface repairs, lining, signs, and maintenance of ticket machines.
- Liaise with the police, police community safety officers, and the council's PFI Client Team regarding kerbside safety, particularly around schools.
- • Liaise with other internal and external bodies regarding the use of car parks for events.

The parking operations and administration team also provide expert advice on all parking-related matters to the public and elected members. The team seeks to present a courteous, equitable and approachable face to stakeholders, carry out duties in an efficient manner and demonstrate value for money.

A glossary of terms referred to in the report can be found in Appendix 5.

3. Background to parking on the Isle of Wight

The Island's population of approximately 142,296 is predominantly based in settlements around the coast, with the county town of Newport located at the centre of the Island. The shape of the Island, location of towns and resulting road layout means that most roads radiate out from Newport. The Island's area is 380.2 square kilometres (km²) with a coastline of 91.7km and a road network of 826km.

The fact that the Island has a dispersed population means that we experience problems of a similar nature to other rural areas. The fact that we live on an island with a limited road network sets us apart and gives us a particular set of challenges and opportunities. Local traffic congestion is perceived by many as a growing problem, particularly at peak commuting times, during school holidays and the holiday season when the influx of tourists means that the Island's population almost doubles.

The council currently has responsibility for operation, management, and enforcement of the following:

- 77 car parks, of which 14 are free.
- 18 on-street pay and display locations providing approximately 1000 spaces.
- 155 parking ticket machines.
- 38 loading bay locations.
- 114 plated disabled bays (which are enforceable) in 41 streets.
- 19 school 'keep clear' locations.
- Park and ride car park, Cowes.
- Managing car parks at:
 - West Wight Sports Centre Trust, Freshwater.
 - Pier Square and the Harbour, Yarmouth.
 - The Esplanade, Totland.
 - Smugglers Haven, Bonchurch.
 - Riverway, Newport.
 - Pound Lane, Ventnor
 - Market Street, Ventnor
 - Dudley Road, Ventnor
 - Shore Road, Bonchurch
 - Dinosaur Isle, Sandown



4. Overview of parking provision and strategy

The council provides public parking facilities to assist with traffic management and environmental improvements. On-street facilities (typically those located by the kerbside) and off-street facilities within car parks are distributed across the Island. The facilities are paid for completely by the users. Maximum length of stay restrictions are generally structured to promote short-term parking and a high turnover of spaces in town centres, but a degree of long-term parking is permitted in the outer areas and our car parks to meet the needs of different motorists, such as commuters.

4.1 Principles of parking provision

The structured use of parking management is an essential tool in helping to balance competing demands for kerb space, restraining non-essential traffic, and in encouraging a shift towards more sustainable modes of travel.

The council's objectives for introducing and enforcing on-street waiting and loading restrictions are as follows:

- To improve the safety of road users.
- To assist the free flow of traffic and reduce congestion.
- To assist and improve bus movement.
- To assist in providing a choice of travel mode.
- To ensure effective loading/unloading for local businesses.
- To provide a turnover of available parking spaces in areas of high demand.
- To assist users with special requirements, such as disabled drivers.
- To promote and enhance the health of the local economy.

4.2 Off-street parking

Off-street car parking also contributes to many of these objectives, particularly where it is co-ordinated with on-street provision. For example, offering longer stays than is possible to offer on-street, and by providing more capacity than is available at the kerbside.

4.3 Off-street parking capacities

The number and type of available parking spaces within the council's control on the Isle of Wight are shown in Appendix 1.

4.4 Parking strategy

The Isle of Wight Parking Strategy 2016-2021 has been implemented in an incremental manner reflecting local issues and priorities.

A copy of the strategy can be found at iow.gov.uk/azservices/documents/1905-Isle-of-Wight-Parking-Strategy-Final-Report-060217.pdf

It is recognised that the actions contained within the strategy have effectively been implemented as far as practically possible and that post-COVID, a fresh approach may be required due to changes in behaviours. Accordingly, one of the administration's aspirations is to bring forward a comprehensive revised Islandwide parking strategy by 2024.

4.5 Parking delivery plan

A parking delivery plan was commissioned in August 2020 which built upon the parking strategy and provided a structured implementation plan that referenced all the primary and secondary recommendations in the strategy. The report was considered and adopted by Cabinet on 11 February 2021; staff are working through the agreed action plan which was integral to the report. A copy of the action plan and progress as at 31 March 2022 can be found at Appendix 4.

The requirements for future parking requirements, in line with the aspirations of the Island planning strategy and regeneration strategy will be considered in the review of the local transport plan.

The council recognises that parking problems (whether real or perceived) vary across the Island. For example, the differing roles of Cowes and Ryde as ferry ports bring specific parking problems to these towns, that differ from Newport with its challenges of a commercial centre. These variances need to be identified within the report(s) and used to develop appropriate interventions.

4.6 Resident parking schemes (RPS)

The RPS policy was agreed by the Cabinet in September 2018; the aim of this is to improve parking conditions for residents and, while a few schemes already exist in various areas across the Island, there was previously no formal policy or guidance for dealing with requests for new schemes.

The policy guidance clearly sets out the process to request an RPS, the criteria for establishing the demand and ensuring that zones only proceed where they will deliver a benefit for residents.

The officers have received 144 requests from varied sources; as at 31 March 2022 the current status is:

- 79 locations require no further action as they failed to reach the initial off-street parking threshold.
- 11 locations have surveys in progress.
- Five locations are pending.
- One location is due to be revisited.
- Two locations are on hold.
- Two locations have passed the first two thresholds and are subject to discussions with the ward member before progressing

A total of four locations have passed all survey thresholds (as set out in the Residents' Parking Scheme Policy Guidance) and the council has introduced a new residents' parking scheme at these four locations.

No action has been undertaken on 40 locations at this time.

4.7 Overnight parking

In June 2019, the council, in line with many other local authorities, introduced an overnight parking charge. This was a flat fee of £1 which covers motorists from 6pm until the day tariff commences the following morning.

The charge was introduced as part of the council's budget planning for 2019/20 and assisted in funding parking infrastructure such as car park boundaries and ticket machines. It also assisted in regulating the use of car parks; with additional enforcement later into the evening, motorists were prompted to park more responsibly in council car parks and not park in an anti-social manner to the annoyance of other users.

The income raised from overnight parking charges in 2019/20, 2020/21 and 2021/22 was £150,103, £48,662 and £177,724 respectively.



5. Parking services provided by the council

Throughout the year, the parking teams respond to a wide range of subjects and concerns that both resident and visiting motorists have about parking and enforcement. The range of services we provide includes the provision of parking facilities, enforcement of parking restrictions, issuing of permits, dispensations and suspensions including assisting in facilitating major events such as carnivals. Full details on all aspects of parking including frequently asked questions can be found at www.iow.gov.uk/Residents/Transport-Parking-and-Streets/Parking-Services

5.1 Parking permits

The following parking permits were available during the 2021/22 financial year:

Residents' parking zone permits

These permits can be issued to residents living within a geographic area and are based on parking areas being divided into zones. This enables permit holders to park in any of the designated bays within their zone instead of being restricted to the street in which they live. NB - N1, N2, N3, N4, N5, SH1 AND SA1 only comprise the street in which the residents live.

A maximum of two annual permits were issued per postal address; the cost is £72 for the first vehicle and £100 for the second vehicle.

Visitor parking scratch cards were available to purchase at £20 for a book of ten with limit of two books per month introduced.

Residents' on-street pay and display permits

Resident permits, which were previously available for on-street pay and display areas in Newport, Cowes Parade and esplanades, were discontinued in 2021 and were brought into line with resident parking zone permits - a maximum of two annual permits are issued per postal address; the cost is £72 for the first vehicle and £100 for the second vehicle.

For further details on these schemes, visit beta.iow.gov.uk/parking or call (01983) 823714.

Residents' 200 metre radius car park permits

It was recognised that some locations on the Island did not have sufficient on-street parking provision to allow residents to park close to their home. This is mainly within town centres, so to assist with the ability to park closer to home, we offer a resident car park permit, which allows a car park within 200 metre radius of their home to be nominated for unlimited parking. Previously a maximum of one annual permit per postal address was issued at a cost of £150; this was amended in 2020 to two permits

per postal address. The new cost is the cost is £199 for the first vehicle and £265 for the second vehicle.

All Island (long-stay) car park permits

Prior to 1 April 2020 an all-Island parking permit was available which allowed parking for up to six hours in long-stay car parks and two hours in short-stay car parks at a cost of £324.50 a year; while the all-Island supplementary parking permit allows unlimited parking in long stay off-street parking places at a cost of £462 a year.

This was replaced in 2021 with a new All Island permit that allowed unlimited stay in long stay car parks and up to two hours in short stay car parks; the cost of which is £540 if paid for upfront or £50.00 per month on a reoccurring payment option (debit/credit card).

Tourist permits

Tourist permits can be purchased by anybody wishing to park in multiple pay and display locations across the Island without the worry of making payment upon arrival at each location. The permit is valid for use in the majority of on and off-street pay and display parking bays managed by the Isle of Wight Council with just a few exceptions, as below:

- **Pier Square car park, Yarmouth.**
- **Yarmouth Harbour car park, Yarmouth.**
- **Dinosaur Isle car park, Sandown.**
- **Esplanade car park, Totland.**

There are two types of tourist permit available. One is for vehicles of a size that can park wholly within a standard car bay, and the other is for coaches/oversize vehicles that need to park within a coach/oversize vehicle bay. The periods and charges are listed below.

Car permits (use code 71000)

- Two days £15.10.
- Three days £22.70.
- Four days £30.20.
- Seven days £52.90.
- 14 days £105.80.

Coach/oversize vehicles permits (use code 71001)

- Overnight £12.60.
- Four days £56.20.
- Seven days £98.30.

These permits are only available through PayByPhone (www.paybyphone.co.uk). There is an app to download for iPhone and Android. They are also available by telephone (01983) 331331.

5.2 The blue badge scheme

The current blue badge scheme is a national arrangement of parking concessions for disabled people who have difficulty using public transport. The scheme is designed to help severely disabled people to travel independently, as either a driver or passenger, by allowing them to park close to their destination and gives those with a badge the right to unlimited parking in many on-street locations. On the Island this national scheme has been extended to allow the blue badge holder to park for up to eight hours in long-stay car parks and for three hours in short-stay car parks.

The use of blue badges is continually monitored by civil enforcement officers (CEOs) and the most common actions taken are as follows:

- Blue badges were retained – the most common reasons are that it had expired, or the badge holder was not present.
- PCNs were issued as a direct result of challenging a blue badge.

5.3 Dispensations and suspensions

A **parking dispensation** allows any vehicle to park on a waiting restriction (yellow line) during restricted hours in circumstances where the vehicle needs to be close to a specific location. For example, for carrying out works that require the driver to park close to a building or site where continuous access is required to load or unload goods or materials. This is subject to an application to, and approval from, the parking operations team. The charge for 2021/22 for the issue of a parking dispensation was £25 per vehicle per day.

A **parking suspension** allows a motorist to park for a specific purpose in a pay and display or meter bay during restricted hours. For example, for carrying out works that require the driver to park close to a building or site where continuous access is required to load or unload goods or materials. When we issue a suspension, we will place signs at the location to clearly indicate to other motorists that the bay has been temporarily removed from service. The charge for 2021/22 for the issue of a parking suspension was £20 per bay per day.

Charges are waived for applications in connection with funerals, blood transfusion and public health screening. In these circumstances, permission to park must be requested five working days in advance and will be subject to assessment to ensure that a parked vehicle will not cause an obstruction/hazard.

An event suspension request may be made by anyone wishing to suspend all parking from an area for an event to take place. This is generally for community events, charities and carnivals. In order to support the event, the council will charge a discounted flat rate of £50 per road, per event, per day.

5.4 Parking enforcement

To ensure professional and adequate enforcement takes place, an average of seven CEOs are deployed per day. Enforcement is undertaken throughout the day and evening to ensure a comprehensive service is provided. The CEOs use up-to-date technology to issue penalty charge notices (PCNs) and record photographic images of contraventions.

All CEOs are required to undertake a City and Guilds level 2 specialist parking enforcement qualification which is delivered by an accredited independent training provider. As part of their qualification, they cover how the local authority and, by extension CEOs, have a legal duty to be fair and reasonable in their dealings with the public. It is highlighted that the council has a duty to comply with and promote legislation (including, but not limited to the Equality Act 2004) to be certain of providing a fair service which meets the needs of the public, and that the council should promote a culture of openness, acceptance and understanding. In addition, they provide an ambassadorial role for the council.

5.5 Enforcement requests

The public can request enforcement at specific locations on the Island; details are passed to the supervisors and arrangements are made for a civil enforcement officer to visit the location at the earliest opportunity.

5.6 Who provides the parking services?

Parking services are now under the sole management of commercial services and are provided by the two teams as detailed below.

Parking operations (enforcement) team:

- Parking operations manager.
- Two parking supervisors.
- 14 civil enforcement officers.
- One Parking technician.
- Two cash collection operatives.
- One resident parking scheme officer.
- One parking and floating bridge administration and access officer.

Parking administration (back office) team:

- Parking administration supervisor
- Two legal assistants (1.43FTE).
- Four administration assistants (2.39 FTE).

5.7 Technology

5.7.1 Back-office system

Since October 2020 the back-office system has been provided by Chipside. This provides options for online self service capability through the council's website, enabling people to pay or challenge PCNs online, and residents are able to purchase permits online too.

5.7.2 Body worn video (BWV) cameras

Civil enforcement officers are now equipped with body worn video cameras; this has provided the following benefits:

- a. Deterring acts of aggression against council staff.
- b. In the event of an incident, to provide evidence to support an internal or police investigation.
- c. Providing the ability to monitor a member of staff's response to acts of aggression and identify opportunities for improvement.

BWV is not used to gather evidence for parking enforcement purposes; indeed, the cameras will only be turned on when an officer feels under threat – and a verbal warning prior to its use will be given.

Since the implementation of BWV in October 2018 the number of incidents of violence and aggression towards a CEO has decreased; additionally, the council has had two successful prosecutions as a direct result of footage supplied by the BWV equipment.

5.8 Innovation and initiatives

Schools

The council's parking operations team aims to deal proactively with any parking related issues that arise at the start and end of the school day. Enforcement around schools is deemed a priority as the school-run often generates a build-up of traffic around schools and causes potential safety issues for children. Staff have addressed issues with several schools directly across the Island, including facilitating an assembly at Nettlestone Primary School where the children identified and mapped safe parking locations within two minutes' walk from the school; and explained the road safety and health benefits that small changes in parking behaviour would make.

During the 2020/21 financial year, CEOs undertook 240 visits and issued 106 penalty charge notices in the vicinity of schools at the start and the end of the school day. By way of comparison in 2021/22, CEOs undertook 952 visits and issued 352 penalty charge notices.

Maintenance

The responsibility for maintenance and resurfacing of car parks, as well as ensuring all signs and lines are fully compliant with legislation, sits with Island Roads as the PFI contractor. As off-street parking areas are due for resurfacing and re-lining, Island Roads will liaise with the parking operations team to ensure that new layouts are acceptable and that it addresses any previously identified issues affecting users.

Ticket machines

The council has worked closely with Island Roads regarding the replacement of all the 120 ticket machines which form part of the PFI contract and can confirm that these have now all been replaced with Flowbird machines.

Contactless payments

The council has funded a phased approach to the addition of contactless card readers on all ticket machines across the Island; in 2021/22, 46 were added to machines in high profile and high use areas. The remaining machines will have contactless card readers added in 2022/23

Accesses into car parks

An audit of all car parks in 2017 had shown that more than 200 accesses had been created on council owned parking areas, and that only a very small number had formal agreements with the council and were paying an annual fee.

Work was undertaken with an independent valuer to develop a standard residential and business licence fee and the council's in-house legal team to develop a standard access licence for use with both residential and business properties. Initially, it was decided to adopt a phased approach and only progress licences and fees for vehicular accesses. This was still the case for this financial year.

Accordingly, the following work has now been undertaken:

- Letters issued to the owner of each property that benefits from a vehicular access.
- Licences issued to each property owner that had decided to enter into an agreement with the council.
- Accounts reside for each licence at the agreed rate.

The figures for the last two years are as follows:

	31 March 2021	31 March 2022
• Number of prescriptive rights proven	21	23
• Number of rights of way proven	36	36
• Accesses blocked by owner	2	0
• Accesses to be blocked by Isle of Wight Council	2	0
• Licences issued and accounts paid	8	10
• Unresolved/awaiting evidence	12	6
• Planning disputes	0	8
• Income received	£6,700	£7,831

6. General advice and the appeals process

6.1 General advice to avoid receiving a penalty charge notice (PCN)

Before parking your vehicle, it is essential that you make sure you are legally parked. Here are some helpful hints you may wish to consider before parking your vehicle.

Do

- ✓ Always check the signs, lines, and road markings before you park your vehicle.
- ✓ If you are displaying a blue badge or any eligible permit, ensure it is facing upwards, showing the full details of the permit and the wheelchair symbol if displaying a blue badge. It should be clearly placed on the dashboard or fascia panel. If you also have to show a parking clock, this should be displayed on the dashboard with the clock clearly showing.
- ✓ Always ensure that any pay and display ticket is clearly shown.
- ✓ Always make sure that the ticket has not been dislodged by wind or the car door once you leave the vehicle.
- ✓ Be aware that as the owner of the vehicle (registered with the DVLA), you are liable for any contravention.
- ✓ Always tell the DVLA if you no longer own a vehicle and ensure that you send off the relevant paperwork.
- ✓ Always keep delivery notes if loading or unloading; this may help in any future appeal.

Dont

- ✗ Don't give yourself the benefit of the doubt when unsure over signs, lines, or road markings.
- ✗ Don't presume your pay and display ticket is in the place you put it when you closed the car door. Always check it is clearly displayed once you have left the vehicle.
- ✗ Do not leave your vehicle to go for change. This is not grounds for appeal. It may be that you wish to consider the PayByPhone option if you do not have the correct change.
- ✗ Don't lend other people your vehicle if you don't want to be liable for their contraventions.
- ✗ If you sell your vehicle, do not rely on someone else to fill out the DVLA documentation. Do it yourself.
- ✗ Do not send original documentation if appealing against a penalty charge.

6.2 The appeals process

Where a parking contravention occurs, it is the 'owner' of the vehicle involved who is legally obliged to pay the penalty charge. The 'owner' means the person by whom the vehicle is kept, which, in the case of a vehicle registered under the Vehicle Excise and Registration Act 1994 (c.22), is presumed (unless the contrary is proved) to be the person in whose name the vehicle is registered (at the DVLA). It is, therefore, essential that any changes of vehicle ownership are immediately notified to the DVLA.

When allowing other persons to use their vehicles, vehicle owners should bear in mind that it is still they, the vehicle's owner and not the vehicle's driver, who will be liable to pay any penalty charges incurred in respect of parking contraventions.

The only exception to this is where the vehicle was hired from a firm under a hiring agreement and the person hiring it had signed a statement of liability in respect of any penalty charge notice served in respect of the vehicle during the currency of the agreement.

Online hearings and telephone hearings have now been available for a long time. The new tribunal online case management system (known as FOAM) has effectively replaced the previous postal decision process, but still allows cases to be decided without a hearing.

Vehicle owners may dispute the issuing of a PCN at three stages:

- They can make an informal 'challenge' or 'representation' before the council issues a notice to owner (NtO). As a challenge at this stage will be made by the person who has received the PCN, it may be that the person submitting the challenge was the driver of the vehicle, rather than the vehicle's owner.
- Once an NtO has been served, a formal representation against the NtO can be made (this can still be done if an informal challenge has previously been made and rejected). The legislation sets out specific grounds on which formal representations against the NtO may be made (these will be specified upon the notice). However, whether those grounds apply, representations may also be made on the basis that, in the circumstances of the case, there are compelling reasons for the cancellation of the penalty charge.
- If the formal representation is rejected, the council will issue a notice of rejection. The appellant then has the right to appeal within 28 days of the date of issue of the notice of rejection to an adjudicator of the Traffic Penalty Tribunal. The adjudicators have a judicial position. They are appointed with the agreement of the Lord Chancellor and they are wholly independent. Their decisions are final (subject to their own power to review a decision) and they have the power to award costs against either party. No further challenges can be made, other than on a point of law through an application to the High Court for judicial review. Appellants may choose to appear before the adjudicator at a personal hearing, or they may elect for the adjudicator to reach a decision based upon the written evidence supplied by both parties.

The steps of the representations and appeals process can be found at Appendix 2.

7. Performance and information regarding penalty charge notice (PCNs) issued

Specialist software is used to process appeals and technology is used to issue PCNs. We aim to be responsive and provide ample information to assist motorists with their appeals, which we acknowledge can sometimes be stressful and frustrating.

We have made, and continue to make, changes so that the experience of making an appeal is clearer and less stressful. These changes include:

- speedy replies – nearly all responses to appeals are sent out within two weeks;
- better use of plain English and less jargon.

We are always looking to improve, so if you have any suggestions or ideas, please do not hesitate to contact us.

7.1 Summary of total number of PCNs issued

A total of 21,595 PCNs were issued for the period 1 April 2021 to 31 March 2022. These were issued using traditional parking enforcement methods where a civil enforcement officer issued the PCN.

7.2 On and off-street breakdown of PCNs issued

Each local authority has a duty to supply figures to various government departments on different types of enforcement and where PCNs were issued. The Department for Transport requires a breakdown of on and off-street PCNs issued by each authority. On-street is recognised as pay and display bays and yellow line restrictions etc. Off-street is defined essentially as car parks.

7.3 Challenges and representations received

Individuals may challenge the issue of a PCN prior to a notice to owner (NtO) being sent. Once an NtO has been issued, representations can be made and should these be rejected, the case can then be referred to the traffic penalty tribunal, which will independently adjudicate.

The table below shows the total numbers and percentages of challenges and representations received between 1 April 2020 and 31 March 2021 compared with 1 April 2021 and 31 March 2022.

	Challenges for the period	Percentage of challenges received against total PCNs issued	Total representations received	Percentage of total representations received
2020/21	2,831	21.40	525	3.97
2021/22	4,296	19.89	564	2.60

7.4 Contravention codes, descriptions, charging levels and current state

Appendix 3 shows the breakdown of PCNs issued by contravention code, with descriptions, charging levels and current state.



8.1 Parking income and expenditure

Parking enforcement income has always been a contentious issue and we often hear the term “it’s just a money-making exercise”. The information below is intended to explain some of the misconceptions about parking income both from PCNs and car parking charges.

Under section 55 of the Road Traffic Regulation Act 1984 as modified by regulation 25 of the Civil Enforcement of Parking Contraventions (England) General Regulations 2007, each local authority is obliged to publish their accounts. The income and expenditure figures for our parking account are illustrated overleaf. If you require further information, please contact us.

In a perfect world, we would be in the position of not having to issue any PCNs. However, this will only happen if drivers comply with parking regulations, traffic regulations and road signs and, of course, are never late back to their vehicle after their pay and display ticket has expired.

The benefits of compliance include improved road safety, better vehicular movement and clearer access for pedestrians and individuals with disabilities. Other less obvious benefits include an enhanced local economy (for example, turnover of parking bays outside shops with time-limited bays), and the effect of less congestion.

Charges for PCNs are not set by local authorities, but by the secretary of state who stipulates the set charges within two bands. However, the council has the responsibility for enforcement. We enforce to a level that aims to encourage compliance but cannot be viewed or demonstrated as being over-zealous.

Under current legislation, any surplus is limited to meeting the cost of providing and maintaining parking facilities, highways and street improvement schemes, traffic management schemes, highways maintenance and public transport services. On the Island, the surplus from on-street parking charges and income from PCNs, is allocated to various highways schemes included within the Local Transport Plan.

8.2 Parking Services finance

The table below shows the actual expenditure and income for the years ending 31 March 2020, 31 March 2021 and 31 March 2022. All figures exclude VAT.

Expenditure and income for years ending 31/03/20, 31/03/21 and 31/03/22

		Outturn 2019/20	Outturn 2020/21	Outturn 2021/22
Expenditure	Running expenses	992,907	1,192,712	1,317,975
	On-street expenditure	584,547	474,645	747,014
	Off-street expenditure	408,360	718,067	570,961
	Recharges/reserve contributions	-50,238	-49,406	-56,826
	Total expenditure	942,669	1,143,306	1,261,149
Income	Off-street (car parks) ticket machine income	-2,266,701	-1,249,011	-2,487,423
	On-street ticket machine income	-1,195,694	-669,061	-1,311,178
	Permit income	-665,282	-407,463	-632,984
	PCN (total)	-668,641	-409,130	-596,691
	Off-street PCN income*	-206,493	-139,104	-223,162
	On-street PCN income*	-462,148	-270,026	-373,529
	Other income	-60,744	-113,365	-167,214
	Total income	-4,857,062	-2,848,030	-5,195,490
Net position (surplus)		3,914,393	-1,704,724	-3,934,341

Notes: The net position figures given above exclude costs for internal support service charges and depreciation. The table below gives the reconciliation to the figures as they appear in the published financial statements. The parking services section of the 2020/21 published financial statements does not include cost centre 33317 (Parking Back Office). The 2021/22 published financial statements do include cost centre 33317 (Parking Back Office) within the parking section.

Reconciliation to published accounts (surplus shown as positive figure)

	2019/20	2020/21	2021/22
Net surplus as per annual parking report (see above)	3,914,000	1,705,000	3,934,000
Internal central support and depreciation costs	338,000	507,000	634,000
Net surplus per financial statements	3,576,000	1,198,000	3,300,000



Appendix one – Car park locations and capacity

Short stay car parks: location and capacity (as at 31 March 2022)

Car park name	Postcode	Pay by phone ref	Spaces				
			Pay and display	Disabled	Motor cycle	Coach P&D	EVCP
Cowes							
Cross Street	PO31 7TA	84062	69	5	1		1
Newport							
New Street	PO30 1PU	84065	39				
Sea Street	PO30 5BS	84066	60	2	2		
Church Litten	PO30 1JQ	84061	30	3	1		
Lugley Street	PO30 5EL	84064	127	8	2		
Chapel Street	PO30 1PU	84060	204	4	2		
Ryde							
Victoria Street	PO33 2PU	84069	38	2	2		
Sandown							
St John's Road	PO36 8DG	84067	43	2	1		
Shanklin							
Landguard Road	PO37 7JU	84063	56	2	1		
Vernon Meadow	PO37 6BQ	84068					

Tariff	2021/22
Up to 30 minutes	£1.10
30 minutes to one hour	£1.70
One to two hours	£3.40
Two to three hours	£5.10
Charges apply 8am to 6pm, seven days a week, 52 weeks a year	

Permits permitted		
Disabled badge holders	Three hours	Three hours
Island residents 200 metre radius	Unlimited stay (if specified for location)	Unlimited stay (if specified for location)
Tourist permits	Unlimited stay (if specified for town)	Unlimited stay

Long stay car parks: location and capacity (as at 31 March 2021)

Car park name	Postcode	Pay by phone ref	Spaces				
			Pay and display	Disabled	Motor cycle	Coach P&D	EVCP
Bembridge							
Lane End	PO35 5TB	84026	67				
Carisbrooke							
High Street	PO30 1NR	59203	46	2	1		
Cowes							
Brunswick Road	PO31 7DF	84012	40	2	1		
Mornington Road	PO31 8BH	84033	31				
Freshwater							
Freshwater Bay	PO40 9QU	84021	66	2	1		
Moa Place ²	PO40 9DT	84032	84	7	2		1
Colwell Bay	PO40 9NP	84014	44	2	1		
Avenue Road	PO40 9UU	84011	45	2	2		
Lake							
New Road ²	PO36 9PX	84034	77	1	1		

Car park name	Postcode	Pay by phone ref	Spaces				
			Pay and display	Disabled	Motor cycle	Coach P&D	EVCP
Newport							
Coppins Bridge	PO30 2AQ	84015	169	5		9	
County Hall ¹	PO30 5BL	84016	149		1		
Seaclose ³	PO30 2QS	84040	152	2	1		
Newport Harbour	PO30 2EB	84035	94	4	1		
Medina Avenue	PO30 1DX	84031	48		1		
Medina Campus	PO30 2EW	88797	231	14	3		
Ryde							
Appley	PO33 1ND	88798	124	8	1		
Puckpool Park	PO34 5AR	88799	87	4			
Quay Road	PO33 2HH	84038	235	10	2	12	
St Thomas (Upper)	PO33 2DL	84046	148	2	1		
St Thomas (Lower)	PO33 2DL	84045	65	2	1		
Lind Street	PO33 2NQ	84027	51	2	1		
Garfield Road	PO33 2PT	84022	38	2			
Green Street	PO33 2QH	84023	35	2	1		
Sandown							
Fort Street	PO36 8BA	84020	200	12	2	14	
Yaverland	PO36 8QS	84051	110	6	1		
Station Avenue	PO36 8ET	84047	51	3	1		
The Heights ²	PO36 9DL	84049					
Seaview							
The Duver	PO34 5EJ	84041	57	4			
Pier Road	PO34 5EJ	59204	47	2	1		

Car park name	Postcode	Pay by phone ref	Spaces				
			Pay and display	Disabled	Motor cycle	Coach P&D	EVCP
Shanklin							
Orchardleigh Road	PO37 7NP	84036	89	1	2		
Esplanade Gardens	PO37 6BG	84019	88	2	1		
Winchester House	PO37 6HS	84050	80				
Spa	PO37 6BG	84043	66	1		6	
Hope Road	PO37 6BG	84024	53	4	1		
Atherley Road	PO37 7AU	84010	15	2	1	7	
St Helens							
Duver	PO33 1XZ	84044	37	2	1		
Totland							
Broadway	PO39 0BP	59201	24	1	0		
Ventnor							
La Falaise	PO38 1JY	84025	87	4	1		
Shore Road	PO38 1RN	84042	80				
Central (High Street)	PO38 1PF	84013	76	3	1		
Eastern Esplanade	PO38 1HR	84018	52	2	1		
The Grove	PO38 1TB	84048	54	3	1		
Dudley Road	PO38 1EJ	84017	50	2		2	
Market Street	PO38 1EU	84030	31	2	1		
Pound Lane	PO38 1HY	84037	19	3			
Wootton							
Brannon Way ²	PO33 4NX	59202	64	3	1		
Yarmouth							
River Road	PO41 0RA	84039	221	10	1	1	

¹County Hall car park is open to the public at weekends only.

²Car parks at New Road, Lake and Brannon Way, Wootton offer free parking for one hour (ticket required from machine).

³Seaclose car park is free at weekends.

Tariff	2021/22
Up to one hour	£1.70
One to two hours	£2.90
Two to four hours	£4.80
Four to six hours	£6.20
Six to 24 hours	£9
Charges apply 8am to 6pm, seven days a week, 52 weeks a year	

Permits permitted		
Disabled badge holders	Eight hours	Eight hours
Long stay permits	Unlimited stay	Unlimited stay
Island residents 200 metre radius	Unlimited stay if specified for location	Unlimited stay if specified for location
Tourist permits	Unlimited stay (if specified for town)	Unlimited stay

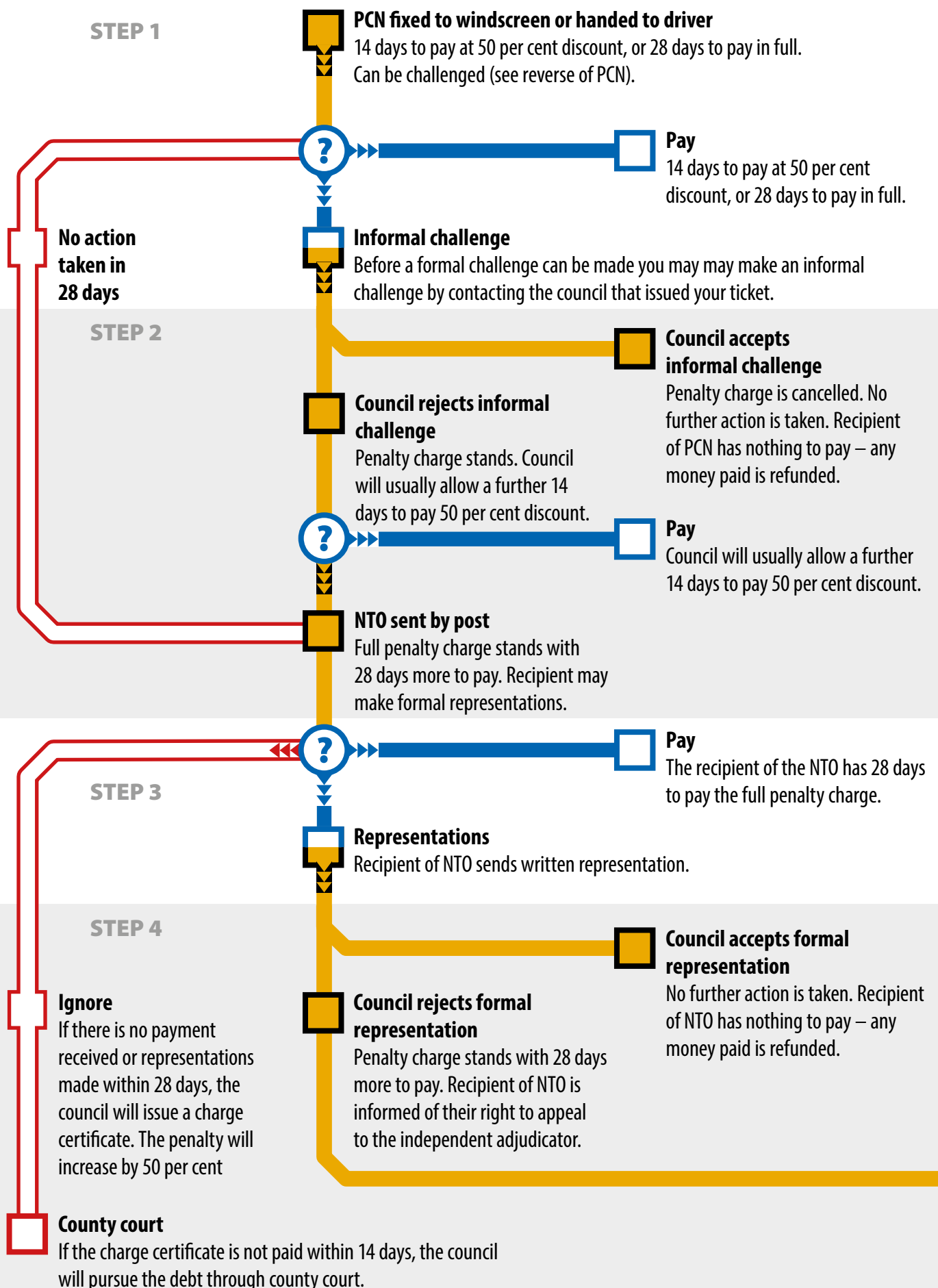
Free car parks: location and capacity (as at 31 March 2021)

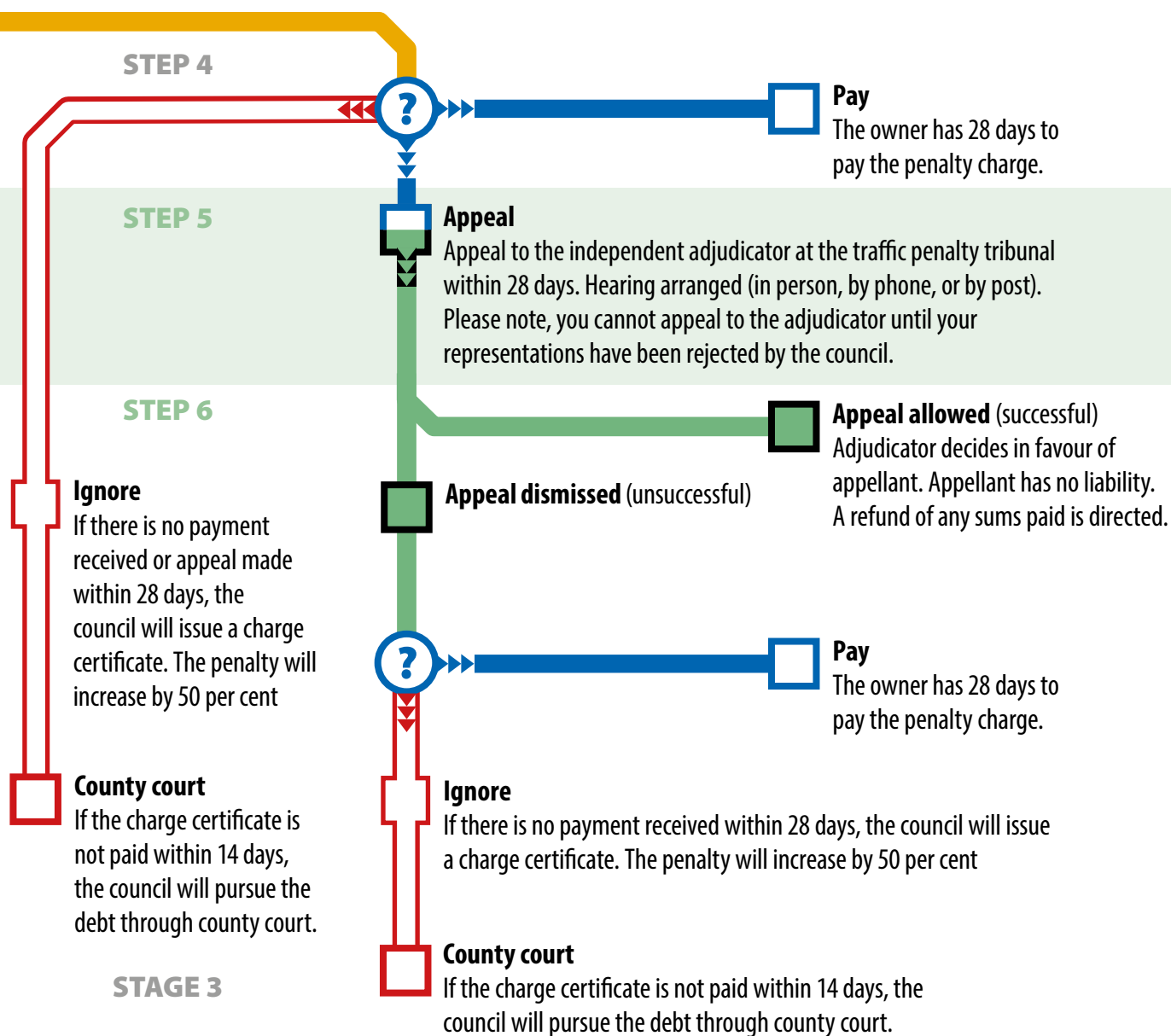
Although these car parks are free to use, some have restrictions on maximum waiting allowed – check at location.

Car park name	Postcode	Spaces			
		Pay and display	Disabled	Motor cycle	EVCP
Bembridge					
Brooks Close	PO35 5RQ	20			
Steyne Road	PO35 5UL	24	2		
Brighstone					
Warnes Lane	PO30 4BJ	30	2		
Chale					
Blackgang Viewpoint	PO38 2JB	30			
Chale Street	PO38 2HB	14			
Whale Chine	PO38 2JE	22			
Cowes					






Car park name	Postcode	Spaces			
		Pay and display	Disabled	Motor cycle	EVCP
Somerton Park & Ride	PO31 7ER	77	2		
Godshill					
Main Road (opposite Griffin pub)	PO38 3JD	29	1	1	
Newport					
Royal Exchange	PO30 2HL	15	2		
St Helens					
St Helens Green	PO33 1UJ	31			
Ventnor					
East Cliff	PO38 1EE	12	1	1	
Wheeler's Bay	PO38 1HU	46	2	1	
Wroxall					
St Martin's	PO38 3BJ	37	3	1	
Yarmouth					
Bouldnor	PO41 0ND	17			

Appendix two – Steps of the appeal process





Key

-  Action taken by the council
-  Action required to be taken by the registered vehicle owner.
-  No action taken by the registered vehicle owner.
-  No action taken by the registered vehicle owner when action is required.
-  Action taken by the independent adjudicator.

STEPS 1-4 Correspondence with the council.

STEPS 5-6 Correspondence with the adjudicator.

Useful links

Parking and Traffic Regulations Outside London (PATROL)

www.patrol-uk.info

Traffic Penalty Tribunal

www.trafficpenaltytribunal.gov.uk

DfT Traffic Management Act 2004 (TMA 2004)

www.dft.gov.uk/pgr/roads/tpm/tmaportal

Appendix three – breakdown of PCNs issued by contravention code, with descriptions, charging levels and current state.

Code	Contravention	Band Rating	Issued	Paid	Stopped	Outstanding
1	Parked in a restricted street during prescribed hours.	Higher	3,979	£140,059.46	£28,202	£45,232.47
2	Parked, loading or unloading in a restricted street where waiting, loading or unloading restrictions are in force.	Higher	377	£13,640	£2,647	£2,252
5	Parked after the expiry of paid for time.	Lower	354	£8,987	£1,068	£2770
6	Parked without clearly displaying a valid pay and display ticket or voucher.	Lower	121	£2,558	£949	£751
10	Parked without clearly displayed two valid pay and display tickets when required.	Lower	2	£25	£25	£0
11	Parked without payment of the parking charge.	Lower	2,298	£55,959.53	£13,160	£16,308.97
12	Parked in a residents' or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued.	Higher	5	£175	£0	£0
14	Parked in an electric vehicles' charging place during restricted hours without charging.	Higher	2	£35	£70	£0
16	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required.	Higher	1,223	£43,160.03	£6,071	£6,300.97
19	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay and display ticket.	Lower	5	£125	£0	£0

Code	Contravention	Band Rating	Issued	Paid	Stopped	Outstanding
21	Parked in a suspended bay or space or part of bay or space.	Higher	83	£2,187	£1,129	£114
22	Re-parked in the same parking place or zone within one hour of leaving.	Lower	2	£50	£25	£0
22	Re-parked in the same parking place or zone within the prescribed time period after leaving.	Lower	20	£509	£75	£0
23	Parked in a parking place or area not designated for that class of vehicle.	Higher	105	£4,082	£429	£897
24	Not parked correctly within the markings of the bay or space.	Lower	80	£1,975	£275	£84
25	Parked in a loading place during restricted hours without loading.	Higher	472	£15,685	£2,973	£6,090
26	Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated park in place.	Higher	13	£200	£210	£352
27	Parked in a special enforcement area adjacent to a dropped footway.	Higher	291	£8,664.60	£2,424	£2,854.40
30	Parked for longer than permitted.	Lower	3559	£91,347.58	£15,910	£29,083.42
35	Parked in a disc parking place without clearly displaying a valid disc.	Lower	1	£0	£25	£0
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner.	Higher	404	£11,910	£3,736	£4,768
41	Parked in a parking place designated for diplomatic vehicles.	Higher	1	£0	£113	£0
42	Parked in a parking place designated for police vehicles.	Higher	1	£0	£35	£0
45	Parked on a taxi rank.	Higher	104	£3,719	£525	£342

Code	Contravention	Band Rating	Issued	Paid	Stopped	Outstanding
46	Stopped where prohibited (on a red route or clearway).	Higher	25	£805	£105	£0
47	Stopped on a restricted bus stop or stand.	Higher	91	£3,263	£428	£1,130
48	Stopped in a restricted area outside a school when prohibited.	Higher	26	£700	£254	£228
49	Parked wholly or partly on a cycle track or lane.	Higher	1	£35	£0	£0
63	Parked with engine running where prohibited.	Lower	1	£25	£0	£0
70	Parked in a loading area during restricted hours without reasonable excuse.	Higher	10	£315	£35	£0
7 1	Parked in an electric vehicles' charging place during restricted hours without charging.	Lower	1	£35	£0	£0
73	Parked without payment of the parking charge.	Lower	5710	£121,120.18	£50,776	£28,951.82
80	Parked for longer than the maximum period permitted.	Lower	146	£3,566	£667	£1,783
81	Parked in a restricted area in a car park.	Higher	26	£840	£245	£438
82	Parked after the expiry of paid for time.	Lower	885	£22,618.76	£2,985	£3,184.24
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock.	Lower	150	£3,703	£1,008	£899
85	Parked in a permit bay without clearly displaying a valid permit.	Higher	171	£4,786	£2,414	£561
86	Parked beyond the bay markings.	Lower	276	£7,103	£1,084	£928
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner.	Higher	278	£7,241.94	£3,621	£2,816.06

Code	Contravention	Band Rating	Issued	Paid	Stopped	Outstanding
89	Vehicle parked exceeds maximum weight or height or length permitted In the area.	Higher	3	£105	£0	£0
90	Re-parked within one hour of leaving a bay or space in a car park.	Lower	2	£25	£25	£0
91	Parked in a car park or area not designated for that class of vehicle.	Higher	210	£7,390	£746.70	£815
92	Parked causing an obstruction.	Higher	11	£385	£113	£0
93	Parked in car park when closed.	Lower	6	£75	£75	£0
94	Parked in a pay and display car park without clearly displaying two valid pay and display tickets when required.	Lower	2	£25	£25	£0
99	Stopped on a pedestrian crossing or crossing area marked by zig-zags	Higher	62	£2,275	£254	£456
		Totals	21,595	591,490.08	£144,936.70	£160,390.35

Changes to parking tariff

Options

- No increase in parking charges.
- Offer first hour parking free (COVID relief).
- Offer first two hours parking free (COVID relief).
- Increase parking charges.
- Tailor parking charges to car park locations (e.g. shoppers, tourist, commuter car parks).

KPIs

- Parking income.
- Car park occupancy.

Status

- On hold.

Comments

- As pay and display and permit prices were only increased for 2020/21 in October 2020 (delayed due to COVID) it was agreed not to increase for 2021/22.
- Overnight charge to be increased to £2 between 1 April and 30 September from 1 April 2022.
- 10p per hour price increase introduced on the 12 September 2022.

Introduce pay- on-exit parking system (cost £30k to 40k)

Options

- Do not introduce due to cost.
- Introduce in selected car parks (typically larger car parks with long access roads).

KPIs

- Parking income.
- Occupancy.
- Duration of stay.

Status

- Agreed to investigate.

Comments

- Agreed to identify a suitable site, obtain costs, and subject to securing funding trial the installation.
- No further update.

Introduce credit/debit card payment

Options

- Do not introduce due to cost.
- Retrofit to some machines in larger car parks.
- Retrofit to all machines.

KPIs

- Percentage of transactions using card.

Status

- In progress.

Comments

- £80k capital available in 2021/22, 2022/23 and 2023/24.
- Phase 1 completed October 2021 and phase 2 to be completed in 2022/23 with phase 3 in 2023/24.

Install EV charging points (cost £1k to 1.5k per space)

Options

- Do not introduce.
- Introduce in limited number of car parks.
- Introduce island-wide to increase coverage.

KPIs

- Use of EV charging points.

Status

- In progress.

Comments

- On-street charging points to be installed by 31.03.22 and managed by parking. Delayed to September 2022.
- This information is available via Zap Map www.zap-map.com/live

Implementation of VMS signs

Options

- No VMS due to cost.
- VMS in selected larger towns with multiple car parks (Ryde, Newport, Ventnor).

KPIs

- Car park occupancy.

Status

- Agreed to investigate.

Comments

- VMS on hold due to cost.
- Audit static signage in Ryde (MD/PT).
- Audit for Ryde and Ventnor commenced but not completed.

Provide new parking in West Cowes

Options

- Do not introduce additional parking.
- Introduce decked parking at Cross Street car park.

KPIs

- Parking income.
- Car park occupancy.

Status

- Agreed to investigate.

Comments

- Contact Northwood House Trustees to explore management/use of Park Road car park.
- No further update.

Disposal of underused car parks

Options

- Do not dispose.
- Dispose of Fort Street Sandown (partially), Mornington Road, Cowes, Broadway, Totland and Avenue Road, Freshwater.
- Keep parking use under review.

KPIs

- Income.

Status

- On hold.

Comments

- Respond to development opportunities.
- Keep parking use under review.
- No further update.

Review of blue badge spaces (2016 to 2021 PRS)

Options

- Continue review in line with PRS from 2016 to 2021 strategy.
- Discontinue review.

KPIs

- Occupancy of blue badge spaces.

Status

- In progress.

Comments

- Number of spaces being reviewed as car parks are being resurfaced.
- Produce schedule of car parks noting resurfaced (Y/N); number of accessible bays and number of standard bays (MD).
- Additional accessible bays created in Fort Street car park – summer 2021.

Appendix five - glossary of terms

The A to Z glossary below explains some terms and phrases in the annual report that may be unfamiliar to you.

Cancellations

A penalty charge notice (PCN) is cancelled when we consider that it has been issued in error and close the case without accepting payment.

Challenge

An objection made against a penalty charge notice before the issue of a notice to owner or enforcement notice.

Civil enforcement officer (CEO)

This is a designated name given by the Traffic Management Act 2004 to those officers engaged by councils to issue penalty charge notices. CEOs (formerly known as parking attendants) may be employed directly by the council or through a specialist contractor.

Contravention

A contravention is failure by a motorist to comply with traffic or parking regulations.

Controlled parking zone (CPZ)

An area where parking is restricted during certain times of the day. The main aim of a CPZ is to ensure that parking spaces within the zone are managed to balance the needs of residents and other motorists. In a CPZ, the restrictions are shown by signs placed on all vehicular entry points to the zone. Signs are only required within the zone where the restrictions are different from those on the entry signs. There will not usually be a sign for a yellow line where the restrictions are the same as on the entry signs.

Decriminalised

In April 2007, parking enforcement was decriminalised across the Isle of Wight. This means that it is no longer illegal to park in breach of regulations. Enforcement of most of the on-street parking regulations is now the sole responsibility of the local authority rather than of the police. Non-compliance is treated as a civil offence rather than a criminal offence. Ultimately, unpaid penalty charge notices are pursued by debt collection agencies, rather than through the criminal courts.

Differential parking penalties

The name given to the changes in the levels of charging for penalties implemented by the government to make the system fairer, with its introduction on the Island on 31 March 2008. Higher level charges apply to contraventions that are considered serious and lower levels to those that are considered less serious.

Enforcement notice

A statutory notice served by the authority to the person they believe is the owner of a vehicle issued with a penalty charge notice. This notice is only served for bus lane contraventions if the penalty remains unpaid after 28 days. Within 28 days of the enforcement notice, the owner is required to either make payment of the full penalty charge or make representations against liability for the charge.

Notice to owner (NtO)

A statutory notice served by the authority to the person they believe is the owner of a vehicle issued with a penalty charge notice. This notice is served for parking contraventions where a penalty issued by a CEO remains unpaid after 28 days. Within 28 days of the notice to owner, the owner is required to either make payment of the full penalty charge or make representations against liability for the charge.

Off-street parking

Parking facilities within car parks.

On-street parking

Facilities by the kerbside.

Order for the recovery of unpaid penalty charge

An order for recovery of an unpaid penalty charge which has been registered with the Traffic Enforcement Centre (TEC). TEC is currently situated at the county court in Northampton and is the centre where unpaid penalty charges are registered as debts at the county court. This is an automated process, not requiring, or allowing an appearance by any party and once registration has taken place, the debt can be passed to a certificated enforcement agent for collection of the outstanding monies.

Penalty charge notice

A notice issued because a vehicle has allegedly contravened a parking or bus lane regulation. A penalty charge notice must contain certain information, including a description of the contravention alleged to have occurred.

Registered keeper

The person or organisation recorded at the Driver and Vehicle Licensing Agency (DVLA) as being the keeper of a vehicle. Under the concept of owner liability, the registered keeper is presumed to be the owner of the vehicle for the purposes of enforcement, appeal, and debt recovery action.

Representation

A challenge against a penalty charge notice after a notice to owner or enforcement notice has been issued.

Waivers

A PCN is waived when we accept mitigating circumstances and close the case without accepting payment.

Write-offs

A PCN is written-off when we are unable to pursue the penalty and close the case without accepting payment. This may be when the DVLA has no information about the registered keeper, or even after our enforcement agents have attempted to collect the debt without success.

If you have difficulty understanding this document, please contact us on 01983 821000 and we will do our best to help you.

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Policy and Scrutiny Committee for Neighbourhoods & Regeneration - Workplan 2022/25

The committee assists Cabinet in the development and implementation of key plans, policies and activities set out in the Corporate Plan relating to the delivery of relevant services, including:

Waste & recycling
Highways & transportation
Regeneration

Economic growth
Housing
Local Enterprise Partnership

Countryside & environment
Planning
Heritage

Date	Agenda Items	Description & Background	Lead Officer/Cabinet Member
5 January 2023	Isle of Wight Tourism	<p>a) Visit Isle of Wight To consider the 2022 tourist season and marketing plans for 2023</p> <p>b) Develop a sustainable and accessible tourism campaign approach The Corporate Plan indicates that it is the Council's intention to focus on regenerating our High Street and visitor economy to assist post Covid-19 recovery and growth by way of a sustainable and accessible tourism campaign to start in 2023</p>	Managing Director - Visit IW Director of Regeneration Cabinet Member for Levelling Up, Regeneration, Business Development and Tourism
	Survey of regular users of Cowes Floating Bridge	To receive an overview of the comments submitted and what actions are proposed as the result of these.	Cabinet Member for Infrastructure, Highways PFI and Transport
	Place and Neighbourhood Planning	The Corporate Plan indicates that the Council intends to promote people-orientated place planning for town centres. A report will be submitted so that the Committee can gain an understanding of place and neighbourhood plans, what the differences are, the costs involved and how such plans can assist rural areas. It is intended to draw on the experiences of places that have plans and receive their feedback on impact, resources and funding by inviting appropriate representation from town, parish and community councils.	Cabinet Member for Levelling Up, Regeneration, Business Development and Tourism

Work towards the delivery of a new Records Office	The Corporate Plan indicates that it is the Council's intention to secure funds for the development of a new Records Office. The creation of a new Cultural Centre on land at Newport harbour includes the provision of a new Record Office. Consultants were commissioned to prepare a vision document for the proposal, and this was finalised mid-September and issued to all key stakeholders. A copy of the vision document was shared with the National Archive for their review and approval; they have since provided feedback on the record office element and this will be reflected as part of the next stage of design and feasibility work. The Committee will receive a report on progress with this project.	Cabinet Member for Environment, Heritage and Waste Management
Planning	<p>a) LGA Planning Peer Review Action Plan To monitor the progress of actions arising from the LGA Planning Peer Review as reported to the 7 July 2022 meeting</p> <p>b) Planning Enforcement Strategy To review the strategy before it goes to Cabinet in February 2023</p>	Cabinet Member for Planning and Enforcement Director of Regeneration
Parking	<p>a) Annual Parking Report 2022 To consider the Annual Parking Report for 01 April 2021 to 31 March 2022</p> <p>b) Parking charges and permits To be advised of progress with the working group that was to consider and produce the full range of fully costed options for charging and permits for parking by October 2022 ready for implementation in April 2023.</p> <p>c) One hour free parking in Newport To be advised of the impact the one hour free parking has had in Newport since its launch.</p>	Cabinet Member for Infrastructure, Highways PFI and Transport

4 May 2023	Support Island wide digital connectivity to support Island businesses and residents.	The Corporate Plan indicates that it is the Council's intention to: - Support Wight Fibre rollout of full fibre to the premises to June 2023 Identify options to reach non-commercial property to enable maximum possible coverage -June 2023	Deputy Leader and Cabinet member for Digital Transformation, Housing, Homelessness and Poverty
	Post Decision Scrutiny - Beach Management Strategic Framework 2021-2026	To monitor the progress of the framework in line with the action plan and target dates that were approved by Cabinet in January 2021	Cabinet Member for Environment, Heritage and Waste Management Director of Neighbourhoods
	Energy Strategy	To review the draft form of the Energy Strategy that covers Isle of Wight Council owned property as well as the councils work with SSE and the regulator on the island in general.	Cabinet Member for Climate Change, Environment, Heritage, Human Resources and Legal and Democratic Services
19 June 2023 - INFORMAL	TBC		
6 July 2023	Post Decision Scrutiny – Policy for Minimum Energy Efficiency Standards Penalties	To review the application of the policy approved by Cabinet on 16 June 2022 to ascertain the actions undertaken and any proposed amendments to the policy in the light of practical implementation.	Deputy Leader and Cabinet Member for Digital Transformation, Housing, Homelessness and Poverty. Director of Neighbourhoods
11 September 2023 - INFORMAL	TBC		
5 October 2023			

13 November 2023 - INFORMAL	TBC		
4 January 2024	Visit Isle of Wight	To consider the 2023 tourist season and marketing plans for 2024.	Managing Director - Visit IW Director of Regeneration Cabinet Member for Levelling Up, Regeneration, Business Development and Tourism
11 March 2024 - INFORMAL	TBC		
2 May 2024			
July 2024			
October 2024			
January 2025	Visit Isle of Wight	To consider the 2024 tourist season and marketing plans for 2025.	Managing Director - Visit IW Director of Regeneration Cabinet Member for Levelling Up, Regeneration, Business Development and Tourism

Net zero waste to landfill Continue to develop successful waste management and increase recycling rates further	The Corporate Plan indicates that it is the Council's intention to develop successful waste management and increase recycling rates further so to reduce the volume of non-essential waste sent to landfill to achieve net zero by April 2025	Cabinet Member for Community Protection, Regulatory Services and Waste
Delivery of a new Records Office	The Corporate Plan indicates that it is the Council's intention to plan and secure funds for the development of a new Records Office so that construction works to start on site by April 2025	Cabinet Member for Climate Change, Environment, Heritage, Human Resources and Legal and Democratic Services

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