



Permit Review: Benchmarking

Warwickshire County Council

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EXECUTIVE SUMMARY

Warwickshire County Council (WCC) commissioned Project Centre to undertake a benchmarking exercise on their current parking permits for residents, visitors, dispensations and suspensions. The WCC permits were compared to the surrounding boroughs and counties that are of a similar population size.

WCC have been receiving resident complaints about the lack of available parking and misuse of current visitors permits in the county. This misuse has prevented residents the opportunity of available and convenient parking in their local neighbourhood.

The benchmarking exercise against surrounding boroughs and counties was undertaken to determine the charges of for each type of permit and the necessary changes to the WCC parking permit charging structure.

It is recommended that WCC introduce several new types of permit charges to counteract the misuse problems under the current permit charging structure.

- Residents permits should be issued under a tiered pricing structure by means of higher prices for extra vehicles registered for permits from the same address. The 1st vehicle permit will cost £35, 2nd £55 and 3rd £80.
- Visitors permits should be charged at £12.50 for a book of 25 permits, lasting one day, with a maximum of one book every three months per resident address.
- Dispensation charges should be £8 per day, £70 per week or £280 per month to discourage overrunning of works
- Suspension charges should be increased to £10 per day with an additional £60 administration cost. After 2 weeks the charge is increased to £15 per day.
- Business permits are not currently widely used across most surrounding boroughs and counties. However, they are a viable option to consider for better parking controls and to further prevent the misuse of other permit types.

In conclusion, WCC need to make significant changes to their current permit charging structure to prevent the current issues they are encountering across the county from continuing. The recommended changes will not only bring WCC in line with current pricing structures implanted by peers, but most importantly provide a solution to the parking issues currently being faced by residents in the county.

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1. CLIENT REQUIREMENTS

1.1 Introduction

1.1.1 Warwickshire County Council (WCC) commissioned Project Centre to undertake a benchmarking exercise on comparing various permit parking charges with that of other surrounding local authorities to bring their charging structure in line with the local standards.

1.1.2 This report contains a benchmarking review of permit charges and the types of permits offered by Warwickshire and neighbouring or similar local authorities. The purpose of the exercise is to gather relevant information from other local authorities to assist in guiding WCC to an informed decision-making process on the future permit charging structure across the county. The benchmarking review will look at how WCC can integrate and adapt the best practices of other local authorities, to perform effectively now and in the future to help meet parking demand.

1.1.3 The questions to be investigated are:

- What is the current parking situation?
- What are the current parking permit charge in WCC?
- What is the standard parking permit charge in surrounding areas?
- What is a reasonable solution to bring WCC's permit charges in line with the standards employed by surrounding local authorities?

1.1.4 The three main areas that WCC wish to focus their research on with regards to permit charges are:

- Residents Parking Permits
- Visitors Parking Permits
- Dispensation & Suspension Permits

1.1.5 Currently WCC do not use Business Parking Permits, but this could be introduced as a new permit type for local business requiring the use of vehicles. This would also decrease the misuse of visitor permits currently taking place within the county.

1.1.6 WCC would like to make any reasonable changes to their parking permit structure with the start of the new calendar year and thus this report will form a vital role in providing key information on the topic to any cabinet decision that needs to be made.

1.2 Background

1.2.1 WCC currently have various parking problems in permit parking areas across the county and prices for permits have remained unchanged for several years. Residents often complain about the lack of local parking within the towns and that it is a consequence of a lack of control and misuse of the visitor parking permit scheme currently employed. WCC would like to find a solution to these issues to allow for the residents to have priority to park within their local neighbourhood without being overrun by "visitors".

- 1.2.2 This report will highlight the findings of the benchmarking review and outline the recommended next steps for the council to implement to address the parking problems within the county.

2. **BENCHMARKING**

2.1 **Introduction**

2.1.1 Warwickshire County Council is situated in the mid-west of England and is surrounded by similar sized local authorities in terms of population, like the Worcestershire. The benchmarking review was undertaken to compare the permit charges and structure of different types of permits with boroughs and counties similar in population size and near to WCC.

2.1.2 The following County Councils, plus one City Council, have been benchmarked against:

- Derbyshire County Council
- Gloucestershire County Council
- Leicestershire County Council
- Leicester City Council
- Oxfordshire County Council
- Northamptonshire County Council
- Staffordshire County Council

2.1.3 Additional benchmarking was done against the following West Midlands councils for further research:

- Birmingham City Council
- Coventry City Council
- Sandwell Borough Council
- Solihull Borough Council
- Walsall Metropolitan Borough Council



Figure 1: Map of Counties and Boroughs surrounding Warwickshire

2.2 Population Data

Tables 1 and 2 provide population figures for the various county and West Midlands councils respectively. The benchmarked councils have been picked due to their similar population sizes in comparison to Warwickshire.

Table 1: County council population data

Local Authority	Population
Warwickshire County Council	564,600
Derbyshire County Council	1,049,000
Leicestershire County Council	713,961
Leicester City Council	329,839
Staffordshire County Council	1,126,200
Gloucestershire County Council	907,200
Oxfordshire County Council	682,400
Worcestershire County Council	583,000
Northamptonshire County Council	741,200

Table 2: West Midlands councils population figures:

Local Authority	Population
Warwickshire County Council (proposed)	564,600
Birmingham City Council (outside city centre)	1,137,100
Coventry City Council	360,100
Sandwell Metropolitan Borough Council	325,500
Solihull Metropolitan Borough Council	213,900
Walsall Metropolitan Borough Council	281,300

2.3 Resident Permits

2.3.1 Tables 3 and 4 show the various resident permit annual charges currently in use in the county councils surrounding Warwickshire. Several councils employ a tiered charging structure for the 2nd and 3rd resident permits requested from the same address. This is likely to discourage the use of motor vehicles and promote the use of other more sustainable transport.

Table 3: 1st, 2nd and 3rd resident permit annual charges by County Council

Local Authority	1st Permit	2nd Permit	3rd Permit
Warwickshire County Council	£25.00	£25.00	£25.00
Derbyshire County Council	£35.00	£50.00	£50.00
Leicestershire County Council	£50.00	£50.00	£50.00
Leicester City Council	£25.00	£25.00	£25.00
Staffordshire County Council	£48.00	£48.00	
Gloucestershire County Council	£50.00	£100.00	
Oxfordshire County Council	£60.00	£60.00	£120.00
Northamptonshire County Council	£35.00	£35.00	

2.3.2 Leicestershire, Leicester, Staffordshire and Northamptonshire all keep resident permit annual charges the same whether it is the 1st, 2nd or 3rd permit applied for from the same address. Derbyshire increases the charge of the 2nd permit and continues the same charge to the 3rd permit. Similarly, Gloucestershire increases the charge for the 2nd permit but no data was found on 3rd permit charges. Oxfordshire keeps the charge of the 1st and 2nd permit the same at £60 and doubles the charge for the 3rd permit issued.

Table 4: 1st, 2nd and 3rd resident permit annual charges by West Midlands councils

Local Authority	1st Permit	2nd Permit	3rd Permit
Warwickshire County Council (existing)	£25.00	£25.00	£25.00
Birmingham City Council (outside city centre)	£17.00	£34.00	£34.00
Coventry City Council	£20.00	£20.00	£20.00
Sandwell Metropolitan Borough Council	£30.90	£36.05	£49.50
Solihull Metropolitan Borough Council	£103.50	£103.50	£103.50
Walsall Metropolitan Borough Council	£40.00	£50.00	

2.3.3 A tiered charging structure is common across many West Midlands councils. Similarly, to WCC, Coventry, and Solihull do not charge residents an extra fee for the 2nd or 3rd permit registered to the same address. Birmingham and Walsall increase the charge for the 2nd permit but do not further increase the charge for the 3rd permit. The only council in the West Midlands to incrementally increase the charge of each permit was Sandwell.

2.3.4 The following pages contain some further graphical representations of the current fees and charges for resident permit prices and the various pricing structures from each council can be found in Figure 2 and 3. It should be noted that some local authorities do not offer a 3rd permit for residents and therefore the table/graph represents this category as a blank.

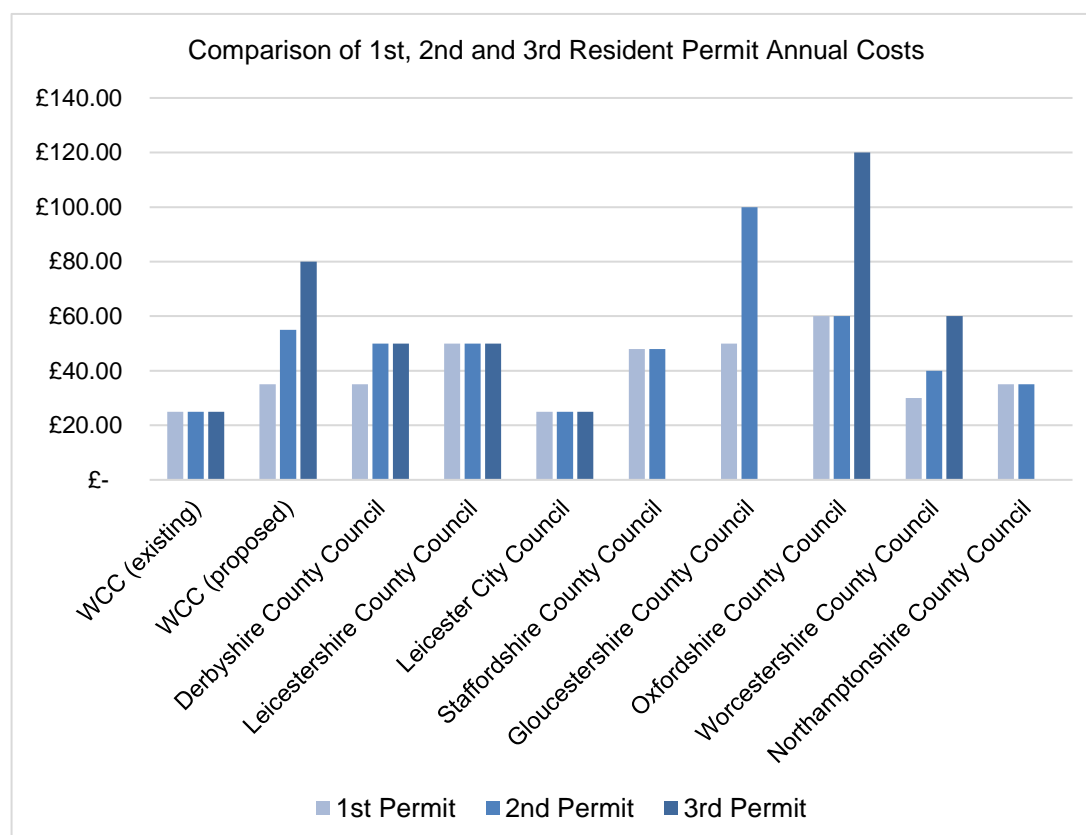


Figure 2: A comparison of 1st, 2nd and 3rd resident permit annual charges by County Council.

The graphs indicate that Warwickshire has some of the lowest permit charges from counties and districts in the area. Coventry is the only council to offer lower permit charges across all three tiers of parking while Leicester City appears equal to Warwickshire.

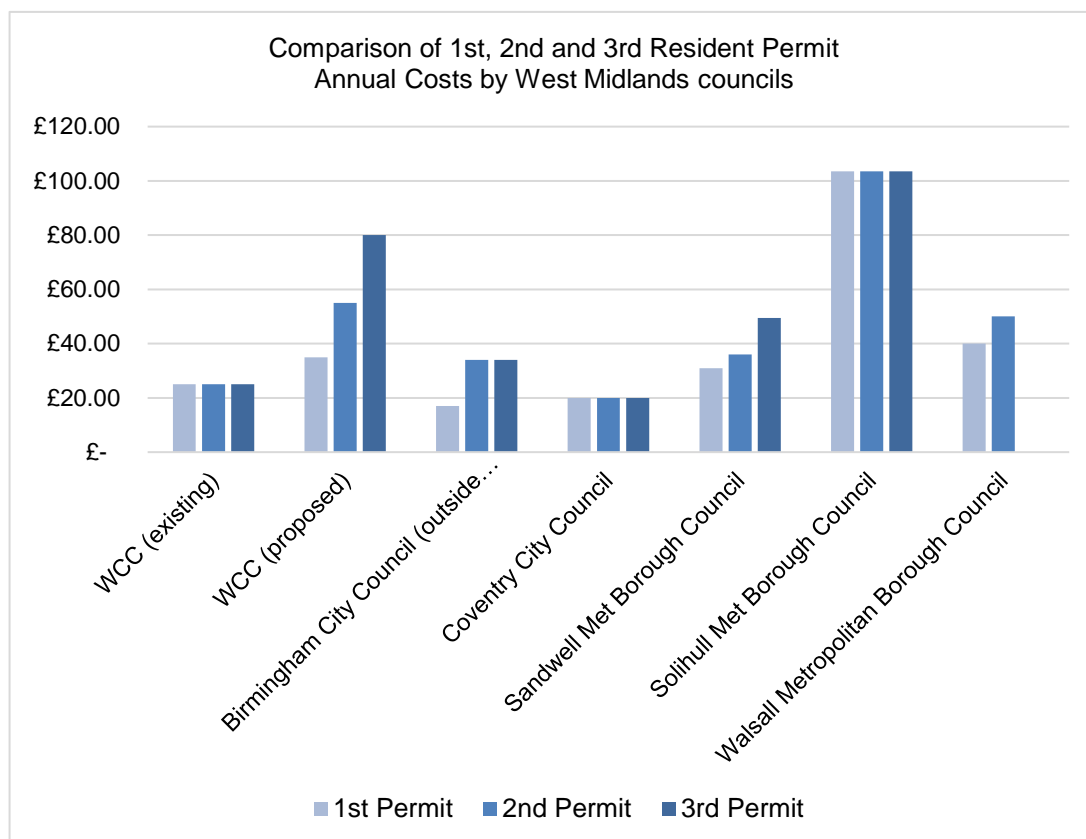


Figure 3: A comparison of 1st, 2nd and 3rd resident permit annual charges by West Midlands councils

2.4 Visitor Permits

2.4.1 Visitor permit charges in surrounding counties and West Midlands councils are highlighted in Table 5 and 6. Warwickshire currently does not implement fixed criteria for purchasing a visitor permit; this could be the main cause for the parking problems expressed by residents within the county.

2.4.2 Table 5 shows a comparison of the various visitor permit charges and duration of validity offered by each respective West Midlands council. It is common practice for most councils to quantify their visitor permits by means of a time limit or a limit on quantity, in order to prevent “unlimited” use of the permit to park in resident parking bays by visitors. Like WCC, Solihull Borough offer visitor permits for a whole year with no restrictions on the quantity of use but Solihull’s charge of £103.50 exceeds WCC’s. Sandwell Borough Council provides two options to visitors, either a permit valid for 2 hours or 6 hours, with a cost of £6.15 and £4.40 per book of 20 permits respectively. Birmingham City Council offers the lowest charge for visitor permits of the West Midland councils reviewed.

Table 5: Visitor permit charges and durations by West Midlands councils

Local Authority	Visitor	Time	Notes
Warwickshire County Council (existing)	£5.00	1 year	
Birmingham City Council (outside city centre)	£0.65	24 hours	
Coventry City Council	-	-	
Sandwell Borough Council	£6.15	40 hours	Available as a book of 20 permits (each valid for 2 hours)
Sandwell Borough Council	£4.40	120 hours	Available as a book of 20 permits (each valid for 6 hours)
Solihull Borough Council	£103.50	1 year	

- 2.4.3 The majority of councils listed in Table 6 below indicated some measure of restriction on their visitor permits. Derbyshire, Leicester City, Staffordshire and Northamptonshire all allow visitor permits to be valid for a year, similar to WCC. Only Leicestershire and Oxfordshire limit the time period of visitors.

Table 6: Visitor permit charges and durations by County Council

Local Authority	Visitor	Validity	Notes
Warwickshire County Council	£25.00	1 Year	
Derbyshire County Council	£13.00	1 Year	
Leicestershire County Council	£10.00	10 Days	£10 for book of 10 single use (1 day) permits
Leicester City Council	£30.00	1 Year	Extra visitor parking permits can be bought for £2 per permit, max 30 a month
Staffordshire County Council	£48.00	1 Year	
Gloucestershire County Council	£10.00		£10 for book of 10 single use (1 day) permits
Oxfordshire County Council	£ -	25 Days	They are issued in sets of 25 single use (1 day) passes. One free set of visitor permits can be applied for every 12 months. If more are required an application can be made after 6 months, costing £20.
Northamptonshire County Council	£35.00	1 Year	

- 2.4.4 An interesting comparison can be examined if we compare the four highest resident permit sale areas with their corresponding visitor permits issued over the same time period. The visitor permits are exceptionally high as noted from the graph in Figure 4.

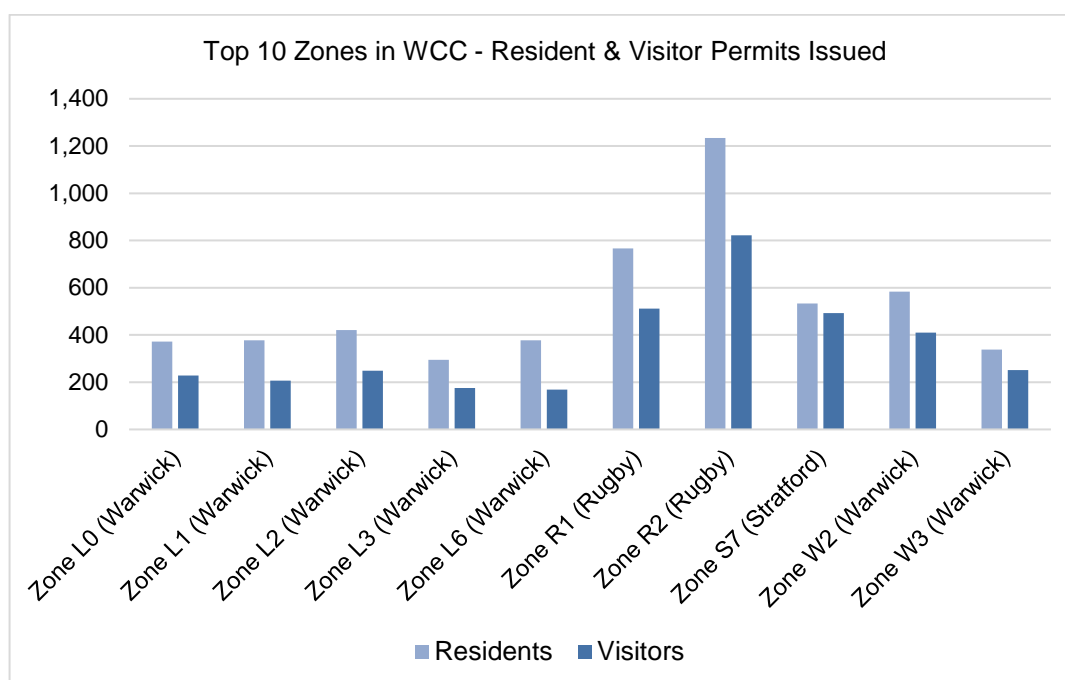


Figure 4: The Top 10 zones in WCC for the number of resident permits issued and their corresponding number of visitor permits.

- 2.4.5 Figure 4 displays the top 10 zones in WCC where the highest number of resident permits are issued and compares these figures with the corresponding visitor permits used in those same zones. It clearly indicates the extremely high usage of visitor permits in the period from 01/04/2017 to 31/03/2018.
- 2.4.6 In most cases, the number of visitor permits are well over half the number of resident permits issued which causes a high percentage of parking spaces to be occupied that should otherwise be allocated to residents in these areas.
- 2.4.7 Visitor permits are the biggest problem in Warwickshire as these permits are unlimited in their quantity throughout the year. Most other councils implement limits to their visitor permits by providing a maximum number of vouchers issued per household or a 'scratch card' format to prevent the use of a visitor permit more than once. Warwickshire will need to implement a means of limiting their visitor permits to counteract current misuse.

2.5 Dispensations and Suspensions

- 2.5.1 Dispensations and suspensions are another cause for concern in WCC as there are currently very minimal charges associated with these permits. A closer examination of surrounding councils indicates an overall higher fee with restricted maximum time limits. Dispensation and suspension charges should compensate for revenue that is lost when a parking bay is unavailable to residents or visitors due to ongoing works. The dispensation and suspension charges should discourage works from extending over long periods of time on public highway and prevent the long suspension of otherwise valuable parking areas.
- 2.5.2 Table 7 shows the current charges of dispensations/waivers across other nearby councils in comparison with Warwickshire's current charges. The charges are generally higher than Warwickshire's with Birmingham City Council, Coventry City Council, Gloucestershire County Council and Staffordshire County Council all exceeding the charge structure in Warwickshire. Solihull MBC and Northamptonshire

County Council are the only councils to not charge for a limited amount of days and are therefore lower charges than Warwickshire.

Table 7: Current charges of dispensations by councils.

Local Authority	Charge	Notes
Warwickshire County Council	£5	1 day (£5/day thereafter up to 5 days)
Warwickshire County Council	£15	1 week
Warwickshire County Council	£30	1 month
Birmingham City Council	£16.00	Cost per vehicle, per day. 48 hours' notice required
Coventry City Council	£20.00	1 day (£5 for every day thereafter)
Coventry City Council	£45.00	7 days
Coventry City Council	£150.00	1 month
Coventry City Council	£1,100.00	1 year
Solihull Metropolitan Borough Council	£-	Free up to 5 days
Solihull Metropolitan Borough Council	£10.00	Dispensations >5 days will cost £10 per week. Maximum of 15 days allowed.
Gloucestershire County Council	£10.00	First day costs £10, then £5 for every consecutive day per vehicle.
Staffordshire County Council	£22.00	Up to 2 days, per vehicle, to park on restrictions/longer than permitted in a free limited time waiting bay
Staffordshire County Council	£53.00	Up to one week, per vehicle, to park on restrictions/longer than permitted in a free limited time waiting bay. Maximum of 3 weeks
Staffordshire County Council	£56.00	Up to two days, per vehicle, to park longer than permitted in a charged for limited time waiting bay
Staffordshire County Council	£122.00	Up to one week, per vehicle, to park longer than permitted in a charged for limited time waiting bay. Maximum of 3 weeks
Northamptonshire County Council	£-	Valid for minimum of 2 days, maximum of 2 weeks

2.5.3 Suspension cost in most councils usually match that of dispensation fees with the addition of an administration charge for the cost of preparing DfT approved suspension signage and other associated costs.

2.5.4 Fees are generally affordable, but necessary. Increasing dispensation and suspension charges will prevent parking bays being suspended for longer time periods than realistically needed.

2.6 Business Permits

2.6.1 Business permits are another form of parking control used by local authorities to restrict the use of parking bays by non-residents. Figure 5 indicates the annual charge of business permits from a selection of county councils. Warwickshire and Worcestershire are blank as they do not currently supply business permits.

- 2.6.2 Currently WCC does not offer business permit options, but this should be considered to discourage the further misuse of visitor permits for this purpose. Business permits can also be charged at a higher price than regular resident permits as they are being used for commercial purposes.

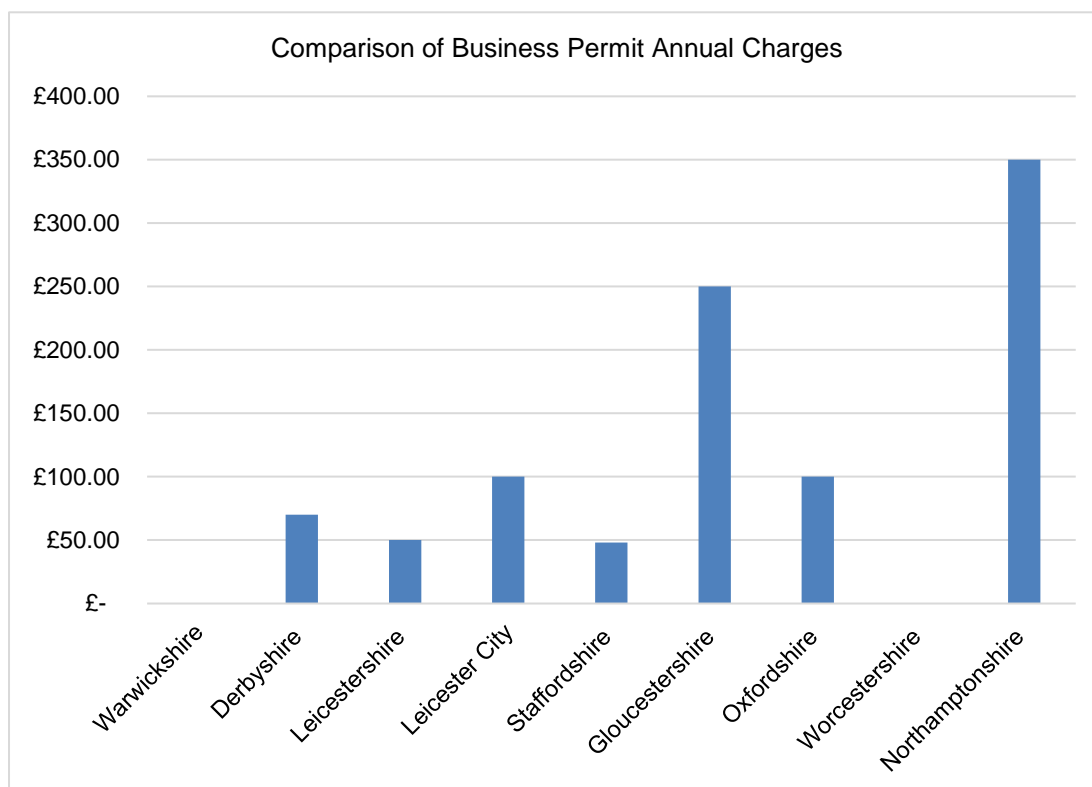


Figure 5: A comparison of business permit annual charges.

- 2.6.3 The majority of the county councils have an annual charge of £50 to £100 for a business permit whilst Gloucestershire and Northamptonshire other councils with charges of £250 and £350 respectively.

3. RECOMMENDATIONS

3.1 Resident Permits

- 3.1.1 The benchmarking review has been undertaken to provide information of permit charges across other surrounding councils to WCC. Based on the review, Project Centre recommends the following actions be taken to WCC's permit types:
- 3.1.2 The current resident permit charges in WCC are £25 regardless of the number of vehicles registered at the same address. It is therefore recommended that WCC make use of the 'tiered permit system' whereby each extra vehicle is charged a premium. This could encourage the use of fewer vehicles by residents which in turn could reduce congestion and promote a cleaner environment.
- 3.1.3 The tiered permit system will incrementally increase the price of a parking permit per number of registered vehicles at a particular residential address. The first permit would cost £35, but if a resident applies for a second and third vehicle permit at the same address, the charge would increase as follows:
- First permit: £35
 - Second permit: £55
 - Third permit: £80
- 3.1.4 The table below shows the comparison with current WCC parking charges and the recommended proposed charges:

Table 8: Existing and Proposed permit charges based on 1st, 2nd and 3rd vehicle registered to each address.

Local Authority	1st Permit	2nd Permit	3rd Permit
Warwickshire County Council (existing)	£25.00	£25.00	£25.00
Warwickshire County Council (proposed)	£35.00	£55.00	£80.00

3.2 Visitor Permits

- 3.2.1 Research indicates that the main concern with parking in Warwickshire is the lack of available parking for residents due to "visitors" taking up most of the spaces. To counteract this problem, it is recommended that WCC consider following a similar approach used by other local authorities by introducing a higher price and/or time limit on visitor permits.
- 3.2.2 The following options should be considered by WCC to allow for better controlled visitor permits and avoid the misuse of their current unlimited supply:
- Limit the number of visitor permits to a maximum of circa 25 per 3 months; if exceeded, a higher tariff should apply.
 - Introduce a visitor permit book system (virtual or paper, but with a maximum of 25 permits per book). The council will be able to track usage and monitor the number of visitor permits being used. Residents would need to reapply for a second book.

- Make the visitor permits valid for a maximum of 1 day (24 hours) only, so that permits cannot be reused and issued to several people during the same period, further preventing misuse.
- Increase the current charge from £25/year to a charge that is more in line with other councils. Project Centre feels that a charge of at least £0.50 per day would be appropriate. i.e. a permit book of 25 permits should cost £12.50.

3.2.3 Placing these reasonable limits on visitor permits will deter misuse of the current system and increasing visitor permit prices will prevent residents from using visitor permits as a cheaper option to the higher recommended prices for 2nd and 3rd vehicle resident permits.

3.3 Dispensations and Suspensions

3.3.1 Current dispensation and suspension charges for Warwickshire are low compared to surrounding councils. Increasing charges will prevent the misguided use of this provision by encouraging contractors and other workers to complete their works in a timely fashion. If dispensations or suspensions are charged at a higher daily or weekly rate this will discourage unnecessary use of this provision as well as mitigate any losses on paid-for parking spaces that would otherwise be suspended for residents.

3.3.2 Dispensations/waivers are recommended at £8.00 per day (maximum 6 days) – this price is slightly less than the full £10.00 loss of income to the Council in recognition that utilities/builders etc. need to perform their duties. However, to ensure that the income of WCC is protected, it is proposed that there is no discount for a longer duration and as such the proposal is for the weekly (7 days) waiver costs £70; thus, covering the loss of income and associated inconvenience for residents. And the 4-week waiver costing £280. These higher fees will ensure that anyone applying for such dispensations will make the most efficient use of time to complete the works/construction taking place and minimise the impact they may have on the public highway.

3.3.3 Suspensions – there are 2 parts to the suspensions; those being the administrative costs and loss of income. The present charges of £60 per application and £10 per day per bay; is not necessarily in line with other nearby councils who offer lower administrative fees, but it is recommended that the current suspension charges are continued to cover the loss of income associated with the bays. Tariffs should also be increased for longer time periods similar to the dispensation costs, thereby discouraging users not to prolong bay suspensions for more than is necessary to carry out the appropriate works required. After a continued two-week period, it is recommended that the suspension charges increase to £15 per bay per day.

3.4 Business Permits

3.4.1 WCC does not currently issue business permits and this is not common practice among all the surrounding counties. However, introducing a business permit system would further prevent misuse of the visitor permit system and would ultimately result in more control over the parking situation in Warwickshire.

3.5 Permit Charging 2019

- 3.5.1 Overall the new recommended charging for resident, visitor, dispensations and suspensions has been summarised in Table 9.

Table 9: Recommended permit charges for 2019.

Permit Type	Recommended Permit Charge in 2019
Resident	1 st Permit £35, 2 nd Permit £55, 3 rd Permit £80
Visitor	£12.50 for a book of 25 permits (max 1 book/3 months)
Dispensations	£8/day, £70/week or £280/month
Suspensions	£60 administration/£10 per day (for first 2 weeks, £15 per day thereafter)

3.6 3 Year Financial Projection

3.6.1 Table 10 shows a 3 year financial projection of the recommended resident permit charges of £25 for 1st vehicle permit, £55 for 2nd permit and £80 for the 3rd permit. It should be noted that the number of proposed residents purchasing 1st, 2nd and 3rd vehicle permits in the next 3 years has been split 60:30:10 respectively, based on the current number of resident permits.

Table 10: 3 Year projection of recommended resident permit charges.

	Existing	Year 1			Year 2			Year 3			3 Year Total
	2017-2018	April 2019 - March 2020			April 2020 - March 2021			April 2021 - March 2022			
	Cost of Permit	Cost of Permit			Cost of Permit			Cost of Permit			
	1st, 2nd & 3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	
	£25	£35	£55	£80	£35	£55	£80	£35	£55	£80	
Number of Resident Permits	11,163	6,698	3,349	1,116	6,698	3,349	1,116	6,698	3,349	1,116	
Total Charged	£279,075	£234,423	£184,190	£89,304	£234,423	£184,190	£89,304	£234,423	£184,190	£89,304	
Total Charged per year	£279,075	£507,917			£507,917			£507,917			£1,523,750

4. **CONCLUSION**

- 4.1.1 Warwickshire County Council have long held very static charges across permit types which has resulted in various parking control issues. The four types of permits analysed and reviewed in the benchmarking exercise were:
- Residents Permits
 - Visitors Permits
 - Dispensations & Suspensions
 - Business Permits
- 4.1.2 Of the four permit types it has been concluded that the biggest problem in WCC has been the misuse of visitors permits as there is an unlimited yearly supply that has no management and can be handed out to anyone who knows a resident in the area.
- 4.1.3 WCC must employ new methods to counter these issues by increasing permit charges as recommended in the report and further monitoring the control and usage of parking by implementing a system that limits the number of permits issued to each resident.

Award Winning

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ON-STREET VIRTUAL PARKING PERMITS

TERMS AND CONDITIONS

All permits are now virtual permits, no paper permits will be issued.

Residents and Visitors Permits

A resident's parking permit is valid for 12 months, and under the Resident Parking Scheme each property is entitled to apply for up to 3 Resident Parking Permits (see exceptions).¹

Residents may also apply for visitor parking sessions. Two packages of sessions are available: up to 25 twenty-four hour visitor parking sessions or up to 50 twenty-four hour visitor parking sessions. Applications may be made by residents of eligible residential properties situated in permit controlled zones.

Responsibility for the renewal of each permit rests with the permit holder. Renewals can be applied for up to 1 month prior to the expiry date. Please allow sufficient time for the renewal to be processed before the expiry of the existing permit (changes to a residents permit are not immediate and may take up to 3 working days to be processed).

Reminders - although we will try to contact you to remind you when your permit is due to expire, please be advised that it is the permit holder's responsibility to ensure that a valid permit exists for their vehicle.

No refunds are available.

Residents and visitors must park wholly in the permit parking places marked out on the road.

Permits entitle residents to park anywhere within the zone applied for and specified in the confirmation. This does not guarantee a space directly outside your property.

Owing to significant demand for on-street parking and the need to manage traffic throughput, the property/street in which you reside may be eligible for a permit without parking bays being present on that street. Please ensure the zone number for your permit corresponds with the zone number displayed on the parking restriction sign before leaving your vehicle unattended.

Vehicles must be parked so as to not cause an obstruction of the highway. Failure to do so may result in police or council enforcement action.

Resident permits are specific to one vehicle. If you change your vehicle you must change the details associated with your permit and upload proof of ownership before parking the vehicle.

The permit must be cancelled in the event of any of the following circumstances occurring:

- a) if you cease to reside at the property
- b) if you sell or dispose of the vehicle shown on the permit
- c) the council withdraws the permit or it ceases to be valid for any other reason.

Vehicles over 3050kg unladen are not eligible for permits within the Residents Parking zones.

The information provided must be correct. It is an offence to knowingly make false statements for the purpose of procuring a permit and may result in a prosecution being initiated. Inappropriate use or misuse of a permit may result in the withdrawal of that permit.

The permit holder is subject to the provisions of the current "Warwickshire County Council (Civil Enforcement Area) (Waiting Restrictions, On Street Parking Places and Residents Parking) (Consolidation) Order". Details of which can be viewed at the County Council offices in Warwick.

For details on where you can park whilst using your permit, please visit www.warwickshire.gov.uk/parking.

Privacy Notice: To view our privacy notice, please see www.warwickshire.gov.uk/privacy

¹Except

- Elsee Road, Rugby where residents of eligible properties may apply for up to 2 resident permits.
- Zone R3, where residents of eligible properties may apply for 1 resident permit.
- Mill Street, Warwick, where residents of eligible properties may apply for up to 2 resident permits.
- Zones AW1 and AW2, (Ricoh Arena event days only) where permits are valid for two years and residents of eligible properties may apply for resident's permits for all vehicles they own.

Proofs of residence and vehicle ownership

We require proof that you reside at the address, and that the applicant either owns, or is insured to drive the vehicle.

Proof of Residence

Documents provided must show the name and address as provided in the application.

- Council Tax Bill or Water Bill (this must be the last bill you received from your provider)
- Bank Statement or Utilities Bill (gas, electric or landline telephone) and not more than 3 months old
- Current Driving Licence
- Current Tenancy Agreement which must be signed by both you and your landlord
- Solicitor's Completion Letter if your property has been purchased in the last month.

Proof of Vehicle Ownership

We will only accept a copy of one of the documents listed below. Documents provided must show the same applicant's name and vehicle registration number as the application.

- Vehicle Registration Document (V5C)
- Current Certificate of Motor Insurance
- Hiring/Leasing Agreement
- Official Bill of Sale (if the vehicle has been purchased in the last month)
- If you drive a company vehicle and are unable to provide any of the documents above, we will require a letter from your employer on company letterhead, confirming the vehicle is owned or leased by them and that you are the sole keeper and user of the vehicle. We will also require a copy of the vehicle registration document (V5C) or lease agreement to be provided from your employer.

Carer/Doctor permits

1. Carers and doctors permits are available for parking a vehicle in a residents parking zone at or close to a patient's property solely for the purpose of discharging the medical or home care duties of the applicant.
2. Doctors permits also allow parking in a specified doctor's bay at or close to the doctors usual place of practice.
3. Carers permits are not available for parking at a carer's usual place of work such as a residential care home.
4. For doctors a certificate of proof of entry on the general medical council register is required and an accompanying letter from the employer on official letterhead.
5. For carers a letter from employer on company letterhead confirming employment as carer carrying out home visits is required.
6. Proof of vehicle ownership (V5C) or lease document will be required.
7. A permit is valid for 12 months and if a permit holder disposes of his or her vehicle or ceases to work for the company, they must cancel the permit.
8. The issuing of a permit does not reserve, buy or guarantee a parking space.
9. Responsibility for the renewal of the permit rests with the permit holder.
10. Permits are not interchangeable between vehicles. Additional vehicles, used solely for the purpose of discharging medical or home care duties at a patient's premises, may be registered upon production of the relevant proofs.
11. Inappropriate use or misuse of a permit may result in the withdrawal of that permit.

Guesthouse permits

1. Owners of guesthouses may apply for visitor parking sessions on a basis of one visitor parking session per lettable room.
2. Each visitor session is for a period of 24 hours starting from the registering of the guest's vehicle on the permit database.
3. Guesthouse proprietors have the responsibility for registering their visitors' vehicles prior to the parking session starting.
4. Proof of guesthouse operation will be required in the form of documentation showing registration at Companies House as a guesthouse or a document confirming payment of business rates as a guesthouse.
5. Any misuse of the guesthouse visitor permit process may result in the visitor permit being cancelled and future applications being declined.
6. No refunds are available.

Dispensations

1. Dispensations, which allow vehicles to park in restricted waiting areas or for longer than permitted, are available for businesses meeting the criteria as specified in the relevant traffic regulation order, available on our website.
2. Businesses are required to provide Companies House registration number or business bank account details or public liability insurance details.
3. Proof of works such as copy of contract specifying nature of work may be required.
4. Each dispensation expires at midnight.
5. Vehicles must be parked in the area specified in the dispensation.
6. Work requiring a dispensation must be carried out so as to minimise the amount of time the dispensation is required.
7. Dispensations may be cancelled by Warwickshire CC at its discretion.
8. Any abuse of the dispensation process may result in cancellation of the dispensation and future applications being declined.
9. No refunds are available.

Bay suspensions

1. Parking bay suspensions, which prevent previously permitted parking in specified lengths of road, are available for businesses meeting the criteria as specified in the relevant traffic regulation order, available on our website.
2. The standard length of a bay is 5m.
3. Businesses are required to provide Companies House registration number or business bank account details or public liability insurance details.
4. Proof of works such as copy of contract specifying nature of work may be required.
5. Each bay suspension expires at midnight.
6. Vehicles must be parked within the boundaries of the parking bay area specified in the bay suspension.
7. Work requiring a bay suspension must be carried out so as to minimise the amount of time the suspension is required.
8. Bay suspensions may be cancelled by Warwickshire CC at its discretion.
9. Any abuse of the bay suspension process may result in cancellation of the suspension and future applications being declined.
10. No refunds are available.

**Warwickshire County Council
Department of Environment and Economy**

Parking Policies

Introduction

The following policies were agreed by the County Council's Cabinet at its meeting in July 2007. They set out the general approach of the County Council. However, each case will be considered according to its particular circumstances to see if an exception is required.

- 1. Waiting Restrictions**
- 2. Residents Parking Schemes**
- 3. Parking Bays for Disabled People**
- 4. Footway Parking**

1. Waiting Restrictions

- 1.1 The control of on-street parking by the use of waiting restrictions is one method of seeking to achieve the following objectives:-

- (i) Making the most effective use of the existing road network having regard to the competing demands placed upon it
- (ii) The reduction of road accident casualties
- (iii) Minimising delays and congestion on the main road network.
- (iv) Reducing the intrusive effects of traffic on the environment

- 1.2. Proposals for new waiting restrictions should be considered against the following policy guidelines:-

- (i) where injury collisions at actual problem sites can be reduced;
- (ii) where congestion on important traffic routes can be reduced;
- (iii) where parking control is essential in association with traffic management measures in accordance with the County Council's Local Transport Plan objectives.
- (iv) where serious disruption of commerce or industry is caused by parked vehicles;
- (v) where time limited restrictions are necessary to support the economic viability of an area;
- (vi) where the route to obvious high fire risk premises (e.g. a hospital or school) would be obstructed;
- (vii) where they are an integral part of an approved Residents Parking Scheme;
- (viii) where major problems in residential areas during the working day are created by commuter/shopper parking but a residents parking scheme does not apply.

2. Residents Parking Schemes

- 2.1. Residents Parking Schemes are intended to deal with the problems caused by commuter or shopper parking in residential streets adjacent to town centres and other locations, such as railway stations.
- 2.2. Proposals for new residents parking schemes should be considered against the following policy guidelines:-
- (i) The streets should be located in or adjacent to a town centre or other major commuter/shopper attraction.
 - (ii) The streets included shall be predominantly residential in nature.
 - (iii) The streets shall form a group in an identifiable area rather than individual streets in isolation.
 - (iv) It should generally be demonstrated that the majority of the available kerbside parking space is regularly occupied by non-residential parkers and also that a significant number of the properties do not have parking space within the curtilage.
 - (v) The schemes shall be a “shared scheme” with the streets controlled by an on-street parking order with limited waiting for the general public (the duration of which will be determined by the particular site circumstances relating to the street or area concerned) and unrestricted waiting for vehicles displaying a permit.
 - (vi) The hours of operation of the Residents Parking Scheme will be determined by considering the hours of operation of other limited waiting in the area, if any.
- 2.3. The issue of residents permits will be subject to the following principles:-
- (i) Permits shall be restricted to the keepers of vehicles categorised as cars, light vans or motor cycles.
 - (ii) Permits will be available to domestic residents of the street or area.
 - (iii) In the case of properties which are established as “Bedsits” or are registered as Houses of Multiple Occupation the general rule will be that permits will be limited to one per letting room. Otherwise the number of permits issued per household shall be determined separately for each scheme by considering the conditions applying in the streets concerned and subject to any particular planning conditions relating to parking permit eligibility which may in place.
 - (iv) A “Visitors Permit” may be issued to each household and to the owner of any holiday home registered with the Heart of England Tourist Board.
 - (v) The issue of permits will be restricted to residents of the streets in which the parking places are located unless it can be shown that the scheme would not be overloaded by the issue of permits in adjacent streets, when justified.
 - (vi) A charge will be levied for each permit. The amount will be based on the costs or anticipated costs of administering the scheme and may be varied as required.
- 2.4. Permits will also be available as follows:-
- (i) Registered Guest Houses
 - (ii) Carers
 - (iii) For the customers of established garage businesses
- 2.5. Other “Exemption” permits will be allowed subject to it being demonstrated that this would not compromise the main objectives of the scheme.

3. Parking Bays for Disabled People

- 3.1. Formal parking bays for disabled people, with time limited waiting if required, will be provided where there is a demand for reserved parking for blue badge holders in general such as post offices, libraries and other public buildings and in town centres.
- 3.2. Formal parking bays for blue badge holders in residential areas will be provided, at no cost to the applicant, subject to a demonstrated need and the normal process for a Traffic Regulation Order (TRO).
- 3.3. Informal parking bays (as illustrated below) will be provided, at no cost to the applicant, for the use of a disabled person outside his/her residence where there is no TRO in force.

Informal Disabled Persons
Parking Bay



4. Footway Parking

- 4.1 The County Council will, whenever possible and within existing budgets, take action to prevent or discourage the parking of motor vehicles on footways.
- 4.2. No requests to formalise parking either wholly or partly on a footway will be considered:-
 - (i) On roads in shopping and other busy pedestrian areas
 - (ii) Outside schools, play areas, libraries, hospitals, health centres and residential homes for the elderly or other places of public assembly.
 - (iii) Any road where vehicles would have to park on a grass verge
 - (iv) On any footway which is paved or where the height of kerbs is greater than 75-80mm.
 - (v) Where there is sufficient carriageway parking in a residential area to meet the normal demand or where residents can provide off-street parking but have chosen not to do so, or do not use existing off-street parking places for a variety of reasons not considered acceptable on highway, traffic or amenity grounds.
- 4.3. Requests to formalise parking either partly or wholly on a footway in a residential area will only be considered against the following policy guidelines:-
 - (i) The footway parking is necessary to provide sufficient parking spaces to make a residents parking scheme viable and footway parking is already taking place.
 - (ii) The parking of vehicles wholly within the carriageway would compromise the carriageway width available for emergency services or refuse vehicles or other regular users of the road.

- (iii) A minimum footway width of 1.5 metres must generally be available for pedestrians. However, this could be reduced to 1.2 metres at some pinch points.

Parkingpolicies.doc




Equality Impact Assessment/ Analysis (EqIA)

Increase in on-street parking and permit charges



*Working for
Warwickshire*

Equality Impact Assessment/ Analysis (EqIA)

Group	Traffic and Road Safety
Business Units/Service Area	Communities
Plan/ Strategy/ Policy/ Service being assessed	Changes to on-street parking and permit charges
Is this is a new or existing policy/service?	Existing
If existing policy/service please state date of last assessment	August 2016
EqIA Review team – List of members	Philippa Young Paul Taylor
Date of this assessment	25/1/19
Signature of completing officer (to be signed after the EqIA has been completed)	
Are any of the outcomes from this assessment likely to result in complaints from existing services users and/ or members of the public? If yes please flag this with your Head of Service and the Customer Relations Team as soon as possible.	NO
Name and signature of Head of Service (to be signed after the EqIA has been completed)	
Signature of GLT Equalities Champion (to be signed after the EqIA is completed and signed by the completing officer)	

A copy of this form including relevant data and information to be forwarded to the Group Equalities Champion and the Corporate Equalities & Diversity Team



*Working for
Warwickshire*

Form A1

INITIAL SCREENING FOR STRATEGIES/POLICIES/FUNCTIONS FOR EQUALITIES RELEVANCE TO ELIMINATE DISCRIMINATION, PROMOTE EQUALITY AND FOSTER GOOD RELATIONS



High relevance/priority



Medium relevance/priority



Low or no relevance/priority

Note:

1. Tick coloured boxes appropriately, and depending on degree of relevance to each of the equality strands
2. Summaries of the legislation/guidance should be used to assist this screening process

Business Unit/Services:	Relevance/Risk to Equalities								
State the Function/Policy /Service/Strategy being assessed:	Gender	Race	Disability	Sexual Orientation	Religion/Belief	Age	Gender Reassignment	Pregnancy/ Maternity	Marriage/ Civil Partnership (only for staff)
Increase in on-street parking and permit charges	✓ High	✓ High	✓ High	✓ High	✓ High	✓ High	✓ High	✓ High	✓ High
Are your proposals likely to impact on social inequalities e.g. child poverty for example or our most geographically disadvantaged communities? If yes please explain how.	NO								
Are your proposals likely to impact on a carer who looks after older people or people with disabilities? If yes please explain how.	NO								

Form A2 – Details of Plan/ Strategy/ Service/ Policy

Stage 1 – Scoping and Defining

(1) What are the aims and objectives of Plan/Strategy/Service/Policy?	Increase in on-street pay and display charges and an increase in on-street parking permit charges.
(2) How does it fit with Warwickshire County Council's wider objectives?	The scheme is in alignment with Warwickshire's Parking Policies and fits in with the objectives of road network management in Warwickshire's LTP3.
(3) What are the expected outcomes?	The proposal will harmonise on-street pay and display charges throughout the county and encourage off-street parking. In addition, the increased in permit charges will help to tackle congestion and manage kerbside usage on Warwickshire's road network.
(4) Which of the groups with protected characteristics is this intended to benefit? (see form A1 for list of protected groups)	No beneficial or negative impacts on any of these groups.

Stage 2 - Information Gathering

(1) What type and range of evidence or information have you used to help you make a judgement about the plan/ strategy/ service/ policy?	Benchmarking report into permit pricing has been undertaken. Previous work on pay and display charging has also been carried out.
(2) Have you consulted on the plan/ strategy/ service/policy and if so with whom?	A report has been prepared for cabinet.

(3) Which of the groups with protected characteristics have you consulted with?	None (see answer to Stage 1 (4)).			
<u>Stage 3 – Analysis of impact</u>				
(1) From your data and consultations is there any adverse or negative impact identified for any particular group which could amount to discrimination?	RACE	DISABILITY	GENDER	
If yes, identify the groups and how they are affected.	NO	NO	NO	
(2) If there is an adverse impact, can this be justified?	MARRIAGE/CIVIL PARTNERSHIP	AGE	GENDER REASSIGNMENT	
	NO	NO	NO	
	RELIGION/BELIEF	PREGNANCY MATERNITY	SEXUAL ORIENTATION	
	NO	NO	NO	

(3) What actions are going to be taken to reduce or eliminate negative or adverse impact? (this should form part of your action plan under Stage 4.)	N/A
(4) How does the plan/strategy/service/policy contribute to promotion of equality? If not what can be done?	The scheme will apply equally to all motorists and road users. Disabled badge holders are already allowed to park free of charge for up to three hours in certain restricted areas and this scheme will have no impact on this.
(5) How does the plan/strategy/service/policy promote good relations between groups? If not what can be done?	N/A
(6) Are there any obvious barriers to accessing the service? If yes how can they be overcome?	No barriers

Stage 4 – Action Planning, Review & Monitoring

<p>If No Further Action is required then go to -- Review & Monitoring</p> <p>(1) Action Planning – Specify any changes or improvements which can be made to the service or policy to mitigate or eradicate negative or adverse impact on specific groups, including resource implications.</p> <p>(2) Review and Monitoring State how and when you will monitor policy and Action Plan</p>	
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EqlA Action Plan

Action	Lead Officer	Date for completion	Resource requirements	Comments
Customer feedback	Jon Rollinson	Ongoing	None beyond usual role commitments	

Customer feedback is a regular feature of civil parking enforcement. We have robust systems in place to keep track of complaints, comments and enquiries. While we do not intend to carry out any specific directed monitoring of the proposed changes, feedback from all customers is monitored for any potential improvements to service, or instances of discrimination towards any of the protected groups.




Equality Impact Assessment/ Analysis (EqIA)

**Change from paper-based on-street permit parking system to
online virtual permit system**



*Working for
Warwickshire*

Equality Impact Assessment/ Analysis (EqIA)

Group	Traffic and Road Safety
Business Units/Service Area	Communities
Plan/ Strategy/ Policy/ Service being assessed	Changes from paper-based permit parking system to virtual online system
Is this is a new or existing policy/service? If existing policy/service please state date of last assessment	New
EqIA Review team – List of members	Philippa Young Paul Taylor
Date of this assessment	25/1/19
Signature of completing officer (to be signed after the EqIA has been completed)	
Are any of the outcomes from this assessment likely to result in complaints from existing services users and/ or members of the public? If yes please flag this with your Head of Service and the Customer Relations Team as soon as possible.	NO
Name and signature of Head of Service (to be signed after the EqIA has been completed)	
Signature of GLT Equalities Champion (to be signed after the EqIA is completed and signed by the completing officer)	

A copy of this form including relevant data and information to be forwarded to the Group Equalities Champion and the Corporate Equalities & Diversity Team

Form A1

INITIAL SCREENING FOR STRATEGIES/POLICIES/FUNCTIONS FOR EQUALITIES RELEVANCE TO ELIMINATE DISCRIMINATION, PROMOTE EQUALITY AND FOSTER GOOD RELATIONS



High relevance/priority



Medium relevance/priority



Low or no relevance/ priority

Note:

1. Tick coloured boxes appropriately, and depending on degree of relevance to each of the equality strands
2. Summaries of the legislation/guidance should be used to assist this screening process

Business Unit/Services:	Relevance/Risk to Equalities									
State the Function/Policy /Service/Strategy being assessed:	Gender	Race	Disability	Sexual Orientation	Religion/Belief	Age	Gender Reassignment	Pregnancy/ Maternity	Marriage/ Civil Partnership (only for staff)	
Change from paper-based to virtual online parking permit system	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Are your proposals likely to impact on social inequalities e.g. child poverty for example or our most geographically disadvantaged communities? If yes please explain how.	NO									
Are your proposals likely to impact on a carer who looks after older people or people with disabilities? If yes please explain how.	NO									

Form A2 – Details of Plan/ Strategy/ Service/ Policy

Stage 1 – Scoping and Defining

(1) What are the aims and objectives of Plan/Strategy/Service/Policy?	To update and improve the current paper-based parking permit system to a fully digital online system.
(2) How does it fit with Warwickshire County Council's wider objectives?	The scheme is in alignment with Warwickshire's Parking Policies and fits in with the objectives of road network management in Warwickshire's LTP3.
(3) What are the expected outcomes?	The proposal will enable Warwickshire's parking permit users to access the new system, apply and renew permits promptly and efficiently in line with central government's drive towards paper-less online systems.
(4) Which of the groups with protected characteristics is this intended to benefit? (see form A1 for list of protected groups)	No intention to benefit specifically any of the groups with protected characteristics.

Stage 2 - Information Gathering

(1) What type and range of evidence or information have you used to help you make a judgement about the plan/ strategy/ service/ policy?	Research into internet accessibility shows that some 90% of households have access in 2018. This means that the vast majority of users will be able to access the new service.
(2) Have you consulted on the plan/ strategy/ service/policy and if so with whom?	A report has been prepared for cabinet.

(3) Which of the groups with protected characteristics have you consulted with?

None (see answer to Stage 1 (4)).

Stage 3 – Analysis of impact

(1) From your data and consultations is there any adverse or negative impact identified for any particular group which could amount to discrimination?

If yes, identify the groups and how they are affected.

RACE	DISABILITY	GENDER
NO	NO	NO
MARRIAGE/CIVIL PARTNERSHIP	AGE	GENDER REASSIGNMENT
NO	YES	NO
RELIGION/BELIEF	PREGNANCY MATERNITY	SEXUAL ORIENTATION
NO	NO	NO
YES		

(2) If there is an adverse impact, can this be justified?

(3) What actions are going to be taken to reduce or eliminate negative or adverse impact? (this should form part of your action plan under Stage 4.)	<p>It is anticipated that some criticism of the proposal may be received from older users of the current system, especially those who do not currently use the internet to make purchases or have no access.</p> <p>Increase in online purchasing is most marked among older people. This suggests an increasing familiarity with online systems in this generation but also indicates that there is still room for expansion compared with younger people and that some older people may still have no internet access.</p> <p>As a result, our service provider will maintain a limited phone and paper application and renewal process specifically for those who have no internet access. In effect, an account will be created for the user without internet access by the service provider and this will ensure that no group is disadvantaged as a result of the new online permit process.</p>
(4) How does the plan/strategy/service/policy contribute to promotion of equality? If not what can be done?	The scheme will apply equally to all motorists and road users.
(5) How does the plan/strategy/service/policy promote good relations between groups? If not what can be done?	N/A
(6) Are there any obvious barriers to accessing the service? If yes how can they be overcome?	<p>Inability to access the internet. See response to question 3 in this section.</p> <p>Provision will be retained for users with no internet to access the permit application and renewal process by phone and/or post.</p> <p>It is anticipated that no barriers to accessing the service will remain.</p>

Stage 4 – Action Planning, Review & Monitoring

If No Further Action is required then go to –
Review & Monitoring

(1) Action Planning – Specify any changes or improvements which can be made to the service or policy to mitigate or eradicate negative or adverse impact on specific groups, including resource implications.

EqIA Action Plan

Action	Lead Officer	Date for completion	Resource requirements	Comments
Customer feedback	Jon Rollinson	Ongoing	None beyond usual role commitments	Specific attention to complaints from older users.

(2) Review and Monitoring

State how and when you will monitor policy and Action Plan

Customer feedback is a regular feature of civil parking enforcement. We have robust systems in place to keep track of complaints, comments and enquiries. While we do not intend to carry out any specific directed monitoring of the proposed changes, feedback from all customers is monitored for any potential improvements to service, or instances of discrimination towards any of the protected groups.

