

### Parking consultations

Legislation requires that we have regard to various factors in making a decision on whether an area should have parking controls introduced. These include the views of owners and occupiers of properties but also the need for maintaining the free movement of traffic including public service vehicles, reasonable access to premises and the effect on amenities within the locality. There may also be other matters which appear to us as being relevant which we are obliged to take into account such as the East Suffolk Business Plan.

Our proposed policy of responding to demand from residents and businesses, and of carrying out an opinion survey and detailed consultation before proposing the implementation of parking controls is based on industry best practice and is designed to provide the widest engagement opportunity for all stakeholders.

### Consultation process

We will produce a letter (or leaflet) and questionnaire that is delivered to every property in the consultation area. In this document we provide all the relevant information relating to parking controls, including costs and ask a series of questions, the responses to which will help us decide whether a scheme should be introduced and how it will operate. We will also write to other stakeholders where applicable such as town/parish councils, business representatives, disability, public transport, and emergency and haulage representatives.

### Response rates

We aim to obtain a minimum 25% response rate to our consultations by offering a range of engagement methods; post, email, and online. We will compile the results that show the individual responses from each household and business though you can be assured that these are not available for individual scrutiny to determine the views expressed by you or your neighbours. These enable us to accurately define the areas where there is support for the introduction of controls and those areas where there is not.

### Businesses

Getting businesses to respond to consultations in sufficient numbers can be a problem. We try to deliver consultation documents to businesses during their opening hours, to ensure they are received. The analysis of the questionnaire and comments also helps us to ensure that the design of a proposed zone most accurately reflects the desires of the community, be it one-hour zones, controls on Saturday or any other local factor to the area.

### Consultation results

The results of this consultation will be analysed both for the overall area and on a street-by-street basis. When examining the results we will take into account the response rate, the level of support and whether the streets involved would form a coherent zone area. We try to ensure that zone boundaries are clear so that any confusion can be avoided.

The introduction of parking controls in one street often results in displacement parking problems in adjacent streets, as commuters and other motorists may move their cars to the nearest road where parking is unrestricted. Consequently, we will consult over a wider area than that in which there are known to be current parking difficulties. In addition, we may also

ask residents and businesses, if they are not in favour, whether they would change their mind if the adjacent road became controlled. We will then take into account the results from this secondary question regardless of the overall results throughout the consultation area.

### **Reporting on the consultation results**

The results of parking consultations will be reported to the Cabinet who will decide if a scheme will be implemented subject to funding being available to do so.

### **Introducing parking controls**

For parking controls to be introduced, the Council will take into account the views of residents and businesses, as detailed above. However, customer feedback is not the single deciding factor and will be considered along with all other relevant factors, as detailed in the first paragraph.

Residents and businesses will generally be informed of the results by letter but, in any event, a copy of the Cabinet report detailing the results can always be found on our website.