

Councillor Black
Chair of Scrutiny Programme Committee

(By Email)

Please ask for: Councillor Mark Thomas
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Our Ref: MT/JG
Your Ref:
Date: 26 January 2022

Scrutiny Programme Committee – 14 December 2021, Parking Policy, Control and Enforcement - Response to Feedback

Dear Councillor Black,

Thank you for your letter dated 5th January 2022, which was your committee's response to the Scrutiny meeting I and Officers attended on 14th December 2021.

I felt that we were able to respond to most questions raised at the meeting but there was one outstanding query for which I committed to provide you with a response to.

Your question and my response are laid out below and I hope that will satisfy the Members of the Committee.

- 1. We discussed potential difficulties with the enforcement of residents parking bays given that there are now paperless permits. This means that it is impossible for residents to check that vehicles in the bay are legitimately parked. However, given that certain information is already available to the public on-line, such as typing in a vehicle registration number to check whether a vehicle is taxed or has a MOT, we suggested it would help if information on whether a vehicle had a residents parking permit was also accessible, so that people can then call for enforcement if necessary. We were told that officers would investigate this but suspected issues around privacy / data protection. We would be grateful for a response on whether this would be feasible.***

a) The Council stopped issuing paper based Residents Parking permits in August 2016 and began issuing virtual permits instead.

Resident Parking Permit details are held in the Chipside MiPermit system. The system is a data base that holds the residents personal details such as name, address and Vehicle Registration Mark, (VRM). The Mipermit system then produces a virtual permit that exists on the system and appears on a Civil Enforcement Officers (CEO's) handheld computer. When checking resident parking bays the CEO will enter the VRM into the

handheld computer. The handheld will tell the officer if the vehicle has a valid permit or not. If the vehicle does not hold a valid permit then the handheld alerts the officer and begins the PCN issuing process. The handhelds database is updated when docked overnight as permits are added and removed every day.

At present there is no facility within the software to export certain data onto the internet that would allow members of the public to check if a vehicle has a Residents Permit or not. At present Chipside are unable to do this as there is a security risk to other information kept on the database being accessed. For this reason we are unable to provide this service in similar way that the DVLA currently do. Chipside have said it might be possible to make changes within the software that will protect the information but this will need some further development time. Officers plan to discuss with other Local Authorities that use the MiPermit system to see if this is a function they would be interested in and will raise this matter at the next meeting of the Chipside user group.

In the meantime Officers would ask that residents and members report any concerns they have relating to residents parking to the Council's Parking Services department by emailing car.parks@swansea.gov.uk.

Yours sincerely



Y Cynghorydd / Councillor Mark Thomas
Aelod Y Cabinet Dros Wasanaethau'r Amgylchedd
Cabinet Member for Environment Services