

**DELEGATED POWERS REPORT OF THE INTERIM DIRECTOR OF NEIGHBOURHOODS AND REGENERATION**

<b>Final Report of the Stage 2 ('design') Public Consultation for the 2010 Extension to Controlled Parking Zone D (Hackney Central)</b>  <b>AUGUST 2010</b>	<b>Classification</b>  <b>PUBLIC</b>	<b>Enclosures</b>  <b>Appendices 1-5</b>
	<b>Ward(s) affected</b>  <b>Chatham</b>	<b>AGENDA ITEM No</b>  <b>■ ■ ■</b>

## 1.0 SUMMARY

- 1.1 Controlled Parking Zone D (CPZ) is the largest in the borough and stretches from Hackney Downs and Lower Clapton to Victoria Park. The socio-economic make-up varies from highly residential areas in the north to a strong night-time economy in the centre.
- 1.2 Changes in the area around Hackney Central have led to increased parking demand and therefore 'displacement' parking in uncontrolled roads just beyond the CPZ boundary. Following the demonstration of majority support for the introduction of restrictions among residents and businesses in Belsham Street (91%), Chatham Place (75%), Link Street (50%) and Mead Place (71%) through 2009's Stage 1 public consultation, Parking Services received Cabinet approval to extend Zone D controls to this area.
- 1.3 This report details the consultation process and results of the Stage 2 public consultation to determine the operational design of the extension, held between May and July 2010. Feedback is assessed in 3 parts: current parking experience, proposed design changes and customer service.
- 1.4 It puts forward recommendations for an extension to CPZ D with a detail parking layout to be implemented in Belsham Street, Chatham Place, Mead Place and the western section of Retreat Place.

## 2.0 RECOMMENDATIONS

2.1 The Director of Neighbourhoods and Regeneration is recommended to:

### **Proposed amendments to Zone D**

- Approve the proposed design for the extension area as detailed in Appendix 3.
- Approve the proposed new Pay & Display machine locations and tariffs as detailed in Appendix 4.

### **General recommendations**

2.2 Authorise officers, under the delegated authority powers, to make the necessary amendments to the Traffic Management Orders, under Section 6 of the Road Traffic Regulations Act 1984 as amended and the Road Traffic Act 1991, for Zone D.

## 3.0 RELATED DECISIONS

- 3.1 The Road Traffic Regulation Act 1984 section 45 authorises the Council to implement Controlled Parking Zones. In exercising this power, Section 122 of the Act imposes a duty on the Council to have regard (so far as practicable) to secure the “expeditious, convenient and safe movement of vehicular and other traffic (including pedestrians) and the provision of suitable and adequate parking facilities on and off the highway”. The Council must also have regard to such matters as the desirability of securing and maintaining reasonable access to the premises and the effect on the amenities of any locality affected.
- 3.2 The Local Authorities Traffic Orders (Procedure) (England and Wales) Regulations 1996 sets out the relevant procedures. The decision on whether to finally introduce Controlled Parking Zones, or extensions to them, will be taken following a local public statutory consultation; including advertising the proposed Order in the local press and consideration of any comments received as a result of the consultation and advertisement.
- 3.3 The Parking and Enforcement Plan (PEP) was approved by Cabinet on 20th January 2005. The plan outlined the decision to review all new CPZs after the first 12 months of operation and all existing CPZ every 3 years thereafter. Parking Services has ensured that all aspect of its consultation strategy has been undertaken in accordance with the PEP and the Council’s Consultation Strategy.

## **4.0 FINANCIAL CONSIDERATIONS**

- 4.1 Consultation and Implementation costs for the Zone D extension is expected to be £17K. The incremental ongoing running costs related to the extension are estimated to be in the region of £734 - £800 per year. The budget of £824k for external contractors' is budget adequate to cover the total costs of this proposal.
- 4.2 The total Annual estimated revenue income the proposed extended zone will generate is £42k; all parking revenue income and surplus are utilised within the conditions specified in the s55 of the Road and Traffic Regulation Act (1984).
- 4.3 Although there are no efficiency savings to report for this proposal finance have recommend that the service reviews its running costs of all the CPZ on annual basis and see if any areas where potential efficiencies could be made.

## **5.0 COMMENTS OF THE CORPORATE DIRECTOR OF LEGAL & DEMOCRATIC SERVICES**

- 5.1 Prior to implementing the proposed amendment to Controlled Parking Zone D as set out at paragraph 2.1 of this Report, the Council is required to follow a statutory process as noted at paragraph 3 of this Report. The Local Authorities Traffic Orders (Procedure) (England and Wales) Regulations 1996 (Part II Regulation 6 to 14) sets out the procedure that the Council is obliged to follow to discharge the obligation to consult with appropriate parties, publication requirements, dealing with objections and public inquiries and to implement the Order.
- 5.2 Appendix 1 of the Report details the consultation undertaken which includes TFL, the Emergency Services and all affected residents and occupiers. The Council should ensure that all appropriate parties are consulted as required under Regulation 6.

## **6.0 COMMENTS OF THE DIRECTORATE PROCUREMENT MANAGER**

- 6.1 Pay and Display machines will be purchased from the PiP framework contract. There are no further procurement comments at this time.

## **7.0 BACKGROUND**

- 7.1 In 2010/11, the Zone D displacement area (Belsham Street, Chatham Place, Mead Place, and Retreat Place western section) is among 4 CPZs or areas programmed for consultation; the others are combined Stage 1 & 2 consultations for the Olympic (Hackney Wick) and Zone N displacement areas and a Stage 4 operational review of CPZ F.
- 7.2 Operational reviews are designed to ensure that each CPZ meets the needs of the local communities that they serve, within the context of the Council's overall parking policy. Part of this process involves a comprehensive review of current design and use of available kerbside space. This is then subject to detailed occupancy analysis across the different types of service users.
- 7.3 Another integral part of the process is the public consultation with residents, businesses and other key stakeholders. The consultation exercise is a formal mechanism by which stakeholders can provide feedback on both the current service provision (customer satisfaction) and any other proposals such as changes to design, operational hours, or more general parking issues.
- 7.4 The consultation exercises therefore have two main strands; firstly, the various stakeholders are asked for feedback on operational hours and the proposed design and secondly, they are given the opportunity to comment on specific areas of service provision from enforcement and customer service, to current design with a 'free text' section for any other comments.
- 7.5 A more detailed explanation of the consultation process can be seen in Appendix 1.

### **Reasons for Decisions & Recommendations**

- 7.6 Recommendations are not put forward solely on the basis of public feedback; consultation takes into account the objective analysis of permit occupancy data, PCN issue rates and Pay & Display revenue, along with the preferences indicated by the consultation responses of all services users and therefore attempts to find the best balance possible.

- 7.7 Analysis examines feedback from residents and business in terms of needs and wants. For instance, a significant proportion of residents may request a reduction in the hours of parking control yet also state that they have difficulty parking during the current operating hours; permit ownership, parking stress surveys, and PCN data may support the feedback that the roads in question are congested during these times.
- 7.8 Recommendations for changing the status quo, or not, have been put forward in light of all data.

## **Results of Public Consultation**

- 7.9 A consultation pack with questionnaire, including a translation request, was delivered to all addresses within the area under review. This gives all stakeholders an equal opportunity to respond and so it can be assumed that those not responding have chosen to do so through lack of interest, time, etc.
- 7.10 It should also be noted that self-selection bias may occur in a study where potential respondents have control over whether they participate. Typically when respondents are volunteers, people with strong opinions or substantial knowledge are more likely to reply, potentially making the sample non-representative of the general population. As the public response to a consultation is primarily through self-administered surveys, there is no control over those who choose to fill out the questionnaire.
- 7.11 Inferential statistical methods rest on the assumption that the results from a small sample can be generalised to the population from which it was drawn. As feedback received tends to be a non-probabilistic sample, the statistical significance of our results (either in favour or against the proposals) has not been nor should they be extrapolated across all stakeholders. The only certainty is that the consultation feedback received is representative of those who chose to respond.

### **Response rate**

- 7.12 CPZs are introduced following two periods of consultation with residents and businesses; for the 'in principle' decision (Stage 1) and for the detailed design (Stage 2). The response rates for latter-stage consultations (Stages 2 to 4) are expected to be roughly half that for Stage 1 'in principle'; the impact of any changes to residents and business is likely to be less severe and so responses are predominantly from those who have concerns about the existing scheme. This consultation was unusual as these Stages were combined and presented together.
- 7.13 Feedback was predominantly in the form of responses to questions asked in the consultation leaflets - approximately 92% of all communication received (Table 1).

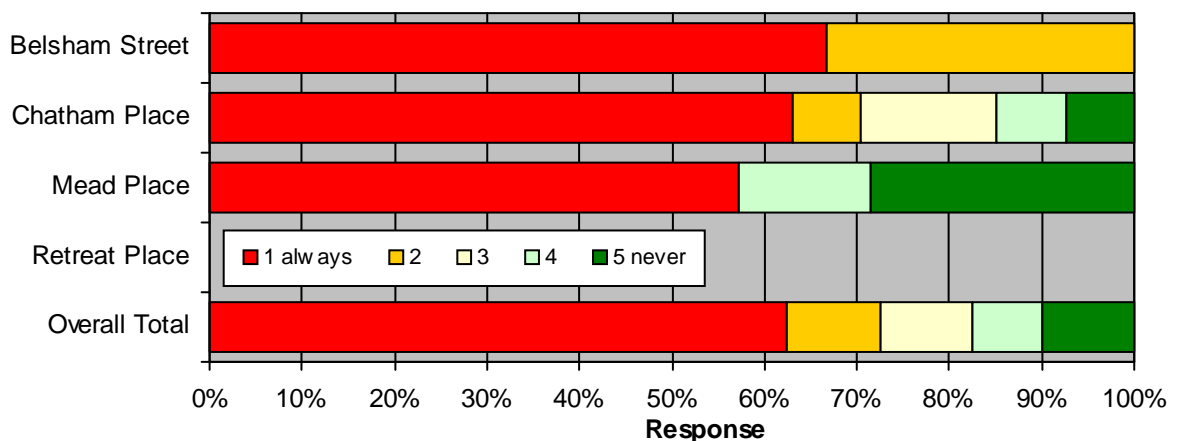
**Table 1: Communication received by type**

Communication Type	Zone D Extension
Calls	0
Drop In Session Forms	0
E-mail	4
Letter	0
Questionnaires	47
<b>Total</b>	<b>51</b>
Packs Distributed	420
Questionnaire Response Rate	11%
<b>Overall Response Rate</b>	<b>12%</b>

### Parking Experience

- 7.14 This area is predominantly residential (97% of addresses, 100% of respondents) with two thirds of responding vehicle-owners (69%) relying on on-street spaces for parking. A corresponding number (64%) plan to purchase a Zone D parking permit once controls are implemented. [Appendix 2: 9.6-9.11]
- 7.15 With 4 out of 5 respondents parking on-street during the week, parking difficulties are a regular occurrence for most; 73% of respondents, representing a majority experience on each road. Four in every 5 also report that their visitors have frequent problems finding a parking space. [Appendix 2: 9.13-9.14, 9.17-9.18]
- 7.16 Residents believe competition for spaces is greatest during weekday working hours, particularly during the afternoon (75% respondents providing feedback included this time slot), while it is worst for their visitors on Saturday afternoons (69% included this time slot). [Appendix 2: 9.15-9.16, 9.19-9.20]

**Figure 1: Rating of ability to find a parking space near home/work address - residents.**



## Recommendations

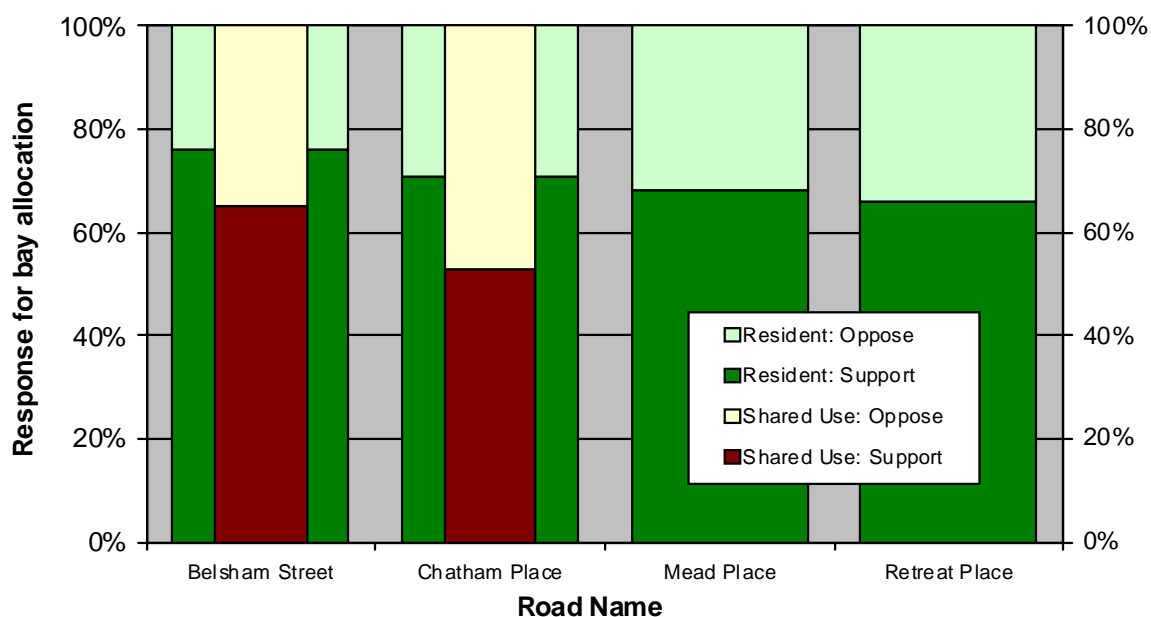
- 7.17 Monitor the effectiveness of the proposed bay allocation to ensure residents' ability to park during peak demand is protected.

### Proposed Parking Design

- 7.18 This consultation focuses on Stage 2 of the implementation process; it presents a proposed layout for parking controls and asks for comments regarding the design.
- 7.19 Although a CPZ does discourage multiple ownership of vehicle within a household, its greatest effect is on parking stress caused by visitors and commuters to people or facilities within an area and displaced parking from locals and visitors close to the border within an adjacent Zone.
- 7.20 Overall, the type and amount of parking bays proposed on each street gained majority support. [Appendix 2: 9.21-9.28]

**Table 2 and Figure 2: Support for the proposed parking layout per street.**

Support for proposals	Resident bays		Shared use bays	
	Number	Percent	Number	Percent
Belsham Street	25	76%	20	65%
Chatham Place	25	71%	17	53%
Mead Place	25	68%	n/a	n/a
Retreat Place	23	66%	n/a	n/a



7.21 Feedback regarding the proposed design was minimal; most comments centred on whether there will be sufficient spaces to meet residents' parking needs and whether the provision of commercial visitor parking is necessary. These can be viewed in more detail in Appendix 2, along with Parking Services' response. [Appendix 2: 9.29-9.47]

### **Recommendations**

7.22 It is recommended to approve the introduction of parking controls in the types, amounts and locations proposed.

### **Customer Service**

7.23 The public were asked both about aspects of the consultation pack, so that feedback can be used as a tool for improvement, and also some of the services that Parking Services provides.

7.24 In general, respondents believed that the consultation pack was useful (97%), the map easy to understand (97%), the leaflet contained the right amount of information (84%) and that the questionnaire was about the right length (87%). The main comments were regarding additional information that could have been included in the leaflet. [Appendix 2: 9.53-9.66]

7.25 People were also asked about the new online permit renewal service (82% thought that they would use it), funding of the Freedom Pass scheme (only 31% were aware of Parking Services' financial contribution), and the parking section on Hackney Council's website (only 49% had ever visited). [Appendix 2: 9.49-9.52, 9.67-9.68]

7.26 Parking enforcement was raised as a particular issue, although many of the concerns will be resolved with the introduction of parking controls and regular CEO patrols. Respondents also queried the perceived delay in extending Zone D restrictions and the cost of parking permits. [Appendix 2: 9.69-9.78]

### **Recommendations**

7.27 Continue to monitor the effectiveness of the Consultation packs and identify ways in which communication can be improved.

7.28 Monitor effectiveness of enforcement once parking controls are implemented.

### **Maintenance and Administration Costs**

7.29 The Zone D extension area is projected to generate approximately **£42k** annually.

- 7.30 Maintenance and administrative costs are estimated at £734 annually, in addition to initial consultation and implementation costs of **£16,102**; a first year total cost of **£16,836**.
- 7.31 Funding is available for this proposal from the External Contractors Budget (Parking Services) of **£823.5k**.
- 7.32 There are no efficiency savings to report for this proposal.

## Implications for Equality Policies

- 7.33 The process for reviewing CPZ has been approved as part of the Council Parking & Enforcement Plan. The PEP ensures that parking policy is managed in a fair way meeting the needs of users based on a hierarchy of needs.
- 7.34 The CPZ review is also undertaken in accordance with legislative requirements.
- 7.35 There are no implications for Equality Policies.

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**Legal considerations:** Patricia Narebor ☎020 8356 2029

### Authorisation of Interim Corporate Director Neighbourhoods and Regeneration

**Name:** Steve Douglas

**Signature:**

**Date:**

### List of appendices:

- Appendix 1: Detailed Consultation Process
- Appendix 2: Analysis of Feedback
- Appendix 3: Final Proposed Parking Design D Extension
- Appendix 4: New Pay & Display Machine Proposals
- Appendix 5: Map of proposed Zone D Boundary Extension

### Background papers:

- 7.36 The following documents have been relied upon in the preparation of this report:

**Table 3: Background papers**

Description of document	Location	Date
Cabinet Report FP2.07 (Capital Programme update 05/06) Parking Enforcement Plan	Parking Services	23 <sup>rd</sup> May 2005 29th January 2005

## 8.0 Appendix 1: Detailed Consultation Process

8.1 Consultation takes place in two stages:

- Preliminary consultation with key internal and external stakeholders.
- Formal consultation with residents and businesses.

### Preliminary Consultation

8.2 Preliminary consultation for the Zone D Extension involved engaging with all key internal and external stakeholders through meetings and neighbourhood forums; this ensured that a holistic approach to the formulation and timing of the proposals that were put forward for full public consultation was taken.

8.3 Parking services also carried out obligatory statutory consultation with Transport for London.

### Internal Stakeholders

- Streetscene
- Waste
- Planning

### External Stakeholders

- TFL
- Emergency Services

### Preliminary Internal Stakeholders

8.4 A series of meetings takes place prior to commencement of public consultation to ensure that any requirements from internal stakeholders are incorporated into the design (Table 4). The meetings ensure a coordinated approach and that wider environmental and transportation issues that parking may affect are given due consideration at the appropriate time.

**Table 4: Internal Stakeholder Consultation**

Service	Date Consulted
StreetScene	April 2010
Road Safety	April 2010

8.5 The meeting with Waste Services confirmed their requirement for the implementation of junction protection and no waiting restrictions across estate access points. Refuse vehicles often have difficulty in accessing congested areas without these restrictions.

### **Preliminary External Stakeholders**

8.6 In meeting the Council's Statutory Consultation requirement to carry out a safety audit of the Controlled Parking Zone design, meetings are held with safety representatives from the emergency services and Transport for London (TfL)

**Table 5: External Stakeholder Consultation**

Service	Date Consulted
Fire Service	April 2010
Ambulance Service	April 2010

8.7 The safety representatives provided safety assessments of each road and junction within the scheme. They welcomed the introduction of junction protection (the implementation of no waiting at any time restrictions around corners). The Fire Service stressed the importance of this, saying that people's lives have been placed at risk by fire engines not being able to access streets.

### **Formal Public Consultation**

8.8 In line with the Council's Public Consultation Charter, a minimum 8 week public response period for each consultation exercise is undertaken; for Zone D Extension this was from 17<sup>th</sup> May to 9<sup>th</sup> July 2010.

8.9 The process is advertised using a wide range of methods. These include:

- Consultation packs with translation requests. These were delivered during the week commencing 17<sup>th</sup> May 2010.
- Full page advertisement in *Hackney Today*, with follow ups during the public response period.
- A public "drop in" session held at venues within or close to the affected CPZ. These were held on 14<sup>th</sup> and 16<sup>th</sup> June 2010 at Hackney Town Hall, Mare Street.
- Consultation posters displayed in the Parking Shop.
- Electronic copies of consultation leaflets, questionnaires, maps, and detailed proposals available for download on the Council's website.
- A4 flyers placed on street furniture in all roads and on all estates in each of the CPZs.

## **Consultation pack**

8.10 A consultation pack is sent out to each address in the area under review. Each pack contains an information leaflet outlining the reason for the review and the objectives that it is designed to achieve, along with further information based on the most frequently asked questions. They also contain:

- A consultation questionnaire.
- A map of the CPZ showing the proposed changes.
- A translation request to encourage participation from all sections of the community.
- A Freepost return envelope.

## **Hackney Today Advertisements**

8.11 A series of advertisements are placed in Hackney today:

- A full page advertisement at the commencement of the public response period which outlines the CPZs involved and provides a short synopsis of the review, along with a contact number for further information.
- A half page advertisement mid-way through the public consultation period, detailing the drop in session dates.
- A half page advertisement towards the end, reminding residents and businesses of the deadline.

## **Drop-In Sessions**

8.12 A number of locally placed drop in sessions are held for residents and businesses within the CPZs under review. Depending on the area, businesses and residents may each have a dedicated session per CPZ.

## **Website**

8.13 The Parking Services website ([www.hackney.gov.uk/parking](http://www.hackney.gov.uk/parking)) contains consultation details and review proposals for each CPZ. It also contains PDF downloads of the leaflet, map, and questionnaire included in the consultation pack and further details of the proposed changes.

8.14 After the review has finished, reports on the consultation results and intended changes are uploading for public view.

## **Door to Door Survey**

- 8.15 Door-to-door surveys are conducted from week 5 to increase awareness of the reviews, particularly amongst residents on street that were showing a below average response rate. Surveyors knock on the doors of 20% addresses in each street within the CPZ under review. They carry consultation packs for the public to complete, should they have not received one.

## 9.0 Appendix 2: Detailed Analysis

- 9.1 Responses from addresses outside of the consultation area have been excluded and duplicates from the same name and address have only been included once. Unless specified otherwise, blank responses have been omitted from a question's analysis.
- 9.2 Non-questionnaire feedback – i.e. through email, letter, telephone, or drop-in session – has been included in the relevant questions.

### Demographics & Response Rate

- 9.3 This section of the questionnaire gathers basic demographic data. For data confidentiality responses to name and address, which could identify a specific individual, have been omitted from this report.

#### Name and address

- 9.4 CPZs are introduced following two periods of consultation with residents and businesses; for the 'in principle' decision (Stage 1) and for the detailed design (Stage 2). The responses for later-stage consultations are expected to be roughly half that for Stage 1 'in principle'; the impact of any changes to residents and business is likely to be less severe and so responses are predominantly from those who have concerns about the existing scheme.
- 9.5 Overall, this consultation had an 11% response rate from the members of the public living or working in the Zone D proposed extension area (see Appendix 5 for map). As a consultation pack with questionnaire was delivered to all addresses within the area under review, it can be assumed that those not responding have chosen to do so through lack of interest, time, etc.

**Table 6: Number of consultation questionnaires sent to addresses within the consultation area, number returned, and response rate per street.**

Road Name	Total		Response Rate
	Sent	Returned	
Belsham Street	57	6	11%
Chatham Place	233	28	12%
Mead Place	112	8	7%
Retreat Place	18	0	0%
Outside of area	-	3	n/a
Street Unknown	-	2	n/a
<b>Grand Total</b>	<b>420</b>	<b>47</b>	<b>11%</b>

### Question 1 – Occupier type

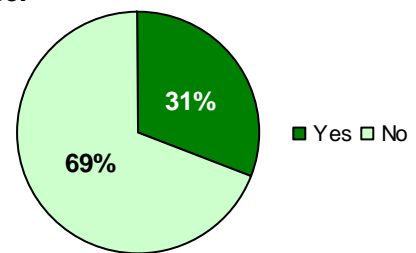
- 9.6 All respondents classified themselves as “resident only” (100%) occupiers of the address consulted.
- 9.7 Three percent (3%) of addresses in this area are commercial premises and were sent a pack as part of the consultation process; none responded.
- 9.8 Over a third of addresses (37%) are within a housing estate with some off-street parking facility; approximately the same proportion responded (31%).

### Question 2 – Off-street parking

- 9.9 One in 3 (31%) respondents has access to an off-street parking space; half of these people live on a housing estate with its own parking facility.
- 9.10 The remaining respondents that use a vehicle will need to purchase a permit to continue parking on-street when controls are introduced to this area.

**Table 7 and Figure 3: Access to an off-street parking space.**

Off-street parking	Responses	
	Number	Percent
Yes	12	31%
No	27	69%
<b>Grand Total</b>	<b>39</b>	<b>100%</b>

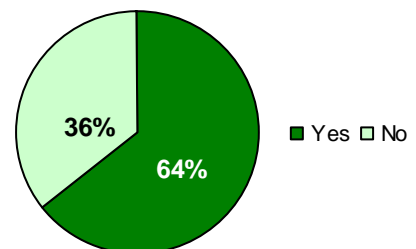


### Question 3 – Permit purchase plans

- 9.11 Two in every 3 (64%) of respondents plan to purchase a Zone D parking permit after controls are implemented in the extension area; the majority of these people (62%) are able to park off-street.

**Table 8 and Figure 4: Plans to purchase parking permit after implementation.**

Permit purchase	Responses	
	Number	Percent
Yes	25	64%
No	14	36%
<b>Grand Total</b>	<b>39</b>	<b>100%</b>



## Parking Experience

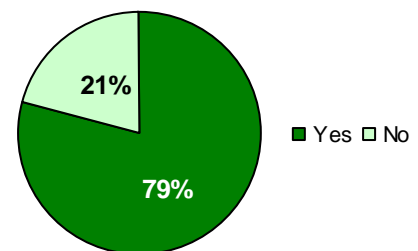
9.12 This section of the questionnaire asks about people’s parking experience; this subjective feedback can differ greatly from objective parking stress data but is an important aspect in understanding how the public perceive their area.

### Question 5 – Weekday parking

9.13 Four out of 5 (79%) people park their vehicle on street during the working week - Monday to Friday.

**Table 9 and Figure 5: On-street parking during the working week.**

Weekday parking	Responses	
	Number	Percent
Yes	30	79%
No	8	21%
<b>Grand Total</b>	<b>38</b>	<b>100%</b>

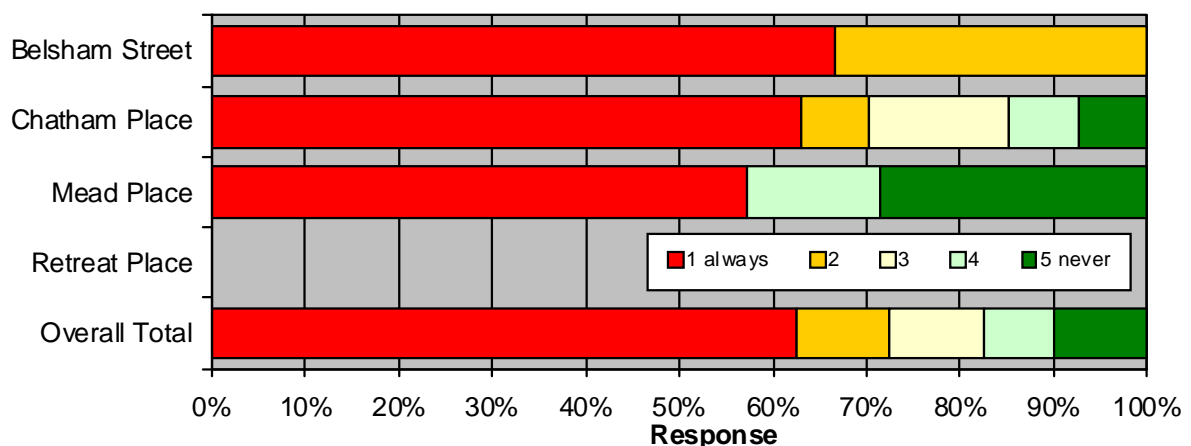


### Question 6a – Ease of finding on-street parking spaces (respondents)

9.14 Three-quarters (73%) of respondents say they regularly have difficulty finding a convenient parking space close to their address – ratings 1 or 2.

**Table 10 & Figure 6: Frequency of parking difficulty in finding a parking space near home/work address (respondent). Street level response.**

Parking difficulty Respondents	Responses									
	1 always		2		3		4		5 never	
Belsham Street	4	67%	2	33%	0	0%	0	0%	0	0%
Chatham Place	17	63%	2	7%	4	15%	2	7%	2	7%
Mead Place	4	57%	0	0%	0	0%	1	14%	2	29%
Retreat Place	0	-	0	-	0	-	0	-	0	-
<b>Grand Total</b>	<b>25</b>	<b>63%</b>	<b>4</b>	<b>10%</b>	<b>4</b>	<b>10%</b>	<b>3</b>	<b>8%</b>	<b>4</b>	<b>10%</b>



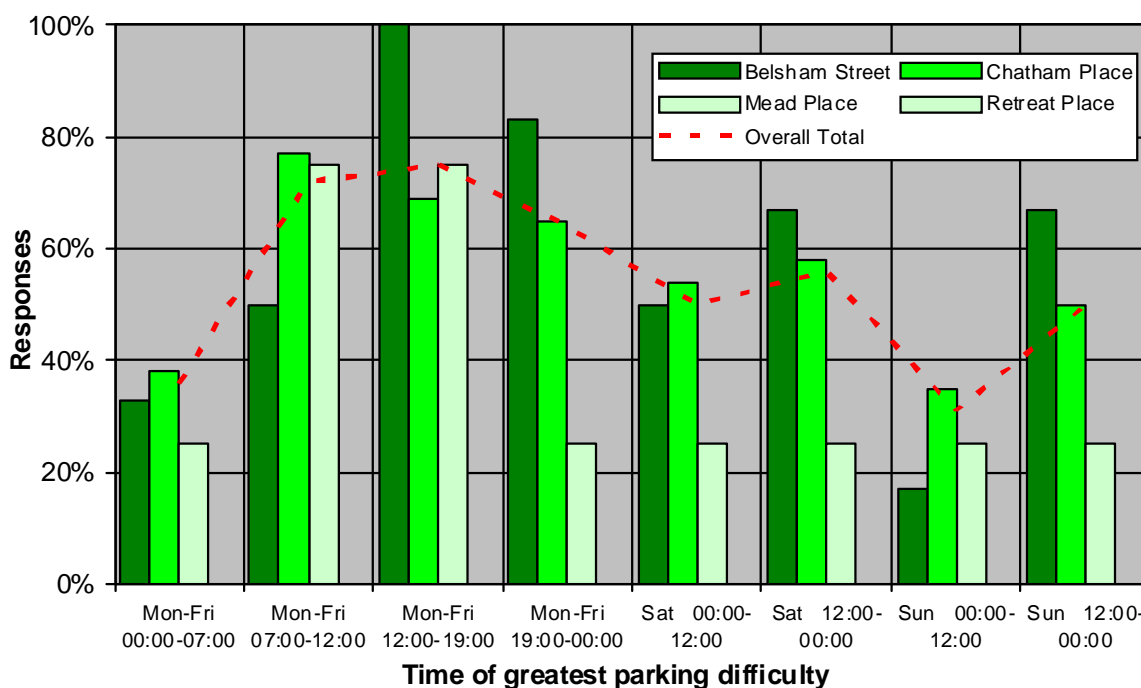
### Question 6b – Time of greatest parking difficulty (respondents)

9.15 The hardest time of day to find a parking space in this area is during weekday working hours, particularly during the afternoon (75% respondents providing feedback included this time slot).

9.16 Belsham Street and Chatham Place also have a peak in parking difficulty on weekend afternoons.

**Table 11 & Figure 7: Time and day of worst parking difficulty by street (respondent)**

Road Name	Monday to Friday				Saturday		Sunday	
	00:00 – 07:00	07:00 – 12:00	12:00 – 19:00	19:00 – 00:00	00:00 – 12:00	12:00 – 00:00	00:00 – 12:00	12:00 – 00:00
Belsham Street	2	3	6	5	3	4	1	4
Chatham Place	10	20	18	17	14	15	9	13
Mead Place	1	3	3	1	1	1	1	1
Retreat Place	0	0	0	0	0	0	0	0
<b>Grand Total</b>	<b>13</b>	<b>26</b>	<b>27</b>	<b>23</b>	<b>18</b>	<b>20</b>	<b>11</b>	<b>18</b>



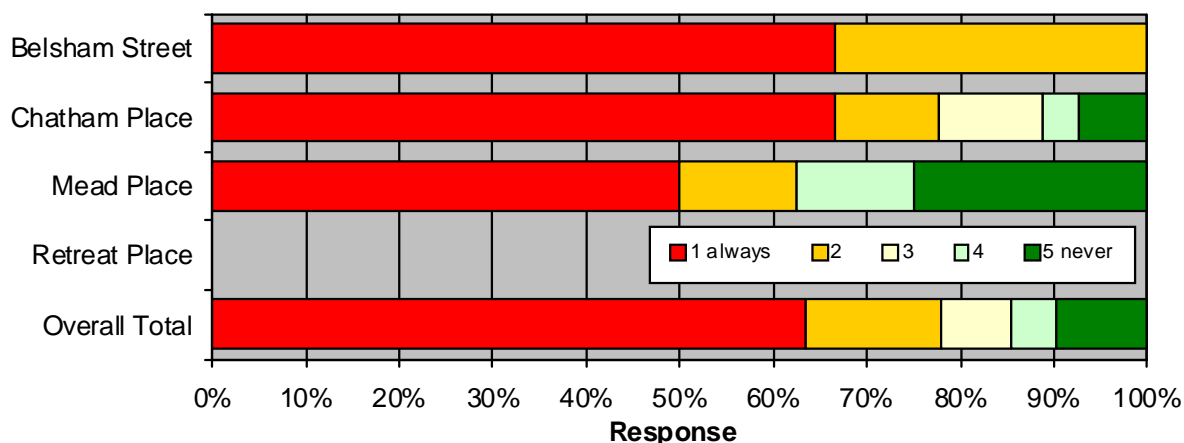
### Question 7a – Ease of finding on-street parking spaces (visitors)

9.17 Four out of 5 (78%) of respondents report that their visitors experience regular difficulties finding a parking space in their street – ratings 1 or 2. This is greater than for respondents own parking experience and may reflect the time of day that visitors typically arrive.

9.18 Just as when asked about their own parking difficulty, those whose visitors experience regular problems (ratings 1 or 2) form a majority in each road.

**Table 12 & Figure 8: Frequency of parking difficulty in finding a parking space near home/work address (visitors). Street level response.**

Parking difficulty Visitors	Responses									
	1 always		2		3		4		5 never	
Belsham Street	4	67%	2	33%	0	0%	0	0%	0	0%
Chatham Place	18	67%	3	11%	3	11%	1	4%	2	7%
Mead Place	4	50%	1	13%	0	0%	1	13%	2	25%
Retreat Place	0	-	0	-	0	-	0	-	0	-
<b>Grand Total</b>	<b>26</b>	<b>63%</b>	<b>6</b>	<b>15%</b>	<b>3</b>	<b>7%</b>	<b>2</b>	<b>5%</b>	<b>4</b>	<b>10%</b>

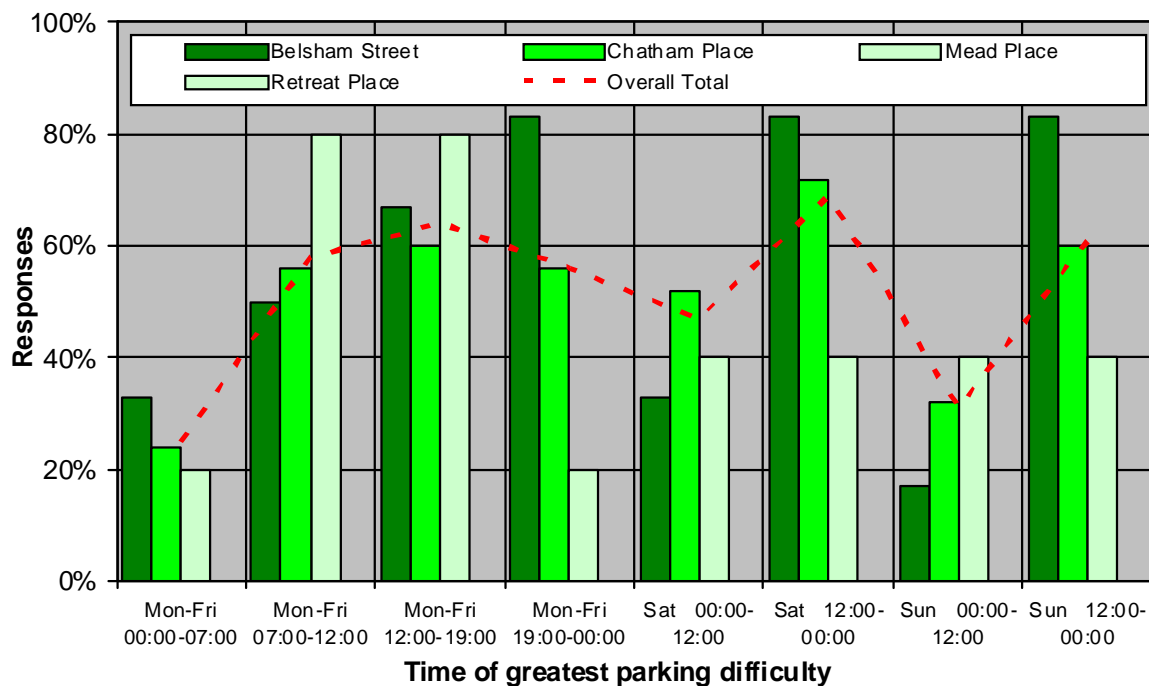


### Question 7b – Time of greatest parking difficulty (visitors)

- 9.19 For visitors, the hardest time of day to find a parking space in this area is Saturday afternoons (69% respondents providing feedback included this time slot).
- 9.20 Belsham Street and Chatham Place have a peak in parking difficulty on both weekend afternoons, while visitors to residents on Belsham Street also suffer problems on weekday evenings after 7pm.

**Table 13 & Figure 9: Time and day of worst parking difficulty by street (visitors)**

Road Name	Monday to Friday				Saturday		Sunday	
	00:00 – 07:00	07:00 – 12:00	12:00 – 19:00	19:00 – 00:00	00:00 – 12:00	12:00 – 00:00	00:00 – 12:00	12:00 – 00:00
Belsham Street	2	3	4	5	2	5	1	5
Chatham Place	6	14	15	14	13	18	8	15
Mead Place	1	4	4	1	2	2	2	2
Retreat Place	-	-	-	-	-	-	-	-
<b>Grand Total</b>	<b>9</b>	<b>21</b>	<b>23</b>	<b>20</b>	<b>17</b>	<b>25</b>	<b>11</b>	<b>22</b>



## Proposed Parking Design

- 9.21 This section of the questionnaire looks at the proposed parking layout and bay allocation per street and seeks people's opinion on how well it will meet the needs of the area. The provisional bay allocation on the proposed design map is intended to reflect the current mix of residential and commercial properties within the area.
- 9.22 The original Stage 1 'in principle' consultation asked whether people agreed with joining a Controlled Parking Zone, resulting in a majority support; as such, this question is not included in subsequent questionnaires.
- 9.23 To ensure that the parking restrictions are safe for both motorists and pedestrians, Parking Services' proposes parking bays only where it is considered safe to do so with the remaining kerb space yellow lined to improve access, visibility and traffic flow. As such, the public are only asked for feedback on the type of parking bays proposed (bay allocation) and not the location of yellow lines.

### Question 8 – Support for proposed bay allocation

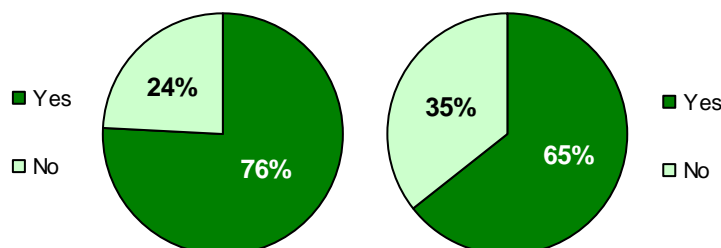
#### Belsham Street

- Proposal: mainly *resident permit only* bays with *shared use* outside nos.18-22.

- 9.24 The majority of respondents are happy with both the bay allocation for residents permit only bays (76%) and shared use (65%).

**Table 14 and Figure 10: Bay allocation on Belsham Street.**

Proposed layout	Resident permit bay		Shared use bay	
	Number	Percent	Number	Percent
Support	25	76%	20	65%
Oppose	8	24%	11	35%
<b>Grand Total</b>	<b>33</b>	<b>100%</b>	<b>31</b>	<b>100%</b>



### Chatham Place

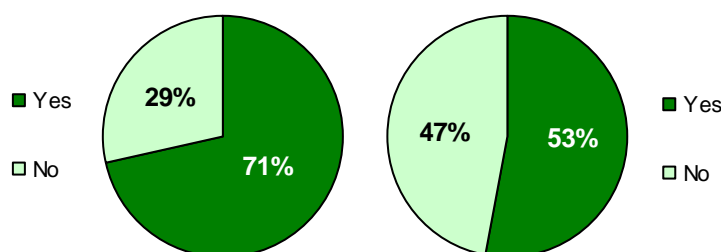
- Proposal: mainly *resident permit only* bays with *shared use* outside nos.33-43 (Wisteria Apartments) and at the junction with Morning Lane.

9.25 The majority of respondents are happy with both the bay allocation for residents permit only bays (71%) and shared use (53%).

9.26 The lesser support for the shared use bays may reflect the anticipated heavy use of these bays by Pay & Display visitors to the Burberry Factory at nos.29-53.

**Table 15 and Figure 11: Bay allocation on Chatham Place.**

Proposed layout	Resident permit bay		Shared use bay	
	Number	Percent	Number	Percent
Support	25	71%	17	53%
Oppose	10	29%	15	47%
<b>Grand Total</b>	<b>35</b>	<b>100%</b>	<b>32</b>	<b>100%</b>



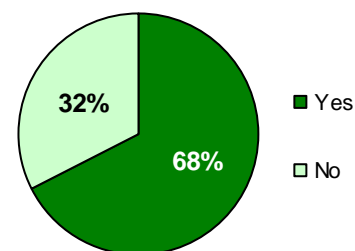
### Mead Place

- Proposal: just *resident permit only* bays.

9.27 The majority of respondents are happy with the bay allocation for residents permit only bays (68%).

**Table 16 and Figure 12: Bay allocation on Mead Place.**

Proposed layout	Resident permit bay	
	Number	Percent
Support	25	68%
Oppose	12	32%
<b>Grand Total</b>	<b>37</b>	<b>100%</b>



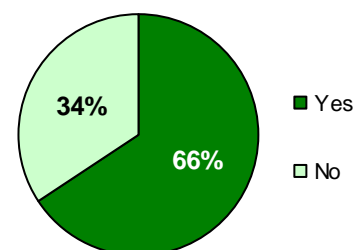
Retreat Place (western section)

- Proposal: just *resident permit only* bays.

9.28 The majority of respondents are happy with the bay allocation for residents permit only bays (68%).

**Table 17 and Figure 13: Bay allocation on Retreat Place.**

Proposed layout	Resident permit bay	
	Number	Percent
Support	23	66%
Oppose	12	34%
<b>Grand Total</b>	<b>35</b>	<b>100%</b>



**Question 9 – Comments about the proposed design of the parking controls**

- 9.29 The public were also asked to provide any general comments or suggestions they have about the parking layout and proposals.
- 9.30 Operational hours were not included in this consultation as parking controls would follow those of the existing CPZ D. These are reviewed on a regular basis to ensure they continue to meet the needs of those living or working within the area.
- 9.31 Many people asked that the new parking controls are implemented as soon as possible. For many people, particularly the vulnerable and elderly, improved residential visitor parking will encourage more social contact.

Parking Bays

- 9.32 There are not enough spaces for the number of vehicles owned by residents on each road.
- Kerb side space is finite and therefore there is a limit to how many bays can be placed on each road; more on street space cannot physically be created.
- 9.33 More Pay & Display or shared use spaces needed at northern end of Chatham Place.

→ The Council has prioritised residents parking needs in its Parking & Enforcement Plan (2005) and therefore must ensure that sufficient spaces are provided where possible.

9.34 A loading bay is needed outside the Burberry factory at nos.29-53.

→ There are no loading restrictions at this location, so delivery/collection vehicles will be free to load/unload on the double yellow lines ('no waiting at any time').

9.35 The proposed resident permit bay at the side of no.15 Elsdale Streets (nos.1-12 Elsdale House) will make Mead Place too narrow at this point and will cause congestion at this busy junction. Would prefer the bay to be relocated to kerb opposite.

→ Relocating the parking bay to the opposite side would obscure the view of the bend in the road and would also force the traffic to go wider round the bend on to the wrong side of the road.

9.36 Business visitors will park all day in the shared use bays, preventing resident permit holders from using them

→ Both Pay & Display and shared use bays have a maximum stay for visitors parked with a Pay & Display ticket, usually 2 or 4 hours, and a 'no return with X hours' limitation.

9.37 All the parking bays should be restricted to local residents only.

→ Although the Council has prioritised residents parking needs, it also strives to support local businesses by providing short-term parking for their visitors.

9.38 Would like some 'free' bays within the controlled area.

→ The Council does not implement free parking or 'limited waiting' bays within Controlled Parking Zones as the aim is to encourage alternative sustainable transport options instead of private vehicle, particularly for incoming non-residential visitors.

9.39 Commercial vehicles should be banned from parking overnight on Chatham Place.

→ After parking controls cease operating in the evening, any vehicle will be able to park for free in the parking bays. However, Hackney has a Borough-wide overnight parking ban on all vehicles over 5 tonnes

9.40 The Car Club bay should be removed or restricted to Monday – Friday only.

→ Hackney Council is committed to supporting the Car Club scheme for several reasons; to relieve parking pressures within the borough, to reduce the reliance on the private motor-vehicle by residents and businesses, and to improve the level of social inclusion experienced by residents who can not afford their own car. More information can be found at [www.hackney.gov.uk/carclub.htm](http://www.hackney.gov.uk/carclub.htm).

9.41 There are insufficient disabled parking bays in this area.

→ These bays are provided for the use of residents with severe mobility problems and so are placed as close to their home address as possible. Visiting Blue Badge holders can park in any available Pay & Display or shared use bay, or on single or double yellow lines where not causing an obstruction.

#### Yellow lines

9.42 The 'junction protection' at Belsham Street / Chatham Place intersection needs to be increased; vehicles speed along the latter too fast and visibility is poor. There is often congestion at this location.

→ The junction protection at this location has been proposed at the extent of the existing yellow lines which is 5m on both sides of Chatham place. This provides sufficient visibility for vehicles existing Belsham Street.

9.43 The 'junction protection' for the Barbrook House garage access on Chatham Place needs to be increased; visibility is poor when exiting the garages onto the public street and the access is often obstructed.

→ The double yellow line restrictions will be extended by 1.5m on either side of the existing access point. This should provide sufficient visibility for vehicles existing the garages.

9.44 There are too many yellow lines.

→ Yellow lines are only placed where it is unsafe or obstructive to park; around junctions, across private access and where the road is too narrow to support parking on both sides.

#### Operational Hours

9.45 Operational hours should be reduced at weekends.

→ Hours of control are considered as part of each Zone's regular operational reviews; all those living or working within a CPZ have the opportunity to submit their preferred hours.

## Other

9.46 Pedestrian crossing required outside Morningside School and speed humps on Chatham Place.

→ This request has been passed to the Council's StreetScene department.

9.47 Would like to see Pay & Display machines offering more flexible payment options, such as those used by Westminster Council.

→ Parking Services is rolling out 'Chip & PIN' machines across the borough where it is cost-effective to do so, following a successful pilot in Zone A.

## **Section 5: Customer Service**

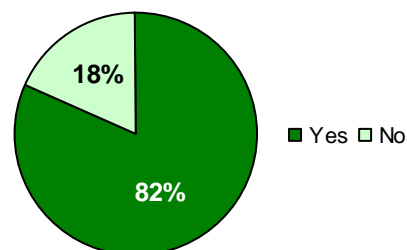
9.48 This final section addresses people's experience of Parking Services.

### **Question 10 – Online Permit Renewals**

9.49 Parking Services is introducing an online facility for renewing resident parking permits and purchasing visitor vouchers; The majority of respondents (82%) thought that they would use this service, even though they are conveniently close to the Parking Shop.

**Table 18 and Figure 14: Online permit renewals - is this a service you would use?**

Online permits	Responses	
	Number	Percent
Yes	31	82%
No	7	18%
<b>Grand Total</b>	<b>38</b>	<b>100%</b>



### **Question 11 – Awareness of Freedom Pass Funding**

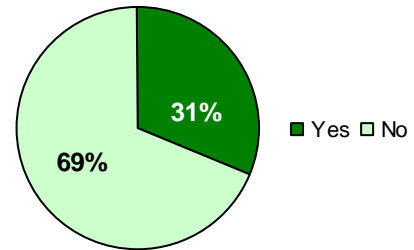
9.50 Revenue from Penalty Charge Notices (PCNs) and the sale of parking permits is ring-fenced, to cover operational costs with any surplus to be used for transport-related expenditure. This questions aims to raise awareness of the positive ways parking-related income is used.

9.51 Parking Services contributes to the cost of the Freedom Pass scheme, which allows more than 25,000 older and disabled Hackney residents to travel for free on public transport; only 1 in 3 respondents (31%) were aware of this.

9.52 Surprisingly, quite a few respondents felt that revenue from parking should not help fund the Freedom Pass scheme.

**Table 19 and Figure 15: Are you aware that revenue raised through Parking Services contributes to the cost of Freedom Passes?**

Freedom Pass	Responses	
	Number	Percent
Yes	11	31%
No	24	69%
<b>Grand Total</b>	<b>35</b>	<b>100%</b>



## Question 12 – Consultation Pack Feedback

9.53 This question asks for opinions about the consultation pack and its enclosed leaflet, questionnaire and map. Feedback helps the design team improve the pack for subsequent consultations.

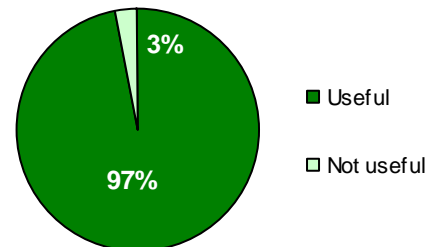
### Consultation Pack

9.54 Most people (97%) believe that the consultation pack was useful.

9.55 One respondent questioned the expense of producing a full colour pack, while another suggested that it should take several different formats depending on the stakeholder’s personal preference (email, online, SMS text, telephone); this latter option would be too costly to provide.

**Table 20 and Figure 16: Please tell us your opinion of the consultation pack.**

Consultation Pack	Responses	
	Number	Percent
Useful	32	97%
Not useful	1	3%
<b>Grand Total</b>	<b>33</b>	<b>100%</b>

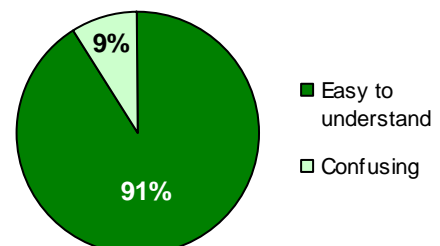


### Map of proposed changes

9.56 Most people (97%) found the map of the proposed parking layout easy to understand.

**Table 21 and Figure 17: Please tell us your opinion of the enclosed map.**

Map of proposals	Responses	
	Number	Percent
Easy to understand	31	97%
Confusing	3	3%
<b>Grand Total</b>	<b>34</b>	<b>100%</b>



9.57 Related comments from Question 14 are as follows:

9.58 A map of the remainder of adjacent Zone D would also have been helpful.

→ For clarity and cost effectiveness, the map just included proposed parking restrictions for the consultation area. User-friendly maps of all Hackney's CPZs are available from the website at [www.hackney.gov.uk/parking](http://www.hackney.gov.uk/parking) or through the Parking Shop.

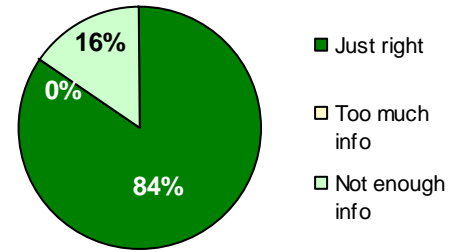
9.59 Copies of the map on-street at the locations under review would be useful.

#### Leaflet Information

9.60 Overall, the majority (84%) were happy with the amount of information included in the leaflet. However, a significant minority (16%) felt that it should have contained more.

**Table 22 and Figure 18: Please tell us your opinion of the leaflet.**

Leaflet	Responses	
	Number	Percent
Just right	27	84%
Too much info	0	0%
Not enough info	5	16%
<b>Grand Total</b>	<b>32</b>	<b>100%</b>



9.61 Related comments from Question 14 are as follows:

9.62 The consultation leaflet does not include details about permit and voucher prices.

→ Permit and voucher prices are set by the Policy Department, not the CPZ Team.

9.63 It is not clear where visitors will be able to park.

→ Residents can purchase vouchers for visitors (which are more cost-effective than Pay & Display), who can use them to park in the resident permit, general permit or shared use bays. Commercial visitors can purchase a ticket from Pay & Display machines, which can be used to park in both Pay & Display and shared use bays.

9.64 It is not clear whether residents will now be able to park on Paragon Road.

→ Residents in the extension area will be eligible to purchase a 'Zone D' permit, which enables the holder to park in any available resident permit, general permit or shared use space with CPZ D.

### Questionnaire

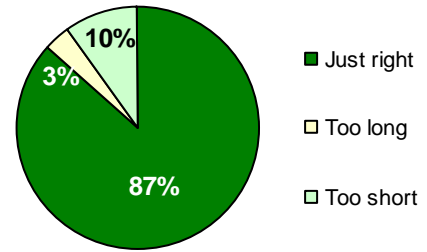
9.65 Again, the majority of respondents (87%) were happy with the length of the questionnaire, although a small proportion (10%) would have preferred more questions.

9.66 One respondent pointed to the lack of confidentiality clause.

→ All feedback is treated as confidential and personal data stored securely in line with the Data Protection Act's requirements. Parking Services is working with Hackney's legal department to formulate an appropriate clause for future consultations.

**Table 23 and Figure 19: Please tell us your opinion of the questionnaire.**

Questionnaire	Responses	
	Number	Percent
Just right	26	87%
Too long	1	3%
Too short	3	10%
<b>Grand Total</b>	<b>30</b>	<b>100%</b>



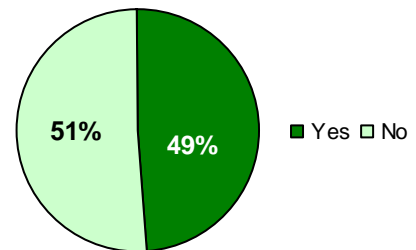
### Question 13 – Website Visits

9.67 Parking Services maintains a detailed website with information on where to park, CPZ operational hours, the cost of various permits and information about consultations with packs downloadable while they are running and final reports after analysis and Council approval.

9.68 Only half of respondents (49%) have ever made use of this resource.

**Table 24 and Figure 20: Have you ever visited our website at [www.hackney.gov.uk/parking](http://www.hackney.gov.uk/parking)?**

Website Visits	Responses	
	Number	Percent
Yes	17	49%
No	18	51%
<b>Grand Total</b>	<b>35</b>	<b>100%</b>



### Question 14 – Parking Services’ Customer Service

9.69 This question asked for comments and suggestions on improving the customer service provided by Parking Services.

#### Consultation process

9.70 The Council is proposing to implement parking controls just to raise revenue.

→ Parking Services received many complaints from local residents about their difficulty finding parking close to their homes. The Stage 1 public consultation in 2009 demonstrated a majority support for joining Zone D in Belsham Street (91%), Chatham Place (75%) and Mead Place (71%).

9.71 The implementation of parking controls in this area is taking too long.

→ Parking Services must follow a transparent implementation process and has committed to consulting the public at every stage. To ensure any parking restriction is legal, the Council Cabinet must approve all recommendations for proposed change and these must then be publicly advertised prior to implementation.

## Permits

9.72 Parking restrictions should not be introduced; it is already too expensive to drive a vehicle.

→ Permits cannot be free as the fee must cover the administrative and maintenance costs of running the scheme; the cost of permits is comparable in price to others in Inner London.

9.73 Visitors should not have to pay to park.

→ Residents can purchase vouchers for visitors (which are more cost-effective than Pay & Display), who can use them to park in the resident permit bays.

9.74 The cost of parking permits should just be added to each flat's rent.

→ Parking Services is responsible for the provision of on-street parking only and has no jurisdiction over social housing rent. Home-owners and private tenants also have a right to purchase permits for use with on-street parking.

9.75 Permits should be available for multiple years at a discounted rate.

→ Parking Services requires that some form of identity check is carried out annually at the time of permit renewal to prevent abuse of the system. The new online renewal service will make the process more convenient and less time-consuming for existing permit holders.

## Enforcement

9.76 Greater enforcement is required:

- Garages conduct their mechanical repair work in on street parking bays.
- Congregation of Celestial Church of Christ at no.29 Chatham Place parking on double yellow lines ('no waiting at any time' restriction) on Sundays.
- Shoppers visiting the Burberry factory at nos.29-31 Chatham Place on Saturdays and Sundays.
- On-street sale of vehicles.
- Coaches parking across the gates of Morningside Primary School.

9.77 PCN complaints and appeals need to be resolved clearly.

## Other feedback

9.78 Clearer signs are required.

## Appendix 3: Final Proposed Parking Design D Extension

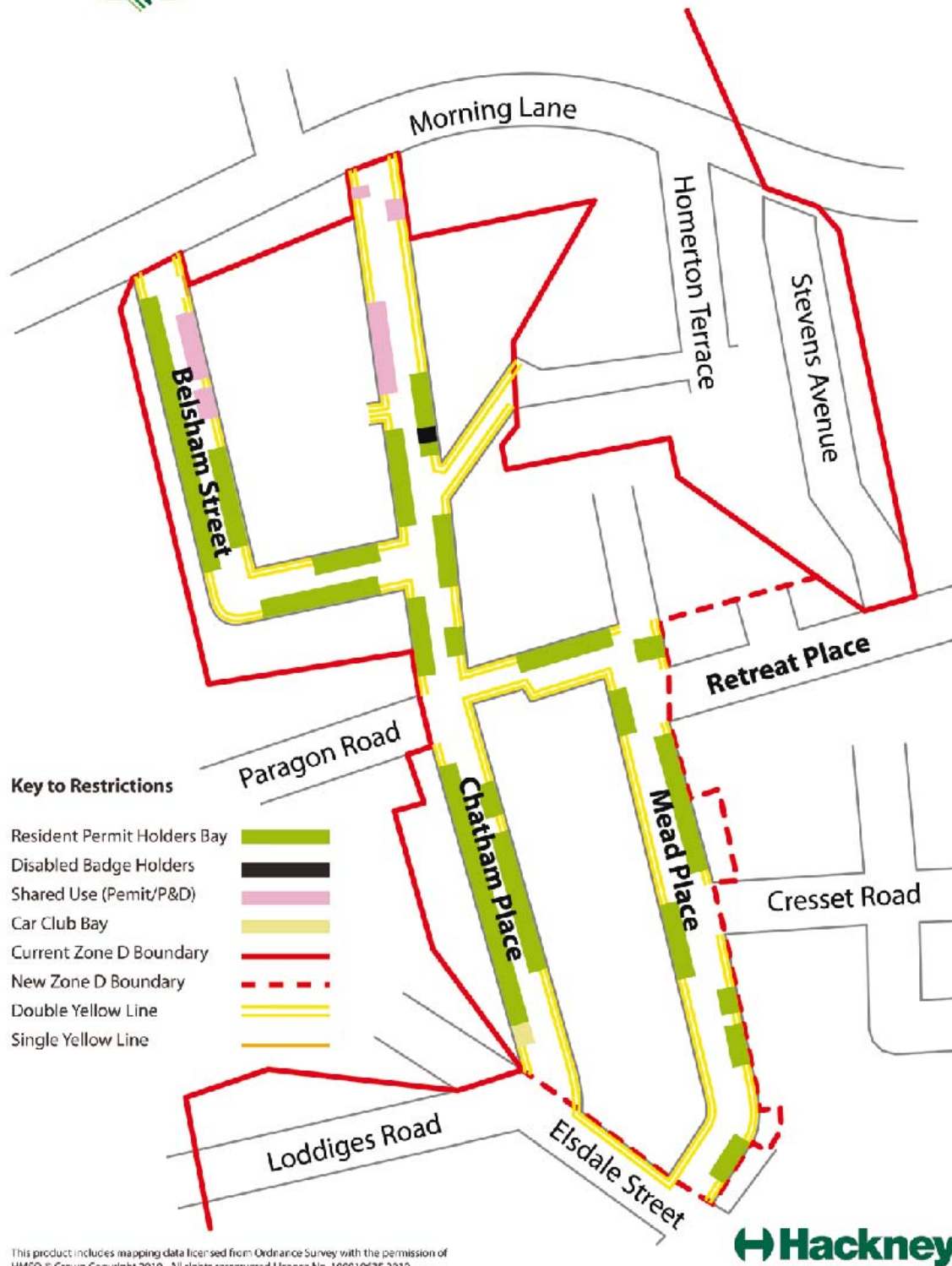
Street	Final parking bay type	Change from proposed design?
Belsham Street	Resident permit holder bays	None
	Shared Use bays (2hr max stay)	None
Chatham Place	Resident permit holder bays	None
	Shared Use bays (2hr max stay)	None
	Car Club Bay	None
	Disabled Bay	None
Mead Place	Resident permit holder bays	None
Retreat Place (Western End)	Resident permit holder bays	None

## Appendix 4: New Pay & Display Machine Proposals

Street	Location	Tariff
Belsham Street	Outside number 22	Shared use two hour maximum stay £2.20ph
Chatham Place	Outside Wisteria Apartments	Shared use two hour maximum stay £2.20ph

# Appendix 5: Map of proposed Zone D Boundary Extension

have  say Zone D(c) Displacement Consultation



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