

Transport and Environment Committee

10.00am, Thursday, 11 November 2021

Healthcare Worker and Carer (Parking) Permits

Executive/routine Wards Council Commitments	Executive All 38
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1. Recommendations

- 1.1 It is recommended that the Transport and Environment Committee:
 - 1.1.1 Notes the current arrangements for Healthcare Workers' Permits (HWP) and the recent review of these;
 - 1.1.2 Approves the proposed changes to the Healthcare Workers' Permits (HWP) as set out in paragraph 4.4;
 - 1.1.3 Approves the start of the legal Traffic Regulation Order (TRO) process to make the above changes to HWPs;
 - 1.1.4 Notes the conclusion that there are opportunities for introducing Carer's parking permits and the proposals set out for this and approves further engagement with key stakeholders to further refine proposals for carer permit schemes; and
 - 1.1.5 Discharges the motion approved by Council on 10 December 2020.

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Report

Healthcare Worker and Carer (Parking) Permits

2. Executive Summary

- 2.1 In [December 2020](#), the Council approved a motion requesting a review of the Healthcare Workers' Permit (HWP) scheme, also known informally as an Essential User Permit (EUP). The full text of this motion is provided in Appendix 1.
- 2.2 The motion recognised the significant contribution of carers, both paid and unpaid, across Edinburgh especially during the Covid-19 pandemic. It noted the current EUP scheme offers parking opportunities to healthcare professionals but does not include carers registered with the Scottish Social Services Council, unregistered home care workers and personal assistants. It also recognised that unpaid carers can incur substantial parking costs when caring for vulnerable people who live within the Controlled Parking Zone (CPZ).
- 2.3 Furthermore, the motion requested an examination on the feasibility of extending the EUP scheme to cover paid and unpaid carers and exempting those in receipt of carer's allowance from paying pay and display parking charges.
- 2.4 This report provides Committee with an update on the points raised in the motion and sets out proposals to revise the HWP and seeks authority to commence the necessary legal procedures.
- 2.5 The report also provides a progress update on recent benchmarking exercises and subsequent investigations into enhancing parking opportunities for other healthcare professionals and carers, both paid and unpaid.
- 2.6 It further sets out some key principles for two new potential carer parking permit schemes and seeks authority to engage and consult with key stakeholders to further refine the details of these new permit proposals.

3. Background

- 3.1 The Council's HWP scheme, also known informally as an EUP, has been in operation for approximately 20 years. The HWP was last updated in 2008 to address problems with perceived misuse of the permits and to ensure that permits were targeted at those staff who needed them most. The terms and conditions of

the permit and the eligibility criteria have remained fundamentally unchanged since the review in 2008.

- 3.2 The scheme allows healthcare professionals who make domiciliary visits to patients who reside within the CPZ to park free of charge for up to a maximum of two hours at approved bays and locations. Each permit costs £10 per annum and is valid from January to December each year.
- 3.3 Permits are limited to healthcare workers employed from a GP surgery, medical centre or directly employed by NHS Lothian and who work mainly within the CPZ. A dedicated number of permits have also been supplied to staff working from the Royal Hospital for Sick Children at Sciennes.
- 3.4 Healthcare workers are encouraged to share permits between staff members working from the same locations, where possible, to better manage the number in circulation and reduce the potential for permits falling into the wrong hands and potentially being misused.
- 3.5 The permit allows the holder to park their vehicle on single or double yellow lines, outwith a loading prohibition, in any part of the city. In addition, the permit also allows a vehicle to park free of charge in pay and display and shared use parking places within the Peripheral (5 to 8) and Extended (N1 to N5 and S1 to S4) parking zones.
- 3.6 The permit is not currently valid in parking places within the Central (1 to 4) parking zones due to the high demand for parking places within these zones.

4. Main report

- 4.1 In response to the motion approved by Council, a report was commissioned to independently review the existing HWP permit scheme and to benchmark similar permits available from other local authorities. The review report also provides recommendations on how best to widen the permit offering in Edinburgh for people who care for the city's most vulnerable citizens. The full report is available in Appendix 2.

- 4.2 As the motion highlighted, proposals are currently underway to expand controlled parking into new areas of the city. The proposed changes would apply to the existing CPZ and any new areas where permit parking controls may be introduced.

Healthcare Workers' Permit review

- 4.3 The current HWP scheme that the Council operates is broadly similar to schemes operated by other Local Authorities. However, the review has identified some areas where the scheme could be improved and modernised.
- 4.4 As a result of the review, it is proposed to make the following changes to the HWP scheme:
 - 4.4.1 With the introduction of further shared use parking places, and the reduction of single yellow lines within the CPZ, it is proposed to allow permit holders to

park in pay and display and shared use parking places in the Central zones 1 to 4. This will bring conditions in all zones into line, improving consistency and reducing the risk of confusion;

4.4.2 Allow permits to be used in permit holders parking places within Priority Parking Areas (PPA). The scarcity of yellow lines, pay and display and shared use parking places in these areas means holding a permit offers no greater opportunities for finding a parking space; and

4.4.3 Expand the eligibility criteria to include a limited number of registered charitable organisations who offer similar services to NHS Lothian and healthcare professionals working from GP practices, such as services provided by specialist cancer nurses. This will require applicants to provide evidence that they hold a current General Medical Council (GMC) or Nursing and Midwifery Council (NMC) registration number.

4.5 The review recognises that the price of the HWP has remained the same since 2008 and that the cost of such permits is often higher in other Local Authorities.

4.6 The revenue generated from HWPs is approximately £12,000 p.a. and the current costs of administering the scheme are approximately £10,000 p.a. which includes the cost of the stationery (including the permits themselves), printing and postage, permit software costs and the associated staff resource needed to manage the scheme.

4.7 The additional concessions being proposed will also significantly increase the inherent value of the HWP, particularly in relation to the city centre parking zones, which may increase the likelihood of fraud and misuse and therefore necessitate a review of the current security levels of the physical permit. This may result in additional costs for physical permit stock in the future and also changes to the permit software.

4.8 There will be an extra administrative burden on the Council when validating HWP applications, should they be extended to charitable organisations, with additional checks being required to validate the application details and manage the increased volume of permit applications and enquiries. This will likely result in additional costs to the Council and, should this be the case, a review of the price of the permit may be required to cover these costs.

Carers' parking permit investigations

4.9 Turning to carers, the review identified that 10 of the 11 local authorities that were considered as part of this review issue some form of permit to carers. There was not one approach or solution adopted by all 10, with the criteria and scope clearly being adjusted to suit local needs.

4.10 There is, however, broad consensus that further opportunities to enhance parking for carers, paid and unpaid, is possible. Therefore, it is proposed to further investigate the introduction of a new permit scheme for paid professional carers, to better support their needs in Edinburgh.

4.11 It is envisaged that a **Professional Carers' Permit** scheme would be:

- 4.10.1 Available to paid carers, visiting multiple patients in a day. This would include agency workers, self-employed carers and those employed by the Council. Further work will be undertaken to define the application criteria and associated evidence requirements more fully; and
- 4.10.2 Valid in all CPZs and PPAs in Edinburgh and would allow holders to park for up to a maximum of two hours in pay and display, shared use and permit holders parking places.
- 4.12 The benefits available from the proposed Professional Carers Permit are comparable with the Council's other parking permit schemes. Trades Parking Permits allow similar parking concessions and are priced at £1,300 per annum. For comparison, Retail and Business parking permits, which are only valid within a single zone rather than city wide, are priced at £460 per year for the peripheral CPZs.
- 4.13 A Professional Carers Permit will offer significant parking benefits, allowing the holder to park across all zones and areas without the need to pay and display. To reflect these benefits and manage demand appropriately, it is proposed to price these permits at a similar level to the Trades parking permit.
- 4.14 The second carers permit being considered is the **Personal Carers' Permit**. The terms of this permit are much harder to define, particularly in relation to determining appropriate eligibility criteria, however it is proposed that such a permit would be:
 - 4.13.1 Valid for use within shared use and permit holders parking places within a single zone or area in which the person receiving care resides; and
 - 4.13.2 Eligible for unpaid carers providing regular, ongoing care to family or friends at a fixed address.
- 4.15 Strict eligibility criteria would have to be applied to ensure that permits are only obtained by bona fide carers and are not awarded incorrectly where misuse may arise. The inherent value of these permits, particularly in the central parking zones, means that they could be subject to misuse and possible fraud, which could bring into question the validity of the whole scheme.
- 4.16 The eligibility criteria for these permits has yet to be determined but may include evidence of the cared-for person being in receipt of Attendance Allowance or the carer being registered for Carers' Allowance.
- 4.17 It is proposed that the price of these permits be based on the parking zone (central, peripheral and extended) or PPA for which it is needed and the emission levels of the applicant's vehicle. As this permit will essentially offer similar concessions to a residential parking permit, it is proposed that any Personal Carers Permit should be priced at a comparable level.
- 4.18 As both the Professional Carers' Permit and Personal Carers' Permit would be introduced as new permit schemes in Edinburgh, further work is required to ensure that the permit benefits, application criteria and costs for each permit are set appropriately.

- 4.19 Should Committee approve further investigations into these two permits, then a full stakeholder engagement exercise will be undertaken to gather the views of all interested parties. The results of this engagement will help to inform more detailed proposals for these permits, which will be presented to a future Transport and Environment Committee.

5. Next Steps

- 5.1 Should Committee approve the recommendations in this report:
- 5.1.1 The proposals to expand the HWP scheme then work will begin to commence the legal process to implement these changes; and
 - 5.1.2 Further investigations into new carers parking permits, then a full consultation will be undertaken with key stakeholders and interested members of the public. The results of this consultation will be reported to a future Transport and Environment Committee.

6. Financial impact

- 6.1 All costs incurred by this review have been met from within existing Parking and Traffic Regulation budgets in financial year 2021/22.
- 6.2 These costs primarily relate to consultant's fees for undertaking the review and benchmarking, including contact with other local authorities and producing a final report.
- 6.3 Costs associated from the next stages of this process, including costs associated with any legal Traffic Regulation Order (TRO) processes, will also be met from within existing Parking and Traffic Regulation budgets.

7. Stakeholder/Community Impact

- 7.1 The proposal will help contribute towards achieving Council Commitment 38. Offering permits for carers with enhanced parking opportunities will reduce the time taken in finding an appropriate parking place and allow more time for carers visiting people in their own homes, without having to limit their parking time due to considering the price of pay and display parking.
- 7.2 An Integrated Impact Assessment (IIA) has been undertaken to identify and consider any potential impacts upon people either providing or receiving care as a result of these proposals. The impacts identified are mainly positive as these permits will increase parking opportunities and lower parking costs for people providing care for our most vulnerable residents in the city.
- 7.3 It is possible that offering carer permits may create additional travel demand by private car, but there is no research available on this issue. Any impact is likely to

be small since Edinburgh is well served by public transport and an expanding network of cycle QuietRoutes. However, through appropriate eligibility criteria, price controls and promotion of active travel alternatives any impacts can be minimised.

- 7.4 A full consultation exercise for the proposed changes to the HWP scheme will be undertaken as part of the legal TRO process.
- 7.5 A full stakeholder engagement exercise will also be undertaken to gather the views of all interested parties in relation to the proposals for carers permits. The results of this consultation will be presented to a future Transport and Environment Committee.

8. Background reading/external references

- 8.1 Item 21 [Controlled Parking Scheme - Edinburgh Healthcare Worker's Parking Permits](#) reported to the Transport, Infrastructure and Environment Committee on 29 July 2008.
- 8.2 Item 23 [Controlled Parking Scheme - Update on Edinburgh Healthcare Workers' Permits](#) reported to the Transport, Infrastructure and Environment Committee on 25 November 2008.

9. Appendices

- 9.1 Appendix 1 – Approved Council Motion
- 9.2 Appendix 2 - Consultants Report - Review of Essential User Permit Scheme.

Appendix 1 – Motion - The City of Edinburgh Council – 10 December 2020

Decision

To approve the following adjusted motion by Councillor Lang:

- 1) To recognise the immense and valued contribution of carers across Edinburgh and the particular pressures they had faced this year as a result of the spread of COVID-19.
- 2) To note the Council's Essential User Parking Permit Scheme allowed some healthcare professionals to be exempt from day-to-day charges in controlled parking zones through the purchase of exemption permits for limited use, but was not available to carers registered with the Scottish Social Services Council and unregistered home care workers and personal assistants who provided a large proportion of social and personal care at home Edinburgh, often through the Council's direct payments scheme.
- 3) To note that, unpaid carers could also incur substantial parking costs when caring for vulnerable loved ones who stayed within CPZ areas.
- 4) To recognise that the much needed expansion of controlled parking across the city meant this issue was likely to become greater in the years ahead.
- 5) To therefore seek a report to the Transport and Environment Committee within three cycles which would examine the feasibility of implementing support to carers by
 - (a) widening the Essential User Parking Permit Scheme to cover paid carers registered with the Scottish Social Services Council and unregistered home care workers and personal assistants.
 - (b) exempting those in receipt of carer's allowance from paying pay and display parking charges within controlled parking zones when carrying out their caring responsibilities.



Review of Essential User Permit Scheme

Client Name: City of Edinburgh Council

Reference: 1000007235

Date: September 2021

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EXECUTIVE SUMMARY

The City of Edinburgh Council (CEC) has commissioned Project Centre Limited (PCL) to undertake a review of their Essential User Permit (EUP) scheme and benchmark this against other similar schemes operated by other Local Authorities. The aim of the review was to explore ways to improve the flexibility of the existing scheme and or investigate options for the introduction of a new scheme.

CEC had previously appointed PCL to undertake a citywide assessment of parking pressures, after City of Edinburgh residents' raised concerns about the lack of parking control near their homes. As a result of the citywide assessment, a prioritised list of areas where new parking controls were to be considered was produced. From the citywide assessment, areas from the prioritised list were proposed for Controlled Parking Zones (CPZ) and designs were developed.

The proposed CPZ designs were opened to public consultation to allow residents to review the designs and provide their feedback. During the consultation, residents and businesses expressed concerns about the proposed CPZ schemes, and the challenges for specific businesses in a CPZ and for those trying to care for someone who lives in a CPZ. This led to a review of Industry Specific Parking Permits and the CEC EUP scheme.

Through reviewing permit schemes which other Local Authorities operate for healthcare workers (paid and unpaid) and CEC's existing EUP scheme, it became apparent that there are opportunities to improve the existing scheme by introducing a new permit, amending the price of the permit scheme and providing virtual parking permits.

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1. CLIENT REQUIREMENTS

1.1 Introduction

- 1.1.1 The City of Edinburgh Council (CEC) commissioned Project Centre Limited (PCL) to undertake a review of their Essential User Permit (EUP) scheme and benchmark this against other similar schemes operated by other Local Authorities (LA's). The outcomes were to include a report of the findings and any recommendations where CEC could amend and improve the flexibility of the existing scheme. The scope was also to make provision for the exploration of options to introduce a new scheme.
- 1.1.2 Eleven comparably sized LA's within the UK, identified by CEC, were to be reviewed in respect of what parking concessions or permits, if any, they issue to allow parking within a Controlled Parking Zone (CPZ), car park or similar whilst undertaking health-related business for:
- Healthcare workers
 - Home care workers
 - Carers, both paid and unpaid
- 1.1.3 The review was to consider a range of criteria, such as but not limited to:
- Pricing and its structure/approach
 - an indication of the approximate numbers of permits in circulation
 - qualifying eligibility (e.g. proof required)
 - parking concessions available (e.g. free parking, lower charge, etc)
 - where applicable, types of parking bay or car parks, etc,
 - maximum stay periods,
 - form of permit (e.g. electronic or paper-based),
 - how LA's maintain control and manage demand,
 - benefits/drawbacks of schemes and
 - any other relevant criteria
- 1.1.4 Individual case studies were required for each LA using the information gathered from the research.
- 1.1.5 The review report was to include information, knowledge and or research on any induced travel demand.
- 1.1.6 The current CEC EUP scheme was to be analysed to identify opportunities for improvement and report on the possibility to enhance the flexibility of the current EUP scheme, considering management systems and the integration with WSP Taranto.
- 1.1.7 The report was to include recommendations in relation to the most suitable approaches, based on the case studies, current CEC operations, permit analysis and integration with existing systems.

1.2 Background

- 1.2.1 The City of Edinburgh Council appointed PCL to undertake a Strategic Parking Citywide Review (see report ref 1000005209) after residents voiced their concerns about the lack of parking controls and the resultant issues caused by non-residential parking, including residents ability to park near their properties.
- 1.2.2 The parking review divided the city into areas to be investigated. The investigation included a survey of existing parking pressures, an assessment of potential needs for parking controls and provided recommendations where formalised parking controls could benefit residents.
- 1.2.3 As a result of the parking pressure surveys, the areas most impacted were taken forward for proposed CPZ designs in a phased manner and then taken to public engagement sessions.
- 1.2.4 Through the public engagement sessions, residents expressed concerns about a lack of parking spaces being provided for residents and around businesses being impacted by the proposed parking controls. This led to a review of Industry Specific Parking Permits (see report ref 1000006736) and an analysis of permit holder spaces (see report ref 1000006754).
- 1.2.5 Through these additional reports, CEC have decided to review their EUP scheme. CEC currently have EUPs available for healthcare professionals who make domiciliary visits to patients living within one of the council's CPZ schemes. The purpose of these permits is to allow healthcare professionals to park close to their patients' home for a period whilst making a home visit to provide care.

2. METHODOLOGY

2.1 Overview

- 2.1.1 Desktop research was conducted to review CEC's current EUP to determine how it operates including who is eligible and the cost of a permit and number in circulation.
- 2.1.2 PCL carried out a benchmarking exercise of their EUPs against the eleven LA's defined by CEC to obtain as much publicly available information as possible. The intention was to capture information on the criteria covered in item 1.1.3.
- 2.1.3 To obtain some of the information mentioned in 1.1.3, Freedom of Information (FOIs) requests were issued to the LA's asking for additional information which was not publicly available.
- 2.1.4 Through the desktop process which included website and portal reviews of published transport data and research such as Traffic Research Laboratory (TRL), PCL gathered data in relation to induced travel demand.
- 2.1.5 The data obtained on each LA, is presented herein as case studies outlining how each LA operates their EUP.
- 2.1.6 Where other LA's have alternative operations to those within the CEC EUP, PCL reviewed these to determine if any of the individual arrangements would provide increased flexibility in the CEC EUP scheme.
- 2.1.7 Through an analysis of the data, research and knowledge obtained, including supporting figures from the permit analysis, recommendations on how to improve CEC's EUP are provided.

3. ACCESSIBILITY OF EDINBURGH

- 3.1.1 The City of Edinburgh has a relatively compact city centre. This density along with good public transport, cycling and walking links make the city centre very accessible via active travel means.
- 3.1.2 The development of 20-minute neighbourhoods has become a key area of focus for governments, organisations and communities across the world. The concept has the potential to strengthen sustainable infrastructure design and implementation as well poverty prevention and wellbeing.
- 3.1.3 As CEC is a compact city, a high proportion of households are within a 20-minute walk/wheel of services that can meet their daily needs – equivalent to a 40-minute round trip. These services include local centre, food shop, GP, primary school, local open space and a play area.
- 3.1.4 ¹Figure 1 highlights how nearly all of Edinburgh is within a 20-minute neighbourhood – using a 40-minute round trip or has access to 4 or 5 of the 6 services.

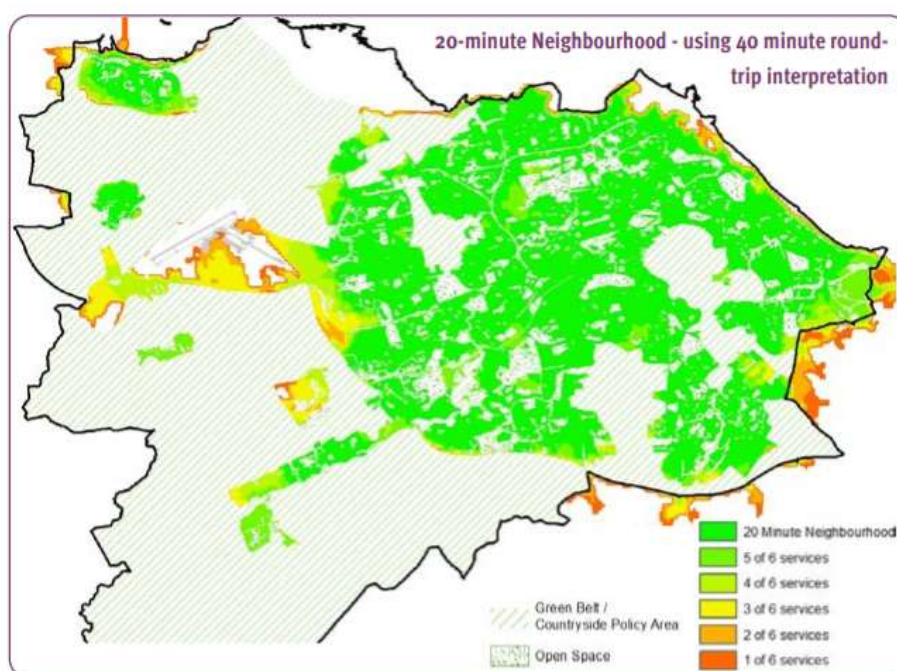


Figure 1: Edinburgh City Mobility Plan showing a 20-minute neighbourhood – using 40-minute round trip

- 3.1.5 CEC City Mobility Plan aims to create places where people's daily needs can be met within a 10-minute walk/wheel of their house, equivalent to a 20-minute round trip.

¹ The City of Edinburgh Council, 2021. *City Mobility Plan 2021-2030*. Edinburgh, p.47.

- 3.1.6 The largest bus service operator in Edinburgh is Lothian buses which has over 70 regular, express and night bus routes covering the city and its outskirts, some of which run 24 hours a day.
- 3.1.7 Edinburgh trams run every 7 minutes from Edinburgh Airport to York Place via 15 stops, all of which are wheelchair accessible. Additionally, the tram network is currently being extended by 4.69 kilometres of track in both directions, connecting Leith and Newhaven to York Place. The works commenced in November 2019 and are due to be completed by Spring 2023.
- 3.1.8 These improvements to Edinburgh's tram route will offer residents access to high-capacity light rail which will sit alongside the existing bus service, as well as improved cycling and walking infrastructure.
- 3.1.9 Along with buses and trams, Edinburgh has numerous cycle routes some of which are a part of the National Cycle Network, both on road and traffic free. Most major roads within the city have marked bike lanes and traffic lights often have stopping boxes to allow cyclists to stop and start more safely.
- 3.1.10 There is an option to use private cars for travelling, however, drivers need to be aware of parking restrictions throughout the city as there are controlled parking zones and priority parking areas present.
- 3.1.11 City of Edinburgh Council has an ambitious City Mobility Plan and it is essential that any measures introduced for motorists are not counterproductive to the aspirations of this plan. As such, to ensure that the enhancement of EUP's would not have any unintentional detrimental effect, encouraging additional private vehicle journeys, research was undertaken to identify any literature/studies related to any induced travel demand through the introduction of permits for carers or medical practitioners. Through online research, including reviewing council websites and the traffic research laboratory, no relevant information has been found in regards to induced traffic demand and EUPs. It is anticipated that as the number of vehicles that are legible for an EUP represents such a small amount of traffic on the road, there will have been no research into this as any increased travel demand that may be generated would be insignificant.

4. EDINBURGH'S EUP SCHEME

4.1 Introduction

- 4.1.1 The following case study on Edinburgh's EUP scheme has been developed using CEC's website, discussions with Council Officers and information provided by NSL, CEC's parking enforcement operator.

4.2 Types of Permits

- 4.2.1 GP practices located within a CPZ in Edinburgh qualify for Essential User Permits (EUPs) and each GP practice can have as many permits as possible. These permits allow GP surgery staff such as GP's, doctors, registered nurses, or other nominated medical personal who make domiciliary visits to patients residing within a CPZ to park close to their patients' homes whilst making a home visit.
- 4.2.2 Additionally, the EUP is also available for NHS Lothian staff to use whilst making domiciliary visits to patients and staff working from the Royal Hospital for Children and Young People (RHCYP).
- 4.2.3 CEC have only ever issued 90 of EUPs available for staff working at RHCYP and these permits will no longer be issued after 2021 as the hospital has now relocated to another site outside the CPZ.
- 4.2.4 At present, CEC have issued 101 EUPs. Each permit currently cost £10 and is valid for 12 months.

4.3 Obtaining Permits

- 4.3.1 GP practices and NHS Lothian Staff can apply for EUPs through an online account with NSL Apply on the CEC website and by uploading a registration form. The registration form requires applicants to provide details of GPs/Doctors and Nurses name, GMC/NMC registration number and a signature.
- 4.3.2 The start date must be 1st January 2021, regardless of any dispensation that has been offered. Parking permits are pre-printed and CEC are not able to accommodate any other start date.
- 4.3.3 The application will progress to the back office for processing and once this has been approved, the applicant will receive an email advising them to log back into their account and make a payment with debit/credit card.
- 4.3.4 Once payment has been received parking permits will be printed and posted.
- 4.3.5 The permit is to be displayed clearly in the windscreen of the vehicle that is being used in relation with a domiciliary visit within the boundaries of the CPZ.

4.4 Operation of Permits

- 4.4.1 EUPs allow healthcare workers to park for a maximum period of 2 hours in any one location whilst making a domiciliary visit.
- 4.4.2 Permit holders can park in pay & display and shared use bays within the peripheral and extended areas of the CPZ, all parking bays within these areas operate between 8:30am and 5:30pm, Monday to Friday.
- 4.4.3 In addition, the EUP allows for parking in areas with single or double yellow lines (subject to the provisions detailed below):
- No kerb blips (no loading prohibition): may park at any time
 - One kerb blip (peak hour loading prohibition): may park out with the stated times.
 - Two kerb blips (24 hour loading prohibition): Must not park at these locations at any time.
- 4.4.4 However, EUP holders are not authorised to park in bays reserved for the exclusive use of:
- Resident permit holders
 - Disabled motorists
 - City car club users
 - Doctors
 - Motorcyclists
 - Diplomats
- 4.4.5 Furthermore, permit holders cannot park in pay & display bays within the central parking area of Edinburgh, in designated mews areas, in suspended bays or over access points to gardens or businesses.
- 4.4.6 Permit holders should always check the signage before parking and must not park where it would be an offence to do so, such as:
- Bus lanes (during periods of operation)
 - Greenways and on red line markings (during periods of operation)
 - Within markings at pedestrian crossings
- 4.4.7 The provisions of the Highway Code apply to vehicles displaying permits and parking is prohibited where obstruction or danger would be caused to other road users or to pedestrians, this includes parking on, or near to a junction, or adjacent to dropped kerbs.
- 4.4.8 Misuse of the EUP may result in the permit being withdrawn. Permit holders must follow the operation of the permit.

5. BRIGHTON & HOVE CITY COUNCIL

5.1 Types of Permits

- 5.1.1 Brighton & Hove City Council have two different parking permits available for healthcare workers and carers:
- Carer permit
 - Professional Carers badge
- 5.1.2 A carer permit can be applied for if a carer has to visit a resident(s) who needs to be cared for by virtue of age, physical or mental infirmity, as well as women needing antenatal or postnatal care.
- 5.1.3 Professional Carers Badges (PCB) are issued to people who provide regular essential care, either medical or clinical, in the community such as midwives, doctors, care workers and social workers.
- 5.1.4 The cost of a PCB is £52 for one year, whilst a carer permit costs £10 per year.
- 5.1.5 From the FOI request, Brighton and Hove City Council confirmed that they have 289 carer permits on issue and 2,515 PCBs on issue.

5.2 Obtaining Permits

- 5.2.1 To acquire a carer permit, applicants must complete the relevant application form located on the council website and return it to Brighton & Hove City Council via post or email.
- 5.2.2 For the application to be approved for a carer permit, the doctor of the person the applicant is caring for, is required to sign a declaration on the application form confirming that the resident needs to be cared for.
- 5.2.3 The carer permit should be clearly displayed in the vehicle windscreen when parking at the resident's property to care for them.
- 5.2.4 For applicants who qualify for a PCB need to complete a professional carers application form and return it to Brighton & Hove City Council by post or via email.
- 5.2.5 Health care workers must provide a letter from their line manager confirming that they are caring for an individual or people in the community and a copy of their professional care ID along with their application form, for the council to approve the PCB application.
- 5.2.6 The PCB must be clearly displayed in the vehicle windscreen when in use.

5.3 Operation of Permits

- 5.3.1 A carer parking permit allows holders to park in permit holder or shared use bays, in the zone indicated on the front of the permit. However, this permit does not allow carers to park in pay & display bays or anywhere else.
- 5.3.2 The carer parking permit is valid throughout the hours of parking enforcement controls. Majority of the parking zones in Brighton & Hove operate Monday to Sunday, 9am to 8pm. However, there are a few zones which operate between Monday to Friday and Monday to Sunday with varies timed intervals throughout the day.
- 5.3.3 A PCB has different operations from a carer parking permit.
- 5.3.4 A PCB allows permit holders to park in pay & display and permit holder bays for up to two hours. If there are no spaces available, then permit holders are permitted to park on single or double yellow lines but cannot park on any areas where loading is prohibited.
- 5.3.5 However, PCBs cannot be used to park in off-street car parks. Payment of the relevant tariff for the car park is required. In addition, permit holders cannot use the PCB to park outside their place of work.
- 5.3.6 Permit users will be liable for a penalty charge notice if the PCB is used for any other purpose that does not involve directly caring for a person and Brighton and Hove City Council reserve the right to withdraw badges at any time without prior notice if the badge is used outside of the intended purpose.

6. BRISTOL CITY COUNCIL

6.1 Types of Permits

- 6.1.1 Bristol City Council currently operate two parking permits for healthcare workers and carers:
- Essential Visitors' Permit
 - Medical Permit
- 6.1.2 Residents receiving short-term or long-term care in their residential home may be eligible for an essential visitor permit (EVP). These permits can be used by anyone who provides care, including friends and family members, not just registered professionals and either the carer or person getting care can apply for the EVP.
- 6.1.3 The type of EVP offered, will be that which best fits the care needs of the resident and will either be a paper permit, a virtual EVP or numerous virtual daily EVPs.
- 6.1.4 Registered healthcare or social care provider such as a community nurse, can apply for a Medical Permit to use when making a care visit to someone at their residential home.
- 6.1.5 An EVP is free of charge, whilst the medical permit costs £192. However, the medical permit can carry two vehicle registration numbers. Both parking permits are valid for a year.
- 6.1.6 From the FOI request, Bristol City Council stated that they currently have 300 Medical and 179 Essential Visitor's permits in circulation.

6.2 Obtaining Permits

- 6.2.1 To apply for an EVP or a medical permit, applicants must complete the appropriate application form located on the council's website, which can then be posted back to Bristol City Council or uploaded onto their website.
- 6.2.2 For either application to be approved, applicants need to provide appropriate supporting evidence, which is stated on the application forms.
- 6.2.3 If a resident has short-term care needs (e.g. short-term support after being discharged from hospital), they will need to provide details of their care needs and include any evidence they may have (e.g. a care plan or an invoice from a care provider).
- 6.2.4 Regarding evidence for an EVP in respect to long-term care, the council needs to receive a copy of one of the following:
- a letter from the Department for Work & Pensions (DWP) confirming the resident receives Attendance Allowance

- a letter from the Pension Service confirming the resident receives Attendance Allowance
- a letter from DWP confirming the resident receives the Care element of the Disability Living Allowance (DLA) or the Daily Living Component of the Personal Independence Payment (PIP)
- a letter from the DWP confirming your carer is in receipt of Carers Allowance for providing your care

6.2.5 If a resident or the person applying for the permit has long-term care needs but is not in receipt of one of the allowances mentioned above, Bristol City Council asks for applicants to provide details and any evidence they have which will help their application (e.g. a care plan, or an invoice from the care provider).

6.2.6 To have a successful application for a medical permit, the applicant must:

- make home visits on a regular basis
- be the registered keeper of the vehicle or provide a copy of the vehicle's lease and the name of their organisation

6.2.7 In addition, applicants need to provide a copy of one of the following to support their application:

- page two of the Vehicle Registration Certificate naming the organisation/business/applicant as the keeper of the vehicle
- lease agreement showing the organisation/business/applicant as the lease
- page two of the Vehicle Registration Certificate naming the healthcare provider/carers as the keeper of the vehicle

And

- an official letter from the employer stating that each named healthcare provider/carers undertakes domiciliary care within a residents parking scheme area

And

- confirmation the vehicle used by the healthcare provider/carers is insured for business purposes.

6.2.8 The form of EVP offered, will be determined by Council Officers. This can include:

- A paper permit for use in multiple vehicles
- A virtual EVP linked to a single vehicle
- A number of virtual daily EVPs which will need to be activated as requested

- 6.2.9 Once a form of permit is agreed, the MiPermit system will be configured to the individual households' requirements and residents can subsequently apply and manage their EVP online.
- 6.2.10 All daily EVPs are issued as virtual permits and applicants will not receive paper scratchcards. Permit holders must activate each daily EVP. Permit holders can activate their EVP either online, using their MiPermit account, using the MiPermit Smartphone App or by phone to MiPermit.
- 6.2.11 Each daily EVP is valid for one calendar day and provides parking for one vehicle. However, any unused daily EVPs will expire 12 months from the date of issue.

6.2.12 The medical permit is a virtual parking permit.

6.3 Operation of Permits

- 6.3.1 EVPs are valid in either permit holder bays or bays which are signed as being for shared use and in permit parking areas (PPA). However, EVPs are not valid in pay & display only parking bays.
- 6.3.2 Medical parking permits allow users to park in any resident permit holder or shared-use parking bays but are not valid in pay & display only parking bays. In addition, the permit is not valid in the CPZ of Bristol.
- 6.3.3 There is no maximum stay time for either permit.
- 6.3.4 If permit holders do not renew their EVP before its expiry date, it will no longer be valid, and the permit holder will be at risk of receiving a PCN should they continue to park as though it were.
- 6.3.5 Additionally, the Council may cancel an EVP in the circumstances listed below and permit holders will be given 4hours' notice in writing:
- The resident is no longer a resident of the household for which the EVP was given
 - The resident is no longer in receipt of Attendance Allowance, the care component of Disability Living Allowance or the daily living component of Personal Independence Payment
 - The essential visitor is no longer in receipt of Carer's Allowance in respect of the resident(s) own care needs

7. LONDON BOROUGH OF ISLINGTON COUNCIL

7.1 Types of Permits

- 7.1.1 Carers who look after residents regularly because they're ill, elderly or disabled, in Islington are eligible to purchase a carer parking permit. Applicants do not need to live in Islington to apply for a carer permit.
- 7.1.2 The permit costs are the same as a resident parking permit and prices are based on the CO2 emissions of the applicant's vehicle with prices starting at £20 for 12 months for a Band A vehicle and rising to £490.70 for 12 months for a Band M vehicle. Permits are free for electric vehicles.
- 7.1.3 Permits are available to purchase for 1 month, 3 months, 6 months, or 12 months.
- 7.1.4 The FOI response indicated that there are 24 live carer permits in circulation.

7.2 Obtaining Permits

- 7.2.1 To obtain a carer permit, applicants must complete the application form found on the Council website.
- 7.2.2 However, before the application form can be completed, Islington Council require a carer needs assessment with Age UK or Adult Social Services to be completed, who then advise Islington Council off the outcome regarding researched checks on the carer.
- 7.2.3 Once the carer needs assessment has been completed, carers can apply for a carer permit. In addition to the carer needs assessment, applicants need to provide documents for proof of residency and proof of vehicle ownership.
- 7.2.4 The carer parking permit application form is located on the council website, which can be returned via post or email. Once completed, Islington Council issue the parking permits virtually.
- 7.2.5 By signing the application form, applicants are consenting to all the terms and conditions of the parking permit. If an applicant provides false or misleading information they may be prosecuted by the council and may be required to pay a fine of up to £2,500.

7.3 Operation of Permits

- 7.3.1 Permit holders can park in resident and shared use bays, in their home-CPZ. Islington's parking zones have varying operation hours, but majority are Monday to Friday, 8.30am to 6.30pm and Saturday, 8.30am to 1.30pm.

- 7.3.2 In addition, the permit allows parking in resident and shared use bays, in all other Islington zones between the hours of 11:00am and 3:00pm provided match-day restrictions are not in place for football.
- 7.3.3 The permit does not allow parking in pay & display, disabled, business or teacher bays, or on yellow lines.
- 7.3.4 Furthermore, the permit does not allow parking in bays that have been suspended for any reason or parking on red routes, council housing estates or on private land.
- 7.3.5 A PCN may be issued if a permit is not used in line with the terms mentioned above. Furthermore, it is illegal to copy or alter an Islington parking permit in any way. The council will take enforcement action against any vehicle believed to be displaying a fraudulent permit.

8. LONDON BOROUGH OF LAMBETH COUNCIL

8.1 Types of Permits

- 8.1.1 Lambeth Council currently operate a Health Care Permit, which is offered to NHS Health Care staff carrying out primary, community and secondary care in Lambeth.
- 8.1.2 Lambeth Council issue approximately 235 Health Care permits annually and applications are usually received from administrators from:
- South London and Maudsley NHS Foundation Trust
 - Guys and St Thomas' NHS Foundation Trust
 - Kings College Hospital NHS Foundation Trust
 - Hounslow and Richmond Community Healthcare NHS Trust
- 8.1.3 The current cost of the Health Care permit is £109.77
- 8.1.4 Lambeth Council have recently proposed a Personal Carers Parking Permit. The permit will be provided to carers who are not a Lambeth Domiciliary Care provider but who are friends and or family providing care for a Lambeth resident, not living at the same address of the cared person or are paid directly by the cared for person.
- 8.1.5 The new Personal Carers permit will be available to purchase for:
- 3-month duration = £20
 - 6-month duration = £35
 - 12-month duration = £60
- 8.1.6 In line with all other permit types at Lambeth Council, a £40 diesel surcharge per annum will also be applied to any vehicles which do not meet the Euro 6 standards.

8.2 Obtaining Permits

- 8.2.1 To be eligible for a Health Care permit, applicants must be a healthcare worker whose job requires the essential use of a vehicle and whose duties involve 50% or more of home visits.
- 8.2.2 To protect the interests of genuine applicants the Council has drawn up a list of criteria for eligibility with regards to the issuing the proposed Personal Carer permit.
- 8.2.3 The following criteria must be met for every application:
- The applicant must provide a signed and stamped declaration from the cared for person's GP or Social Services that they are in need of care. In some cases, additional information may be required regarding the frequency and nature of the home care services provided.

- Proof of address for the 'carer' is required as the carer must not be a resident at the 'cared' for person's address
- Proof of vehicle ownership is required as the 'carer' must be registered keeper or sole user of the vehicle for which the permit is valid

8.2.4 There will be a limit of two Personal Care permits per cared person's address. Furthermore, the permit must be displayed clearly on the near side of the windscreen of the vehicle at all times.

8.2.5 To validate this proposed permit, users must display the carers clock and set it at the time they arrive. Users should not re-set the carer clock once they have parked. Failure to comply with this ruling may lead to the issue of a PCN.

8.3 Operation of Permits

8.3.1 Health Care permits can be used in all controlled parking zones during the enforcement hours of the zones and allow parking in resident, PaybyPhone and shared use parking bays.

8.3.2 The proposed new Personal Carers permit can only be used in residential parking spaces, pay & display and shared use bays only. It will not be valid in doctors' bays, disabled bays, on yellow lines within the enforceable times of the CPZ or council run car parks.

8.3.3 The new permit will only be valid for 3 hours within the CPZ of the cared for person.

9. LONDON BOROUGH OF SOUTHWARK COUNCIL

9.1 Types of Permits

- 9.1.1 Medical or health professionals in London Borough of Southwark can apply for a health worker's permit to park in restricted areas when visiting patients at home. These permits can only be put under a hospital/surgery address in Southwark not residential.
- 9.1.2 Southwark Council offer health workers' permits to:
- Doctors
 - Midwives
 - District nurses
 - Health visitors
 - Physiotherapists
 - Mobile opticians
 - Occupational therapists
- 9.1.3 Before the covid pandemic, Southwark Council had issued 732 health workers' parking permits. These permits are charged at £130 plus an admin fee of £14.50 and are valid for 12 months.

9.2 Obtaining Permits

- 9.2.1 Applicants are able to create an online account on Southwark Council website and apply for a health worker's parking permit.
- 9.2.2 When applying for a health worker's parking permit Southwark Council ask for applicants to supply a letter on headed paper confirming their employment from their employer.
- 9.2.3 Additionally, Southwark Council encourage their processing staff to conduct an online search as in a lot of cases certainly for doctors, a google search can confirm their status working for a surgery.
- 9.2.4 The health workers permit is an electronic form of permit.

9.3 Operation of Permits

- 9.3.1 Health workers' permits allow users to park on single or double yellow lines for a maximum of 4 hours if, loading restrictions are not in force. In addition, the permit allows for parking in pay & display, shared use, pay & display, loading and a resident's permit holder bays for a maximum of 4 hours.
- 9.3.2 The restrictions they are not permitted to park on/in are parking places designated for doctor's permits, business permit holders or disabled badge holders, yellow lines where loading restrictions are in operation (blips on the kerb), on the footway, on any part of the red route or, in any of Southwark housing estates.

- 9.3.3 The permit must be used to attend residents in their homes and cannot be used as a convenient method of parking near their place of work.
- 9.3.4 Overstaying in a parking bay may result in a PCN being issued, however, individual circumstances will be considered. Additionally, any fraudulent use of the permit may result in the permit being withdrawn.

10. LONDON BOROUGH OF WALTHAM FOREST COUNCIL

10.1 Types of Permits

- 10.1.1 Waltham Forest London Borough Council have two different permits available for healthcare workers and carers:
- Carer Permit
 - Essential User Permit (EUP)
- 10.1.2 Carer permits are available to any carer who is in receipt of DWP Carers Allowance and is providing care to a resident living in a CPZ regardless of whether the carer lives in the borough or not.
- 10.1.3 If a carer is in receipt of a DWP Carers Allowance, then the carer permit is free and the permit is valid for one year.
- 10.1.4 But carer permits are chargeable if the carer is not in receipt of DWP allowance. The cost is dependent on the CO2 emissions of the vehicle, with prices ranging from £30 to £155.
- 10.1.5 EUPs are generally provided to people that work in the public sector including fire, police or health services.
- 10.1.6 An EUP costs £75 for 1 month. If a health worker requires a permit for a year then the cost depends on the CO2 emissions of the vehicle, with prices ranging from £190 to £600.
- 10.1.7 At present, Waltham Forest have issued 210 carer parking permits and 558 EUP's.

10.2 Obtaining Permits

- 10.2.1 Carers and Health workers can apply for the applicable permit on the council website which is a three-stage process. The first step is to complete the RingGo registration form to register with the software provider that provides the online permit system.
- 10.2.2 Step two in the application process involves completing the application for the carer or essential user parking permit.
- 10.2.3 The final stage of the process requires the applicant to purchase the permit once the application has been approved.
- 10.2.4 To have a successful application for a carer permit, applicants need to provide a copy of:
- Proof of receipt of DWP Carers Allowance
 - Address of the person they are caring for

- 10.2.5 If the applicant is not in receipt of DWP Carers Allowance, then applicants must contact Waltham Forest Council for more details on how to obtain a carers permit.
- 10.2.6 People applying for an EUP need to provide a copy of the following along with their application:
- Letter from employer (on headed paper) confirming employment, vehicle registration, make, model and colour and reason for use of the vehicle
 - Proof of insurance for business purposes on vehicle
- 10.2.7 Carer and EUP permits are virtual which means that there is no need to display a paper permit in the vehicle. Civil enforcement officers are able to identify which vehicles have a valid permit from the vehicle registration number.
- 10.3 Operation of Permits**
- 10.3.1 An EUP entitles permit holders to park the vehicle displaying a valid permit in:
- PayByPhone bays
 - Pay & Display bays
 - Short stay parking bays (without time limitation)
 - Council run pay & display car parks (excluding leisure centres)
 - And in all other permit parking bays while on official duty.
- 10.3.2 However, EUP holders cannot use the permits to park in emergency service bays, market trader bays, catering bays or in bays designed for a specific reason (e.g. loading bays). In addition, the permit is not valid for parking on yellow lines.
- 10.3.3 Carers permits are not valid on yellow lines, emergency service bays, market trader bays, catering bays, short stay bays, pay & display or PayByPhone bays, car parks, in bays designated for a specific reason or any parking bay that has been suspended. Carers permits are only valid in the zone covered by the permit.
- 10.3.4 If fraudulent applications are detected or terms of use are breached, then the permit will no longer be valid, and the associated vehicle will be subject to enforcement action.

11. MANCHESTER CITY COUNCIL

11.1 Types of Permits

- 11.1.1 Manchester City Council have two permits available:
- Carers Permits
 - Manchester Local Care Organisation (MCLO) NHS Permits
- 11.1.2 The MCLO permit is available for District Nurses.
- 11.1.3 Manchester City Council may issue a carer's parking permit to allow a permitted vehicle to wait during the permitted hours to a resident who satisfies the council that:
- Their principal place of residence is within the residents parking scheme and/or
 - Has applied to the Council for a carer's assessment within a period of 12 months preceding the date of the application; or
 - Has accessed the Council's carer's grant funded service
 - Has no suitable parking facility within a reasonable distance of the property and
 - Requires a carer's permit for use by a non-resident who holds a valid driving licence and is the owner of a permitted vehicle.
- 11.1.4 Both permits are free to purchase and there are currently 16 carers permits and 120 MCLO permits in circulation.

11.2 Obtaining Permits

- 11.2.1 Requests for a carers permit must be completed on a paper application form and returned to Manchester City Council.
- 11.2.2 For a successful application for a carers permit, the council require evidence which includes:
- Proof of resident's address e.g. copy of a current utility bill
 - Proof resident is in receipt of care – Carer's Assessment and a copy of Carer's or Attendance Benefit or a letter from a GP or District Nurse
- 11.2.3 MCLO permits are only available to District Nurses working for MCLO.
- 11.2.4 Both permits are paper-based and need to be clearly displayed on the vehicle's windscreen.
- 11.2.5 The council will issue a maximum of 150 MCLO permits and Resident carers permits are limited to one per household.

11.3 Operation of Permits

- 11.3.1 Carers permit holders are permitted to park in resident permit bays within the parking scheme which the permit is assigned to. The permit allows carers to park without a time limit.

- 11.3.2 MCLO permit holders may park on yellow lines and in pay & display, limited waiting and resident parking bays without a time limit.
- 11.3.3 Manchester City Council will issue PCN's if a valid permit is not clearly displayed when conducting visits to residents.

12. NEWCASTLE CITY COUNCIL

12.1 Type of Permits

- 12.1.1 Newcastle City Council have a public sector parking permit which can be issued to allow public sector staff on operational duties to visit customer houses that lie within permit zones to carry out important work to support the community.
- 12.1.2 Eligible organisations that can apply for a public sector permit include:
- Primary Care Trust
 - Certain Local Authority Vehicles
 - City Council Agents (e.g. Housing Service Officers)
 - Care-related organisations visiting customers in their homes
- 12.1.3 The cost of a public sector permit is £82 per annum and is valid for all permit areas.
- 12.1.4 As of 9th March 2021 Newcastle City Council had 530 Public Sector permits in circulation.

12.2 Obtaining Permits

- 12.2.1 To obtain a public sector permit, eligible organisations need to download the application form located on council website and return it via post.
- 12.2.2 All applications for permits must be received via the business address and from a single authorised member of staff identified on the application form.
- 12.2.3 To have a successful application, supporting evidence needs to be provided. Newcastle City Council requires proof of business address along with an accompanying letter explaining why you require the use of a public sector parking permit.
- 12.2.4 The permits must be kept by the business and handed out to any employees as and when needed. There is no capped limit on how many permits can be issued to an organisation, but each application will be assessed to ensure it meets the eligibility criteria.
- 12.2.5 Parking permits must be displayed prominently on the dashboard/front windscreen of the vehicle when in use. Misuse of the permit can lead to the cancellation of the permit and any vehicle not displaying a parking permit correctly will be issued with a PCN.
- 12.2.6 All permits are currently paper based, but Newcastle City Council are due to migrate to electronic virtual permits later in 2021. Customers will then have the option of a virtual permit where they can enter vehicle details into the system.

12.3 Operation of Permits

- 12.3.1 The Public Sector permit is valid in permit holder and shared use parking bays. Permit holders are also exempt from any maximum stay period that may be applied in a bay within the permit scheme.
- 12.3.2 The permit is not valid for use in off-street car parks or on-street pay & display bays, nor do they provide exemption on yellow line restrictions or in other bays restricted from general use, such as disabled bays, taxi bays or loading bays.

13. READING BOROUGH COUNCIL

13.1 Types of Permits

13.1.1 Reading Borough Council have two permits available for healthcare professionals and carers:

- Carer Permits
- Healthcare Professional Permits

13.1.2 Carer Permits are available for resident's who are over 65 years of age and/or are disabled and live in a street that is within a parking permit zone. This permit enables carer(s) to park while visiting a home to assist with the resident's needs.

13.1.3 Carer Permits can display up to three vehicle registrations and must be kept at the resident household and given to their carer on arrival.

13.1.4 Members of a clinical, health and social care profession, whose duties require parking within a permit parking zone, for the direct benefit of the residents within zones qualify for a Healthcare Professional Permit.

13.1.5 The following healthcare professions will normally qualify for a permit:

- District Nurse
- Community Health Nurse
- Practice/Community Midwife
- Midwife
- Health Visitor
- Home Care Assistant
- Occupational Therapist
- Social Workers
- Education Welfare Officer
- Family Worker
- Specialist Youth Support Worker

13.1.6 Carer permits are currently free of charge and Healthcare Professional Permits currently charge £40. However, after 1st May 2021, the price of a Healthcare Professional Permit will be £42. Permits are valid for 12 months.

13.1.7 Reading Borough Council had issued 92 carer permits in 2018/2019 and this figure increased to 111 permits in 2019/2020. Healthcare Professional Permits have also seen an increase in numbers from 277 in 2018/2019 to 307 in 2019/2020.

13.2 Obtaining Permits

13.2.1 Applicants can apply for both parking permits on the council website. If the applicant does not have an email address to create an online account, then

they can contact the permit team via phone and they will be able to post out an application form.

13.2.2 Along with the application form, supporting evidence needs to be submitted to have a successful application.

13.2.3 A Carer Permit application requires proof of residence, proof of ownership of vehicle and proof of age/disability. Evidence accepted includes:

- Proof of residence:
 - i. Bank statement
 - ii. Credit card bill/store card statement
 - iii. Gas/electric/telephone bill
 - iv. Current Council bill
- Proof of ownership of vehicle:
 - i. DVLA registration document
 - ii. current insurance certificate/schedule
- Proof of age/disability
 - i. Passport
 - ii. Bus pass
 - iii. Birth certificate
 - iv. Driving licence
 - v. Disabled Badge
 - vi. Disability Living Allowance/Personal Independence Payment award notice letter from the Department of Works and Pensions (DWP).

13.2.4 A Healthcare Professional Application requires proof of healthcare professional status, proof of ownership of vehicle and a statement of reasons required. Evidence accepted includes:

- Proof of healthcare professional status:
 - i. Confirmation of employment as a healthcare professional, either completed application form with practice stamp or letter on headed paper signed by senior partner/manager at relevant practice or by social services relevant manager
- Proof of ownership of vehicle:
 - i. DVLA registration document
 - ii. Current insurance certificate/schedule
- Statement of reasons:
 - i. Each applicant must explain the reasons for applying for a permit. This must include the purpose of the visits, how long a visit to a patient takes, why the alternatives are not suitable (e.g. the non-permit parking spaces in the zones) and any other relevant information.

- 13.2.5 Applicants must allow time for their permits to be printed and posted, as Reading Borough Council still requires a permit to be displayed in the vehicle to be able to park in the permit zones.

13.3 Operation of Permits

- 13.3.1 Healthcare Professional Permits are valid in all resident permit bays in all parking zones, for an unlimited amount of time. However, they are not valid in doctors' bays, pay & display bays and limited waiting bays.
- 13.3.2 In addition, Healthcare Professional Permits are not valid for visiting any GP practices, or working at, or visiting their practice or place of work or for other activities such as taking a patient shopping/going to a doctor's appointment.
- 13.3.3 The Carers Permit gives permission for carers to park in the parking permit zone stated on the permit.
- 13.3.4 PCN's are issued when people contravene the parking code or breach parking restrictions. Also, any abuse of the conditions of the Healthcare Professional permit may result in the permit being withdrawn.

14. SHEFFIELD CITY COUNCIL

14.1 Types of Permits

- 14.1.1 Sheffield City Council offer two parking permit schemes for Healthcare workers:
- All-area Medical/Carer parking permit
 - Resident's carer parking permit
- 14.1.2 Mental health and healthcare organisations and NHS organisations can apply for an all-area medical/carers parking permit which can be used by their staff to park in Sheffield's parking zones.
- 14.1.3 Applicants able to apply for an all-area medical/carers parking permit include:
- Mental health social workers
 - Primary care outreach nurses
 - Tuberculosis (TB) nurses
 - Health visitors
 - Family support workers
 - NHS qualified medical practitioners
 - NHS medical practitioners carrying essential equipment or drugs to treat a patient resident.
- 14.1.4 If a resident's essential care at home is provided by a carer or carers, then residents may be eligible for a resident's carer permit.
- 14.1.5 An all-area medical/carers parking permits cost £10. However, the resident's carer parking permit is free. Both permits are valid for one year.
- 14.1.6 Currently, there are 947 all-area medical/carers permits and 44 resident carer permits in circulation.

14.2 Obtaining Permits

- 14.2.1 The all-area medical/carers permit consists of paper disc with a timer. Both the permit and timer disc should be clearly displayed when in use, and users need to make sure that the arrival time is set accurately.
- 14.2.2 For the Residents Carer Parking Permit, residents can enter their address on the council website to see if their carer is eligible for a permit and can complete the application form online if they are.
- 14.2.3 The following evidence is required to be submitted along with the application form for Sheffield City Council to approve the resident's carer permit application:
- Carer's Allowance statement for the person who helps look after the resident

- Higher rate of Disability Living Allowance for personal care
- Enhanced rate of Personal Independence Payment
- Constant Attendance Allowance
- A letter from the resident's doctor (GP) or healthcare specialist confirming that they need care at home (dated within the last 3 months)

14.2.4 The resident's carer permit is a paper permit and needs to be displayed when a carer visits.

14.2.5 The application forms for both permits can be found on the council website. Sheffield City Council will respond to the application within 5 working days. If the application requires further investigation, then the council will contact the applicant within 28 working days.

14.3 Operation of Permits

14.3.1 The all-area medical/carers parking permits allow permit holders to park in any designated permit bay for 2 hours at a time in parking zones located outside of the city centre. However, the permit is not valid in Falding Street, Holme Lane, Loxley New Road and Vaughton Hill parking zones.

14.3.2 The resident's carer parking permit allows permit holders to use on street parking bays within the residents permit zone, without a time limit, while they provide care.

14.3.3 But the resident's carer permit is not available for the city centre, Holme Lane, Loxley New Road, Vaughton Hill Schemes and developments within parking permit zones that are car free.

14.3.4 Civil enforcement officers regularly patrol the parking zones of Sheffield and will issue parking fines to vehicles which contravene the restrictions.

15. WESTMINSTER CITY COUNCIL

15.1 Overview

- 15.1.1 Through an FOI response, Westminster City Council confirmed that the council does not have a permit scheme for essential users, healthcare workers or home carers.
- 15.1.2 At present the Council has granted parking concessions in line with Government guidance in relation to the Covid-19 pandemic for NHS staff and Care workers.
- 15.1.3 Category 1 parking provides free parking in pay & display bays via a parking dispensation for the most critical NHS staff whilst on duty. This category is intended for staff who work in front-line roles and have hands-on/face-to-face patient contact. This would include but not limited to hospital consultants, surgeons, doctors, clinical leads, paramedics, radiologists, etc.
- 15.1.4 Category 2 parking provides parking in one of the council's pay & display bays, all day, for other NHS staff whilst on duty for a capped fee of £15 per day. This category is intended for staff who provide back-office, support and management roles. Examples would include but not limited to domestics, cleaners, shop staff, administration staff, management, etc.
- 15.1.5 Currently 1,361 category parking 1 concessions and 119 category 2 parking concessions in circulation.
- 15.1.6 Both of these categories were due to expire on 4th of April 2021, but Westminster City Council extended the expiration date and both categories ended on 24th May 2021.

16. CITY OF YORK COUNCIL

16.1 Types of Permits

- 16.1.1 City of York Council operate two parking permits for healthcare workers:
- Community parking permit
 - Attendance parking permit
- 16.1.2 A community parking permit is designed to assist organisations whose staff need to be able to park in a residents' priority parking scheme (ResPark) zone so they can serve the physical or spiritual needs of residents.
- 16.1.3 An attendance parking permit is available for residents to allow their carers to park near their properties if they live in a house or flat within the ResPark Zone, need substantial and regular care or, if they receive Attendance Allowance.
- 16.1.4 An attendance parking permit is free and a resident's entitlement to the permit will be reviewed annually. Whilst a community parking permit has two different rates available, a discounted annual rate or a standard annual rate.
- 16.1.5 A standard annual rate costs £55.50. However, applicants who are eligible for a discount annual rate can claim a 50% discount.
- 16.1.6 Applicants may be eligible for a discount depending on their vehicle type:
- Short car parking discounts are available if their vehicle is less than 2.7m long
 - low emission vehicle parking discounts are available for electric/LPG powered cars and cars with low emissions.
- 16.1.7 If applicants are not eligible for a discounted annual rate, they will be charged the standard rate.
- 16.1.8 City of York Council issued 85 community permits and 84 attendance permits in 2019.

16.2 Obtaining Permits

- 16.2.1 To obtain a community parking permit, the applicant must first pay for the permit before completing the relevant application form on the council website.
- 16.2.2 Once payment has been made, the applicant will be given a receipt number which must be included on the application form to avoid a delay in receiving the permit.
- 16.2.3 Organisations need to briefly explain why their organisation needs a community permit and in particular explain how the organisation provides

for the physical and spiritual needs of residents and why they would be unable to deliver those needs without the use of a community permit.

- 16.2.4 Once the application form has been completed, it either needs to be sent via post or email to City of York Council.
- 16.2.5 To apply for a free attendance parking permit, residents can complete the application form located on the council website and return it back to the council via post.
- 16.2.6 In addition to returning the application form, residents must also provide proof of entitlement using one of the following documents:
 - A letter from a qualified medical practitioner to certify that they are in need of substantial and regular care
 - Evidence that they are receiving Attendance Allowance
 - Evidence that they are receiving the Higher Rate Disability Living Allowance.
- 16.2.7 It is an offence for an applicant to make false statements for the purpose of obtaining a parking permit. City of York Council say they will not hesitate to prosecute, and a conviction will result in substantial penalties.

16.3 Operation of Permits

- 16.3.1 Community parking permits allow permit holders to park in all ResPark zones of York. Whilst the attendance parking permit is only valid for the ResPark zone which the resident lives in.
- 16.3.2 City of York Council enforce parking restrictions in the York area and take action against people who park in ResPark zones without displaying a valid permit.

17. COMMON THEMES FROM CASE STUDY

17.1 Available Permits

- 17.1.1 Currently, CEC only offers one type of EUP, which is available to GP practices located within a CPZ and NHS Lothian Staff, to allow healthcare professionals to park close to their patients' homes. However, many LA's including Brighton & Hove Council, Bristol City Council, Reading Council and Waltham Forest London Borough Council have two different parking permits available, one for registered professional healthcare workers and another parking permit for carers.
- 17.1.2 The aforementioned LA's provide a parking permit to residents who require long-term or short-term care in their residential properties due to age, physical or mental infirmity or to any carer who is in receipt of DWP Carers Allowance. These permits can be used by carers, family or friends, not just registered professionals.
- 17.1.3 Along with carer permits, the LA's also provide a separate permit for professional healthcare workers such as midwives, doctors, community nurses and health visitors, to allow them to park whilst they provide regular essential care to residents in their properties.

17.2 Pricing

- 17.2.1 Another theme which has become apparent, is the cost of parking permits. At present, CEC charge £10 for their EUP. However, other LA's have their permits that are available to professional healthcare workers set at a higher fee.
- 17.2.2 Bristol City Council's carer permit, which is available to anyone who provides care, not just registered professionals is free of charge for applicants. However, the council charge £192 for a medical permit which is for registered healthcare and social care providers.
- 17.2.3 Likewise, Brighton & Hove Council charges £10 for a carer permit, whilst they charge £52 for their Professional Carers Badge.

17.3 Virtual Permits

- 17.3.1 Furthermore, CEC's EUP is currently still in paper form. LA's including Brighton & Hove Council, Sheffield City Council and Reading Borough Council like CEC still use paper permits.
- 17.3.2 However, Southwark London Borough Council, Waltham Forest London Borough Council and Bristol City Council now offer virtual parking permits. Civil enforcement officers can identify which vehicles have a valid permit from the vehicle registration number. Newcastle City Council currently use

paper permits, however, they are planning on moving to virtual parking permits later in 2021.

17.4 Operation of Permit

- 17.4.1 A final key theme which was noticed through reviewing the LA's, is that the EUP scheme in Edinburgh allows permit holders to park in pay & display (outside the central zone) and shared use bays for a maximum of two hours but does not allow permit holders to park in resident permit holder bays. Conversely the majority of the LAs reviewed, do not allow permit holders to park in pay & display bays and only allow parking in permit holder or shared use parking bays.

18. KEY THEMES IN RELATION TO EDINBURGH

18.1 Available Permits

- 18.1.1 The current EUP scheme which CEC operates is currently only available to healthcare professionals working in GP practices and NHS Lothian staff, meaning carers such as family and friends and other professional carers who do not meet the criteria of the existing EUP but tend to residents in their homes do not qualify for a permit.
- 18.1.2 Carers such as family and friends are however advised to purchase visitors' permits, which can then be used when tending to residents. The visitor permits require additional administration as permits are sold in books of ten and there is a maximum number of books per household.
- 18.1.3 Although carers and professional healthcare workers can park in pay & display bays whilst they are undertaking their duties, the key issue with the pay & display bays, is that these are not available on some residential streets.
- 18.1.4 Providing separate parking permits for professional/registered healthcare workers and unpaid carers allows for extra flexibility in who is eligible to apply for a parking permit. Increasing the eligibility will allow for more unpaid carers and other professional healthcare workers to park near residential homes providing the care and support required and minimising the stress and financial burden on the carer providing this.

18.2 Pricing

- 18.2.1 As seen from the case studies, many LA's that offer two parking permits, have their professional healthcare permit set at a considerable higher fee compared to the permit available for non-professional health carers.
- 18.2.2 CEC currently have their EUP which is available for GP practices and NHS Lothian staff, set at a lower cost than most other LA's. The cost of the current EUP is likely to be borne by a company/organisation rather than an individual, which suggests that the price of the existing EUP could be adjusted.
- 18.2.3 Setting a higher fee for the existing permit would help cover costs of any new additional parking permit that would be bought by individuals and hence allow a new permit to be set at an affordable rate.
- 18.2.4 Providing carer permits at a lower rate will make them more accessible for carers who are receiving a carers allowance, whilst also making the permits more available for residents who may not work due to health

reasons, to allow their carers to visit them such as residents who receive attendance allowance.

18.3 Virtual Permits

- 18.3.1 In addition, any new parking permits or changes to the EUP scheme will be compatible with NSL Apply. NSL Apply allows for changes and additions (to permit types, zones and locations) quickly and easily without large costs.
- 18.3.2 As CEC currently use the NSL Apply system for the application process of their permits, there is an opportunity to utilise the virtual permits which they can provide.
- 18.3.3 As noted in the case study of Waltham Forest, they now encourage carers and healthcare workers to apply for permits using RingGo, the software provider that provides the online permit system for the council. Likewise, Newcastle City Council is also moving to virtual parking permits in 2021.
- 18.3.4 Along with NSL Apply, RingGo also used by CEC as a payment method for parking. It is recommended that CEC provide virtual parking permits through existing software providers such as NSL Apply or RingGo.
- 18.3.5 Having virtual permits means applicants will receive their virtual permit instantly and no longer need to wait for a paper permit to arrive in the post.
- 18.3.6 Additionally, virtual permits provide further advantages including reduced environmental impact through reduction of permit manufacture and disposal, virtual permits cannot be copied, altered, lost or stolen and permit holders can change account details immediately.

18.4 Operation of Permit

- 18.4.1 Allowing professional healthcare worker and carer parking permits to be valid in residential or shared use bays, means that they will be able to park closer to residential properties to provide the care residents need.

19. APPLICATION OF KEY THEMES TO EDINBURGH

19.1 Introduction

- 19.1.1 This study, including a review of the case studies and benefits emerging through key themes, and through a process of permit analysis across all case studies, provide a better understanding of how the current EUP scheme could be enhanced to improve the flexibility.

19.2 Permit Uptake

- 19.2.1 As the existing EUP which CEC operates is only available for NHS Lothian Staff and GP practices located within a CPZ, there is an opportunity to provide a separate parking permit which would be available for unpaid carers.
- 19.2.2 The Census data for 'provision of unpaid care' has been analysed to help determine the potential permit uptake which may arise from adding an additional parking permit. This dataset provides 2011 estimates that classify people by the following number of hours of unpaid care categories:
- Provides no unpaid care
 - Provides 1 to 19 hours unpaid care a week
 - Provides 20 to 49 hours unpaid care a week
 - Provides 50 or more hours unpaid care a week
- 19.2.3 The 'provision of unpaid care' dataset includes people who look after or give help or support to family members, friends, neighbours or others because of a long-term physical or mental ill health or disability, or problems related to old age. This dataset does not include any activities as part of paid employment.
- 19.2.4 Using this dataset, PCL determined the total number of people who provide unpaid care and the total figure of people in each of the number of hours of unpaid care categories for each LA. On average, 8% of the total population for each LA provide some form of unpaid care a week.
- 19.2.5 To help work out the potential permit uptake, the dataset for all the LA's was narrowed down to only include the following LA's as they all provided a permit for unpaid carers:
- Brighton & Hove
 - Bristol City
 - London Borough of Islington
 - London Borough of Waltham Forest
 - Manchester City
 - Reading Borough

- Sheffield City and
- City of York

- 19.2.6 For the aforementioned LA's, the categories 'provides 20 to 49 hours unpaid care a week' and 'provides 50 or more hours unpaid care a week' were added together to provide the sum of people who provide unpaid care a week for each LA.
- 19.2.7 These two categories were added together because the majority of the LA's only provide permits for unpaid carers if the carer receives DWP Carers Allowance. DWP Carers Allowance is only available to carers who care for someone for a minimum of 35 hours a week and, the person receiving the care needs to already be in receipt of a benefit such as Attendance Allowance.
- 19.2.8 However, as the 35 hours plus falls in the middle of the 'Provides 20 to 49 hours unpaid care a week' category, the whole category has been included as the data for that category cannot be split.
- 19.2.9 Using the number of unpaid care permits which had been issued by each LA and the total number of people who provide 20 to 50 plus hours unpaid care week, we calculated the percentage of people who in principle could apply for a permit. We then averaged the uptake across all the of the LA's which came to 2%.
- 19.2.10 Using the 'provision of unpaid care' census data, we calculated the total sum of people in Edinburgh who provide 20 to 50 plus hours a week of unpaid care as this aligns with the other LA's permit criteria, which totalled to 13,722 people.
- 19.2.11 Using this sum of people, we applied the 2% average, which has estimated the potential permit uptake of a new parking permit for unpaid carers to be 274.

19.3 Permit Price

- 19.3.1 Another common theme which was noted in the case study review was the pricing of the existing EUP. Many LA's have their permits which are available for professional healthcare workers set at a higher fee compared to CEC.
- 19.3.2 To help determine a new pricing structure for the existing EUP and the new parking permit, PCL first reviewed the prices of all parking permits which each LA issue using publicly available information on each LA's website.

- 19.3.3 Once the prices for all the permits had been determined, the permits that related to those available in CEC were then extracted for analysis including:
- Resident's permit
 - Visitor permit
 - Business permit and
 - Trades permit
- 19.3.4 To help determine a pricing structure which aligns with other LA's, the permit prices for all the LA's was narrowed down to only include the following LA's as they all provided a permit for professional healthcare workers:
- Brighton & Hove
 - Bristol City
 - London Borough of Lambeth
 - London Borough of Waltham Forest
 - London Borough of Southwark
 - Newcastle City
 - Reading Borough
 - Sheffield City and
 - City of York
- 19.3.5 When comparing the prices of the professional healthcare permits for each of the aforementioned LA's to the resident, visitor, business and trades permit, it became apparent that there was a correlation between the price of the professional healthcare permit and business parking permits.
- 19.3.6 Using the business permit prices for each of the LA's who have a professional healthcare permit, PCL calculated the difference in price between the two permits.
- 19.3.7 Through this analysis it was apparent that there were two LA's that were clear outliers when their pricing was compared to the others. Bristol City Council charged 80% more for their EUP and London Borough of Waltham Forest Council charged 85% more. All other LA's charged less for their professional healthcare permit than they did for business permits. As such these two LA's were removed from the calculation.
- 19.3.8 When the calculation was rerun with the outliers removed, the average price of a professional healthcare permit was 13% the price of a business permit.

19.3.9 When this average was applied to CEC's business permit the rate came out at £45.84.

19.4 Permit Type

19.4.1 CEC currently offer their EUP as a paper permit, even though the application process is through NSL Apply which can provide virtual permits. Software's such as NSL Apply and RingGo are available to allow CEC to utilise virtual permits like other LA's such as London Borough of Southwark, London Borough of Waltham Forest and Bristol City.

19.4.2 NSL have developed their own web-based virtual permit solution called NSL Apply which is user friendly and easily accessible that allows customers to apply, renew or purchase a wide range of virtual parking permits.

19.4.3 NSL Apply accommodates varying permit types with different issuing processes to include Business, Resident, Trader, and Visitor permits and the application processes are configurable dependent on permit types.

19.4.4 Customers can create an online account to apply for permits, upload proof documents to confirm eligibility, make payments using secure payment portals and allow customers to edit personal details such as vehicle details and home address.

19.4.5 Once an application has been made, the back office team can review each permit application and change the status of the application to either approved, suspended, rejected or postponed.

19.4.6 If a permit is rejected or wrong proof uploaded, the system allows the back office team to create a letter/e-mail to send to the customer informing them of the decisions.

19.4.7 The software has the ability to send automatically generated permit renewal reminders via email or letter to customers.

19.4.8 Using a back office system like NSL Apply, allows back office staff to manage their own terms and conditions, email templates, proof uploads and pricing. Changes and additions to permit types, zones or locations can be facilitated quickly and easily through NSL Apply without large costs.

19.4.9 Furthermore, NSL Apply can be integrated onto existing handheld enforcement devices so that enforcement officers can check VRM's in real-time to ensure the vehicle is compliant.

19.4.10 In addition to NSL Apply, RingGo operate an ePermit solution which is fully integrated with the cashless parking product they offer, providing

customers with the benefit of being able to access both their cashless and ePermit account from a single user log-in. This key benefit allows the resident to self-serve all their parking needs from one account without accessing multiple software providers.

- 19.4.11 RingGo provides a flexible, configurable, open approach to the provision of ePermits. The lost cost of ownership alongside financial benefits of no paper permits provides a compelling background to adopting RingGo ePermits.
- 19.4.12 Users are required to apply for a permit by passing automatic system checks or by providing the necessary eligibility proofs before they can then purchase the permit upon the application being authorised.

20. CONCLUSIONS

20.1.1 The primary aim of the project was to benchmark the CEC EUP scheme against similar schemes based on an agreed list of LA's.

20.1.2 Through a review of CEC's EUP scheme and those permit schemes provided by other LA's, several key themes were noted and it became evident that there is an opportunity to amend and improve key aspects of the CEC EUP scheme.

20.1.3 Many of the LA's reviewed in this study provide two parking permits: one for healthcare professionals and another one for unpaid carers.

The EUP scheme which CEC currently operate is only available for NHS Lothian Staff and GP practices located within a CPZ. We consider the provision of an additional permit within Edinburgh for unpaid carers would help support unpaid carers tend to residents in their residential properties without having to worry about parking.

Additionally, as the existing EUP is not available for all professional/registered healthcare workers, there is an opportunity to provide them with a parking permit.

20.1.4 Overall, there is a noticeable difference in the pricing structure of CEC's EUP and the pricing structure of other similar sized LA's.

CEC currently have their EUP set at a price of £10, whilst, other LA's have their health professionals permits set at a higher fee, while any permits for unpaid carers are set at a lower fee.

The payments for professional healthcare workers are likely to be brought by a company/organisation rather than an individual, allowing scope for the overall price of the EUP to be increased.

20.1.5 Several of the LA's issue their permits virtually, while some are issuing paper permits but will be transferring over to virtual permits. CEC currently issue their permits in paper. As CEC currently use NSL Apply for the application process, there is the opportunity to utilise the software and use virtual permits.

20.1.6 Inconsistencies were noted upon review of the existing CEC EUP scheme.

Currently, the EUP is for NHS Lothian staff and healthcare workers who work at GP practices who largely operate within CPZs to make domiciliary visits to patients.

During the application process for an EUP, applicants must provide GP/Doctors names along with their GMC registration number, meaning

doctors can use the EUP. However, EUP holders are not entitled to park in bays reserved for doctors, which may cause confusion for permit holders.

- 20.1.7 Based on the findings of this study and the conclusions summarised above we consider there to be opportunities to integrate beneficial changes to the existing CEC EUP scheme.

21. RECOMMENDATIONS

21.1 Introduction

21.1.1 After reviewing Edinburgh's EUP scheme and reviewing case studies on similar sized LA's, several key topics emerged which we recommend CEC consider in an effort to improve their EUP and these are outlined below:

- **Introduce New Carers Permit**
- **Revise Permit Price**
- **Introduce Virtual Permits**

21.2 New Carers Permit

21.2.1 It is recommended for CEC to provide an additional parking permit for unpaid carers who attend to residents residing within a CPZ.

21.2.2 If CEC allows for a permit to be available for unpaid carers who receive DWP Carers Allowance, there is a potential permit uptake of approximately 274 additional parking permits.

21.2.3 As noted through the case studies on each LA, the majority of them provide an additional permit for unpaid carers or residents who receive benefits to allow their carers to visit their homes.

21.2.4 It is also recommended for CEC to provide an additional parking permit for professional carers who attend to residents residing within a CPZ.

21.2.5 Professional carers could be included within the EUP scheme or a new permit could be introduced to meet their specific needs.

21.3 Price of Permits

21.3.1 It is recommended for CEC to amend the price of the existing EUP from £10 to £50.

21.3.2 As mentioned from the case studies, CEC have their EUP set at a lower fee compared to other LA's. Increasing this price will better reflect the current costs of parking and bring CEC in line with other LA's.

21.4 Virtual Permits

21.4.1 It is recommended that CEC move their paper EUP to be virtual alongside any new permit.

21.4.2 Virtual permits have many advantages including environmental benefits of not producing paper permits, virtual permits cannot be copied, altered, lost or stolen and penalty charge notices will no longer be issued when a driver has forgotten to display a permit or it has fallen from the windscreen.

- 21.4.3 As NSL Apply and RingGo are both readily available in Edinburgh, swapping over to virtual permits will be straightforward.

Appendix A

QUALITY

It is the policy of Project Centre to supply Services that meet or exceed our clients' expectations of Quality and Service. To this end, the Company's Quality Management System (QMS) has been structured to encompass all aspects of the Company's activities including such areas as Sales, Design and Client Service.

By adopting our QMS on all aspects of the Company, Project Centre aims to achieve the following objectives:

1. Ensure a clear understanding of customer requirements;
2. Ensure projects are completed to programme and within budget;
3. Improve productivity by having consistent procedures;
4. Increase flexibility of staff and systems through the adoption of a common approach to staff appraisal and training;
5. Continually improve the standard of service we provide internally and externally;
6. Achieve continuous and appropriate improvement in all aspects of the company;

Our Quality Management Manual is supported by detailed operational documentation. These relate to codes of practice, technical specifications, work instructions, Key Performance Indicators, and other relevant documentation to form a working set of documents governing the required work practices throughout the Company.

All employees are trained to understand and discharge their individual responsibilities to ensure the effective operation of the Quality Management System.



Award Winning



Certifications



Accreditations



Memberships



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