

Appendix C Consultation Responses

The following is the results to the specific questions asked.

Summary

Havering Council parking proposal to remove 50% discount for unsuccessful appeals and challenges

<https://consultation.havering.gov.uk/parking/parking-proposal-appeals>

This report was created on Monday 03 June 2024 at 09:30

The activity ran from 03/05/2024 to 31/05/2024

Responses to this survey: **649**

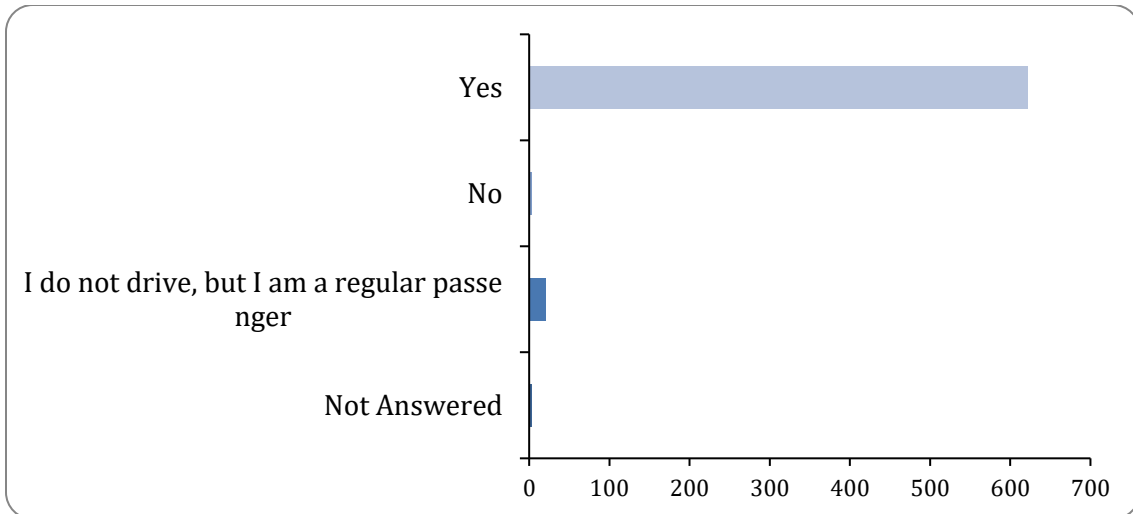
1: Please tell us the first part of your postcode (eg RM14)

Postcode

There were 649 responses to this part of the question.

2: Are you a road user and drive a vehicle within Havering? driver

There were 646 responses to this part of the question.

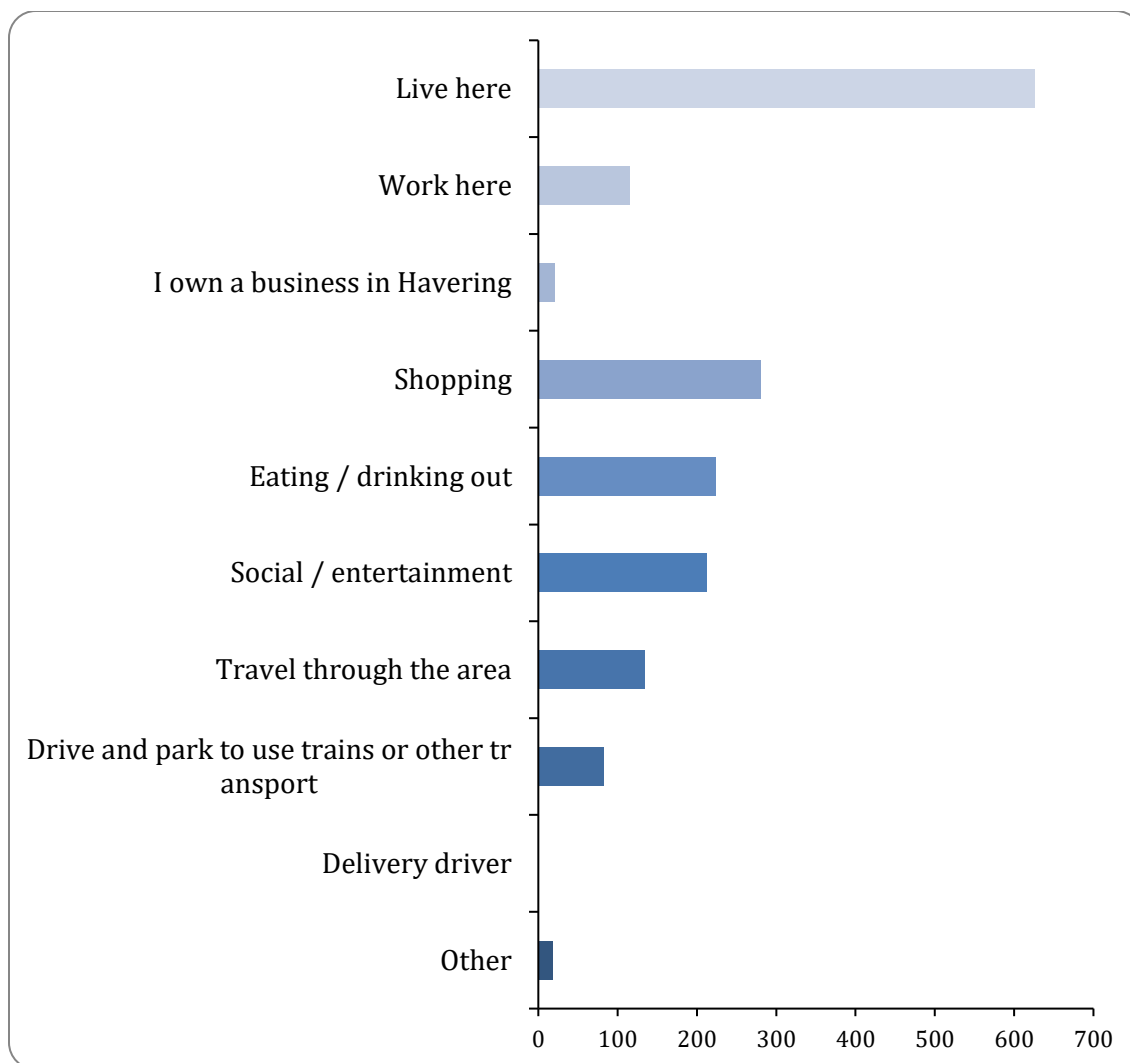


Option	Total	Percent
Yes	622	95.84%
No	3	0.46%
I do not drive, but I am a regular passenger	21	3.24%
Not Answered	3	0.46%

3: What are your main reasons for visiting Havering? reason for visiting

There were 649 responses to this part of the question.

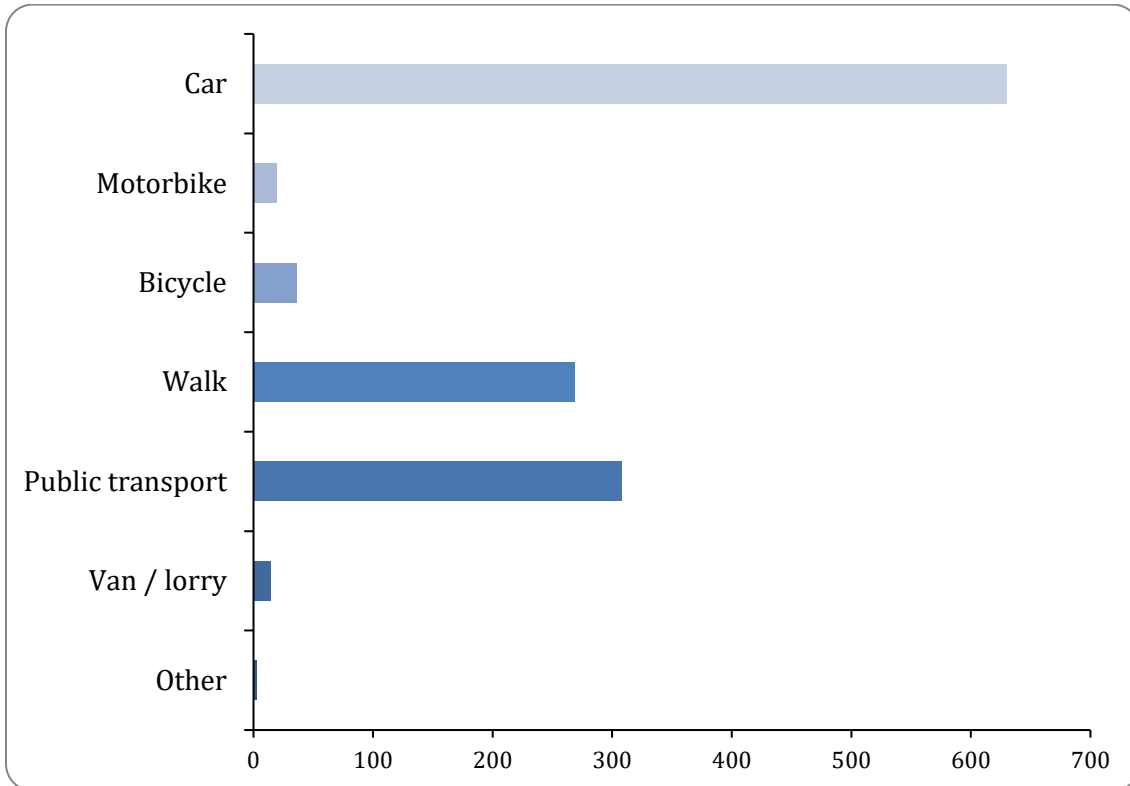
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Option	Total	Percent
Live here	626	96.46%
Work here	115	17.72%
I own a business in Havering	21	3.24%
Shopping	280	43.14%
Eating / drinking out	224	34.51%
Social / entertainment	212	32.67%
Travel through the area	134	20.65%
Drive and park to use trains or other transport	82	12.63%
Delivery driver	1	0.15%
Other	18	2.77%
Not Answered	0	0.00%

**4: What are the main forms of transport you use when you visit Havering?
form of transport**

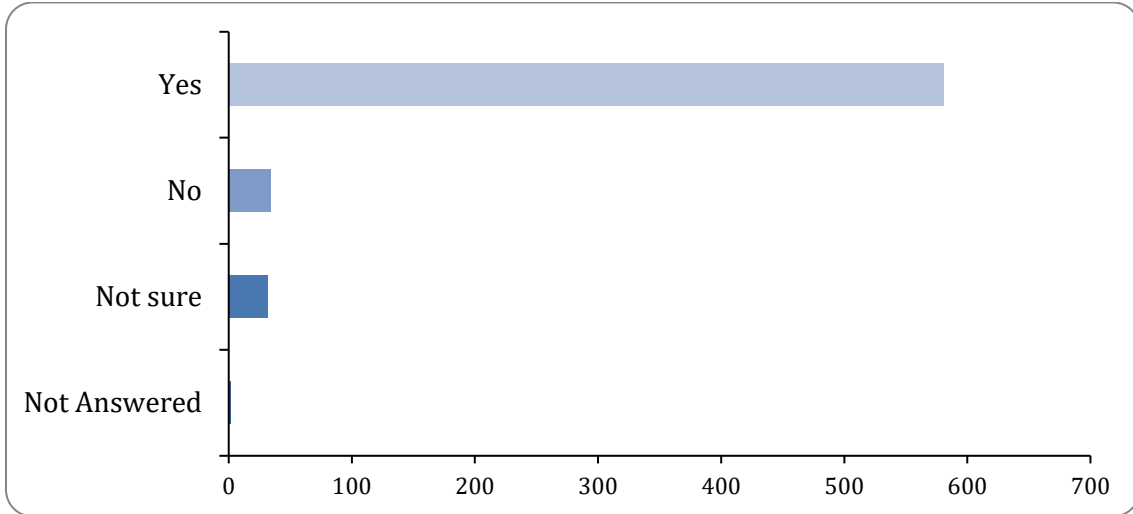
There were 649 responses to this part of the question.



Option	Total	Percent
Car	630	97.07%
Motorbike	20	3.08%
Bicycle	36	5.55%
Walk	269	41.45%
Public transport	308	47.46%
Van / lorry	15	2.31%
Other	3	0.46%
Not Answered	0	0.00%

**5: Do you feel you are generally familiar with parking rules, understand parking signs and comply with the rules wherever possible?
parking rules**

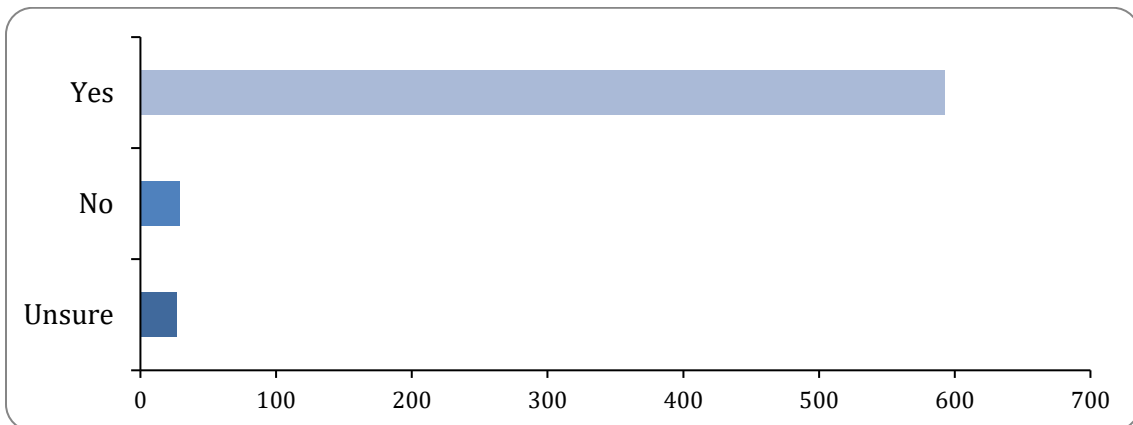
There were 647 responses to this part of the question.



Option	Total	Percent
Yes	581	89.52%
No	34	5.24%
Not sure	32	4.93%
Not Answered	2	0.31%

6: Do you feel you are generally familiar with moving traffic rules (like banned turns, bus lanes, no entry roads and weight limits) and comply with the rules wherever possible?
moving traffic rules

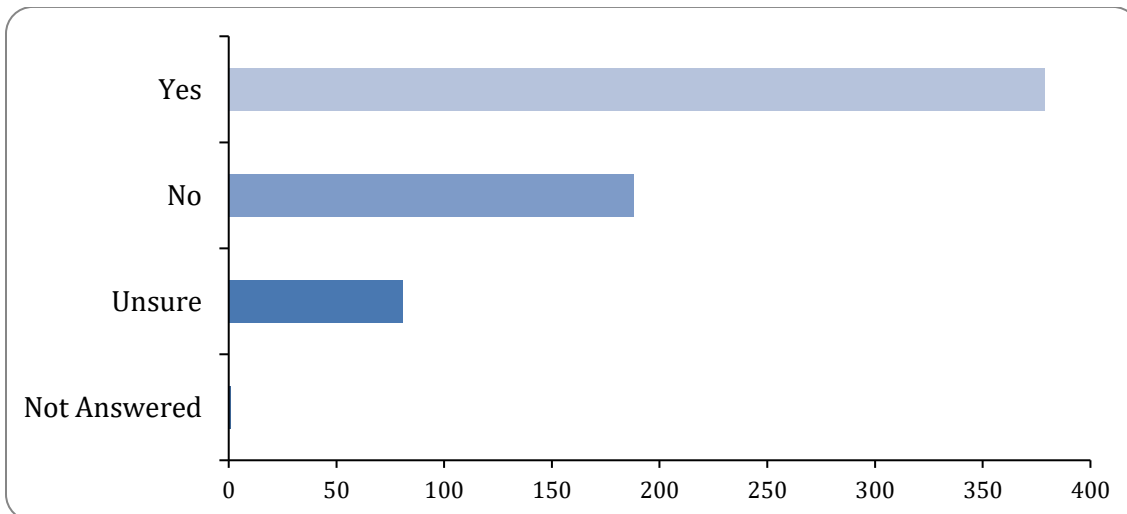
There were 649 responses to this part of the question.



Option	Total	Percent
Yes	593	91.37%
No	29	4.47%
Unsure	27	4.16%
Not Answered	0	0.00%

7: Do you agree that parking and moving traffic enforcement helps ensure people comply with the rules? rules are required?

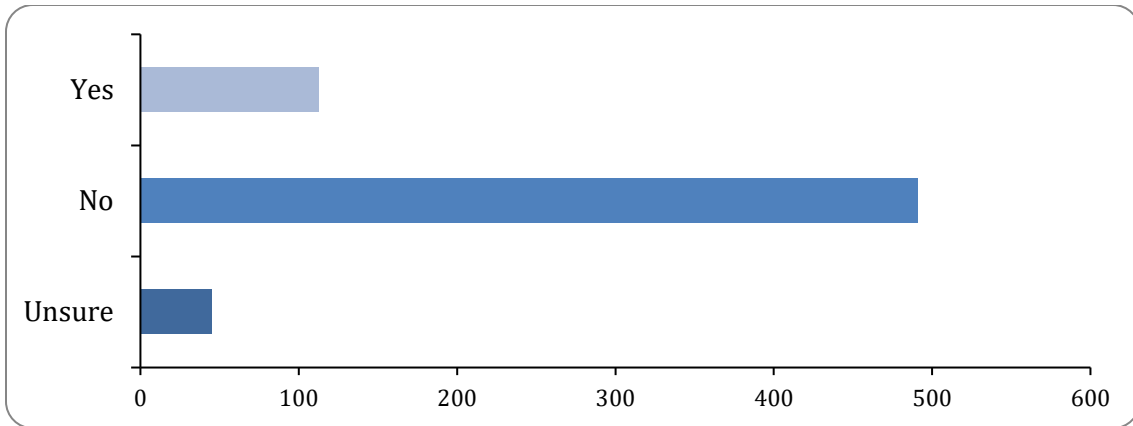
There were 648 responses to this part of the question.



Option	Total	Percent
Yes	379	58.40%
No	188	28.97%
Unsure	81	12.48%
Not Answered	1	0.15%

8: Would you like to see more parking traffic enforcement in your area? more traffic enforcement?

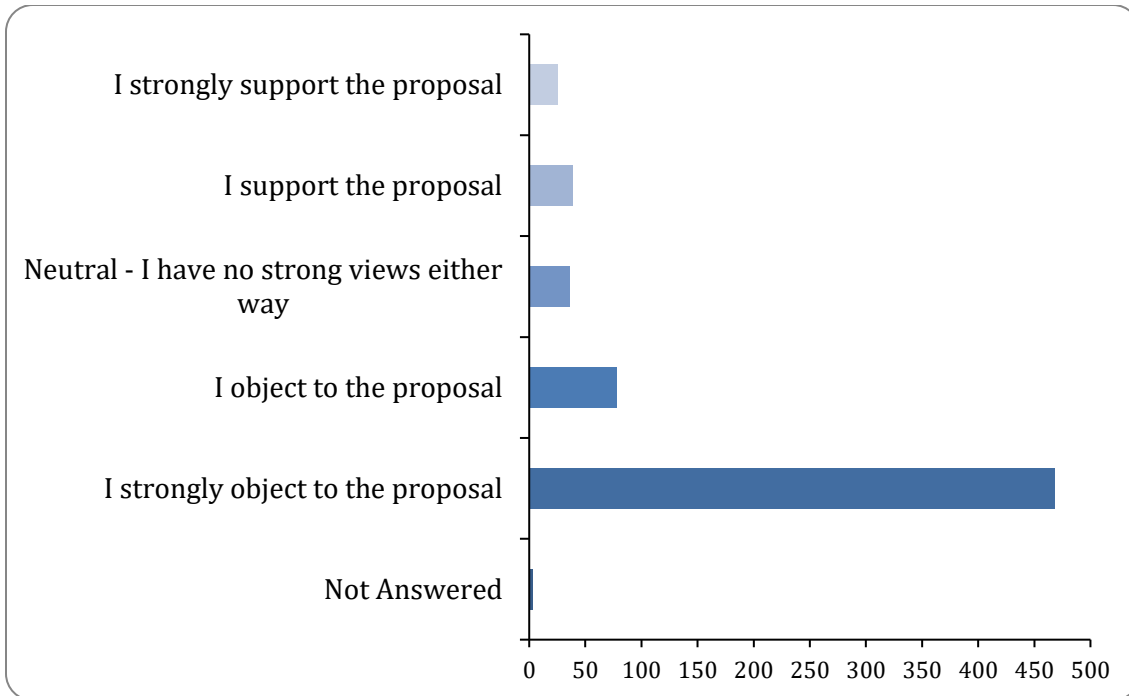
There were 649 responses to this part of the question.



Option	Total	Percent
Yes	113	17.41%
No	491	75.65%
Unsure	45	6.93%
Not Answered	0	0.00%

9: Do you support Havering's proposal to remove the 50% discount to a Parking Charge Notice (PCN) following unsuccessful challenge? proposal agreement

There were 646 responses to this part of the question.



Option	Total	Percent
I strongly support the proposal	25	3.85%
I support the proposal	39	6.01%
Neutral - I have no strong views either way	36	5.55%
I object to the proposal	78	12.02%
I strongly object to the proposal	468	72.11%
Not Answered	3	0.46%

10: Do you have any comments or concerns about the proposal to remove the 50% discount to a Parking Charge Notice (PCN) following unsuccessful challenge / appeal?

Please comment below

There were 461 responses to this part of the question.

11: Do you have any other comments about parking and moving traffic contravention enforcement in Havering?

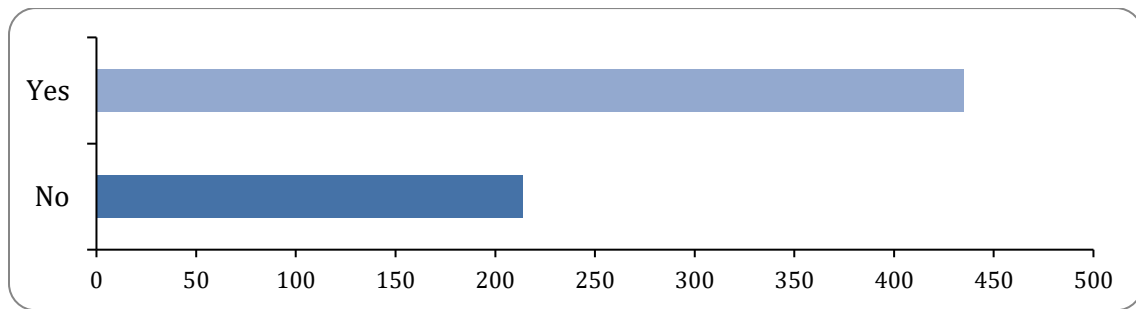
Please comment below

There were 405 responses to this part of the question.

12: I am happy to answer equalities questions

Equalities questions y/n

There were 649 responses to this part of the question.



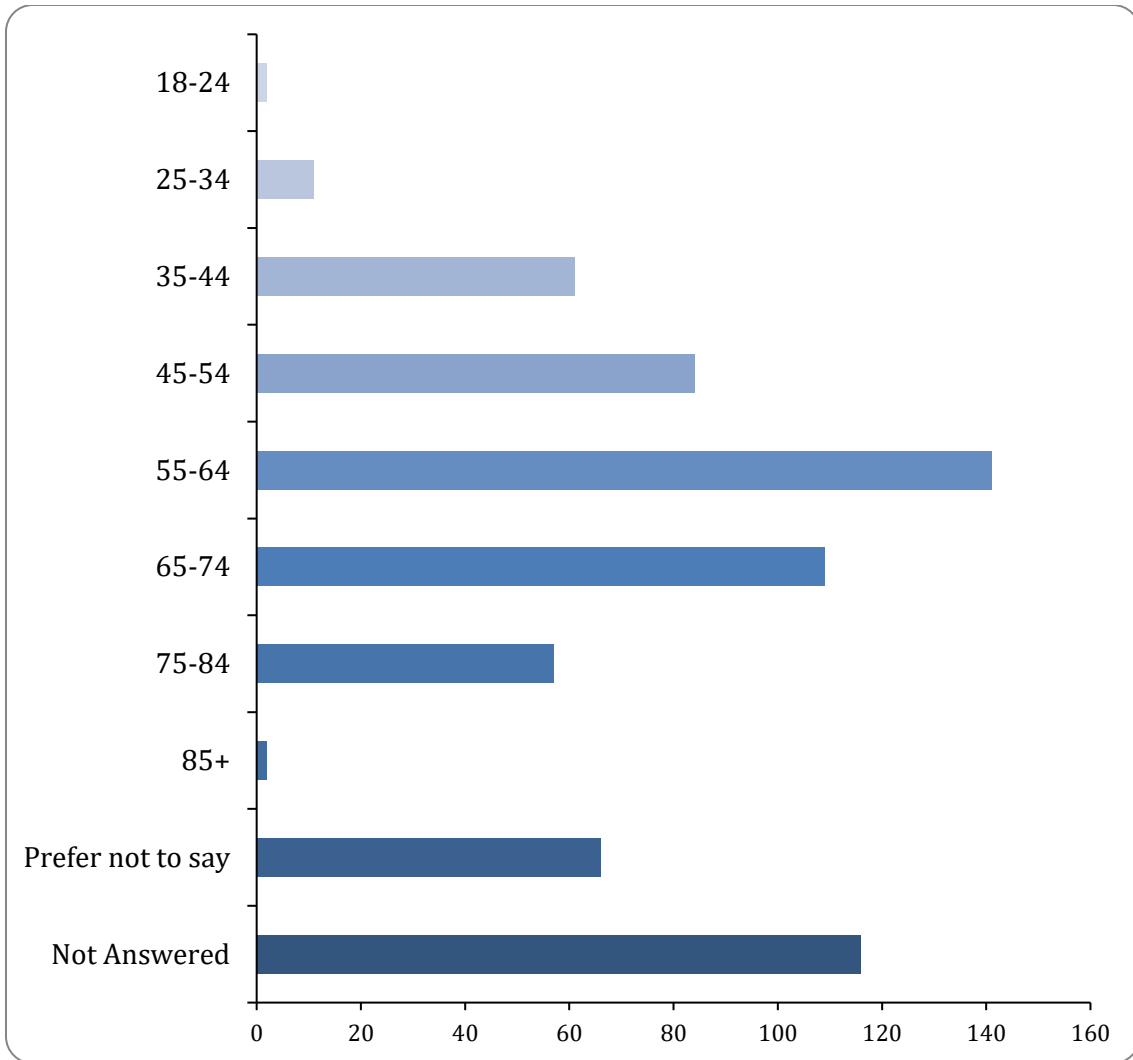
Option	Total	Percent
Yes	435	67.03%
No	214	32.97%
Not Answered	0	0.00%

13: How old are you?

Age

There were 533 responses to this part of the question.

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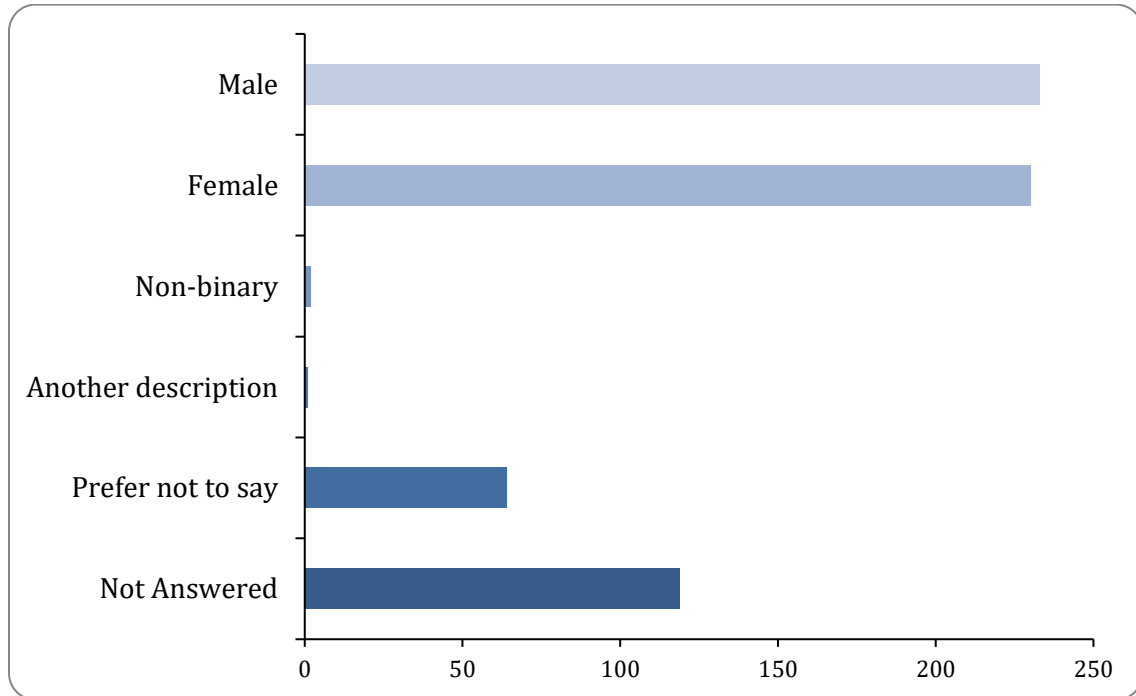


Option	Total	Percent
Under 18	0	0.00%
18-24	2	0.31%
25-34	11	1.69%
35-44	61	9.40%
45-54	84	12.94%
55-64	141	21.73%
65-74	109	16.80%
75-84	57	8.78%
85+	2	0.31%
Prefer not to say	66	10.17%
Not Answered	116	17.87%

14: How would you describe your gender identity?

Gender

There were 530 responses to this part of the question.



Option	Total	Percent
Male	233	35.90%
Female	230	35.44%
Non-binary	2	0.31%
Another description	1	0.15%
Prefer not to say	64	9.86%
Not Answered	119	18.34%

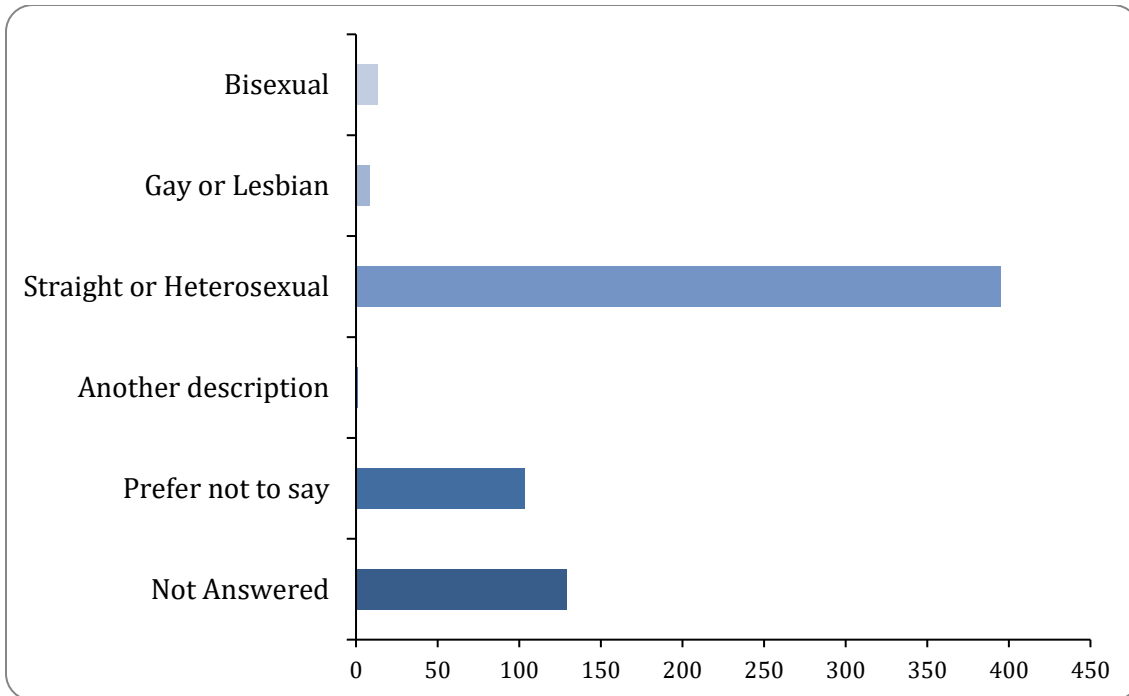
Gender other

There were 5 responses to this part of the question.

15: Which of the following best describes your sexual orientation?

Sexual Orientation

There were 520 responses to this part of the question.



Option	Total	Percent
Bisexual	13	2.00%
Gay or Lesbian	8	1.23%
Straight or Heterosexual	395	60.86%
Another description	1	0.15%
Prefer not to say	103	15.87%
Not Answered	129	19.88%

Other sexual orientation

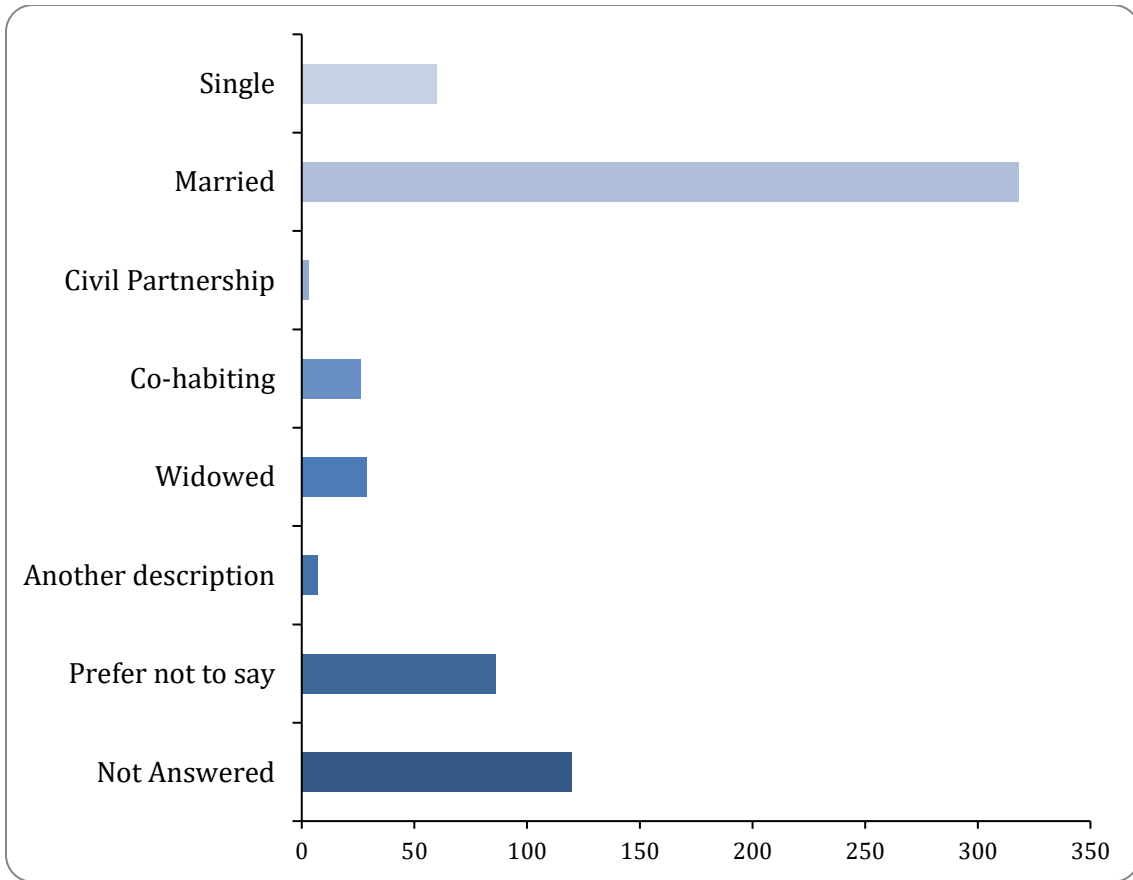
There were 13 responses to this part of the question.

16: What is your marital or civil partnership status?

Relationship Status

There were 529 responses to this part of the question.

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Option	Total	Percent
Single	60	9.24%
Married	318	49.00%
Civil Partnership	3	0.46%
Co-habiting	26	4.01%
Widowed	29	4.47%
Another description	7	1.08%
Prefer not to say	86	13.25%
Not Answered	120	18.49%

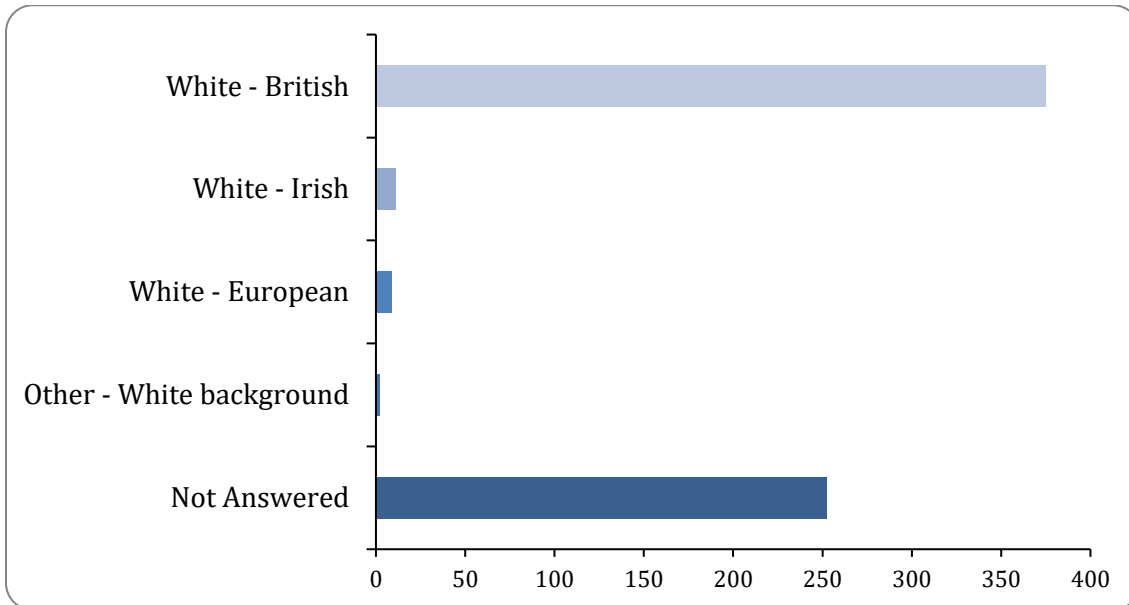
Other - marital status

There were 5 responses to this part of the question.

17: Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong.

White

There were 397 responses to this part of the question.

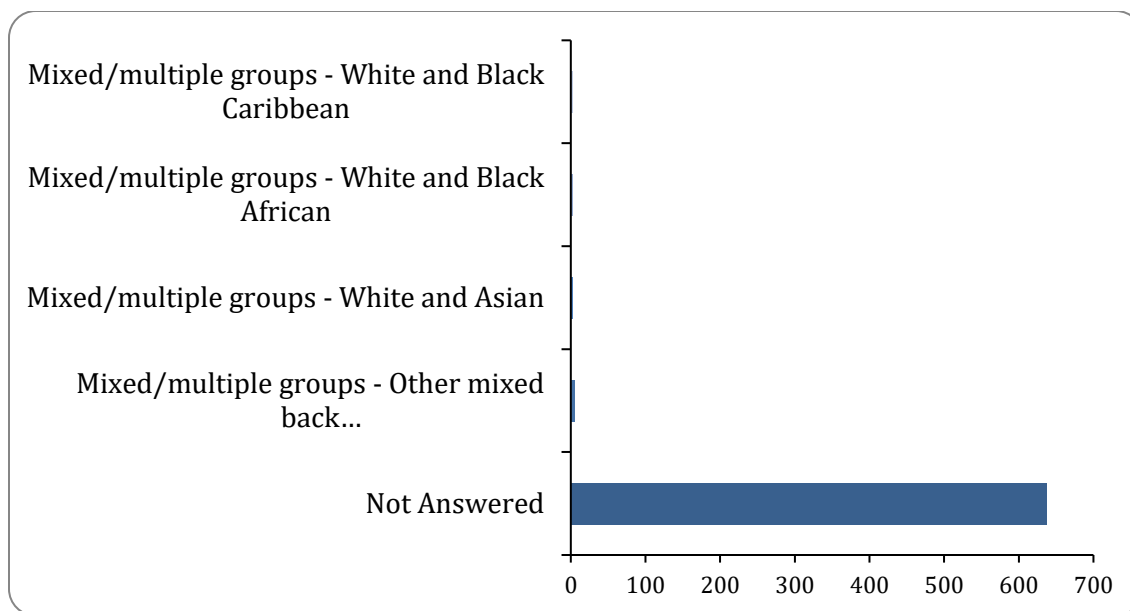


Option	Total	Percent
White - British	375	57.78%
White - Irish	11	1.69%
White - Gypsy or Irish Traveller	0	0.00%
White - European	9	1.39%
Other - White background	2	0.31%
Not Answered	252	38.83%

Mixed/multiple groups

There were 11 responses to this part of the question.

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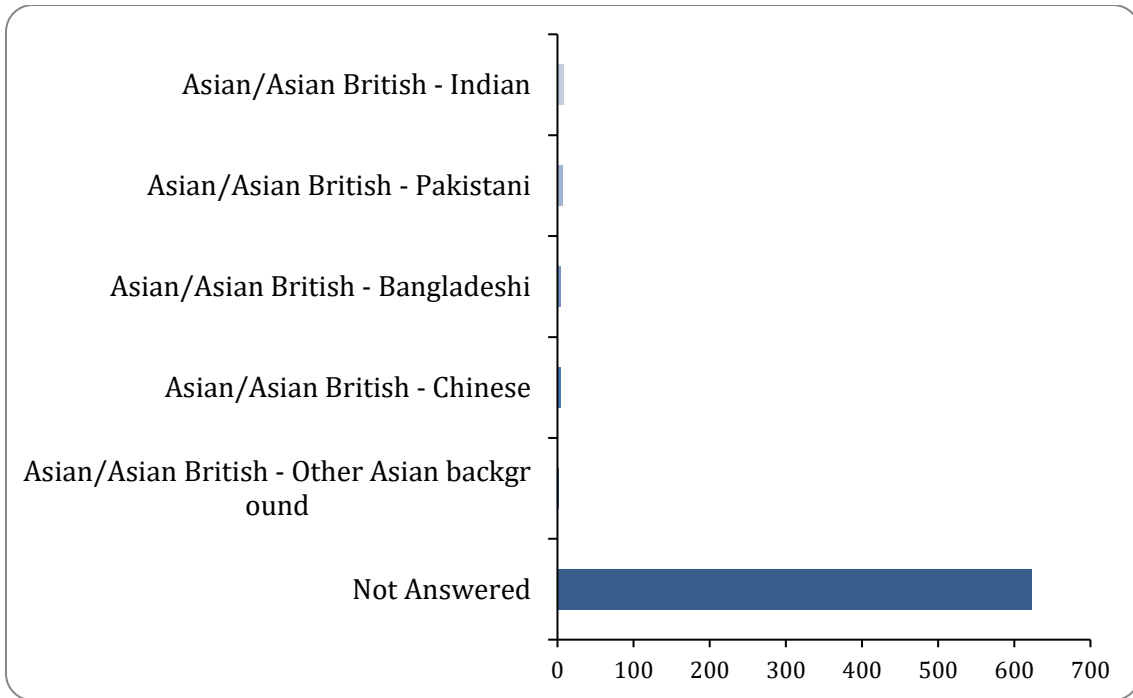


Option	Total	Percent
Mixed/multiple groups - White and Black Caribbean	2	0.31%
Mixed/multiple groups - White and Black African	2	0.31%
Mixed/multiple groups - White and Asian	2	0.31%
Mixed/multiple groups - Other mixed background	5	0.77%
Not Answered	638	98.31%

Asian/Asian British

There were 26 responses to this part of the question.

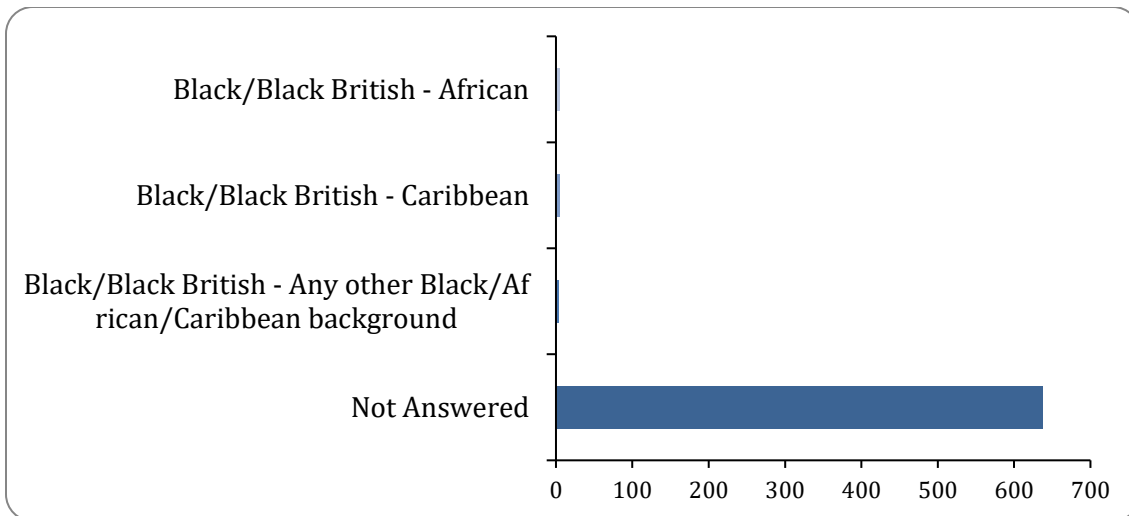
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Option	Total	Percent
Asian/Asian British - Indian	9	1.39%
Asian/Asian British - Pakistani	7	1.08%
Asian/Asian British - Bangladeshi	4	0.62%
Asian/Asian British - Chinese	4	0.62%
Asian/Asian British - Other Asian background	2	0.31%
Not Answered	623	95.99%

Black/Black British

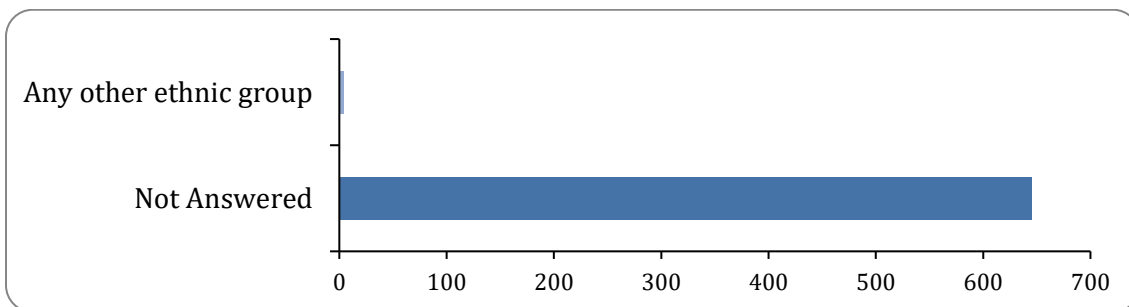
There were 12 responses to this part of the question.



Option	Total	Percent
Black/Black British - African	4	0.62%
Black/Black British - Caribbean	5	0.77%
Black/Black British - Any other Black/African/Caribbean background	3	0.46%
Not Answered	637	98.15%

Other ethnic group

There were 4 responses to this part of the question.



Option	Total	Percent
Other ethnic group - Arab	0	0.00%
Any other ethnic group	4	0.62%
Not Answered	645	99.38%

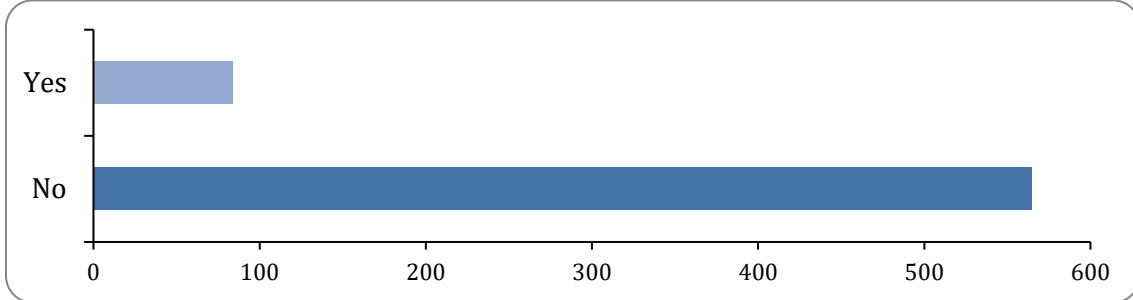
Other - ethnic origin

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There were 12 responses to this part of the question.

Prefer not to say ethnicity

There were 84 responses to this part of the question.



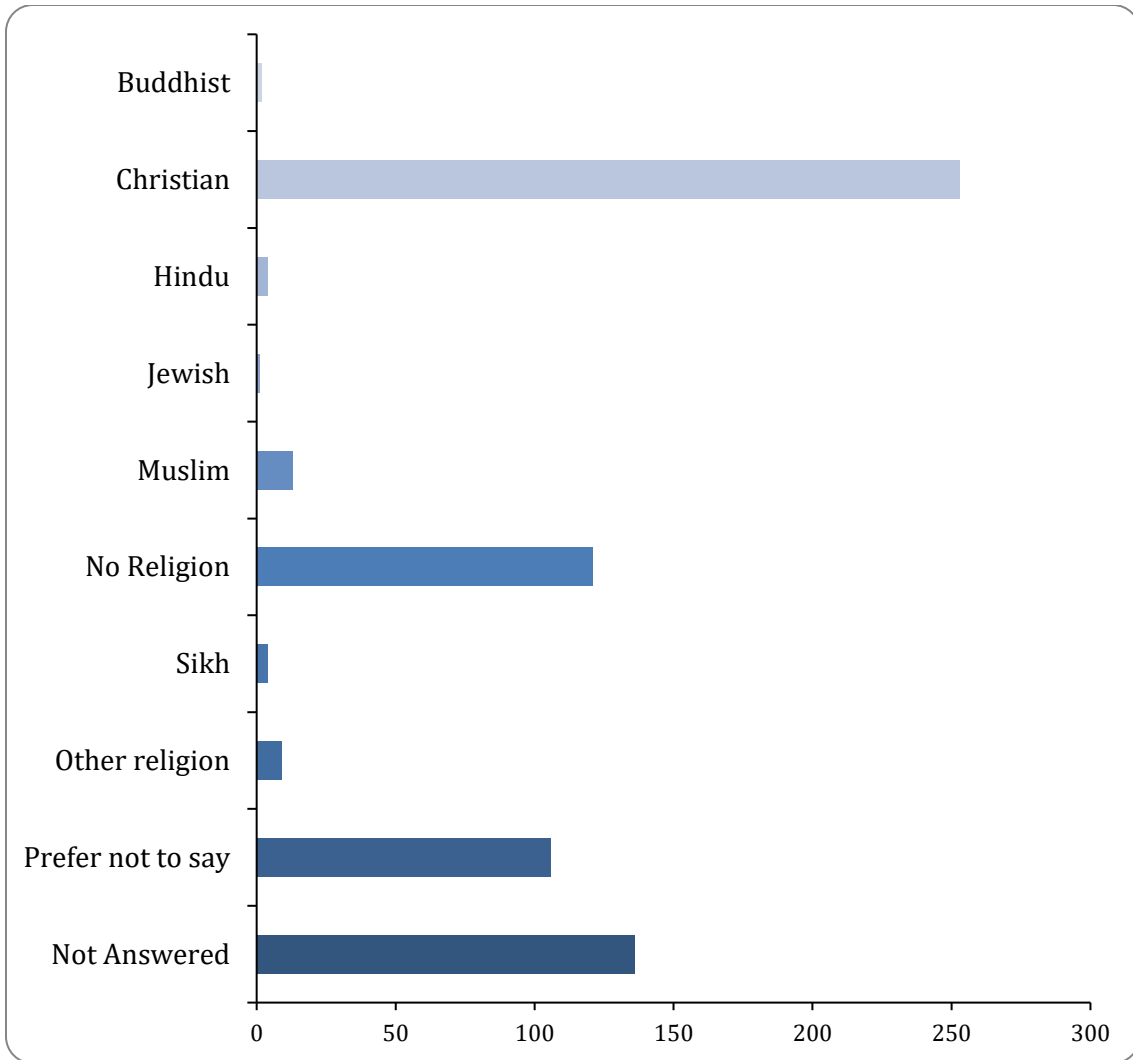
Option	Total	Percent
Yes	84	12.94%
No	565	87.06%

18: Faith, Religion or Belief

Religion

There were 513 responses to this part of the question.

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Option	Total	Percent
Buddhist	2	0.31%
Christian	253	38.98%
Hindu	4	0.62%
Jewish	1	0.15%
Muslim	13	2.00%
No Religion	121	18.64%
Sikh	4	0.62%
Other religion	9	1.39%
Prefer not to say	106	16.33%
Not Answered	136	20.96%

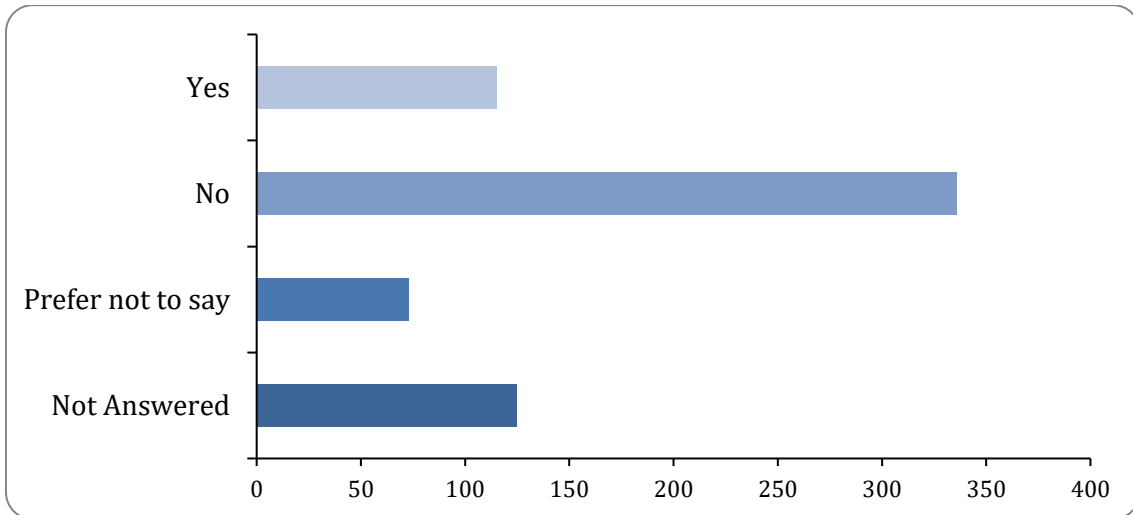
Other - religion

There were 11 responses to this part of the question.

19: Do you consider yourself to have a disability, impairment or health condition?

Disability

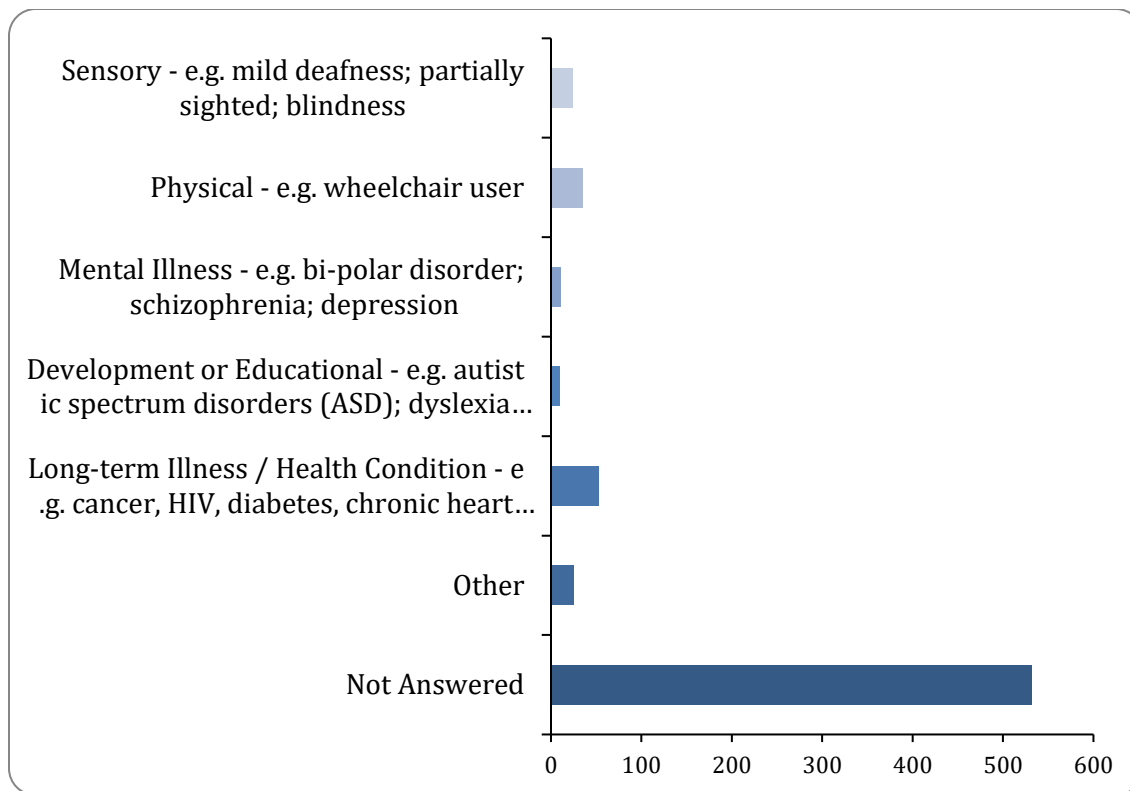
There were 524 responses to this part of the question.



Option	Total	Percent
Yes	115	17.72%
No	336	51.77%
Prefer not to say	73	11.25%
Not Answered	125	19.26%

Impairment

There were 118 responses to this part of the question.



Option	Total	Percent
Sensory - e.g. mild deafness; partially sighted; blindness	24	3.70%
Physical - e.g. wheelchair user	35	5.39%
Mental Illness - e.g. bi-polar disorder; schizophrenia; depression	10	1.54%
Development or Educational - e.g. autistic spectrum disorders (ASD); dyslexia and dyspraxia, neurodiversity	9	1.39%
Learning Disability / Condition - e.g. Down's syndrome; Cerebral palsy	0	0.00%
Long-term Illness / Health Condition - e.g. cancer, HIV, diabetes, chronic heart disease, stroke	52	8.01%
Other	25	3.85%
Not Answered	531	81.82%

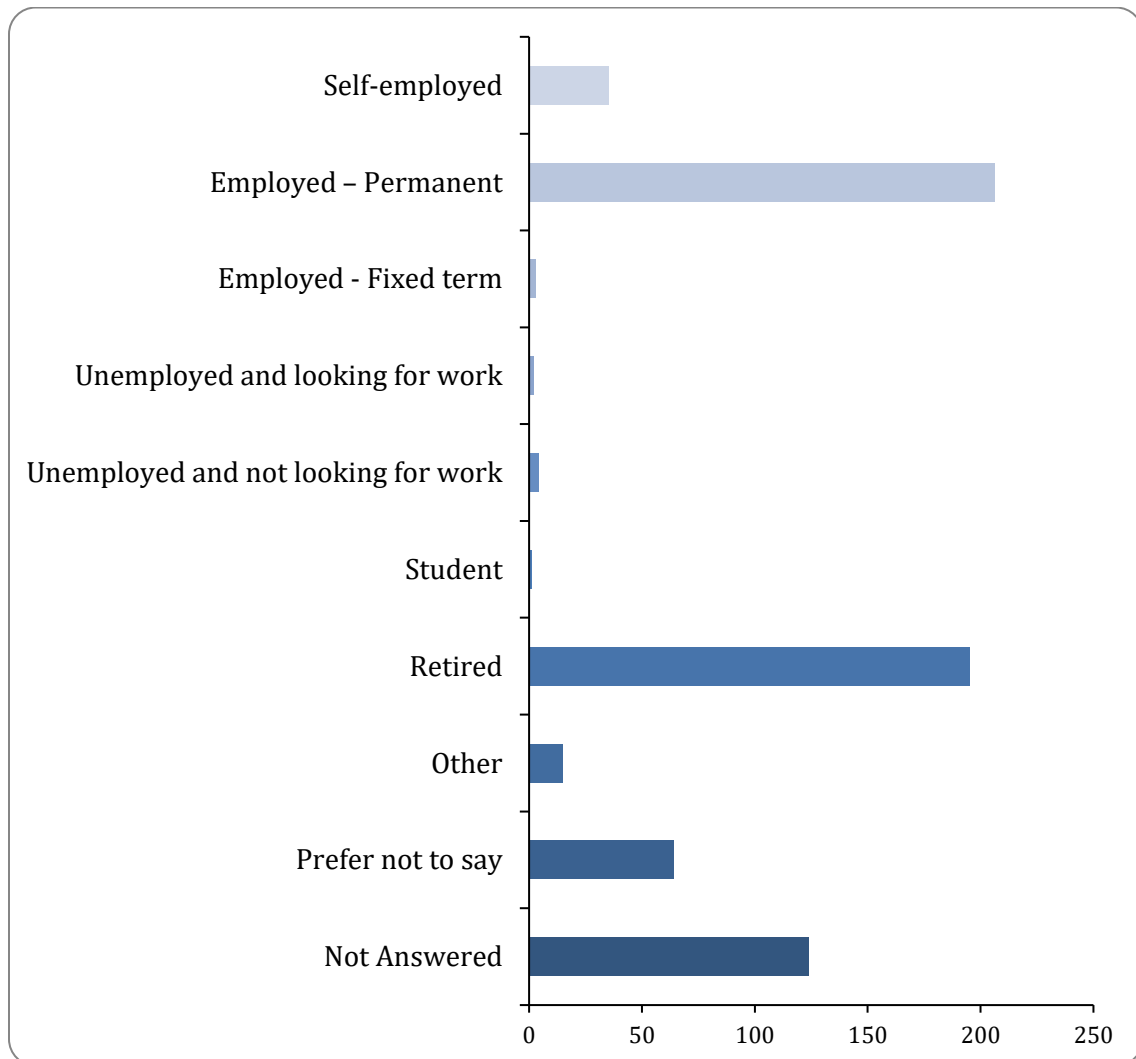
Other Impairment

There were 15 responses to this part of the question.

20: What is your employment status?

Employment status

There were 525 responses to this part of the question.



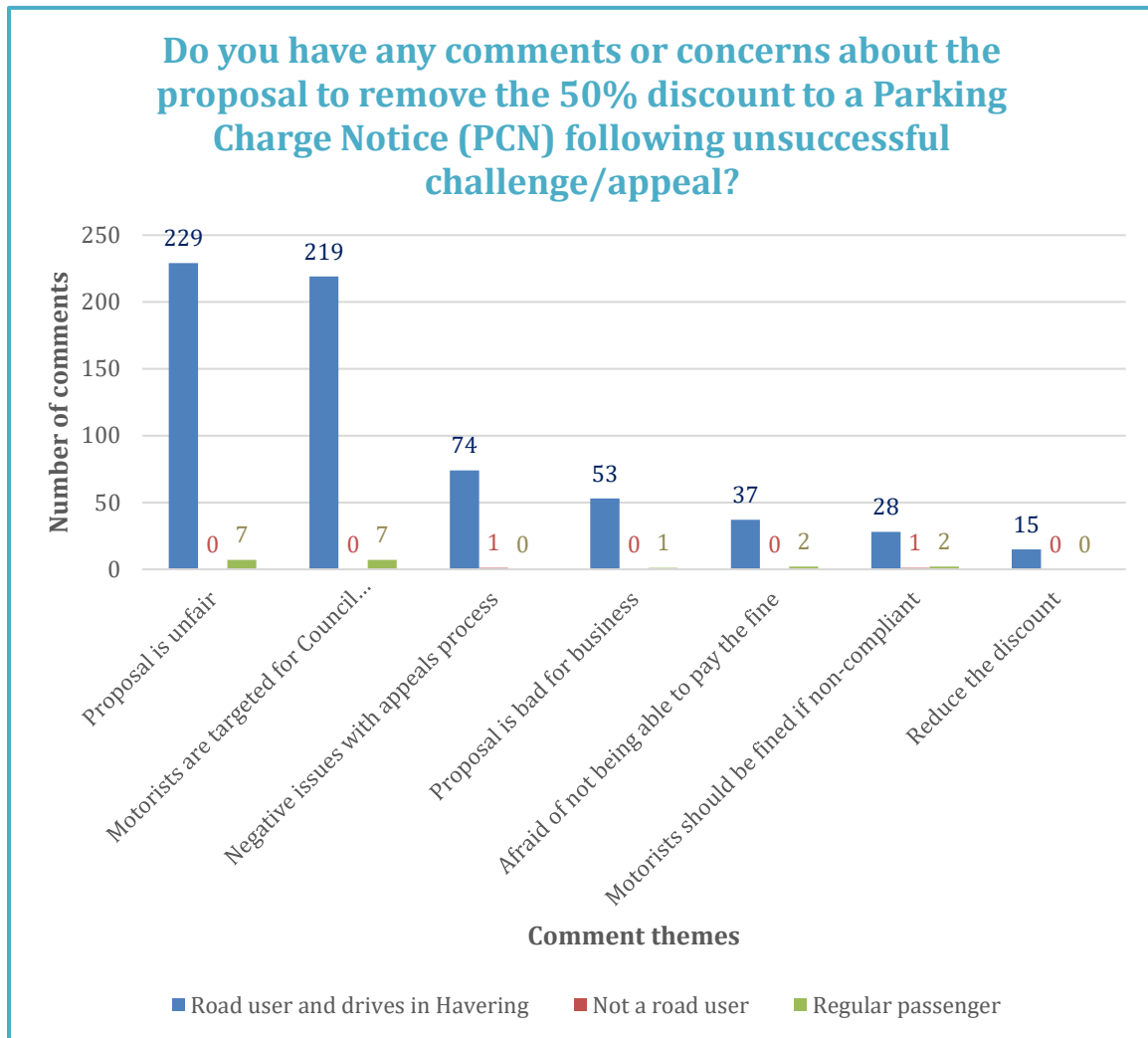
Option	Total	Percent
Self-employed	35	5.39%
Employed – Permanent	206	31.74%
Employed - Fixed term	3	0.46%
Unemployed and looking for work	2	0.31%
Unemployed and not looking for work	4	0.62%
Apprenticeship scheme / training	0	0.00%

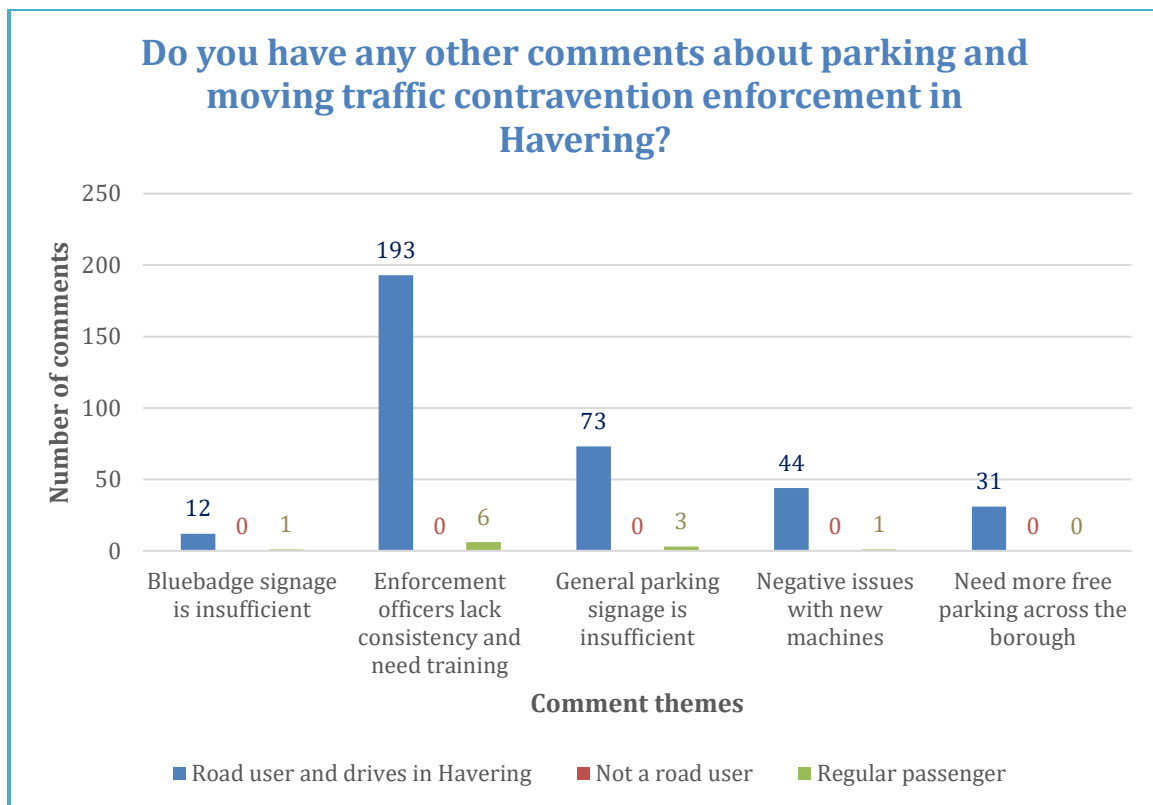
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Student	1	0.15%
Retired	195	30.05%
Other	15	2.31%
Prefer not to say	64	9.86%
Not Answered	124	19.11%

Comments

Comments have been classified into themes as follows





Other comments (verbatim)

- So unfair when parents block the roads near Parklands school leave their car with hazard lights on.
- I would like to see more enforcement regarding cars parking in Mungo Park Road outside Scargill School. People often park illegally in the residents parking bays by my house at [redacted] and I have even on occasion received verbal abuse for challenging [redacted].
- Please do something about traffic queuing on the roundabout to get into the Brewery! Nothing seems to get enforced there leading to traffic chaos and accidents waiting to happen.
- Prime example is at Parkstone Ave/Butts Green Rd junction. The exit is often clear enough to enter the box for vehicles driving on Butts Green Rd towards Billet Lane/North St, but a vehicle turning left out of Parkstone Ave whips out after you've entered the yellow box preventing you from being able to exit the box. In these instances it is completely unfair to penalise the first driver!

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- I would also ask for our main road, particularly North Street Romford, to have some speed restrictions put in place. During light traffic times the traffic moves at a very high speed and recently culminated in a very serious motorbike accident
- More enforcement needed at school closing time in Argyle Gardens, Upminster. Too many cars parked illegally and cars left with the engine running for long periods when hot or cold weather.
- Wardens are never where you want them. Genuine and deliberate violations go unpunished, e.g. Sunday mornings outside Time Tees Costa where people park on the pavement to get a coffee, Saturday afternoons in Bridge Avenue when AFC Hornchurch are playing at home, people regularly park on the double yellow lines by Brookdale Avenue for the entire duration of the game and get away with it. On the contrary, momentary stopping to drop things off by Wilson's Close Car Park can see a fine slapped on.
- LBH needs to take a look at Dorian Road in Hornchurch and the parking situation during school drop off/pick up, now that Barton Road has the School Parking Enforcement for Harrow Lodge School.
The parking on both sides of the road on Dorian is ridiculous to the point traffic builds up and cars cant get through, with the school children still having to walk down Dorian the scheme has not achieved what it was set out to do but made it even more dangerous, adding to the fact that the lolly-pop man isn't there anymore.
There should be yellow lines at the bottom of Dorian Road (opposite Barton Road) and also in Albany Road during the school drop off/pick up to allow free flowing traffic, the whole area during these hours is awful, with Hornchurch High School, Harrow Lodge School and St Mary's School parents all wanting to park in, Dorian Road and Albany Road, on many an occasions blocking drives so that homeowners cant get off there own drives!! I'm sure if the yellow lines were introduced this would bring in some much needed revenue for LBH!
- The traffic wardens should be in Haroldwood park between 8 and 9 in mornings and 2/30 and 3/30 in afternoons instead of hoovering at Haroldwood station for hours there is going to be a serious accident in the park where people are parking everywhere since these ridiculous restrictions came in
- It would be far better if you concentrated on the dodgy school parking on Marlborough Gdns/Ingrebourne around Hall Mead school at school pick up time, instead of penalising shoppers. If you take away the 50% discount, then it will deter people from appealing incorrectly awarded tickets.
- Parking in Plumpton Avenue at school pick up drop off times is dangerous. People double park, block drives mount pavements and park on yellow lines. There are never any parking enforcement officers in this road.

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- Yes! Cecil avenue where I live has double yellow line on the end where it meets with Ardleigh Green Road. Everyday without doubt between the hours of 9-3pm which is conveniently the same time the shops are open it is full of massive cars and vans all parked on the yellow lines and some even curbed on the pavement. When I was younger there used to be a parking warden along there all the time and we had no issues with cars parking there but now there seems to be no warden and therefore loads of cars getting away with parking illegally. It heavily congests the area and often cars and lorries doing deliveries down the road cannot pass. A lot of the people who park here go to the shops. Please do something to help this. They deserve parking fines.
- need more enforcement of vehicles parked fully on footpaths. especially on A1306
- I have to pay to park outside my own house or I get a ticket but if people picking up kids from school or people going to mosque park they never get a ticket- it's unfair - Derby Avenue Resident
- More enforcement needed at Gidea Park station & surrounding roads.
- The traffic enforcement staff are cowards and only ticket the cars of women dropping off children to nursery. Wennington Road has a high volume of parking contravention e.g parking on pavement, drives blocked cars not leaving 3mtrs from drives. Parking on bus stops, commuters parking where they want. Wennington Road, outside the Cold Blooded Reptile Shop there are always cars parked outside. This is on a bend and an accident blind spot. There should be Double Yellow Lines to stop this parking. The traffic enforcement staff do not have the ability to tackle these important issues, but rather pick on the soft targets. I have seen them hiding by Rainham Station waiting to ticket the mums taking children to the nursery, but leave cars parked in the bays without a paid ticket or people abusing the Disabled Spaces!!!!
- Traffic wardens should carefully check that the correct time and amount paid is correct. I recently received a ticket in Angel Way car park, had bought (after finally finding the pay machine as it wasn't where the sign was) and paid the correct amount. Received the PCN and challenged it with evidence, which was rejected, challenged it a second time and was successful, council admitted it had been wrongly issued.
- The standard is abysmal, you do not look at the correct areas, outside my local school in Farringdon Avenue it is so dangerous. The number of cars parked on the zebra crossing and the pavement is always in double figures. Still, I never see your officers there at all, they are creeping around shopping areas to try and maximize revenue, if they were being used as a deterrent then the dangerous parking like schools would be targeted more.

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- Stop non council parking charges! These are often deliberately misleading e. g. Fentiman way.
- If send a warden to the junction of melville Road and lowshoe during school starting and finishing time.one you will be able to hand out parking tickets due to illegal parked cars and improve road safety. That would help the community. Not another tax on the motorised.
- Also, some of the road markings have been changed that have led to more congestion and inconsiderate driving i.e. the exit junction from Como Street into Mawney Road used to have a KEEP CLEAR road marking, this has been removed and traffic ends up blocking residents emerging from and turning right into Como Street. God help us if any of us need emergency services when Mawney Road is busy, traffic is at a standstill and access is blocked
- Not enough parking wardens to enforce restrictions especially in my area and the High Street Hornchurch where parking on pavements is a normal occurrence!
- Parking in the Rex carpark Collier Row. A new machine at long last (replaces 4) operates beter as you don't need to return to the car to display ticket. However only one visit per day (30 minutes free) Used to be free but no return within 4 hours. Bit of an underhand charge hear!! Yellow hatchet areas Collier Row roundabout markings poor enforcement as far as I can see nil
- Particular places (like the junction of Cecil avenue/Ardleigh Green Road are never patrolled and it is so dangerous with people parking on double yellow lines for the cafe but in a tiny side street where someone has parked across their own run up (legally) they get a ticket! Your enforcement officers also regularly break their own rules parking on corners, on the kerbs and on yellow lines
- The box junction at parkstone avenue. The way ahead is often clear, you enter the box junction and someone pulls out of parkstone avenue, turning left, and blocks you in the box junction.
- I am a home owner and occupied in Osborne road close to Towers Infant school and regular as clockwork parents park across my drive to drop off our driver children which is illegal parking and yet we hardly ever get any Wardens come along to deter people doing this. It's been going on for years when speaking to transgressors myself they are rude and abusive. More regular patrols are needed.
- The idiots who ignore the rules (and I see them every day on the school run in Church Road harold court school) will carry on blocking driveways, business car parking spaces, park dropped kerbs and parking on double yellow lines WITHOUT a blue badge they don't care about the rules and removing 50% charge won't change this because if they get fined they know they have done

wrong and pay anyway! It's the poor people who appeal thinking they haven't done anything wrong or not knowing they have that will suffer

- Drapers pyrgo school always has cars parked right outside the school by the traffic lights. There is only one parking bay there but cars bump up and park all along the pavement. My own children has narrowly missed being hit by a car due to this and the drivers are rude and entitled when this happens
- The enforcement officers would do well to visit Petersfield shops around 7:40am where people in cars and vans double park in the road to enter a shop. Both buses and cars are forced to drive on the wrong side of the road to get past a traffic island due to inconsiderate parking
- Some of the fines are downright unfair I'm starting to actually hate Havering council and everything they stand for ! I've had extremely unfair fines as have my visitors and relatives I live in upper Brentwood rd and most of the bays are not fully visible but the traffic wardens seem to be able to decide where the bay starts and stops. Keep the road markings CLEAR and maybe I would t object so much we are literally being scammed and robbed in broad daylight in every way !!
- Please, we need clear parking signs (where drivers/visitor can and cannot park) on pavement of Rush Green Road especially between the traffic light junction where the petrol station is and the round about before Becontree leisure centre.
- Support your residents when they request something i.e. I asked for full parking lines to be painted in Balgores Square car park so that I could avoid another PCN. As anticipated, nothing was done.
- Road markings for parking restrictions should be clearer. My brother had to pay a parking fine in Lowshoe Lane, Collier Row where the parking areas were not well marked and there is little public parking nearby.