

APPENDIX 2

ENV801: Income Generation and Digital Improvements to the Authority's Parking Service 2018/19

Executive Summary

Members will be acutely aware that the Environment Directorate has faced extensive savings over previous financial budget rounds. The options set out below are an alternative to reducing services further.

There is a significant amount of anecdotal evidence, opinion and speculation over the relationship between car parking provision and town centre prosperity. Somewhat paradoxically this ranges from arguments suggesting that 'greater accessibility for cars on the high street will increase the viability of town centres by improving trading for business' to 'restricting accessibility for cars will increase the viability of town centres by cutting congestion and pollution whilst making the high street more pedestrian friendly and increasing dwell time. The British Parking Association in response to the Portas review has stated that "Free parking, where demand exceeds supply will make town centres less attractive, not more". To date, we have been unable to obtain any substantive evidence to suggest that reduced tariffs have increased footfall nor improved prosperity in our town centres.

The Council currently supports a number of parking initiatives which include first hour free and a reduced tariff structure in Pontardawe and as part of the Business Improvement district (BID) free parking after 3pm on the top floor of the Neath multi-storey car park (free after three on three). Members are also advised that parking charges were reduced in 2016 by 30p per tariff band.

This report focuses on income generation and the continued development of the parking service through digital transformation and mobile CCTV camera van enforcement.

The proposals could generate in the region of up to circa £300K, net £200K to allow for unfunded NNDR increases and one-off set up costs for changes to enforcement.

The following options are set out for Members' consideration:-

Off-Street Car Parking

- To increase charges by 50p per tariff band implemented from 1st April 2018.
- Pontardawe off-street car parking charges be brought into alignment with Neath and Port Talbot town centres, and the revised charges be implemented from 1st April 2018 as set out in the tariff schedule.
- Currently season permits cost; 3 months £100.00, 6 months £180.00, 9 months £250 and 12 months £315. To increase charges for season parking permits; 3 months £130, 6 months £225.00 and 12 months £410.00, be implemented from 1st April 2018. That the 9 month permit be discontinued.

Virtual Permits

Virtual Permits will allow drivers to apply for a Permit online via our website. These permits will be processed in real time and the hand held computers of Enforcements Officers will update instantaneously.

Permits can be purchased 24-hours a day seven days a week. This will eliminate the need for paper permits that are currently required to be displayed in vehicles.

Permits currently cost £20.00 per annum.

- The virtual permit system is introduced on 1st April 2018 subject to the software testing.
- All permits are increased from £20.00 to £22.50 per annum.

Country Parks

The current charges are £2.00 all day at the Gnoll and £1.00 all day at Afan Forest Park. The season permit at the Gnoll is currently £40.00.

The proposed tariff changes as per the attached car parking tariff schedule detailing the daily cost of parking in the Gnoll and Afan Forest parks, as follows:-

- The proposed charges of £1.00 up to 1 hour, £2.50 up to 4 hours and £4.00 all day are implemented at Afan Forest Park from 1st April 2018.

- Afan Forest Park is incorporated into the off-street parking order.
- The proposed charges of £2.50 up to 4 hours and £4.00 all day are implemented at the Gnoll country park from 1st April 2018.
- Season Tickets be increased to £52.00 per year (£1.00 per week) at Gnoll Country Park.

Mobile CCTV Enforcement

- Officers be authorised to purchase the hardware and software for mobile CCTV enforcement. To process the digital mapping necessary for the implementation of Traffic Regulations Orders and submit a proposal to the Welsh Government for approval. Once approved by Welsh Government to purchase a new enforcement vehicle.

Aberavon Seafront Strategy

The current charge is £1.00 all day from 1st May to 30th September.

- The tariff structure for the Aberavon seafront be introduced at a charge of £2.00 for 1st May to 30th September and £1.00 for 1st October to 30th April.
- Victoria Road car park be incorporated into the Authority's off-street parking order at a charge of £2.00 for 1st May to 30th September and £1.00 for 1st October to 30th April.
- A No Waiting No Loading Traffic Regulation Order is advertised for The Princess Margaret Way, as illustrated on Plans A and that the Order be implemented, subject to there being no objections.
- A 2-Hour Limited Waiting, No Return within 4 Hours, 7 Days a Week, be implemented to the existing parking bays to The Princess Margaret Way, as illustrated at Plans B, and that the Order be implemented, subject to there being no objections.

The WAO report on income generation highlighted a potential £42M across Wales. NPT's proposals will be in line with car park income against population average revenue.

The Council car park income also funds the maintenance upkeep of car parks to maintain appropriate standards of safety, lighting and equality issues. The parking income account has spent £500K over five years maintaining the assets.

People are prepared to pay for good customer service and quality parking facilities. They do not like to pay for poor service and facilities and funds are needed to facilitate this. The British Parking Association believe that the people that use the facilities should pay for them to help to maintain the assets and increasing energy and maintenance costs.

Background

Off-Street Tariff Structure

Members are advised that the Authority last changed the off-street parking tariffs in 2016. Members are reminded that off street income from the Authority’s pay and display car parks is subject to VAT @ 20% and that the VAT is payable to HMRC.

Currently there is a different tariff structure in Pontardawe; the structure states up to 1 hour free and 2-3 hours 50 pence. There is no tariff structure between 1 & 2 hours; this will need to be addressed.

During 2016/17 12,834 free 1 hour tickets were issued in Pontardawe.

Consideration needs to be given to the Pontardawe off street car parks being brought in to line with the rest of the Authority’s town centre pay and display car parks.

Set out below is the current off-street tariff structure together with the previous off-street tariff structure.

	<u>Pre January 2016</u>	<u>Current</u>
Up to 1 hour	£1.30	£1.00
1-2 hours	£1.80	£1.50
2-3 hours	£2.30	£2.00
3-4 hours	£2.80	£2.50
Over 4 hours	£3.30	£3.00

It was proposed to trial the change in tariff structure for a 12 month period. Should the Authority see no rise in public participation then it was intended to return to the previous tariff structure.

This was due to end in January 2017 and changes made to be implemented in April 2017. This decision was held in abeyance until after the local elections in May 2017 in order that the new council members would be able to participate in any review.

Set out below is the income received over the last five financial years. This illustrates the income received and will allow members to consider any changes made in an informed manner.

Year	Income
2016/17	£901,163
2015/16	£973,784
2014/15	£1,038,694
2013/14	£1,027,779
2012/13	£1,066,465

Shown below is the additional income that may be generated together with a risk matrix. Members will need to be aware that the risk matrix is based on the 2016/17 income figures.

The tariff options show the working figures for the projected increase.

2016/17 Income £901,163						
Tariff Increase	Projected Income	Projected Increase		Risk Factor on 2016/17 Income	Potential Decrease	Projected Income with Risk
10p	£977,463	£76,300		5%	£45,058	£856,105
20p	£1,025,000	£123,837		10%	£90,116	£811,047
30p	£1,043,774	£142,611		15%	£135,174	£765,989
40p	£1,091,311	£190,148		20%	£180,233	£720,930
50p	£1,138,849	£237,686		30%	£270,349	£630,814

Attached is a comparable tariff structures for the neighbouring authorities

Pay and Display Tariffs

Authority	1 hour	2 hours	3 hours	4 hours	4+ Hours
Neath Port Talbot	£1.00	£1.50	£2.00	£2.50	£3.00
Swansea					
Multi-storey	£1.40/£1.20	£2.80/£2.40	£4.00/£3.50	£5.50/£4.50	£2.20 per hour

Surface	£1.20	£2.40	£3.50		£7.00
Bridgend	70p	£1.50	£2.50	£4.00	£6.00
Carmarthen	50p	£1.60	£2.20	£3.40	£2.30 (long stay)
Llanelli	£1.20	£1.60	£1.80	£2.00	£2.20
Pembrokeshire					
Haverfordwest					
Multi-storey	40p	50p		80p	£1.40
Surface	40p	50p		£1.00	
Tenby					
Multi-storey	40p	50p		£1.50	
Surface		£1.00			£3.00

NB: Charges apply in the Neath, Port Talbot and Pontardawe town centre car parks from 8am to 6pm Monday to Saturday and Neath and Port Talbot 9am to 5pm on Sundays. Pontardawe currently has free car parking on Sundays.

Members are also advised that the season permits for the Authority's pay and display car parks have not been reviewed for several years.

Set out below are the neighbouring Authorities charges for season permits in their off-street car parks as well as this Authority's charge for season permits.

Off –Street Season Parking Permits

Authority	3 Months	6 Months	9 Months	12 Months
Neath Port Talbot	£100	£180	£250	£315
Swansea				
City Centre	£220	£440		£735
Outside City	£167	£334		£550
Bridgend	£151.20	£302.40	£453.60	£604.80
Carmarthen	£142.50	£285		£570
Llanelli	£137.50	£275		£550
Pembrokeshire				
Haverfordwest				
Multi-storey				£262/£328
Surface				£280/£351
Tenby				
Multi-storey				£430/£540
Surface				£367/£459

Bridgend season permits are for a quarter pro-rated for the year. Pembrokeshire operate a flexi season permit and a reserved season permit.

Below are the current season permits offered to members of the public together with the proposed revised structure and charges.

Permit Duration	<u>Current Season Permits</u>		Income	Daily Rate
	£	Number		
Season Permit 12 months	£315	67	£21,105.00	£0.86
Season Permit 9 months	£250	1	£250.00	£0.92
Season Permit 6 months	£180	35	£6,300.00	£0.99
Season Permit 3 months	£100	46	£4,600.00	£1.11
Total number of permits on issue		149	£32,255.00	

Permit Duration	<u>Proposed Season Permits</u>		Income	Daily Rate	% Rise
	£	Number			
Season Permit 12 months	£410	68	£27,880.00	£1.12	30
Season Permit 6 months	£235	35	£8,225.00	£1.29	30
Season Permit 3 months	£130	46	£5,980.00	£1.43	29
Total number of permits on issue		149	£42,085.00		

Virtual Permit Scheme

Currently there is a need for physical permits to be displayed in the Authority's pay and display car parks and for on-street in the resident's bays and all other locations where a parking permit needs to be observed by the Authority's Civil Enforcement Officers.

Should the Authority introduce a virtual permit scheme then this will remove the need to display a physical permit.

Off-street Car Parks

Currently the Authority operates a season permit system whereby the member of the public purchases a season permit and displays the permit in the front window of the vehicle.

On-street parking

The Authority operate numerous permit schemes within the borough, where again a display of a physical permit is required. Parking services

send out reminder letters to the residents one month in advance informing them that their residents permit is about to expire and that they need to renew their permit.

The table below shows the current cost of a residents permit in Neath Port Talbot as well as the neighbouring authorities.

Residents Parking Permits Costs

Authority	12 Months	Replacement
Neath Port Talbot	£20	£5
Swansea	Free	£25
Bridgend	Free	Free
Carmarthenshire	£30	£30
Pembrokeshire	£40	£12.50

Members will be aware that a report was taken to Environment & Highways Cabinet Board on the 16th February 2016 informing members that the current parking enforcement and notice processing system was last upgraded in 2007. The Authority had been notified by Imperial Civil Enforcement Solutions that our current notice processing system will in the future be only supported and not developed, to include any new functionality. They will be concentrating their development on Compex 3sixty which is the system that could handle the virtual permit software applications.

It is proposed that Imperial Civil Enforcement Solutions would host and run all the permit schemes for the nominal cost of £2.50 per permit. Hosting with Imperial Civil Enforcement Solutions removes the need for capital investment for hardware as well as the costs and procedural requirements for maintenance and system upgrades.

At the present moment the £20.00 paid covers the administration and production of the permits. In order to stay at a cost neutral position it is intended to increase the cost for each permit by £2.50.

The income from the permit scheme could then be invested in paying off the initial expenditure for the introduction of a mobile CCTV enforcement vehicle, once this has been covered then the income can be invested in new civil enforcement officers to increase our enforcement capabilities within the borough.

Shown below are all the current permits on issue together with the income attached to each permit and the cost of Imperial issuing each permit.

<u>Permit Type</u>	<u>Cost</u>	<u>Number</u>	<u>Income</u>	<u>Imperial</u>
Care Worker Permits	£20	39	£780.00	£97.50
Dispensation Permits	£20	14	£280.00	£35.00
Family parking permit	£20	95	£1,900.00	£237.50
Health board care workers permit	£20	177	£3,540.00	£442.50
Health Visitor Permits	£20	5	£100.00	£12.50
Holiday Visitor Permit	£20	2	£40.00	£5.00
Loading permit	£20	63	£1,260.00	£157.50
Neath traders dispensation permit	£20	42	£840.00	£105.00
Residents permits	£20	1865	£37,300.00	£4,662.50
Temporary permits	£20	21	£420.00	£52.50
		2323	£46,460.00	£5807.50

The Virtual Permit security questions posed by parking services and the Authority's IT services with regard to any risks to data being held by the software company and their response to the questions for Members' information.

Mobile CCTV Enforcement

Certain areas of the county borough are particularly difficult to enforce by officers on foot. Their physical presence deters motorists contravening the traffic regulation orders when they are in the area but not when they leave. The unpredictability of when camera enforcement takes place provides a greater deterrent, particularly in areas surrounding schools, bus stops and other areas where road safety is of paramount importance.

The Council has an obligation to those members of the public who are also affected and discriminated against by such illegal parking, for example people with disabilities wishing to board buses at bus stops.

Whilst it is apparent that great strides have been made in addressing the above aims, it is clear that motorists are consistently ignoring the restrictions which apply to bus stops, areas surrounding the entrances to

schools and on areas subject to no waiting at any time, no loading at any time restrictions. Whilst we endeavour to regularly deploy officers at these restrictions their physical presence prevents parking only while they are there. Once officers leave the area, inappropriate parking recurs.

Enforcement as a deterrent is reliant on the potential for the contravention being detected. Officers attending locations on foot are required to deal with each vehicle in turn, allowing the drivers of other vehicles contravening the restrictions to drive away without fear of receiving a penalty charge notice.

Inconsiderate drivers who park their vehicles in 'problem areas' such as on no stopping on school orders, at bus stops and where a loading ban is in place are a danger to road users and pedestrians as well as causing traffic congestion.

Local Authorities have a duty to tackle dangerous parking and the Traffic Management Act 2004 (TMA) allows Councils to enforce parking at problem areas, where motorists are putting the safety of others at risk and causing unnecessary congestion. The Traffic Management Act recommends that approved devices (such as mobile CCTV vehicles) are used only in problem areas where enforcement is difficult or sensitive and enforcement by Civil Parking Enforcement Officers (CEO's) is not practical.

At present the Council does not have the equipment to allow these problem areas to be addressed. Whilst visits are made to schools and bus stops, this is having little or no effect on reducing the number of contraventions. Mobile CCTV would capture images of those vehicles in contravention of the traffic orders, allowing penalty charge notices to be sent in the post. This method of enforcement ensures that the motorists who contravene the parking restrictions understand that there is likelihood of them receiving a penalty charge notice, even if there is no civil parking enforcement officer patrolling on foot in the area.

The procurement of mobile CCTV camera enforcement equipment would ensure that officers can enforce a greater geographical area. As the equipment captures every vehicle contravention, it is more effective than foot patrols.

The table below shows the anticipated outlay in bringing the CCTV project to fruition:

Product	Cost
CCTV Hardware	£20,000
CCTV Software	£6,000
Imperial Software	£15,000
Staff Costs/Digitising	£40,000
Communications	£600
Total	£81,600
New Enforcement Vehicle	£15,000
Year 2 onwards	
CCTV Maintenance	£4,500
Hardware/Software	
Imperial Maintenance	£2,000
Communications	£600
Total	£7,100

The introduction of mobile enforcement would not remove the need to have traditional on-foot enforcement. The legislation allows Councils to use this equipment in problem areas, where enforcement is difficult or sensitive and CEO enforcement is not practical.

The procurement of a mobile traffic enforcement system is proposed.

Such equipment is currently in use in a number of English authorities and manufacturers have received certification of their equipment by the Department of Transport. The Welsh Government has, until recently, required manufacturers to have their equipment type-approved by the Welsh Government. However they have recently revised this and equipment approved by DfT will be certified by Welsh Ministers.

Aberavon Seafront Strategy

The Authority has received complaints from the members of public regarding the current on and off-street parking provision and enforcement at Aberavon Seafront. There is a need to rationalise the parking operation in this area.

The following proposals are set out for Members consideration:

The current charging regime is operational from May to September in the car parks on the seafront. However, there is unrestricted parking all day

in the bays between the car parks and beach front these spaces are being utilised by members of the public before taking the option of using the Authority's car parks.

The current charges are £1.00 all day from 1st May to 30th September.

Members are requested to increase the tariff charge in the seafront car parks to £2.00 per day from 1st May to 30th September and introduce a charge of £1.00 per day from 1st October to 30th April.

Members have also indicated that as there is no off-street car park provision in Sandfileds East and request that the area currently being utilised as a car park on the slip down on to the beach be incorporated in to the off street car parking order with the same proposed tariff as above and be known as Victoria Road car park.

As part of the ongoing seafront strategy it is proposed to introduce new Traffic Orders along The Princess Margaret Way to prevent indiscriminate parking. These include; a No Waiting, No Loading Traffic Regulation Order for The Princess Margaret Way (Plans A) and a 2-Hour Limited Waiting, No Return within 4 Hours, 7 Days a Week, to the existing parking bays (Plans B).

Country Parks

The country parks are managed by Streetcare and Property & Regeneration. Members are asked to consider aligning and increasing the daily car parking charges in the Gnoll and Afan Forest parks.

The current charges are £2.00 all day at the Gnoll Country Park and £1.00 all day at Afan Forest Park.

The relevant Heads of Service have proposed:-

The introduction of £2.50 up to 4 hours and £4.00 all day in the Gnoll Country Park; Season Tickets would be revised to £52 per year (£1.00 per week).

That in Afan Forest Park the tariff would be £1.00 up to 1 hour, £2.50 up to 4 hours and £4.00 all day.

Afan Forest Park will also need to be incorporated in to the Authority's off-street car parking order to enable enforcement.

This could generate circa £30K of additional income to the country parks' operating budgets.

Financial Impact

The total cost for the introduction of mobile camera enforcement is in the region of £80K. The one off costs be funded from any surplus income generated or underwritten by the Capital Vehicle Replacement Programme.

The cost of the mobile camera hardware is approximately £20K with a further £6K for the software required to view the contraventions. In addition there would be approximately £5K of revenue expenditure for incidentals (postage, DVLA enquiries etc.). There will be a need to purchase an additional van.

There will be staffing costs with regards to digitising the orders, however at this present moment we unable to quantify but maybe in the region of £40K this figure also includes any additional signage that might be required for enforcement.

In order to send out the relevant notices, the Authority will need to purchase additional software from Imperial Civil Enforcement Solutions this will be in the region of £15K plus annual maintenance fees.

Currently the Authority charges £20.00 for the administration and production of a permit. Recently the Authority introduced the virtual parking permit system that is hosted by Imperial Civil Enforcement solutions (ICES) for the sum of £2.50 per permit.

It is intended that the pay back for the purchase of the hardware and software be recouped out of the surplus from the permit system until the costs are covered. Once the initial costs are covered the surplus is intended to cover any increase in the costs of hosting the system as well as contributing to employing additional civil enforcement officers.

Any surplus additional income is intended to offset the increase in NNDR £47K which has been unfunded in 2018/19.

Equality Impact Assessment

An Impact Assessment is being undertaken to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010.

Legal Impacts

Any changes to the Parking charges need a Legal Order to be advertised and any objections and observations will be reported back to Streetscene and Engineering Scrutiny Committee and Streetscene and Engineering Cabinet Board before a final decision is taken.

The Welsh Government legislates for the enforcement of parking contraventions by approved devices under Statutory Instrument 2008 No. 620 entitled 'The Civil Enforcement of Parking Contraventions (Approved Devices) (Wales) Order 2008'.

Approved devices are defined in this order as a camera and recording equipment which have been certified by the Welsh Ministers as meeting the specified requirements

Tariff Options

Income 2016/17

<u>Duration</u>	<u>Ticket Issued</u>		<u>Income</u>
£1.00 for 1 hour	166322		£166,322
£1.50 for 2 hours	105436		£158,154
£2.00 for 3 hours	89501		£179,002
£2.50 for 4 hours	42204		£105,510
£3.00 over 4 hours	71908		£215,724
		Sub	£824,712
Credit Card			£38,345
Seafront Parking	38106		£38,106
			£901,163

Band Increase 10p

<u>Duration</u>	<u>Ticket Issued</u>		<u>Income</u>
£1.10 for 1 hour	166322		£182,954
£1.60 for 2 hours	105436		£168,698
£2.10 for 3 hours	89501		£187,952
£2.60 for 4 hours	42204		£109,730
£3.10 over 4 hours	71908		£251,678
			£901,012
Credit Card			£38,345
Seafront Parking	38106		£38,106
	Projected Income		£977,463
			£76,300

Band Increase 20p

<u>Duration</u>	<u>Ticket Issued</u>	<u>.</u>	<u>Income</u>
£1.20 for 1 hour	166322		£199,586
£1.70 for 2 hours	105436		£179,241
£2.20 for 3 hours	89501		£196,902
£2.70 for 4 hours	42204		£113,951
£3.20 over 4 hours	71908		£258,869
			£948,549
Credit Card			£38,345
Seafront Parking	38106		£38,106
	Projected Income		£1,025,000
			£123,837

Band Increase 30p

<u>Duration</u>	<u>Ticket Issued</u>	<u>.</u>	<u>Income</u>
£1.30 for 1 hour	166322		£216,219
£1.80 for 2 hours	105436		£189,785
£2.30 for 3 hours	89501		£205,852
£2.80 for 4 hours	42204		£118,171
£3.30 over 4 hours	71908		£237,296
			£967,323
Credit Card			£38,345
Seafront Parking	38106		£38,106
	Projected Income		£1,043,774
			£142,611

Band Increase 40p

<u>Duration</u>	<u>Ticket Issued</u>		<u>Income</u>
£1.40 for 1 hour	166322		£232,851
£1.90 for 2 hours	105436		£200,328
£2.40 for 3 hours	89501		£214,802
£2.90 for 4 hours	42204		£122,392
£3.40 over 4 hours	71908		£244,487
			£1,014,860
Credit Card			£38,345
Seafront Parking	38106		£38,106
	Projected Income		£1,091,311
			£190,148

Band Increase 50p

<u>Duration</u>	<u>Ticket Issued</u>		<u>Income</u>
£1.50 for 1 hour	166322		£249,483
£2.00 for 2 hours	105436		£210,872
£2.50 for 3 hours	89501		£223,753
£3.00 for 4 hours	42204		£126,612
£3.50 over 4 hours	71908		£251,678
			£1,062,398
Credit Card			£38,345
Seafront Parking	38106		£38,106
	Projected Income		£1,138,849
			£237,686

Virtual Permits

Virtual Permits Security Questions

Copy of the latest penetration test report on the system (we would expect this to be carried out by a qualified third party). If the whole report can't be given to us could we have the executive summary? Can we have confirmation that the penetration test is an annual event?

Our permit solution has been tested by Pen Test Partners commissioned by ICES. All weaknesses discovered have been instantly remedied. We are planning on commissioning periodical penetration tests twice a year. We are reserved on releasing penetration test results however in case we are awarded the contract, we are happy to explore possibilities of a mutually acceptable solution.

Data Storage and Backup policies – Where will the data (and backup data) be stored? What physical security (to combat unauthorised access, tampering, etc) does your data centre have?

Please find the policy attached. Data will be stored in our Bristol data centre on ICES premises. Part of our solution though resides on Amazon Web Services located in the EU.

In terms of physical security:

- ❖ *Visitor access is controlled;*
- ❖ *All external doors require passcodes or security tokens for access;*
- ❖ *Extensive physical security measures (heavy duty bars, metal doors);*
- ❖ *Building is alarmed with third-party patrol response;*
- ❖ *Server and comms rooms require numeric key code to gain access. Only appropriate staff have this access.*

Is the data encrypted at rest and in transit?

Data is stored in flat files. As the permit system is hosted by us, in its current form no transit of data takes place. All data recorded into the permit system takes place using an https encrypted website.

Will the data be shared with anyone else?

We will not share data with anyone without informing the Council and gaining its approval.

We will need a Data Processing Agreement – do you have one that you use or should we use ours?

Please find our standard DPA attached.

Details of how data migration is to be carried out

Concept:

Every new system inevitably attracts changes in processes. With PermitSmarti our aim is to provide the Council with a quick go-live. The transition of permits will take place gradually. The course of action outlined below will require participation from both the Council and the Permit holders. At the end of the process the Council's new PermitSmarti system will be set-up to accommodate all requirements and will operate with minimal legacy transactional data.

Strategy:

As part of implementation of the new system ICES will configure it so that we are able to migrate a subset of the old system data in such a way that it can be closed down and the new system used to hold basic data about the old permits. The data will sit in the system alongside the new configuration, but not interfering with it. The information taken on will not take advantage of the capabilities of PermitSmarti but will allow key business processes to continue, in particular having a repository for the old permit system data after it has been decommissioned, and a feed to the handhelds.

From previous migrations we know the common key processes around permits that are necessary to keep the business running. Based on this experience our recommended course of action will minimise the costs but still deliver the process requirements. This pragmatic approach avoids the absurdity of high migration costs for data which will be run down and carries no additional value to the customer.

Methodology:

We will follow the process of taking on permits by categorising to migrate the Council's data into PermitSmarti:

- We provide the Council a template to be filled with the data of permits valid on the date (the data we need are the name, the address and the permit type). This needs to be provided in two CSV files, in a format we supply.*
- We load the template into PermitSmarti with a permit end date. As a consequence the permit system will go live very quickly and permits will be instantly enforceable using Samsung handhelds.*
- The legacy permit system can now be turned-off. There is no need to use the old system anymore.*

The Council's permit data is migrated into the new system. As this data is legacy data, the new permit system will provide limited functionality on processing. The permits will not be renewable and will not be linked to a citizen account however correspondence in relation to legacy permits can be generated. The Council will be able to automatically generate e-mails to permit owners in which they are informed on the expiry of their permit or the introduction of the new permit system and are asked to go on-line and create a user account. When the old permit expires, the motorist will use his PermitSmarti account to create a new permit application.

Details of the Authentication used to access the application and details of any app based security.

Access to PermitSmarti occurs via https connection. In order to log-in a password is required. For office users PermitSmarti allows the setting very specific rules in terms of how an acceptable password is formed. The parameters for this are:

The current rules are at least one each of upper case , lower case and numeric. Account holders can request a password reset through their e-mail account.

In addition, the system is configured to automatically lock users out after too many failed log-in attempts. In such case or if the back-office user forgets his or her credentials, our Support Team will be happy to help. Access rights to the application are managed through user roles.

In the case of PermitSmarti, the system is configured to automatically lock users out after too many failed log-in attempts. In such case or if the back-office user forgets his or her credentials, our Support Team will be happy to help. Members of the public are able to request password resets using the citizen portal.

Do you hold Cyber Essentials certification?

No.

Data sanitisation – how will council data be erased when storage media is decommissioned or when erasure is requested e.g. end of contract?

At the end of the contract a copy of the tables containing council data are returned to the Council. All data in our possession is securely deleted and a certificate of destruction is issued. In case hardware is decommissioned, it is securely disposed of and a certificate of destruction is issued.

What is the data availability commitment of the cloud service?

The solution is designed to be available 24/7. Consequently it resides on high availability equipment. Application updates and patches to the underlying systems take place during out of office hours, most often early morning, and do not take more than 15 minutes. In case our work affects availability, the client will be notified in advance.

Is there separation between Neath Port Talbot data and other client data?

Client data is logically separated in the database. This makes it impossible for clients to see each other's data.

If incident management is in place will we get notified of any incidents?

Clients are notified in case the incident threatens the availability of the application.

Are your staff subject to any personnel security screening?

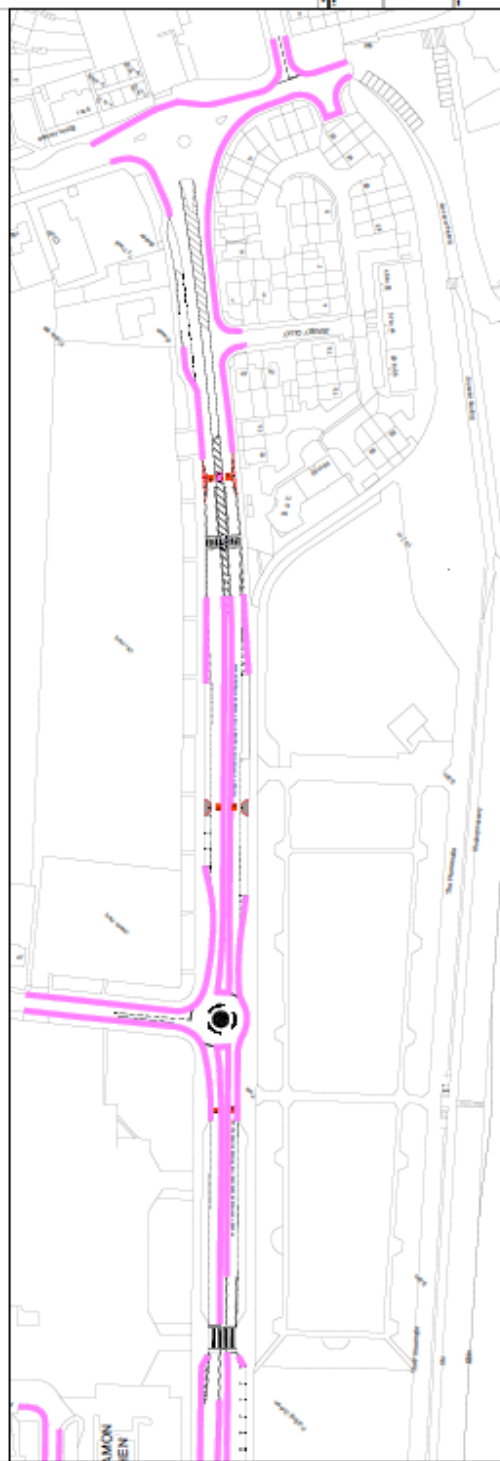
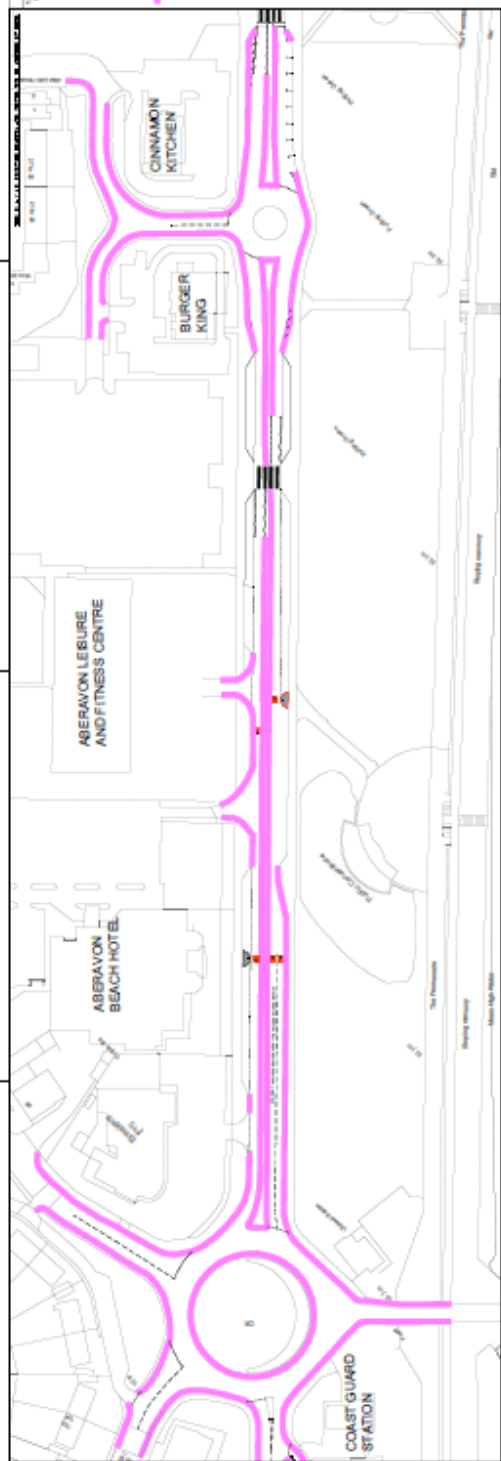
No. All ICES staff have appropriate data protection and confidentiality clauses in their contracts. All new members of staff are provided with data protection training as part of their induction. Members of staff whose role necessitates a more thorough level of training are provided with this at the start of their employment and then refreshed at regular intervals (usually annually unless changes in legislation require additional training). Clauses on confidentiality and data protection are included in the contracts of employment and the breach of data protection policy of the company results in disciplinary procedure.

What security is in place when transmitting data from your servers to the handhelds and from the handhelds back to your server?

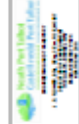
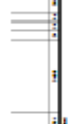
Data from the system onto the handheld is transferred using ttps connection.

100%
 1:1000
 10/10/2024
 10/10/2024

KEY
 No Waiting,
 No Loading,
 at any time
 or order

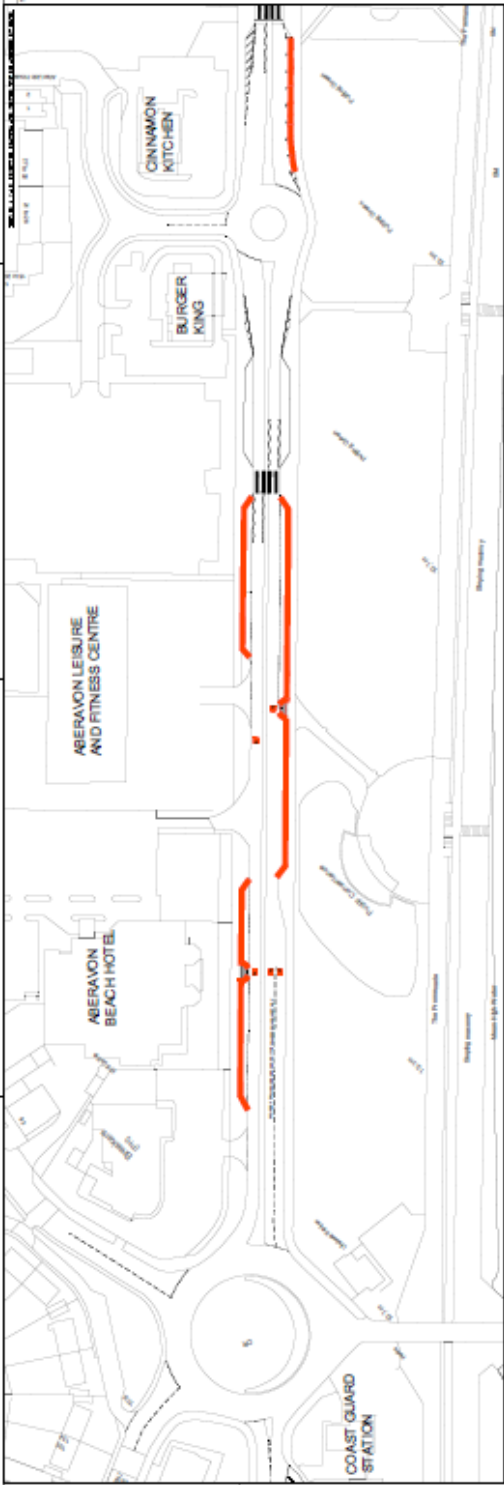


**PLANA
 SHEET 2**



ABERAVON DEVELOPMENT 10 Llanelli Street Aberavon, Swansea, SA1 1LJ	
No. of Sheets: 10 No. of this Sheet: 2 No. of this Sheet: 2 No. of this Sheet: 2	No. of this Sheet: 2 No. of this Sheet: 2 No. of this Sheet: 2 No. of this Sheet: 2

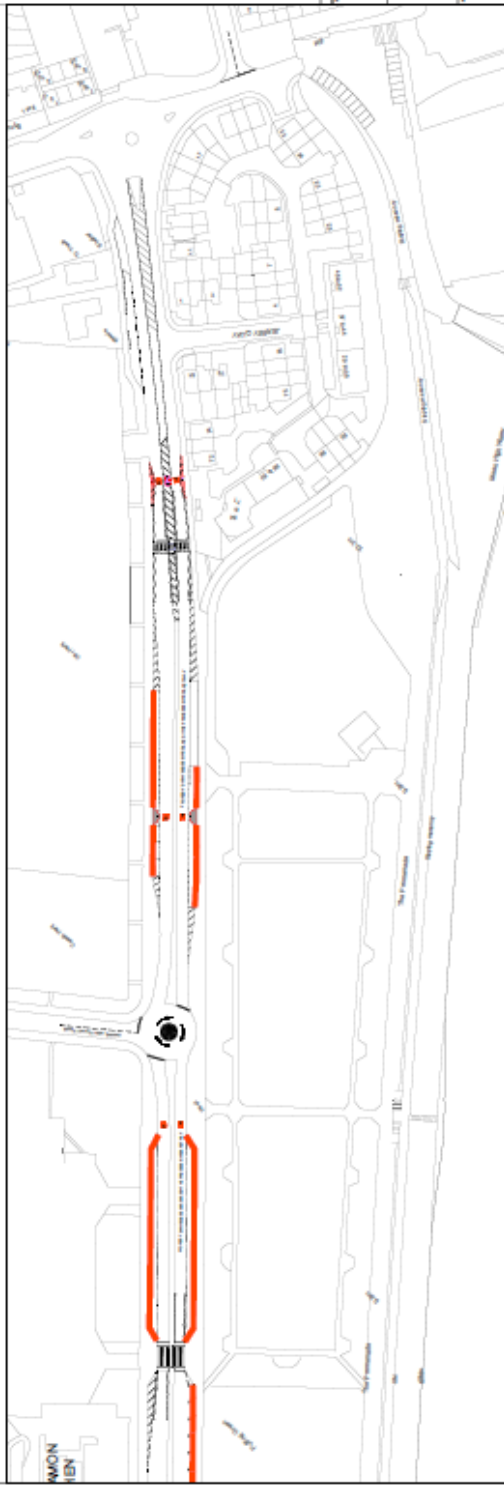
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KEY

- 2 Hour Limited Waiting.
- No Return in 4 Hours order

**PLAN B
SHEET 2**



Green Park Ltd
 Environmental Park Ltd
 11, The Green, Aberavon, Swansea, SA1 3JF
 T: 01792 533333
 E: info@greenpark.co.uk

APPROVED FOR CONSTRUCTION
 14/08/2014

Sheet 2 of 2

DATE	DESCRIPTION
14/08/2014	ISSUED FOR CONSTRUCTION
14/08/2014	ISSUED FOR CONSTRUCTION
14/08/2014	ISSUED FOR CONSTRUCTION
14/08/2014	ISSUED FOR CONSTRUCTION
14/08/2014	ISSUED FOR CONSTRUCTION

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A fan Argoed Park Car Park Port Talbot	As above	As above	As above	Monday to Sunday inclusive excluding Christmas day	8.00am to 6.00pm	10 hours	Up to 1 hour £1.00 Up to 4 hours £2.50 £4.00 All Day	n/a	N/A
Multi-storey Car Park Neath	As above	As above	As above	Monday to Saturday inclusive excluding Christmas Day Sunday	8.00am to 6.00pm 9.00am to 5.00pm	10 hours 8 hours	Up to 1 hour £1.50 1-2 hours £2.00 2-3 hours £2.50 3-4 hours £3.00 All Day £3.50 £1.00 All Day	3 months - £130.00 6 months - £235.00 12 months - £410.00	A
Rosser Street Car Park Neath	As above	As above	As above	As above	As Above	As Above	As above	As above	A
High Street Car Park Neath	As above	As above	As above	As above	As above	As above	As above	As above	A
Milland Road Car Park Neath	As above	As above	As above	Monday to Saturday inclusive excluding Christmas day Sunday	As above 9.00am to 5.00pm	As above 10 hours	Up to 1 hour £1.50 1-2 hours £2.00 2-3 hours £2.50 3-4 hours £3.00 All Day £3.50 £1.00 All Day	As above	A
Gnoil Park Car Park Neath	As above	As above	As above	Monday to Sunday inclusive excluding Christmas day	8.00am to 6.00pm	10 hours	Up to 4 hours £2.50 £4.00 All Day	£52 per annum	N/A

Herbert Street (Upper) Car Park Pontardawe	As above	As above	As above	Monday to Saturday inclusive excluding Christmas Day	8.00am to 6.00pm	10 hours	Up to 1 hour - £1.50 1-2 hours - £2.00 2-3 hours - £2.50 3-4 hours - £3.00 All Day - £3.50	3 months - £130.00 6 months - £235.00 12 months - £410.00	A
Herbert Street (Lower) Car Park Pontardawe	As above	As above	As above	As above	As above	As above	As above	As above	A
High Street Car Park Pontardawe	As above	As above	As above	As above	As above	As above	As above	As above	A
By-Pass Car Park Short Stay Pontardawe	As above	As above	As above	As above	As above	As above	As above	As above	A
By-Pass Car Park Long Stay Pontardawe	As above	As above	As above	As above	As above	As above	Flat rate £2.00	As above	A