

## Report for Resolution

**Report to** Executive  
23 June 2010  
**Report of** Head of Transportation and Landscape  
**Subject** Parking management in Eaton Park car park

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### Purpose

This report informs members of the proposed extension to the University Controlled Parking Zone and the recommendation of limiting parking times in the Eaton Park car park.

### Recommendations

The committee is recommended to:

- (1) Agree to the introduction of a time limit in Eaton Park car park of 2.5 hours, 9am till 3pm, Monday to Friday, from the third Monday in September to last Friday before the late May bank holiday;
- (2) Ask the Head of Transportation to investigate using automatic number plate enforcement for both Earlham Park and Eaton Park car parks; and
- (3) Ask the Head of Transportation and Landscape to complete the necessary statutory processes for securing the time limit, through the Norwich Highways Agency Committee.

### Financial Consequences

The extension to the University CPZ and waiting restrictions in Eaton Park car park will be funded from S106 monies secured from recent developments at The University of East Anglia. The implementation of automatic number plate enforcement would only be taken forward if this can be financially sustained via S106 funds to pay up-front costs and likely PCN income to pay running costs.

### Risk Assessment

If nothing is done to manage the use of Eaton Park car park by non park users then it is possible that people will choose not to use the park, threatening the viability of the park, and inconveniencing the residents of Norwich who want to enjoy the amenity.

### Strategic Priority and Outcome/Service Priorities

The report helps to meet the strategic priority "Opportunities for all – communities to be able to access the wide range of services in the city provided by the Council" and the service plan priority of implementing the Local Transport Plan

### Contact Officers

Linda Abel  
Joanne Deverick

01603 212190  
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## **Background Documents**

Report to Norwich Highways Agency Committee on 27 May 2010 (attached)

# Report

## Introduction

1. At their meeting on 27<sup>th</sup> May 2010, Norwich Highways Agency Committee agreed to public consultation on a proposed extension to the University Controlled Parking Zone. The consultation was carried out in response to complaints that non local people were parking in the residential areas surrounding the University which weren't already covered by the CPZ. The UEA are funding the project through S106 funds from the development of new academic buildings.
2. As part of the development of the CPZ extension, use by university staff and students of the Eaton Park car park by the pitch and putt course was raised as an issue. Several people have complained that the car park is often full by 10am in the morning with vehicles that stay all day, and whose drivers are often seen walking away towards the direction of the University. At present there is no restriction on the use of the car park, although it was provided with the intention of it being used by park users
3. As part of the NHAC report Officers recommended a two and a half hour time limit to deter such use, leaving spaces free for park users. The time limit would not operate at weekends, after 3pm or over the summer period when the demand for parking at the university is considerably lower
4. The protocol for introducing time limits in the City Council's off street car parks involves Executive as land owners agreeing the proposal and Norwich Highways Agency Committee as the Highway Authority carrying out the necessary legal processes. At the meeting on 27<sup>th</sup> May, NHAC asked the Head of Transportation to start the process, the first stage of which is to secure Executive's agreement.
5. Attached is a copy of the report that was considered by the Highways Agency Committee, this gives information of the consultation carried out and the responses received from residents and users of Earlham Park and Eaton Park. Members should note that the resolution in committee was for the time limit to operate from the third Monday in September to the last Friday before the late May Bank Holiday, not 1<sup>st</sup> of June as stated in the published report.
6. Members will see from the NHAC report that some of the consultees stated that Earlham Park car park (which is already subject to a time limit) is still used by students when visiting the University. Given the remoteness of the car park from the City Centre it is not possible for the civil enforcement officers to provide a continual presence in the car park and so it is believed that university users often take a chance parking there, thinking the chance of getting a ticket is slim.. It is suggested that a more uniform approach to enforcement would improve the compliance. This could be achieved using an Automatic Number plate Recognition (ANPR) system, which works in a similar way to the CCTV system and involves using a camera to record entry and exit of vehicles from a site.

7. Members are requested to agree to the proposed limited waiting on Eaton Park and support the investigation into using ANPR systems at both Earlham Park and Eaton Park subject, in the latter case, to financial viability.

## Report for Resolution

<b>Report to</b>	Norwich Highways Agency Committee 27 May 2010	<b>Item</b>
<b>Report of</b>	Head of Transportation and Landscape	
<b>Subject</b>	Recommendations arising from UEA area and Eaton/Earlham park car parks consultation	

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### Purpose

This report informs members of the results of the recent consultation concerning car parking on residential streets in the vicinity of the UEA and on Eaton and Earlham park car parks and makes recommendations for further action.

### Recommendations

The committee is recommended to ask:-

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- (1) the Head of Legal and Democratic Services and the Head of Transportation and Landscape to carry out the necessary statutory processes to consult on a proposed extension of the WE Controlled Parking Zone as detailed on Plan No. PL/TR/3584/424 and shown in Appendix 1;
- (2) the Head of Legal and Democratic Services and the Head of Transportation and landscape to carry out the necessary statutory processes to consult on proposed grass verge waiting restriction outside No. 22 Wilberforce Road;
- (3) the Head of Legal and Democratic Services and the Head of Transportation and Landscape to carry out the necessary statutory processes to consult on proposed changes to off street parking restrictions for Eaton park car park of limited waiting of 2.5 hours, 9am till 3pm, Monday to Friday, third Monday in September to 1 June and investigate automatic numberplate enforcement for both Earlham and Eaton Park car parks;
- (4) the Head of Transportation and Landscape report back to this committee any objections arising from this formal consultation.

### Financial Consequences

The costs arising from this exercise have been funded by S106 monies secured from The University of East Anglia. Budget of £31,400.

### Strategic Priority and Outcome/Service Priorities

The report helps to meet the strategic priority “Strong and prosperous city – working to improve quality of life for residents, visitors and those who work in the city now and in the future” and the service plan priority to implement the Local Transport Plan.

**Contact Officers**

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**Background Documents**

Correspondence arising from the consultation.

## Report

### Background

1. Neighbourhoods and car parks near to the University of East Anglia have been subject to increasing parking pressure over the last few years, this resulted in the creation of two new controlled parking zones to the north and east of the campus in 2004. A plan of these CPZs is included as Appendix 2. Subsequently Norwich City Council has received a number of requests for the controlled parking zones to be extended to adjacent streets and for parking management improvements for car parks in Eaton and Earlham parks which are within walking distance of the campus
2. Parking pressures have increased for a number of reasons; the student population at the UEA has increased to approximately 20,000 and staff numbers including academics and administrative staff to approximately 3,000. Although on site parking provision has remained static, management of its car parks and development of a comprehensive travel plan has sought to manage parking demands and promote alternatives to the private car. Students and staff are encouraged to car share, use local bus services, and to walk and cycle.
3. Inevitably some commuters to the UEA will choose to use free, unrestricted parking in adjacent streets. Whilst the WE and BB controlled parking zones have prevented on street commuter car parking on streets in closest proximity to the campus, there is clear evidence from the recent consultation that commuters are now parking in streets adjacent to the CPZs causing inconvenience to those residents.
4. The lack of on street parking is compounded by an increase in the number of private residences converted into shared accommodation, many of which are occupied by students with multiple vehicles for each household. This trend occurs in streets across a wide area of West Norwich but is particularly concentrated in West Earlham and estates to the north and south of Eaton park and affects streets inside and outside the existing controlled parking zones.
5. Events and activities at Eaton and Earlham car parks also attract visitors by car, these include informal activities such as dog walking or major events such as the annual "Sparks in the Park" in Earlham park or use of park facilities such as the pitch and putt, model boating pond, miniature railway, football pitches and bowls clubs in Eaton park. The development of a new skatepark will also attract new visitors most of which are anticipated to be by bicycle; however an overflow parking area on the park is hoped to accommodate higher than normal levels of parking demand when major skatepark events are planned. Neither Eaton or Earlham car parks have a travel plan but good practice in promoting alternatives to the use of the car is used for major events such as Sparks in the Park when additional bus services are provided.
6. As a result of a recent planning permission for development of new faculty buildings for the UEA a commuted sum of £31,400 was secured as a Section

106 contribution to mitigate parking pressures on adjacent areas.

## **Consultation findings and analysis**

7. This consultation exercise has sought to assess the operation of the existing controlled parking zones and whether CPZs should be extended to adjacent residential streets. In addition, parking issues within the Eaton and Earlham parks was also investigated with park user groups and individuals.
8. Appendix 3 shows the consultation leaflets delivered to properties inside the existing CPZs and outside the CPZs. Appendix 4 shows a copy of the poster erected in the Earlham and Eaton Park car parks.
9. Two versions of the consultation were sent to addresses;
  - i) within the controlled parking zones
  - ii) in streets adjacent to the controlled parking zones.

The response rates were as follows:

Inside the WE and BB controlled parking zones:

1044 addresses / 253 responses = 24 % response rate

Outside the controlled parking zones:

1003 addresses / 297 responses = 30 % response rate

Response rates varied from street to street, these are summarised separately.

Letters inviting comments were also sent to key individuals and community groups from the area. These contacts are listed in Appendix 8.

## **Response to consultation from those respondents inside the existing CPZ**

10. There was majority support for the operation of the existing controlled parking zones by those respondents located within them.
11. 62% of respondents who expressed an opinion stated that the “permit parking scheme is working well”, 75 % of respondents who expressed an opinion stated that the “times the permit parking scheme operates suits me” and 62% of respondents stated “there is enough parking available where I live”.
12. 56% of respondents say “parking from people outside the area is causing problems for local residents”, this may be caused by parking outside the operational times of the CPZ e.g. weekday evenings or weekends or by abuse of permits during CPZ operational times.
13. 54% of respondents agree that “parking on the grass verge is a problem” and 44% agree that “parking on the pavement is a problem”, 57% of respondents agree that “parking on corners and at junctions is a problem”.
14. 67% of respondents agree that “when visiting Earlham or Eaton park, finding space in the car park is difficult”, however about a quarter of respondents



15. Detailed results are available in Appendix 5.
16. From the verbatim answers the top three concerns were; damage to the grass verges caused by parking, that the CPZ operational hours should be extended to 24 hours a day, 7 days a week and that Eaton park car park was being abused by UEA commuters. Our responses are included in the appendix which summarises these responses (appendix 5).

### **Response to consultation from those respondents outside the existing CPZ**

17. There was a mixed range of views over the need for extension of the CPZs and issues associated with parking.
18. 44% of respondents who expressed an opinion agreed that “there is enough parking available where I live”, 54% disagreed.
19. 71% of respondents agreed that “parking from people outside the area is causing problems for local residents”, 37% agreed that “parking from people who live in the area is causing a problem”, 56% disagreed.
20. 65% of respondents agreed that “parking on the grass verge is a problem”, 56% agreed that “parking on the pavement is a problem”, 72% agreed that parking on corners and at junctions is a problem”.
21. 46% of respondents agreed that “permit only parking is needed on my street”, 45% disagreed. However this statement received a wide range of responses by street, see Appendix 5 for details.
22. 60% of respondents agreed that “when visiting Earlham or Eaton park finding space in the car park is difficult”, however about a quarter of respondents overall stated that this issue did not apply to them or they had no opinion.
23. Detailed results are available in Appendix 5.
24. From the verbatim answers the top three concerns were damage to the grass verges caused by parking, that commuter parking to the UEA was a problem and that driveways were obstructed by parked vehicles. Officer responses are included in the appendix which summarises these responses.

### **Response to consultation from park users**

25. Park user groups and individual park users were invited to respond to the consultation, letters were sent to groups and signage installed in the park car parks encouraged people to make contact. These findings are summarised and responded to in Appendix 7.
26. In essence park users are of the view that UEA commuter parking has a serious impact on park users who travel by car. There was also concern about the 2 hour time limit on Earlham park and any restrictions on time for Eaton parks and the introduction of pay and display charges on low income users.

## **Response from UEA Students Union**

27. This representation is included in Appendix 6.
28. Students are concerned for the lack of parking available at the University for them. The students union supports the desire for students to use public transport, but acknowledges that many live in areas where the available bus service does not provide an adequate service and there is little alternative than to use a private car. We do know that the UEA have an established travel plan team who have been working for solutions to this concern and we aim to support them. One proposal may be to work with the existing shuttle bus that runs from the Costessey park and ride to the N & N University Hospital to encourage students to use this facility.

## **Conclusions**

29. Controlled Parking Zones must cover an area extensive enough to provide a comprehensive approach to parking problems caused by those drivers who originate from outside the area. The size of a CPZ must aim to ensure that problem parking is not simply pushed further out into adjacent streets, the size of a CPZ should therefore be sufficiently large to deter those drivers who may simply choose to walk a little further to their final destination.
30. In addition it is a prerequisite that residents outside the existing UEA CPZs must demonstrate a reasonable degree of support in principle for their extension. The overall response rate outside the existing UEA CPZs was 30%, with individual streets demonstrating large variations in their support for CPZs.
31. See Appendix 5 for a list of streets which had a response rate greater than 10% and the level of support for CPZ extensions.
32. When extending CPZs in other parts of the city a threshold of 50% response rate and of those 50% showing support for CPZ extensions has been deemed as demonstrating sufficient representation to proceed.
33. For Cunningham Road 65.5% of respondents who received a consultation leaflet responded of these 66% wanted to be included in a CPZ. In Wilberforce Road only residents in the southern section were contacted, 47% responded, of those 57% wanted to be included in a CPZ. Residents in the western part of South Park Avenue (towards Bluebell Road) were contacted, but only 37% of these contacted responded. George Borrow Road had a good response of 57%, however only 15% of these respondents wanted to be included in a CPZ.
34. On this basis only Cunningham Road would qualify, with Wilberforce Road (part) only just outside these thresholds. It would be appropriate to consult on these two roads to be considered for CPZ extensions. The area proposed is shown in Appendix 1. To make the proposed area complete, part of Robson Road, Rachel Close, Richenda Close, Priscilla Close, Mottram Close, part of Scarnell Road and part of Friends Road have been included.
35. In the past letters have been received from residents of George Fox Way requesting inclusion in an extended CPZ. Some of the properties on George Fox Way are student flats and therefore the proportion of respondents may be misleading. As the percentage of respondents in agreement with the

introduction of a CPZ was 82%, we propose to include George Fox Way along with Augustus Hare Drive, Sarah Williman Close and Hankin Court in the extension consultation.

36. The support for extension of the BB Controlled Parking Zone is insufficient to proceed with. Remarks were made of unsafe parking along South Park Avenue near Parmenter Road. This issue has already been addressed in the 2009 waiting restriction proposals and double yellow lines along South Park Avenue on this bend will be installed in the near future.
37. One main issue highlighted by residents was students parking on grass verges and damaging them. In the proposed extension area there are four large grass areas which have in the past been used as parking. We are proposing to install grass verge restrictions on these areas as it is felt there is sufficient room on the roadside for the residents' cars. There is one area of grass outside the proposed CPZ extension which is by No. 22 Wilberforce Road, which would also benefit from a waiting restriction.
38. It appears the existing restrictions on Earlham Park work reasonably well, but better enforcement is needed. This situation could be helped by continuous enforcement from using automatic number plate recognition (ANPR) equipment.
39. The car park for Eaton Park needs to address the requirements of sporting club members and users of the pitch and putt facility. For this reason the proposed restriction to waiting is for two and a half hours, 9am till 3pm, Monday to Friday, third Monday in September to 1 June. This car park would also benefit from continuous enforcement and therefore it is proposed to install ANPR equipment.

## **Proposals**

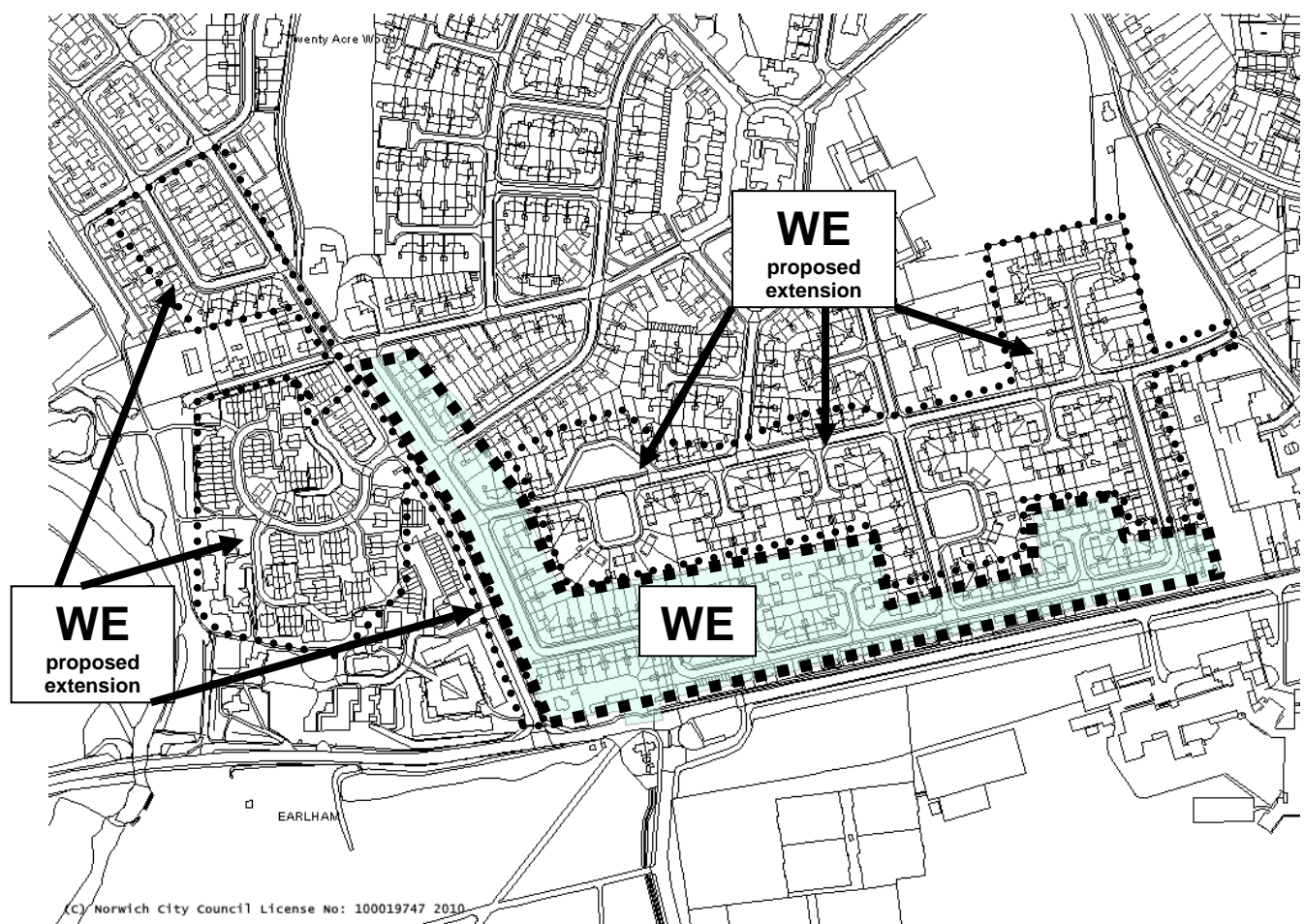
- 1) Extend the WE controlled parking zone to include Cunningham Road, Wilberforce Road (part between Robson Road, Bevan Close and Rockingham Road) and George Fox Way (including Augustus Hare Drive, Sarah Williman Close and Hankin Court). Details of restrictions can be seen at Committee.
- 2) Consider grass verge parking restrictions in selected locations where displaced parking would not generate additional issues. The proposed areas are;
  - Wilberforce Road outside No. 22
  - Wilberforce Road opposite George Fox Way
  - Cunningham Road outside No. 58
  - Cunningham Road outside No. 49
  - Scarnell Road outside No. 16
- 3) Earlham Park: no changes to existing parking restrictions, but consider

using new automatic number plate recognition (ANPR) equipment used to facilitate continuous enforcement. No pay and display charges.

4) Eaton park; new term time parking restriction of 2.5 hours during university opening times Monday to Friday, 9am till 3pm. Consider enforcing restrictions using ANPR system. No pay and display charges.

## Appendix 1 Proposed extensions of controlled parking zones

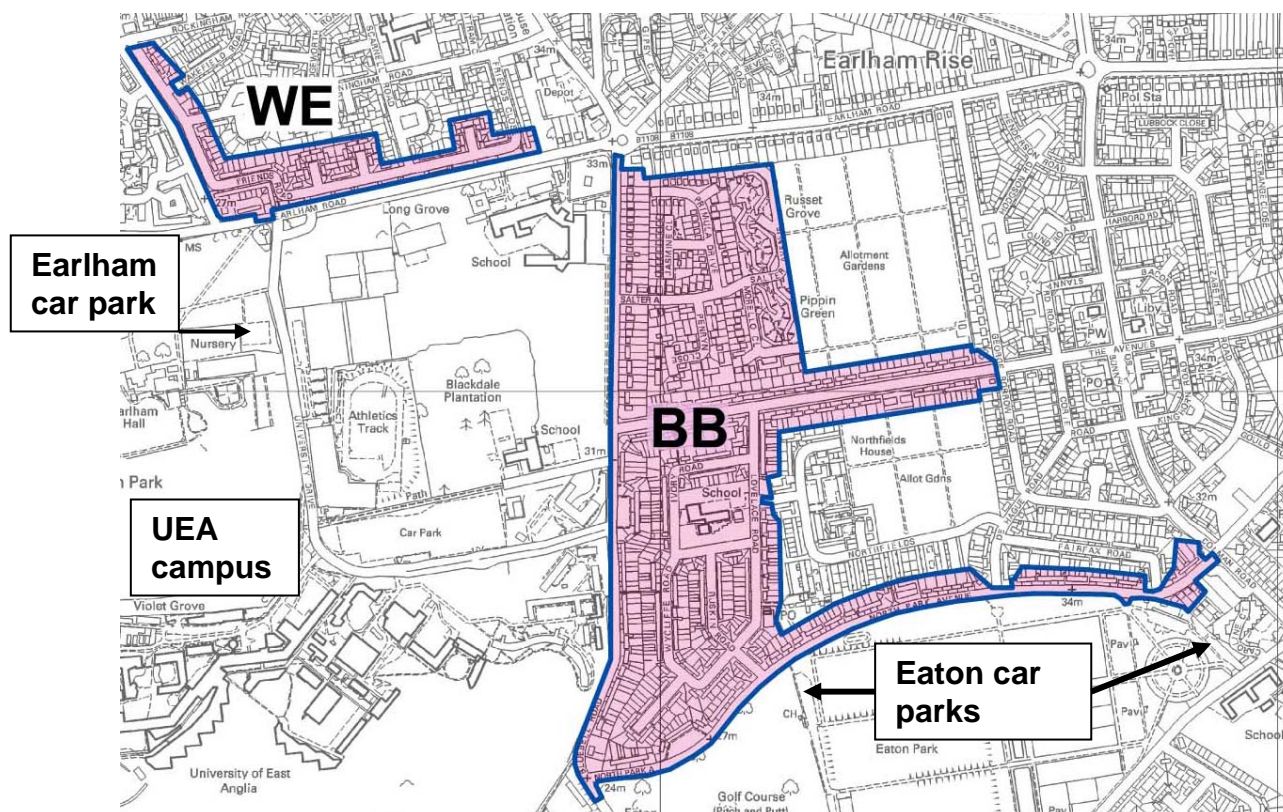
Map of proposed extension areas to WE controlled parking zone.



### Roads proposed to be included in WE zone

- George Fox Way (and all its cul de sacs)
- Robson Road (south of Bevan Close)
- Wilberforce Road (from Earlham Road to its junction with Bevan Close/Taylor Road)
- Cunningham Road (and all its cul de sacs)
- Friends Road (south of Cunningham Road)
- Scarnell Road (south of Cunningham Road)
- Bridge Farm Lane is not adopted and therefore cannot be included in any controlled parking zone

## Appendix 2 Map of existing controlled parking zones and park car parks



WE (West Earham) and BB (Bluebell) are the controlled parking zones adjacent to the UEA campus. Roads and car parks within the campus i.e. University Drive are not adopted and are the responsibility of the UEA to manage.

Most parts of these controlled parking zones operate Monday to Friday 10am till 4pm. However small sections of the BB zone on North Park Avenue operate at any time following specific requests from residents.

### Consultation area:

All households within the WE and BB controlled parking zones received a consultation leaflet.

Households in streets adjacent to these CPZs and to the south of Eaton park received a consultation leaflet; the areas included:

- Roads to the west of Wilberforce Road including George Fox Way
- Roads to the east of the WE permit zone including Cunninham Road
- Roads to the east of the BB permit zone including Northfields and De Hague Road
- Roads to the south of Eaton park including the western end of South Park Avenue, Osbourne and Peckover Roads.



## Appendix 3 Copies of the consultation leaflets

### Consultation leaflet for addresses inside the existing CPZs

1

2

RESPONSE SERVICE  
Licence No IHT 583

Norwich City Council  
City Hall  
St Peters Street  
NORWICH  
NR2 1BR

**NORWICH**  
City Council

## Public consultation

# PARKING: HAVE YOUR SAY

Norwich City Council is looking at how people park near the University of East Anglia to see if any problems are caused to residents.

We would like to know if there is not enough space to park, how parking spaces are used and if parked vehicles cause obstructions or difficulties.

Your comments will help us decide if any changes need to be made – for example, extending the controlled parking zones.

Please fill in the survey – no stamp is needed – or complete the survey online at [www.norwich.gov.uk](http://www.norwich.gov.uk)

Please reply by 26 March 2010.



UEA CPZ

B.

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## PARKING: HAVE YOUR SAY

Do you agree or disagree with the following? Please tick

	Agree	Disagree	Don't know	No opinion or does not apply to me
The permit parking scheme is working well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The times the permit parking scheme operates suit me (Monday – Friday 10am – 4pm or 24 hours in some locations where no time is displayed on the signs).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Permit parking (controlled parking zones) need to be extended into nearby streets.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is enough parking available where I live.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking from people outside the area is causing problems for local residents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking from people who live in the area is causing a problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking on the grass verge is a problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Agree	Disagree	Don't know	No opinion or does not apply to me
Parking on the pavement is a problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking on corners and at junctions is a problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When visiting Earham or Eaton Park, finding space in the car park is difficult.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any other comments about parking or would like to describe a specific problem or solution you have?

Your road name (eg Cunningham Road):

How many vehicles are there in your household? Tick one  
No vehicles ☐ 1 ☐ 2 ☐ 3 or more ☐

If you have a vehicle, where do you normally park it? Tick any  
On street ☐ Off street (in a drive or garage) ☐

Does anyone in your household study at the UEA? Tick one  
Yes ☐ No ☐

If you would like this information in another language or format such as large print or audio cassette please phone 0344 980 3333 or email [info@norwich.gov.uk](mailto:info@norwich.gov.uk)

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B.

A. Moisten and fold to B.

## Consultation leaflet for addresses outside the existing CPZs

## B.

# PARKING: HAVE YOUR SAY

Do you agree or disagree with the following? Please tick

	Agree	Disagree	Don't know	No opinion or does not apply to me
There is enough parking available where I live.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking from people outside the area is causing problems for local residents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking from people who live in the area is causing a problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking on the grass verge is a problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking on the pavement is a problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking on corners and at junctions is a problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Permit only parking is needed on my street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A permit parking scheme (controlled parking zone) would need to operate:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I) Monday to Friday 10am to 4pm				

## A. Moisten and fold to B.

	Agree	Disagree	Don't know	No opinion or does not apply to me
II) At any time (24 hours/7 days).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When visiting Eartham or Eaton Park, finding space in the car park is difficult.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


Do you have any other comments about parking or would like to describe a specific problem or solution you have?

Your road name (eg Cunningham Road):

How many vehicles are there in your household? Tick one  
 No vehicles ☐ 1 ☐ 2 ☐ 3 or more ☐

If you have a vehicle, where do you normally park it? Tick any  
 On street ☐ Off street (in a drive or garage) ☐

Does anyone in your household study at the UEA? Tick one  
 Yes ☐ No ☐



communication for all

If you would like this information in another language or format such as large print or audio cassette please phone 0344 980 3333 or email [info@norwich.gov.uk](mailto:info@norwich.gov.uk)





**NORWICH**  
City Council

# Parking: have your say

Norwich City Council wants to hear from you if you use Eaton or Earlham park car parks.

Please email or write to us about any problems or suggestions you have by 26<sup>th</sup> March 2010.

Contact:	Transportation team
Email:	<a href="mailto:transport@norwich.gov.uk">transport@norwich.gov.uk</a>
Telephone:	0344 980 3333
Address:	Transportation Department Norwich City Council City Hall Norwich NR2 1NH

## Appendix 5 Consultation findings summary

### Inside the controlled parking zones

	<b>Response – percentage and frequency</b> <b>Don't know/no opinion has been excluded from the percentage</b>			
Question	<b>Agree</b>	<b>Disagree</b>	<b>Don't know</b>	<b>Don't know/no opinion</b>
The permit parking scheme is working well	62% (144)	30% (69)	8% (20)	(14)
The times the permit parking scheme operates suit me (Monday to Friday 10am to 4pm or 24 hours in some locations where no time is displayed on the signs)	75% (165)	22% (49)	3% (7)	(24)
Permit parking (controlled parking zones) need to be extended into nearby streets.	52% (105)	20% (42)	28% (58)	(38)
There is enough parking available where I live.	62% (141)	35% (80)	3% (8)	(13)
Parking from people outside the area is causing problems for local residents.	56% (124)	27% (61)	17% (39)	(20)
Parking from people who live in the area is causing a problem.	36% (76)	51% (109)	14% (29)	27
Parking on the grass verge is a problem	54% (115)	42% (90)	4% (8)	(32)
Parking on the pavement is a problem	44% (86)	48% (94)	8% (16)	(38)
Parking on the corners and at junctions is a problem	57% (117)	31% (65)	12% (24)	(30)
When visiting Earlham or Eaton park finding space in the car park is difficult	67% (118)	12% (21)	21% (36)	(69)

Vehicles: None 20% (49), 1 vehicle 50% (122), 2 vehicles 26% (63), 3 or more 4% (11)

Where car normally parked: On Street 35% (72), Off street 65% (131)

Does anyone in your household study at the UEA?: Yes 5% (12), No 95% (232)

## Selected streets outside the existing controlled parking zones

	Response – percentage and frequency Don't know/no opinion has been excluded from the percentage			
Question	Agree	Disagree	Don't know	Don't know/no opinion
There is enough parking available where I live.	44% (118)	54% (146)	2% (5)	(15)
Parking from people outside the area is causing problems for local residents.	71% (199)	21% (58)	8% (23)	(20)
Parking from people who live in the area is causing a problem.	37% (99)	56% (152)	7% (19)	(10)
Parking on the grass verge is a problem	65% (165)	31% (79)	4% (10)	(30)
Parking on the pavement is a problem	56% (146)	39% (102)	5% (14)	(23)
Parking on the corners and at junctions is a problem	72% (201)	22% (63)	6% (17)	(12)
Permit only parking is needed on my street	46% (123)	45% (121)	9% (23)	16
A permit parking scheme (controlled parking zone) would need to operate:				
i) Monday to Friday 10am to 4pm	40% (96)	51% (122)	9% (23)	21
ii) At any time (24 hours /7 days)	40% (93)	52% (124)	8% (20)	26
When visiting Earlham or Eaton park finding space in the car park is difficult	60% (125)	21% (43)	19% (40)	(74)

Vehicles: None 18% (53), 1 vehicle 56% (161), 2 vehicles 21% (61), 3 or more 5% (15)

Where car normally parked: On Street 28% (70), Off street 72% (176)

Does anyone in your household study at the UEA?: Yes 5% (16), No 95% (273)

## Summary of verbatim comments from response to consultation.

Topics ranked by frequency of mention; number of citations shown in brackets.

Ranked order by frequency of responses	Inside existing CPZs	Officer response	Outside existing CPZs	Officer response
1	Grass verges being damaged by parked cars (17)	Accepted CPZs control parking to permit holders and do not prevent verge parking unless specified. Grass verge restrictions can be effective but will displace parking elsewhere which may result in loss of parking provision or narrowing of the road. However where feasible grass verge restrictions will be considered.	Grass verges being damaged by parked cars (20)	Accepted Grass verge restrictions can be effective but will displace parking elsewhere which may result in loss of parking provision or narrowing of the road. If CPZs are introduced, we could include verge restrictions where appropriate. In other areas grass verge restrictions will be considered.
2	CPZ operational times should be changed to 24/7 (at any time) (14)	Rejected There is not widespread majority support for changes to the CPZ operational times	UEA commuter parking is a problem (18)	Noted The impact of commuter parking in residential streets is noted and forms the justification for extension of the CPZs where there is local support.
3	Eaton car park abused by commuters to the UEA (10)	Accepted We propose to introduce a time limit during weekday term times	Driveway is obstructed by parked cars (17)	Noted It is not currently Norwich City Council policy to protect individual driveways. A CPZ would not make provision for driveway protection.
4	The CPZ needs better enforcement (10)	Noted The UEA CPZ does receive periodic patrols but this comment is noted.	Student households with multiple cars put pressure upon on street parking (15)	Noted The impact of multiple vehicles from an individual address can increase pressure on on street

Ranked order by frequency of responses	Inside existing CPZs	Officer response	Outside existing CPZs	Officer response
				parking, however a CPZ would not restrict these vehicles.
5	On street parking is limited /permits do not offer value for money (9)	Noted CPZs outside the city centre do not currently restrict the number of permits available to each eligible household.	Park users park in adjacent residential streets and put pressure upon on street on parking (19)	Noted: Parking in Eaton park is limited and the users are attracted from a wide area. Some parking in adjacent streets is inevitable unless the car parks are enlarged, there is little scope to do so without loss of sports pitches.
6	Permits are being abused by commuters to the UEA (6)	Noted Permit surveys can be undertaken to tackle allegations of permit abuse	Parking on bends / junctions causes problems, need for double yellow lines (11)	Noted In the proposed CPZ extension all road junctions and sharp bends will be protected with restrictions.
7	Permits should be free / residents should not have to pay to park on street (8)	Rejected The administrative costs of the CPZ must be borne by the recipients of the benefit of the operation of the scheme	UEA needs to build more parking on site (7)	Noted This is matter for the UEA to consider, the City council does not have the power to compel a third party to facilitate additional car parking unless it is part of a planning consent.
8	Parking bays need to be created in verge areas (5)	Noted There are not funds currently available to install new parking bays	Controlled parking zone is needed (6)	Noted This matter will be assessed on a street by street basis.
9	Parking in gardens needs to be allowed and facilitated by building of dropped kerbs and cross overs (3)	Noted Residents may apply for permission for crossovers and garden parking on unclassified	Parking in Eaton and Earlham park car parks is used by UEA commuters and Sportspark users (6)	Noted We propose to initiate more effective compliance with existing restrictions on Earlham

Ranked order by frequency of responses	Inside existing CPZs	Officer response	Outside existing CPZs	Officer response
		roads. The costs of which are borne by the applicant.		park and introduce new restrictions on Eaton Park.
10	Parking on corners and junctions is a problem (2)	Noted In the existng CPZ areas the junctions and sharp bends are all protected by double yellow lines. Enforcement officers will be informed.	Students leave cars parked for long periods of time/days which causes problems for others (6)	Noted: There are no restrictions outside the CPZ areas that stipulate how long a person may park their vehicle. If obstruction occurs this may be considered by the police.
11	Parking on North Park Avenue narrows the road and causes problems for buses (2)	Noted. The bus operator First will be consulted.	Road is narrowed due to parked cars (including North Park Ave) (6)	Noted We will investigate.
12	Cars are parked in bus stops (2)	Accepted: Bus stop clearways will be created where needed and enforced.	A Controlled parking zone is not needed, problem is term time only (5)	Noted The current CPZs operate all year round and are not term time only; it is considered that term time would be difficult for residents to comply with who may not be familiar with term dates.
13	The CPZ is not needed (2)	Rejected; There is widespread support for the operation of the CPZ.	Parking bays need to be created in verge areas (5)	Noted There are not funds currently available to install new parking bays
14	Better bus services are needed (2)	Noted; This is the responsibility of the bus operators. However, Norfolk County Council work in partnership with bus operators.	Pavements are blocked by parked cars (3)	Noted This will be investigated.

Ranked order by frequency of responses	Inside existing CPZs	Officer response	Outside existing CPZs	Officer response
15	Allotment holders cause parking problems (1)	Noted: The CPZ does not operate on weekday evenings and weekends. It is likely that this issue is localised near the allotments and is not a widespread issue.	Parking in gardens needs to be allowed and facilitated by building dropped kerbs and cross overs (2)	Noted Residents may apply for permission for crossovers and garden parking on unclassified roads. The costs of which are borne by the applicant.
16	Skatepark will worsen parking problems for park and residential streets nearby (1)	Noted: The Skatepark will not have dedicated parking. However when major events are planned an overflow parking arrangement will be made to enable additional parking on grassed areas within the park.	Skatepark will worsen parking problems for park and residential streets nearby (1)	Noted: The Skatepark will not have dedicated parking. However when major events are planned an overflow parking arrangement will be made to enable additional parking on grassed areas within the park.
17			There is not a problem with finding parking at any time at Eaton park (1)	Noted: It would depend at what time the park is visited, weekday afternoons are the least busy but there are reports of difficulties with parking weekday mornings and weekends.
			Parking on Northfields is at "saturation point" during weekdays. All verges parked on, no space for residents. Pressure from UEA commuters and staff/visitors of Dell Rose Court sheltered housing scheme.	Noted: Measures to help the bus service get through Northfields are in hand, this would involve installation of double yellow lines for short sections and bus stop clearways. We have not proposed to extend permit parking in this location as it was

Ranked order by frequency of responses	Inside existing CPZs	Officer response	Outside existing CPZs	Officer response
				not requested by a majority of respondents to the consultation.



## Responses to question put to households outside the existing CPZ:

### “Permit only parking is needed on my street”

Only streets where support was greater than 10% for CPZ are listed

Normal threshold of 50% response rate and of those 50% in support of CPZ are progressed to a formal consultation; these streets are highlighted.

Street	Number of addresses which received a consultation leaflet	Percentage of addresses which responded to the consultation  (actual number of responses in brackets)	Percentage of respondents who want permit parking (CPZ extension)  (actual number of responses in brackets)
Cunningham Road	58	66% (38)	<b>58% (22)</b>
Wilberforce Road	15	47% (7)	<b>57% (4)</b>
South Park Avenue	42	37% (15)	13% (2)
Osbourne Road	30	30% (9)	22% (2)
Mottram Close	24	29% (7)	71% (5)
De Hague Road	41	29% (12)	66% (8)
Scarnell Road	32	25% (8)	63% (5)
Robson Road	28	25% (7)	57% (4)
George Fox Way	60	18.3% (11)	82% (9)
Northfields	236	16% (37)	57% (21)
Rockingham Road	58	22% (13)	54% (7)
Fairfax Road	72	21% (15)	53% (8)
Nasmith Road	60	22% (13)	31% (4)
Peckover Road	97	18% (17)	12% (2)

## Appendix 6 Correspondence by letter

Letter from UEA Students Union



Union House  
University of East Anglia  
Norwich NR4 7TJ

Telephone: 01603 593272  
Fax: 01603 250144  
[www.ueastudent.com](http://www.ueastudent.com)

Transportation  
Norwich City Council  
City hall  
Norwich  
NR2 1NH

25<sup>th</sup> March 2010

Dear Sir / Madam,

Many thanks for your invite to take part in your consultation concerning parking in residential streets near to the University of East Anglia.

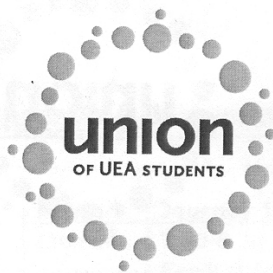
The Union of UEA Students is the independent voice of students at the University of East Anglia. Improving the experience and provision of car parking in and around the UEA campus for our commuting students has been campaigning priority for our organisation since September 2008.

A number of the issues students have highlighted to us and some research we have conducted that are related to this issue are attached to the followed pages.

We hope you find our input into this consultation useful to any conclusions you may reach into this issue.

Yours faithfully,

**Tom Sutton**  
Welfare Officer, Union of UEA Students



# **Parking in Residential Areas in around the University of East Anglia**

## **Background**

Approximately one third of students at the University of East Anglia need to commute from outside of Norwich. These students often travel from rural areas where public transport is expensive and inadequate and where driving is the only real means of commuting (Please see attached sheet).

## **University of East Anglia Parking Policy**

Students who live within a mile of campus, in the NR2 postcode area or have ever lived on the University campus are not allowed a parking permit under the University's parking policy. Students that make a successful application are granted parking on site located near the Institute of Food Research (please see the attached sheet). There are different criteria for University staff – only those that live within a mile of the main campus are denied parking and successful applicants are allocated parking centrally on the main campus.

## **Issues with the Student Car Park at the Institute of Food Research**

Many students have shared with the Union some of their issues with the parking site allocated to students. The additional travelling time has caused problems for students that have work commitments by restricting their hours, and students with caring responsibilities who need to pick up children from school or nursery. The added time also impacts upon their involvement in clubs and societies, representation and volunteering activities.

A number of students have felt they are putting their personal safety at risk by making the trip between the main campus and the isolated parking site in the dark, and others have expressed concern taking the trip in wintry weather.

Since the beginning of the 2009-10 academic year students have reported that the parking allocated to them has been reaching full capacity and they have been unable park.

## **Residential Parking and Community Impact**

Since the University's parking policy was implemented in 2008 Norfolk Police and Norwich City Council have reported high numbers of complaints from local residents about roadside parking to the Union's Welfare Officer.

Between 12<sup>th</sup> and 21<sup>st</sup> January 2009, the Union undertook a survey of car registrations parked on the roadside in the Cunningham Road area, near the UEA Village. This site was chosen as one of the areas where a number of the reported complaints had been received, as well as from some anecdotal evidence suggesting this was where some students were opting to park (Please see the attached sheet.)

Recordings were made each morning, early afternoon and evening over the two weeks. A total of 99 registrations were recorded. 5 of the recorded registrations are thought to belong to residents, having been recorded in the area most evenings. 41 of those registrations were only identified as being in the area in the daytime on more than one occasion. It is thought that these registrations belong to UEA students or visitors that are unable to park at any of the University's parking sites because they are full or have chosen to park in a residential area to avoid the extra travelling time and a perceived danger walking between the Institute of Food Research and the main campus.

By choosing to park in residential areas, students have chosen to expose their property to greater risks of theft and vandalism. Parking in residential areas has done little to help the relationship between the University and the local community.

#### **Permitting the Area**

To permit the area, with permits having to be issued and paid for by local residents, will cause unnecessary resentment and damage the University's and students' relationship with the local community.

Permitting the area may mean that the students that have chosen to park in a residential area are unable to continue to do so and will be forced to park at the Institute of Food Research. However, this site is already reaching full capacity and because of the inadequacies of public transport these students may have no choice but to find an alternative residential area to park. Permitting the area will only displace the problem.

We believe the solution is for the University of East Anglia to review its parking policy and to guarantee that only University staff and students with a genuine need are allocated and guaranteed parking provision on a fair basis. Currently the policy allows University staff members and to some students that live on direct bus routes and within appropriate walking and cycling distance to secure parking. This has to change.

We believe that adapting this policy would free up parking provision and alleviate some of the pressures that parking in residential areas has caused in the local community.

## Parking Provision at UEA



1. 'Overflow' Car Park
2. Parking at the Edith Cavell Building
3. Parking behind the School of Medicine
4. Parking in front of Estates and Management and Visitors Car Park
5. Main Car Park
6. The pathways between



### Spixworth, Hainford, Buxton, Dereham and Lowestoft

Route	Journey 1	Journey 2	Duration
Spixworth	7.45-8.15 First Service 10	8.23-8.37 First Service 25	52 minutes
Hainford	7.57-8.20 Sanders Service 44	8.23-8.37 First Service 25	40 minutes
Buxton	7.32-8.09 Sanders Service 210	8.18-8.37 First service 25	65 minutes
Dereham	7.38-8.28 First Service X1	8.35-8.49 First Service 35	71 minutes
Lowestoft	7.40-8.25 National Express	8.33-8.58 First Service 35	78 minutes

Route	Journey 1	Journey 2	Duration
Spixworth	5.12-5.36 First Service 35	5.44-6.13 First Service 10	61 minutes
Hainford	5.12-5.36 First Service 35	6.19-6.45 Sanders Service 44	93 minutes
Buxton	4.57-5.26 First Service 35	5.33-6.06* Sanders Service 210	69 minutes
Dereham	5.12-5.36 First Service 35	5.47-6.29 First Service X1	77 minutes
Lowestoft	5.12-5.45 First Service 35	5.57-6.44 National Express	92 minutes

\*Last service from Norwich, would mean the student could not attend seminars/lectures beyond 5pm to catch the last service home.

Sum Duration	Car Travel Time	Differential	Total Fare
113 minutes	46 minutes	67 minutes	£148
133 minutes	50 minutes	83 minutes	£722
140 minutes	54 minutes	86 minutes	£892
148 minutes	50 minutes	98 minutes	£830
170 minutes	114 minutes	56 minutes	£2,768

## Appendix C Spixworth, Hainford, Buxton, Dereham and Lowestoft

From	Journey 1	Journey 2	Journey 3	Total Duration
Cromer	7.20-8.20 Sanders Service 44	8.24-8.43 First Service 35		83 minutes
	6.59-8.00 First Service 50	8.06-8.25 First Service 35		86 minutes
	7.28-8.14 National Express	8.18-8.43 First Service 35		75 minutes
Heacham	6.38-7.16 First Service 41	7.29-9.18 First Service X1	9.26-9.40* First Service 25	182 minutes
Bradwell	7.00-7.14 First Service 7	7.27-8.07 First Service X1	8.17-8.37 First Service 35	97 minutes
Thetford	7.29-8.10 National Express	8.18-8.49 First Service 25		80 minutes
Gorleston	7.23-8.22 First Service X1	8.30-8.49 First Service 25		86 minutes

\*There is no public transport that can arrive at UEA before 9am

To	Journey 1	Journey 2	Journey 3	Total Duration
Cromer	5.12-5.41 First Service 35	6.19-7.22 Sanders Service 44		86 minutes
	5.12-5.41 First Service 35	5.50-6.54 First Service 50		102 minutes
	5.12-5.45 First Service 35	6.47-7.33 National Express		141 minutes
Heacham	5.12-5.36 First Service 35	6.17-7.54 First service X1	8.00-8.33 First Service 40	201 minutes
Bradwell	5.12-5.36 First Service 35	5.53-6.33 First service X1	7.15-7.30 First Service 7	94 minutes
Thetford	5.12-5.45 First Service 35	5.54-6.27 National Express		75 minutes
Gorleston	5.12-5.36 First Service 35	5.53-6.43 First Service X1		91 minutes

Sum Duration	Car Travel Time	Differential	Total Fare
169 minutes	90 minutes	79 minutes	£892
188 minutes		98 minutes	£830
216 minutes		126 minutes	£1,308
417 minutes	154 minutes	263 minutes	£830
191 minutes	84 minutes	107 minutes	£830
155 minutes	74 minutes	81 minutes	£1,528
177 minutes	86 minutes	91 minutes	£830

**Appendix 7 Correspondence specifically from park users and user groups and officer comments (not ranked) 25 responses from individual park users received in total:**

Comments	Officer response
<p>Eaton park</p> <p>Car park at western end (near Pitch and Putt) is used by UEA commuters which reduces the amount of parking available for legitimate park users. Paying park users should have priority.</p>	<p>We propose to introduce an off street parking order which would regulate parking for both car parks in Eaton park, this would be enforced using an automated enforcement system to facilitate compliance with the new time restrictions. Using ANPR we would not be able to distinguish between Pitch and Putt users and other park users. Only a manual checking enforcement process could make this differentiation. ANPR offers continuous monitoring and compliance, whilst manual checks could only ever be infrequently done.</p>
<p>Earlham park</p> <p>Car park is used by UEA commuters which significantly affects the ability of legitimate park users to use the park.</p>	<p>We proposed to introduce an automated enforcement system to improve compliance with the time restrictions in the off street parking order for Earlham park.</p>
<p>Eaton and Earlham car parks</p> <p>Charging for parking: arguments for and against</p> <p>For: charging deters abuse of parking Against: charging for car parking would disproportionately affect those park users on low incomes, such as the retired or disabled.</p>	<p>We do not proposed to introduce a pay and display system as an adequately enforced time limit would be sufficient deterrent to abuse of parking.</p>
<p>Eaton and Earlham car parks</p> <p>Time limited parking to 2 hours affects those park users who wish to make longer use of the parks.</p>	<p>A time restriction is the most effective way of deterring commuter use of the car parks.</p> <p>If longer use of green space is required we recommend use of other green spaces which do not have a time restriction e.g. Bowthorpe marshes or Mousehold Heath.</p>
<p>Eaton and Earlham car parks</p> <p>Parking problems are term time only</p>	<p>Earlham car park has a term time only restriction. We proposed to do the same for the Earlham car parks.</p>
<p>Eaton and Earlham car parks</p> <p>Parking should be for permit holders only</p>	<p>We not propose to create a permit parking scheme for park users. The difficulty in administering this solution would be in determining eligibility and deciding who would be a legitimate permit holder. Many visitors by car to Earlham and Eaton parks are not Norwich City Council residents, some are not regular visitors. A permit scheme would be unlikely to be effective in its administration or achieving the aim of protecting access to the car park for legitimate park users.</p>
<p>Earlham car park</p> <p>The gap in the hedge should be closed</p>	<p>We will raise this with the park manager as closing this gap would close down a quick walking route to the UEA from the car park.</p>



## Appendix 8 List of contacts and groups notified about the consultation

- Charles Clarke MP
- City and County Councillors for University, Eaton and Bowthorpe wards
- UEA Students Union
- Earlham park café business

<b>Park club</b>
Unthank Rose
Co op Dairy
Co op Dairy
Avenues Bowls
Bally Bowls
Electcity Bowls
Norfolk Womens Bowls
South Park
Start Rite

Norco
Norwich Croquet Club
Lakeford Rangers Juniors
Sunday league
C O O P Dairies Bowls Club
NORCO Bowls Club
LSE
Model Boat Club

<b>West Earlham and Eaton organisations</b>
HELM Tenant & Resident Association
Eaton Park Community Association
Marlpit Community Association
West Earlham Community Association
Applejack
Bingo
Bingo Group
Bingo/Lunch Group
Brittania Court Residents Committee
Brittania Court Lunch Club
Cadge Road lunch club
Cadge Road Social Club
Cash Bingo
Caterpillars
Church Café
Coffee Morning Group
Earlham Early Years Centre
Earlham Football Club
Fellowes Close
Fourways youth club
History group
Junior Rangers
Karate Club
Little Devils ADHD Support Group
Little Sparks
Majorettes
Marlpit "Ace of Clubs" Youth Group
Marlpit Adult Art and Painting Group
Marlpit Craft Club

Marlpit youth club
Mischief FC
New Apostolic Church
New Beginnings
New Routes
Noah's Ark
Old Age Pensioners Keep Fit
Open House Group
Parents and Todler Group
Pensioners Bingo
Right Direction (YMCA Schools TEAM)
Scrap Book Club
Scrapsadaisies
Socializing is our Hobby
Spinney youth club
Stay and Play Group
The Mardlers Club
Transparent Group
Wendenne Wanderers
West Norwich Swimming Club
Union of UEA Students
Yare Valley Society
Sustainable Living Initiative
The Bluebell Allotment and gardens Association
Strong Roots
Eaton Village Residents Association
Friends of Eaton Park
Norwich and Norfolk Chess Club
Eaton Concert Series
Norwich Sports Park

