

## CAR PARKING ISSUES AT DONINGTON CLOSE

Report of the Director of Housing & Customer Service

### 1. SUMMARY OF REPORT

This report details the results and recommendations from the consultation with residents of Donington Close, regarding a concern raised about ongoing parking problems.

### 2. RECOMMENDATIONS

That the Local Housing Board

1. agrees with the majority of residents to leave things as they are
2. clarifies a final position on the restrictions for both residents and Derby Homes staff. Any abuse of restrictions should be dealt with individually by the local office
3. considers a simplification of signage and road markings to reflect the agreed restrictions

### 3. MATTER FOR CONSIDERATION

#### ***Background***

- 3.1 Donington Close is a supported living complex, consisting of 58 properties housing vulnerable, older residents. Some of these tenants are also clients of the Supported Living Team, requiring varying levels of additional support.
- 3.2 Parking at Donington Close has long been the subject of resident complaints. Evidence of staff having to manage the disputes and complaints arising from it has been found dating back over 30 years (see appendix 1).
- 3.3 The issues at Donington Close are due to its unique design. It features an access point from the main road into a turning space to allow for drop offs, emergency vehicle access, deliveries and staff parking whilst they are working on the scheme (there is one space on what was the wardens property).
- 3.4 The issues raised are that:
  - Residents are parking inside the close, when they shouldn't
  - There is a concern about accessibility for emergency vehicles
  - Existing signs and double yellow lines are not enforceable
  - Work done by LHO in managing the issue has been ineffective

- 3.5 The restrictions currently in force, as agreed by Derby Homes Board on 19 December 2002, are attached in appendix 2. In addition, there are a variety of signs and markings around the Close and double yellow lines to the inside of the Close . Photographs will be provided in a presentation at the meeting.
- 3.6 Parking for residents and visitors is located opposite the Close in a secure, lockable area, as well as on-street and within a section of the bus stop lay-by.

### ***Findings***

- 3.7 From the consultation, 36 out of 58 responses were obtained. Thirtytwo of these (89% of respondents) voted to keep things as they are. Two residents voted for issuing parking tickets. Installing a barrier or enforcing an outright ban only received one vote each. Details will be provided in a presentation at the meeting.
- 3.8 There is a wide variety of use for the turning area, mainly due to the diverse needs of the residents. Many do not have cars; however some have exceptional circumstances, for example, receiving visits and support from a disabled son. In these cases, the 20 minutes allowed for dropping off was deemed insufficient.
- 3.9 Residents indicated there was no real evidence of any parking abuse hindering access to emergency vehicles. Many felt that the issues being raised were not really a huge problem on the Close and complaints came from a small minority of one or two residents.
- 3.10 Any enforceable or preventative action, such as issuing parking tickets or installing barriers are not favourable and would only make life more difficult for residents or completely block access for emergency vehicles.
- 3.11 Many of the residents are also “sick of being consulted” about this issue and feel it is impossible to resolve.

### ***Conclusion***

- 3.12 Any decision made must balance staff resources required to manage the solution, and any further consultation, with reasonability and careful consideration of the needs of the residents.
- 3.13 To minimise future inconvenience to residents of the Close and reduce demands on staff time, it is suggested that the Local Board must be clear that no further reviews of this issue will be considered unless there is either:
- considerable changes to the surrounding area, designation of tenancies or citywide policies relating to such matters or;
  - strong evidence of continued hindrance of emergency vehicles.

## **4. CONSULTATION IMPLICATIONS**

A thorough consultation has been carried out. Letters were written to residents listing options and asking for comments (see appendix 3). In total, we received 21 responses. An additional face to face consultation event was carried out by the Local Manager and the Tenant Involvement Team at Donington Close on

25 January 2010. Fourteen tenants came along to discuss their views. A further eight residents gave their views during a door knocking exercise at the same event.

**The areas listed below have no implications directly arising from this report**

- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk

**If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive,**  
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**Background Information:** None

**Supporting Information:** Report - Derby Homes Board 19 December 2002