

## Appendix C - Feedback from community organisations

The Council received feedback from five community organisations as part of the wider discussions on the review of parking policy, and the issues raised are detailed below.

Deptford Action Group for the Elderly (250 members), The Pensioner's Forum (1,400 members), Age UK Lewisham & Southwark (supporting all residents aged 50 and over), and Carers Lewisham (supporting 5,000 unpaid carers) all provided an organisational response to the parking survey on behalf of their membership or service users.

Community organisations were offered additional support and assistance in completing the consultation. Deptford Action Group for the Elderly chose to meet with the Head of Public Services to discuss their issues in greater detail.

The Head of Public Services also met with the Jimmy Mizen Foundation prior to the development and launch of the public consultation on parking in Lewisham.

Organisation	Date	Method	Issues raised
Jimmy Mizen Foundation	26 Jun 2012	Meeting with Head of Public Services	<ul style="list-style-type: none"> <li>• Parking restrictions inconsistent between Hither Green Lane and Staplehurst Road.</li> <li>• 20/30 min free time parking spaces should be made available.</li> <li>• Pay-and-Display machines not working regularly, and do not recognise 5 pence piece.</li> <li>• Costs of charity and business parking permits too high.</li> <li>• Yellow line parking restrictions end before operation hours of CPZ bays.</li> </ul>
Carers Lewisham	20 Aug 2012	Email to Head of Public Services	<ul style="list-style-type: none"> <li>• Impact of parking charges on disabled and elderly people who live alone and for those who live with families who are the main carers, but who still receive care from a care worker up to 3 times a day.</li> <li>• Neither carers nor care workers should be charged to park in restricted areas.</li> <li>• Elderly and disabled people should be given a spare visitor parking permit for free for use as required.</li> <li>• Borough-wide CPZ could become a major problem for families who are already under pressure due to budget cuts etc.</li> </ul>
Deptford Action Group for the Elderly (DAGE)	30 Aug 2012	Meeting with Head of Public Services & follow-up email	<ul style="list-style-type: none"> <li>• No charge nor time limit should be levied for carers permits in Lewisham.</li> <li>• Hours of operation for CPZs should be reduced to 2-hours to prevent commuter parking, but enable visitors or local shoppers.</li> <li>• Blue Badge holders should be allowed to park free during CPZ hours of operation.</li> <li>• During restricted times, all other vehicles to be able to park for up to 15 mins to</li> </ul>

			<p>safely drop off/pick up passengers with no return to same zone during restricted time.</p> <ul style="list-style-type: none"> <li>• Discounts on visitor permits should be available for all pensioners.</li> <li>• Charges for visitor permits should be in line with the average across London, instead of currently being among the highest in London.</li> <li>• DAGE have advised that their recommendations have also been endorsed by the Lewisham Pensioner's Forum (LPF), in addition to LPF's own feedback below.</li> </ul>
Age UK Lewisham and Southwark	30 Aug 2012	Email to Head of Public Services	<ul style="list-style-type: none"> <li>• Many older people will have great difficulty finding funds enough to purchase a visitors permit.</li> <li>• This will put them at increased risk of loneliness and poor physical health.</li> <li>• The overall cost of this to Health and Social Care services is far in excess of any income collected through visitors permits.</li> <li>• Carers are charged for permits when other professionals (e.g. doctors and district nurses) are able to park for free.</li> <li>• Paid carers are some of the poorest paid people in the health profession and the carer permit charge further penalises them.</li> <li>• Unpaid carers provide an invaluable service to our communities and require all the support that it is possible to give.</li> <li>• Carers should be able to park for free in Lewisham.</li> </ul>
Lewisham Pensioner's Forum	21 Sep 2012	Email to Head of Public Services	<ul style="list-style-type: none"> <li>• Borough-wide CPZ and the cost of visitors permits would have a profound effect on many residents, especially the elderly and disabled.</li> <li>• For many people, health and well-being depends upon regular visits from friends and relatives.</li> <li>• Many would be unable to afford to buy visitor permits, thus becoming isolated, and causing depression and illness.</li> <li>• Short-term economics will result in a much larger expenditure on care for the vulnerable in the future.</li> <li>• The most vulnerable should not be made to pay for the Government's benefit and service cutting.</li> </ul>

## Non-survey feedback from other sources

The following feedback has been received from councillors, local assemblies, and residents, and is related to the issues currently being addressed as part of the parking policy review. These responses were submitted as either reports, petitions, letters, complaints or emails to the Council, rather than as completed responses to the official consultation survey. As such they are being reported here separately.

<b>COUNCILLORS AND LOCAL ASSEMBLIES</b>			
<b>Respondent</b>	<b>Date</b>	<b>Method</b>	<b>Issues raised</b>
Lee Green Assembly - Working Group	Feb 2012	Written report to Mayor of Lewisham	<ul style="list-style-type: none"> <li>• The Council should publish transparent accounts, with clear differentiation about costs and income for annual charges, visitor's permits and fines.</li> <li>• Service improvements, particularly those leading to savings, should be reflected in reduced charges to residents.</li> <li>• The Council needs to review its charges with a view to reducing the annual charge, and address this very real grievance.</li> <li>• The Council should look to reduce the cost of visitor's permits, the charges for which seem particularly inequitable on residents with informal carers and non-car owners. Or, there could be a "grace" period to mitigate the impact of the charge.</li> <li>• The Council should establish a scale of higher charges for owners of more than one car, with a reduction in the one-car charge being recompensed by increased charges for multi-car owners.</li> <li>• Zones in Lee Green ward should be consulted again on whether they wished to have a two-hour system, adopting different time slots in neighbouring zones in order to reduce the staffing costs for the contractor. This recommendation, more than any other, was seen as the most likely to meet residents' concerns about fairness. Furthermore, the two-hour zone would be possible to implement within one ward.</li> <li>• The consultation process should be reviewed, with questionnaires providing better information and ballots greater choice – greater clarity would lead to more informed choices. That review should be paid for from surplus revenue from the parking account.</li> <li>• Local residents should be involved in</li> </ul>

			<p>drawing up the questionnaires, and volunteers should be used to deliver the literature, ensuring that it is done without bias.</p> <ul style="list-style-type: none"> <li>• Consideration should be given to using the Alternative Voting system.</li> <li>• The Council should reduce charges to smaller businesses as part of its economic regeneration strategy.</li> <li>• Work should be undertaken to establish how to overcome problems created by the parking needs generated by schools.</li> </ul>
Cllr Feakes	28 Jun 2012	Council Question	<ul style="list-style-type: none"> <li>• Traders in and users of Forest Hill town centre want the current 30 minute free parking bays to be extended to one hour of free parking.</li> </ul>

### PETITIONS

Respondent	Date	Method	Issues raised
Lee Green residents	29 Feb 2012	Petition presented to Full Council by Cllr Mallory	<ul style="list-style-type: none"> <li>• Petition signed by 205 residents in Lee Green.</li> <li>• Objecting to changes in parking times and a rise in parking charges.</li> <li>• Lack of provision for those needing longer term care each day.</li> <li>• Lewisham should copy Greenwich in making free carer permits available.</li> <li>• 2-hours restricted parking in resident bays should be introduced to deter commuters but enable visitors or local shoppers.</li> </ul>
Ladywell residents	TBC	Petition	<ul style="list-style-type: none"> <li>• Request to have views contained in Vicars Hill petition on parking issues included as part of final consultation report.</li> <li>• Petition live until Dec 2012, though petition coordinator advised of deadlines for SDSC if they would like their feedback to be included.</li> </ul>

### RESIDENTS

Respondent	Date	Method	Issues raised
Resident in Springrice Road, Hither Green	09 Jun 2012	Email to Head of Public Services	<ul style="list-style-type: none"> <li>• Advised that carers permits will not be issued at an address where a parking permit is already in use.</li> <li>• Unpaid carers cannot easily park to visit family where there is an urgent need.</li> <li>• Caring responsibilities are separate from</li> </ul>

			<p>residential status; there is not necessarily any relationship.</p> <ul style="list-style-type: none"> <li>• Carers permits should be issued when a person has caring requirements – a decision based on medical evidence, and personal circumstances.</li> <li>• Perception that Council is prioritising parking requirements over the need of carers and those who are being cared for by relatives in the community.</li> <li>• The social outcomes of the overall parking policy must be considered, rather than just focus on a traffic management perspective.</li> </ul>
Resident in Algiers Road, Ladywell	12 Jun 2012	Email to Transport Policy Mgr	<ul style="list-style-type: none"> <li>• Overspill parking issues in Algiers Road and Veda Road following extension of Ladywell CPZ to Embleton Road.</li> <li>• Roads within existing CPZ are empty throughout the day.</li> <li>• Resident parking is having a negative impact on community life, and promotes negative attitudes towards key workers (e.g. hospital staff), and so should be abolished.</li> </ul>
Resident in Minard Road, Catford	28 Jun 2012	Email to Cllr Stamirowski	<ul style="list-style-type: none"> <li>• Inconsistent and unclear signage within Zone F regarding hours of operation for parking restrictions.</li> <li>• CPZ is not necessary at the weekend.</li> <li>• Parking restrictions impact families and local businesses already struggling to survive.</li> </ul>
Resident in Clifton Rise, New Cross	21 Aug 2012	Email to Transport Policy Manager	<ul style="list-style-type: none"> <li>• Concerns about parking following the re-opening of Deptford Green School.</li> <li>• Request for new CPZ in Clifton Rise.</li> </ul>
Resident in Marsala Road, Ladywell	18 Sep 2012	Letter to SGM Parking Services	<ul style="list-style-type: none"> <li>• Disabled and unable to carry heavy shopping, but cannot always park outside home.</li> <li>• Yellow line outside house removed following enquiry about dropped kerb.</li> <li>• Receiving Pension Credit and cost of parking permit too high following 100% increase of charges.</li> <li>• Pressures created on parking caused by Lewisham and Ladywell stations at either end of Marsala Road.</li> </ul>
Resident in Campshill Road, Hither Green	24 Sep 2012	Corporate Complaint	<ul style="list-style-type: none"> <li>• Request to pay Penalty Charge Notice in instalments due to personal financial circumstances.</li> <li>• Increase of resident parking permit by 100% in 2011 without warning.</li> <li>• Increase on Pay-and-Display parking by</li> </ul>

			<ul style="list-style-type: none"> <li>up to 80%.</li> <li>No account taken of local socio-economic circumstances in setting parking charges.</li> </ul>
Resident in Thorpewood Avenue, Sydenham	03 Oct 2012	Email to Mayor of Lewisham	<ul style="list-style-type: none"> <li>Request for new CPZ in Thorpewood Avenue, with 2-hour operation between 12-2pm to deter commuter parking, but support local shoppers.</li> <li>Commuters must be encouraged to use car park behind Forest Hill station.</li> <li>Parking pressures created by opening of Forest Hill pools, Forest Hill station and two new schools in the road.</li> </ul>
Resident in Burghill Rd, Sydenham	03 Oct 2012	Letter to <i>The Mercury</i>	<ul style="list-style-type: none"> <li>CPZs cost residents and business more money, make parking more difficult for them and their visitors and customers and bring no discernible benefits.</li> <li>The “people of Sydenham have made it clear that the overwhelming majority do not want CPZs”.</li> </ul>
Resident in Murillo Road, Lee Green	07 Oct 2012	Email to SGM Parking Services	<ul style="list-style-type: none"> <li>Reduce hours of operation of CPZ to ensure commuters can't park but residents and visitors have easier access.</li> <li>Different CPZs could have different 2-hour periods of operation to use parking enforcement staff more efficiently.</li> <li>If current hours of operation for CPZ (Zone F) are to remain, then charges should be reviewed, especially half-day and full-day visitor permits.</li> </ul>
Resident in Quentin Road, Blackheath	07 Oct 2012	Email to SGM Parking Services	<ul style="list-style-type: none"> <li>Hours of operation should be shortened for weekdays and eliminated on Saturdays.</li> <li>Hours of CPZ deter family and visitors for elderly residents.</li> <li>Cost of visitor permits (even hourly) too high for regular visitors as costs cumulate quickly.</li> <li>Introduction of original CPZ did not have democratic legitimacy.</li> </ul>
Resident of Algernon Road, Ladywell	17 Oct 2012	Email to Transport Policy Manager	<ul style="list-style-type: none"> <li>Current CPZ is beneficial in terms of local parking and reductions in traffic.</li> <li>No need for further local consultation on shortening the hours of current CPZ since two consultations have already been carried out by the Council.</li> <li>Local opinion survey should not have the authority to overturn previous Council-led consultation.</li> </ul>
Resident of Algernon Road, Ladywell	25 Oct 2012	Email to Cllr Davis and Transport	<ul style="list-style-type: none"> <li>Residents approach to review of Ladywell CPZ is confrontational and divisive.</li> <li>Better and agreed understanding of area's parking pressures is needed.</li> </ul>

		Policy Mgr	<ul style="list-style-type: none"><li>• Commuters using Lewisham Zone 2 station to save money are the key problem.</li><li>• Hospital staff are not a significant problem during the hours when the streets are under the most parking pressure.</li><li>• Shorter controlled hours (e.g. 12.30-2.30pm) should fix the problem.</li><li>• Residents 'sounding panel' could be set up for any amended CPZ arrangements.</li></ul>
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## Ladywell survey, public meeting & feedback to councillors

Councillors for the Ladywell ward (Cllrs Helen Gibson, Vince Davis and Carl Handley) produced their own parking survey to seek views specifically from Ladywell residents over a nine-day period in October 2012. This survey was in addition to, and independent from, the official parking policy review survey undertaken by the Council, between August and September 2012.

Residents inside the current Ladywell CPZ (Zone T) were asked whether the current hours of operation (9am-7pm) should be shortened.

Residents outside the current Ladywell CPZ (Zone T) were asked whether their road should be included in an expanded CPZ, and if yes, whether the hours of operation should be 9am-7pm, or for a shorter period.

The Ladywell ward councillors also arranged a public meeting at St Mary's Centre, Ladywell on 24 October 2012, which was advertised on the survey, to discuss these issues in greater detail.

The following is a summary of the survey responses, along with comments from the public meeting on 24 October 2012, and feedback received by these ward councillors on parking issues via other communication channels.

This information has been provided by the Ladywell ward councillors, and was distributed at the Sustainable Development Select Committee on 1 November 2012.

### Survey report

IF YOU ARE ALREADY INSIDE THE LADYWELL CPZ (T)			
Road Names	Number of parking hours inside of CPZ (T)		
	Yes - hours to be reduced	No – keep full hours	Total Returns
Algernon Road (Part)	14	2	16
Brookbank Road (Part)	0	1	1
Chudleigh Road (Part)	6	2	8
Ellerdale Street	1	0	1
Embleton Road	12	3	15
Gillian Street	2	1	3
Malyons Road	5	7	12
Marsala Road	2	4	6
Vicars Hill Road (Part)	1	1	2
<b>GRAND TOTALS</b>	<b>43</b>	<b>21</b>	<b>64</b>



IF YOU ARE OUTSIDE THE LADYWELL CPZ (T) SURVEY REPORT						
Road Names	Support expansion of CPZ (T)					Total returns
	Yes	Yes – restrict hours	Yes – full hours	No	Unclear	
Adelaide Avenue (Part)	1	0	1	1	1	3
Algiers Road	8	7	1	3	0	11
Arthurdon Road	1	0	1	3	0	4
Brockley Grove (Part)	0	0	0	2	0	2
Brookbank Road (Part)	3	0	3	3	1	7
Chudleigh Road (Part)	0	0	0	7	1	8
Cliffview Road	1	0	1	4	0	5
Eastern Road	1	1	0	0	0	1
Ermine Road	17	11	6	5	3	25
Fossil Road	3	3	0	3	0	6
Francemary Road	1	1	0	9	0	10
Ivy Road (Part)	0	0	0	1	0	1
Ladycroft Road	3	1	2	1	0	4
Ladywell Road	4	2	2	1	1	6
Phoebeth Road	4	4	0	2	1	7
Shell Road (Part)	5	3	2	1	1	7
Slagrove / Peppermead	2	1	1	4	0	6
Veda Road	13	10	3	2	1	16
Vicars Hill (Part)	4	4	0	6	0	10
<b>GRAND TOTALS</b>	<b>71</b>	<b>48</b>	<b>23</b>	<b>58</b>	<b>10</b>	<b>139</b>

### Additional comments from the survey and public meeting (Ladywell residents inside the CPZ)

**Algernon Road (Part):** The standard of Customer Service in the parking shop is very poor. The fee is too high how can the increase be justified. Residents should be allowed a number of free visitor permits. Why the big increase for visitor permits from £8 to £28. Visitors permits should be at a hourly rate. Reduce hours would help families to support older relatives and stop them being isolated. It's been so much better to park. Make it possible to order permits on by mail/ on line/over the phone. Make the costs fair and transparent and not to fund other transport related projects. Why not set up a resident sounding panel for any amended CPZ arrangements.

**Brookbank Road (Part):** The current hours seem to be effective.

**Chudleigh Road (Part):** Reduce hours at two separate times during the day. The all day policy means I don't have visitors. When the fee went up I couldn't afford to renew it and now I park in Phoebeth Road. Keep it as it is. Permit holders should receive some free visitors passes. Some people renewed their permit early at the old rate.

**Ellerdale Street:** 10 hours no parking is excessive.

**Embleton Road:** CPZ has improved quality of life. Strongly in favour of the CPZ. Couple of parking meters for unexpected visitors. Hospital shifts patterns negates reducing the hours. Re-consider exemption given to people with a driveway (As yellow line prevents others parking on the street), so reduces the numbers spaces available. Transferability of

our permit to other zones in the borough for short visits. Make visitor permits cheaper. Give residents a set number of parking permits per month at a reduce price. Charges are to high and reduce hours should have come in the first place.

**Gillian Street:** Happy with the CPZ however very unhappy about the underhand 100% increase was introduced, This is Lewisham not Kensington/Chelsea. The street needs to be one way. Reduce times during the week and add reduce hours on Saturday.

**Malyons Road:** Quality of life has definitely improved with the CPZ. Hours should be longer. More frequent visits from wardens. The hours are unnecessarily long. Traffic increases at weekends when the controls are not operational. We suffer from the CPZ scheme around the Hospital. Have one CPZ borough wide.

**Marsala Road:** The parking shop should be improved. Morning commuters are not the only problem. Would like the CPZ extended to include Saturday. No CPZ or 3 hours maximum. Charging residents for family visitors and Tradesmen working on Property is cynical.

**Vicars Hill Road (Part):** CPZ is not a fair system. The fee is to high.

### **Additional comments from the survey and public meeting (Ladywell residents outside the CPZ)**

**Adelaide Avenue (Part):** Another example of income generation being prioritised over residents rights/wellbeing. Most of the Councillors are business owners or silent partners, what is their interest Councillors are not serving their public "Who put them in office".

**Algiers Road:** Pleas do not lump Algiers Road with Veda Road as last time, the two streets are different. We need to deter commuters. Remove all CPZ's and stat again. Surrounding roads with CPZ's times should be reduced. We already pay road tax. Please publish details of the revenue made from CPZ's.

**Arthurdon Road:** £120 charge is exorbitant and should be reduced. This does give the Council a licence to print money, as they can keep increasing the charge. Parking in our road is ok.

**Brockley Grove (Part):** Council are trying to put down Double Yellow lines that's our problem.

**Brockbank Road (Part):** Would support 24 hour restrictions. Keep the hours the same. Parking restrictions should be removed throughout Lewisham. Residents shouldn't have to pay for a CPZ.

**Chudleigh Road (Part):** CPZ operating times should be reduced. The revenue generated by CPZ's should only be expected to cover the cost of running the scheme, it's wrong to bolster the highway fund.

**Cliffview Road:** All of Vicars Hill should be included in the CPZ. Yellow lines should be introduced on the Parkside of Vicars Hill. Friends couldn't visit during the day without having to pay.

**Eastern Road:** Council seem to be promoting CPZ's at the general expense of the majority.

**Ermine Road:** Since CPZ has been introduced in neighbouring streets parking in Ermine Road is impossible during the day. It's a shame it cost so much to be able to park in your road. The parking problem is causing conflict between neighbours. It is time that everyone understands that they do not have a human right to own, drive, and park, one or more cars outside their own house. Already said no twice. Council should make strategic decisions about parking and have a borough wide view. Council should put in a few parking meters for short stay visitors. It's very difficult to carry shopping to my home, having to park my car a long distant away.

**Fossil Road:** 9am – 7pm no parking is an over-reaction which has adverse impact on neighbouring roads. Some provision of meters or pay and display parking within the CPZ,

would make a difference for visitors. Fossil Road does not need CPZ I have no problem parking in front of my home. CPZ only if it for restricted hours and only if nearby streets become CPZ.

**Francemary Road:** Reduce hours would the fee be cheaper. We have twice voted no how many more times. Current CPZ hours should be reduced for roads in the scheme. The fee for the CPZ is too high. We would want restricted hours only if our road was included. Visitors passes should be sold annually at a cheaper rate. Don't own a car however people do visit us with cars so wouldn't want to keep paying for permits. This road has said no twice are you just chipping away until we vote the way you want.

**Ladycroft Road:** Pensioners can't afford the fee. It has been very difficult to park since the CPZ expanded.

**Ladywell Road:** Prefer CPZ to Double yellow lines. Having a CPZ will affect my business that I run from my house. The junction of Ladywell & Phoebeth Roads is dangerous because of parking.

**Phoebeth Road:** The knock – on effect of piecemeal restrictions creates as many problems as it solves. Chudleigh Road people park in our road to avoid paying the CPZ fee, sometimes leaving their cars all working week. Try two different time restrictions during the day. Removal all CPZ and return to a free for all system. Considering moving because of the parking problem. CPZ's stops family and friends from visiting.

**Shell Road (Part):** Bus struggles to negotiate the junction of Shell & Brookbank Roads because of all the cars parked and no yellow lines. Loampit Vale Development has created and cause a nightmare for local residents. 10 hours of no parking a day is too long. The parking inconvenience caused is minimal. If the CPZ isn't extended, it should be removed from the roads which have it.

**Slagrove Place/Peppermead Sq:** More short stay meters. No parking problem in Peppermead Sq. Slagrove is too narrow to park all day which is clearly commuters. It's now becoming dangerous.

**Veda Road:** I am disabled and people constantly park across my garage entrance, so I have to leave the car parked in the road. I am housebound so I rely on my visitors for help, they now can't park. The situation on the road has become impossible, residents are now putting bins in the road to save spaces. Areas that currently have CPZ's should reduce the hours. I feel this is an indirect way for the Council to raise council tax. The once nice road has become a car park.

**Vicars Hill Road (Part):** Crossing to Hilly Fields is now even more dangerous, extreme safety issues with the cars speeding to try and pass the parked cars, buses having problems, cars parked on the bend. The current CPZ has too many places for residents. The CPZ was badly thought out it causes more problems than it solves. Roads within the CPZ should reduce the hours of no parking. I have a two year old it's difficult to manage the unloading the shopping if I can't park near my home. Residents should have free CPZ passes.

## **Other feedback to ward councillors regarding Ladywell CPZ**

**Algiers Road:** The range of people that park in our Road, Lewisham Hospital Staff, Local people from other Roads that are in the CPZ that prefer to park their cars during the week at no cost. Commuters using Ladywell Station. Drivers parking across entrances to off street drives/garages, and also parking in Disable bays. Residents leaving bins or cones illegally on the roads to save parking spaces. Now, the anger and frustration that have arisen due to the invasion of unwanted traffic, has imposed great strains on the cordial relations between and among neighbours. The CPZ should have been implemented as a Zone across Ladywell, not street-by-street.

**Embleton Road:** Residents quotes:- Plenty of spaces now to park. Much better with CPZ. People don't pop in to see me much now. The non parking hours should be shorten.

**Vicars Hill (Upper):** Serious traffic congestion, Dangerous for children to cross the road, Traffic speeding to get past park cars at times. Cars being parked on the top corner of the hill. Road rage incidents. Buses having to be back up to allow traffic through.

**Ermine Road:** Now that other local roads have joined the CPZ scheme, Ermine has had an increase in parking congestion, which has cause arguments between neighbours about putting bins in the road to save a parking space. Drivers parking in Disable bays, and across garage entrances. Two CPZ consultation is enough says one resident. Ermine residents are force to park in other streets which adds pressure to other roads parking problems. The CPZ fee is to high. Why not have short block hours instead of ten hours per day.

**Veda Road:** Disabled resident has lived in the road for 55 years has no car relies on cabs to help get around with shopping, has to get in and out of the cab in the middle of the road if the driver helps the person to the doorstep other waiting cars at times start to insult the driver. If you haven't got visiting permits in the house, your visitor can't get one from a machine. Local Resident is totally against paying to park outside the house.

**Francemary Road:** Residents quotes:- Don't mine paying to park my cars in the road. We voted no, can't something be done to stop people from outside the area parking here. I do manage it's difficult to park can't afford another expense. This will effect people popping in to see me if we have a CPZ. I rely on friends to help out taking me shopping and to pop in to see how I am, I don't think they should pay to do that.

**Brookbank Road (Upper):** This part of the road wasn't asked about having a CPZ and now our parking is very congested. Buses have great problems trying to pass traffic in the road. People are parking dangerously on the corner of streets to get a place to park.

**Algernon Road:** Residents quotes:- I have campaign for years to stop other non residents parking in the road and the ten hours a day should remain. Other Boroughs have shorter non parking times why can't Lewisham.

**Chudleigh Road (Part):** Some Residents that are in the scheme, park further down the road outside the scheme to avoid paying the fee which puts pressure on parking spaces on other residents.

**Malyons Road:** A resident told me the they park their car in Chudleigh Road to avoid the parking fee.

**Fossil Road:** It's getting very difficult to park because of the CPZ scheme in other roads.

**Shell Road (Part):** Residents quotes:- No where to park if you come back from shopping during the day, because of Vans and Cars parking in the road. People parking on the ends of the road is very dangerous.

## Honor Oak Park Residents Association – parking survey

The Honor Oak Park Residents Association (HOPRA) sent out approximately 2,500 printed survey leaflets to 28 roads and streets in the Honor Oak Park area to identify resident feedback on local parking issues. These surveys were distributed between late November and early December 2012. Residents were also provided with the option of responding online.

This survey was funded by a grant from Lewisham Council through the Crofton Park Ward Assembly small grants system, and was intended to supplement the wider parking survey by the Council that was undertaken in August-September 2012.

Although the HOPRA survey offered a wide choice of times for parking control, in their introduction to the survey they publicly favoured 'residents only' controls between 12 noon and 2pm, Monday to Friday, as the best way to stop all-day parking by commuters. Since Honor Oak Park station became connected to the frequent London Overground service, some residents are reporting a big increase in all-day parking in their roads by commuters. This has made it difficult for some drivers to find any parking in their own roads.

A total of 375 surveys were completed. Of this total, 281 were paper surveys and 94 were online surveys.

### New CPZ

Respondents were asked whether they would like their road to be in a Controlled Parking Zone (CPZ). Based on the total responses to the survey, support for a new CPZ in the Honor Oak Park area was as follows:

Response type	Total of respondents	Percentage of respondents
In favour of CPZ	174	46%
Against CPZ	188	50%
Don't know	12	3%
Illegible / damaged	1	1%

In the following roads within the Honor Oak Park area, over 50% of survey respondents were **in favour** of the introduction of a new CPZ:

Street	Total replies	In favour of CPZ	Against CPZ	Don't know
Gabriel Street	20	12	6	2
Lessing Street	13	8	5	-
Ballina Street	15	14	1	-
Grierson Road	32	20	10	2
Riseldine Road	13	7	3	3
Tatnell Road	17	9	8	-
Devonshire Road	34	19	15	-
Boveney Road	14	11	3	-
Hengrave Road	5	4	1	-
Ackroyd Road	5	3	2	-

In the following roads within the Honor Oak Park area, over 50% of survey respondents were **against** the introduction of a new CPZ:

Street	Total replies	In favour of CPZ	Against CPZ	Don't know
Stondon Park	8	1	7	-
Bovill Road	24	11	13	-
Garthorne Road	18	8	10	-
Parbury Road	6	-	6	-
Kilgour Road	9	1	8	-
Maclean Road	9	-	9	-
Holmesley Road	10	1	9	-
Courtrai Road	3	1	2	-
Brockley Rise	13	2	11	-
Gladiator Street	3	-	3	-
Stillness Road	11	1	10	-
Honor Oak Park	20	8	12	-
Dunoon Road	10	3	7	-
Agnew Road	13	5	8	-
Whatman Road	10	2	8	-
Ebsworth Street	3	-	3	-

In the following roads within the Honor Oak Park area, there was an even split of survey respondents both **in favour** and **against** the introduction of a new CPZ:

Street	Total replies	In favour of CPZ	Against CPZ	Don't know
Wyleu Street	10	5	5	-
Honor Oak Road	4	2	2	-

Note: There were 10 returned surveys, where no road name was given by the respondent, or the return was illegible. Of these, 2 were in favour of a CPZ for their road, 4 were against a CPZ in their road, and 2 didn't know. These responses have been included in the overall count for the area, but not the road-specific tables above.

### Days of operation

Of the 191 residents that provided a response to the survey question, the most popular days of operation for a potential CPZ were as follows:

Days of operation	Total of respondents	Percentage of respondents
Monday to Friday	156	82%
Monday to Saturday	24	12%
Monday to Sunday	11	6%

### Times of operation

Of the 128 residents that provided a response to the survey question, the most popular hours of operation for a potential CPZ were as follows:

Times of operation	Total of respondents	Percentage of respondents
12 noon – 2pm	106	83%
7am – 10am	7	5%
10am – 12 noon	7	5%
7am – 6pm+	8	6%

### Willingness to pay

Of the 266 residents that provided a response to the survey question, the willingness to pay for parking restrictions was as follows:

Willingness to pay	Total of respondents	Percentage of respondents
Yes	128	48%
No	122	46%
Don't know	16	6%

### Amount of payment

Of the 136 residents that provided a response to the survey question, the maximum charge they were prepared to pay per annum for a parking permit was as follows:

Parking permit charge per annum	Total of respondents	Percentage of respondents
£60 maximum	73	54%
£80 maximum	17	12%
£100 maximum	24	18%
Other (ranged from £30 to £150)	15	11%
Don't know	7	5%

### Notes:

Although some respondents indicated that they were not in favour of a new CPZ, they still answered the question regarding willingness to pay for a CPZ. In these instances, the respondents were not prepared to pay for a CPZ. A few respondents against the introduction of a new CPZ would begrudgingly pay for parking restrictions were they to be introduced.

Some respondents against the introduction of a CPZ in their own road, nevertheless supported some elements of parking control, such as times for parking restriction.

Some respondents in favour of a new CPZ did not want to pay for parking controls.