

<b>CABINET</b>	<b>AGENDA ITEM No. 5</b>
<b>25 SEPTEMBER 2017</b>	<b>SUPPLEMENTARY REPORT</b>

Report of:	Marion Kelly, Interim Corporate Director: Resources	
Cabinet Member(s) responsible:	Councilor David Seaton, Cabinet Member for Resources	
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## **PAYMENT STRATEGY 2017 - 2021 - SUPPLEMENTARY REPORT**

### **1. ORIGIN OF REPORT**

- 1.1 This addendum is submitted to Cabinet as an addendum to the Payment Strategy 2017 - 2021 report following the closure of the three consultations on 20 September 2017. The consultations were:
1. Payment Strategy 2017 - 2021
  2. Parking permits
  3. Taxi licensing
- 1.2 The appendices 1a to 1c provide an overview of the outcome of the above consultations and the further responses received between 2 September and the closure of the consultations.
- 1.3 There is no change to Cabinet's recommendations in the main Cabinet report.

### **2. CONSULTATION RESPONSES**

#### **Consultation One - Payment Strategy 2017 - 2021**

- 2.1 The Payment Strategy 2017 - 2021 sets out the vision for how customers will make payments to the council in future, with an emphasis on more digital channels. This includes closure of the cash office at Bayard Place by March 2018.
- 2.2 An online survey asked people two questions:
- Q1 - Do you agree with the proposed objectives set out in this strategy?
  - Q2 - Do you agree with the proposal to close the cash office?
- 2.3 In total, 40 responses were received.
- 2.4 With regards to Q1, 18 respondents stated Yes and 22 stated No. Of those 22 people who said no, 11 people made comments expressing a preference to pay by cash and face to face. Other comments included whether the council was able to apply a surcharge to card payments. An announcement made in July by Government confirmed that surcharges could no longer be added to card payments made by debit or credit cards from January 2018
- 2.5 For Q2, 14 respondents agreed, five did not answer and 21 said no. Those who answered no said they would prefer to maintain face to face contact, pay by cash and challenged whether everyone has access to a computer. These comments can be addressed by making the respondents aware of the 100 locations including banks, Post Offices and payzones where people can pay in person if they choose to.

2.6 Further details of all responses received between 2 September and 20 September are included in appendix 1a.

### **Consultation Two - Parking Permits**

2.7 A second consultation was held in relation to transferring the administration and payment of parking permits to an entirely online process

2.8 To date, the online consultation has generated 293 online responses and a total of 31 letters, phone calls and emails from people or groups including Citizens' Advice Bureau, Hankey Street Resident Association and Manor House Street Residents and communication from residents via ward councillors.

2.9 People were asked two questions in the online survey:

Q1 - Do you agree with the proposal to change the application, payment and activation of parking permits from a paper-based system to an online process?

Q2 - Do you agree with scratch card proposed change?

2.10 For Q1, 39.6% of respondents said yes and 60.4% said no. Those that said no put forward arguments for the scheme to remain unchanged and commented on the existing permit policy and scheme operation which is not relevant to this consultation as we are not amending the existing policy and pricing as part of this proposal. Comments also focussed on respondents' desire and ability to use digital and asked for clarity on the proposed scheme.

2.11 For Q2, of the 293 responses received, 162 people responded 'no', 66 responded 'not applicable' and 65 responded 'yes'.

2.12 Further details of all responses received between 2 September and 20 September are included in appendix 1b.

### **Consultation Three - Taxi Licensing**

2.13 The third and final consultation is in relation to making the administration and payment of taxi licensing available entirely online

2.14 The online survey was asked on question:

Q1 - Do you agree with the proposal to make the application process from a paper-based system to an online process?

2.15 The consultation generated 19 online responses, 11 of which agreed with the proposal to change the application process from a paper based system to an online system. Only five of the eight respondents that did not agree with the move to an online system provided a comment, one of which commented on potential abuse of the system and people's safety.

2.16 Further details of all responses received between 2 September and 20 September are included in appendix 1c.

### **Feedback From Scrutiny**

2.17 The Growth, Environment and Resources Scrutiny meeting of 20 September considered the three consultations. The resolution from the draft minutes was as follows:

### **RECOMMENDATION**

The Growth, Environment and Resources Scrutiny Committee considered the report and RESOLVED to note and comment on the report, and

1. Endorse (nine members were in favour, one against) the three separate consultations for approval by Cabinet for the next phase of the digital transformation programme on projects within the Front Door project impacted by the implementation of the Payments Strategy 2017 - 2021:
  - i) The Payment Strategy 2017 - 2021 sets out the vision for how customers would make payments to the council in future, with an emphasis on more digital channels. This could include the council not providing a cash office in the future;
  - ii) A change to the Parking Permits administration and payment by making the process entirely available online. This consultation did not cover parking permit policy issues; and
  - iii) A change to the Taxi Licensing administration and payment by making the process entirely available online.

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## Payment Strategy Consultation Findings

### Final Consultation Findings

- 40 responses have been received to the online consultation. Of these responses:
  - Q1 - Do you agree with the proposed objectives set out in this strategy? 18 respondents agreed. Of the remaining 22 respondents, there was one comment on the recent announcement on adding surcharges and, therefore the strategy has been amended to reflect the announcement. Other comments made can be addressed without amending the payment strategy.

	No	Yes	Total
Cash payments	5		5
Digital infrastructure	2		2
General	1		1
No comment	3		3
Parking	3		3
Preference for face to face interaction	6		6
Security of online	1		1
Surcharge	1		1
Yes		18	18
<b>Total</b>	<b>22</b>	<b>18</b>	<b>40</b>

- Q2 - Do you agree with the proposal to close the cash office, 14 respondents agreed, five made no comments to this question and the remaining respondents preferred to maintain face to face contact, pay by cash, commented on parking or challenged having no computer. With regards to payments by cash, this can be achieved by utilising the 100+ banks, post office and

payzones across the city.

	No	No answer	Yes	Total
Yes			14	14
Preference for face to face interaction	13			13
Parking	1			1
No comment	2	5		7
Digital infrastructure	1			1
Cash payments	4			4
<b>Total</b>	<b>21</b>	<b>5</b>	<b>14</b>	<b>40</b>

Consultation Questions and Responses (responses received between 2 September to 20 September 2017)

(see the Cabinet report, Appendix 2a for a full list of consultation questions and responses received between 11 July to 1 September 2017)

<b>Do you agree with the proposed objectives set out in the strategy?</b>	<b>If No, why not? (maximum 500 characters)</b>	<b>Do you agree with the proposal to close the cash office?</b>	<b>If No, why not? (maximum 500 characters)</b>	<b>Q1. Categorisation</b>	<b>Q2. Categorisation</b>	<b>Cabinet Response</b>
Yes		Yes		Yes	Yes	
Yes		Yes		Yes	Yes	
Yes		Yes		Yes	Yes	
Yes		Yes		Yes	Yes	
Yes		Yes		Yes	Yes	
Yes		Yes		Yes	Yes	
Yes		Yes		Yes	Yes	
No	payments office is well used - obviously needed	No	Payments office well used - people should have this facility-	Preference for face to face interaction	Preference for face to face interaction	If the council closes its cash office, it will still retain a face to face and telephone contact centre where customers can gain advice and guidance.
No		No answer		No comment	No comment	

No	Because choice is being taken away from the consumer, soon all you will be able to do is online	No	Again, there should be freedom of choice for customers to be able to pay how and where they want, not be forced to do everything over the internet. Not everyone is IT literate, particularly the elderly and most vulnerable in society.	Preference for face to face interaction	Preference for face to face interaction	If the council closes its cash office, it will still retain a face to face and telephone contact centre where customers can gain advice and guidance.
No	My business is all cash, apart from banking takings to pay bills such as electricity, water and wages all the money in my business is cash. Personally I don't always know when I'll get paid each week or month so can't commit to direct debits etc, so being able to make payments at a cash office is more useful. I find it hard to believe that the numbers of people paying at the cash office are going down considering the queue is always out the door as always.	No		Cash payments	No comment	The council recognises that not all residents have access to online services. The council is committed to ensuring residents have the right support to adapt to digital technologies and wants to help residents to access online services, such as, making a payment. However, even if the cash office closes, there remains over 100 locations throughout the city (i.e. banks, Payzones and Post Offices) where residents can make cash and cheque payments which are more convenient and accessible than the cash office.
Yes		No answer		Yes	No comment	

Yes		No	This is a valuable resource, with very helpful staff. Many are not able to pay online, and other sites are less convenient.	Yes	Preference for face to face interaction	If the council closes its cash office, it will still retain a face to face and telephone contact centre where customers can gain advice and guidance.
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## Parking Permit Consultation Findings

### Consultation Findings (as at 20 September 2017)

- 293 people responded to the online survey; the online survey was divided into two questions
- The first question asked - **do you agree with the proposal to change the application, payment and activation of parking permits from a paper-based system to an online process?**
  - Only 39.6% of respondents agreed with this question. However, of the remaining respondents, only 14% made comments for a preference of no change to the current parking permit process. The remaining respondents either did not make a comment, raised comments over the existing parking permit policy and scheme operation, use of digital or asked for clarity on the proposed scheme. The table below summarises the responses into themes. In total 177 people responded NO and 116 responded YES. The table below summarises the NO comments and how many people made that particular comment. The table below summarises the responses into themes.

	<b>Business owner</b>	<b>Resident</b>	<b>Staff</b>	<b>Grand Total</b>	<b>Grand Total %</b>
<b>Clarity on proposed scheme</b> (how the e-permits system would work, particularly around <b>visitor permits</b> , small businesses and tradesmen)	10	36	2	48	16.4%
<b>Digital</b> (ability to be able to access the internet and security of making payments online)		18	1	19	6.5%
<b>Digital / Clarity of proposed scheme</b> (as above)		14	4	18	6.1%
<b>More expensive</b> (expectation that the permit cost would be increasing changes to the scratchcards or challenge why they should pay)	1	2		3	1.0%
<b>No comment</b>		25	3	28	9.6%
<b>Preference for no change</b> (prefers face to face contact, the existing process works and concerns over invasion of privacy)	2	28	9	41	14.0%

<b>Visible permit / more abuse</b> (concerns around cars parking without a valid permit)	1	19		20	6.8%
<b>TOTAL NO</b>	<b>16</b>	<b>144</b>	<b>19</b>	<b>177</b>	<b>60.4%</b>
<b>YES</b>	<b>3</b>	<b>82</b>	<b>31</b>	<b>116</b>	<b>39.6%</b>
<b>Grand Total</b>	<b>19</b>	<b>224</b>	<b>50</b>	<b>293</b>	<b>100.0%</b>

- The second question asked - **do you agree with scratch card proposed change?**
  - Of the 293 responses received to date, 22% agreed to this proposal, with a further 22% citing it was not applicable to them. Only 5% had a preference for no change but 28% felt this would be more expensive. In total 148 people responded NO, 58 responded 'not applicable' and 57 responded YES. The table below summarises the NO comments and how many people made that particular comment.

	<b>Business owner</b>	<b>Resident</b>	<b>Staff</b>	<b>Grand Total</b>	<b>Grand Total %</b>
<b>Clarity on proposed scheme</b> (how the e-permits system would work, particularly around <b>visitor permits</b> , small businesses and tradesmen)	3	31	4	38	13.0%
<b>Digital / clarity on proposed scheme</b> (as above and ability to be able to access the internet and security of making payments online)		8		8	2.7%
<b>More expensive</b> (expectation that the permit cost would be increasing changes to the scratchcards or challenge why they should pay)	10	64	12	86	29.4%
<b>No comment</b>	1	11	1	13	4.4%
<b>Preference for no change</b> (prefers face to face contact, the existing process works and concerns over invasion of privacy)	2	12	1	15	5.1%
<b>Visible permit / more abuse</b> (concerns around cars parking without a valid permit)		2		2	0.7%
<b>TOTAL NO</b>	<b>16</b>	<b>128</b>	<b>18</b>	<b>162</b>	<b>56.2%</b>

<b>Not applicable</b> (the question was not applicable to the respondent)	2	43	21	66	22.5%
<b>YES</b>	1	53	11	65	22.2%
<b>Grand Total</b>	<b>19</b>	<b>224</b>	<b>50</b>	<b>293</b>	<b>100.0%</b>

- The council also received 31 letters, phone calls and emails from individuals and groups, including Hankey Street Resident Association and Manor House Street Residents. The majority of these individuals and groups were concerned about how the proposed virtual system would work, specifically for visitors, and how it would reduce the current abuse of the permit system. Many of those that contacted the council were concerned that the proposed system would have a negative impact on the parking situation in the restricted parking zones.

Consultation Questions and Responses (responses received between 2 September to 20 September 2017)

(see Cabinet report, Appendix 2b for a full list of consultation questions and responses received between 11 July to 1 September 2017)

**Online Survey Responses**

Please let us know if you are answering this survey as a resident, a business owner or a member of staff?	Do you agree with the proposal to change the application, payment and activation of parking permits from a paper-based system to an online process?	If No, why not? (maximum 500 characters)	Do you agree with scratch card proposed change?	If No, why not? (maximum 500 characters)	Q1. Categorisation	Q2. Categorisation	Cabinet Response
Resident	No	Bayard Place check that I am a resident via paper bills and that the car on the permit is mine and registered at that address. How are we supposed to do that online? This will INCREASE fraudulent use of permits, not stop it.	No	How is this freeing up officers to do their job. Their job is to check cars parked are legally allowed to park. At the moment they can just check a permit as they walk past. Presumably they will have to refer to a PDA to see if each car is legal or not - that will take longer !	Clarity on proposed scheme	Clarity on proposed scheme	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in

							cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk.
Resident	No	I have no problem with paying online rather than Bayard Place, but who checks we are allowed permits? I would then want the paper permit, or something I have to put in my car, sent to me.	No	What!!! So we have to do the scratch cards virtual too? Where does it say that in any of the blurb? So lots of people won't fill this in as they didn't know it included scratch cards !!! Discusting !!	Clarity on proposed scheme	Clarity on proposed scheme	It is proposed that document verification will still take place and performed by council officers.
Resident	No	I am happy that we can change the car reg online free of charge, but how long will it take to update on the officers device? If it is not instant then it will not work and we will all be getting tickets which we will legally be able to challenge costing the council more money.	No	how long will it take to update on the officers device? If it is not instant then it will not work and we will all be getting tickets which we will legally be able to challenge costing the council more money.	Clarity on proposed scheme	Clarity on proposed scheme	The proposed system updates in 'real time'.

Resident	No	Virtual Permits will not work as they will be more open to fraud AND people just won't bother and will park where they want. The same has happened for Car Tax. There are more un taxed cars on the road now than before when you had a visual paper disc in the car. The same will happen with parking. The only people who will know if a car has a parking permit for that street will be the parking wardens and there is not enough of them to police it properly.	No	It will be impossible to do when a visitor comes unexpected. No-one will bother, especially at night when it is needed the most and no wardens are about. you are throwing the residents to the dogs and they are still having to pay you for the privilege !!	Visible permit/more abuse	Visible permit/more abuse	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email <a href="mailto:parking.enforcement@peterborough.gov.uk">parking.enforcement@peterborough.gov.uk</a> .
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Business owner	No	<p>We already have major problems with parking in our area with Any Streeters going into town to work or shop, or people just not bothering. As a business we do not have a scanner so how do you check we are a valid business in the area?</p> <p>This will cause more problems for us and residents.</p>	No	<p>When did it double in price to £1? It used to be 50p. So you have doubled the price of scratch cards, put up business permits by 50% and put up other permits. But we will not even have a bit of paper in our cars to prove we have the permit. I hope you are going to put the prices back down to reflect your costs going down so much !!!</p>	Visible permit/more abuse	More expensive	<p>The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email <a href="mailto:parking.enforcement@peterborough.gov.uk">parking.enforcement@peterborough.gov.uk</a>.</p> <p>The council is committed to being “digital by default” and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.</p>
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Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		No	Why £1. Can it be a little cheaper	Yes	More expensive	The council is committed to being “digital by default” and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.
Resident	Yes		Yes		Yes	Yes	n/a
Resident	No	This will increase people parking in our area because they will think it is ok if everyone else is parking without papers in the car. Especially the scratch card thing.	No	Sorry - did not know there was a question about scratch cards too. answered that in the last one. this is a bad idea and will make our lives much worse. stupid idea.	Visible permit/more abuse	Preference for no change	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email

							parking.enforcement@peterborough.gov.uk.
Resident	No	It means that visitor permits can only be used once, currently visitor scratch cards can be used multiple times within a 24 hour period.	No	Because it potentially increases the cost of visitor permits very significantly.	Preference for no change	More expensive	The council is committed to being “digital by default” and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.
Resident	Yes		Yes		Yes	Yes	n/a

<p>Resident</p>	<p>No</p>	<p>I struggle to park at the moment as many people park down my street when they shouldn't you take away visible permits and then more people will think they have a right to park down my street making it even harder to park</p>	<p>No</p>	<p>That makes it more expensive because at the moment I can transfer a scratchcard between cars if I have more than one visitor a day at different times, you are no proposing that I pay £1 for each person no matter how long they are there</p>	<p>Visible permit/more abuse</p>	<p>More expensive</p>	<p>The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email <a href="mailto:parking.enforcement@peterborough.gov.uk">parking.enforcement@peterborough.gov.uk</a>.</p> <p>The council is committed to being “digital by default” and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.</p>
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Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		Yes		Yes	Yes	n/a
Business owner	Yes		No	Must be cheaper way	Yes	More expensive	The council is committed to being “digital by default” and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.
Resident	No	Because I don't have email at home or a smart phone	Not applicable	I only need a Visitor Permit as I don't drive	Digital	Not applicable	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all

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							of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy.
Resident	Yes		Not applicable		Yes	Not applicable	n/a
Resident	No		Not applicable		No comment	Not applicable	n/a
Resident	No	Because it is not fair across all streets in Peterborough. The areas affected are the ones with lower income. This is unfair. Another way for local council to make money from poorer areas instead of affluent areas and people	No	Another way of making money	More expensive	More expensive	The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.

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Resident	No	because I do not know how to use a computer	No	doesn't sound as if your getting value for money	Digital	More expensive	<p>The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy.</p>
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Resident	No	Do not have on line access and other elderly people in street do not have access either leave things as they are .or get rid of permits altogether thoses with cats already pay road tax and insurance .	No	Scrap permits altogether shame on city council	Digital	Clarity on proposed scheme	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy.
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Resident	No	residents should have a choice	Yes		Clarity on proposed scheme	Yes	<p>The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy.</p>
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Resident	No	<p>Hankey street residents association have concerns which have been highlighted in a lengthy email to the writer of the consultation letter. Acknowledgement of this has been received. Please ensure this has been taken into consideration for hankey/Bamber and gladstone street.</p>	No	<p>Why should we lose out by not being able to use the same scratch card in the same day. The council increases the prices and we see no difference in bad parking</p>	Clarity on proposed scheme	More expensive	<p>The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors.</p>
Resident	No	<p>open to blatent abuse by car owners who don't live in the permit area. No easy to identify cars abusing the system. would rely on frequent patrols to check cars, but this won't happen</p>	No	<p>people aren't going to log on to enter car details for their visitors, they will take their chances. again no way to know who is abusing the system.</p>	Visible permit/more abuse	Visible permit/more abuse	<p>The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should</p>

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							customers see an increase in cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk.
Staff	Yes		No	I may have multiple visitors and they will all have to pay	Yes	More expensive	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors.

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Resident	No		Not applicable		No comment	Not applicable	n/a
Resident	No	It stops residents knowing whether cars are parked without permits. It is very inconvenient for visitors if you have to go online everyone you need a permit	No	This is frustrating as often you arrange several visits in one day when specifically take a day off work, for example	Visible permit/more abuse	More expensive	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email <a href="mailto:parking.enforcement@peterborough.gov.uk">parking.enforcement@peterborough.gov.uk</a> .
Resident	No		Not applicable		No comment	Not applicable	n/a
Resident	No	No online system .	No	Leave as it is . Going to cost to much.	Digital	More expensive	The council is committed to being “digital by default” and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The

							proposed change is to replicate the current permit system and not to increase current permit costs.
Resident	Yes		Yes		Yes	Yes	n/a

### Phone, letter and email responses (Residents)

Who	By	Question	Categorisation	Response
Resident	Email	Why am I limited to 500 characters, why is there a limit on only 500 characters? We should have the facility to allow as many comments as required	Consultation complaint	The error message is a prompt that you have exceeded the character limit. The character limit includes spaces. Your comment was 498 characters excluding spaces. The consultation was simplified to try and encourage more people to complete the survey. The text was restricted to 500 characters to encourage people to be succinct in their consultation responses.
Resident	Email	There is no mention of how the online solution will work, will paper permits still be sent, or all done via online. What processes do you have in place to ensure this can be accessed quickly and efficiently.	Clarity on proposed scheme	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however, the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy.

Resident	Email	As there will be no staff involved, I assume the cost of permits will now be 0?	Clarity on proposed scheme	Unfortunately, there will still be a permit charge as the council still incurs costs for administration (staffing the verification and postal service) software, enforcement, signage and lines.
Resident	Email	I have other concerns the whole parking permit solution in Peterborough and how unfair it is on certain communities. In my ward only 1 residents permit is allowed, whereas other areas 3. There is also a cost for these, we already pay council tax, why should we pay additionally to park outside our own homes	Clarity on current policy	The reason why permit numbers vary from road to road relates to the specific road's capacity and amount of off street parking available. All areas have been surveyed to determine capacity and what restrictions need to be put in place.
Resident	Email	Is there another way to fill in the consultation about whether services should go online apart from online?	Consultation complaint	Facilities and support were available at Bayard Place to allow residents to complete the consultation
Resident	Email	So I ask again on the Civil Liberties front - Why should the council know exactly who is visiting a private house 24/7?	Clarity on proposed scheme	The system will only record the visitor's vehicle registration. No other details will be recorded or known to the council.
Resident	Email	Many people still pay for their council tax at Bayard Place, I send a cheque through the post. Why would these people then be happy to pay online, even if they have internet access?	Clarity on proposed scheme	We note your comments. The Payment Strategy is looking to phase out cheque payments in the future
Resident	Email	Bayard Place check that we are residents via paper bills and that the car on the permit is theirs and registered at their address. How are we supposed to do that online?	Clarity on proposed scheme	It is proposed that residents will be able to scan or take photographs of required documentation and upload it to the online parking permit system.
Resident	Email	If more than 50% of consultants are against it will you drop it?	Consultation complaint	The consultation was carried out to identify all potential risks and issues to the proposed implementation of a virtual parking scheme. If any major 'show stopping' risks had been identified then the council would potentially consider dropping the project, but to date, none have been identified. It is proposed to use the consultation findings to inform the design phase of the system's

				development.
Resident	Email	Another of the reasons given for this is to free up traffic officers to do other things. That does not add up so how exactly do you get to that conclusion? At the moment the officers walk down a road and take a quick look at a window screen to see if it has a permit for the right zone and is in date. They hardly need to stop walking to do that. We have seen how wardens have to check if cars have paid online for parking at metres, it takes a few minutes to do !! We spoke to a couple of officers and they knew nothing about this proposal. They all said they were not happy as it would add more work and they already have to deal with litter and dog mess extra to their parking duties.	Clarity on proposed scheme	With regards to the routes and frequency of enforcement patrols, there is no proposal to change the current arrangement. However, it is predicted from the experiences of other councils that have implemented these systems that enforcement officers can cover more streets using these systems. However, for the first year the council will need to enforce a dual system as the physical permits purchased before the virtual system goes live will still be valid. The council will, therefore, continually review its implementation and its impact on the enforcement officer's work to better understand if and how the frequency of patrols can be increased.
Resident	Email	Why change something that isn't broken?	Clarity on proposed scheme	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however, the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy.
Resident	Email	How can you justify this extra tax for just these residents? Most people would not even notice paying an extra £1 or so on council tax to pay for Bayard Place Cash Office to stay open and	More expensive	The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed

		permits to stay the same.		change is to replicate the current permit system and not to increase current permit costs.
Resident	Email	I am sure some people have said they will be happy that they can change the reg online free of charge. But they probably have not read it completely - a lot of the detail is buried in other links and pdf's on your website. Before this goes ahead ALL residents - including ANY that may be forced to have residents parking in the future (therefore every single resident) must be given a detailed explanation of EXACTLY how this works. Otherwise a lot of them will get a big shock when they realise the real impact of this. Are you prepared to do this BEFORE it is implemented and give them a chance to give more comments?	Clarity on proposed scheme	With regards to the routes and frequency of enforcement patrols, there is no proposal to change the current arrangement. However, it is predicted from the experiences of other councils that have implemented these systems that enforcement officers can cover more streets using these systems. However, for the first year the council will need to enforce a dual system as the physical permits purchased before the virtual system goes live will still be valid. The council will, therefore, continually review its implementation and its impact on the enforcement officer's work to better understand if and how the frequency of patrols can be increased.
Resident	Email	Are you completely sure exactly how this will work in practice? Would you be prepared to do a minimum 12 month pilot scheme to see if it works before implementing it Peterborough wide?	Clarity on proposed scheme	With regards to the routes and frequency of enforcement patrols, there is no proposal to change the current arrangement. However, it is predicted from the experiences of other councils that have implemented these systems that enforcement officers can cover more streets using these systems. However, for the first year the council will need to enforce a dual system as the physical permits purchased before the virtual system goes live will still be valid. The council will, therefore, continually review its implementation and its impact on the enforcement officer's work to better understand if and how the frequency of patrols can be increased.

Resident	Email	What happens when you get lots of complaints from residents that they cannot park and they have no way of knowing if it is because of extra residents or illegal parking?	Clarity on proposed scheme	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email <a href="mailto:parking.enforcement@peterborough.gov.uk">parking.enforcement@peterborough.gov.uk</a> .
Resident	Email	There are more untaxed vehicles on the road since Car Tax when virtual. This is because passing police or members of the public cannot see if it is taxed or not. The only people who can check is someone with an ANPR camera, so people give not paying a go as the likelihood of being caught is low. What is stopping the same from happening when there is no longer a paper parking permit in a vehicle?	Clarity on proposed scheme	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email <a href="mailto:parking.enforcement@peterborough.gov.uk">parking.enforcement@peterborough.gov.uk</a> .
Resident	Email	So what happens for those people when they get an unexpected visitor?	Clarity on proposed scheme	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors.
Resident	Email	Will the website be further updated to make the system easy for the many non-internet savvy residents? What about the the other 52% of Peterborough Residents who do not even what to pay Council Tax online - are they really going to want to do so much more	Clarity on proposed scheme	There will be a link from the council's website to the proposed system. This is a third party system used by many other local authorities for residents to apply, purchase and activate parking permits. There will be a link from the council's website to the proposed system. This is a third party system used by many other local authorities for residents to apply, purchase and activate

		online?		parking permits.
Resident	Email	How can you believe that even the other 60% (116 people) will feel different when forced to do what they had already proved to you they do not like?	Digital	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits.
Resident	Email	We understand why you want to close Bayard place cash office, but why can't a small payment office be left at the town hall for parking permits?	Clarity on proposed scheme	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits.
Resident	Email	How long will a warden wait for us to tell you the car reg of our visitors?	Clarity on proposed scheme	Vehicles will be observed for at least 5 minutes.
Resident	Email	If we as a Tech Savvy Business (but without a scanner) had problems, how do you expect others to do this without the support at Libraries or Bayard place - which we have already proved is not available	Digital	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however, the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy.
Resident	Letter	The replacement of the visitor scratchcard is a significant change to the current arrangements and yet not mentioned in the consultation letter	Clarity on proposed scheme	The council is committed to being “digital by default” and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.

Resident	Letter	Currently, documents need to be taken to the Cash Office for verification. The letter nor the survey sets out what will happen to this aspect of the system	Clarity on proposed scheme	It is proposed that residents will be able to scan or take photographs of required documentation and upload it to the online parking permit system.
Resident	Letter	The paper permit is helpful to residents as it helps identify cars we do not recognise have the right to park in our permitted spaces	Visible permit/more abuse	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email <a href="mailto:parking.enforcement@peterborough.gov.uk">parking.enforcement@peterborough.gov.uk</a> .
Resident	Letter	It is not clear from your letter how the e-permit system will work for visitors	Clarity on proposed scheme	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors.

**Phone, letter and email responses (Staff)**

None received

## Taxi Licensing Consultation Findings

### Final Consultation Findings

- Only 19 responses have been received to date; 11 agreeing with the proposal to move the application process from a paper based system to an online system.
- Only five of the eight respondents that did not agree with the move to an online system provided a comment, one of which commented on potential abuse of the system and people's safety. It is important to note that there will still be a verification process as part of the application process.

### Consultation Questions and Responses (responses received between 2 September to 20 September 2017)

(see Cabinet report, Appendix 2c for a full list of consultation questions and responses received between 11 July to 1 September 2017)

Do you agree with the proposal to make the application process from a paper-based system to an online process?	If No, why not? (maximum 500 characters)	Cabinet Response
Yes	No comment	n/a
Yes	No comment	n/a
Yes	Taxi Federation representatives- What are the alternative options for the applicants who do not have bank account details nor other means of making online payment (Can only pay by cash)	Consider options a. Postal b. Barcode c. Cheque payments upfront (Short term solution)

No	Open to abuse/fraud	There will be a face to face verification meeting with an officer in regulatory services once online applications have been submitted and customers will bring in original documents for validation.
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