

**COUNTY COUNCIL – November 2023  
PUBLIC QUESTIONS**

<p><b>1. Questioner's name: Paul Aldridge</b></p>	<p><b>Respondent's name: Cllr Stephen Davies</b></p>
<p>Young persons supported accommodation deadline for Ofsted registration</p> <p>Can you confirm how many supported accommodation <b>properties</b> where you have placed a 16 or 17 year old under the children's act, has not submitted an application for registration by the Ofsted deadline of 28th October 2023.</p>	<p>GCC is currently utilising supported accommodation with 24 providers. Of these 24 providers:</p> <ul style="list-style-type: none"> <li>• 22 have submitted an application for registration to become a provider of supported accommodation with Ofsted by the deadline of 28<sup>th</sup> October.</li> <li>• One provider has chosen to submit an application to register as a children's home instead, and</li> <li>• One has not submitted an application. They are however, registered with the Care Quality Commission.</li> </ul> <p>We continue to work with this remaining provider and Ofsted to secure the most suitable outcome our children.</p>
<p><b>2. Questioner's name: Lorraine Campbell</b></p>	<p><b>Respondent's name: Cllr David Gray</b></p>
<p>Would the Council agree that absolutely no suggested changes or mitigations to St. Barnabas roundabout in Tuffley could ever make it able to cope with the resulting extra traffic caused by any large housing development along the A4173 Stroud Road? (The route is already under considerable pressure for a number of reasons, including an increase in school run cars for St. Peter's, due to bus service cuts.) The idea of even more vehicles impacting on this road system is obviously unsound, and always will be, surely?'</p>	<p>Before any changes could be implemented a number of phases would need to be completed; there would need to be agreement that the allocation of the site within the local Plan was approved – with a high level justification on transport issues; the proposer or developer would then need to submit an application in respect of a site, with proposed transport mitigations; and Stroud District Council as Local Planning Authority would then need to agree the mitigations (following our input as Highway Authority) through the planning process.</p> <p>We have given evidence to the Local Plan Inspector about our views on Stroud District Council's Local Plan proposals for Whaddon; which are that the plan is unsound.</p>

	<p>Any potential wider solutions are for SDC to develop as part of their Local Plan proposals and they would then be responsible, in their role as Local Planning Authority, for approving any planning permission (and associated transport mitigations) that would ultimately be brought forward by the landowner or developer. Hence, I would encourage you to make representations to Stroud District Council about your concerns.</p> <p>However as stated the County Council would be a statutory consultee in any process as part of our role as Highway Authority, but until any such proposals come forward our position remains the same in that the current plan proposals are in our opinion unsound.</p>
<p><b>3. Questioner's name: Karen Elen</b></p>	<p><b>Respondent's name: Cllr David Gray</b></p>
<p>I understand that the proposed changes to St Barnabas roundabout (i.e. install a 4 way traffic light junction, closing the exit onto Reservoir Road and exit from Reservoir onto the Stroud Road south only), are intended to improve traffic capacity at the junction and improve safety for pedestrians and cyclists.</p> <p>Has the knock-on impact of increased traffic flow at St Barnabas on the St Aldate roundabout at the end of Finlay Road been considered? How will increased traffic at this roundabout be dealt with?</p>	<p>Similar to Question 2, before any changes could be implemented a number of phases would need to be completed; there would need to be agreement that the allocation of the site within the local Plan was approved – with a high level justification on transport issues; the proposer or developer would then need to submit an application in respect of a site, with proposed transport mitigations; and Stroud District Council as Local Planning Authority would then need to agree the mitigations (following our input as Highway Authority) through the planning process.</p> <p>The Council's position here remains unchanged in that we believe that the proposals put forward in SDC's Local Plan are unsound. There is currently no planning application and consequently no detailed transport assessment of the detailed transport impacts.</p>

	<p>Any scheme of highways mitigation has therefore not been agreed between the Promoter (SDC or the Developer) and the County Council and as such discussions regarding the knock-on effects of proposals, are premature and hypothetical at this stage. However, I would encourage you to make representations to Stroud District Council about your concerns.</p>
<p><b>4. Questioner's name: Karen Elen</b></p>	<p><b>Respondent's name: Cllr David Gray</b></p>
<p>What will the impact be of increased traffic flowing along Finlay Road on the safety of children attending Finlay Road Primary School? How will their safety be ensured?</p>	<p>Similar to Question 2, before any changes could be implemented a number of phases would need to be completed; there would need to be agreement that the allocation of the site within the local Plan was approved – with a high level justification on transport issues; the proposer or developer would then need to submit an application in respect of a site, with proposed transport mitigations; and Stroud District Council as Local Planning Authority would then need to agree the mitigations (following our input as Highway Authority) through the planning process.</p> <p>The Council's position here remains unchanged in that we believe that the proposals put forward in SDC's Local Plan are unsound. There is currently no planning application and consequently no detailed transport assessment of the detailed transport impacts.</p> <p>Any scheme of highways mitigation has not been agreed between the Promoter (SDC or the Developer) and the County Council and as such discussions regarding the knock-on effects of proposals, are premature and hypothetical at this stage. However, I would encourage you to make representations to Stroud District Council about your concerns.</p>

<b>5. Questioner's name: Karen Elen</b>	<b>Respondent's name: Cllr David Gray</b>
<p>What will the impact be on visitor numbers to Robinswood Hill? All visitors coming by car will have to access the hill car park from St Aldate roundabout, which means a long detour for all, apart from those coming south west from Eastern Avenue.</p>	<p>Similar to Question 2, before any changes could be implemented a number of phases would need to be completed; there would need to be agreement that the allocation of the site within the local Plan was approved – with a high level justification on transport issues; the proposer or developer would then need to submit an application in respect of a site, with proposed transport mitigations; and Stroud District Council as Local Planning Authority would then need to agree the mitigations (following our input as Highway Authority) through the planning process</p> <p>The Council's position here remains unchanged in that we believe that the proposals put forward in SDC's Local Plan are unsound. There is currently no planning application and consequently no detailed transport assessment of the detailed transport impacts such as the Robinswood Hill access.</p> <p>Any scheme of highways mitigation has not been agreed between the Promoter (SDC or the Developer) and the County Council and as such discussions regarding the knock-on effects of proposals, are premature and hypothetical at this stage. However, I would encourage you to make representations to Stroud District Council about your concerns.</p>
<b>6. Questioner's name: Karen Elen</b>	<b>Respondent's name: Cllr David Gray</b>
<p>How will emergency services access houses at the St Barnabas end of Reservoir Road? It will presumably be necessary to detour via Finlay Road and St Aldate roundabout which will add time to the journey. Also, there are several care residential homes on</p>	<p>Similar to Question 2, before any changes could be implemented a number of phases would need to be completed; there would need to be agreement that the allocation of the site within the local Plan was approved – with a high level justification on transport issues; the</p>

<p>Reservoir Road, has access to these properties by the emergency services been considered?</p>	<p>proposer or developer would then need to submit an application in respect of a site, with proposed transport mitigations; and Stroud District Council as Local Planning Authority would then need to agree the mitigations (following our input as Highway Authority) through the planning process.</p> <p>The Council's position here remains unchanged in that we believe that the proposals put forward in SDC's Local Plan are unsound. There is currently no planning application and consequently no detailed transport assessment of the detailed transport impacts.</p> <p>Any scheme of highways mitigation has not been agreed between the Promoter (SDC or the Developer) and the County Council and as such discussions regarding the knock-on effects of proposals, are premature and hypothetical at this stage. However, I would encourage you to make representations to Stroud District Council about your concerns.</p>
<p><b>7. Questioner's name: Karen Elen</b></p>	<p><b>Respondent's name: Cllr David Gray</b></p>
<p>Has the impact on access to the houses at the St Barnabas end of Reservoir Road been considered? Closing the entrance to Reservoir Road from St Barnabas roundabout will make it necessary to take a circuitous detour via Finlay Road to access these properties which is detrimental to residents.</p>	<p>Similar to Question 2, before any changes could be implemented a number of phases would need to be completed; there would need to be agreement that the allocation of the site within the local Plan was approved – with a high level justification on transport issues; the proposer or developer would then need to submit an application in respect of a site, with proposed transport mitigations; and Stroud District Council as Local Planning Authority would then need to agree the mitigations (following our input as Highway Authority) through the planning process.</p>

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<p><b>8. Questioner's name: Karen Elen</b></p>	<p><b>Respondent's name: Cllr David Gray</b></p>
<p>Safety of pedestrians and cyclists at St Barnabas roundabout can be improved by installing peak time traffic lights at the existing roundabout. Has this been considered?</p>	<p>Similar to Question 2, before any changes could be implemented a number of phases would need to be completed; there would need to be agreement that the allocation of the site within the local Plan was approved – with a high level justification on transport issues; the proposer or developer would then need to submit an application in respect of a site, with proposed transport mitigations; and Stroud District Council as Local Planning Authority would then need to agree the mitigations (following our input as Highway Authority) through the planning process.</p> <p>The Council's position here remains unchanged in that we believe that the proposals put forward in SDC's Local Plan are unsound. There is currently no planning application and consequently no detailed transport assessment of the detailed transport impacts.</p>

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<p><b>9. Questioner's name: Karen Elen</b></p>	<p><b>Respondent's name: Cllr David Gray</b></p>
<p>What will stop drivers exiting Reservoir Road onto Stroud Road south making turns in one of the cul-de-sacs on Stroud Road (e.g. Oakbank), if they want to go in a different direction? This will create hold-ups, will be inconvenient for residents and means Reservoir Road would still be a 'rat-run'.</p>	<p>The Council's position here remains unchanged in that we believe that the proposals put forward in SDC's Local Plan are unsound. There is currently no planning application and consequently no detailed transport assessment.</p> <p>Any scheme of highways mitigation has not been agreed between the Promoter (SDC or the Developer) and the County Council and as such discussions regarding the knock-on effects of proposals, are hypothetical at this stage.</p>
<p><b>10. Questioner's name: Karen Elen</b></p>	<p><b>Respondent's name: Cllr David Gray</b></p>
<p>How many vehicles could the proposed traffic light junction at St Barnabas actually deal with? Is it enough to cope with the extra traffic that would be created by the proposed Whaddon Grange development? If not, then the size of this development is presumably too large as currently proposed?</p>	<p>Similar to Question 2, before any changes could be implemented a number of phases would need to be completed; there would need to be agreement that the allocation of the site within the local Plan was approved – with a high level justification on transport issues; the proposer or developer would then need to submit an application in respect of a site, with proposed transport mitigations; and Stroud District Council as Local Planning Authority would then need to agree the mitigations (following our input as Highway Authority) through the planning process.</p>

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<p><b>11. Questioner's name: Tom Peckham</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>Zone 15 parking</p> <p>I wish to know how an elderly person who does not drive, who lives alone and does not own a mobile phone obtains a parking permit for a visitor.</p> <p>It would seem that visitors to such people are taxed if a visitor permit was obtained, but that the new zone makes it virtually impossible to get such a permit.</p> <p>A letter to MIPermits, who do not even have an address in Gloucestershire, asking the above question was not replied to. An e-mail to the company produced a bewildering set of instructions which were utterly baffling. A PIN, which expires after seven days was offered. The possibility of using a pass word was offered.</p> <p>For a person who does not use "on-line" banking, and older people regard that as too dangerous, it appears that there is no possibility of obtaining a visitor permit. The option of writing a cheque, which is a safe and well tried system, is not offered. Neither is there the option of calling at the Council Offices and paying by cheque.</p>	<p>I'm sorry to hear of your difficulties and any confusion that your contact with MIPermits might have caused.</p> <p>We no longer accept cheque payments for visitor vouchers as we have found that instances where people do not have on-line access, a mobile phone or the ability to pay by debit or credit card, are extremely rare. As is the number of people who would prefer to pay by cheque and post this or hand deliver it.</p> <p>I'm not clear where you live within the zone however, I'm happy to put you in touch with officers to discuss a possible way forward.</p>



<p>The new Zone 15 isolates people and causes extra expense with no benefits at all. How do I obtain a visitor parking permit?</p>	
<p><b>12. Questioner's name: Richard Seymour</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>We live on Selkirk Street in Cheltenham which used to be in Zone 5 and is now in Zone 15. The vast majority of the parking spaces were reserved for Residents Only Parking: there were very few spaces allocated for anyone to use for 2 or 4 hours.</p> <p>After the changes that Zone 15 introduced, most spaces are now allocated for anyone to use for 2 or four hours and given that we are a short walk from Cheltenham Town Centre these spaces are heavily used by shoppers.</p> <p>As a result it is often impossible for us to find a parking space near our home.</p> <p>My question is this: Why were these changes made when the stated reason for introducing Zone 15 was to benefit residents; and how is it fair that we pay for a residents' permit but can't park ?"</p>	<p>To enable local residents' needs to be taken into consideration the changes to parking in Selkirk Street were made only after extensive public consultations.</p> <p>More detail can be provided from our website: <a href="https://www.goucestershire.gov.uk/cheltenham-parking-zone-15-highways">Cheltenham Parking Zone 15   Highways (goucestershire.gov.uk)</a></p> <p>Whilst it is clearly not the intention of the scheme to make it harder for residents to park we accept that sometimes there are unintended consequences and I apologise if this has had an adverse impact on you. That is why we have committed to a review of the zone in autumn next year to address such issues. This will allow more time for parking patterns to settle down and will also give you another opportunity to input into the design of the parking scheme.</p>
<p><b>13. Questioner's name: Mrs Drinkwater</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p><b><u>Subject - All Saints Cheltenham new Zone 15 parking arrangements</u></b></p> <p>Zone 15 was due to be in full operation in early September 2023, I hear there have been some delays with installing new signs and road markings. Commuters and visitors are taking advantage of this situation and are using the phrase "if there's no signs there's no fines" to take a</p>	<p>We would like to sincerely apologise to residents living in the parking zone 15 in Cheltenham for the delays and problems with implementing the new parking scheme. We are grateful to all residents for highlighting the issues and for their patience while we resolve them. Reflecting on residents' feedback, we have shared an update on the Zone 15 scheme here:</p>

<p>chance and continue with their parking habits. Some blue warning badges were issued by parking enforcement officers to address some people, but these parking up instances are still happening:</p> <p>Q. Will GCC be making an official public statement to confirm that Zone 15 is fully up and running?</p> <p>Q. If Yes, when do they propose to to this?</p> <p>Q. If not, how much longer is this delay going to carry on for?</p>	<p><a href="https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/">https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/</a></p> <p>We have continued to complete any minor outstanding issues a road at a time and this has allowed many of the roads within the zone to be completed and operational for some time. Warning notices have initially been issued followed by parking enforcement. There has been considerable publicity about the zone and we anticipate that this will continue to encourage drivers to comply with the restrictions as more and more roads are completed and more and more areas therefore commence warning notices and enforcement. This alongside continued publicity about the restrictions will continue to increase the level of compliance.</p> <p>The zone will be completed in its entirety by December and hence, we will be extending all permits to expire in December 2024 and be making arrangement to credit individuals with any month-by-month permit payments and visitor vouchers they have used before December 2023.</p>
<p><b>14. Questioner's name: Mrs Drinkwater</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>There is confusion with some drivers who park in my area of Zone 15.</p> <p>Some locations should only be used by "Permit holders only" some people don't bother to read the signs properly or understand what the new signs in the road mean for them.</p> <p>Commuters are still parking all day in the unmarked areas that are for permit holders (i.e. in places that are not one of the marked shared bays).</p> <p>This is not fair on the permit holders, therefore:</p>	<p>We would like to sincerely apologise to residents living in the parking zone 15 in Cheltenham for the delays and problems with implementing the new parking scheme. We are grateful to all residents for highlighting the issues and for their patience while we resolve them. Reflecting on residents' feedback, we have shared an update on the Zone 15 scheme here:</p>

<p>Q. Are GCC aware of these continuing issues?</p> <p>Q. Will GCC highlight this fact in a public statement so that commuters/visitors understand the rules and park up in the correct allocated bays for the correct amount of time?</p>	<p><a href="https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/">https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/</a></p> <p>We have continued to complete any minor outstanding issues a road at a time and this has allowed many of the roads within the zone to be completed and operational for some time. Warning notices have initially been issued followed by parking enforcement. There has been considerable publicity about the zone and we anticipate that this will continue to encourage drivers to comply with the restrictions as more and more roads are completed and more and more areas therefore commence warning notices and enforcement. This alongside continued publicity about the restrictions will continue to increase the level of compliance.</p>
<p><b>15. Questioner's name: Mrs Drinkwater</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>Review of Zone 15</p> <p>Q. Is it true that there will be a review of Zone 15 in 2024?</p> <p>Q. If so when would a review take place e.g. in September 2024 or later in 2024 or even further ahead?</p> <p>The work that has been completed to date has greatly improved our road and life for various reasons. The sooner GCC confirm that Zone 15 is completed the better it will be for all of the residents/visitors/commuters/parking enforcement officers etc.</p>	<p>Reflecting on residents' feedback, we have shared an update on the Zone 15 scheme here:</p> <p><a href="https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/">https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/</a></p> <p>The Council are committed to reviewing the operation of the new areas once these have settled in and this will be scheduled for Autumn next year. This is good practice for any new zone but will also help to ensure that the included roads, days and hours of operation of the zone, its benefit or impact on residents and the operational provisions (vouchers, permits mix of bays) are appropriate for the needs of the area.</p>

<p>I believe that a clear statement about Zone 15 needs to be communicated soon, its a big change for some residents to get used too, but one that has so far improved the area.</p>	<p>I'm pleased to hear that the changes are a benefit to you. We have continued to complete any minor outstanding issues a road at a time and this has allowed many of the roads within the zone to be completed and operational for some time. Warning notices have initially been issued followed by parking enforcement.</p> <p>We expect the zone to be completed in its entirety by December and hence, we will be extending all permits to expire in December 2024 and be making arrangement to credit individuals with any month-by-month permit payments and visitor vouchers they have used before December 2023.</p>
<p><b>16. Questioner's name: Izaak Tailford</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>As you will know with Zone 15 being such a large area, it is unlikely that someone could reasonably park outside the zone when visiting a resident, making visitor vouchers more important.</p> <p>So is there a reason for the 50 visitor vouchers limit per household in parking zones?</p> <p>I have been told previously that is it rare that someone reaches the full 50, but what harm is there in having a higher limit just in case?</p>	<p>Most of our resident parking zones include significant parking provision for short stay visits of between 2-4 hours. When combined with the scheme operating hours this means that most visitors do not need a voucher. As visitors may stay for longer at weekends the number of vouchers was originally based upon vouchers for 50 weekends (1 Visitor Voucher is valid for a whole weekend).</p> <p>In the 12+ years that we have operated the 50 voucher policy in many zones we have found that it works fairly well and strikes a reasonable balance. Offering more vouchers would increase parking pressure and reduce the benefits of the scheme to other residents. So whilst this may seem acceptable in some peripheral, quieter streets it is likely to be problematic in terraced streets nearer the town centre and hospital.</p> <p>However, we will be reviewing our policy on both the 50-visitor permit cap for households and the 2 permits per business cap in advance of the main review and it will be a consideration as part of the overall review of the zone in Autumn 2024.</p>

<p><b>17. Questioner's name: Izaak Tailford</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>Limiting parking zone residents to digital only visitor vouchers is potentially discriminatory to those less able, as it creates difficulties with accessibility.</p> <p>Currently residents either have to use the app, or alternatively they can call a phone number. These might be suitable options for a majority of people, but there are plenty who may struggle to use technology and also have difficulty on the telephone, whether that be anxiety, hearing loss or other reasons.</p> <p>Without offering paper alternatives, permit parking zones may stop some people from having visitors and cause residents to feel isolated.</p> <p>I have been told that it is rare that councils offer paper visitor vouchers these days. Anecdotally however, I have used a paper visitor voucher myself in a city when visiting this year.</p> <p>So will the council commit to offering paper visitor vouchers again to those who need them for accessibility?</p>	<p>I sorry if you have had difficulties using the digital process. We don't feel that the application process is discriminatory against any individuals or groups within our communities and our approach is very much consistent with best practice nationally and our own experience of operating zones and the associated application process for a number of years.</p> <p>The council's permit system has been digital for over 10 years. This has brought significant benefits to users, enabling permits to be purchased and paid for without the need to visit a council office or wait for them to arrive in the post. It has also reduced scope for fraud and enabled the cost of the service to be kept down.</p> <p>As you rightly highlight if people aren't comfortable using the app technology then they can of course use the phone number to discuss issues or to apply for a permit or vouchers. This is part of a number of measures in place to support people who are digitally excluded and those who have disabilities or other needs. On balance these mitigations enable us to offer an efficient and accessible service that enables us to comply with our legal obligations under the Equalities Act therefore we have no plans to revert back to a paper-based system.</p>
<p><b>18. Questioner's name: Izaak Tailford</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>I am glad that carers permits exist, as so vital that people in all parking zones can access care as easily and affordably as possible.</p>	<p>Carers permits are specifically to assist with adults who require active ongoing domiciliary care to help them to live independently at home.</p> <p>As a general rule areas which have resident parking zones face higher pressure/demand for parking and have restricted numbers of parking spaces. Whilst in a perfect world we would like to be able to offer more</p>

<p>However, I have had residents tried to apply for a carers permit specifically for childcare reasons, but was denied as not a healthcare related issue.</p> <p>Many families in All Saints / Zone 15, and I imagine across all parking zones, rely on family members such as grandparents to provide childcare each week.</p> <p>Without care permits, even if the childcare was only once per week, residents would use up all of their visitor vouchers without ever having any actual visitors.</p> <p>Why is general childcare not permissible for carers permits?</p>	<p>permits there is an upper limit on the total number of permits of all types that can be issued and used in a street before the scheme becomes ineffective.</p> <p>However, we will be reviewing our policy on the 50-visitor permit cap for households in advance of the main review.</p> <p>In addition, there are also free 2 and 4 hr parking zones throughout the zone and these additionally help to ensure that any visitor arrangements or short-term childcare can be facilitated alongside the use of visitor vouchers.</p>
<p><b>19. Questioner's name: Izaak Tailford</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>When the 12 month review of Zone 15 happens, will areas on the outskirts of the zone have the chance to opt out of the scheme if a large majority in those areas object?</p>	<p>The Council are committed to reviewing the operation of the new areas once these have settled in and this will be scheduled for Autumn next year. This is good practice for any new zone but will also help to ensure that the included roads, days and hours of operation of the zone, its benefit or impact on residents and the operational provisions (vouchers, permits mix of bays) are appropriate for the needs of the area.</p> <p>The review will take residents' feedback into account and consider evidence on how well the scheme is working and any tweaks that could be made to things like hours of operation etc. It is worth noting that we have never had a request from residents to remove a scheme once final implementation is complete and they begin to feel the benefits.</p>
<p><b>20. Questioner's name: Izaak Tailford</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>In what format will the 12 month review of Zone 15 take place?</p>	

<p>It was notably difficult for residents to comprehend the proposals during the consultation, because the system was difficult to use and residents were not provided with printed maps.</p> <p>Will the council be adopting a more open and inclusive approach? Asking for information digitally from existing permit holders (as you'll have their details) and via addressed post also?</p>	<p>The 'format' for the review of the zone has not been decided at this early stage. However the intention would be to publicise the review widely to ensure that all users have the opportunity to feedback on the operation of the zone and to understand the ways in which they can do this.</p>
<p><b>21. Questioner's name: Izaak Tailford</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>In Zone 15 there are a few parking bays, signage and new road markings/restrictions that are causing potential danger and concern for residents. Many of these have been reported and need addressing long before the 12 month review. Is there a timeline for a proper audit of these hazards and concerns?</p>	<p>I'm sorry to hear of your concerns. I'm not aware of any instances where previous parking restrictions brought in to keep an area clear and safe have been removed. In effect all of the parking areas that exist within the current zone are locations where parking was previously unrestricted and was therefore being used.</p> <p>If there is a specific concern about an individual location that you have then please do let the team know and we will arrange a specific visit to the location.</p>
<p><b>22. Questioner's name: Izaak Tailford</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>From what I understand, all profit from parking schemes has to go back into highways and transport projects.</p> <p>As the Zone 15 area is so large, there should be a significant amount of income for the council after the enforcement etc is paid for.</p> <p>Can the council confirm that this money will be spent directly on projects within the Zone 15 area?</p>	<p>The cost of the permits and the vouchers must be set at a level that does not generate income for any local authority. The income from these is used to offset the management, operation and maintenance of the zone.</p> <p>Nationally any income generated through parking enforcement by a local Authority has to be reinvested in transport projects of that authority, after of course operational costs related to enforcement, processing of payments and any recovery of fines has been dealt with. Any income</p>

<p>I think residents would feel aggrieved to be paying for permits that repair roads on the other side of the County, if the very roads they pay to park on are full of potholes and damage.</p>	<p>generated from fines within Gloucestershire will be re-invested in transport projects across Gloucestershire.</p>
<p><b>23. Questioner's name: Carolyn Folley</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>What is the rationale behind 7 days per week 8-8. I do not understand why Sunday is included and would like specifically a statement regarding the perceived benefits of Sunday restrictions .</p>	<p>There continues to be parking demand on a Saturday and Sunday for the town centre not least from commuters who work in hospitality or retail, but also patrons visiting shops and restaurants. therefore not including these days and the later hours would have created parking challenges for local residents at a time when residents are more likely to be at home. The inclusion of 2 and 4 hour free parking bays across the zone is designed to support residents and their visitors and if all day, or all weekend, parking is needed then we have also set the visitor voucher policy to only require 1 visitor voucher to be used to cover both days of the weekend.</p> <p>The Council are also committed to reviewing the operation of the new areas once these have settled in and this will be scheduled for Autumn next year. This is good practice for any new zone but will also help to ensure that the inclusion of any roads, the days and hours of operation of the zone, its benefit or impact on residents and the operational provisions (vouchers, permits mix of bays) are appropriate for the needs of the area.</p> <p>There has been considerable discussion regarding the original proposals for the zone and the rationale for the hours of operation that have been agreed.</p> <p>More detail can be provided from our website:</p>



	<a href="https://www.gloucestershire.gov.uk">Cheltenham Parking Zone 15   Highways (gloucestershire.gov.uk)</a>
<b>24. Questioner's name: Carolyn Folley</b>	<b>Respondent's name: Cllr Mark Hawthorne</b>
I purchased visitors permits for October. When does enforcement start officially, when and how will residents be advised of this and as only 50 visitors permits can be purchased each year when will the renewal date for those already purchased be effective from?	<p>We would like to sincerely apologise to residents living in the parking zone 15 in Cheltenham for the delays and problems with implementing the new parking scheme. We are grateful to all residents for highlighting the issues and for their patience while we resolve them. Reflecting on residents' feedback, we have shared an update on the Zone 15 scheme here:</p> <p><a href="https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/">https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/</a></p> <p>We have continued to complete any minor outstanding issues a road at a time and this has allowed many of the roads within the zone to be completed and operational for some time. Warning notices have initially been issued followed by parking enforcement.</p> <p>The zone will be completed in its entirety by December and hence, we will be extending all permits to expire in December 2024 and be making arrangement to credit individuals with any month-by-month permit payments and visitor vouchers they have used before December 2023.</p>
<b>25. Questioner's name: Carolyn Folley</b>	<b>Respondent's name: Cllr Mark Hawthorne</b>
I have experienced several issues leaving Eldon Road into Hewlett Road with reduced visibility from the new parking bays in Hewlett Road opposite each other. What plans are there to review this decision and when will it take place?	<p>A full road safety audit has taken place and since implementing the scheme safety engineers have continued to monitor the changes and found the road layout to be compliant with highway design regulations. We will continue to monitor the site and take any residents' concerns into consideration as part of our review of the scheme next year.</p>

<b>26. Questioner's name: Michelle Hawkins</b>	<b>Respondent's name: Cllr Mark Hawthorne</b>
<p>Why are the work force being punished when clearly the majority of residents had no problem with us parking whilst they too, were out working?</p> <p>Why is there no discount/incentive for cheaper parking for people that work in the area?</p> <p>If businesses become affected by less footfall and the ability to recruit, how will this be resolved?</p> <p>I would like to ask, on behalf of all the people that work within the newly introduced Zone 15. When coming to the conclusion that we were the problem, and the scheme was to stop us, taking up residents spaces, was any thought put into how we would effectively find alternative travel? Also how it may effect our finances? The cost of parking in Cheltenham is extortionate. Even the cost of using the bus, is almost double the cost of putting fuel in a vehicle. Not everyone who works within the zone, live in Cheltenham, and some that do, still don't have decent access to public transport. People do not just travel to and from work. Some drop off children to school on their way, some need to get the a 2nd job, etc.</p>	<p>Off-street car parks, the responsibility of Cheltenham Borough Council, are available throughout Cheltenham and the zone itself has provision for business permits and considerable short term parking bays set aside for residents and business users alike. We also continue to invest heavily in transport provision within Cheltenham and across the County, supporting local buses, a new transport hub and expanded park and ride at Arle Court and extensive facilities to help people cycle or walk. We also welcome the extension of the £2 fare cap helping to make bus travel cheaper for residents. In addition all of the oncome derived through the operation of the zone and from any on-street paid for parking is required to be reinvested in either the scheme itself or in transport improvement projects within Cheltenham or across the County.</p> <p>And of course individual businesses are also able to support their own employees travel if they feel that this is appropriate.</p> <p>There has been considerable discussion regarding the original proposals for the zone and the rationale for why a zone was needed and supported by the community – and a key aspect of this was the impact of commuter parking on the local area.</p> <p>More detail can be provided from our website:  <a href="http://Cheltenham Parking Zone 15   Highways (gloucestershire.gov.uk)"><u>Cheltenham Parking Zone 15   Highways (gloucestershire.gov.uk)</u></a></p> <p>We will however, be reviewing our policy on the 2 permits per business cap. In advance of the main review of the scheme.</p>

<p><b>27. Questioner's name: Michael Bloxham</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>Zone 15 / Leighton Rd Cheltenham.</p> <p>In September Leighton road was shut so that new line markings could be painted on to the surface for the new zone 15. Three weeks later before the zone actually came into effect the road surface was ripped up to allow for complete resurfacing.</p> <p>Can someone explain to me the thought process behind this and the complete failure of any project management?</p> <p>What has been the cost to the residents of this squandering of cash and resources by GCC?</p> <p>Whilst grateful that Leighton road has been resurfaced can you please explain how this has taken priority over the Hewlett Rd roundabout which is adjacent to Leighton Rd , which is in dangerous and appalling condition surely this busy and main roundabout should have taken priority?</p>	<p>We would like to sincerely apologise to residents living in the parking zone 15 in Cheltenham for the delays and problems with implementing the new parking scheme. We are grateful to all residents for highlighting the issues and for their patience while we resolve them. Reflecting on residents' feedback, we have shared an update on the Zone 15 scheme here: <a href="https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/">https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/</a></p> <p>When officers identified that road lining work required for zone 15 could clash with the planned date for the resurfacing of Leighton Road considerable efforts were made to bring forward the surfacing. Unfortunately the knock-on effect of rescheduling our surfacing programme in other areas was considerably more than the £300 cost of carrying out additional lining in Leighton Road so this option was ruled out.</p> <p>We apologise to residents for the disruption and inconvenience caused and are making arrangements for the lining work to be completed as a matter of urgency.</p>
<p><b>28. Questioner's name: Clint Pearce</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>Supposedly this new zone 15 was meant to be in benefit to local residents.</p> <p>I would like to know why me and my partner as a permit holder, disabled residents, are now forced to park either on a dangerous road for us or many streets away from where we live since zone 15, when before we had little to no problem?</p>	<p>We would like to sincerely apologise to residents living in the parking zone 15 in Cheltenham for the delays and problems with implementing the new parking scheme. We are grateful to all residents for highlighting the issues and for their patience while we resolve them. Reflecting on residents' feedback, we have shared an update on the Zone 15 scheme here:</p>

	<p><a href="https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/">https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/</a></p> <p>Normally residents who live in a parking zone benefit more from the new rules as there is less competition for parking spaces nearby. This is typically a positive outcome, particularly for those residents with disabilities as it usually reduces the distance they have to walk to where their car is parked, than would have been the case before the zone.</p> <p>I wasn't clear where you lived and therefore why this might not be the case for you, however your concerns have been raised with the Parking Team and I would encourage you to contact them to discuss your specific difficulties and to see how we could assist you.</p>
<p><b>29. Questioner's name: Stella Hobley</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>GCC has spent (some would say wasted) a huge amount of money foisting an unnecessary and largely unwanted permit parking scheme in the new Zone 15 on some 4,000 residents and businesses.</p> <p>You have not made it easier for residents to park near their homes and you have not succeeded in your aim to reduce the number of and use of, cars in the area. Cars have simply moved into roads without parking restrictions - eg roads and streets off Hales Road towards Charlton Kings - because people still need cars to get to work or come into town to shop, for events or to socialise.</p> <p>How could you tell us to use greener transport options when, as yet, Cheltenham does not have anything like enough viable, reliable, affordable and safe greener options?</p>	<p>We would like to sincerely apologise to residents living in the parking zone 15 in Cheltenham for the delays and problems with implementing the new parking scheme. We are grateful to all residents for highlighting the issues and for their patience while we resolve them. Reflecting on residents' feedback, we have shared an update on the Zone 15 scheme here:</p> <p><a href="https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/">https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/</a></p> <p>Off-street car parks are the responsibility of Cheltenham Borough Council, but we are investing heavily in green transport provision within Cheltenham and across the County, supporting local buses with 34.4</p>

<p>Why, instead of wasting all this money on an unnecessary scheme and even more on enforcing it , don't you spend money on improving the infrastructure to create more 'greener' options?</p> <p>On 30 September our Prime Minister said: 'I'm slamming the brakes on the war on motorists - it's as simple as that.'</p> <p>He recognises that the car is our friend because it has to be. Few viable alternatives exist.</p>	<p>million BSIP+ funding, a new transport hub and expanded park and ride at Arle Court which will have spaces for up to 1000 cars and extensive facilities to help people cycle or walk. We are also delivering on our cycle spine which goes through Cheltenham. In addition, all of the income derived through the operation of the zone and from any on-street paid for parking is required to be reinvested in either the scheme itself or in transport improvement projects within Cheltenham or across the County.</p> <p>More detail on the rationale for this scheme can be found on our website: <a href="https://www.goucestershire.gov.uk/cheltenham-parking-zone-15-highways">Cheltenham Parking Zone 15   Highways (goucestershire.gov.uk)</a></p>
<p><b>30. Questioner's name: Stella Hobley</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>Is the permit parking scheme actually live or not?</p> <p>It's not clear. Some people have been paying monthly or have paid for 12 months as of 4 Sept or 18 September but a notice was slapped in a car this last week saying the scheme is live on 1 November.</p> <p>When is /was the real start date? You need to tell us formally not just through the odd random parking notice.</p>	<p>We would like to sincerely apologise to residents living in the parking zone 15 in Cheltenham for the delays and problems with implementing the new parking scheme. We are grateful to the local member and all residents for highlighting the issues and for their patience while we resolve them. Reflecting on residents' feedback, we have shared an update on the Zone 15 scheme here: <a href="https://www.goucestershire.gov.uk/goucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/">https://www.goucestershire.gov.uk/goucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/</a></p> <p>The zone will be completed in its entirety by December and hence, we will be extending all permits to expire in December 2024 and be making arrangement to credit individuals with any month-by-month permit payments and visitor vouchers they have used before December 2023.</p>

	Some roads are already being enforced. You can find out which on the above link.
<b>31. Questioner's name: Stella Hobley</b>	<b>Respondent's name: Cllr Mark Hawthorne</b>
I would like to request that someone from the Highways department comes to Hewlett Road to see the ridiculous, even dangerous, double bays you have marked out between Eldon Road and Jersey Avenue. There was a collision here last week and it's highly likely there will be more - perhaps even a fatality.	A full road safety audit has taken place and since implementing the scheme safety engineers have continued to monitor the changes and found the road layout to be compliant with highway design regulations. We will continue to monitor the site and take any residents' concerns into consideration as part of our review of the scheme next year.
<b>32. Questioner's name: Jane Witek</b>	<b>Respondent's name: Cllr Mark Hawthorne</b>
If the main purpose of the scheme is prevent commuters parking all day in Zone 15, why is it necessary to have the parking scheme enforceable on Saturday and Sunday & until 8pm in the evening? The weekend and evening enforcement of the scheme causes difficulties for family and friends to park.	<p>There continues to be parking demand on a Saturday and Sunday for the town centre not least from commuters who work in hospitality or retail, but also patrons visiting shops and restaurants. therefore not including these days and the later hours would have created parking challenges for local residents at a time when residents are more likely to be at home. The inclusion of 2 and 4 hour free parking bays across the zone is designed to support residents and their visitors and if all day, or all weekend, parking is needed then we have also set the visitor voucher policy to only require 1 visitor voucher to be used to cover both days of the weekend.</p> <p>However the Council are also committed to reviewing the operation of the new areas once these have settled in and this will be scheduled for Autumn next year. This is good practice for any new zone but will also help to ensure that the inclusion of any roads, the days and hours of operation of the zone, its benefit or impact on residents and the</p>

	<p>operational provisions (vouchers, permits mix of bays) are appropriate for the needs of the area. And we will be reviewing our policy on the 50-visitor permit cap for households in advance of the main review.</p> <p>More detail on the rationale for this scheme can be found on our website:  <a href="https://www.gloucestershire.gov.uk/cheltenham-parking-zone-15-highways">Cheltenham Parking Zone 15   Highways (gloucestershire.gov.uk)</a></p>
<p><b>33. Questioner's name: Jane Witek</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>We purchased a annual permit at the beginning of September, but have just been made aware the scheme is not enforceable until 1 November. Why is this and do we get a refund for the wasted 2 months paid for?</p>	<p>We would like to sincerely apologise to residents living in the parking zone 15 in Cheltenham for the delays and problems with implementing the new parking scheme. We are grateful to the local member and all residents for highlighting the issues and for their patience while we resolve them. Reflecting on residents' feedback, we have shared an update on the Zone 15 scheme here:  <a href="https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/">https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/</a></p> <p>The zone will be completed in its entirety by December and hence, we will be extending all permits to expire in December 2024 and be making arrangement to credit individuals with any month-by-month permit payments and visitor vouchers they have used before December 2023.</p>
<p><b>34. Questioner's name: Jane Witek</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>why is there a sign at the junction of Eldon Road and Hewlett Road saying 'permit parking ends' when Zone 15 clearly continues in Hewlett Road? Very confusing, asked a traffic warden and she didn't know why!</p>	<p>I'm sorry for any confusion that this may be causing, but unfortunately this is a technical detail required by national parking sign regulations.</p>

	<p>You are correct that both Eldon Road and Hewlett Road are in Zone 15. Eldon Road is a PPA (Permitted Parking Area) and as such the regulations require signs to tell motorists when they are entering or leaving the PPA.</p> <p>The parking bays on Hewlett Road are not in a PPA so they are individually signed.</p> <p>We recognise that the national guidance is not always as user friendly as it might be, hence I have asked that staff consider creating a FAQ for our web-pages to explain this situation and I'm happy to arrange for one of the staff to contact you if you feel this would be helpful.</p>
<p><b>35. Questioner's name: Jane Witek</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>Road. When speaking to a Road Safety Inspector from GCC, who was carrying out a site inspection, he agreed the junction was not safe and would be recommending the removal/repositioning of the second bay in Hewlett Road. Why hasn't this happened?</p>	<p>It is not clear who you may have spoken to however, a full road safety audit has taken place and since implementing the scheme safety engineers have continued to monitor the changes and found the road layout to be compliant with highway design regulations. We will continue to monitor the site and take any residents' concerns into consideration as part of our review of the scheme next year.</p>
<p><b>36. Questioner's name: Jane Witek</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>we have lived in Eldon Road for 40 years and there has never been a parking problem. The inclusion of Eldon Road in Zone 15 has created a parking problem which didn't previously exist. Why therefore is it necessary to include Eldon Road which is a 1930's very well established road into a parking zone whose aim seems to be to provide on street parking for residents who live in terraced properties with no off street parking?</p>	<p>We've heard from residents for many years that a number of roads were suffering from parking challenges. Only bringing in a scheme for these roads would simply have moved the problem to the neighbouring or adjacent roads such as Eldon Rd. Hence the size of the zone was considered to take account of any displaced parking and very detailed consultation was undertaken with individual roads before deciding on whether that road should be included or not.</p>



	<p>The Council are also committed to reviewing the operation of the new areas once these have settled in and this will be scheduled for Autumn next year. This is good practice for any new zone but will also help to ensure that the inclusion of any roads, the days and hours of operation of the zone, its benefit or impact on residents and the operational provisions (vouchers, permits mix of bays) are appropriate for the needs of the area.</p> <p>More detail on the rationale for this scheme can be found on our website:  <a href="https://www.gloUCEstershire.gov.uk/Cheltenham-Parking-Zone-15-Highways">Cheltenham Parking Zone 15   Highways (gloucestershire.gov.uk)</a></p>
<p><b>37. Questioner's name: Katie Davis</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>If the scheme is also aimed at reducing cars on the road (despite residents already owning vehicles) and sustainability:</p> <ul style="list-style-type: none"> <li>- Why aren't there any EV charge points?</li> <li>- Why don't pedestrians even have suitable and safe crossings? For example the London Road X Old Bath Road intersections. Or London Road X St James Street</li> <li>- Where are the local initiatives to scrap your car? Or other suggestions and solutions if you didn't drive</li> <li>- Why aren't you making the links to Cheltenham train station more accessible?</li> <li>- If visitors to the area by car / traffic are truly the problem. Why has this become a cost to residents?</li> </ul>	<p>We are committed to supporting residents with responding to climate change and are currently installing the first phase of 1000 on street EV chargers at over 30 locations across the county, including in Cheltenham.</p> <p>The priority for government and council investment is locations where most residents lack private off-road parking/charging. We considered installing charge points at the same time however due to the complexity of the work and importance of aligning both projects this was not possible.</p> <p>We are still keen to hear from residents about specific locations for our next phase of the roll out so please contact us with your suggestions using the email address below:  <a href="mailto:electricvehicles@gloucestershire.gov.uk">electricvehicles@gloucestershire.gov.uk</a></p>

	<p>We also continue to invest heavily in transport provision within Cheltenham and across the County, supporting local buses, a new transport hub and expanded park and ride at Arle Court and extensive facilities to help people cycle or walk, including major investment in the cycle spine and improved access to Cheltenham station.</p> <p>In addition all of the oncome derived through the operation of the zone and from any on-street paid for parking is required to be reinvested in either the scheme itself or in transport improvement projects within Cheltenham or across the County and this will help to support our ongoing investment in reducing accidents across our network and improving things like crossing points.</p>
<p><b>38. Questioner's name: Katie Davis</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>If the zone truly does benefit the residents. Why can't parking be free before 9am and after 5pm for residents + free all weekend. But then a paid for scheme for visitors?</p>	<p>We consulted residents extensively when determining the boundaries and operating hours of the scheme. In designing the scheme we were mindful of our adopted policy on residents parking and the interaction with neighbouring zones in Fairview, St Lukes and Pittville. About half of the residents in Zone 15 live on streets which were already part of a residents parking zone that operated from 8am to 8pm on weekdays and at weekends.</p> <p>There continues to be parking demand on a Saturday and Sunday for the town centre not least from those working in hospitality or retail, but also the patrons visiting shops and restaurants. therefore not including these days and the later hours would have created parking challenges for local residents at a time when residents are more likely to be at</p>

	<p>home. The inclusion of 2 and 4 hour free parking bays across the zone is designed to support residents and their visitors and if all day, or all weekend, parking is needed then we have also set the visitor voucher policy to only require 1 visitor voucher to be used to cover both days of the weekend.</p> <p>It is the council's policy to apply a charge for residents permits, business permits and visitors vouchers. This reflects the significant financial outlay required to implement, maintain and enforce such zones and that the schemes primarily benefit local residents. This is no different to the policies of most other councils with resident parking zones.</p> <p>The Council are also committed to reviewing the operation of the new areas once these have settled in and this will be scheduled for Autumn next year. This is good practice for any new zone but will also help to ensure that the inclusion of any roads, the days and hours of operation of the zone, its benefit or impact on residents and the operational provisions including charges (vouchers, permits mix of bays) are appropriate for the needs of the area.</p> <p>More detail on the rationale for this scheme can be found on our website:  <a href="http://gloucestershire.gov.uk/cheltenham-parking-zone-15-highways">Cheltenham Parking Zone 15   Highways (gloucestershire.gov.uk)</a></p>
<p><b>29. Questioner's name: Katie Davis</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>If zone 15 truly benefitted residents due to people who work or shop in Cheltenham 'taking up spaces'. Why do residents have to pay for permits or not have at least one free? Given the issue in hand is 'visitors' and not residents of the zone.</p>	<p>Resident permit schemes cost significant sums to implement, maintain and enforce.</p>

	Our policy is to charge a fee for residents parking permits to offset these costs. This is no different to most other councils' policies.
<b>40. Questioner's name: Katie Davis</b>	<b>Respondent's name: Cllr Mark Hawthorne</b>
<p>If the issue in hand is people parking for work who don't live in zone 15:</p> <p>Why are the permit hours 8am-8pm Monday-Saturday when working office hours are Monday-Friday 9am-5pm?</p> <p>And do you actually have parking attendants patrolling between 5-8pm to moderate this?</p>	<p>There continues to be parking demand on a Saturday and Sunday for the town centre and other local facilities not least from those working in hospitality or retail, but also the patrons visiting shops and restaurants and therefore not including these day or covering later hours would have created parking challenges for local residents at a time when residents are more likely to be at home.</p> <p>Our parking attendants do enforce outside of 'normal' working hours and given that many restrictions operate at any time, our parking enforcement can operate 24 hours per day.</p> <p>The Council are committed to reviewing the operation of the new areas once these have settled in and this will be scheduled for Autumn next year. This is good practice for any new zone but will also help to ensure that the inclusion of any roads, the days and hours of operation of the zone, its benefit or impact on residents and the operational provisions including (vouchers, permits mix of bays) are appropriate for the needs of the area.</p>
<b>41. Questioner's name: Katie Davis</b>	<b>Respondent's name: Cllr Mark Hawthorne</b>
Can you make your evidence publicly available that shows the strain on parking elsewhere in Cheltenham as well as the benefit to residents in zone 15?	There has been considerable discussion regarding the original proposals for the zone and the rationale for its need. This is specifically covered in the extensive TRO report that has been published for the

	<p>zone and the corresponding decisions to progress with the TRO and implement the zone.</p> <p>More detail can be provided from our website:  <a href="https://www.goucestershire.gov.uk/transport-and-travel/cheltenham-parking-zone-15-highways">Cheltenham Parking Zone 15   Highways (goucestershire.gov.uk)</a></p>
<p><b>42. Questioner's name: Katie Davis</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>I'm due to move house and unsure when, but I certainly won't need a years' worth of two permits when we move. Why is it not refundable and how do you justify that?</p>	<p>All resident permits can be purchased on a rolling monthly basis and there is no cost penalty for doing this compared with purchasing annual permits.</p> <p>This information is published on our website and MiPermit pages.  <a href="https://secure.mipermit.com/goucestershire/Application/home.aspx">https://secure.mipermit.com/goucestershire/Application/home.aspx</a></p> <p>Given the flexibility for month by month purchases, we haven't operated a system of refunds for returned permits as yet, however this is something that I have asked the team to consider. It may be helpful to contact the team at the time when you have your moving dates agreed to see if they can help.</p>
<p><b>43. Questioner's name: Katie Davis</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>What is the justification and rationale for Upper Park Street to be within the zone, but not Strickland Road?</p>	<p>At the initial consultation stage the council asked local residents, businesses and councillors to help define the extents of the proposed zone. We received feedback from residents of several streets, including Upper Park Street, who asked to be included in the zone.</p>

	<p>To reach a wider audience we published information about Zone 15 consultations online, promoted these in local media and advertised details with notices on lamp columns in the area.</p> <p>There has been considerable discussion regarding the original proposals for the zone, the extent of the those and those roads that should be included or not.</p> <p>More detail can be provided from our website:  <a href="http://Cheltenham Parking Zone 15   Highways (gloucestershire.gov.uk)"><u>Cheltenham Parking Zone 15   Highways (gloucestershire.gov.uk)</u></a></p> <p>However the Council are also committed to reviewing the operation of the new areas once these have settled in and this will be scheduled for Autumn next year. This is good practice for any new zone but will also help to ensure that the inclusion of any roads, the days and hours of operation of the zone, its benefit or impact on residents and the operational provisions including (vouchers, permits mix of bays) are appropriate for the needs of the area.</p>
<p><b>44. Questioner's name: Ian Weaving</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>Why are we still being forced into a scheme that many residents did not want, the government and Mark Harper have all changed direction regarding the war on the motorists, so why have GCC not followed this advice?</p>	<p>There has been considerable discussion regarding the original proposals for the zone and the rationale for why a zone was needed and supported by the community. In affect by managing the parking in the area the zone does have a positive impact on residents' access to their vehicles and being able to find parking closer to their homes. For many residents, this is therefore contrary to your perspective.</p> <p>The zone is however consistent with Central Government policy.</p>

	<p>More detail can be provided from our website:  <a href="https://www.goucestershire.gov.uk/cheltenham-parking-zone-15-highways">Cheltenham Parking Zone 15   Highways (goucestershire.gov.uk)</a></p> <p>The Council are also committed to reviewing the operation of the new areas once these have settled in and this will be scheduled for Autumn next year. This is good practice for any new zone but will also help to ensure that the inclusion of any roads, the days and hours of operation of the zone, its benefit or impact on residents and the operational provisions including (vouchers, permits mix of bays) are appropriate for the needs of the area.</p>
<p><b>45. Questioner's name: Ian Weaving</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>Workers in zone15 are already looking for new jobs, unable to park locally and just cannot afford to pay £12 a day to the park in council car parks. Public transport does not work for everyone at this present time with staff working long hours. Why has no provision been made for workers e.g. a free permit?</p>	<p>Off-street car parks, the responsibility of Cheltenham Borough Council, are available throughout Cheltenham and the zone itself has provision for business permits and considerable short term parking bays set aside for residents and business users alike. We also continue to invest heavily in transport provision within Cheltenham and across the County, supporting local buses, a new transport hub and expanded park and ride at Arle Court and extensive facilities to help people cycle or walk. In addition all of the oncome derived through the operation of the zone and from any on-street paid for parking is required to be reinvested in either the scheme itself or in transport improvement projects within Cheltenham or across the County.</p> <p>And of course individual businesses are also able to support their own employees travel if they feel that this is appropriate.</p>

	<p>However the Council are also committed to reviewing the operation of the new areas once these have settled in and this will be scheduled for Autumn next year. This is good practice for any new zone but will also help to ensure that the inclusion of any roads, the days and hours of operation of the zone, its benefit or impact on residents and businesses and the operational provisions (cost, vouchers, permits, mix of bays) are appropriate for the needs of the area.</p> <p>There has been considerable discussion regarding the original proposals for the zone and the rationale for why a zone was needed and supported by the community – and a key aspect of this was the impact of commuter parking on the local area, which would clearly be undermined if we offered a free permit for workers.</p> <p>More detail can be provided from our website:  <a href="https://www.goucestershire.gov.uk/parking-zone-15">Cheltenham Parking Zone 15   Highways (goucestershire.gov.uk)</a></p>
<p><b>46. Questioner's name: Ian Weaving</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>Why are the restrictions in Zone 15 so harsh compared to other zones? The restrictions in Zone 15 are 8am to 8pm 7 days a week (including a Sunday!), not needed and not wanted.</p>	<p>There continues to be parking demand on a Saturday and Sunday for the town centre and other local facilities not least from those working in hospitality or retail, but also the patrons visiting shops and restaurants and therefore not including these day or covering later hours would have created parking challenges for local residents at a time when residents are more likely to be at home.</p> <p>The Council are committed to reviewing the operation of the new areas once these have settled in and this will be scheduled for Autumn next year. This is good practice for any new zone but will also help to ensure</p>



	<p>that the inclusion of any roads, the days and hours of operation of the zone, its benefit or impact on residents and the operational provisions including (vouchers, permits mix of bays) are appropriate for the needs of the area.</p> <p>More detail can be provided from our website:  <a href="http://gloucestershire.gov.uk">Cheltenham Parking Zone 15   Highways (gloucestershire.gov.uk)</a></p>
<p><b>47. Questioner's name: Ian Weaving</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>What are GCC doing to support those with disabilities? We have several members in our Facebook (residents against Zone 15) group that have disabilities, during the consultation process they shared their concerns and have now found it harder to park.</p>	<p>In areas without resident parking schemes there is greater competition to find parking space on street. This disadvantages people with disabilities, those who are frail and young families, if they cannot park close to home.</p> <p>By implementing Resident Parking residents in the zone 15 now have priority and should find it easier to park. This includes residents with disabilities who purchase a permit. Any visitors with a Blue Badge can also park in the zone for free up to the time limits.</p> <p>We have not removed advisory disabled parking bays which are often installed outside or very close to someone's home. These remain an option for residents with qualifying disabilities.</p> <p>More information about how the council supports people with disabilities with parking can be found in the parking pages on our web site and in the Zone 15 page under the FAQs.</p> <p><a href="http://gloucestershire.gov.uk">Cheltenham Parking Zone 15   Highways (gloucestershire.gov.uk)</a></p>

<b>48. Questioner's name: Paul Wolfe</b>	<b>Respondent's name: Cllr Mark Hawthorne</b>
<p>All houses on London Road that back on to Upper Park Street - that's approximately 102 to 130 are excluded from the scheme. That means no permits, no visitor permits. No consultation has been done with anyone on London Road (I've asked 10 of the residents within those addresses informally...no-one has seen anything.)</p>	<p>As part of our initial consultation we asked local people to help define the boundary of the scheme, using media, notices on street and letters to residents. We wrote to over 5,000 properties West of Hales Road. The proposals and consultation about the zone has been extremely well publicised and covered in local media and residents from streets outside of the area did engage in the consultation and we included roads such as Upper Park Street as a result of this.</p> <p>We have previously committed to a review of the scheme in 2024. This may be an opportunity to consider whether London Road properties should be included within the zone.</p>
<b>49. Questioner's name: Paul Wolfe</b>	<b>Respondent's name: Cllr Mark Hawthorne</b>
<p>Some of the folks affected by this are elderly and either have people who come in to help or people who come in to visit. Sometimes the 2 hour window for the visitor bays will be Ok. Many times it will not be. What should these people do?</p>	<p>Older visitors to London Road properties (whose residents live just outside the boundary of zone 15 and who cannot purchase visitor vouchers) can park for longer in other streets that still have unrestricted parking.</p> <p>Of course, visitor vouchers are available to purchase and we also offer free Carers Permits to support those adults receiving domiciliary care.</p> <p>This part of London Rd is also well served by several local bus services (P/Q, B, 51) which provide regular transport links for visitors from other parts of the town including the town centre and Charlton Kings.</p>
<b>50. Questioner's name: Paul Wolfe</b>	<b>Respondent's name: Cllr Mark Hawthorne</b>
<p>The signage is poor. There are a slew of garages and the like that back onto Upper Park Street....a sign has been placed on a</p>	

<p>lampost outside the garage of 122/124 London Road that some people will interpret as meaning if they have a permit they can park outside of those garage exits. Which of course is in contravention of the Highways Act and will mean the blocked in residents have to call the local Police number. Is that really what you intend?</p>	<p>Residents should be aware that parking across the front of a private access or private garage that they would be creating an obstruction, not least because many garages have stickers/notices to say 'no parking'.</p> <p>Now that this road is part of a Permitted Parking Area (PPA) the council's enforcement officers can enforce against this proactively rather than relying on the police who have other priorities.</p>
<p><b>51. Questioner's name: Paul Wolfe</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>One of the residents of Upper Park Street canvassed as many residents as she could to find out if they wanted the scheme. Over 80% said no. Yet still the scheme has been forced on Upper Park Street....again, the lack of consultation is staggering.</p>	<p>We are aware of information circulating on social media about this.</p> <p>Unfortunately a number of the points made were factually incorrect so we have updated the information on our Zone 15 parking web pages and FAQs to explain more about the extensive consultation that took place and the feedback that was received from local residents before the decision was taken to include Upper Park Street in the new Zone.</p> <p>More detail can be provided from our website:  <a href="http://gloucestershire.gov.uk/cheltenham-parking-zone-15-highways">Cheltenham Parking Zone 15   Highways (gloucestershire.gov.uk)</a></p> <p>The Council are also committed to reviewing the operation of the new areas once these have settled in and this will be scheduled for Autumn next year. This is good practice for any new zone but will also help to ensure that the inclusion of any roads, the days and hours of operation of the zone, its benefit or impact on residents and the operational provisions including (vouchers, permits mix of bays) are appropriate for the needs of the area.</p>
<p><b>52. Questioner's name: Paul Wolfe</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>

<p>The sign at the bottom of Upper Park Street saying that the street is subject to permit parking is placed in a hedge and will easily be missed.</p>	<p>Thank you for raising this issue with us. We are working with our contractors to resolve such snagging issues and have asked them to double check this location. We apologise for the inconvenience caused.</p>
<p><b>53. Questioner's name: Paul Wolfe</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>For London Road residents if we can't get permits for Upper Park Street then please make the 9 or 10 spaces on our side of the London Road permits and only for London Road. Otherwise you are forcing a number of us to park in Strickland Street or other adjacent roads not affected by the scheme....and thereby just moving any perceived parking problem elsewhere. Btw...there is not really an issue in Upper Park Street....please walk down. it during the day and see the number of free spaces. Which hasn't changed since say July or June.</p>	<p>Any new parking zone or change to a zone boundary would require a Traffic Regulation Order to be made and further consultation with the local community.</p> <p>London Road performs an important function as part of our main road network so any plans to further increase the level of on-street parking taking place in this area could have road safety and traffic flow implications. We do recognise that residents who live on some of our busy A roads are sometimes required to make some compromises with regard to how easy it is for them to park adjacent to their properties.</p> <p>The Council are also committed to reviewing the operation of the new areas once these have settled in and this will be scheduled for Autumn next year. This is good practice for any new zone but will also help to ensure that the inclusion of any roads, the days and hours of operation of the zone, its benefit or impact on residents and the operational provisions including (vouchers, permits mix of bays) are appropriate for the needs of the area. Hence this will allow another opportunity to have your say.</p>
<p><b>54. Questioner's name: Karen Costantinou</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>Zone 15</p>	<p>We would like to sincerely apologise to residents living in the parking zone 15 in Cheltenham for the delays and problems with implementing the new parking scheme. We are grateful to the local member and all</p>

<p>With the amount of money that has been spent (correcting shabby jobs ) where are the charging points for electric cars ?</p> <p>Why haven't they been placed on random streets?</p>	<p>residents for highlighting the issues and for their patience while we resolve them. Reflecting on residents' feedback, we have shared an update on the Zone 15 scheme here:  <a href="https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/">https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-november-2023/media-note-update-on-parking-zone-15-cheltenham/</a></p> <p>The council is delivering the first phase of its on-street EV charging programme rolling out over 30 sites with multiple EV charge points across the county, including sites in Cheltenham.</p> <p>We are actively inviting the public to email us with suggested locations for on-street chargers using the email address below.</p> <p>To meet government funding conditions we must be able to show that these would primarily benefit residents who do not have off street parking.</p> <p><a href="mailto:Electricvehicles@gloucestershire.gov.uk">Electricvehicles@gloucestershire.gov.uk</a></p>
<p><b>55. Questioner's name: Karen Costantinou</b></p>	<p><b>Respondent's name: Cllr Mark Hawthorne</b></p>
<p>Zone 15</p> <p>Who employed these reckless Contractors, they have caused us a huge amount of money than necessary to implement this ridiculous scheme.</p> <p>One example was simply to place sign poles into the ground, they had to redo them as they weren't even. Also they placing them on private grounds.</p>	<p>We would like to sincerely apologise to residents living in the parking zone 15 in Cheltenham for the delays and problems with implementing the new parking scheme. We are grateful to the local member and all residents for highlighting the issues and for their patience while we resolve them. We have formally raised these issues with our contractor.</p> <p>With any parking zone of this size and scale there are hundreds of changes that need to be implemented as part of the changes on street,</p>

alongside managing the public contact as well as the introduction of the legal orders.

The team do have a very detailed snagging list that they continue to work through with the contractors Our priority is completing the zone, however as soon as this is done the teams will be brought together for a review of the implementation process to ensure that appropriate lessons can be learnt.