



Havering

L O N D O N B O R O U G H

HIGHWAYS ADVISORY COMMITTEE AGENDA

7.00 pm	Tuesday 27 October 2020	VIRTUAL MEETING
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Members 8: Quorum 4

COUNCILLORS:

Conservative Group (4)

Christine Vickery (Vice-Chair)
John Crowder
Sally Miller
Michael White

Residents' Group (1)

Paul Middleton

Upminster & Cranham Residents' Group (1)

Christopher Wilkins

Independent Residents' Group (1)

David Durant

North Havering Residents Group (1)

Brian Eagling (Chairman)

**For information about the meeting please contact:
Taiwo Adeoye - 01708 433079
taiwo.adeoye@onesource.co.uk**

Protocol for members of the public wishing to report on meetings of the London Borough of Havering

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

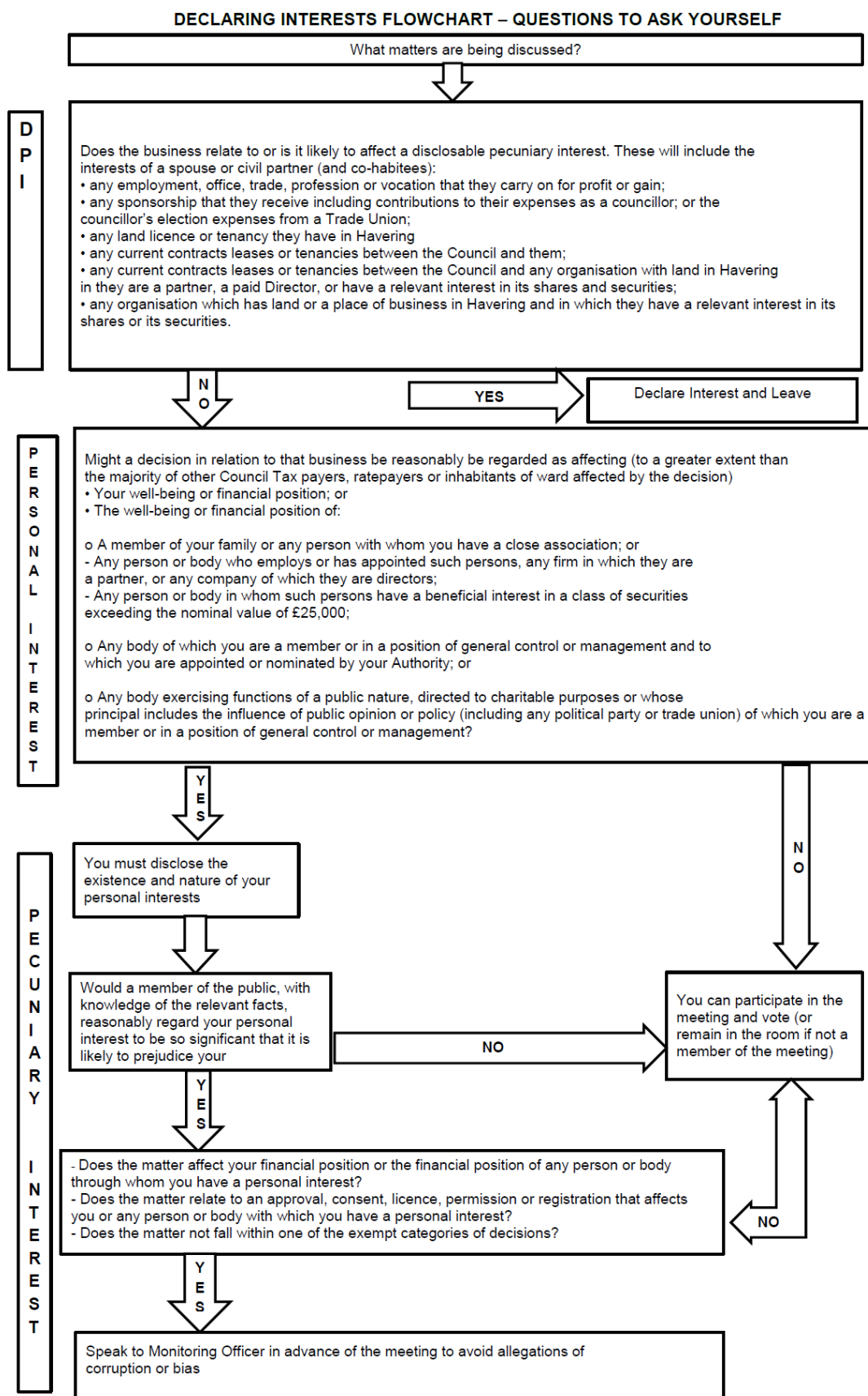
Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.



AGENDA ITEMS

1 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will also announce the following:

The Committee is reminded that the design work undertaken by Staff falls under the requirements of the Construction (Design & Management) Regulations 2015. Those Staff undertaking design work are appropriately trained, experienced and qualified to do so and can demonstrate competence under the Regulations. They also have specific legal duties associated with their work.

For the purposes of the Regulations, a Designer can include an organisation or individual that prepares or modifies a design for any part of a construction project, including the design of temporary works, or arranges or instructs someone else to do it.

While the Committee is of course free to make suggestions for Staff to review, it should not make design decisions as this would mean that the Committee takes on part or all of the Designer's responsibilities under the Regulations.

2 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) - receive.

3 DISCLOSURE OF INTERESTS

Members are invited to disclose any interest in any of the items on the agenda at this point of the meeting.

Members may still disclose any interest in an item at any time prior to the consideration of the matter.

4 PROTOCOL ON THE OPERATION OF THE HIGHWAYS ADVISORY COMMITTEE MEETINGS DURING THE COVID-19 PANDEMIC RESTRICTIONS (Pages 1 - 4)

Protocol attached to be noted by the Committee.

5 MINUTES (Pages 5 - 6)

To approve as a correct record the minutes of the meeting of the Committee held on 29 September 2020, and to authorise the Chairman to sign them.

6 ST HELENS COURT PARKING AND HOUSING ENFORCEMENT (Pages 7 - 54)

Report attached

Andrew Beesley
Head of Democratic Services

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LONDON BOROUGH OF HAVERING

PROTOCOL ON THE OPERATION OF HIGHWAYS ADVISORY COMMITTEE MEETINGS DURING THE COVID-19 PANDEMIC RESTRICTIONS

1. Introduction

In accordance with the Local Authority and Police Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panels Meetings (England and Wales) Regulations 2020, all Highways Advisory Committee hearings held during the Covid-19 restrictions will take place using a 'virtual' format. This document aims to give details on how the meetings will take place and establish some rules of procedure to ensure that all parties find the meetings productive.

2. Prior to the Hearing

Once the date for a meeting has been set, an electronic appointment will be sent to all relevant parties. This will include a link to access the virtual meeting as well as guidance on the use of the technology involved.

3. Format

For the duration of the Covid-19 restrictions period, all Highways Advisory Committee meetings will be delivered through a video conference facility, using Zoom software. This can be accessed using the standard Council laptop or, for registered public speakers, a PC, laptop or mobile/landline telephone etc. and the instructions sent with meeting appointments will cover how to do this.

4. Structure of the Meeting

Although held in a virtual format, Highways advisory Committee Meetings will follow the standard procedure with the following principal stages. Committee Members may ask questions of any party at any time. Questions are however, usually taken after each person has spoken.

- The Highways Officer presents their report (no time limit).
- Speakers for and against the proposed scheme make their representations. Parties who are speaking should not repeat the information, which they have already given in writing in their representation. However, they will be able to expand on the written information given, provided the information remains relevant (3 minutes per registered speaker).
- The Highways Officer will respond to the representations.

- Ward Councillors for the area affected of the scheme may speak (4 minutes per Councillor).
- The Highways Advisory Committee Members will then debate the item.
- Voting will be undertaken using the voting function within Zoom.

All speakers and registered attendees, both Councillors and members of the public, are welcome to remain on the Zoom call until the conclusion of the meeting. The meeting will also be webcast so that it can be viewed by non-participants.

5. Technology Issues

An agenda setting out the items for the meeting will be issued in advance, to all parties in accordance with statutory timetables. This will include details of the applications together with all representations on the matter. The agenda will also be published on the Council's website – www.havering.gov.uk in the normal way.

As with any virtual meeting, there is a small possibility that Zoom meetings may experience intermittent faults whereby participants lose contact for short periods of time before reconnecting to the call. The guidance below explains how the meeting is to be conducted, including advice on what to do if participants cannot hear the speaker and etiquette of participants during the call.

Remote access for members of the public and Members who are not attending to participate in the meeting, together with access for the Press, will be provided via a webcast of the meeting at www.havering.gov.uk.

If the Chairman is made aware that the meeting is not accessible to the public through remote means, due to any technological or other failure of provision, then the Chair shall temporarily adjourn the meeting immediately. If the provision of access through remote means cannot be restored within a reasonable period, then the remaining business will be considered at a time and date fixed by the Chairman. If he or she does not fix a date, the remaining business will be considered at the next scheduled ordinary meeting.

6. Management of Remote Meetings for Members

The Chairman will normally confirm at the outset and at any reconvening of a Highways Advisory Committee meeting that they can see and hear all participating Members. Any Member participating remotely should also confirm at the outset and at any reconvening of the meeting that they can see and hear the proceedings and the other participants.

The attendance of Members at the meeting will be recorded by the Democratic Services Officer. The normal quorum requirements for meetings as set out in the Council's Constitution will also apply to a remote meeting.

If a connection to a Member is lost during a meeting of the Highways Advisory Committee, the Chair will stop the meeting to enable the connection to be restored. If the connection cannot be restored within a reasonable time, the meeting will proceed, but the Member who

was disconnected will not be able to vote on the matter under discussion, as they would not have heard all the facts.

7. Remote Attendance of the Public

Any member of the public participating in a meeting remotely in exercise of their right to speak at a Highways Advisory Committee or other meeting must meet the same criteria as members of the Committee (outlined above) in terms of being able to access and, where permitted, speak at the meeting. The use of video conferencing technology for the meeting will facilitate this and guidance on how to access the meeting remotely will be supplied by the clerk.

8. Etiquette at the meeting

For some participants, this will be their first virtual meeting. In order to make the hearing productive for everyone, the following rules must be adhered to and etiquette observed:

- The meeting will be presided over by the Chairman who will invite participants to speak individually at appropriate points. All other participants will have their microphones muted by the Clerk until invited by the Chairman to speak;
- If invited to contribute, participants should make their statement, then wait until invited to speak again if required;
- If it is possible, participants should find a quiet location to participate in the Zoom meeting where they will not be disturbed as background noise can affect participants.
- The person speaking should not be spoken over or interrupted and other participants will normally be muted whilst someone is speaking. If there are intermittent technological faults during the meeting then the speaker will repeat from the point where the disruption started. Whilst intermittent disruption is frustrating, it is important that all participants remain professional and courteous.

9. Meeting Procedures

Democratic Services Officers will facilitate the meeting. Their role will be to control conferencing technology employed for remote access and attendance and to administer the public and Member interaction, engagement and connections on the instruction of the Chairman.

The Council has put in place a technological solution that will enable Members participating in meetings remotely to indicate their wish to speak via this solution.

The Chairman will follow the rules set out in the Council's Constitution when determining who may speak, as well as the order and priority of speakers and the content and length of speeches in the normal way.

The Chairman, at the beginning of the meeting, will explain the protocol for Member and public participation and the rules of debate. The Chairman's ruling during the debate will be final.

Members are asked to adhere to the following etiquette during remote attendance of the meeting:

- Committee Members are asked to join the meeting no later than fifteen minutes before the start to allow themselves and Democratic Services Officers the opportunity to test the equipment.
- Any camera (video-feed) should show a non-descript background or, where possible, a virtual background and members should be careful to not allow exempt or confidential papers to be seen in the video-feed.
- Rather than raising one's hand or rising to be recognised or to speak, Members should avail themselves of the remote process for requesting to be heard and use the 'raise hand' function in the participant field.
- All participants may only speak when invited to by the Chair.
- Only one person may speak at any one time.
- When referring to a specific report, agenda page, or slide, participants should mention the report, page number, or slide so that all members have a clear understanding of what is being discussed at all times

The Chairman will explain, at the relevant point of the meeting, the procedure for participation by registered public objectors, which will reflect the procedures outlined above. Members of the public must adhere to this procedure otherwise; they may be excluded from the meeting.

The Democratic Services Officer will clearly announce the result of all votes and the Chairman will then move on to the next agenda item.

Any Member participating in a remote meeting who declares a disclosable pecuniary interest, or other declarable interest, in any item of business that would normally require them to leave the room, must also leave the remote meeting. The Democratic Services Officer or meeting facilitator, will confirm the departure and will also invite the relevant Member by link, email or telephone to re-join the meeting at the appropriate time, using the original meeting invitation.

10. After the Hearing - Public Access to Meeting Documentation following the meeting

Members of the public may access minutes, decisions and other relevant documents through the Council's website. www.havering.gov.uk

For any further information on the meeting, please contact taiwo.adeoye@onesource.co.uk, tel: 01708 433079.

**MINUTES OF A MEETING OF THE
HIGHWAYS ADVISORY COMMITTEE
VIRTUAL MEETING
29 September 2020 (7.00 - 7.50 pm)**

Present:

COUNCILLORS

Conservative Group Christine Vickery (Vice-Chair), John Crowder, Robby Misir (In place of Michael White) and Christine Smith (In place of Sally Miller)

Residents' Group Paul Middleton

**Upminster & Cranham
Havering Residents'
Group** Christopher Wilkins

**Independent Residents
Group** David Durant

**North Havering
Residents Group** Brian Eagling (Chairman)

26 CHAIRMAN'S ANNOUNCEMENTS

The Chairman reminded Members of the action to be taken in an emergency.

27 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

Apologies were received for the absence of Councillors M White and Miller.

28 PROTOCOL ON THE OPERATION OF THE HIGHWAYS ADVISORY COMMITTEE MEETINGS DURING THE COVID-19 PANDEMIC RESTRICTIONS

The Committee noted the protocol.

29 DISCLOSURE OF INTERESTS

There were no disclosures of interest.

30 MINUTES

The minutes of the meeting of the Committee held on 10 March 2020 were agreed as a correct record and, due to COVID-19, will be signed by the Chairman at a later date.

31 ADDITIONAL PAY & DISPLAY BAYS IN HORNCHURCH TOWN CENTRE

The Committee received a report outlining 29 additional pay & display parking bays in Hornchurch Town Centre. The bays would have the first hour free. Members noted the use of the bays would be monitored by the Council and no consultation period was needed due to the bays being experimental but leaflets were given to residents on the affected roads.

The Committee noted the bays were discussed at a Themed Board as part of the COVID-19 exit strategy to support local businesses by increasing footfall. The bays were planned to be short stay spaces with long stay spaces available in designated car parks. It was noted that double yellow lines had been implemented due to the safety audit and the audit was undertaken by an external company.

The report was noted by the Committee

Chairman



HIGHWAYS ADVISORY COMMITTEE

27 October 2020

Subject Heading:	St Helens Court Parking and Housing Enforcement
CMT Lead:	Councillor Osman Dervish
Report Author and contact details:	Matt Jeary Special Projects Engineer Schemes@havering.gov.uk
Policy context:	Highways and Parking Strategy December 2018
Financial Summary:	The estimated cost of implementation is £0.021m and will be met from cost code C30010

The subject matter of this report deals with the following Council Objectives

Communities making Havering	[x]
Places making Havering	[x]
Opportunities making Havering	[x]
Connections making Havering	[x]

SUMMARY

Rainham & Wennington Ward:

This report is presented to the Highways Advisory Committee (HAC) to comment and advise the Cabinet Member for Environment on formally advertising the proposals to convert the existing Housing Parking into a parking off street traffic order under the Traffic Management Act 2004 in St. Helen's Court, Rainham

RECOMMENDATIONS

1. That the Highways Advisory Committee having considered this report recommends to the Cabinet Member for Environment in consultation with the Leader of the Council:
 - (a) to commence formal advertisement on the making of a traffic management order for implementation and enforcement of a Controlled Parking Zone on housing land at St Helens Court Rainham , with the hours of operation being Monday – Saturday 8am to 6.30pm as shown on Appendix A.
 - (b) if at the close of consultation, no objections are received to the proposals at 1(a) above, then the scheme proceed to full implementation.
2. Members note that the estimated cost of the fully implemented proposals, including all physical measures and advertising costs is £0.021m and will be met from the Cost code C30010.

REPORT DETAIL

1.0 Background

- 1.1 The profile of parking on housing estates has been raised significantly over the last few years due to ever growing concerns raised by Residents. There have been numerous complaints received by the Council outlining the difficulties faced by Residents including insufficient parking on estates, commuter congestion, unauthorised parking structures or bays or new developments impacting on existing parking spaces.
- 1.2 It has become increasingly evident that a proactive borough wide approach needs to be taken to ensure that parking and enforcement on Housing land is managed consistently with the Council's approach to on street parking.
- 1.3 Housing commissioned Highways, Traffic and Parking to consult and implement controlled parking at St Helens Court in Rainham as a trial. Depending on the outcome of this trial which will be reviewed 6 months post implementation, this approach and method of consultation on individual schemes may be rolled out to all housing estates across the borough. The option to not do anything was considered but not seen as viable, as residents and local Ward Councillors are under continual pressure from parked vehicles which do not belong to the estate.
- 1.4 An Informal Consultation was undertaken by the Project Centre Limited and was conducted from 10th August 2020 to 20th September 2020. The consultation comprised of 14 questions in total, and distributed to 56 residential properties and 54 Business properties, and of the 110 properties, there were a total of 50 responses (45%) to the consultation.
- 1.5 The extent of the proposals is shown on the plan attached in Appendix A, and the consultation results are précised in Appendix B as appended.

2.0 Staff Comments

- 2.1 Of the 50 respondents from the consultation, 19 of the 50 (38%) responded to the question 'are there parking issues on the estate? The results of the consultation showed that 15 of the 19 (78.9%) respondents stated there were issues on the estate with 13 of the 19 respondents (68.4%) respondents stating that they were in support of parking controls being introduced on the estate.
- 2.2 Regarding times of operation of the scheme, 13 respondents answered this question out of 19 (68.4%). Of these 13 respondents, 8 (61.5%) supported the scheme's times of operation – Monday to Saturday 8am – 6.30pm.
- 2.3 There were 5 responses to question 7 in which 2 respondents wanted controls between 8am to 8pm, one for 8am to 6.30pm and 2 stating other. Of those stating other, no times were proposed.
- 2.4 Whilst the results of question 7 have been considered, based on the 8 responses at question 6 which support the proposals as they are, officers recommend that the times of operation to be implemented and consulted on in the traffic management order are 8am to 6.30pm.
- 3.0 Respondents show support for the shared use bays within the scheme. Based on the consultation responses officers recommend that this schemes move to consultation via the traffic management order as per the original scheme design as part of the consultation.
- 3.1 Following analysis of the report appended as Appendix B, it would seem prudent to formally advertise the traffic order with operational hours of Mon – Sat 8am – 6.30pm and the design as consulted on.
- 3.2 The Land will still remain as housing land, with off street traffic order for enforcement purposes. The responsibility of maintenance would be shared between Housing and Parking.
- 3.3 All Ward Councillors have been made aware of the proposals as set out in the recommendation.

IMPLICATIONS AND RISKS

Financial implications and risks:

This report is asking HAC to recommend to the Cabinet Member the implementation and accept the recommendations made by officers of the above scheme

Should all proposals be implemented, the estimated costs of £0.021m which includes advertising costs and implementing the proposals as described above and shown on the attached plans will be met from the Cost Code **C30010**. It should be noted that subject to the recommendations of the committee a final decision would then be made by the Lead Member – as regards actual implementation and scheme detail. Therefore, final costs are subject to change.

This is a standard project for Environment and there is no expectation that the works cannot be contained within the cost estimate. There is an element of contingency built into the financial

estimate. In the unlikely event of an overspend, the balance would need to be contained within the overall Environment budget.

The maintenance of this scheme is to be agreed with Housing in a separate decision.

Legal implications and risks:

The Council's powers to make an order to introduce parking controls is contained in section 6 and 45 of the Road Traffic Regulation Act 1984 ("RTRA 1984") for land considered 'on-street' and sections 32 and 35 RTRA 1984 for land considered 'off-street'. Orders under Section 6 can be made to control or regulate vehicular or other traffic.

Section 45 RTRA 1984 allows Orders to designate paying parking places. In making such an Order consideration must be given to the interests of traffic, and also the interests of owners and occupiers of adjoining properties, and in particular, the need for maintaining free movement of traffic, the need for maintaining reasonable access to premises and the extent to which off-street parking is available in the neighbourhood.

Before an Order is made, the Council should ensure that the statutory procedures set out in the Local Authorities Traffic Orders (Procedure)(England & Wales) Regulations 1996 (SI 1996/2489) are complied with.

Section 122 RTRA 1984 imposes a general duty on local authorities when exercising functions under the RTRA. It provides, insofar as is material, to secure the expeditious, convenient and safe movement of vehicular and other traffic (including pedestrians) and the provision of suitable and adequate parking facilities on and off the highway. This statutory duty must be balanced with any concerns received over the implementation of the proposals.

In considering any responses received during consultation, the Council must ensure that full consideration of all representations is given including those which do not accord with the officer's recommendation. The Council must be satisfied that any objections to the proposals were taken into account.

Human Resources implications and risks:

The enforcement of Controlled Parking Zones is a labour intensive task. Currently, there are sufficient employees to undertake enforcement.

Equalities implications and risks:

Havering has a diverse community made up of many different groups and individuals. The council values diversity and believes it essential to understand and include the different contributions, perspectives and experience that people from different backgrounds bring.

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the council, when exercising its functions, to have due regard to:

- (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The council demonstrates its commitment to the Equality Act in its decision-making processes, the provision, procurement and commissioning of its services, and employment practices concerning its workforce. In addition, the council is also committed to improving the quality of life and wellbeing of all Havering residents in respect of socio-economics and health determinants.

This scheme, if implemented, will allow all Blue Badge Holders to park for free, and is not in the immediate proximity of a place of faith, so should have a low impact environmentally and diversely.

There will be some physical and visual impact from the required signing and lining works.

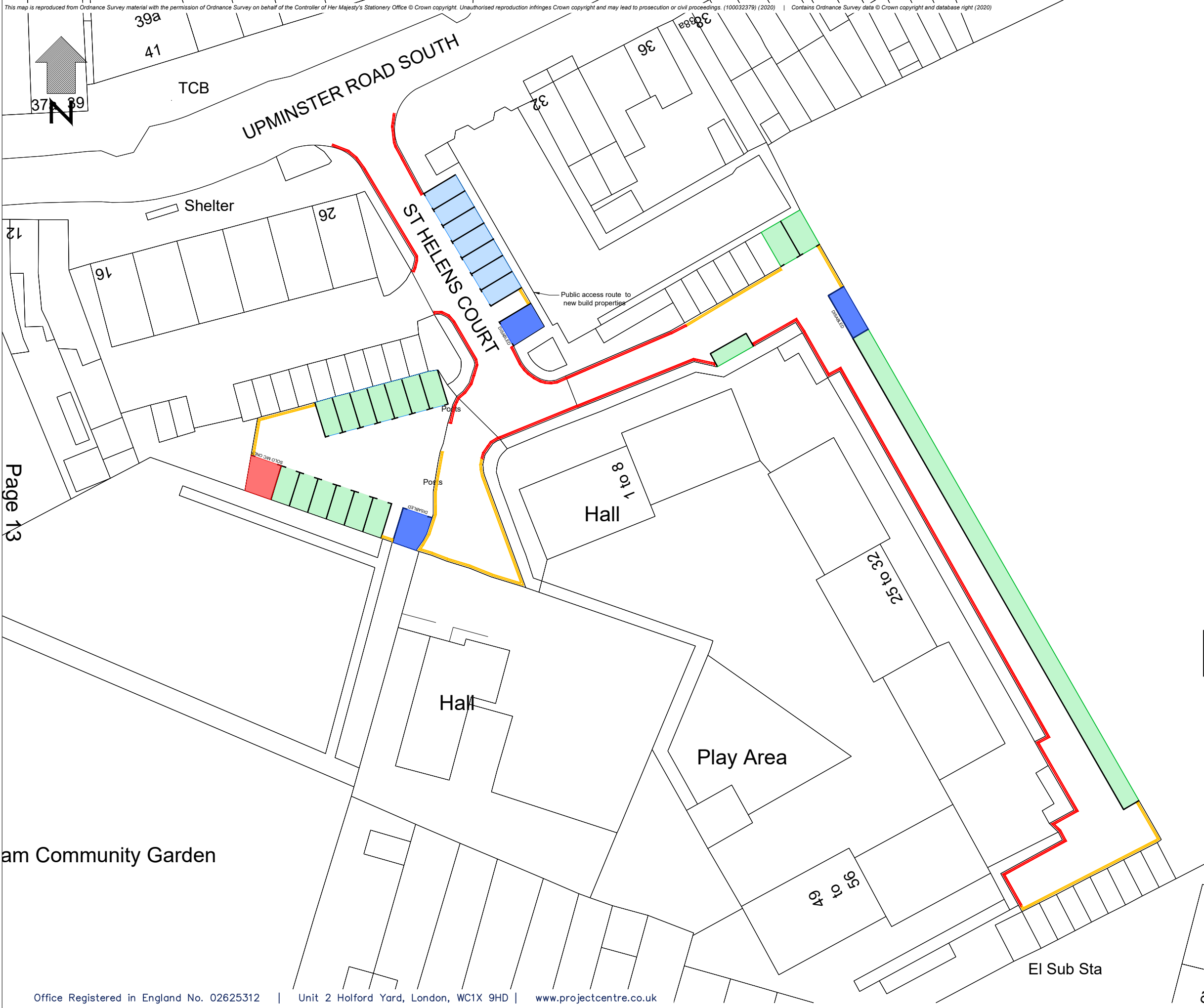
BACKGROUND PAPERS

Appendix A – Proposed Parking Layout







Appendix B - Précised table of Consultation Results

Appendix C - Report of Consultation with results

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LEGEND

-  Proposed shared use bay
Mon - Sat 8.30am - 6:30pm
-  Proposed resident bay
Mon - Sat 8.30am - 6:30pm
-  Proposed disabled bay
-  Proposed motorcycle bay
-  Proposed no waiting at any time
-  Proposed no waiting at any time and no loading at any time

DRAWING ISSUE DISCLAIMER

THIS DRAWING HAS BEEN PRODUCED FOR INFORMATION AND OR DISCUSSION PURPOSES ONLY AND IS UNCONTROLLED. IT DOES NOT FORM ANY PART OF THE CONTRACTUAL DRAWING SET AND IS NOT FOR PUBLICATION.

UNCONTROLLED DOCUMENT

PROJECT CENTRE



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Web. www.projectcentre.co.uk

Client



Project

ST HELENS COURT

Drawing Title

PROPOSED LAYOUT

Drawing Status

FOR INFORMATION

Drawn MS	Designed MS	Date MAY 2020	Scale 1:500	Size A3
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Drawing No. 1000006617-2-SK01-01	Rev -
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St. Helen's Court Consultation Results September 2020

		Yes	%	No	%	Business	%	Total responses
Q1	Are you a resident on the estate?	12	24%	7	14%	31	62%	50
		0 vehicles	%	1 vehicle	%	2 vehicles	%	Total responses
Q2	How many vehicles do your household have?	1	5%	15	79%	3	16%	19
		Yes	%	No	%			Total responses
Q3	Are you or anyone in your household a blue badge holder?	0	0%	19	100%			19
		Yes	%	No	%	No opinion	%	Total responses
Q4	Do you feel there are parking issues on the estate?	15	79%	2	11%	2	11%	19
		Yes	%	No	%			Total responses
Q5	Do you support the introduction of parking controls?	13	68%	6	32%			19
		Yes	%	No	%	No opinion	%	Total responses
Q6	Do you support the initial parking proposals?	8	62%	4	31%	1	8%	13
		Mon to Fri 8am - 8pm	%	Mon to Sat 8am - 6.30pm	%	Other hours/days	%	Total responses
Q7	Which hours of operation do you prefer?	2	40%	1	20%	2	40%	5
		Yes	%	No	%	No opinion	%	Total responses
Q8	Do you support shared use bays?	7	37%	10	53%	2	11%	19
		Yes	%	No	%	N/A	%	Total responses
Q9	Do you park on the estate during business hours?	3	10%	27	87%	1	3%	31
		Yes	%	No	%	N/A	%	Total responses
Q10	Do your customers park on the estate?	3	10%	27	87%	1	3%	31
		Yes	%	No	%			Total responses
Q11	Do you support the proposal with shared use bays for customers?	29	94%	2	6%			31
		Mon to Sat 8am - 8pm	%	Mon to Sun 8am - 8pm	%			Total responses
Q12	What hours of operation do you prefer? (business only)	1	50%	1	50%			2
		Yes	%	No	%			Total responses
Q13	Do you currently rent a garage?	19	86%	3	14%			22
		Yes	%	No	%			Total responses
Q14	Are you interested in renting a garage?	4	19%	17	81%			21

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Parking Consultation Report

St Helen's Court

Client Name: London Borough of Havering

Reference: 1000006617

Date: 06/10/2020

DOCUMENT CONTROL

Project Centre has prepared this report in accordance with the instructions from London Borough of Havering. Project Centre shall not be liable for the use of any information contained herein for any purpose other than the sole and specific use for which it was prepared.

Rev	V01		
Reason	First draft		
Prepared by	Ashleigh Burton		
Date	06/10/2020		
Reviewed by	Richard Plant		
Date	08/10/2020		
Authorised by	Ollie Miller		
Date	12/10/2020		

File path: G:\Project Centre\Project-BST\1000006617 - LBHav St Helens Court HE\2
 Project Delivery\3 Reports\1 Draft Reports

EXECUTIVE SUMMARY

The consultation ran from 10th August to 20th September.

Subject to a suitable level of support, the St Helens Court parking proposals would be introduced as a trial location to determine if parking controls can work on a housing estate.

Letters containing a plan of the proposals, which explained the purpose of the consultation and requested residents submit their views via the online consultation portal were delivered to all properties within St Helens Court.

As part of this consultation process the online survey was facilitated via the PCL Consult website for residents and business owners to provide their opinions and feedback on the proposed resident parking scheme.

47 of the 50 consultation surveys included comments from both residents and business owners. There was a mix of supportive and non-supportive comments regarding the proposed resident parking scheme.

The comments included concern that the proposals would actually reduce the number of parking spaces available to residents and that the scheme would not guarantee residents a parking space. Furthermore, some residents felt that they should not have to pay for a permit to park near their home. However, there were also positive responses which indicated supported the proposals and hope that they will fix the current parking issues on the estate.

The majority of business owners were supportive of the proposals and felt like the implementation of shared use bays would be a benefit to them and their customers. The majority of business responses stated that none of their customers currently park on the estate and normally park on the approach road if it is available.

Of those residents that responded to the consultation 68.4% support the introduction of parking controls on the estate.

61.5% of those that support the parking proposals support the proposed hours of operation, 8am to 6:30pm Monday to Saturday.

52.5% of residents do not support the provision of shared use parking for the purpose of providing limited time parking for the local businesses.

93.5% of responses from businesses indicated their support for the parking proposals with 87% of those also stating their customers do not park on the estate.

Not all residents of the estate responded but of those that did there was a clear majority who indicated support for the parking controls and the proposed hours of operation.

Based on the results of the consultation it is recommended that London Borough of Havering consider implementing the parking controls as proposed.

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1. INTRODUCTION

1.1 Background

- 1.1.1 London Borough of Havering commissioned Project Centre to assist with the consultation on the proposed introduction of parking controls on the St Helens Court housing estate.
- 1.1.2 Historically, local authorities were able to enforce parking on its housing estates using contract law via a private enforcement contractor. However, since the 2014 intervention of the Secretary of State for Communities and Local Government, local authorities have been required to enforce using the powers contained in Road Traffic Regulation Act 1984 (i.e. via traffic management orders).
- 1.1.3 To encourage local authorities to comply, the DVLA no longer provides registered keeper details of offending vehicles to enforcement companies operating on behalf of local authorities under contract law, making the value of private enforcement negligible.
- 1.1.4 In view of these issues and in light of increasing parking pressures on its estates, LBHav is currently considering the design, traffic order processes and auxiliary requirements to introduce civil parking enforcement on its estates.
- 1.1.5 St Helens Court is set to be introduced as a trial location should there be sufficient support for the proposals.
- 1.1.6 This report provides the analysis of the consultation results.
- 1.1.7 Additional consultation comments can be found in Appendix A of this report.
- 1.1.8 The consultation material can be found in Appendix B of this report.

2. ENGAGEMENT ACTIVITIES

2.1 Consultation Exercise

- 2.1.1 The consultation ran from 10th August to 20th September.
- 2.1.2 Letters containing a plan of the proposals, which explained the purpose of the consultation and requested residents submit their views via the online consultation portal were delivered to all properties within St Helens Court.
- 2.1.3 As part of this consultation process the online survey was facilitated via the PCL Consult website for residents and business owners to provide their opinions and feedback on the proposed resident parking scheme.
- 2.1.4 The survey aimed to identify if there was support for the resident parking scheme and it encouraged further comments relating to the proposals.
- 2.1.5 Respondents were asked about their status regarding the estate, their vehicle usage, their feelings on any potential parking issues and whether they were supportive of the proposed scheme.

[Home](#) » [St Helens Court](#)

St Helens Court



Click Here To Take
Our Short Survey,
Thank You!

This consultation has now ended. Thank you for your feedback.

Resident Parking Scheme

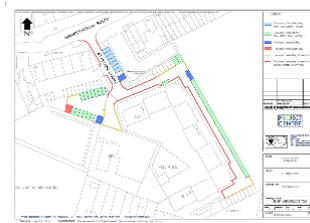
Havering Council is looking to get your view on any parking issues within the boundary of St Helens Court.

We want to have your views on whether you would support a resident parking scheme to resolve the current issues that have been reported to us.

Please click on the image below to see a plan of the initial proposals:



Initial Proposals



The consultation ran between the **10 August 2020 and 20 September 2020.**

2.2 Email

A dedicated email address was also provided for any written responses to be submitted or to contact the project team with any comments regarding the proposals:

havering-consultation@projectcentre.co.uk

2.3 Website

Information about the project was available on the Havering website which included a link to the PCL Consult page to allow people to access the online survey.

3. SURVEY ANALYSIS AND RESULTS

In total 50 responses to the consultation were received, these included responses from both residents and business owners within the area. 28 of those responses were received by paper copy.

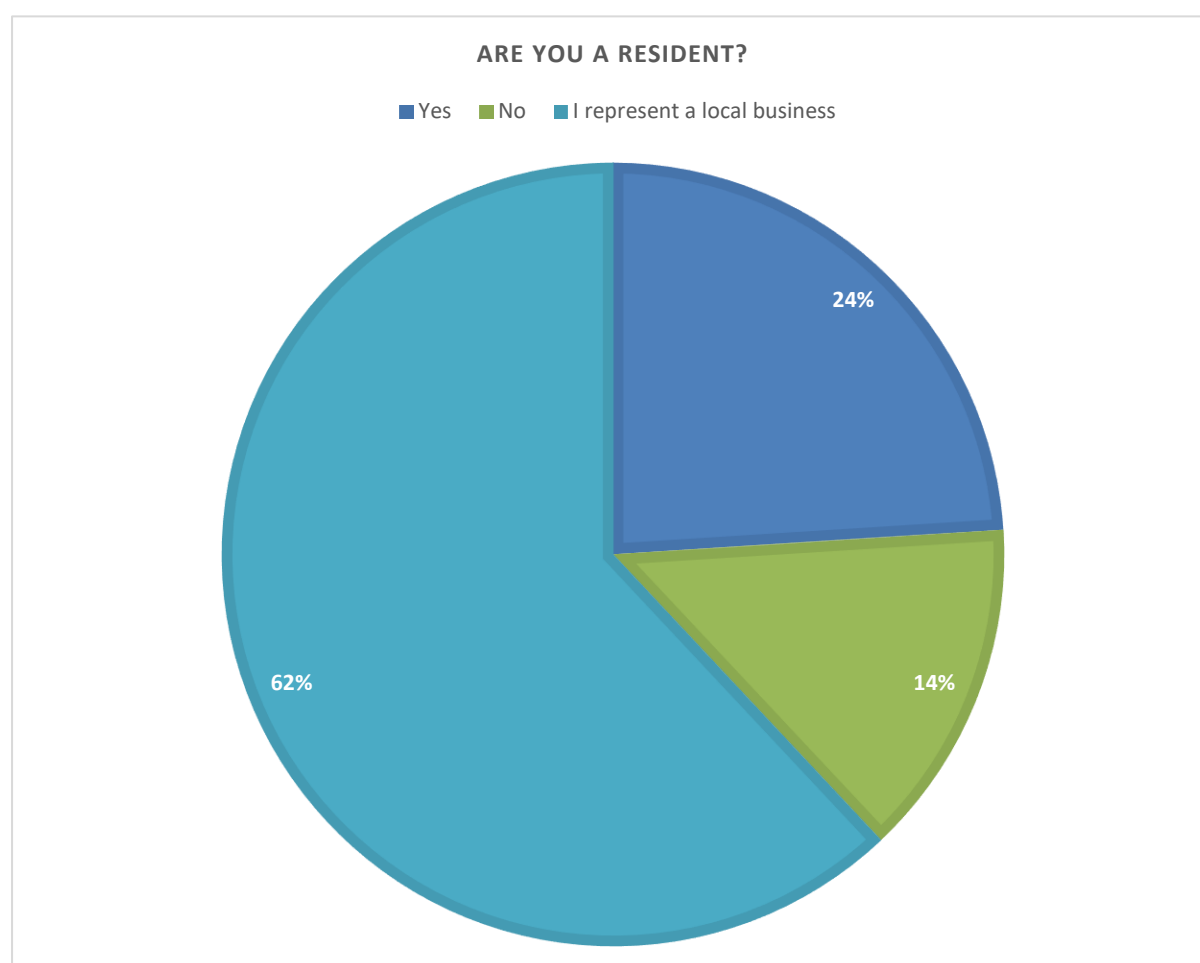
The responses to the survey have been analysed and are summarised below.

3.1 Question 1

3.1.1 Are you a resident on the estate?

- This question received 50 responses.
- The majority of respondents (31) represent a local business in the area (62%), whilst 12 (24%) respondents state that they are residents on the estate and 7 (14%) respondents are not.

Resident	Not a Resident	Local Business
12	7	31

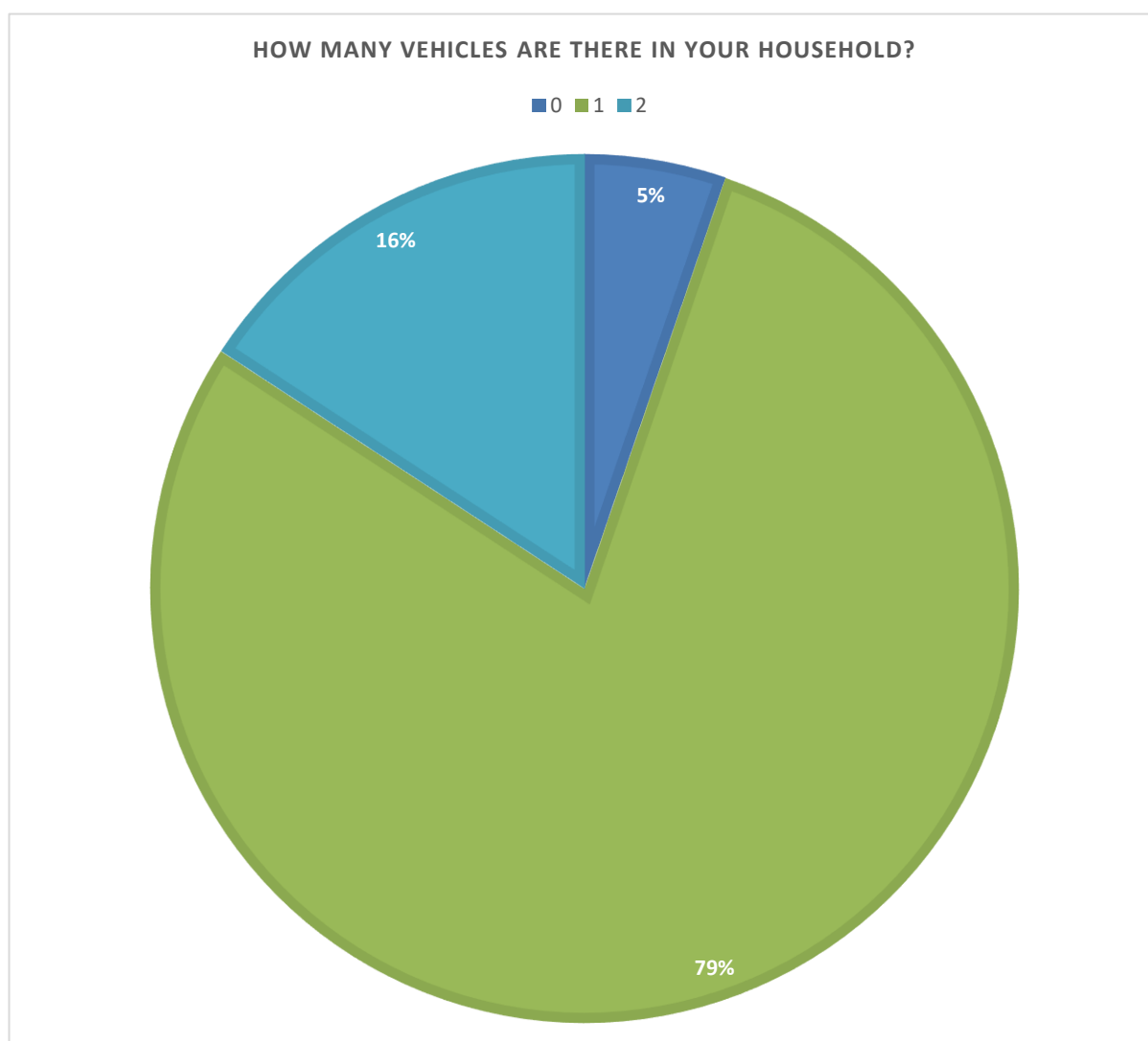


3.2 Question 2

3.2.1 How many vehicles are there in your household? (This question was **not** aimed at those who stated that they represented a local business in the area)

- This question received 19 responses.
- 15 (78.9%) respondents have one vehicle in their household, whilst 3 (15.8%) respondents have two vehicles in their household. The one other (5.3%) respondent does not have a vehicle in their household.

0 Vehicles	1 Vehicle	2 Vehicles
1	15	3



3.3 Question 3

3.3.1 Are you, or is anyone in your household a blue badge holder? (This question was **not** aimed at those who stated that they represented a local business in the area)

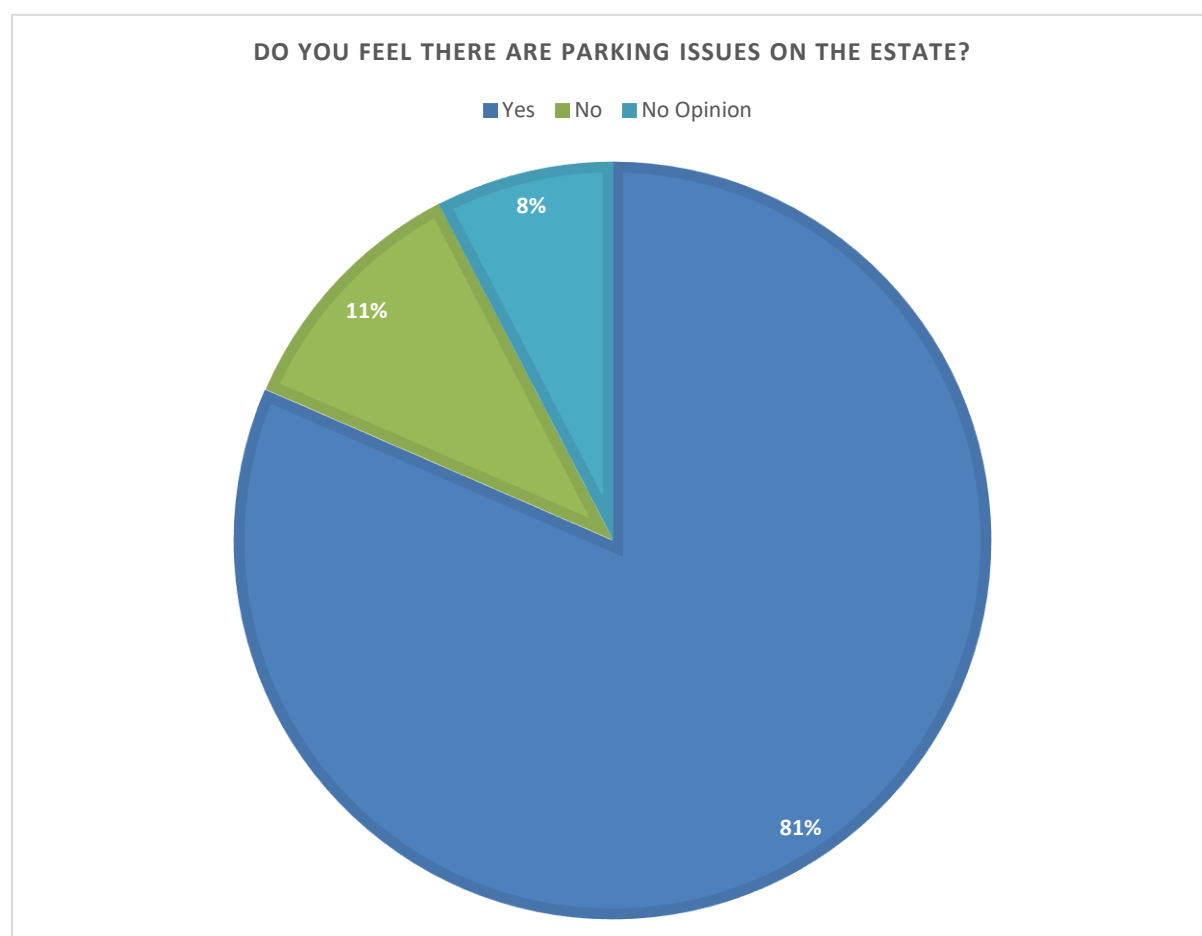
- This question received 19 responses.
- All 19 respondents stated that they or those in their household were not a blue badge holder.

3.4 Question 4

3.4.1 Do you feel there are parking issues on the estate? (This question was **not** aimed at those who stated that they represented a local business in the area)

- This question received 19 responses.
- 15 respondents (78.9%) stated that they do feel that there are parking issues on the estate, whilst 2 respondents (10.5%) stated no, and 2 other respondents (10.5%) stated that they have no opinion.

Parking Issues	No Parking Issues	No Opinion
15	2	2

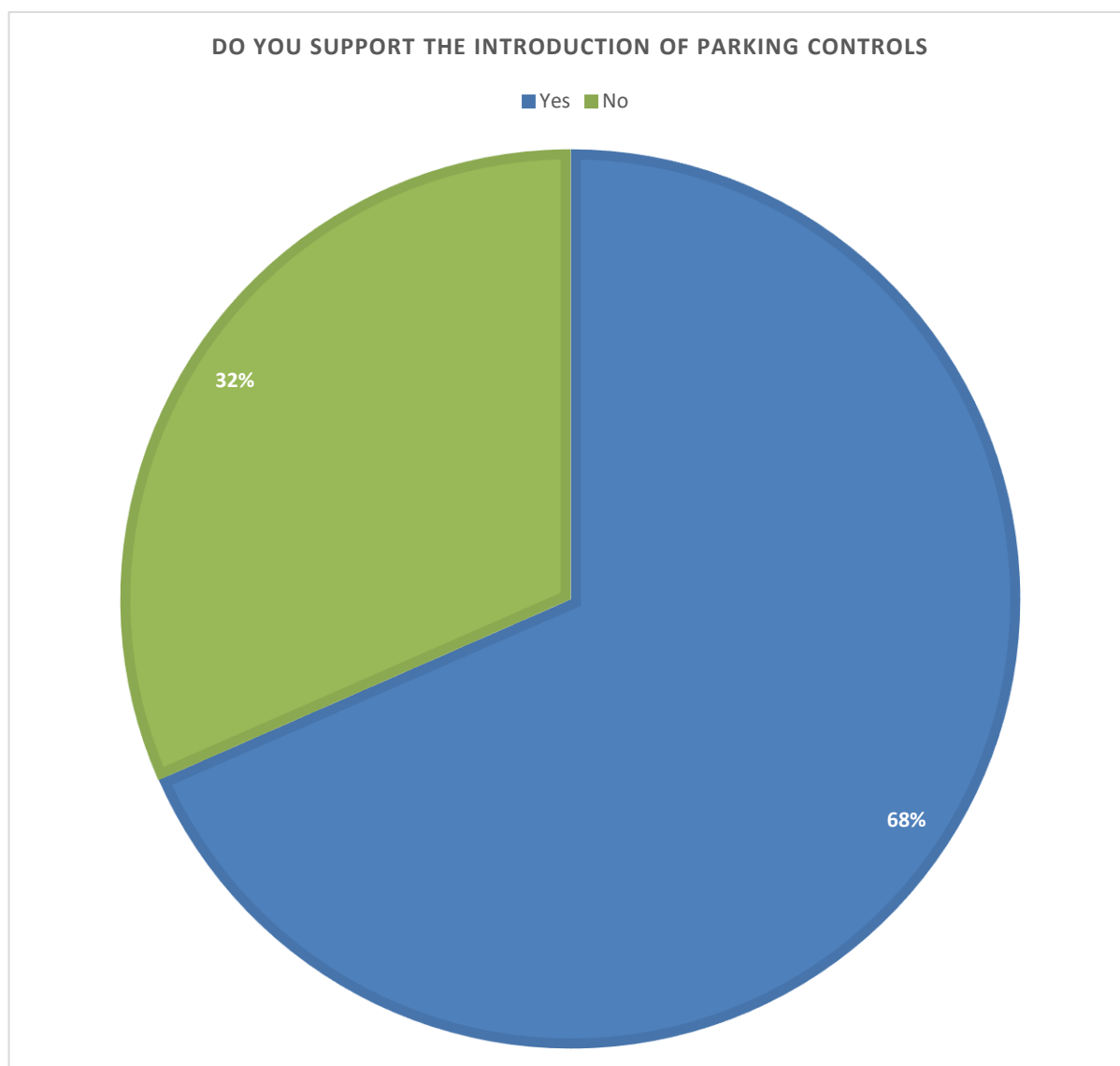


3.5 Question 5

3.5.1 Do you support the introduction of parking controls on the estate? (This question was **not** aimed at those who stated that they represented a local business in the area)

- This question received 19 responses.
- 13 respondents (68.4%) stated that they do support the introduction of parking controls on the estate, whilst 6 respondents (31.6%) stated that they do not.

Do Support Parking Controls	Do Not Support Parking Controls
13	6

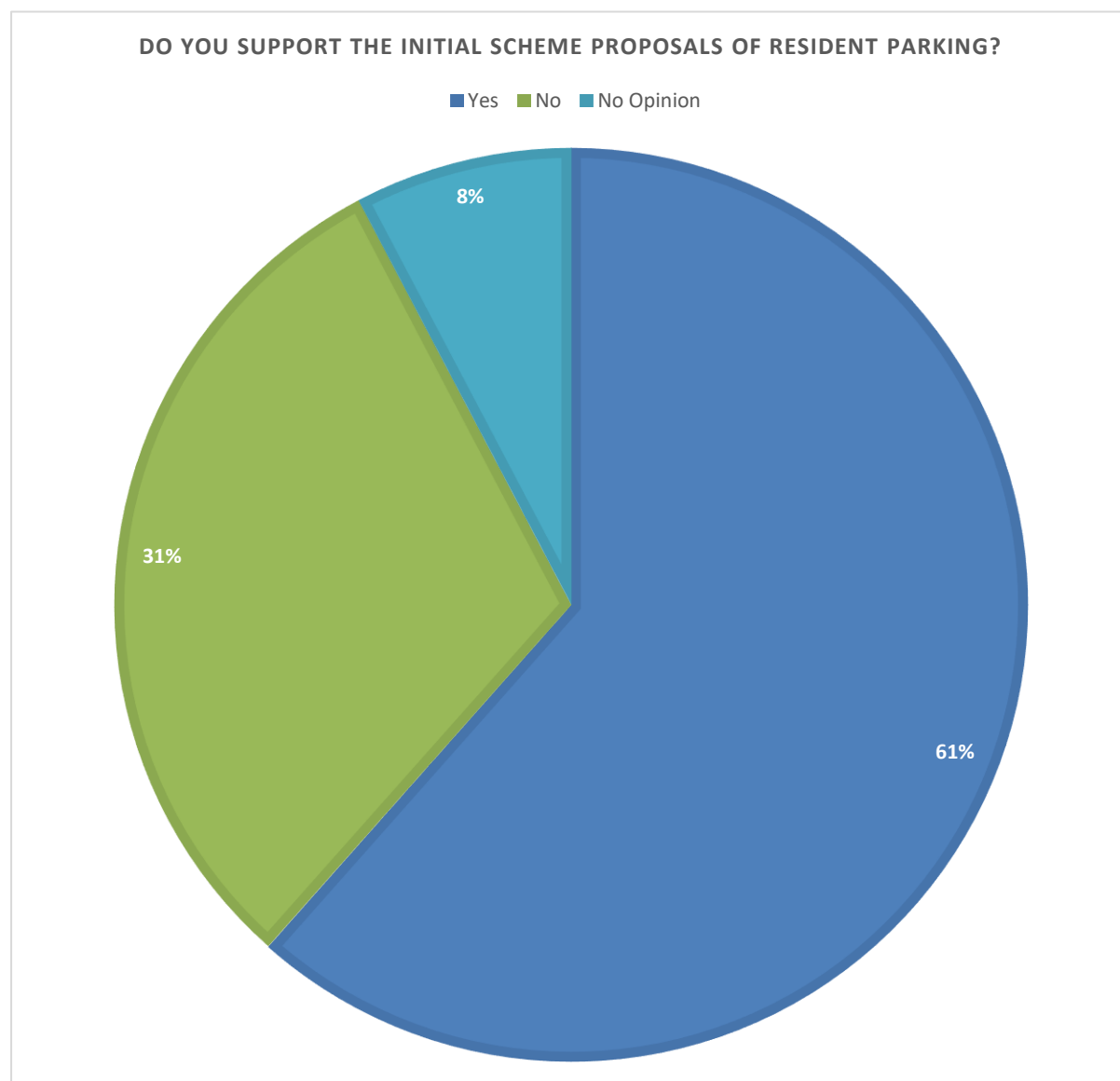


3.6 Question 6

3.6.1 Do you support the initial scheme proposals of resident parking and operational hours of Monday to Saturday 8:00am to 6:30pm? (This question was **not** aimed at those who stated that they represented a local business in the area)

- This question received 13 responses.
- 8 respondents (61.5%) stated that they do support the initial scheme proposals, whilst 4 respondents (30.8%) stated that they do not and 1 respondent (7.7%) stated that they have no opinion.

Support Initial Scheme	Do Not Support Initial Scheme	No Opinion
8	4	1

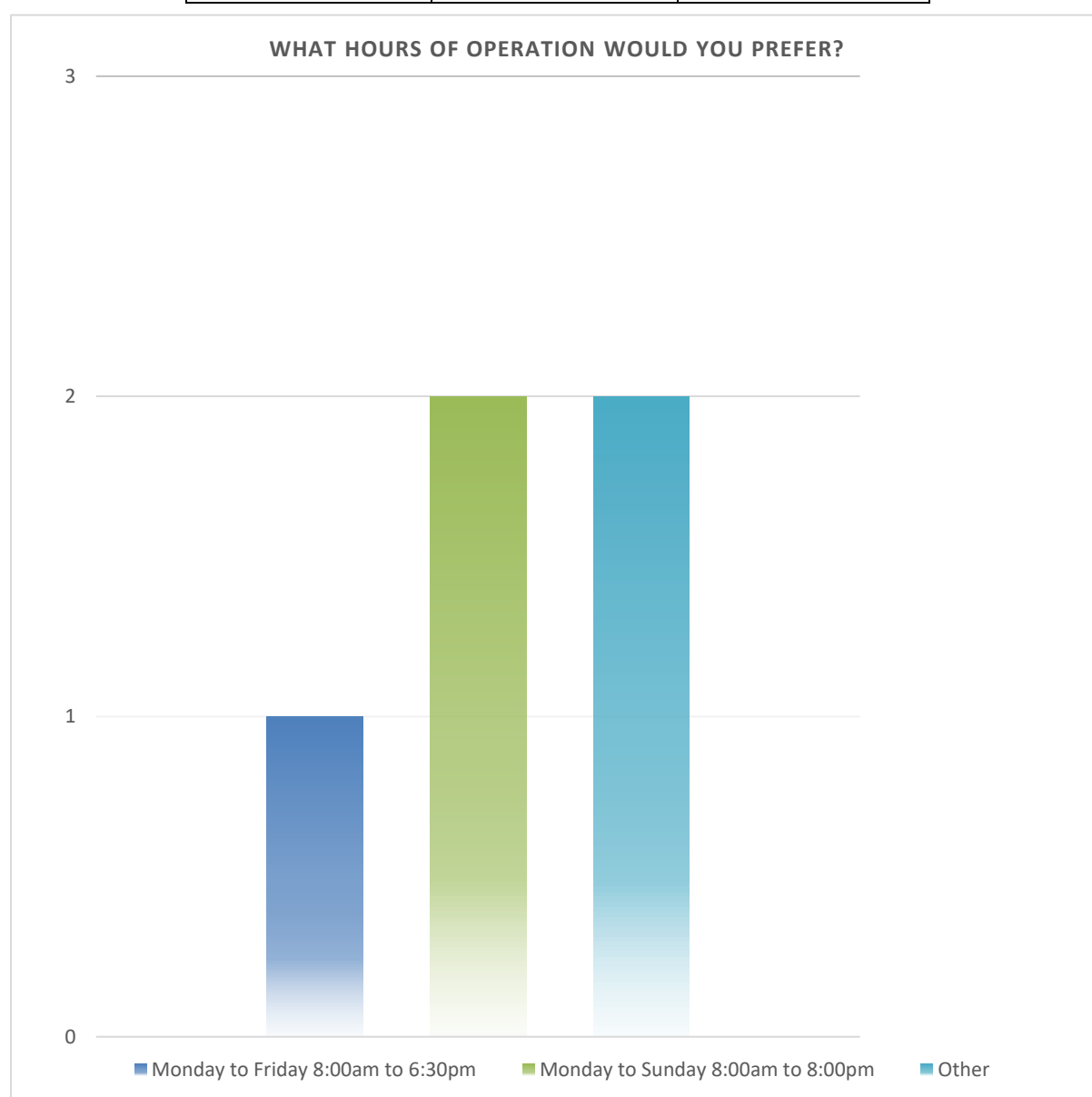


3.7 Question 7

3.7.1 Which hours and days of operation would you prefer? (This question was **not** aimed at those who stated that they represented a local business in the area)

- This question received 5 responses.
- 2 respondents (40%) stated that they would prefer Monday to Sunday 8:00am to 8:00pm, 2 respondents (40%) stated that they would prefer other hours/days, and one respondent (20%) stated that they would prefer Monday to Friday 8:00am to 6:30pm.

Monday to Sunday 8:00am to 8:00pm	Monday to Friday 8:00am to 6:30pm	Other Hours/Days
2	1	2

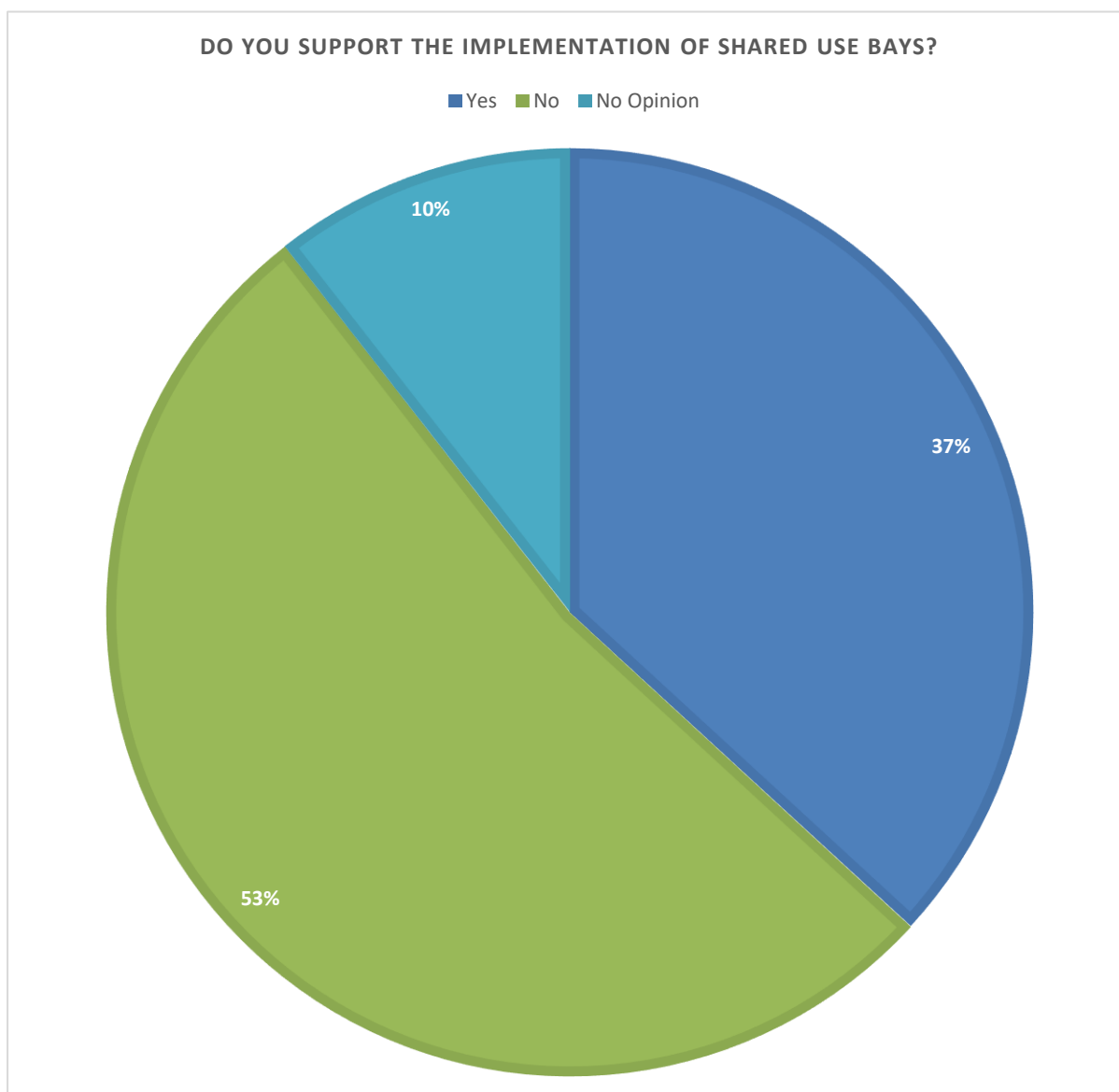


3.8 Question 8

3.8.1 Do you support the implementation of shared use bays as detailed on the proposed design (This question was **not** aimed at those who stated that they represented a local business in the area)

- This question received 19 responses.
- 10 respondents (52.6%) stated that they do not support the implementation of shared use bays, whilst 7 respondents (36.8%) stated that they do support the implementation. 2 respondents (10.5%) stated that they have no opinion.

Support Shared Use Bays	Do Not Support Shared Use Bays	No Opinion
7	10	2

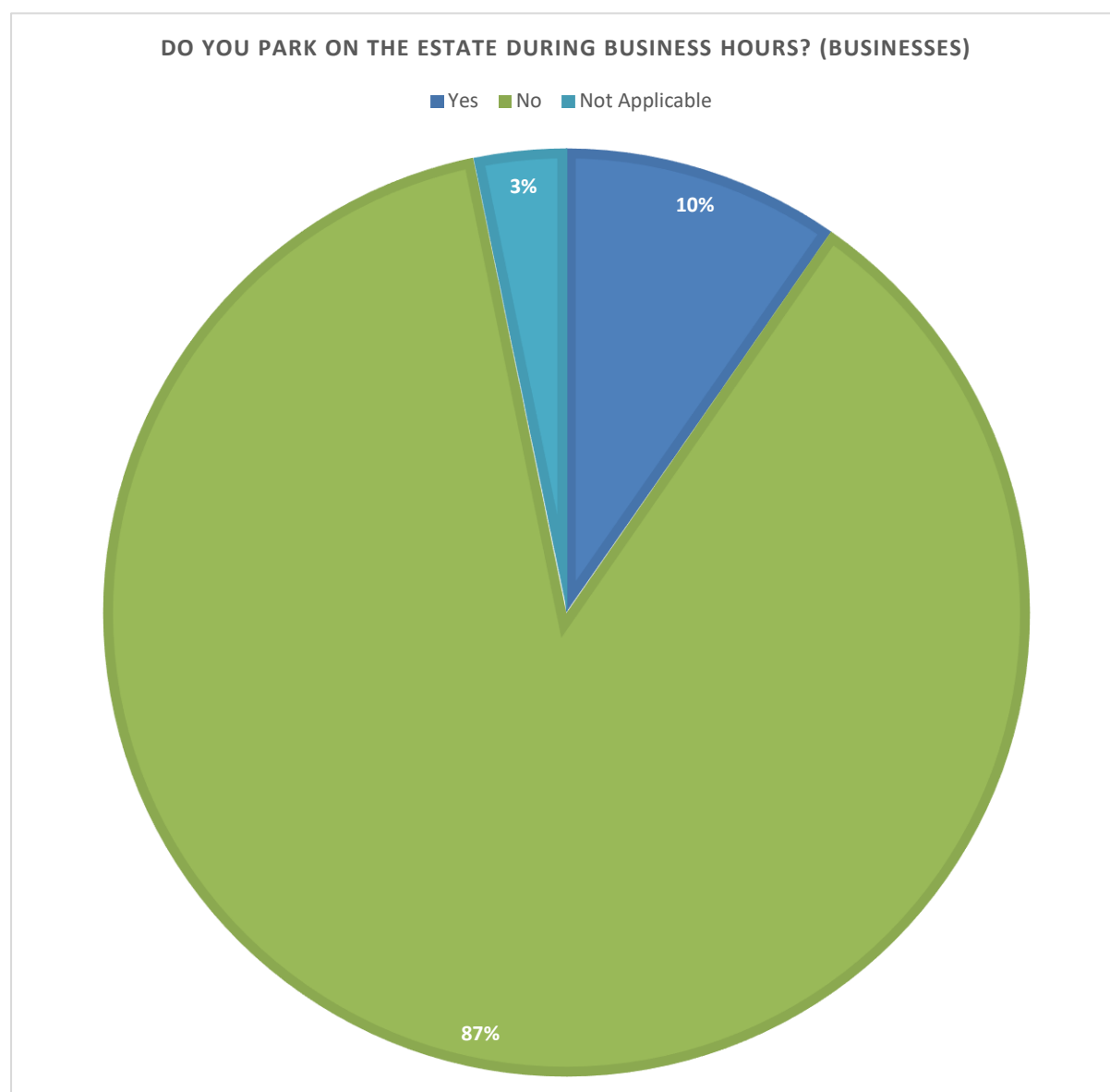


3.9 Question 9

3.9.1 Do you park on the estate during business hours? (This question was aimed at those who stated that they represented a local business in the area)

- This question received 31 responses.
- 27 respondents (87.1%) stated that they do not park on the estate during business hours whilst 3 respondents (9.7%) stated that they do park on the estate. 1 respondent (3.2%) stated that the question was not applicable to them.

Park on Estate	Do not Park on Estate	Not Applicable
3	27	1

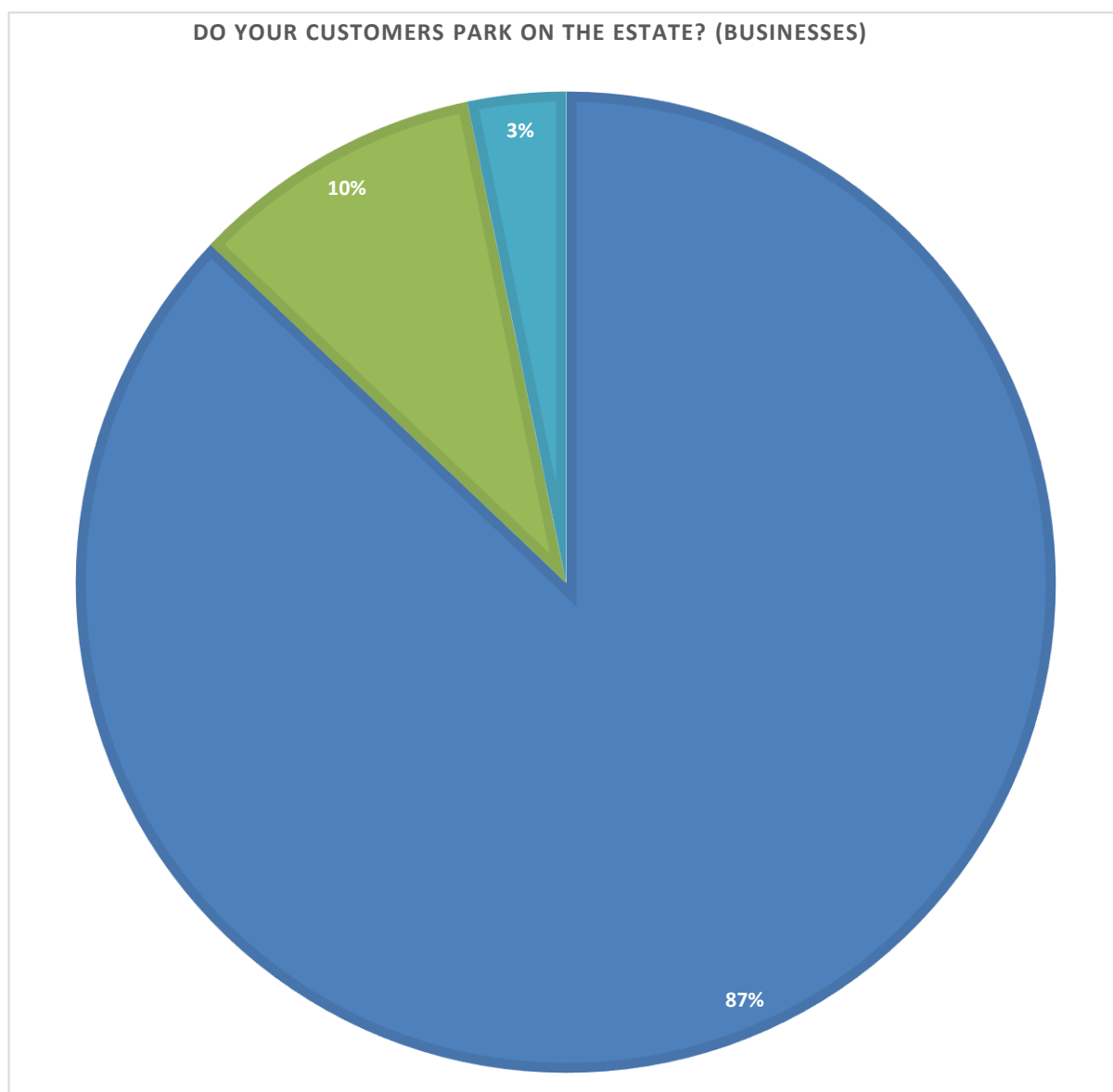


3.10 Question 10

3.10.1 Do your customers park on the estate? (This question was aimed at those who stated that they represented a local business in the area)

- This question received 31 responses.
- 27 respondents (87.1%) stated that their customers do not parking on the estate, whilst 3 respondents stated that their customers do. One respondent stated the question is not applicable to them.

Customers Park on Estate	Customers Do Not Park on Estate	Not Applicable
3	27	1

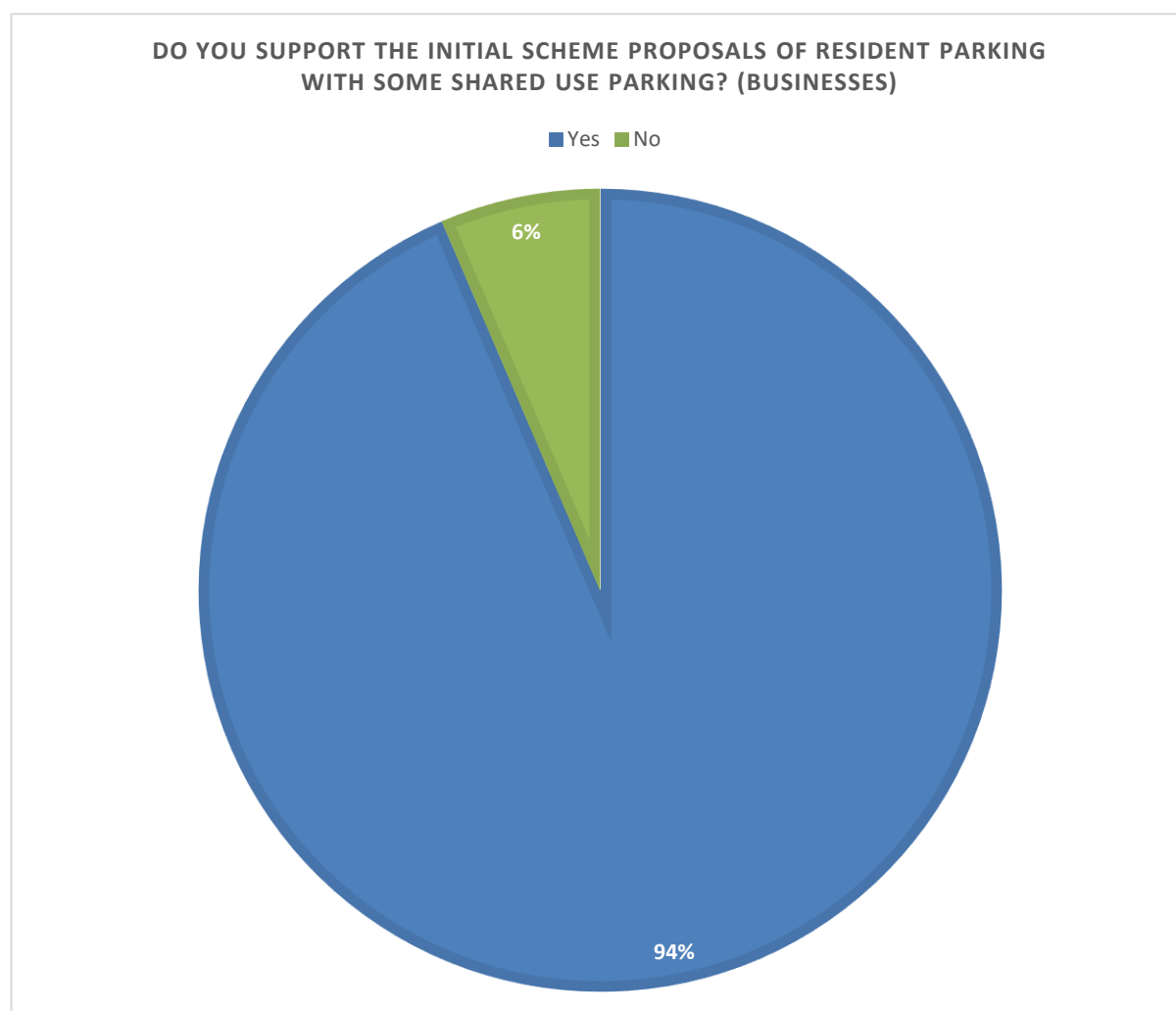


3.11 Question 11

3.11.1 Do you support the initial scheme proposals of resident parking with some shared use parking for customers to visit local businesses and operation hours of Monday to Saturday 8:00am to 6:30pm? (This question was aimed at those who stated that they represented a local business in the area)

- This question received 31 responses.
- 29 respondents (93.5%) stated that they do support the initial scheme proposals of resident parking with some shared use parking for customers, whilst 2 respondents (6.5%) stated that they do not support the initial scheme proposals.

Support Initial Scheme Proposals	Do Not Support Initial Scheme Proposals
29	2

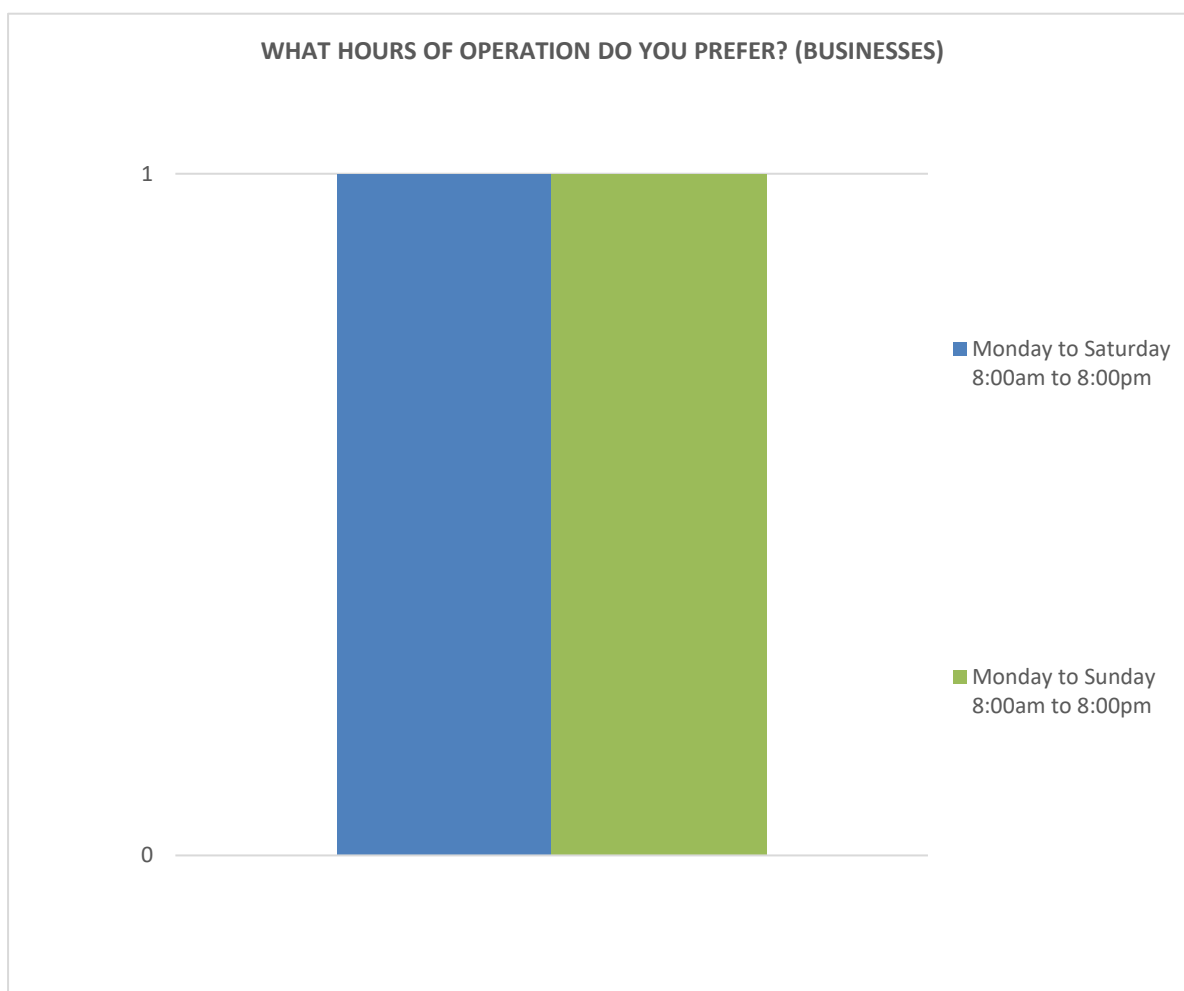


3.12 Question 12

3.12.1 What hours and days of operation do you prefer? (This question was aimed at those who stated that they represented a local business in the area)

- This question received 2 responses.
- 1 respondent stated that they would prefer Monday to Saturday 8:00am to 8:00pm and 1 respondent stated that they would prefer Monday to Sunday 8:00am to 8:00pm.

Monday to Saturday 8:00am to 8:00pm	Monday to Sunday 8:00am to 8:00pm
1	1



3.13 Question 13

3.13.1 Do you currently rent a garage from Havering Housing?

- This question received 22 responses.
- 19 (86.4%) respondents stated that they do not rent a garage from Havering Housing, whilst 3 (13.6%) respondents stated that they do.

3.14 Question 14

3.14.1 Would you be interested in renting a garage?

- This question received 21 responses.
- 17 respondents (81%) stated that they would not be interested in renting a garage whilst 4 respondents (19%) stated that they would.

4. CONSULTATION COMMENTS

- 4.1.1 47 of the 50 consultation surveys included comments from both residents and business owners. There was a mix of supportive and non-supportive comments regarding the proposed resident parking scheme.
- 4.1.2 The comments included concern that the proposals would actually reduce the number of parking spaces available to residents and that the scheme would not guarantee residents a parking space. Furthermore, some residents felt that they should not have to pay for a permit to park near their home. However, there were also positive responses which indicated support for the proposals and hope that they will fix the current parking issues on the estate.
- 4.1.3 The majority of business owners were supportive of the proposals and felt like the implementation of shared use bays would be a benefit to them and their customers. The majority of business responses stated that none of their customers currently park on the estate and normally park on the approach road if it is available.
- 4.1.4 There were also a number of responses from members of the Rainham Parish Church. The majority of these respondents have strong concerns regarding people parking in front of the Church car park which blocks their access. They would like to see parking controls implemented to fix this issue.

5. CONCLUSIONS

- 5.1.1 Overall, the response was positive regarding the introduction of parking controls on the estate from both residents and business owners. The majority of residents that responded believed that there were parking issues on the estate and that they supported the introduction of parking controls.
- 5.1.2 Residents further supported the initial scheme proposals and the parking operational hours that it would entail. However, over half of the residents that responded do not support the implementation of shared use bays.
- 5.1.3 The majority of business owners that responded to the survey support the initial scheme proposals for resident parking with some shared use for customers to visit local businesses. The majority of business owners also support the operational hours that were initially suggested.
- 5.1.4 Of those residents that responded to the consultation 68.4% support the introduction of parking controls on the estate.
- 5.1.5 61.5% of those that support the parking proposals support the proposed hours of operation, 8am to 6:30pm Monday to Saturday.
- 5.1.6 52.5% of residents do not support the provision of shared use parking for the purpose of providing limited time parking for the local businesses.
- 5.1.7 93.5% of responses from businesses indicated their support for the parking proposals with 87% of those also stating their customers do not park on the estate.

6. **RECOMMENDATIONS**

- 6.1.1 Based on the results of the consultation it is recommended that London Borough of Havering consider implementing the parking controls as proposed.
- 6.1.2 Not all residents of the estate responded but of those that did there was a clear majority who indicated support for the parking controls and the proposed hours of operation.
- 6.1.3 Local businesses also indicated their support for the proposals, especially the provision of shared use parking which their customers would be able to utilise.

Appendix A – Consultation Comments

Consultation Comments

The scheme is absolutely flawed and in my opinion is a money making scheme for the council. Where will the permit money go? What are the benefits for residents? None. No guaranteed parking bay.

Don't agree with charging for permits, or the shared bays. There isn't enough parking for everyone! Where are we meant to park if all spaces are gone? Ridiculous!

I think shared use bays will be a good idea to allow extra parking for the shops but only in the event that there is enough parking for residents as it would not be fair if they could not park

A number of residents have more than one car per household or work cars/vans, I fully support this scheme but at the same time would be concerned if I wasn't able to park in an allocated bay

I am worried that double yellow lines placed along the road will limit an already sparse number of parking spaces, making it even more difficult to park.

1st survey completed incorrectly, Only 1 vehicle at my household. Also, have never had a problem with parking and have been here nearly 3 years. Strongly disagree with the new proposal.

Parking is already tight enough around the estate and this isn't going to help but is going to reduce parking spaces. Two young twins and no space to park would be a nightmare.

I do not support the parking scheme. The proposal does not solve the parking issues it reduces the amount of parking available. The locked gate improves parking, install CCTV to monitor usage/damage.

St. Helen's Hall, as part of Rainham Parish Church, has had consistent issues with the entrance/exit to our car park being blocked. We welcome any changes to ensure access to church and hall users.

The scheme will actually REMOVE parking spaces, which is not an acceptable solution.

As a member of Rainham Church lack of parking control often prevents entry to our Church Hall. Emergency vehicles could not enter the hall car park and users often have to use Tesco.

I'm a member of St Helen's church. We often can't access our own car park due to bad parking by drivers in the area. Double yellow lines need to be enforced. Our cars could then be off the roads.

I am a church warden at Rainham parish church, St Helens court. We have frequently complained about residents parking and blocking our access. Zig zag yellow lines in front of our premises

Responding as coordinator, Better Streets for Havering.

Responding as coordinator, Better Streets for Havering - adding to previous response. Cycle parking hangers for residents and cycle hoops for visitors should be included with this scheme.

I am a member of Rainham parish church. The issue that really concerns me and needs to be acted upon is that the car park to the church hall is almost always blocked by vehicles so we can't use it.

Absolutely ridiculous proposals, give us fewer spaces to park in and charge us for it. Needs a big rethink, instead of worrying about making money, come up with a plan where we can park near our home

As an attendee and an employee of Rainham parish church I find it very frustrating and inconsiderate of people who feel that it's perfectly ok for them to block the right of way into our church hall

I welcome the proposals, as we constantly have difficulty finding free parking space, and the gate is a hassle.

I think the current gate system is fine when it isn't broken, as is sometimes the case. I'd like a resident permit system, but not one where we have to pay money to park outside our own homes.

I am a member of Rainham Parish Church and cars parking across and alongside the gates to our car park in St Helen's Court has caused problems, especially on a Sunday.

We need parking permits so this helps local people shop rather than people who are using the parking and going by train to London - or even worse leaving their cars for longer periods!

I support this because it enables residents to come & go at their own leisure & will prevent non residents parking in the bays in the approach road. My customers do park in approach but not in estate

We would prefer customers to have designated space to park which would create more efficiency and easy when coming into shop. It would allow residents peace of mind as they have their own parking

We need parking bay for our customers. They do not and can't park in the estate. They park on adjacent road when available and have done for many years

Customers and clients of our business do not park on the estate. However if available they do park on the approach Rd, as have been the case for many years, nearly a century at the very least!

None of our customers park on the estate. Most of our clients park near by center oppsoed Rd. We need customer parking bays

Our customers or staff do not park on the estate. They park on approach road as always. We need more shared parking for our clients/customers

Our customers do not park on the estate. Always when available on the approach Rd adjacent as have been the case for many years

Customers do not park on the estate, however if available customers park in the approach road as they have done for many years (maybe 100 years)

My customers only park on the approach road if available. If these bays can be used by our customers that will help very much.

Parking controls are a must as people are just using it as a parking facility to use the train

We need more parking in Rainham Village. My customers park in approach road only if available because the same cars are constantly parked there & do not move often to make bays available for other

Customers do not park on the estate, however if available customers park in the approach road as they have done for many years (maybe 100 years)

Customers do not park on the estate, however if available customers park in the approach road as they have done for many years (maybe 100 years).

It is a must to have parking controls in order for the customers to park and not the people who are not using the shops on the high street

Customers do not park on the estate, however if available customers park in the approach road as they have done for many years (maybe 100 years)

Customers do not park on the estate, however if available customers park in the approach road as they have done for many years (maybe 100 years)

My customers don't park on the estate but the road is always full because people go to London for work and back lost which for customers.

Customers do not park on the estate, however if available customers park in the approach road as they have done for many years (maybe 100 years)

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Appendix B – Consultation Material

RESIDENT PARKING SCHEME CONSULTATION

IMPORTANT DOCUMENTS ENCLOSED

Telephone: 01273 056149

Email: havering-consultation@projectcentre.co.uk

Monday 10 August 2020

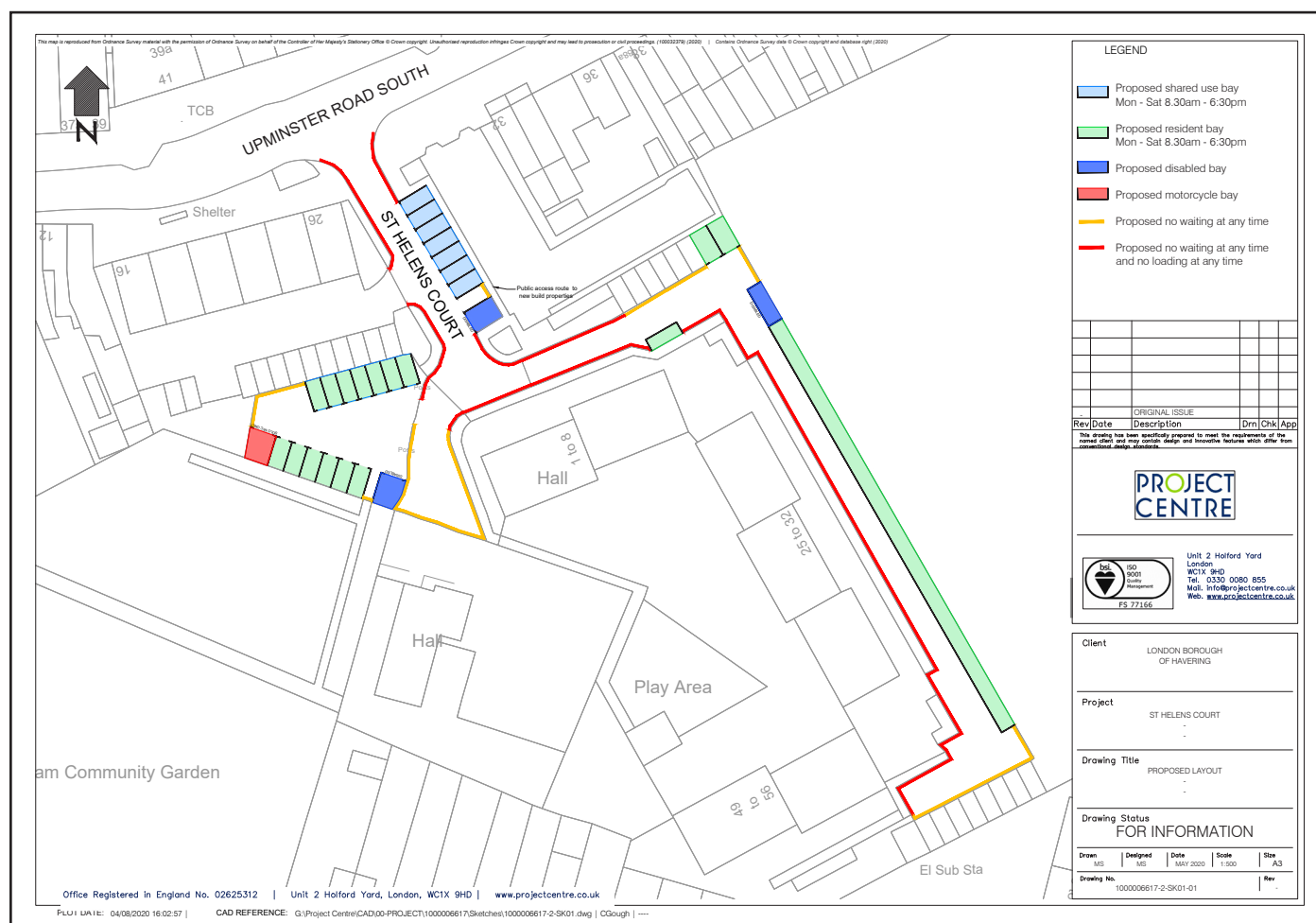
Dear Resident

Consultation: St Helens Court, Rainham: Proposed Resident Parking Scheme

Havering Council is looking to get your view on any parking issues within the boundary of St Helens Court.

We want to have your views on whether you would support a resident parking scheme to resolve the current issues that have been reported to us.

Plan of the initial proposals.



St Helens Court, Rainham

If the result of this consultation indicates resident support for the proposed scheme, a “statutory Traffic Management Order” consultation will be undertaken which would include updated plans, subject to comments received during the initial consultation.

Points to note on the initial proposals:

- The scheme would be introduced as a trial to begin with, this will allow us to monitor if the parking scheme is working as intended
- Hours of operation of the parking zone to operate as per the streets surrounding St Helens Court, Monday – Saturday 08:00 to 18:30 (Alternative options are provided within the consultation questionnaire)
- Show the maximum number of spaces we are able to provide without obstructing the highway
- Double yellow lines and loading restrictions are proposed to ensure the road network around the estate is kept clear so refuse and emergency service vehicles can safely access the estate at all times
- Double yellow lines also mean loading and unloading can take place where it is safe to do so, but will also mean these areas cannot be used for parking, especially in front of the garages and the entrances to each block
- Dedicated disabled bays for blue badge holders, it should be noted any blue badge holder can use these parking spaces, even those who do not live on or are visiting the estate
- Blue Badge holders will also be able to park in the permit holder parking places, whilst displaying their Blue Badge, whether or not they live on or are visiting the estate, this is in line with current parking policy across Havering
- Shared use bays are being proposed as part of the scheme design to support the local shops nearby St Helens Court which will provide both resident and paid-for parking.

If the scheme is agreed and implemented residents will need to provide:

- Proof of residency is required to obtain a permit, only residents living in St Helens Court are included in the proposed scheme
- Proof the Vehicle/s are registered to the residents’ address:
 - a) Permits and visitor permits are to be displayed in the vehicle and can be obtained through the Council’s website
 - b) If you are a Blue Badge holder you will not need to purchase a permit for your vehicle but you will need to display your blue badge whilst parked in a permit parking place

St Helens Court, Rainham

- c) The current costs for financial year 2020/21 for resident permits are £35, £60 and £85. Motor cycles – No charge. Permit Charges are reviewed on an annual basis.
- d) If you rent and use a garage for the purpose of parking your vehicle you will not need to purchase a permit but this would mean you would not be able to park in the permit parking places during the hours of operation

The Controlled Parking Zone [CPZ] is proposed to look at improving improve the safety and environment through deterring non-residents from parking inappropriately which results in serious inconvenience to the residents living on the St Helens estate.

As we must provide a “safe environment”, inevitably, the amount of road space being parked on will reduce particularly on the roads and on the pavements. This is offset by the reduction in non-resident parking.

A Controlled Parking Zone will not:

- Guarantee a parking space near your home or a parking space at all. The scheme will not allocate
- 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 available parking capacity to accommodate them.

The action that you can take now

Please visit our dedicated consultation website, PCLCONSULT

<https://consultprojectcentre.co.uk/st-helens-court> where we ask that you complete a short survey relating to the proposals.

Alternatively, you can submit comments either in writing to this address:

**Project Centre,
38 Foundry Street,
Brighton,
BN1 4AT**

or via email to **havering-consultation@projectcentre.co.uk**

Representations via telephone or in person cannot be accepted as all comments are to be received via the consultation site or the via the platforms listed above

RESIDENT PARKING SCHEME CONSULTATION

St Helens Court, Rainham

Your response should please indicate if you do support or do not support the proposals.

All consultation responses will be analysed by the Project Centre on behalf of Havering Council to determine if the proposed changes are supported by residents and stakeholders.

If you have any questions relating to this consultation or the proposed parking scheme, please email us **havering-consultation@projectcentre.co.uk** or call the consultation hotline number **01273 056149** where we will be happy to assist.

When the responses from the consultation have been collected and a report produced, your councillors will decide whether to go forward with such a scheme if there is sufficient support for this.

If it is decided to proceed with the proposals, you will be informed in due course of the statutory process.

Yours sincerely,



Councillor Chapman
Leader Member for Housing



Councillor Dervish
Lead Member for Environment

Data from this consultation will be collected and held by Project Centre and London Borough of Havering. 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 Havering Council's privacy policy:

https://www.havering.gov.uk/info/20044/council_data_and_spending/139/data_protection

RESIDENT PARKING SCHEME CONSULTATION

IMPORTANT DOCUMENTS ENCLOSED

Telephone: 01273 056149

Email: havering-consultation@projectcentre.co.uk

Monday 10 August 2020

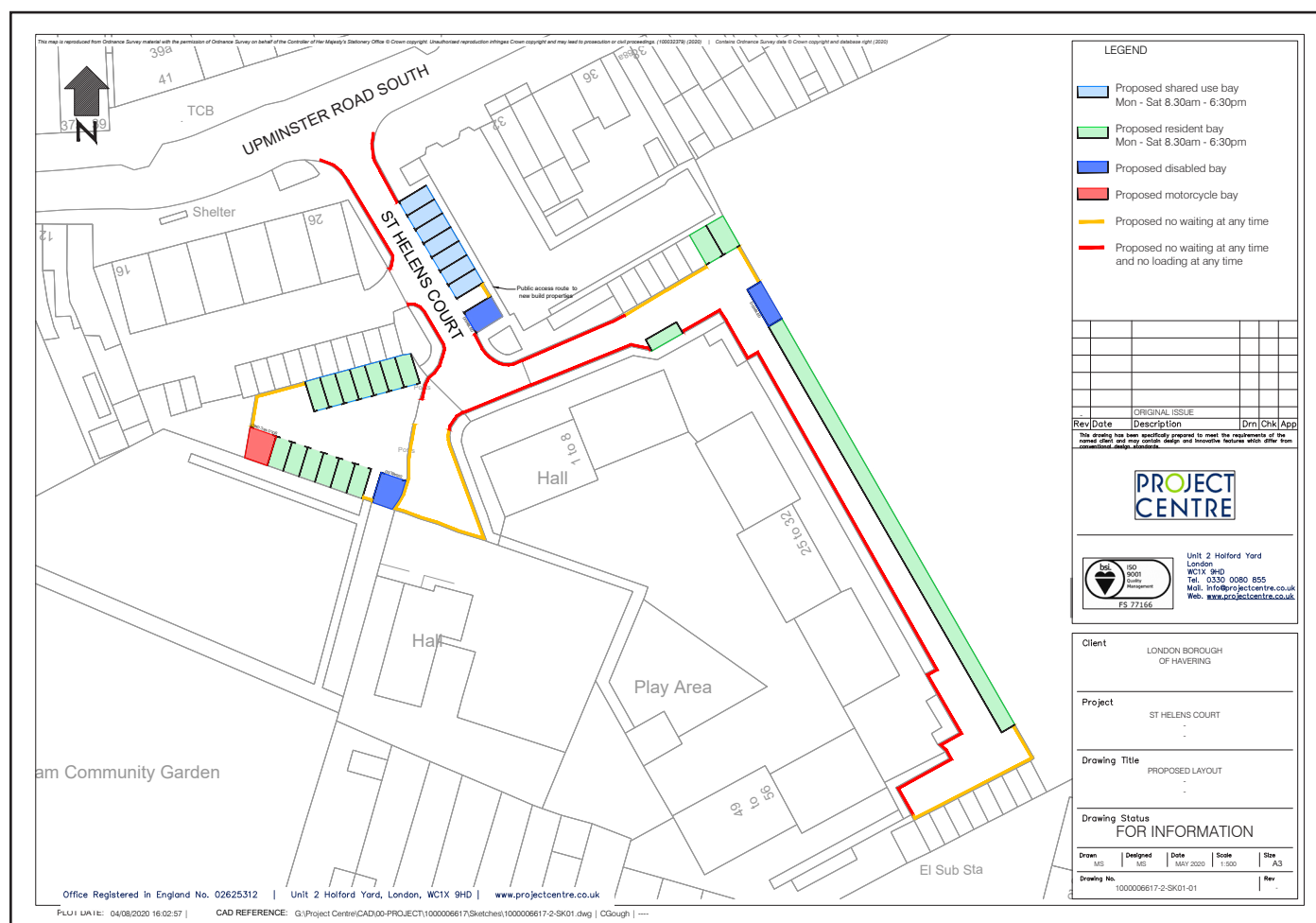
Dear Business

Consultation: St Helens Court Resident Parking Scheme

London Borough of Havering (LBH) are seeking to understand if there is any significant indiscriminate parking within the boundary of St Helens Court. If indiscriminate parking is prevalent and is resulting in substantial parking issues for residents and local businesses, we would like to hear your views and to also understand if you would support the introduction of parking controls on the housing estate.

This consultation will run from **Monday 10 August 2020 to Sunday 13 September 2020.**

A plan of the initial proposals accompanies this letter.



St Helens Court, Rainham

If the result of this consultation indicates support for the proposal, a “statutory Traffic Management Order” consultation will be undertaken which would include updated plans, subject to comments received during the initial consultation.

Points to note on the initial proposals:

- The scheme would be introduced as a trial to begin with, this will allow us to monitor if the parking scheme is working as intended
- Hours of operation of the parking zone to operate as per the streets surrounding St Helens Court, Monday – Saturday 08:00 to 18:30 (Alternative options are provided within the consultation questionnaire)
- Shared use bays are being proposed as part of the scheme design to support the local shops by St Helens Court which will provide both resident and short stay, paid for parking
- Show the maximum number of spaces we are able to provide without obstructing the highway
- Double yellow lines and loading restrictions (kerb blips) are proposed to ensure the road network around the estate is kept clear so refuse and emergency service vehicles can safely access the estate at all times
- Double yellow lines also mean loading and unloading can take place, where it is safe to do so, but will also mean these areas cannot be used for parking, especially in front of the garages and the entrances to each block
- Dedicated disabled bays for blue badge holders, it should be noted any blue badge holder can use these parking spaces, even those who do not live on or are visiting the estate
- Blue badge holders will also be able to park in the permit holder parking places, whilst displaying their blue badge, whether or not they live on or are visiting the estate, this is in line with current parking policy across Havering
- Shared use bays are being proposed as part of the scheme design to support the local shops by St Helens Court which will provide both resident and short stay, paid for parking.

The Controlled Parking Zone is proposed to improve the safety and environment through deterring non-residents from parking inappropriately which results in serious inconvenience to the residents living on the estate.

As we must provide a “safe environment”, inevitably, the amount of road space being parked on will reduce particularly on the roads and on the pavements. This is offset by the reduction in non-resident parking.

RESIDENT PARKING SCHEME CONSULTATION

St Helens Court, Rainham

A Controlled Parking Zone will not:

- Guarantee a parking space near your home or a parking space at all. The scheme will not allocate a reserved parking space
- 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 available parking capacity to accommodate them.

The action that you can take now

Please visit our dedicated consultation website, where we ask that you complete a short survey relating to the proposals.

<https://consultprojectcentre.co.uk/st-helens-court>

Alternatively you can submit comments either in writing to the address listed or via email.

Verbal representations (telephone/in person) cannot be accepted as all comments relevant to this consultation will be reported to the Council for a decision on whether or not to undertake a further consultation about the scheme. In your response please indicate if you do support or do not support the proposals.

All consultation responses will be analysed and reported to allow LBH to determine if the proposed changes are supported by residents and stakeholders. All consultation responses will be analysed by Project Centre on behalf of LBH. The dedicated email address for your consultation replies is:

haverling-consultation@projectcentre.co.uk

If you have any questions relating to this consultation or the parking proposals, please email us or call the consultation hotline number **01273 056149** (Monday to Friday, 9am to 5pm only) where we will be happy to assist.

If you wish to write to us please send any correspondence to:

**Richard Plant,
Haverling Consultation,
Project Centre Ltd,
Unit 2 Holford Yard,
London,
WC1X 9HD**

RESIDENT PARKING SCHEME CONSULTATION


St Helens Court, Rainham

When the responses from the consultation have been collated and a report produced, your councillors will decide whether to implement the scheme or abandon it. If it is decided to proceed with the proposals, you will be informed in due course of the statutory process.

Yours sincerely,



Councillor Chapman
Leader Member for Housing



Councillor Dervish
Lead Member for Environment

Data from this consultation will be collected and held by Project Centre and London Borough of Havering. 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 Havering Council's privacy policy:

https://www.havering.gov.uk/info/20044/council_data_and_spending/139/data_protection

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:

1. Ensure a clear understanding of customer requirements;
2. Ensure projects are completed to programme and within budget;
3. Improve productivity by having consistent procedures;
4. Increase flexibility of staff and systems through the adoption of a common approach to staff appraisal and training;
5. Continually improve the standard of service we provide internally and externally;
6. 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.



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Memberships



Contact

London Head
Office

Unit 2 Holford Yard
London
WC1X 9HD
tel: 0330 1358 950

Old Street Office

29-33 Old Street
London
EC1V 9HL

Brighton Office

38 Foundry Street
Brighton
BN1 4AT
tel: 01273 056 122

Slough Office

Fourth Floor
The Urban Building
3-9 Albert Street
Slough, SL1 2BE
tel: 0330 1358 950

Edinburgh Office

12 Lower Gilmore
Place
Edinburgh, EH3 9NY

Manchester Office

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Oxford Court
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