



Croydon Council

CROYDON PARKING POLICY 2023

Engagement Summary Report





Croydon Council

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Engagement Summary Report

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CROYDON PARKING POLICY 2023



EXECUTIVE SUMMARY

The purpose of this engagement summary report is to:

- Provide information around the consultation approach for the Croydon Parking Policy
 - Outline key consultation activities and level of participation/ engagement.
 - Present consolidated/ analysed data and highlight key insights and findings to support finalisation and adoption of the Croydon Parking Policy.
-

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1

INTRODUCTION



1 INTRODUCTION

1.1 Background

- 1.1.1. On the 26th July 2023, Croydon Council's Executive Mayor recommended to approve the Draft Croydon Parking Policy 2023 ('the draft policy') for public consultation. The full cabinet report for the policy can be accessed online through this link:
<https://www.getinvolved.croydon.gov.uk/27023/widgets/76776/documents/46379>
- 1.1.2. Accordingly, a six (6) week public consultation was carried out by Croydon Council ('Council') on the draft policy throughout September and October 2023.

1.2 The Policy

- 1.2.1. The Draft Croydon Parking Policy 2023 seeks to:
- Support and enhance the ways in which people will be able to visit local businesses, high streets and town centres in Croydon
 - Make parking more accessible to people with disabilities
 - Introduce virtual parking permits for residents
 - Improve intelligence-led enforcement procedures to target illegally parked vehicles and blue badge fraud, targeting known hot spot areas and events
 - Modernise and simplify parking controls and zones to:
 - make it easier to understand tariff rates, parking availability and locations
 - enable future pricing structures to be fairer and competitive compared to neighbouring boroughs and shopping districts

1.3 Engagement Summary Report - Purpose

- 1.3.1. The purpose of this engagement summary report is to:
- Provide information around the consultation approach
 - Outline key consultation activities and level of participation/ engagement.
 - Present consolidated/ analysed data and highlight key insights and findings to support finalisation and adoption of the Policy.

2

CONSULTATION APPROACH



2 CONSULTATION APPROACH

2.1.1. The Council, with the support of WSP (consultant), launched a six (6) week public consultation on the Draft Policy on 19th September 2023, which officially ran until midnight on 31st October 2023.

2.2 Consultation Aims/ Objectives

2.2.1. In relation to the consultation approach, the Council's aims/ objectives were to:

- A. Consult as early as possible to ensure community and business stakeholder views were considered early on in the adoption of the policy.
- B. Give clear and complete information to the public on the policy, it's purpose, and the process in which is was being adopted.
- C. Provide further information on the draft actions within the draft action plan which supports the policy.
- D. Reach a wide and relevant audience to ensure all stakeholders were informed and number of responses maximised.
- E. Provide links and information relating to the online questionnaire/ survey.
- F. Gain critical feedback to inform finalisation and adoption of the Draft Policy.

2.2.2. Accordingly, Council undertook the following engagement activities:

2.3 Consultation Activities

Public Drop-in Sessions

2.3.1. Supported by WSP staff, Council undertook ten (10) public 'drop-in sessions' at Libraries across the Borough enabling the public to attend, ask questions, gain further information, and provide feedback on the Policy. The drop-in sessions were undertaken on/at the following dates/locations:

Table 2-1 - Public Drop-in Session Schedule

Date	Time	Location
Wednesday 27 Sept	10 to 12.30pm	Central Library
Thursday 28 Sept	12 to 2.30pm	South Norwood Library
Thursday 28 Sept	4.30 to 7pm	Purley Library
Tuesday 10 Oct	4.30 to 7pm	Thornton Heath Library
Wednesday 11 Oct	4.30 to 7pm	South Norwood Library
Thursday 12 Oct	4 30 to 7pm	Coulsdon Library
Wednesday 18 Oct	12 to 2.30pm	Purley Library
Wednesday 18 Oct	4.30 to 7pm	Central Library
Tuesday 24 Oct	10 to 12.30pm	Coulsdon Library
Tuesday 24 Oct	4.30 to 7pm	Thornton Heath Library

'Have your say' – Online Questionnaire

- 2.3.2. A 'get involved' online survey was developed to gain feedback on the Draft Croydon Parking Policy 2023 and made available via Council's 'Have your say' webpage. The public was invited to participate and submit this online questionnaire until 23:59 hours 31 October 2023.
- 2.3.3. Importantly – whilst there was a range of channels to provide feedback, the consultation team (made up of Croydon Council staff and WSP representatives), encouraged interested individuals/ parties to provide feedback through the online questionnaire. This forms the basis of our consultation analysis. Additionally, Council did provide hard copies of the questionnaire upon request – these responses have been incorporated into the online portal and are reflected in the overall analysis.

Business Leaflet Drop

- 2.3.4. Noting the importance of gaining feedback from businesses within the Croydon Borough, WSP staff distributed ~1000 leaflets to Town Centre businesses across two days:
- 18th October: South Norwood, Portland Road, Coulsdon, New Addington and Selsdon.
 - 19th October: Addiscombe, Norbury, Purely, Thornton Heath, and the shops in Upper Norwood within Croydon's borough boundary.

Ad hoc phone/ e-mail submissions

- 2.3.5. A dedicated e-mail inbox and phone line were set up and were active for the duration of the consultation and monitored daily. Responses from these channels are reported in section 4.

2.4 Consultation Materials

- 2.4.1. Consultation materials are listed below:

- Engagement website <https://www.getinvolved.croydon.gov.uk/draft-croydon-parking-policy-2023> via Council's 'Have your say' webpage. This included clear and concise information on the policy and outlined the engagement activities, key dates, and locations.
- A Frequently asked questions (FAQs) section which provided information on the policy, how to provide feedback, the draft action plan, and why the policy was needed.
- A copy of the Cabinet Report was made available showing the Executive Mayors approval to commence public consultation on the policy.
- A dedicated email address (parking.design@croydon.gov.uk) and phone number for further queries, ad-hoc responses/ email feedback, and requests for hard copies/larger font/different language. Printable information from the website was also available.

- 2.4.2. Council and WSP staff also used a suite of physical materials throughout each drop-in session which included:

- Six (6) pull up banners containing key information from the policy – these were used at each drop in session on the proposals and consultation.
- Large format (A0) sized location maps to communicate locations and have reference points for conversations during sessions.
- Printed copies of the draft policy
- Information Brochures on different aspects of the consultation including:

- Online questionnaire with link and QR code.
- Ringo Parking App

2.5 Communications & Advertising

2.5.1. Led by Council’s marketing and communications team, the public consultation was advertised/ promoted through the methods outlined in **Table 2.2** below:

Table 2-2 - Consultation Promotion

	Short Description	Date First Sent Out/ Published (All in 2023)	Sharing Mean
1	Public Consultation Media Release / Launch Date	September 2023	Online via Council Website
4	Instagram campaign	September 2023	Instagram
5	Leaflet Drop To businesses	18- 19 th October 2023	In person

3

OVERVIEW OF RESPONSES



3 OVERVIEW OF RESPONSES

3.1.1. During the consultation period for the Draft Policy, Council received:

- **951** complete online questionnaire responses
- **3** written submissions from individuals/ groups/ organisations (provided by e-mail)
- Comments received from **54** participants from drop-in sessions

3.2 Online Questionnaire Format

3.2.1. The online questionnaire contained a total of 24 questions (17 closed-ended questions and 7 open-ended questions) regarding aimed at gaining insights into respondents' trip and parking behaviours, car parking experiences, parking needs, and views on proposed draft actions contained within the Draft Policy. Additionally, Council also included 14 questions (mandatory for all online consultations) around equalities and demographic information. In accordance with Council's GDPR guidelines, all responses are anonymous and there is no publicising of any personal details. A template of the online questionnaire can be viewed in **Appendix A**.

Response Coding and Analysis

The online questionnaire was hosted via Croydon Council's 'Your Say' page'. For **closed questions** (questions where respondents are invited to select one or more provided response options), the data was exported from the 'your say' platform and shown in this report as graphs, maps and tables. Supporting discussion/ analysis is provided where appropriate.

For **open field questions** (questions where respondents are invited to provide comments/ text responses), all text responses were exported from Council's 'your say' platform and then coded into themes (also referred to as 'code frame'). Throughout this section, open field question findings are shown as tables containing key theme responses/ frequency of responses. Supporting discussion/ analysis is provided where appropriate.

The following were excluded from the analysis:

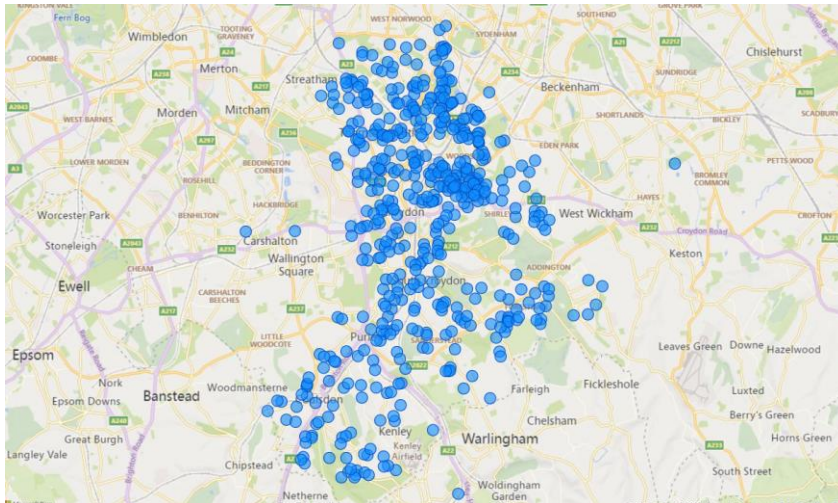
- Any duplicates of online questionnaire responses (responses with the same IP address and same open text answer)
- Any online questionnaire responses which were left blank, and that the respondent chose not to submit;
- Any email / phone comments received after the consultation period end.

3.3 Questionnaire Participation

Geographical Spread of Participants

3.3.1. Of the 951 questionnaire respondents, 675 respondents provided their postcode. This data has enabled us to generate a geographical spread of respondents' home locations – this is shown below in **Figure 3.1** below.

Figure 3.1 – Online Questionnaire respondents’ home locations



3.3.2. Figure 3.1 shows an objectively well spread participation, across the borough, in the online questionnaire. At a glance, locations of participants are quite evenly distributed across the borough, though upon analysis, we can see the densest clusters of respondents are located in the northern part of the borough.

Engagement Participation: Compared with engagement rates for similar (external) policies

3.3.3. In an effort to assess the success of the consultation of the policy (participation, response rate, etc) we have provided some findings/ figures around engagement / consultation for similar parking policies and strategies within other local authorities.

Redbridge

- Redbridge Parking Strategy 2020-2025 – no public consultation
- Redbridge Parking Strategy 2015-2020 – undertook public consultation. Received 3700 responses.

Havering

- Havering Parking Strategy 2018 – no public consultation

Southwark

- Streets for People Strategy (Dec 2022 – Feb 2023) – 870 responses

Greenwich

- Cleaner Greener Greenwich – 352 responses
- Transport Strategy – 1026 responses
- Kerbside Strategy – no specific consultation but transport strategy included parking elements

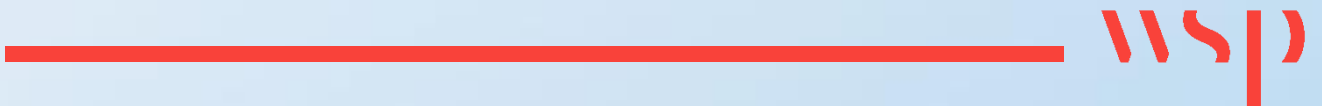
Newham

- 2020 Parking Policy – 4800 responses

Importantly, the abovementioned policies and strategies are simply benchmark examples for comparing typical engagement rates. It should be noted that each policy would vary in terms of content, audience, consultation activities and associated promotion.

4

ONLINE QUESTIONNAIRE - RESPONSES & ANALYSIS



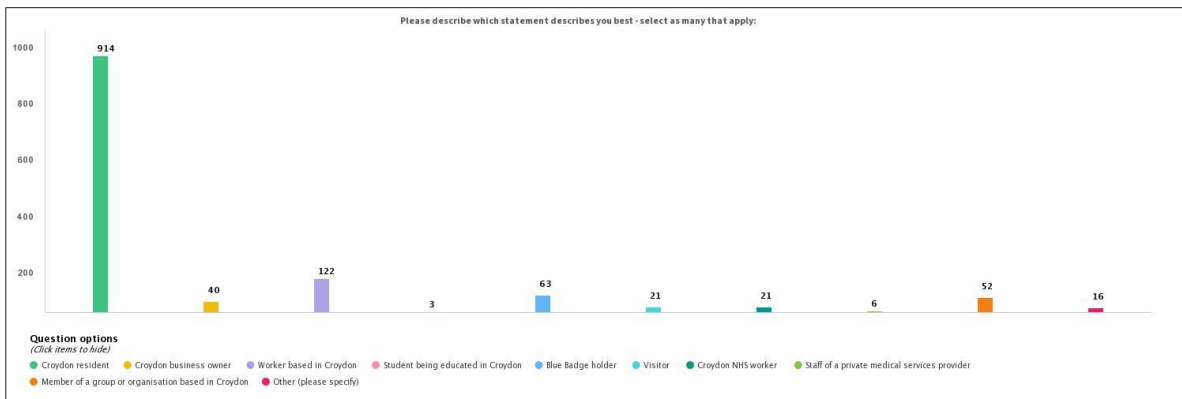
4 ONLINE QUESTIONNAIRE - RESPONSES & ANALYSIS

4.1 Respondent Types/ Trip Behaviours

Respondent Description

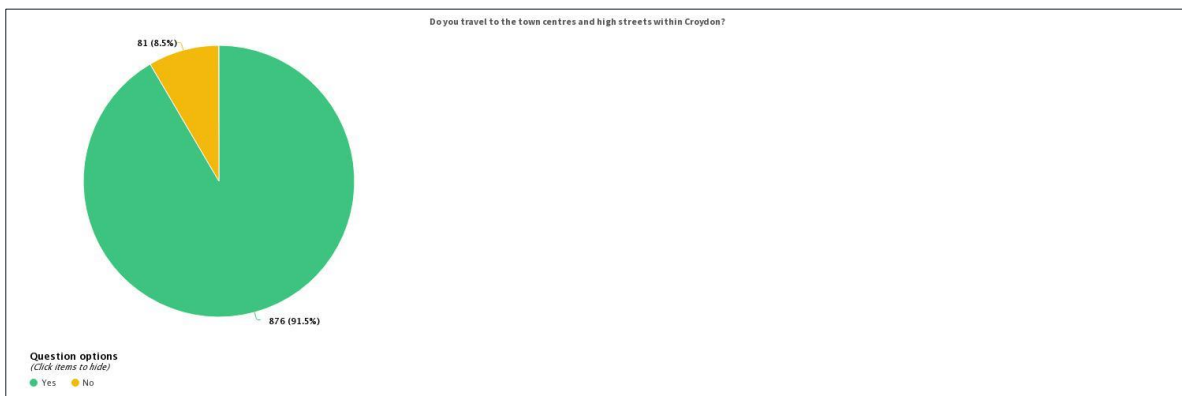
4.1.1. Respondents were asked to identify ***which statement describes them the best*** – inviting them to select as many as apply. The survey demographics indicate a predominant representation of Croydon residents, constituting a substantial 95% of the respondents. This suggests a high level of engagement and feedback from the local community, providing a solid foundation for understanding the perspectives of those directly impacted by the introduction of the policy. There is also notable participation from workers, blue badge holders, students, health care workers, business owners and members of groups or organisations based in Croydon – this is shown below in **Figure 4.1** below.

Figure 4.1 – Participant demographic description



4.1.2. We can determine from **Figure 4.2** below that the vast majority of respondents (91.5%) do travel to Croydon high streets and town centres. This is important as it indicates that nearly all respondents have experienced travel to and from town centres within Croydon Borough.

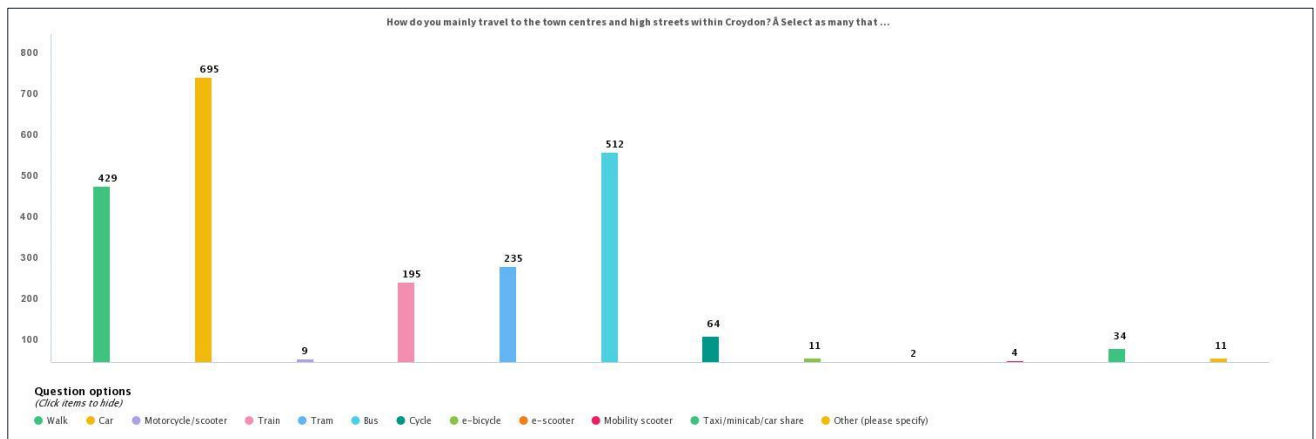
Figure 4.2 – Driving Behaviours



Typical modes of travel

- 4.1.3. The online questionnaire asked respondents **how they mainly travel to town centres and high streets within Croydon** – inviting them to select as many that apply. Respondents exhibited diverse travel preferences (**Figure 4.3**), with the top 5 modes of travel being Car (695), Bus (512), Walk (429), Tram (235), and Train (195).
- 4.1.4. The least selected modes (in ascending order), include E-scooter (2), Mobility Scooter (4), Motorcycle/scooter (9), E-Bicycle (11), Other (11), Taxi/minicab/carshare (34), and Cycle (64). The distribution of the top 5 modes of travel highlights the critical importance of implementing effective parking management strategies within the borough. The predominant use of busses, walking, trams and trains underline the importance of accommodating various modes to enhance accessibility and promote sustainable urban mobility.

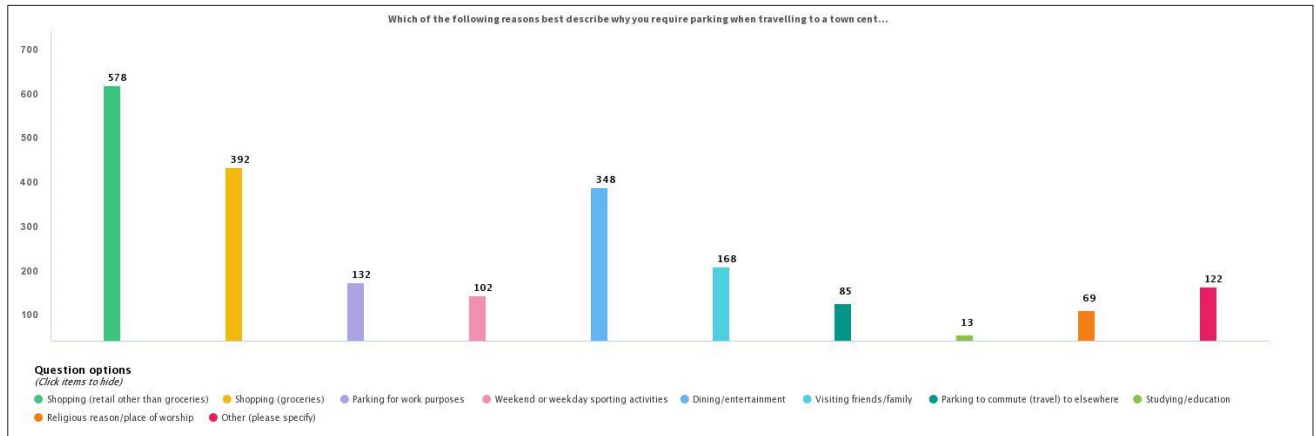
Figure 4.3 – Typical modes of travel to Town Centres and High Streets within Croydon



Reasons for requiring car parking

- 4.1.5. Critical to delivering a holistic and considered parking policy, is understanding why people need parking within Croydon Town Centres and High Streets. We asked respondents to **identify the statement that best describes why they require parking when travelling** to these destinations. Respondents were invited to pick multiple answers.
- 4.1.6. The top five most selected responses include shopping for non-grocery items (578), grocery shopping (392), dining and entertainment (348), visiting family or friends (168), and parking for work-related purposes (132). Conversely, the top five least selected responses involve activities such as weekend sporting activities (122), parking for commuting (85), religious reasons or places of worship (69), and studying or education-related purposes (132).

Figure 4.4 – Typical reasons for requiring car parking

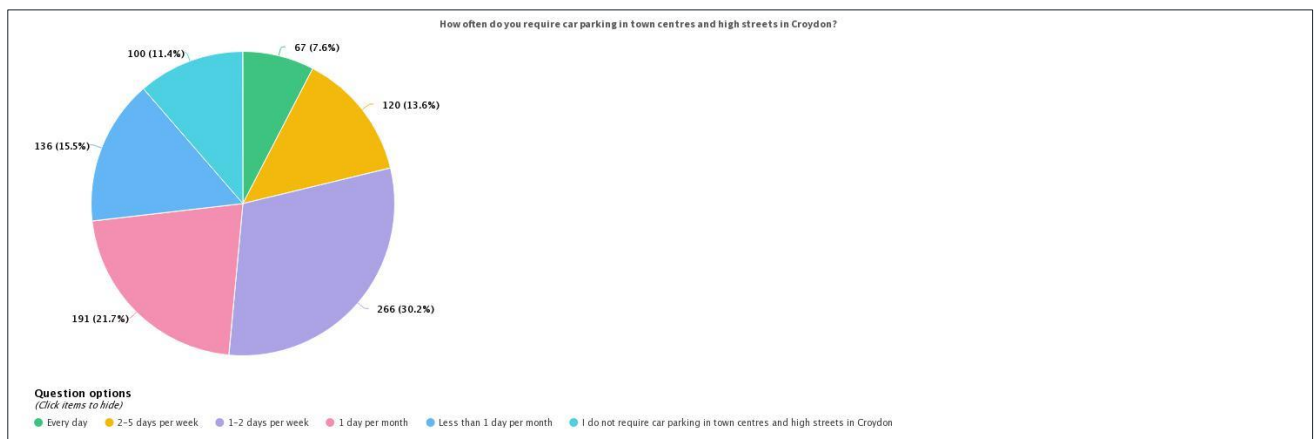


4.2 Parking Needs & Priorities

Typical frequencies of requiring car parking

- 4.2.1. Respondents were asked **how often they require car parking in town centres and high streets in Croydon**. This question was aimed at gaining insights into the typical demands on parking within the districts of Croydon Borough. The majority of respondents (30.2%) said that they require car parking 1-2 days per week. This may be reflective of residents requiring parking for weekly shopping, destination travel, or worker parking within the borough.
- 4.2.2. For the high demand parking, responses show that 7.6% of respondents require parking every day. We can speculate that this group may be representative of workers, businesses, or commuter parkers. Further breakdown is shown in Figure 4.5 below.

Figure 4.5 – Typical frequencies of requirement for parking



Typical duration of stay required when parking

- 4.2.3. Respondents were asked to share **how long they would typically stay when parking around high streets and town centres**. As shown in Figure 4.6 below, the majority of respondents (37.6%), indicated a parking duration of 1-2 hours, reflecting a common pattern of mid-length visits.

A notable 4.7% of participants indicated brief stays, requiring 30 minutes or less, while 19% reported a slightly longer timeframe of 30 minutes to 1 hour.

- 4.2.4. Additionally, 22.7% of respondents reported needing 2-3 hours, suggesting a substantial portion of individuals require parking to engage in more extended activities – arguably going beyond a regular grocery shop. A total of 22 participants (2.8%) indicated a need for parking between 10-24 hours – a prolonged parking duration requirement, possibly for work or other extended engagements.

Figure 4.6 – Typical duration of stay required (for car parking)



Key priorities when seeking parking

- 4.2.5. The online questionnaire also sought to understand respondents’ **priorities when it came to looking for car parking** inviting them to select as many options that apply. The top-ranking consideration was proximity, with 653 respondents emphasizing the importance of parking distance from their location. Cost followed closely, with 603 participants highlighting its significance in their decision-making process. Free time available in the parking space emerged as the third most prioritized factor, with 451 responses.
- 4.2.6. A smaller portion of respondents indicated factors such as the availability of disabled car parking spaces (84), other considerations (29), and a notable 103 respondents expressed that they do not require parking at all.

Figure 4.7 – Priorities when seeking car parking

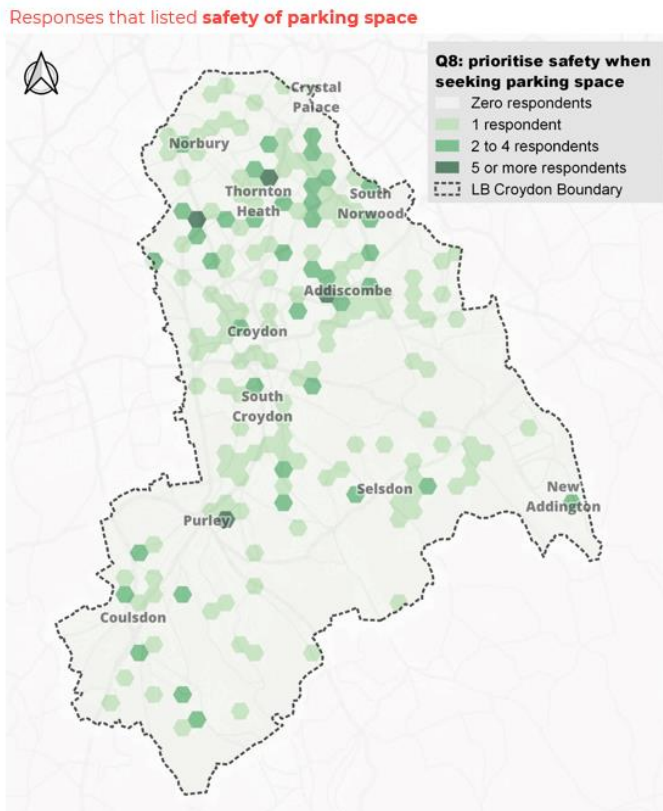


- 4.2.7. Interestingly, 386 respondents respectively acknowledged the importance of ‘safety of carparking space’. This does reflect anecdotal feedback throughout the drop-in sessions, particularly from

women who made comments about walking to their car at night either upon return from study, shopping, or being out generally.

- 4.2.8. Leveraging postcode data obtained in the questionnaire, a geographical spread has been produced (**Figure 4.8**) to indicate home locations of respondents who prioritise safety when seeking a car parking space. It should be noted that this map is not an indication of locations that respondents perceive to be unsafe. However, it should inform Council that the prioritisation of safety in choosing carparking is felt widely across the borough.

Figure 4-8 - Geographical Spread of respondents who prioritise safety when seeking carparking

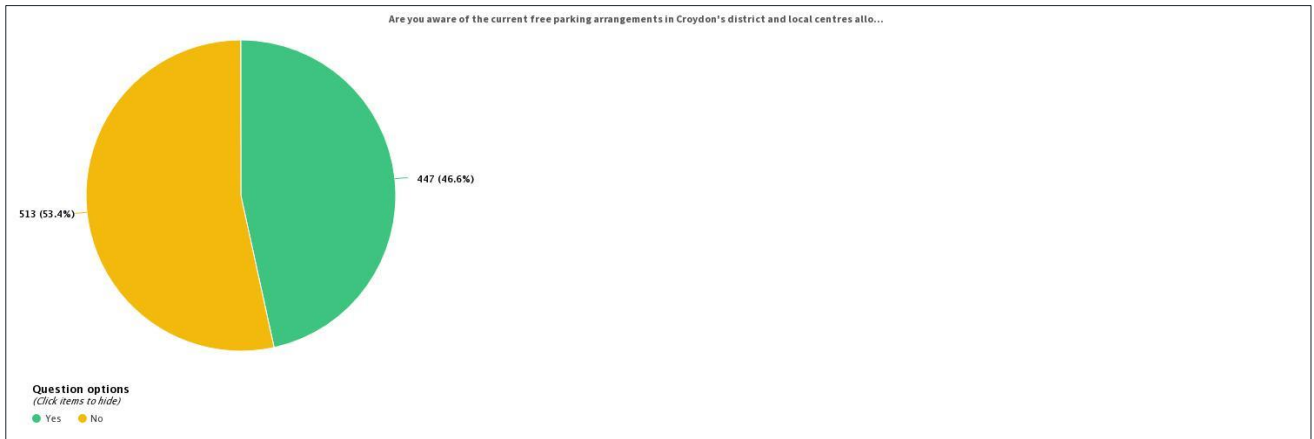


4.3 User Experiences & Preferences around Free Parking Provision

Awareness of existing free parking

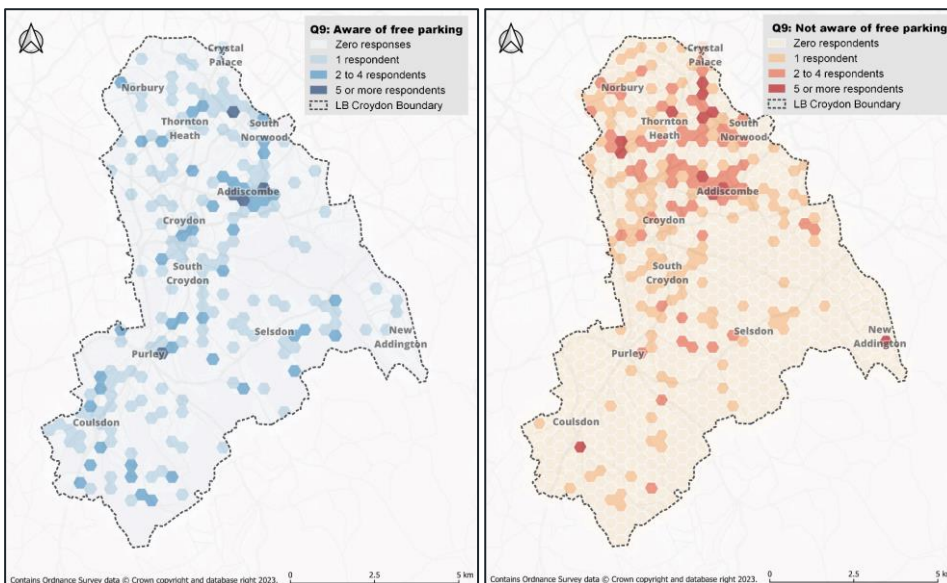
4.3.1. Respondents were asked to confirm **if they were aware of existing free parking arrangements** within the Croydon Borough. Interestingly, results (Figure 4.9) show that over half of the respondents (53.4%) were NOT aware of existing free parking arrangements. This is quite a significant statistic noting that 431 respondents said that they prioritise ‘free time available in parking space’ when seeking parking within the borough.

Figure 4.9 – Awareness of existing free parking arrangements



4.3.2. Further analysing respondents’ awareness (or non-awareness) of free parking, Figure 4.10 is intended to identify the home locations/ geographical representation of these results. Interestingly, respondents who are not aware of existing free parking arrangements tend to be located/ clustered around the northern parts of the borough.

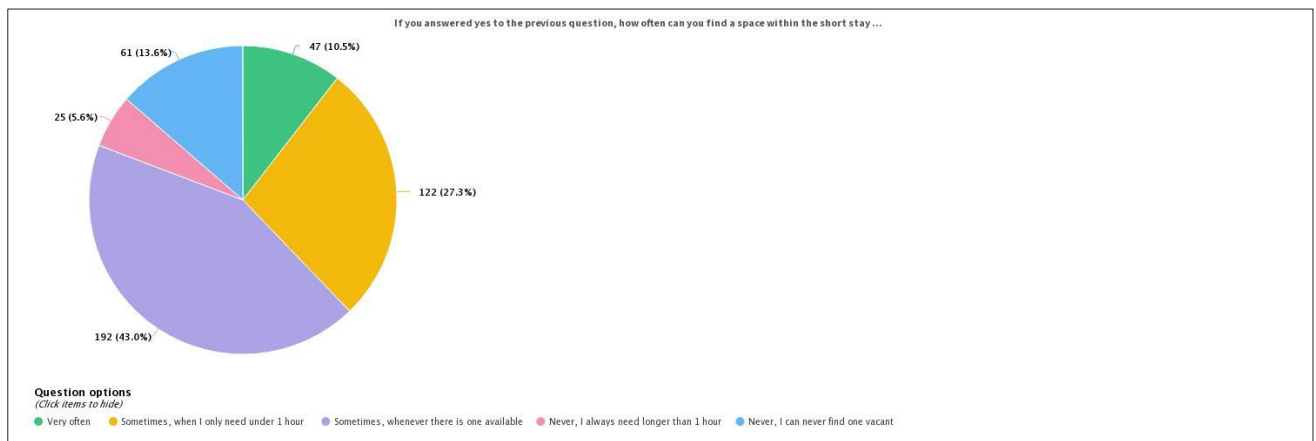
Figure 4.10 – Geographical Spread - AWARE vs NOT AWARE of existing free parking



Ability to find free/ short stay parking

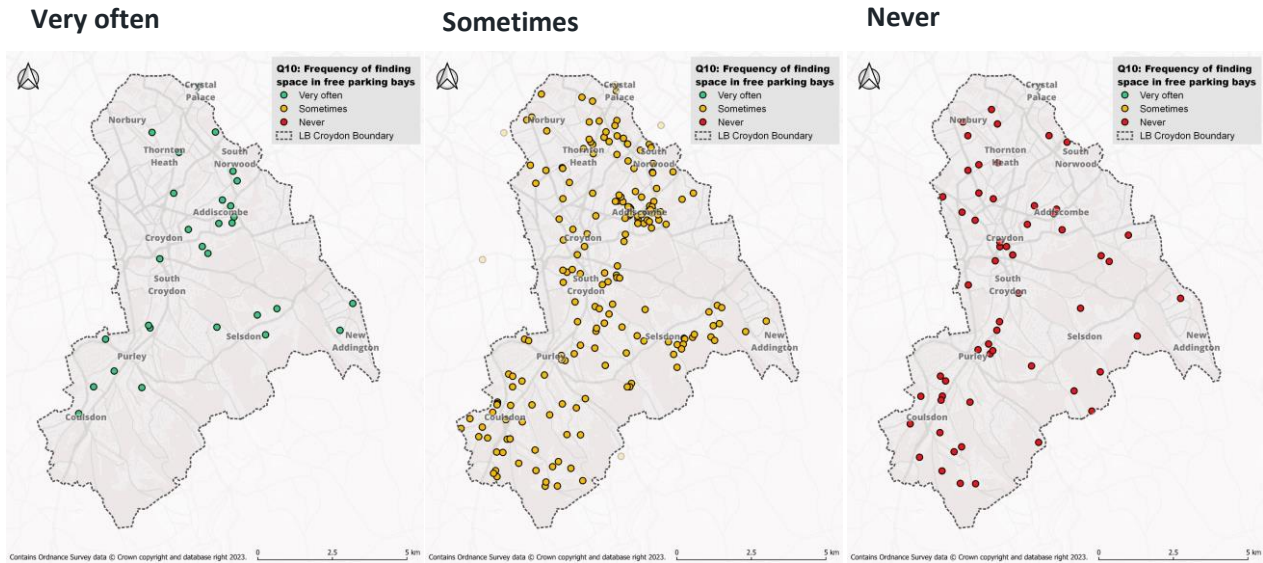
- 4.3.3. The 46.6% of respondents that said that they were aware of free/short stay parking arrangements were asked to share **how often they can find a parking space within the short stay free parking bays.** Notably, 43% of participants identified "Sometimes, whenever there is one available". Additionally, 27.3% reported finding a space "Sometimes, when I only need under 1 hour," suggesting a selective use pattern aligned with shorter errands.
- 4.3.4. It is positive that only 13.6% indicated "Never, I can never find one vacant," but it is still higher than "very often" (10.5%) which is the 2nd lowest response. The intended outcome of this question is to better understand the demand for/ current experience of finding free parking within Croydon Borough. With this information, Council is better equipped to implement a policy that promotes steady turnover of carparking spaces, improved access to local businesses and enhanced high street patronage.

Figure 4.11 – Experienced ability to find free/ short stay parking



- 4.3.5. Figure 4.12 consolidates results into 'very often, sometimes, or never' and maps the spread across the borough. The intention of this visual representation is to identify the home location addresses of respondents against their parking experiences. As Figure 4.12 has been generated from respondent postcode data, it is important to note that dots are NOT representations of locations where respondents can or cannot find free parking.

Figure 4.12 – Location of respondents and their ability to find free/ short stay parking

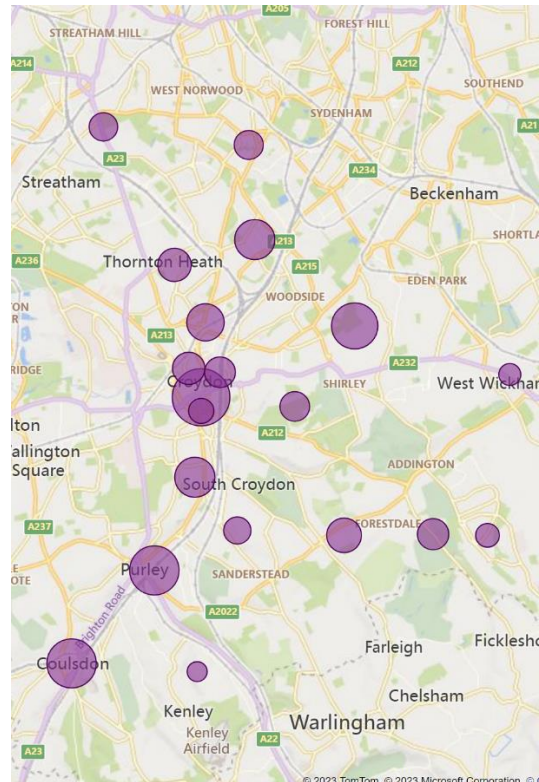


Respondent location preferences on free parking

- 4.3.6. In pursuit of gaining further feedback on parking demands, we asked respondents to **share where they would like to see free parking to shop locally**, inviting them to select as many options that apply. The results have been shown in the table/geographic spread in **Figure 4.13** below.
- 4.3.7. An important consideration when consolidating and analysing this information was to understand that respondents varied in their response by either listing one or more locations, nominating hyper-local specific locations, general non-location specific locations (e.g. ‘everywhere’), or providing commentary that did not identify a location.
- 4.3.8. The intent of this question was to obtain a baseline understanding of the broad areas where people want to see free parking spaces to shop locally. This enables Council to plan accordingly for future parking needs, but also to highlight where free parking provision already exists. As such, the data has been grouped accordingly.

Figure 4.13 – Geographical Spread - Where respondents would like to see free parking spaces

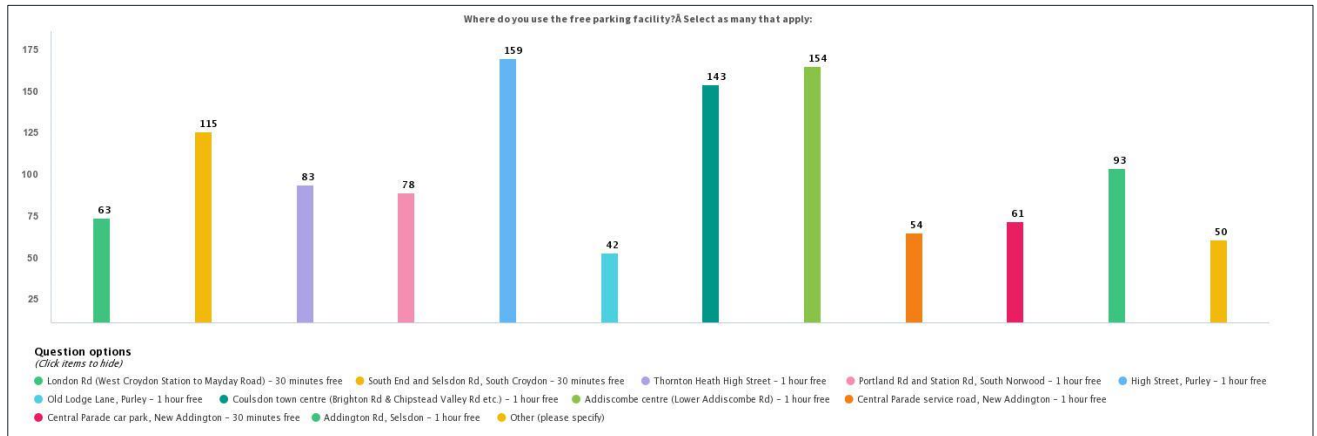
Theme	Number	%
Croydon Town Centre	100	16%
Purley	69	11%
Coulsdon	69	11%
Addiscombe	59	9%
On or near high streets	53	8%
South Croydon / Brighton Rd / South End	41	7%
South Norwood	41	7%
Everywhere	38	6%
West Croydon / London Rd	34	5%
Answer or part of the answer unrelated to the question or unclear e.g. near shops	111	18%
Selsdon	28	4%
Thornton Heath	25	4%
Hospitals/ Medical service locations	25	4%
Surrey St/ Church St/ Centrale Shopping Centre	23	4%
Stations	22	3%
Whitgift	21	3%
East Croydon	20	3%
Car Parks	20	3%
Shirley	18	3%
Crystal Palace	17	3%
Disabled parking (e.g. near schools and shops)	17	3%
Norbury	16	3%
Sanderstead	14	2%
South End Rd / High Street / Edridge Ave	11	2%
New Addington	9	1%
Other (named less than 3 times)	8	1%
West Wickham	7	1%
Kenley	5	1%



Typical locations where free parking is used

- 4.3.9. Respondents were asked to **share the locations they use free parking within the Croydon Borough**. Generally speaking, there is quite a significant spread across key locations where free/ short stay parking is available. Respondents were invited to select multiple areas. Results are shown in Figure 4.14 below.
- 4.3.10. In determining where the greatest demand is for short stay/ free parking, this section looks at the top 5 highest scoring locations.
1. **High Street, Purley (1 hour free)** –159 respondents
 2. **Addiscombe Centre - Lower Addiscombe Rd (1 hour free)** – 154 respondents
 3. **Coulsdon Town Centre - Brighton Rd and Chipstead Valley Rd (1 hour free)** – 143 responses.
 4. **South End and Selsdon Rd, South Croydon (30 minutes free)** – 115 respondents.
 5. **Addington Rd, Selsdon (1 hour free)** - 93 respondents indicating their preference for this location.

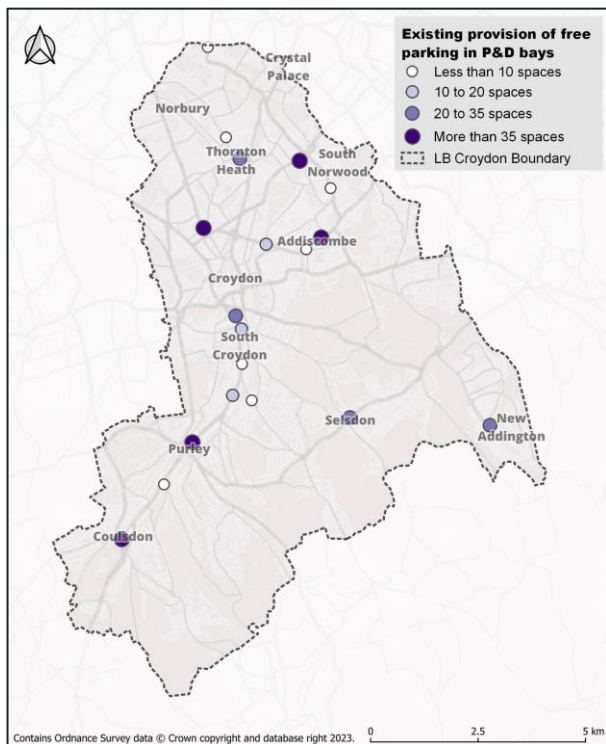
Figure 4.14 – Typical locations of where free parking is used



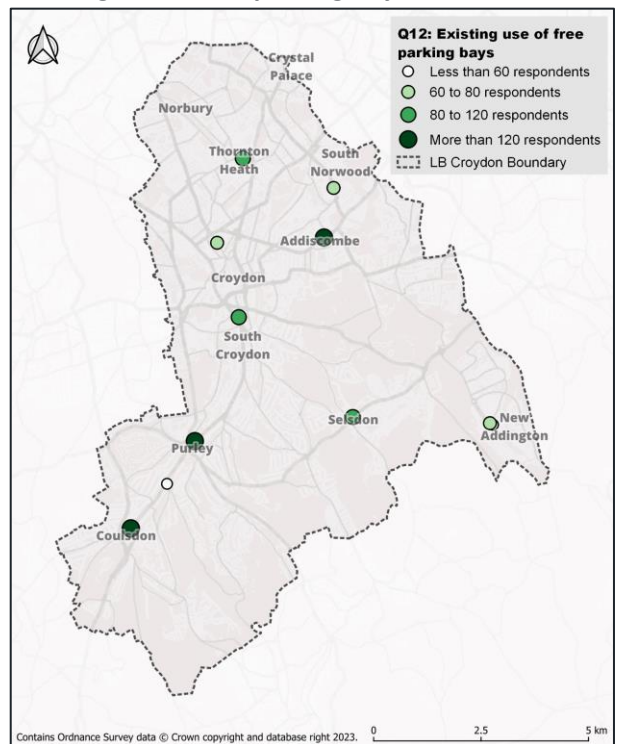
4.3.11. Another interesting insight into user experiences of free parking provision is to compare and contrast the typical areas where respondents use free parking vs existing provision of free parking bays throughout the borough. This comparison is shown in Figure 4.15 below.

Figure 4.15 – Existing provision of free parking bays vs existing use of free parking bays

Existing provision of free parking bays



Existing use of free parking bays

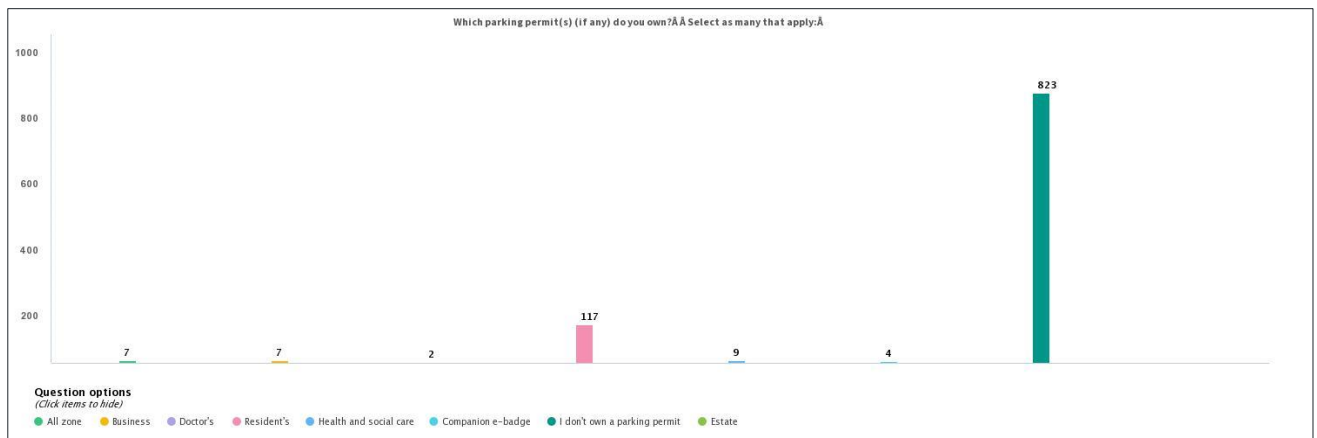


4.4 Respondent User Experience: Parking at/near their home

Parking Permit Ownership

- 4.4.1. The questionnaire asked respondents to **share which parking permit they owned** (if any). Respondents were invited to select as many options that apply. This is shown in Figure 4.7 below.
- 4.4.2. Notably the vast majority of respondents (823) confirmed that they do not own a parking permit. Of those who disclosed permit ownership, 117 respondents possessed a residents parking permit. A small number of respondents also said they possessed other types of parking permits – Health and social care (9), business permit (7), all parking zone (7), companion e-badge, (4), and doctors (2).
- 4.4.3. During the drop-in sessions, it was noted that many residents, and respondents to this survey lived in or near controlled parking zones (CPZ's). As such, there was awareness and discussion around the permitted amount of permits per home, the impacts of CPZ's, and questions relating to potential future CPZ's.

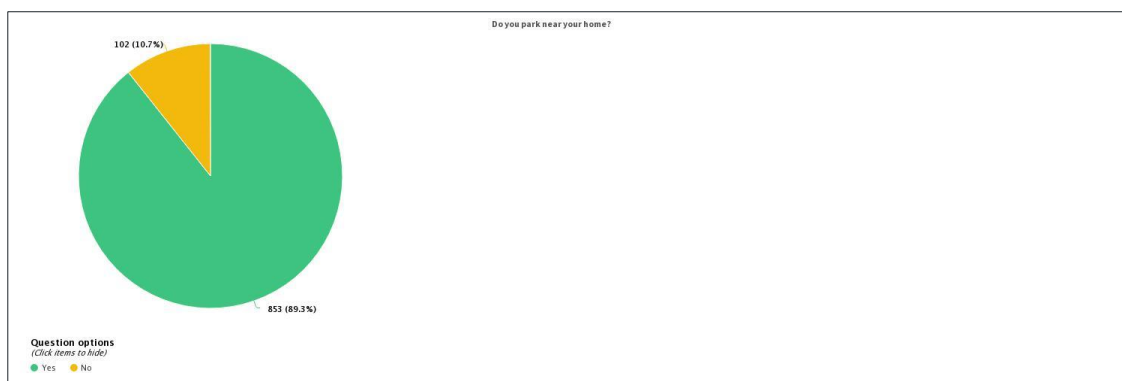
Figure 4.16 – Parking permit ownership



Respondent parking behaviours/ experiences near their home

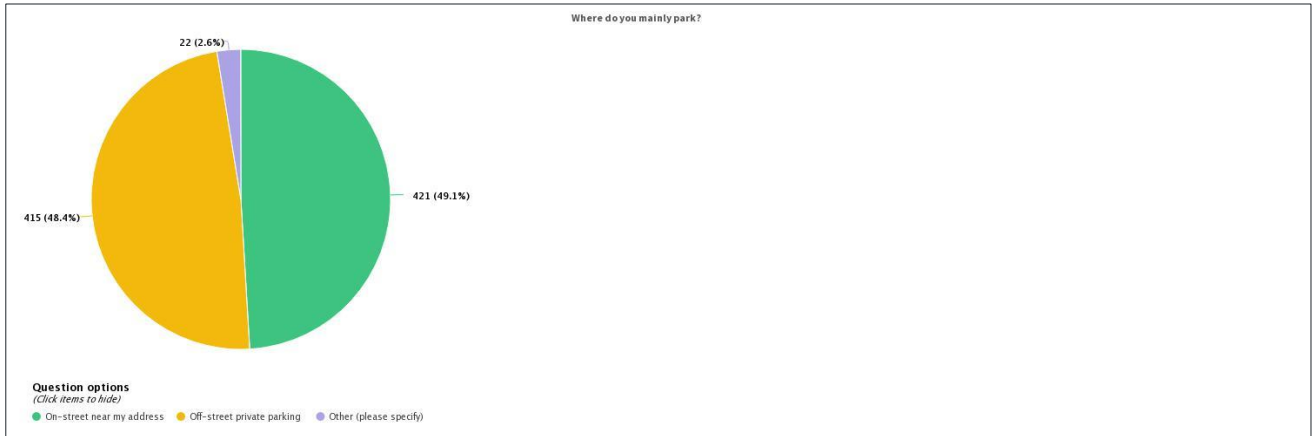
- 4.4.4. Respondents were asked **if they park near their home** locations. Responses have shown that 89.3% of respondents park near their home. Of the 2.6% of respondents that said 'other', a few responses specify that they have two or more cars, use both private and on street parking, and in some instances, do not have private parking and have difficulty finding a park near their home.

Figure 4.17 – Parking at home



4.4.5. Continuing the theme of typical parking behaviours, respondents were asked to **share how they park at home.** Figure 4.18 shows that there is a generally even mix with 49.1% of respondents parking ‘on-street near their address’ and 48.4% of using ‘off-street private parking’.

Figure 4.18 – Typical Parking Behaviours – On-street/ Off-street

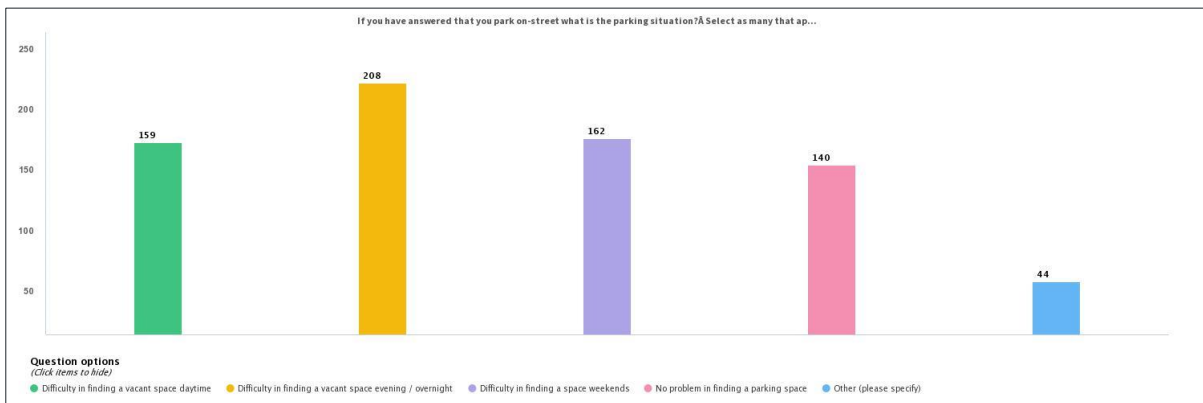


4.4.6. The 49.1% of respondents that said that they use ‘on-street parking near their address’ were asked to **best describe their experience/ parking situation.** Shown in figure 4.19, 159 respondents expressed challenges in finding vacant spaces during the daytime, while 208 reported difficulties during the evening and overnight hours. Additionally, 162 respondents encountered obstacles in securing parking spaces on weekends. On a more positive note, 140 respondents reported no issues in finding parking spaces, suggesting relative ease in their street parking situations.

4.4.7. A total of 44 respondents answered as "Other" with a variety of different experiences noting difficulty in finding a space due to the

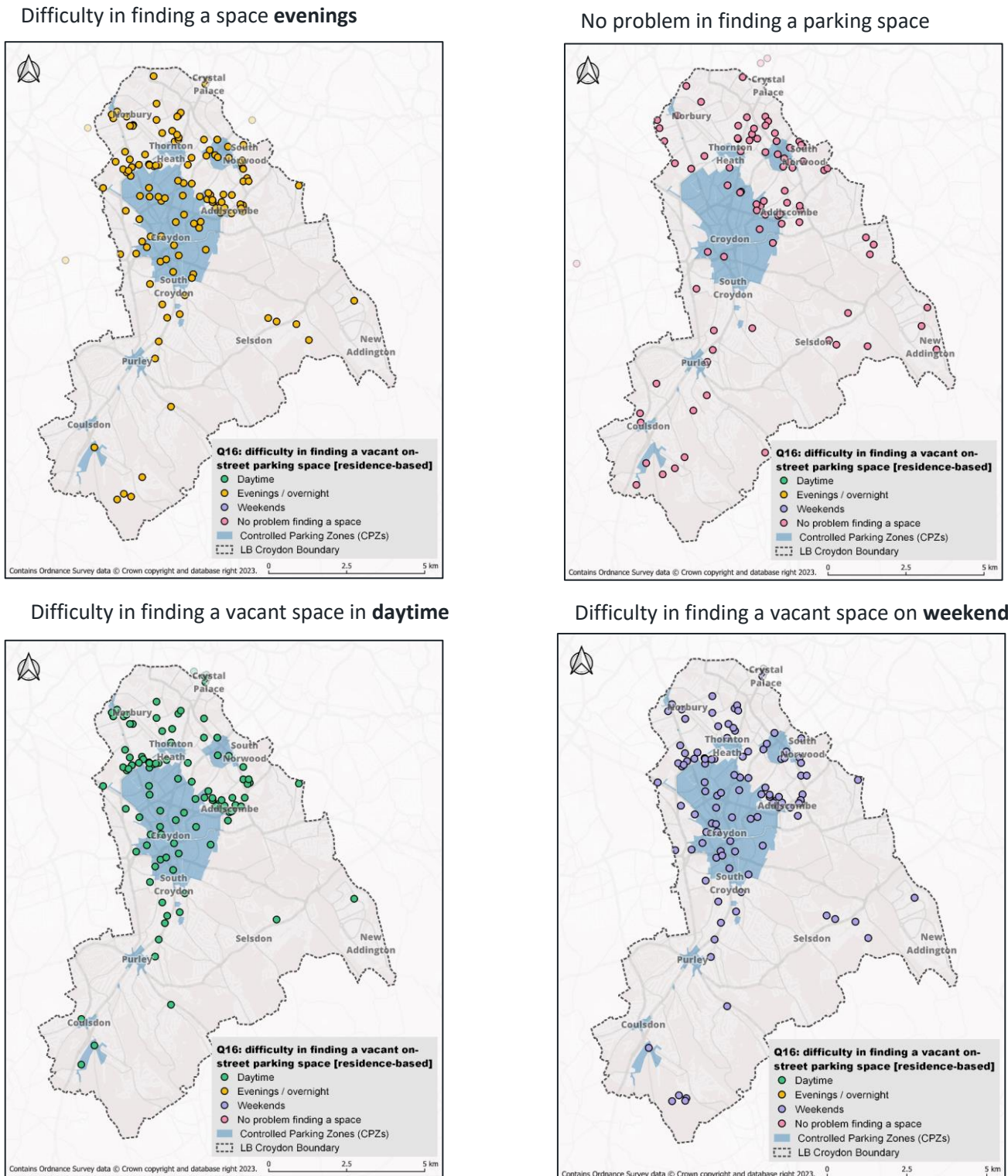
- parking habits of different user groups/ during certain times - food delivery drivers, tradespeople
- Influx of cars/ parking during sporting events/ match days (e.g. Crystal Palace match days)
- Maintenance issues – overhanging foliage preventing car parking
- Illegal parking – E.g., Cars partially blocking driveways preventing residents parking

Figure 4.19 – On-street parking experiences



4.4.8. Whilst we cannot determine the exact locations **where** respondents report parking difficulty, we can showcase where they are from and **when** they experience parking difficulty. This visual insight is shown also again Controlled Parking Zones 'CPZ's in **Figure 4.20**.

Figure 4.20 – On-street parking experiences by location and category



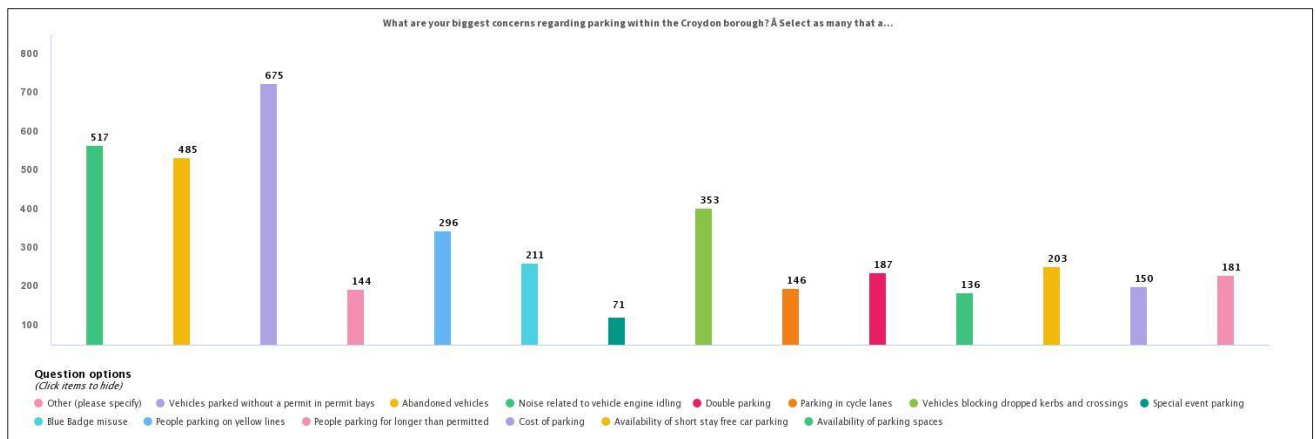
4.5 Biggest Concerns related to parking generally within Croydon Borough

4.5.1. Respondents were asked to share their biggest concerns regarding parking within Croydon Borough. The respondents were invited to select as many that apply.

4.5.2. To provide context around typical concerns amongst residents, the top seven (7) most frequently chosen responses are highlighted.

1. **Cost of parking** - 675 respondents
2. **Availability of parking spaces** – 517 respondents
3. **Availability of short stay free car parking** – 485 respondents
4. **Vehicles blocking dropped kerbs and crossings** – 353 respondents
5. **People parking on yellow lines** – 296 respondents
6. **Blue badge misuse** – 211 respondents
7. **Abandoned vehicles** – 203 respondents

Figure 4.21 – Biggest concerns regarding parking within Croydon Borough



4.6 Proposals to free/ short stay parking

4.6.1. In an effort to enhance access to local businesses and encourage a higher turnover of parking spaces, respondents were informed that a future review may seek to implement two key actions:

- Limit the free parking to 30 minutes
- Introduce a nominal fee for parking between 30 minutes and one hour.

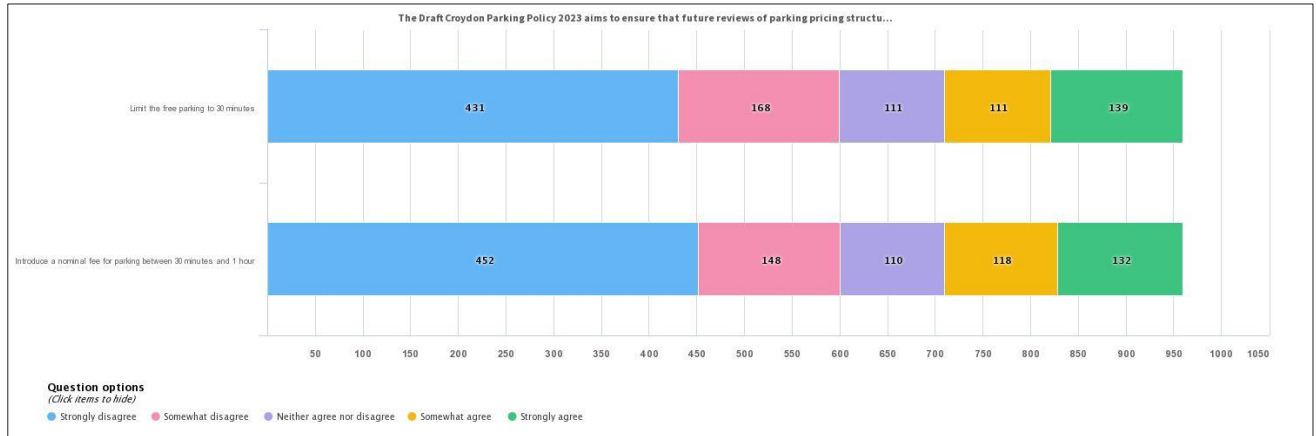
4.6.2. Respondents were asked to **rate both options as to the extent to which they agreed or disagreed** with them.

4.6.3. Generally, both proposals indicate similar responses and sentiment. When asked to rate the proposal to **limit the free parking to 30 minutes**, 431 respondents strongly disagreed. When asked to rate the proposal to **introduce a nominal fee for parking between 30 minutes and 1 hour**, 452 respondents strongly disagreed. This is shown in **Figure 4.22**.

4.6.4. Conversely however, when looking at the results more holistically, the combined 'somewhat agree and strongly agree' add up to significant portions of the response rate. Through this lens, **26% of**

respondents have expressed agreement with both limiting the free parking to 30 minutes and introducing a nominal fee for parking between 30 minutes and 1 hour.

Figure 4.22 – Opinions: Limit parking to 30 minutes & Introduction of nominal fee



4.7 Proposals to free parking – Why respondents agreed/disagreed

- 4.7.1. To further explore sentiment on these two proposals (limit the free parking to 30 minutes & introduce a nominal fee for parking between 30 minutes and 1 hour), respondents were asked to share **why they agreed or disagreed.**
- 4.7.2. It should be noted that in spite of respondents agreeing or disagreeing with the proposals, the commentary and response themes vary and raise other associated themes around user experience and the impacts of the proposals.
- 4.7.3. For the respondents who said they ***somewhat agreed or strongly agreed*** with these proposals, there was a total of 352 text responses. Their responses have been coded and summarised into **Table 4.23** below.

Table 4.23 – Response themes: Somewhat agree or strongly agree to proposals

Response Theme	Number of respondents	Percentage (%)
30 minutes not enough (e.g. depending on location / age / disability) / requests for 1hr free parking or more (e.g. near hospitals/ medical centres)	98	28%
More parking available for people who need to shop (vs commuters, etc.) / fair system	65	19%
Good for businesses / the local economy / would encourage me to shop locally	54	16%
In support of free / cheap parking for all or for residents / concerned with raising parking costs	49	14%
Part of or full comment does not answer the question, unclear or blank	38	11%
Ok with nominal fee / but worried nominal fee may be raised/ too high	33	9%
Against facilitating car use / or call to improve public transport / cycling and walking facilities instead	27	8%
Support for 30 mins free parking	23	7%
Specific Local Issue	15	4%
Comment on payment methods	13	4%
Enforcement required	9	3%

4.7.40. For the respondents who said they somewhat disagreed or strongly disagreed to the proposals there was a total of 548 text responses. Their responses have been coded and summarised into **Table 4.24** below.

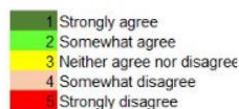
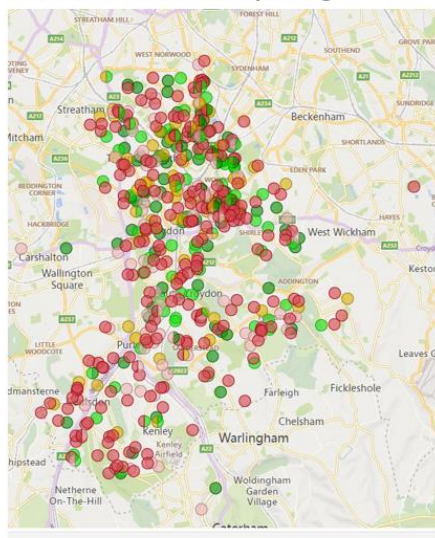
Table 4.24 – Response themes: Somewhat disagree or strongly disagree to proposals

Response Theme	Number of respondents	Percentage (%)
30 minutes not enough (e.g. depending on location / age / disability) / requests for 1hr free parking or more (e.g. near hospitals/ medical centres)	230	42%
Parking fees bad for businesses / They would not shop somewhere they had to pay	188	35%
Worried about costs / wants free parking / critical of motives to increase fees	183	34%
Part of or full comment does not answer the question, unclear or blank	67	12%
Comment on payment methods	29	5%
Against free parking or focus on cars / calls to improve public transport / active travel instead	18	3%
Support for 30 mins free parking	15	3%
Other (mentioned less than 5 times)	11	2%
Satisfied with current situation	8	1%
Enforcement required	7	1%

4.7.74. For the respondents who said they somewhat disagreed or strongly disagreed to the proposals there was a total of 548 text responses. Their responses have been coded and summarised into **Table 4.25** below.

Table 4.25 – Responses to proposals - Geographical Spread – Whole Borough

Limit to 30 minutes free parking



Introduce Nominal Fee 30-60 minutes

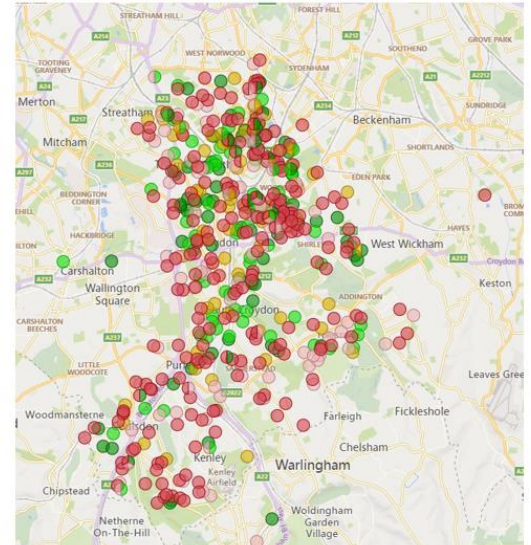
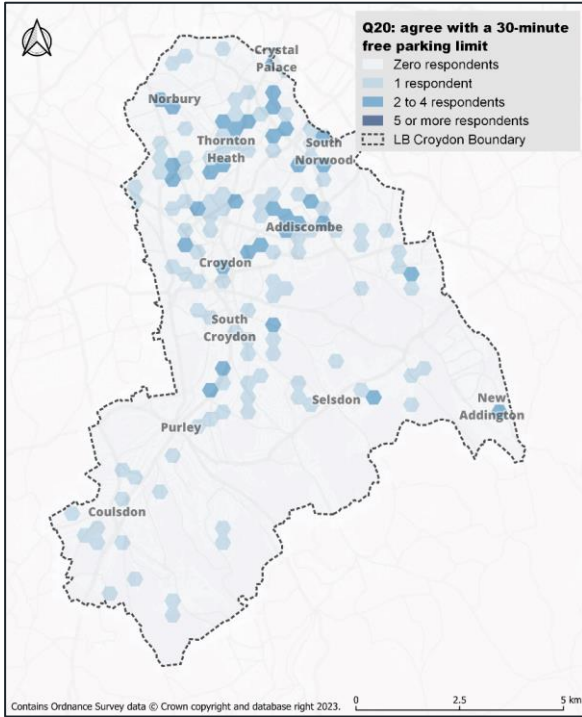


Table 4.26 – Responses to proposals - Geographical Spread – 30 minute limit

In agreement for a 30-minute limit



Opposed to 30-minute limit

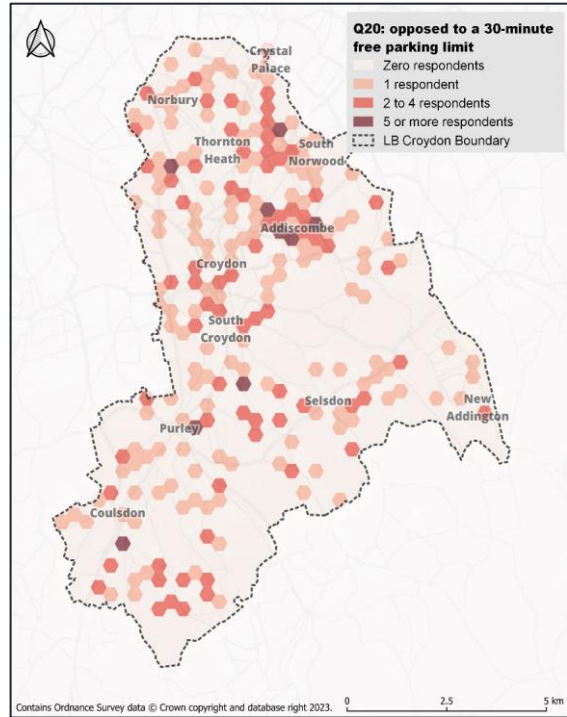
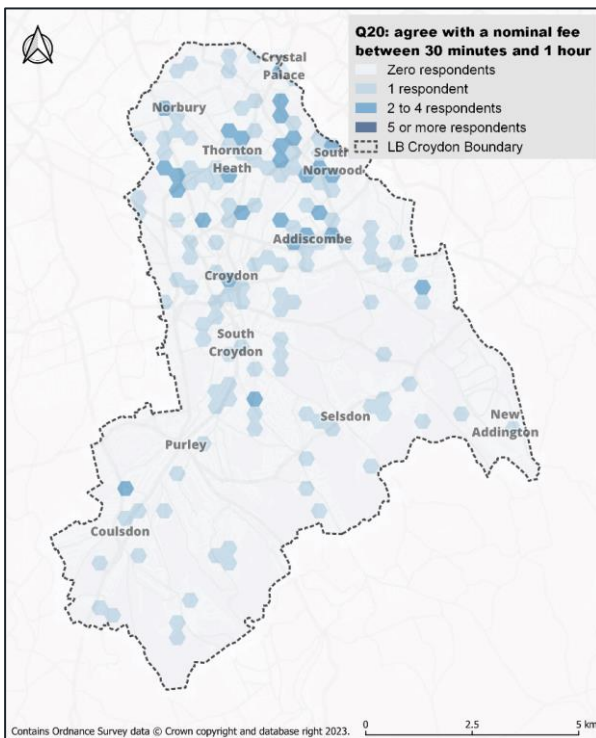
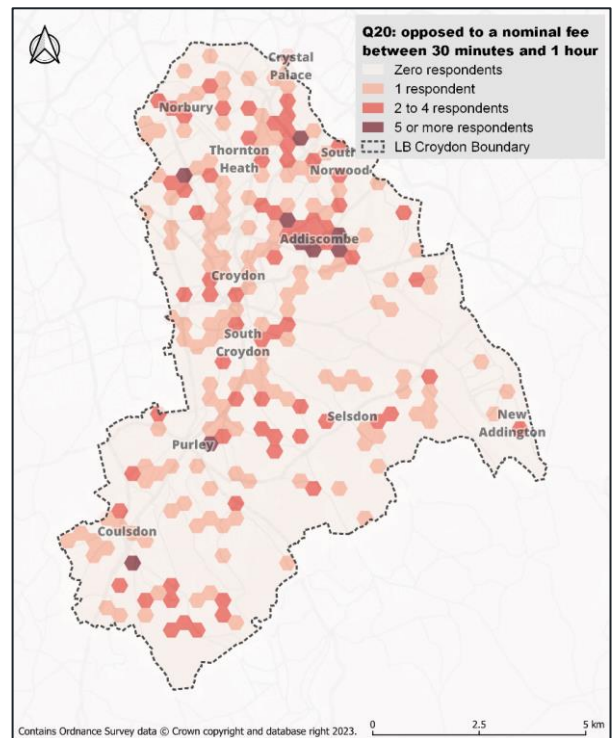


Table 4.27 – Responses to proposals - Geographical Spread – Nominal Charge

In agreement for a nominal charge



Opposed to a nominal charge

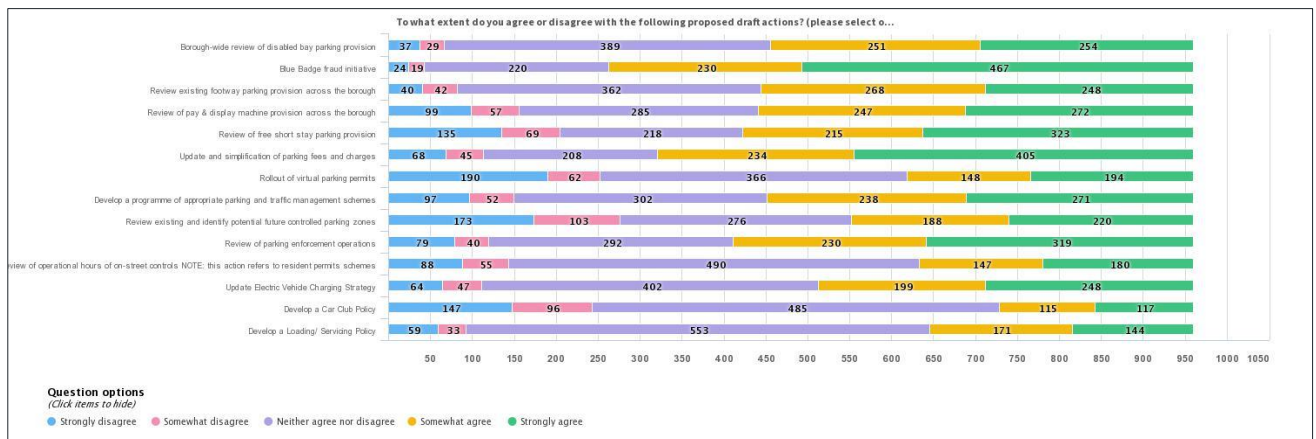


4.8 Analysis of Proposed Draft Actions

Draft Action Ratings

- 4.8.1. Appending the body of the Draft Croydon Parking Policy 2023 are fourteen (14) 'Proposed Draft Actions'. Critically, respondent views on these will help inform how these actions are prioritised and implemented once the draft policy is adopted.
- 4.8.2. Accordingly, respondents were asked to ***rate the extent to which they agreed or disagreed with the draft actions*** which is shown below in **Figure 4.28**.

Figure 4.28 – Opinion: Proposed Draft Actions Ratings



Draft Actions – Sorted by ‘combined agreed’

- 4.8.3. In order to provide some insight into priority respondent ratings of these action items, the responses have been sorted into ‘Combined Agreed (consolidation of somewhat agreed and strongly agreed)’. All actions, including the top 5 combined agreed are shown in **Figure 4.29** below.

Figure 4.29 – Draft Actions – Top 5 Sorted by ‘Combined Agreed’

Top 5 Draft Actions by ‘Combined Agreed’

1. Blue Badge fraud initiative (72%)
2. Update and simplification of parking fees and charges (66.6%)
3. Review of parking enforcement operations (57.2%)
4. Review of free short stay parking provision (56%)
5. Review of pay & display machine provision across the borough (54.1%)

Remaining Draft Actions sorted by ‘Combined Agreed’

6. Review existing footway parking provision across the borough
7. Develop a programme of appropriate parking and traffic management schemes
8. Borough-wide review of disabled bay parking provision
9. Update Electric Vehicle Charging Strategy
10. Review existing and identify potential future controlled parking zones
11. Rollout of virtual parking permits
12. Review of operational hours of on-street controls NOTE: this action refers to resident permits schemes
13. Develop a Loading/ Servicing Policy
14. Develop a Car Club Policy

Draft Actions – Geographical Spread (postcodes)

4.8.6. Additionally, as it is possible that ratings will vary depending upon the home location of respondent and their experiences based upon geography. As such, each draft action has also been mapped against respondent postcodes. This means that we can show (in Figures 4.30-4.32 below) rating trends across different areas of the borough.

Figure 4.30 – Draft Actions – Rating Trends across Croydon Borough (Part 1)

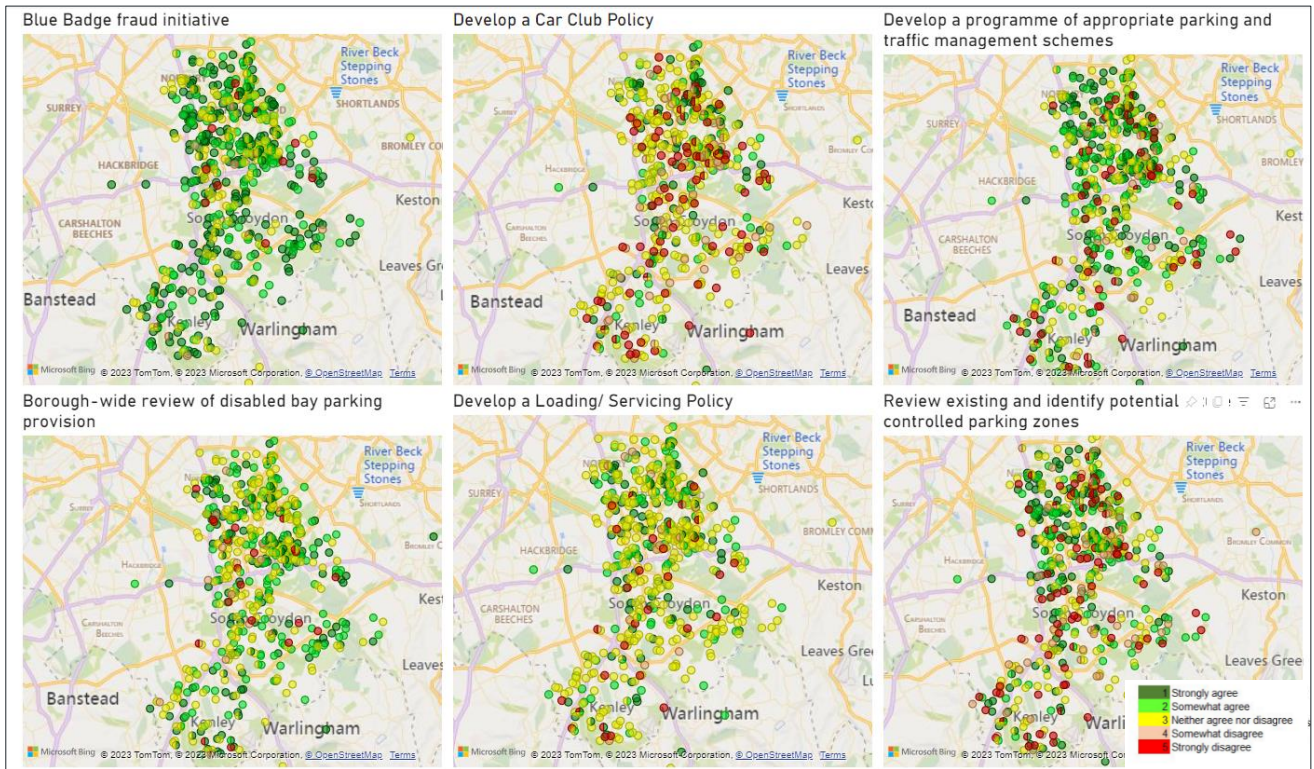


Figure 4.31 – Draft Actions – Rating Trends across Croydon Borough (Part 2)

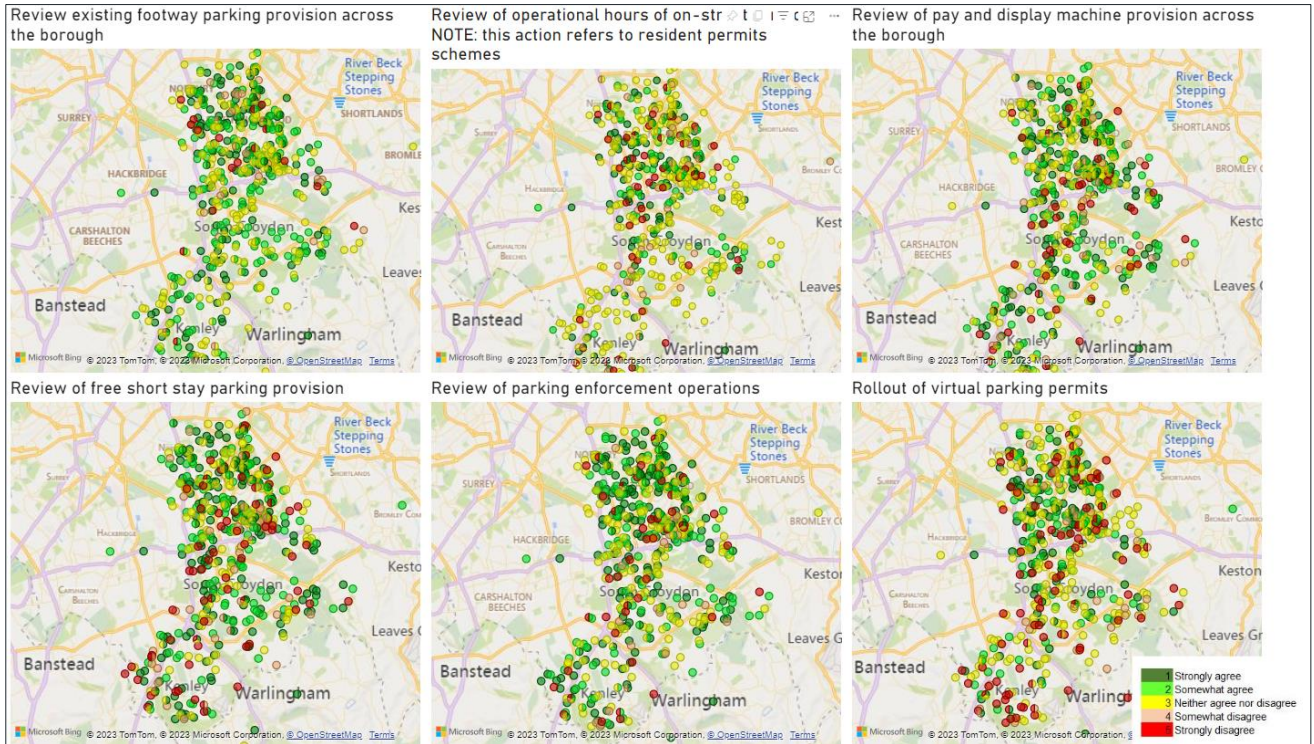
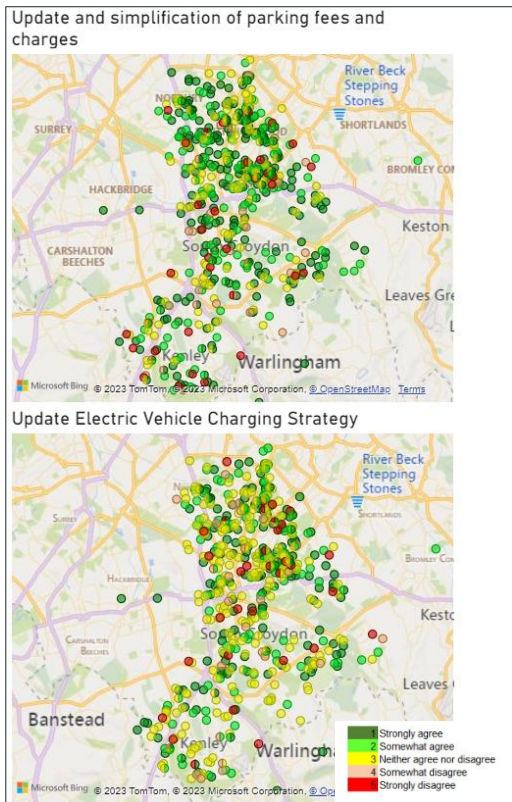


Figure 4.32 – Draft Actions – Rating Trends across Crofton Borough (Part 3)



4.9 Proposed Draft Actions - Why respondents agreed/disagreed

4.9.1. To further explore sentiment on these 14 draft action items, respondents were **asked if they could share why they agreed or disagreed.**

Reasons why respondents somewhat agreed/strongly agreed to draft actions

4.9.2. For the respondents who said they *somewhat agreed or strongly agreed* to the draft actions there was a total of 357 text responses. Their responses have been coded and summarised into **Table 4.33** below.

4.9.3. It should be noted that in spite of respondents agreeing or disagreeing with the actions, the commentary and response themes vary and raise other associated themes around their own experiences/ perceived impacts of the draft action items.

Table 4.33 – Response themes: Somewhat agree or strongly agree to draft actions

Response Theme	Number of respondents	Percentage (%)
Specific Local issues	48	14%
General support for policy / review	38	11%
Loading bay locations / durations to be reviewed or businesses/residents need to be able to get deliveries without causing traffic issues	37	10%
Worried about costs / wants free parking / critical of motives to increase fees	35	10%
Enforcement required (particularly for dangerous parking)	31	9%
Resident parking/permits not effective/to be improved	31	9%
Critical of Croydon/ sceptical of policies	31	9%
Need more pay & display machines / Oppose use of payment apps only (accessibility) / against Virtual Permits	30	8%
Part of or full comment does not answer the question, unclear or blank	29	8%
Tackle Blue Badge Fraud	27	8%
Other (mentioned less than 5 times)	23	6%
Reports of illegal / dangerous pavement parking	22	6%
Install more EV charging/ bays	21	6%
Criticism of consultation / consultation materials	21	6%
Focus prioritise PT / walking / cycling	19	5%
Requests more disabled parking / disabled parking priority	17	5%
Reports of illegal parking - double yellow lines, zigzags	15	4%
System / rules too complicated / need to be simplified / clarified (including costs)	15	4%
In favour of Virtual Permits / RinGo App	11	3%
30 minutes not enough (e.g. depending on location / age / disability) / requests for 1hr free parking or more (e.g. near hospitals/ medical centres)	10	3%
Review of parking for tradespeople	8	2%
Request for more car parks / worried about removal of bays	7	2%
Asking for fair/balanced approach	7	2%
CPZ support	6	2%
Request for less disabled parking / disabled parking quantities / quality to be reviewed	6	2%
Would like to see more car clubs	6	2%
Happy with current arrangement / wants no change (at least partially)	6	2%
Opposition to EV charging/ bays	4	1%
Road signs confusing	4	1%

Reasons why respondents somewhat disagreed/ strongly disagreed to draft actions

4.9.4. For the respondents who said they somewhat disagreed or strongly disagreed to the proposals there was a total of 194 text responses. Their responses have been coded and summarised into **Table 4.34** below.

Table 4.34 – Response themes: Somewhat disagree or strongly disagree to draft action items

Response Theme	Number of respondents	Percentage (%)
Need more pay & display machines / Oppose use of payment apps only (accessibility) / Against Virtual Permits	47	26%
Part of or full comment does not answer the question, unclear or blank	41	22%
Critical of Croydon / sceptical of policies	39	21%
Worried about costs / wants free parking / critical of motives to increase fees	31	17%
Happy with current system / does not want change	12	7%
Criticism of consultation / consultation materials	10	5%
Calls to remove / not extend CPZs	8	4%
Other (mentioned less than 5 times)	8	4%
Enforcement required	7	4%
Resident parking/permits not effective/to be improved	7	4%
Too much focus on EV / EV charging	7	4%
30 minutes not enough (e.g., depending on location / age / disability) / requests for 1hr free parking or more (e.g. near hospitals/ medical centres)	6	3%
Local issue / specific location mentioned	6	3%
Too complicated / needs to be simplified	6	3%
Request for less disabled parking / disabled parking quantities to be reviewed	5	3%
Requirement for additional car parks	5	3%
Sceptical / against focus on car clubs	5	3%
Loading bay locations / durations to be reviewed	4	2%
Tackle Blue Badge Fraud	3	2%
LTN's and ULEZ's	3	2%
Incentivise EV charging/ cars	3	2%
Pavement parking needed, do not remove it	2	1%
Asking for fair/balanced approach	2	1%
Against free parking or focus on cars / calls to improve public transport / walking and cycling facilities instead	1	1%
General support for policy	1	1%

4.10 Any other additional ideas or actions to be considered in the Draft Policy

4.10.1. Wrapping up the online questionnaire, respondents **were asked to provide comments on ideas or actions that Council should consider in the finalisation of the draft policy.**

4.10.2. There was a total of 473 text responses to this question. All of these comments were coded into themes as shown in **Table 4.35.**

4.10.3. As mentioned in previous open field questions, it should be noted that amongst direct answers to this question, many text responses provide additional commentary both related/ unrelated to the question – opinions, user experiences, potential impacts, etc. Where possible, relevant themes from these responses have been captured and grouped accordingly.

Table 4.35 – Response themes: Additional ideas or actions to consider in new parking policy

Response Theme	Number of respondents	Percentage (%)
Worried about costs / wants free or cheaper parking (to support businesses) every day or weekends/bank holidays	97	21%
Comment on payment methods / keep cash/card payments (app only discriminatory)	66	14%
Improve / review residential parking / permits (including visitors) / focus on enabling residents to park	58	13%
More enforcement required (cameras, wardens, towing etc.)	64	14%
Local issue / specific location mentioned	59	13%
Critical of Croydon / sceptical of policies / sees parking fees as a way of making revenue for the Council	30	7%
Part of or full comment does not answer the question, unclear or blank	26	6%
Policy / design change suggestion	21	5%
Reports of illegal/dangerous pavement parking	21	5%
Improve road marking and signs (e.g. review where yellow lines are actually needed / provide passing space on narrow roads/ markings on dropped kerbs, pavement markings)	17	4%
Requirement for additional car parks /bays (e.g. for new developments)	20	4%
Reports of illegal parking - double yellow lines, zigzags	16	3%
Comment related to schools	15	3%
Simplification of system / rules and fees	13	3%
Review operating hours	14	3%
Incentivise EV charging/ cars (including home charging)	13	3%
30 minutes not enough (e.g depending on location / age / disability) / requests for 1hr free parking or more (e.g. near hospitals/ medical centres)	11	2%
Satisfied with current situation / no change sought	10	2%
Concerns over lack of detail on proposed actions	8	2%
Improve disabled parking provision	8	2%
Against white/trade vans on residential roads (at night) parking for free	8	2%
Comment on delivery drivers and related issues	7	2%
Discourage commuter parking	7	2%
Too much focus on EV / EV charging	6	1%
Call to tackle blue badge fraud	6	1%
Against LTN's and ULEZ's	8	2%
CPZ support	5	1%
Improve parking for local employees / tradespeople	6	1%
Expand parking permit areas	4	1%

4.11 Written Submissions / Email Feedback

4.11.1. Council received three (3) written submissions from individuals/ groups/ organisations (provided by e-mail). These submissions have been summarised into key themes in **Table 4.36** below.

Table 4.36 – Written/ E-mail Submissions – Key Themes Raised

Respondent	Key Themes Raised
East Coulsdon Residents' Association	Importance of Adequate Parking Strategy:
	<ul style="list-style-type: none"> • Essential for Croydon and district centres like Coulsdon • Proximity to nearby boroughs with more liberal parking strategies • Ease of driving to alternative district centres, impacting local businesses in places like Coulsdon
	Supporting Local Economy:
	<ul style="list-style-type: none"> • Recognition of district centres like Coulsdon as destination places for shopping, appointments, and medical establishments • Existing one-hour free parking, though effective, may not accommodate longer visits • Opposition to the proposed reduction in one-hour free parking, advocating for an extension to two hours at a reasonable price
	East Coulsdon RA's Parking Strategy Points:
	<ul style="list-style-type: none"> • Retention of one-hour free parking in district centres with a low-cost second hour • Continued free parking between 5.00 pm and 9.00 am Monday to Saturday, and free all day on Sundays and bank holidays • Maintenance of parking meters with the second hour paid for by bankcard, phone, or app (not cash) • Inclusion of sufficient disabled and loading bays • Enforcement against pavement parking in town centres • Continued one-hour free parking in smaller shopping parades, enforced to prevent all-day parking • Better enforcement against feeding the meter to prioritize parking for town visitors
	Residential Streets:
<ul style="list-style-type: none"> • Allowance of pavement parking on designated residential roads • Preservation of existing Controlled Parking Zones (CPZ) around stations • Need for additional electric charging points, avoiding placement in parking-stressed areas 	
Car Parks:	
<ul style="list-style-type: none"> • Lion Green Car Park to remain free during specified hours • Proper ratio of short-term and long-term parking at Lion Green Car Park • Adequate electric charging points in car parks • Flexible use of designated bays if electric charging points are not utilized by a certain time • Continued free parking for a specified duration in Aldi and Waitrose car parks for shoppers in Coulsdon Town Centre 	
Car Parking Charges:	
<ul style="list-style-type: none"> • Concerns about potential increased charges due to past simplification efforts 	

	<ul style="list-style-type: none"> • Call for reasonable and understandable parking charges, avoiding emission-based policies • Affordable residential parking permits in controlled zones • Inclusivity for individuals without access to smartphones or modern technology in the parking and payment process
Hartley & District Residents' Association	<p>Parking Accessibility and Business Impact:</p> <ul style="list-style-type: none"> • Difficulty for businesses under the previous administration • Need for an adequate parking strategy for Croydon and the surrounding areas • Comparison with nearby boroughs with more liberal parking strategies <p>Local Economy Support:</p> <ul style="list-style-type: none"> • Importance of supporting local businesses through reasonable parking • Connection between people attending local amenities and bringing business to shops • The role of affordable parking in attracting customers to businesses <p>Specific Concerns and Requests:</p> <ul style="list-style-type: none"> • Retention of three hours of free parking at TESCO • Maintenance of adequate parking in Purley despite proposed developments • Opposition to the reduction of one-hour free parking, advocating for an extension to two hours at a reasonable cost <p>Key Points for Parking Strategy:</p> <ul style="list-style-type: none"> • Retention of one-hour free parking with a low-cost second hour • Free parking during specific hours (5pm-9am Monday to Saturday) and on Sundays and bank holidays • Parking meters retained with a ticket and second hour to be paid for by bank card, phone or app, not cash • Inclusion of sufficient disabled and loading bays • Enforcement against pavement parking in town centres • Continued enforcement to prevent all-day parking in smaller shopping parades • Better enforcement to prevent feeding the meter and ensure parking for visitors <p>Residential Streets:</p> <ul style="list-style-type: none"> • Support for pavement parking on designated residential roads • Preservation of existing Controlled Parking Zones (CPZ) around stations • Need for additional electric charging points in non-stressed areas <p>Car Parks:</p> <ul style="list-style-type: none"> • Advocacy for reasonably priced car parks to encourage shopping • Call for simplified payment processes • Ensuring fair and transparent parking rates, considering various payment platforms • Critique of emission-based parking charges and their potential negative impact on local businesses

<p>Coulsdon West Residents Association</p>	<p>Scope and Focus of Response:</p> <ul style="list-style-type: none"> • Response from Coulsdon West Residents Association, including the town centre area • Addressing parking concerns specific to Coulsdon rather than the entire borough • Acknowledgment of aims for a fair, supportive, efficient, and transparent parking policy <p>Consistency Across the Borough:</p> <ul style="list-style-type: none"> • Arguing against a uniform approach, emphasizing the uniqueness of each "Place" in Croydon • Reference to the Croydon Local Plan highlighting the varied and distinctive nature of neighbourhoods and areas <p>Importance of Sensitive Planning:</p> <ul style="list-style-type: none"> • Emphasis on sensitive planning beyond buildings and landscape to include any change • Recognition that district centres like Coulsdon depend on a good parking policy for survival <p>Impact of Policy on Local Businesses:</p> <ul style="list-style-type: none"> • Warning about potential loss of shoppers to nearby centres with easier and cheaper parking • Example of Redhill store offering three hours of parking for a £10 purchase <p>Proposed Parking Policy Changes:</p> <ul style="list-style-type: none"> • Advocacy for retaining one-hour free parking and adding a second hour at a low, flat price • Call for transparency and simplicity, opposing factors like emissions, gross weight, or car colour • Support for visible policing to prevent overstaying and "feeding the meter" in limited on-street parking <p>Specific Recommendations for Different Areas:</p> <ul style="list-style-type: none"> • Request for free parking between 5.00 pm and 9.00 am Monday to Saturday and all day on Sundays and bank holidays • Need for free, ticket-less parking in small shopping parades outside the center • Opposition to a smartphone-exclusive payment system for inclusivity, proposing the retention of card payments <p>Summary of Key Recommendations:</p> <ul style="list-style-type: none"> • Retention of one-hour free parking, with a second hour at low cost, tuned to the unique nature of each "Place" • Free parking during specific hours in on-street and Lion Green car park • Accessibility of payment without a smartphone, advocating for card payments • Charges based on place and duration, avoiding excessive fees • Inclusion of loading and disabled spaces with strict and visible enforcement • Opposition to pavement parking, support for existing Controlled Parking Zones (CPZ) around stations <p>Additional Suggestions:</p>
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	<ul style="list-style-type: none"> • Proposal for a park and ride scheme near Coulsdon South, learning from examples in other cities • Need for more electric charging points with careful consideration of their placement • Requirement for the correct ratio of short-term and long-term parking in Lion Green car park • Continued free parking in supermarket car parks (Aldi and Waitrose) for an hour and a half for all drivers
	<p>Perspective and Personal Context:</p> <ul style="list-style-type: none"> • Brief background on the author's living situation and transportation habits • Concerns about road congestion and degradation of the center of Coulsdon • Importance of an effective parking scheme for the well-being of Coulsdon residents and businesses

4.12 Drop-in Sessions – Feedback

4.12.1. Supported by WSP staff, Council undertook ten (10) public ‘drop-in sessions’ enabling the public to attend, ask questions, gain further information, and provide feedback on the Policy. The drop-in sessions were undertaken on/at the following dates/locations:

Table 4.37 – Public Drop-in Session Schedule

Date	Time	Location
Wednesday 27 Sept	10 to 12.30pm	Central Library
Thursday 28 Sept	12 to 2.30pm	South Norwood Library
Thursday 28 Sept	4.30 to 7pm	Purley Library
Tuesday 10 Oct	4.30 to 7pm	Thornton Heath Library
Wednesday 11 Oct	4.30 to 7pm	South Norwood Library
Thursday 12 Oct	4 30 to 7pm	Coulsdon Library
Wednesday 18 Oct	12 to 2.30pm	Purley Library
Wednesday 18 Oct	4.30 to 7pm	Central Library
Tuesday 24 Oct	10 to 12.30pm	Coulsdon Library
Tuesday 24 Oct	4.30 to 7pm	Thornton Heath Library

Recorded Attendance

4.12.2. During these 10 sessions, Council and WSP staff recorded a total of **54** attendees. Each attendee was invited to share their postcode – which, like the online questionnaire, was optional. **Figure 4.38** below shows a geographical representation of home locations (46 postcodes obtained) of drop-in session attendees.

Figure 4-38 - Geographical Spread of drop-in session attendees



Drop-in Session Format

4.12.3. During each drop in sessions, all attendees were offered:

- A briefing/ overview of the Draft Policy
- A briefing on the consultation process and associated activities being undertaken
- A brochure showing links to the online questionnaire.
- A brochure providing further information on the Ringo Application

Large format maps were printed for each district to assist in the conversations, and where attendees did not have access to printing, a hard copy of the policy was provided. In terms of staffing, every drop-in session was hosted by one Croydon Council Staff Member and between two (minimum) and four (maximum) WSP project team members.

Importantly, every conversation was finalised with a staff member encouraging attendees to undertake the online questionnaire.

6

CONCLUSION & RECOMMENDATIONS



5 CONCLUSION & RECOMMENDATIONS

5.1 SUMMARY OF ENGAGEMENT

- A total of **951** responses were received through the online questionnaire.
- Council received **3** written submissions from individuals/ groups/ organisations (provided by e-mail)
- A total of **54** participants attended drop-in sessions

5.2 NEXT STEPS

- Proceed with development of Delegated Report.
- Proceed with the development of proposed draft actions (as contained within **Appendix B**)
- The information from this report could be used to review, amend (if required) and finalise the Draft Croydon Parking Policy 2023.

Appendix A

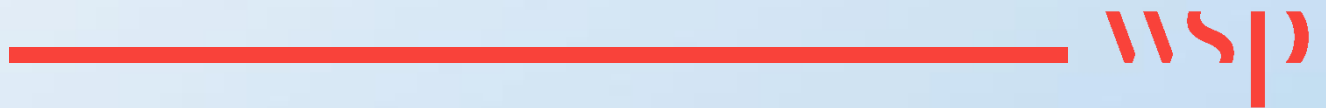
ONLINE QUESTIONNAIRE





Appendix B

CROYDON PARKING POLICY 2023







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