



## Zone O Consultation Report - Final

Hemel Hempstead

Dacorum Borough Council

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**PROJECT  
CENTRE**

## 1. EXECUTIVE SUMMARY

The consultation period ran from 18<sup>th</sup> December to 20<sup>th</sup> January 2020, this period was extended to allow for the Christmas period. Proposed Zone O includes the following roads; Orchard Street, Manor Avenue, Henry Street, Winifred Road, Storey Street, Weymouth Street, Kents Avenue, Millbank, Sealy Way and part of Featherbed Lane.

The reason for this final round of consultation was two previous rounds of consultation have been held proposing various parking controls for Zone O which were not supported by residents. Dacorum Borough Council considered the responses received from these and made amendments to the proposals which have formed the basis for this third and final round of consultation.

A total of 72 individual responses analysed as part of this consultation, the final results indicate 53% of those responding objected to the proposals. 44% of the respondents did support the proposals.

Only Kents Avenue and Orchard Street indicated a clear majority in favour of the proposals.

Based on the responses received during the consultation period it appears there is not widespread support for parking controls in the proposed Zone O area of Apsley

It is recommended that the Portfolio Holder should consider reducing the proposed zone those roads which indicated their support for parking controls.



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## 2. INTRODUCTION

The consultation period ran from **18<sup>th</sup> December to 20<sup>th</sup> January 2020**.

The consultation area included properties on Orchard Street, Manor Avenue, Henry Street, Winifred Road, Storey Street, Weymouth Street, Kents Avenue, Millbank, Sealy Way and part of Featherbed Lane.

Two previous rounds of consultation on these proposals for Zone O have already taken place.

Dacorum Borough Council considered the responses received from these and made amendments to the proposals which have formed the basis for this third and final round of consultation.

A number of alterations to the proposals were made following feedback from the previous consultation:

- Replace proposed single yellow line with resident permit parking, located outside 42 Weymouth Street
- The proposed short stay bays on the eastern end of Kents Avenue have been changed to permit holder only.
- The proposed short stay bay on Featherbed Lane between Henry Street and Manor Avenue has been amended to a double yellow line.
- The proposed bus bay on Weymouth Street has been amended to permit holder only
- Permits bays to be introduced along the eastern side and north eastern end of Millbank as well as the areas to the front of 16 to 23 Millbank which are accessed via Kents Avenue.
- The hours of operation have been reviewed and will go later into the evening on week days and Sunday enforcement has been included.

The consultation documents were hand delivered to all properties across proposed Zone O affected by the proposals.

### 3. CONSULTAION RESULTS

A letter and plan of the latest proposals were hand delivered to all addresses within proposed Zone O.

A public notice was also published in the Hemel Hempstead Gazette and the same notice was erected throughout the zone to inform members of the public of the consultation.

Residents and businesses were asked to submit their comments in relation to the draft scheme proposals via the PCL Consult website, the [dacorum-consultation@projectcentre.co.uk](mailto:dacorum-consultation@projectcentre.co.uk) email address or in writing to the Dacorum Borough Council Parking Services Team Leader .

The consultation sought to determine if there is support for the latest changes to the proposals.

The following section provides a breakdown of the responses received. Detailed consultation comments can be found in **Appendix B** of this report. These comments have been broken down into emailed responses and consultation questionnaire comments.

#### 3.1 Consultation Questionnaire

A total of 80 online responses were received, of those 8 have not been included within the results as no address details were submitted and a further 16 responses were treated as a duplicate response based on the address details submitted.

Table 1 below indicates the number of individual responses received from each road which either indicated support or objection to the proposals.

**Table 1**

Road Name	Support	Object	Neutral
Orchard Street	6	0	0
Henry Street	1	1	0
Manor Avenue	1	0	0
Winifred Road	3	5	0
Aston Close	1	1	0
Millbank	2	2	0
Storey Street	0	6	0
Weymouth Street	11	11	0
Kents Avenue	5	0	0
Total Responses	30	26	0

A breakdown of the individual street responses can be found on the following page along with a summary of comments if comments were submitted.



The results from each individual street are as follows:

**Orchard Street:** 6 responses were received with all 6 indicating support for the proposals

**Henry Street:** 2 responses were received with 1 in support and 1 against the proposals

**Summary of comments:** The proposals will reduce the amount of available parking

**Manor Avenue:** 1 response was received indicating support for the proposals

**Winifred Road:** 9 responses were received with 3 indicating support for the proposals and 6 against the proposals

**Summary of comments:** The general consensus indicates the proposals will not improve the current parking issues and in some cases there are no parking issues. The proposals will also reduce the amount of parking in the area which will not improve the parking situation.

**Aston Close:** 2 responses were received with 1 indicating support for the proposals and 1 against the proposals

**Summary of comments:** There are no parking issues during the day, it is only at night when parking is an issue, mainly caused by residents that have multiple cars and the proposals will reduce the available parking making the evening situation worse.

**Millbank:** 4 responses were received with 2 indicating support for the proposals and 2 against the proposals

**Summary of comments:** The cost of the parking permit and visitor vouchers would stop family and friends being able to visit and there is no parking problem in Millbank.

**Storey Street:** 6 responses were received with all indicating objection for the proposals

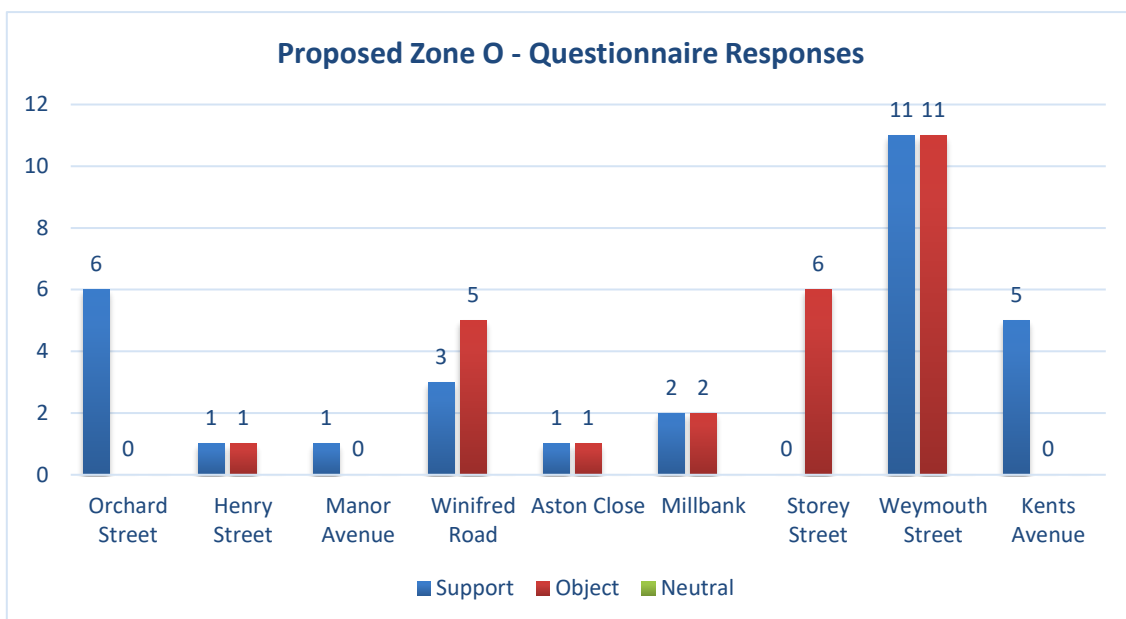
**Summary of comments:** The overall opinion from residents of Storey Street is the proposals will not improve the current situation and will also reduce available parking on the road.

**Weymouth Street:** 22 responses were received with 11 indicating support for the proposals and 11 objecting to the proposals

**Summary of comments:** The overall opinion from residents of Weymouth Street is the proposals will not improve the current situation and will also reduce available parking on the road. The main issue is the number of resident vehicles that return in the evening, with no real parking problem during the daytime.

**Kents Avenue:** 5 responses were received indicating support for the proposals

**Chart 1**



A total of 57 individual responses were received via the PCLCONSULT website during the consultation with 53% in favour of the proposals.

From the completed on line questionnaires it appears there is a slightly greater number of respondents who support the proposals than object to the proposals.

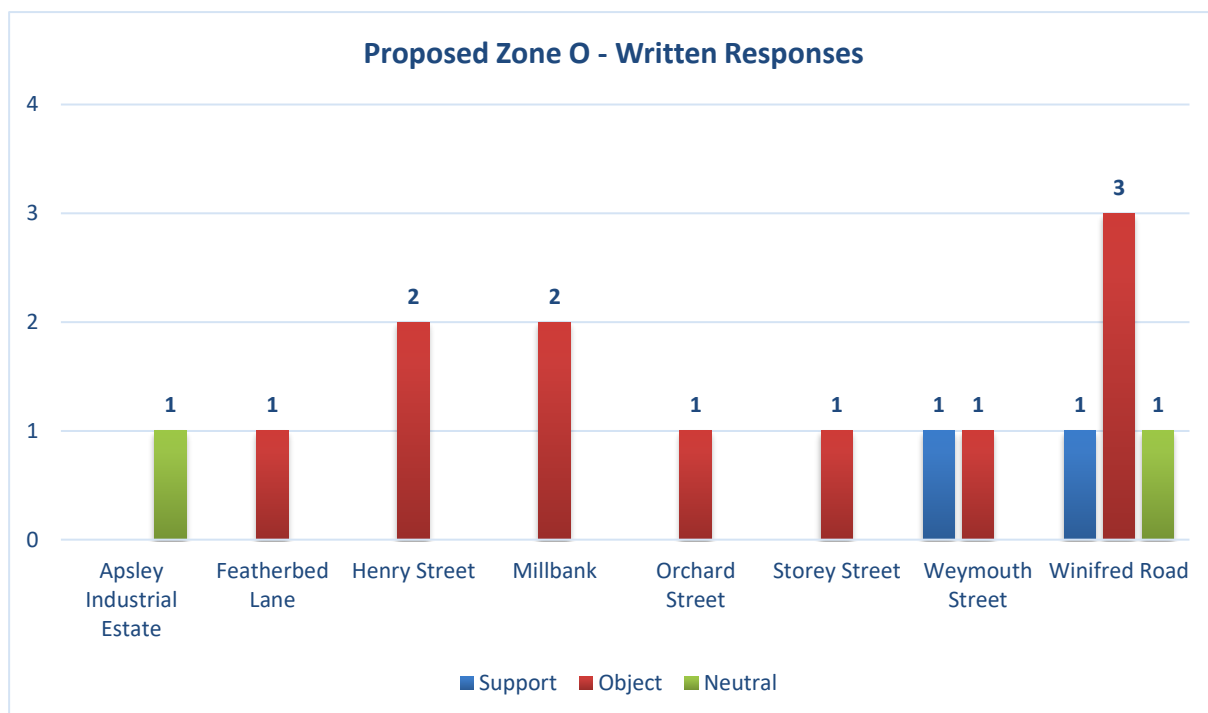
### 3.2 Email and Written Correspondence

Additional responses to the consultation were also received via the dedicated consultation email address. [dacorum-consultation@projectcentre.co.uk](mailto:dacorum-consultation@projectcentre.co.uk) and in writing with letters sent directly to Dacorum Borough Council. These comments have been analysed and cross checked against responses submitted via the consultation website to ensure all duplicate responses have been identified. The results from the email and written correspondence indicate the following:

**Table 2**

Road Name	Support	Object	Neutral
Apsley Industrial Estate	0	0	1
Featherbed Lane	0	1	0
Henry Street	0	2	0
Millbank	0	3	0
Orchard Street	0	1	0
Storey Street	0	1	0
Weymouth Street	1	1	0
Winifred Road	1	3	1
<b>Total Responses</b>	<b>2</b>	<b>12</b>	<b>2</b>

**Chart 2**



The results from each individual street are as follows:

**Apsley Industrial Estate:** 1 response was received with the response indicating commuter parking as the main issue

**Featherbed Lane:** 1 response was received indicating they were against the proposals

**Summary of comments:** The proposals will reduce the amount of available on street parking

**Henry Street:** 1 response was received indicating objection for the proposals

**Summary of comments:** The proposals will reduce the amount of available on street parking

**Millbank:** 2 responses were received with both against the proposals

**Summary of comments:** The general consensus indicates the proposals will not improve the current parking issues and in some cases will make parking worse for local residents. The proposals will also reduce the amount of parking in the area which will not improve the parking situation.

**Orchard Street:** 1 response was received indicating they were against the proposals

**Summary of comments:** There are no parking issues during the day, it is only at night when parking is an issue, mainly caused by residents that have multiple cars and the proposals will reduce the available parking making the evening situation worse.



**Storey Street:** 1 response was received indicating they were against the proposals

**Summary of comments:** Apposed all of the proposals and see no benefit of a parking scheme.

**Weymouth Street:** 2 responses were received with 1 indicating support for the proposals and 1 objecting to the proposals

**Summary of comments:** The proposals will not improve

**Winifred Road:** 5 responses were received with 1 indicating support, 3 objecting and 1 neutral response for the proposals

**Summary of comments:** The overall opinion indicated the area is used as a rat run to access the Manor Estate which should be addressed along with parking on double yellow lines and corners and the number of vehicles owned per household. Parking issues are also caused by commuters to the area. The cost of parking permits will also cause hardship.

A total of 16 individual responses were received via email or in writing during the consultation with 75% of those responses in objecting to the proposals.

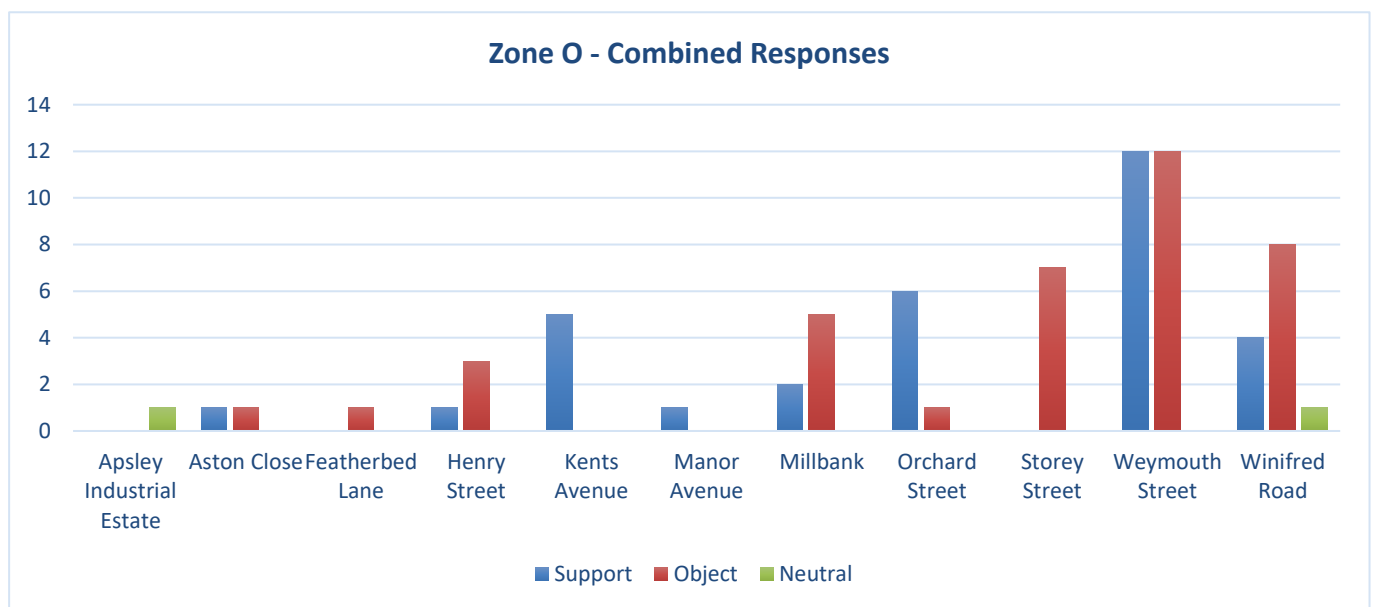
### 3.3 Consultation Summary

Overall there were 72 individual responses analysed as part of this consultation, the final results indicate 53% of those responding objected to the proposals. Only Kents Avenue and Orchard Street indicated a clear majority in favour of the proposals.

The following chart and table indicate the combined responses from the online questionnaire and email/written format.

These responses have been added together to show the overall levels of support and objection to the proposals.

**Chart 3**



**Table 3**

Road Name	Support	Object	Neutral
Apsley Industrial Estate	0	0	1
Aston Close	1	1	0
Featherbed Lane	0	1	0
Henry Street	1	3	0
Kents Avenue	5	0	0
Manor Avenue	1	0	0
Millbank	2	5	0
Orchard Street	6	1	0
Storey Street	0	7	0
Weymouth Street	12	12	0
Winifred Road	4	8	1
<b>Total:</b>	<b>32</b>	<b>38</b>	<b>2</b>

## 4. CONCLUSIONS & RECOMMENDATIONS

### 4.1 Conclusions

Based on the responses received during the consultation period it appears there is not widespread support for parking controls in the proposed Zone O area of Apsley. Many of the responses received indicated the proposals would not improve the parking situation and would in fact make it worse as there would be fewer places to park.

The responses also suggested the reason for the current parking issues is due to the number of vehicles owned per household and if there are any parking issues these usually occur later in the evening when most residents have returned from work.

From the analysis of responses, those completing the online questionnaire were more in favour of the proposals than those either emailing or writing a response to the consultation.

## 4.2 Recommendations

Following completion of the analysis of the consultation responses it is apparent there is no clear support within the proposed Zone O area to introduce parking controls. This is the third round of consultation, which included changes discussed with local residents, but the latest set of results still indicate there is not sufficient support to implement parking controls in the area.

It is recommended that if a parking scheme is to be introduced this should only be implemented in the roads where there was a clear majority in favour of parking controls.

This recommendation should be considered by the portfolio holder.



## Appendix A – Consultation Material



# **RESIDENT PARKING SCHEME CONSULTATION**

**IMPORTANT DOCUMENTS ENCLOSED**





Telephone: 01273 627181  
Mobile: 07827 256841

December 2019

Dear Householder/Proprietor,

### Statutory Consultation: Zone O - Controlled Parking Zone

Two rounds of consultation on the proposed **Zone O** have been completed which includes properties on Orchard Street, Manor Avenue, Henry Street, Winifred Road, Storey Street, Weymouth Street, Kents Avenue, Millbank, Sealy Way and part of Featherbed Lane. Dacorum Borough Council considered the responses and made amendments to the proposals which were then consulted with respondents generally indicating their support for parking controls. A number of alterations to the proposals have been made after reviewing the feedback from the previous consultation:

- Replace proposed single yellow line with resident permit parking, located outside 42 Weymouth Street
- The proposed short stay bays on the eastern end of Kents Avenue have been changed to permit holder only.
- The proposed short stay bay on Featherbed Lane between Henry Street and Manor Avenue has been amended to a double yellow line.
- The proposed bus bay on Weymouth Street has been amended to permit holder only
- Permits bays to be introduced along the eastern side and north eastern end of Millbank as well as the areas to the front of 16 to 23 Millbank which are accessed via Kents Avenue.
- The hours of operation have been reviewed and will go later into the evening on week days and Sunday enforcement has been included.

### The proposals:

- Hours of operation of the parking zone will be Monday – Friday 10:00 to 20:00 and Saturday – Sunday 10:00 to 18:00
- Maximum of three vehicle permits per household
- Proof of residency is required, only residents within the dotted blue line on the plan are included in the proposed scheme
- Vehicles must be registered to the resident's address within the zone
- Permits and visitor parking sessions are virtual (no documents to display in vehicle) and are obtained and used through the council's website

CPZ resident permit 1 <sup>st</sup> annual	£40.00
CPZ resident permit 2 <sup>nd</sup> annual	£60.00
CPZ resident permit 3 <sup>rd</sup> annual	£70.00
CPZ resident permit motorcycle annual	£20.00
CPZ business permit annual	£300.00
CPZ visitor permit 5 hour x 20	£13.00 - Maximum total annual hours 600
CPZ visitor permit 1 Hour x 25	£5.00
CPZ visitor permit 1 week	£4.00 - Maximum 4 per year
CPZ visitor permit applicant Dacorum Card holder 1 Hour x 25	£2.50 - Maximum total annual hours 1200
CPZ visitor permit applicant 60 years old or over 5 Hour x 20	£6.50 - Maximum total annual hours 1200
CPZ visitor permit applicant 60 years old or over 1 week	£2.00 - Maximum 8 per year
CPZ Resident permit where the registered owner of the vehicle is a Blue Badge holder	Free



The Controlled Parking Zone is proposed to improve the safety and environment through deterring commuters from parking inappropriately which results in serious inconvenience to the residents living in the zone. As we have to provide a "safe zone", inevitably, the amount of kerb line currently being parked on will reduce particularly around junctions. This is offset by the reduction in non-resident parking.

A Controlled Parking Zone will not:

- Guarantee a parking spot near your home or a parking spot at all.
- Prevent all non-permit holders from parking in the zone at all times, some will take the risk although this is likely to be minimal.
- Provide a Civil Enforcement Officer to be on patrol within the zone at all times.
- Solve the issue of resident vehicle ownership outstripping the kerb capacity to accommodate them.

This letter and accompanying plan is to advise you that the Traffic Regulations Order (TRO) required to make the scheme operational has been published. The publication of the TROs marks the beginning of a statutory consultation period that will last for 5 weeks from **18<sup>th</sup> December 2019 to 20<sup>th</sup> January 2020** to allow for the Christmas break.

### **The action that you can take now**

The proposals in this letter is what is being proposed by the council. We need to understand if you support the proposals, **no changes will be made to the proposals as a result of this consultation. The options that you have are to agree with the proposals or to object to the proposals.** There are a number of ways that you can do this:

- Visit [www.pclconsult.co.uk/ZoneOcpz](http://www.pclconsult.co.uk/ZoneOcpz) and complete our short questionnaire indicating **yes**, if the proposals are supported, **no** if the proposals are not supported. to be received by e-mail by 23:59 on 20<sup>th</sup> January 2020
- In writing and sent to the address at the top of this letter to be received by last postal delivery to the above address on 22<sup>nd</sup> January 2020
- via email to [dacorum-consultation@projectcentre.co.uk](mailto:dacorum-consultation@projectcentre.co.uk) to be received by e-mail by 23:59 on 20<sup>th</sup> January 2020

Representations must be made in writing, verbal representations (telephone/in person) cannot be accepted.

Associated documents are available to view at the main reception desk at The Forum, Marlowes, Hemel Hempstead HP1 1DN.

All responses relating to the specific proposals will be considered and reported to DBC who will then decide if there is sufficient support to progress with implementing the scheme. When the responses from the consultation have been collated and a report produced, your councillors will decide whether to put the scheme into place or abandon it. If it is decided to proceed with the proposals you will be informed in due course.

Yours sincerely,

Dacorum Borough Council working in association with Project Centre Ltd

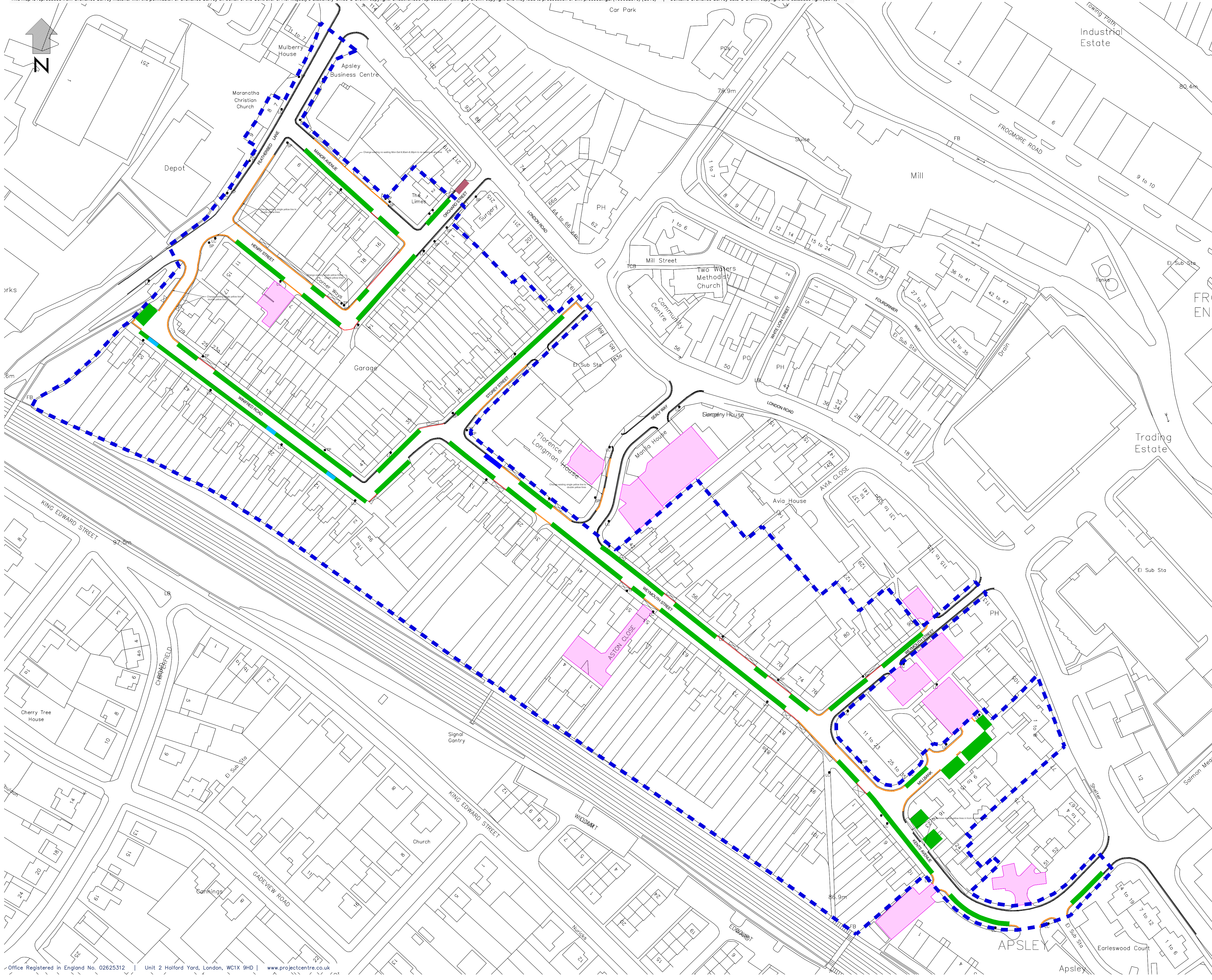
**PROJECT  
CENTRE**



Data from this consultation will be collected and held by Project Centre and Dacorum Borough Council. The data will be used to produce a consultation report and to provide feedback to Councillors. Individual residents will not be identified in the consultation report without permission. The consultation report will be a public document.

Link to view Dacorum Council's privacy policy: <http://www.dacorum.gov.uk/home/open-data/personal-information>





- LEGEND**
- Existing no waiting at any time
  - Existing no waiting Mon-Sat 8.30am-6.30pm
  - Existing dropped kerb
  - Existing disabled bay
  - Existing private parking area
  - Existing lamp column
  - Existing sign post
  - Existing telephone post
  - Proposed no waiting at any time
  - Proposed no waiting Mon-Fri 10am-8pm  
Sat-Sun 10am-6pm
  - Proposed permit holders bay Mon-Fri 10am-8pm  
Sat-Sun 10am-6pm
  - Proposed resident permit disabled bay
  - Proposed bus bay
  - Proposed controlled parking zone boundary

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Client				
Project	APSLEY CPZ ZONE O			
Drawing Title	PROPOSED CONTROLLED PARKING ZONE			
Drawing Status	<b>FOR INFORMATION</b>			
Drawn	Designed	Date	Scale	Size
MS	MS	JAN 2019	NTS	A1
Drawing No.	1000004708-2-SK01-03			Rev





## Appendix B - Consultation Comments

**Zone O Consultation Responses**

**\*All comments are reproduced word for word as written by the respondent**

**Email Responses**

COMMENT	<ul style="list-style-type: none"> <li>• Support</li> <li>• Neutral</li> <li>• Object</li> </ul>
<p>I support the parking proposals for Zone O. Indeed I have a vehicle parked out side my house for over 4 months now. And have no idea who it belongs to.                      However I have a question about 2 company cars that my partner and I drive.                      My partner works for BMW and our car are changed every 6 months.                      They are registered to BMW.                      Does this cause a problem when we register them for permits?                      We are both on the electoral roll at number 40 and have lived there for over 20 years.</p>	
<p>I am in receipt of your letter and Apsley street plan showing the zone 0 permit parking proposals dated 12/19.                      I confirm that I am in agreement with these proposals.</p>	
<p>Thank you for your letter enclosing a map of the controlled parking zone that you are considering in the Apsley Area.                      As a tenant of two Industrial Units on the Apsley Industrial Estate the major concern I have is parking. People that travel from Apsley Railway station park in these side roads and all will happen is that they will park on this Industrial Estate, taking parking spaces from employees and members of the public carrying our Business with the Units. Parking on the Estate is already a premium and can be hazardous. What thoughts have you given to this?</p>	
<p>Having just recently received your correspondence dated December 2019, we have the following strong comments to make.                      In April 2018 we received previous correspondence from you which stated the prices for the Resident annual permit and visitor parking session charges. WHY in your December letter have you increased the amount that we have to pay? Did you think we would not see this increase?                      The rise for the first car is from £25 to £40 which is a 60% increase. Why should we be penalised for having bought a property in Winifred Road.</p>	

<p>Therefore why is the business permit the same at £300. Should this amount not be increased by 60%? which would amount to £180, so their charges should be £480. This amount per year should be for one vehicle, not for any amount of vehicles.</p> <p>We still do not think businesses should be able to park in our road as they can park in the car park in Durrants Hill Road?</p> <p>Having read emails from our local neighbourhood group it seems that Dacorum Borough Council are NOT controlling what happens in this matter. It is being dealt with by a third party. Is this true? If it is a third party they will not understand the situation in an area where they do not live.</p> <p>One of the main problems of parking in our local streets, particularly the part of Weymouth Street nearest to the Apsley Station is caused by the lack of parking at this Station. Surely this is what should be addressed. The majority of people who work in and around London do not want to take their car into the City, so adequate reasonably priced parking should be made available for these people.</p> <p>Living in Winifred Road our main problem is people wanting to shop in the local area and workers from the nearby businesses parking their cars here all day and sometimes for a longer time.</p> <p>What happens if we have a Trades person coming to do work which will take over 5 hours where are they supposed to park if there is a day's work to complete? Also we could have visitors coming who stay over 5 hours.</p> <p>We look forward to receiving your answers to our queries, as soon as possible, as we want to complete the questionnaire and need the answers to the above questions to be able to do this.</p>	
<p>I wish to vote no to this proposal</p>	
<p>I was originally in favour but as per my last correspondence on this issue I would like clarification of the "Private Parking" in Henry Street. I am also against it due to the change of single yellow lines into double yellow lines in Henry Street, Manor Avenue and Featherbed Lane. The corners I can understand but not the straight runs of the roads. This reduces the number of places to park by far too much. Originally, when X, X and X Featherbed Lane were Council owned, a portion of our rent was assigned to pay for these parking spaces. When X then X were purchased, we were informed that we could not purchase the parking spaces and that the area was for the use of all residents in the street. Therefore it must be Dacorum Councils Property and not "PRIVATE" at all. If this area is not included in the Controlled Parking as Permit only, people are going to park their 2nd and 3rd and maybe even 4th cars there without a permit at all making it even harder for the people in Henry Street to find a space. This would be against your own parking rules. If you are designating this as Private Parking then the residents of X, X and X Featherbed Lane need to know (and possibly No. X Henry Street as they have a back access gate to the car park. So that we can take the necessary actions to protect the spaces in the same way as Kents Avenue Flats have and The Limes, on the corner of Manor Avenue and Orchard Street (who have a chain across the two car parking spaces).My husband has a mobility problem and has a Blue Disabled Badge but as he is NOT the registered owner of my</p>	



<p>car we do not qualify for the free permit. £40 is a lot of money to pay for a parking permit when I may not have anywhere to park and he cannot walk two or three streets away and I have no option to temporarily park on a single yellow line after 8pm. Therefore I object to all the proposals and would rather it remainder exactly as is.</p>	
<p>Please accept this as the formal response from myself and my partner of No X Storey Street, Apsley. In regards to the consultation on the controlled parking zone we both STRONGLY OPPOSE ANY RESTRICTIONS OR PERMIT PARKING BEING INTRODUCED. We see absolutely no benefit to this, only making parking harder and causing residence unnecessary stress and cost.</p>	
<p>I strongly object to the parking restrictions proposed for Zone 0 and wish to formally lodge my objection</p>	
<p>Please can I confirm my objection to the above mentioned proposed controlled parking zone. I feel the removal of multiple spaces will negate the benefits of residents only parking and therefore isn't worthwhile.</p>	
<p>This email is to confirm that we have received the Statutory Consultation for the Zone O Controlled Parking Zone. We are writing to inform that we do not agree with the proposals. It is noted that the proposals will not be subject to any further changes, however the main reason for the objection is the view that the loss of parking spaces currently available on single yellow lines on Henry Street and Orchard Street, and the loss of spaces currently where no yellow lines are in place on Henry Street would result in the parking situation worsening rather than improving.</p>	
<p>As a resident of Winifred Road, I have to register my disagreement with the proposals, which I do not think are necessary this far along from the station. Generally speaking, during the day parking is not that difficult. The problem here are the amount of heavy duty vehicles that still use Winifred Road a rat-run to gain access to the Manor Estate, which combined with thoughtless parking on double yellow lines and on corners makes it virtually impossible to get vehicle around the corner from Storey Street and Vice-Versa. This often causes council refuse trucks to go way and come back again later in the day, and wold most certainly prevent fir engines or ambulances from gaining easy entry if required of an evening, and quite often during the day. What is really needed in our road is a one-way stem running from the Featherbed End. To conclude I actually have a Blue Badge Parking area, and so the scheme would not make a difference to me, but the dangers caused by the by the above do worry me a great deal.</p>	
<p>I am a resident of Winifred Road and have received the consultation letter. I want to stress my despair at the cost of the permits you are suggesting. I am a single parent with a daughter learning to drive and therefore will have to purchase 2 permits. These annual fees have increased since the last letter and it's a lot for me to find. Perhaps you could lower these to make it more affordable. I'm sure I am not the only one that will struggle.</p>	

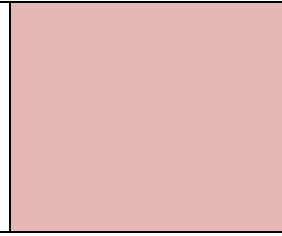
<p>I would like so say NO to the proposals for the parking again in Millbank, in the residential parking. The EPD sheltered housing properties over 65 yrs should not have to pay for a parking permit. They should have them for free. Or there should be a barrier put up for the tenants, so that the people parking for the train station are punished not the tenants. If the parking zone times were changed 8am until 5 pm the tenants that work would not have the expense of a permit. And could purchase a weekend permit only. I feel that for supported housing tenants that need there cars and visitors. The carpark near by is not included in the zone, so they will not have the expense that the elderly tenants have</p>	
<p>I have today seen the letters on the posts on Storey Street, Hemel Hempstead relating to the controlled parking zone. My previous query was never responded to so I shall ask again, please may I have a response. Residents of London Road, Hemel Hempstead use these roads to park, in the evening there is enough parking for all vehicles that need to be parked there. I work shift work - I need a vehicle, where are you proposing that residents of London Road shall now park? I feel they should certain be included and have access to permits if they wish to pay for them. I look forward to your response.</p>	
<p>1. I am writing to you for the 3rd time in 7 years about yet another proposed permit parking scheme in Orchard Street. I am opposed to permit parking in our road because despite all the hassle and expense it will cause us it will probably make the parking problem worse as it will reduce the number of spacesavailable for parking. The main parking problem is because some people have more than one car and there are not even enough spaces for 1 car per house in Orchard Street let alone 2 or 3. If we must have permit parking why does it have to include Sunday? People don't commute on Sundays and there is ample free parking on the retail sites. It would be good to have at least one day a week when we don't have to worry about our visitors parking. What about bank holidays when most people don't work? If this scheme has to go ahead how will I get visitor permits as I don't have a computer? Please would you confirm that you have received my letter.</p> <p>2.Thank you for your letter sent to this household. I am opposed to the proposed controlled zone because, despite all the hassle the extra expense it will cause it will make the problem worse. There will be less parking Spaces, and still households with several cars needing parking spaces for too few spaces. It will also make the area feel like a police state, worrying about our friends and family getting paking fines.</p>	

<p>We strongly object to the cost of permit parking as we already pay road tax on our vehicles and this is going to cause many problems to residents of millbank who have one or more vehicles maybe a barrier would be better for residents</p>	
<p>I DO NOT agree with the proposal based on there not being any problem parking during the day when many residents have gone to work. The main problem I have is parking in the evenings where all the available parking is occupied by residents. Putting resident only parking permits in place won't help this, and adding in further restrictions as suggested will in fact make the situation worse. There as a resident of the proposed area I strongly object to the suggested changes.</p>	
<p>I am writing to you regarding the documents I received around another proposal to introduce a controlled parking zone, "Zone O". This consultation was previously rejected by residents, but has been reopened. I am a home owner, living in Aston Close which falls within the affected area of the proposed parking control zone. Aston Close is a very small private road, appearing between 51 and 53 Weymouth Street and consists of only 4 cottages, with a single parking bay for each property and limited space for any other vehicles. Our road falls in the middle of the zone.</p> <p>I must object to the proposal on the following grounds:-</p> <ol style="list-style-type: none"> <li>1. The primary reason for rejecting this proposal is that it will not ease the parking challenges on these roads for one reason - there is no parking problem at all during the working day! The proposal states that the reason for the consultation is to "deter commuters from parking inappropriately which results in serious inconvenience to residents living in the zone". This statement could not be further from the truth - I would urge the council to actually visited the area during the working day as you will find plenty of available parking on Kents Road and Weymouth Street. The problem is NOT during the day, it is in the evening and caused by one thing, there are more residents cars then there are houses.</li> <li>2. The proposals also seek to actually reduce the available parking by introducing a "safe zone" to further limit parking for residents.</li> <li>3. The plans indicate that Aston Close will not be part of the controlled zone as it is in an "Existing private parking area". However, this does not add any clarity around whether residents of Aston Close can apply for a Residents' Parking Permit in Zone O or even Visitor Parking Permits.</li> <li>4. As you will be aware many working families require more than one car to get to our places of work and manage our children. With such a limited transport infrastructure working families have no option other than to have two cars. Ourselves and other families on Aston Close have to park our second cars on Weymouth Street or further away due to the extremely limited space on our road.</li> <li>5. As you will see form the plans, Aston Close is surrounded by roads which fall within the proposed CPZ area, meaning it will be left as an inaccessible island in the middle of the zone.</li> <li>6. I must have an assurance that Aston Close residents can apply for a Residents' Parking Permit in Zone O for our second family car. Failure to do so means the following outcome:-</li> </ol>	

<p>a. We will have to park outside of Zone O, at least a 5-8 minute walk from our own home, causing significant challenges with managing our children, loading/unloading and also our car insurance. Alternatively we would have to spend literally hundreds of pounds on visitor parking permits (assuming we're even permitted to buy them).</p> <p>b. All of our homes will be devalued for the above reason and because working families will not consider purchasing our homes due to the life and job restrictions this will cause</p> <p>Introducing this parking zone will have a profoundly negative impact for Aston Close residents if we and members of our family are not permitted to park anywhere near our own homes. I urge you to allow Aston Close residents to buy a second car permit and visitor parking vouchers if these plans do go ahead.</p> <p>I thank you for taking the time to read my e-mail and address my main concerns. I'm sure you will ensure the residents of Aston Close are not left stranded in the middle of the proposed controlled parking zone.</p>	
<p>Regarding the proposed controlled parking arrangements for Apsley, I would like to make the following suggestions.</p> <ol style="list-style-type: none"> <li>1. If the proposals are rejected, Kents Avenue should be given the opportunity to have its own restricted parking as it has a unique problem with cars parked all day because of its proximity to Apsley Station.</li> <li>2. The maximum permits per household be reduced to two.</li> </ol>	
<p>I am writing to object to some parts of the parking zone O proposal. Whilst I agree in the main road areas being in a zone controlled area for residents, I do not agree that the bays in Millbank should be included in this proposal. This is for the following reasons: 1. When I moved into my property I was told the parking bays were for tenants of Millbank only, as displayed on the signage in various locations around the property. 2. I would presume that the bays were on the original plans and building applications for the property and therefore should be kept as private the same as the other flats in the area according to your plan number 1000004708-2-SK01-0. 3. Millbank is under the DBC sheltered accommodation scheme and one of its main usages is for VUNERABLE people. Residents have a supported housing officer ie. Warden controlled. If the designated parking bays are to come under a general parking zone, even if this is permit controlled, it could mean that there is nowhere to park close by. Many of the residents have mobility issues, possibly not bad enough to warrant a blue badge but enough to cause distress if parking becomes a problem. 4. As Millbank is a dead end road only leading to private parking for adjacent flats I feel that the bays should not be part of the Zone O scheme but instead a barrier should be installed. This is in keeping with other buildings and flats in the area. And a charge could be made similar to the permit parking. The need to register visitors on line is also an issue as many of us do not have access to a computer or wish to. How do we then receive visitors to our property? This could mean that people are put off visiting which again could cause distress for some residents who are already lonely or vulnerable. If we had a barrier then we could easily let visitors into the parking area when they arrive.</p>	

<p>We the residents of X Weymouth St absolutely 100% appose the current plans to introduce a CPZ to our local streets. The plans as they are set out will do nothing to help the issue of local parking, in fact they will make it worse. You have proposed to take away some of the current spaces used by local residents (Top of Sealy st), and have put in ridiculous times for the CPZ. The issues in this area are all because there are too many cars per household. On Weymouth st. There are tens of spaces available during the day when people are at work, so a restriction during that time will do absolutely nothing to help The only thing these times will achieve is to stop family and friends visiting the local residents. I'm aware there are issues with local garages leaving cars on some streets. This needs to be dealt with separately. I'm aware some people believe commuters are taking up spaces. I don't believe this is an issue. If it was, then why on earth did you not propose just putting in a 2 hours CPZ restoration on the middle Of the day??!! This is a terrible and ill conceived piece of planning. If you are to go ahead, please let me know where I a lm able to legally challenge the decision.</p>	
<p>Good evening. I am emailing to give you my thoughts again regarding the proposed CPZ in Zone O. My name is X from X Henry Street. I am strongly AGAINST the proposal. I believe that current parking spaces will be lost, and that the parking scheme would have no impact when parking is an issue eg in the evening. During the day we have no problem parking and therefore the scheme is not fit for purpose and I do not wish to pay to park my car. I have been here 4 years and I was fully aware that occasionally parking might be tight. I also believe that the person mainly pushing for the scheme is about to move out of the area! And in addition another person in favour has their own driveway. I hope you are able to take my thoughts into account as I cannot find the official feedback forms. I would be glad to discuss my thoughts further. I am also concerned that this proposal was rejected quite recently, so I'm not sure why it has resurfaced so soon. Perhaps this could be made clear?</p> <p>I live at X Henry Street and am opposed to the scheme. We currently are usually able to park on our road and rarely need to find alternative parking. The proposed plans will reduce the number of parking spaces available due to the introduction of double and single yellow lines and will make parking harder. One of the main voices for permit parking in our area has double yellow lines outside their house and as such will always struggle to park. I would like to add their house is currently on the market and so they will not have to pay to enter the scheme if it is put in place. We have been asked if permit parking should be installed twice before, why has this been pursued yet again? Again, please note my response as opposed to parking permits in our area.</p>	
<p>I am writing to inform you that I disagree with the permit proposal for Apsley. (Winifred Road, Weymouth Street etc)</p> <p>I have been a resident in Apsley for the past 40years. My house is over 100 years old. As you can appreciate that when our houses and the road in these streets were constructed, they were not built for the level of</p>	

traffic we have today. In Winifred Road, most people have two cars, so even with parking permits there would not be enough room for everyone to park. At times, yes it is frustrating, especially at weekends when you have shopping. But permit parking will not be the answer. Some of the group who have protested regard this have been particularly unpleasant on social media which has caused some bad feeling in the community. I understand that some streets are worse than others, but I strongly oppose permit parking. I have spoken to a number of residents who also feel this way. I am not prepared to pay to park, and not be guaranteed a parking place. I hope my concerns will be considered





### Online Questionnaire Responses

COMMENT	<ul style="list-style-type: none"> <li>• Support</li> <li>• Neutral</li> <li>• Object</li> </ul>
Would be less spaces, cost of parking and dont think it will magically create more parking spaces.	
do not believe proposal will fix problem. Resident parking will be reduced, still no guarantees of parking spot. Do not wish to pay £100 for a problem that won't be fixed	
I don't think the proposed scheme does anything to improve or better the current parking conditions. In fact, I think the proposal will REDUCE the amount of spaces there are to park. The timing restrictions are also detrimental to the residents as opposed to non-residents. We need support using the area that we have, such as actual marked spaces so that people stop taking up the space of 2 cars. And, potentially a time restriction between 11 and 2 to stop workers parking here.	
The current proposal will actually reduce the number of available parking spaces for residents as so much of the single yellow line zones is being converted to double yellow zones in the proposal.	
Winifred Road is too far from Apsley station for commuters to park. The lack of available parking in Winifred Road in the evenings is due to many households having more than one vehicle.	
I do not agree that it should include Saturdays or Sundays. If the reason given is to deter commuters from parking inappropriately then this is rarely the case at the weekends. I also STRONGLY disagree that you cannot purchase books of tickets for visitors to display in their windscreens. There should be an option to either do this online OR to purchase books of tickets. Not everyone has access to the internet and I therefore think that if this was to be in place it would go against the 'Equalities Act'. I would ask you to seriously consider how people without the internet are supposed to manage.	

CPZ will not ease the parking problems on these roads. There is no parking problem at all during the working day! There is plenty of parking around Weymouth Street and Kents Ave, so the basis for the proposal is wrong. The problem is NOT during the day, it is in the evening and caused by residents themselves who have two cars. The proposals also seek to actually reduce the available parking. These proposals make the situation worse and we have to pay for the privilege of not being able to park near our homes. Residents of Aston Close will be impacted very badly as there is no space at all to park on our tiny private road.	
Because I can't afford the permit charge and my family won't be able to visit me because there will be nowhere to park.	
no parking problems in Millbank	
It's an entirely useless and inconvenient proposal, introduced with the sole purpose of improving the council's finances.	
Storey Street is going to be made into a no waiting zone on the Florence Longman side. Ludicrous as there are not enough parking spaces for residents already.	
No problems parking in the day, only in the evening. The proposal will not help that.	
I am content with the current system. When I am parked elsewhere I am happy for others to park near my house. When I need to park near my house I can always do so within a few minutes walk. I would rather not have to pay to park.	
In residential roads, surely all available space should be given to resident permit areas, rather than no waiting until 8pm? This seems contrary to the aim of the proposal to reduce "serious inconvenience to the residents"?	
Too many unnecessary parking restrictions	
In my opinion as a resident on weymouth street it does not benefit us because of the times stated on the proposal	
I don't think that parking on my street (Weymouth) is that bad. It's very rarely I struggle for a space right outside my house. I also think that with whats proposed we'll be no better off and we'll have to pay for the privilege. I feel that the amount of cars that we will lose from parking here, will be offset by the spaces that we will lose also. Leaving us no better of and pay for it.	

<p>Having this Parking Control implemented with its current timings does not improve the parking situation for me as a resident does not improve the situation for my household in fact it makes it harder and at personal cost which is quite frankly not acceptable. The problems I encounter are only during the evening and that when most of the other residents are also at home. During the day is not such an issue. Having the CPZ at the weekends just makes it harder and more complicated with added cost which is unfair for residents, there was not the offer of the first car in the family included. We area two car household but. think as we already. pay rates the first car should be included.I don't support this proposal and will be very unhappy if it is implemented under the current terms.</p>	
<p>Not necessary on weekends, I object to the proposed no parking on the raised kerb outside of the flats (11-23 &amp; 25-35) on Kents Avenue</p>	
<p>The parking becomes an issue in the evening, after the proposed permit times. We need either more parking, or less cars per household. The proposal actually looks to remove some parking in the area, which will in fact make things worse.</p>	
<p>The proposal is taking away a considerable number of spaces that are currently used in Storey St, Weymouth St, Sealy Way and Winifred Rd. Bus bay is still showing on the map in Weymouth St, we have no requirement for a bus bay. Proposed hours on the weekend are not sensible and the 5 hour visitor permits are also not aligned with operating hours meaning you would have to use more than one permit per day which is unacceptable. Each household can still purchase 3 permits but there are not enough spaces for one car per household, let alone 3 - there are a number of flats in the CPZ zone and this hasnt been accounted for</p>	
<p>It's not going to make any difference. It's currently all residents cars parked here (full at weekends) and don't want to have to pay for visitors to park as we have a lot of out of town family.</p>	
<p>I can't see that it will help the issue. The volume of cars is often due to residents having multiple cars. And I don't want to have to pay for my guests to visit my house.</p>	
<p>There is never a problem parking in Weymouth Street during the dayn.</p>	
<p>There is absolutely no parking problem during daytime on weekdays. The problem only arises in evenings after 6pm, and this is purely due to number of residents with multiple vehicles. The same applies at weekends.</p>	

## Quality

It is the policy of Project Centre to supply Services that meet or exceed our clients' expectations of Quality and Service. To this end, the Company's Quality Management System (QMS) has been structured to encompass all aspects of the Company's activities including such areas as Sales, Design and Client Service.

By adopting our QMS on all aspects of the Company, Project Centre aims to achieve the following objectives:

- Ensure a clear understanding of customer requirements;
- Ensure projects are completed to programme and within budget;
- Improve productivity by having consistent procedures;
- Increase flexibility of staff and systems through the adoption of a common approach to staff appraisal and training;
- Continually improve the standard of service we provide internally and externally;
- Achieve continuous and appropriate improvement in all aspects of the company;

Our Quality Management Manual is supported by detailed operational documentation. These relate to codes of practice, technical specifications, work instructions, Key Performance Indicators, and other relevant documentation to form a working set of documents governing the required work practices throughout the Company.

All employees are trained to understand and discharge their individual responsibilities to ensure the effective operation of the Quality Management System.





## DOCUMENT CONTROL

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Job Number	Issue	Description	Originator	Checked	Authorised
1000006117	01	Final Report	Richard Plant 20.01.20	Ollie Miller 07.02.20	Ollie Miller 07.02.20

File path: G:\Project Centre\Project-BST\1000006117 - DBC ZONE O CONSULTATION\2  
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