**Zone V Residents Parking Scheme
Review November 2018**

Background

A resident parking scheme was implemented in the Hanover and Elm Grove Zone V in October 2017, following a public consultation in December 2016. The scheme operates from Monday to Sunday 9am to 8pm.

This review is an opportunity for residents in the scheme boundary to have their say on any changes they feel are required to improve how the parking controls operate, and specifically, whether the parking scheme is working in terms of the hours/ days of operation, if the types of bays provided are suitable and how the different types of permits are working.

Headline Findings

- 70.7% of respondents were either satisfied or very satisfied with the parking scheme
- 16.4% were dissatisfied or very dissatisfied with the scheme
- 80.6% of respondents support keeping the scheme hours as they are?

Methodology

In November 2018, the council wrote to all property addresses within the existing Zone S, asking for views on the operation of the parking scheme. A prepaid envelope for reply was included and respondents were also invited to complete the survey online via the council's Consultation Portal should they wish to. 90.3% responses received were by mail and 9.7% on line. The consultation ran from 11 November 2018 to 4 January 2019.

Results

905 valid responses[1] were received from within the proposed scheme boundary giving a response rate of 17.8%.

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[1] 10 responses were removed from the analysis for the following reasons: 4 were duplicate cases, 6 where no street name was given.

Q1   Please indicate your satisfaction with the current Zone V parking scheme?
(Response base 882[2])

	Number	%
Very Satisfied	293	33.2
Satisfied	331	37.5
Neither satisfied or Dissatisfied	113	12.8
Dissatisfied	98	11.1
Very Dissatisfied	47	5.3
Total	**882**	**100**

Street by street:

Street	Response rate %	Very satisfied/ Satisfied		Neither satisfied/ Dissatisfied		Dissatisfied/ Very dissatisfied	
		Number	%	Number	%	Number	%
Agnes Street	33.3	6	75.0	1	12.5	1	12.5
Albion Hill	30.0	26	68.4	6	15.8	6	15.8
Albion Street	0.0	0	0.0	0	0.0	0	0.0
Beaufort Terrace	60.0	4	66.7	0	0.0	2	33.3
Belgrave Street	38.2	15	71.4	2	9.5	4	19.0
Bentham Road	31.1	22	75.9	2	6.9	5	17.2
Billam Terrace	6.3	1	100.0	0	0.0	0	0.0
Cobden Road	34.5	26	92.9	1	3.6	1	3.6
Coleman Street	20.8	18	90.0	1	5.0	1	5.0
Coronation Street	10.0	1	50.0	0	0.0	1	50.0
De Montfort Road	24.4	14	77.8	2	11.1	2	11.1
Elm Grove	11.3	10	52.6	2	10.5	7	36.8
Ewart Street	24.8	20	74.1	4	14.8	3	11.1
Fairlight Place	0.0	0	0.0	0	0.0	0	0.0
Finsbury Road	13.9	9	69.2	2	15.4	2	15.4
Franklin Road	8.5	6	60.0	2	20.0	2	20.0
Franklin Street	15.6	7	100.0	0	0.0	0	0.0
Gladstone Place	8.6	11	68.8	2	12.5	3	18.8

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[2] Response base = number of people answering this question

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Street	Response rate %	Very satisfied/ Satisfied		Neither satisfied/ Dissatisfied		Dissatisfied/ Very dissatisfied	
		Number	%	Number	%	Number	%
Gladstone Terrace	8.8	4	50.0	3	37.5	1	12.5
Grant Street	28.6	3	50.0	1	16.7	2	33.3
Grove Street	23.4	11	73.3	4	26.7	0	0.0
Hampden Road	34.5	16	84.2	2	10.5	1	5.3
Hanover Crescent	3.2	0	0.0	0	0.0	2	100.0
Hanover Mews	5.9	1	100.0	0	0.0	0	0.0
Hanover Place	12.5	1	100.0	0	0.0	0	0.0
Hanover Street	26.4	22	73.3	2	6.7	6	20.0
Hanover Terrace	26.1	20	71.4	1	3.6	7	25.0
Hartington Road	7.4	5	62.5	1	12.5	2	25.0
Hastings Road	21.2	5	71.4	0	0.0	2	28.6
Holland Street	33.3	13	76.5	2	11.8	2	11.8
Howard Street	32.5	9	69.2	2	15.4	2	15.4
Islingword Place	30.9	18	85.7	2	9.5	1	4.8
Islingword Road	13.8	34	87.2	5	12.8	0	0.0
Islingword Street	28.4	17	63.0	4	14.8	6	22.2
Jackson Street	16.7	1	100.0	0	0.0	0	0.0
Jersey Street	37.5	19	90.5	0	0.0	2	9.5
Lewes Road	3.5	0	0.0	4	66.7	2	33.3
Lewes Street	0.0	0	0.0	0	0.0	0	0.0
Lincoln Cottages	24.0	5	83.3	1	16.7	0	0.0
Lincoln Street	36.7	26	78.8	4	12.1	3	9.1
Luther Mews	71.4	1	20.0	1	20.0	3	60.0
Luther Street	29.8	8	57.1	3	21.4	3	21.4
Malthouse Lane	0.0	0	0.0	0	0.0	0	0.0
Melbourne Street	13.0	3	33.3	3	33.3	3	33.3
Milton Road	23.1	2	33.3	2	33.3	2	33.3
Montreal Road	32.6	12	85.7	2	14.3	0	0.0
Newark Place	15.4	4	100.0	0	0.0	0	0.0
Newhaven Street	10.4	2	40.0	1	20.0	2	40.0
Newmarket Road	8.2	10	76.9	1	7.7	2	15.4

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Street	Response rate %	Very satisfied/ Satisfied		Neither satisfied/ Dissatisfied		Dissatisfied/ Very dissatisfied	
		Number	%	Number	%	Number	%
Newmarket Terrace	0.0	0	0.0	0	0.0	0	0.0
Normaton Street	20.0	4	80.0	1	20.0	0	0.0
Pevensey Road	3.3	0	0.0	1	100.0	0	0.0
Phoenix Place	0.0	0	0.0	0	0.0	0	0.0
Phoenix Rise	0.0	0	0.0	0	0.0	0	0.0
Picton Street	29.4	9	90.0	0	0.0	1	10.0
Quebec Street	30.2	9	56.3	4	25.0	3	18.8
Queens Park Road	15.3	15	60.0	2	8.0	8	32.0
Scotland Street	35.7	11	61.1	4	22.2	3	16.7
Seville Street	26.1	10	83.3	0	0.0	2	16.7
Southampton Street	20.8	12	75.0	1	6.3	3	18.8
Southover Place	0.0	0	0.0	0	0.0	0	0.0
Southover Street	4.7	13	61.9	2	9.5	6	28.6
St Leonards Road	15.8	1	33.3	0	0.0	2	66.7
St Martins Place	10.2	3	60.0	1	20.0	1	20.0
Tamplin Terrace	0.0	0	0.0	0	0.0	0	0.0
Toronto Terrace	26.5	9	40.9	10	45.5	3	13.6
Upper Wellington Road	22.6	7	63.6	0	0.0	4	36.4
Washington Street	22.8	17	81.0	0	0.0	4	19.0
Wellington Road	11.3	18	62.1	5	17.2	6	20.7
Whichelo Place	30.9	18	72.0	4	16.0	3	12.0
Total	**17.8**	624	70.7	113	12.8	145	16.4

Q2   Which option would prefer for the scheme in your area? (Response base 849)

	Number	%
Option 1, Keep things as they are: Monday to Sunday 9am-8pm	684	80.6
Option 2, Reduce the parking controls and change to the light touch scheme hours of Monday to Friday 11am-Midday and 6pm-7pm	87	10.2
Option 3, Reduce the days of operation to Monday to Friday 9am to 8pm.	78	9.2
Total	**849**	**100**

Street by street:

Street	Response rate %	Option 1		Option 2		Option 3	
		Number	%	Number	%	Number	%
Agnes Street	33.3	4	57.1	2	28.6	1	14.3
Albion Hill	30.0	31	86.1	2	5.6	3	8.3
Albion Street	0.0	0	0.0	0	0.0	0	0.0
Beaufort Terrace	60.0	5	100.0	0	0.0	0	0.0
Belgrave Street	38.2	18	94.7	1	5.3	0	0.0
Bentham Road	31.1	23	71.9	4	12.5	5	15.6
Billam Terrace	6.3	1	100.0	0	0.0	0	0.0
Cobden Road	34.5	26	89.7	2	6.9	1	3.4
Coleman Street	20.8	19	95.0	0	0.0	1	5.0
Coronation Street	10.0	1	50.0	1	50.0	0	0.0
De Montfort Road	24.4	12	70.6	4	23.5	1	5.9
Elm Grove	11.3	13	65.0	4	20.0	3	15.0
Ewart Street	24.8	22	91.7	1	4.2	1	4.2
Fairlight Place	0.0	0	0.0	0	0.0	0	0.0
Finsbury Road	13.9	11	78.6	2	14.3	1	7.1
Franklin Road	8.5	6	75.0	1	12.5	1	12.5
Franklin Street	15.6	4	57.1	0	0.0	3	42.9
Gladstone Place	8.6	11	73.3	1	6.7	3	20.0
Gladstone Terrace	8.8	3	50.0	2	33.3	1	16.7
Grant Street	28.6	4	80.0	1	20.0	0	0.0
Grove Street	23.4	13	100.0	0	0.0	0	0.0
Hampden Road	34.5	13	72.2	2	11.1	3	16.7

Street	Response rate %	Option 1		Option 2		Option 3	
		Number	%	Number	%	Number	%
Hanover Crescent	3.2	0	0.0	2	100.0	0	0.0
Hanover Mews	5.9	1	100.0	0	0.0	0	0.0
Hanover Place	12.5	1	100.0	0	0.0	0	0.0
Hanover Street	26.4	27	93.1	1	3.4	1	3.4
Hanover Terrace	26.1	22	84.6	3	11.5	1	3.8
Hartington Road	7.4	4	66.7	2	33.3	0	0.0
Hastings Road	21.2	3	50.0	1	16.7	2	33.3
Holland Street	33.3	16	100.0	0	0.0	0	0.0
Howard Street	32.5	11	84.6	1	7.7	1	7.7
Islingword Place	30.9	16	76.2	2	9.5	3	14.3
Islingword Road	13.8	31	86.1	1	2.8	4	11.1
Islingword Street	28.4	20	74.1	5	18.5	2	7.4
Jackson Street	16.7	1	100.0	0	0.0	0	0.0
Jersey Street	37.5	19	90.5	1	4.8	1	4.8
Lewes Road	3.5	1	16.7	5	83.3	0	0.0
Lewes Street	0.0	0	0.0	0	0.0	0	0.0
Lincoln Cottages	24.0	5	100.0	0	0.0	0	0.0
Lincoln Street	36.7	30	90.9	2	6.1	1	3.0
Luther Mews	71.4	3	60.0	2	40.0	0	0.0
Luther Street	29.8	13	92.9	1	7.1	0	0.0
Malthouse Lane	0.0	0	0.0	0	0.0	0	0.0
Melbourne Street	13.0	3	33.3	1	11.1	5	55.6
Milton Road	23.1	6	100.0	0	0.0	0	0.0
Montreal Road	32.6	12	92.3	0	0.0	1	7.7
Newark Place	15.4	4	100.0	0	0.0	0	0.0
Newhaven Street	10.4	2	40.0	0	0.0	3	60.0
Newmarket Road	8.2	8	72.7	2	18.2	1	9.1
Newmarket Terrace	0.0	0	0.0	0	0.0	0	0.0
Normaton Street	20.0	4	80.0	1	20.0	0	0.0
Pevensey Road	3.3	1	100.0	0	0.0	0	0.0
Phoenix Place	0.0	0	0.0	0	0.0	0	0.0
Phoenix Rise	0.0	0	0.0	0	0.0	0	0.0
Picton Street	29.4	8	80.0	1	10.0	1	10.0
Quebec Street	30.2	13	81.3	2	12.5	1	6.3
Queens Park Road	15.3	18	66.7	4	14.8	5	18.5
Scotland Street	35.7	17	94.4	0	0.0	1	5.6
Seville Street	26.1	11	91.7	0	0.0	1	8.3

Street	Response rate %	Option 1		Option 2		Option 3	
		Number	%	Number	%	Number	%
Southampton Street	20.8	9	75.0	0	0.0	3	25.0
Southover Place	0.0	0	0.0	0	0.0	0	0.0
Southover Street	4.7	18	90.0	1	5.0	1	5.0
St Leonards Road	15.8	0	0.0	1	50.0	1	50.0
St Martins Place	10.2	4	80.0	0	0.0	1	20.0
Tamplin Terrace	0.0	0	0.0	0	0.0	0	0.0
Toronto Terrace	26.5	18	85.7	3	14.3	0	0.0
Upper Wellington Road	22.6	6	50.0	6	50.0	0	0.0
Washington Street	22.8	18	90.0	0	0.0	2	10.0
Wellington Road	11.3	19	67.9	5	17.9	4	14.3
Whichelo Place	30.9	21	84.0	1	4.0	3	12.0
Total	**17.8**	684	80.6	87	10.2	78	9.2

Q3   Additional Comments

These were split into 3 categories:
- What is going well with the scheme?
- What is not going well with the scheme?
- Any other comments relating to the scheme?

Comments were themed as follows:

What is going well with the scheme?	Number of times mentioned
Can find a space close to home easily/ More residents parking available	330
Streets are safer/ less pollution/ more pedestrian friendly	126
Reduced congestion/ less traffic	111
Less non-resident/ commuter/ abandoned vehicle parking	71
Good enforcement/ helpful services/ positive customer experience	27

What is not going well with the scheme?	Number of times mentioned
Parking problems in evenings/ at weekends – outside of restricted hours	198
Against increasing permit costs/ too expensive/ don't want to pay for parking	73
Problems with enforcement/ machines not working/ still some residents flouting the rules	78
Not enough parking spaces	53
Visitor permits are too expensive	51
Online system is not use friendly/ difficult to buy visitor permits/ want paper permits	77
Not enough Pay & Display machines on street	33
Too many parked cars/ blocked roads/ cars travelling down one-way streets/ buses get stuck	25
Not enough visitor permits	25
Too many vehicles per household/ too many permits issued	52
Want visitor permits to have a longer life/ 24 hours/ should allow for overnight stays	47
Increased space = cars speeding/ travelling too fast	41
Problems with double parking in Southover Street	41
Problems with pavement parking on Elm Grove	36
Need better marked bays/ inconsiderate parking across bays	32
Introduce other speed calming methods	22
Too many: cycle/ loading/ car club bays/ disabled bays	19
Would like scheme to operate 24/7	19
Pay & Display meters are confusing/ unattractive	18
Everything should be fully digital/ mobile/ app – no paper	18
Requests for more cycle parking	11
Too many/ don't want double yellow lines	10
Reduce the restrictions at weekends	8

Any other comments	Number of times mentioned
Introduce other speed calming measures	22
Requests for more secure bike parking	11
Too many double yellow lines	10
Reduce weekend restrictions	8
Requests for more electric vehicle charging points	7

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Demographic Information

Age (response base 737)

Age	Number	
18-24	24	3.3
25-34	83	11.3
35-44	154	20.9
45-54	208	28.2
55-64	134	18.2
65-74	88	11.9
75+	46	6.2
Total	**737**	**100**

Gender (response base 780)

Gender	Number	
Male	324	41.5
Female	454	58.2
Other	2	0.3
Total	**780**	**100**

Gender Identity (response base 740)

Do you identify as the gender you were assigned at birth?	Number	
Yes	728	98.4
No	12	1.6
Total	**740**	**100**

Disability (response base 775)

Disability	Number	
Yes, a little	68	8.8
Yes, a lot	66	8.5
No	641	82.7
Total	**775**	**100**

Of those who answered "yes", disabilities were as follows:

Please state the type of impairment which applies to you.	Number
Physical impairment	74
Sensory impairment	13
Learning disability/ difficulty	5
Long-standing illness	56
Mental health condition	26
Development condition	1
Autistic Spectrum	5
Other	5

Ethnic Origin (response base 781)

Ethnic Origin		Number	
White	White English/ Welsh/ Scottish/ Northern Irish/ British	674	86.3
	Irish	14	1.8
	Gypsy or Irish Traveller	0	0
	Any other white background	51	6.5
Asian or Asian British	Bangladeshi	1	0.1
	Indian	7	0.9
	Pakistani	0	0
	Chinese	3	0.4
	Any other Asian background	1	0.1
Black or Black British	African	1	0.1
	Caribbean	3	0.4
	Any other Black background	1	0.1
Mixed	Asian & White	7	0.9
	Black African & White	4	0.5
	Black Caribbean & White	1	0.1
	Any other mixed background	6	0.8
Any other ethnic group	Arab	1	0.1
	Any other ethnic group	6	0.8
Total		**781**	**100**

Sexual Orientation (response base 704)

Sexual Orientation	Number	
Bisexual	19	2.7
Gay Man	42	6.0
Heterosexual/ straight	600	85.2
Lesbian/ Gay Woman	38	5.4
Other	5	0.7
Total	**704**	**100**

Religious Belief (response base 749)

Religious Belief	Number	
I have no particular religion or belief	390	52.1
Buddhist	22	2.9
Christian	159	21.2
Hindu	2	0.3
Jain	1	0.1
Jewish	10	1.3
Muslim	2	0.3
Pagan	3	0.4
Sikh	2	0.3
Agnostic	22	2.9
Atheist	107	14.3
Other	7	0.7
Other philosophical belief	22	2.9
Total	**749**	**100**

Carer (response base 775)

Are you a carer	Number	
Yes	63	8.1
No	712	91.9
Total	**775**	**100**

If yes, do you care for a:	Number
Parent	23
Partner or Spouse	13
Child with special needs	11
Friend	6
Other family member	9
Other	1

Armed Forces

Armed Forces	Yes		No	
	Number		Number	
Are you currently serving in the UK armed forces?	0	0	738	100
Have you ever served in the UK armed forces?	20	2.7	714	97.3
Are you a member of a current or former serviceman or woman's immediate family/ household?	10	1.4	719	98.6

19 responses were removed from the analysis as they fell into the following categories:

- 10 Duplicates (only one responses per household was included)
- 3 cases were from outside the area
- 6 Responses where no street name was given