

# Appendix 1 – Public Consultation Summary

---

## 1. Introduction

The Council is in the process of updating its parking policy, and as a part of that a consultation program was put in place for seven weeks over summer 2019 seeking the public's views on the key elements of the policy that we are seeking to change, and that this report provides a summary of the consultation methodology, and the responses received as a result.

The consultation sought to obtain feedback on six proposals:

1. To amend the pricing for parking permits to reflect vehicle emissions.
2. Provide 10-hours visitor parking free to all households in the borough where they hold a parking permit
3. Implement uniform Penalty Charges across the borough.
4. Amend the provision of informal, advisory disabled bays to mandatory disabled bays that may be enforced.
5. Amend application criteria in assessing medical need in determining installation of a disabled bay.
6. Create uniform pay & display parking prices for cash and cashless transactions, harmonising tariffs from a mix of £1.40 per hour for cash payment and £1.60 per hour for cashless payments, to a uniform £1.60 for all types of payment.

## 2. Consultation Methodology

Following the Mayor and Cabinet approval in March 2019, the Council conducted a consultation with the public on key changes to the parking policy.

The consultation ran from 10th June to 26th July 2019. This was extended by a week to Friday 2nd August to enable some final comments to be captured. The survey generated 3,767 responses over this seven week period. A response rate some eight times larger than most public consultations conducted by the council, and significantly above the ~500 or so required to deliver a statistically significant survey, given the population of the borough.

The survey covered 54 separate questions for the participants to answer.

We are therefore confident that the survey responses and comments received are a good indication of the views of the public within the Borough.

The consultation was a comprehensive consultation exercise with all stakeholders regarding the proposed policy updates, including the impact on air quality and the Council's approach to the proposed introduction of emissions based charging in the borough.

The objective was to establish if there is public support for the proposals outlined in this report.

The consultation was available on-line in the council's consultation pages of its website and was communicated widely through one of the most comprehensive and wide-reaching awareness campaigns the council has run:

- During the period of the consultation, the consultation web page was viewed 106,788 times (54,690 uniquely).

- The parking permit tool (allowing people to enter their vehicle registration number and see what their proposed new charge would be) was viewed over 4,637 times (the tracking of this did not start until 25 June – this was set up by an external partner).
- The consultation was included in a monthly borough newsletter on 20 June – it was the second highest clicked on article (86 clicks).
- Emails were sent to 25,105 persons and businesses who have signed up to hear from LBL. This email achieved a 55% open rate, and 16% click-to-open, 2,917 clicks to the consultation landing page.
  - A reminder email was sent to this list 2 weeks later – sent to 12,995 who had not yet completed the survey (from available emails provided). This achieved a 66% open rate and a further 19% click-to-open rate – 1,959 clicks.
- Emails were sent to all residents and business owners that currently have a parking permit: approximately after removing duplicates (who were sent the previous email), this was sent to 15,874 people, delivering a 64% open rate and 26% click-to-open rate – 9,003 clicks to the consultation page.
  - A reminder email was sent to this list two weeks later – sent to 15,087 who had not yet completed the survey (from available emails provided). This achieved a 54% open rate and a further 22% click-to-open rate – 2,264 clicks.
- Emails were also sent to 239 blue badge permit holders, specifically highlighting the proposals for disabled parking bays. This achieved a 76% open rate and an 18% click-to-open rate (40 clicks to the survey).
- Posters were put up on ~40 sites that are reserved for messages from the council (managed by JC Decaux) across the borough for ~4 weeks.
- In addition posters were bought through JCDecaux on a further 30 sites to “gap fill” areas of the borough where LBL sites are less common – this included digital sites in Lewisham Shopping Centre and at Lewisham and Grove Park train stations (these are commercially sold sites, and so those bought, were those available at the time).
- Total impressions (a PWC-audited measure that indicates the number people seeing the posters – this includes a count for the same person seeing posters more than once) for the duration of the campaign was reported to be 13,613,628 (13.6 million).

An article highlighting the consultation was published in “Lewisham Life” - Lewisham Life is distributed to all 116,000 homes and businesses in the borough as well as libraries and leisure centres. Independent research, carried out by Ipsos Mori in 2012, showed that 49% of Lewisham residents get information about what’s happening locally from Lewisham Life magazine. This compares to 24% for both the News Shopper and the Mercury, and 11% for the South London Press.

A press release was issued, alongside a photo of Cllrs Dacre and McGeever holding a copy of the poster, to help promote the consultation.

Social media was used to help promote awareness of the consultation. Organic (free) updates were posted on twitter and Facebook by the Lewisham Council accounts. These were seen by relatively small volumes of people. A paid series of adverts was also run throughout the campaign on Facebook. The 4 Facebook campaigns accomplished:

- Reach	126,837
- Impressions	166,341
- Clicks/engagements (likes/shares/comments etc.)	1,495
- Page views from FB	7,052

Opinions of groups including environmental groups, disability awareness groups, pensioners, pedestrian and cycling organisations and transport associations were sought.

- Attended Lewisham Pensioners Forum event at Town Hall on 24 July, as well as providing email awareness for distribution.
- Emails raising awareness of the consultation were sent to the following older people, disability and carer groups:
  - o Healthwatch
  - o BME Carers Network
  - o Mental Health Carers Network
  - o Positive Ageing Council
  - o Carers Lewisham
  - o Your Voice in Health and Social Care
  - o Bromley and Lewisham Mind
  - o Lewisham Pensioners Forum
- Environmental, transport and residential groups were also contacted, including:
  - o Lewisham Cyclists
  - o Lewisham Rail Users group
  - o Lewisham Living Streets
  - o SE23/SE26 Life
  - o LoveCatford
- NHS health administrators were contacted, and face-to-face briefings were held with NHS staff who manage the parking permits for health professionals whose role includes home visits (for the elderly, disabled, children's services, mental health etc.), as well as permits for office-based workers at various sites across the borough
- Employees of the council were also canvassed separately with regards to permits purchased by those that drive to work.
  - o A separate internally-focussed survey was conducted amongst staff. This was completed by 125 people.

### 3. Results

The results are based on the six broad areas the survey covered:

- Air Quality
- Permits
- Pay & Display
- Disability
- Penalty Charges
- Demographics

### 3.1 Air Quality

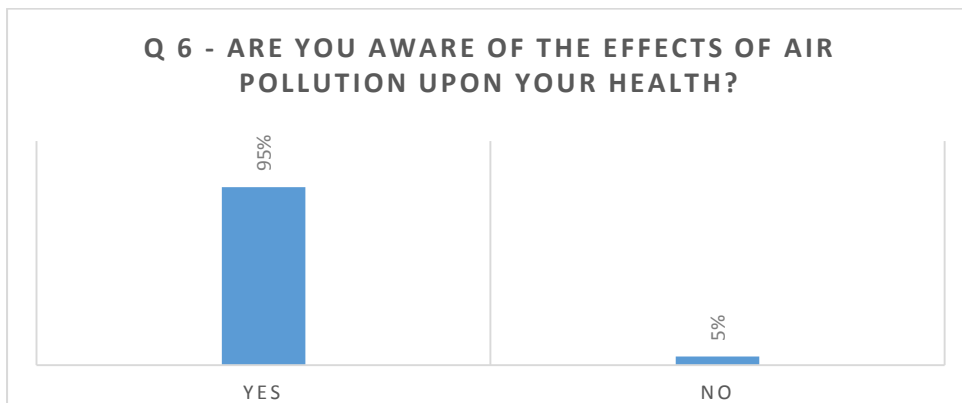
Questions: 6-13, 15-22 of the survey

Questions 6 to 14 of the survey are directed to those respondents with resident's parking permits, and questions 15 to 23 are directed to those respondents with business parking permits.

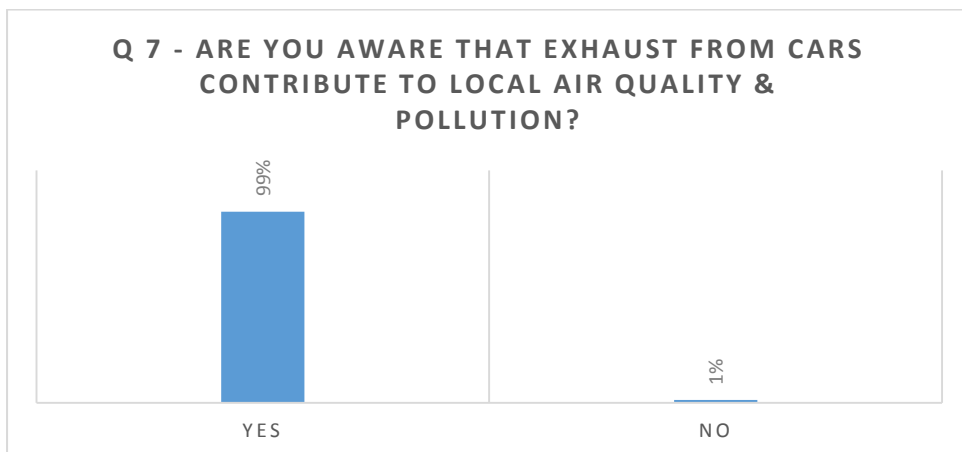
#### Residents Response

Questions 6, 7, 8, and 9 of the survey sought to gauge participants awareness of the effects of air pollution on health and the effect cars, in particular diesel engine emissions have on air pollution.

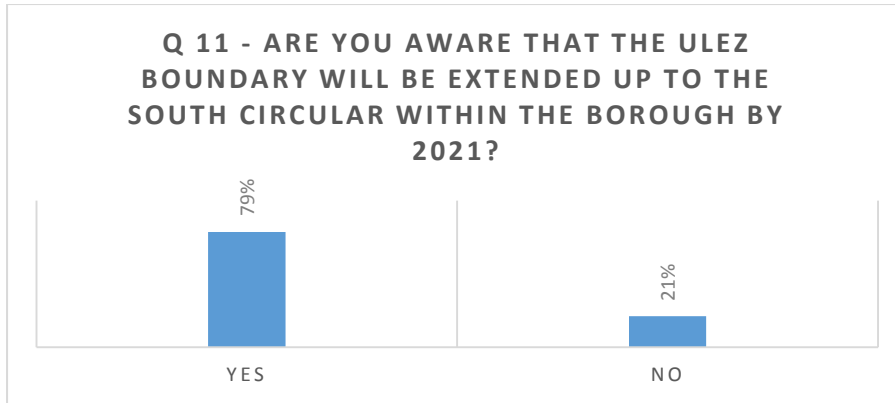
A significant proportion of respondents of Question 6 were aware of the negative effects air pollution had on health with 95% awareness out of the 3,588 responses.



Furthermore, 99% of the 3,585 participants responding to Question 7 were aware that exhaust from cars contributes to local air quality and pollution.



When asked in Question 11 if respondents that are in possession of a residents' permit were aware that the ULEZ boundary will be extended to the South Circular within the borough by 2021, 79% of 3,591 respondents said "Yes" while 21% did not.

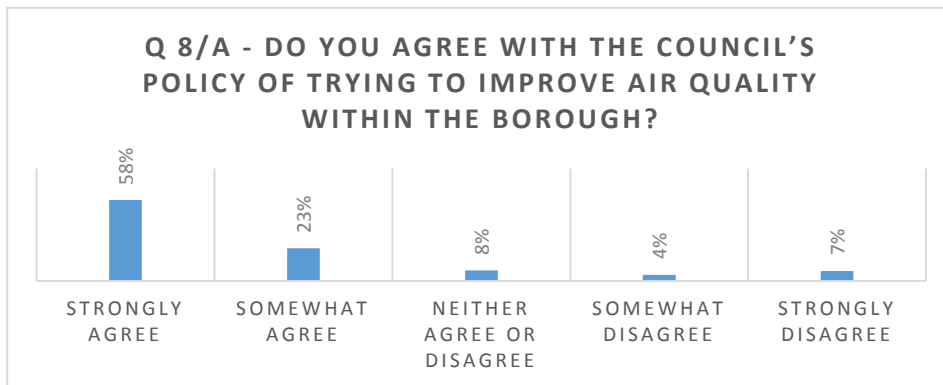


Participants agreed with the notion that the Council should try to improve the quality of air quality in the Borough, and that they should encourage people to drive vehicles with lower emissions. While support was consistent in the proposition that the Council is right to introduce lower priced permits for vehicles with lower emission, there was some resistance amongst respondents.

Question 8 of the survey was comprised of three questions gauging opinions on whether the Council should tackle air pollution, and possible methods to address the problem.

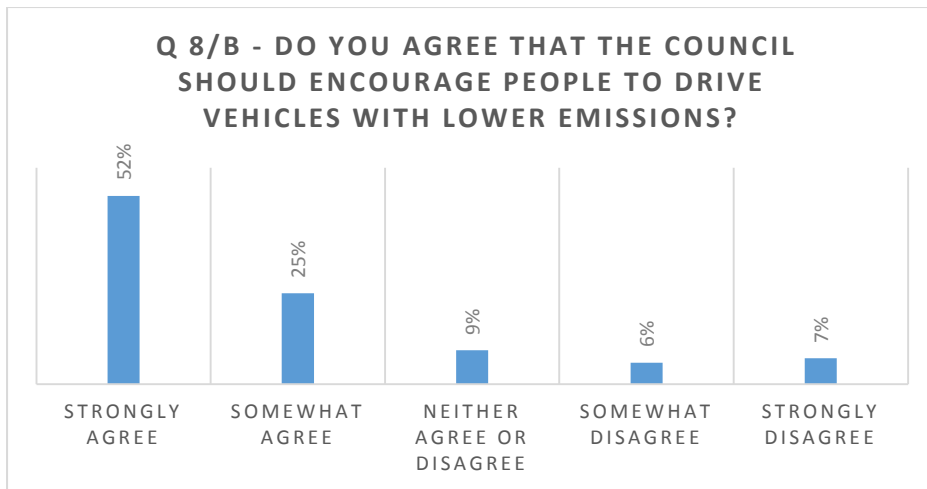
*Air Quality and Emissions - Do you agree with the Council's policy of trying to improve air quality within the borough?*

Of the 3,591 respondents that answered, 81% were in agreement with the proposition of the Council's policy of trying to improve air quality within the borough, with 58% of people strongly agreeing. 11% of respondents did not agree and 8% neither agreed nor disagreed.



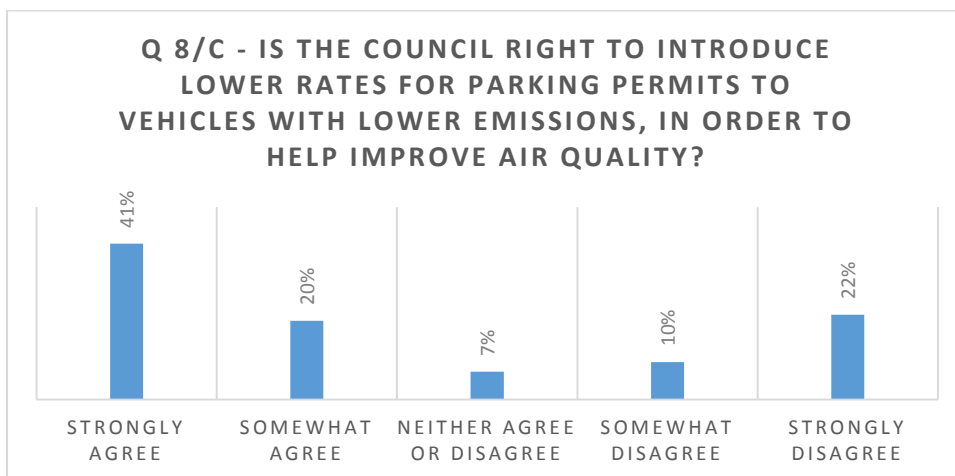
*Air Quality and Emissions - Do you agree that the council should encourage people to drive vehicles with lower emissions?*

Responses to the narrower question of whether the Council should encourage people to drive vehicles with lower emissions resulted in 77% of the 3,582 respondents agreeing to the concept, 52% respondents strongly agreeing with the statement, outweighing the 13% of those that disagree, and the 9% that neither agreed nor disagreed.



*Air Quality and Emissions - Is the council right to introduce lower rates for parking permits to vehicles with lower emissions, in order to help improve air quality?*

Agreement to the proposition that the Council is right to introduce lower rates for parking permits for vehicles with lower emissions in order to help improve air quality was consistent with the former questions and received 61% of approving votes from the 3,587 respondents, with 41% strongly agreeing. However, those that strongly disagreed, 22%, was greater than the opposition to the questions of the Council's endeavours to encourage people to drive vehicles with lower emissions, which had polled 7% of strong descent apiece.



In Question 9, participants were asked if they were aware that when compared to petrol cars with a catalyst, diesels have higher emissions of NOx and much higher emissions of particulate matter, and are therefore more harmful to health. 89% of the 3,586 respondents were aware, while 11% were unaware.

**Q 9 - ARE YOU AWARE THAT WHEN COMPARED TO PETROL CARS WITH A CATALYST, DIESELS HAVE HIGHER EMISSIONS OF NOX & MUCH HIGHER EMISSIONS OF PARTICULATE MATTER, & ARE THEREFORE MORE HARMFUL TO HEALTH?**



And when respondents were asked in Question 10 if they agree with a £50 surcharge on diesel fuelled vehicles, the outcome was relatively evenly split, with 53% of the 3,583 respondents agreed, with 47% disagreeing.

**Q 10 - DO YOU AGREE WITH A £50 SURCHARGE FOR DIESEL VEHICLES?**



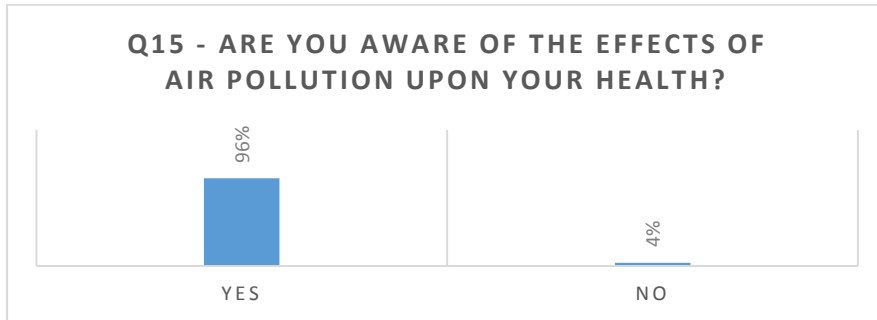
With regards to the upcoming extension of the ULEZ by 2021, 79% of respondents in question 11 were aware of the changes, while 21% of the 3,591 respondents were not.

**Q 11 - ARE YOU AWARE THAT THE ULEZ BOUNDARY WILL BE EXTENDED TO THE SOUTH CIRCULAR WITHIN THE BOROUGH BY 2021?**

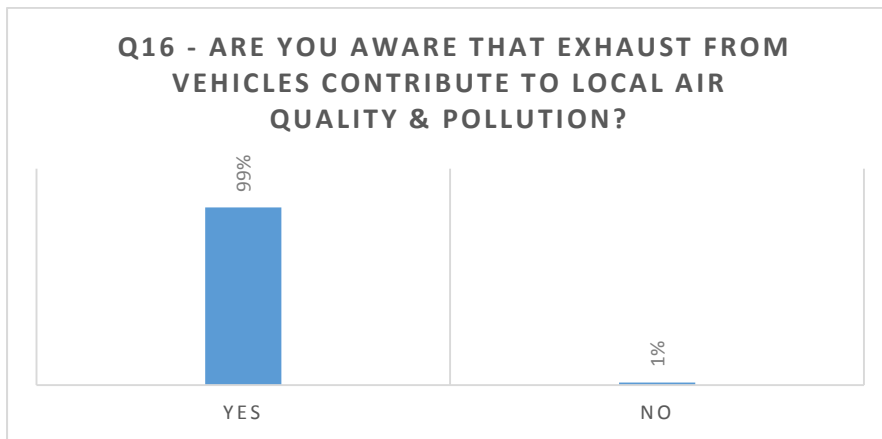


Business Permit Responses

When offered the question of respondents' awareness of the effects of air pollution on health, 96% of the 1,939 business permit holders surveyed were aware of the effects.



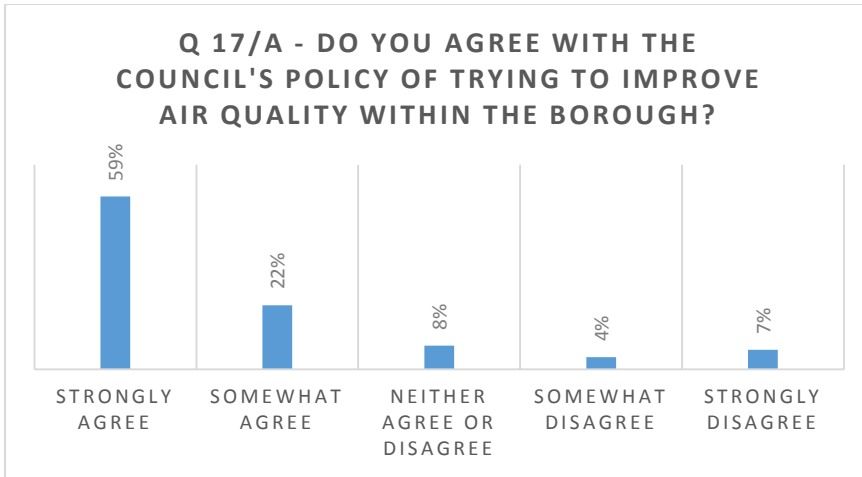
Likewise, 99% of the 1,918 respondents to Question 16 were aware that exhaust fumes from vehicles contribute to local air quality and pollution.



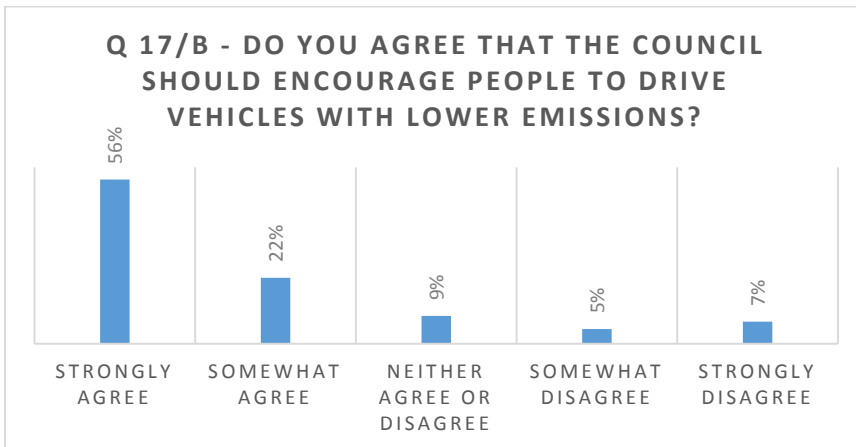
Question 17 asked business permit holders a series of three air quality and emissions questions associated with the Council's effort to improve air quality in the borough.

Of the 1,868 respondents, 81% were supportive of the Council's policy to improve air quality within the borough, with 59% strongly agreeing with the policy, and 11% disagreeing, and 8% neither agreeing nor disagreeing.

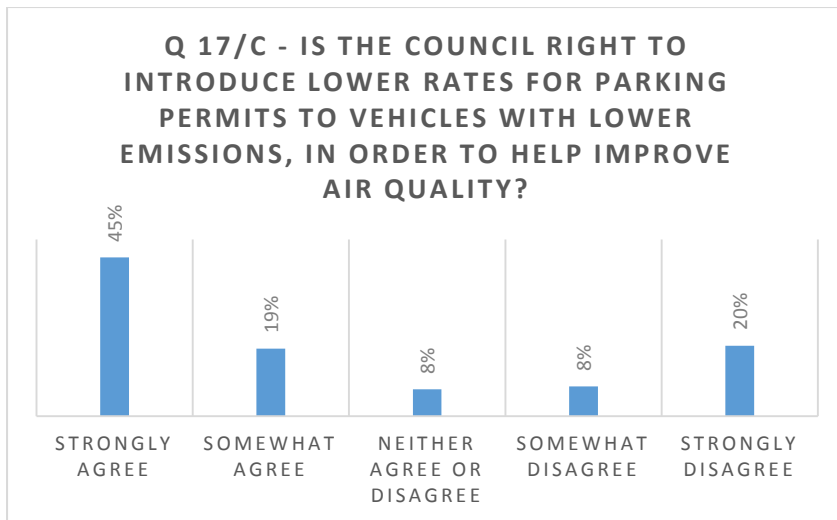




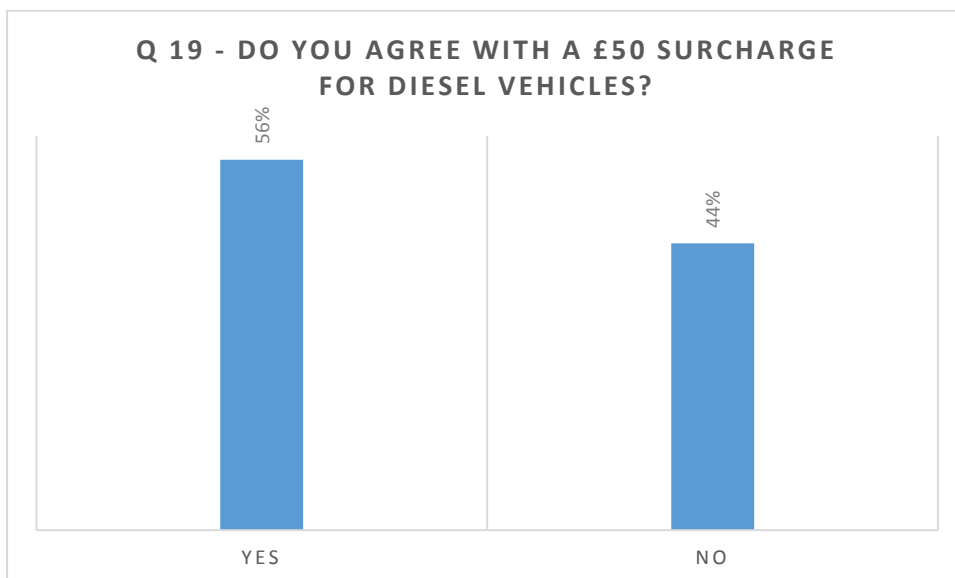
In the second part of the question, participants were asked if they agreed that the Council should encourage people to drive vehicles with lower emissions, to which 78% of the 1,833 respondents were supportive, with 56% of those strongly agreeing with the statement. 12% of the sample disagreed and 9% neither disagreed nor agreed.



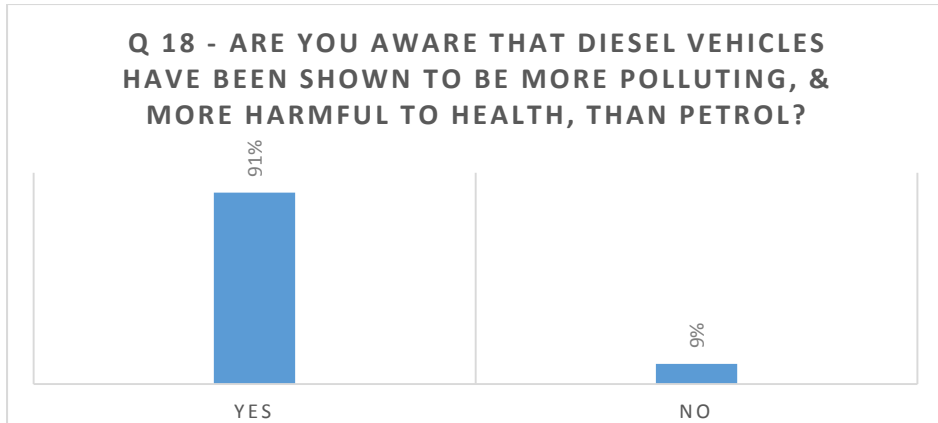
The last of the air quality and emissions questions asked if participants believed that the Council is right to introduce lower rates for parking permits to vehicles with lower emissions in order to help improve air quality. While there was support from the 1,833 Business Permit holders, with nearly two-thirds of the sample in agreement with the proposal, and 45% strongly agreeing, there were 20% that strongly disagreed with the statement.



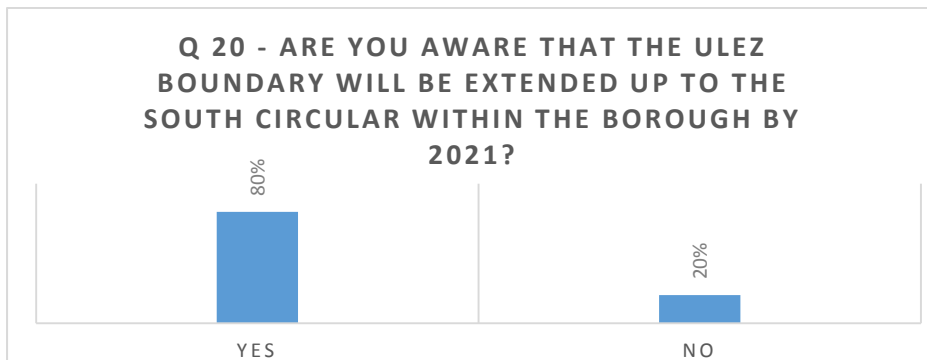
There is consistency with the sentiment in Question 19 where support for a £50 diesel surcharge was relatively evenly split, where 56% of the 1,847 participants agreed with the statement, and 44% did not agree.



Participants show awareness in Question 18 that diesel vehicles have been shown to be more polluting and more harmful to health than petrol vehicles with 91% of the 1,919 participant's conscious of the effects of diesel powered vehicles.



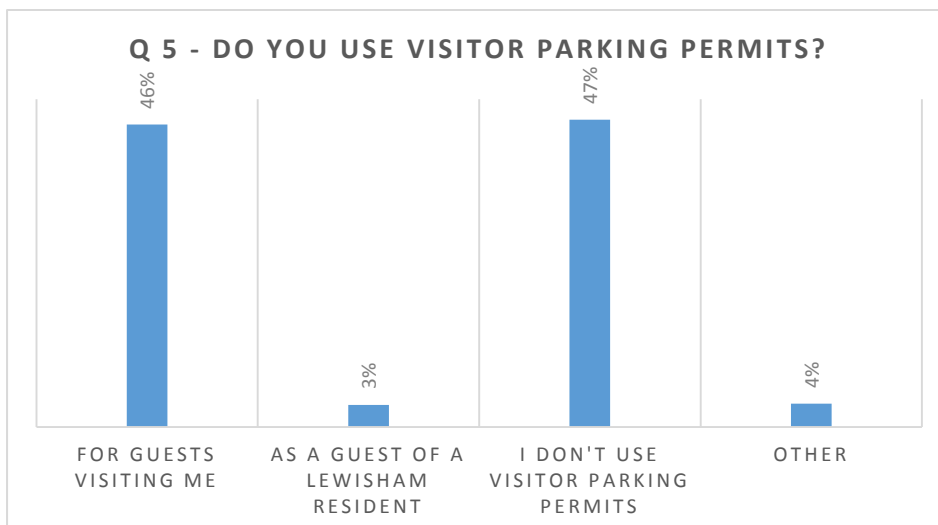
With regards to the extension of the ULEZ boundary to the South Circular, which means that it will be within the borough by 2021, 80% of the 1,841 Business Permit holders samples were aware of the changes, and 20% were not.



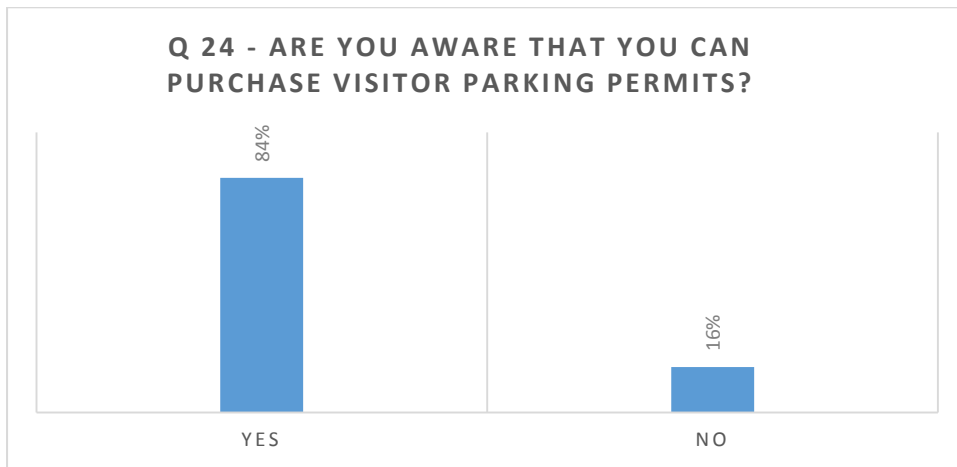
### 3.2 Visitor Permits

Questions: 5, 14, 23-26 of the survey

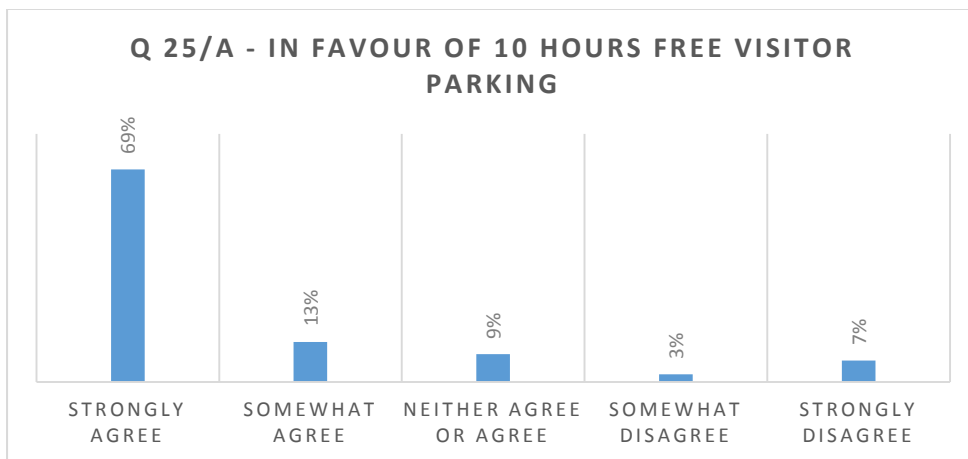
Regarding visitors permits, 47% of the 3,767 respondents did not use them, 46% used them for visitors, and 3% were guests of a Lewisham resident.



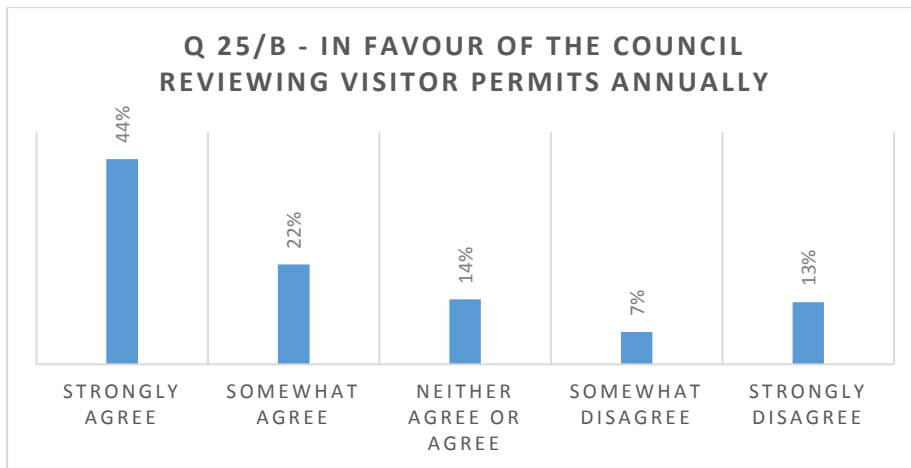
Of the 2,982 respondents to Question 24, 84% were aware that they could purchase visitors' parking permits, and 16% were not.



Respondents were asked if they were in favour of giving all residents in a Controlled Parking Zone (CPZ) with a parking permit 10 hours of free visitor parking each year – to this 81% were in supportive, with 69% of respondents strongly agreeing, and 13% somewhat agreeing. 10% disagreed, and 9% neither agreed nor disagreed.



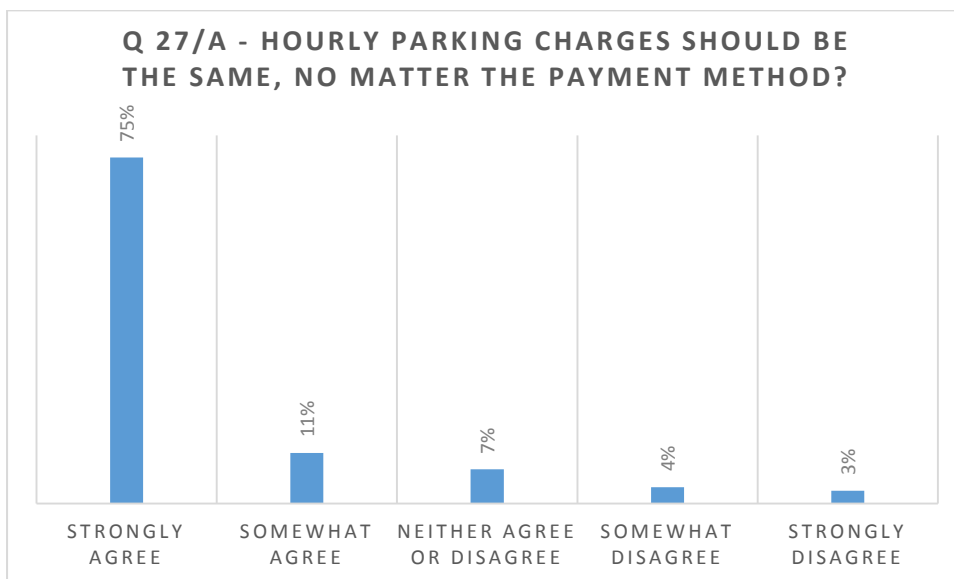
To the question of whether the Council should review visitor parking permit charges annually to ensure pressure on roadside parking is managed and Lewisham doesn't become a car park – there were 2,999 responses and 66% responded in the affirmative, with 44% strongly agreeing and 22% somewhat agreeing. 20% did not agree with the question, and 14% were undecided.



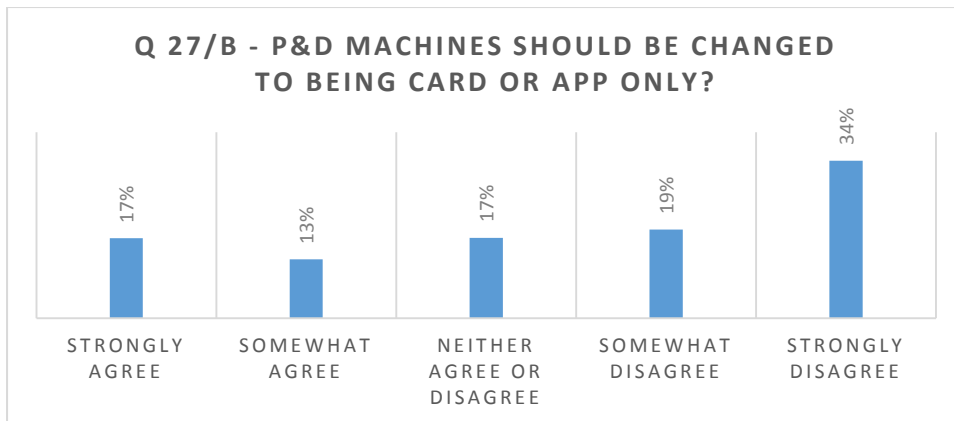
### 3.3 Pay and Display

Questions: 27-30 of the survey

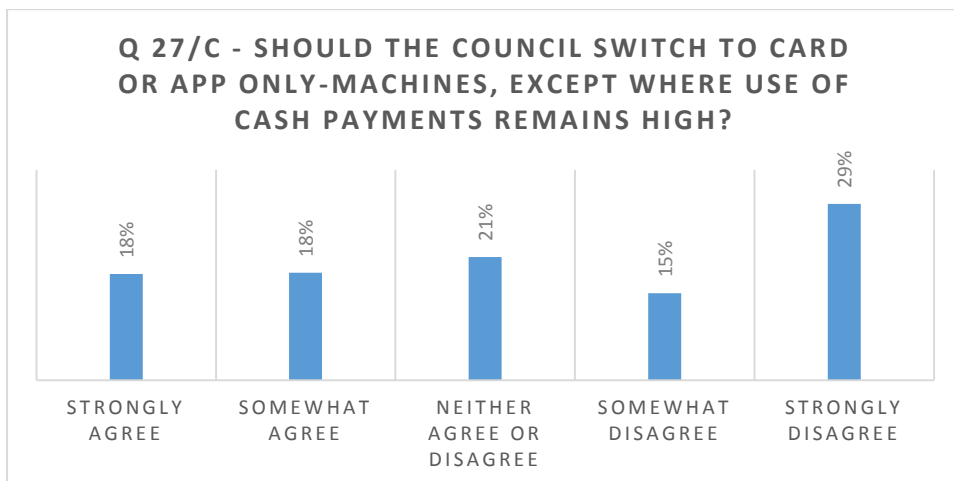
Question 27 sought to gauge opinion towards changes in the current P&D pricing and payment methods, and asked respondents three questions. Support for P&D hourly pricing to be consistent was supported favourably by the 3,107 responses, with 75% strongly agreeing, and 11% somewhat agreeing. 7% disagreed, and another 7% neither agreed nor disagreed.



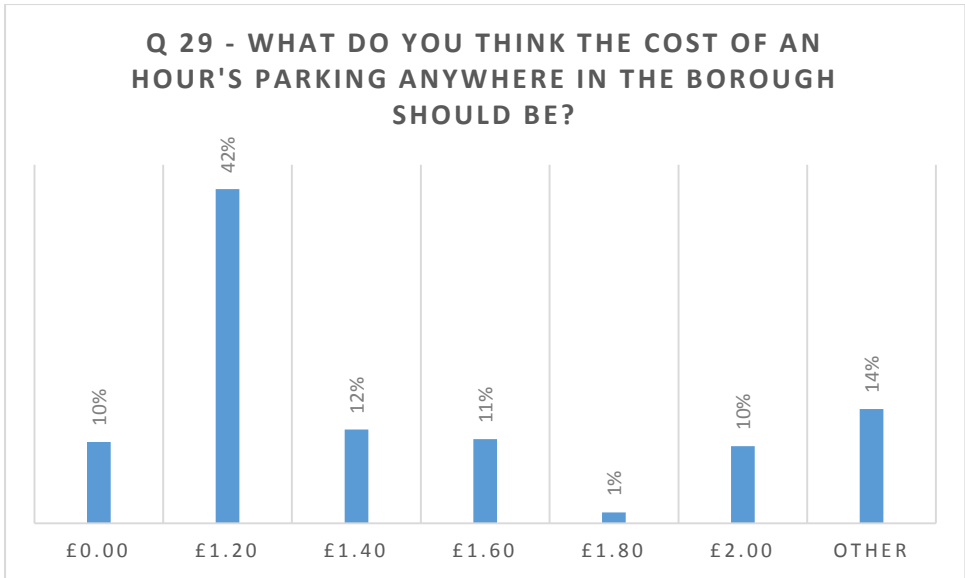
Respondents did not agree that P&D machines should be cashless (i.e. card or app payments only); with 53% of the 3,103 respondents disagreeing, 34% strongly disagreeing and 19% somewhat agreeing. 17% did strongly agree with the statement and 17% neither agreed nor disagreed.



When asked if Lewisham Council should switch to card or app only-machines, except in areas/car parks where use of cash payments remains high – 29% of the 3,101 responses strongly disagreed with the statement and 15% somewhat disagreed. 36% of respondents agreed with the statement (18% each for strongly agree and somewhat agree), and 21% had no opinion either way.



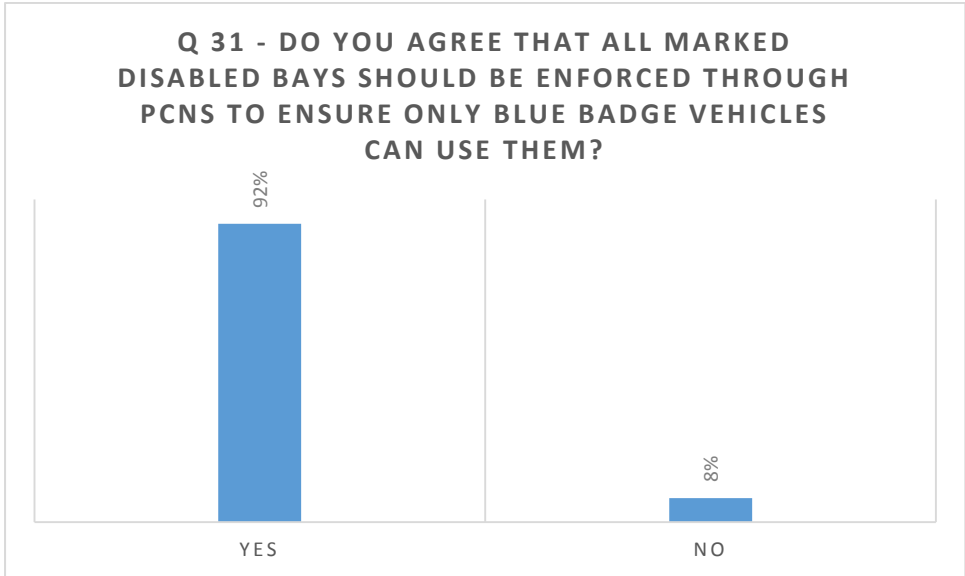
Concerning P&D pricing, 42% of the 2,951 responses thought that parking should be set at £1.20/hour anywhere in the Borough, and 22% thought that it should be at £1.60/hour or higher.



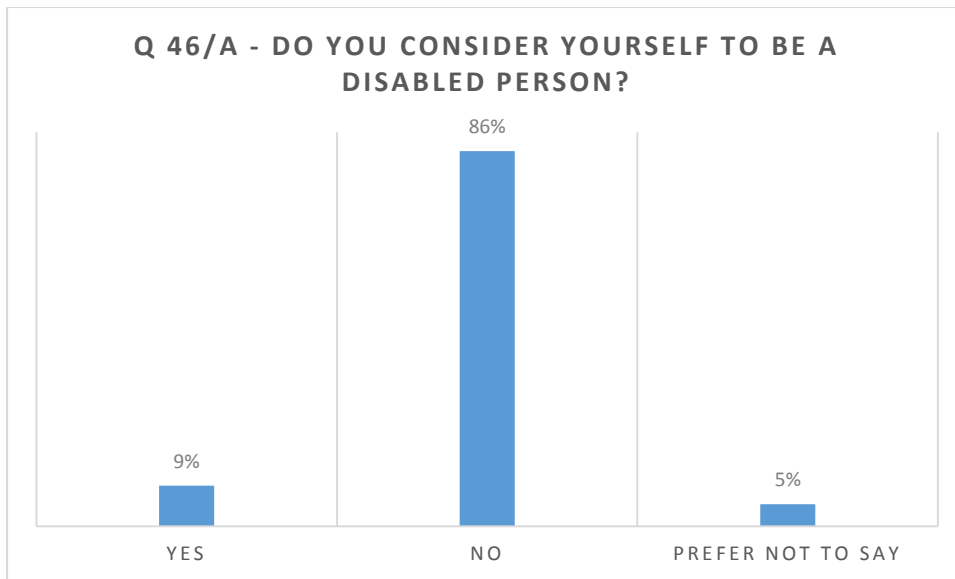
**3.4 Disability**

Questions: 31-33, 46, 48 of the survey

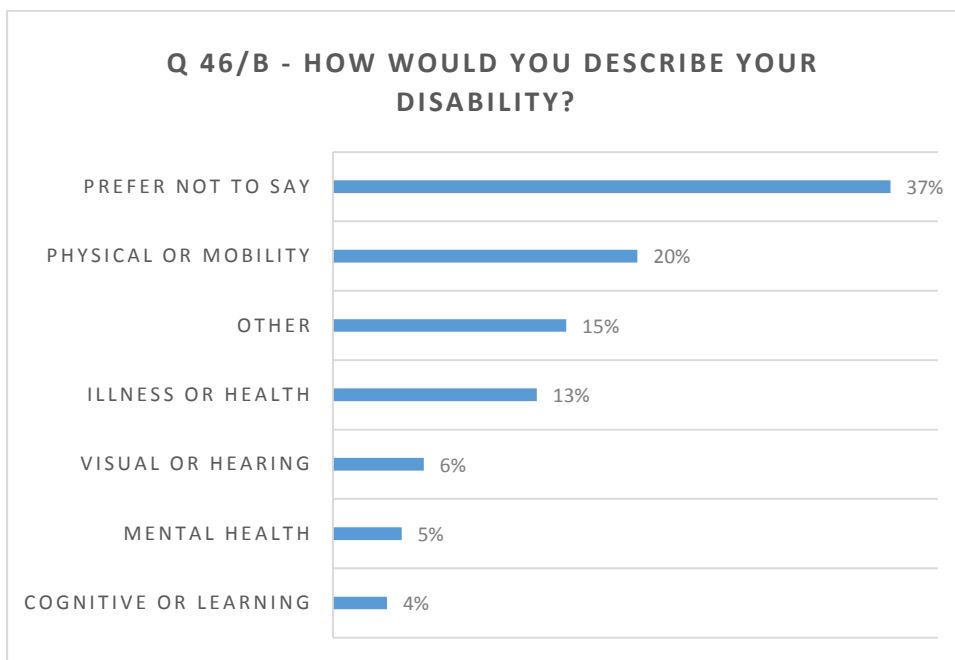
There is significant support for the proposal that all marked disabled bays should be enforced through PCNs to ensure that only Blue Badge vehicles can use them, with 92% of the 2,611 respondents agreeing, and only 8% disagreeing.



Question 46 of the survey sought to establish the size of the population that identified as being disabled and what access requirements existed. Of the 2,949 respondents, 275, or 9% identified themselves as disabled, while 5% preferred not to say. This meant that 86% of the sample population did not consider themselves as being disabled.

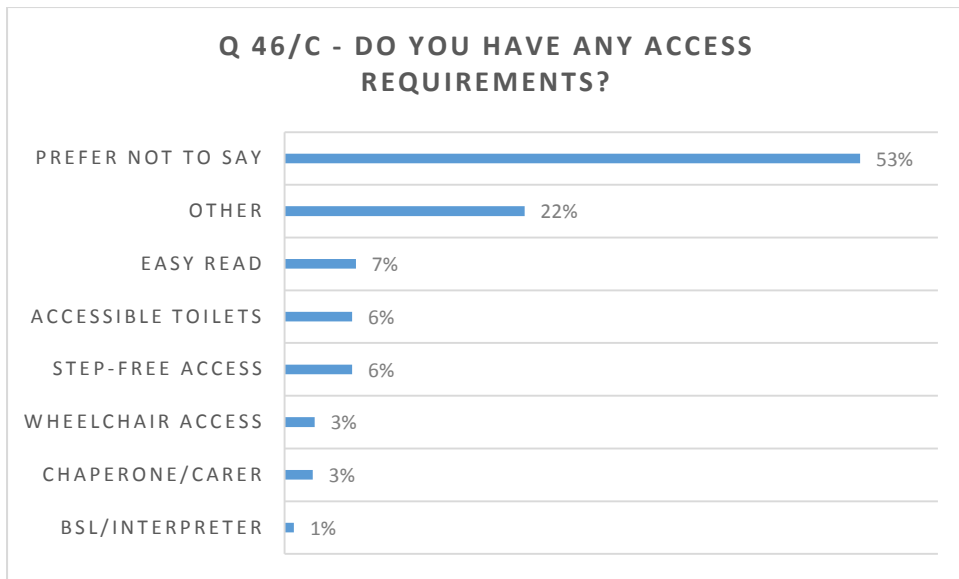


When asked how to describe their disability in the second part of Question 46, there were 616 responses. Of these 20% was physical or mobility related, 6% visual or hearing, 5% mental health, 13% with a long-term illness, and 37% preferred not to respond.



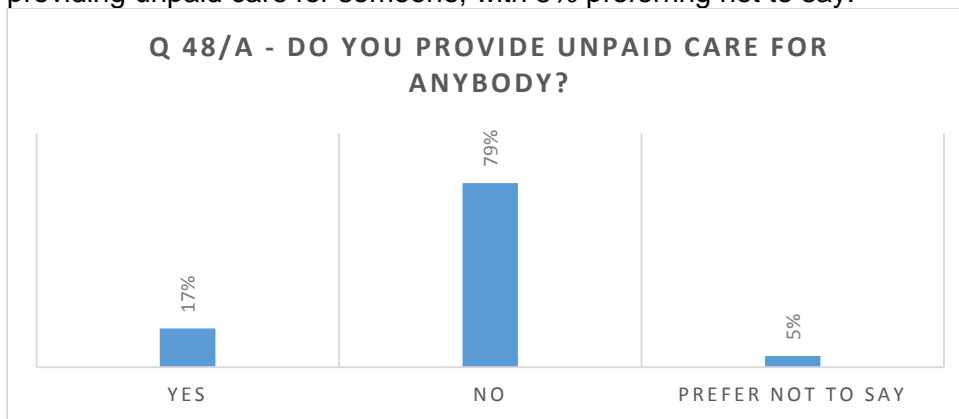
When asked in the third part of question 46 what access requirements they had, of the 581 respondents 53% preferred not to say and less than 10% for each of step-free access, wheelchair access, and chaperone or carer.



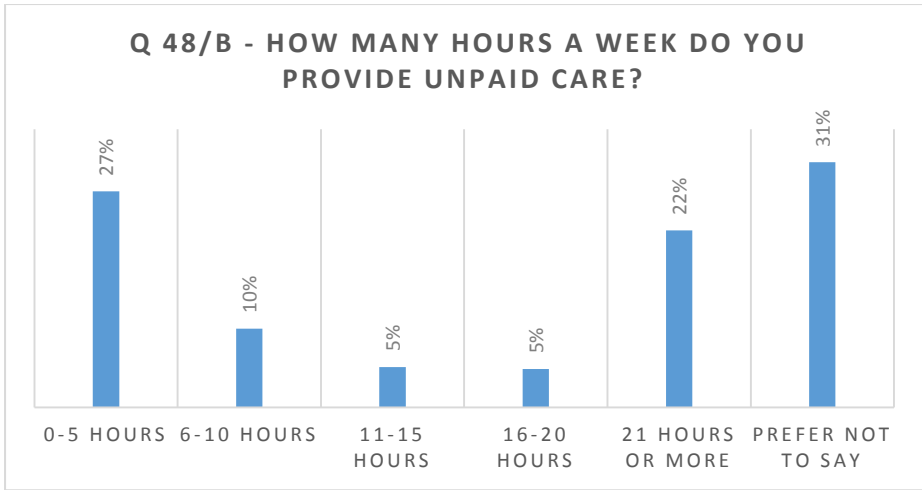


**Carers**

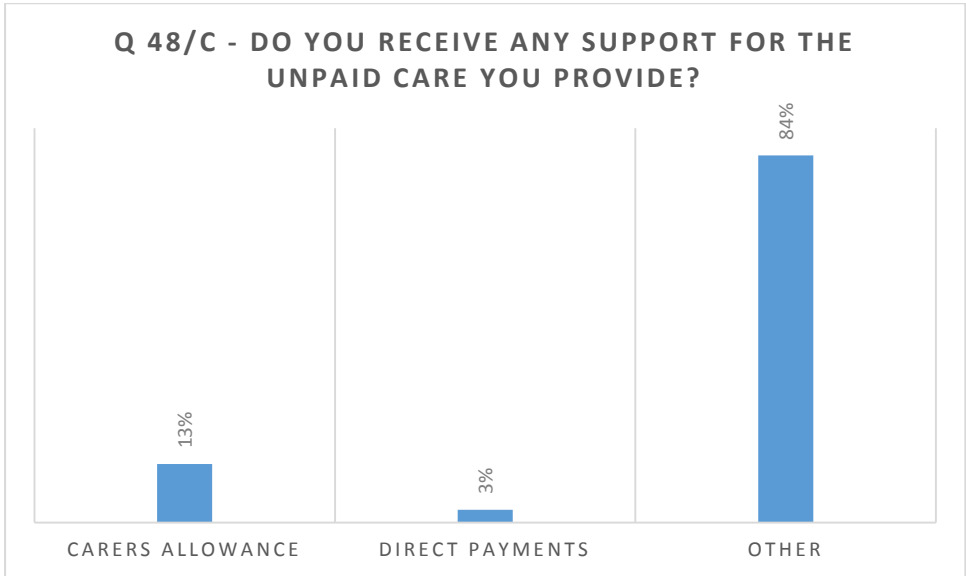
With respect to those who are carers, 459, or 17% of the 2,770 respondents, identified as providing unpaid care for someone, with 5% preferring not to say.



Of the 769 respondents, 27% said they provide 0-5 hours per week of unpaid care, with 22% providing 21 hours or more per week.



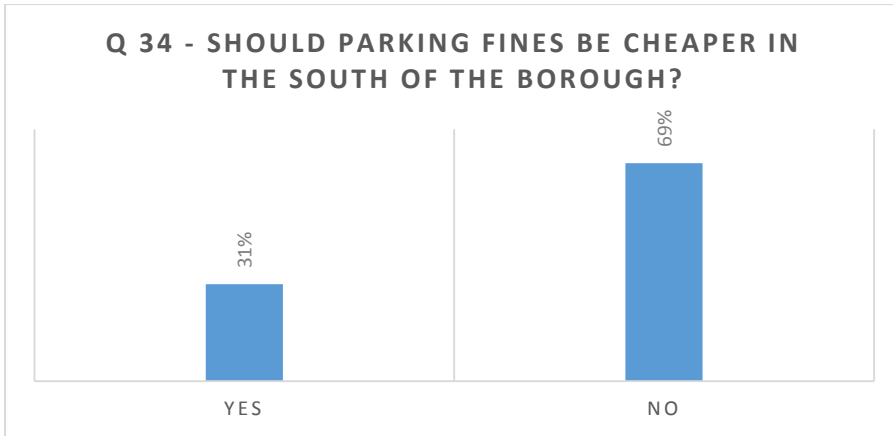
And of the 345 respondents, 13% receive a carers allowance and 3% receive direct payments.



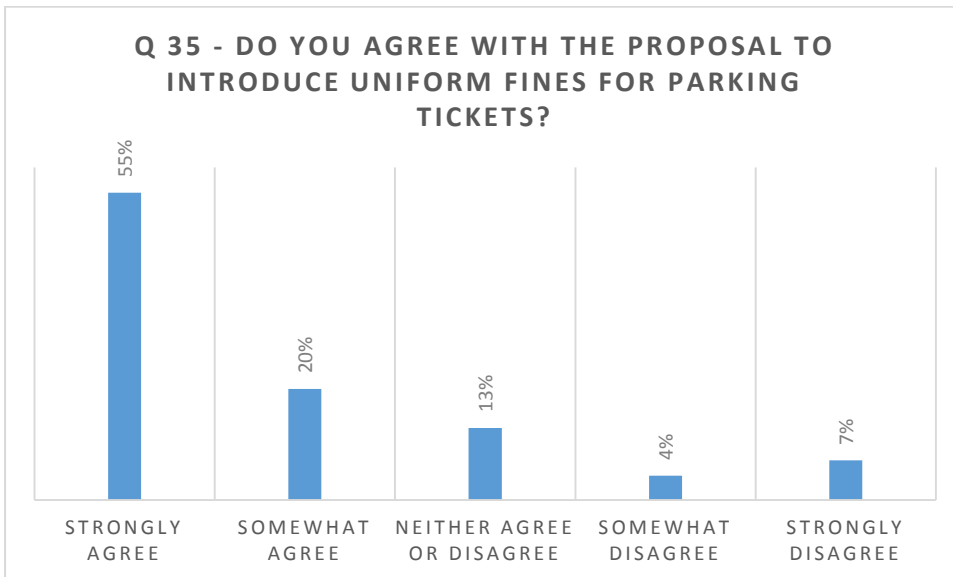
**3.5 Parking Fines**

*Questions: 34-37 of the survey*

As part of the survey, respondents were asked on their opinion of the possibility to bring in uniform Penalty Charges across the Borough. At present, these are at a reduced price for parking offences in CPZs south of the A205. Of the 3,016 respondents 69% did not agree that they should be cheaper in the south of the Borough.



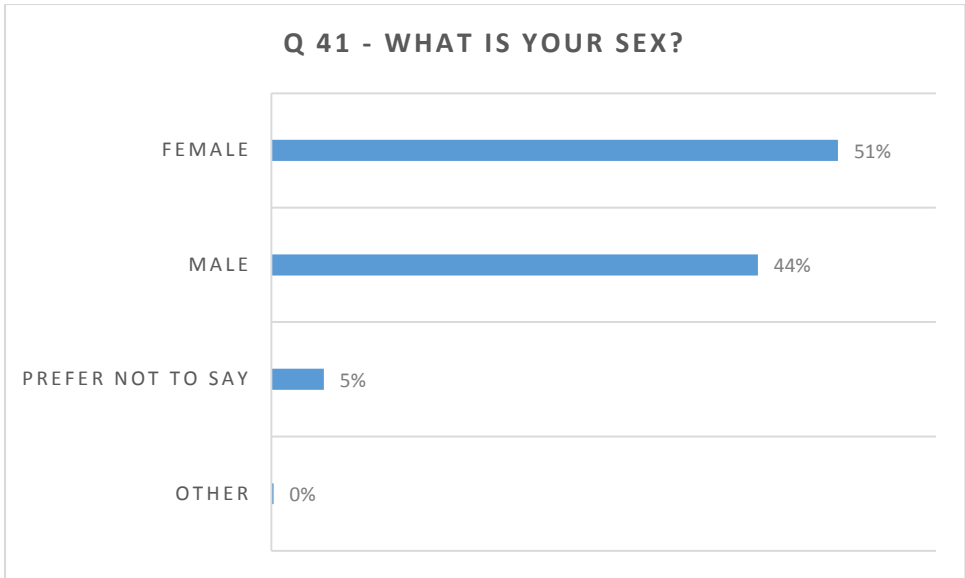
The effort to introduce uniform Penalty Charges for parking contraventions is supported by the 3,059 respondents, with 55% strongly agreeing and 20% somewhat agreeing. Of the respondents 11% in total disagreed, and 13% could not decide either way.



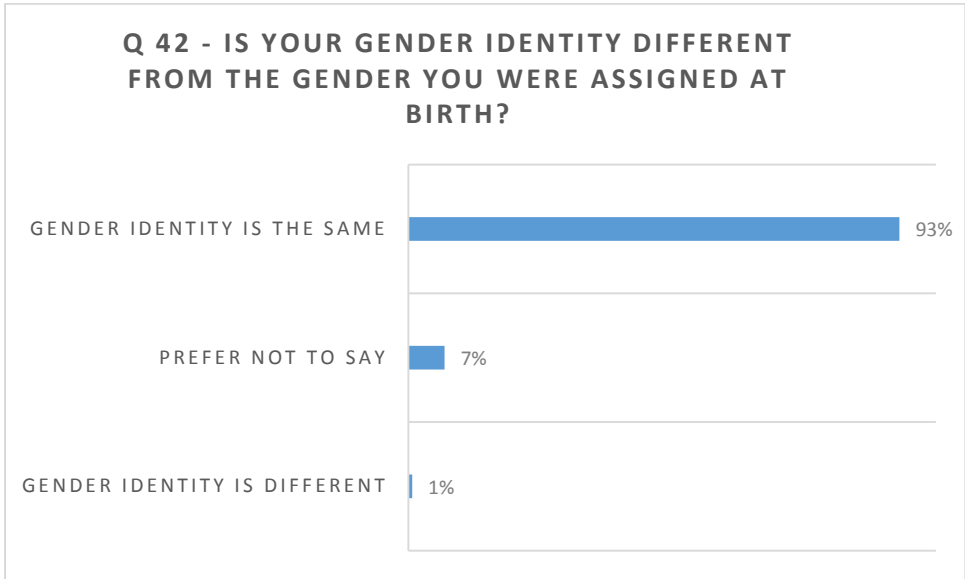
### 3.6 Demographics

Questions: 1-4, 38-45, 47, 49-52 of the survey

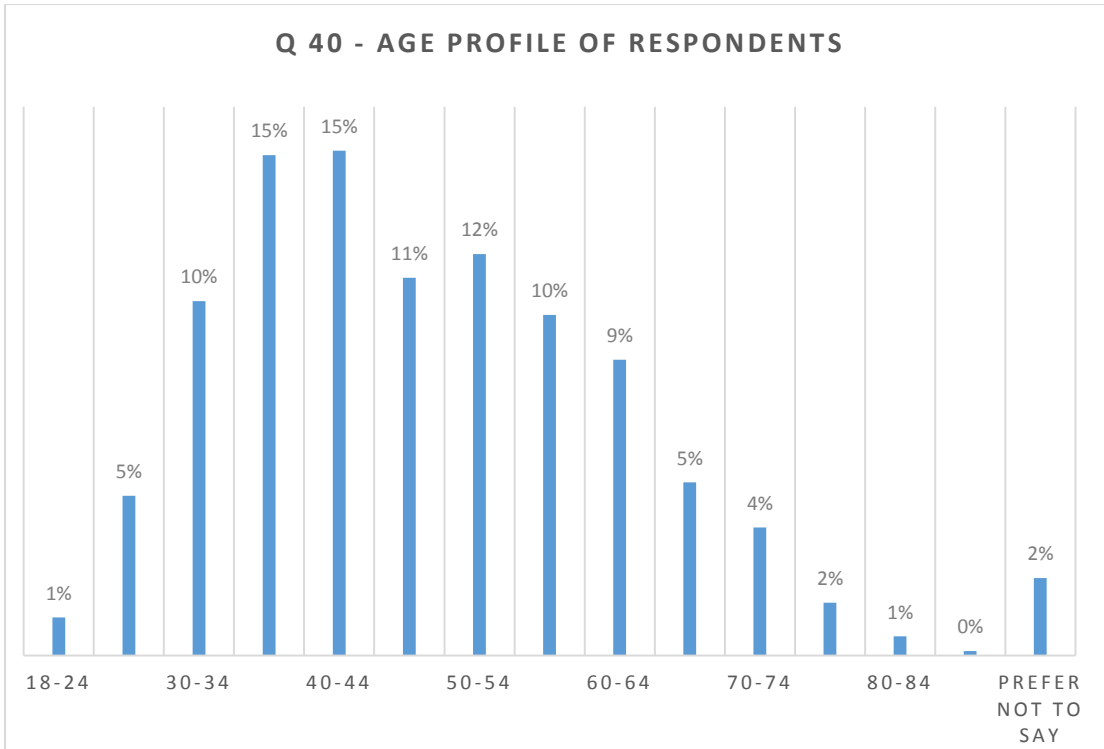
Question 41 of the survey asked participants to identify their sex, and there was a relatively even split between females and male respondents, with 51% females and 44% males of the 3,038 respondents to the question. 5% preferred not to say.



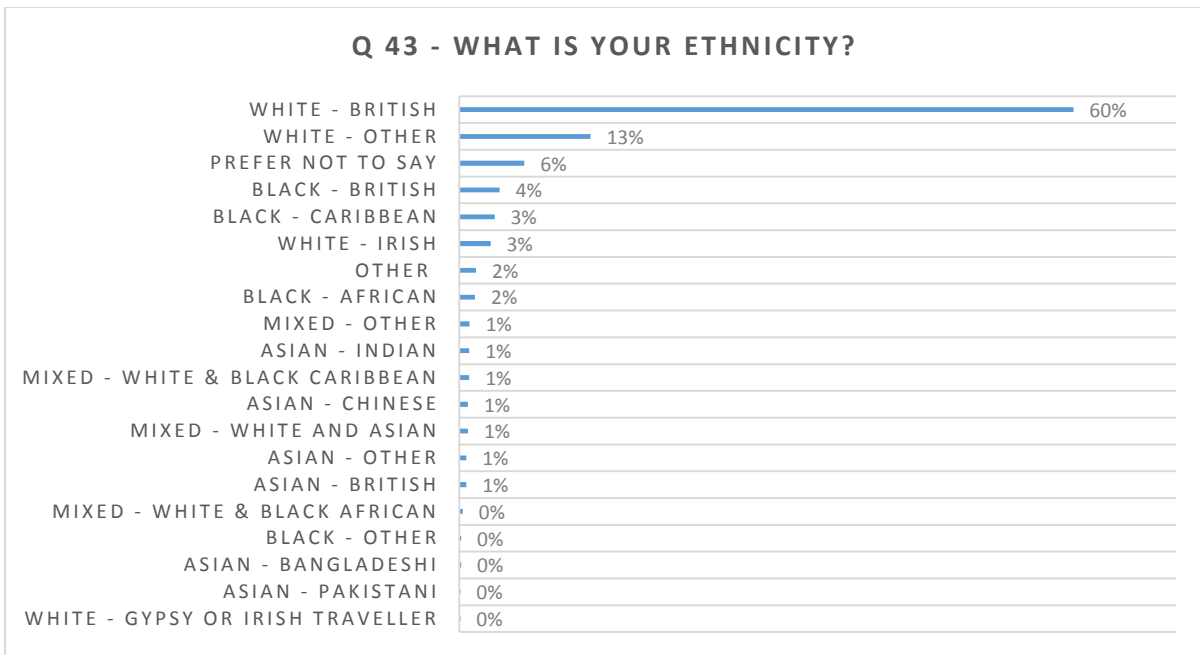
Of gender identity in Question 42, 93% of the 2,766 respondents confirmed that their gender now is the same as at birth, and 1% confirmed that it is now different from birth. 7% preferred not to say.



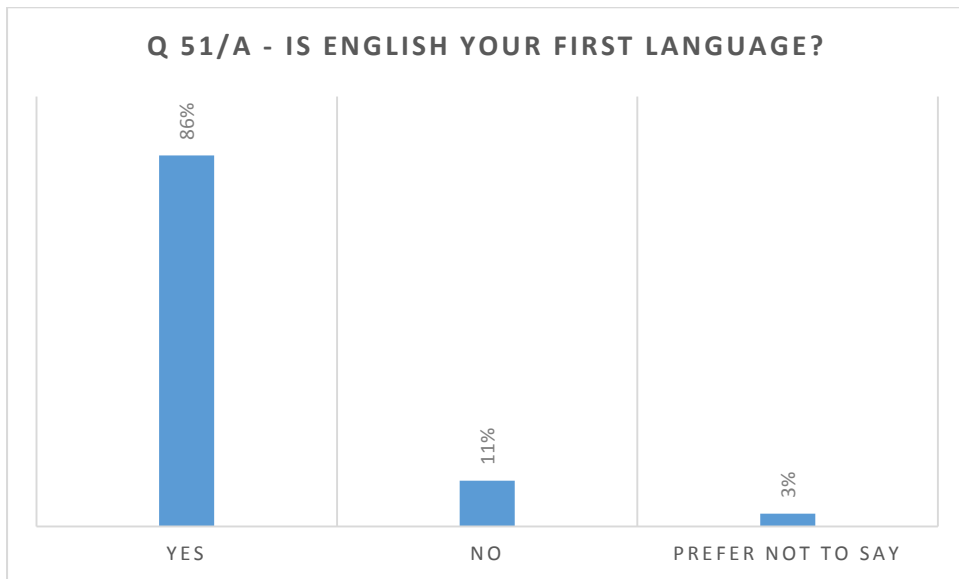
Regarding the age profile of the demographic surveyed, the bulk of respondents were in the two bands that are in the 30-44 age range, with 30% of respondents confirming this (15% each for the bands 35-39, and 40-44). There was a good spread of ages across the spectrum, with 10% of respondents in the 30-34 age bracket, 11% in the 45-49 age bracket, 10% between 55-59 years, and 9% between 60-64 years. There was a good level of responses to this question with 3,049 answering the question and only 2% that preferred not to answer.



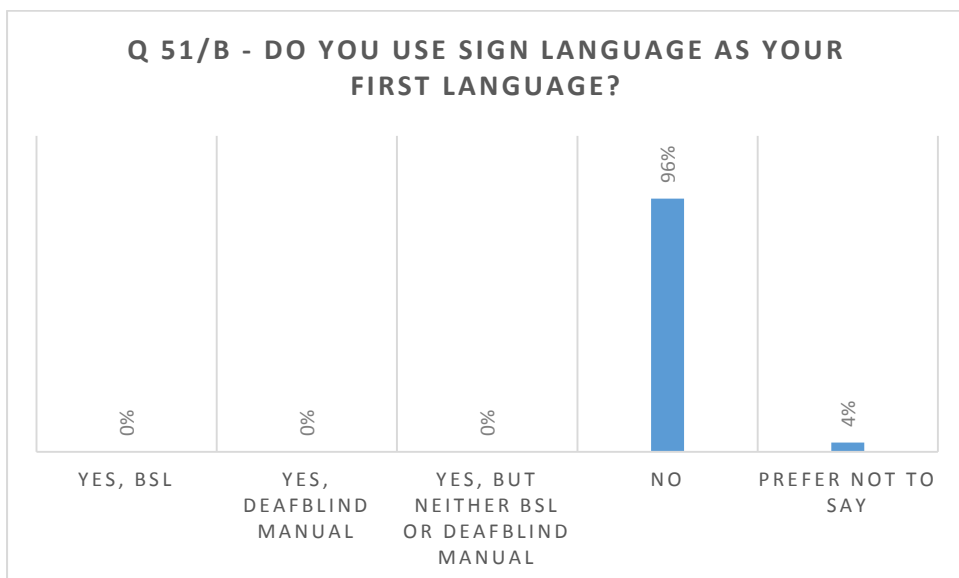
The ethnic breakdown of those surveyed shows that the significant majority of the 3,031 respondents were white British (60%), followed by white other (13%). Of the respondents, 5% identified as Black, 4% identified as Asian, and 3% identified as Mixed, while 6% of those that responded preferred not to say, and 2% were not categorised amongst the option available. The graph below illustrates the breakdown of all categories open to respondents, ranked in order of respondents.



Of those 2,066 that responded to the question of their first language being English, 86% were affirmative, while 11% did not, and 3% preferred not to say.

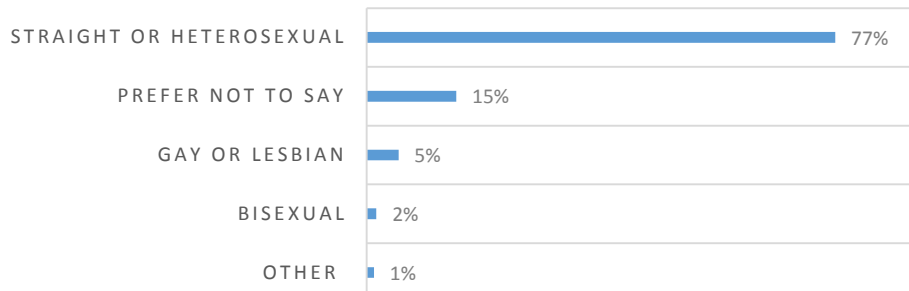


The vast majority of the 2,066 respondents did not identify as using sign language, with 96% confirming as such, and 4% preferred not to say. It's worth noting that nearly a half of the participants of the survey did not answer the question, however there was a sufficient number of respondents to be considered.



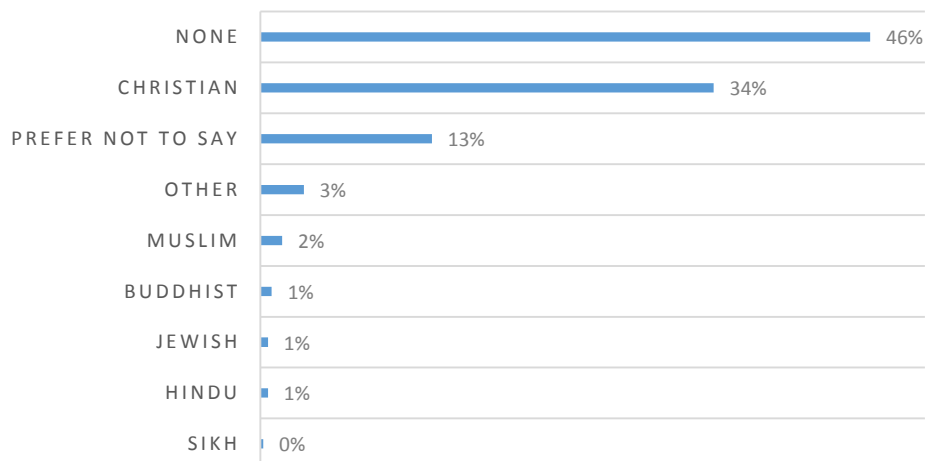
Within the surveyed population, 77% of the 2,854 responses defined their sexual orientation as being straight or heterosexual, 5% as gay or lesbian and 2% as bisexual. Of these, 15% preferred not to say.

### Q 45 - HOW WOULD YOU DEFINE YOUR SEXUAL ORIENTATION?



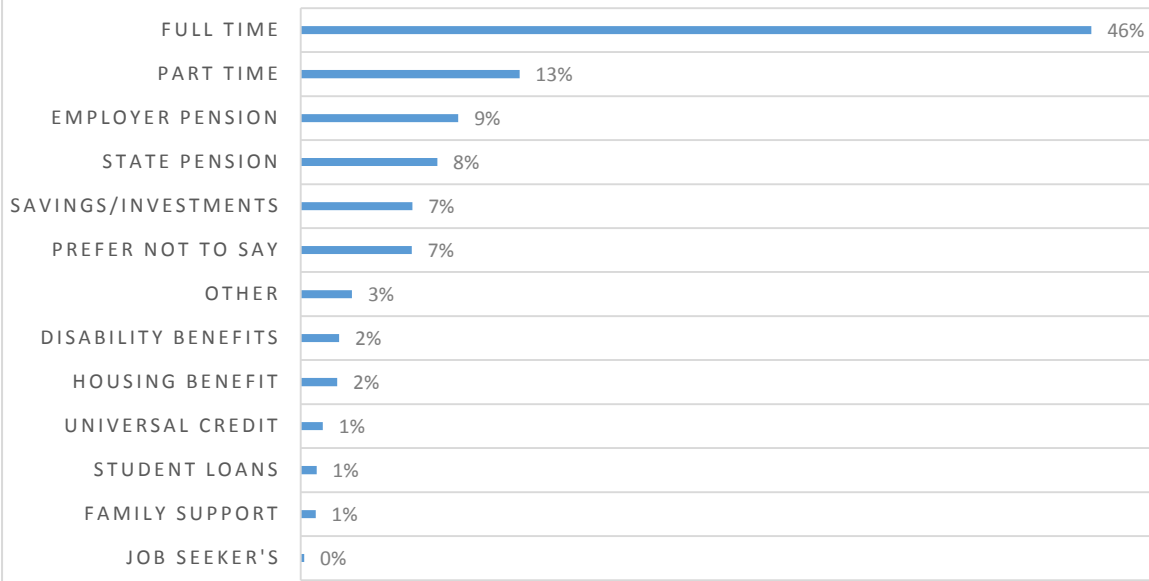
On religious beliefs, 46% of the 2,806 respondents to the question identified as having no religion, followed by 34% Christians, 2% Muslim and 1% each for Buddhist and Jewish. Of the respondents, 13% preferred not to say and 3% identified as having another religious belief.

### Q 47 - WHAT IS YOUR RELIGIOUS BELIEF?



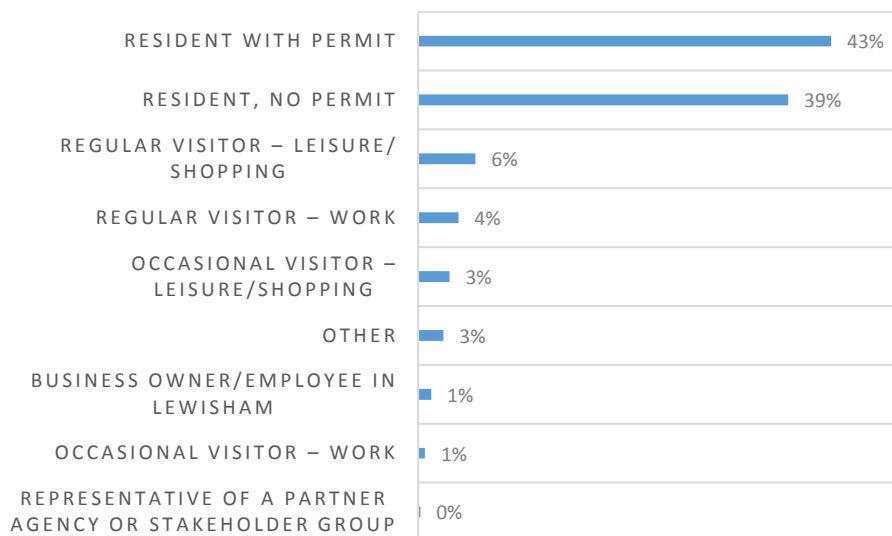
In terms of the income profile of those surveyed, of the 3,567 participants that responded show that 46% of the sample are employed full time, and 13% part-time.

**Q 50 - WHAT SOURCES OF INCOME DO YOU RECEIVE?**



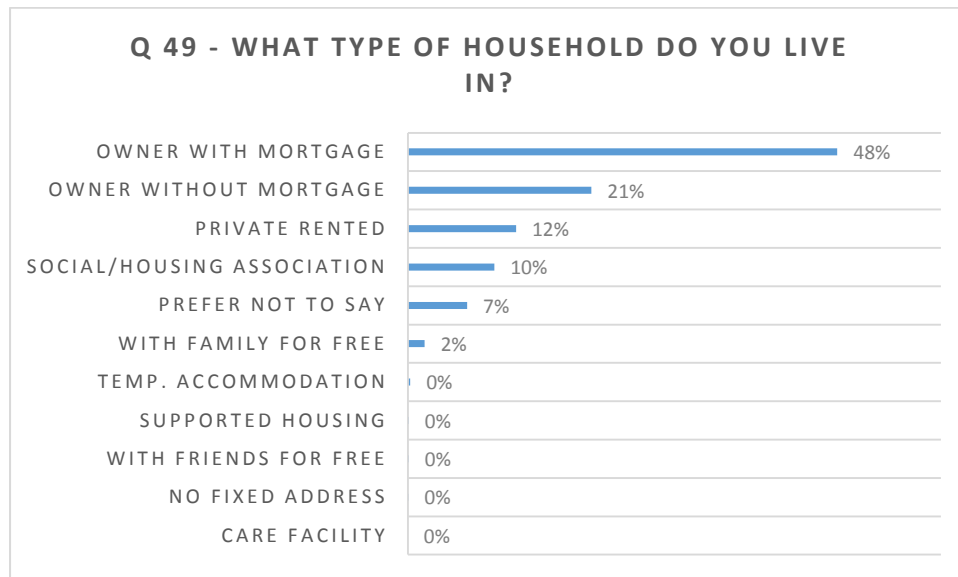
Question 1 of the questionnaire sought to identify those respondents that lived in the Borough, and who were visitors. The majority of the 4,321 responses, 82% identified as residents – split between 43% with a parking permit and 39% without. This is consistent with the statistic used in the consultation that 47% of households in the borough do not have a car. Following this, 10% identifies as regular visitors, 4% as occasional visitors, and 1% were business owners or employees working within the Borough. This question also gave respondents to give multiple ways to identify themselves, hence the reason for the higher number of responses than participants.

**Q 1 - WHICH BEST DESCRIBES YOU?**

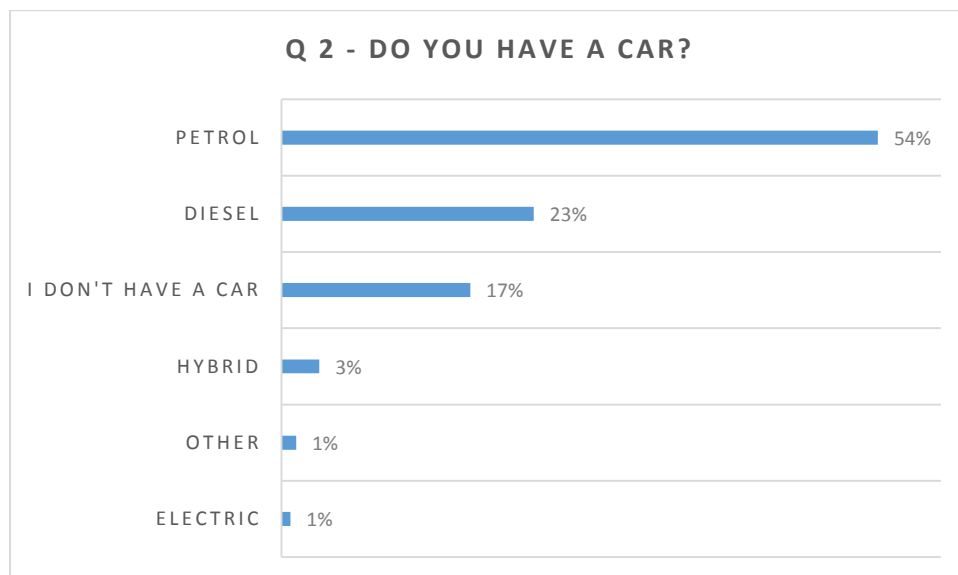




In terms of the living arrangements of the participants in the survey, 48% of the respondents had a mortgage and 21% owned their housing without a mortgage. Of those that rented, 12% were private renters and 10% through social housing, while 2% were staying for free with friends/family.



Question 2 of the survey asked participants if they had a car, and the bulk of the respondents have petrol vehicles, with a 54% share of the survey. Diesel vehicles are second, with 23% of respondents. Hybrid and electric vehicle owners made up 4% of the respondents. 17% of respondents did not have a car.



Of the 3,767 respondents, 5% of the sample population had a van, as identified in Question 3 of the survey. Of these, 3% of total respondents had diesel vans (or 61% of those with a van were diesel), 1% being petrol, and 1% of respondents having hybrid or electric vans.

Question 4 of the survey sought to identify the various modes of transport people used in the borough. Of the ways that people get around Lewisham, walking and public transport

attracting 29% of responses each. 27% of responses used a car, and 9% got around by bike. There were 9,950 responses to the question of the modes of transport used, which gave respondents the option to select as many as applicable, hence the higher volume of responses than participants.

