Consultation on proposed changes to on-street parking

This questionnaire can be completed online at [www.warwickshire.gov.uk](http://www.warwickshire.gov.uk).

If you prefer you can download and complete this electronic copy.

Once completed and saved with your answers please return it electronically to [pmc@warwickshire.gov.uk](mailto:pmc@warwickshire.gov.uk)).

If you would prefer to print this out and complete please return it to: Parking Permit Consultation, Parking Management Team, Warwickshire County Council, PO Box 43, Shire Hall, Warwick, CV34 4SX

**Responses must be received by 22 September when this consultation closes.**

**Overview**

Warwickshire County Council Parking Management is carrying out a consultation on proposed changes to on-street parking. This consultation covers the cost of residents permits and how permitting will be managed in the future.

**Why we are consulting**

Unfortunately, the cost of residents permits is having to rise. The residents’ permit schemes are part of the way in which we ensure that there are suitable and adequate parking facilities on the highway for people near their homes but there is an unavoidable cost to administering and enforcing such schemes. However, we do not plan to recover more income than it actually costs to run resident’s parking schemes. We want to involve the public in the decision-making process around managing parking on-street and provide as much information as we can.

We are asking for feedback on the costs of residents permits, new packages for buying visitor permits and the use of a proposed new online digital permitting system.

Anyone who is interested can respond to this consultation including but not limited to the general public, residents and permit holders, business and community representatives and other local authorities.

We aim to implement the changes to on-street parking management from 6 April 2020. The consultation is taking place now to allow enough time to consider responses before the changes are due to take place in April 2020.

**What we are consulting about**

We are consulting on a number of elements. A summary is provided overleaf. Further details are provided in the Public information document. You may also wish to read our frequently asked questions document which provides further information.

**1. Residents permit charges**

Residents permit schemes have been introduced, in line with our parking policy, in parts of Warwickshire where residents struggle to park close to their homes as a result of a lack of off-street parking together with demand from other sources such as businesses, schools, hospitals and shopping locations.

Successful residents schemes rely on administration of the scheme and appropriate levels of enforcement. This comes at a cost to the Council. Analysis of the financial impact on the Council of running residents permit schemes shows a cost of close to £80 per permit. These costs include design and implementation of parking schemes, the legal process of amending traffic regulation orders, signing and lining, on-street enforcement through our service provider NSL and back office support from both NSL and at Warwickshire County Council.

For many years, Warwickshire County Council has kept its permit charges at a level which has not reflected the cost of running the permit scheme. These are currently £25 per annual permit. We now have an unavoidable need to raise our charges to more closely meet our costs.

We have commissioned a permit benchmarking report which is available to read at the bottom of this webpage.

We are offering two options: a flat rate up to a maximum of three permits per household; or a tiered cost, again up to a maximum of three permits per household.

**2. A change from paper-based to virtual permitting**

In line with the government’s drive towards online systems, such as vehicle excise duty (car tax) and television licensing, we are moving towards virtual permitting which will be managed online.

Our existing paper-based permit management system is becoming obsolete with technical support from its suppliers being reduced from October onwards. We must now move to a digital, online system.

We are working with our current service provider to provide a new system called PermitSmarti. This will require you to create a user account online and will allow you to apply for, pay for and renew permits and upload any supporting documents as necessary. You will no longer receive a paper permit to put in your car. Our Civil Enforcement Officers who patrol the streets have handheld devices which can check whether a car has a permit or not.

For the small number of people who do not have internet access, it will be possible to apply via post or phone and an account will be created for you.

We have carried out an Equality Impact Assessment on the proposals to introduce online virtual permitting and this is available to read.

**3. Visitors permit changes**

There is evidence that visitors permits are being sold to provide long term all-day parking on-street. This is not the intention of visitors permits and unfairly takes up kerbside space. The new system will allow residents to register their visitors’ vehicles for the period of time that they wish to park. There will be a limit on the amount of overall time that visitors may park to prevent the kind of all year round all day parking described above.

We propose to offer two packages of visitors parking via the new online virtual permitting system. Details of the proposed packages are available in the Public Information Document.

Residents may purchase one package of visitors parking sessions per year in addition to their residents permits

**4. Guesthouse visitors permits**

The new online virtual permitting system will require changes to how guesthouse owners manage their visitors’ parking. Scratchcards will no longer be provided.

Guesthouse owners will create their own account and register their visitors’ vehicles online before they arrive, with one vehicle per room booking. Twenty-four hours parking will cost £5 per vehicle. This is a slight increase from the £3 charge at present but is the first increase in over fifteen years.

There is no limit to the number of guesthouse visitors’ parking sessions during the course of one year.

**5. Stratford Park and Ride permits**

The changes will apply only to quarterly and annual season ticket permits. Daily and monthly park and ride tickets will be unaffected.

When you buy your annual or quarterly permit, you will be required to log your vehicle details with our online permitting system. You will receive an email via mobile phone which will allow you to board the bus into Stratford.

We intend to continue to make provision for employers who provide annual and quarterly season tickets for their employees.

**How to take part**

We welcome your comments on any of the proposed changes to the parking management system. You can feed back in the following ways:

* Please complete this paper questionnaire and return it to the address below. If you would prefer to complete this survey online you can do this at [www.warwickshire.gov.uk/ask](http://www.warwickshire.gov.uk/ask).
* Alternative formats and languages can be requested by telephone (01926 410410) or email ([pmc@warwickshire.gov.uk](mailto:pmc@warwickshire.gov.uk)).
* You can also send your feedback directly:
* Email us at [pmc@warwickshire.gov.uk](mailto:pmc@warwickshire.gov.uk)
* Write to us at: Parking Permit Consultation, Parking Management Team, Warwickshire County Council, PO Box 43, Shire Hall, Warwick, CV34 4SX

**The consultation will close on 22 September 2019.**

**Supporting Information**

The following information has been supplied to enable you to consider your response:

* Public information document with further detail
* Frequently asked questions
* Benchmarking report
* Equality impact assessment

**What will happen after the consultation?**

We will collate and analyse the responses. These will be used to assess the suitability of the proposed changes to the permit management system. Our recommendations will be considered by Warwickshire County Council Cabinet.

Information will also be posted on the Council’s website www.warwickshire.gov.uk/parking and [www.warwickshire.gov.uk/ask](http://www.warwickshire.gov.uk/ask)

We aim to implement the changes to on-street parking management from 6 April 2020.

**Privacy**

**We want to assure you that your responses are completely anonymous.**

Questions for the purpose of equalities monitoring are included. You do not have to give us this information. If you do choose to provide it, we may use the data to analyse your response against your personal characteristics, such as age, in order to better tailor our services to the needs of our communities. All data analysed in this way will be anonymous.

Following the end of the consultation we shall publish the results and this may include quotes of comments which will be anonymous. If you reply to an anonymous survey then no personal details will be captured.

Information you provide in any additional correspondence to the surveys, including personal information, may be disclosed in accordance with the Freedom of Information Act and/or Environmental Information Regulations. If you want the information that you provide to be treated as confidential and not shared, including your contact details, please tell us why, but be aware that, under the legisltion, we cannot always guarantee confidentiality.

If you would like further information, visit our website: www.warwickshire.gov.uk/privacy or contact our Customer Service Centre on 01926 410410.

* **Please tick here to show you have read and understand the Privacy Notice.**

**Section 1: Background questions**

1. **What is your main reason for completing this survey?** *(Required)*

* I am a resident eligible to apply for a parking permit and currently have one or more parking permits. *(Please go to Section 2, page 7)*
* I am a resident eligible to apply for a parking permit but don’t currently have a parking permit. *(Please go to Section 2, page 7)*
* I visit a resident who lives in a parking permit zone. *(Please answer Q 1b below, then go to Section 6, page 16)*
* I own/manage a guesthouse in a parking permit zone and currently use the visitor permit system. *(Please go to Section 3, page 8)*
* I own/manage a guesthouse in a parking permit zone but don’t currently use the visitor permit system. *(Please go to Section 3, page 8)*
* I am a quarterly or annual Stratford Park and Ride permit holder *(Please go to Section 7, page 18)*
* Other - specify below. *(Please answer Q1c below, then go to Section 4, page 11)*

**If ‘visit a resident’ please answer Q1b then skip to Section 6**

## 1b. Please select the area which the parking zone is in. *(Required)*

* Nuneaton & Bedworth Borough
* Rugby Borough
* Stratford on Avon District
* Warwick District

**If ‘other’ please answer Q1c then skip to Section 4**

**1b. Please select the area you are responding from.** *(Required)*

* North Warwickshire Borough
* Nuneaton & Bedworth Borough
* Rugby Borough
* Stratford on Avon District
* Warwick District
* Work Countywide (Warwickshire)
* Other (please specify below)

**Section 2 - Existing permit holders**

**2. How many permits do you have for your household?** *(Required – Please skip to Q2a if you are eligible for, but do not currently have, a permit))*

* One (1)
* Two (2)
* Three (3)
* Visitor permit

**2a. Please select the Warwickshire district or borough the parking zone is in.**

* Nuneaton & Bedworth Borough
* Rugby Borough
* Stratford on Avon District
* Warwick District

**2b. Please select the relevant permit zone from the list below.**

Nuneaton & Bedworth Borough

* AW1
* AW2
* B1
* B2
* N1
* N2
* N3

Rugby Borough

* R0
* R1
* R2
* R3
* R4
* R5
* R6

Stratford on Avon District

* HA
* S1
* S2
* S2/S3
* S3
* S4
* S5
* S6
* S7
* S8
* S9
* S10
* S11
* S12
* S13
* S14
* SO
* Shipston
* Studley

Warwick District

* K1
* K2
* K3
* K5
* L0
* L1
* L2
* L3
* L4
* L5
* L6
* L7
* W1
* W2
* W3
* W4
* W5
* W6
* W7
* **Not sure / don’t know permit zone**

**Section 3 - Guesthouse Proprietors**

**3. Please select the Warwickshire district or borough the parking zone is in.**

*(Required)*

* Nuneaton & Bedworth Borough
* Rugby Borough
* Stratford on Avon District
* Warwick District

**3a. Please select the relevant permit zone from the list below.**

Nuneaton & Bedworth Borough

* AW1
* AW2
* B1
* B2
* N1
* N2
* N3

Rugby Borough

* R0
* R1
* R2
* R3
* R4
* R5
* R6

Stratford on Avon District

* HA
* S1
* S2
* S2/S3
* S3
* S4
* S5
* S6
* S7
* S8
* S9
* S10
* S11
* S12
* S13
* S14
* SO
* Shipston
* Studley

Warwick District

* K1
* K2
* K3
* K5
* L0
* L1
* L2
* L3
* L4
* L5
* L6
* L7
* W1
* W2
* W3
* W4
* W5
* W6
* W7
* **Not sure / don’t know permit zone**

**Guesthouse Proprietors – Continued**

We propose to replace the existing permit or scratchcards scheme with an online system issuing virtual permits. You will create an account and register visitors vehicles (one per room booking) before they arrive. These will cost £5 per vehicle for 24 hours parking. This is a slight increase from the £3 scratchcard charge at present but is the first increase in over fifteen years. Other than the one vehicle per room limit, there will be no annual visitor restriction limit.

**3b. How likely are you to use an online system to manage your visitors in this way?**

*(Required) Please select only one item*

* Definitely will not
* Probably will not
* Probably will
* Definitely will
* Don't know / not sure

**Please tell us why**

**3c. Are there any impacts of moving to an online system which you think we need to consider?**

Positive impacts

Negative impacts

**3d. Are you eligible for / do you have a residents permit?** *(Required)*

*Please select only one item*

* No I am not eligible for a residents permit
* Yes I have a residents permit
* I am eligible for a residents permit but don't have one

**Guesthouses: The next section of this survey asks questions about the proposed changes to residents permit charges. You are welcome to feed back but if you prefer you can skip these questions and go to section 6 or 7.**

**Section 4 - Your opinion on residents permit charges**

Analysis of the financial impact on the Council of running residents permit schemes shows a cost of close to £80 per permit.

For many years, Warwickshire County Council has kept its permit charges at a level which has not reflected the cost of administering the permit scheme. As a result of ongoing reductions in central government funding, we now have an unavoidable need to raise our charges to more closely meet our costs. In order to reduce the possible cost impact for residents we are offering two options.

* Option One is a flat rate of £80 per residents permit up to a maximum of three permits per household. i.e. £240 for three permits
* Option Two offers a tiered permit cost again up to a maximum of three permits per household. i.e. £170 for three permits

**Benchmarking with other local authorities**

Warwickshire County Council commissioned a benchmarking exercise comparing various permit parking charges with that of other surrounding local authorities. A summary of prices can be seen in the table below. The full report has been made available as a supporting document on the consultation overview page.

| **Local Authority** | **1st permit** | **2nd permit** | **3rd permit** | **Method used** |
| --- | --- | --- | --- | --- |
| Warwickshire County Council (existing) | £25.00 | £25.00 | £25.00 | Flat |
| Leicestershire County Council | £50.00 | £50.00 | £50.00 | Flat |
| Northamptonshire County Council | £35.00 | £35.00 | N/A | Flat |
| Staffordshire County Council | £48.00 | £48.00 | N/A | Flat |
| Coventry City Council | £20.00 | £20.00 | £20.00 | Flat |
| Leicester City Council | £25.00 | £25.00 | £25.00 | Flat |
| Solihull Metropolitan Borough Council | £103.50 | £103.50 | £103.50 | Flat |
| Derbyshire County Council | £35.00 | £50.00 | £50.00 | Tiered |
| Gloucestershire County Council | £50.00 | £100.00 | N/A | Tiered |
| Oxfordshire County Council | £60.00 | £60.00 | £120.00 | Tiered |
| Birmingham City Council (outside city centre) | £17.00 | £34.00 | £34.00 | Tiered |
| Sandwell Metropolitan Borough Council | £30.90 | £36.05 | £49.50 | Tiered |
| Walsall Metropolitan Borough Council | £40.00 | £50.00 | N/A | Tiered |

**4. Do you agree or disagree with the proposed flat rate of £80?** *(Required)*

* Strongly disagree
* Disagree
* Neither agree nor disagree
* Agree
* Strongly agree
* Not sure / Don't know

**Please tell us why**

**4a. Do you agree or disagree with the proposed tiered rate (permit 1 £35, permit 2 £55 and permit 3 £80)?** *(Required)*

* Strongly disagree
* Disagree
* Neither agree nor disagree
* Agree
* Strongly agree
* Not sure / Don't know

**Please tell us why**

**4b. Which of the two proposed methods of pricing would you prefer?**

*(Required) Please select only one item*

* Option 1 - A flat rate for each permit
* Option 2 - A tiered rate for each permit

**Section 5 - Your feedback on online permitting**

 Permitting is changing to an online system issuing virtual permits. You will need to create an account online through our Warwickshire County Council website which will allow you to apply for, renew and pay for permits. Details of how to do this will be provided.

If you do not have internet access, it will be possible to apply via post or phone and an account will be created for you.

**5. How likely are you to use an online system to manage your on-street parking permits?**

*(Required) Please select only one item*

* Definitely will not
* Probably will not
* Probably will
* Definitely will
* Don't know / not sure

**Please tell us why**

**5a. Are there any impacts of moving to an online system which you think we need to consider?**

Positive impacts

Negative impacts

**Section 6 - Visitor permits**

We are keen to control the abuse of visitors parking permits by preventing all day parking all year round by commuters for example. This will free up kerbside space for residents.

The proposed online system will require residents to log their visitor’s vehicles for the time that they are parked. It will limit available annual visitor parking to prevent misuse but will provide ample opportunity for genuine visitors to call.

**6. Do you agree or disagree that the misuse of visitors permits should be controlled in this way?**

*Please select only one item*

* Strongly disagree
* Disagree
* Neither agree nor disagree
* Agree
* Strongly agree

**Please tell us why**

**Visitor permits continued**

We propose to offer two packages of visitors parking via the new online virtual permitting system.

Residents may purchase one option of visitors parking sessions each year. Once these have been used up, visitors will need to abide by the waiting restrictions as specified by the on-street signs or find alternative parking arrangements. Visitor parking sessions will not carry over from one year to the next. Home carers visits will not be affected by the change to visitors parking sessions.

1. The first package will cost £25, the same as the current visitor permit price. It will provide 600 hours of parking for use throughout the year, which equates to 25 days, if an entire twenty-four hour period is selected.
2. The second package costs £50 and will provide 1200 hours of visitors parking for use throughout the year. This is equivalent to 50 full days parking.

Do you have any comments you would like to share on these proposals?

Other comments

## 6a. Do you have any comments you would like to share on these proposals?

Please skip Section 7 and go to page 19

**Section 7 – Stratford Park and Ride permit holders only**

Our existing paper-based permit management system is becoming obsolete with technical support from its suppliers being reduced from October onwards. We must now move to a digital, online system. This is in line with the government’s drive towards online systems, such as vehicle excise duty (car tax) and television licensing.

We are working with our current service provider, NSL, to provide a new system called PermitSmarti. The change to a new system will impact on administration of some Stratford Park and Ride permits.

**The changes will only apply to quarterly and annual season ticket permits. Daily and monthly park and ride tickets will be unaffected.**

When you buy your annual or quarterly permit, you will be required to log your vehicle details with our online permitting system. You will receive an email via mobile phone which will allow you to board the bus into Stratford.

We intend to continue to make provision for employers who provide annual and quarterly season tickets for their employees.

We have carried out an Equality Impact Assessment on the proposals to introduce online virtual permitting and this is available to read on the main consultation webpage.

## 7. Do you have any comments you would like to make in relation to these changes to quarterly and annual permits?

**Please use this space to provide any additional feedback you would like to share with us**.

**Section 8 - Equalities monitoring**

Warwickshire County Council collects equality data about staff, members and users. The purpose of collecting this information is to ensure that we can identify, tackle and prevent issues that would otherwise prevent engagement and ensure our processes and services are suitable for and reach as wide an audience as possible. Information submitted is anonymous and will not be stored with personal information that makes you identifiable.  You do not have to give us this information but if you choose to it will help us to better understand the communities we serve.

If you have any questions in relation to this data collection, please email

[equalities@warwickshire.gov.uk](mailto:equalities@warwickshire.gov.uk)

**1 How old are you? Please tick box**

*Please select only one item*

* Under 18
* 18 – 29
* 30 – 44
* 45 – 59
* 60 – 74
* 75 +
* Prefer not to say

**2 Do you have a long standing illness or disability? (physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities)?**

*Please select only one item*

* Yes
* No
* Prefer not to say

**3. What is your ethnic group?**

*Please select only one item*

* White British
* White Irish
* Gypsy or Traveller
* Other White background
* Black or Black British - African
* Black or Black British - Caribbean
* Other Black Background
* Asian or Asian British - Bangladeshi
* Asian or Asian British - Indian
* Asian or Asian British - Pakistani
* Chinese
* Other Asian Background
* Mixed - White and Asian
* Mixed - White and Black African
* Mixed - White and Black Caribbean
* Other Mixed Background
* Arab
* Other Ethnic Background
* Prefer not to say

**4 What is your gender?**

*Please select only one item*

* Female
* Male
* Non-binary
* Prefer to self-describe
* Prefer not to say

**5 Does your gender identity match your sex registered at birth?**

*Please select only one item*

* Yes
* No
* Prefer not to say

**6 Do you have a religion or belief?**

*Please select only one item*

* No religion
* Buddhist
* Christian
* Hindu
* Jewish
* Muslim
* Sikh
* Spiritual
* Any other religion or belief
* Prefer not to say

**7 What is your sexual orientation?**

*Please select only one item*

* Bi / bisexual
* Gay man
* Gay woman / lesbian
* Heterosexual / straight
* Other
* Prefer not to say

**Thank you.**

Please return your completed survey to:

Parking Permit Consultation

Parking Management Team

Warwickshire County Council

PO Box 43

Shire Hall

Warwick

CV34 4SX