

Report to Norwich highways agency committee
 29 November 2012
Report of Head of city development services
Subject Residents' and 'Q' Permits parking review

Item

7

Purpose

To review the Residents' Permit scheme (own vehicle), and report back on the issues surrounding 'Q' permits.

Recommendation

To:

- (1) Agree the following changes to the Residents parking permit eligibility that will:
 - (a) cease to issue any household with more than two residents permits after April 2014;
 - (b) Introduce a price differential to make second residential permits in a household more expensive than the first;
 - (c) Allow buildings in CPZs with an existing entitlement to permits to retain that entitlement should the building be converted back to a single dwelling;
 - (d) Withdraw free permits for residents own vehicles (making an allowance for disabled (blue badge) holders);
 - (e) Withdraw the free alternative fuel permit ;
 - (f) Revise the entitlement to free permits; free visitor permits only offered on the grounds of low income, as demonstrated by the award of appropriate 'gateway' benefits, and not on the basis of age alone.
- (2) Withdraw the current stat Q and community Q permits and replace them with a new short stay business permit valid for up to 2 hours as recommended at the last meeting. Registered charities (or those demonstrably acting on their behalf) would receive the permit at a discounted price of £31.
- (3) Consider in the future introducing waiting lists for residents permits in the city centre.
- (4) Agree the following charges for on street permits;

Proposed charges for Residential permits				
Permit Type		6 month	12 month	18 month
Residents	Short	£14.50	£19.00	£23.50
	Medium	£20.50	£31.00	£41.50
	Long	£28.00	£46.00	£64.00
	Multi car	£28.00	£46.00	£64.00
	Blue badge holders	£14.50	£19.00	£23.50
	Second vehicle supplement	£5.00	£10.00	£15.00

Visitor	Residents Visitor	£20.50	£31.00	£41.50
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- (5) Agree the terms and conditions for permit use as set out in Appendix 1
- (6) Ask the head of city development services to investigate the use of virtual permits for vehicle specific permits.
- (7) Ask the head of city development services to advertise the changes to the permit parking scheme ahead of the proposed implementation date of April 2013.

Corporate and service priorities

The report helps to meet the corporate priority of a safe and clean city and the service plan priority managing on street parking controls.

Financial implications

The permit parking scheme will cover the costs of the proposed changes

Ward/s: Several

Cabinet member: Councillor Bremner – Environment and development

Contact officers

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Background documents

None

Report

Background

1. The November 2011 NHAC meeting received a report responding to the concerns raised by the residents of Ashby Street about the problems they experienced in their street with the number of vehicles displaying business permits that parked there. The report also highlighted other concerns about the operation of the permit parking scheme. Members resolved to ask officers to undertake a review of the permit parking scheme, with particular focus on the following areas;
 - The nature of the permits offered. There are currently many different types of permits, and some do not meet the appropriate needs of the communities that they are supposed to serve
 - The operational criteria for the various permit types, and where necessary, amendment to the relevant Traffic Regulation Orders to ensure that enforcement is both practical and consistent
 - Entitlement to free permits. There are substantial numbers of permits issued free of charge, but the current practice does not reflect actual need, and is not consistent with national practice. Current practice with respect of free permits to 'green' vehicles is also in need of review.
 - Pricing policy, the relationship of costs of permits to the benefit derived, and the cost of administration - The current pricing policy is not transparent, and the costs of short duration permits in particular does not reflect the costs in issuing them
 - Internal administration – the costs and practicalities of implementing changes without substantial alteration to current IT systems
 - Exemptions and exceptions – clarification of the criteria for issuing permits on compassionate grounds, and for particular issues relating to anomalies in the issuing of permits to 'new build' properties (for example the conversion back from flats to a single dwelling)

Car ownership in the city

2. Area wide controlled parking zones (CPZs) were first introduced into the City in the early 1990s and most of them have now been in operation for almost twenty years. When the schemes were first introduced, they were primarily aimed at ensuring that residents and local businesses had 'first call' on the available parking spaces, and that commuter parking was deterred in order to support the emerging 'Park and Ride' system. At the time it was not anticipated that there was any need to consider the level of demand from residents themselves, and it was only with the introduction of the City centre CPZ in 1999-2000, that any restriction was placed on permit issuing (1 parking permit per address).
3. In the intervening period, the enforcement of parking controls has been decriminalised, meaning that the City council now enforces parking controls, and car ownership levels have risen, both with households having increasing numbers of vehicles and more households owning cars in the first place. This has led to an increasing pressure for the limited on-street parking available. The most recent data

shows that the level of permits in many of the permit parking areas significantly exceeds the supply of spaces (see Appendix 2). The most comprehensive published information regarding car ownership in Norwich is the 2001 Census, and pending publication of the 2011 census, is also the most reliable. It is likely that since the publication of this census information that car ownership levels have changed.

4. Research undertaken by the RAC foundation has shown that between 1989 and 2006, there has been a steady increase nationally in household car ownership, with a gradual decrease in the percentage of zero-car households, down from 35% to 24%, and a corresponding increase in 2+ car owning households, up from 21% to 31%. During this period, the proportion of 1 car households has generally remained stable, at 44% to 45%. The census data for Norwich is around 2/3 of the way through this period, and demonstrates that across the City, car ownership levels are lower than those nationally.

Ward	No of Households	No Car	One car	Two Cars	Three cars	Four or more cars
Bowthorpe	3868	32.4%	48.8%	15.4%	2.7%	0.7%
Catton Grove	4170	32.2%	50.7%	14.4%	2.3%	0.4%
Crome	4158	33.5%	50.8%	12.8%	2.3%	0.6%
Eaton	3919	18.4%	50.9%	25.6%	4.1%	1.0%
Lakenham	4292	37.4%	47.8%	12.8%	1.5%	0.5%
Mancroft	4981	54.5%	37.5%	6.6%	1.0%	0.3%
Mile Cross	4270	38.1%	48.0%	11.6%	1.7%	0.5%
Nelson	4058	27.6%	51.6%	17.7%	2.6%	0.5%
Sewell	4643	32.3%	52.5%	13.0%	1.6%	0.6%
Thorpe Hamlet	4525	41.5%	45.5%	11.2%	1.4%	0.4%
Town Close	4726	39.9%	44.4%	13.2%	2.0%	0.6%
University	2697	34.7%	47.8%	14.5%	2.4%	0.7%
Wensum	4277	33.2%	47.9%	15.8%	2.4%	0.7%
City - Total		35.5%	47.8%	14.0%	2.1%	0.6%

5. In 2001, the average number of cars per household in the City was around 0.85 cars. Central wards have much lower levels of car ownership than those on the outskirts of the City. The variation in car ownership, dependant on location is likely to have remained.

6. Assuming that the national trends have been reflected in Norwich, it would seem reasonable to assume that over the past ten years, the numbers of 'no car' households will have fallen to around 30%. This would be consistent with the information that is available by looking at the number of permits issued within the permit parking areas
7. This would explain why residents perceive there to be a problem, and consistently raise concerns about lack of parking, excessive permit issuing to individual households and the misuse and abuse of permits.

Current Issues

Availability of parking spaces

8. Except in those zones which have a significantly suburban character (C, D, G, L, U, W, BB and WE), the number of permits for residents cars is already close to or exceeds the number of spaces available. This does not take into account that visitor and other permit types are also valid in the spaces. Appendix 1 shows that number of permits and the number of parking spaces available in each zone. Even within those zones that appear to have space there are local 'hotspots' where parking spaces are at a premium. The availability of parking has been calculated on the basis of the whole length of free kerb space, and which in reality might not actually be available for residents to park on. There are still many households in the City which do not have a car, but would be eligible for permits if they did

Value of the permit parking scheme

9. It has always been made clear to residents that the implementation of a permit parking scheme cannot guarantee a parking space, and therefore it is important to recognise that permit parking does not have the same benefits as a private parking space. However, the cost of a private parking space across the permit parking areas, should a resident choose to rent one, would average around £1250pa (the cheapest on offer are from the City council at £500 a year). A comparative table of off-street parking costs is included in Appendix 3.
10. With a typical resident's permit currently costing just £26 a year or 50p per week, the scheme offers exceptional value for money for residents, and adjustments to ensure that it covers its operating costs even if this were significant in percentage terms, would still result in residents being able to park for very low annual cost.

Benchmarking against other local authority on street permit schemes

11. Comparisons between how the Norwich permit parking scheme operates and the approach that other similar local authorities take have been made. The differences between schemes are summarised in Appendix 4. The Norwich scheme is significantly more generous in providing a wide range of very flexible permits (which partially explains the enforcement difficulties), provides permits at a much cheaper rate than every other Council, and offer significantly more permits free of charge.

Conclusion of Issues

12. The current permit parking system has been in operation for nearly twenty years, and there have been significant changes in vehicle ownership and use over that period. The system does need revision in order to ensure that it continues to meet

the needs of the residents and businesses that use it, whilst ensuring that it is not abused to the detriment of the majority of users. The current arrangements result in increasing pressure on the available parking spaces, due to additional demand from legitimate user. This has heightened awareness of abuse, but also raises issues of fair access to the scheme. Any adjustment will therefore need to ensure that the changes result in a scheme which is

- demonstrably fair to the legitimate users
- easy to understand
- straightforward to enforce
- can be administered with existing software, to minimise changeover costs

Suggested changes to Residential parking permits entitlement for residents own vehicles

13. Residents' permits, which display the vehicle registration number, are easy to enforce, therefore there is no reason to consider amending the way in which they operate. In future it may become appropriate to offer 'virtual' permits' which are currently in use in many cities which use Automatic Number Plate recognition (ANPR) to determine whether a car should or should not be parked in a permit area.
14. However, in many areas, the number of residential permits is close to or exceeds the available on-street car parking, and there is little (if any) opportunity to increase provision. As the demand for permits is expected to increase, it may become necessary to consider managing the availability of permits. The availability of other permit types also impacts on the availability of spaces
15. In the City centre, residents are able to purchase just one permit for a car that they own, and currently there are 750 permits issued, significantly less than the number of visitor permits. In three zones, the number of residents permits for cars that they actually own exceeds the space available and in three of the Zones this is by a significant margin (St Clements, St Giles and St Mary). Realistically, it is not possible to offer fewer permits to residents, as the entitlement is only one per household, but some local councils have introduced a cap, with a waiting list.
16. Discussions with other local authorities and our own experience suggest that in central areas, issuing around 25% more permits than space available does work, but our busiest zones significantly exceed this margin. Introducing a cap in these locations would have the effect of preventing any new residents from accessing permit parking for a significant period of time. Other local authorities have advised that implementing such a scheme does, however, cause a significant rise in complaints from new residents, and waiting lists can become very lengthy. In addition, members should be aware that this would disproportionately impact on more transient households
17. Outside the city centre zones any vehicle registered to the address is entitled to a residential permit, and nearly 8000 permits have been issued. In addition there are just under 100 multi permits issued which do not display a vehicle registration number and are given to residents who regularly bring home different company vehicles.

18. In many areas, an average car is actually longer than the width of the houses, and therefore even 1:1 parking in these streets is not possible. Concerns have been raised over multiple car ownership, and whilst only a few households actually have more than two cars (3.5%), on many streets, this takes up a disproportionate amount of space, and is unfair on other residents. Around 20% of households have two residents' permits. It is not practical or reasonable to suggest that no household outside the City centre should not have more than one car, but many Councils do charge significantly more for second permits (typically somewhere between £50 and £100) and this is considered to be a reasonable approach to discourage car ownership, particularly as residents now have easy access to the car club. Ownership levels beyond two cars do take up a disproportionate amount of limited space, and residents should be expected to make their own arrangements if they choose to have that many vehicles.
19. It could be an option to use a price mechanism to reduce permit take-up. However, it is likely that to have any substantial impact, prices would have to be raised significantly, and this would give rise to significant concerns that the scheme was being used as a mechanism to increase income. In addition, it has always been the intention that the scheme was cost neutral in terms of its day to day operation.
20. A number of the households that have multiple vehicles are likely to be 'student' lets, and turnover will decrease the number of permits available naturally over time. However, there will still be some households that continue to have more than two vehicles. These households need to be given time to make alternative arrangements.
21. Members will be aware that only established homes are eligible for permits. In the city centre, most homes constructed or converted since 2000 are not eligible for permits and across all the zones, no property brought into use since July 2004 has been eligible for permits, unless the permit parking area was introduced subsequently. Currently this means that if a house in multiple occupation or former pub in a CPZ that had a permit entitlement and is converted to a single dwelling the permit entitlement is lost. This is an anomaly that needs to be clarified.

Proposed changes to Resident's permit entitlement

- Limit the number of permits per dwelling outside the City centre to a maximum of two (City centre limit is already one permit per dwelling)
- Introduce a price differential between the first and second permits (initially this is recommended at £10 – see charges section below)
- Agree to retain permit entitlement where a residential building already entitled to permits is converted to an equal or fewer number of dwelling units
- Not to implement waiting lists for residential permits at the current time, but keep the issue subject to review, recognising that this may need to be reconsidered once the new parking permit arrangements have 'bedded in'

Free permits

22. Currently just over 1000 residents permits are issued free of charge (12% of the total) and 4200 Visitor permits (42% of the total). Anyone who is over 60, disabled, or in receipt of means tested benefits receives a free permit. Only 800 of these permits are issues to residents on means tested benefits (although some over 60's and disabled people will also receive means tested benefits, and currently, there is no record of this)
23. There is little justification for issuing free permits, except on the basis of financial need, and no justification for offering free permits for a resident's own car given that the cost of the permit is a tiny percentage of the cost of owning a car. The recommendation is that only residents on a demonstrable low income should have access to free permits, and then only for the 'visitor' scheme.
24. Blue badge holders can park in any permit parking area for up to three hours, so disabled drivers visiting residents in controlled zones are not disadvantaged and disabled drivers who live in controlled zones would not be treated any differently to any other resident, or disadvantaged if they were required to pay for a permit. Disabled drivers who do own a car could, however, be disadvantaged if they were required to pay the increase charges for a larger vehicle, as many do not have the option of a small car as this might not cater for their needs in terms of accessibility, or the storage of necessary mobility aids. To avoid any possible discrimination, therefore, disabled drivers registering their own car should not have to pay any more than the 'small' vehicle charge
25. Being aged over 60 is no longer the threshold for pensionable age, and in any event, whilst many pensioners are relatively poor, many are not, and providing free permits on the basis of age alone is not justifiable.
26. It is likely that a significant proportion of residents currently issued with free permits because they are over 60 or disabled would continue to receive them if the scheme was based upon income alone
27. There are several benefits available, which are easy for the Council to confirm that act as 'Gateway benefits'
28. Providing access to the visitor parking scheme free of charge for those on low incomes would ensure that they were not isolated in their communities,
29. Alternative fuel vehicles are also exempt from charges. Our current arrangements are inconsistent in that 'low CO2' vehicles do not necessarily qualify, whilst any vehicle converted to LPG (irrespective of its emissions) does. With Government taxation increasingly favouring real LE vehicles, and the on-street parking issue mostly one of vehicle size, the current arrangements are untenable. Additionally, the uptake has been very low.

Proposed changes to permit free permit entitlement

- Withdraw the automatic free permit entitlement for the over 60s .
- Withdraw all entitlement for a free residents permit
- Continue to offer free visitor permit entitlement for those on means tested benefits
- Withdraw the free permit entitlement for alternative fuel vehicles.
- Charge all blue badge holders the short rate for their residents permit, irrespective of vehicle size.

Residential permit charges

30. Norwich operates a scheme where permit charges are governed by the size of the vehicle. The categories are short, under 3.95m, medium 3.95m to 4.45m, long over 4.45m. The prices of these are reviewed on a periodic basis and the intention of the scheme is to encourage people to use smaller vehicles so the price increases have previously been set to see the differentials between from short to medium to long increase over time.

31. There is no record of how the original charges were derived, and there is no obvious reason for the differences between the 6, 12 and 18 month permits, especially when looking at the vehicle lengths. Therefore to aid transparency it is suggested that residents permit charges will be calculated based on the administrative cost of the permit, a monthly parking charge multiplier for vehicle length together with a second permit holder premium. Based on the suggested charges detailed in Appendix, a 12 month permit for a short vehicle would rise from £17 to £19, for a medium vehicle from £26 to £31, and for a long vehicle from £38 to £46. The second vehicle' permit would initially attract a surcharge of £10 a year.

32. Any multi permit offered to residents multiple vehicles, where they have demonstrated the need for this will be charged at the 'Long' rate

Proposed charges for Residential permits				
Permit Type		6 month	12 month	18 month
Residents	Short	£14.50	£19.00	£23.50
	Medium	£20.50	£31.00	£41.50
	Long	£28.00	£46.00	£64.00
	Multi car	£28.00	£46.00	£64.00
	Blue badge holders	£14.50	£19.00	£23.50
	Second vehicle supplement	£5.00	£10.00	£15.00
Visitor	Residents Visitor	£20.50	£31.00	£41.50

Community 'Q' permits

33. At your last meeting, whilst agreeing changes to the business permit scheme, concern was raised over the impact of the changes to the Community 'Q' permits, and particularly the potential impact of the increased cost to caring organisations. The recommendation was to dispense with the 'Q' permits and replace them with a single 2-hour Professional 'All Zones' permit
34. Currently there are 346 Community 'Q' permits issued which were introduced to ensure that health or social care workers had the opportunity to visit residents in need, whether or not the resident had the benefit of a visitor permit. Consequently they are available to any caring organisation (whether based within a permit parking area or not) to enable them to visit clients within the permit parking areas. They are currently issued on that condition
35. Despite this availability, none of the 346 permits is issued to an organisation based outside a permit parking area, and whilst the conditions of use are that they can only be used by workers whilst in the home of a resident in a CPZ, in practice they are routinely used for other purposes, with organisations taking significant lengths of parking on single streets for extended periods of time. Additionally, significant numbers of Q permits are displayed in the CPZs around the football ground during match times. Even though it is clear that the permit is not being used as required, it is almost impossible to prove on an individual basis when this is occurring.
36. The breakdown of permits issued is as follows
- Doctor's surgeries – 7 organisations, 108 permits (max holding 56)
 - NHS – 1 organisation – 92 permits
 - Local Authority - 2 organisations - 33 permits (max 27)
 - Housing associations – 40 permits – 3 organisations (max holding 27)
 - Private homecare services – 1 organisation – 26 permits
 - Others – 47 permits – 23 organisations and 5 individuals (max holding 6)
37. It is these 'other' organisations that could potentially be disadvantaged by increased charges. Other councils offering a similar service to businesses charge around £500 - £1000 a year for the service, and most do not make any specific provision for caring services, requiring the use of other parking facilities or the visitor permit scheme. Members should be aware that the nature of the services provided by several of these organisations do not involve providing care in people's homes, and thus their current use of the permits is almost certainly outside the terms on which they are issued.
38. Most domestic visits, whether for care, advice, or service are unlikely to be for more than an hour or two, and longer visits can be catered for either by the visitor permit scheme or in the case of Professional users, via the use of dispensations. In addition, some businesses need clients to visit their own premises.
39. To cater for the needs of organisations that need to work within CPZs it has been agreed that a new short stay business permit is created. This will not be vehicle

specific and will allow vehicles to be parked for a maximum of 2 hours in any permit parking bay. This limit will be enforced by way of the clock, as proposed for the new visitor permit scheme. To avoid any disadvantage to the charitable organisations that would be affected by the increased cost of these permits, it is recommended that up to three two-hour 'Professional 'All Zones'' permits could be issued to any registered charity, or individual working on behalf of a registered charity at a reduced rate of £31 (the same price as a residential 'medium' permit) which is consistent with the current pricing for Community 'Q' permits.

Proposed changes to 'Professional 'All Zones'' permit pricing

- Offer up to three 'Professional 'All Zones'' 2-hour permits to charitable organisations (or those representing them) at a reduced rate of £31 (normal rate - £190)

Equality Impact Assessment

40. During the review, potential negative impacts on elderly and disabled residents were identified, and these have been discussed in the report. Adjustments have been made to the proposed scheme to ensure that these groups are not disadvantaged. The Equality Impact assessment is included as Appendix 6.

Conclusions

41. Members should be aware that even with the new scheme in place, some abuse of the system will still occur, and at the recommended tariffs, permit parking, still represents exceptional value for money by comparison with private sector provision. Visitor permits will have a market value significantly in excess of their cost, and only limiting the level of entitlement will reduce the potential for abuse.

42. The full impact of the changes will not become apparent for 18 months after the launch of the new scheme, as existing permits will continue to be valid. It may, therefore be necessary to review the scheme again at that time, to ensure that it is operating satisfactorily

Appendix 1 – Draft Terms and Conditions

Residents Parking Permit

Who can get this?	<p>Any resident of an eligible property, who owns or keeps a car.</p> <p>Please be aware that many properties are not eligible for permits. These include</p> <ul style="list-style-type: none">• most properties built since 2000 within the City centre (and all properties (irrespective of age) in the central ‘Castle’ area where there is no permit parking available),• all properties within any permit parking area built since July 2004, unless they have been built with their own permit scheme. <p>If your permit scheme was introduced after July 2004, only properties that were occupied at implementation are entitled to permits. Conversions and subdivisions of older properties are considered to be ‘recently constructed’. The date of occupation is taken to be the day on which the property was registered for Council Tax purposes</p>
Is the permit specific to a particular vehicle?	Yes
What proof is required to enable the issue of a permit	<p>1. Residency – Resident must provide proof of residency (dated within three months)</p> <ul style="list-style-type: none">• Bank statement.• Household bill.• Mortgage agreement.• Tenancy agreement.• Norwich City council rent card. <p>2. Proof of vehicle ownership (must show address of property for which permit is requested)</p> <ul style="list-style-type: none">• Valid insurance schedule.

	<ul style="list-style-type: none"> • Valid insurance cover note. • Vehicle registration certificate (V5C, available from the DVLA) . • Official bill of sale. <p>The Council will accept scanned or photographed copies of original document that can be submitted electronically, as well as hard copies of the original documents. The Council might be able to determine vehicle registration and household occupancy if you are not able to provide documentation. There will be an additional fee for this service, whether we are able to confirm the details or not</p>
<p>What the nature of the permit is and how many can I have</p>	<p>The current Resident's permit is a paper permit which details the vehicle registration number on which the permit is valid, and the Zone in which it can be used. Eligible households in the City centre can have one permit; those in the outer areas can generally have two (although some properties are restricted to one only). The Fellowes Plain development is a 'Visitor only' permit parking scheme and residents are no entitled to a permit for their own car.</p>
<p>What type of vehicle they can be used on</p>	<p>Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or which exceed six metres in length</p>
<p>How each permit can be used</p>	<ul style="list-style-type: none"> • The permit must be displayed on the near side of the windscreen, so that it can be read from the outside of the vehicle. • A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere. . • Permits are only valid for use on the dates shown on the permit. • The permit is only valid in on-street permit parking spaces of the parking zone it is issued for – the zone is shown by the letter before the serial number on the permit or by the name printed on the permit. Signs near each permit parking bay will identify the parking zone. <p>The use of permits is monitored. Where evidence is found that the permit is being used wrongly the permit holder will be given the opportunity to provide a satisfactory explanation of the circumstances or agree actions to rectify the situation. Action will be taken by the council if no</p>

	satisfactory response is received.
Refunds and exchanges	Refunds will not be made on any unexpired portion of a parking permit, so you are advised to select the period of permit suited to your requirements. An allowance will be made in the event that you change your vehicle or move to an alternative address within a Permit entitlement against the issue of the replacement permit, subject to an administration charge of £10

Professional 'All Zones' Parking Permit

Who can get this?	A business or trader, a Local Authority or any organisation or individual (whether charitable or not) that can demonstrate the need to visit customers or clients on a regular basis within the Permit Parking areas. Charitable organisations (or those acting on their behalf) will be eligible for up to three permits at a reduced rate.
Is the permit specific to a particular vehicle?	No
What proof is required to enable the issue of a permit	Confirmation of the requirement to regularly visit clients/customers who are resident in the Controlled Parking Zones, and a justification as to why alternative options (such as the use of the clients own permit, the dispensation scheme, or the use of existing on-street short stay provision) is not appropriate
What the nature of the permit is and how many can I have	The Professional 'All Zones' Parking Permit is a paper permit which details the Zone in which it is valid and must be displayed with a clock showing the time of arrival and is valid for two hours parking. Any vehicle on which the permit is displayed cannot return to the permit parking area for four hours after its use (although the permit can be used by another vehicle in the interim period). Organisations and businesses must demonstrate the need for the number of permits that they apply for
What type of vehicle they can be used	Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or

on	which exceed six metres in length
How each permit can be used	<ul style="list-style-type: none"> • The permit must be displayed on the near side of the windscreen, so that it can be read from the outside of the vehicle, with the time clock set to the time of arrival.. • A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere. . • Permits are only valid for use on the dates shown on the permit. • The permit is only valid in on-street permit parking spaces of the parking zone it is issued for – the zone is shown by the letter before the serial number on the permit or by the name printed on the permit. Signs near each permit parking bay will identify the parking zone. <p>The use of permits is monitored. Where evidence is found that the permit is being used wrongly the permit holder will be given the opportunity to provide a satisfactory explanation of the circumstances or agree actions to rectify the situation. Action will be taken by the council if no satisfactory response is received.</p>
Refunds and exchanges	<p>Refunds will not be made on any unexpired portion of a parking permit, so you are advised to select the length of permit suited to your requirements. Lost permits can only be replaced where the permit is identifiable and is subject to an administration charge of £10.</p>

Use of the Clock

Conditions of use of the Clock

- The clock is for use by and on behalf of a permit holder only
- It must be displayed with a valid parking permit, issued for use with the clock in the windscreen, or side window, and must be visible, together with the permit at all times
- When in use, must be set to the time of arrival (the nearest next 15 minutes).

The use of a permit will be invalid if:

- A false time of arrival is displayed on the clock
- The clock is not displayed with the associated permit
- The time on the clock is reset after parking
- The vehicle is returned to the parking bay within two hours of departure
- The time limit of the permit is exceeded (*this is normally two hours*)

Appendix 2 – Details of current numbers of permits issued.

Appendix 3

Location	type	cost pa	Agent
City centre	secure space	£960	Park at My House
City centre	Secure car park	£1,560	Park at My House
City centre	Secure car park	£720	Park at My House
City centre	off-street space	£1,200	Parklet
City centre	off-street space	£1,140	Parklet
City centre	off-street space	£1,260	Parklet
City centre	off-street space	£1,925	Norwich City council
City centre	off-street space	£3,640	Norwich City council
City centre	off-street space	£1,925	Norwich City council
City Centre	secure space	£1,200	Your parking Space
ECPZ	off-street space	£1,040	Your parking Space
ECPZ	garage	£780	Your parking Space
ECPZ	off-street space	£1,440	Parklet
NCPZ	off-street space	£720	Your parking Space
NCPZ	driveway	£1,080	Parklet
Riverside	secure space	£1,020	Your parking Space
SECPZ	driveway	£960	Your parking Space
SECPZ	driveway	£960	Park at My House
SWCPZ	driveway	£2,555	Your parking Space
SWCPZ	off-street space	£960	Your parking Space
SWCPZ	garage	£960	Your parking Space
SWCPZ	Secure car park	£1,080	Park at My House
SWCPZ	off-street space	£840	Parklet
Various	off-street space	£502.20	Norwich City council
Various	Garage	£690.60	Norwich City council
WCPZ	driveway	£1,040	Your parking Space
WCPZ	garage	£1,825	Your parking Space

Appendix 4

Other Local Authority comparators prices per annum, unless otherwise stated **Cheapest** **Most Expensive**

Local Authority	Resident permit	Visitor permit	'Day permit'	Free?
Norwich	One per vehicle, except CC £17 -£38pa	One per Household £26pa	Max 15 per year £1 each	Free to over 60, means tested benefit or disabled Low emission
Brighton and Hove	One per resident £63-£108 Waiting list (approx 12 months in operation)	Not available – single day system operational	25-50 per year (dependent on location) £1 or £2	Blue Badge holders get resident permit for £5
Cambridge	One per resident £52 -£81	Not available short period scheme only	£8 for a five day permit – vehicle must be stated. Max 12 per year	None
Winchester	One per household (inner) Two per household (outer) £22 – first permit £50 – second permit	Single day scheme only	Books of ten (max 2 books per year) £1 per permit	Reduction for low emison, up to 75% discount
Bath	One per household (inner) £90	Single day scheme only	Max 100 per year £1 per permit – also hourly	none

	Two per household (outer) £93 first permit £140 second permit		charged e-system	
Chester	One per household £60	n/a	n/a	None, but Blue Badge holders park FOC
York	First permit £44-£110 2 nd £142 3 rd £296 4 th £592 (max 3 if property has off-street parking)	First permit can be used as a visitor permit	£4.50 per book of 5 day permits. Max 200 permits a year	Low emission vehicles get discount on all permit types. Permits available free to those receiving attendance allowance and disability living allowance
St Albans	1st permit £38-£50 2 nd permit £132-176 3 rd permit £288-£320	Day permit only	35p each - Up to 4hrs 70p -All day books of 10 vouchers - max 11 per year	
Canterbury	One permit only - £125	Day scheme only	£3.50 per day – max 65 per year	
Edinburgh	Centre 1 st permit £52.50-£336 2 nd permit £66 - £420		60p per permit valid for 90 mins. Max 150 permits a year	

	<p>Outer 1st permit £26.25-£128</p> <p>2nd permit £33 - £210 (lowest price for low emission vehicle)</p>			
Oxford	<p>1st/2nd</p> <p>£50</p> <p>3rd £100</p> <p>4th £150</p>	Day scheme only	First 25 free, second 25 - £16 max 50 per year	Residents over 70 entitled to 50 free visitor permits a year
Bristol	<p>Central -One permit only, £50, (not available to residents with off-street parking)</p> <p>Outer 2 permits (one permit only to households with off-street parking) 1st - £30; 2nd £80</p>	Day scheme only	50 free, then £1 each. Max 100 pa	Permits can cover 2 vehicles, but not a the same time

Ipswich	Max 2 permits 1 st -£30 2 nd - £60	Day scheme only	£1 per day voucher – max 50 per year	
Kensington and Chelsea	£66-£138	None – off street and on street P&D only		
Manchester	£36 - £105 per quarter			

Appendix 5

Charges for Residents' own vehicle permits

Period (Months)	Short			Medium			Long		
	6	12	18	6	12	18	6	12	18
Existing	£12.00	£17.00	£21.00	£17.00	£26.00	£35.00	£24.00	£38.00	£50.00
Proposed									
admin fee	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00
monthly charge	£0.75	£0.75	£0.75	£1.75	£1.75	£1.75	£3.00	£3.00	£3.00
2nd permit supplement	£5.00	£10.00	£15.00	£5.00	£10.00	£15.00	£5.00	£10.00	£15.00
Suggested new fee (first permit)	£14.50	£19.00	£23.50	£20.50	£31.00	£41.50	£28.00	£46.00	£64.00
% change	20.83333	11.76471	11.90476	20.58824	19.23077	18.57143	16.66667	21.05263	28
Suggested new fee Second permit)	£19.50	£29.00	£38.50	£25.50	£41.00	£56.50	£33.00	£56.00	£79.00

Appendix 6

Equality Impact Assessment

Appendix 2

Zone	BusinessPermits	HotelPermits	Resident Short	Resident Medium	Resident Long	Res free means tested	Resident Free 60+	Resident Total	1-car household	2- car household	3-car household	4 car household	5 car household	total car owning household	Visitor (paid)	Free Visitor	Free Vis-means 60+ Tested	total Visitor	Spaces Available ll Day	Spaces Avaialbe evening	Total Spaces	Total Residents permits	Total Visitor permits	Total Permits		
A	15	2	79	77	31	12	8	207	120	33	7	1	0	161	163	25	27	215	180	180	207	215	422 A			
B	113	11	144	149	58	13	30	394	216	65	14	2	0	297	267	75	25	367	424	424	394	367	761 B			
C	0		38	34	17	2	12	103	85	15	3		0	103	96	24	7	127	250	250	103	127	230 C			
D	2		129	100	30	8	30	297	201	46	1	4	0	252	191	83	21	295	555	555	297	295	592 D			
G	1		47	46	20	27	38	178	131	19	3	0	0	153	92	136	67	295	314	314	178	295	473 G			
H	29		624	566	203	78	87	1558	986	241	23	5	1	1256	1050	197	110	1357	1445	1445	1558	1357	2915 H			
J	7		159	150	67	21	28	425	260	70	8	1	0	339	280	55	20	355	407	407	425	355	780 J			
L	24		66	56	28	51	54	255	204	24	1	0	0	229	90	229	79	398	508	508	255	398	653 L			
M	12		41	33	15	15	32	136	119	14	1	0	0	134	68	114	35	217	159	159	136	217	353 M			
N	10		98	80	12	6	14	210	138	30	4	0	0	172	144	45	10	199	220	220	210	199	409 N			
P	19		261	221	78	19	38	617	347	102	19	1	1	470	440	107	17	564	737	737	617	564	1181 P			
R	22	1	183	166	78	38	76	541	303	100	33	0	1	437	313	213	82	608	555	555	541	608	1149 R			
S	25		199	157	66	13	33	468	277	79	11	0	0	367	328	131	26	485	469	469	468	485	953 S			
T			215	155	50	10	26	456	268	82	8	0	0	358	314	81	17	412	521	521	456	412	868 T			
U	4		20	26	9	1	24	80	56	7	0	0	2	65	44	80	2	126	224	224	80	126	206 U			
V	10	5	47	36	13	8	14	118	62	25	2	0	0	89	86	32	26	144	129	129	118	144	262 V			
W	20		147	128	62	8	71	416	266	59	4	5	0	334	356	269	19	644	919	919	416	644	1060 W			
X	44		68	64	26	11	31	200	141	18	6	0	1	166	107	126	44	277	213	213	200	277	477 X			
Y	23		246	210	74	30	55	615	367	97	13	4	0	481	416	186	47	649	790	790	615	649	1264 Y			
Z	21		36	33	15	4	18	106	72	14	2	0	0	88	82	57	6	145	110	110	106	145	251 Z			
ER	0		9	5	2	0	11	27	23	2				25	15	67	1	83	249	249	27	83	110 ER			
BB	1		81	71	33	29	104	318	185	58	4	2	0	249	146	317	50	513	1125	1125	318	513	831 BB			
WE			45	12	14	6	42	119	72	17	3	1	0	93	49	95	23	167	707	707	119	167	286 WE			
FP(Zone S)			0	0	0	0	0	0	0	0				0	79	26	3	108	25	25	0	108	108 FP(Zone S)			
Total	402	19	2982	2575	1001	410	876	7844	0	4899	1217	170	26	6	6318	5216	2770	764	8750	11235	0	0	11235	7844	8750	16594
Total Urbar	341	14	2400	2107	793	297	514	6111	0	3745	964	152	14	4	4879	4143	1574	536	6253	6569	0	0	6569	6111	6253	12364

	Total Spaces	Total Residents permits	Total Visitor permits	Total Permits
Cathedral	104	72	165	237 Cathedral
St Augustines	153	115	152	267 St Augustin
St Clements	86	114	224	338 St Clement
St Giles	78	124	172	296 St Giles
St John	96	77	135	212 St John
St Julian	110	61	99	160 St Julian
St Mary	34	63	115	178 St Mary
St Paul	89	70	114	184 St Paul
St Peter	102	53	122	175 St Peter
Total	852	749	1298	2047

Equality impact assessment template



NORWICH
City Council

1. Title of proposed policy, function or project:

On-Street Permit Parking Review

The purpose of the review is to identify those areas of the current permit parking system that are either failing to provide an appropriate service, or are open to significant abuse, thus undermining the overall objective of the scheme, which is to ensure that the limited 'on-street' parking is available for local residents and businesses, and in particular does not provide parking for commuters, thus undermining our strategy of encouraging commuting by non-car modes of transport, whilst ensuring that the scheme is self financing.

Whilst there are no changes to the permits available for residents own cars, it is proposed to remove the current entitlement for free visitor permits for all users. The visitor parking scheme will continue to be offered free of charge to those on low incomes, or with specifically identified need, but will be changed to offer visitor parking for up to two hours only on a permit, with longer periods catered for with a voucher scheme.

Changes are also proposed to the permits available for those in need of care, and those who are being cared for. The latter will continue to receive free all day visitor permits, whilst professional carers will have access to a two-hour permit to visit their clients. The current permit is for unlimited use, but has been subject to substantial levels of abuse, despite the small numbers issued.

2. What are the aims and objectives?

To review the current operation of the Permit Parking scheme throughout the City's Controlled parking Zones (CPZs) with particular reference to

- The nature of the permits offered to ensure that they meet the appropriate needs of the communities that they are supposed to serve
- The operational criteria for the various permit types, and where necessary, amendment to the relevant Traffic Regulation Orders to ensure that enforcement is both practical and consistent
- Entitlement to free permits. There are substantial numbers of permits issued free of charge, but the current practice does not reflect actual need, and is not consistent with national practice. Current practice with respect of free permits to 'green' vehicles is also in need of review.
- Pricing policy, the relationship of costs of permits to the benefit derived, and the cost of administration - The current pricing policy is not transparent, and the costs of short duration permits in particular does not reflect the costs in issuing them
- Internal administration – the costs and practicalities of implementing changes without substantial alteration to current IT systems
- Exemptions and exceptions – clarification of the criteria for issuing permits on compassionate grounds, and for particular issues relating to anomalies in the issuing of permits to 'new build' properties (for example the conversion back from flats to a single dwelling)
- Operating Costs – ensuring that the cost of operating the permit parking scheme is covered by the income that the Council receives.

3. Who are the key stakeholders?

Norwich City Council- Customer Contact Team

Norwich City Council - Civil Enforcement Officers

Residents within the Controlled parking Zones

Age UK (on behalf of elderly people within the Controlled parking Zones)

Norwich Access Group on behalf of Disabled People

4. What evidence has been used for this assessment?

A review of similar permit parking schemes across the UK, but with particular reference to other historic towns and cities

5. Have any concerns been raised about the proposed policy?

(Please check the relevant boxes below)

	Yes	No	Not known
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Racial group	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

5a. What have people from these equalities groups told you about their concerns?

Norwich Access Group. Does not expect disabled drivers to be exempt from charges, when everyone else is paying. However, disabled drivers often have to have larger vehicles, due to the need for rear access, and the carriage of wheelchairs etc. This prevents them from choosing small cars, so potentially the charging by length of vehicle (as is the current practice in the parking Zones), could potentially put some disabled people with larger cars at a disadvantage.

Age UK. Issues of old age are primarily those of disability and poverty, and these would be recognised by the receipt of relevant benefits. Provided that these issues are appropriately covered, there should be no adverse impact on elderly people in need. Visits by carers rarely extend beyond half an hour although there might occasionally be times when an elderly person might require a longer visit when filling in a complex form, for example.

Both groups have confirmed that the proposed two-hour permit which will be made available to professional caring organisations, coupled with the proposed 'all-day' permit that will be made available to the individual being cared for should adequately cover care needs with respect to car parking

6. Do different groups have different needs in relation to this policy?

(Please check the relevant boxes below)

	Yes	No	Not known
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Racial group	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

6a. Please explain what the potential outcomes are for these equalities groups:

Elderly or Disabled residents may have increased needs for care in their homes. The proposed changes to the visitor permit parking system (by introducing a day permit, on a pay as you go basis, and with an annual entitlement) could impact on the availability of parking for long term carers visiting the home

Proposed changes to the availability of free permits will result in elderly and disabled people facing charges for permits that they currently receive free of charge. Members of these groups are more likely to live on low incomes. However, those who do have significant incomes are being inappropriately advantaged at the current time, at the expense of other service users in much greater need.

Disabled drivers are likely to need larger vehicles to accommodate wheelchairs for example. Charging by length of vehicle could therefore disadvantage them

7. Is there a chance to: a. promote equality of opportunity, and b. promote good relations in the community? (Please check the relevant boxes below)

	Yes	No	Not known
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Racial group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

7a. Please explain whether the potential is for a positive or neutral outcome:

Targetting the availability of free permits will ensure that those with limited incomes do not suffer additional deprivation as a consequence of the changes. Not introducing an equitable charging system will undermine the operation of the system as a whole (which is currently not covering its operational costs), and increased charges are therefore necessary to ensure its continuation. The loss of a permit parking scheme in its entirety would be significantly more detrimental to the identified equalities groups, as the scheme as a whole seeks to ensure that available parking is targeted to local residents and businesses. Allowing general parking in these areas would substantially limit that access, which would be particularly disadvantageous to these groups.

The current permit parking scheme is open to significant abuse. This is detrimental to all legitimate permit holders, but particularly those elderly and disabled people who may be prevented from parking close to their homes due to illegitimate use of permits by other users

The permit parking system can be adjusted to take account of particular identified needs. The proposed permit scheme for carers (the two hour permit) and the personal carer permit for those with extended needs would help with the needs of elderly and disabled people. Adjusting how charges are made for blue badge holders regarding length of vehicles could also have a positive impact.

Consequently, there is a potential for negative impact on everyone, including equalities groups, if the current scheme is not reviewed. The scheme can be adjusted to accommodate particular needs. The outcome of the review is thus at least neutral, and with these adjustments in mind, potentially positive

8. Is there evidence to suggest that the policy may have a disproportionate adverse impact on an equalities group? (Please check the relevant boxes below)

	Yes	No	Not known
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Racial group	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

8a. Please explain what this potential impact is and how you intend to mitigate against it in a proportionate and relevant way:

Disabled or elderly people may have increased need for daily care in their homes. It is proposed to introduce a 'personal care' permit (which is valid at all times for the entire year) for those people that have a demonstrable requirement for significant levels of personal care which will be available free of charge

Elderly or disabled people will not automatically be entitled to a free permit (as is the current practice). Those who have limited incomes will continue to receive free visitor permits, as will any resident who is on a restricted income in receipt of an appropriate 'gateway' benefit.

Disabled drivers may be required to use larger vehicles due to access needs as generally larger vehicles are charged more for their permits. An adjustment to the charge for 'Blue Badge' holders will be made so they only pay the lowest charge, irrespective of vehicle size

9. Please outline key recommendations and actions committed to in the future:

Provide a free visitor permit allocation to any eligible resident who is on a restricted income and in

receipt of relevant benefits.

Ensure a visitor permit is available and valid at all times where the resident is in demonstrable need of regular care in their home

Provide all Blue Badge holders with permits for their own vehicles at the lowest charge level regardless of size of vehicle.

10. On the basis of this assessment, should this policy go on to the further impact assessment stage?

Yes No

11b. Please explain:

Potential detrimental effects on identified groups that could potentially result in inequality have been addressed through specific arrangements within the permit parking scheme

Lead review manager name:	Bruce Bentley
Job title:	Principal Transportation Planner
Date:	August 2012

Please note that the further impact assessment is only necessary if a potentially disproportionate negative impact has been identified.