

Appendix A

IPS Action Plan (2022)

IPS Policy	IPS Objectives Met	Specific Actions	Timescales
The County Council, together with the District and Borough Councils, will take all reasonable steps to provide a cost-effective and efficient parking service.	Traffic Management, Community, Economic, Health & Wellbeing, Location, Enforcement, Financial	<ul style="list-style-type: none"> • Undertake a comprehensive review of the County Council’s CPE service. • Introduction of a new back office case management system (Chipside) 	<ul style="list-style-type: none"> • CPE Review Report completed Spring 2020 and updated November 2021. Further feasibility work to continue throughout 2022/23. Gateway review planned for April 2023 • Next Agency Agreements due for renewal May 2024 • Chipside introduced countywide from April 2021. Client meetings planned every 6 months
Civil Parking Enforcement will be quality based and information readily available to help road users understand that enforcement is as fair, accurate and expeditious as possible.	Traffic Management, Community, Economic, Health & Wellbeing, Location, Enforcement, Financial	<ul style="list-style-type: none"> • Publication of the County Council’s IPS and Parking Policy as well as the District and Borough Council Annual Parking Reports • Production (internal) of CPE performance reports for each District/Borough. Key information to be fed into annual parking reports. 	<ul style="list-style-type: none"> • IPS Review to be undertaken in Spring 2022 with publication later in year. IPS action plan to be reviewed annually. • Parking Policy to be reviewed in February 2022 and published shortly after. Procedural review every 3 years • Annual Reports to be published by the District and Borough Councils by the end of October each year. • Operative from April 2022 and submitted quarterly.
Parking signing and lining defects will be corrected as soon as possible after being reported.	Traffic Management, Economic, Enforcement	<ul style="list-style-type: none"> • Review (internal) of sign/line defect expenditure as well as PCN cancellations attributed to sign/line defects 	<ul style="list-style-type: none"> • Operative from April 2021 and monitored quarterly
Management of all on-street parking spaces will	Traffic Management, Community,	<ul style="list-style-type: none"> • Parking Standards Review 	<ul style="list-style-type: none"> • Completed 2020/21 • Completed 2021/22

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complement other transport and planning policies to discourage car use in congested urban areas, balance the needs of various competing user groups and maintain the economic viability of those areas.	Economic, Health & Wellbeing, Location, Enforcement, Financial	<ul style="list-style-type: none"> Review of internal processes related to Section 278 agreements Review of IPS and CPZ operational guidance 	<ul style="list-style-type: none"> IPS review to be undertaken Spring 2022 with action plan to be reviewed annually. Continuous review of CPZ operational guidance.
On-Street parking charges will be reviewed regularly and set at an appropriate level to cover operating costs and influence parking demands, consistent with traffic management and environmental objectives	Traffic Management, Economic, Location, Enforcement, Financial	<ul style="list-style-type: none"> Preparation of on-street parking charges report 	<ul style="list-style-type: none"> Parking Charges reviews to be considered annually (summer) with any changes effective from October 1st.
A Controlled Parking Zone policy framework will set out an appropriate set of rules for the consideration, implementation, review and removal of Controlled Parking Zones	Traffic Management, Community, Economic, Health & Wellbeing, Location, Enforcement, Financial	<ul style="list-style-type: none"> Prepare new CPZ policy and incorporate forward programme for CPZ development and review. 	<ul style="list-style-type: none"> Completion of CPZ policy January 2022 and published Spring 2022. Annual review of CPZ work programme. CPZ Reviews to be undertaken as and when appropriate
The County Council will maintain a locally responsive approach towards verge and pavement parking, enabling it to draw on a range of	Traffic Management, Community, Enforcement	<ul style="list-style-type: none"> Undertake feasibility study relating to a road specific or area wide footway parking ban (dependent on location) 	<ul style="list-style-type: none"> Footway parking position paper completed 2021. Progress dependent on DfT announcement

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options to manage issues in local communities.			
The County Council will promote improved access for Blue Badge holders through the provision of designated on-street spaces and the detection and investigation of Blue Badge misuse	Traffic Management, Community, Health & Wellbeing, Location	<ul style="list-style-type: none"> • Undertake feasibility study relating to supporting advisory disabled bays with traffic regulation orders 	<ul style="list-style-type: none"> • Feasibility study to be undertaken 2022/23 and in accordance with CPZ programme.
The County Council will widen its parking enforcement powers, including for moving traffic, in order to improve compliance, improve road safety, reduce public transport journey times and reduce congestion.	Traffic Management, Health & Wellbeing, Location, Enforcement	<ul style="list-style-type: none"> • Feasibility study relating to CCTV enforcement of School Keep Clears and Bus Stops outside schools (dependent on location) • Adoption of further Pt 6 powers (moving traffic) • Feasibility study relating to the enforcement of double/drop kerb parking 	<ul style="list-style-type: none"> • All matters relating to additional enforcement powers to be investigated further throughout 2022/23
The County Council will embrace technological innovations which help customers to better access services and aid the efficiency of parking operations.	Traffic Management, Community, Economic, Health & Wellbeing, Enforcement, Financial	<ul style="list-style-type: none"> • Implementation of On-Street Pay and Display upgrade programme (incorporating card and contactless payments) • Introduction of digital parking permits • Introduction of a new back office case management system (Chipside) 	<ul style="list-style-type: none"> • Pay and Display replacement programme runs from 2020 – 2026 • Digital permits introduced in part of Chichester July 2021. Worthing in February 2022. Roll out to continue throughout 2022 and 2023, subject to Chipside resources • Chipside introduced countywide from April 2021. Client meetings planned every 6 months • Car club provision to be considered as per CPZ review programme

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		<ul style="list-style-type: none"> • Provision for car clubs will be provided where appropriate. 	
<p>The County Council and the District/Borough Councils will be open and transparent about how the CPE Service works and how decisions are made.</p>	<p>Traffic Management, Financial</p>	<ul style="list-style-type: none"> • All District/Borough Councils to produce an Annual Report • County Council to produce annual statement of parking accounts 	<ul style="list-style-type: none"> • Annual reports to be submitted by the end of October each year • Annual accounts to be published by June each year
<p>As a member of the BPA, the County Council will continue to add its voice to those of other local authorities when lobbying Government or responding to government consultations on parking issues.</p>	<p>Traffic Management</p>	<ul style="list-style-type: none"> • On-going engagement and sharing of best practice 	<ul style="list-style-type: none"> • Under continuous review