Residents parking permit application **Fulfillment Application Process** Discovery **Processing Awareness** Renewal **Awareness of need** Discover the process **Submit application Application** Renewal **Success** processing by council Street signs Providing personal Notify of Council website Feedback to user Delivery of permit Contacted by the Council contact Waiting for news details renewal Proving identity council date centre Word of mouth GOV.UK Payment Past experience User unable to apply Rejection by council Usability & Documents not accessibility accepted Security & privacy System errors Proof of identity Payment As a resident applying for a permit, I need... To know when my Permission to park right away, so To know which one to apply for To apply without showing you all To know what's happening with To know how and where I can use permit expires, that I don't get fined and how to apply for it. sorts of documents, so that I'm my application, so that I know if my permit so that I know I need able to complete my application something's going wrong a replacement To know that it's safe to apply easily online, so that I'm not too worried To know what went wrong, so You to remember to do so. To apply without being registered that I can complete my who I am, so that I for council tax, so that I don't get application don't have to apply fined again every year To get someone to apply on my behalf, so that I don't get fined Feeling... "I'm not sure I could have "We had to find where we could park while we done it on my own" "The website was "I thought I'd waited for it to come" impossible..." have a "Can't I just write the It's OK "I was surprised it came renewal address and send a so quickly" "I had to wait for 15 number" "What happens now?"

cheque?"

minutes on the phone"