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Overview - Evening / overnight parking charges engagement results

The survey ran from 01/09/2023 to 15/09/2023.

Responses to this survey: **25**.

Winchester BID responded to both parts of the survey as they represent both businesses and charity organisations.

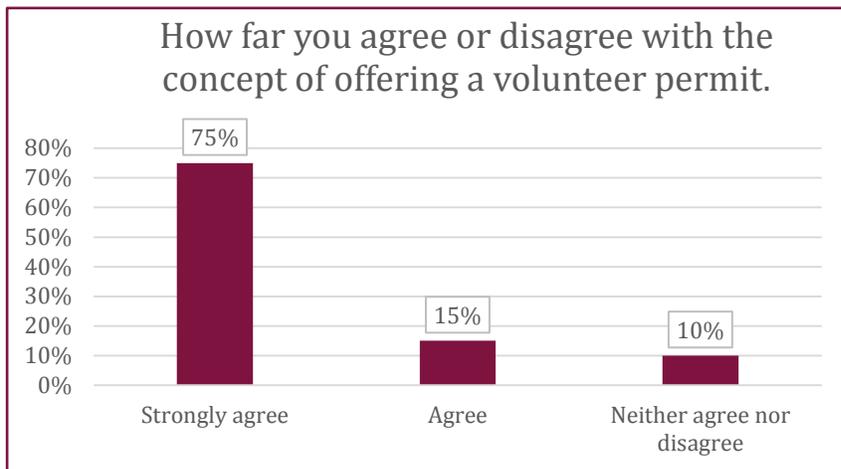
Part A:

Volunteer Organisations

21 responses were received for this section from 9 different organisations, breakdown as follows:

- 11 from the Beacon/ Winchester Churches Night Shelter
- 2 from Play to the Crowd operators of Theatre Royal Winchester
- St Peter's Church
- Winchester Community Choir
- Winchester Street Pastors
- Winchester & District Samaritans
- Action Hampshire
- Hope Church Winchester
- The Brendoncare Foundation
- Winchester BID

Question 4: How far you agree or disagree with the concept of offering a volunteer permit.



Question 5: What factors do you believe should be demonstrated for an applicant to be successful?

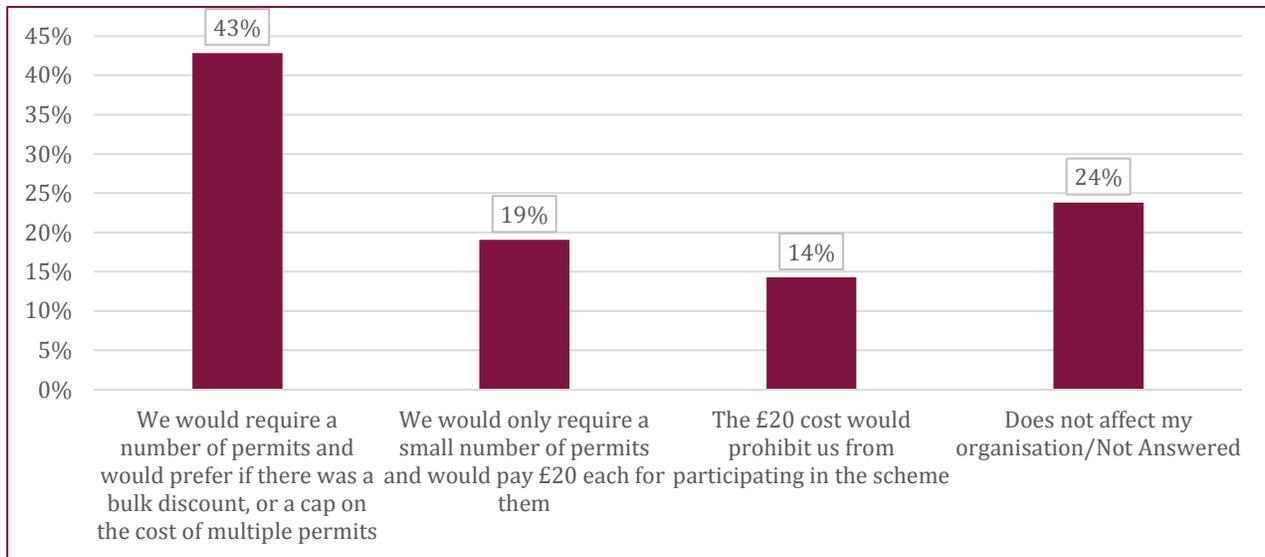
Most respondents were in agreement with the criteria set out by the council for who should qualify for the volunteer permit.

A concern was raised about the logistics of individual volunteers having to apply for permits. This has been addressed at the end of this document.

In Summary, the most common responses were:

- They should be a registered charity
- They rely on volunteers to provide or sustain a service
- They have to drive into the city centre
- They are supporting the local community

Question 6: We'll need to levy a small administration charge to provide the volunteer permit. This has provisionally been set at £20 per permit per year. Please select the option below that would best suit your organisation:



Question 7: Do you have any other comments on how such a volunteer permit system could be offered to charitable organisations?

The main theme of responses received for this question was that the process needs to be as simple as possible so that it does not become an additional administration burden to either the charity or the council. Simple checks should be in place and the charity should be able to determine who uses each permit it applies for rather than naming volunteers for each permit.

Several participants were concerned about the cost of the permit and suggested it should be free to qualifying organisations. Digital permits were also suggested as a means to reduce the cost of each permit as well as offsetting the cost with the potential additional income generated by evening charges.

Finally, it was suggested that the volunteer permit could be advertised on the council's website parking pages and through VCSE support organisations such as Action Hampshire who issue regular newsletters with updates to the sector.

Question 8: Do you have any other ideas about how we could support charitable organisations who operate in the city centre and need access to parking, whilst also reducing city centre traffic?

A number of suggestions were received for this question. These are set out below:

- Safer walking and cycle routes.
- Better street lighting from free parking locations.
- Bike lockers in Jewry Street.
- Encourage more bus use.
- Abolish all parking charges, not just overnight and evenings.

- Hold workshops with volunteer organisations and charities to engage with those active in the city centre and see what ideas could be generated to help with the issue of parking costs to protect a vital sector.
- Charging points and secure storage for mobility scooters, e-bikes etc.
- Improved Park & Ride facilities (one to the north of the city), that operate in the evening.

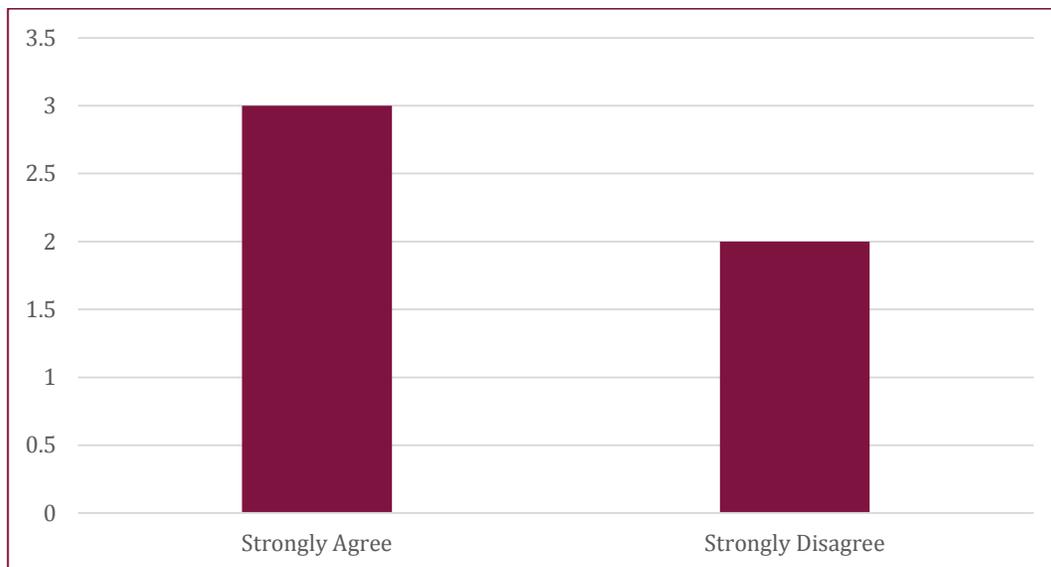
Part B:

Subscription-based businesses

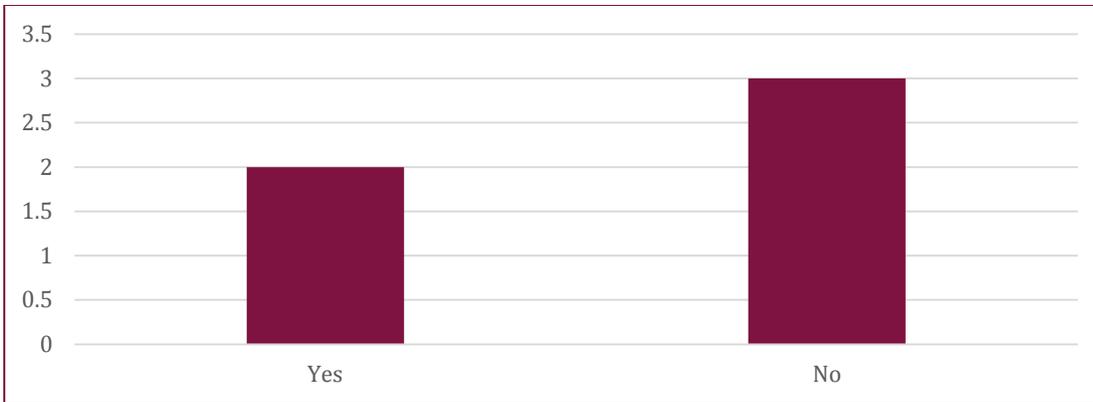
5 responses were received from 5 different organisations for this section of the survey, breakdown as follows:

- Winchester Pilates
- Energie Fitness
- F45
- New Energy Fitness and New Energy Yoga
- Winchester BID

Question 9: How far do you agree or disagree with the introduction of a new 1-hour evening tariff?



Question 10: For a monthly fee, RingGo (the council's appointed phone payment supplier) allows you to pay for your customers' parking, which you could then recharge to your customers, or subsidise their parking costs. Would a facility like this, which simplifies payments, be of interest to your business?



Question 11: Do you have other comments on how we could support subscription-based businesses whilst reducing city centre traffic?

A number of suggestions and comments were received for this question. These are set out below:

- Offer free parking for customers of health and fitness businesses. We are actively improving the health of the local population and we do a lot of work with chronic conditions and serious illness to improve outcomes.
- Improve the feeling of safety for the Park & Walk car parks by cutting back the surrounding bushes and improving lighting.
- Bring St Peters car park under the 'Park & Walk' umbrella thus removing the evening charge. It is one of the safer non-central car parks.
- Improved signage to make users aware of alternative parking options available to them.
- Reduction in business rates.
- Winchester BID supports the introduction of the additional tariff for one hour or less. A number of businesses which have contacted the BID about the new parking charges were concerned that without this parking or an hour of less after 7pm would cost more than it does during the day. The proposal for the additional tariff will address this concern.
- Several respondents expressed concern for their customers having to pay an additional charge each time they come in, which for health and wellbeing should be several times per week. This additional charge equates to an extra £20 - £30 per month to the cost of using the subscription services.
- Others expressed concern that although free parking is available to most customers 5-10minutes away, due to the additional time it takes to walk, customers who are fitting in their exercise either before or after work will be dissuaded from continuing to come into the city centre due to the extra time required.
- The Winchester Community Choir commented that the 1-hour tariff would not be helpful for their members because their rehearsals last 1 hour and 45 minutes and they would need to pay for 2 hours anyway.

Part C:
We Asked, You Said, We Did

We Asked	You Said	Council response
<p>Question 5: What factors do you believe should be demonstrated for an applicant to be successful?</p>	<p>11 responses were received from Winchester Beacon volunteers who expressed concern about the logistics of individual volunteers having to apply and pay for permits. For example, how would the council check named / timed volunteer permits and what if someone leaves and is replaced by a different volunteer?</p>	<p>The intention is that the voluntary organisation provides the council with a list of volunteer names and vehicle registration numbers for those volunteers qualifying to use the permits. The list will be reviewed and amended periodically. Parking enforcement officers will check registration numbers against the list and allow free parking to any cars that qualify – provided that they have parked in the agreed car park(s) closest to their base of operation. We are keen to work with voluntary organisations to ensure the system is easy to operate and that everyone fully understands how it works.</p>

We Asked	You Said	Council response
	<p>Volunteers should be allowed to park for free because they are giving freely of their time to provide a service to the community.</p>	<p>We agree. That is why we are proposing this new option, with a set of criteria to ensure that all applications are judged fairly and equally. Because the permits can be managed virtually, the council will make these available for free.</p>

We Asked	You Said	Council response
	The volunteer permit should be for all volunteers, not just 'core volunteers'.	The council's view is that a set of criteria needs to be applied consistently as proposed as in the decision report.
Question 7: Do you have any other comments on how such a volunteer permit system could be offered to charitable organisations?	Implement digital permits to remove the logistics & expenses of issuing paper-based permits.	This is a good suggestion, and the council is now proposing a virtual permit.
	Charities can't afford to pay for permits, these should be free to those who qualify. The council makes money from evening charging, can't this offset the cost of the permits?	The council will make the virtual volunteer permit free to qualifying organisations.
	This could be promoted on WCC online parking pages but also through VCSE support organisations such as Action Hampshire who issue regular newsletters with updates to the sector.	Thank you for this suggestion, the council will be sure to advertise this opportunity so that organisations that meet the criteria can apply.

We Asked	You Said	Council response
	An element of trust will be required having made reasonable, non-onerous, checks on the applicant.	The council agrees that the process will need to be reasonable without additional burdens placed upon the organisation.
	The admin fee is fair and it will naturally regulate the number of permits applied for - charity resources are usually limited and they are unlikely to apply for more permits than they actually need - to ensure this deterrent is in place, a bulk discount would be fairer than a cap.	The council will no longer be charging the administration fee. A system to regulate usage will be put in place.
<p>Question 8: Do you have any other ideas about how we could support charitable organisations who operate in the city centre and need access to parking, whilst also reducing city centre traffic?</p>	Support to find an alternative location outside of the city centre	The council's commercial estate is limited but if an organization is seeking alternative accommodation, then they can raise this with the council so that if vacancies become available their request can be considered.
	There are concerns about the potential impact of the new charges on the wider night-time economy.	The city council will continue to monitor footfall in the city through the BID, and the impact of parking tariffs to support its policy objectives
	Evening parking charges affect our ability to operate, our customers have already emailed us to say they will no longer be coming to the theatre and our volunteers are also dropping out of working with us. All in, this is having a devastating effect on our business and consequently our charitable activities.	The proposed volunteer permit could potentially address the issues you raise. There are still plenty of opportunities to park for free a short walk from the city centre.
	A Park & Ride to the north and encouragement to use buses, install bike lockers at Jewry Street car park and make e-bike and mobility scooter	The council is actively seeking opportunities to support improvements to active travel and sustainable transport such as through the Winchester Movement Strategy. The development of a northern park and ride is something the

We Asked	You Said	Council response
	<p>charging available in the city centre with secure parking facilities. Better and well-lit cycle ways from outside the city centre such as Colden Common / Twyford.</p>	<p>council supports.</p>
	<p>WCC and HCC both have parking for their staff most of whom would only ever use this in the daytime (e.g. Tower Street lower ground area). Could these spaces be used for civic volunteers in the evenings?</p>	<p>The offer of a volunteer permit will enable volunteers to park in whichever central car parks are closest to their base of operation.</p>
<p>Question 11: Do you have other comments on how we could support subscription-based businesses whilst reducing city centre traffic?</p>	<p>Improve public transport. Later running of Park & Ride buses.</p>	<p>To date it has not been economic to run late park and ride services.</p>
	<p>Offer free parking for customers of health and fitness businesses. We are actively improving the health of the local population and we do a lot of work with chronic conditions and serious illness to improve outcomes.</p>	<p>The council does provide free parking for customers of health and fitness customers in the evenings albeit not in zone 1 car parks. Customers who hold blue badges will not be charged.</p>
	<p>Improve the feeling of safety for the Park & Walk car parks by cutting back the surrounding bushes and improving lighting.</p>	<p>This is a continuing priority and has been passed on to the relevant officers at the council and Hampshire County Council to take appropriate action. We will also ensure it is reflected in the work of the City of Winchester Movement Strategy to improve active travel within the city. Improving the feeling of safety at night is vital to allowing people to make good use of the free park & walk facilities available in the evening.</p>

We Asked	You Said	Council response
	<p>The Winchester Community Choir commented that the 1-hour tariff would not be helpful for their members because their rehearsals last 1 hour and 45 minutes and they would need to pay for 2 hours anyway.</p>	<p>The introduction of a 1-hour tariff will be helpful for those who do not need to stay more than 1 hour. The full evening / overnight charge is equivalent to the 2-hour daytime charge. There are free car parks within reasonable walking distance of the venue that is used.</p>
	<p>Bring St Peters car park under the 'Park & Walk' umbrella thus removing the evening charge. It is one of the safer non-central car parks.</p>	<p>This would not be consistent with the council objective to reduce city centre parking to improve air quality.</p>
	<p>Improved signage to make users aware of alternative parking options available to them.</p>	<p>We are continuing to work to improve signage. Information is available on Council website and on parking signage to promote the alternative free parking available in the evenings.</p>
	<p>Reduction in business rates.</p>	<p>This is not within the gift of the Council as rateable values and corresponding rates are set by Central Government.</p>
	<p>Winchester BID supports the introduction of the additional tariff for one hour or less. A number of businesses which have contacted the BID about the new parking charges were concerned that without this parking or an hour of less after 7pm would cost more than it does during the day. The proposal for the additional tariff will address this concern.</p>	<p>The council appreciates the feedback from Winchester BID and will continue to work closely with the BID to monitor footfall in the city, and the impact of parking tariffs to support its policy objectives.</p>
	<p>Several respondents expressed concern for their customers having to pay an additional charge each time they come in, which for health and wellbeing should</p>	<p>The council encourages the use of the free park and walk parking available in the evenings and overnight to promote active travel modes and the improvement of residents and visitors' health. Subscription users can choose to park in the</p>

We Asked	You Said	Council response
	<p>be several times per week. This additional charge equates to an extra £20 - £30 per month to the cost of using the subscription services.</p>	<p>free parking available. The proposal contained in the report ensures that customers parking in the evenings pay no more than those parking in day time.</p>
	<p>Although free parking is available to most customers 5-10 minutes away, due to the additional time it takes to walk, customers who are fitting in their exercise either before or after work will be dissuaded from continuing to come into the city centre due to the extra time required.</p>	<p>As with any change, a period of adjustment will be required for switching to parking in one of the free car parks available. Or choose to park closer and pay the additional cost, which for an activity of up to 1 hour will equate to the same as the daytime tariff for the same time period.</p>