

Respondent	Copy of objection
Cllr Lynn Graffham	<p>May I request on behalf of the part time staff of Milford Crossways Surgery, Church Road Milford possible leniency as to recent penalty charges at Station Lane car park in Milford. The part time staff due to the season ticket charge far exceeding their working time requirement have been returning to the car park to renew a ticket for additional time as they can only initially purchase a ticket for 2 hours. This unfortunately has lead to a penalty charge if they have over run. On one occasion the enforcement officer had just issued the ticket when they had returned to purchase additional time. This situation is of course not ideal and hopefully will be part of the car park review discussions in July 2012 as to how we may possibly manage the car park to accommodate regular users. At this present time I would hope we do not wish to penalise the staff for being compliant and using the car park, instead of using surrounding residential and road parking which unfortunately many people seem to be doing. In the meantime I will encourage the staff to be vigilant as to returning to purchase additional tickets in good time.</p>
Witley & Milford Patients Participation Group, 20 July 2012	<p>I write as Chariman of the Witley and Milford Patients Participation Group with some observations that you may, I hope find useful in connection with the review of the arrangements which I understand is to take place after six months. As you will know, the car park is next to the surgery in Milford and is routinely used by both medical staff and patients. I understand that the Practice will be making its own representations to you but I write now on behalf of patients. It is certainly in the interests of patients that the car park should have spaces available at all times, and the Patients Participation Group is disposed to support in principle any move to deter long term parking by commuters. We are also sure that most patients will have welcomed the free disabled spaces. The present arrangement, however has caused undoubted inconvenience, not least through the increase in on-street parking. At the request of Lynnn Grafham, Waverley Councilor for Milford ward, the Practice has asked patients to avoid street parking out of consideration for local residents. The fact is however that the increase in street parking is a direct result of the Council's car park tariff. A charge of 10p for an hour may seem trivial, but evidently some people regard it as a matter of principle that short term parking in a village centre should be free. Although it was explained to use that some charge had to be made of the first two hours in order that every car had a ticket showing when it became liable for the higher charge if it operate a similar system in which the first two hours are zero rated. It would be in the interests of patients and I am sure many others in Milford it he same could be done here.</p>
CF	<p>In response to your Chairman's Note in the Spring 2012 edition of UPDATE - Issue 17 I would like to draw your attention to the fact that since there has been a charge on the Car Park next door to the Surgery in Milford, it is getting extremely difficult for the residents of Ockfields to park their own cars. Not only are these extra cars parking at random especially round the back of the Surgery it is sometimes not only dangerous but impossible for us to drive from our garages on to the main road. My car has been damaged several times by these cars - with no redress whatsoever. My neighbours have witnessed the car being hit. It seems incredible that a 10p charge</p>

	for 2 hours deters the shoppers from using the Car Park - hence they are parking in Ockfields instead. However regrettably this is the case. I note the Council will revisit this subject in July 2012. I look forward to hearing from you.
EB	I am writing to say that making the public car park in Milford a 'Pay & Display' has put extra pressure onto very limited parking for residents at Ockfields. There are so many cars & vans parked here that it can be very difficult for me to obtain access to my garage which contributed to my having an accident when trying to reverse out. It would be a good idea for the doctors and other regular users of the car park to have concessionary parking.
CG	Since the introduction of parking charges in Milford I am finding it increasingly difficult to park outside my property. We have no driveways at the Crossroads Surgery end of Ockfields and the space available to us is now being used by surgery staff and people using the shops n the parade. Soon we will be in the car park and visitors to Milford will all be parked in Ockfields ! I live with my father, who is 98, so it is important we have the ability to park here. Concessions to surgery staff may be an option. I look forward to this being resolved as soon as possible.
AB	The above named is a 91 year old widow managing as well as a 91 year old who is almost completely blind and who has cognitive issues can. Each morning she is visited by a health visitor who makes sure that she is okay and each lunchtime gets a delivery from Meals on Wheels. If they can stop outside her house that is. She needs quite a lot of support to continue living independently. This is now severely threatened because of a change that you have made to the parking arrangements at Station Lane in Milford where people who are too mean, or too poor, now park on Church Road. She believes, and I believe her, that the cars being parked belong to local workers who are parked there for the full working day. She has never complained about the people who park outside her house, who are just visitors, but now the road is completely occupied by parked cars and vans. This situation is potentially life-threatening. If she cannot have visits from medical professionals, Meals on Wheels etc this could have a severe effect on her including the possibility of serious illness or death. She is probably not the only elderly person in that area known as Ockfields who is dependent on support. I am sure that the intention of the Council in introducing parking charges on Station Lane had the best intentions, none of which was probably to clog up that section of Church Road designed for parking by residents and their visitors. Although as a frequent visitor to Church Road, I would not be all that happy if I had to pay to park outside my own mother's house, maybe parking charges should be extended so that there is no economic benefit to parking on Church Road as opposed to the Station Lane car park. Maybe, for as long as she is on her own you could designate a space outside her house... Please do something and do it very quickly. I thank you for your attention to this urgent matter. My mother's welfare is of tremendous importance to my brothers and I. I do not expect this will be the only letter that you receive on this subject.
C J U	I am writing on behalf of my mother , regarding the recent introduction of "Pay and Display" parking in the car park on the corner of Station Road, Milford. I am sure that this scheme has been introduced with the best of intentions, but it has been a disaster for the residents of the Ockfield estate and , in particular, has serious implications for my mother, who lives at 68 Church Road. The most

	<p>significant impact of the scheme has been to drive the all-day parkers from the car park into the surrounding residential areas. This has left little or no space for the everyday parking needs of the local residents and the users of the local shops. It presents an even more serious problem for my mother. She is 91 years old and is registered as blind. She maintains her independence but increasingly needs help and support to do this. This includes daily attendance by a registered carer, meals-on-wheels, etc. Because of the new parking scheme, people are parking outside her house all day. This means that her help and support no longer has easy access to her house. I am also concerned that any extension of the parking restrictions/controls will further inconvenience local people without any obvious financial return to the Council The revenues generated will be more than offset by the costs of enforcement and by the hostility and bad feeling in the local community. Please review and revise this ill-considered scheme, taking into account the needs of your local electorate.</p>
LF	<p>I moved to Ockfields some 7 years ago. Sadly my garage was not compatible with my car, if I got the car in the garage I could not get out of it! And that was a clio. We have to struggle with cars parking for Milford Junior school twice a day then the restriction was placed on the parking outside nos 78 - 86 the reason for this is confusing as there was no restriction on the other side and it meant that the Doctors could no longer park there nor could the people who lived there. Then after many warnings Parking Charges were introduced in the car park. The charges per day means that commuters can still park much more cheaply than at the Station, the Doctors and Nurses at the Milford Practice now Park in Ockfields, making everything more complicated for us; you should observe the Refuse Lorry reversing. There is a small area which could be tarmaced to increase parking. There are enough cars belonging to Residents without outsiders I appeal to you to do something more sensible for us.</p>
CB	<p>The unfortunate effect of your making this car park into a 'Pay and Display' has been to encourage people to avoid parking there and instead to park in nearby roads like Ockfields to the detriment of us residents, some of whom are elderly, as we are no longer able to park outside our houses, and often find it hard to obtain a parking space at all in our road. We therefore ask that you should kindly remove the Pay and Display sign altogether in the public car park, or at least offer Concession parking for regular users such as Medical staff working in the immediate neighbourhood.</p>
L H	<p>We write to complain of the knock on effect of the recent introduction of "Pay & Display" in the car park in our village. A number of its regular users now park in Ockfields restricting our own parking, sometimes making it very difficult to access our own properties. This presents an additional hazard especially for several residents with mobility problems. We suggest that a concession be given to regular users of the car park such as the medical staff who now use our road for parking.</p>
JL	<p>I understand you are reviewing the Pay and Display recently started in Milford, Station Lane car park. It has had a notable negative impact on the residents of Ockfields, we have seen a significant increase of non -residents parking, particularly from the medical staff and patients of the GP Surgery. We already have to contend with the twice daily parking of the school locally and the occasional commuter. However, as with many estates car occupancy has grown and there is not enough parking for existing residents. The Councils approach and negatively impacted upon the road and I urge you to review your position.</p>

MJ	<p>I understand that Waverley BC want to discourage individuals from daily long-term parking in their car park in Milford Village. However I feel too rigid a stance has been taken, which has resulted in inconsiderate street parking, to the detriment of the area. In Petworth, for example, the town centre car park gives shoppers one hour of free parking followed by a gradation of charges according of length of stay. A parking ticket must be displayed even for the first free hour. My main concern however, is your lack of thought for the staff at Milford Surgery, now forced to buy non-transferrable parking licences. The surgery employs some 30 staff members including doctors, nurses, therapists, health visitors and receptionists. Parking costs therefore equates to some £1500 per annum. This money, paid by Milford Surgery, could potentially be spent on patient care and well-being. The council has the authority to provide individual non-transferrable free parking passes to all bona fide surgery staff, or set aside some parking slots for the surgery staff in the car park. I hope when your parking charges review takes place, that due consideration will be given to the above issue re Milford Surgery.</p>
Cllr Elizabeth Cable	<p>At the time of the Milford Car park review I wrote to you with my comments as although this car park lies bordering on my ward, it is of relevance to many residents of Witley and Hambledon because Milford is our local shopping centre as well as being used by a number of residents for the purpose of the surgery. On 29th November the Executive agreed that it was time to manage the use of Station Lane, Milford Car Park. They said that it was well used and better management of the car parking space was necessary to ensure that as many shoppers and visitors as possible have an opportunity to park. At the time of the consultation I wrote saying that “the majority of local people said that they would prefer the car park to remain as it is. They considered that the system was working well, and any change is likely to be for the worse. The vast majority said that they would park else where” and that is what appears to be happening.</p> <p>Results – by talking to local people and my personal observations:</p> <ul style="list-style-type: none"> • local roads are being used by people as an alternative to parking in the Milford Car Park and this is causing other problems • the existing arrangements have caused special inconvenience to nurses, and other staff at the adjacent surgery, who have to come and go throughout the day. • Milford Car Park is being used much less frequently • the car park out side shops is being used by patients to the surgery at the detriment of those wishing to use the shops • Tesco car park is being used more and possible people are using this shop instead of the smaller local shops • lastly I would like to say that people are delighted to see that two proper disabled spaces marked with yellow lines have been installed in the car park. <p>Why is this happening</p> <ul style="list-style-type: none"> • People will not use a paid car park when they park for free in the road • Somehow many people seem to think that it is insulting to have to pay just 10p • Difficulty of having 10p when you are using the car park frequently. <p>Way Forward</p>

	<p>If you remember originally when the orders for car parking were announced, on 21st October 2011 in the Surrey Advertiser, it was stated that the first hour would be free. Subsequently I was told that this was technically not possible but I now understand that other authorities have managed to overcome this problem. I do appreciate that this car park is financially a success and the revenue, so far would appear too exceed the estimated expected income but at no time has it ever been suggested that the move to make this car park a pay one was on financial grounds. I would therefore be most grateful if the arrangement to have the first one or two hours free could be further explored as local shoppers, residents living in nearby roads, those working at the surgery and patients all feel that the present arrangement is not working for them.</p>
<p>Cllr Adam Taylor-Smith</p>	<p>I fully support and agree with Liz Cable's comments.</p>
<p>Cllr Denis D Leigh</p>	<p>As one of two Milford Councillors I am, as is my fellow Councillor, continuing to receive a number of negative reactions to the charging regime that was established in February. You will also have received a number of letters either from, or on behalf of, specific groups and individuals giving their observations on the operation. What I know is that the parking profile, prior to charging, has changed although I do not have quantified data. Observations, however, confirm that a major short-term user group, the parents of children attending Milford school, are parking either along Church Road, in Ockfields, The Lawns, the Village Hall car park or at the end of Elmside. This is causing some additional inconvenience to the residents of Church Road, Ockfields, The Lawns and Elmside. Also a number of short-term patients are using Ockfields to achieve their parking requirements further inconveniencing the residents. It is additional inconvenience since there was already a significant level of on-street parking but it was by the residents themselves. I am grateful that there was original recognition of the special needs of staff working in the parade of shops and the medical staff and that during the course of these six months further 'concessions' have been offered particularly to the short term/part time medical staff working at the surgery. Clearly, without operational data, I am unable either to explain to our constituents how the charging scheme is progressing and its benefits to Waverley or to defend the action taken by the Council or to identify any specific improvements for the Milford community. In order for me to be better informed to explain to my constituents I would appreciate data including</p> <ul style="list-style-type: none"> No. of users in the observed peak period (the duration of the peak period and when it occurred) Av. No. of users in the daily peak period Patterns of general usage across each day Proportion of users staying for up to two hours and over two hours Revenue to date Cost of enforcement to date Evidence of growth in usage Av. spare parking capacity (and how it is expressed) <p>I hope that you will be able to provide such information to assist me in understanding the Milford car parking operation and in carrying out my responsibilities to the community.</p>

FF	<p>Last year, Witley Parish Council (WPC) made a number of suggestions regarding the proposed introduction of charges for parking at Station Lane, Milford. Of the changes made by Waverley Borough Council (WBC) the introduction of correctly marked disabled bays are very welcome. However, the charging structure has caused many problems for residents and visitors to the heart of the Village. As a consequence, we now take the opportunity to comment on the situation before your six months review into the regime and hope you will take these on board. WPC has received a number of letters from local residents objecting to the impact of the charges. Most of these are from residents in Ockfields who are now unable to park outside their homes due to people using the area to park in and avoid the parking charge. Some of these residents are elderly and depend on visits from relatives and carers who are now unable to park. Residents in other parts of the village are also reporting the same problems - with vehicles often being left for long periods outside their homes. The local traders have resorted to threatening to clamp cars for non-shoppers outside their shops. Due to long term parking in the bays outside the shops the business owners feel they are suffering a loss of trade. The car park is often barely used now. Many casual users who would have used the car park are now avoiding using it. They are either parking in the streets around the car park, or going elsewhere to shop. Apparently this is not just to avoid the 10p charge, but because of the fear of not having change on their person. Parents bring children to Milford Infants School by car have also commented. They feel they are being penalised unfairly when using the Milford car park, which is the only safe option for dropping off and collecting children from school. We have been made aware that the parents of Moss Lane School children are, if required, provided with parking permits for use in the Crown Court car park. We understand that these are for limited times only to enable parents to take and collect children from school. Could that option not be used for the parents of Milford school children thus eliminating not only the parking fee but also making sure that children are safe? There are also a number of car parks which offer free parking for an initial period. In Petworth, for example, the town centre car park gives shoppers one hour of free parking followed by a gradual increase in charges according to length of stay. A parking ticket must be displayed even for the first free hour. We recommend therefore that parking at the car park in Milford is at least free for the first two hours of parking. This would allow .</p> <ul style="list-style-type: none"> • parents to drop off and pick up their children from the Infant School safely • improvement of the trade to local shops • retention of the village community <p>We also recommend that the medical practice be given between 10 and 15 transferrable passes which they can provide to their staff and visiting medical practitioners. Similarly, we request that each shop is given a number of passes relative to the number of staff in the shop. Station Lane car park is a key amenity for all villagers. The charging has caused the loss of a sense of community in the village. In the interest of keeping the community spirit, we strongly urge that you consider these requests.</p>
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DJB	<p>I am writing concerning the car park at Station Lane in Milford. I work part time at The Witley and Milford Partnership. As I am local where possible I do walk to the Milford surgery but on many occasions we go from our premises in Witley direct to Milford often transporting internal post and medical supplies. I know I speak on behalf of my colleagues, who like me work part time. Normally our shifts are 4 or 5 hours long. When working all day we purchase a £1.50 ticket but when we are working the shorter shift it is far more economical to purchase a 10p ticket for two hours thus having to remember to 'top up'. In the afternoons there is only one of us working in reception and it is therefore impossible for us to leave the desk and telephones unmanned to go out and 'top up' as necessary. The ticket machine installed in the car park only gives two tariffs. When reviewing the above I would ask that you make allowances for people like us who do work part time and adapt your pay and display machine to offer more flexibility i.e. perhaps a tariff that would cover for up to 5 hours.</p>
AB	<p>I understand you are shortly to review the charging system recently started at the Car Park in Church Road, Milford. This new system is causing this Practice some problems. We have 30 members of staff (including Doctors, Practice Nurses, District Nurses, Health Visitors and Midwives) all of whom provide a valuable service to the local community. Most of these staff are part time or need to come and go to and from the surgery on visits or do not work regular time slots. Margaret Jerome wrote to me on 10 May proposing a system of permits for individual members of staff on a named basis. Unfortunately due to the nature of our business staff come and go at all times providing cover for holidays, sickness etc so their core hours are very variable from week to week. From my point of view it would be much easier for the practice to be provided with unnamed parking permits i.e. in the name of Milford Surgery so that these could be used by members of staff as required and administered by the practice. The charges are also causing inconvenience to patients. Some of the more unwell or disabled members on our practice list find it very arduous to have to walk to the machine, purchase a ticket and then take it back to their car, but I am sure the local councillors will have highlighted this issue to you. It would be very helpful if you could rethink this process and make it more user friendly for staff and patients of the practice. At the request of our local Councillor we have placed a notice in our surgery asking patients not to park in the spaces allocated to the local shops or in Ockfields as I understand this has been a particular problem. I hope you will consider these points when reviewing the use of this car park in the future.</p>