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Representations

- a) **Andrew-Morris Estate Agents, Valuers & Auctioneers**

Dear Sirs

Thank you for your recent letter and we have pleasure in replying to your notification. We are situated at Number 1, Bridge Street, Hereford and have been trading from this position for the past 30 years. We own the freehold and have traded as estate agents here. We feel that the implementations that you are encouraging and recommending are without doubt a detriment to the area.

The King Street/Bridge Street areas have always been commercial and business orientated and people do park literally for ten minutes to call into our offices, collect keys and particulars and then return to their vehicles and move on. The implementation of your scheme would harm the business levels and would harm the availability of parking in the area.

Furthermore, to see parking meters installed in an attractive and conservation area within view of the cathedral we feel would be again detrimental to the environment. We would not recommend this proposal as parking is a premium in this area. We ourselves have two private car parking spaces in a car park in St Martin's Street but naturally the area in Bridge Street and King Street which is one hour parking does give visitors to our offices the opportunity to park and come in, collect keys and details and conduct business.

Broad Street, Bridge Street and King Street are the hub of the commercial sector of the city with banks, building society, estate agents and solicitors where people do need to call in just for ten or fifteen minutes and therefore the scheme that you are proposing will be detrimental to businesses in the area who are the lifeblood of the city and very much occupy freehold properties.

I do hope that our concerns will be put forward as certainly we feel that the Broad Street/King Street/Bridge Street parking should not be interfered with and should be left as it is for one hour parking within those areas defined.

- b) **Flint & Cook, Estate Agents**

Just when you think that the world has finally gone mad, good old Herefordshire Council comes up 'Trumps'!!! King Street has 'died' since the new development, (The Old Market) which has been a great success, and the last thing businesses in the area need is on street car parking charges.

King Street is like a 'ghost town' now but would become a mausoleum.

When I first looked at your letter, I'd assumed it was a 'spoof' but being November I knew it wasn't an 'April Fool'!! We have parking to the rear of our offices ,so I'm not concerned about Flint and Cook, but for the good of commerce----THIS MUST NOT HAPPEN

c) Stooke Hill and Walshe, Estate Agents

Following on from Mr Cooks email, and your undated letter delivered to my offices this week, I too would like to strongly oppose the proposal put forward to turn King street into a pay and display parking area. As a business we are well aware that the internet has changed business's in all sectors, but in our trade which strongly makes up the business's in King Street there is still the need for that personal touch, where a client can pop in and there concerns can be dealt with by a friendly face. By placing charges for that it simply puts another obstacle in the way to make trading that little bit more difficult. We have already seen certain Solicitor practices and Accountancy firms leave the city to go to trading estates around the city where there is ample parking , but look at how moany lunches, packs of sandwiches, warm drinks are now being lost because they can no longer walk out of the office and pick it up, and we all know the compulsive buy over a lunch time stroll, all that business lost, never to return.

Introducing parking charges in King Street will be the final nail in the coffin, and without a doubt we as business's will leave the city never to return. The loss in business rates to the local authority will far out way any return on parking because there will be nothing here to come and see. I suggest to save some costs the senior management at the Council look at some of the outrageous salaries they are receiving, and let's put the Heart back in Herefordshire, rather than cutting the blood supply to it off completely.

d) Operations Director, Haven

I am writing on behalf of Breast Cancer Haven Hereford, located at Percival Hall, 37 St Owen Street, Hereford. The charity provides support to people affected by breast cancer. We would very much like to have a disabled parking bay close to the building, in order to provide our most ill service users with access to our ground floor treatment rooms.

Front Desk Administrator, Haven

I met with Graham Muir on 14/12/16 who kindly talked through the potential car parking changes to St Owen Street. He suggested that we sent you an email with our thoughts on the proposal.

Overview

I am writing in relation to Hereford City Council's parking space consultation currently taking place, and specifically the parking bays outside Breast Cancer Haven's premises at 37 St Owen Street. Our understanding is that the council has plans to make parking bays in the vicinity chargeable. We are respectfully requesting that two parking bays directly outside Breast Cancer Haven might be rendered free of charge for the use of those who use our services.

About Breast Cancer Haven

Every year over 50,000 women are diagnosed with breast cancer, by 2025 the cumulative figure for those living with the disease is estimated to be over one million. Breast Cancer Haven is a registered charity that improves the quality of life for those affected by breast cancer by providing personalised emotional, physical and practical support. We provide a range of supportive therapies for those going through breast cancer treatment including acupuncture, nutritional therapy, hypnotherapy, aromatherapy massage and counselling. We provide up to ten of these sessions completely free of charge with each programme of support uniquely tailored to their individual needs.

The impact of a breast cancer diagnosis

People going through breast cancer treatment face a range of challenges both financial and physical. A recent study conducted by the University of Bristol looked at how cancer impacts on patients' finances. It reveals people living with cancer have to cope with additional financial burdens such as hospital travel costs, increased fuel bills, prescription medicines and a reduction in the time available to work or study. In fact four in every five cancer patients face an additional cost of £570 a month as a result of their illness.^(Ref 1) They also go through physical symptoms caused by treatment such as nausea, dizziness, shortness of breath and chronic fatigue. By the time one takes all these factors into consideration recovery can take well over twelve months with most people depleting their sick leave entitlement and statutory sick pay allowance.^(Ref 2)

What we are asking Hereford City Council to consider

The people who use our services are genuinely struggling financially as a result of their breast cancer treatment. We would be grateful if Hereford City Council would consider a request to allow two of the parking spaces directly outside our centre to be free of charge for these people by way of a parking pass or permit. We confirm these spaces would be used exclusively by our service users, not by our staff or supporters.

Needless to say we are conscious the Council has a duty to all businesses and establishments in the vicinity and we are not seeking preferential treatment. If it pleases the Council we are happy for this arrangement to be put in place for an

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initial twelve-month period during which time both parties can assess its workability and net benefits. In this way we could evidence and assess it on an annual basis.

By supporting Breast Cancer Haven in this way you will be making a genuine positive impact on the lives of those who rely on our services. We hope you will consider this request, and if you require any further information that you won't hesitate to contact me. Please also find attached case study from one of our visitors which I hope you will find inspirational.

e) Director of Retail Operations, Daisychain Benevolent Fund Trust, Charity

In response to your letter regarding the proposed changes in parking regulations on St. Owen Street, Hereford we wish you to consider the following:

FREE Short term parking is already in force in the area

Traffic Wardens currently regularly patrol the area and ensure that cars are not staying over the allotted time

The nearest car park is only short term, with the nearest long term car park being very small

The recently opened shopping centre has moved trade to the opposite side of Hereford town centre and it is therefore already increasingly difficult to sustain a business in the St. Owen Street area

There are several empty premises in the street due to lack of footfall

We believe it would be extremely detrimental to the St Owen Street area of Hereford should this proposed re organisation of parking regulations be put into place and hope that you will listen to our comments and review the plan

f) Collins House Dental Surgery

We think that the imposition of street charging would be very detrimental to Hereford, its people and its businesses. High town shops have suffered badly from the loss of trade associated with the Old Market development. Any further pressure for shoppers to go elsewhere is very unwelcome and even more charity shops and empty premises will be the consequence. Sunday parking charges leave the car parks empty and the street parking full. This means many extra hazards for motorists and pedestrians.

We think that you should leave things as they are. The only useful change would be to increase the 30 minute spaces to 40 minutes to allow older residents more time to walk to the shops and back.

The only people to benefit from your proposed scheme will be whoever is paid to install and run the pay and display parking. Would that be Balfour Beatty?

Please listen to the responses of your consultation and act on them don't simply go through the process because you have to and then do what you want regardless,

g) A4 Office Products Ltd

I would like to object to the proposed parking charges for the centre of Hereford ie Broad Street, King St etc as a local business owner I have today been issued with a ticket for parking a delivery van on a loading bay in Broad Street and because I had to take my delivery to centre of Town i.e. Saxtys I was gone for more than 5 minutes and then booked !!! even though I was gone for no longer than 10 minutes apparently the warden is within their right to issue a ticket even though the sign on the bay say you have 15 minutes ! If you take away the free parking and the wardens are issuing tickets like above how the hell are small business like mine supposed to distribute goods to our customers around the centre of town ?

h) Chair and Therapeutic Optometrist, BBR Optometry

We are a long established independent healthcare business located at the eastern end of St Owen Street within the one-way section. Approximately 34% of our client base is over 70 and at least 6% are disabled sufficiently to be unable to climb stairs and require a ground floor consulting room. 20% of our client base is over 80 and many of these people have complex health needs yet retain their independence through the use of vehicles. Many are living in rural isolation, our catchment area is that of the Clinical Commissioning Group and indeed is wider into

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surrounding counties. Public transport is simply not available for village dwellers. Herefordshire Council ought to be able to advise of the number of blue badge holders.

A typical visit to this practice takes an hour or more for examination and dispensing and perhaps 20-30 minutes for the collection of dispensed products. We are writing to object to the detail of the proposed changes in parking regulations. We are naive enough to trust that the decision has not already been made. We hope that along with previous objections reached, this consultation will result in the proposals with respect to the commercial streets will be withdrawn. Similarly, the proposal to adopt residential only permits in surrounding streets will simply displace cars seeking parking spaces into areas that are at present free of congestion. Therefore, residential proposals would also be terminated. We further understand that (through HerefordBID), separately to this consultation, Herefordshire Council have commissioned a review of all car parking assets owned in the city. This is at least because the Council has been very reluctant to change to a pay on exit policy at existing car parks. We believe that this consultation is due to report in January and it is clearly important that the two are not seen and acted upon in isolation. We object to the proposals on the following grounds.

- We object to there being any charge that might dissuade customers of any business or patients of any health care provider from bringing their short-term business to St Owen St and its surroundings. There are already few commercially viable outlets in this area already dominated by health outlets. Further depression of economic activity would lead to a similar picture of desolation as seen in Commercial Street with more unoccupied properties.
- There is no viable alternative for the elderly and infirm to make short visits to health care practices in St Owen St other than by passenger vehicle. They do not ride bicycles and many are not sufficiently infirm as to require mobility scooters. Such visits might include the collection of medicines (pharmacy), attendance at the Dr's, attendance at the dentist and attending for eye examinations and the collection of spectacles. These are all short visits and do not all last as long as the proposed 30 minutes minimum. Clearly the Council will be charging for the same time and space many times over.
- The addition of Waitrose parking (pay on exit) has improved the accessibility of longer stay car parks in the St Owen St area (Gaul Street) which suits longer visits to the street. Functionality and customer care would be significantly enhanced if this and other longer stay car parks were made "pay on departure". This is a request that has been pointed out on numerous occasions to the Council. We believe that this is a first step to change before major, potentially detrimental schemes are imposed.
- The proposal allows for metered payments to be required but that those parking in St Owen St would pay a higher charge for longer intervals. We are STRONGLY opposed to parking in St Owen St being permitted for any longer than the present 30minutes. We feel that people choosing to park for longer will have a detrimental effect on people needing only a short visit. In fact this might have the opposite effect to that desired by the council of reducing unnecessary car journeys since people wanting more than 30minutes may stop using the longer stay car parks altogether and travel further afield.
- We accept that there is a certain amount of driving around the residential areas looking for a two hour space but feel that this will be detrimental to our businesses if longer than 30minutes parking is permitted in St Owen St.
- The current 30 minutes permission is well respected and well policed. A good sign of political acceptability. The addition of any charges for such parking and the possibility of parking for longer is simply intended to generate income. These are all short visits and do not all last as long as the proposed 30 minutes minimum. Clearly the Council will be charging for the same time and space many times over.
- We are unclear as to the motives behind the moves as it would appear from published budgets the Council will receive more in income than it costs to implement the scheme. I wonder if this is fully compliant with regulations that do not permit Councils to make an income from parking that is not wholly spent on transport ?
http://www.racfoundation.org/assets/rac_foundation/content/downloadables/elliott%20-%20parking%20enforcement%20-%20main%20report%20-%2016082010.pdf
- Current parking fees in Hereford are already extremely high and indeed higher than many congested large cities rather than impoverished underfunded rural areas. We have paid less to park in many similar towns across the

country sometimes 1/3rd of Hereford charges.

- There is no evidence, anecdotal or actual, that I am aware of, which implies any problem with congestion in or around St Owen St except when through traffic builds up late afternoons due to inadequacy in the peripheral roads. There is simply NO traffic congestion problem in St Owen St because people simply come and go.
- The actual designations of permitted parking have not been reviewed for many years. For example (see photographs). There are double yellow lines on both sides of the street centred on No 28 and also directly opposite. These have no relevance to access and must be historic? Why is there such a large hatched area at the end of the one way section that loses two spaces?

We are sure that the bulk of all comments received in both this and previous consultations on the subject of the proposed car parking charges are in fact strongly objecting to what is in many cases perceived as an income generating, anti-business move by a Council unable to understand its role in a complex mixed economy. In the interests of openness and transparency we call upon the council to publish ALL of the anonymised consultation comments received and to clearly indicate the proportion For/Against or Undecided?

i) Castle House Hotel

I write this letter to express my deep concern regarding the proposed parking changes to Castle Street and St. Ethelbert's Street and the impact it will have on my business Castle House Hotel.

Castle House Hotel is an independent 24 bedroom hotel and restaurant employing 40 staff. We do have a small car park but only enough space for around 12 cars. Currently our customers can come in for lunch and park for two hours on the street and our overnight guests can park in the evening and stay until 10 am the following morning allowing enough time for them to have breakfast and check out.

If the proposals were to go ahead I fear it would have a very negative impact on Castle House, especially as many of our customers are of an age where they are unable to walk very far to get to us. The nearest public car park is a considerable distance and often full anyway.

This said, I do realise that there are clearly issues with parking on these streets and I sympathise with our neighbours who live on them and struggle to find spaces. I would therefore like to request that if this proposal goes ahead some parking permits could be made available for residents and guests of the hotel, and in particular the paved bay immediately outside the hotel could be for specific use of the hotel.

This bay is essential for our business to receive the many daily goods deliveries, as unfortunately we have no rear service entrance to the hotel so all deliveries have to come via the front entrance. This is also an area we can park guest's cars whilst we unload their luggage and check them into their rooms, particularly important for guests with mobility issues. The Bay also serves as an overflow space when our carpark is full.

Our business faces stronger competition than ever with the new chain restaurants in the old market, all with very convenient parking, therefore I appeal to you to support Castle House and allow us to continue to serve our many loyal customers and ever increasing visitors to the city.

j) Managing Director, Astute Graphics Limited, IT services

Following notices appearing on Broad Street, St Owen Street, Bridge Street and others across the town stating the proposed end to free short-stay parking, I feel the need to strongly object to these proposals. I operate a business on Broad Street. It's not one outwardly visible to the public as our clients are spread the world-over including Disney, Facebook and Adidas. Because of the geography of our clients, I have to travel. Many cities face big issues regarding parking, but the inability to quickly and easily park very short term in Hereford is amongst the worst I've encountered.

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The ability to drop-off passengers, goods and more often necessitates more than 5 seconds. It is not unreasonable to expect 5-30 minutes to unload without notice of business activity due to the need to wait for the return of a passenger or message. Removing this final not-unreasonable convenience from Hereford will simply be yet another dissuading factor to both operating and considering Hereford as a viable place to trade.

Over the past couple years we have looked at options of locations from which to base our growing IT company. A lack of local skills, bypass and general business activities already way heavily. Please don't add to this with a measure that unfortunately appears both petty and penny-pinching.

k) Partner, Arena Lettings, Estate Agents

RE: Proposal in respect of Aubrey Street, Bridge Street, Broad Street, King Street. The introduction of Pay & Display parking with a maximum stay of 2 hours will effectively create a "Short Term" car park in these streets. This will have a detrimental effect on the businesses in this area. Like many of the businesses operating in the area served by the streets listed above, one of the main reasons for my business being located in this area is the easy vehicle access for customers and people working for us. For the large majority of businesses on these streets, the ability for customers to find a convenient parking space for a short time eg, 10 to 15 minutes to visit our offices is essential.

The proposal will simply make finding a space very difficult for our customers. The more preferable proposal to have an initial charge free period of 15 or 30 minutes and a maximum stay of 1 hour seems to have been disregarded in favour of the creation of a short term car park, without fully understanding the impact on the businesses in the area. Please reconsider the proposal in point 1 of the Notice of Proposal in favour of something that works for the businesses residing in the area.

l) Partner, Lambe Corner Solicitors

I am writing this letter on behalf of my firm Lambe Corner LLP which has operated from our offices in Bridge Street, Hereford for over 150 years.

The proposed Hereford City Centre Order 2016 will have a negative effect on our business and the surrounding businesses for a number of reasons.

It seems clear from the decision report dated 21 October 2016 that one of the overriding factors for the introduction of these changes was the circulation of traffic being interrupted by persons looking to park and utilise the current free parking arrangements. Much is made of the position within Castle Street and the surrounding streets. No differentiation has been made by other areas of town that are not adversely affected in this way. Bridge Street itself suffers from little to no traffic circulation problems due to persons parking on the street.

Indeed, parking on the street is often widely available, largely due to the effectiveness of the very visible parking enforcement officers.

Introducing the parking charges on the street is bound to have a negative effect on all local businesses and in particular on our clients who need to come in to see us to sign documents who will now have to pay for the privilege of doing so.

We live in a rural economy with relatively poor public transport. We understand that there are also plans to further reduce public transport in the area in the future. Transport buy car and the parking that requires are therefore of key importance to the local economy.

In the course of our business we deal with a large number of elderly clients who suffer from mobility related issues but do not qualify for or do not have a Blue Badge. The suggested changes to the current regime will disproportionately affect the elderly and infirm.

Indeed, our role as solicitors often involves carrying large amounts of paperwork to and from Court and our homes. We have no on-site parking, and we understand this is the case for most of the businesses operating in and around Bridge Street and much of the surrounding area. There are also no loading bays in our vicinity. Under the proposed Traffic Regulation Order we will therefore have to pay to park for the few minutes it takes to load or unload a vehicle with heavy items.

This is a cost that will either be borne by the businesses themselves or will be passed on to clients and customers and will therefore have a negative effect on those businesses.

The reasons given for the proposed Traffic Order is that it will encourage drivers to park off street and minimise on street congestion caused by vehicles searching for parking.

It seems clear that the desire for cheap and/or free parking and any subsequent congestion issues, if any, are a direct consequence of the local authority's rampant increases in their parking charges on all council owned off street parking within the city centre within the last 2 to 3 years. The effect of the above parking charges was eminently foreseeable and is a direct result of the Local Authority's own policies. The effect of these proposals will simply mean that those who do not wish to pay for parking will simply park in the residential areas just outside the City centre and will simply push the same problems to those areas.

The local authority has indicated that the new Order will yield approximately £200,000 in charges per annum. No alternatives to the above plan have been mooted. It would seem clear that one alternative is relatively obvious in that the local authority could reduce the parking charges on off street parking to make it more appealing to drivers and therefore lessen their need for on street parking.

The approach by the local authority taken as a whole seems to be one of revenue raising rather than a global policy aimed to reduce any traffic, parking and congestion issues within Hereford City Centre.

It is also a retrograde step to include provision for an increased fee when parking payments are not made by cash. We are fast becoming a cashless society and it is unfair to penalize those who wish to pay by card by charging them more for the privilege.

No other solutions have been suggested. A parking permit system that would allow local business to purchase permits for a reasonable fee which could then be displayed in the cars of customers and clients visiting the business premises would seem to be solution to the problems that have been raised without disproportionately disadvantaging local businesses.

At the time this letter was written it was 11:30 on a Friday morning and a number of vacant parking spaces can be during a quick glance out of our office window which anecdotally reinforces the point that the current free parking arrangements in Bridge Street are not currently being abused. The local authority's approach to the issue has clearly not analysed the streets affected on an individual basis and as such is not fit for purpose.

The current parking regime allows for a one hour stay and a high turnover of cars.

The proposed scheme allows for a two hour stay which may well result in the cars that do park staying for a longer time thereby adding to any congestion issues that may exist.

The local authority has also ignored the needs and wishes of the residents who in each survey and consultation thus far have overwhelmingly objected to the introduction of parking charges on the above streets.

For those reasons, we object to the introduction of the proposed County of Herefordshire District Council (Hereford City Centre) Order 2016 in its current form.

We look forward to hearing from you in due course.

m) Asa Chung, family business

I oppose the charges which may happen to our inner city of Hereford. Being a resident of Hereford and have a family business, I believe if you implement the parking charges it will see a huge decline of visitors to the city. If there are charges implemented to the locations which are chosen, people would have more of a reason to go and see a different city. People of Hereford would think about going somewhere else to shop due to the outrageous parking charges which surround 90% of Hereford car parks.

Having a family business, I have seen a decline in business and visitors to the city due to these charges. Surely you would want more people visiting our beautiful city of Hereford instead of scaring them away with more car parking fees. Make the correct decision please and don't put any more car parking charges and make more of an incentive to get people to visit the beautiful city of Hereford.

n) Owner of Ponte Vecchio Restaurant

I am very angry at the proposed changes. My business has been affected by the New Development and now, it would seem, you will hurt it even more. I need free parking for me and can see how it will impact badly on my neighbours' day businesses. I hope you will reconsider.