

Traffic Management Sub-Committee

11 June 2025



Title	Residents Parking Scheme Review including Digital Visitor Permits
Purpose of the report	To make a decision
Report status	Public report
Executive Director/ Statutory Officer Commissioning Report	Emma Gee, Executive Director for Economic Growth and Neighbourhood Services
Report author	Phil Grant, Parking Services Manager
Lead Councillor	Councillor John Ennis, Lead Councillor for Climate Strategy and Transport
Council priority	Deliver a sustainable & healthy environment & reduce Reading's carbon footprint
Recommendations	<ol style="list-style-type: none">1. That members agree, following the trial of Digital Permits and Visitor Permits in Zone 02R, that they are rolled out Boroughwide and that digital Business, Charity and Discretionary permits are also rolled out borough wide.2. That the following amendments are also made to the permit scheme:<ol style="list-style-type: none">a) Motorcycles are included in the permit scheme but are charged for at the first permit rate regardless of other vehicles owned.b) Reading Borough Council pool vehicles are included in the scheme.c) Houseboats, Nanny and Foreign Registered vehicle permits are removed from the permit scheme due to low take up and the creation of a new General Discretionary permit.d) Healthcare Professional Permits are updated to remove the list of professions and that permits are issued on the basis they visit patients in their homes.e) Teachers permits be renamed educational establishment permits and be limited to the current demand as set out in Table 4 at 3.29 allowing the schools to determine the recipients of those permits charged at resident rates.f) That schools applying for permits must have a current School Travel plan.g) That the Director of Finance is authorised to determine the charges for permits relating to Reading Borough Council vehicles or staff. <p>and, the permit scheme rules and definitions are updated as per the above agreed amendments.</p>

1. Executive Summary

1.1. The report advises the Committee on the proposal to amend the Permit Management Rules to create a simplified approach for the benefit of the customer and administration by officers. The residents permit scheme has been in force in RBC since 1976. During that time, the scheme has grown organically. This paper seeks to standardise and simplify the number of permits. The report also sets out the details of the digital permit trial and our recommendations to adopt this across all permit areas.

2. Policy Context

2.1. The proposals are in line with current Reading Transport Strategy and the Local Plan.

3. The Proposal

3.1 Background

3.2 Residents' Permit Parking (RP) was established in Reading almost 50 (1976) years ago and the Council provided a permit scheme through its parking services team within the transport service area.

3.3 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 the scrutiny process in September 2009, February 2010 and July 2010. A revised scheme was introduced in April 2011.

3.4 Further amendments to the RP scheme and permit management rules were taken through Cabinet, Council, Traffic Management Sub-Committee and Policy Committee Meetings between 2011 and 2023.

3.5 The most recent changes were in 2023 when digital permits were introduced with some physical permits still being retained for vulnerable residents. There has been an ongoing trial of digital visitor permits in zone 02R from March 24.

3.6 Current position

3.7 There are 19 Resident Parking Zones across the Borough, which provide space on-street for households to find parking near their homes.

3.8 In 2024/2025 the following permits were issued, and current charges shown, it should be noted that a separate report on Emissions Based Charging is being presented to the committee and should that be agreed, the following charges will be replaced with the emissions-based charges.

Table 1: Permits Issued in 2024/2025

Permit Type	Total Issued in 2024/25	Charges From 1 st April 2025
Business	33	£331.00
Business Discretionary	33	£398.00
Carer	127	£0.00
Charity (free)	41	£0.00
Charity (charged)	25	£145.00
Chester Street Car Park Permit	19	£0.00
Doctor	55	£48.00
Emergency Cover	42	£36.00
Health Care Professional	562	£48.00
Landlord - Annual	37	£330.00
Landlord - Daily	316	£8
Nanny	3	£398.00

Non-UK Registered Permit	1	£398.00
Resident Discretionary (1st permit)	1,355	£48.00
Resident Discretionary (2nd permit)	240	£180.00
Resident Discretionary (3rd Permit)	112	£362.00
Resident - First Permits	8,626	£48.00
Resident - Second Permits	2,034	£180.00
Special Vehicle Permits – Annual	97	£0.00
Special Vehicle Permits - Daily	8	£0.00
Teacher	113	£48.00
Tradesperson - Annual	136	£330.00
Tradesperson - Daily	1,322	£8.00
Temporary Permits – 8 weeks	2,004	£19.00
Visitor Books - Free	9,486	£0.00
Visitor Books - Charged	2,726	£26.00
Visitor Business	15	£26.00
Visitor Charity	89	£26.00
Visitor Discretionary (free)	320	£0.00
Visitor Discretionary (charged)	238	£26.00
Digital Visitor Pack - Free (02R only)	322	£0.00
Digital Visitor Pack – Charged (02R only)	110	£26.00
Digital Visitor Pack – Discretionary charged (02R only)	1	£26.00
GRAND TOTAL	30,648	

3.9 Options Proposed

Digital Permits

3.10 Traffic Management Sub-Committee on 13 September 2023, agreed the commencement of a trial of digital permits with the exception of Visitor Permits in zone 02R. A trial of digital visitor permits has been ongoing in permit zone 02R since the 13 March 2024.

3.11 The residents in 02R as part of the trial, are entitled to two free packs and up to five charged packs of visitor permits per year, each pack contains 120 sessions, each session is for one hour. In summary residents are provided with 240 free hours of parking for visitors and the ability to buy up to 600 additional hours of visitor time. A resident can book a session from their pack, with the minimum being one session/hour. Once a session is booked, the session(s) are deducted from their pack. This is all managed from their online account. Please see Tables 2 (appendix 4) and 3 (appendix 5) for packs issued and sessions used in 2024/2025.

3.12 Residents were notified of the digital trial including the visitor pack trial, and a feedback form was provided. To date there have been 12 responses received from residents under the trial over the last 12 months. There are 665 permits issued in zone 02R.

3.13 Appendix 1 attached has the full feedback comments.

3.14 Summary of the feedback and Council's response:

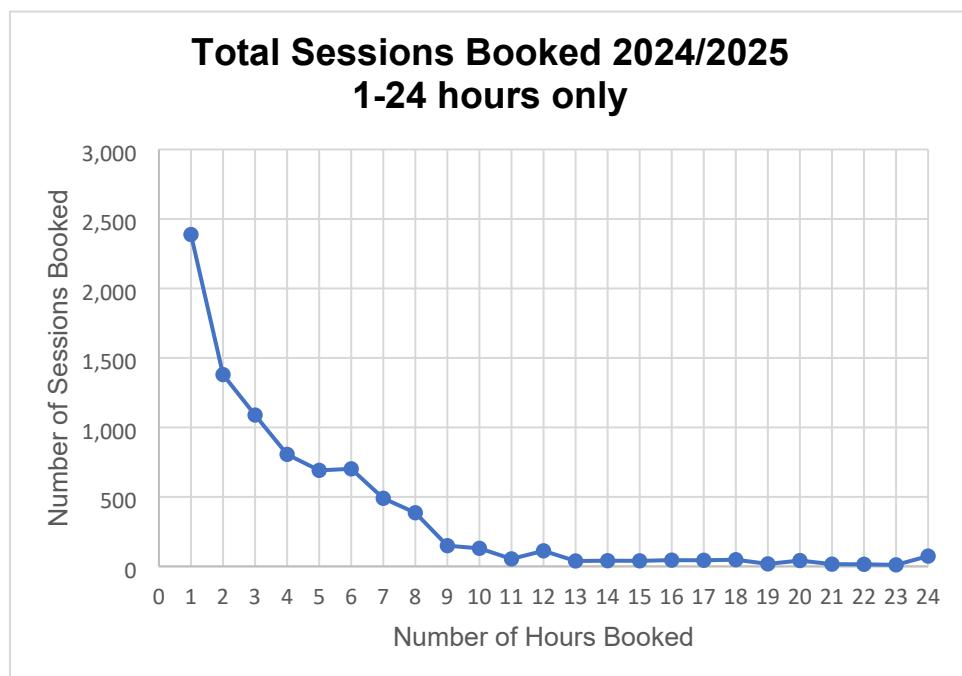
- Good.
- Very fast
- Digital permit system is great - easy to use and works really well.

- Lack of visibility of permit in vehicle.
 - One of the issues raised concerned how residents can identify vehicles which do not belong to residents in areas where a parking space is at a premium. With the introduction of digital permits, intelligent enforcement has been introduced, using "spotter" vehicles to identify if vehicles are parking with or without an allowed session or permit. This information is sent in real time to the Civil Enforcement Officer (CEO) to attend and deal with the vehicles that are in contravention.

The more digital permit provision, the easier it will be to provide consistent enforcement. Areas and patterns of contravention will be identified, and patrols adjusted accordingly.

 - Once all permits are digital, it will help improve the efficiency and effectiveness of CEOs allowing them to avoid walking down streets where compliance is often high.
- Reduction in number of permits offered.
 - Residents were also concerned about the number of hours per pack provided and gave examples of this being reduced. Whilst the number of hours per pack has been reduced, this is based on greater flexibility being provided for residents to book their visitors by the hour instead of using half day permit for a short visit. Officers have analysed the number of permits being used and this is set out in Table 3, with the most popular duration being one hour.
 - Appendix 2 has a breakdown of all the sessions booked for each month.
 - Table 2 in Appendix 4 shows the Digital Visitor Permits Pack and Physical Visitor Permit books issued in 2024/2025 in Permit Zone 02R.
 - Table 3 in Appendix 5 shows the number of Sessions booked, and duration data including the most popular and maximum session booked at one time.
 - The graph below demonstrates the number of sessions booked for the 24-hour period only.

Graph 1: Total Session booked 2024/2025 for 1 hour to 24 hours only



- Lack of consultation.
 - One resident has complained about the lack of consultation, however, the decision to move to digital permits was made via Traffic Management Sub-Committee on 14 September 2022 and the trial zone 02R was agreed on. There has been a change of systems since then, so the trial has continued with feedback from residents being reviewed at Traffic Management Sub-Committees.
- Don't understand if need a permit when there is limited waiting.
 - One resident stated they didn't understand if they needed a permit when it is limited waiting. The signs on street do specify when it is a permit bay, if they are in a shared use bay and how long they can park without a permit.
- Need to book 2 sessions as free parking at night – would like it linked to the restrictions on-street.
 - Another resident wanted the digital permits to link to the restrictions on street, so that they only had to book when it was permit holders. As the permit zones are large and have multiple restrictions, the system would not know which street they were parking in and which bay they were in. It is something that could be looked at for future development, but it is not something we can do now.
- Website long and overcomplicated and lacking functionality.
 - The website for the permits has been reviewed to make it as easy to use as possible.

3.15 The digital scheme is working well, with generally positive feedback. It has allowed for more efficient working practices that support stronger compliance, and the visitor permit scheme is proving to be more suited to customer needs (with shorter stays possible) as well as being easier to access. Therefore, the recommendation is to roll out the Digital Visitor Permit packs to the other permit zones along with visitor permits for Business, Charity and other discretionary visitor permit types. The inclusion of these permits in the digital rollout will simplify the process and not restrict the applicant to times when the Council offices are open, providing greater flexibility for customers.

3.16 The option to have physical visitor permits will be retained for those residents who are unable to utilise the digital version. However, these books of visitor permits will not be available to purchase online through the portal, and requests will need to be made by post or email.

3.17 If the Committee agrees to roll out digital visitor permits boroughwide, it is recommended to implement in October 2025 to allow Officers time to communicate and amend the back-office systems. As with the trial of Digital Visitor Permits in 02R, a communication and roll out plan will be drawn up.

Other Proposed Changes to the Permit Scheme

Motorcycle Parking

3.18 Historically motorcycles have been exempt from paying for residents parking (exemption agreed at June 2013 Traffic Management Sub-Committee) because there was no reasonable place for the rider to display a physical permit. The switch to digital permits resolves this issue.

3.19 It is therefore recommended that the permit scheme management rules and definitions are updated to include motorcycles and that motorbikes are charged at the first permit rate of £48 as set out in table one at 3.8 above, regardless of other vehicles owned.

3.20 Information of this change will be included in communications with residents advising of the changes to the permit scheme. In addition, the council will issue warning notices for 4 weeks from the date the updated order becomes enforceable.

Reading Borough Council Pool vehicles

3.21 The Council operate a number of pool vehicles which are available for officers to use. These vehicles are liveried with the Reading Council branding. Some of which are electric vehicles (EV).

3.22 It is proposed that all Reading Borough Council liveried pool vehicles are issued with all zones permits to allow them to park in residents' zones without being subjected to enforcement action. The inclusion of Reading liveried vehicles will enable staff to park in the vicinity of the property they are visiting, thereby reducing time officers spend looking for parking where there are no restrictions.

3.23 Council vehicles would be subject to the same enforcement regulations and processes as all other vehicles. Where abuse of the permit was suspected, CEO would treat the vehicle in exactly the same way as all others, thereby minimising the opportunity for abuse and reducing the time spent in residents permit areas.

3.24 Any permits for Reading Borough Council use will be charged at a rate determined by the Director of Finance.

Nanny, Houseboat & Foreign Vehicle Permits

3.25 Some permit types have received no applications or very few, such as Nanny permits (3 issued), foreign vehicle and houseboat permits. Nanny and foreign vehicles can be included in discretionary permits and houseboats removed from the system.

3.26 Rather than continue with these specific permits that are either not used at all or seldom used, it is proposed to create a non-specific Discretionary general permit type that applicants can use when a specific permit type does not meet their criteria. They would be charged at the discretionary business charge of £398 and it would be up to the applicant to demonstrate their need for a permit.

Teachers Permits

3.27 An overarching principle of traffic management in the borough is to reduce the reliance on the private car and by doing so, reduce tail pipe emissions. We also need to ensure a balance of use and access to controlled parking space so that the needs of residents and visitors not on school business are not overly affected by school activity.

3.28 The criterion for issuing Teachers permits has been reviewed and the Council has received requests from schools to extend the eligibility. Recognising that the schools are likely to be best able to determine which staff they feel should receive permits at resident rates we recommend that schools are allocated a maximum number of permits at the resident rates and for the schools to determine allocation according to their needs. It should be noted that schools will still be able to apply for further permits under the discretionary business scheme.

3.29 There were 113 permits issued to Teachers, (including Teachers Assistants & Trainee Teachers) in 2024/2025. So far this year only 90 have been renewed. These were provided to 5 schools and 1 nursery school and in the area where these supplied as per table 4 below:

Table 4 – current teacher permits by school and zone

School	Number of Permits on Issue
Battle Primary Academy	23
Zone 07R	23
Cranbury College	24
Zone 07R	17

Zone 13R	4
Zone 14R	3
New Bridge Nursery School	1
Zone 02R	1
Oxford Road Community School	16
Zone 05R	16
Redlands Primary School	20
Zone 13R	20
Thameside Primary School	6
Zone 01R	6
Grand Total	90

- 3.30 To provide flexibility to the schools, it is proposed that these permits are issued to the schools to a cap as per current demand as set out in table 4 and for the schools to decide on allocation.
- 3.31 Any school applying for permits must submit their up-to-date School Travel Plan every two years.
- 3.32 Part of the present criterion is that the facility must have limited or no on-site parking and an active travel plan, it is recommended that this criterion continues.

Healthcare Profession Permits (HCP)

- 3.33 There are 17 professions who are eligible for a Healthcare Professional (HCP) Permit under the permit scheme rules, (see Appendix 3). However, the permit team are finding that the titles for these professions often change (when there has been a re-structure) but the primary purpose remains the same. The team must refuse the applications as they don't meet the list of professions.
- 3.34 It is proposed to remove the list of professions from the permit scheme rules and definitions and update for applicants to demonstrate that they make regular home visits on a case-by-case basis. The primary purpose of these permits is for the residents who need care in their home, they are not intended for the HCP to use the permits for meetings, shopping or any other activity not within the resident's home in a permit zone. This would still provide permits for Reading Borough Council Social Workers as per the current scheme.
- 3.35 The HCP would exclude Supervisors, Team Leaders, Managers, Directors or any other Supervisory role as they would not be visiting residents regularly. Any ad hoc visits to residents can be managed by the non-permit parking areas or requesting a visitor permit from the resident.

Update Permit Scheme Rules and Definitions

- 3.36 The Permit Scheme Rules and definitions will be updated for each of the proposals agreed.
- 3.37 For technical reasons relating to the Council's Geographical Information System (GIS) it is also recommended to update that households require a Unique Property Reference Number (UPRN) as well as paying Council Tax and being authorised through the planning process.

4. Contribution to Strategic Aims

- 4.1. This proposal contributes to the Council Plan, as set out below:
- 4.2. The parking strategy, procurement of civil enforcement services and changes to resident permit parking sits within the wider context of the Reading Transport Strategy 2036. Parking management and civil enforcement activities supports a number of strategic aims within the Reading Transport Strategy and Reading's Council Plan

4.3. The Council Plan has established five priorities for the years 2025/28. These priorities are:

- Promote more equal communities in Reading

Good parking management ensures homes, business and leisure are accessible. Parking schemes such as resident permit parking and specific restrictions such as disabled parking contribute positively to our community. Our goal is to provide all residents and visitors with accessible, transparent, and unbiased parking services that support safe, vibrant, and welcoming neighbourhoods.

- Secure Reading's economic and cultural success

Economic and cultural success thrive in communities that are accessible, organised, and inclusive. Through effective parking enforcement and a modern digital permit system, we ensure fair access to businesses, cultural centres, and neighbourhoods, supporting vibrant local economies and celebrating the diverse identities that make our community strong

- Deliver a sustainable and healthy environment and reduce our carbon footprint

Effective parking enforcement plays a vital role in delivering a sustainable and healthy environment. By encouraging responsible parking habits and supporting alternative transportation options through a modern permit system, we help reduce congestion, lower carbon emissions, and promote a cleaner, greener community for all.

Parking management is part of the wider management of the road network which contributes to safety, protecting vulnerable users and encouraging walking and cycling.

- Safeguard and support the health and wellbeing of Reading's adults and children

Through fair and effective parking enforcement, we safeguard and support the health and wellbeing of adults and children by ensuring safe streets, reducing traffic hazards, and maintaining clear access for emergency services, schools, parks, and community spaces

Parking management has a positive impact on the public realm creating a safe and accessible environment for residents, workers and visitors.

Illegal parking can compromise safety or result in difficulties for residents and businesses. Many parking issues can create delays or accessibility obstructions for users of the network such as pedestrians, cyclists, domestic vehicles, delivery vehicles, emergency services and public transport.

Our parking permit scheme prioritises parking for residents, businesses and their visitors. Parking is limited to permit holders within these controlled parking zones. This helps to prevent commuter parking and makes it easier to find a parking space close to your address. Any vehicles parked in contravention of the rules of the highway may be issued a Penalty Charge Notice (PCN)

- Ensure Reading Borough Council is fit for the future

By promoting responsible parking practices and maintaining clear access to vital spaces, we create a community that is resilient, sustainable, and fit for the future.

As part of the contract review, it was identified that a number of local authorities have adopted paperless or digital parking permit systems, with many others actively considering the benefits they offer. In reviewing the future of Reading's parking

services, the opportunity has been taken to explore the advantages digital permits could provide to local residents. During the pilot phase, customers without an email address will not be able to access digital visitor permits; however, arrangements have been made to ensure they can continue to receive physical permit books. A future boroughwide rollout would need to guarantee equitable access to permits for all residents, including those who are offline.

4.4. In delivering these priorities, we will be guided by the following set of principles:

- Putting residents first
- Building on strong foundations
- Recognising, respecting, and nurturing all our diverse communities
- Involving, collaborating, and empowering residents
- Being proudly ambitious for Reading

4.5. Full details of the Council Plan and the projects which will deliver these priorities are published on the Council's website - [Council plan - Reading Borough Council](#). These priorities and the Council Plan demonstrate how the Council meets its legal obligation to be efficient, effective and economical.

5. Environmental and Climate Implications

5.1. A climate impact assessment has been completed which suggests that Digital Parking Permits have a net low positive impact on the Climate Impact Assessment Carbon Emissions: there will be a minimal amount of energy used in creating the notices in the form of energy used to print and computer usage.

5.2. Overall, however, the short-lived and minimal negative impact for the extension of the digital permit scheme to all areas is expected to be more than mitigated by the long-term benefits of replacing paper permits with a digital process. The reduction of printing, paper use and resulting waste will lower the council's carbon footprint in line with the overall drive to reduce environmental impact by the service.

6. Community Engagement

6.1. A statutory consultation into the core existing scheme was carried out from 4th August 2022 to 25th August 2022. Notices of intention were advertised in the local printed newspaper and erected on lamp columns within the affected area. The Police are a statutory consultee and were directly notified. The consultation was also hosted on the Council's website (the 'Consultation Hub'), where details and plans are available. There was also a presence on social media to raise awareness of the consultation. In addition, we published frequently asked questions on our web page. This review is relatively minor in scale and would constitute a change by notice, once agreed by the committee.

6.2. The expansion of digital permits and changes to the permit rules sit alongside separately reported recommendations to adopt Emissions Based Charging and are planned to be rolled out in October 2025. The council will develop an appropriate communications plan to inform residents and others affected by the changes in advance of the implementation date. This will include a wide range of media.

Equality Implications

6.3. Under the Equality Act 2010, Section 149, a public authority must, in the exercise of its functions, have due regard to the need to -

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

6.1 Officers have assessed as to whether an Equality Impact Assessment (EIA) is relevant for the proposed changes and whether the changes could have a differential impact on: racial groups; gender; people with disabilities; people of a particular sexual orientation; people due to their age; people due to their religious belief; and the Armed Forces community. It has been concluded that an Equality Impact Assessment is not relevant for either the changes proposed to the core scheme or the roll out of digital permits. In relation to digital permits the pilot was deemed to not disadvantage persons with protected characteristics. However, as a result of the statutory consultation and feedback from the pilot, officers have identified equality impacts and sought to mitigate those before rolling out digital permits boroughwide.

7 Other Relevant Considerations

7.1 Not Applicable

8 Legal Implications

8.1 In accordance with the approval granted by the Traffic Management Sub Committee of 13 September 2023 the digital parking permits order has been made in accordance with the Road Traffic Regulation Act 1984 as amended and the procedure laid down by Local Authorities Traffic Orders (Procedure) (England and Wales) Regulations 1996. This enables the Council to issue digital parking permits boroughwide. Whilst the order is in place for visitor digital parking permits, issuing of these types of permits digitally has not yet commenced save for the trial of Zone 02R where digital parking permits are currently being issued. If members approve the issue of visitor digital parking permits to be rolled out across the borough no further legal steps will be required to implement this change (i.e. issuing of visitor parking permits boroughwide).

8.2 Given that the permit rules are set out in policy and relates to rules and eligibility criteria no Traffic Regulation Order is required to enact any of the changes specified in this report to these rules.

8.3 The Council will undertake an appropriate communication plan to support the rollout.

9 Financial Implications

9.1 The cost of implementing digital visitor permits is part of the enforcement contract, therefore there are no significant financial cost implications within this aspect of the report.

9.2 There are no significant changes to the expected income levels from the changes in relation to the conditions of the permit scheme. It is anticipated that there would be some small levels of additional income from motorcycle permits, but we do not currently have a known number of motorcycles. This can be reported to a future committee.

10 Timetable for Implementation

11.1 Digital Visitor permits and wider scheme changes to be implemented in 2025, with the aim to start 01 October 2025. This will give officers time to prepare a project plan, including communication and roll out plan.

11.2 Changes to core scheme rules including Motorcycle permits will be added to the scheme rules and updated on the website, a communications plan will be developed with the communication team as soon as practicably possible following a decision to ensure residents are aware of the changes. Warning notices will be issued to motorcycles parked in permit bays for a defined period of four weeks from the point this change is enforceable.

11.3 RBC Pool vehicle permit to be created and developed with the fleet team to start applying for them as soon as practically possible.

11.4 Schools will be contacted to advise them of any changes to the permit application system ahead of the renewal date.

11 Background Papers

11.1 There are none.

Appendices

1. Feedback from Residents
2. Breakdown of Visitor permit sessions used per month
3. List of Healthcare Professions
4. Table 2 - Digital Visitor Permit Packs and Physical Books issued in 2024/2025
5. Table 3 - Number of Sessions booked, including session duration

Appendix 1: Feedback from Residents

No.	Comment
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1	<p>Visitor parking permits take 2. 2 x 120 credits same as original offer when proposed free overnight parking which has been rejected. This has not been re assessed. This needs to be better offer especially CPZ with 24/7 permits. Promised better value for money .</p> <p>Noted council have allowed issue of further scratchcards to extend use for residents not wanting digital version (apply online) What is planned for future 2025/26 when scratchcards are no more. Assume council are aware of number currently with visitor permits only & online accounts for renewal, some set up by council staff. Hope residents permit team will be able to help going forward, with digital or substitute.</p> <p>Seems to be lack of engagement with residents perhaps conversation on platforms we don't all use.</p>
2	<p>useless</p>
3	<p>The link to visitor parking permits on this link doesn't work. I see a 404 page not found...</p>
4	<p>Hi there, I think the digital permit system is great - easy to use and works really well. I do think the free visitor permits are harder now they aren't physical. For example, if you want to book a visitor for 2 days, you need to do this separately as are charged per hour, despite there being no parking restrictions from 5pm to 9am. It would be better if parking restrictions were built into the system (as with paid for parking like RingGo). I also don't think it's clear if 2hours free applies - should you book a visitor for 6 hours for a whole day as they get 2 hours free, or use the 8 hours? Overall, I think the move has been pretty seamless and I fully support the council moving to a digital system.</p>
5	<p>Thanks! I am writing to express my dissatisfaction with the new parking permit system recently implemented in our area. While I understand the intention behind the system, I believe there are significant flaws that need to be addressed.</p> <p>One of the primary concerns I have is the lack of transparency regarding who holds permits in our neighbourhood. Under the new system, residents are unable to easily identify which vehicles are permitted to park in our area. This lack of visibility creates confusion and frustration, as it becomes difficult to distinguish between authorized and unauthorized vehicles.</p> <p>Furthermore, I am disappointed by the apparent lack of consultation with the community regarding the implementation of this system. As a resident, I believe it is essential for the council to seek input from those directly affected by such changes. Unfortunately, I do not recall any meaningful consultation or opportunity for residents to voice their opinions on this matter.</p> <p>Moreover, I fear that this new permit system will only lead to increased hassle for residents. Without a clear understanding of who holds permits, there is a higher likelihood of parking disputes and misunderstandings among neighbors. Additionally, the added administrative burden of managing permits and resolving parking-related issues may further exacerbate the situation.</p>
6	<p>Link to other login broken</p>

- 7 The website is really long and over complicated to use and is lacking in features you would expect these days.
- 8 Here is a copy of an email sent to my councillor:

Dear Adele,

Thank you for your recent correspondence on the issue with the resident digital visitor permits. Following an email from the permit team yesterday, I need to follow up.

I am including XXX, my neighbour here in Queens Road who has also been talking with John – makes sense to minimise comm's.

I would like to start with this thought - it is my presumption that the residents parking schemes were introduced to benefit resident, this to stop people who either do not live in the area or who are not guests from parking and taking up much needed spaces, and no other reason.

I'm afraid that the transition from paper booklets to the current proposal / decision on how they will work is not, in our opinion right. The new proposal as outlined in the email from the permit team is still significantly detrimental to residents who have visitors.

I have previously shared scenarios of a visit, and I will repeat this with the latest system here:

Original Paper Booklets – 40 free credit booklets, for each credit you can choose morning (8am to 2pm) or evening (2pm to 10am) the following morning.

Digital 1 / First digital trial – 240 hours or credits, we could book in as many or few hours as needed + there was a nighttime allowance, where as long as the car was registered on the system, it did not require the use of credits.

Digital 2 / Second digital trial that is now coming to an end – 60 credits, each credit equalling 8 hrs. There was no allocation of “free” nighttime allowance.

Digital 3 / the new system as outlined and due to start 13th March. – 240 hours or credits that as before can be used in single or multiple hourly blocks BUT with no nighttime allowance.

If we look at each of these under a typical overnight visitor scenario of a visitor arriving at 5pm and then leaving at 10am the next day

With the Original Paper Booklets, 1 credit would be needed – allowing a maximum of 40 similar visits a year within the free allowance.

With Digital 1 / First digital trial – 5 hours (5 credits) would be needed – allowing a maximum of 48 similar visits a year within the free allowance

With the current Digital 2 / Second digital – 3 credits would be needed – allowing for a maximum of 20 similar visits a year within the free allowance.

With Digital 3 / the new system – 17 credits (hours) would be needed – allowing for a maximum of 14 similar visits in a year within the free allowance.

In short under this scenario (and if my maths is correct), we have gone from an allowance of 40 visits with the paper booklets to 48 with the first digital trial to 14 with the digital system being introduced on the 13 March before we have to buy extra allowance.

This is 100% detrimental to residents.

I very much request that the team reconsider this latest proposal and introduce back into the scheme the nighttime allowance as per the first digital trial. If not, I am sure everyone would like to know the reason for this.

So you know, I am going to share these figures to other residents in my local area.

Thank you,

- 9 Good
- 10 Visitors Permits
- 11 Very fast
- 12 I am a resident of Champion Road and want to give helpful feedback into the digital permit system:

I understand the purpose of visitor permits and resident permits in this neighbourhood is to stop people parking here to use the train/ bus link to the airport as well as a limit on how many resident cars each household can have so that there is space to park cars. so I agree that some limit to unlimited parking needs to be had I wish to be part of the process of working out a fair solution if I can. Please feel free to contact me.

Issues I have come across:

- 1. Unclear signage: Our neighbourhood announces that it is a permit area on signs when entering the neighbourhood, these are easily missed resulting in unfair tickets given.
- 2. One day i came across a PCN on my car which had been registered correctly with a resident parking permit. The computer system was to blame when I appealed and my charge was cancelled, the photo evidence on the charge were of a different car.
- 3. Loss of entitlement hours in visitor permits:
Initially I had paper permits 20 half days: total 10 days and nights of tickets.

Then I had 120 hours and free night time digital vouchers total of 10 days and unlimited night times.

Then I had 30 8 hour tickets which is 10 days and nights.

Now I have 120 hours. Total of 5 days.

Suggestions:

The current system of 120 hours including night time is very limiting for me, I think out of the options above, the 120 hours from 8am-8pm and free evening hours seems most fair.

However I feel the fairest option that prevents people parking here for train use would be to have parking permits needed only for the middle of the day ie 12-2pm. This would give residents greater flexibility with guests but prevent non residents using this as parking for town. Also this could be a cost saving for the council as they would only need pay for parking patrols during this limited period of time.

I hope this insight helps,

Yours Sincerely

Appendix 2: Breakdown of Sessions used per month

Sessions (Hours)	April	May	June	July	August	September
1	305	199	191	214	187	138
2	117	131	117	103	121	110
3	113	111	86	75	89	53
4	90	66	64	63	68	43
5	47	36	47	46	60	65
6	62	47	37	45	74	64
7	32	33	29	43	34	31
8	54	48	34	45	29	26
9	12	8	3	14	17	14
10	19	19	18	7	12	5
11	3	6	10	6	4	3
12	17	5	11	6	15	7
13	4	4	3	2	1	2
14	3	6	2	2	4	4
15	1	6	2	1	4	3
16	4	6	6	6	5	3
17	5	5	3	5	6	1
18	5	3	4	1	1	3
19	3	3	1	0	4	0
20	2	7	1	2	5	4
21	0	3	1	2	1	1
22	1	0	2	1	1	1
23	1	0	2	1	0	1
24	2	8	9	8	8	3
25	0	1	3	0	0	0
26	0	1	0	1	1	0
27	0	2	0	0	2	0
28	0	0	2	1	0	0
29	0	0	0	0	2	0
30	2	3	0	2	1	0
31	1	0	0	0	2	0
32	1	0	0	0	0	0
33	0	1	0	0	1	0
34	0	0	0	1	0	1
35	0	0	0	1	0	0
36	1	0	0	0	1	0
37	0	0	0	0	0	0
38	0	0	1	0	1	1
39	1	1	1	0	0	0
40	0	2	1	0	1	1
41	0	0	0	1	1	0
42	0	1	0	1	0	0
43	0	1	0	0	0	0
44	0	0	0	0	0	0
45	1	0	0	0	2	0
46	0	0	0	0	0	0
47	0	0	0	0	0	0
48	2	2	0	1	0	0
49	0	1	0	0	0	0
50	0	2	1	0	0	0
51	0	0	0	0	0	0

Sessions (Hours)	April	May	June	July	August	September
52	0	0	0	0	0	0
53	0	0	0	0	0	0
54	0	0	0	0	0	0
55	0	0	0	0	0	0
56	0	0	0	0	0	0
57	0	0	0	0	0	0
58	0	0	0	0	0	0
59	0	0	0	0	0	0
60	0	0	0	1	1	0
61	0	0	0	0	0	0
62	0	0	0	1	0	0
63	0	0	0	0	0	0
64	0	0	0	0	0	0
65	0	0	0	0	0	0
66	0	0	0	0	0	0
67	0	0	0	0	0	0
68	0	0	0	0	0	0
69	0	0	0	0	0	0
70	0	0	1	0	1	0
71	0	0	0	0	0	0
72	0	0	1	0	0	0
73	0	0	0	0	0	0
74	0	0	0	0	0	0
75	0	0	1	0	0	0
76	0	0	0	0	0	0
77	0	0	0	0	0	0
78	0	1	0	1	0	0
79	0	0	0	0	0	0
80	0	1	0	0	0	1
81	0	0	0	0	0	0
82	0	0	0	0	0	0
83	0	0	0	0	0	0
84	0	0	0	0	0	0
85	0	0	0	0	0	0
86	0	0	0	0	0	0
87	0	0	0	0	0	0
88	0	0	0	0	0	0
89	0	0	0	0	0	0
90	0	0	0	0	0	0
91	0	0	0	0	0	0
92	0	0	0	0	0	0
93	0	0	0	0	0	0
94	0	0	0	0	0	0
95	0	0	0	0	0	0
96	0	0	0	0	0	0
97	0	0	0	0	0	0
98	0	0	0	0	0	0
99	0	0	0	0	0	0
100	0	0	0	0	0	0
101	0	0	0	0	0	0
102	0	0	0	0	0	0
103	0	0	0	0	0	0
104	1	0	0	0	0	0

Sessions (Hours)	October	November	December	January	February	March	Total
33	0	0	1	0	0	0	3
34	0	1	1	0	0	0	4
35	0	0	0	0	0	0	1
36	0	1	1	0	0	0	4
37	0	0	0	0	0	0	0
38	0	0	0	1	0	0	4
39	0	0	0	0	0	0	3
40	0	1	3	1	0	0	10
41	0	0	1	0	1	0	4
42	0	0	1	0	0	1	4
43	0	0	0	1	0	0	2
44	0	1	0	0	0	0	1
45	1	1	0	0	0	0	5
46	0	0	1	0	0	0	1
47	0	0	0	0	0	0	0
48	0	2	0	1	2	1	11
49	0	0	0	0	0	0	1
50	0	1	0	0	0	0	4
51	0	0	1	1	0	1	3
52	0	0	0	0	0	0	0
53	0	0	0	0	0	0	0
54	0	0	0	0	0	0	0
55	0	1	0	0	0	0	1
56	0	0	0	0	0	0	0
57	0	0	1	0	0	0	1
58	0	0	0	0	0	0	0
59	0	0	0	0	0	0	0
60	0	1	0	1	1	1	6
61	0	0	0	0	0	0	0
62	0	0	0	0	0	0	1
63	0	0	0	0	0	0	0
64	0	1	0	0	0	0	1
65	0	0	0	0	0	0	0
66	0	0	0	0	0	0	0
67	0	0	0	0	0	0	0
68	0	0	0	0	0	0	0
69	0	0	0	0	0	0	0
70	0	0	0	0	0	0	2
71	0	0	0	0	0	0	0
72	0	0	0	0	0	0	1
73	0	0	0	0	0	0	0
74	0	0	0	0	0	0	0
75	0	0	0	0	0	0	1
76	0	0	0	0	0	0	0
77	0	0	0	0	0	0	0
78	0	0	0	0	0	0	2
79	0	0	0	0	0	0	0
80	0	0	0	0	0	0	2
81	0	0	0	0	0	0	0
82	0	0	0	0	0	0	0
83	0	0	0	0	0	0	0
84	0	0	0	0	0	0	0
85	0	0	0	0	0	0	0

Sessions (Hours)	October	November	December	January	February	March	Total
86	0	0	0	0	0	0	0
87	0	0	0	0	0	0	0
88	0	0	0	0	0	0	0
89	0	0	0	0	0	0	0
90	0	0	0	0	0	0	0
91	0	0	1	0	0	0	1
92	0	0	0	0	0	0	0
93	0	0	0	0	0	0	0
94	0	0	0	0	0	0	0
95	0	0	0	0	0	0	0
96	0	0	0	0	0	0	0
97	0	0	0	0	0	0	0
98	0	0	0	0	0	0	0
99	0	0	0	0	0	0	0
100	0	0	0	0	1	0	1
101	0	0	0	0	0	0	0
102	0	0	0	0	0	0	0
103	0	0	0	0	0	0	0
104	0	0	0	0	0	0	1
105	0	0	0	0	0	0	0
106	0	0	0	0	0	0	0
107	0	0	0	0	0	0	1
108	0	0	0	0	0	0	0
109	0	0	0	0	0	0	0
110	0	0	0	0	0	0	1
111	0	0	0	0	0	0	0
112	0	0	0	0	0	0	0
113	0	0	0	0	0	0	0
114	0	0	0	0	0	0	0
115	0	0	0	0	0	0	0
116	0	0	0	0	0	1	1
117	0	0	0	0	0	1	1
118	0	0	0	0	0	0	0
119	0	0	0	0	1	0	1
120	0	1	0	0	2	0	4
Total	783	755	737	779	753	696	8,959

Appendix 3 List of Healthcare Professions

- District Nurse (DN)
- Community Health Nurse (CHN)
- Practice Midwife (PM)
- Community Midwife (CM)
- Home Care Assistant (HCA)
- Health Visitor (HV)
- Midwife (MW)
- Community Psychiatric/Mental Health Nurse (ComP/MHN)
- Consultant Psychiatrist (CP)
- Clinical Psychologist (CLP)
- Occupational Therapist (OT)
- Social Workers (SW)
- Intermediate Care Assistants (ICA)
- Education Welfare Officer (EWO)
- Family Worker (FW)
- Youth Offending Service Worker (YOSW)
- Specialist Youth Support Worker (SYSW)

Appendix 4

- **Table 2: Digital Visitor Permit Packs and Physical Books issued in 2024/2025**

Month	Digital VP Packs - Free	Digital VP Packs – Charged	Physical Books (Free & Charged)
April	22	4	5
May	26	5	6
June	16	5	3
July	23	7	13
August	16	5	6
September	24	7	8
October	26	6	1
November	12	15	10
December	22	14	12
January	14	18	11
February	14	14	7
March	96	10	3
Total	322	110	85

- *Trial started 13 March 2024.

Appendix 5

- **Table 3: Number of Sessions booked, including session duration**

Month	Number of Sessions booked	Most popular session duration & number of sessions	Max duration booked in one session (hours)
April	913	1 hour 305 sessions	107
May	780	1 hour 199 sessions	80
June	695	1 hour 191 sessions	75
July	711	1 hour 214 sessions	120
August	767	1 hour 187 sessions	70
September	590	1 hour 138 sessions	110
October	783	1 hour 186 sessions	45
November	755	1 hour 204 sessions	120
December	737	1 hour 183 sessions	91
January	779	1 hour 219 sessions	60
February	753	1 hour 180 sessions	120
March	696	1 hour 182 sessions	117

- * 13 March 2024 start date