

READING BOROUGH COUNCIL

REPORT BY DIRECTOR OF ENVIRONMENT AND NEIGHBOURHOOD SERVICES

TO:	TRAFFIC MANAGEMENT SUB-COMMITTEE		
DATE:	13 JUNE 2018	AGENDA ITEM:	9
TITLE:	RESIDENTS PARKING SCHEME - UPDATE REPORT		
LEAD COUNCILLOR:	COUNCILLOR T PAGE	PORTFOLIO:	STRATEGIC ENVIRONMENT, PLANNING AND TRANSPORT
SERVICE:	PARKING SERVICES	WARDS:	BOROUGHWIDE
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1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 This report advises members on the update to the online application process, proposal to update the permit scheme rules including changes to Daily Tradesperson/ Daily Landlord Permits process.
- 1.2 Appendix 1 - Discretionary Permits issued 1st November 2017 to 30th April 2018

2. RECOMMENDED ACTION

- 2.1 That members note the update on the online application process
- 2.2 That the members agree to update the Permit Scheme Definitions as set out in 4.3.6 - 4.3.7.
- 2.3 That the members agree to amend the process of purchasing daily tradesperson and daily landlord permits. The permits are sold as minimum of 5 permits (1 book), at cost of £50 as set out in 4.3.1 and the Permit Management Rule and Definitions updated.

3. POLICY CONTEXT

- 3.1 The proposals are in line with current Transport and Planning policy.

4. THE PROPOSAL

4.1 Background

- 4.1.1 Residents' Permit Parking (RP) was established in Reading over 40 (1976) years ago and the Council provide a permit scheme through its parking services teams within the transport service area.
- 4.1.2 The current RP scheme was approved by the Council's Cabinet in December 2010, this followed a review of the service undertaken in 2009-2010 and reported through Cabinet and scrutiny processes in September 2009, February 2010 and July 2010. A revised scheme was introduced in April 2011.
- 4.1.3 Further amendments to the RP scheme and permit management rules were taken through Cabinet, Full Council and Traffic Management Sub-committee (and formally Traffic Management Advisory Panel) meetings in July 2011, September 2011, June 2012, February 2013, June 2013 and January 2014.
- 4.1.4 A further review of the service was undertaken through the Council's scrutiny process at the meeting in January 2013.
- 4.1.5 The Policy Committee meeting held on the 30th November 2015, agreed to increase the 2nd and 3rd resident permit charges to their current levels of £120 and £240 respectively from the 1st February 2016.
- 4.1.6 At Traffic Management Sub-Committee meeting held on the 14th January 2016 it was agreed to amend the charges for second discretionary permits, 2nd to 4th charity permits and community agency permits to £120 from the 1st February 2016. Other amendments to the permit scheme rules and definitions were also agreed at that time.
- 4.1.7 At Traffic Management Sub-Committee meeting held on the 15th June 2016, it was agreed to set up a Task and Finish Group to review the Parking Permit Scheme.
- 4.1.8 The Task and Finish Group review of the permit scheme was concluded and at Traffic Management Sub-Committee meeting held on the 12th January 2017 it was agreed to recommend a charge for first resident's permits, discretionary first residents permits, Healthcare Professional, Medical Practitioners and Teacher permits. The recommendations were formally agreed at the Policy Committee meeting held on the 16th January 2017.
- 4.1.9 The Committees agreed the first permit charge would be £30 and apply from the 1st April 2017.
- 4.1.10 The Committee agreed to keep Carer permits free and 1st Charity permits free on the 9th March 2017.

4.2 Current Position

- 4.2.1 Previously there were 52 Residents Parking zones across the Reading Borough but this has been revised to the current 19 Residents Parking Zones.

4.2.2 The 19 Residents Parking zones across the Borough encompass all the areas and residential properties covered by the previous scheme but they now provide more space on-street throughout the larger zones. These changes are in line with previous decisions by Cabinet and reflect the outcome of the survey of all residents within the Residents Parking Scheme.

4.2.3 Online Applications

4.2.4 The Council introduced a new online permit application system from the 1st November 2017. The decision was made for residents to re-submit their proofs as some residents had not had any checks made since 2011.

4.2.5 Between November 2017 and April 2018 (6 months) the Council has issued the following permits through the online system

- 4,508 Resident Permits Issued (32%)
- 6,738 Visitor Permits (books) (47%)
- 14,297 Total Permits issued

Permit Type	No. Issued	% of Grand Total
Business	12	0.1%
Business Visitor	16	0.1%
Resident	4,508	32%
Resident (Offline)	88	1%
Visitor	6,738	47%
Visitor (Offline)	597	4%
TOTAL	11,959	84%

4.2.6 A further 2,338 discretionary permits have been issued, please see Appendix 1 for details.

4.2.7 Resident who are unable to apply online can still apply by post and the following have been processed:

- 88 Resident Permits Issued (1%)
- 597 Visitor Permits (books) (4%)
- 19 Carer permits (0.1%)

4.2.8 The following split between online and offline

- Online 95%
- Offline 5%

4.2.9 The online system has improved the efficiency of the application process, reducing processing time from 28 days to 7 days for resident and visitor applications.

4.2.10 It can still take up to 28 days to review discretionary applications.

4.2.11 In 2017-2018 the following permits were issued and the charges from 1st April 2017 are set out below:

Permit Type	Total issued in 2017/2018	Charges from 1 st April 2017
Business	25	£275
Business Discretionary	16	£330
Charity (free)	15	£0
Charity (charged)	12	£120
Carer	100	£0
Doctor	54	£30
Health Care Professional	355	£30
Resident Discretionary (1 st Permit)	221	£30
Resident Discretionary (2 nd Permit)	62	£120
Resident Discretionary (3 rd Permit)	17	£240
Resident - First Permits	7,440	£30
Resident - Second Permits	1,428	£120
Non-UK Registered Vehicle Permits	2	£330
Nanny	0	£330
Teacher	67	£30
Tradesperson - Annual	95	£330
Tradesperson/Landlord - Daily	688	£10
Temporary Permits	2,999	£15
Visitor Books - Free	11,510	£0
Visitor Books - Charged	1,973	£22
Visitor Business	104	£22
Visitor Discretionary (free)	270	£0
Visitor Discretionary (charged)	166	£22
Total	27,619	

4.2.12 Daily Tradesperson/Landlord

4.2.13 The Council issued 688 Tradesperson/Landlord daily permits in 2017-2018; these permits cost £10 per permit (one day parking between 7am-7pm), maximum of 30 per year.

4.2.14 Private landlords (owning up to three properties in permit zones) may apply for daily permits only. They must provide property ownership proof and vehicle ownership proof.

4.2.15 Tradesperson must provide proof of business status and vehicle ownership and a letter detailing the work being carried out, the address, the dates of work, the vehicle registration, make and model.

4.2.16 The permits can be issued in a single or bulk purchase, up to maximum of 30 permits. Tradesperson permits can be purchased at Civic Offices Reception, all Landlord Applications are made via post.

4.3 Options Proposed

4.3.1 Daily Tradesperson/Landlord

4.3.2 The Committee is asked to amend the Daily Tradespersons and Daily Landlord process:

4.3.3 Applicants can no longer purchase individual permits, but they are sold as minimum of 5 permits (i.e. one book with 5 tradesperson/landlord daily permits), charged at £50, to a maximum 30 permits or 6 books per year (£300).

4.3.4 Applications can be made online and permits posted.

4.3.5 The Civic Offices reception would still handle applications for Tradesperson permits if required for emergency works. However, this would be limited to 5 Tradesperson permits per transaction i.e. a week's parking.

4.3.6 Update Permit scheme definitions

4.3.7 Amend households definition:

- 25) **"Household"** - is a Household within a Permit Parking zone and is a house or flat that is registered for Council Tax, has appropriate planning permissions, and does not have a planning condition and/or informative. Residents may be asked to demonstrate appropriate planning consents.
- a) Houseboats are included in this but must be moored at a fixed site and is therefore liable for Council Tax and will be entitled to apply for a Permit provided the mooring is within a Residents Parking zone.
 - b) Households in a property that has a Certificate of Lawful Use may only be considered for 2 resident's permits for the whole property. A discretionary application will apply if these are already allocated.
 - c) There will be no automatic entitlement to a residents parking permit for Residents who live in a household that has a planning condition and/or informative. A discretionary application will apply.
 - d) Residents who live within a House of Multiple Occupation will only be considered for 2 permits for the whole property.
 - e) There will be no automatic entitlement to a residents parking permit for households in a prior approved property. A discretionary application will apply.

4.3.8 Update the refund/transfer section

- 42) **"Refund"** or **"Transfer"** of permit charge/fee relates to a Residents Permit holder only that has paid the second permit charge. Refunds/Transfer are not authorised for other permit types including but not limited to: Business, Visitor, Temporary, Discretionary permit fees. There is no refund for first resident permits.
- a) **Refund:** Any refund should be in line with current Duplicate/Replacement Fee (currently at £40)
 - i) Refunds will be pro-rate depending on when the permit is returned but will have a
 - Maximum of £80 refund will apply
 - Minimum of £10 refund will apply
 - ii) Refund only approved if original permit returned, resident will be responsible for returning to Council (e.g. sending recorded delivery).
 - iii) If the 2nd permit holder moves to another permit zone and requests a refund as they will become first permit holder, part refund will be issued which will be worked out depending on time left to run on permit and the first permit charge being applied. Permit must be returned.

- iv) If the 2nd permit holder requests to become first permit holder in same household, part refund may be issued, depends on time left on permit. Both permits must be returned for refund to apply. Resident will need to find alternative parking or apply for temporary permit whilst refund/re-issue of permit is processed. Temporary permit fee will apply.
- b) **Transfer:** First and Second permit fee can be transferred if a resident moves to another or same permit zone.
 - i) The same expiry date will be held.
 - ii) Both permits must be returned from original household for transfer to apply, to be received.
 - iii) Transfer of fee completed when Residents submits an application with correct proof of residency and vehicle ownership for new household.
 - iv) Resident can still apply for temporary permit(s) when moving into new household. Temporary permit fee will apply. (Full permit application can follow later)
- c) In all cases permits must be returned to Council for refund/transfer to apply. If a permit is not received, the decision for refund/transfer will be decided by the Permit team, residents may be asked to make payment until disputes are resolved.
- d) In all cases resident must write and confirm request for refund/transfer and provide details of new address for process of refund/transfer. Letter or e-mail to the Parking Permit team.

4.3.9 **Remove the Visitor Parking Permit - discretionary** permit from the definitions. This was introduced for households that have no resident's permits to have a circular permit for any vehicle to park. There has only been 1 permit application for this but it was refused as the household already had 2 residents permit. There have been no other applications for this permit type. It is proposed to remove this from the scheme.

"Visitor Parking Permit - Discretionary": means but not limited to a permit issued by Reading Borough Council and will display the Zone, unique reference number, date of expiry;

- a) They may be colour coded for ease of identification and for classification of type of Permit without including such text on the Permit itself.
- b) All permits will be valid for a maximum of one year from date of issue.
- c) Only 1 visitors permit per household will be issued.
- d) Household will not have a residents parking permit issued, and will waive their right to the books of **"Visitor parking permit - scratch-cards"**
- e) Proof of residency must be provided.
- f) If any books of visitor permits have been issued, they must be returned.
- g) A fee of £120 will apply.
- h) This is a trial visitor parking permit and there is no right to renew this permit.

5. CONTRIBUTION TO STRATEGIC AIMS

5.1 This proposal supports the aims and objectives of the Local Transport Plan and contributes to the Council's strategic aims, as set out below:

- Providing infrastructure to support the economy.
- Remaining financially sustainable to deliver these service priorities

6. COMMUNITY ENGAGEMENT AND INFORMATION

6.1 The Residents Parking Review included a survey of all 12,000 households within the current Residents Parking zones completed in 2010.

6.2 The Council has written to resident permit holders to advise them on the changes to the permit scheme charges (letter issued 10th February 2017).

7. LEGAL IMPLICATIONS

7.1 There are no legal implications arising from this report.

8. FINANCIAL IMPLICATIONS

8.1 There may be additional income from only issuing daily tradesperson/landlord permits in books of 5.

9. BACKGROUND PAPERS

9.1 September 2009, February 2010, July 2010 and December 2010, July 2011 and June 2012 Cabinet reports. January 2013 Scrutiny Review and February 2013 Full Council reports.

9.2 Traffic Management Advisory Panel June 2012

9.3 Traffic Management Sub-Committee reports January 2014, January 2016, June 2016, January and March 2017

9.4 Policy Committee report 30 November 2015 and 16 January 2017

10. APPENDICES

10.1 Appendix 1 - Discretionary Permits Issued

Discretionary Permits	No. Issued	% of Grand Total
Business	4	0.03%
Business Visitor	41	0.3%
Carer	41	0.3%
Carer (Offline)	19	0.1%
Charity	11	0.1%
Charity (Visitor)	34	0.2%
Foreign	1	0.0%
Healthcare Professional	138	1%

Landlord	5	0.03%
Medical Professional	24	0.2%
Resident	124	1%
Teacher	41	0.3%
Temporary	1,613	11%
Tradesperson	45	0.3%
Visitor	197	1%
TOTAL	2,338	16%