



m.e.l  
research

**Parking Survey**

**London Borough of Sutton**

**Local Area Report**

**Wallington North**

**July 2018**

<b>Project details.....</b>	<b>3</b>
<b>Survey Summary.....</b>	<b>4</b>
<b>Introduction.....</b>	<b>6</b>
<b>Survey Results .....</b>	<b>10</b>
<b>Appendix A: Questionnaire.....</b>	<b>20</b>

## Project details

<b>Title</b>	Sutton Parking Survey: Local Area Report
<b>Client</b>	London Borough of Sutton
<b>Project number</b>	P18068
<b>Author</b>	Tim Markham
<b>Research Manager</b>	David Chong-Ping

### M·E·L Research

2nd Floor, 1 Ashted Lock, Birmingham Science Park Aston, Birmingham. B7 4AZ

Email: [info@melresearch.co.uk](mailto:info@melresearch.co.uk)

Web: [www.melresearch.co.uk](http://www.melresearch.co.uk)

Tel: 0121 604 4664



# Survey Summary

To inform the Borough Parking Strategy, the Council sent a questionnaire to around 43,000 households, including those in existing Controlled Parking Zones (CPZ) and those in Areas of Parking Pressure (APP). The objective of the survey was to establish residents' experience of parking problems on their street, their current parking arrangements and response to a range of possible solutions.

A total of 5,324 residents responded to the survey, of which 110 were from the Wallington North ward. Responses were received from 10 different streets within the ward.

Key findings for Wallington North are:

## Is there a parking problem?

- 80% of Local Area respondents indicated that parking problems occurred in their street. Significantly higher than elsewhere in the Consultation Area (68%)

## Which day is it worst?

- parking on weekdays is the main problem in Wallington North. 93% of Local Area respondents that experienced problems reported this related to weekdays

## What time of day is it hardest to park?

- over half of all residents reporting difficulties parking all day (55%). The "all day" problem in Wallington North (55%) is significantly higher than elsewhere in the Consultation Area (30%)
- there are also problems in the evenings for 37% of residents and mornings (24%)

## Support for a Controlled Parking Zone

- no respondents to the survey from Wallington North live within a CPZ.
- the majority (54%) of residents were in favour of the introduction of a CPZ, with 26% against and 20% undecided /did not reply
- the favourable response from Wallington North on a CPZ is significantly different from other wards

## Vehicles at the household

- 95% of households responding to the survey had one or more cars. This is similar level to the rest of the Consultation Area
- households in Wallington North (42%) are more likely to have multiple vehicles than elsewhere in the Consultation Area (36%)

## Parking at home

- in the Local Area, 53% used driveways and 39% parked on the road

## Comments

- comments were focused around concerns with the current situation and possible solutions
- key concerns were about the impact of non-residents parking in the area (commuters, school drop off, events) , displacement effect of the CPZs/restrictions
- solutions focussed on the use of yellow lines, the introduction of a CPZ and resident parking permits

# Introduction

## Background

Following adoption of the Parking Strategy in September 2016 the London Borough of Sutton has undertaken a range of information gathering and consultation processes. In late 2017/early 2018 the first residents survey on the Parking Strategy was undertaken.

In addition to the main Survey Report, a number of Local Area Reports provide results down to the ward level. This report focusses on the **Wallington North ward**.

## Local Area Reports

The analysis presents the key findings, including;

- overall results for the Local Area
- differences between the Wallington North Local Area and rest of the Consultation Area

Street level analysis:

- count of responses received by street in the Local Area
- percentage breakdown of responses by street
- results by street

## Method

The Council designed a questionnaire (Appendix A) to understand residents' views on parking in their street, covering the key issues:

- Is there a parking problem
- If so, which day is it worst
- What time of day is it hardest to park
- Support for parking solutions on your street
- Support for a Controlled Parking Zone
- Number of vehicles at the household
- Parking at home – on street, driveways, garage, other.

The questionnaire was sent to around 43,000 households in a defined Consultation Area within the Borough (see Map 1 below). A total of 5,324 completed questionnaires were returned, giving a response rate of 12.4%.

## Survey Response – Local Area

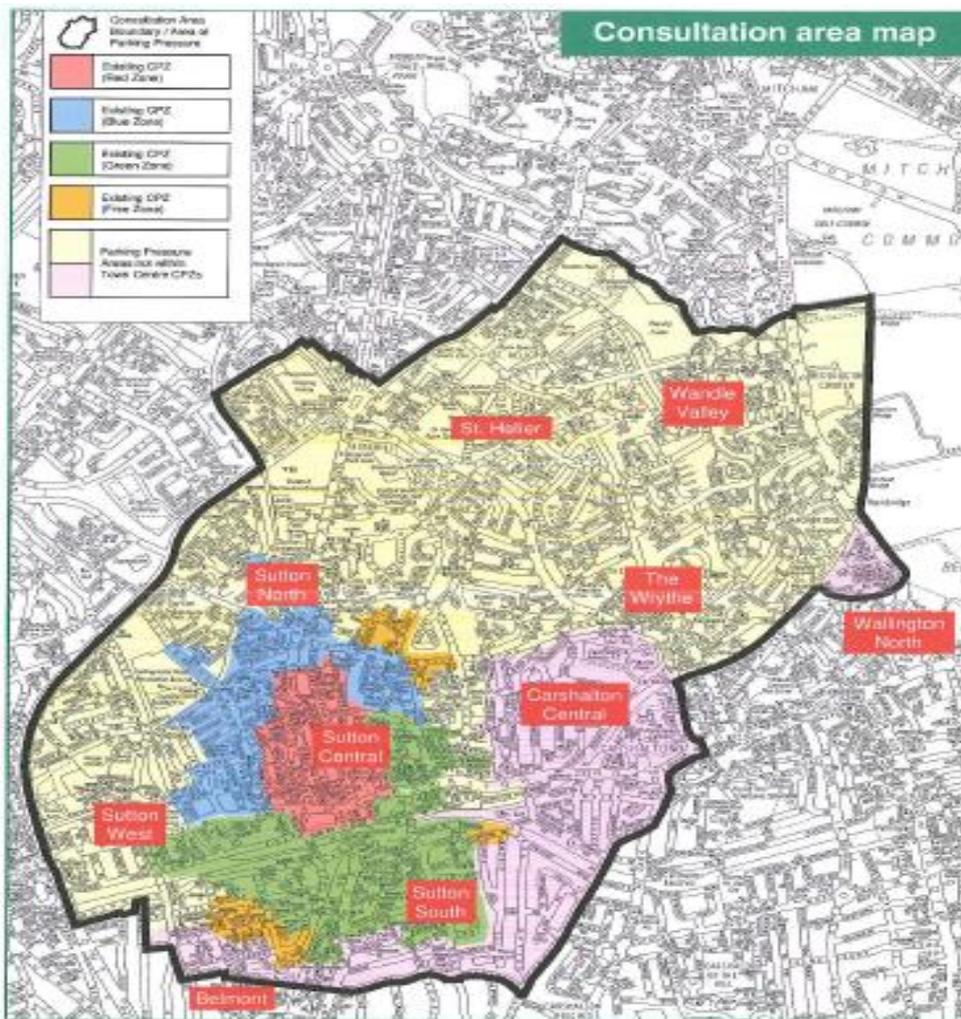
For Wallington North:

- 658 households in Wallington North ward were sent a questionnaire, from 13 streets
- 110 households returned a completed questionnaire (an 17% response rate)
- response came from 10 different streets within Wallington North
- none of the 110 respondents in this Local Area were within a CPZ.

Given the low sample size at the street level, additional analysis at this level is not appropriate.

Street	Households surveyed	Questionnaires returned	Response rate
Wandle Road	57	24	42%
Park Road	186	22	12%
Birchwood Avenue	68	20	29%
Elmwood Close	63	16	25%
London Road	43	9	21%
Caraway Place	80	5	6%
Meadow Walk	22	5	23%
Greenacre Place	30	4	13%
Prince Charles Way	34	4	12%
Regal Crescent	20	1	5%
Herald Gardens	18	0	0%
Killburns Mill Close	15	0	0%
Royal Walk	22	0	0%
	<b>658</b>	<b>110</b>	<b>17%</b>

Map 1. Consultation Area



## Analysis Note

The **base size** shows the total number of respondents included in the analysis for each question. For completeness and comprehension, the base includes No Replies to a question. If all Local Area respondents are asked a question the base size equals 110 residents. However, for certain questions, those that were Not Asked to respond have been excluded from the analysis, resulting in a smaller base size. For example, if a resident did not indicate that there was a parking problem on their street, they have been excluded from analysis of the following question concerning which day a problem occurred. The change in base size is noted against relevant questions.

The questionnaire used single response and multi-response questions. The percentage response for **single response** questions will total to 100%. For readability, percentages are rounded to a whole number, which means in some tables/charts the total may not always sum to exactly 100%.

**Multi-response questions**, allow more than one response option per question e.g., “which parking solutions would you support - tick all that apply”. The analysis shows the percentage of the base sample that selected each answer code. As some respondents will have selected more than one option, the percentages are not expected to total 100%. For example; 60% of all respondents may have favoured double yellows and 80% of all respondents favoured single yellow lines.

Where there is a **statistically significant difference** between groups, this has been noted in the report as a “significant difference”. However, a significant difference may not necessarily mean that the difference is ‘important’. It will also need to be considered in practical terms i.e. “does the difference matter?”

Sampling errors should be taken into account when assessing the accuracy of any sample base. This allows us to be more specific about how accurate each percentage value is from a survey. The **confidence interval** shown below is reported to give an indication of the precision of the results, but is not an absolute measure. With 110 completed surveys, this means that at a confidence level of 95% the results are within +/-8.5% of the calculated response. For example, a figure where 50% of residents were in support of a CPZ could in reality lie within the range of 41.5% to 58.5%.

# Survey Results

The analysis presents the key findings, including;

- overall results for the Local Area
- note any differences between Wallington North and other parts of the Consultation Area

Street level analysis:

- count, response rate and percentage breakdown by street
- results by street

## Parking problems on your street

Local Area residents were asked if they thought there was a parking problem in their street.

- eight out of ten residents in the Local Area felt that there was a parking problem on their street
- residents from Wallington North (80%) were significantly more likely to report a problem than those living in other wards (68%)

**Table 1. Do you think parking problems exist in your street?**

	Total	Wallington North / Other Wards	
		Wallington North	Other Wards
<b>Base</b>	<b>5324</b>	<b>110</b>	<b>5214</b>
<b>Q1. Do you think parking problems exist in your street?</b>			
<b>Yes</b>	<b>3659</b> <b>69%</b>	<b>88</b> <b>80%</b>	<b>3571</b> <b>68%</b>
<b>No</b>	<b>1352</b> <b>25%</b>	<b>17</b> <b>15%</b>	<b>1335</b> <b>26%</b>
<b>Undecided</b>	<b>248</b> <b>5%</b>	<b>5</b> <b>5%</b>	<b>243</b> <b>5%</b>
<b>No reply</b>	<b>65</b> <b>1%</b>	<b>-</b> <b>-</b>	<b>65</b> <b>1%</b>

(Base: All respondents)

## On what day is parking worst?

All those that indicated in response to the previous question that there was a parking problem (76% of respondents) on their street were asked to indicate on which day was it worst; Weekdays, Saturdays or Sunday.

Only those reporting that parking was a problem (n=88) have been included in the analysis to this question. As a multi-tick question, responses do not total to 100% as respondents could tick more than one option.

In the Local Area:

- weekdays are the main issue in Wallington North
- almost all respondents (93%) reported that weekdays are the worst time
- relatively few residents indicated that there were problems on Saturday (8%) or Sunday (14%)
- compared to other wards in the Consultation Area, Wallington North has a significantly higher proportion of residents reporting weekdays as the problem

**Table 2. On what day is it worst? (Tick all that apply)**

	Total	Wallington North / Other Wards	
		Wallington North	Other Wards
<b>Base</b>	<b>3659</b>	<b>88</b>	<b>3571</b>
<b>Q2. If yes, on what day is it worst?</b>			
<b>Weekdays (Monday to Friday)</b>	<b>3016</b> <b>82%</b>	<b>82</b> <b>93%</b>	<b>2934</b> <b>82%</b>
<b>Saturdays</b>	<b>794</b> <b>22%</b>	<b>7</b> <b>8%</b>	<b>787</b> <b>22%</b>
<b>Sundays</b>	<b>844</b> <b>23%</b>	<b>12</b> <b>14%</b>	<b>832</b> <b>23%</b>
<b>No reply</b>	<b>113</b> <b>3%</b>	<b>1</b> <b>1%</b>	<b>112</b> <b>3%</b>

(Base: Excludes those without a parking problem. Multi response question)

## What time of day is it hardest to park?

All residents from the Local Area (n=110) were asked to indicate which times of day were hardest to park on their street. As a multi-tick question, residents could tick more than one option.

In the Local Area:

- parking problems are not restricted to a particular time of day, with over half of all residents reporting difficulties parking all day (55%)
- the “all day” problem in Wallington North (55%) is significantly higher than elsewhere in the Consultation Area (30%)
- there are also problems in the evenings for 37% of residents and mornings (24%)

**Table 3. What time of day is it hardest to park in your street? (Tick all that apply)**

	Total	Wallington North / Other Wards	
		Wallington North	Other Wards
Base	5324	110	5214
<b>Q3. What time of day is it hardest to park in your street?</b>			
Morning (0600 to 1159)	1302 24%	27 25%	1275 24%
Afternoon (1200 to 1759)	322 6%	3 3%	319 6%
Evening (1800 to 2359)	1637 31%	25 23%	1612 31%
Overnight (0000 to 0559)	573 11%	6 5%	567 11%
All day	1636 31%	60 55%	1576 30%
Other	31 1%	- -	31 1%
No reply	1226 23%	16 15%	1210 23%

(Base: All respondents. Multi response question)

## Which parking solutions would you support in your road?

The questionnaire presented residents with a list of four possible parking solutions. All residents (n=110) were asked to select one or more of the options.

In the Local Area:

- the most popular solution was CPZs/Resident parking scheme, with 57% of residents favouring this option
- the introduction of restricted parking was less popular, with only 23% supporting the use of double yellow lines and 19% in favour of single yellow lines
- overall, residents in Wallington North were significantly more likely to support a CPZ and double yellow lines than other wards

**Table 4. Support for parking solutions**

	Total	Wallington North / Other Wards	
		Wallington North	Other Wards
Base	5324	110	5214
<b>Q4. Which of the following parking solutions would you support in your road?</b>			
Double yellow line waiting restrictions	800 15%	25 23%	775 15%
Single yellow line waiting restrictions	887 17%	21 19%	866 17%
Loading restrictions	155 3%	2 2%	153 3%
Controlled Parking Zones (CPZs) / Resident Parking Scheme	2036 38%	63 57%	1973 38%
Other	1420 27%	25 23%	1395 27%
No reply	1436 27%	14 13%	1422 27%

(Base: All respondents. Multi response question)

## Support for a controlled parking zone in your street?

Residents that do not live in a CPZ were asked if they would support the introduction of such a scheme in their street. All respondents (n=110) in Wallington North are outside the current CPZ.

In the Local Area:

- the majority (54%) of residents were in favour of the introduction of a CPZ, with 26% against
- 20% of respondents were undecided or did not reply to this particular question
- the favourable response from Wallington North on a CPZ is significantly different from other wards

A review of comments suggests that, before giving a definitive response, these residents (undecided/no reply) may require more detailed information about a CPZ on their street e.g. operating times, permit cost, permits per house, visitor permits, allocated spaces, enforcement, marking of bays.

**Table 5. Support for a controlled parking zone in your street**

	Total	Wallington North / Other Wards	
		Wallington North	Other Wards
<b>Base</b>	<b>4509</b>	<b>110</b>	<b>4399</b>
<b>Q5. If you don't currently live in a Controlled Parking Zone (CPZ) would you support the introduction of one in your street?</b>			
<b>Yes</b>	<b>1645</b> <b>36%</b>	<b>59</b> <b>54%</b>	<b>1586</b> <b>36%</b>
<b>No</b>	<b>1822</b> <b>40%</b>	<b>29</b> <b>26%</b>	<b>1793</b> <b>41%</b>
<b>Undecided</b>	<b>594</b> <b>13%</b>	<b>18</b> <b>16%</b>	<b>576</b> <b>13%</b>
<b>Other / not applicable</b>	<b>20</b> <b>0%</b>	<b>-</b> <b>-</b>	<b>20</b> <b>0%</b>
<b>No reply</b>	<b>428</b> <b>9%</b>	<b>4</b> <b>4%</b>	<b>424</b> <b>10%</b>

(Base: Excludes residents from the current CPZ)

## Number of vehicles in the household

All residents in the Local Area were asked to indicate how many cars there were in the household.

- 95% had one or more cars in the household
- households in Wallington North (42%) are more likely to have multiple vehicles than elsewhere in the Consultation Area (36%)

**Table 6. Vehicles in the household**

	Total	Wallington North / Other Wards	
		Wallington North	Other Wards
Base	5324	110	5214
<b>Q6. How many vehicles are located at your household?</b>			
One	2886 54%	59 54%	2827 54%
Two	1496 28%	37 34%	1459 28%
Three	413 8%	9 8%	404 8%
None	407 8%	2 2%	405 8%
No reply	122 2%	3 3%	119 2%

(Base: All respondents)

## Current parking arrangements

Residents were asked to indicate from a list, where they are most frequently parked. Those without a car (n=2) are excluded from the analysis. This was a multi-tick question, where residents could select more than one option.

In the Local Area:

- over half (53%) used driveways and 39% parked on the road
- only 7% used a garage
- comments included as 'other', were residents who used allocated parking spaces with flats, car parks, friends/relatives/neighbours, kerbs/off road parking, off street etc.

- the pattern of responses in the Local Area is similar to that of the rest of the Consultation Area

**Table 7. Where are they most frequently parked when at home? (Tick all that apply)**

	Total	Wallington North / Other Wards	
		Wallington North	Other Wards
Base	4917	108	4809
<b>Q7. If your household has one or more vehicles, where are they most frequently parked when at home?</b>			
On the road	1763 36%	42 39%	1721 36%
On driveway	2518 51%	57 53%	2461 51%
In the garage	575 12%	8 7%	567 12%
Other	297 6%	8 7%	289 6%
No reply	661 13%	12 11%	649 13%

(Base: Excludes non car owners. Multi response question)

## Additional comments

Additional comments provide a valuable insight into the issues and concerns that have guided the response to the main survey questions and are key points to address in the next stages of the consultation programme.

Of the 110 Local Area respondents who returned a completed questionnaire, 68% made one or more comments. All comments have been analysed and coded into key themes to reflect the concerns and proposed solutions/calls for action. Table 8, presents the full set of codes and a breakdown by area. The coded comments are available as a separate excel spreadsheet.

Key themes in the Local Area are:

### Concerns

1. Concerns about the impact of non-residents parking in the area (commuters, school drop off, events) and displacement effect of the CPZs/restrictions. Compared to other areas this is by far the most frequent issue mentioned by residents in Wallington North.
2. Concern about dangerous parking and emergency access.
3. Need to deal with trade and commercial vehicles taking up spaces in residential areas.

### Solutions

1. Positive and negative comments on possible CPZ.
2. Support for the increased use of parking restrictions – yellow lines.
3. Requests for an increase/introduction of resident parking permits.
4. Increase parking spaces by converting off-street areas into parking. e.g. use verges, front gardens.
5. Need to enforce the existing parking restrictions.
6. A general call for an increase in the number of public car parking spaces, lower charges and to address the impact arising from the closure of a multi storey car park.

Table 8. Additional comments – themes

	Wallington North / Other Wards	
	Wallington North	Other Wards
Base	110	5214
No reply	35 32%	1832 35%
<b>Comments - themes</b>		
Commuters, schools, events, displacement	42 38%	832 16%
Controlled Parking Zones	10 9%	487 9%
Convert verges,gardens into parking	4 4%	468 9%
St Helier comments	- -	416 8%
Parking permits	9 8%	394 8%
Use of yellow lines	15 14%	376 7%
Trade/commercial vehicles	7 6%	280 5%
Other	14 13%	183 4%
No parking problems	1 1%	178 3%
Hospital staff/visitors	1 1%	170 3%
Enforcing parking restrictions	1 1%	156 3%
Dangerous parking/emergency access	5 5%	135 3%
More car parking spaces, cheaper, multi storey closure	- -	90 2%
Developments without parking	1 1%	81 2%
Increase free parking	- -	50 1%
Reducing parking demand, public transport, pollution	- -	28 1%

(Base: All respondents. Multi response question)

## Appendix A: Questionnaire

# Appendix A: Questionnaire

London Borough of Sutton

## Parking Consultation

We need your feedback

### Parking improvements across the borough

With the sixth highest car ownership level in London, many residents have told Sutton Council that parking within the borough is now a major and growing concern. We recognise that there is not enough kerb space for the number of parked cars and our Parking Strategy, adopted in November 2016, aims to offer residents various solutions to meet specific street parking needs across the borough.

This initial review phase of the Parking Strategy is focussed on Sutton (North, South, West & Central), St Helier, The Wrythe, Wandle Valley, and parts of Carshalton Central, Hackbridge and Belmont. By completing the questionnaire within this document, you will help us to better understand your parking concerns and begin to consider potential solutions.

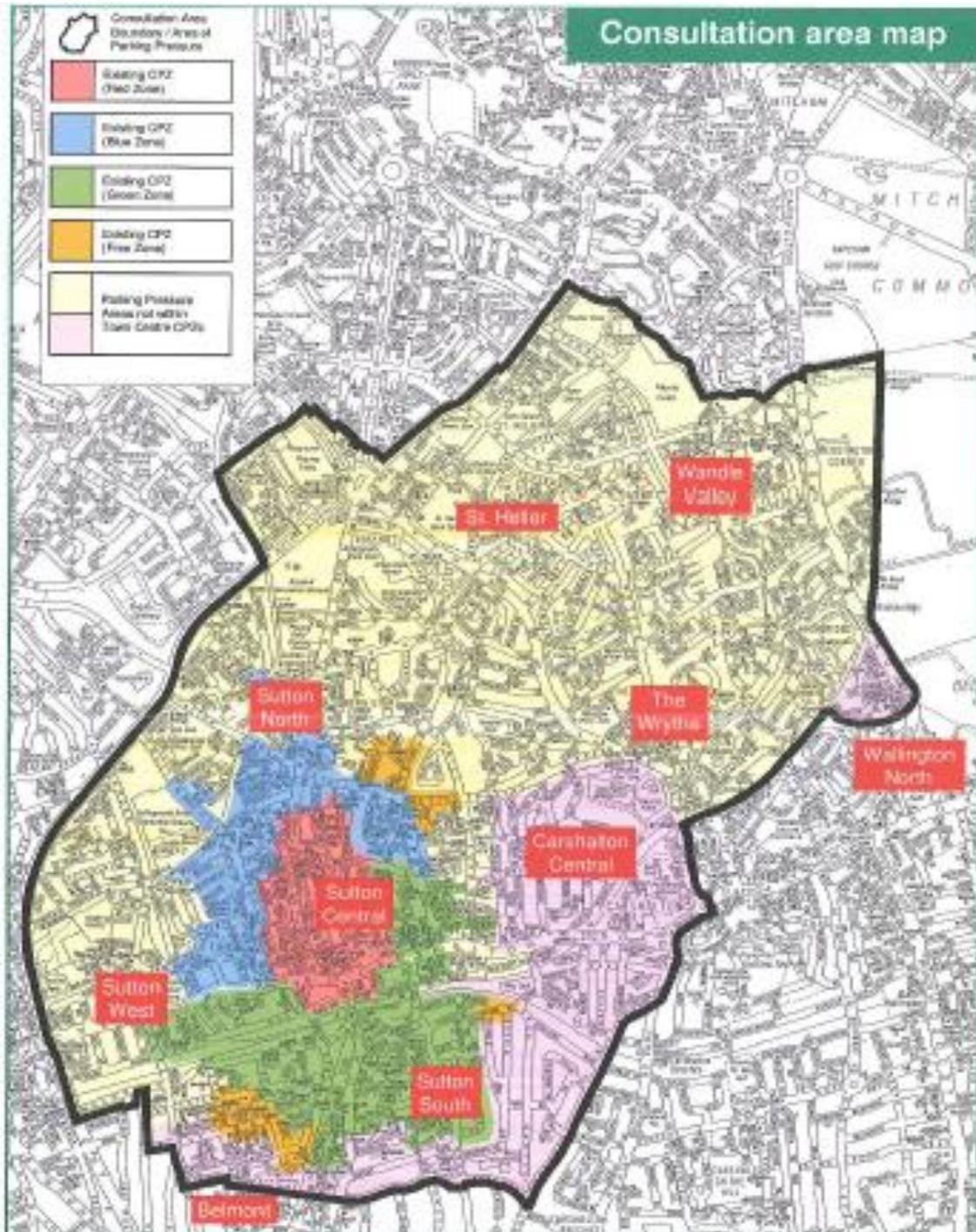
**For more information on the Parking Strategy, please go to [sutton.gov.uk/parkingstrategy](http://sutton.gov.uk/parkingstrategy)**



## What does the Parking Strategy cover?

As part of Sutton Council's Parking Strategy we are now assessing and reviewing parking issues across the borough, to provide parking solutions to meet these needs.

The initial review will mainly focus on on-street parking but will also consider off-street parking to ensure any parking problems aren't moved onto neighbouring streets.



# What are the parking issues?

As shown in the consultation area map, we are consulting across nine different wards in the borough during the review phase of the Parking Strategy.

## Sutton Town Centre

This is a busy town centre with a mixture of residential properties, businesses, shops and restaurants. Demand for parking is high and existing parking controls will be reviewed to help tackle inconsiderate parking and parking problems that have subsequently been moved onto neighbouring streets.



## Sutton North

This residential area is in close proximity to Sutton Town Centre and has access to good bus and train links and several schools as well as being within walking distance to St. Helier Hospital. All of these factors increase parking pressures for residents.

## Hackbridge

This residential area has seen considerable change including both small and large scale residential developments. Hackbridge Train Station, with direct links to London Victoria and King's Cross stations, adds to this pressure with commuters parking in residential roads thereby increasing parking pressures further.



## Sutton South

There is a high demand for commuter parking near to Sutton Train Station and the Town Centre. The fact that part of this area is just outside the Sutton Controlled Parking Zone (CPZ) means that there is even more pressure on local roads, leading to parking problems being moved onto neighbouring streets.



## Belmont

Similar to Sutton South, Belmont has a combination of commuter parking, schools, local shops and new small scale developments which have put parking pressure on roads within this area.

## Carshalton

With two train stations, a number of schools, an expanded college, busy shopping areas and new residential developments, the demand for parking space in Carshalton has increased substantially, leading to parking pressures on many roads.

## St Helier

This area is situated in the North and East of Sutton Town Centre and contains St. Helier Hospital. It experiences major parking issues because of hospital car park charges which mean that staff and visitors often park outside in the surrounding streets, which can cause parking pressures and issues for residents. Many of the roads in question are narrow and a lot of the space is taken up by residents' dropped kerbs.



# Parking Strategy Questionnaire



All responses are automatically entered into a prize draw to win £100 in High Street Vouchers

This questionnaire seeks your views on parking in your street. The information you provide will only be used for this project and analysed to help us understand parking issues and possible solutions on individual streets across the borough. **Please provide one response per household.** Your details will be kept strictly confidential and will not be shared with a third party. **Please note that replies cannot be considered without a name, address and postcode being provided.**

Feedback on the results of this consultation will be provided at an upcoming Local Committee meeting in your area. For details of venues and dates go to [sutton.gov.uk](http://sutton.gov.uk) (click on Your council, voting and elections).

Name

Address

Postcode

Email (optional)  Telephone (optional)

1. Do you think parking problems exist in your street?  
(select one option)

- Yes
- No
- Undecided

2. If yes, on what day is it worst? (select one option)

- Weekdays (Monday to Friday)
- Saturdays
- Sundays

3. What time of day is it hardest to park in your street?  
(select all that apply)

- Morning (0600 to 1159)
- Afternoon (1200 to 1759)
- Evening (1800 to 2359)
- Overnight (0000 to 0559)
- All day

4. Which of the following parking solutions would you support in your road? (select all that apply)

- Double yellow line waiting restrictions**  
Indicating no waiting at any time except when loading and unloading goods and setting down and picking up passengers unless indicated otherwise.
- Single yellow line waiting restrictions**  
Indicating waiting restrictions at some time during the day.
- Loading restrictions**  
Double kerb markings indicating no loading at any time and single yellow kerb markings indicating no loading during the times shown on the nearby black and white sign.
- Controlled Parking Zones (CPZs) / Resident Parking Scheme**  
Parking bays in operation and enforced during certain times of the day. Only residents with a paid-for permit and visitor permits can park in these bays.
- Other solution (please state)

5. If you don't currently live in a Controlled Parking Zone (CPZ) would you support the introduction of one in your street?  
(select one option)

- Yes
- No
- Undecided

6. How many vehicles are located at your household?  
(select one option)

- 0
- 1
- 2
- 3+

7. If your household has one or more vehicles, where are they most frequently parked when at home? (select all that apply)

- On the road
- On driveway
- In the garage
- Other (please state)

Additional comments

Please return this questionnaire by Monday 18 December 2017.

Thank you for taking the time to complete this questionnaire.



m.e.l  
research

