



JUNE 2022

Bury St Edmunds RPS Consultation Feedback Report

FOR WEST SUFFOLK COUNCIL

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1.0 INTRODUCTION

2020 Consultancy have been commissioned by West Suffolk Council to undertake a feasibility study investigating the Resident Parking Scheme that is in operation in Bury St Edmunds. The study will focus around identifying possible interventions to improve the operation of the scheme across all zones or individual zones.

West Suffolk Council operate a Resident Parking Scheme (RPS) which is a parking scheme that operates inside particular zones within Bury St Edmunds. Residents who live in the designated zones are entitled to apply for permits which enable the user to park within the boundaries of the zone they belong. In addition, residents can apply for visitor vouchers which allow for guests of theirs to park directly within the zone.

The study looks to highlight areas that require improvement within the scheme and provide possible interventions that would mitigate issues that are apparent.

As a part of the feasibility study, 2020 Consultancy arranged for a phase 1 public consultation to be undertaken to understand opinion on the Resident parking Scheme across the district, both views on existing facilities and barriers to usage, as well as views on where improvements should be focused. The phase 1 consultation was carried out in spring / summer 2021. This supported the investigations and surveys undertaken by the project team, to identify suitable improvements that could be made to the existing scheme.

Following submission of the feasibility study to the Council that contains the potential improvements, a second consultation exercise was arranged to allow stakeholders to have their say on the potential improvements highlighted in the study.

This report describes the overall stakeholder engagement exercise undertaken for the second phase consultation. It explains the nature of the choice offered to and the manner in which it was presented, It summarises the results and responses to questionnaires and written contributions. The report will form part of the overall feasibility study and will be issued as a standalone document available to all stakeholders an interest in the project.

2.0 CONSULTATION ARRANGEMENTS

2.1 REQUIREMENT FOR CONSULTATION

The aim of the public consultation is to give the public and stakeholders an opportunity to express their views on the Resident Parking Scheme (RPS) across the district, both the existing provision and potential improvements. The results of the consultation will be used in the feasibility study to prioritise the potential improvements highlighted. Stakeholder comments and views may impact whether some of the recommendations are taken forward, or not progressed any further. Views and comments will also be used to modify recommendations where possible.

Note on COVID-19

Since March 2020, and the impact of the COVID-19 pandemic, it has been necessary to consider the most appropriate methods to consult with stakeholders. Despite limited restrictions in place, guidelines have been focused on social distancing and avoiding large public gatherings indoors. The planning of the second phase consultation began in December 2021, at a time where the number of COVID-19 cases were increasing to excessive rates due to the new variant, Omicron. Based on this, and the need to plan a public consultation several weeks in advance, a decision was made to carry out the phase 2 consultation virtually, to avoid the risk of increasing the transmission of the virus.

As part of the virtual consultation, stakeholders were sent a leaflet inviting them to complete a questionnaire on the potential improvements to the scheme. Alongside this, there was an opportunity to book onto a virtual consultation meeting, with 10 sessions available across three different dates. This was supported with the opportunity to contact the project team by phone to request paper copies of the questionnaire or discuss any parking matters with the team, for stakeholders without access to the internet. The process for this consultation was carried out in line with the UK government guidelines and advice provided by the UK Planning Inspectorate (PINS) and the Consultation Institute (TCI).

2.2 CONSULTATION MATERIAL

To promote the consultation, a leaflet was prepared and distributed to stakeholders. The leaflet was also used on the West Suffolk Council website and advertised on various forms of social media. A second leaflet was distributed to stakeholders approximately four weeks into the consultation to provide a reminder on the consultation. Appendix A provides a copy of both leaflets that were used as part of the consultation.

2.3 CONSULTATION APPROACH

Public Consultation for the phase 2 Bury St Edmunds Residents Parking Scheme began on Friday 31st January 2022 and was due to last for six weeks, ending on Sunday 13th March 2022. However, it was agreed to extend the consultation for a further six weeks due to a decision to allow an opportunity for a greater engagement total. Therefore, the consultation process lasted 12 weeks in total concluding on Friday 22nd April 2022.

As with the majority of public consultation exercises, it was agreed to include both targeted consultation where stakeholders with a known interest were contacted, as well as non-direct consultation, which involved hosting the consultation online for all stakeholders to participate. During the early stages of the project, 2020 Consultancy worked with Bury St Edmunds Council officers to identify stakeholders that would be directly contacted. These stakeholders included:

- Churchgate Area Association;
- The Bury Society;
- Suffolk Police;
- Bury St Edmunds Town Council;
- Our Bury St Edmunds;
- Well Street residents;
- Suffolk County Council;
- Bury St Edmunds Chamber of Commerce;
- West Suffolk Councillors.

These stakeholders were contacted approximately 10 days prior to the consultation commencing to introduce the project and provide key milestones within the consultation.

Whilst the virtual workshops were crucial to gain feedback from the targeted stakeholders, the main focus of this phase 2 consultation was a questionnaire that was developed to allow stakeholders to provide their level of support for each of the potential improvements identified. A copy of the questionnaire is contained in Appendix B of this report.

2.4 PUBLIC CONSULTATION RESPONSES

During the consultation period responses received from stakeholders were logged and analysed. This included returned questionnaires, emails, and letters. All communication received from stakeholders was acknowledged and where necessary a reply was provided, which included emails and phone calls.

2.5 VIRTUAL STAKEHOLDER WORKSHOPS

As previously detailed, there were virtual workshops offered to stakeholders. 10 workshops were offered across three dates. The dates and times of these virtual workshops are shown below:

- Wednesday 16th February: 11am-12pm;
- Wednesday 16th February: 1pm-2pm;
- Wednesday 16th February: 4pm-5pm;
- Wednesday 16th February: 7pm-8pm;
- Saturday 19th February: 10am-11am;
- Saturday 19th February: 12pm-1pm;
- Wednesday 23rd February: 11am-12pm;
- Wednesday 23rd February: 1pm-2pm;
- Wednesday 23rd February: 4pm-5pm;
- Wednesday 23rd February: 7pm-8pm.

Details on the virtual workshops including how stakeholders could book onto a session was included in the leaflet that was sent out to stakeholders. This included a QR code,

web address, and phone number. Stakeholders were asked to provide up to three dates in priority order to ensure all stakeholders could attend a workshop.

The details of the study and relevant details were presented in the initial contact email. Along with this, there were various dates offered as part of the engagement process which allowed for the participant to decide on which date to attend the virtual meeting. 52 stakeholders booked onto a virtual workshop across the 10 dates and times. This meant, all stakeholders could attend their first choice date and time. A breakdown of the attendees for each session is shown in table 1 below:

Virtual Workshop Date	Virtual Workshop Time	No. Stakeholders in Attendance
Wednesday 16 th February	11am-12pm	6
	1pm-2pm	4
	4pm-5pm	4
	7pm-8pm	12
Saturday 19 th February	10am-11am	7
	12pm-1pm	3
Wednesday 23 rd February	11am-12pm	4
	1pm-2pm	3
	4pm-5pm	2
	7pm-8pm	7

Table 1 – Breakdown of attendance for virtual workshops

During the virtual workshops a presentation was given to stakeholders to provide context on the potential recommendations and demonstrate the results of the parking surveys that had been undertaken. This presentation was provided to all workshops apart from one session where it was declined to allow additional time to discuss the issues and recommendations in more detail. During the workshops a number of discussion points were raised by stakeholders. A selection of these are shown below in table 2.

Discussion Points from Virtual Workshops

- Are there any roads that can accommodate half-on half-off parking;
- Allowing permit holders to park in off-street car parks is good but please revise the times of operation from 4pm-10am;
- There are flats and housing developments that are getting planning permission without the relevant infrastructure for parking;
- All second permits should only be valid in off-street car parks;
- There are a large number of PCN's issued to residents although the scheme is oversubscribed. I was witness to residents receiving a PCN on the day after boxing day;
- A Bury St Edmunds Park and Ride would be effective in alleviating on-street parking. Site suggestion would be Suffolk business park on the A14;
- Proposal for car clubs would be good, with sites set up around Bury St Edmunds;
- There are people that have moved house, yet still use the permit along with the new residents which puts more pressure on the roads;
- Blue badge holders should pay for permits, I 100% support this;
- Over supply of permits
- Review the present yellow lines to allow for more parking spaces.
- Extend hours of operation.
- Lots of abuse of parking by passing permits to third parties
- Trade vehicles not having space and parking on yellow lines
- Parking spaces that have been promised were not delivered from previous studies
- No promotion of alternative travel facilities which encourage reduced car ownership.
- The scheme is so oversubscribed.
- Changing road markings (Double/Single/Loading bays) to accommodate increased an increased number of parking opportunities.
- Make sure parking permits are only available to residents by requiring increased amounts of information prior to purchase including registration numbers and vehicle information.
- Change permit hours
- Civil enforcement dispensation for residents when it comes to unloading vehicles (Proposed 30mins instead of the current 5mins)
- Over supply of permits,
- Reviewing the present yellow lines to allow for more parking spaces,

- Zone A resident parking regulations have become contentious and in some cases the source of neighbourhood feuds. Complaints to the appropriate people are ignored. Too many permits are issued to trades without the appropriate checks.
- The timing limits not suitable for evening parking,
- Abuse of parking by passing permits to third parties such as retail workers and by providing day parking tickets to retail workers.
- Lack of space for those moving out of or into houses and displacement of parking,
- Trades peoples' vehicle not having space and parking on yellow lines,
- Enforcement
- Increased traffic due to take away services and new residential development requiring parking,
- Parking spaces provided out of town supported by public transport systems into town centres,
- Electric charging points,
- Companies offering shared vehicle services,
- Addressing problems facing meeting obligations/commitments to reduce the impact we all have on the environment.

Table 2 – Summary of comments from virtual workshops

2.6 CONSULTATION MEETING

In support of the virtual workshops, two face to face consultation meetings were arranged at the Apex in Bury St Edmunds on the 11th April 2022. One meeting was arranged for members of Bury St Edmunds Town Council; and the other meeting was arranged for representative groups such as local members, and resident associations. These meetings provided the opportunity for the proposals to be discussed in greater detail, and questions around the justification, evidence, and processes involved answered by the project team, which included 2020 Consultancy staff, and officers from West Suffolk Council.

The feedback received from these meetings was broadly positive, although there were a number of concerns raised around the lack of face to face meetings offered to the wider public, which wasn't possible due to the ongoing issues with COVID-19. Queries were also raised around the parking surveys that were carried out including the robustness of the data, and the frequency of the surveys, which were undertaken to provide a baseline for proposals to be identified from.

3.0 QUESTIONNAIRE ANALYSIS

3.1 INTRODUCTION

A questionnaire was developed to allow stakeholders to participate in the Resident Parking Scheme consultation, which focused on each of the potential improvements taken forward from the feasibility study, and the level of support for each of these potential improvements. Stakeholders had the chance to either strongly support, support, neither support or oppose, oppose, or strongly oppose each of the potential improvements. During the consultation process, there were 816 completed questionnaires received. This section reviews the completed questionnaires, summarising each of the 11 questions contained.

A copy of the questionnaire can be located in Appendix B of this report. The overall responses are considered here.

3.2 QUESTIONNAIRE HEADLINES



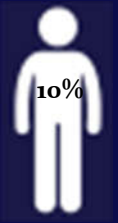
3.3 SUMMARY OF RESPONSES TO QUESTIONNAIRE

The following section provides a breakdown of the responses received to the 11 questions contained in the consultation questionnaire. This includes the level of support and opposition for each of the 11 questions, the proposals that stakeholders would like to see prioritised, and themes arising from the comments provided as part of the questionnaire responses. Appendix C provides the more detailed comments provided.

ARE YOU RESPONDING AS?



Local resident living in one of the streets in a parking



A resident that isn't in a parking zone



Other



Someone who works in the area and parks in the streets affected



Trade Worker

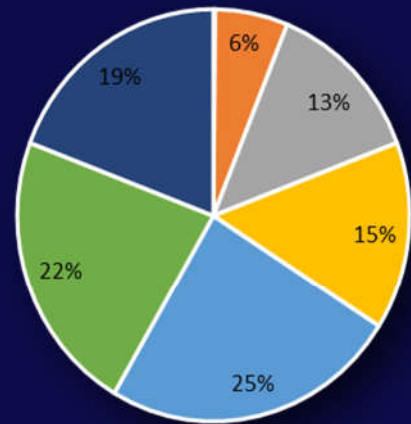


Local Councillor

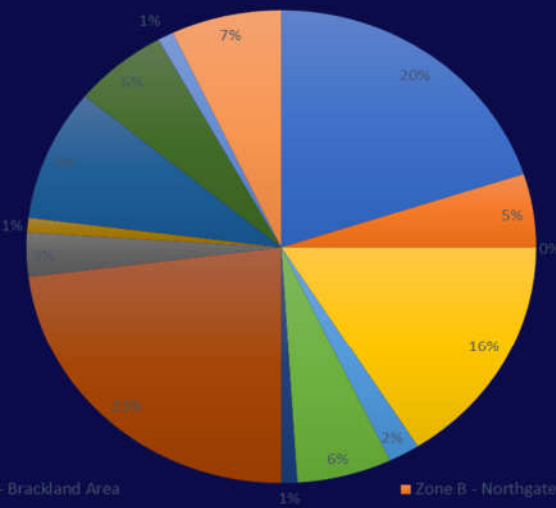
The question above was chosen to give data around who was participating in the consultation. This gave the ability to break the results into categories which can be analysed to gain a better understanding into what has transpired thus far. It also gave the ability to interpret the results based on the percentage of respondents from each category. This gave the chance to understand if any particular interventions were more favoured from any of the responding categories. The results above show that the category represented by local residents was the one represented the highest by a total rate of 87% of the submitted responses. The next highest response rate was that of residents that aren't in a parking zone (10%), meaning 97% of the total respondents were residents.

PLEASE STATE YOUR AGE RANGE

As detailed to the right, the age of respondents were spread across various age brackets. The age range which were represented the most by respondents was the 50-60 age range. The next highest represented age range was the 60-70 age range at 22% of responses, and the 3rd largest age range was the over 70 group which equated to 19% of all responses. Subsequently this meant that 66% of all responses came from respondents 50 years of age or above.



Under 18 18-29 30-40 40-50 50-60 60-70 Over 70



Zone A - Brackland Area
 Zone B - Northgate Street
 Zone C - Nelson Road
 Zone D - Town Centre South
 Zone E - Castle Road
 Zone F - South Corridor
 Zone G - The Broadway & Mustow Street
 Zone H - Victoria Street Area
 Zone I - Eastgate Street Area
 Zone J - Grove Road Area
 Zone K - Thingoe Hill
 Zone L - Grove Road Area
 Unsure
 I do not live in a permit road

FOR WHAT RESIDENT PARKING ZONE ARE YOU RESPONDING TO?

The above question was formulated to give data that can be analysed based on where the respondents lived. It was positive as there was responses from a wide range of zones. This meant that the engagement level was high as it was getting to a stage where respondents could feel there were developments and possible changes occurring that their input could affect. The largest response percentage came from Zone H at 23% with the next most populated zone with responses was Zone A at 20% and then the third most largest response came from Zone D at 16% overall. The remainder of responses were fairly well distributed over the remaining zones.

ALLOW PERMIT HOLDERS TO USE WEST SUFFOLK COUNCIL OFF-STREET CAR PARKS BETWEEN 6PM AND 8AM?



This question was formulated to gain an understanding of how the respondents view this proposed intervention which allows permit holders to be able to use council owned car parks between the times of 6pm and 8am. This would help to alleviate some pressure on various zones which are positioned within close proximity to a council owned car park.



The results for the question are detailed below. It shows that 65% of all respondents strongly support the implementation of this intervention. In addition there was a further 20% of responses that support the implementation of this intervention. This is encouraging to note that a majority of 85% of respondents support the implementation of this intervention, which is the highest amount of support across all interventions.

STRONGLY SUPPORT	SUPPORT	NEITHER SUPPORT OR OPPOSE	OPPOSE	STRONGLY OPPOSE
65%	20%	10%	2%	3%

EXTEND THE OPERATING TIMES OF ALL PERMIT SCHEMES TO 8AM-8PM AND BRING IN MORE EVENING ENFORCEMENT?



This intervention proposes that all permit schemes throughout Bury St Edmunds are to operate at the same times. These times were recommended to be 8am-8pm. This would then lead to more evening enforcement. The consistency of operation times will lead to a continuity that will ensure that there are no resident parking crossovers occurring when one zone is in operation and another isn't. This will lead to an increase in zone satisfaction knowing that there are consistencies for all zones.

The results below show that 45% of all respondents strongly supported this measure with a further 19% of respondents declaring that they support this measure. In opposition there was a total of 21% of respondents that either opposed the measure or strongly opposed the measure. This meant that overall the measure was well supported by nearly two thirds of the total respondents.

STRONGLY SUPPORT	SUPPORT	NEITHER SUPPORT OR OPPOSE	OPPOSE	STRONGLY OPPOSE
45%	19%	14%	9%	12%

INTERGRATE PERMIT ZONES WHERE ONE IS HEAVILY SUBSCRIBED AND ANOTHER LESS SO

This proposal was to integrate the permit zones where one is heavily subscribed and another zone was less so. In affect, if one zone was at a very high capacity level and another neighbouring zone had free capacity space then residents would be able to mix between zones if necessary. There would be extra benefit for this measure around peak periods of occupancy, which would help to contribute to a decrease in resident frustration and increase the options at their disposal.

The results below show that 30% of the overall respondents strongly support this measure and a further 28% of respondents support the measure. This means over half the total respondents are in favour of this proposal. In comparison a total of 20% of responses oppose or strongly oppose this measure.



STRONGLY SUPPORT	SUPPORT	NEITHER SUPPORT OR OPPOSE	OPPOSE	STRONGLY OPPOSE
30%	28%	22%	10%	10%

ASK SUFFOLK COUNTY COUNCIL TO REVIEW SINGLE YELLOW LINING WITH A VIEW TO ENABLING MORE PARKING BAYS



This proposal involves liaising with Suffolk County Council to review single yellow lining across all zones with a view to enable more parking pays. On initial review there are more spaces that can be generated from this proposal, with particular zones having more scope than others.

The results below show that the this proposal has a high amount of support with 59% of respondents strongly supporting this measure with a further 22% of respondents selecting support. In contrast only 8% of respondents either oppose or strongly oppose this measure. This makes the proposal one of the most well supported interventions that was included in the consultation.

STRONGLY SUPPORT	SUPPORT	NEITHER SUPPORT OR OPPOSE	OPPOSE	STRONGLY OPPOSE
59%	22%	11%	4%	4%

ASK SUFFOLK COUNTY COUNCIL TO REVIEW DOUBLE YELLOW LINING WITH A VIEW TO ENABLING MORE PARKING BAYS



As with the previous proposal this proposal seeks to liaise with Suffolk County Council to review double yellow lining over all zones in the view to enable more parking being created from the removal of double yellow lines that are deemed to be not required or are over specification.

The results below show that a total of 53% of all respondents strongly support the proposal above with a further 21% of all respondents supporting the proposal. As with the previous proposal this equates to an overall support percentage of 74% which is a strong indicator that this a proposal that is well supported. In contrast there were a total of 15% of all respondents which opposed the measure on some level. This is a small minority in comparison.

STRONGLY SUPPORT	SUPPORT	NEITHER SUPPORT OR OPPOSE	OPPOSE	STRONGLY OPPOSE
53%	21%	11%	8%	7%

ADD REGISTRATION DETAILS ON PERMITS TO COUNTER UNAUTHROSIED USE

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This proposal is to introduce a policy that would include registration details on all permits that are issued. This would help to combat the unauthorised use and unauthorised sharing of permits between individuals.

The results below show that a total of 48% of all respondents strongly supported this measure, with an additional 17% of respondents submitting that they support the measure. This totals to an overall majority of 65% of respondents which support this measure on some level . In comparison a total of 21% of respondents oppose the measure in some way, which is higher than other proposals detailed already.

STRONGLY SUPPORT	SUPPORT	NEITHER SUPPORT OR OPPOSE	OPPOSE	STRONGLY OPPOSE
48%	17%	14%	10%	11%

REVIEW PROCESS OF ISSUING TRADE PERMITS WITHIN RPS ZONES



This proposal seeks to review the process of issuing trade permits within RPS zones. The purpose of this proposal is to ensure a stricter policy is in place to prevent excessive trade vehicles in residential streets that may cause parking issues for permit holders. It will also make the process easier for tradesmen to request permits when working in streets contained in the scheme.

The results of this question are presented below and show that a total of 23% of the respondents strongly support the proposal and a further 26% of respondents support the proposal. This equates to a total of 49% of the overall responses supporting the measure. This proposal received the highest total response for neither support or oppose at a total of 40% of the respondents. This is imagined to be due to the fact that this proposal will not have much individual effect away from particular areas which experience a higher percentage of housing upgrades or maintenance.



LIMIT ENTITLEMENT OF SECOND PERMITS TO 1 ONLY



This proposal was formulated to limit entitlement of second permits to 1 only to provide a level of consistency across the zones.

The results for this proposal were again strongly supportive. Overall there was a total of 44% of respondents which strongly support this proposal and a further 22% of respondents that chose support as their option. This equates to a total of 66% of respondents supporting this proposal. In comparison, a further 14% neither support or oppose this proposal and a remaining 20% oppose this proposal on some level. This means that the majority of respondents support the implementation of this proposal.



LIMIT ENTITLEMENT TO VISITOR VOUCHERS



This proposal, similar to the previous one was to limit the entitlement of visitor vouchers. It would be proposed to determine a strict criteria and policy when it comes to the entitlement of the purchase of visitor vouchers. This would increase the likelihood that visitor vouchers are used in the correct manner and not exchanged or used by residents who haven't purchased them.

The results show that 16% of the respondents strongly support the proposal with a further 16% supporting. In comparison 24% of respondents neither support or oppose and a remaining 44% of respondents oppose this proposal in some way. This is the first proposal that has shown more opposition than support, although it is close with an overall number of 32% supporting and 44% opposing. This means that this proposal is more likely to be divisive, and should be a lower priority to implement.

STRONGLY SUPPORT	SUPPORT	NEITHER SUPPORT OR OPPOSE	OPPOSE	STRONGLY OPPOSE
16%	16%	24%	27%	17%

MAKE IT SO THAT BLUE BADGE HOLDERS HAVE TO PAY FOR THEIR RESIDENT PERMITS

This proposal seeks to adjust the existing policy where blue badge holders do not have to pay for permits, to require blue badge holders to pay for their permits.

The results shown below demonstrate that a total of 27% of respondents strongly support this proposal in addition to a further 20% of respondents declaring that they would support such a proposal. There was a further 22% of respondents whom neither supported or opposed this proposal and finally 31% of the respondents opposed this proposal in some way.



STRONGLY SUPPORT	SUPPORT	NEITHER SUPPORT OR OPPOSE	OPPOSE	STRONGLY OPPOSE
27%	20%	22%	14%	17%

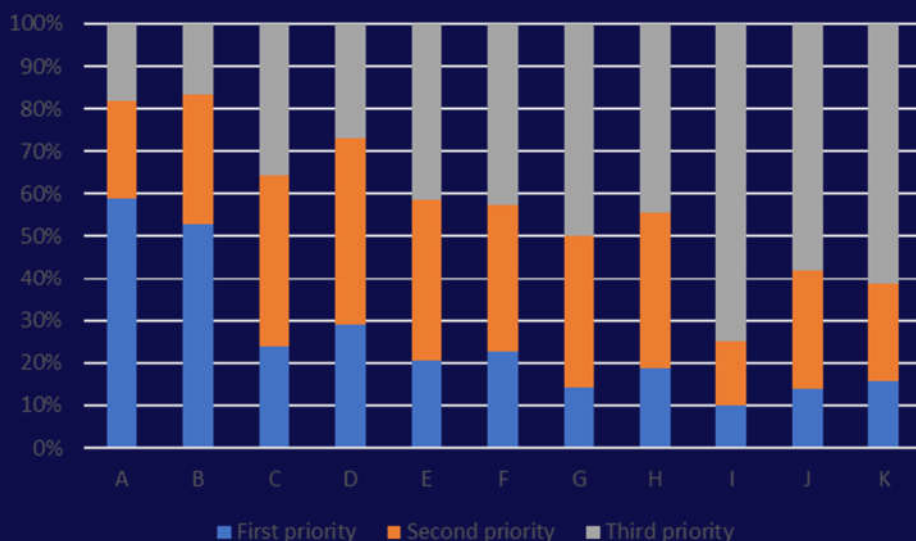
CEASE FREE PERMITS TO RESIDENTS OF PENSIONABLE AGE WHO DO NOT OWN A CAR— INSTEAD THEY WILL BE ABLE TO BUY VISITOR VOUCHERS

This proposal seeks to cease free permits to residents of pensionable age who do not own a car. Instead they will be able to buy visitor vouchers. This proposal again limits the misuse of permits between residents, which in part will contribute to a more cohesive scheme and an increase in the transparency which will lead to an improvement in resident satisfaction.

The results below show that 45% of respondents strongly support the proposal with an additional 25% of respondents choosing the option support. In addition, 13% of the overall respondents neither support or oppose this measure and 17% of respondents oppose the measure.



PLEASE SELECT THE THREE CHANGES YOU WISH TO SEE PRIORITISED



As the graph above details, the proposal that was most strongly supported was allowing permit holders to use West Suffolk Council off-street car parks between 6pm and 8am. The second most supported proposal was extending the operating times of all permit schemes from 8am to 8pm and bring in more evening enforcement. The third most supported proposal was to ask Suffolk County Council to review single yellow lining with a view to enabling more parking bays.

The proposal with the highest amount of opposition was to limit entitlement to visitor vouchers, followed by the ceasing of free permits to residents of pensionable age who do not own a car.

Intervention	REF
Allow permit holders to use West Suffolk Council off-street car parks between 6pm and 8am	A
Extend the operating times of all permit schemes from 8am to 8pm and bring in more evening enforcement	B
Integrate permit zones where one is heavily subscribed and another less so	C
Ask Suffolk County Council to review single yellow lining with a view to enabling more parking bays	D
Ask Suffolk County Council to review double yellow lining with a view to enabling more parking bays	E
Add car registration details on permits to counter unauthorised use	F
Review process of issuing trade permits within RPS Zones	G
Limit entitlement of second permits to 1 only	H
Limit entitlement to visitor vouchers	I
Make it so that Blue Badge holders have to pay for their resident permits	J
Cease free permits to residents of pensionable age who do not own a car	K

ARE THERE ANY CHANGES THAT HAVENT BEEN INCLUDED WITHIN THIS CONSULTATION THAT YOU FEEL SHOULD BE EXPLORED FURTHER?

Below are a select number of responses to the above question. Overall there were 565 separate responses. These are included in Appendix C of this report.



This question had a fair number of responses which gave a range of differing suggestions. Some that already fell within the proposals outlined and some that have logistical constraints on the possibility of delivering them.

Question 11 Themes



Question 11 provided an additional area within the survey to add further comments the respondent wished to provide. This was encouraged to increase engagement and the provision of free text gave the respondent the opportunity to express anything they weren't able to deliver through the previous questions. In this space there were 258 comments submitted, which equates to approximately 32% of the overall respondents supplying comments. This is encouraging and supportive of the overall engagement. The comments were addressed, analysed and separated into themes for which there became 8. Some comments were inconclusive or unable to understand. The majority fell into these particular themes.

The 8 themes shown above that were attributed to the submitted comments include the following:

- Commuter/Shopping parking
- Enforcement
- Permits Issued/Oversubscribed
- School peak periods
- Road Safety
- Increase in Cost/Price Theme
- Positive comments
- Mixed Comments

The comments are fairly evenly spread across the particular themes with permits/over subscribed being the most prolific. For the full comments received, please see Appendix C.

4.0 YOU SPOKE WE LISTENED

4.1 INTRODUCTION

Feedback from stakeholders was a critical part of the project, meaning the comments, requests, and concerns raised were vitally important. Having reviewed all the feedback received during the consultation process, it has been possible to determine potential adjustments that can be made to the proposed improvements, which will likely enhance the improvements further still for residents. These are summarised below.

4.2 POTENTIAL ADJUSTMENT TO RECOMMENDATION - ALLOW PERMIT HOLDERS TO USE WEST SUFFOLK COUNCIL OFF-STREET CAR PARKS BETWEEN 6PM AND 8AM

The analysis from the consultation exercise demonstrates that enabling permit holders to use Council owned car parks overnight without charge is the most supported intervention with 85% of respondents either strongly supporting or supporting the intervention. It was also the most chosen first priority from question 9. However, during the virtual workshops along with comments in the questionnaire, concerns were raised over the times of operation proposed. The proposal suggested permit holders can park in Council owned car parks between 6pm and 8am. The feedback provided suggested these times will not be effective for those that do not need to leave properties until slightly later i.e. for school drop-offs, which may be closer to 9am.

It isn't feasible for residents to park in car parks overnight, then move their vehicles on-street for a short period before leaving for their onward journeys. Having an ineffective operation time will likely result in low usage, which will not alleviate the parking pressures on-street overnight. Based on this, consideration should be given to adjusting the times permit holders can park in the Council owned car parks.

Generally speaking, car parks are likely to subject to the highest demand between the hours of 10am and 4pm. Therefore, unless the Council wish to consider a 24/7 offering to residents, any times of operation should be outside this time. Allowing permit holders to use the car parks between 4pm and 10am should be considered. The demand for parking is unlikely to change significantly between 4pm and 6pm and between 9am and 10am (apart from car parks that are frequently used for commuter parking acts).

Based on this, it is recommended to consider changing the hours of operation for permit holders to use Council owned car parks from 6pm – 8am to a time between 4pm – 10am. It may be necessary to undertake some occupancy surveys in car parks that are likely to be subject to greater demand from permit holders (those closest to the permit zones) to finalise the times that are offered to permit holders.

4.3 POTENTIAL INCLUSION TO RECOMMENDATIONS – INVESTIGATE THE INTRODUCTION OF CAR CLUB SCHEMES

During the feasibility study, consideration was given to the introduction of a car club scheme for the town centre. This could involve the provision in Council owned car parks and/or along residential streets. This would enable permit holders that use their vehicles infrequently to sell their vehicles and use the car club vehicle when required. There are numerous benefits to a car club scheme, especially when there is limited on-street parking spaces available. Research suggests 15-20% of car owners would potentially be better off financially using a car club scheme as oppose to owning a vehicle due to the low usage.

Whilst this was investigated during the feasibility study at a high-level, it wasn't included in the consultation due to the more detailed study that would be required from the Council. Including the provision of a car club scheme in this consultation exercise may raise expectations that a scheme may be forthcoming. There are a number of complexities that would require investigating prior to undertaking a consultation exercise with stakeholders.

However, during this consultation exercise, a number of stakeholders have suggested the introduction of a scheme, and have supported the idea of a scheme once details had been explained. Based on this, the feasibility study will be updated to include a recommendation that a more detailed feasibility study is carried out on the potential introduction of a car club scheme within the extents of Bury St Edmunds town centre.

4.4 POTENTIAL INCLUSION TO RECOMMENDATIONS – CONSIDER IMPROVEMENTS TO PUBLIC TRANSPORT & OUT OF TOWN CAR PARKS

A number of stakeholders raised concerns with the existing service provision of public transport in Bury St Edmunds, which is likely to influence permit holders requirements for on-street parking. Whilst it is acknowledged by West Suffolk Council that there may be opportunities to improve the public transport service provision within the town centre, this is a strategic matter that requires the input of Suffolk County Council as the local highway authority. Whilst this makes it inappropriate to include specific reference in the permit parking feasibility report, due to the feedback received from stakeholders during the consultation, it is accepted that reference should be made within the feasibility study, to encourage dialog between West Suffolk Council and Suffolk County Council.

Additionally, comments were received from stakeholders suggesting an out of town car park that could be utilised by permit holders would also likely reduce the impact of parking pressure along residential roads. This is in line with the public transport provision as a strategic matter for discussion with Suffolk County Council. Therefore, the feasibility study will be updated to reflect the opportunity for this to be discussed at the same time.

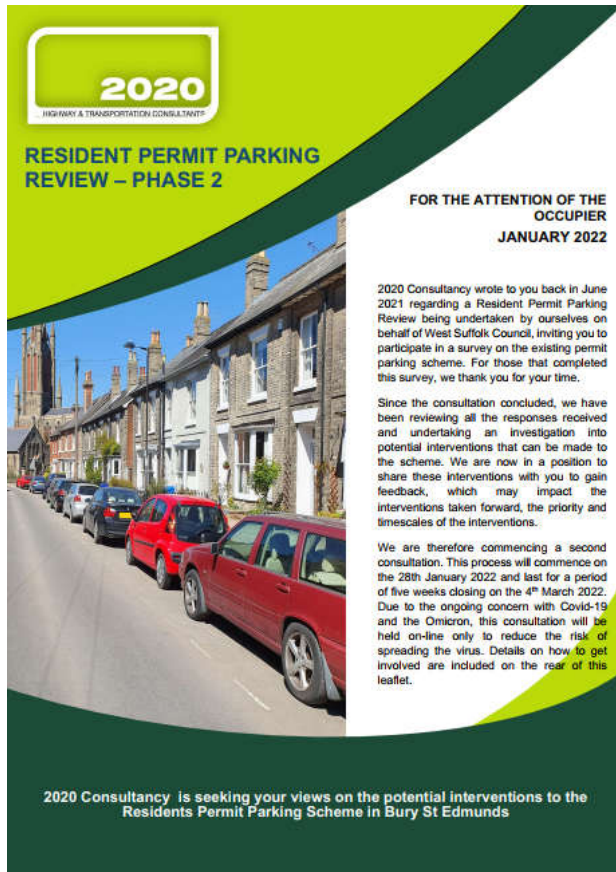
5.0 NEXT STEPS

This phase 2 consultation exercise has been undertaken to enable the 2020 Consultancy project team to gain an understanding of the support for each of the potential improvements that have been identified during the feasibility study into permit parking within Bury St Edmunds, which will support the prioritisation of the improvements. It has also identified other measures that can be investigated in greater detail that may improve on-street parking further still in residential streets.

The feasibility report that was issued to the Council in the summer 2021 will now be updated to take on board the feedback from this consultation, and to prioritise the recommendations based on the level of support. This report will be reissued to the Council in the summer 2022. Table 3 provides a high-level summary of the next steps involved in this project.

Task	Estimated Completion Date
Submit phase 2 consultation report to Council	Complete
Update permit parking feasibility study	End of July 2022
Council governance	From August 2022
Implementation of recommendations	From August 2022

APPENDIX A – CONSULTATION LEAFLET



2020
HIGHWAY & TRANSPORTATION CONSULTANTS

RESIDENT PERMIT PARKING REVIEW – PHASE 2

**FOR THE ATTENTION OF THE OCCUPIER
JANUARY 2022**

2020 Consultancy wrote to you back in June 2021 regarding a Resident Permit Parking Review being undertaken by ourselves on behalf of West Suffolk Council, inviting you to participate in a survey on the existing permit parking scheme. For those that completed this survey, we thank you for your time.

Since the consultation concluded, we have been reviewing all the responses received and undertaking an investigation into potential interventions that can be made to the scheme. We are now in a position to share these interventions with you to gain feedback, which may impact the interventions taken forward, the priority and timescales of the interventions.

We are therefore commencing a second consultation. This process will commence on the 28th January 2022 and last for a period of five weeks closing on the 4th March 2022. Due to the ongoing concern with Covid-19 and the Omicron, this consultation will be held on-line only to reduce the risk of spreading the virus. Details on how to get involved are included on the rear of this leaflet.

2020 Consultancy is seeking your views on the potential interventions to the Residents Permit Parking Scheme in Bury St Edmunds

HOW CAN I GET INVOLVED?

To have your say on the identified interventions, a new survey has been prepared, which will allow you to consider each intervention separately and collectively. This survey can be accessed at www.westsuffolk.gov.uk/parking

Paper copies of the questionnaire are available on request by telephoning 02392 432756.

Due to the increased risk the Omicron variant poses, it's not considered appropriate to arrange public meetings to reduce the risk of spreading the virus. Whilst this consultation will not include face to face meetings, there is an opportunity to attend a virtual consultation event. To ensure these events can be managed appropriately, it will be a requirement to book onto a session.

The events will run as up to 60 minute sessions and will enable residents and businesses the opportunity to view a presentation delivered by ourselves and ask any questions. The dates and times for the events are shown below:

- Wednesday 9th February: 11am; 1pm; 4pm.
- Saturday 12th February: 10am; 12pm.
- Wednesday 16th February: 11am; 1pm; 4pm.

To book onto one of these events please visit: www.smartsurvey.co.uk/xxxxxxxxxx

Alternatively please scan the QR code below using your phone camera or call 02392 432756.



WHY WASN'T THERE ONLINE OR FACE TO FACE MEETINGS FOR THE LAST CONSULTATION

For the previous consultation, Covid-19 restrictions prevented us from meeting you face-to-face. As the consultation was focused on feedback on the existing situation, responding to the survey was sufficient for our project team to get the necessary feedback to inform this stage of the project.

HOW WILL THE VIRTUAL MEETINGS BE HELD?

The virtual meetings will be held on the platform Microsoft Teams. We are using this platform as it offers better functionality than other platforms such as Zoom. You do not need to download any software to join the meeting as it can run using your internet browser. You can also join using a smartphone or tablet. You do not need to participate and are welcome to simply observe the discussions if you wish.

WHAT HAPPENS IF I CANNOT ATTEND THE MEETINGS?

It's acknowledged that not all residents will be able to attend one of the virtual meetings to talk about the Resident Parking Scheme and the potential improvements. Where possible we can arrange telephone calls for a further discussion. However, there will be limited availability for this. Please use the online booking form to request this. Alternatively, please call 02392 432756.

DO I HAVE TO BOOK TO ATTEND A VIRTUAL MEETING?

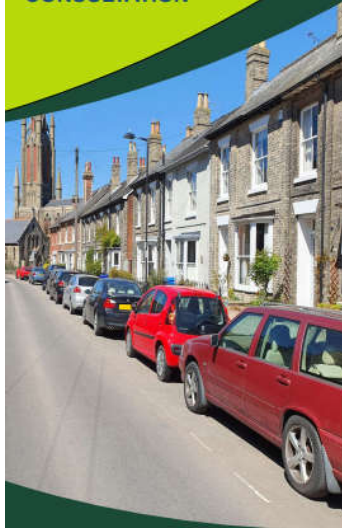
Yes, to ensure we can monitor attendees. Bookings can be considered up to the event but this will be based on how much availability the session has.

2020 Consultancy working on behalf of West Suffolk Council





**RESIDENT PERMIT PARKING
REVIEW – EXTENDED
CONSULTATION**



**FOR THE ATTENTION OF THE
OCCUPIER
MARCH 2022**

2020 Consultancy are working with West Suffolk Council to review the existing Resident Permit Scheme within Bury St Edmunds. A consultation on potential improvements to the scheme began at the end of January 2022.

Through discussions with Council officers, it has been agreed to extend this consultation to ensure all residents that wish to participate in the consultation have the opportunity to do so.

The consultation will now end on Friday 22nd April 2022. A questionnaire has been developed to allow stakeholders to provide feedback on the proposed changes for the Resident Permit Scheme. To complete the questionnaire please use the following link:

www.westsuffolk.gov.uk/parking

Alternatively, please scan the QR code below.



2020 Consultancy is seeking your views on the potential improvements to the Residents Permit Parking Scheme in Bury St Edmunds

APPENDIX B – COPY OF THE CONSULTATION QUESTIONNAIRE

2020

Bury St Edmunds Residential Parking Permit Phase 2 Consultation

2020 Consultancy is currently carrying out a parking review of the Residents Parking Zones across Bury St Edmunds town centre. A survey was undertaken back in June to understand views on the existing situation, which informed the development of potential changes that can be made to improve the scheme. It is hoped that these changes will make parking within the Zones easier than it can be currently.

We are now consulting with permit holders to understand the level of support for each suggestion. The results of this consultation will then impact those changes are taken forward.

The following changes have been identified during the development of this study. More details on each intervention can be viewed clicking here.

- Allow permit holders to use use West Suffolk car parks overnight (between 6pm and 8am) at no extra charge;
- Extend the operating times of all permit schemes from 8am to 8pm (these currently vary with some operating from 10am to 4pm and some 8am to 6pm) and bring in more evening enforcement;
- Integrate permit zones where one is heavily subscribed and another less so;
- Ask Suffolk County Council to review yellow lining with a view to enabling more parking bays;
- Add car registration details on permits to counter unauthorised use;
- Reviewing the issuing of trade permits in zones (charging or limiting the number issued);
- Limit the number of second permits a household is allowed, to one;
- Limit the entitlement to visitor vouchers to a level consistent across each of the town's RPZs;
- Make it so that Blue Badge holders have to pay for their resident permits;
- Cease free permits to residents of pensionable age who do not own a car.

What do I need to do?

Please complete this parking consultation questionnaire as the results may impact the final action plan. The deadline for completed questionnaires is the 11th March 2022. Any responses received after this date may not be included in the analysis.

Your data

The information and responses that you provide will be treated as confidential and in accordance with UK data protection legislation. West Suffolk Council is the data controller for all information collected from this survey. Your data will be retained for the duration of the project following its submission before being destroyed. This survey and subsequent analysis are being carried out by 2020 Consultancy who are in contract with West Suffolk Council. Your information will not be shared with or passed onto any other party. Responses received as part of the consultation will be anonymised, stored, and handled in accordance with West Suffolk Council's Data Protection Policy.

2020

1. Please provide your full postcode for data mapping purposes: *

2. Are you responding as?

- A local resident living in one of the streets within a parking zone
- Someone who works in the area and parks in the streets affected
- A Bury St Edmunds resident that isn't within an existing parking zone
- Local Councillor
- A trade worker
- Other (please specify):
-

3. Please state your age range.

- Under 18
- 18-29
- 30-40
- 40-50
- 50-60
- 60-70
- Over 70

4. For what resident parking zone are you responding to?

- Zone A - Brackland area
- Zone B - Northgate Street
- Zone C - Nelson Road
- Zone D - South town centre
- Zone E - Castle Road
- Zone F - South corridor
- Zone G - The Broadway and Mustow Street
- Zone H - Victoria Street area
- Zone J - Eastgate Street area
- Zone K - Thingoe Hill
- Zone L - Grove Road area



- Zone M - Out Westgate
- Unsure
- I do not live in a road included within a zone

5. Please outline your views on the changes related to parking concessions within the Permit Zones. Please use the comments field to provide any comments relating to these changes.

	Strongly support	Support	Neither support or oppose	Oppose	Strongly oppose
Allow permit holders to use West Suffolk Council off-street car parks between 6pm and 8am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					

6. Please outline your views on the changes related to the parking operations within the Permit Zones. Please use the comments field to provide any comments relating to these changes.

	Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
Extend the operating times of all permit schemes from 8am to 8pm (these currently vary with some operating from 10am to 4pm and some 8am to 6pm) and bring in more evening enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Integrate permit zones where one is heavily subscribed and another less so	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					



Comments:

7. Please outline your views on the changes related to additional parking within the Permit Zones. Please use the comments field to provide any comments relating to these changes.

	Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
Ask Suffolk County Council to review single yellow lining with a view to enabling more parking bays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ask Suffolk County Council to review double yellow lining with a view to enabling more parking bays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					

8. Please outline your views on the changes related to the service requirement within the Permit Zones. Please use the comments field to provide any comments relating to these changes.

	Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
Add car registration details on permits to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					



	Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
counter unauthorised use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Review process of issuing trade permits within RPS Zones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limit entitlement of second permits to 1 only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limit entitlement to visitor vouchers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make it so that Blue Badge holders have to pay for their resident permits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cease free permits to residents of pensionable age who do not own a car – instead they will be able to buy visitor vouchers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

9. Please select the three changes that you would like to see prioritised.

	Change
First priority	<input type="text"/>
Second priority	<input type="text"/>
Third priority	<input type="text"/>



10. Are there any changes that haven't been included within this consultation that you feel should be explored further?

Change	<input type="text"/>
Change	<input type="text"/>
Change	<input type="text"/>
Change	<input type="text"/>
Change	<input type="text"/>

11. Please use this space to make any comments that you think are relevant to this consultation

APPENDIX C – CONSULTATION COMMENTS

Comments
Get it done!! Consultations often drag on and nothing happens!
I already disagree with the fact we have to pay to have someone park outside to visit us. And I strongly oppose the increase in operating hours.
Zone D permits are issued to businesses and residents in many streets without parking spaces eg The Traverse and Abbeygate Street. There have been a number of premises converted to residential use recently which add to the numbers entitled to apply for permits. The latest being the old Palmers building. Some of these streets could be allocated to other zones. Also merging zones result in zones which are too large and would permit moving within zones eg increase pressure on spaces nearer the town centre.
The comments stated by me on Section/Question are also relevant to this area as well.
So much available parking is lost by poor parking within bays ~ marked spaces within bays would prevent this & allow maximum use of spaces. Often 2-3 parking spaces per bay are lost through bad parking!!
Limit the speed limit to 20 mph in some roads like Albert Street, Albert Crescent, Victoria Street, York Rd and Queens Rd which, notwithstanding recent reviews, are rat runs with occasional damage to parked cars, many near misses, occasional driver confrontation. This fact is related to the car parking issues. Additionally, driver education is needed so that drivers park considerately, eg parking up to the limits of the markings, not 2-3 yards away thus reducing available space
There is an area of Cannon Street (Zone A) that can only be parked on in the evenings and on Sundays - could this be made into bay (permit) parking?
Allowing permit holders to use Council car parks is the single biggest improvement that can be made & should be implemented immediately.
Find effective measures to get cars off the road when dropping children off at school to reduce congestion and pollution
As a resident who lives on a road with 2 schools I am fed up with teachers parking outside my home, I would like it made so they park on the opposite side of the road where there are no homes, also times extended so that I'm able to find somewhere to park if I come home between 3pm-4:30pm as parents part all down our road including on the yellow zigzag lines and in front of dropped curbs.
How about double-decking the Tayfen Road / St Andrews Street North car park? Some of it then could be used for more permanent parking.
Cost increases must be kept to a minimum. Many households are, or will be, struggling in these inflationary times. Too many of these changes will require significant expense to the council, e.g. signage or reclining, which will then need to be passed on to households. I am not convinced the expense will be justified.
Residents of this area are having all street parking taken by commuters parking all day during the week and also shoppers at the weekend. The people parking in this area ignore that it is a resident area, pay little heed to pedestrians or residents who in the area. NO respect is given to emergency access. Drivers have NO INHIBITION about flouting road safety so that they can get to a free parking space, many residents have received verbal abuse from motorists. Trying to turn out of Qwysson Avenue has become dangerous as vehicles are parked causing the junction to be blind. The state of parking is a blight to the area.
As a zone user, integration of busy zones with non-busy zones will make abuse of the system worse and will be unfair to those people who work shifts, long hours, those who do not work from home - they will not be able to park near their homes. Also an issue for people with young children, mobility issues etc. This seems counter productive. The parking in my area gets worse every day by people with no permits at all so having extra zone users would probably push me out every day. More enforcement in the zones, providing of registration details, extensions of zone times, and free evening car park use for people who have a permit will alleviate this issue. I also believe you should investigate introducing a scheme to help households who need more than 1 additional permit that will allow them to park in a council car park for free - 24 hours. Easy to set up - a different colour to a main resident permit (whereby they can only park in a car park for free in the evenings) but still identifiable as a resident of Bury who should not be penalised for working, having a car, needing a

car, needing to travel to work and then having to pay to park. Finally, if the rail infrastructure was improved (ie more than one provider than Greater Anglia - with greater commuter possibility, perhaps less cars would be required)
Need to review areas next to permit areas as these are getting congested / dangerous (eg east close)
We've been really disappointed since moving to Bury St Edmunds with the appalling lack of parking spaces for residents. We are a household of two adults with one very small car and so rarely are able to find a space. Keeping the car parks free for residents is the least that can be done, in addition we would like to see more of central Bury parking where we live converted into residents parking as it would be in any other town/city.
I do think there is something fundamentally wrong with purchasing something that there is no guarantee of , I think the car parks should be available 24/7 for residents with a permit
Being able to park in the car parks has been amazing. It is so nice to come home and know I am guaranteed to be able to park legally somewhere, or that I don't have to move my car off a single line at 8am in the morning. This one issue has improved my wellbeing by removing the daily stressful event of driving round and round looking for somewhere.
Enforcement needs to keep pace with whatever changes are implemented. Town still need to be made much more cycling friendly.
All comments made in above boxes, however, look forward to which suggestions are to be implemented.
In west gate street there is plenty of room to put more parking spaces on single yellows. Won't cause congestion or other problems as people park there after 6pm
Make some spaces e charging points for residents.
The parking bays in my area have been marked out to the space available and not taking into account the average size of a car. Therefore in some cases the bays are ample for two cars but not big enough to accommodate three cars. A disabled bay has also been created which has reduced the size of the neighbouring regular bays and where this bay used to easily accomodate 4 cars it now struggles to accommodate 3 plus the disabled bay.
Very opposed to changing enforcement time
Guildhall st north is often completely empty. Shoppers can park in council car parks. It is important that we don't have to pay a penalty if we are displaying a valid permit. We can only park one car at a time so we should not be penalised if it is not the car with the registration on the permit.
So pleased that you are looking to change this. Being unable to park in zone D has cost us so much money for a young family so it'll really help us to save if we can use the council car parks between 6-8 or parking in another zone that's less busy.
I realise that this consultation is mainly about existing parking zones but do feel with others that the dreadful state of parking in lckworth drive needs attention.We have no hope of visitor parking during the day as road l'd the only free road to park near town .his is alldzy everyday .No let up even on Saturdays and Sundays .
Please DO NOT enforce car registrations on the permits. It will be the small minority penalising people like me. And PLEASE don't go down to 1 permit per household.
Making town pedestrian will cause traffic in Churchgate and Guildhall street and I strongly oppose that plan
Condider allowing residents to park in the carpark in the day if no spaces .Where are we meant to park if not
Developments on Tayfen and Station rise have inadequate parking, and increase usage in particular Zone A. Parking and access to Tayfen Road should be given more attention in the Planning process. Parking wardens should contact residents from vehicle registration details in the case of consecutive day penalties before issuing a second penalty. Similarly, the authority should follow up PCN's after 14 days NOT 28 days.
There is a need for flexible resident parking options as more people are working from home without the need to worry about time limits, moving the car in the morning and constantly looking for a space. Even with offices opening up, many people are still only going in one day a week and many will use public transport on these days. However, giving up a car completely isn't an option as public transport around West Suffolk is abysmal (and as a lone female I wouldn't feel comfortable walking some places in the evening). Trains outside of Bury are once an hour on the weekend and often subject to bus replacement services - my sister lives around Debenham, if I want to travel there I have no other option then to go by car. Asking people to give up their cars is unrealistic, but I would be open to more incentives for electric cars such as dedicated permit parking bays and charging points. If I could easily own, park and charge an electric car close to my house I wouldn't think twice about switching.

I just hope we don't have to wait years and years for the improvement's to be made!!!
It will be nice more parking available for residents with parking permit. They have been numerous times I haven't been able to find parking and has resulted to been ticketed.
Allow parking in Mark Jennins lane
It would be helpful if the double yellow lines were more obvious to car / trade. users - whether resident or not and more control of this at weekends by the patrol officers.
Encourage car owners to park responsibly and close to the car in front even if there is a large space available, which there occasionally is. Tradesmen are particularly prone to this
Would be good to complete this piece of work.....
Clearly mark the car spaces to maximise the parking sapce
I personally cannot see how parking can be improved as there are so many houses with families and more houses being built all the time with not enough space for everyone to park. Nevertheless some of the local businesses and shops appear to be able to park in residents; areas, having acquired permits through residents
Please put the street lights back on too. There are lots more crimes committed to residents cars because of this. Think about the safety of lone female households like myself who work different time shifts, often returning home from a twilight shift at 1am.
Are people penalised for poor parking? I see so many cars parking very selfishly and if more thought were put in to it prior to abandoning their car you would regularly be able to park more vehicles. Even if this was only possible for those parking at the end of a bay who should set the spacing for everyone else. I think there should be a one way system in place for queens road and York road to discourage it being used as a race track and some speed enforcement put in place. The reason this is relevant is because it is a safety concern and many residents have complained about the noise and speed of vehicles going through. Therefore if speed bumps were going to be introduced this would impact the space available to park.
If any work in the road is planned, please ensure it takes place on the days that the parking has been suspended, rather than another week entirely.
Wardens stop people parking over the white break lines on parking bays - never seen them do this This action makes it very dangerous to leave a drive and turn, often takes several manoeuvres and they park over the line all night or all weekend Never seen a warden do anything
It is impossible to park outside one's house for access purposes for disabled property owners.
you would solve a lot of parking problems if you properly supported people to move away from ICE cars with public transport and EV solutions.
I often find residents park I considerately and In a designated disabled parking bay. Trades often park there too without a permit and when there is parking at the back of the properties they are working on. The local schools often cause extra parking issues in the mornings where non residents take up residents spaces at 8am.
I find since the permit has been introduced to Zone L, there are less spaces available when coming home from work. I think this is becuae previously people would park in Zone L to travel into town for work and leave before i get home from work. The number of parked cars is never an issue in Zone L, there is always a space available somewhere at all times. However, the main issue is people that park on the double yellow lines for long periods of time in the evenings and overnight.
This problem will not be solved as long as households in this Victorian area have two or three cars each.
I live close to local schools/shops. People abuse the permit spaces (and double yellow lines) regularly but we never see the civil enforcement wardens at peak times (school run etc). Please remove signs which have been clearly put up by local residents claiming that parking on their street is for residents only when it doesn't appear to be true. Fen Way for example. Trying to prevent people parking quite lawfully on a street where there are no restrictions is not helpful
It is so annoying at school times not being able to park it's so dangerous how they park in front of our garage on soluble yellow lines
The parkway multi surface car park gate shuts a 6pm too early especially if you change the parking to just overnight doesn't make any sense ridiculous YET AGAIN
One that hasn't been mentioned is any provision for Electric cars charging
If you review double yellow lines. Please ensure that they remain around corners. Visibility is severely limited when cars park (currently illegally) in these zones.
Don't see parking wardens very often
Due to Bury St Edmund's increasing population , the parking problem will be very hard to solve in as much as there are only a limited number of streets to use . The council should not be swayed by

residents in areas such as Barons Road , where residents have drives . The yellow lines is this area is where lines could be removed to allow more parking.
I think that there are 2 reasons why this area was included in a parking permit scheme, one being the cost of the car parking in town so people parked here and walked into town, and also because there is a school in Grove Road, which caused a lot of issues. We have to either arrange our visitors around permit times or purchase visitor permits. I do not believe it would be fair to increase the current hours during which a permit is required as outside of those times parking here is not an issue.
What can be done to stop certain vehicles being allowed to park and not move for months at a time taking up valuable space? For example there a two vehicles in Bridewell Lane that have not moved for months. Could the council offer alternative parking for these long stayers out of the town centre?
Off street car parks need to be made available 24hours 7days and be accessible at all times. To be a lone female walking across a lonely car park as the nearer spaces to home are either full up or inaccessible is a big problem and this should be considered.
In my view people park in any spot, making some times difficult for some permit holders to park close to their residence, where in case of any incident, owner would never know about it. create park close to residence with number of door if possible.
I feel that the comments on limiting use of permits and free permits are very unnecessary and are likely to effect the mental well-being of older people, via limiting the amount of people that can visit them via a vehicle
As above . Pensioners and blue card owners should pay for permits . No permits issued to people that don't own cars . "Carer permits " If you need. (not any family member that likes to park in town for work)
Although not an answer to the number of parking spaces, the bays in Victoria Street could benefit safety by being less wide. Often drivers park too far away from the kerb (sometimes at an angle) and, although inside the line, almost block through traffic.
I Live on IP33 2SB and this street is NOT covered by the residents parking scheme. Sextons Meadows is now heavily used as a free carparking opportunity for town centre workers and would like the residents parking scheme extended onto IP33 2SB
i do not agree with charging blue badge holders
Traffic Wardens to police parents parking at front and side gates at King Ewards School and Primary school. Traffic Wardens to check at 8pm cars parked illegally and in dangerous positions.
If council wardens want to be seen as anything other than revenue collection officials, they should prioritise dangerous parking, on junctions, opposite entrances, blind corners etc, during the day there is NOT a shortage of space, so clearly we are paying for the privilege of parking on a public road near our homes.
I get fed up of buying a permit and not being able to pay .. queens close has limited spaces and everyone drives down to try and find one even though they didn't live in the close .. I work nights and twilights and need a space when I get home !! Can't we have allocated spaces for where we live?
It seems very unfair to pay for parking permits and regularly not be able to park near your house - i hope this consultation allows an improvement to this
I think that if residents have to buy a permit then the permit goes should be extended I also think that if you buy a permit you should get a visitor permit for free
Please extend double yellow lines / reduce parking bays on south side of Westgate St to improve sight lines when exiting Greene Mews and therefore improve safety.
Parking charge costs in car parks across Bury St Edmunds are VERY expensive. It is just a money making scheme for the council. We want to encourage shoppers and therefore business into Bury St Edmunds. Look at Ely - free parking - tell your friends!!! How wonderful. Have some park and ride areas around town with a shuttle bus. We need more public transport.
Thank you for reviewing this as it continues to be a problem. When I walk around the area I live over a weekend the cars parked are mostly residents so I don't feel the issue is due to visitors. We can't ban visitors to households which extending parking from 8am to 8pm will do as we can't afford giving out so many visitor permits, even if we only receive about 2 visits a week by family.
Individual painted bays may educate drivers to park correctly & fines issued for being out of bay. Inconsiderate parking is a huge issue.
Over zealous enforcement from some officers who refuse to use their common sense and discretion can make the scheme feel oppressive rather than a benefit.
Consider extending the residents parking zone to West Rd. This is heavily used by college students and increasingly by people walking into town

Please see 10 above. This is an obvious improvement to the over subscribing in Zone A. Usage for shopping is very low so shops would not be affected. Please review parking difficulties in and around Cannon St/Peas Pottage in early evening resulting from visitors to the pub and restaurant. Why not make all residential areas 'permit only' 24 hours.? Visitors should go to council car parks of which Bury is well served . This is commonplace in bigger towns and cities
I do think there should be more spaces available & more enforcement officers in the area checking the cars.
This is a very well thought-out consultation and I hope you get a good response.
Thank you for taking the time to do this. There are so many times I have had to pay for parking, wait to park until after 1800 in single yellow or pay to park locations (then move the car before 0800 in the morning!), and when we first moved here, be ticketed for not adhering to single and double yellow lines.
I support the review if it is focussed on improving permit parking for those most under pressure without increasing the pressure on other area which are 'just getting by' with particular difficulty in the evenings. Equalising the pain across all permit holder is not a solution, it's just moving the problem around
I think the survey pretty much covers it. I don't think anyone should have a second permit. One per household. It's the price you pay for living in town.
As above when converting office block into flats in Southgate Street I had when planning permission was sort to include some resident parking to be included never got a reply, opportunity missed to get some additional parking. My house is 48 Southgate Street at this point the road is wide enough for resident parking down one side. If we park after 1800 we have to move car early in morning and bays to full when coming home from work. There are bays halfway down Southgate Street for any one to park in for two hrs but permit holders can't use to leave car, thus are completely empty most times but we can't use it, very frustrating
I hear that council workers can no longer park with your permit in a different parking zone. This is not good for social workers or carers visiting their customers- if there is no space in the zone the permit is for, it is often necessary to park in an adjacent zone. These workers should not be expected to park a great distance away or face paying a fine if they park in the adjacent zone. These workers have neither the time nor the money for this. This new system does not support the county council at all- it should still be allowed that council workers or carers can park in adjacent zones with their permits.
As there is so few zone D spaces for the numbers of cars needing a space , keep allowing us to use council car parks as we can now.
The whole question of parking permits needs updating, also the local authority should be banned from issuing more permits than there are available spaces, this in any other business would be considered fraudulent.
Permit holders should be able to park in the front if they're property with registration number plate to have the spot allocated and not to be taken
As noted, this was flawed from the start, led by WSC staff who have no true understanding of the issues and no imagination capable of developing long term strategic solutions. Residents continue to be sidelined via Teams and biased online surveys when what should and can happen is direct interaction in public. I am disgusted to think that WSC actually believes its approach has been anything other than a white wash. Cllr Steven must resign.
Just seems a money making exercise with NO Benefits to residents of out westgate street
I think the suggested changes make a lot of sense. I also think that some assessment should be done on car speeds, particularly on narrow, busy streets where getting in and out of your car can put you very physically close to fast moving road traffic, especially during the morning and evening work rush.
I think residents that park selfishly leaving huge gaps between cars should get a warning then a fine.
Thank you for the opportunity to consult further.
I feel that if city fibre are to take our parking bays we should be given an alternative or they are to use the single yellows to erect their compounds.
You have a difficult undertaking to solve this issue, I do not envy you. My hope is that you are able to stay objective in your reasoning and will outline clearly the reasons for the decisions you make. Best wishes!
Make the permit zones 24hours. No unauthorised parking at any time. If visitors wish to visit, make them park in one of the various car parks dotted around the town.
There needs to be more enforcement of the permit areas

<p>Would support extending residential parking to include Etna Road. Since Premier Inn hotel and Starbucks drive through cafe have been built it has been increasingly difficult to secure parking in Etna Road. It doesn't make sense that Etna Road isn't included in residential parking permits.</p>
<p>As stated review dedicated parking zones for HGVs</p>
<p>I agree we should be allowed to use west Suffolk carparks but not in the hours you have suggested. By changing the times to what you have supposed then every weekend I will be panicing about finding a space on the street just so I don't get a fine and those days I work at home will have the same issue. Therefore don't change anything and keep it the way it is which is currently working and let residents use the carparks to park there cars all hours because there isn't enough room on the street for everyone. I live on blomfield street and I park my car at St Andrews long stay carpark every night as it saves me alot of stress trying to find a space every night</p>
<p>As above, please examine whether a lot of the time limited bays are needed, or at least whether they can be time limited for members of the public but available for residents at all time. Going forward, I would also ask that no permits are issued to any new builds in the area. Adequate parking should be built into the plans with the plans rejected if not (and this doesn't mean 1 space per flat!)</p>
<p>Add Greene Mews to zone D. Currently Friars Lane allows parking for residents of Greene Mews however, some spaces will be lost due to a school entrance. This will mean those residents who use Friars Lane will have no where to park as spaces in Greene Mews are limited. Westgate Street is zone D but Greene Mews is not recognised in any zones so will not be able to purchase a permit that allows parking.</p>
<p>Just let permit holders park in car parks all the time! Also stop building flats without integrated parking</p>
<p>Something needs to be done about residents parking. My mobility is somewhat compromised but not bad enough yet to apply for a blue badge. Parking problems are beginning to affect things I can do and choices I can make. Thank you</p>
<p>All resident parking permits to be ceased as of August 2022</p>
<p>To my knowledge this consultation has been ongoing for years with absolutely no results. The same comments are repeated year after year, but the results are, another consultation . No wonder residents are now cynical.</p>
<p>I would like to see residents parking extended into Barwell Road as it is currently used as a free alternative to using Ram Meadow Car Park by people who work in town. Mthis means that the street is clogged full and residents cannot park</p>
<p>I own a vehicle and live in xxxxx and therefore hope The Vinefields parking mess is eradicated for my solutions set in this Survey. I've had endless struggles finding a parking during the day outside of the permit requirement hour of midday.</p>
<p>St Johns Street, from the church to Long Breckland, is presently restricted to 30 minutes ,even for permit holders, during the day. It is very rarely used . Allow permit holders to park here during the day.</p>
<p>I feel that the most logical solution to the problem is to able to use the car parks anytime of the day! This is something we have done since lockdown began and it has worked brilliantly!</p>
<p>There is no doubt that parking allowances need to improve. I don't want to pay £70 per year and £55 for a second car to not even be able to park near my house. I would happily pay more if it meant being guaranteed my usual space. Non-residents and workers vans take up a lot of space on Northgate Street. Please provide us with value for money when parking. Utilise other potential spaces.</p>
<p>My comments above should be adequate.</p>
<p>Cancelling permits mid way through a term results in a windfall to the council. I appreciate that an administration charge should be applied for such changes but I don't understand why the value of the permit can't be divided by 365 x no days remaining and any surplus returned to the resident when the permit is surrendered.</p>
<p>Twice a year cleansing of parking zone streets with adequate warning!! eg coning of areas to be swept/cleansed</p>
<p>It disgusts me that decent tax payers and rent payers or home owners have to pay for a right to park outside their own home. And even then they arent able to park outside their home because people who dont even live close to their house are parking there. The situation needs alot more than a little work done to it. Nobody should have to park their car half way down the street from their house.</p>
<p>Will any of these recommendations be used. Suffolk c.c. does seem to have a high handed attitude to parking in Bury for residents</p>

Review the process of suspending parking bays for works to be completed to insure the works are completed in the suspended time frame, refund all parking ticket cost when no work is carried out on the day's the fine was issued
Too many cars, too many large cars, too many new houses with limited parking (1 tiny space at best), too many people ignoring restrictions, parking rules not enforced, good luck
See above. UNRESTRICTED use of Municipal car parks to avoid need for residents permit holders to move vehicles into over-subscribed residents bays during daytime. Many residents do not use cars for days at a time and would be quite happy to leave them in off-road car parks, and not have to contribute to unnecessary pollution, noise and traffic.
This problem is mainly the result of far too many permits being issued relevant to the number of available spaces. This is then exacerbated by the issuing of second permits to the same address. The problems are only going to get worse with Council approving developments in and around the town with insufficient off-street parking. Council must look at it's planning guidelines to counteract this issue.
as above - people should be asked not to leave big spaces between themselves and other cars.
There has been a proposal to increase the number of parking spaces in zone D for a long period of time which now needs implementing
I believe the addition of on street charging points for Eva's will complicate an already difficult situation.
within zone D we have a number of single yellow line areas and we have a heavy school traffic flow. More often than not we are unable to park within Zone D and are forced to park outside our house on Wesgate St on single yellows overnight between 6pm - 8am. We have received multiple parking fines in the morning. If we have moved our car, it is replaced with a car of a parent parking directly outside our home on a single yellow who received no punishment. Single yellow parking outside your own home should be allowed until 10am.
Parking for residents in Bury St Edmunds is more difficult than it has ever been, which is further irritated by visitors to the town parking on permit bays overnight, making it almost impossible most evenings to find a space to park in permit bay, or anywhere near your home even. The number of parking bays which are regularly suspended, with no sign or works being undertaken or any reason for the suspension makes the situation even more stressful. This is only made worse when works which the suspensions were likely for, are actually undertaken in the days or weeks following the suspension, therefore rendering ever more permit spaces unavailable for even longer. The presence of skips and vehicles that have not moved for some weeks or months is very irritating and should be dealt with in my opinion. I would suggest and welcome further support for residents parking and more options made available, or additional restrictions put on non-permit holders, so that those who actually pay for a permit can benefit.
We find it hard to park on Sundays as the resident zones are open to everyone. As we are a short walk to the town centre people use it as free parking when there are plenty of spaces available at Ram Meadow
I currently live in zone k, I have two vehicles I am only allowed one permit for my zone which is absolutely ridiculous as there are so many spaces free in my zone. It makes absolutely no sense to give one permit for this zone but other zones who are so heavily subscribed are allowed two. I have been issued numerous parking tickets for parking my works vehicle outside my property , I am now having to park in further up the road out of the zone which is then stopping people who live there being able to park. Please sort this out and allow two permits for zone k. I even applied for a drop curb which got rejected so I am at my last resort.
It is illogical to allow parking on single yellow at night and Sundays but not day time. There are a few locations where access is tight but generally if its suitable 6pm to 8am then it's suitable 8am to 6pm so make it a parking bay
Think outside the box. Encouraging people not to park and walk if no space outside their home, people are obsessed with being outside their front door, which is useful at times but not necessary. Look to see when the spaces are not being used and allow others outside of the zone to use the space.
Question 9 is a flawed question and your consultation planners need to take responsibility for this. You can not prioritise any of the choices if you disagree with all of them. This is going to render you consultation outcome invalid.
I hope this survey will be acted on urgently -target 4 months. Some yellow line reviews have been under consideration for 4 years I believe. Maybe disabled spaces could be reduced as blue badgers can park anywhere within reason?
I would like to point out this:- Past the church and towards the bottom of St Johns Street is predominantly residential but there is no resident parking, instead parking is limited to 30 minutes

<p>only from 8am to 5pm Not enough time from this distance to town centre to carry out any worth while activity. Possibly enough time for a quick visit, drop off or pick up in the Street itself This area has been a haven for the parking attendants, who on most days are able to issue tickets to drivers who have overstayed their time. In the evenings the cars parked here can be mostly permit holders. I don't know if residents in St Johns Street are intitled to buy parking permits or not but if they are and there is no parking on their street, then this is extremely unfair Most days including Saturdays this area is pretty much empty of parked cars It seems obvious to me that this part of St Johns Street or part of, could be included in the residents parking scheme which I think would provide 10 to 20+ extra spaces and would be especially welcome on Saturdays when most residents would more than likely be home and needing parking</p>
<p>Consideration should be given to the future need of home owners needing to charge their electric vehicle at home.</p>
<p>For a single woman , not being able to park close to my house in the dark is terrifying. Also, how am I expected to carry heavy shopping over a distance to my front door from a nearby street?</p>
<p>Fine people who park across 2 spaces. People from other parts of zone M park in Mill Road 8.15-6pm every day as we are nearer to town. Don't bring in 1 permit per house, we need to have 2 cars to be able to work and it would devalue our houses. The survey was a screwed up piece of paper that came through the letter box, not in an envelope, people may have thought it was just junk mail</p>
<p>Realise that people live in the town. They pay their taxes and would like to vote. Having a town that misses the residents needs makes it very difficult and complicated to live here.</p>
<p>Permits should not be given to people who have no cars. Its just wrong</p>
<p>Stop sending so many enforcers to ticket vehicles in residential areas like Bishops Rd and Blomfield St. The only people who park in these areas are residents who have no where to park. It makes sense to enforce in the city where commercial vehicles need to drive, parking spots are toned and in high demand, or entrances/exits are being blocked. It is spiteful and ridiculous to ticket residents outside of the main city. Parking in the back of bus station is critical when we have parking on only one side of the street and houses on both with multiple cars allocated per house. Also, someone was on vacation when construction popped up and their car was ticketed every day for a week. That was unacceptable and they should be refunded.</p>
<p>I definitely think all parking permit areas should be extended, there is plenty of car parks available, it's frustrating that people abuse the fact they can park wherever they wish regardless of what time of day.</p>
<p>Spare land could be utilised for car parking, land off Jacqueline close, bus station at nighttimes ...council buildings with parkng etc.</p>
<p>If residents have paid for parking they should be able to park. I rarely find a spacde and have used the car park most frequently - I am concerned if this changes I will not be able to park in an allocated space which will cause me significant issues when I have to go into work, as there would not be a space free when I left for work. I do not feel any of the suggestions (other than reducing the number of yellow and double yellow lines) put forward are pragmatic solutions to the issue of a lack of residents parking.</p>
<p>Whatever changes are made there needs to be clear communication and transparency so that residents are not in a situation where they have to chose between living in a beautiful historic town or being able to park their car near their house. It's clear that more permits are issued than there are available spaces, therefore it seems to me without question that the ability for legitimate permit holders to use town centre car parks, at any time, as an overflow should be implemented as a matter of urgency.</p>
<p>On the streets I park on, most bays are blocked by cars that rarely if ever seem to move perhaps 2 tier permits could be introduced with a heavily discounted permit for parking in council carparks for those that need their cars less. price of the regular permit could also be increased to dissuade those that block spaces with vehicles that are not needed daily.</p>
<p>People who move into these streets no about the parking situation us that have lived here for 40 years or more just have to except it or more we had no choice other people do they can choose not to move into a house in a permit zone if they don't like how it works</p>
<p>Please stop zone J any any other zone permit holders parking in private areas they do not belong in. Abbeyfields for example is currently plagued by Zone J permit holders parking there daily, and dangerously.</p>
<p>Allowing all school staff at st Edmundsbury and king edwards to purchase permits isn't necessary. They can park in town carparks such parkway or multi-storey both a few minutes walk away. School hours shouldn't be catered around. Parents block up the road and often stay parked there half the day 8-10 then back 2-4pm. Encourage them to park elsewhere or walk in. Upper school shield ten</p>

<p>shouldn't need dropping at the gate. Drop in town or B&Q. A number of residents have purchased permits for staff at Iceland, Boots and a burger restaurant. I have reported the car reg, permit serial number and the household that purchases and sells. So far only one had action taken. Another still parks here daily and uses st Edmundsbury primary school to drop his kids. If reg plate number of the householder was displayed on permit this couldn't happen. If council did their job this permit would be removed and a fine issued. Also non permit holders park down her for months before they get a ticket as no warden for months at a time. Prime example a neighbour displaying old expired permit for 3 months got just 1 ticket. Not one a day for 3 months. Enforcement is necessary!</p>
<p>As stated above I was responsible for setting up all the RPZ's in Bury when I worked for council. As such i have knowledge of the reasons why different approaches were used in some zones. I would be happy to give you some of my time if you think it would be helpful. You can email me at stephen_boor@yahoo.co.uk or text 07825 736132</p>
<p>Over the years I've lived in Albert Street I've noticed a real change in the parking here. It's become so crowded it's dangerous at times. Lots of school children walk down this street, often chatting and not paying attention. In that mix are cars coming to the Coop on Risbygate Street and rather than use their parking, use the residents bays, also the parents who drop off their children and park for a while waiting for them. In addition people are constantly parking right at the bottom of Albert Street on the double yellow lines by Risbygate Street. This prevents cars getting into the left hand lane to turn out of Albert Street. They are then in the middle of the road and a car turns in from Risbygate Street and suddenly has to break. And that's something that can happen at the same time as the Coop lorries slowly trying to reverse into their car park. I've spoken to parents waiting for their school children but they don't care and as they're in their cars they say they're okay to be there. Obviously there's never any enforcement officers around at this time! If the people who live on Risbygate Street didn't park in Albert Street it would make the situation better and much safer.</p>
<p>Cars belong in car parks: the clue is in the name. Both SCC and WSC should work together to change the culture of car dependency so that active travel is a priority, followed by public transport options: buses: trains: taxis - all electric vehicles only.</p>
<p>The small Car park at the bottom of northgate Street be included in the parking permits</p>
<p>Most people are still working from home. You need to keep the car park open to Zone permits until the issue changes.</p>
<p>A partial refund or discount on renewing permits, due to the amount of roadworks currently taking place which make it even harder to find a parking space in the residential permit zones.</p>
<p>The main problem, at least in zone D, is that there are simply too few spaces for the number of cars with permits. The obvious solution is to create more parking spaces and it would be good if the Council explored ways of doing this safely. One way of doing this would be to stop public parking on Guildhall St South and give these spaces to residents. This would also cut down the number of cars cruising round Churchgate St and Guildhall St looking for parking spaces. In the longer term, I think the Council needs to review traffic management as well as parking in residential areas. The town centre has changed considerably in the past three years. The number of shops has fallen and the areas where they are located have changed. There are now no shops on Guildhall St South and therefore there is no need for paying parking there. It would be beneficial if the Council acted to prevent through traffic from entering residential areas altogether.</p>
<p>Refer to my previous suggestion Victoria Permit Holders permitted to use Car Park behind CineWorld particularly the 28 bays running parallel to Chalk Road South. There is very little revenue gained from these bays as car park is seldom anywhere near full. These should be reserved. We're a bit sad really as our Lounge window overlooks car park so we are experts on usage !!!</p>
<p>I can see no benefits to any one from this permit scheme, it does not guarantee the permit holder to park out side their own house, which should be free. Costing the house hold, for no return. Instead the council making hundreds of thousands of pounds for nothing, the house hold not benefiting from anything.</p>
<p>Anyone can use any zone for 1 hour for dropping off, shopping etc.</p>
<p>The additional stress I have felt during the covid pandemic and the mix of people working from home, when I have to go in to work and move my car has been exceptional. I really wish I had to option to move out of the area. I do not feel West Suffolk Council take the issue seriously, there seems to be an attitude of 'you shouldn't move to the town centre if you want good parking' however not everyone has ended up in their living situations for the same reasons and still need to park and work effectively. There are so many solutions that could have been implemented years ago to ease the difficulty for residents and have not been. I feel that people parking in the wrong place has become a huge source of income in parking fines for the council, and they are reluctant to make parking easy.</p>