

Delegated Report of the Assistant Director of Neighbourhoods and Regeneration

Results of the Stage 1 'in principle' Public Consultation for the Proposed Controlled Parking Zone N Displacement Extension to Clapton Park.

Classification:

Enclosures:
Appendices 1-4

1.0 Summary

- 1.1 Controlled Parking Zone (CPZ) N was implemented in May 2008 as a result of previous public consultation and a technical assessment indicating high levels of parking stress in the area. The latter showed that the streets immediately outside the new Zone N also suffered a degree of parking stress, which was likely to increase after the introduction of nearby parking controls.
- 1.2 Parking Services intends to conduct an operational review of Zone N in November 2008, 6 months ahead of the first year review required by the Parking and Enforcement Plan (PEP). Should controls be introduced in the displacement consultation area, residents and businesses within will also be included in this review.
- 1.3 This report details the consultation process and the results of the combined Stage 1 'in principle' and Stage 2 'design' public consultation on proposed parking controls in the Zone N displacement area of Clapton Park.

2.0 Recommendations

- 2.1 The Director of Neighbourhoods and Regeneration is recommended to:

Proposed amendments to Controlled Parking Zone N

- Accept the proposal to extend the existing CPZ N to cover the displacement consultation area which includes: Glyn Road, Rushmore Road and sections of Chatsworth and Elderfield Roads (between Blurton and Rushmore Road junctions) as identified in Appendix 3.

General recommendations

- 2.2 Authorise officers, under the delegated authority powers, to make the necessary amendments to the Traffic Management Orders, under Section 45 of the Road Traffic and Regulations Act 1984 as amended and the Road Traffic Act 1991, for Controlled Parking Zone N.

3.0 Related Decisions

- 3.1 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.
- 3.2 Parking Services has received one petition regarding the design of the proposed parking controls in this area (from Glyn Road), along with individual requests for a CPZ extension.

- 3.3 This displacement consultation forms part of the Council's commitment to address the parking problems experienced by residents in the roads surrounding Homerton University Hospital - as outlined in the 'Stage 1' Homerton and Lower Clapton cabinet report (2007).

4.0 Background

- 4.1 In July 2008, Parking Services commissioned PAX Consulting to carry out a technical assessment to assess the level and extent of parking stress in the Zone N displacement area of Clapton Park. Together with Parking Services' previous 2006 assessment, which led in part to the creation of Zone N, results indicate high levels of parking stress in this area and that these levels have increased since the implementation of parking controls nearby i.e. the predicted displacement parking is now occurring. [*Technical Assessment for Proposed Homerton Area (2006)*]
- 4.2 Throughout the development and implementation of parking controls in the Homerton area, the Council has recognised the importance of Homerton University Hospital and the service it provides to the local community while ensuring the needs of hospital staff and visitors are carefully balanced with those of local residents, businesses and other users. Close consultation with Hospital Governors and general staff has ensured that the design of the CPZ facilitates the continued operation of the Hospital and the services it provides to the local community.

5.0 Financial Considerations

- 5.1 The CPZ works for Displacement Consultation Zone N will cost approximately £20,000. The scheme is part of the Controlled Parking Zone (Homerton & Lower Clapton) approved capital programme of £279k which will be funded from the Parking Reserve account.

6.0 Comments of the Borough Solicitor

6.1 Comments of the Interim Corporate Director of Legal and Democratic Services

Any challenge to the lawfulness of the proposals would be most likely to focus on the consultation process. The conduct of local authorities with regard to consultation methodology has been the subject of judicial review on many occasions. The leading statement of the courts on the content of the duty to consult, known as the 'Sedley test', requires that the following principles are observed:

- (1) that consultation is undertaken when the proposals are still at a formative stage;
- (2) that adequate information is given to enable those consulted to properly respond;
- (3) that adequate time is allowed in which to respond;
- (4) that the decision-maker give conscientious consideration to the response to the consultation.

It is noted that the present consultation was carried out in accordance with the Council's Public Consultation Charter/ Both the consultation itself and the proposals flowing from it appear to meet the Sedley requirements.

7.0 Consultation Process

- 7.1 In 2008/09, the Clapton Park displacement extension to Zone N was among 6 CPZ areas programmed for consultation; the others were Zone N (6 month review), D, B, F, and the proposed Rectory Road extension to Zone E.
- 7.2 The rolling Operational Review Programme is 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 A more detailed explanation of the consultation process can be seen in Appendix 1.
- 7.5 Anticipating the potential problems experienced by residents outside of the CPZ, the Council has taken the necessary measure to consult with all stakeholders in accordance with the current CPZ consultation strategy.

8.0 Parking Stress Surveys

- 8.1 To assess the impact that the Zone N controls have had on both the CPZ area and uncontrolled streets surrounding it, Parking Services contracted PAX Consulting to undertake a parking stress survey in July 2008.
- 8.2 Comparison of the stress survey data completed by PAX Consulting against survey data completed by Parking Services in 2006 clearly shows that levels of parking stress have reduced in roads within the Zone since its introduction. During the restricted hours, only 41% of the number observed in 2006 are present; a drop of nearly two thirds. While outside of the controlled hours parking levels are approximately half of those recorded two years ago.
- 8.3 As predicted, levels of parking stress have increased overall in the uncontrolled area since 2006, with 3% more vehicles observed during the early morning and 8% more recorded at midday. Additionally, there has also been an increase in the observed number of visitors parking in uncontrolled streets with a 14% rise since 2006.
- 8.4 For the streets included in the displacement consultation, data reveals that levels of parking stress have actually decreased since 2006 in Glyn Road, dropping from 90% to 66%. Despite this, occupancy levels remain high in Glyn Road with current occupancy levels reaching 77% in the morning and 66% at midday. In Rushmore Road, occupancy levels have increased from 71% to 97% between 2006 and 2008 supporting the displacement predictions.
- 8.5 The information gathered clearly supports the decision made by the Council to consult the streets surrounding the CPZ prior to the 6 month operational review. While occupancy levels have decreased overall in Glyn Road, high levels of parking stress still remain and indicate that overall parking levels have increased in roads further away from the CPZ.
- 8.6 It is predicted, based on the experience of streets located within Zone N that Glyn Road, Rushmore Road, Evering Road and Chatsworth Road will incur similar reductions in occupancy levels once incorporated into the Zone. Inevitably their inclusion will place further strain on streets located in the wider displacement area, supporting the need to consult residents within these streets as part of the operational review of Zone N.
- 8.7 For more information on the parking stress surveys see Appendix 4.

9.0 Consultation Response

- 9.1 A pack with booklet, map, and questionnaire (including a translation request) was delivered to all addresses within the area under consultation. 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.
- 9.2 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.
- 9.3 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. We can only be certain that the consultation feedback received is representative of those who chose to respond.
- 9.4 Recommendations are therefore based on feedback received from the public consultation in conjunction with objective analysis of occupancy data from parking stress surveys. [*Appendix 3: Final Design recommendations*]
- 9.5
- 9.6
- 9.7

9.8 Street	Proposal	Reason
Chatsworth Road	Install approximately 14 'pay and display' spaces along this section of road.	This will provide dedicated visitor parking for the businesses in this section of road.
Chatsworth Road	Insert double yellow lines around all junctions	This will increase safety by improving access and visibility at all junctions.
Elderfield Road	Install approximately 16 'resident bay' spaces along this road.	This will provide dedicated space for resident permit holders along this largely residential street

Elderfield Road	Insert double yellow lines around all junctions	This will increase safety by improving access and visibility at all junctions.
Glyn Road	Install approximately 150 'resident bay' spaces along this road.	This will provide dedicated space for resident permit holders along this largely residential street
Glyn Road	Insert a 4 meter 'motorcycle bay' to the side of number 1.	This small bay will cater for motorcycle users in the area.
Glyn Road	Insert double yellow lines around all junctions	This will increase safety by improving access and visibility at all junctions.
Rushmore Road	Install approximately 126 'resident bay' spaces along this road.	This will provide dedicated space for resident permit holders along this largely residential street
Rushmore Road	Install 2 shared use spaces opposite number 99.	This will provide parking for people visiting the local school
Rushmore Road	Insert double yellow lines around all junctions	This will increase safety by improving access and visibility at all junctions.

- 9.9 Appendix 4: Technical Assessment (2008)]
- 9.10 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 for a review consultation (Stages 3 and 4) is expected to be roughly half that for Stage 1 'in principle'; the introduction of parking restrictions is likely to have a bigger impact on residents and business lives than the more minor changes of a Stage 4 review and so generates more feedback.
- 9.11 A door-to-door survey is carried out from week 5 of the public response period. The main aims are to raise awareness of the consultation, increase the questionnaire return rate, and also confirm distribution. Surveyors door knock 20% of addresses in the target area, providing consultation packs for members of the public who have not received or mislaid their copy. They then return after a short period of time to collect completed questionnaires.

Response rate

- 9.12 The overall response rate for this consultation was 31% which in comparison with other consultations is high. This is made up of both written responses and calls to the service. Only 3% of properties within the consultation area are situated on private roads or local authority housing estates, which usually have their own parking schemes, and represent less than 1% of questionnaires returned; previous experience indicates that residents living on private roads or estates with off-street parking facilities have a lower level of interest in on-street parking issues and, as such, are less likely to respond to a public consultation regarding a review of on-street controlled parking.
- 9.13 Almost all feedback came from responses to questions asked in the consultation leaflets - approximately 92% of all communication received (Table 1).

Table 1: Communication received by type

Communication Type	Response*
Calls	0
Counter Enquiry	0
Drop In Session Forms	3
E-mail	4
Letter	4
Questionnaires	137
Total	148

Packs Distributed	444
Questionnaire Response Rate	31%
Overall Response Rate	33%

* Excludes responses from outside the consultation area / where address left blank.

10.0 Consultation Analysis

- 10.1 Recommendations are not put forward solely on the basis of questionnaire feedback; consultation takes into account the needs (occupancy analysis through technical assessment) and wants (preferences indicated through consultation feedback) of all services users and attempts to find the best balance possible.
- 10.2 Analysis looked at feedback from residents and business alongside parking stress surveys which may support the feedback that the roads in question are congested during the hours of operation of CPZ N.
- 10.3 Recommendations for changing the status quo, or not, have been put forward in light of all data.

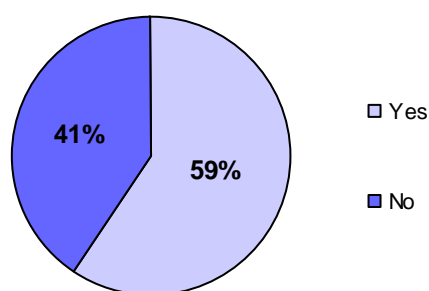
Proposed Parking Controls

- 10.4 The consultation area is currently unrestricted but is adjacent to both the northern and eastern boundary of the existing Zone N, from where parking has been displaced.
- 10.5 The proposal is to introduce parking controls in the consultation area by extending the existing Zone N rather than create a new CPZ. As such, the public were not asked for their preferred hours of operation. Restriction times for Zone N are currently Monday to Friday, 7:30am to 6:30pm.

Consultation Area

- 10.6 Looking at the consultation area as a whole, 59% of respondents support the introduction of parking controls. Only Chatsworth Road has a majority in opposition; responses from this street represent 2% of all received. [Appendix 2: 13.6]

Figure 1: Do you want controlled parking to be introduced in your uncontrolled area? (Q7)?



Excludes question responses with missing data.

Recommendations

- 10.7 It is recommended to proceed with the introduction of parking controls in the consultation area by extending the existing Zone N (Homerton) based on majority public support (59%) and high parking stress levels demonstrated in both 2006 and 2008's technical assessment.

- 10.8 Despite majority opposition, it is recommended to include the small section of Chatsworth Road within the CPZ. This is based on the need to form a coherent and logical CPZ boundary and the predicted impact of parking stress experienced once controls are installed on nearby streets.

10.9 Proposed Design



General Design Feedback

- 10.10 Feedback received indicates that the public in general do understand the primary and secondary benefits that a Controlled Parking Zone could bring to their area, from easier parking close to home to safer, less-cluttered streets. Many respondents also see it as a fairer system that discourages multi-vehicle ownership. [*Appendix 2: 13.11-13.13*]
- 10.11 The predicted displacement parking is now occurring in the uncontrolled roads just outside Zone N, leading parking stress to increase to such a level that many respondents regularly fail to find space in their own street let alone near their properties. Although inconvenient for most drivers, it is particularly problematic for the elderly, those relying on carers, and families with young children.
- 10.12 The arguments against the introduction of parking controls through the extension of Zone N centre on two main points: the consultation process and the cost to the vehicle-driving public. [*Appendix 2: 13.14-13.16*]
- 10.13 Firstly, some respondents believe that the Controlled Parking Zones are solely revenue-generating exercises and as such the Council is keen to implement them throughout the borough regardless of public opinion. However, Zone N was introduced with more members of the public in favour than against with inclusion considered on a street by street basis. The potential for displacement parking was made clear in the consultation literature and as such, people were also asked for their opinion on controls in their road if a CPZ was introduced nearby.
- 10.14 Secondly, residents and businesses are unhappy about the cost of permits and the need for their visitors to pay to park within operational hours. Permit policy is reviewed regularly by Policy and Development with prices standard across the borough's CPZs.
- 10.15 Feedback was also received regarding specific bay placement and allocation proposals, which are detailed further in Appendix 2. [*Appendix 2: 13.17-13.35*]

Recommendations

- 10.16 It is recommended to extend the boundary of CPZ N to incorporate the streets Glyn Road and Rushmore Road.

11.0 Implementation timetable

11.1 Subject to approval of this report residents and businesses will be notified of any approved changes and general feedback in October 2008.

Table 2: Project milestones and key dates

Milestone	Date
Submission of Delegated Report for approval	September 2008
Drafting of final letter to all stakeholders with results	October 2008
TMO publication	November 2008
Implementation of changes	December 2008

Report Originating Officers: Barry Francis and Augusta Arnold

Financial Comments: Deepak Sethi/ Tim Sylvester

Borough Solicitor comments: Steve Lomas

Date of report: September 2008

Enclosures:

Appendix 1: Detailed Consultation Process

Appendix 2: Detailed Analysis

Appendix 3: Final Design recommendations

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Chatsworth Road	Install approximately 14 'pay and display' spaces along this section of road.	This will provide dedicated visitor parking for the businesses in this section of road.

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Appendix 4: Parking Street Survey Report 2008

Authorisation of Director:

Name:

Signature:

Date:

Table 3: Background documents

Description of document	Date
Technical Assessment	August 2008
Technical Assessment	June 2006
Cabinet Report FP2.07 (Capital Programme update 05/06)	May 2005
Parking Enforcement Plan	January 2005

12.0 Appendix 1: Detailed Consultation Process

12.1 Consultation takes place in two stages:

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

Preliminary Consultation

12.2 Preliminary consultation involves engaging with all key internal and external stakeholders through a series of workshops, meetings and neighbourhood forums; this ensures that a holistic approach to the formulation and timing of the proposals that are put forward for full public consultation is taken.

12.3 Parking Services also carries out obligatory statutory consultation with Transport for London.

Internal Stakeholders

- Streetscene
- Waste
- Markets

External Stakeholders

- TFL
- Emergency Services

Preliminary Internal Stakeholders

12.4 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
Traffic & Transportation	13 June 2008
Transportation Planning	16 June 2008
Road Safety	24 June 2008
Waste Services	18 June 2008

12.5 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

- 12.6 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).

Table 5: External Stakeholder Consultation

Service	Date Consulted
Fire Service	16 June 2008
TfL	24 June 2008
Police	16 June 2008
Ambulance	16 June 2008

- 12.7 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

- 12.8 In line with the Council's Public Consultation Charter, a minimum 8 week public response period for each consultation exercise is undertaken; for Clapton Park Zone N displacement area, this ran from 16th June to 15th August 2008.
- 12.9 The process is advertised using a wide range of methods. These include:
- Consultation packs with translation requests. These were delivered during the week commencing 16th June 2008.
 - 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. This was held on 18th (Homerton Library) and 21st (Hackney Town Hall) July 2008.
 - Consultation posters displayed in the Parking Shop.
 - Consultation information included in parking permits sent out to customers, where applicable.
 - 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.
 - Smaller A5 leaflets placed on parked cars and through letter boxes throughout the CPZs.

Consultation pack

- 12.10 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

12.11 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.
- An editorial on consultation by communications part way through.
- A half page advertisement towards the end, reminding residents and businesses of the deadline.

Drop-In Sessions

12.12 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 Zone.

Website

12.13 The Parking Services website (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.

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

13.0 Appendix 2: Detailed Analysis

Demographics

- 13.1 Questionnaires were received from all streets delivered to; 75% of the roads had a response rate of 30% or over. Three additional questionnaires were received from addresses outside the consultation area; these have been excluded from the analysis.
- 13.2 With an average response rate of 12%, the overall response of 31% is a very good rate representing nearly a third of addresses in the consultation area. However, as noted in Section 7 above, all addresses were sent a consultation pack and therefore all stakeholders were given the opportunity to provide input; it can only be assumed that those choosing not to respond were not interested.
- 13.3 Ninety-five percent of addresses consulted are registered as residential use; these represent 98% of all questionnaires received back.

Table 6: Distribution and returns of consultation packs by street.

Street Name	Sent	Returned	% Response
Chatsworth Road	49	3	6%
Elderfield Road	18	6	33%
Glyn Road	248	74	30%
Rushmore Road	129	54	42%
Out of Area	-	3	n/a

Proposed Parking Controls

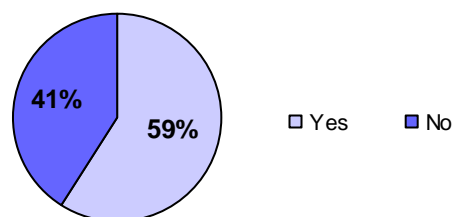
- 13.4 The consultation area is currently unrestricted but is adjacent to both the northern and eastern boundary of the existing Zone N, from where parking has been displaced.
- 13.5 The proposal is to introduce parking controls in the consultation area by extending the existing Zone N rather than create a new CPZ. As such the public were not asked for their preferred hours of operation but, if controls are introduced, they will have the opportunity to comment on these in November 2008's scheduled Zone N operational review. Restriction times for Zone N are currently Monday to Friday, 7:30am to 6:30pm.

Do you support the proposal to include your road within Controlled Parking Zone N (Homerton)?

- 13.6 Just under three-fifths (59%) of respondents voted in favour of introducing parking controls in the consultation area. Only Chatsworth Road had a majority (100%) in opposition.
- 13.7 Analysis by addresses' registered usage shows that respondents from residential are 60% in favour, those from purely commercial ones 100% in support, and only those from mixed use with a majority (100%) against.

Table 7: Do you support the proposal to include your road within Controlled Parking Zone N (Homerton)?

Support for CPZ	Responses	
	Number	Percent
Yes	81	59.1%
No	56	40.9%
Total	137	100%



Excludes question responses with missing data.

Please let us know any other comments you have about the consultation or proposed design of controls on your street.

- 13.8 Feedback from drop-in session attendees and provided by telephone, email, and letter are also included in this section.
- 13.9 Cllrs Sharon Patrick, Jamie Carswell and Vincent Stops attended the public drop in session held on the 21 July 2008. Cllr Stops commented that the CPZ has caused displacement parking in uncontrolled Redwald Road and that this had caused problems for the bus service that operates down this road. The other Cllrs had no specific comments about the consultation.
- 13.10 Many respondents used this section to reinforce their support of or opposition to the proposed parking controls.

Support

- 13.11 Many respondents have experienced increased problems parking since the introduction of nearby Zone N in May 2008. Some claim that they regularly cannot find space to park on their own roads and this is a particular problem for the elderly, those with carers, or families with young children. There is also a belief that being forced to park vehicles further from home has increased car crime. The reduction in displacement parking that parking restrictions would bring should also improve parking ability for residential visitors.
- 13.12 The secondary benefits of controlled parking such as action on abandoned and untaxed vehicles will improve the area. The restrictions will also increase safety for pedestrians, particular students attending the primary school on Rushmore Road.
- 13.13 Controlled parking is believed to be fairer as those with more than car will have to pay for a permit for each one and so may be encouraged to reduce their car ownership, thus creating less competition for spaces with other residents of the street.

Opposition

- 13.14 Despite the fact that Zone N was introduced with more members of the public in favour than against, as is Parking Services' policy when deciding whether to proceed with proposals, some respondents in the displacement area believe that it was only put in place as a revenue-generating exercise or to 'force' them to vote in favour of an extension. Inhabitants in the displacement area were consulted in 2006 along with those now in Zone N and were excluded from the final CPZ due to majority opposition on their street at the time.

- 13.15 Most respondents in opposition are unhappy about paying to park their vehicles outside their properties, despite the fact that this is public highway, and some suggest that permits should be funded from Pay & Display income if controls are implemented. Some also state that they have no difficulties in finding space to park, even after the introduction of nearby Zone N, and so feel that parking restrictions are unnecessary. As with feedback received during the Zone N consultation, some people ask why Homerton Hospital has not been required to build its own car park to prevent staff and visitors from using residential roads.
- 13.16 A few respondents feel that controlled parking will not actually improve congestion problems, particularly in Glyn Road, as parking is the most problem outside of the Zone N operational hours.

Design Feedback

Chatsworth Road

- 13.17 A request was made for the Pay & Display bays on Chatsworth Road to be changed to shared use, to support residents living above the businesses.

Glyn Road

- 13.18 Parking Services has received a petition from residents of nos. 197-215 Glyn Road who would like the proposed resident permit bay opposite nos. 195-205 to be relocated to outside their properties with the proposed double yellow line here to be swapped to the opposite side. Parking is not recommended on both sides of the road for safety and congestion reasons due to the width of the road and being part of a bus route; however the proposed bays opposite nos. 195-205 are not actually outside residential properties and so no residents would be negatively affected by the requested alteration.
- 13.19 There are concerns that there will not be sufficient resident parking provision on Glyn Road given the number of properties and multi-car households. Some respondents would also like to see resident permit bays on Glyn Road reserved to sole use of Glyn Road residents.
- 13.20 Residents near the Dunlace/Glyn Road junction are concerned about the amount of double yellow lines that will prevent them from loading and unloading. The lines have been proposed at this location for safety and traffic flow reasons due to the bus route, but there are no 'no loading' restrictions proposed and so loading and unloading will still be possible.
- 13.21 There was also a request for some Pay & Display bays to be created on Glyn Road, to provide for business visitors here, and improved signage regarding the road block.

Rushmore Road

- 13.22 Some respondents would like to see a one-way system considered for Rushmore Road to improve congestion at narrow sections.
- 13.23 Inhabitants of 146a Rushmore Road would like the option of not having a double yellow line across their access point.

General

- 13.24 A few respondents have asked that disabled bays, particularly on Glyn Road, are reviewed as some are allegedly no longer in use.

- 13.25 Many respondents were concerned about under-utilization of the existing business permit bays on Chelmer Road and would like them to be opened up to residents. Parking Services has already received similar requests from residents within Zone N and is in the process of changing the majority to general permit bays.
- 13.26 Some respondents asked for the extension area to be extended even further north, to where Elderfield meets Chatsworth Road, and east to cover Ashenden and Roding Roads.
- 13.27 A request was made for parking bays to be marked out into spaces so that they are used efficiently.
- 13.28 Some respondents have provided feedback on the restricted hours, preferring a much shorter time period, but these are not included in the scope of this consultation. Should the Zone N extension go ahead, the public will have the opportunity to provide feedback during the November 2008 operational review.
- 13.29 A few have asked for smaller controlled areas with shorter operational hours and cheaper permits, in line with CPZs managed by boroughs such as Barnet or Haringey. However, these areas are not in Inner London and do not face the same parking issues that Hackney does – other East London areas such as Tower Hamlets and Islington do operate comparative schemes to Hackney.

Consultation Process

- 13.30 Several complaints were made that the 'displacement' area should have been included in Zone N at its implementation, rather than waiting to re-consult now. At the time of the original Stage 1 'in principle' consultation for the Homerton area, residents and businesses in the 'displacement' roads did not show sufficient support for the scheme despite the likelihood of displacement parking; Parking Services gives significant weight to public feedback and avoids recommending proposals against majority opinion unless necessary.
- 13.31 A few respondents also feel that incremental consultations are undemocratic and non-transparent as they are gradually forcing majority support for controls through ever-widening parking displacement.
- 13.32 One respondent complained that inhabitants on Glyn Road were not notified of the decision to proceed with introducing parking controls within Zone N, and also not given the opportunity to revise their opinion at prior to implementation. However, during the Stage 1 consultation for Zone N (which included Glyn Road), the public were asked both whether they supported parking controls in their street outright and also if they would support controls if a CPZ were introduced nearby.
- 13.33 Several Glyn Road respondents asked for feedback to be analysed separately according to location either side of the road block as they feel experiences of additional traffic will differ; both sections demonstrate majority support for the parking controls – 61% in the north and 56% in the south.

Other

- 13.34 Respondents are concerned about the number of parking spaces that will be available if controls go ahead, particularly if households with a high number of vehicles are able to purchase a permit for each one. A respondent on Glyn Road is worried that residents of

Clapton Park Estate, on the east side of Glyn Road, will be allowed to purchase permits too and so occupy the limited resident permit spaces nearby.

- 13.35 The cost of permits was also raised. Some respondents have asked that resident and business permits be free, so that low paid residents can continue to park, or discounts be made available.

14.0 Appendix 3: Final Design recommendations

Street	Proposal	Reason
Chatsworth Road	Install approximately 14 'pay and display' spaces along this section of road.	This will provide dedicated visitor parking for the businesses in this section of road.
Chatsworth Road	Insert double yellow lines around all junctions	This will increase safety by improving access and visibility at all junctions.
Elderfield Road	Install approximately 16 'resident bay' spaces along this road.	This will provide dedicated space for resident permit holders along this largely residential street
Elderfield Road	Insert double yellow lines around all junctions	This will increase safety by improving access and visibility at all junctions.
Glyn Road	Install approximately 150 'resident bay' spaces along this road.	This will provide dedicated space for resident permit holders along this largely residential street
Glyn Road	Insert a 4 meter 'motorcycle bay' to the side of number 1.	This small bay will cater for motorcycle users in the area.
Glyn Road	Insert double yellow lines around all junctions	This will increase safety by improving access and visibility at all junctions.
Rushmore Road	Install approximately 126 'resident bay' spaces along this road.	This will provide dedicated space for resident permit holders along this largely residential street
Rushmore Road	Install 2 shared use spaces opposite number 99.	This will provide parking for people visiting the local school
Rushmore Road	Insert double yellow lines around all junctions	This will increase safety by improving access and visibility at all junctions.

15.0 Appendix 4: Technical Assessment (2008)

Parking Stress Survey Report: Zone N (Homerton) & Displacement Area

15.1 Background

- 15.2 Zone N was introduced on 12th May 2008 in the area around Homerton Hospital, following Stage 1 'in principle' and Stage 2 'design' public consultations in Autumn 2006 and late 2007 respectively.
- 15.3 Using parking stress surveys, the original technical assessment of Spring 2006 identified a 'hotspot' of roads around the Hospital site that were experiencing occupancy levels of 90% or over, bordered by the Red Routes of Lower Clapton Road and Homerton High Street to the west and south and extending to (but not including) Dunlace and Glyn Roads to the north and east. The assessment also identified a 'displacement' area that included Glyn Road to the east and the northerly streets up to and including Rushmore Road; this is where Parking Services predicted that displaced vehicles would park in the event that parking controls were introduced in the 'hotspot' area.
- 15.4 Following the implementation of Zone N (which enlarged the original 'hotspot' north by encompassing Dunlace, Glenarm, and Blurton Roads), communication from residents in the predicted 'displacement' area confirms that the anticipated displacement parking is already happening and causing acute levels of parking stress in roads just outside the Zone N boundary.
- 15.5 Parking Services has committed to reviewing the new Zone N after just 6 months of operation, earlier than the first year review required by the Parking Enforcement Plan, because of its unique and controversial status of containing a hospital. In preparation, a Stage 1 'in principle' consultation is being conducted in the 'displacement' area with the proposal to bring them into the CPZ during this Zone N 6 month review, which is scheduled for November 2008.
- 15.6 To assess the impact of the Zone N controls on both the CPZ area and uncontrolled streets surrounding it, Parking Services contracted PAX Consulting to carry out a parking stress survey in July 2008, the results of which are detailed below.

15.7 **Parking Stress Surveys**

15.8 **Methodology**

- 15.9 A parking stress survey involves taking a count of vehicles at specified times of day and comparing to 'available kerb side space' (on-street space where a vehicle could be parked safely or without causing an obstruction), allowing 5 metres per vehicle as standard.
- 15.10 Usually, a survey sweep will be carried out early in the morning before any visiting vehicles are likely to arrive. Any vehicles observed parked at this time are assumed to be local; identification of local vehicles through permit display is only possible in controlled areas. A second sweep will then be carried out around midday to observe which 'local' vehicles from earlier in the day are still present and to note any new vehicles, which are assumed to be visitors.
- 15.11 A parking stress survey can therefore indicate parking occupancy (stress) levels in an area and how these fluctuate with incoming visitor parking. The introduction of parking controls is likely to have more of an effect on visitor and commuter parking than on residential.
- 15.12 PAX Consulting 2008 Survey
- 15.13 PAX Consulting conducted parking stress surveys on the 1st and 3rd July 2008. Average data from these two days is presented (Table 8 and Table 9).
- 15.14 As expected, percentage occupancy is fairly low in the controlled streets; only Fenn Street, Homerton Grove and Row, and St Barnabas Terrace show parking stress of 80% occupancy or above at midday. The number of streets showing higher morning occupancy is roughly equal to those with higher midday occupancy and this is a reflection of each street's bay type allocation; during the restricted hours, visitors can only park on roads with specified visitor parking provision.
- 15.15 For the uncontrolled streets, percentage occupancy reaches 80% or above for Ashenden Road, Roding Road, and Rushmore Road at midday. Many more were observed to have occupancy levels of 80% or above during the early morning, which may reflect previously existing parking stress or the alleged permit-free parking of vehicles belonging to those living within the controlled area.
- 15.16 Glyn Road was observed to have 77% occupancy in the early morning dropping to 66% at midday, while Rushmore Road went from 73% up to 97% in keeping with displacement predictions. Chatworth Road and Elderfield Road both have controlled and uncontrolled sections. Within the uncontrolled sections, occupancy was observed at 81%, reducing to 46% in the evenings for Chatsworth Road whilst the occupancy levels for Elderfield Road was slightly lower at 59% during the early morning, reducing to 38% in the evenings. The controlled section of both Chatsworth Road and Elderfield also displayed a similar pattern to the uncontrolled sections, with occupancy levels being highest during the morning, 81% and 89% respectively, reducing to 45% and 37% respectively.
- 15.17 Visitor and hospital staff use of parking facilities within Zone N are healthy, with 43% of all midday vehicles being non-resident. This is reflected in the average of £10.5k in Pay &

Display revenue received every month from Zone N machines and the 165 business permits issued to Homerton Hospital (92% of all currently valid Zone N business permits).

15.18 Changes since 2006

15.19 Parking Services conducted parking stress surveys between March and June 2006. Again, each road was surveyed on two separate days so the average of these is presented.

15.20 Reassuringly, the new parking controls Zone N have led to a reduction in parked vehicles. During the restricted hours, only 41% of the number observed in 2006 are present; a drop of nearly two-thirds. Outside of controlled hours, as represented by the early morning count, the figures are exactly half of what they were 2 years ago. Further analysis shows that this early morning 50% drop in residential vehicles follows through to midday; 47% of 2006 levels. Like the overall midday trend, parked visitor vehicles are down to just over a third (38%) of 2006 numbers.

15.21 Using 2006's parked vehicle figures with the recent available kerb side space calculations, nearly all the streets now in Zone N had occupancy levels of 80% or above with 47% being at full capacity; only Chelmer Road (59%) and Wardle Street (71%) had significant unused space. As noted above, this parking stress has decreased dramatically while the actual proportion of visitors during the day has stayed relatively stable – 43% to 2006's 47%.

15.22 In the uncontrolled area, the overall number of parked vehicles has increased since 2006 with 3% more observed during the early morning and 8% more at midday. This midday count represents a rise of 3% in residential vehicles and 14% in visitors. Visitors now represent 44% of all vehicles observed parked at midday, compared to 38% in 2006.

15.23 Surprisingly, the number of roads exhibiting occupancy levels of 80% or above has actually decreased since 2006; now 6% compared to 57% in 2006. This may be a result of a change in people's travel preferences.

15.24 With regards to roads within the displacement area, parking stress levels have dropped from 90% to 66% since 2006 in Glyn Road and risen to 97% from 71% in Rushmore Road. Early morning resident vehicles have increased by 19% in Glyn Road with 22% more now remaining parked at midday, while visitor vehicles increased by 44%. For Rushmore Road, early morning resident vehicles have stayed the same but the number observed at midday has risen by 31% with visitor vehicles up by 66%. The levels of parking stress on Chatsworth Road has decreased from 85% to 46% since 2006, stress levels have also dropped in Elderfield Road from 65% in 2006 to 35% in 2008.

15.25 Comparison of surveys

15.26 The 2006 survey and analysis was carried out 'in house' by Parking Services' Technical Team, while the 2008 survey was outsourced to PAX Consulting.

15.27 There are a few discrepancies between the number of potential spaces calculated by PAX Consulting and the number calculated using known lengths parking bays, both using 5m per standard space. This is most noticeable for Chelmer Road, Churchill Walk, and Median Road (Table 8).

- 15.28 Parking Services also carried out a small parking stress survey in May 2008, just after the implementation of controls (Table 10). Primarily these assess how well the different types of parking bays are being used, but they also provide occupancy levels of streets within Zone N. It is expected that these figures should be similar to those obtained by PAX Consulting as they were conducted only 2 months apart.
- 15.29 Similar occupancy levels are seen between Parking Services' May 2008 surveys and those of PAX Consulting in July 2008 for the majority of roads. However, there are striking differences in occupancy levels for 4 roads; Churchill Walk (75% v PAX's 49%), Coopersale Road (53% v 34%), Median Road (27% v 43%), and St Barnabas Terrace (85% v 138%). Examination of Median Road data suggests that PAX Consulting included the Zone D section in their surveys.

Table 8: Parking stress survey results for roads within Controlled Parking Zone N – PAX 2008 data v Parking Services 2006 data.

Street	Capacity 5m Spaces	Known Bays	AM		PM				PM Occupancy		Variance		
			Local	Local	Local	Visitor	Total						
Blurton Road	168	167	81	123	43	80	20	65	63	145	38%	86%	-49%
Brooksby Walk	9	9	5	13	3	11	2	3	5	14	56%	193%	-137%
Chatsworth Road*	42	42	34	80	17	39	21	62	19	100	45%	85%	-40%
Chelmer Road	79	75	11	44	6	30	12	19	17	49	22%	59%	-38%
Churchill Walk	37	28	13	43	3	28	15	53	18	81	49%	93%	-44%
Clifden Road	164	163	85	138	47	86	54	83	95	168	58%	104%	-46%
Coopersale Road	65	63	36	69	25	40	7	30	22	70	34%	123%	-89%
Dunlace Road	162	159	104	137	63	79	25	85	86	164	53%	127%	-74%
Elderfield Road*	46	46	41	136	24	86	10	56	17	142	37%	83%	-46%
Fenn Street	10	10	8	13	4	8	5	5	9	13	90%	130%	-40%
Furrow Lane	0	0	0	11	0	6	0	7	0	13	0	1250%	-12.5
Glenarm Road	228	228	114	197	71	118	35	95	101	213	44%	91%	-47%
Homerton Row/Grove	12	11	5	22	0	15	11	9	11	24	92%	2350%	-2258%
Median Road	58	25	36	33	18	20	8	19	25	38	43%	115%	-72%
Powerscroft Road*	67	67	43	171	25	104	22	51	24	155	36%	82%	-46%
St Barnabas Terrace	13	13	0	3	0	2	18	11	18	13	138%	96%	42%
Wardle Street	13	14	1	8	0	5	11	4	10	9	77%	71%	6%
Total	1,463	1,120	617	1,236	352	752	249	654	577	1,406	39%	96%	-56%

Key:

Technical Services' 2006 survey data

* Roads covering both CPZ and uncontrolled area (data presented for total length)

Table 9: Parking stress survey results for uncontrolled roads surrounding Controlled Parking Zone N – PAX 2008 data v Parking Services 2006 data.

Street	Capacity 5m Spaces	Known Bays	AM		PM						PM Occupancy		Variance
			Local	Local	Local	Visitor	Total						
Almack Road	42		23	19	18	8	12	7	30	15	71%	30%	41%
Ashenden Road	52		46	73	33	38	10	16	42	54	81%	103%	-22%
Athenden Road	47		36	37	22	22	15	18	37	40	79%	99%	-20%
Barnabas Road	64		37	44	12	27	17	45	28	71	44%	173%	-129%
Berger Road	50		30	26	11	14	23	16	34	30	68%	83%	-15%
Chatsworth Road*	65		53	80	27	39	32	62	30	100	46%	85%	-39%
Chipensale Street	39		32	34	13	18	7	3	20	20	51%	53%	-1%
Colenso Road	48		33	29	16	15	7	5	23	20	48%	42%	6%
Colne Road	39		33	33	18	19	12	10	30	29	77%	68%	9%
Crozier Terrace	28		18	22	14	15	6	8	19	23	68%	102%	-34%
Daubeney Road	185		131	134	65	73	68	36	133	109	72%	67%	5%
Digby Road	80		33	24	14	13	35	32	49	44	61%	96%	-34%
Durrington Road	71		51	49	33	27	7	5	40	32	56%	49%	7%
Elderfield Road*	136		80	26	48	0	19	7	34	7	38%	65%	-27%
Elmcroft Street	54		33	31	20	19	17	12	37	31	69%	51%	18%
Gilpin Road	21		20	31	9	19	3	13	12	32	57%	152%	-95%
Glyn Road	310		240	201	146	120	70	49	206	168	66%	90%	-23%
Hilsea Street	55		24	26	13	21	26	17	37	38	67%	85%	-18%
Laura Place	46		40	26	26	15	8	24	34	39	74%	101%	-27%
Lockhurst Street	68		55	63	34	33	17	7	51	40	75%	120%	-45%
Mandeville Street	35		23	26	11	12	10	16	21	28	60%	92%	-32%
Mayola Street	101		83	69	52	46	28	11	75	57	74%	61%	14%
Millfields Road	279		158	130	75	70	59	36	134	106	48%	62%	-14%

Street	Capacity 5m Spaces	Known Bays	AM		PM				PM Occupancy		Variance		
			Local		Local	Visitor	Total						
Oswald Street	86		51	47	19	23	31	26	50	49	58%	87%	-28%
Overbury Street	127		82	80	43	40	13	14	72	54	57%	49%	8%
Pedro Street	103		72	68	37	39	30	23	59	62	57%	81%	-23%
Powerscroft Road*	135		86	171	50	104	45	51	48	155	36%	82%	-47%
Redwald Road	46		33	31	16	18	12	10	28	28	61%	82%	-21%
Roding Road	149		127	124	83	76	40	31	122	106	82%	70%	12%
Rosina Street	31		18	10	11	7	8	8	19	15	61%	132%	-71%
Rushmore Road	267		196	197	162	124	97	59	258	182	97%	71%	26%
Saratoga Road	32		29	20	12	9	5	2	16	11	50%	30%	20%
Sedgwick Street	35		21	5	14	3	13	25	26	27	74%	104%	-30%
Sewdley Street	43		37	38	11	17	19	7	30	23	70%	64%	6%
Shepherdess Lane	47		12	10	2	7	4	3	6	10	13%	95%	-82%
Total	3,028		2,113	2,059	1,201	1,160	839	724	1,915	1,884	66%	76%	-10%

Key:

Technical Services' 2006 survey data

* Roads covering both CPZ and uncontrolled area (data presented for total length)

Table 10: Parking stress survey results for roads within Controlled Parking Zone N – May 2008 data– and comparison of occupancy levels observed across the three surveys.

Road Name	Capacity	PM				PM Occupancy		
	5m spaces	Resident	Other	Total	% Other	TS 2008	PAX 2008	TS 2006
Blurton Road	167	39	14	53	26%	32%	38%	86%
Brooksby's Walk	9	1	5	6	82%	61%	56%	193%
Chelmer Road	75	5	7	12	57%	15%	22%	59%
Churchill Walk	28	7	15	21	69%	75%	49%	93%
Clifden Road	163	44	39	83	47%	51%	58%	104%
Coopersale Road	63	17	17	34	49%	53%	34%	123%
Dunlace Road	159	57	27	84	32%	53%	53%	127%
Fenn Street	10	8	2	9	17%	90%	90%	130%
Furrow Lane	0	0	0	0	n/a	n/a	n/a	1250%
Glenarm Road	229	60	32	92	34%	40%	44%	91%
Homerton Grove	4	1	3	4	71%	88%	92%	2350%
Homerton Row	7	0	8	8	100%	107%		
Median Road	25	6	1	7	15%	27%	43%	115%
St Barnabus Terrace	13	0	11	11	100%	85%	138%	96%
Wardle Street	14	0	10	10	100%	68%	77%	71%

Table 11: 'Local' vehicles parked early morning (PAX 2008 data) compared to valid resident permits issued per street within Controlled Parking Zone N.

Street Name	Resident Permits	Vehicles AM	Difference
Blurton Road	56	81	-25
Brooksby's Walk	10	5	5
Chatsworth Road (N)	15	34	-19
Chelmer Road	7	11	-4
Churchill Walk	6	13	-7
Clifden Road	76	85	-9
Coopersale Road	32	36	-4
Dunlace Road	79	104	-25
Elderfield Road (N)	42	41	1
Fenn Street	6	8	-2
Furrow Lane	2	0	2
Glenarm Road	101	114	-13
Homerton High Street (N)	7	0	7
Homerton Grove & Row	2	5	-3
Lower Clapton Road (N)	7	0	7
Median Road (N)	24	36	-12
Powerscroft Road (N)	30	43	-13
Symington Mews (private)	1	0	1
Urswick Road (N)	1	0	1
Grand Total	504	616	-112

