



## Parking Consultation Report

St Helen's Court

Client Name: London Borough of Havering

Reference: 1000006617

Date: 06/10/2020

## DOCUMENT CONTROL

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## EXECUTIVE SUMMARY

The consultation ran from 10<sup>th</sup> August to 20<sup>th</sup> 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 10<sup>th</sup> August to 20<sup>th</sup> 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

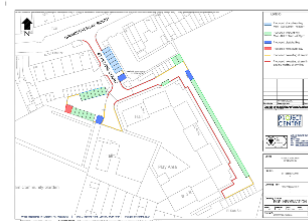
Havering Council is looking to get your view on any parking issues within the boundary of St Helens Court.

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](mailto: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.

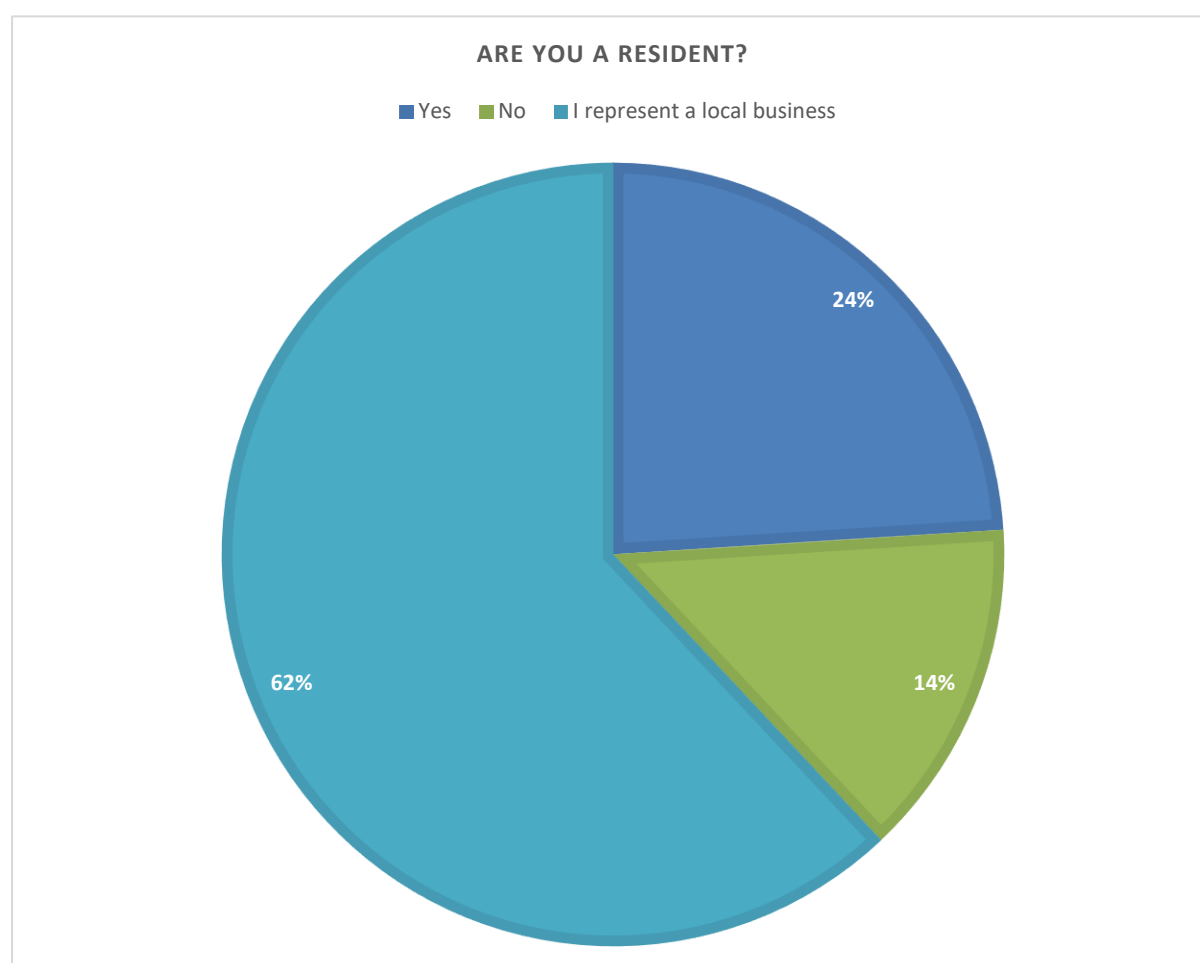
The responses to the survey have been analysed and are summarised below.

#### 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



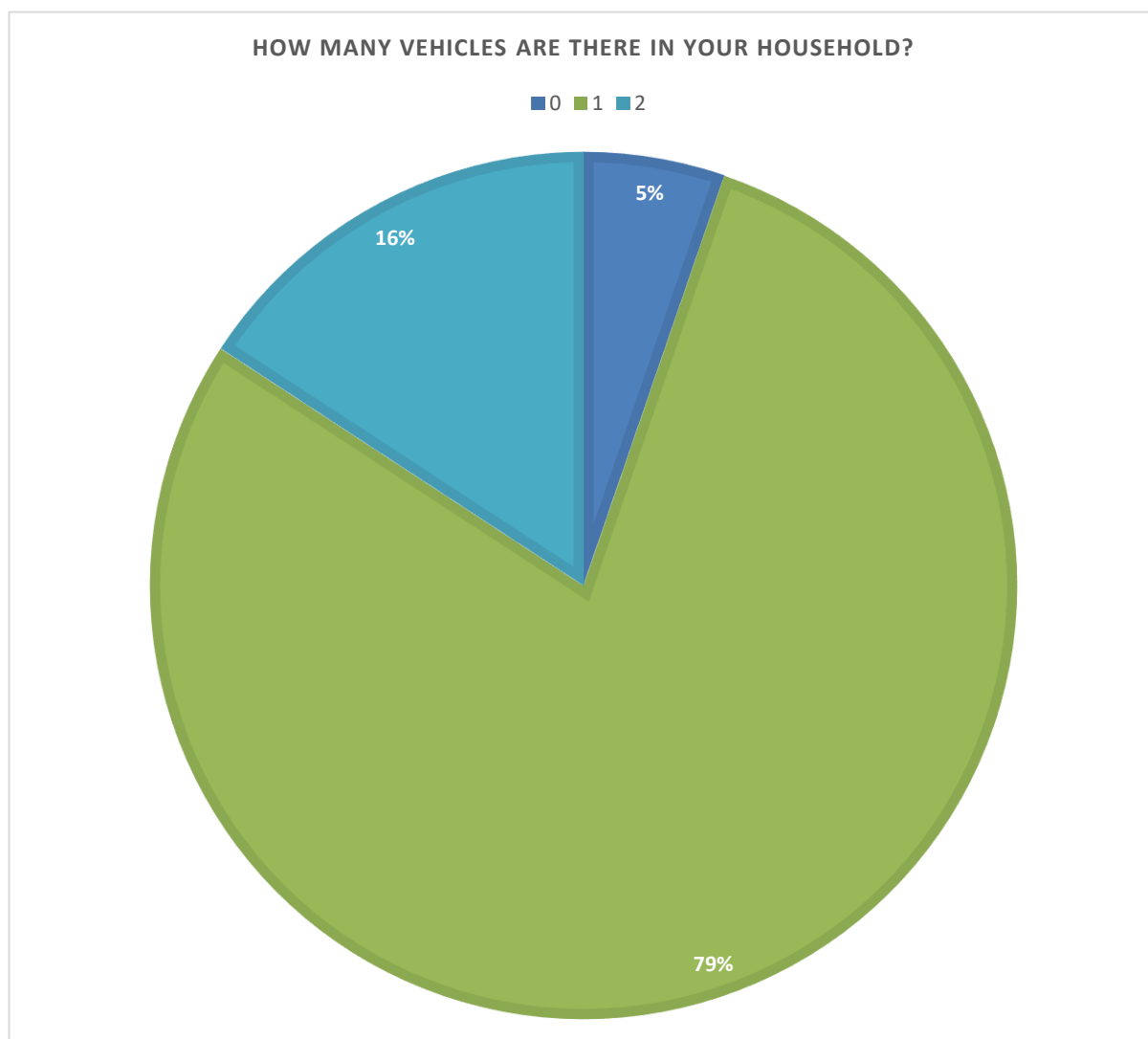


### 3.2 Question 2

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)

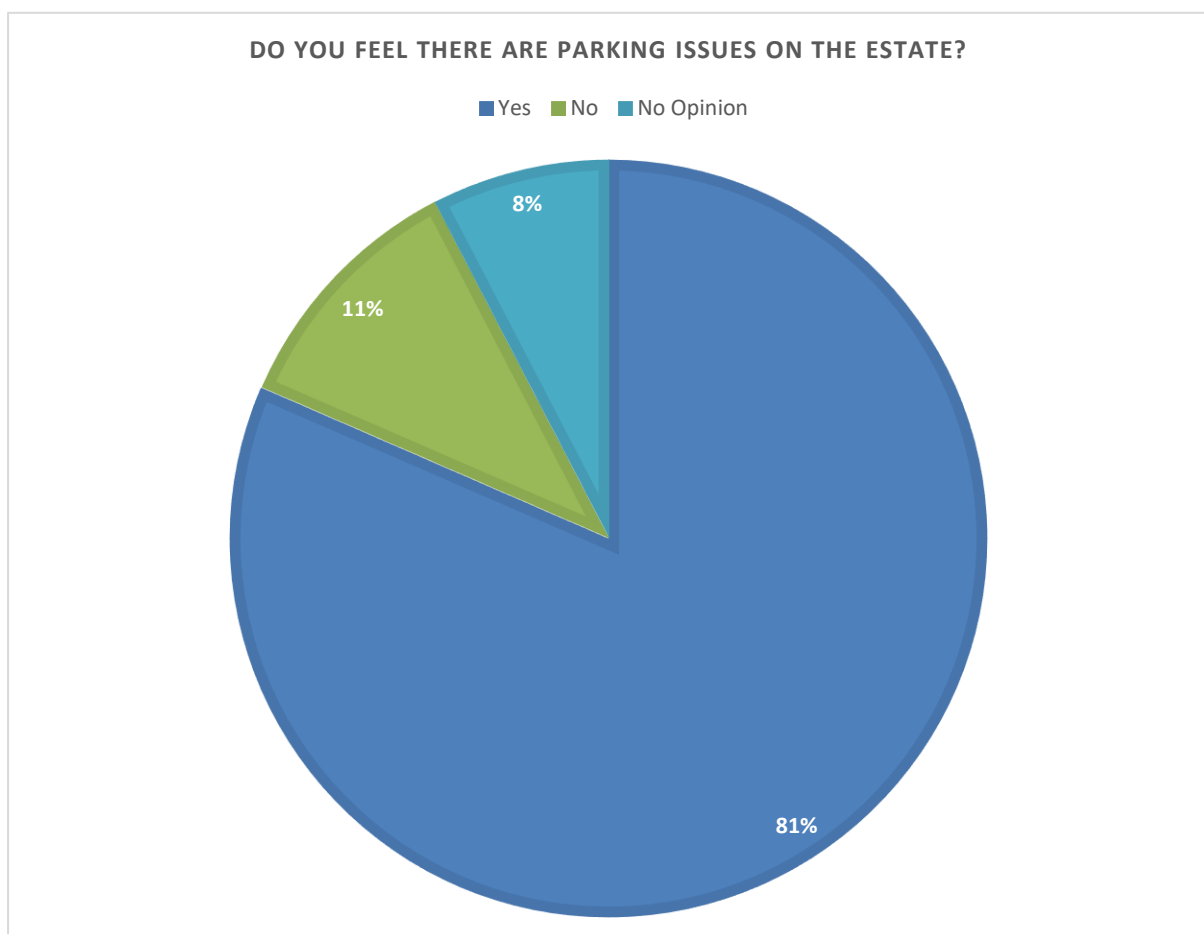
- This question received 19 responses.
- All 19 respondents stated that they or those in their household were not a blue badge holder.

### 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

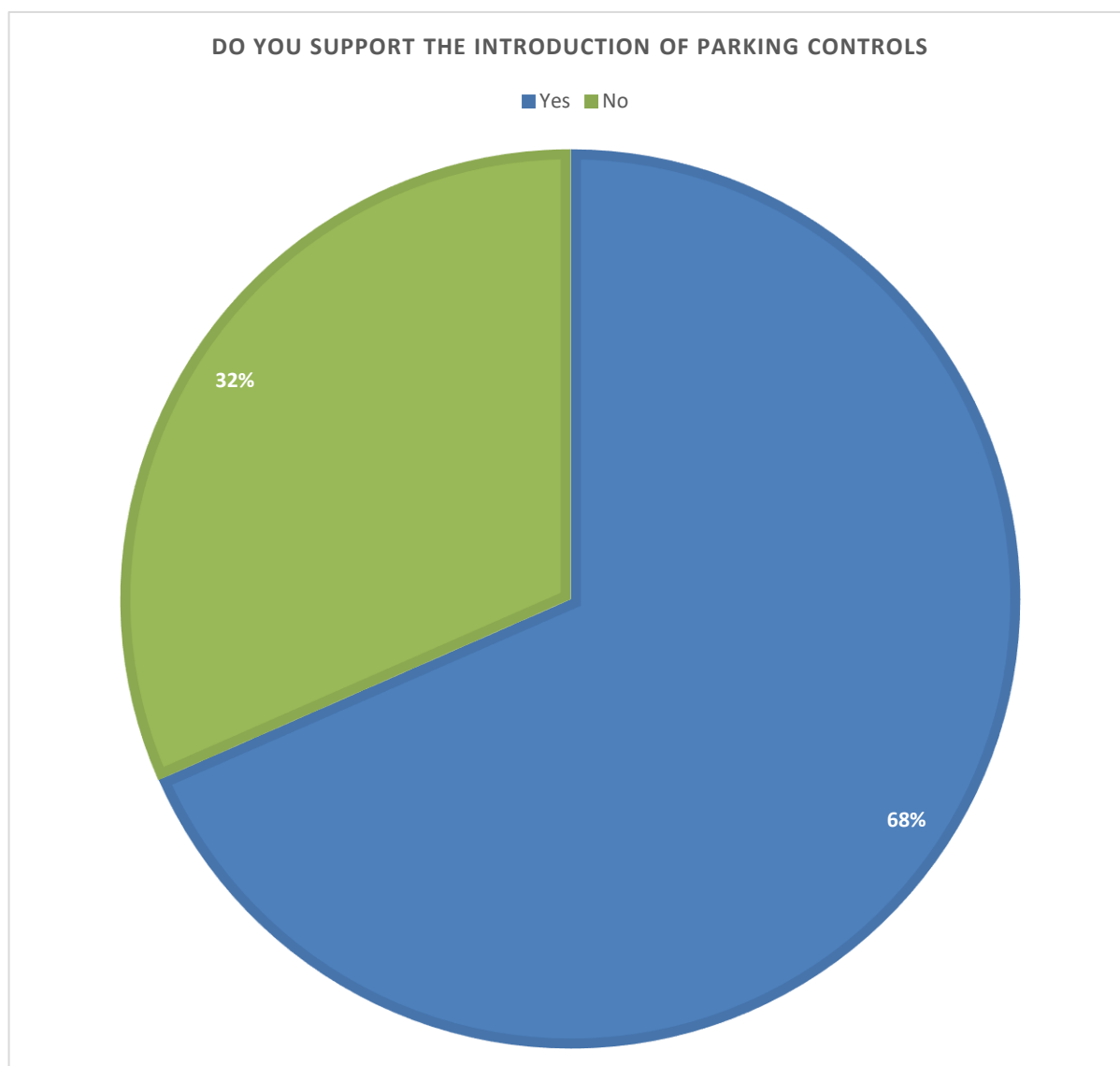


### 3.5 Question 5

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

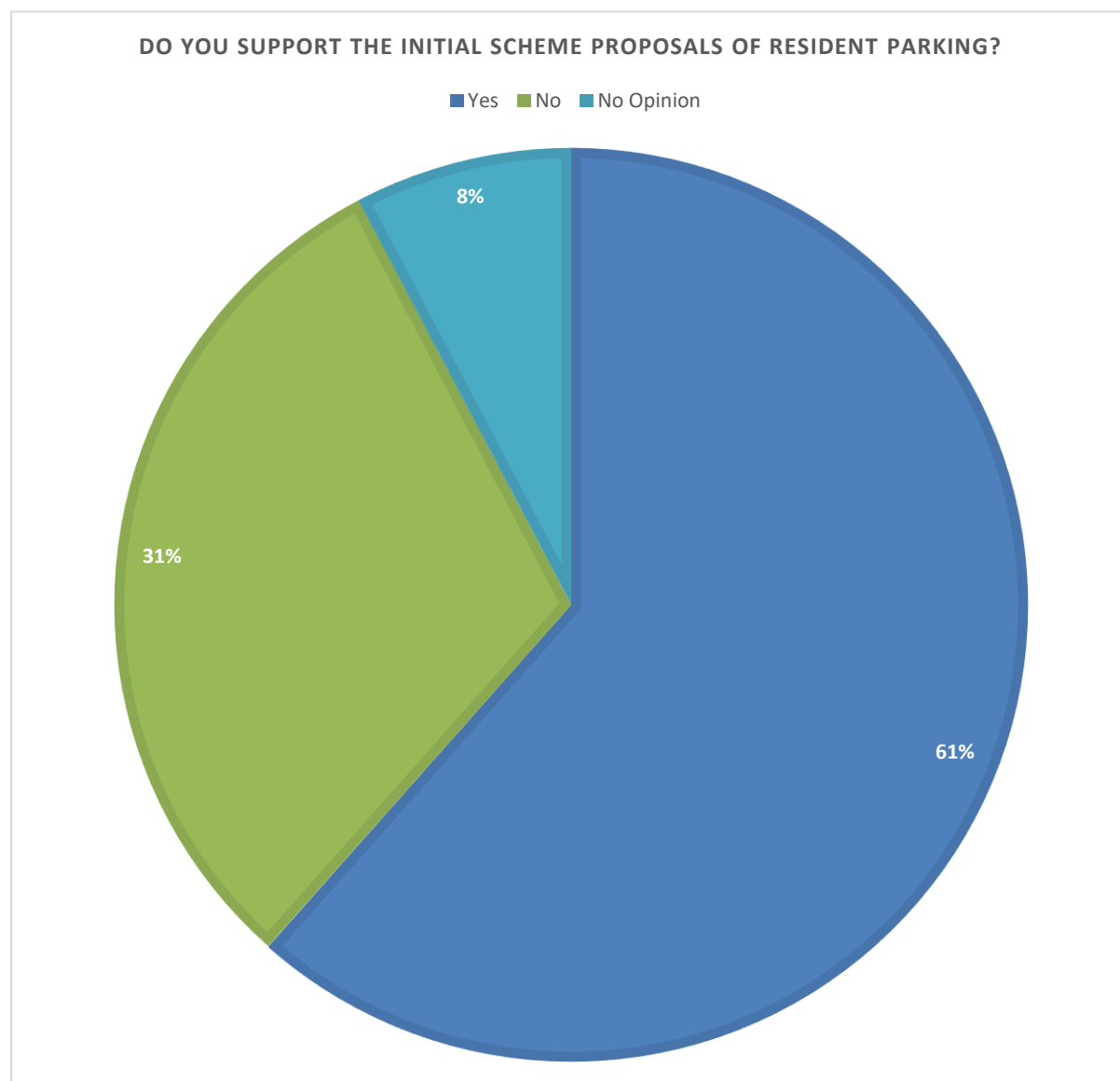


### 3.6 Question 6

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

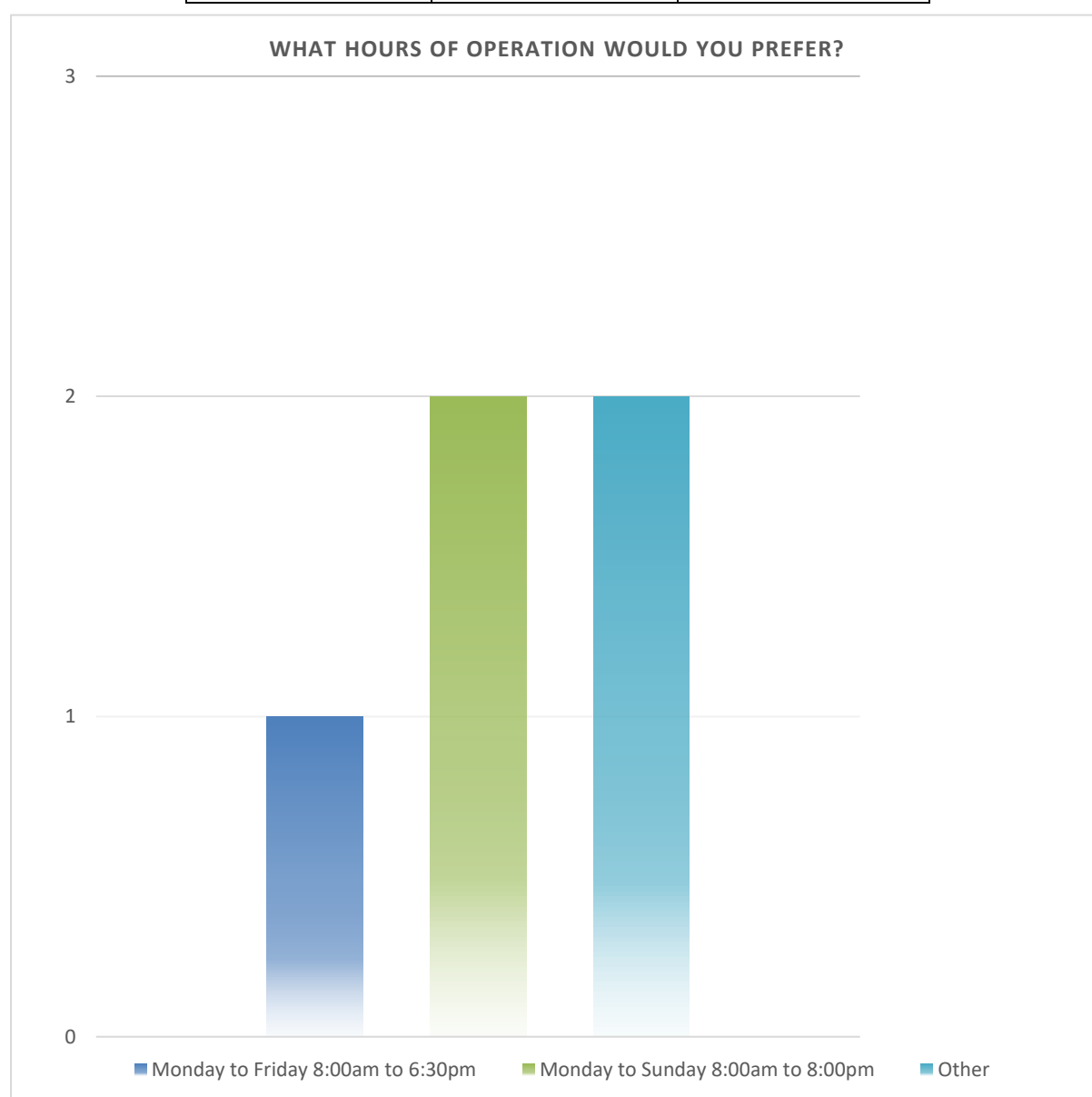


### 3.7 Question 7

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

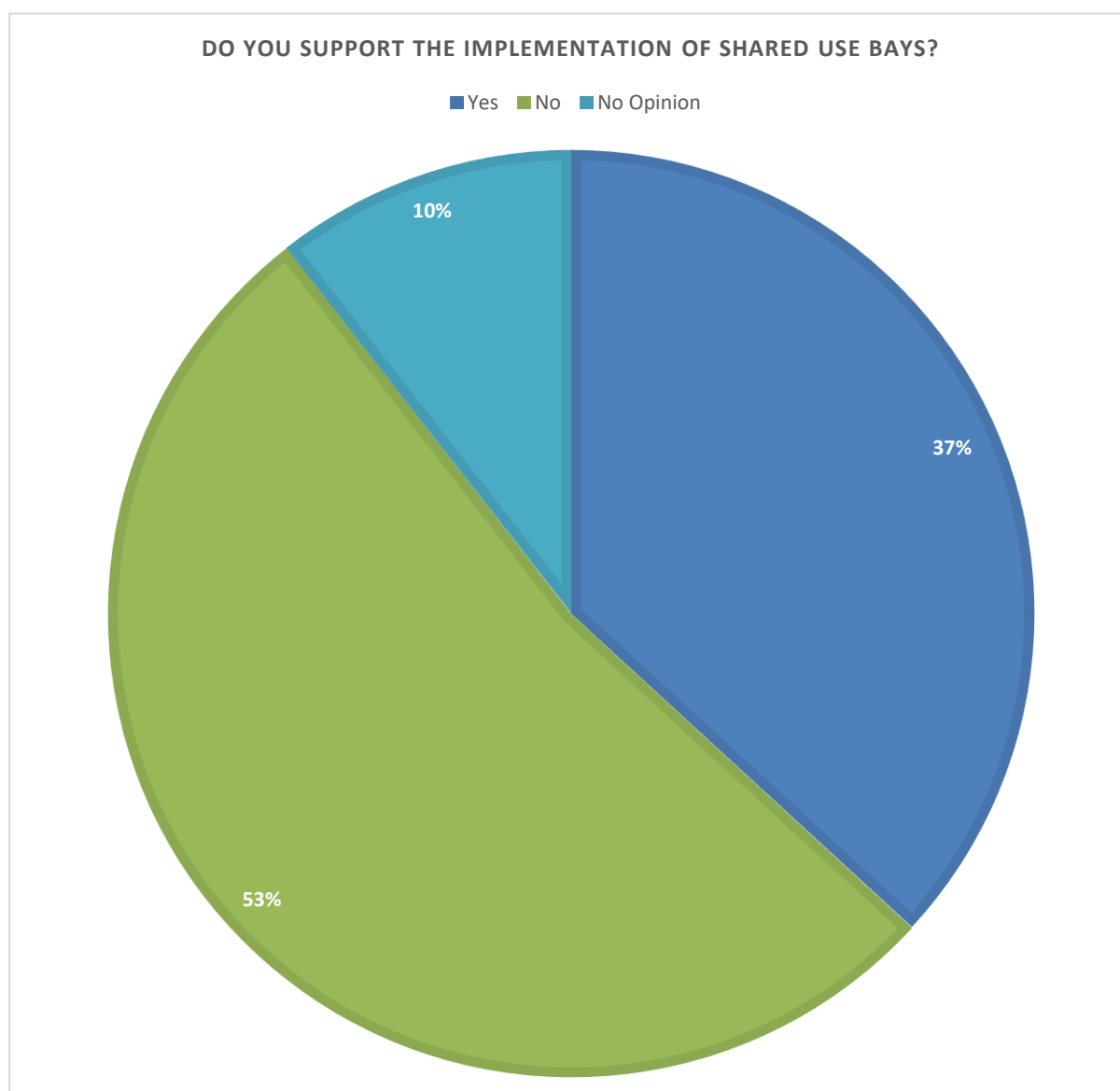


### 3.8 Question 8

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



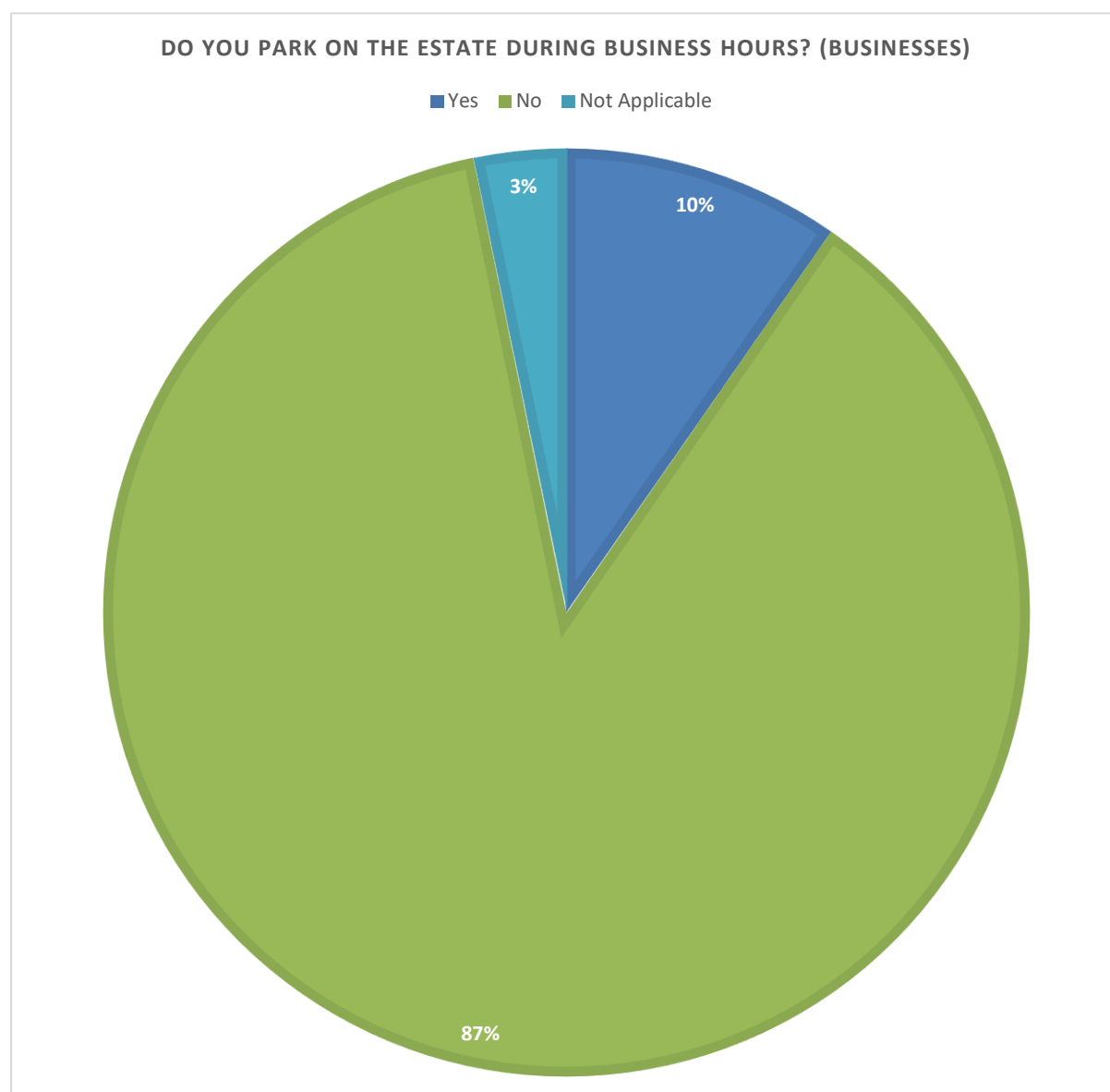


### 3.9 Question 9

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

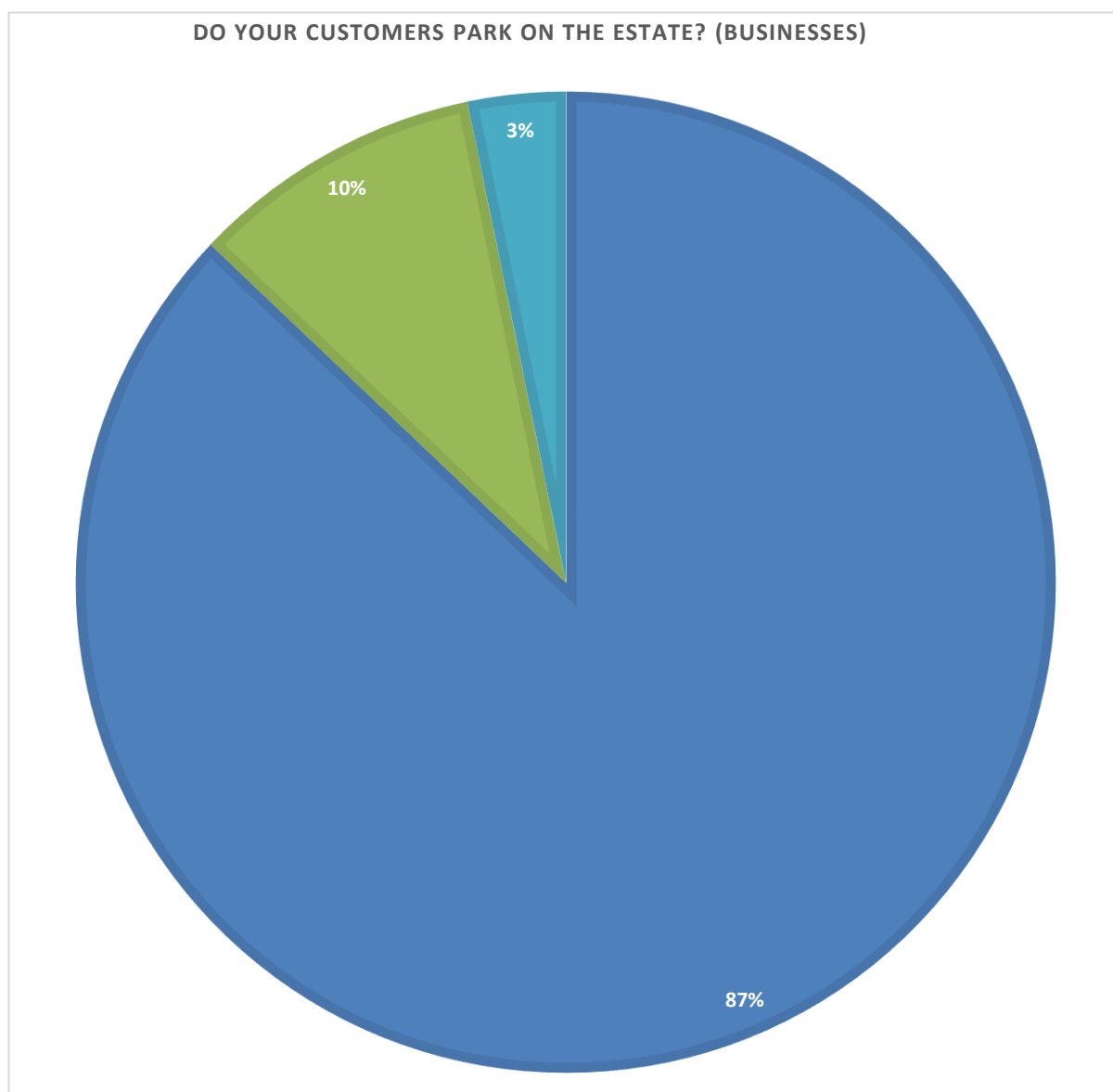


### 3.10 Question 10

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

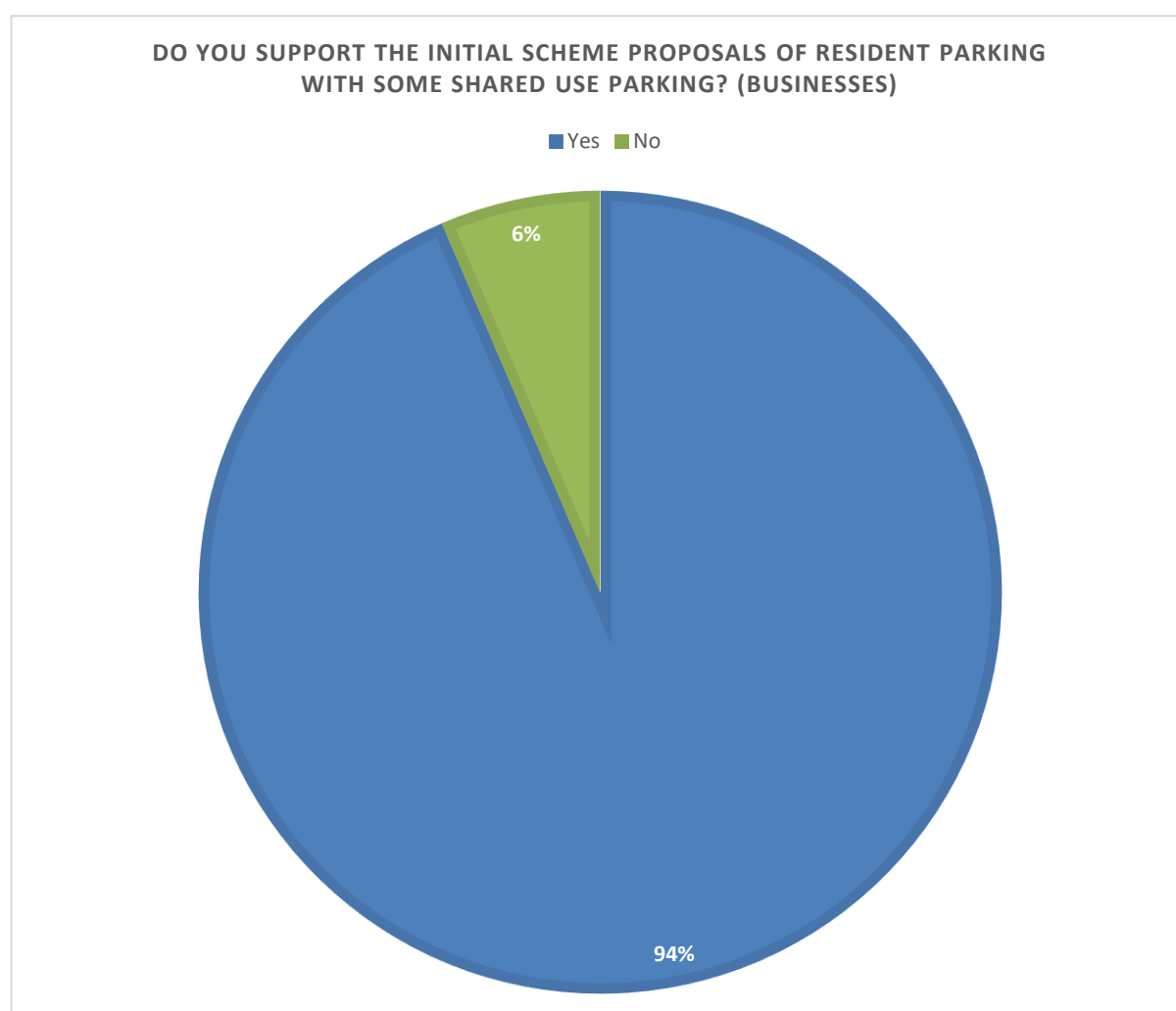


### 3.11 Question 11

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

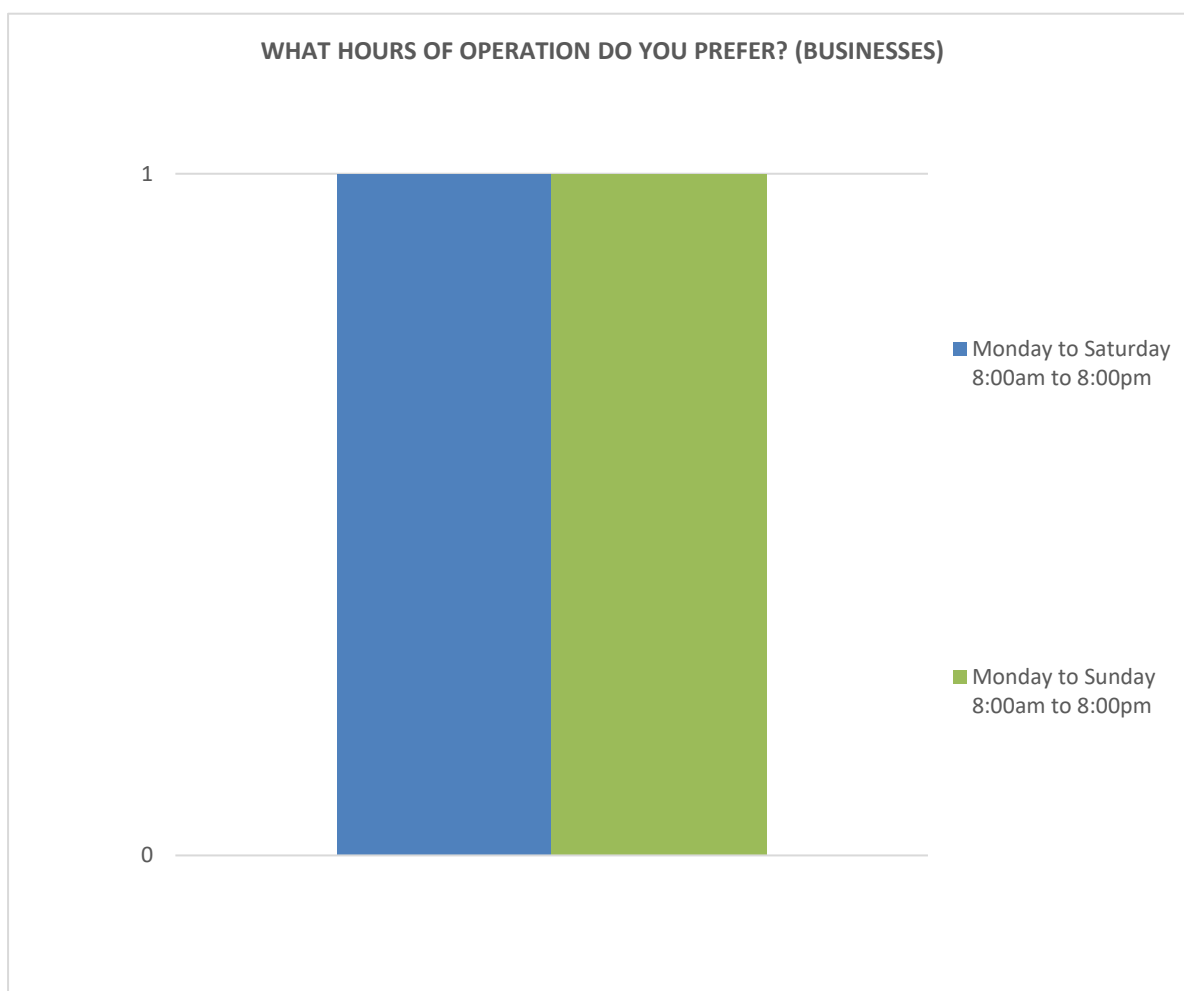


### 3.12 Question 12

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](mailto:havering-consultation@projectcentre.co.uk)

Monday 10 August 2020

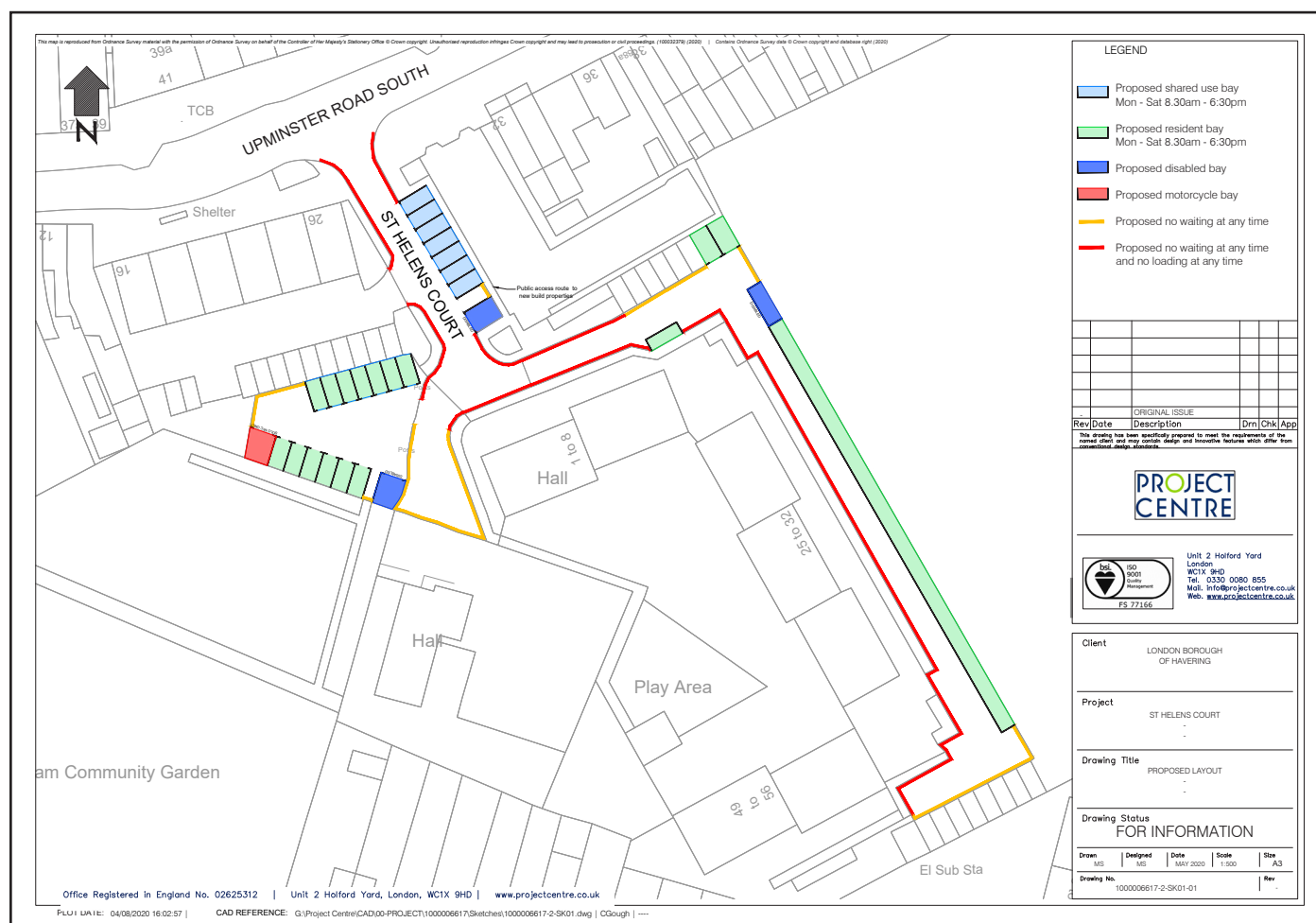
Dear Resident

## 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.



**Havering**  
LONDON BOROUGH

# RESIDENT PARKING SCHEME CONSULTATION

## 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



# RESIDENT PARKING SCHEME CONSULTATION

## 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](mailto: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](https://www.havering.gov.uk/info/20044/council_data_and_spending/139/data_protection)



**Havering**  
LONDON BOROUGH



# RESIDENT PARKING SCHEME CONSULTATION

## IMPORTANT DOCUMENTS ENCLOSED

Telephone: 01273 056149

Email: [havering-consultation@projectcentre.co.uk](mailto:havering-consultation@projectcentre.co.uk)

Monday 10 August 2020

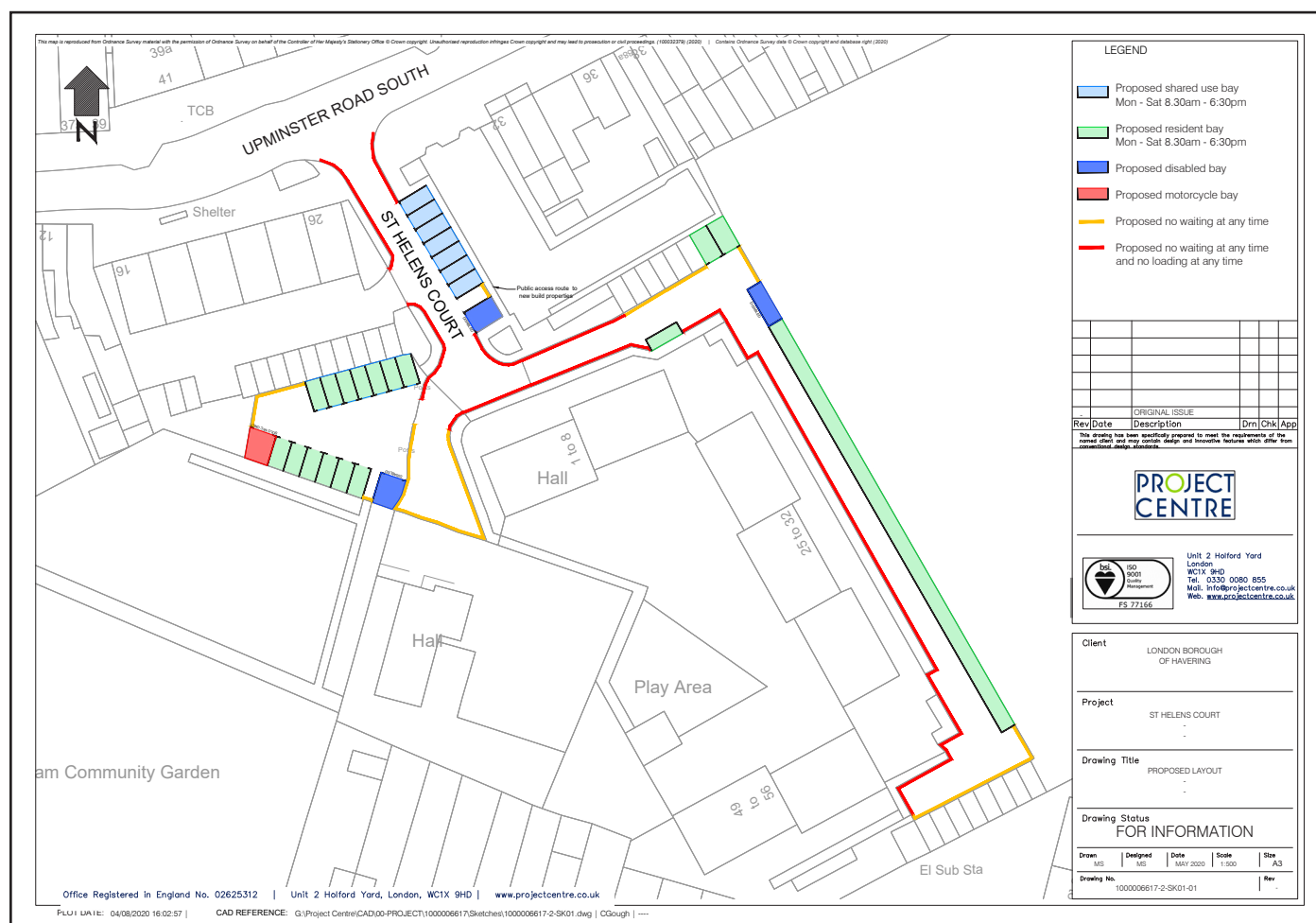
Dear Business

### 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.**



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LONDON BOROUGH

# RESIDENT PARKING SCHEME CONSULTATION

## 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:

**[havering-consultation@projectcentre.co.uk](mailto:havering-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,  
Havering Consultation,  
Project Centre Ltd,  
Unit 2 Holford Yard,  
London,  
WC1X 9HD**



**Havering**  
LONDON BOROUGH

# 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.

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LONDON BOROUGH

## 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.



### Award Winning

**national  
transport awards**

**LTA** LONDON  
TRANSPORT  
AWARDS



**british  
parking  
awards  
2018  
WINNER**



**british  
parking  
awards  
2020  
WINNER**

### Certifications



### Accreditations



### 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

Edinburgh Office

12 Lower Gilmore  
Place  
Edinburgh, EH3 9NY

Brighton Office

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

Manchester Office

Bartle House  
Oxford Court  
Manchester, M2 3WQ  
tel: 0161 914 9300

Slough Office

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

info@projectcentre.co.uk • www.projectcentre.co.uk