ACTION LOG
Castle Ward Community Meeting:
Thursday 5th October 2023
6.30pm – 8.30pm

Leicester
City Council

Present	
Cllr Mick Gregg	
Cllr Patrick Kitterick	
Cllr Liz Sahu	
Sgt Stephanie Burnham	
Sgt Joseph Gunduz	
Sgt Zane Tompkins	
Rupert Bedder - Highways Network Asset Manager	
Punum Patel – Ward Community Engagement Officer (WCEO)	

Apologies	
Mikail Mandhu – City Warden	

Item	Action to note	Who
1.	**Introductions & Apologies, Declarations**	
	▪ The Chair, Cllr Sahu opened the meeting and welcomed everyone.	
	▪ No declarations were noted	
2.	**Councillors Feedback**	
	▪ The meeting noted an update from Councillors	
	▪ Friends of Clarendon Park to provide dates of future meetings to Punum Patel at community.meetings@leicester.gov.uk	FCP
3.	**Local Policing update**	
	▪ The meeting noted an update from Local Police	
	▪ Cllrs requested an update to cover City Centre and Clarendon Park for future meetings	Police
	▪ Cars cruising around Granville Road area, increase in e-scooters on London Road and Victoria Park and increase in begging on Queens Road to be reported back to South Leicester NPA	Police
	▪ Residents to report begging and aggressive begging identified on Queens Road and in the City Centre to the Police via 101 or online at www.leics.police.uk/reportcrime Report a crime | Leicestershire Police (leics.police.uk)	Residents
	▪ Suggestion for key safes to be bolted to walls, Police to add to internal communications	Police
4.	**Highways update**	
	▪ The meeting noted an update from Highways	
	▪ Investigate possibility of closing Granby Street from Northampton Street on a Friday and Saturday Night in the same style as Belvoir Street. Cllrs to contact Steve Richards in Transport to discuss further.	Cllrs
	▪ Traffic / Cycle data requested by Friends of New Walk	Highways
	▪ Concerns raised over communications for the new virtual parking permit scheme. Parking Team to provide further information (Provided - Appendix 1 and 2)	Parking
	▪ FCP to invite Cllr Clarke and relevant Highways officers to next meeting	FCP
	▪ Request for Parking restrictions signs to be fixed well in advance	Highways Highways

▪ Request made for Cycle Path signs on Welford Road to be made smaller as they obstruct the cycle lane ▪ Information requested on date for when temporary cones/wands on Queens Road will be removed ▪ Inconsiderate and obstructive parking, parking on double yellow lines – residents to take photos and email to parking-enforcement@leicester.gov.uk ▪ Cllrs to investigate general review of trees next to Victoria Park Medical Centre	Highways Residents	

5.	**Ward Community Budget**	
▪ The meeting noted a Ward Funding update Opening balance: £18,000 12 applications supported to date totalling £7124.00 Balance remaining: £10,876.00		

Meeting Closed at 8.30pm

<u>Appendix 1</u>

<u>Information from Parking Team</u>

A letter (Appendix 2) was issued to all households that are situated within the residents parking scheme. This letter was issued on 13/07/2023 and the system went live on 26/07/2023.

The web page was updated with an explanatory video on 26/07/2023 and the link for the web page, with updated FAQ's and video are below:

https://www.leicester.gov.uk/transport-and-streets/parking-in-leicester/get-a-parking-permit/

Additional help is available to all residents situated in RPZs, especially those who are vulnerable or digitally restricted and require assistance with their applications.

The permit costs have not changed and permits for Blue Badge holders, those over state pension age and those who require regular carer visits are still free of charge.

Residents can email parkingpermits@leicester.gov.uk with any queries.

Appendix 2

<u>Letter to Residents</u>

(Note – Updated FAQ's available at https://www.leicester.gov.uk/transport-and-streets/parking-in-leicester/get-a-parking-permit/)

Please ask for: Parking & Moving Traffic
                      Civil Enforcement & Traffic Regulations

Telephone: 0116 454 6300
Date: 13/07/2023

Dear Resident / Business

We are writing to inform you about an upcoming change to our online resident parking permit system.

On or around week commencing 24th July 2023 the current online permits system will be replaced by a new system called MiPermit. The new system has been designed to make it easier and simpler to apply for and manage permits online, and can be accessed via the Leicester City Council website:
https://www.leicester.gov.uk/parkingpermit

Current permit holders do not need to do anything until their permit is due for renewal.

The new MiPermit system will offer a number of key benefits:

- Residents will be able to purchase and manage their parking permit(s) online, 24 hours a day, 7 days a week.

- Permit holders will no longer be required to display printed permits in their vehicle(s), which will reduce impact on the environment and the possibility of permits being lost or stolen.

- Civil enforcement officers will be able to confirm if a vehicle has a valid permit by checking vehicle registration numbers in parking permits zones.

- Once a permit has been purchased and approved, permit holders will be able to park within their selected permit zone; and check their permit status, update vehicle details, and purchase / manage visitor permits online.

We appreciate that some people may not have access to the internet and online services. Assistance will be available in local libraries, where staff will be available to help residents renew or register for a permit.

We have also enclosed some FAQs for this new online system.

Your Sincerely

General Permits FAQ's

Q: **How does a digital permit work?**
A: A digital permit is purchased online and replaces a paper permit. No permit is required to be displayed within the vehicle as our Civil Enforcement Officers can check your details on their handheld machines.

Q: **What are the benefits of digital permits?**
A: The digital permit provides much greater protection against fraud and should eliminate misuse. As there is no physical permit, your permit cannot be lost or stolen. Virtual permits cannot fall from view so there is no risk of receiving a Penalty Charge Notice (PCN) for failing to clearly displaying a permit.

Q. **I am a current permit holder. Will I have to reapply once my paper permit expires?**
A: Unfortunately, due to Data Protection we are unable to transfer your data across to the new system and you will have to reapply for a permit after your current paper permit expires.

Q: **I don't have access to the internet. How can I apply?**
A: Assistance will be available at our Customer Service Centre and in local libraries, where staff will be available to help residents register for a permit. Also, if you don't have access to the internet maybe a family member or friend can help.

Q:**What do I do if I change my vehicle?**
A: Log in to your MiPermit account, go to 'Manage Digital Permit' and edit the vehicle registration. The change is instant.

Q: **Can my permit be transferred to another vehicle temporarily?**
A: You can change your permit to another vehicle as many times as you like for free. This can be useful if you have a company vehicle or a courtesy car. Simply log into your account go to 'Manage Digital Permit' and edit the vehicle registration. The change is instant.

Q:**My paper permit is due for renewal soon, what should I do?**
A:This will depend on when you decide to renew your permit. You may find that when you come to renew your permit our systems have changed and you will have to register on our new system and apply, however this will mean you will then have a digital permit not a paper one.

Q: **What if I have a visitor?**
A: You will be able to purchase visitor permits via your MiPermit account.

Q: **Does my vehicle registration number need to be accurate when entering into the system?**
A: Yes. It is very important to make sure that when using the MiPermit system, that you register your vehicle accurately. This includes using a zero when appropriate rather than the letter 'O' and vice-versa. Any errors made when logging your vehicle registration mark with us could result in a Penalty Charge Notice being issued as our Civil Enforcement Officers may not be able to validate any cashless parking stays created.