Virtual Parking Permit Applications

Is my data safe?

Yes. The Council only retain the minimum of information required to administer the scheme. The only data collected for residential permit applications are
- Applicant name
- Applicant address
- Applicant vehicle registration
- Applicant email address (unless the applicant is a digitally restricted applicant).

For a visitor permit, the resident householder becomes the applicant and the above information is required along with just the registration numbers of any visitors they wish to add to the account.

The registration numbers are required so that Council Wardens can scan these details to see if the vehicle is eligible to park. With only this information Parking Services are not able to identify the visitor and would not need to do so as the registration number will show as being live and in the scheme.

Only cars that are not registered with the scheme would receive a fine and for those in violation, their personal information (beyond the registration number sighted) is not known to our Wardens.

Our permit application process has been online since 2017 and in order to apply for a particular scheme, Parking Services need proof of address and vehicle details to enable them to issue the permit and check whether or not the address given falls under the residents' scheme that the particular resident is applying for. Parking Services has always had to collect this information even prior to the application process being online. For a visitors permit the only information we need is the registration numbers of the visiting vehicles, once proof of address has been supplied.

To clarify, Parking Services store visitor registration numbers only and do not store personal information relating to vehicle owners. It is only when a parking violation occurs that Parking Services office staff have the legal right to contact the DVLA to obtain information relating to the vehicle for the purposes of processing the legally issued fine.

Applying online for my permit

Appendix A (attached) details how residents can access the online portal and register their vehicles. It has been created to assist residents who perhaps are not experienced with online form filling. The visuals assist residents match the instructions to what they are seeing on their screens. I appreciate this is a long document but we feel it is important to give residents full and accessible information and reduce the need for residents to spend extra time trying to contact us with queries about how to navigate the system.

How many visitor passes can be activated at any one time?

All households within the scheme are entitled to 1 resident permit per eligible **vehicle** and 1 visitors permit per address. The visitor pass can have up to 10 regular visitor vehicle registrations stored on it at any one time.

Only 1 visitor can use the visitor parking permit at any one time.

The Council is unable to allow multiple cars to park for an individual resident at any one time because this would cause severe obstructions, issues with road access and there would inevitably be parking breaches as the roads are not designed to have multiple cars parked outside each household.

If a resident has a visitor, the resident will need to activate the vehicle registration plate on their visitor permit. This should be done at the point of arrival.

What happens if I have visitors out of office hours or an unexpected visitor?

Where customers have out of office hours' visitors, the customer can either:

1. Amend the activated vehicle via the online portal.

   Or

2. Please see guidance for digitally restricted residents.

What provision is in place for health care workers, carers and family who work in capacity as carers visiting my home?

Provision is allowed for additional visitor permits in instances where a resident requires regular health worker/family attendance (subject to provision of appropriate evidence from that healthcare professional/family member). In addition, health visitors who work as part of a care organisation can apply for health visitors permits which allows them to park in residential zones across the District on a time limited basis so that they are able to deliver their services.

In terms of additional visitors permits for multiple carers, the resident can apply for a Special Permit stating the reason for application. Applications are reviewed and approved by the Highways Department. Each case is reviewed on an individual basis.

Sometimes, a mutual conclusion may be reached between Highways and the resident that the resident having a permit themselves is not the most suitable option for their individual circumstance. In some cases, it is more prudent for the care agency to apply for Health Visitor permits. These permits allow carers to park in all scheme areas within the Bradford District, are annual permits, and allow the carer up to 2 hours parking outside any one residence. Please note an administration charge of £10 applies per annum for these permit types. This supersedes the need for householders to have permits for their carers themselves and means that the resident does not need to navigate the online/phone system in respect of their carers. However, householders would still need an active visitor permit for any visitor not falling into the carer category.

Emergency vehicles are not subject to adherence with the parking scheme and do not require a visitor permit to attend households that are within the parking scheme.

No further exclusions or additions apply.

What happens when I employ a tradesperson to work on my home

A worker such as a gas engineer/plumber/decorator/handyperson who has been specifically employed to work on a property of a resident within the scheme can be added to and activated on the resident's visitor permit. Tradespeople can also apply for a trade permit themselves (Contractor Permit) and this can be used in instances, for example, where a resident already has a visitor to their household and a trades person is required to undertake work at the same time.

Where a trades person has not been employed by a particular resident and a company is undertaking work (for example infrastructure work) on the street, that company is responsible for following the correct procedure and will not be attached to a particular resident's visitor permit.

Trades people can obtain their permits from our website at the following link:
www.bradford.gov.uk/transport-and-travel/parking/parking-permits/
Permit parking zones are in place at a number of locations across the Bradford District. Please note there is an administration charge for this permit.

Where a resident needs to suspend a space on the Highway for example to place a skip, then they need to apply for a waiver permit which is chargeable at a daily rate.

Do I need an active permit for someone collecting, dropping off or delivering goods at my home?

It is not necessary to enter visitor details into the system when someone arrives for a very short drop or collection of someone/something at a residents' home.

Please note that our Wardens will observe the area and if it is clear that a visitor is parked as opposed to swiftly dropping off/picking up, a fine would be issued. A 5-minute observation period is applied prior to issuing penalty notices.

Events and parties

If there is a special event taking place where multiple vehicles will be in attendance, the resident homeowner where the event is taking place should contact Parking.Services@bradford.gov.uk who can review a request for additional parking.

Parking Services ask that, wherever possible 5 working days' advance notice is given to allow the team to process the necessary approvals. Where this is not possible, please contact Parking Services on 01274 434300. This contact number can also be used where residents are unable to send an email and relevant support will be provided on a case by case basis.

Support for Digitally Restricted Residents

If a resident is struggling to get online or they are digitally restricted due to not having access to a computer or a smart phone they can submit a postal application which requires the following documents and information:

- A copy of documents showing proof of address, for both visitor and resident permits
- A copy of their vehicle documentation proving ownership
- A telephone number in case Parking Services need to contact them to ask for any further information
- For visitor permits only: the registration numbers of up to 10 regular visitors.

This information should be sent to Parking Services with and a covering letter to the following address:

Parking Permits Team,
PO Box 848,
Bradford,
BD1 5UH

The covering letter should explain that the customer has no access to the internet or smart phone and no friends, family or neighbours who can set up the permit application for them.

Once we have received the relevant information. We have designated officers to support these individual's accounts.

Up to 10 vehicle registration numbers can be listed on the visitor permit. However only one vehicle can park using the visitor permit at any one time.

Parking Services will confirm the permit details in writing once it has been set up. If a customer does not have access to email, then Parking Services can confirm the permit via post.

If a customer needs to add or change the visitor permit car registration numbers, then they can contact Parking Services direct on 01274 434300 and select 'Option 4' to speak to an operator and leave a message on the out of hours answer machine detailing the car registration plate of the visiting vehicle, the time of arrival and the home address it relates to. The message will be picked up by the Parking Services team.

Where a customer has actioned point 2 above, if a Penalty Charge Notice (PCN) is received, this will be an appeal consideration.

As detailed above, it may be that a digitally restricted resident would benefit from having their carers apply for the relevant permit. In this case, the carer agency should be advised by the person employing those carers at the earliest opportunity.

Who can park outside my home?

The Council does not have any veto over the lives of individuals when it comes to who will be allowed to be added to a visitor permit. This choice lies with the householder. Where a car is parked within the scheme and is not registered on our system, that car will receive a PCN.

Can I request a physical (paper) permit?

Bradford Council no longer issues paper parking permits in the District. The reason for this is that paper permit schemes are less effective and efficient than the online virtual system. The Council is committed to driving efficiencies for the benefit of all residents in the District:

- Paper permits do not allow our Wardens to use technology to effectively access the required data in order to check a vehicles eligibility to park.
- It is not environmentally beneficial for the Council to create paper permits
- It is administratively cumbersome to have a paper based system and residents do not have the option to manage their own details and vehicles
- Paper permits were frequently misplaced or permanently lost. A virtual permit cannot be lost as it is constantly attached too your home address. These were chargeable previously to the resident to replace lost, damaged or stolen permits.
- Bradford Council now has a smooth process that is effectively implemented whilst managing parking issues and helping to maintain road and resident safety.
- PCNs were previously issued for failure to display and overturned permits.

All Bradford District permit schemes are virtual. Many of these schemes have been successfully running as virtual permit schemes in the District for more than 18 months. We are unable to issue or produce physical permits and our system no longer supports this. The Council has no intention of returning to a paper based system.

The majority of local authorities in the country have moved to virtual permit systems and no longer use paper permits.

Managing Change

The Council recognises that change can be difficult to process and manage. In some cases, change can present residents with challenges that require support to overcome. Our Parking Services and Highway teams are here to assist all residents with any queries they may have about our parking schemes.

If you are experiencing an issue relating to one of our permit schemes that has not been addressed in the information above, please contact the Parking Services/relevant Highways team directly. We will assist you to resolve the issue you have raised and will add the query and advised solution into this information sheet so as to inform other residents.

Thank you for taking the time to read this communication.

If you require a copy of this leaflet in any other accessible format, please contact Parking Services on 01274 434300 and select 'Option 4' to speak to an operator.

Appendix A - A guide showing screen shots on how to make your permit application

Resident Permit Account (includes Visitor Permits)

Please use the Bradford Council website link:

www.bradford.gov.uk/transport-and-travel/parking/parking-permits/

City of
BRADFORD
METROPOLITAN DISTRICT COUNCIL

My permit account

Email :

Password :

Create a new account   Sign in to my account

I've forgotten my password

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City of
BRADFORD
METROPOLITAN DISTRICT COUNCIL

My permit account registration - step one

* Account type :	⦿ Resident
	○ Business
	○ Staff
	○ Contract
	○ Health Visitor

Please register with an email address and password. You will be sent a confirmation email. Your account will not be active until you have clicked on the link in this email.

* Email :	
* Password :	
* Confirm password :	

Password must contain at least 8 characters including one lower case, one upper case and one numeric character.

Cancel   Next

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My permit account registration - step two

* Title :	
Initials :	
* Forename :	
* Surname :	

* Contact method	* Details
Please select... ⌄	▢ ✖

* Residential Address :	
* Search postcode :	[ ] Find

Cancel   Back   Finish

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Fill in where there is a red * and click Finish.

My permit account registration

Thank you for registering your details.

An email has been sent to u████████mail.com. Please click on the link in this email to activate your new account.

Return to login

My permit account

Email :	
Password :	••••••••

Create a new account   Sign in to my account

I've forgotten my password

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Enter your email and password and click **Sign in to my account** button.

My permit account

Your account has not been activated. Please click on the link in the confirmation email that you received. If you do not have this email then please use the button below to request another email

* Email :

Cancel   Resend confirmation email

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From: DoNotReply+BradfordMDC@paysmarti.co.uk
[mailto:DoNotReply+BradfordMDC@paysmarti.co.uk]
Sent: 30 June 2020 14:15
To: PP*****
Subject: Account registration confirmation

Dear Mrs. Test Tester,

Thank you for registering your account with us. Before you can start using the website, you will need to confirm that this is your e-mail address and that it was you who registered the account with us.

If you have **not** registered for this service then you can ignore this e-mail. The account will **not** be activated and the details registered alongside your account will **not** be used.

However, if you **have** registered with us on our parking website, please click on this link to confirm your account registration. This will activate your account allowing you to apply for parking permits and track them on the website.

When you confirm your registration, you will be taken to the website login page. There you will able to sign in using the e-mail address and password you used to register.

Kind regards,

Parking Permits Team

Bradford Metropolitan District Council

Click the link in the email to take you back to log in screen.

Enter your email and password and click **Sign in to my account** button.

My permit account

Email :

Password : ·········

Create a new account   Sign in to my account

I've forgotten my password

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🏠 My account

Account settings   Change password   Close account   Log out

My details
View or change your details

Permit application
Apply for a permit

My permit applications
View your applications

My permits
View and renew your permits

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Account Dashboard

🏠 My account

Account settings   Change password   Close account   Log out

Account settings

Remind me when one of my permits is about to expire :   ☑

* How many days before the permit expires?   −   10   +

Cancel   Save

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Account Settings – allows you to set a reminder for renewal.

🏠 My account

Account settings   Change password   Close account   Log out

Change password

* Old password :

* New password :

* Confirm password :

Password must contain at least 8 characters including one lower case, one upper case and one numeric character.

Cancel   Save

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Click – Enter old password and add new password and confirm on the Change password tab – Save

Click – Close account by entering password and Proceed

My details button:

Permit Application button:

Highlight and click Resident, it will show the address for the permit and click Next to continue

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🏠 My account

Account settings   Change password   Close account   Log out

Permit application

Permit category   (You must fill in all fields marked *)

Please select the type of permit you require.

* Permit category :   [Resident   ⌄]

Address details   (You must fill in all fields marked *)

Address :   [   ]

Cancel   **Next**

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🏠 My account

Account settings   Change password   Close account   Log

Permit application

Permit type   (You must fill in all fields marke

Please choose a particular permit.

* Permit type :   [Resident Permit   ⌄]

This account type should be selected if you require a residents and or a visitors permit. The system will identify if you are entitled to a permit based on your address information. You can apply for multiple residents' permits for all vehicles that are registered at the property but you need to upload both types of supporting evidence for every vehicle registered. Please note that not all properties are entitled to a visitor permit. You will require the following supporting evidence: • Council tax or utility bill. • V5 (log book) or insurance document which shows the date, name, address and vehicle registration.

* Zone :   [Ilkley A   ⌄]

* Issue period :   12 months

[View price scheme]

* Start date :   [03/07/2020   📅]

Expiry date :   02/07/2021

Applicant details

Title :   [   ]
Forename :
Surname :
Email address :   [   ]m
* Daytime phone :   [01274 4▮▮▮▮▮]

Vehicle details   (You must fill in all fields marke

* Vehicle registration :   [TE22STA]

Fill in where there is a red * Click Next and on next screen Proceed if you are happy with the details.

If you Save Application it takes you back to the Dashboard – View Application to return to Upload supporting documents.

Select Document and click Add

Additional proof documents are required

This type of permit requires the following proof documents :

- 1 from the *Resident* category
- 1 from the *Vehicle* category

You still need to provide :

- 1 from the *Resident* category

OK

Upload supporting documentation

Application number :	524275
Application date :	22/07/2020
Permit type :	Resident Permit
Start date :	22/07/2020
Period :	12 months
Price :	£0.00

You will require the following supporting evidence: Council tax or utility bill and V5 (log book) or insurance document which shows the date, name, address and vehicle registration per vehicle.

You may upload up to 3 documents.
Each document must not be greater than 5MB in size and must be one of the following types:

- Scanned document or photo in JPEG format (jpg, jpeg)
- Microsoft Word document (doc, docx)
- Rich Text document (rtf)
- Microsoft PowerPoint document (ppt, pptx)
- Scanned document or photo in TIFF format (tif, tiff)
- Bitmap Image (bmp)
- Portable Document Format (pdf)
- Scanned document or photo in PNG format (png)

New proof documents :   **+ Add document**

	Document type	Proof category	File name	
	Insurance Documentation	Vehicle	_80207743_drivinglicense.jpg	✕
	Council Tax Bill	Resident	BMDC_Mini.jpg	✕

Cancel   **Upload documents**

Upload documents. Your Resident Permit is now live and can be viewed in My Permits. Click Finish to take you back to dashboard.

Permit application confirmation

Application number :	24187
Permit number :	BQRES57
Application date :	03/07/2020
Permit type :	Resident Permit
Start date :	03/07/2020
Period :	12 months
Price :	£0.00

Your supporting documents have been saved together with your permit application.
Your new permit has been issued.

Finish

Visitor Permit

Select Visitor Permit option in drop down, check address and click Next

BRADFORD

🏠 **My account**

Permit application

Permit type	*(You must fill in all fields marked •)*

Please choose a particular permit.

• Permit type :   Visitor Permit ⌄

Some addresses in residential schemes allow visitor permits. The system will identify if you are entitled to a permit based on your address information. You can apply for the visitors permit via your resident permit account. A maximum of one visitors permit is allowed per residential address. Some residents may only require a visitor's permit as they may not have a vehicle. For this type of permit you can add the vehicle registrations (VRM) of up to 10 vehicles whom are your regular visitors, but you need to manage your account to select which visitor is using the permit. You will require the following supporting evidence: • Council

• Zone :   Ilkley A ⌄

• Issue period :   12 months

View price scheme

• Start date :   03/07/2020 📅

Expiry date :   02/07/2021

Applicant details

Title :   Mrs

Forename :

Surname :

Email address :

• Daytime phone :

You can enter 0 and no vehicle registrations if you are just creating your account. Just upload proof of residents. Enter number of vehicles and all the car registration numbers up to 10 vehicles.

Vehicles	(You must fill in all fields marked *)
How many vehicles do you wish to register for this permit. You may have up to 10 vehicles.	
* **Number of vehicles :** 10	Only 1 vehicle may use the permit at a time. You can change which vehicle is active at any time through this website

Vehicle details - 1 - this will be the active vehicle when the permit is issued	(You must fill in all fields marked *)
* **Vehicle registration :** K10	

Vehicle details - 2	(You must fill in all fields marked *)
* **Vehicle registration :** K11	

Vehicle details - 3	(You must fill in all fields marked *)
* **Vehicle registration :** K12	

Vehicle details - 4	(You must fill in all fields marked *)
* **Vehicle registration :** K13	

Vehicle details - 5	(You must fill in all fields marked *)
* **Vehicle registration :** K14	

Vehicle details - 6	(You must fill in all fields marked *)
* **Vehicle registration :** K15	

Vehicle details - 7	(You must fill in all fields marked *)
* **Vehicle registration :** K16	

Vehicle details - 8	(You must fill in all fields marked *)
* **Vehicle registration :** K17	

Vehicle details - 9	(You must fill in all fields marked *)
* **Vehicle registration :** K18	

Vehicle details - 10	(You must fill in all fields marked *)
* **Vehicle registration :** K19	

Cancel   Back   Next

Review and Proceed.

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🏠 **My account**

Account settings   Change password   Close account   Log out

Permit application confirmation

Application number :	24188
Application date :	03/07/2020
Permit type :	Visitor Permit
Start date :	03/07/2020
Period :	12 months
Price :	£0.00

Thank you for your permit application.

To move on to the next stage of the application you will now need to upload your proof documentation by clicking the "Upload Supporting Documents" button.
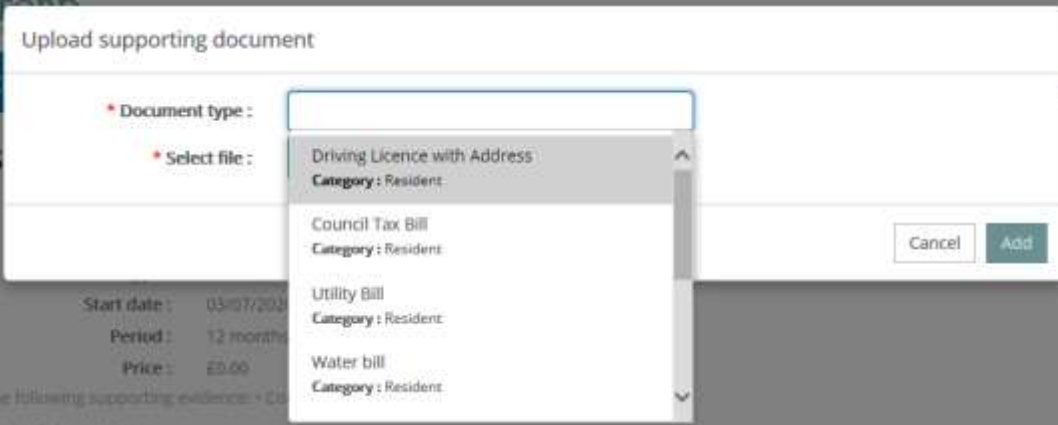
Once you have uploaded your documentation you will then need to make payment and then your Permit will be ready to use immediately.

PLEASE NOTE that if you press the "cancel" button without providing proof documents your application will be declined and you will be required to complete the application again.

Cancel   Save application   Upload supporting documents

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Click **+ Add document** then drop down Document Type; Browse select relevant document.

Upload supporting document

* Document type :	
* Select file :	

Driving Licence with Address
Category : Resident

Council Tax Bill
Category : Resident

Utility Bill
Category : Resident

Water bill
Category : Resident

Cancel   Add

Start date :   03/07/202
Period :   12 months
Price :   £0.00

* Document type :	Driving Licence with Address ▾
* Select file :	Browse... 20160927_074724.jpg(2.414KB)
Preview :	

Cancel   Add

Add – one proof of Address

🏠 My account   Account settings   Change password   Close account   Log out

Upload supporting documentation

Application number :   24188
Application date :   03/07/2020
Permit type :   Visitor Permit
Start date :   03/07/2020
Period :   12 months
Price :   £0.00

You will require the following supporting evidence: - Council tax or utility bill.

You may upload up to **6** documents.
Each document must not be greater than **5MB** in size and must be one of the following types:

- Scanned document or photo in JPEG format (jpg, jpeg)
- Microsoft Word document (doc, docx)
- Rich Text document (rtf)
- Microsoft PowerPoint document (ppt, pptx)
- Scanned document or photo in TIFF format (tif, tiff)
- Bitmap image (bmp)
- Portable Document Format (pdf)
- Scanned document or photo in PNG format (png)

New proof documents :   **+ Add document**

	Document type	Proof category	File name	
🖼	Driving Licence with Address	Resident	20160927_074724.jpg	❌

Cancel   **Upload documents**

Click upload supporting documents and your Visitor permit has been issued. Click Finish.

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🏠 My account   Account settings   Change password   Close account   Log out

Permit application confirmation

Application number :   24188
Permit number :   BQVIS16
Application date :   03/07/2020
Permit type :   Visitor Permit
Start date :   03/07/2020
Period :   12 months
Price :   £0.00

Your supporting documents have been saved together with your permit application.
Your new permit has been issued.

Finish

My Permits button:
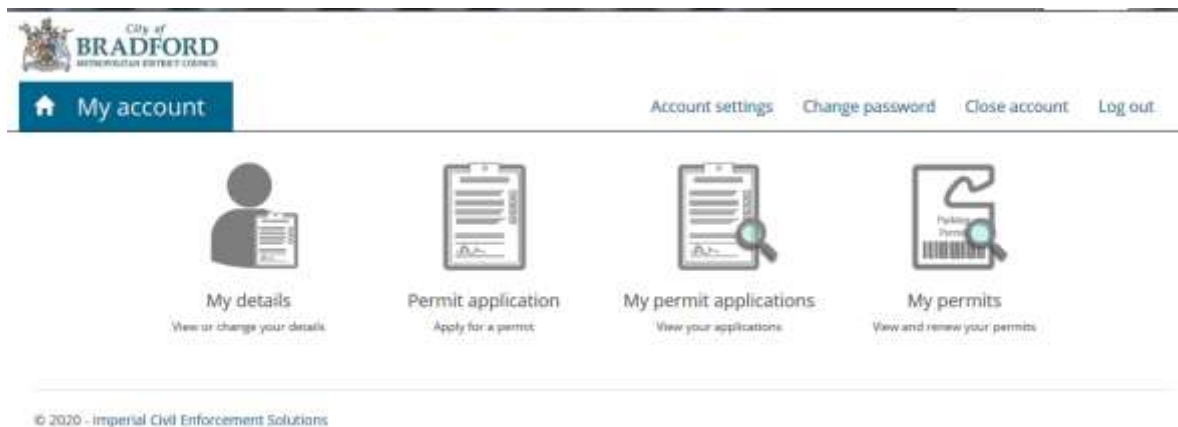
My Permits tab – lists all permits issued
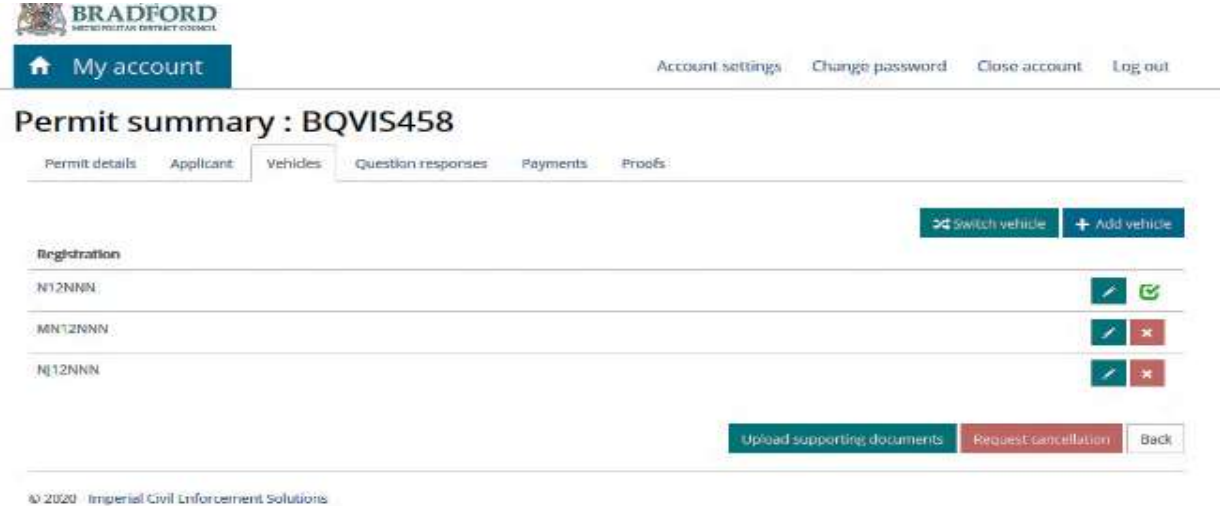
Can either use magnifying glass to open up or vehicle button to go straight to vehicle tab.
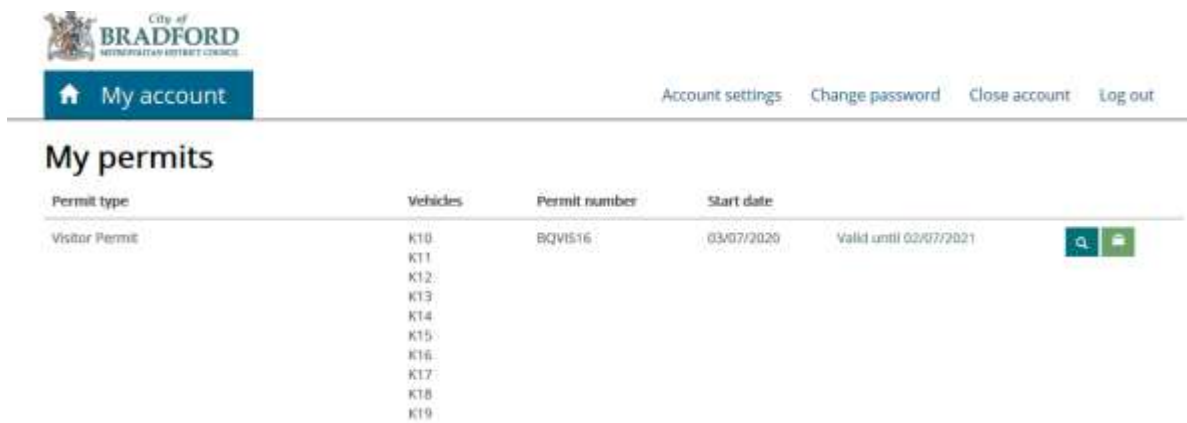
Only one visitor permit is allocated to each household within the permit scheme – although you can pre-register up to 10 vehicles. You can enter 0 and no vehicle registrations if you are just creating your account. Just upload proof of residents. It is the account holder's responsibility to amend who is using the visitor permit on their account. To do this you can either delete a vehicle listed and add the new vehicle details or edit using the pencil or if the vehicle details are already listed; switch the permit to this vehicle by press the **Switch Vehicle** button.

☑ Identifies which vehicle is actively using the Visitor Permit.

Click Add Vehicle will open a screen to add vehicle details- Add vehicle registration and Save. Then use the Switch button to choose which vehicle needs to use the visitor permit.

If you put the maximum 10 vehicle registrations numbers; it will not let you add another therefore you would have to amend or delete existing registration.

Permit Summary shows – Permit Details; Applicant; Vehicles; Questions responses; Payments; Proof by clicking each tab shows the information.

To cancel – click Request Cancellation button and enter the reason then click Next.