



CHELTENHAM
BOROUGH COUNCIL

**Notice of a meeting of
Cabinet**

**Tuesday, 10 September 2019
6.00 pm
Pittville Room - Municipal Offices**

| Membership | |
|---------------------|--|
| Councillors: | Steve Jordan, Flo Clucas, Chris Coleman, Rowena Hay, Alex Hegenbarth, Peter Jeffries and Andrew McKinlay |

Agenda

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|-----------|---|--------------------|
| 6. | CONSIDERATION OF REPRESENTATIONS RECEIVED AND ADOPTION OF NEW BOROUGH PARKING ORDER Report of the Cabinet Member Development and Safety | (Pages 3 - 136) |
| | | |

Contact Officer: Bev Thomas, Democratic Services Team Leader, 01242 264246
Email: democratic.services@cheltenham.gov.uk

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Cheltenham Borough Council

Cabinet – 10th September, 2019

The Borough of Cheltenham (Off-Street Parking Places) Order 2019

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|---------------------------------|--|
| Accountable member | Andrew McKinlay, Cabinet Member for Development and Safety |
| Accountable officer | Mike Redman, Director of Environment |
| Ward(s) affected | All |
| Key/Significant Decision | Yes |
| Executive summary | <p>This report seeks implementation of a critical element of the Parking Strategy. A new draft Parking Order has been subject to public consultation to meet statutory requirements. The proposed new Order includes much of the content of the previous Order, but also incorporates changes proposed in the Council's Town Centre Access and Parking Strategy approved in June 2017 and provides a robust, workable instrument for enforcement.</p> <p>Key points within the new Order include:</p> <ul style="list-style-type: none"> a) the introduction of new season ticket arrangements across all Council-owned car parks except Regent Arcade; b) the inclusion of new maximum wait times and tariffs in five car parks as outlined in the draft Order (excluding Church Piece and Whitefriars car parks in Charlton Kings, which will continue to be operated on a similar basis in response to public consultation feedback); c) the removal of the Sandford Lido car park from the Order; and d) Proposed changes at St George's Road car park, to underpin a land swap with Gloucestershire County Council in relation to facilitating the delivery of the 'Workshop Cheltenham' project. <p>The key reasons for proposing changes are:</p> <ul style="list-style-type: none"> 1) The need to maintain an up to date and enforceable Parking Order, to facilitate car park management under the Road Traffic Regulation Act 1984; 2) To modify arrangements in relation to parking places with a history of congestion and parking overstay by commuters and long stay parkers, thereby promoting the Council's public parking management objectives. 3) To support the Council's wider asset management objectives. |
| Recommendations | Cabinet is recommended to:- |

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- 1) **Confirm the proposed removal of the Sandford Lido Car Park from the Off-Street Parking Places Order;**
- 2) **Authorise the Director of Environment, to make the required amendments to the draft “Borough of Cheltenham (Off-Street Parking Places) Order 2019” as detailed at Section 6 of this report and in the responses to the public consultation at Appendix 9;**
- 3) **Authorise the Director of Environment to arrange for the sealing of the “Borough of Cheltenham (Off-Street Parking Places) Order 2019”;**
- 4) **Authorise the Director of Environment to arrange for the publication of a Notice of Making of the Order with an appropriate date for the implementation of the Borough of Cheltenham (Off-Street Parking Places) Order 2019.**

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| Financial implications | <p>The recommended changes within the proposed new Parking Order are likely to generate some additional income to the Council, as we will be charging for some car parks that were previously free, however, this will be offset by the need for additional enforcement resourcing, therefore it is expected that overall, the changes will have a minimal impact on the Council's finances. The 'Workshop Cheltenham' changes will be covered in a separate paper once this is ready to move forward.</p> <p>Contact officer: Andrew Knott, Andrew.knott@publicagroup.uk, 01242 264121</p> |
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Legal implications

The Authority is required to comply with relevant legislative requirements when setting fees and charges. In particular, councils cannot set fees and charges with the express purpose of creating a revenue surplus. Any changes to car parking charges will require an Order to be made under the Road Traffic Regulation Act 1984 (RTRA 1984).

Any variation to an Off Street Parking Order under the RTRA 1984 needs to be made in accordance with the procedure set out in the Local Authorities Traffic Orders (Procedure) (England and Wales) Regulations 1996. The procedure requires a formal 21 day consultation period following the publication of a Notice of the Council's intention to vary the order in a local newspaper. The procedure also requires consultation with Statutory Consultees. After the consultation period has closed appropriate consideration needs to be given to any objections that are received and particular consideration needs to be given to any objections made by the statutory consultees. Once this has been completed and any variation agreed the Order can be sealed and a Notice of Making needs to be published confirming the date that the variation is to take effect.

Where an Authority has, in relation to an Order, complied with regulations in respect of consultation, publication of proposals and consideration of objections, they may make the Order in part by making an Order giving effect to some of the proposals to which the Order relates whilst deferring a decision on the remainder.

Any decision in relation to the making of an Order, or part of an Order, can be the subject of judicial review and therefore any decision must be lawful, reasonable and fair.

In addition to the consultation obligations under the RTRA 1984, the Authority is required to have due regard to the Public Sector Equality Duty, as set out in section 149 of the Equality Act 2010, when exercising their functions. Protected characteristics are defined in the Equality Act 2010 and include disability and it is important, therefore, that meaningful consultation is undertaken. Before making any decision the Authority must be satisfied that it has given Due Regard to its Public Sector Equality Duties.

With regard to any disposal, the Authority has a general obligation to obtain the best consideration that can reasonably be obtained (s.123 Local Government Act 1972). "Best consideration" has been judicially considered and, briefly, can be represented by money or by anything that has a quantifiable monetary value. Where a proposed disposal is at less than best consideration, the consent of the Secretary of State is required. A General Consent has been issued where the disposal can be shown to be for the social, economic or environmental benefit of the inhabitants of the Borough or any of them. Additionally, if there is a disposal at an undervalue, State Aid requirements may affect this and would have to be carefully considered and, where applicable, complied with.

In relation to the procurement of goods and services the Authority will be required to comply with the Contract Rules, as set out in the Constitution. Confidential legal advice is provided to Cabinet as an exempt appendix in relation to the Sandford Lido car park (Appendix 10).

Contact officer: Sarah Farooqi, Head of Law (Litigation and Business Development), One Legal email: sarah.farooqi@teWKesbury.gov.uk – 01684 272012

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| <p>HR implications (including learning and organisational development)</p> | <p>The HR Business Partner will work closely with the Director of Environment to ensure that, due to the proposed increase in the number of public car parking spaces subject to enforcement, there is adequate Civil Protection Officer resource and will assist in any necessary recruitment.</p> <p>Contact officer: clare.jones@publicagroup.uk</p> |
| <p>Key risks</p> | <ul style="list-style-type: none"> • If car parking provision is too plentiful and/or too cheap, this may lead to increased congestion, poorer air quality and a reduction in the use of more sustainable transport modes. • If car parks are of poor environmental quality, they will detract from the visitor experience of Cheltenham and impact on the town's reputation. <p>See Appendix 1 for further risk details.</p> |
| <p>Corporate plan Implications</p> | <p>See Section 4 below.</p> |
| <p>Environmental and climate change implications</p> | <p>See Section 4 below.</p> <p>It is considered that the recommendations outlined in this report will have a positive impact on carbon emissions, as the parking strategy seeks to encourage modal shift in favour of more sustainable alternatives to car use; parking charges are a mechanism to help balance supply and demand. The new Parking Order also provides the basis for introducing additional electric vehicle charging points and the mechanism for associated enforcement.</p> |
| <p>Property/Asset Implications</p> | <p>The proposed reduction in public parking spaces at St George's Road car park, is based on swapping an area of land comprising Chester Walk car park, owned by GCC, to bring forward the Workshop Cheltenham project. The swapped areas are based on equivalent values established by external property valuations. Both properties were valued on the same valuation principle of existing use, i.e. car parks. 61% of CBC's freehold interest in St. George's Road car park was assessed to have a value equivalent to GCC's 100% freehold interest in Chester Walk car park.</p> <p>Workshop Cheltenham will be responsible for the creation of the space and will access the Chester Walk car park under the terms of a lease to be agreed with CBC. The management of the spaces will be the responsibility of Workshop Cheltenham.</p> <p>The Growth Hub will occupy a number of containers under a contract directly with Workshop Cheltenham.</p> <p>Contact officer: simon.hodges@cheltenham.gov.uk</p> |

1. Background

- 1.1 The Car Parking strategy approved by Cabinet on the 13th June, 2017 (Appendix 8) recommended that the Borough Off-Street Parking Order be updated to show changes in the estate and related parking conditions.

2. Reasons for recommendations

- 2.1 To bring into force an updated Order that reflects planned changes to assets within the estate;
- 2.2 To support and implement the approved June 2017 Parking Strategy and its related objectives;
- 2.3 To facilitate a land swap with Gloucestershire County Council, to exchange 61% of St Georges Road carpark for Chester Walk car park, thereby facilitating the 'Workshop Cheltenham' project;
- 2.4 To encourage residents to consider more environmentally-friendly modes of transport, thereby helping to manage and alleviate traffic congestion;
- 2.5 To help mitigate and prevent the further abuse of out-of-town car parks by commuters and long stay parkers, to the detriment of the local community and in particular, access to local goods and services.

3. Alternative options considered

- 3.1 **Do nothing** – this option was rejected, as the current Parking Order needs updating to reflect the changes the Council wishes to implement to deliver the next phase of the Parking Strategy approved in 2017, including operational management of the parking estate, modernisation of the service and effectively tackling parking congestion and access to local goods and services that would otherwise not be addressed effectively.
- 3.2 **Maintain free parking charges at seven outlying car parks** – this option has been actively considered, but is not considered appropriate in relation to 5 car parks (these being Pittville Pump Room, Albemarle Gate, Lansdown Place Lane, Sherborne Street and St James' Square), on the basis of the Council's strategic parking objectives and in particular, the wish to discourage long stay and commuter parking in car parks designed to facilitate access to local goods and services. The Council has however noted the significant public response and concerns about the potential impact of parking charges proposed at the Church Piece and Whitefriars car parks in Charlton Kings and the Pittville Pump Room and Albermarle Gate car parks and the associated impact on vulnerable groups accessing services. .

4. How this initiative contributes to the corporate plan and environmental objectives

- 4.1 Achieving a cleaner and greener sustainable environment for residents and visitors – the Parking Order review will contribute to balancing car travel against other more sustainable transport modes, thereby helping to mitigate congestion, poor air quality and emissions contributing to global heating.
- 4.2 Continuing revitalisation and improvement of our vibrant town centre and public spaces.
- 4.3 Achieving a cleaner and greener sustainable environment for residents and visitors.
- 4.4 Delivering services to meet the needs of our residents and communities.

5. Consultation and feedback

- 5.1 Statutory bodies consulted – Office of the Chief Constable, Gloucestershire Constabulary – no comment returned.
- 5.2 Public consultation opened 1200 hours on the 13th June, 2019 and ran for statutory period of 21 calendar days until 1200 hours 4th July, 2019.
 - 5.2.1 A statutory notice was published in the Cheltenham distribution of the Gloucestershire Echo (13/06/19). Laminated notices have been posted at all new parking places, additional digital engagement published and paid for promotion on Facebook and Twitter. Full copies of the Parking Order and summary of responses were published on the Council's public website.
 - 5.2.2 Comments received - as anticipated, the majority of objections received related to the proposed introduction of tariffs in car parks that had previously been free of charge; a minority requested a free waiting period at Church Piece, Whitefriars and Pittville Pump Room car parks to. A small minority of comments concern maximum waiting times which would push commuter parking to on-street parking.
 - 5.2.3 A seminar was held, to which all councillors were invited and at which proposed responses to the principal issues raised through the public consultation were discussed.
 - 5.2.4 A summary of comments has been published on the Council's website in accordance with the advice given in the statutory notice.
 - 5.2.5 Appendix 9 contains a summary of the objections received and the council's response to these.

6. Recommended changes to the published draft Parking Order

- 6.1 In light of the minimal feedback received through the consultation, to proceed with the proposed removal of the Sandford Lido Car Park from the borough Parking Order, when the new Order is published. This will provide greater autonomy to the Lido operator (currently the Sandford Lidos Trust) in relation to the management of the car park, including the setting of fees and charges, which will no longer be controlled by the Council.
- 6.2 That a 'free limited waiting period' of 2 hours is introduced at the Pittville Pump Room and Ablemarle Gate car parks and that the existing 4 hour free stay period should be retained at Church Piece and Whitefriars car parks.
- 6.3 It is now proposed that charges will be applied at the Pittville Pump Room and Ablemarle Gate car parks for stays of longer than two hours, to facilitate an improved turnover of spaces, allowing more visitors to benefit from access to Pittville Park and associated facilities.
- 6.4 As a result of representations received, arrangements will be put in place to allow the operator of the Pittville Pump Room (currently the Cheltenham Trust) to facilitate longer stay free parking for those attending specific scheduled events at the Pump Room.
- 6.5 Proposals to introduce permit parking at Malvern Walk will proceed, based on this being restricted to the use of the Council's own staff. This will help manage public parking capacity in the town centre and reduce some of the concerns regarding the potential for increased congestion in

Malvern Road, particularly at school opening and finishing times. Design proposals for the new parking area will be subject to further local consultation, to help ensure all relevant concerns have been taken into consideration. This will involve local ward members and is likely to take place at or close to the site, once the initial design has been developed.

7. Performance management – monitoring and review

- 7.1 The project team has regularly reviewed the comments received to identify themes and trends.
- 7.2 The Cabinet member has been kept fully aware of developments and comments received throughout the consultation period.

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| <p>Report author</p> | <p>Contact officers:</p> <p>Alex Lawson, Project Manager – alex.lawson@cheltenham.gov.uk 01242 264228</p> <p>&</p> <p>Mike Redman, Director of Environment - mike.redman@cheltenham.gov.uk 01242 264160</p> |
| <p>Appendices</p> | <ol style="list-style-type: none"> 1. Risk Assessment 2. 2.1 - Parking Strategy Equality Impact Assessment 2.2 – Equality impact assessment for proposed St George’s Road car park changes 3. The Borough of Cheltenham (off-street parking places) Order 2019 4. Schedule 1 - Car Park Definitions 5. Schedule 2 - Permit Definitions 6. Schedule 3 - Car Park Location Maps 7. Summary of comments to date 8. Cabinet approval of Parking Strategy 9. Responses to public comments 10. Legal Advice Note – exempt information (not for publication) |
| <p>Background information</p> | |

Appendix 1 - Risk Assessment

| The risk | | | | Original risk score (impact x likelihood) | | | Managing risk | | | | |
|-----------|---|------------|-------------|---|-----------------|-------|---------------|--|----------|---------------------|------------------------------|
| Risk ref. | Risk description | Risk Owner | Date raised | Impact 1-5 | Likely-hood 1-6 | Score | Control | Action | Deadline | Responsible officer | Transferred to risk register |
| | If unlimited free parking continues to be overused there is a risk that those with additional mobility needs will not be adequately provided for in the boroughs parking provision. | MR | 16/5/17 | 2 | 2 | 4 | Reduce | Implement revised tariffs and maximum waiting times in line with recommendations made in the Parking Strategy. | Asap | Parking Manager | No |
| | If car parking provision is too plentiful and/or cheap, this may lead to increased congestion, poorer air quality and a reduction in the use of more sustainable transport modes. | MR | 22/03/16 | 4 | 2 | 8 | Reduce | Investigative work undertaken as part of the strategy development identified the reasonable balance to reduce the likelihood of this risk becoming an issue. This report proposes the introduction of some new charges and reduced provision of free parking at some locations. | 2022 | Parking Manager | No |
| | If car parks are of poor environmental quality, they will detract from the visitor experience of Cheltenham and impact on the town's reputation. | MR | 22/03/16 | 3 | 3 | 9 | Reduce | Public consultation has assisted understanding of the level of impact on environmental quality and the associated priority that should be given to it within the strategy. | 2022 | Parking Manager | No |
| | If car parking charges are set too high, this is likely to impact on the number of visitors to the town and could be damaging to the local economy | MR | 17/05/16 | 3 | 3 | 6 | Reduce | Investigation work undertaken as part of the strategy development identified a reasonable balance to reduce the likelihood of this risk becoming an issue. | 2022 | Parking Manager | No |

Explanatory notes

Impact – an assessment of the impact if the risk occurs on a scale of 1-5 (1 being least impact and 5 being major or critical)

Likelihood – how likely is it that the risk will occur on a scale of 1-6 (1 being almost impossible, 2 is very low, 3 is low, 4 significant, 5 high and 6 a very high probability)

Control - Either: Reduce / Accept / Transfer to 3rd party / Close

Appendix 2 - Equality Impact Assessment

Appendix 2.1 Equality Impact Assessment for St Georges reduction and use of Malvern Walk

Appendix 3 – Draft Parking Order on which consultation took place

Appendix 4 - Schedule 1 - Car Park Definitions

Appendix 5 - Schedule 2 - Permit Definitions

Appendix 6 - Schedule 3 - Car Park Location Maps

Appendix 7 - Summary of comments received to public consultation on the new Parking Order

Appendix 8 – Already approved Car Parking Strategy – June 2017

Appendix 9 – Summary of public representations and CBC responses

Appendix 10 – Exempt information - confidential legal advice

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Equality impact assessment – for services, policies and projects

What is an equality impact assessment?

An equality impact assessment is an important part of our commitment to improving equality practice. The form will help us find out what impact or consequences our functions, policies, procedures and projects have on our citizens, employees and potential employees.

By undertaking an impact assessment, we are able to:

- Take into account the needs, experiences and circumstances of those groups of people who use (or don't / can't use) our services.
- Identify any inequalities people may experience.
- Think about the other ways in which we can deliver our services which will not lead to inequalities.
- Develop better policy-making, procedures and services.

Impact assessment are required by law; The Race Relations Amendment Act, The Disability Discrimination Act and the amended Sex Discrimination Act all require local authorities to assess the impact of their functions, policies, projects and services, or the likely impact of any that are proposed, on equality.

However, our view is that we should be using the results of impact assessment to improve service delivery so that we become more accountable to the people that we serve.

Background

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| Name of project and date | Parking Strategy 16/5/17 |
| Lead officer | Jane Stovell |
| Other people involved in completing this form | Mike Redman, Director of Environment |

Step 1 - About the project

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| What is the aim of the project and what outcomes is it contributing to | The parking strategy project aims to comprehensively review our strategic approach to parking provision within the Borough of Cheltenham to optimise support for the local economy, whilst supporting sustainable transport modes and retaining or increasing current income levels. The project forms part of the PED Transformation project (VFM1) to deliver MTFS savings, smarter working and Place strategy. |
| Who are the primary customers of the project and how do they / will they benefit | Residents, commuters and visitors to Cheltenham. Members and Officers of CBC |
| How and where is the project implemented | The parking strategy will guide decision making on all aspects of parking across the CBC parking estate throughout the Borough, and management of said estate. |
| What potential barriers might already exist to achieving these outcomes | Funding Planning legislation Officer resource |

Step 2 – What do you know already about your existing / potential customers

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| What existing information and data do you have about your existing / potential customers e.g. Statistics, customer feedback, performance information | We have undertaken two car park usage surveys, wide public consultation and met with staff and clients at the Phoenix Centre that provides care and support services to those with disabilities and complex needs. |
| What does it tell you about who uses your service and those that don't? | The car park surveys showed that there seems to be sufficient parking within the town centre as a whole, but that specific car parks are busier and others generally have spare capacity, during the day. Only one car park was full for the majority of the day. District car parks (out of town centre), which are free are often very busy during the day. The public consultation results broadly reflect surveys carried out elsewhere, although safety was less frequently mentioned as an issue. The discussion at the Phoenix focused specifically on the proximity of free parking within the locality of the Centre which has reduced since NCP became the owners of the closest car park. Other items mentioned were car park surfacing, space around vehicles, particularly at the rear, and long stay options. |
| What have you learnt about real barriers to your service from any consultation with customers and any stakeholder groups? | Customer perception and reality often differs. The on street/off street parking relationship can be confusing for customers The end to end customer experience needs to be improved More data needs to be available to aid decision making. Alternative forms of transport need to be supported |

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| If not, who do you have plans to consult with about the project? | Car Park Member Working Group has been engaged throughout the development of the strategy to review findings and recommendations. The group has included Members, officers, Chamber of commerce reps, Business Improvement District rep, Gloucester County Council rep. |
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Step 3 - Assessing Impact

How does your project impact on different groups in the community?

| Group | What are you already doing to benefit this group | What are you doing that might disadvantage this group | What could you do differently to benefit this group | No impact on this group |
|----------------------------|--|---|---|-------------------------|
| Ethnicity / Race | | Signage in English only which might result in parking infringements | Could consider adding other languages to signs but this is likely to be impractical due to number of languages needing to be included | |
| Sex | | | | ✓ |
| Gender Reassignment | | | | ✓ |
| Age | | | | ✓ |
| Disability | Engaging with Phoenix Centre to understand concerns. Currently offering unlimited free parking in CBC off road car parks. | Considering a variety of charging and time limit alternatives for blue badge owners using paying car parks. These measures will help to increase the turnover of disabled parking bays, discourage commuter parking where alternative transport options are available and reduce problems resulting from | Ensure accessible parking and transport options are available throughout the town centre to reflect differing needs. Considering giving an additional 1 hour free parking in time restricted disabled bays where valid blue badge displayed. These measures will help to increase the turnover of | |

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| | | free long stay parking | disabled parking bays, discourage commuter parking where alternative transport options are available and reduce problems resulting from free long stay parking. This will help to free-up parking spaces for those seeking to access goods and services in proximity to off-street car parks. | |
| Religion or belief | | | | ✓ |
| Sexual orientation | | | | ✓ |
| Marriage and Civil Partnership | | | | ✓ |
| Pregnancy & Maternity | | | | ✓ |
| Other socially excluded groups or communities | | | | ✓ |

Step 4 - what are the differences

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| Are any groups affected in different ways to others as a result of the project? | Blue Badge Holders have the option to park for free at on road locations for specific time periods e.g. on yellow lines for up to 3 hours and in designated disabled bays. Non English speaking users may not understand signage (see assessing impact) |
| Does your project either directly or indirectly discriminate? | The strategy proposes that the less expensive and longer stay parking is focused further out of the town centre. This may impact commuters and those on lower incomes. |
| If yes, what can be done to improve this? | Ensure that there are viable travel alternatives. This already includes adapted public service buses which are accessible to those with mobility problems. |

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| <p>Are there any other ways in which the project can help support priority communities in Cheltenham?</p> | <p>Work in partnership with GCC to expand on travel options under their control, e.g. Park & Ride</p> |
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Step 5 – taking things forward

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| <p>What are the key actions to be carried out and how will they be resourced and monitored?</p> | <p>Strategy to be adopted and action plan to be commenced. Initial proposals to be recruitment of a parking manager and provision of a new payment system at Regent Arcade</p> |
| <p>Who will play a role in the decision-making process?</p> | <p>Officers, CBC Cabinet.</p> |
| <p>What are your / the project’s learning and development needs?</p> | <p>Initially, advice from consultant on job and person spec for parking manager role and payment system options. Ownership of the strategy and action plan by the parking manager. Improved data to help with decision making Improved partnership with GCC</p> |
| <p>How will you capture these actions in your project planning?</p> | <p>Milestone plan, action log, risks and issues log, decision log.</p> |

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Equality impact assessments – for services, policies and projects

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By undertaking an impact assessment, we are able to:

- Take into account the needs, experiences and circumstances of those groups of people who use (or don't / can't use) our services.
- Identify any inequalities people may experience.
- Think about the other ways in which we can deliver our services which will not lead to inequalities.
- Develop better policy-making, procedures and services.

Impact assessment are required by law; The Race Relations Amendment Act, The Disability Discrimination Act and the amended Sex Discrimination Act all require local authorities to assess the impact of their functions, policies, projects and services, or the likely impact of any that are proposed, on equality.

However, our view is that we should be using the results of impact assessment to improve service delivery so that we become more accountable to the people that we serve.

Background

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| Name of service / policy / project and date | Workshop Cheltenham |
| Lead officer | Mark Sheldon |
| Other people involved in completing this form | Alex Lawson, Mike Redman, Simon Hodges. |

Step 1 - About the project

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| <p>What is the aim of the service / policy / project and what outcomes is it contributing to</p> | <p>Aims To complete a land swap deal with GCC for their Chester Walk car park in exchange for 61% of St George's Road carpark.</p> <p>To grant a 10 year lease to Workshop Cheltenham Ltd for the Chester Walk site.</p> <p>Outcomes Retention of younger people in Cheltenham. Support for start-ups and small businesses. Engage business and people via the Growth Hub. Reduction of anti-social behaviour in St Mary's Churchyard.</p> |
| <p>Who are the primary customers of the project and how do they will they benefit</p> | <p>Workshop Cheltenham is the primary customer, the company will enjoy the benefits of being able to build its vision of an innovation and growth centre, with the potential to rent the space to their customers.</p> |
| <p>How and where is the service / policy / project implemented</p> | <p>How The land exchange deal will be approved by CBC Cabinet and that decision will be supported by a business case and associated projection of income. GCC Cabinet will also approve the land exchange deal.</p> <p>Where CBC will grant Workshop Cheltenham a lease to operate on Chester Walk.</p> |
| <p>What potential barriers might already exist to achieving these outcomes</p> | <p>The public response to the consultation on the proposals to reduce the size of St George's car park and make Malvern Walk CBC 'permit parking only' may not be supported by CBC members and could detrimentally impact the financial business case.</p> <p>There may be some challenges emerging when staff are consulted and asked to relocate to new car parks. This could impact on those with special/disability needs.</p> <p>CBC Cabinet may not support the business case and the associated land swap deal.</p> |

Step 2 – What do you know already about your existing / potential customers

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| <p>What existing information and data do you have about your existing / potential customers e.g. Statistics, customer feedback, performance information</p> | <p>The CBC Planning Committee has seen and unanimously supported the Workshop Cheltenham proposals and granted planning consent for the build.</p> <p>Credit score has been completed and showed that Workshop Cheltenham is a newly formed company that carries financial risks associated with that status.</p> |
| <p>What does it tell you about who uses your service / policy and those that don't?</p> | <p>That there are both financial and reputational risks associated with the proposal, but it does have broad member and political support.</p> |
| <p>What have you learnt about real barriers to your service from any consultation with customers and any stakeholder groups?</p> | <p>There is objection from the residents of the newly built Taylors Yard housing estate, that did not realise that Malvern Walk is a parking facility that has been temporarily closed for a period.</p> <p>There was one objection commenting about the proposed reduction in the size of St George's Road car park; the commenter said that the car park was well placed and accessible for town.</p> |
| <p>If not, who do you have plans to consult with about the service / policy / project?</p> | <p>N/A as completed.</p> |

Step 3 - Assessing Impact

How does your project impact on different groups in the community?

| Group | What are you already doing to benefit this group | What are you doing that might disadvantage this group | What could you do differently to benefit this group | Impact on this group |
|---------------------------------------|---|--|---|----------------------|
| Ethnicity / Race | | | | No change |
| Sex | | | | No change |
| Gender Reassignment | | | | No change |
| Age | | | | No change |
| Disability | <p>Provision of larger bays for users with mobility needs.</p> <p>Three hours free parking for blue badge holders in most CBC car parks (all spaces).</p> | <p>Reducing the number of publicly available parking spaces in St George's Road car park.</p> | <p>Improve the accessibility to disabled clients of all pay and display machines.</p> <p>Increase the distribution of a 'Pay by Phone' option to most CBC car parks.</p> <p>Review the layout and 'best practice' specification of dedicated blue badge spaces.</p> | |
| Religion or belief | | | | No change |
| Sexual orientation | | | | No change |
| Marriage and Civil Partnership | | | | No change |
| Pregnancy & Maternity | | | | No change |
| Council Staff | <p>Provide reduced cost car parking at a location of choice.</p> <p>Staff with working needs are able to park in nearby car parks.</p> | <p>Staff will be relocated to 'out of town' or less desirable car parks that are further away.</p> | <p>Encourage staff not to consider alternative transport modes in preference to car use.</p> <p>Provide low emission pool cars for staff use to complete their duties.</p> <p>Launch a new cycle to</p> | |

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| | | | <p>work initiative, including low cost bike loans.</p> <p>Provide parking slightly further away from work, encouraging health benefits through 'park and stride' and reducing congestion and associated pollution in the town centre.</p> | |
| <p>Other socially excluded groups or communities</p> | | | | <p>No change</p> |

Step 4 - what are the differences

| | |
|---|---|
| Are any groups affected in different ways to others as a result of the project? | Yes – Council staff will have to walk a little further. |
| Does your project either directly or indirectly discriminate? | No, St George's Road car park will retain 39% of the surface area for public parking. |
| If yes, what can be done to improve this? | Not applicable. |
| Are there any other ways in which the project can help support priority communities in Cheltenham? | Yes, as part of the car parking work, a review of the access for mobility users to payment machines is scheduled and action will be taken to rectify any identified issues. |

Step 5 – taking things forward

| | |
|---|---|
| What are the key actions to be carried out and how will they be resourced and monitored? | Accessibility survey of all car parks – tracked through the governance of the Parking Strategy Programme. |
| Who will play a role in the decision-making process? | Mike Redman – Director for Environment in consultation with Andrew McKinlay – Lead Member for Safety and Development. |
| What are your / the project's learning and development needs? | None |
| How will you capture these actions in your service / project planning? | Through Parking Strategy implementation progress updates, including members of Overview and Scrutiny. |

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THE BOROUGH OF CHELTENHAM (OFF-STREET PARKING PLACES)
ORDER 2019

Cheltenham Borough Council (hereinafter referred to as “the Council”) in exercise of its powers under sections 32, 33, 35 and 124 of and Part IV of Schedule 9 to the Road Traffic Regulation Act 1984 (hereinafter referred to as “the 1984 Act”), under the Road Traffic Act 1991 (hereinafter referred to as “the 1991 Act”), under the Traffic Management Act 2004 (hereinafter referred to as “the 2004 Act”) and all of other enabling powers and after consultation with the Chief Officer of Police in accordance with the 1984 Act hereby makes the following Order:

PART ONE - GENERAL

1 Commencement and citation

This Order shall come into force on the 2nd day of September Two thousand and Nineteen and may be cited as “The Borough of Cheltenham (Off-Street Parking Places) Order 2019”.

2 Revocations

Without prejudice to the validity of anything done or to any liability incurred in respect of any act or omission before the coming into force of this Order:-

a) The Borough of Cheltenham (Off-Street Parking Places) Order 2007, and all related orders and variations are hereby revoked.

3 Definitions

3.1 In this Order:

“2004 Act” means the Traffic Management Act 2004

“Appropriate Ticket Machine” in respect of a Parking Place means a Ticket Machine situate in that Parking Place;

“Authorised Agent” means a parking services contractor appointed by and acting on behalf of the Council for the purposes of the supervision and enforcement of the provisions of this Order;

“Business” means any activity carried on from any Business Property by an individual or by a body or persons whether corporate or unincorporated;

“Business Property” means any property situate in the Borough of Cheltenham which is shown in the local non-domestic rating list from time to time in force;

“Car Park Attendant” means a person appointed by the Council to operate and ensure the correct operation of a Parking Place in relation to which the words ‘Automatic Barrier’ appears in column 9. A Car Park Attendant may not perform the duties of a Civil Enforcement Officer;

“Charging Hours” in respect of a Parking Place means the period of hours which appear in relation to that Parking Place in column 4;

“Charging point supplier” is a third party supplier that provides and services the charging infrastructure equipment.

“Civil Enforcement Officer” means a person appointed by the Council under section 76(1) of the Traffic Management Act 2004 (c.18) (hereinafter referred to as “the 2004

Act”)

“Column” means a column within Schedule 1 unless otherwise stated.

“Credit Card” and “Debit Card” have the same meanings as are assigned to them by section 35A(6) of the Road Traffic Regulation Act 1984;

“Disabled Person’s Badge” has the same meaning as is in Regulation 3(1) of the Local Authorities’ Traffic Orders (Exemption for Disabled Persons) (England) Regulations 2000 and “relevant position”, in relation to the display of a disabled person’s badge, has the same meaning as in Regulation 4 of those Regulations;

“Disabled Person’s Parking Space” means any Parking Space which is marked as being available for the use only of a vehicle displaying a Disabled Person’s Badge in the relevant position;

“Driver of a vehicle” means the person who was driving the vehicle in question at the time it was left in a Parking Place;

“Cashless Parking System” means a system using electronic records and electronic communication methods (e.g. mobile phone, internet, apps etc.) set up and maintained by the Service Provider to accept and record payment of Parking Charges on behalf of the Council;

“Electric Vehicle” means an electrically propelled vehicle.

“Hybrid Vehicle” means a vehicle using two different forms of power, such as an electric motor and an internal combustion engine, or an electric motor with a battery and fuel cells for energy storage.

“Identifier” is the number assigned to the Parking Place by Cheltenham Borough Council Parking Services when issuing permits;

“Invalid Carriage” has the same meaning as is assigned to it by section 136(5) of the 1984 Act;

“Maximum Period of Waiting” in relation to a Parking Place means the period (if any) as appears against the Parking Place in column 7;

“Maximum Vehicle Dimensions” means that unless otherwise stated the vehicle cannot exceed:-

5.25m in length

2.20m in width (including wing mirrors)

2.20m in height

2.75 tonnes in weight

“Motorcycle” means a powered two-wheeled motor vehicle which includes both mechanical and/or electrical power. For the purpose of this Order this definition is to include all other forms of powered two-wheeled motor vehicle such as mopeds or scooters;

“Off-Street Resident’s Parking Permit” means a Permit for the leaving of a vehicle in a Parking Place issued by the Council pursuant to an application under Article 13.1;

“Off-Street Resident’s Parking Permit Holder” means a person who is a holder of a valid Resident’s Parking Permit.

“Parking Charge” means an amount specified in column 5 which is payable either at a Ticket Machine, via the Cashless Parking System or, in the case of a Parking Place

in relation to which the words 'Automatic Barrier' appear in column 9, a Parking Charge Payment Machine, subject to the provisions of this Order, in respect of a vehicle parked in a Parking Place for the Parking Period specified in relation to that Parking Charge;

"Parking Charge Payment Machine" means an apparatus used as a means of collecting any Parking Charge payable in respect of a vehicle that has been parked in a Parking Place in relation to which the words "Automatic Barrier" appear in column 9, being designed to receive a ticket issued by a Ticket Dispensing Machine after a period of parking by a vehicle and to accept coins or other methods of payment of the Parking Charge in respect of that vehicle and thereafter to facilitate the operation of a barrier at the exit of the Parking Place;

"Parking Period" means a period of time specified in column 6 for which payment of the Parking Charge specified in relation thereto has been made and during which, subject to the provisions of this Order, a vehicle may be parked in a Parking Place during the Charging Hours;

"Parking Permit" means a Permit or Season Ticket of any description issued by the Council under this Order and under such conditions as shall be prescribed by the Council in relation to that Permit;

"Parking Permit Holder" means a person who is a holder of a valid Parking Permit;

"Parking Place" means an area of land or building, including any access way, designated as a Parking Place by virtue of Article 5 for the purpose of leaving vehicles. They are provided by the Council and are specified by name in column 1;

"Parking Space" means a space in a Parking Place which is provided for the leaving of a vehicle and is indicated as such by markings on the surface of the Parking Place;

"Parking Ticket" means a ticket issued by the Appropriate Ticket Machine in accordance with Article 6.3 which indicates that the Parking Charge has been paid and the day and time by which the Parking Period for which the Parking Charge has been paid will expire;

"Pedal Cycle" means an unpowered two, three or four wheeled vehicle which may include electrical assistance. Only two wheeled vehicles are permitted in racks marked as pedal cycles only;

"Penalty Charge" means a charge set in accordance with the provisions of the 2004 Act payable to the Council following the issue of a Penalty Charge Notice;

"Penalty Charge Notice" means a notice issued or served by a Civil Enforcement Officer pursuant to the provisions of the 2004 Act;

"Period of Stay" in relation to a vehicle left in a Parking Place means the period beginning at the time of arrival of the vehicle in that Parking Place and extending until the time of its departure therefrom;

"Prescribed Position" means the position in which a vehicle may wait in a Parking Place as specified in column 3 in relation to that Parking Place;

"Registered Keeper" in relation to a vehicle means:

the person whose name appears on the vehicle's registration documents and in whose name the vehicle is registered at the Driver and Vehicle Licensing Agency; or

where the vehicle is registered in the name of a Business the person who has the permanent use of the vehicle; or

where the vehicle is registered in the name of a Business and it is used by multiple persons then the Company Secretary;

“Replacement Permit” means a replacement Permit issued Article 18.3.2;

“Schedule” means Schedule 1 unless otherwise stated

“Service Provider” means either the Council or such company or contractor authorised and appointed by the Council to operate, administer and accept payment of any parking charges on its behalf by way of the Cashless Parking System;

“System Member” means a person who has entered into an agreement with the Service Provider to pay them the amount of any Parking Charge which is payable for a specific vehicle when left in a Parking Place during the Charging Hours by using the Cashless Parking System and has provided them with the information necessary to enable the Cashless Parking System to be utilised when that vehicle is so left;

“Ticket Machine” means any apparatus or device of a type and design approved by the Secretary of State for Transport as a means to accept payment of the Parking Charge in respect of a vehicle left in a Parking Place and to issue a Parking Ticket in respect thereof;

“Ticket Dispensing Machine” means any apparatus or device of a type and design approved by the Secretary of State for Transport situated at the entrance to a Parking Place in relation to which the words “Automatic Barrier” appear in column 9 which dispenses a ticket in respect of a vehicle entering that Parking Place;

“Vehicle” means a ‘mechanically propelled vehicle intended or adapted for use on roads. (s.185(1) of the Road Traffic Act 1988 and s.136(1) of the Road Traffic Regulation Act 1984) and for the purpose of this Order includes vehicles with any form or combination of power sources, other than human or animal;

“Working Day” means any day other than a Saturday or a Sunday or a day which is either Christmas Day, Good Friday, a Bank or Public Holiday.

3.2 The name and boundary of each Parking Place is illustrated in Schedule 3.

4 Interpretation

4.1 For the purpose of this Order:

4.1.1 a vehicle shall be permitted to wait in a Parking Place if it is of the class or one of the classes of vehicle as appear in relation to that Parking Place in the Schedule column 2;

4.1.2 a vehicle shall be parked in a Prescribed Position where:

4.1.2.1 in a Parking Place in which Parking Spaces are provided it is parked in a position in which it may wait as set out in the Schedule column 3 or;

4.1.2.2 in a Parking Place in which Parking Spaces are not provided it is parked in an orderly manner and so as not to obstruct the entrance or exit of the Parking Place or the access or egress of any other vehicle to or from the Parking Place.

4.1.3 Permits and Parking Tickets shall be displayed in a relevant position on a vehicle:

4.1.3.1 in the case of a vehicle fitted with a front windscreen when it is exhibited immediately behind the windscreen so as to be legible from outside the vehicle;

4.1.3.2 in the case of a vehicle not fitted with a front windscreen when it is exhibited in a conspicuous position on the vehicle so as to be easily legible from outside the vehicle.

4.2 The prohibitions and restrictions imposed by this Order shall be in addition to and not in derogation from any restriction or requirement imposed by any regulations made or having effect as if made under the 1984 Act or by any other enactment.

4.3 Words importing one gender include all other genders and words importing the singular include the plural and vice versa.

4.4 Any references to a statute shall include any statutory extension, modification or re-enactment of such statute.

4.5 Without further designation references to any numbered Article are references to the Article of this Order so numbered and references to the Schedule are references to the Schedule to this Order.

PART TWO – DESIGNATION AND USE OF PARKING PLACES

5 Designation of Parking Places

Each Parking Place specified in the Schedule, column 1 is hereby designated as Parking Place for the parking of such classes of vehicles, in such positions and on such days and hours of operation as are specified in relation to that Parking Place in columns 2, 3 and 8.

6 Amount and payment of Parking Charge

6.1 The Parking Charge for a vehicle left in the Prescribed Position in a Parking Place in which it is permitted to wait during the Charging Hours shall be the charge prescribed in relation to that Parking Place in column 5 for the Parking Period prescribed in column 6 in relation to that Parking Place.

6.2 The Parking Charge shall be payable on the parking of a vehicle in a Parking Place during the Charging Hours, by either –

6.2.1 the insertion in an Appropriate Ticket Machine of any coin or combination of coins accepted by that Ticket Machine, together making up the amount of the Parking Charge for the Parking Period for which payment is being made; or

6.2.2 where applicable, a System Member, instructing the Service Provider, by any means made available by the Service Provider, to initiate the process of payment of the Parking Charge by means of any type of transaction made available by the Service Provider via the Cashless Parking System.

6.3 Upon payment of the Parking Charge in the manner specified in Article 6.2.1, the Driver of a vehicle shall display or cause to be displayed on the vehicle, in accordance with the provisions of Article 6.4, the Parking Ticket issued by the Ticket Machine following payment of the Parking Charge.

6.4 The Parking Ticket referred to in Article 6.3 shall be displayed in a relevant position on the vehicle in respect of which it was issued at all times during which that vehicle is parked in a Parking Place during the Charging Hours, so that all the particulars on that Parking Ticket are readily visible from outside the vehicle.

6.5 Upon entering a Parking Place in relation to which the words “Automatic Barrier” appears in column 9 during the Charging Hours, the Driver of the vehicle shall a) take the ticket issued in respect of that vehicle from the Ticket Dispensing Machine situated at the entrance to that Parking Place; or b) present a valid contactless payment card.

6.5.1 Immediately prior to returning to a vehicle for the purpose of exiting a Parking Place in relation to which the words “Automatic Barrier” appears in column 9, the Driver of the vehicle, or a person acting on their behalf, shall a) pay the amount of the Parking Charge, firstly by inserting the ticket previously issued in respect of that vehicle for which the Parking Charge is to be paid by the Ticket Dispensing Machine into a Parking Charge Payment Machine and secondly, by inserting the appropriate coin or coins or other methods of payment accepted by that Parking Charge Payment Machine, to make up the amount of that Parking Charge; or b) where entry has been gained by contactless payment shall present the same card to facilitate exit.

6.5.2 Upon payment of the Parking Charge in accordance with Article 6.5.1 the Driver of the vehicle, or a person acting on their behalf, as the case may be, shall retrieve the ticket which has been validated and returned by the Parking Charge Payment Machine.

- 6.5.3 Upon exiting the Parking Place, the Driver of the vehicle, or a person acting on their behalf, as the case may be, shall a) insert the ticket which has been validated and returned by the Parking Charge Payment Machine into the apparatus that facilitates the operation of the barrier at the exit of the Parking Place; or b) proceed to exit Parking Place where barrier raises automatically on automatic recognition of vehicle number plate.
- 6.5.4 Provided that if owing to the malfunction or non-operation of the Parking Charge Payment Machine, a substitute ticket is provided by a Car Park Attendant or Authorised Agent, that substitute ticket shall be inserted into the apparatus that facilitates the operation of the barrier instead.
- 6.6 If at the time that a vehicle is left in a Parking Place during the Charging Period there is no Appropriate Ticket Machine or all the Appropriate Ticket Machines display notices by the Council that they are out of order and, where appropriate, the Cashless Parking System is not available to the Driver of the vehicle who left it in the Parking Place, then no Parking Charge shall be payable in respect of that vehicle.
- 6.7 The Council shall provide any necessary equipment to exercise control of Parking Place or to collect any Parking Charge payable in respect of that Parking Place according to the method of control specified in column 9.

7 Indications by Parking Ticket and Ticket Machine or Record of Payment held by the Cashless Parking System that a payment has been made;

- 7.1 Where payment of the Parking Charge has been made at a Ticket Machine in accordance with Article 6.2.1 or by way of the Cashless Parking System in accordance with Article 6.2.2 -
 - 7.1.1 such payment in respect of a vehicle parked in a Parking Place during the Charging Hours shall be indicated either by the issue from a Ticket Machine of a Parking Ticket indicating that a Parking Charge has been paid and the day and time by which the Parking Period expires and by the display of that Parking Ticket in the manner specified in Articles 6.3 and 6.4; or
 - 7.1.2 by the Cashless Parking System containing a record that the process of payment of the Parking Charge to the Service Provider in respect of that vehicle in that Parking Place has been initiated by the System Member.
- 7.2 The expiry of the Parking Period in respect of a vehicle parked in a Parking Place during the Charging Hours shall be indicated either when there is displayed on the vehicle a Parking Ticket showing the day and time by which the Parking Period expired, and the day so shown is not the day on which the vehicle is so parked or the time shown on the clock of the Ticket Machine that issued the Parking Ticket is later than the expiry time shown on the Parking Ticket; or
 - 7.2.1 by the Cashless Parking System holding a record that indicates that the Parking Period in respect of which the System Member has paid the relevant Parking Charge has expired.

8 Parking Ticket and Ticket Machine indications and Records of Payment held by the Cashless Parking System as evidence

- 8.1 If at any time while a vehicle is parked in a Parking Place during the Charging Hours, no Parking Ticket is displayed on that vehicle in accordance with the provisions of Article 6.3 and 6.4 and the Cashless Parking System does not contain a record that the process of payment of the Parking Charge to the Service Provider in respect of that vehicle in that Parking Place has been initiated at or before that time, it shall be

presumed that the Parking Charge has not been duly paid.

- 8.2** If at any time while a vehicle is parked in a Parking Place during the Charging Hours either the Parking Ticket displayed on the vehicle in accordance with the provisions of Article 6.3 and 6.4 shows a day that is not the day on which the vehicle is parked or the time shown by the clock on the Ticket Machine that issued the Parking Ticket is later than the time shown on that Parking Ticket, and, where the Cashless Parking System indicates that the Parking Period in respect of which payment by the System Member of the Parking Charge for that vehicle has expired, it shall be presumed that the Parking Period has expired.
- 8.3** If it is presumed, in accordance with the provisions of Article 8.1 that the Parking Charge has not been duly paid, or in accordance with Article 8.2 that the Parking Period has expired, then these indications shall be evidence that a parking contravention within the meaning of paragraph 4 of Schedule 7 to the 2004 Act has occurred.
- 8.4** A Parking Ticket shall be presumed, in all cases, to have been issued on the day shown thereon.
- 9 Additional coins may be inserted in a Ticket Machine and additional payments may be made by way of the Cashless Parking System**
- 9.1** Where on the parking of a vehicle in a Parking Place payment of the Parking Charge has been made at a Ticket Machine and a Parking Ticket has been displayed on that vehicle in accordance with Article 6.3 and 6.4, an additional coin or coins may be inserted in that Ticket Machine or any other Ticket Machine by way of payment of a further Parking Charge in respect of that vehicle, so as to extend the Parking Period beyond that initially purchased provided that such additional payment does not extend the Maximum Period of Waiting beyond that specified in column 7 in relation to that Parking Place.
- 9.2** Where the Cashless Parking System holds a record of the process of payment of a Parking Charge by a System Member to the Service Provider in respect of a vehicle left in a Parking Place, an additional payment may be made by way of the Cashless Parking System in the manner specified in Article 6.2.2 provided that such additional payment does not extend the Maximum Period of Waiting beyond that specified in column 7 in relation to that Parking Place.
- 10 Restriction on removal of Parking Tickets and Permits**
- 10.1** Where a Parking Ticket has been displayed on a vehicle in accordance with the provisions of Article 6.3 and 6.4, a Permit has been displayed on a vehicle in accordance with the provisions of Article 23.1, no person, other than the Driver of a vehicle, shall remove that Parking Ticket or Parking Permit from the vehicle unless authorised to do so by the Driver of the vehicle.
- 10.2** Provided that nothing in Article 10.1 shall apply in relation to a Civil Enforcement Officer, an officer of the Council or a representative of the authorised agent who removes that Parking Ticket or Permit in the process of the vehicle being removed in accordance with Article 12.2 or Article 12.3.

11 Electric and Hybrid Vehicles

- 11.1** Any electric charging vehicle point will be clearly marked as such and will be for the exclusive use of electric and hybrid vehicles whilst connected to charging infrastructure.
- 11.2** Maximum stay of three hours is permitted during the operational hours of the

car park.

- 11.3 The vehicle must be receiving a charge from the charging point in order to be parked legally.
- 11.4 The normal parking place tariff's apply to any vehicle taking electrical charge from the electrical charging infrastructure.
- 11.5 An additional charge from the charging point supplier may also apply

12 Driving in Parking Places

- 12.1 Except with the permission of either the Council or a Civil Enforcement Officer, no person shall drive or permit any vehicle to be driven in Parking Place for any purpose other than for parking that vehicle in the Parking Place or departing therefrom following a period of parking therein.
- 12.2 No person shall use Parking Place as a means of passage from one highway to another.
- 12.3 Where Parking Place signs are erected or surface markings are laid for the purpose of regulating traffic within the Parking Place, no person shall drive or permit any vehicle to be driven so as to contravene the directions thereby given.

PART THREE – MOVEMENT AND REMOVAL OF VEHICLES

13 Movement and removal of vehicles

- 13.1** If a vehicle is left in Parking Place other than in a Prescribed Position a Civil Enforcement Officer or an officer of the Council may alter or cause to be altered the position of the vehicle so that it is then parked in a Prescribed Position.
- 13.2** If a vehicle is left in Parking Place in contravention of any of the provisions of this Order a Civil Enforcement Officer or an officer of the Council may remove the vehicle from the Parking Place or make arrangements for such removal to be carried out on their behalf.
- 13.3** In case of an emergency, either a Civil Enforcement Officer, a police constable in uniform or an officer of the Council may alter or cause to be altered the position of a vehicle in a Parking Place, or remove or arrange for the removal of such a vehicle.
- 13.4** Any person moving or removing a vehicle by virtue of this Article 12 may do so by towing or driving the vehicle or in such other manner as they may consider reasonably necessary to enable the position of the vehicle to be altered or for the vehicle to be removed.
- 13.5** Any person removing or arranging for the removal of a vehicle by virtue of this Article 12 shall make such arrangements as they consider being reasonably necessary for the safe custody of the vehicle in the place to which it is removed.
- 13.6** Any cost incurred in the process of the removal and safe custody of the vehicle will be payable by the registered owner/keeper prior to collection or return of vehicle.

PART FOUR – PARKING PERMITS

14 Application for Permits

- 14.1** In this Article 13 any reference to a column shall relate to Schedule 2 unless otherwise stated.
- 14.2** Any person or organisation specified in column 1 may apply to the Council or Authorised Agent for the issue to them of a Permit for the leaving of vehicles in the Parking Places specified in relation to that person or organisation in column 3 between the hours specified in columns 4 and 5 provided that such vehicles are of the class specified in column 2 in relation to that Parking Place.
- 14.3** A person or organisation is eligible for a permit if the person or organisations comply with the qualification criteria in column 2 for the Parking Place in column 3 for which the application has been made.
- 14.4** The person or organisation must pay the charges in column 6 for the period therein stated. Refunds for unused time will be made in accordance with Article 21 unless otherwise stated in column 7.
- 14.5** Where a person or organisation has been issued a Permit: -
- 14.5.1** the person or organisation shall display the Permit in a relevant position (as described in 4.1.3) on the vehicle in respect of which it was issued at all times during which that vehicle is parked in a Parking Place during the Charging Hours, so that all the particulars on that Permit are readily visible from outside the vehicle; or
- 14.5.2** the Permit details will be recorded on the Cashless Parking System
- 14.6** Any application for the issue of a Permit made under this Order shall be made on the form obtainable from the Council or Authorised Agent being appropriate to the type of Permit for which the application is being made and shall be accompanied by a remittance for such charge as is specified in Article 13.4 as is appropriate to the application.
- 14.7** The Council may at any time require an applicant for a Permit to produce to an officer of the Council such evidence in support of their application as it may reasonably require to verify any of the information supplied by the applicant.

15 Issue of Permits

- 15.1** Subject to the provisions of Article 14.2 upon receipt of an application made in accordance with Article 13 the Council or Authorised Agent shall issue to the applicant a Permit of the type in respect of which the application was made.
- 15.2** The Council or Authorised Agent shall not at any time be under any obligation to issue a Permit to anybody and in particular (but without prejudice to the generality of the foregoing) it shall not be obliged to issue a Permit relating to Parking Place.

16 Surrender of Permits

- 16.1** A Permit Holder may surrender their Permit to the Council at any time, but shall surrender it immediately their circumstances change such that they or their vehicle would no longer qualify for or be issued with a Permit if an application were newly submitted
- 16.2** A Permit Holder shall surrender their Permit to the Council on demand on the occurrence of any of the following events:

- 16.2.1 the issue to them by the Council of a Replacement Permit;
- 16.2.2 the expiry of the period in respect of which the Permit was issued; or
- 16.2.3 the withdrawal of the Permit by the Council under Article 16.

17 Withdrawal of Permits

- 17.1 The Council may, by notice in writing served upon a Permit Holder, temporarily withdraw any Permit issued to the Permit Holder if it appears to the Council that any of the events set out in Article 15 have taken place.
- 17.2 Unless a Permit Holder upon whom a notice has been served under Article 16.1 can demonstrate to the Council within two Working Days of the service of that notice that none of the events set out in Article 15 have taken place their Permit shall be considered to have been permanently withdrawn with effect from the day upon which notice was served under Article 16.1.

18 Validity of Permits

- 18.1 A Permit shall cease to be valid:
 - 17.1.1 immediately it is surrendered to the Council;
 - 17.1.2 at the expiration of the period for which it was issued; and
 - 17.1.3 immediately upon the occurrence of any of the events set out in Article 15.
- 18.2 Where a Permit is issued upon receipt of a payment and that payment is subsequently dishonoured the Permit so issued shall immediately cease to be valid and shall be surrendered to the Council forthwith.

19 Replacement Permits

- 19.1 A Permit Holder may request a Replacement Permit:-
 - 19.1.1 in order to relate the Permit to a vehicle other than the vehicle to which it currently relates;
 - 19.1.2 to replace a Permit that has become mutilated or defaced;
 - 19.1.3 to replace a Permit which has been lost, stolen or destroyed.
- 19.2 An application for a Replacement Permit must be accompanied by:
 - 19.2.1 the Permit which the Applicant is requesting be replaced (apart from 18.1.3); and
 - 19.2.2 a remittance of £14.00
- 19.3 Upon receipt of an application made under Article 18.1 the Council at its absolute discretion may issue a Replacement Permit to the applicant
- 19.4 The provisions of this Order shall apply to a Replacement Permit and to an application for a Replacement Permit as though the same respectively were a Permit and an application for a Permit.

20 Form of Permits

20.1 Save where an anonymous permit has been issued a Permit shall include the following particulars:

20.1.1 An identifier of said Parking Places in respect of which it is issued; and

20.1.2 authentication that it was issued by the Council.

20.2 Where an anonymous permit has been issued a Permit shall include such particulars which allow Civil Enforcement Officers to identify the validity of such permits in relevant parking places.

21 Charges for the issue of Permits and Vouchers

21.1 The charges relating to each type of Permit are shown at column 6 of Schedule 2.

21.2 A Permit Holder who surrenders a Permit to the Council before the date on which the Permit would otherwise have come into force shall be entitled to a refund of the charge which they paid in respect of the Permit upon payment of a administration fee currently set at £14.00.

21.3 Subject to Articles 20.3.1 and 20.3.2 a Permit Holder who surrenders a Permit to the Council after the date on which it came into force shall be entitled to a refund of part of the charge which they paid for the Permit as follows:

21.3.1 in respect of a Permit which has 6 complete months or more remaining as unexpired following receipt by the Council of such Permit, the sum of one half of the charge paid to the Council for the issue of that Permit;

21.3.2 in respect of a Permit which has 5 complete months or less remaining as unexpired following receipt by the Council of such Permit, the sum of one half of the pro rata charge paid to the Council for the issue of that Permit for each complete month remaining as unexpired.

21.4 No refund shall be payable in respect of Permits identified in column 7 of Schedule 2

PART FIVE - EXEMPTIONS

22 Parking Permits

- 22.1** Any vehicle which displays a valid Parking Permit in the relevant position shall be exempt from any of the provisions of this Order which would require a Parking Charge to be paid in respect of the leaving of that vehicle in a Parking Place to which that Parking Permit relates at such times as that Permit is in force. This is subject to the vehicle being parked in such a manner or location that is compliant (parking in marked parking space / not parking in a restricted area of the parking place).
- 22.2** For the purpose of Article 21.1 Parking Permits relate to any Parking Place the identifier of which appears on the Permit.

23 Disabled person's vehicles

- 23.1** A vehicle shall be exempt from any of the provisions of this Order which would require a Parking Charge to be paid in respect of the leaving of that vehicle in a Parking Place, for a maximum of three hours if that vehicle is a vehicle displaying a Disabled Person's Badge in the relevant position with a parking clock showing time of arrival.
- 23.2** The exemption in Article 22.1 shall not apply to the Regent's Arcade Parking Place in Blue Badge Parking Spaces or any other Parking Spaces.
- 23.3** If a vehicle displaying a Disabled Person's Badge is parked for longer than 3 hours, a valid parking ticket must be purchased and displayed at the time of parking, otherwise the vehicle is subject to enforcement action under clause 24.1

24 Maximum Period of Waiting

- 24.1** The driver of a vehicle shall not permit it to wait in a Parking Place for longer than the Maximum Period of Waiting as specified in column 7 of Schedule 1.
- 24.2** When after a period of stay a vehicle leaves a Parking Place to which a Maximum Period of Waiting applies, the vehicle shall not within the period specified in Column 7 of Schedule 1, after its leaving be left or caused or permitted to wait again upon that Parking Place.

PART SIX – CONTRAVENTION

25 Contravention of this Order

- 25.1** If a vehicle is parked in a Parking Place at any time without complying with the provisions of this Order, then a contravention shall be deemed to have occurred and a Penalty Charge shall be payable and a Penalty Charge Notice may be issued within the meaning of Paragraph 4 of Schedule 7 to the 2004 Act.
- 25.2** Such contravention or non-compliance shall be defined by the relevant contravention codes in force at the time.
- 25.3** These contraventions are defined by the PATROL Joint Committee (Parking and Traffic Regulation Outside London) of which Cheltenham Borough Council is a member. PATROL publish the current contravention codes on the internet at the following address:-
<https://www.patrol-uk.info/contravention.codes/>

PART SEVEN – MISCELLANEOUS PROVISIONS

26 Miscellaneous provisions

26.1 Except with the express prior consent of the Council no person shall use a Parking Place, any part of a Parking Place, or any vehicle left in a Parking Place:

26.1.1 for any purpose other than for leaving that vehicle in the Parking Place in accordance with the provisions of this Order or for the departing from the Parking Place after the period of parking;

26.1.2 in connection with a business or for any form of advertising;

26.1.3 for sleeping, camping, eating or cooking purposes;

26.1.4 for the purpose of storing, repairing, servicing or washing any vehicle, save as may be necessary to enable that vehicle to leave the Parking Place.

26.2 Except with the express prior consent of the Council no person shall, in any Parking Place:

26.2.1 use any vehicle in connection with the sale of any article to persons on or near the Parking Place, or in connection with the selling or advertising, or offering for hire, of their skills and services;

26.2.2 erect or cause or permit to be erected by any tent, booth, stand, building or other structure, whether temporary or permanent;

26.2.3 light or cause or permit to be lit any fire; or

26.2.4 use a caravan, campervan or other mobile home of any description as a dwelling, or for any domestic or sanitary purpose.

26.3 The driver of a vehicle using a Parking Place:

26.3.1 shall stop the engine of the vehicle as soon as it is in position in the Parking Place, and shall not re-start the engine unless they are about to change the position of the vehicle or leave the Parking Place; and

26.3.2 shall not sound any horn or similar instrument, save as may be necessary to warn other users of the Parking Place of any imminent danger.

26.4 No person shall permit or cause a trailer or caravan or any other form of unpowered vehicle (apart from a pedal cycle) to enter a Parking Place whether attached or unattached to a vehicle. If it enters attached to a vehicle it shall be deemed to be kept by the keeper of that vehicle.

26.5 At the absolute discretion of the council the availability of any Parking Place cited in this order maybe suspended. Best endeavours to give seven calendar notice by means of posting notices at the parking place. Reasons for suspension included but not limited to, community events, maintenance and improvement works, access to adjoining sites and other reason approved by the director with responsibility of Parking Services.

THE BOROUGH OF CHELTENHAM

(OFF-STREET PARKING PLACES)

ORDER 2019

SCHEDULE 1

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| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|----------------------------|---|--|---------------------|---------------------|---|--------------------------------|---|-------------------------------------|
| Albemarle Gate Car Park | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2.5 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | As above | £1 £2 | Up to 2 hours Up to 4 hours | 4 hours | All days | Pay and Display Pay by Phone |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|---------------------------------|---|--|--|---|--|-----------------------------------|---|-------------------------------------|
| Bath Parade Car Park | Motor cycles | Wholly within a parking space marked as 'Motor Cycles only' | 8am to 8pm on Monday to Saturday, including Bank Holidays 10am to 8pm on Sunday | (i) £1.70 (ii) £3.10 (iii) £4.50 (iv) £6.00 (v) £10.00 (vi) £12.00 | Up to 1 hour 1-2 hours 2-3 hours 3-4 hours 4-6 hours over 6 hours | 12 hours | All days 6am to 11.30pm | Pay and Display Pay by Phone |
| | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2.5 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | 8am to 8pm on Monday to Saturday, including Bank Holidays 10am to 8pm on Sunday | (i) £1.70 (ii) £3.10 (iii) £4.50 (iv) £6.00 (v) £10.00 (vi) £12.00 | Up to 1 hour 1-2 hours 2-3 hours 3-4 hours 4-6 hours over 6 hours | 12 hours | All days 6am to 11.30pm | Pay and Display Pay by Phone |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|-------------------------------|---|--|---|--|---|-----------------------------------|---|-------------------------------------|
| Bath Terrace Car Park | Motor cycles | Wholly within a parking space marked as 'Motor Cycles only' | 8am to 6pm on Mondays to Saturdays inclusive Sundays | £1.00 £1.50 £2.00 £5.50 Free | Up to 1 hour 1-2 hours 2-3 hours over 3 hours Operational hours | None | All days All hours | Pay and display Pay by Phone |
| | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2.5 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | 8am to 6pm on Mondays to Saturdays inclusive Sundays | £1.00 £1.50 £2.00 £5.50 Free | Up to 1 hour 1-2 hours 2-3 hours over 3 hours Operational hours | None | All days All hours | Pay and display Pay by Phone |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|-------------------------------|--|--|---|---|--|-----------------------------------|---|-------------------------------------|
| Chelt Walk Car Park | Motor cycles | Wholly within a parking space marked as 'Motor Cycles only' | 8am to 8pm on Mondays to Saturdays inclusive 10am to 8pm on Sundays | (i) £2.90 (ii) £4.50 (iii) £6.00 (iv) £10.00 | Up to 2 hour (ii) 2-3 hours (iii) 3-4 hours (iv) over 4 hours | None | All days All hours | Pay and Display Pay by Phone |
| | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2.5 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | As above | (i) £2.90 (ii) £4.50 (iii) £6.00 (iv) £10.00 | Up to 2 hour (ii) 2-3 hours (iii) 3-4 hours (iv) over 4 hours | None | All days All hours | Pay and Display Pay by Phone |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|----------------------------------|--|--|--|------------------------|--|--------------------------------------|--|-------------------------------------|
| Church Piece Car Park | Motor cycles, invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2.5 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | 8am to 8pm on Monday to Saturday, including Bank Holidays All day Sunday | £1 £2 Free | Up to 2 hours Up to 4 hours All day | 4 hours All day | All days All hours | Pay and Display Pay by Phone |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|---|---|--|---|--|---|-----------------------------------|---|-------------------------------------|
| Commercial Street Car Park | Motor cycles | Wholly within a parking space marked as 'Motor Cycles only' | 8am to 6pm on Mondays to Saturdays inclusive Sundays | £1.00 £1.50 £2.00 £5.50 Free | Up to 1 hour 1-2 hours 2-3 hours over 3 hours Operational Hours | None | All days All hours | Pay and Display Pay by Phone |
| | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2.5 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | 8am to 6pm on Mondays to Saturdays inclusive Sundays | £1.00 £1.50 £2.00 £5.50 Free | Up to 1 hour 1-2 hours 2-3 hours over 3 hours Operational Hours | None | All days All hours | Pay and Display Pay by Phone |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|---|---|--|---|--|--|--|---|-------------------------------------|
| Coronation Square Car Park | Motor cars licensed as private, motor cycles and Invalid carriages | Wholly within the parallel lines marked to indicate the parking space for each vehicle | 8am to 6pm on Mondays to Saturdays inclusive but excluding Bank Holidays Sundays | (i) 30p (ii) 50p (iii) £1.00 (iv) £2.00 Free | (i) Up to 1 hour (ii) 1-2 hours (iii) 2-4 hours (iv) over 4 hours | 18 hours on Sundays and 4 hours between the hours of 8am and 6pm on Mondays to Saturdays inclusive and not return within 1 hour | All days All hour | Pay and Display Pay by Phone |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|-------------------------------|---|--|--|---|--|-----------------------------------|---|-------------------------------------|
| High Street Car Park | Motor cycles | Wholly within a parking space marked as 'Motor Cycles only' | 8am to 8pm on Monday to Saturday, including Bank Holidays 10am to 8pm on Sunday | (i) £3.10 (ii) £3.90 (iii) £6.00 (iv) £10.00 | (i) Upto 2 hours (ii) 2-3 hours (iii) 3-4 hours (iv) over 4 hours | None | All days All hours | Pay and Display Pay by Phone |
| | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2.5 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | 8am to 8pm on Monday to Saturday, including Bank Holidays 10am to 8pm on Sunday | (i) £3.10 (ii) £3.90 (iii) £6.00 (iv) £10.00 | (i) Upto 2 hours (ii) 2-3 hours (iii) 3-4 hours (iv) over 4 hours | None | All days All hours | As above |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|-------------------------------------|--|--|--|---|---|------------------------------------|---|---------------------------------|
| Lansdown Place Lane Car Park | Motor cars licensed as private, motor cycles and invalid carriages | Wholly within the parallel lines marked to indicate the parking space for each vehicle | 8am to 8pm on Monday to Saturday, including Bank Holidays 10am to 6pm on Sunday | (i) £1 (ii) £1.50 (iii) £2.00 (iv) £5.50 | Up to 1 hours Up to 2 hours Up to 3 hours Over 3 hours | 10 hours, no return within 2 hours | All days All hours | Pay and Display Pay by Phone |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|--------------------------------------|---|--|------------------------|------------------------|---|--------------------------------------|---|---------------------------|
| Malvern Walk Car Park | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2.5 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | All hours | Permit only | 24hours | 24hours | All hours | Permit |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|-----------------------------------|---|--|---------------------|---------------------|---|------------------------------------|---|------------------------|
| Municipal Offices Car Park | Motor cycles | Wholly within a parking space marked as 'Motor Cycles only' | All hours | Permit only | 24hours | None | All days 6am to 11.30pm | Permit |
| | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2.5 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | All hours | Permit only | 24hours | Disabled bay access (2 hours max.) | All days 6am to 11.30pm | Permit |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|---|--|--|--|------------------------|--|--------------------------------------|--|---------------------------|
| Pittville Pump Room Car Park | Invalid carriages, private vehicles the unladen weight of which does not exceed 2 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | 8am to 8pm on Monday to Saturday, including Bank Holidays 10am to 8pm on Sunday | £1 £2 | Up to 2 hours Up to 4 hours | 4 hours in one parking period | All days All hours | Pay and Display |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|--|--|--|---------------------|---|---|-----------------------------------|---|---------------------------|
| Regent Arcade Shopping Centre (Multi- Storey) Car Park | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2 tons and the height of which does not exceed 2.1 meters | Wholly within the parallel lines marked to indicate the parking space for each vehicle | As above | £1.70 £3.10 £4.50 £6.00 £10.00 £14.00 £15.00 £2.50 Lost Ticket? Release fee? | Up to 1 hour 1-2 hours 2-3 hours 3-4 hours 4-6 hours 6-8 hours (vi) over 8 hours (viii) between 5.30pm and 12.30am (flat evening rate) £15 | As above | As above | Pay on Foot |
| | Electrically Powered vehicles or hybrid vehicles No fossil fuel only vehicles | Wholly within a parking space marked as 'Electric Vehicles only' | As above | £1.70 £3.10 £4.50 £6.00 £10.00 £14.00 £15.00 £2.50 Lost Ticket? Release fee? | Up to 1 hour 1-2 hours 2-3 hours 3-4 hours 4-6 hours 6-8 hours (vi) over 8 hours (viii) between 5.30pm and 12.30am (flat evening rate) £15 | As above | As above | Automatic Barrier |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|-------------------------------|--|--|---|---|---|-----------------------------------|---|--|
| Rodney Road Car Park | Motor cycles | Wholly within a parking space marked as 'Motor Cycles only' | 8am to 8pm on Monday to Saturday, including Bank Holidays 10am to 8pm on Sunday | (i) £1.70 (ii) £3.10 (iii) £4.50 (iv) £6.00 (v) £10.00 (vi) £12.00 | (i) Up to 1 hour (ii) 1-2 hours (iii) 2-3 hours (iv) 3-4 hours (v) 4-6 hours (vi) over 6 hours | None | All days All hours | Pay and Display Pay by phone |
| | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | As above | As above | As above | As above | As above | As above |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|---|---|--|--|--|--|--------------------------------------|--|-------------------------------------|
| Royal Well Bus Node Car Park | Motor cars licensed as Private vehicles, motor cycles and invalid carriages | Wholly within the lines marked to indicate the parking space for each vehicle Marked 20 min waiting bays | 8am to 8pm on Monday to Saturday, including Bank Holidays 10am to 8pm on Sunday | (i) £1.70 (ii) £3.10 (iii) £4.50 (iv) £6.00 Free | Up to 1 hour 1-2 hours 2-3 hours 3-4 hours 20 mins no return in 2 hours | 4 hours 20 minutes | All days All hours | Pay and display Pay by phone |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|-------------------------------|--|--|---|--|---|-----------------------------------|---|--|
| Royal Well Car Park | Motor cycles | Wholly within a parking space marked as 'Motor Cycles only' | 8am to 8pm on Monday to Saturday, including Bank Holidays 10am to 8pm on Sunday | (i) £1.70 (ii) £3.10 (iii) £4.50 (iv) £6.00 | Up to 1 hour 1-2 hours 2-3 hours 3-4 hours | 4 hours | All days All hours | Pay and Display Pay by phone |
| | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | As above | As above | As above | As above | As above | As above |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|----------------------------------|--|--|---|---|---|-----------------------------------|---|--|
| St. George's Road Car Park | Motor cycles | Wholly within a parking space marked as 'Motor Cycles only' | 8am to 8pm on Monday to Saturday, including Bank Holidays 10am to 8pm on Sunday | (i) £1.70 (ii) £2.90 (iii) £4.50 (iv) £6.00 (v) £10.00 (vi) £12.00 | (i) Up to 1 hour (ii) 1-2 hours (iii) 2-3 hours (iv) 3-4 hours (v) 4-6 hours (vi) over 6 hours | None | As above | Pay and Display Pay by phone |
| | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | As above | As above | As above | As above | As above | As above |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|----------------------------|---|--|--|---|--|--------------------------------|--|-------------------------------------|
| St. James Street Car Park | Motor cycles | Wholly within a parking space marked as 'Motor Cycles only' | 8am to 8pm Monday to Saturday, including Bank Holidays 10am to 8pm on Sunday | (i) £1.70 (ii) £3.10 (iii) £4.50 (iv) £6.00 (v) £10.00 (vi) £12.00 | Up to 1 hour 1-2 hours 2-3 hours 3-4 hours 4-6 hours over 6 hours | None | All days 6am to 8pm on Mondays to Saturdays inclusive 10am to 8pm on Sundays | Pay and Display Pay by phone |
| | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | As above | As above | As above | As above | As above | As above |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|--|---|--|--|-------------------------|---|--------------------------------|---|-------------------------------------|
| St James Square (Private Road) Car Park | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2.5 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | 8am to 8pm Monday to Saturday, including Bank Holidays 10am to 8pm on Sunday | £2.90 £4.50 £5.50 | Up to 2 hours Up to 3 hours Over 3 hours | 12 hours | All hours All days | Pay and Display Pay by phone |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|--------------------------------|--|--|--|---|---|-----------------------------------|---|-------------------------------------|
| Sherborne Place Car Park | Motor cycles | Wholly within a parking space marked as 'Motor Cycles only' | 8am to 8pm on Monday to Saturday, including Bank Holidays 10am to 8pm on Sunday | (i) £2.90 (ii) £3.90 (iii) £6.00 (iv) £10.00 | Up to 2 hours 2-3 hours 3-4 hours over 4 hours | 12 hours | All days All hours | Pay and Display Pay by phone |
| | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | As above | As above | As above | As above | As above | As above |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|----------------------------------|---|--|--|---|---|-----------------------------------|---|-------------------------------------|
| Sherborne Street Car Parks | Motor cycles | Wholly within a parking space marked as 'Motor Cycles only' | 8am to 8pm on Monday to Saturday, including Bank Holidays 10am to 8pm on Sunday | (i) £2.90 (ii) £4.50 (iii) £6.00 (iv) £10.00 | Up to 2 hours 2-3 hours 3-4 hours over 4 hours | 6 hours | All days All hours | Pay and Display Pay by phone |
| | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | As above | As above | As above | As above | As above | As above |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|--|---|--|--|--|---|-----------------------------------|---|-------------------------------------|
| Town Centre East (Multi- Storey) Car Park | Motor cycles | Wholly within a parking space marked as 'Motor Cycles only' | 8am to 8pm on all Monday to Saturday, including Bank Holidays 10am to 8pm on Sunday | (i) £1.50 (ii) £2.90 (iii)£3.90 (iv)£4.50 (v)£8.00 | Up to 1 hour 1-2 hours 2-3 hours 3-4 hours Over 4 hours | None | All days All hours | Pay and Display Pay by phone |
| | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2.5 tons and the height of which does not exceed 1.9m | Wholly within the parallel lines marked to indicate the parking space for each vehicle | As above | As above | As above | As above | As above | As above |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|--|--|--|---|--|--|-----------------------------------|---|--|
| West End (aka Phoenix Passage) Car Park | Motor cycles | Wholly within a parking space marked as 'Motor Cycles only' | 8am to 8pm on Monday to Saturday, including Bank Holidays 10am to 8pm on Sunday | (i) £1.20p (ii) £2.50 (iii) £3.50 (iv) £5.50 (v)£8.00 (vi)12.00 | (i) Up to 1 hour (ii) 1-2 hours (iii) 2-3 hours (iv)3-4 hours (v)up to 6 hours (vi)over 6 hours | None | All days All hours | Pay and Display Pay by phone |
| | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2 tons | Wholly within the parallel lines marked to indicate the parking space for each vehicle | As above | As above | As above | As above | As above | As above |

| 1 Name of Parking Place | 2 Classes of vehicles | 3 Position in which vehicles may wait | 4 Charging Hours | 5 Parking Charge | 6 Parking Period for which vehicles may wait | 7 Maximum Period of Waiting | 8 Days and Hours of Operation of Parking Place | 9 Method of Control |
|---|---|--|---|------------------------|--|--------------------------------------|--|-------------------------------------|
| Whitefriars (at Sixways) Car Park | Motor cycles | Wholly within the parallel lines marked to indicate the parking space for each vehicle | 8am to 8pm on Monday to Saturday, including Bank Holidays Sunday | £1 £2 Free | Up to 2 hours Up to 4 hours All day | 4 hours no return in 2 | All days All hours | Pay and Display Pay by phone |
| | Invalid carriages, private and commercial vehicles the unladen weight of which does not exceed 2 tons | As above | As above | As above | As above | As above | As above | As above |

Page 69
THE BOROUGH OF CHELTENHAM (OFF-STREET PARKING PLACES)

ORDER 2019 - SCHEDULE 2 - SEASON TICKETS, PERMITS AND ELIGIBILITY

| NOTES |
|--|
| <ol style="list-style-type: none">1. All permits are dated from the beginning of the month in which they come into effect.2. Unless otherwise stated the Days and Hours the Permit is operational is the same as the Days and Hours of Operation of the Parking Place as detailed in column 8 of Schedule 13. Unless otherwise stated the refund for any surrendered or withdrawn permit shall be subject to terms and conditions of issue.4. Temporary permits, not exceeding a period of 120 hours for any one permit (physical or virtual), maybe issued to staff, councillors or key partner staff delivering services for the authority for any parking place described within this order. |

| 1 Person or Organisation | 2 Qualification Criteria | 3 Parking Place (Car Park) | 4 Days Permit Operational | 5 Hours Permit Operational | 6 Charge/Period of Permit | 7 Refund Status (See Note Above unless stated otherwise) (See Note Above unless stated otherwise) |
|-----------------------------|--|---|------------------------------|--|--------------------------------|---|
| Cheltenham Borough Council | Councillor | Royal Well / Rear of Municipal offices | Monday to Sunday | Operational hours | £144.00 pa (subject to review) | See terms and conditions of issue |
| Cheltenham Borough Council | Staff | Chelt Walk | Monday to Sunday | Operational hours | £144.00 pa (subject to review) | See terms and conditions of issue |
| Cheltenham Borough Council | Staff | Malvern Walk | Monday to Friday | 06:45hrs 19:15hrs | £100.00 pa (subject to review) | See terms and conditions of issue |
| Cheltenham Borough Council | Staff | St Georges Road | Monday to Sunday | Operational hours | £480.00 pa (subject to review) | See terms and conditions of issue |
| Cheltenham Borough Council | Staff | Town Centre East MSCP | Monday to Sunday | Operational hours | £60.00 pa (subject to review) | See terms and conditions of issue |
| Cheltenham Borough Homes | Staff | Town Centre East | Monday to Friday | Operational hours | £645.00 pa (subject to review) | Transferable. No refund available |
| Cheltenham Borough Homes | Staff | Coronation Square | Monday to Friday | Operational hours | £52.00 pa (subject to review) | Transferable. No refund available |
| Lloyds Bank employees | Employee | Regent Arcade | Monday to Sunday | Operational hours | As per lease agreement | N/A |
| St John's Primary School | Parent, Guardian or Carer of a pupil at that school transporting that pupil to or from that school | St. James Street | Term time weekdays | 8.45 am- 08:45hrs- 09:30hrs + 15:00hrs- 15:30hrs | £14.20 | No refund available |

| | | | | | | |
|---|---|-------------------|------------------------------------|-------------------|--------------------------------|---------------------|
| Applicant : via PaybyPhone service provider | First 8 applicants with cleared funds | Bath Parade | a)Monday-Friday b)Monday-Sunday | Operational hours | a)£2760.00 pa b)£3864.00 pa | No refund available |
| Applicant : via PaybyPhone service provider | First 16 applicants with cleared funds | Bath Terrace | Monday-Friday Monday-Sunday | Operational hours | | No refund available |
| Applicant : via PaybyPhone service provider | First 9 applicants with cleared funds | Chelt Walk | Monday-Friday Monday-Sunday | Operational hours | | No refund available |
| Applicant : via PaybyPhone service provider | First 4 applicants with cleared funds | Commercial Street | Monday-Friday Monday-Sunday | Operational hours | | No refund available |
| Applicant : via PaybyPhone service provider | First 7 applicants with cleared funds | Coronation Square | Monday-Friday | Operational hours | | No refund available |
| Applicant : via PaybyPhone service provider | First 10 applicants with cleared funds | High Street | Monday-Friday Monday-Sunday | Operational hours | | No refund available |
| Applicant : via PaybyPhone service provider | First 11 applicants with cleared funds | Rodney Road | Monday-Friday Monday-Sunday | Operational hours | | No refund available |
| Applicant : via PaybyPhone service provider | First 5 applicants with cleared funds | Royal Well | Monday-Friday Monday-Sunday | Operational hours | | No refund available |
| Applicant : via PaybyPhone service provider | First 10 applicants with cleared funds | Sherborne Place | Monday-Friday Monday-Sunday | Operational hours | | No refund available |
| Applicant : via PaybyPhone service provider | First 5 applicants with cleared funds | St Georges Road | Monday-Friday Monday-Sunday | Operational hours | | No refund available |
| Applicant : via PaybyPhone service provider | First 20 applicants with cleared funds | St James Street | Monday-Friday Monday-Sunday | Operational hours | | No refund available |
| Applicant : via PaybyPhone service provider | First 20 applicants with cleared funds | Town Centre East | Monday-Friday Monday-Sunday | Operational hours | | No refund available |
| Applicant : via PaybyPhone service provider | First 4 applicants with cleared funds | West End | Monday-Friday Monday-Sunday | Operational hours | | No refund available |

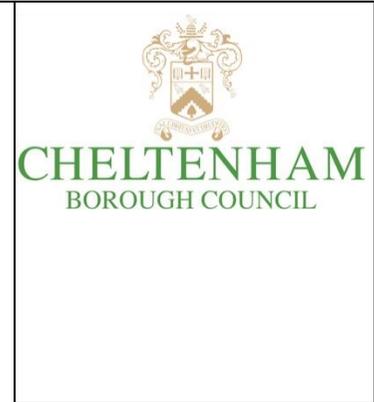
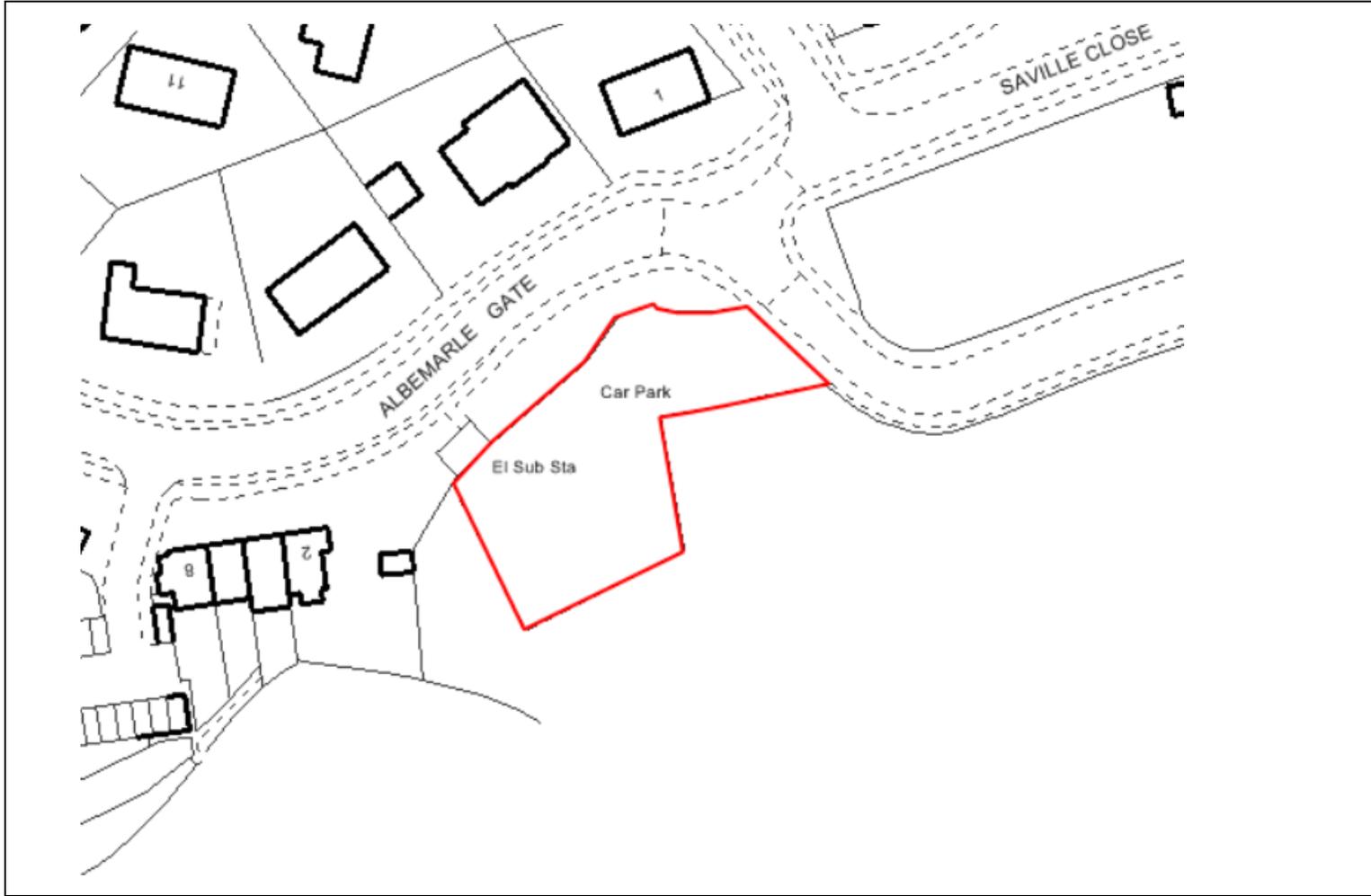
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THE BOROUGH OF CHELTENHAM (OFF-STREET PARKING PLACES) ORDER 2019 - SCHEDULE 3

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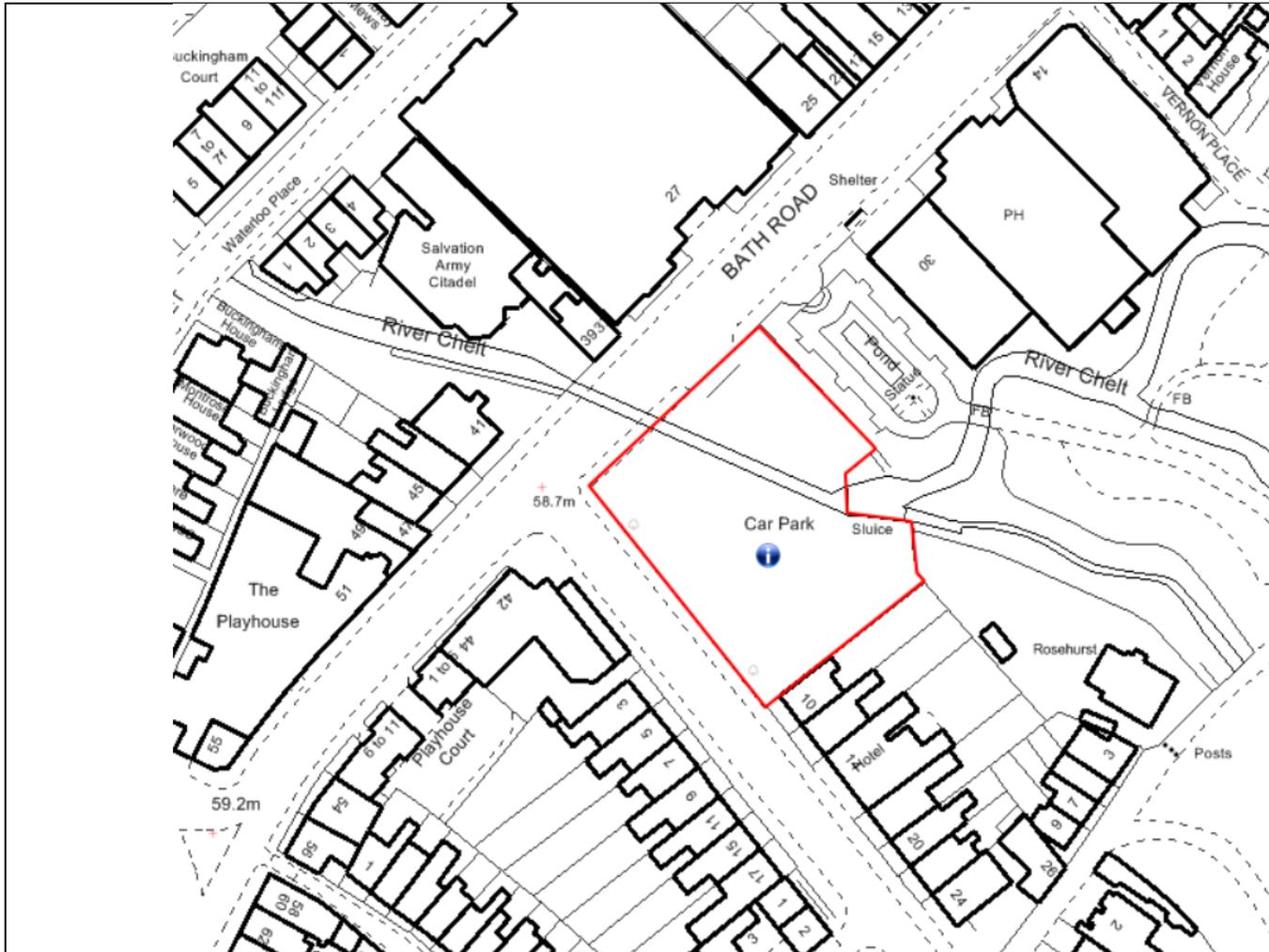
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Title

Albemarle Gate



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Title

Bath Parade Car Park

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Version
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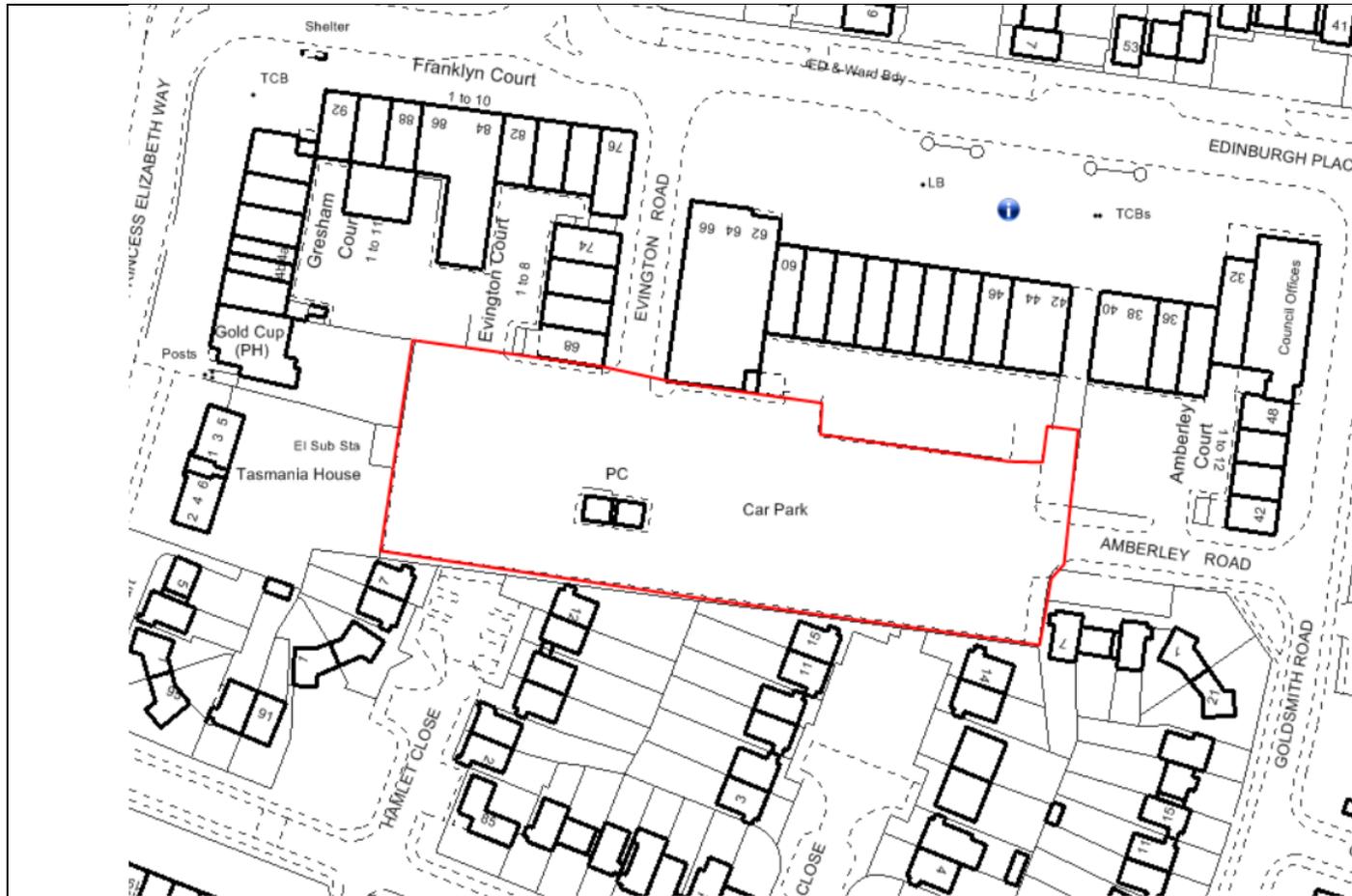
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Title
Church Piece Car Park

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Title
Coronation Square Car Park



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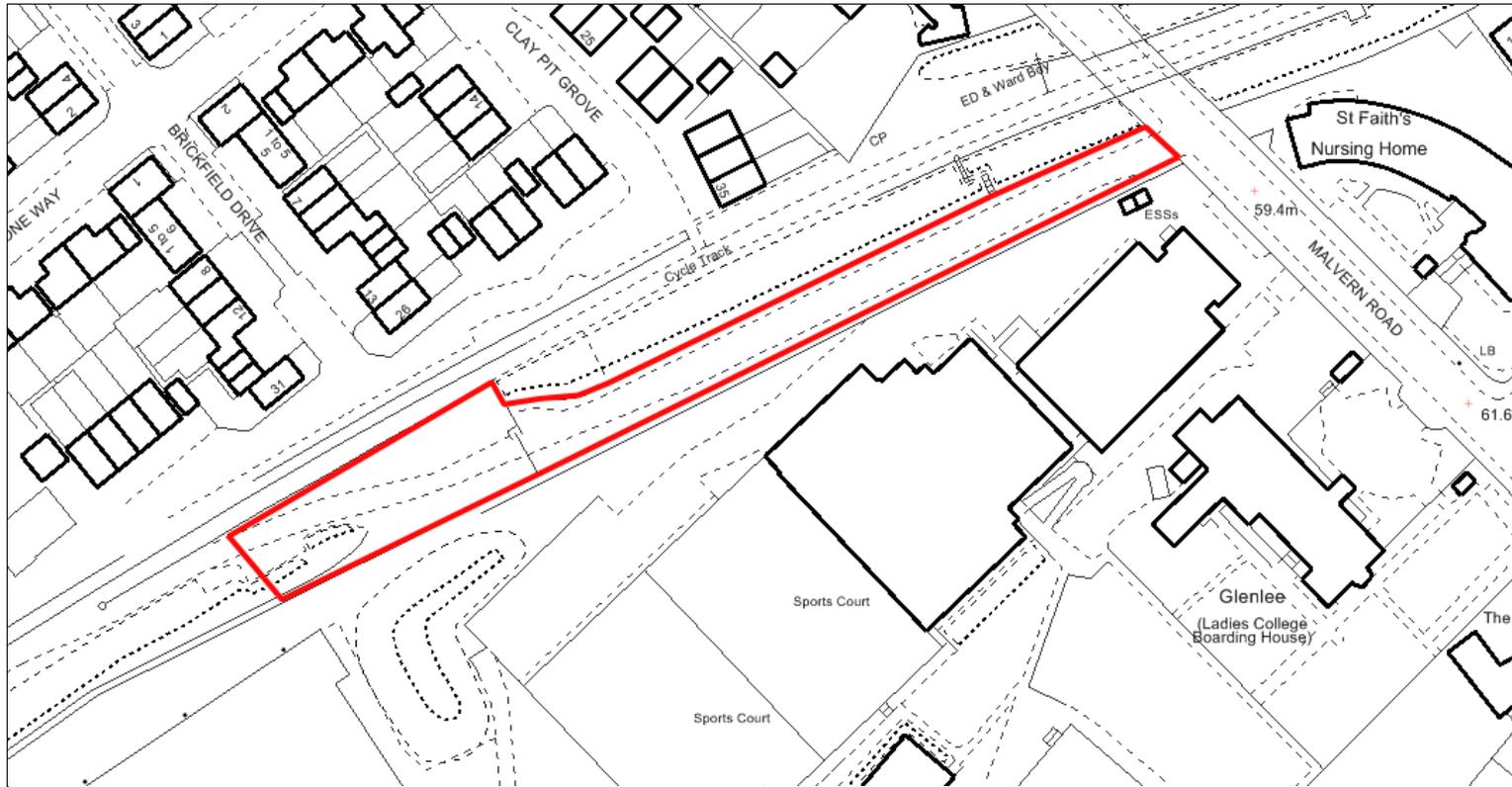
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Title
High Street

Drawing number
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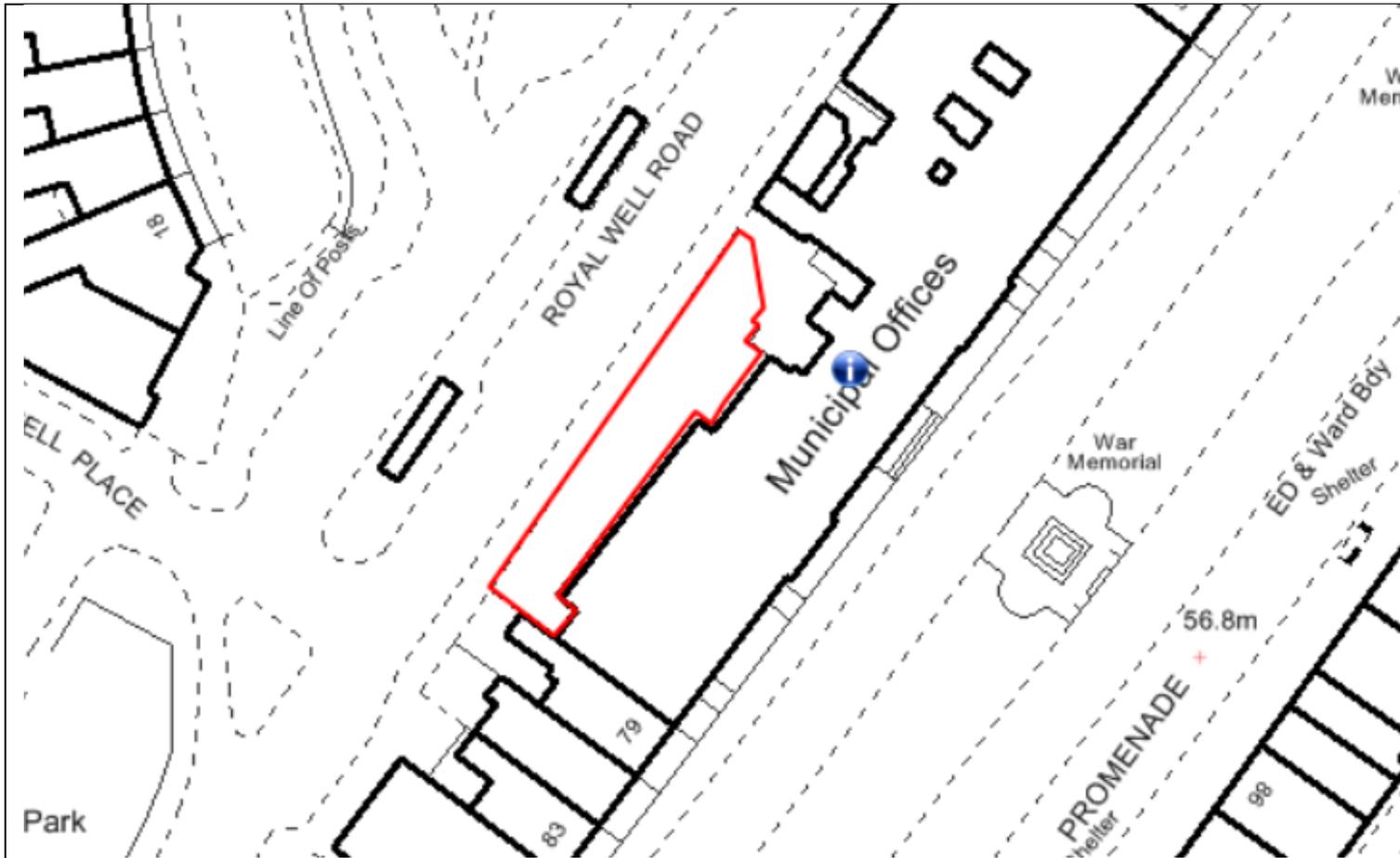


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Title

Malvern Walk Car Park



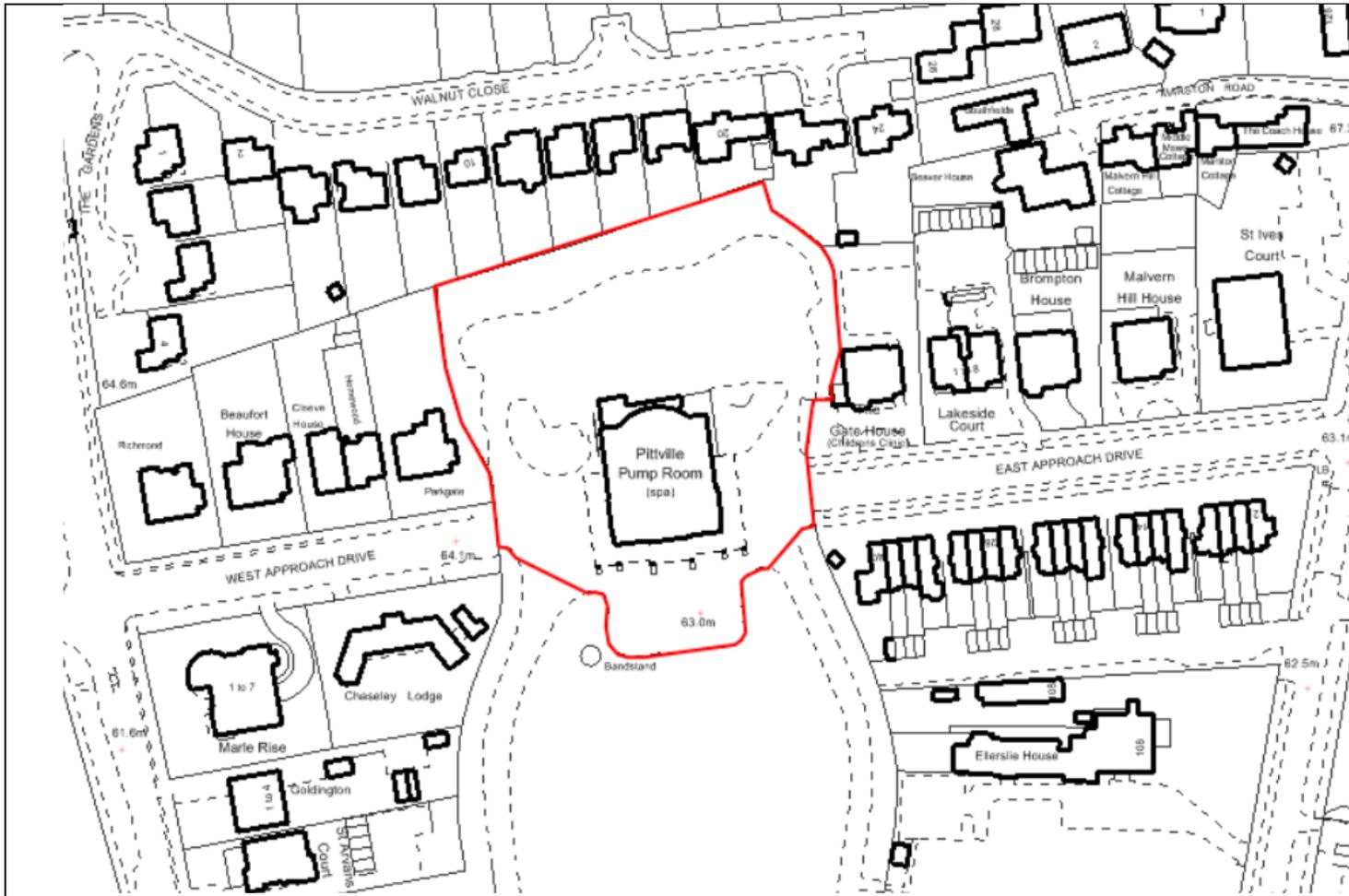
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Drawing number
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Version
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Title
Municipal Offices Car Park



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| Drawing number | Version |
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Title
Pittville Pump Room Car Park



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Title

Regent Arcade (Multi-Storey) Car Park

Drawing number

REAC/01

Version

A



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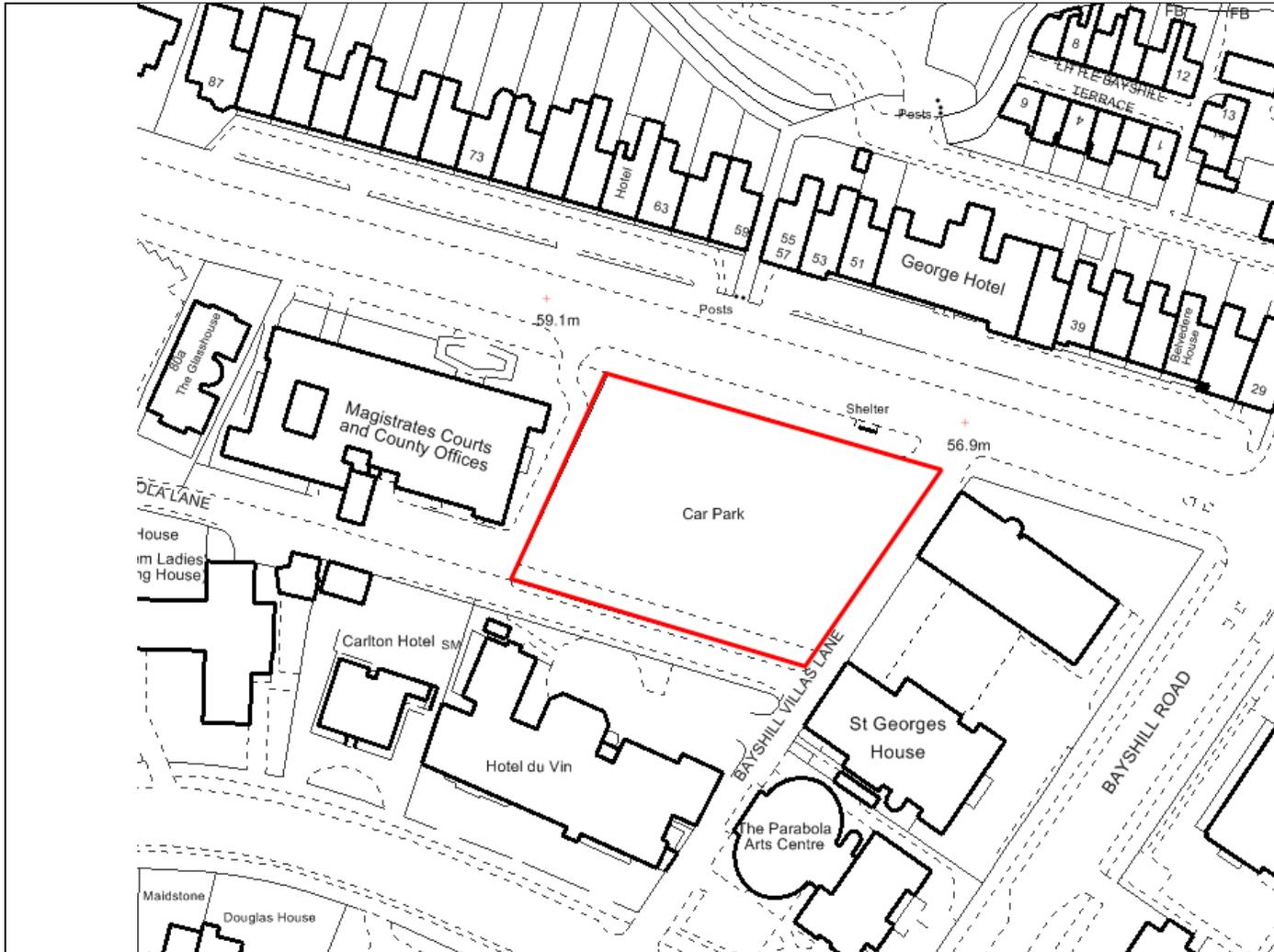
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Rodney Road Car Park

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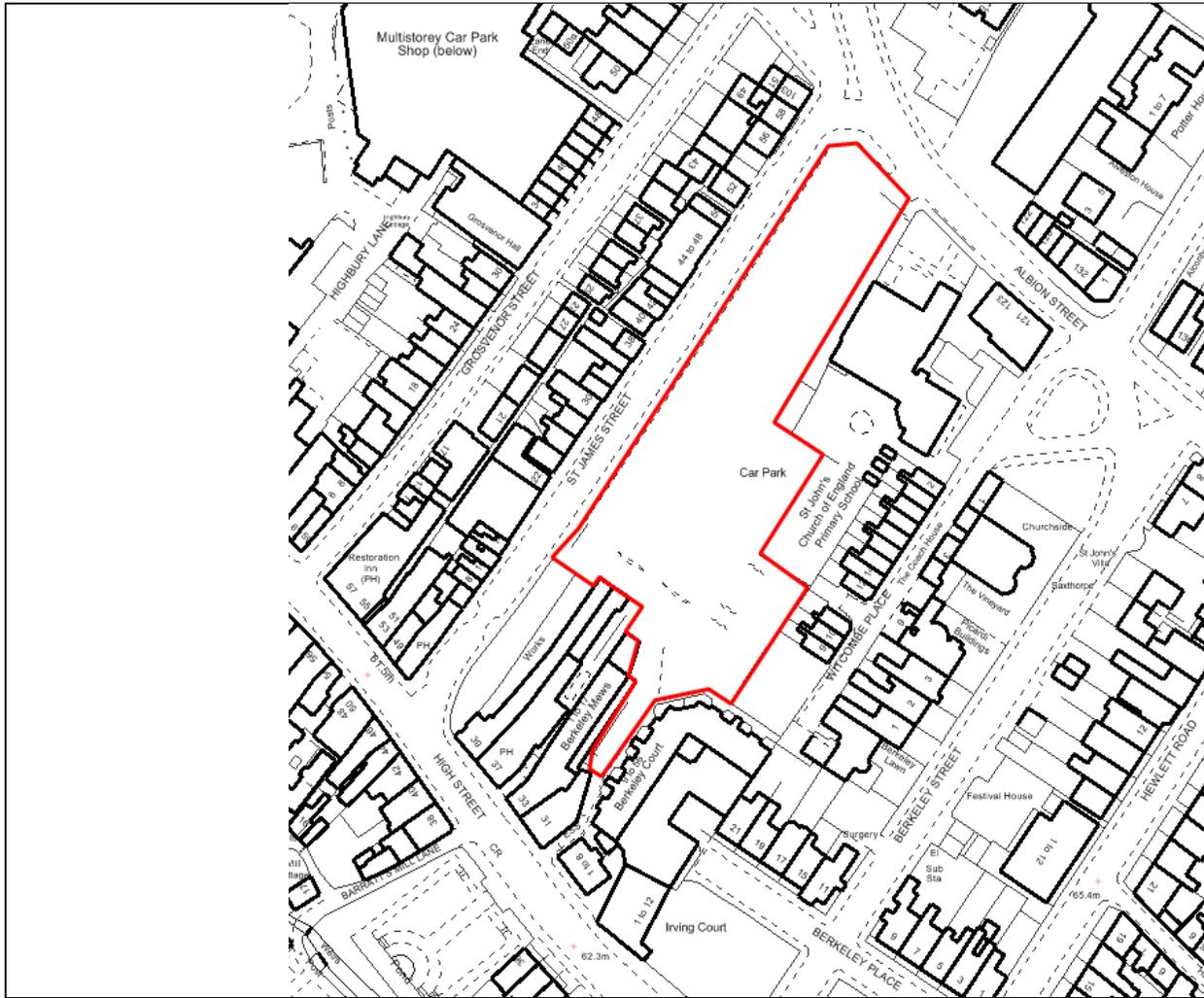


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Title
St Georges Road Car Park

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Title
St James Street Car Park

Drawing number
 STJS/01

Version
 A



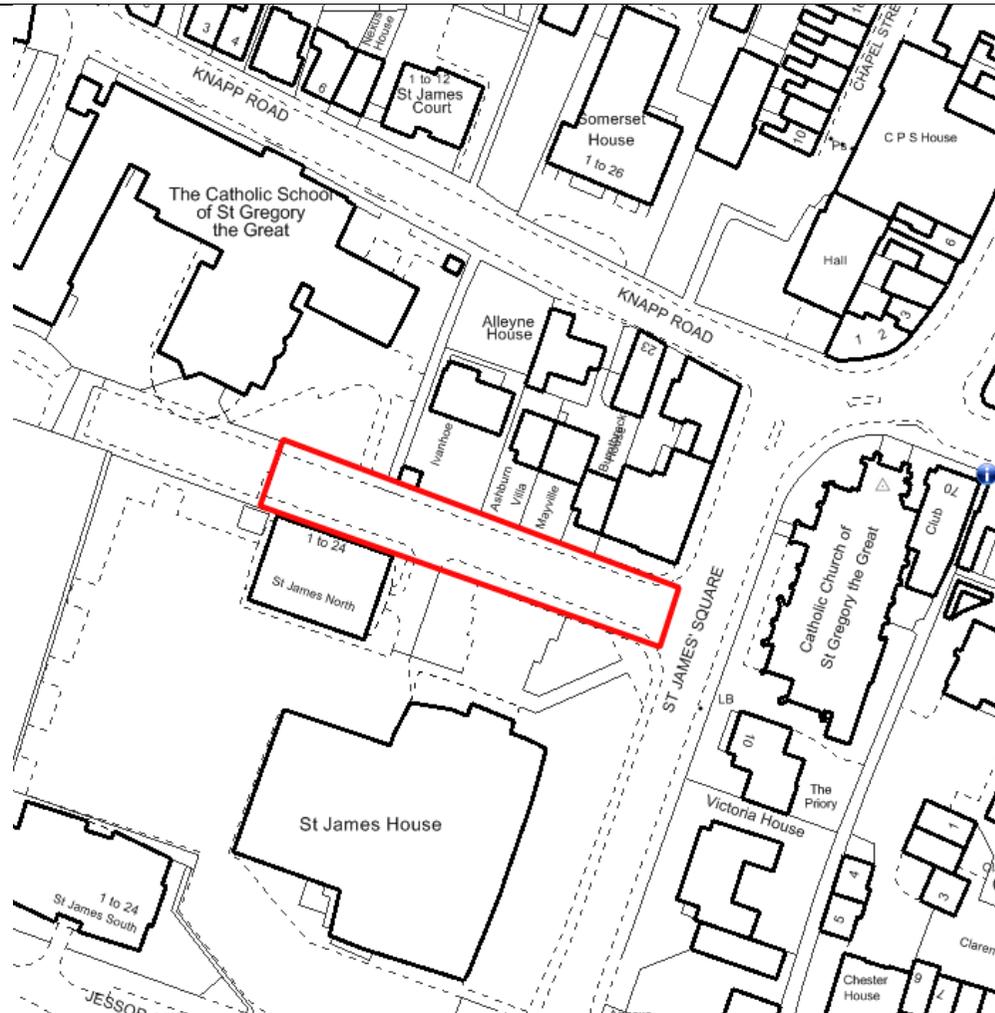
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Title

Sherbourne Place Car Park



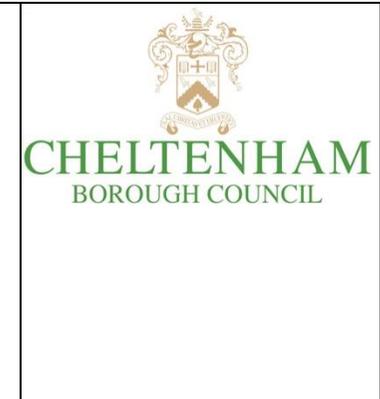
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Title

St James Square Car Park



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Sherborne Street

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Title
Whitefriars at Sixways

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Summary of Comments to date 04 July 2019

Here is a summary of responses received to date at the close of the Public consultation, a total of 505 responses were received after three full weeks of consultation:-

- Objections to tariffs being imposed on out of town car parks
 - Because of perceived impact on local business and services
- Concerned that tariffs make people who are determined to find free parking search for on street parking causing additional congestion.
- Supports the Parking order to reduce commuter and student parking.
- Objection to introduction of season tickets being sold.
- Objections to Malvern Walk being a car park.
- Support of Malvern Walk being a car park.
- Objection to the reduction of spaces in St George's car park.
- Received two separate petitions.

The council is grateful for the time and trouble taken by residents to comment on this consultation and will be subject further work to extract and consider all of the issues raised. Due to the public interest this will now be put forward to the Councils cabinet in September with the Order (subject to any amendments) being made after due consideration.

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Cheltenham Borough Council

Cabinet – 13th June 2017

A place-based approach to town car parking and access

| | |
|---------------------------------|---|
| Accountable member | Councillor Andrew McKinley, Cabinet Member for Development and Safety |
| Accountable officer | Mike Redman, Director of Environment |
| Ward(s) affected | All |
| Key/Significant Decision | Yes |
| Executive summary | <p>Parking is an emotive subject for both residents and visitors to Cheltenham and a significant source of income for the council. This report discusses the proposed parking strategy that will guide the council's approach to managing its parking estate and guide the decision-making process for all parking considerations over the next fourteen years.</p> <p>The report discusses the background to developing the strategy and the risks of having either a poor or no strategy to support our parking considerations. It also makes reference to the decision to select a specialist consultant to develop the strategy on our behalf.</p> <p>The overall output from the consultant comprises:-</p> <ol style="list-style-type: none"> 1. a report summarising the strategy; and 2. a detailed and evidence based recommendations report. <p>The strategy is supported by a baseline survey report, detailing the current parking estate, a report summarising findings from the public consultation that has been undertaken and site specific recommendations.</p> <p>The strategy also contains an action plan identifying priority activity to be undertaken over the next 5 years, with an indicative timetable to guide early action-planning, subject to resource availability.</p> |
| Recommendations | <p>Cabinet is recommended to:-</p> <ol style="list-style-type: none"> 1. Approve and proceed with the implementation of the parking strategy as recommended by Ove Arup and Partners Ltd (Arup) in their Car Parking Strategy: Recommendations Report (see Appendix 4); 2. Adopt the indicative 5 year action plan, as detailed in the parking strategy at Section 9.1 (Figure 21); 3. Approve the deployment of existing capital budgets of £287,100 |

already set aside for parking projects, to be used to assist in the delivery of identified priority actions, including upgrading the parking system at Regent Arcade;

4. Authorise the Director of Environment, in consultation with the Cabinet Member for Development and Safety, to develop and implement the first five years of the parking strategy within available resources, including where necessary, use of the parking revenue reserve.

Financial implications

The proposed strategy outlines a need for some priority improvements / actions; these are improvements to the Regent Arcade payment system and a refresh of the payment machines across the estate. £287,100 is being requested to finance these improvements, funded from reallocated capital funding previously identified for car parking improvements, which has not yet been used. These are under codes CAP202 and CAP206. This will allow for the first phase of improvements to take place and for the strategy to be progressed. Any future improvements, in line with the strategy laid out in the report, will need to be reviewed yearly and budgeted for accordingly.

The broad intention is that investment in environmental improvements will complement the Place strategy and where this links specifically to an uplift in the quality of council-owned car parks, this will be funded through growth in parking revenue.

Contact officer: Andrew Knott, andrew.knott@cheltenham.gov.uk

01242 264121

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| <p>Legal implications</p> | <p><u>General Considerations</u>: The Authority is required to comply with relevant legislative requirements when setting fees and charges. In particular, councils cannot set fees and charges for the express purpose of creating a surplus. Any changes to the car parking charges will require an order to be made under the Road Traffic Regulation Act 1984 (RTRA 1984).</p> <p>Consultation: In addition to the consultation obligations under the RTRA 1984, the Council is required to have due regard to the Public Sector Equality Duty, as set out in section 149 of the Equality Act 2010, when exercising their functions. Protected characteristics are defined in the Equality Act 2010 and include disability and it is important, therefore, that meaningful consultation is undertaken.</p> <p>Process (Parking): Any changes to the Authority's Off-Street Car Parking Order as a result of adopting the strategy will require a variation of the Order to be made under the RTRA 1984; and compliance with the procedure set out in the Local Authorities Traffic Orders (Procedure) (England and Wales) Regulations 1996. The procedure will require a formal 21 day consultation period which would commence when Notice of the Council's intention to vary the order is publicised in a local newspaper. The legal procedure requires consultation with statutory consultees, as well as the public. Appropriate consideration needs to be given to any objections that are received as a result of the 21 day consultation; however, particular consideration needs to be given to any objections made by the statutory consultees. At the end of the 21 day period and if all objections have been appropriately dealt with, the variation order can be sealed. The publication of an additional Notice within a local newspaper confirms the date that the variation is to take effect.</p> <p>Property: With regard to any disposal, the Authority has a general obligation to obtain the best consideration that can reasonably be obtained (s.123 Local Government Act 1972). "Best consideration" has been judicially considered and, briefly, can be represented by money or by anything that has a quantifiable monetary value. Where a proposed disposal is at less than best consideration, the consent of the Secretary of State is required. A General Consent has been issued where the disposal can be shown to be for the social, economic or environmental benefit of the inhabitants of the Borough or any of them. Additionally, if there is a disposal at an undervalue, State Aid requirements may affect this and would have to be carefully considered and, where applicable, complied with.</p> <p>Procurement of Goods and Services: the Authority will be required to comply with the Contract Rules, as set out in the Constitution.</p> <p>Contact officer: Shirin Wotherspoon shirin.wotherspoon@tewkesbury.gov.uk 01684 272017</p> <p>Contact officer: legalservices@tewkesbury.gov.uk</p> |
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|---|---|
| <p>HR implications (including learning and organisational development)</p> | <p>The proposed strategy outlines the current shortfall in staffing resource within the parking team and makes suggestions as to how this can be addressed, both in the short term and in the longer term through partnership working.</p> <p>HR input will be required in relation to any structural changes and advice will depend on the arrangements which are taken forward to implementation.</p> <p>Staff and Trade Unions will be fully consulted on any proposed structural changes.</p> <p>Contact officer: Georgie Pugh, Georgie.pugh@cheltenham.gov.uk</p> <p>07899 060926</p> |
| <p>Key risks</p> | <p>If the car parking strategy does not effectively support access to the town by car, Cheltenham risks losing customers to competitors, with an associated impact on the local economy.</p> <p>If car parking provision is too plentiful and/or too cheap, this may lead to increased congestion, poorer air quality and a reduction in the use of more sustainable transport modes.</p> <p>If car parks are of poor environmental quality, they will detract from the visitor experience of Cheltenham and impact on the town's reputation.</p> <p>If the car parking strategy results in a reduction in income, it will have a direct financial impact on the MTFS and the authority's ability to invest in its car parking provision and related discretionary environmental activities aimed at optimising access to the town and its facilities, including the promotion of sustainable travel options.</p> |
| <p>Corporate and community plan Implications</p> | <p>The parking strategy project aims to comprehensively review our strategic approach to parking provision within the Borough of Cheltenham, to optimise support for the local economy, whilst supporting sustainable transport modes and retaining or increasing current income levels. The project forms part of the PED Transformation project (VFM1) to deliver MTFS savings, smarter working and the ambitions of the Place strategy.</p> |
| <p>Environmental and climate change implications</p> | <p>The parking strategy supports the reduction of unnecessary car usage within the town centre, through proposals to improve wayfinding, rationalising tariffs and optimising CBC parking facilities, to help minimise carbon emissions and promote good air quality. The strategy also proposes environmental improvements to surface car parks that provide the opportunity for greater urban biodiversity.</p> <p>The strategy will therefore be supporting delivery against the Cheltenham place-making vision, helping to create a town where everybody has the opportunity to thrive.</p> |

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| Property/Asset Implications | <p>The strategy considers each of the council's current parking sites and highlights the potential, subject to detailed business case analysis, for disposal and or redevelopment of certain car parks.</p> <p>Any such disposal will need to have careful regard to the council's overall asset and investment management strategies, as well as the objectives of the parking strategy. As such, any proposal will be subject to consultation with the Asset Management Working Group.</p> <p>Contact officer: David Roberts, david.roberts@cheltenham.gov.uk</p> <p>01242 264151</p> |
|------------------------------------|--|

1. Background

- 1.1 In 2015, a car parking member working group (CPMWG) was formed to develop a shared understanding of current parking related issues and scope for positive changes to the current provision. However, the parking service, with no dedicated managerial lead and a lack of specialist technical and managerial expertise has been unable to progress project related work in relation to parking, to feed back to the CPMWG for decision making.
- 1.2 A position statement and discussion paper was taken to SLT on 19th April 2016, where it was acknowledged that any current or planned car parking related changes or improvements should be considered as part of a broader, overarching car parking strategy. It was agreed that Cheltenham Borough Council would commission a consultant to develop a comprehensive parking strategy for Cheltenham.
- 1.3 As part of the Place and Economic Development Commercial Transformation Programme, a cabinet report was approved on 12th July, 2016. The need for a dedicated focus and resource on car parking was identified as a priority workstream. Parking generates c£3.5m gross revenue per annum and is one of the council's largest income streams, yet there has been no strategic planned review of the authority's approach to parking for some time. Parking is also a key component within the council's approach to place-making, which is also being considered within the Commercial Transformation Programme.
- 1.4 The budget for the commissioning of the development of the strategy was approved as part of the Financial Outturn 2015-16 report considered by Cabinet on 12th July 2016 and which specifically approved the use of £60,000 from additional car parking income.
- 1.5 On 27th June 2016, a position statement was submitted to Overview and Scrutiny, detailing the status of the development of the parking strategy. The report can be found in background documents (no. 7)
- 1.6 The procurement of a consultant was completed in November 2016 and the contract was awarded to Arup, supported by Parking Matters, who commenced work on developing a parking strategy for Cheltenham, in line with the council's brief, in December 2016.
- 1.7 The project is required to deliver a strategy that will at least maintain the current level of revenue from parking anticipated within the 2016 MTFs, undertake appropriate levels of consultation and complement Gloucestershire County Council's local transport plan and on-street parking strategy.
- 1.8 The strategy is required to cover a period up to 2031 and will be accompanied by a five-year

action plan.

1.9 The tender requirements brief that formed part of the tender for the parking strategy work, can be found in background documents (no. 8).

1.10 The objectives of the project have been to deliver a parking strategy that will:-

- ensure the provision of adequate parking up to 2031, that is delivered effectively, logically and at a competitive cost, whilst encouraging access by more sustainable transport alternatives, including walking, cycling and public transport;
- assist traffic management, minimising congestion and its associated environmental impacts;
- enhance the visitor experience and thereby help to optimise the economic growth of the town.
- maintain or increase current parking revenue levels.

1.11 The car parking strategy will form part of a wider invest-to-save initiative for Cheltenham Borough Council to optimise economic growth, whilst at the same time supporting the aims of the Place Strategy.

2. Reasons for recommendations

2.1 The strategic recommendations within the Arup report have been split into four categories that support the aims of the project –

- **Responding to a changing world** – the strategy should ensure it will be able to respond to parking needs of the future.
- **A Diverse Destination** – the strategy should support the transition of the Town Centre to a quality destination, a place where people want to visit, enjoy and play.
- **Improving Townscape** – the strategy should contribute to improving the sense of ‘place’ across the town.
- **Supporting the Economy** – the strategy should support the economy and vitality of the town.

3. Key recommendations

3.1 Parking tariffs - It is recommended that the town’s car parks are categorised into four groupings, based on location, function and proposed charging regime, as set out in Section 8 of the Recommendations Report.

3.2 Parking tariffs in Cheltenham have not been reviewed for many years and Arup has modelled two options, designed to help positively influence parking behaviour as set out in Section 7 of the Recommendations Report. .

3.3 Whilst there is a projected uplift in revenue, this can only be a guiding estimate, as there has been no recent testing of price elasticity. Arup suggests a two stage approach, with parking tariffs firstly made consistent based on category and then revised in line with proposed investment in improvements.

3.4 Any changes to tariffs and other arrangements such as permits will be subject to a statutory consultation process to allow amendment of the relevant Parking Order arrangements.

- 3.5 Sustainable transport** – as a result of Cheltenham's topography, there are opportunities through investment and partnership working to increase the level of walking and cycling in the town. CBC needs to work with GCC to champion its aspirations for more sustainable travel and a strategic walking and cycling network should be defined to take advantage of funding opportunities as they arise. Cheltenham's Corporate Strategy 2017 commits to the delivery of a walking and cycling strategy and a specialist resource is currently being recruited to support the delivery of this outcome.
- 3.6 Park and Ride** – there is a role for Park and Ride in Cheltenham in improving travel choice for commuters and visitors, whilst at the same time removing traffic from arterial transport routes. However, Park and Ride sites are a significant investment and justification for individual sites needs to be made on their merits and having regard to specific business case and feasibility work.
- 3.7 Way-finding and signage** – there is a need for improvement in signage at all levels, including both within car parks for pedestrians and highway signage to identify car parks clearly by grouping. Consistency of naming conventions is critical and should be agreed between CBC, GCC and private car park operators.
- 3.8 On- and off-street parking** – no obvious case for a wholesale review of on-street arrangements which should be more expensive than off-street to reflect convenience, but evening charging arrangements should be brought into alignment. Potential efficiency and customer benefits from joining up pay-by-phone and enforcement regimes.
- 3.9 Coach parking** – the coach parking offer should be improved by formalising set down and pick up arrangements at Royal Well and Cheltenham Racecourse (which is privately owned).
- 3.10 Disabled parking** – overall level of provision is sufficient. Charging could reduce abuse and revenues could be ring-fenced for improvements. A number of options for charging have been suggested. The Car Parking Working Group was broadly supportive of bringing in charges for disabled parking, to assist with investment in improvements.
- 3.11 Motorcycle and cycle parking** – some secure cycle parking should be provided in the prime and larger car parks. Motorcycle parking should be free and replacing on-street pay and display is likely to be most effective in encouraging use. This would require a collaborative approach with GCC.
- 3.12 Management and staffing** – a dedicated senior staff role is required to implement the strategy and oversee improvements in efficiency and performance. The staffing operation overall is too small and CBC needs to find partners to help create a sustainable parking regime. As part of the transformation work relating to the Place and Economic development division, an operational manager will be appointed to oversee the parking service and implementation of the strategy will be a significant part of the responsibilities of a proposed Commercial Manager post.
- 3.13 Data and information** – there is a clear need for improvements to data collection to help provide better management information and real-time capacity information to inform customers about where they can find available parking spaces. Investment in Regent Arcade is needed to improve the customer experience and current confusion about how the system operates, which leads to queuing at peak times. There is also a need to work with the BID to ensure that digital strategies for the town and parking are aligned.
- 3.14 Processes** – parking permit arrangements should be virtualised and all pay and display machines need to be connected to back office systems to gather real time data. Working with other councils and specialist private providers could improve back office functions and improve customer service and efficiency. More performance data should be published than is currently the case.

3.15 Payment methods - Parking equipment should be updated to include features such as ticketless and contactless payment options. Pay by phone arrangements should ideally be aligned with those of GCC for on-street and on-line payment options for permits should be introduced.

4. Alternative options considered

4.1 Do nothing – this was not considered acceptable, as without an overarching framework, the council's approach to parking provision would be ill-informed by baseline data and customer needs information, leading to a fragmented and potentially damaging long term approach to access to the town.

4.2 Develop approach in-house - it was considered that officers could undertake to develop a parking strategy in-house. However, it was felt that both lack of resource and the level of specialist knowledge required would create an unacceptable delay to the delivery timescales and impact the quality of the report.

5. Consultation and feedback

5.1 Public Consultation has been undertaken through both an online and paper survey, organised by Arup, appendix 6, and publicised by a variety of media sources.

5.2 A meeting was held between Arup and St Vincents and St Georges Phoenix Centre staff and clients, to better understand disabled resident parking needs and related blue badge considerations. Reference is made to this in the Equality Statement at Appendix 2.

5.3 Arup, our consultant, met up with the Gloucestershire County Council Parking Manager to discuss the on road/off road parking relationship.

5.4 Approaches to engage the BID, disability groups and parish councils were made by Arup. Whilst these groups didn't feel that face to face discussion was required they did request access to the parking survey as a vehicle to submit their views.

5.5 Presentation of the draft strategy by Arup to both Car Park Member Working Group (CPMWG) and the Senior Leadership team was undertaken, with opportunity for questions and clarification.

5.6 The draft strategy was shared with the Planning Liaison Member Group and discussed with the Place and Economic Development Manager. Feedback was considered in developing the strategy.

5.7 The final draft of the strategy has been considered again by CPMWG, with broad support for the main recommendations and action plan. Input from the working group was also positive for introducing charges for disabled parking provision, to help address a number of operational issues and to help raise funding for identified improvements in provision.

5.8 Other comments from the working group on the final strategy draft included:-

- Strong support for investment in improved data collection and functionality to identify where customers are coming from, where we have peaks in demand and to allow real time capacity data to be provided to mobile devices;
- Need to invest in the quality of provision and improved signage

- Need to ensure that Cheltenham’s retail offer and car park pricing policy are in balance, so that we are not pricing ourselves out of the visitor market;
- Need to have a conversation with GCC about Park and Ride provision, to make sure that charging is not a disincentive – e.g. needing to pay more for multiple passengers;
- Need to improve the parking payment system arrangements at Regent Arcade.

5.9 It was agreed with the Overview and Scrutiny chairman that whilst it was unnecessary to formally report back on the status of the project, he would be updated on the output from CPMWG and draft parking strategy documentation., which was done.

6. Performance management –monitoring and review

6.1 The project team have had regular feedback sessions with the consultants to ensure their draft output has been within the requirements of the brief.

6.2 The consultants have engaged with the CPMWG on three occasions to respond to feedback on the draft report output.

| | |
|----------------------|--|
| Report author | Contact officer: Jane Stovell, jane.stovell@cheltenham.gov.uk, 01242 264367 |
| Appendices | <ol style="list-style-type: none"> 1. Risk Assessment 2. Equality Impact Assessment 3. Presentation - CBC Parking Strategy 2017-2031 4. Recommendations Report (Arup Appendix 3) 5.. Baseline report (Arup Appendix 1) 6. Public Survey Report (Arup Appendix 2) |

| | |
|------------------------------------|---|
| <p>Background documents</p> | <p>SLT Position Statement S:\Special Projects\car parking\programme documents\status reports\SLT position statement 19 April\Position statement v0.3.docx</p> <p>Cabinet Report 12th July 2016 https://democracy.cheltenham.gov.uk/ieListDocuments.aspx?CId=166&MID=2434#AI10373</p> <p>O&S Committee Report 27th June 2016 https://democracy.cheltenham.gov.uk/ieListDocuments.aspx?CId=267&MId=2493&Ver=4</p> <p>Parking Strategy Tender Brief ..\Consultancy brief phase 2\Parking Strategy Consultancy Brief v4 131016.docx</p> <p>Cheltenham Placemaking Vision S:\Special Projects\Place Strategy\Cabinet Council reports\27 March Council report V2.docx</p> |
|------------------------------------|---|

| | |
|---------------------------------|--|
| <p>Exempt appendices</p> | <p>7. Specific site recommendations – (Arup Appendix 4) - exempt for commercial reasons.</p> |
|---------------------------------|--|

Appendix 1

Risk Assessment

| The risk | | | | Original risk score (impact x likelihood) | | | Managing risk | | | | |
|-----------|---|------------|-------------|--|----------------|-------|---------------|--|----------|-------------------------|------------------------------|
| Risk ref. | Risk description | Risk Owner | Date raised | Impact 1-5 | Likelihood 1-6 | Score | Control | Action | Deadline | Responsible officer | Transferred to risk register |
| ID002 | If car parking provision is too plentiful and/or cheap, this may lead to increased congestion, poorer air quality and a reduction in the use of more sustainable transport modes. | MR | 22/03/16 | 4 | 2 | 8 | Reduce | Investigation work undertaken as part of the strategy development identifies reasonable balance to reduce the likelihood of this risk becoming an issue. | 2022 | Parking Management team | N |
| ID003 | If car parks are of poor environmental quality, they will detract from the visitor experience of Cheltenham and impact on the town's reputation. | MR | 22/03/16 | 3 | 3 | 9 | Reduce | Public consultation has assisted understanding of the level of impact of environmental quality and focus that should be put upon it within the strategy. | 2022 | Parking Management team | N |
| | If the car parking strategy results in a reduction in income, it will have a direct financial impact on the MTFS and the authority's ability to support related discretionary environmental activities. | MR | 22/03/16 | 4 | 1 | 4 | Reduce | Key consideration of the strategy is likely impact against 2016-17 revenue level. | Dec 2017 | Parking Management team | N |
| ID010 | If car parking charges are set too high, this is likely to impact on the number of visitors to the town and could be damaging to the local | MR | 17/05/16 | 3 | 3 | 6 | Reduce | Investigation work undertaken as part of the strategy development identifies a reasonable balance to reduce the | 2022 | Parking Management team | N |

| | | | | | | | | | | | |
|--------|--|----|----------|---|---|---|----------|---|----------|----|---|
| | economy | | | | | | | likelihood of this risk becoming an issue. | | | |
| CR68 | If there is a failure to align and manage the Cheltenham Task Force developments with the Car parking Strategy there is a risk of customer dissatisfaction and the loss of reputation and revenue. | MR | 22/03/16 | 3 | 2 | 6 | Transfer | CTFD Manager has been involved in the parking project and had opportunity to input to the draft strategy. | May 2017 | MR | N |
| ID0012 | If the council does not take on board the recommendations of the consultant then there is the risk that the project will not achieve its objectives | MR | 28/03/17 | 3 | 2 | 6 | Reduce | The project team and consultants must ensure the decision makers are fully engaged with the objectives of the project and that recommendations have a strong evidence based foundation. | May 2017 | JS | N |
| | | | | | | | | | | | |

Explanatory notes

Impact – an assessment of the impact if the risk occurs on a scale of 1-5 (1 being least impact and 5 being major or critical)

Likelihood – how likely is it that the risk will occur on a scale of 1-6

(1 being almost impossible, 2 is very low, 3 is low, 4 significant, 5 high and 6 a very high probability)

Control - Either: Reduce / Accept / Transfer to 3rd party / Close

**Appendix 2
Equality Impact Assessment**

[Parking Strategy - Equality impact assessment May 17.doc](#)

Appendix 3

CBC Parking Strategy 2017-2031

[S:\Special Projects\car parking\Strategy\Reports\CBC Parking Strategy -DRAFT \(I\).pdf](#)

Appendix 4

APP3 Recommendations Report

Appendix 5

APP1 Baseline Report

[S:\Special Projects\car parking\Strategy\Reports\APP 1 - Baseline Report \(I\).pdf](#)

Appendix 6

APP2 Survey Report

[..\Strategy\Reports\APP 2 - Survey Report \(I\).pdf](#)

Appendix 7

APP4 Site Specific Recommendations

[..\Strategy\Reports\APP 4 - Site Specific Recommendations \(I\).pdf](#)

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Parking Order Proposal 2019

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Response to public comments

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| Summary Table of Comments..... | 3 |
| Petitions | 4 |
| Draft Parking Order - our published rationale | 5 |
| Comments Received from the Public..... | 8 |

How and where the proposal was advertised

The 1984 Road Traffic Regulations Act 1984 states that must advertise by notice in local paper. We wanted a more meaningful engagement with residents of Cheltenham; the following table shows the locations and medium of notices and promotion of the Parking Consultation.

| Location / Parking Place | Date Notice posted | Location of notice / quantity | Methods |
|-----------------------------------|--------------------|--|-------------------------------|
| Gloucestershire Echo (Cheltenham) | 13th June | Notices section | Printed paper |
| CBC Website | 13th June | www.cheltenham.gov.uk/parkingconsultation2019 | Static web page |
| Facebook | 13th June | cbc channels | Boosted posts |
| Twitter | | cbc channels | Sponsored tweets |
| Municipal offices reception area | 13th June | Main entrance | Notice boards / printed paper |
| Albemarle Gate | 13th June | Nailed to fence near entrance | Laminated paper and string |
| Church Piece, Charlton Kings | 13th June | On the "IN" post On the lamp post faced on entrance to car park | Laminated paper and string |
| Lansdown Place Lane | 13th June | On tree adjacent to Lansdown Crescent Lane On GGC Parking notice post next to pedestrian entrance | Laminated paper and string |
| Pittville Pump Room | 13th June | Each entrance | Laminated paper and string |
| Sherborne Street | 13th June | Attached to tree | Laminated paper and string |
| St James Square | 13th June | Private parking post x 1 | Laminated paper and string |
| Whitefriars (at Sixways) | 13th June | Lamp post near pedestrian walk way | Laminated paper and string |
| Malvern Walk | 13th June | 1x Gates at road entrance 1x Lamppost near cycle track | Laminated paper and string |
| Municipal offices car park | 13th June | Lamp post x 2 | Laminated paper and string |

Summary Table of Comments

A total of 505 responses were received by the Parking consultation team, many responses contained multiple comments, a total of 865 unique formal comments. This does not include the comments made on Facebook and Twitter, the purpose of those promoted posts were to advertise and draw attention to the formal method.

| Comment Category | Number of Comments |
|---|---------------------------|
| Objects to season tickets for most carparks | 2 |
| | |
| Objection to reduction in size of St Georges Road carpark | 2 |
| Supports reduction in size of St Georges Road carpark | 1 |
| | |
| Objection to Malvern Walk being used for permit parking | 21 |
| Support for Malvern Walk being opened for School parent parking | 8 |
| Concerned about increase in crime (at Malvern Walk) | 3 |
| | |
| Objection to parking tariffs in White Friars, Church Piece, Albemarle Gate and Pump Room carparks | 362 |
| Supports free time period | 85 |
| Concerned that charges will increase on street parking | 118 |
| Concerned about congestion for school drop off | 16 |
| Concerned for impact on shows and events at Pump room | 4 |
| Concerned about paying to use Doctors, Pharmacy and Opticians | 51 |
| Concerned that charges will reduce local economy | 166 |
| Supports closing of WAD Pump Room carpark gate | 3 |
| Student Parking | 4 |
| | |
| Supports parking order | 13 |
| Other neutral comments | 6 |
| Total | 865 |

Petitions

Two different petitions were received during and just after the consultation period, the smaller consisted of **103** signatures (unsure if any were duplicated from formal comments received)

WE, THE UNDERSIGNED, OBJECT TO THE COUNCILS PROPOSALS TO CHARGE FOR PARKING AT THE WHITEFRIARS CAR PARK (LONDON ROAD< CHARLTON KINGS)

| Name | Address incl. Postcode | Signature |
|------|------------------------|-----------|
|------|------------------------|-----------|

The larger consisting of 2 types of form and about **510** signatures

Keep Free Parking at Sixways

We, the undersigned, being residents, business owners and shoppers wish to resister our opposition to the introduction of car park charges at Sixways, Charlton Kings. Introducing charges will reduce the viability of shops at Sixways and will increase on- street parking on the already narrow streets around Sixways, making it dangerous for pedestrians. We ask the council to keep free parking at the public car park.

| Name | Address | Signature |
|------|---------|-----------|
|------|---------|-----------|

A third petition of “mixed formats” against parking proposals in Church Piece of approximately 248 signature was received on the 7th August 2019 by Democratic Services, whilst outside the consultation period, it’s summary is included in this report for completeness.

120

Received 7/08

PETITION AGAINST THE PARKING PROPOSAL IN CHURCH PIECE

The undersigned shows support for objecting to the proposed parking charges in Church Piece and Whitefriars car parks.

| NAME | ADDRESS | SIGNATURE |
|------|---------|-----------|
|------|---------|-----------|

And an additional paper in this format

WE, THE UNDERSIGNED, OBJECT TO THE COUNCILS PROPOSALS TO CHARGE FOR PARKING AT THE WHITEFRIARS CAR PARK (LONDON ROAD< CHARLTON KINGS)

| Name | Address incl. Postcode | Signature |
|------|------------------------|-----------|
|------|------------------------|-----------|

Draft Parking Order - our published rationale

This was published on the CBC public website at <https://www.cheltenham.gov.uk/parkingconsultation2019>

Summary of changes as advertised

| Change | Reason for doing so |
|--|--|
| Removal of Sandford Parks Lido car park from the Order to allow for direct management by the leaseholder (currently Sandford Parks Lido Ltd) | <p>The council currently manages the Lido car park on behalf of the leaseholder.</p> <p>This change will allow the leaseholder to directly manage the car park operation, set parking tariffs, arranging maintenance and associated enforcement arrangements.</p> <p>It will also allow the leaseholder to consider more flexible payment options which could, for example, be linked to Lido season ticket arrangements.</p> <p>In addition, the direct control of the car park will allow the leaseholder to directly manage planned capital investments and improvements, which are likely to involve temporary disruption to car parking arrangements and accessibility.</p> |
| Introduction of revised tariffs and restrictions in existing CBC public car parks: | <p>Charges are levied in order to help manage parking demand and associated car journeys and are set at a level designed to encourage more sustainable transport modes, including bus travel and walking and cycling, particularly for shorter journeys.</p> <p>This approach has positive environmental benefits in terms of helping to manage traffic volumes and the associated noise, air pollution and carbon emissions that are contributing to global heating.</p> <p>Walking and cycling also have positive health and well-being impacts.</p> |
| Whitefriars (at Sixways) | <ul style="list-style-type: none"> The current 4 hour maximum waiting restriction will be retained, in order:- To prevent long-stay car and van parking To encourage parking turnover which facilitates public access to local shops and services. |
| Pittville Pump Room | <ul style="list-style-type: none"> A two hour free parking restriction will be introduced, followed by a charge of £1 for up to a 4 hour maximum stay, in order:- To help prevent commuter and other long stay parking To provide funding to help facilitate car park maintenance, enforcement arrangements and capital improvements, such as boundary repairs, resurfacing, equal access arrangements, lining, green planting, bins etc. To help manage the demand for available parking spaces To facilitate and optimise leisure access to Pittville Park To ensure that the business operated from the venue and |

| Change | Reason for doing so |
|---|--|
| | <p>associated events can be effectively managed and parking impacts controlled. Arrangements for longer stay by those visiting the Pump Room for specific scheduled events will be introduced in conjunction with the site operator.</p> |
| Albemarle Gate | <ul style="list-style-type: none"> • A two hour free parking restriction will be introduced, followed by a charge of £1 for up to a 4 hour maximum stay, in order:- • To help prevent commuter and other long-stay parking • To provide funding to help facilitate car park maintenance, enforcement arrangements and capital improvements, such as boundary repairs, resurfacing, equal access arrangements, lining, green planting, bins etc. • To help manage the demand for available parking spaces • To facilitate and optimise leisure access to Pittville Park. |
| Lansdown Place Lane – include within the Order and apply appropriate charges | <ul style="list-style-type: none"> • To help manage the demand for available parking spaces • To help prevent commuter and other long-stay parking • To provide funding to help facilitate car park maintenance, enforcement arrangements and capital improvements, such as boundary repairs, resurfacing, equal access arrangements, re-lining, green planting, bins etc. |
| Church Piece, Charlton Kings – include within the new Order with the current 4 hour free maximum stay period. | <ul style="list-style-type: none"> • To prevent long-stay car and van parking • To encourage parking turnover which facilitates public access to local shops and services |
| Sherborne Street - include within the Order and apply charges as proposed | <ul style="list-style-type: none"> • To prevent long-stay car and van parking • To provide funding to help facilitate car park maintenance, enforcement arrangements and capital improvements, such as boundary repairs, resurfacing, equal access arrangements, re-lining, green planting, bins etc. • To facilitate and optimise access to local goods and services • To help manage the demand for available parking spaces |
| St James Square – CBC-owned road - include within the Order | <ul style="list-style-type: none"> • To prevent long-stay car and van parking • To provide funding to help facilitate car park maintenance, enforcement arrangements and capital improvements, such as boundary repairs, resurfacing, equal access arrangements, re-lining, green planting, bins etc. • To facilitate and optimise access to local goods and services • To help manage the demand for available parking spaces |
| Municipal Offices rear car park, Royal Well Road – include within the Order | <ul style="list-style-type: none"> • To prevent unauthorised and long-stay car and van parking • To control permit parking arrangements and disabled parking by blue badge holders in disabled parking bays for up to 1 hour (for access to CBC offices) • To help facilitate access by delivery and maintenance vehicles |
| Blue badge parking - existing blue badge | In recognition of the difficulties which some disabled people have in |

| Change | Reason for doing so |
|---|--|
| <p>parking charge arrangements are confirmed, thereby providing 3 hours free parking for blue badge holders in all CBC car parks except Regent Arcade, where the general parking tariffs will continue to apply. Note: Blue badge holder stays over 3 hours to be paid for (i.e. from 4 hours to all day)</p> | <p>accessing the town centre by alternative travel modes.</p> <p>Regent Arcade is the highest quality CBC car park and the car parking tariff structure is designed to reflect this. In addition, an enhanced level of disabled blue badge parking provision has been provided at that location and tariffs encourage turnover of spaces to maximise their availability.</p> |
| <p>Season tickets – to include flexibility across all car parks for the introduction of a season ticket option, based on a formula relating to the parking day rate for the car park concerned.</p> | <p>There has been a low level of representation relating to this proposal, apart from a submission from the Business Improvement District raising concerns about the proposed pricing structure and timing/phasing of the introduction of the scheme.</p> <p>The intention is to provide a market value alternative to customers wanting to pay for parking each day, based on a formulaic calculation, which has regard to the prevailing parking day rate. It is not the Council's intention to provide a parking incentive that might favour car use of other more sustainable transport modes.</p> <p>The authority will therefore monitor the new scheme and undertake a review after 12 months operation to assess whether it is having any unintended impacts.</p> |
| <p>61% reduction in the size of St George's Road car park, as a result of a proposed land transfer to Gloucestershire County Council (GCC).</p> | <p>The council (CBC) is working with GCC and the Gloucestershire Local Enterprise Partnership (Glos LEP) to help deliver a development project known as 'Workshop Cheltenham' which it is proposed will sit on land to the rear of the children's library in Chester Walk, (adjacent to St Mary's Church). Workshop Cheltenham will provide a vibrant and well connected business start-up space, to help the development of innovative new enterprises in support of the town's economy. The development would involve a land swap between CBC and GCC, with CBC transferring around 61% of the St George's Road car park to compensate for the loss of GCC-owned parking at Chester Walk, which the Workshop Cheltenham project is looking to acquire. If the development does not proceed for any reason, the car park at St George's Road would stay as is. If the development goes ahead, GCC intends using the land for car parking in conjunction with the Magistrate's Court building (which already forms some of the current parking demand at that site) and CBC is looking to transfer some of its own staff permit holders to an alternative site to help mitigate the residual loss of publicly available spaces. Further details regarding this scheme can be found on the PublicAccess system under planning reference 19/00204/FUL.</p> |

Comments Received from the Public

| Comment category | Example Quotes | Quantity of similar | Response |
|--|---|---------------------|--|
| <p>Objects to season tickets for most carparks</p> | <p>I write in respect to the Parking Consultation 2019 and wish to object. Schedule 2 (" SEASON TICKETS, PERMITS AND ELIGIBILITY ") shows that Staff and Councillors of Cheltenham Borough Council and Cheltenham Borough Homes have markedly reduced rates for season tickets as indicated in Column 6 compared to the £2,760 p/a for a Monday to Friday season ticket and £3,864 p/a for Monday to Sunday season ticket for a member of the public.</p> <p>This differentiation in price puts the council at a significant advantage over and above other businesses that have staff that operate in and around the Town Centre. In email conversations with Mike Redman, Director of Environment, it was indicated that the one of the primary reasons to bring in the parking order is to reduce journeys into the town centre by private car. Offering a reduced rate for Council Staff and Councillors encourages this group of people to use a private car to travel to the town centre, where offering season tickets at the same market rate as the public will discourage travel by private car and encourage the use of public transport in line with the council's aims. If the council finds that it struggles to attract councillors and staff in the same way that businesses do due to the high parking charges, then it should consider moving to a different location where there is better availability of parking as other businesses are doing. I therefore object that the Parking Order creates a two tier system of parking, where council staff and councillors receive preferential treatment over other businesses within the town."</p> <p>"I am writing to object to the planned introduction of season tickets for parking in CBC car parks. I have worked in Bath Road, Cheltenham for the last 11 years. I have had a parking permit for that time. These permits have now been scrapped, to introduce a season ticket. The parking permits were issued at a much reduced rate to the daily parking fee. There were quite a few people where I work that had these permits, we have all said that we would happily have paid more for these permits, but to charge you the same fee as parking there and paying every day is unacceptable. All you have done is push people out onto street parking. The car parks a lot of the time are at least half empty. So not only have you lost guaranteed income from the parking permits but you are losing any payments from those people. The people that work on Bath Road, use the shops and restaurants on a regular basis, if you are expecting them to pay over</p> | <p>2</p> | <p>We have scrapped an out of date system that was applied inconsistently across the car park estate and replaced it with a convenient method that will be available in almost all car parks. The Council proposes charging a market rate using a formulaic method described by the British Parking Association for pricing season tickets.</p> <p>The authority will monitor the new scheme and undertake a review after 12 months operation to assess whether it is having any unintended impacts.</p> |

| Comment category | Example Quotes | Quantity of similar | Response |
|------------------|--|---------------------|----------|
| | 5 times more for parking, then they will not be able to afford to frequent the shops etc, as such these businesses will lose out.” | | |

| Comment category | Example Quotes | Quantity of similar | Response |
|--------------------------------------|---|---------------------|--|
| Objection to reduction of St Georges | <p>“As a regular user of this car park, I am surprised that the council is considering reducing it to provide workshops. The car park is frequently very busy or full, particularly around Christmas and New Year. It is the best car park to get to from the Golden Valley to go shopping when you know that you need to buy quite a bit and would want to take things back to the car.</p> <p>As well as that, it is the car park for the magistrates court. There is no obvious alternative which would have spaces. If the people using the workshops are also trying to park there, the situation will be impossible. Surely it would be more productive to provide workshops on the edge of the town, with better access and parking.”</p> <p>“While I appreciate the desire to increase the use of public transport by making parking in the town centre difficult and expensive I believe that all it will actually achieve is the death of the town centre as public transport is simply too expensive and inconvenient. People will vote with their feet and desert the town. I particularly object to the decision to simply remove 61% of St George’s Road car park. We have so few easily accessible and well placed car parks that I think it would be wrong to swap this one for this project. “</p> | 2 | The car park is likely to be reduced in size, but we estimate that 32 to 40 spaces, including 2 mobility users spaces, will remain after the land transfer to GCC. |

| Comment category | Example Quotes | Quantity of similar | Response |
|--|--|---------------------|---|
| <p>Objection to Malvern Walk being used as a car park</p> | <p>“I would like to register my objection to the proposed car park on the site of Malvern Walk. I have recently purchased a property on the Taylors Yard housing development and my house has views directly onto the Honeybourne Line and the proposed site of the car park.”</p> <p>“I would like to raise an objection to the proposed Malvern Walk car park. This area has recently become a residential area with the building of the Taylor Wimpey estate and the land is a valuable area for recreation for families and children. As a result of the new housing in the area it will see a lot more people walking on Malvern Walk, and building a car park will certainly cause conflict between people and cars. People chose to live on the estate so they can have easy access to the town for its facilities and work and building this car park will cause many safety concerns.”</p> <p>Furthermore it is not clear that Malvern Walk provides parking near to Cheltenham Borough Council offices. Can staff not be recommended to use existing Park+Ride facilities or other green forms of travel? I understand that car journeys can provides personal convenience (or necessity if disabled) if door-to-door. The proposed parking so far from council offices will not provide that convenience (or necessity) and thus it is not clear what its purpose is (as opposed to the existing Park+Ride).</p> <p>Increased short-stay parking in the area will assist school drop-off and collection for special-needs children and those who have to travel by car for other reasons. Furthermore, more parking should reduce anti-social parking and make the journey to/from school safer for pedestrians.”</p> | <p>21</p> | <p>This area was long used for off-street parking, but has been closed since the Cheltenham Ladies College completed their works to build a new sports facility on adjoining land. We will work with the residents group of Taylor’s Yards and install suitable green planting to minimise any impact on local residents.</p> |
| <p>Concerned about increase in crime (at Malvern Walk)</p> | <p>My concern with changing this area of land into a car park mainly focusses on the safety of residents and the potential for this to provide an opportunity for antisocial behaviour.</p> <p>We have already witnessed drug dealing taking place on the Honeybourne line and I’m sure you are aware that it isn’t particularly safe on an evening even with the lighting and CCTV which do not act as a deterrent.</p> <p>Secondly I have concerns about crime, I understand that this car parks intent is for council workers but during the night time it may become a place of illicit activity, tucked away from relative view with links to the train station. I frequently walk passed this site on Malvern Road on my</p> | <p>3</p> | <p>When Malvern Walk becomes a council staff car park, additional enforcement and security patrols will be an additional deterrent to anti-social behaviour.</p> |

| Comment category | Example Quotes | Quantity of similar | Response |
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| | <p>way home to Lansdown Crescent and I would rather not encounter unwanted individuals to the area.</p> <p>- Increased opportunity for crime and antisocial behaviour (who manages the space out of hours? Imagine it will be the local residents who are first to suffer the ill consequences of delinquent use of the space on evenings and weekends)</p> | | |

| Comment category | Example Quotes | Quantity of similar | Response |
|--|--|---------------------|--|
| <p>Objects to parking charges at White Fryars, Church Piece, Albemarle Gate and Pump Room carparks</p> | <p>“If you impose parking charges you will quite literally rip the heart out of our village, make life extremely difficult for our elderly residents (CK has one of the highest percentages of elderly people in the County) as well as cause great harm to the activities in our Community Centres”</p> <p>“Although I understand that you would to try and avoid commuters takings spaces up during the whole day I still believe that it is important that workers can get to work without having to pay to park, especially when the bus services are unreliable and overly expensive. As well as this I think it’s important to offer free parking around areas of Cheltenham for people that need to visit the doctor or dentist for example or just to nip into town. If we want to save our high street we need to start offering free parking, it doesn’t necessarily have to be for hours and hours but perhaps 1.5 hours free with charges starting after that time? Hundreds of businesses, big and small within the town centre rely on their staff and their customers being able to access them. Parking restrictions will not help this. “</p> <p>“Sixways car park is a vital facility for access to the Surgery and Chemist; Church Piece is a vital facility for all local services, shops and schools. The charges you are proposing would have a negative impact on local shops and services. The prevention of long-stay car and van parking can be achieved by introducing a maximum stay time of 2 hours and have a minimal charge of 20 pence per hour. People would not object to paying a reasonable fee such as this , however they would think twice if the cost was £1 for an hour ,as most people only use these car parks for a short period. Consequently if the proposed charges are introduced they are more likely to park on the road and increase illegal parking and congestion.”</p> <p>Pittville park is a fantastic asset to Cheltenham and so important for both mental and physical health of both children and adults. To prevent those who live further away or disabled, older people from using it due to parking charges is disgraceful. I have always lived close to the park and feel it should be protected and free for everyone. My father who is 83 with a heart problem.”</p> | <p>362</p> | <p>The Parking team and a member seminar have considered the many comments on this aspect of the proposal; therefore, the Council proposes retaining the 4 hour free parking period at Whitefriars and Church Piece car parks.</p> <p>In addition, it is now proposed that a two hour free period at Albemarle Gate and Pump Room car parks will be applied (rather than charges applying for any length of stay), followed by a proposed charge of £1 for up to a 4 hour stay.</p> <p>This recognises the role of these car parks in supporting access to Pittville Park by all sectors of the community.</p> |

| Comment category | Example Quotes | Quantity of similar | Response |
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| <p>Concerned that proposals will increase parking on streets</p> | <p>“We already have a big problem of street parking especially in the middle of the village. This would only get worse with the proposed changes. Making it more dangerous for anyone walking, running or cycling through the village. Especially at school drop off/pick up.”</p> <p>“People will still need to park for a number of non-selfish reasons and will therefore have to pay or will park in previously quieter roads causing issue with residents. If people are forced to pay more this will have a knock on effect on local traders as numerous previous reports have shown (both locally and nationally).</p> <p>If you want people to cycle or use public transport then make these more viable rather than just trying to squeeze more money out your constituents. How about properly connected and prioritised cycle lanes from major residential areas away from the town centre? How about increased bike parking in town or bike trailer hire to take the bigger shopping home that would otherwise need a car?”</p> <p>“If the above proposal goes ahead then residents parking will be affected. The reason being that students leave their cars for days or weeks on end outside the residents houses, without using them, as do people who work e.g. a classic example.....two colleagues park their cars outside numbers 72, 70 ,68 ,66 , Albemarle Gate, one of them leaves his car every day ALL DAY on the road, while they drive to Swindon to work! This type of scenario happens all the time.....making it very frustrating for the residents who cannot park!!”</p> | <p>118</p> | <p>The Parking team and a member seminar have considered the many comments on this aspect of the proposal; therefore to reduce the impact of charging and increase parking place availability the Council will allow a 2 hour free parking period at Albemarle Gate and Pump Room carparks followed by the proposed charges for greater durations.</p> <p>The 4 hour free stay period will be retained at Whitefriars and Church Piece car parks, primarily on the basis of local representations regarding the usual availability of spaces and the potential issues for the economy and community services of introducing charges.</p> |

| Comment category | Example Quotes | Quantity of similar | Response |
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| <p>Concerned about congestion at School drop off/pick up time</p> | <p>This car park is used for short periods in the morning and evening by parents of the nearby Dunalley Primary School. The school encourages us to park here and walk our children through the park to assist with the 5 minute clean air scheme they undertake to help the environment.</p> <p>“The only problem I do agree is happening is school drop offs using it as a through road. Charging for parking will not stop this. And closing the gate the other side will not stop this. People will still be driving in and out of East Approach Drive to pull over and let their kids out”</p> <p>“Church Piece is especially useful for working parents dropping off children. Charges will lead to more parking in streets all around - causing safety issues , especially for children”</p> <p>“The parking situation is already awful at school drop off and pick up times. Removing free parking spaces for parents at these times will mean that more cars will be looking for spaces on the streets.</p> <p>“This is used at school drop off and pick up so taking this away will make CK even more dangerous for this part of the day. If anything, an up to 30 minute stay would do the same thing in terms of forcing that turnover for businesses.”</p> | <p>16</p> | <p>The 4 hour free stay period will be retained at Whitefriars and Church Piece car parks, primarily on the basis of local representations regarding the usual availability of spaces and the potential issues for the economy and community services of introducing charges.</p> |

| Comment category | Example Quotes | Quantity of similar | Response |
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| <p>Concerned for impact on shows and events at Pump room</p> | <p>“Having organised 18 Flower Shows at the Pump Rooms in recent years and assisted in 72 shows there since 1983 i think that you really need to organise parking restrictions very carefully. These Shows involve well over 50 people some being there all day, whilst others come and go during the day [exc. visitors]. If no scheme is devised to exclude users from charges you will have a wonderful venue which could be unbookable , or of very limited appeal to would be users. ”</p> <p>“The proposed changes will increase the costs and seriously impact the ability of Cheltenham Festivals to efficiently operate the venue. The proposals will also negatively impact the experience of audience members some of whom may even decide, as a result, not to attend events due to the cost and inconvenience. Ideally we suggest that both the charges and the maximum waiting time are waived on the days when Music Festival events are taking place; at the very least we suggest a waiver of the maximum waiting time on such days.”</p> | <p>4</p> | <p>The Council and Trust’s senior management have been working together and have agreed in principle that a system will be introduced to manage event parking using bespoke passes for specific scheduled events.</p> |

| Comment category | Example Quotes | Quantity of similar | Response |
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| <p>Concerned about paying to use Doctors, Pharmacy and Opticians</p> | <p>“I am writing to say that if charges & restrictions are brought in to play, at the Whitefriar's Six Ways' car park, then it will impact hundreds of people who use this for the doctors' surgery and chemist - they may not be in a position to pay each visit. ”</p> <p>“</p> <p>You do realize that there is a very busy doctor's surgery at Sixways? So now you intend to add an additional tax to healthcare? People with appointments outside the available bus times will have to walk if they cannot afford the charges? The elderly? Young mothers and children? Plus there is a recycling area there.”</p> <p>“With regard to the proposed scheme to introduce payment for parking. In Sixways Car Park the scheme is totally ill thought out. Not only does it mean that elderly people such as myself who have to make regular visits to the Clinic will be faced with additional charges. But it will bring additional congestion for people living in the Cudnall Street area who have to deal with the significant ‘street parking’ that already occurs.!!”</p> | <p>51</p> | <p>The 4 hour free stay period will be retained at Whitefriars and Church Piece car parks, primarily on the basis of local representations regarding the usual availability of spaces and the potential issues for the economy and community services of introducing charges.</p> |

| Comment category | Example Quotes | Quantity of similar | Response |
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| Concerned that charges will reduce local economy | <p>“This car park is used for a variety of different reasons: visiting the library, visiting the shops/café/food outlets, attending events at Kings Hall, attending events at the Stanton Rooms, visiting the playing fields and recreation facilities all of which are an important part of keeping this vital part of Charlton Kings’ economy and social well-being viable. Introducing charges in the car park might upset what has been a hard-fought for, but non-the-less fragile success, by discouraging any of these users.”</p> <p>“Blanket parking charges would deter shoppers and other facility users at Church Piece and, to some extent, at Whitefriars (Six Ways). This could be disastrous for the Co-op at Church Piece and risks the continued presence of this valuable convenience store. There is a risk that car parking revenue and business rates income for CBC is lost”</p> <p>“Most importantly, when retail stores are struggling and I am sure that the high cost of parking in town, although in the control of the Borough Council, has reduced shopper numbers, every effort should be made to support local business such as those at Sixways or Church Piece.”</p> <p>“The Borough Council should seriously reconsider introducing charges at Church Piece and Sixways. These parking places are used primarily by local people in the community for access to shops, schools and a doctor's surgery (not so much for long term parking or vans as suggested in your reasons). The Council should consider the bigger picture, Paying to park will immediately deter the casual shopper and regular shoppers which will affect already struggling shops.”</p> | 166 | <p>The Parking team and a member seminar have considered the many comments on this aspect of the proposal.</p> <p>The 4 hour free stay period will be retained at Whitefriars and Church Piece car parks, primarily on the basis of local representations regarding the usual availability of spaces and the potential issues for the economy and community services of introducing charges.</p> |

Optional other comments from the public

| Comment category | Example Quotes | Quantity of similar | Response |
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| Friends of Pittville | “As a trustee of the friends of Pittville can you assure us that we can still use this car park for the November and Gold Cup weeks’ racing; it is our main source of funding on these meetings , the money then goes towards our improvements in the park Thanking you” | 1 | We cannot provide a categoric assurance at this time, but this issue will be revisited once the governance, legal and insurance implications have been explored further. |

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