



Stop and Shop+ Parking Spaces
Consultation Report

London Borough of Ealing

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Stop and Shop+ Parking Spaces – Statutory Consultation Results Summary

1. EXECUTIVE SUMMARY

The statutory consultation for the proposal to change remaining short-stay free parking spaces called 'stop and shop' into 'stop and shop+' parking spaces ran from 23 April to 14 May 2025. There were **791** email responses to this consultation.

- 1.1. This report was commissioned by the London Borough of Ealing (LBE) to collate consultation data received from 23 April to 14 May 2025. This report does not provide any data interpretations or policy recommendations. Formal conclusions and decisions in relation to this proposal can be found in the <u>LBE Officer Decision Report</u>.
- 1.2. Figure 1 shows that out of the **791** email responses, **66% (523)** were from within the boundary of the London Borough of Ealing. Figure 2 shows that the highest level of responses came from the wards of Cleveland and Hanger Hill. Section 2 provides a more detailed breakdown of the most frequently occurring respondent postcodes.

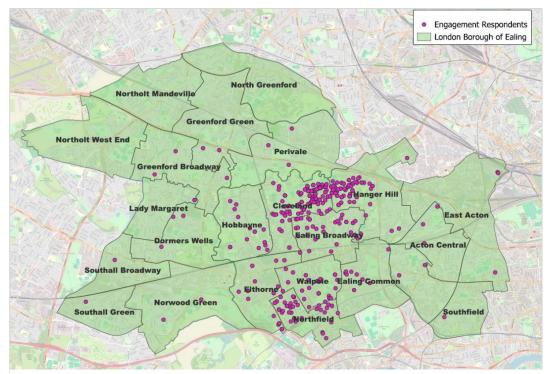


Figure 1: Consultation respondents' postcode distribution within the London Borough of Ealing





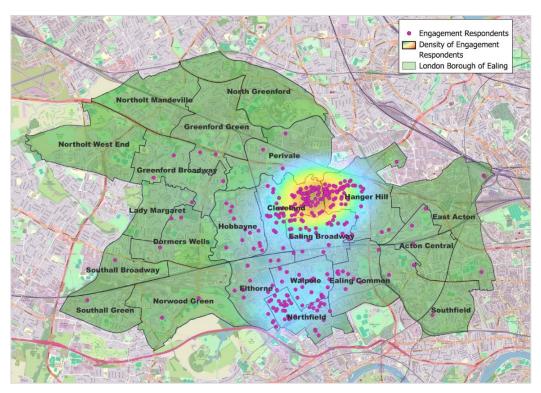


Figure 2 : Density and distribution of consultations' respondents' postcodes

- 1.3. Respondents expressed a range of concerns about the Stop and Shop+ proposal. Key sentiments included fears that the scheme would:
 - Negatively impact local businesses
 - Discriminate against disabled and vulnerable motorists
 - Disadvantage individuals without mobile phones or digital access.
- 1.4. Many felt that the existing parking system functions effectively and were critical of the proposed 30-minute parking limit, particularly due to the requirement for mandatory app registration. Concerns were also raised about the adequacy of the consultation process and a perceived emphasis on revenue generation over community benefit.

2. INTRODUCTION

2.1. This report summarises the responses received during the statutory consultation on the proposal to convert 710 existing free Stop and Shop parking locations (approximately 1,742 bays) across Ealing into three categories: Stop and Shop+ (343 locations), shared-use bays (267 locations), and cashless parking bays (100 locations). The Stop and





Shop+ scheme would introduce a standardised borough-wide offer of 30 minutes' free parking, with drivers required to register their vehicle to access the free session.

The report outlines how the consultation was undertaken, and provides a summary of the consultation responses, along with key suggestions and concerns raised through the consultation process.

- 2.2. At present, 'stop and shop' parking spaces in the LBE offer short-term free parking for varied amounts of time. However, the short times are difficult to enforce effectively, and data shows that there is still significant parking pressure across the borough. Stop and shop+ spaces would help prioritise customer parking outside shops, allowing for more flexibility on length of stay, encouraging turnover for local businesses, making parking fairer and more consistent around the borough, and encouraging more people to walk, wheel, cycle or use public transport where they can.
- 2.3. From 23 April to 14 May 2025, Ealing Council ran a statutory consultation where residents and businesses were able to highlight any unique circumstances or concerns relating to the proposed changes to stop and shop+ parking spaces. The consultation period met the statutory 21-day requirement, and the council met with local business representatives to explain the proposed changes.
- 2.4. In total, 854 email responses were received. These have been recorded and analysed, and duplicates removed (where the same person had sent the same email multiple times), leaving 791 individual email responses that have been considered in this report. Of the 791 email responses, 523 were from Ealing postcodes, representing 0.26% of the Ealing population (16+ years old)¹.

Consultation Structure

2.5. The consultation information was available on the **Ealing Council**

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¹ Office for National Statistics (2023). https://data.ealing.gov.uk/



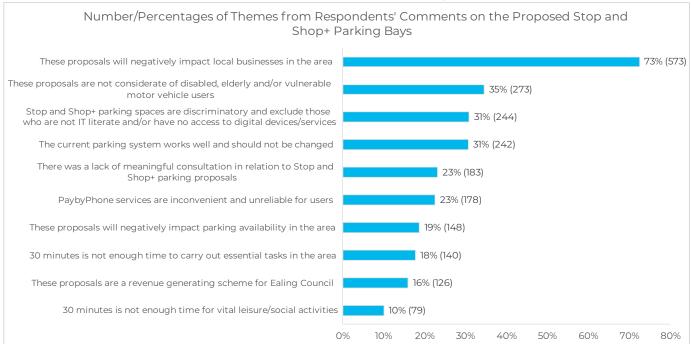
- <u>website</u> where respondents could submit their views by emailing <u>trafficnotices@ealing.gov.uk</u> or by post to the Highways service. The consultation web pages included details of the proposed changes.
- 2.6. For Section 2, respondents' comments and concerns were analysed by assigning each response to one or more themes that encompassed the sentiments expressed. Where the response was unrelated to the question asked, this response was labelled as 'out of scope'.

3. SUMMARY OF CONSULTATION RESPONSES TO STOP AND SHOP+ PROPOSALS

3.1. Respondents could send in their comments on the proposed 'stop and shop+' parking bays by email and post. The results of this feedback are presented below, along with an analysis of the top 10 themes identified. Full results can be found in Annex A.

Proposed Stop and Shop+ Parking Spaces

3.2. Respondents were asked what they thought about 'stop and shop+'. Figure 3 summarises the responses provided. The percentages do not add up to 100%, as respondents were able to provide multiple comments. As a result, the total number of responses recorded under







each theme exceeds the total number of individual respondents to the consultation.

Theme 1: These proposals will negatively impact local businesses in the area

573 (73%) respondents expressed this sentiment. Example comments received within this theme include:

- These changes are likely to discourage older shoppers, who are key to supporting local businesses.
- The proposal could lead to reduced footfall, placing additional strain on small, independent traders.
- The proposal adds unnecessary complexity, which may deter spontaneous visits and negatively impact local businesses.

Figure 3: Summary of the top 10 themes from respondents' comments on the proposed 'stop and shop+' parking spaces

Theme 2: These proposals are not considerate of disabled, elderly and/or vulnerable motor vehicle users

273 (35%) respondents expressed this sentiment. Example comments within this theme include:

- The proposal fails to adequately consider the needs of elderly and disabled residents who may lack access to or confidence in using mobile apps and automated phone systems for parking management.
- Disabled, elderly and/or vulnerable individuals rely on car access to reach essential local services as walking or public transport are not always feasible.
- The registration process and fear of accidental fines on digital parking services can cause stress and confusion, leading to reduced use of local amenities.

Theme 3: Stop and Shop+ parking spaces are discriminatory and exclude those who are not IT literate and/or have no access to digital devices/services





244 (31%) respondents expressed this sentiment. Example comments within this theme include:

- The proposal does not consider that many residents and visitors do not own smartphones or have access to the digital services required for online parking registration.
- The proposal disproportionately disadvantages older individuals and those with limited digital skills or confidence.
- The proposal fails to consider that not everyone has reliable access to the internet or mobile data.

Theme 4: The current parking system works well and should not be changed

242 (31%) respondents expressed this sentiment. Example comments within this theme include:

- The current on-street parking arrangements are effective and do not require changes.
- The current on-street parking arrangements allow people to visit their high street and complete tasks without unnecessary difficulty.
- The current on-street parking arrangements benefit residents, businesses, and visitors alike, making them well-suited to the area.

Theme 5: There was a lack of meaningful consultation in relation to Stop and Shop+ parking proposals

183 (23%) respondents expressed this sentiment. Example comments within this theme include:

- There has been a general lack of community consultation regarding the proposed 'Stop and Shop+' parking bays.
- Residents were not given adequate notice or sufficient information about the proposals.
- Ealing Council has not effectively publicised the proposed 'Stop and Shop+' parking bays through appropriate digital or physical channels.

Theme 6: PaybyPhone services are inconvenient and unreliable for users

178 (23%) respondents expressed this sentiment. Example comments within this theme include:

 PayByPhone's digital services are not user-friendly and can be time consuming to navigate.





• PayByPhone's telephone service is slow to connect and often unreliable.

Theme 7: These proposals will negatively impact parking availability in the area

148 (19%) respondents expressed this sentiment. Example comments within this theme include:

- The proposal will encourage visitors to park on residential streets, blocking residents from exiting their driveways and parking outside their homes.
- The proposal will encourage inappropriate parking on residential streets adjacent to high streets.

Theme 8: 30 minutes is not enough time to carry out essential tasks in the area

140 (18%) respondents expressed this sentiment. Example comments within this theme include:

- 30 minutes of free parking is insufficient time for completing a typical food shop.
- 30 minutes of free parking is insufficient for attending a General Practitioner (GP) visit or picking up a prescription from the pharmacy.
- 30 minutes of free parking is insufficient for visiting the post office, as queues frequently exceed this time.

Theme 9: These proposals are a revenue generating scheme for Ealing Council

126 (16%) respondents expressed this sentiment. Example comments within this theme include:

- The proposal has revenue generation as a central objective.
- The proposal is an unnecessary tax on businesses and residents alike.
- The use of an external parking service provider is to improve revenue margins.

Theme 10: 30 minutes is not enough time for vital leisure/social activities

79 (10%) respondents expressed this sentiment. Example comments within this theme include:





- 30 minutes of free parking is insufficient to have lunch, use the gym or the visit the library.
- 30 minutes of free parking is insufficient for visiting service-based businesses such as hairdressers, nail salons, and certain retailers.
- The proposals will place time restrictions on meeting friends for a meal or a coffee.

Spatial Analysis of Top Themes in Stop and Shop+ Parking Spaces Consultation

Concerns with the proposal's impact on local businesses

3.3. A total of 418 responses were received expressing concerns about the impact on local businesses, representing 52% of all the responses. Figure 4 shows that the highest number of responses within this theme originated from Pitshanger Lane with 30 respondents, then Lindfield Road with 16 respondents, and Barnfield Road with 10 respondents.

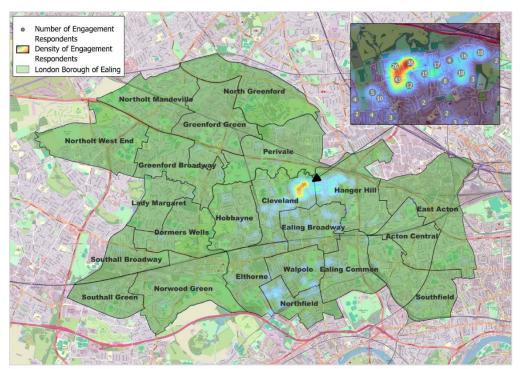


Figure 4: Number and density of consultation respondents that expressed concern with the proposal's impact on local businesses





Concerns with residents/visitors' IT literacy and digital access

3.4. At total of **171** responses were received expressing concerns about how people with little or no IT literacy or digital access would cope with the changes, representing **21%** of all the responses. Figure 5 shows that the highest concentration of responses within this theme originated from Pitshanger Lane with 6 respondents, followed by Barnfield Road with 5 respondents and then by Meadvale Road with 4 respondents.

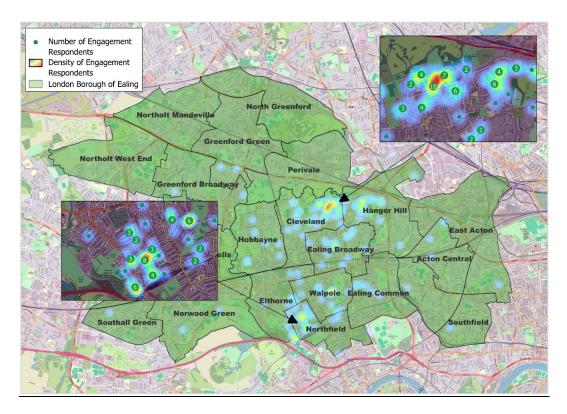


Figure 5: Number and density of consultation respondents that expressed concern with residents' level of IT literacy and digital access

Concern with the proposal's impact on vulnerable, disabled and elderly residents/visitors

3.5. At total of **201** responses were received relating to the impact on vulnerable groups such as the disabled and elderly, representing **25%** of all the respondents. Figure 6 shows that the highest concentration of responses within this theme originated from Pitshanger Lane with 7 respondents, followed by Meadvale Road and Argyle Road with 5





respondents each Road, and then by Kent Avenue and Boston Vale with 4 respondents each.

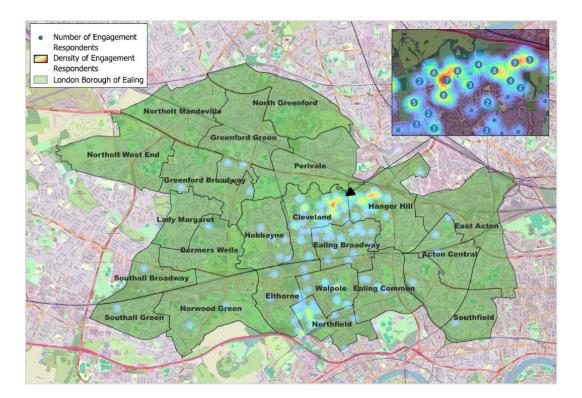


Figure 6: Number and density of consultation respondents that expressed concern with the proposal's impact on vulnerable, disabled and elderly residents/visitors'

Density & Distribution of All Consultation Responses

3.6. Table 1 summarises the frequency of all email responses by unique postcode within the London Borough of Ealing boundaries. Overall, the streets with the highest frequency of responses were Pitshanger Lane (W5 1QX, W5 1QY), Lindfield Road (W5 1QS), Ainsdale Road (W5 1JX), Brookfield Avenue (W5 1LA) and Albert Road (W5 1RR). For a full breakdown of respondents' unique post codes, please see Annex B.

4. Conclusions and Key Takeaways





- 4.1. The consultation for the proposed change of Ealing Council's remaining short-stay free 'Stop and Shop' parking spaces into 'Stop and Shop+' spaces has provided valuable insights into the views of residents, businesses, and visitors. With detailed feedback from 791 email responses, several key themes have emerged:
 - Diverse Feedback: Many respondents expressed concerns about potential negative impacts on local businesses and accessibility for vulnerable groups, while others highlighted issues with the limited 30-minute parking duration and the requirement for digital app registration. Additionally, there were questions about the fairness of the consultation process.
 - Representation and Consultation: The majority of participants were Ealing residents, with a notable representation of elderly residents and digitally excluded individuals. This highlights the need for the council to consider specific concerns around accessibility, digital inclusion, and parking availability for vulnerable groups if the proposals are implemented. Consultation also included residents' groups, elderly groups, and local businesses, ensuring a broad range of perspectives were considered.
 - Themes for Further Consideration: Key suggestions included ensuring an inclusive alternative is provided, such as retaining some unregistered free bays or offering non-digital methods for parking validation, like a disc parking scheme for those without mobile/smart phones.

Many respondents called for extending the Stop and Shop+ free parking period to a minimum of one hour, while others emphasised the need to improve enforcement of the existing regime.

Suggestions also included keeping roads clear, particularly in areas like Northfield Avenue where parked cars create pinch-points.

Some respondents also proposed increasing the number of PayByPhone bays while retaining the existing 30-minute Stop and Shop provision to offer greater flexibility.

• Respondents' Questions/Queries: Many respondents sought clarity on how the new parking system would work in practice. Key queries included how the use of app-based systems to register or vacate a space would work, what would happen about





potential penalties, and whether alternative payment or registration methods would be available.

Accessibility was a prominent concern, particularly for individuals without smartphones or internet access. Questions were raised about how the system would accommodate carers, visitors, Blue Badge holders, and struggling local businesses.

Some respondents questioned the need for change where no existing parking issues had been identified. There were also concerns around the fairness and transparency of the process.

Additional concerns were raised regarding data privacy during app registration, and the extent of stakeholder engagement across local communities.

Respondents also asked for details on enforcement procedures, permit eligibility and how generated income is to be used.

4.2. The findings from this consultation will inform Ealing Council's review of the 'stop and shop+' parking bays proposal. This process underscores the Council's commitment to inclusive and transparent decision-making, ensuring that any changes to parking management address the diverse needs of the borough effectively.





5. ANNEX A – CODED EMAIL RESPONSES

5.1. This section contains all coded responses received during the consultation process.

<u>Table 1 – All coded email responses to the Stop and Shop+ Parking Bays consultation</u>

Themes from the Stop and Shop+ Parking Bays Consu	ultation
These proposals will negatively impact local businesses in	
the area	73% (573)
These proposals are not considerate of disabled, elderly	
and/or vulnerable motor vehicle users	35% (273)
Stop and Shop+ parking spaces are discriminatory and	
exclude those who are not IT literate and/or have no access	
to digital devices/services	31% (244)
The current parking system works well and should not be	
changed	31% (242)
There was a lack of meaningful consultation in relation to	
Stop and Shop+ parking proposals	23% (183)
PaybyPhone services are inconvenient and unreliable for	
users	23% (178)
These proposals will negatively impact parking availability	
in the area	19% (148)
30 minutes is not enough time to carry out essential tasks	
in the area	18% (140)
These proposals are a revenue generating scheme for	
Ealing Council	16% (126)
30 minutes is not enough time for vital leisure/social	
activities	10% (79)
Stop and Shop+ parking spaces are not entirely free due to	
a 20p first-time registration charge	9% (69)
Suggestions concerning the proposals	7% (57)
These proposals are not supported by meaningful evidence	
or data analysis	5% (39)
General Opposition to the Stop and Shop+ parking	
proposals	4% (35)
Stop and Shop+ parking should have a minimum of 1-hour	
free parking	4% (29)
These proposals discriminate against low-income	
households who cannot afford paid-for-parking	3% (24)





Questions concerning the proposals	3% (20)
These proposals will not be beneficial to the Council's	
environmental goals	2% (16)
These proposals are not considerate visitors and/or carers in	
the area	2% (14)
Concerns over data-retention policies of PaybyPhone	
parking services	2% (13)
These proposals will increase motor vehicle traffic and	
pollution in the area	2% (12)
Comments that do not concern the proposal in question	1% (9)
These proposals will negatively impact motor vehicle	
journey lengths in the area	1% (6)
These proposals will improve active travel and community	
spaces in the area	1% (6)
These proposals will negatively impact road safety for	
pedestrians in the area	2% (5)
These proposals will help reduce car dependencies for short	
journeys in the area	1% (4)
These proposals will improve motor vehicle turnover rates in	
parking bays	0.4% (3)

6. ANNEX B - CONSULTATION RESPONDENTS UNIQUE POSTCODES

6.1. This section contains all consultation respondents' unique postcodes and their frequency of occurrence.

Unique Postcode	Response #	Response %
W5 1QX	11	3.3%
W51QS	11	3.3%
W5 1JX	11	3.3%
W51LA	9	2.7%
W5 1QY	8	2.4%
W5 1RR	7	2.1%
W5 1QT	7	2.1%
W5 1TP	7	2.1%
W5 1NA	7	2.1%
W5 1LX	6	1.8%
W5 1RH	6	1.8%





W13 8BH	6	1.8%
W5 1SR	6	1.8%
W5	6	1.8%
W13 8BE	5	1.5%
W5 1QR	5	1.5%
W5 1RQ	5	1.5%
W5 1BU	5	1.5%
W5 1LF	5	1.5%
W5 1PA	5	1.5%
W7 2BN	4	1.5%
W7 2AL	4	1%
W13 9QD	4	1%
W5 1LS	4	1.2%
W13 0AU	4	1.2%
W5 1LZ	4	1.2%
W5 1QU	4	1.2%
W5 1BE	4	1.2%
UB6 9EX	3	1%
W13 9UG	3	1%
W7 2AQ	3	1%
W13 9XN	3	1%
W13 9PZ	3	0.9%
W13 9PU	3	0.9%
W13 OJW	3	0.9%
W13 8BA	3	0.9%
W5 1NU	3	0.9%
W5 1QJ	3	0.9%
W5 1LR	3	0.9%
W5 1RT	3	0.9%
W51NF	3	0.9%
W5 1SG	3	0.9%
W13 8DE	3	0.9%
W51TP	3	0.9%
W13 8LU	3	0.9%
W5 1NE	3	0.9%
W5 1BD	3	0.9%
W5 2NG	3	0.9%
W5 2SG	3	0.9%
W5 1JY	3	0.9%
W5 1JZ	3	0.9%





W5 1AZ	3	0.9%
W5 1LD	3	0.9%
W5 1BQ	3	0.9%
W5 1PX	3	0.9%
W7 3BP	2	1%
W13 9UH	2	1%
W13 9TT	2	1%
W7 2DY	2	1%
W5 4JB	2	1%
W7 2BG	2	1%
W7 2BJ	2	1%
W5 4HU	2	1%
W7 2JQ	2	0.6%
W5 5HS	2	0.6%
W13 9JT	2	0.6%
W7	2	0.6%
W5 1RJ	2	0.6%
W5 1QL	2	0.6%
W13 8LY	2	0.6%
W13 8BU	2	0.6%
W13 0DB	2	0.6%
W13 8DG	2	0.6%
W13 0BW	2	0.6%
W51DA	2	0.6%
W13 0BZ	2	0.6%
W5 1SH	2	0.6%
W13 0EH	2	0.6%
W13 OLF	2	0.6%
W5 1LT	2	0.6%
W5 1ND	2	0.6%
W5 1NT	2	0.6%
W13 0HF	2	0.6%
W13 OEA	2	0.6%
W5 1BB	2	0.6%
W5 1LB	2	0.6%
W5 5NB	2	0.6%
W5 3XJ	2	0.6%
W5 2RS	2	0.6%
W5 1AG	2	0.6%
W5 1JJ	2	0.6%





W5 1PD	2	0.6%
W5 1JQ	2	0.6%
W5 1QE	2	0.6%
W5 1AT	2	0.6%
W7 3FR	1	0%
W7 2LT	1	0%
W72PL	1	0%
W7 2EN	1	0%
UB2 4HP	1	0%
UB2 4NQ	1	0%
W7 3HZ	1	0%
UB2 5DT	1	0%
UBI 2NB	1	0%
UB6 9DQ	1	0%
UB6 9DE	1	0%
UB6 8RZ	1	0%
UBI 2NP	1	0%
UB6 9TN	1	0%
UB6 9NU	1	0%
UB6 9JS	1	0%
W7 3DQ	1	0%
W139UG	1	0%
W7 2BT	1	0%
W13 9RL	1	0%
W5 4TT	1	Ο%
W5 4BJ	1	Ο%
W5 5HF	1	Ο%
W13 9TW	1	Ο%
W13 9XG	1	Ο%
W7 2DD	1	Ο%
W13 9UJ	1	Ο%
W13 9YB	1	0%
W13 9UW	1	Ο%
W5 4SS	1	0%
W5 4EX	1	0%
W5 4ED	1	0%
W13 9UF	1	0%
W13 9LU	1	0%
W7 2AG	1	0%
W5 4EU	1	0%





W7 2AE	1	0%
W5 4TS	1	0%
W5 4QJ	1	0%
W5 5RP	1	0%
W13 9TY	1	0%
W5 4HX	1	0%
W5 4SA	1	0%
W7 2JL	1	0%
W7 2JG	1	0%
W13 9RW	1	0%
W5 4HS	1	0%
W13 9TQ	1	0%
W54TJ	1	0%
W54TH	1	0%
W13 9TE	1	0%
W13 9YE	1	0%
W13 9UN	1	0%
W7 2BL	1	0%
W5 5JE	1	0.3%
W13 9XR	1	0.3%
NW10 6TX	1	0.3%
W3 7BF	1	0.3%
W3 OAH	1	0.3%
NW10 7HP	1	0.3%
NW106TU	1	0.3%
W3 9NZ	1	0.3%
W3 OJY	1	0.3%
W3 9HL	1	0.3%
UBI 1EP	1	0.3%
W13 0RA	1	0.3%
W13 ONW	1	0.3%
W13 OFR	1	0.3%
W13 9EB	1	0.3%
W13 9HY	1	0.3%
W13 9BZ	1	0.3%
W13 9PY	1	0.3%
W13 9LP	1	0.3%
W5 5HX	1	0.3%
W7 INQ	1	0.3%
W7 3EP	1	0.3%





W130DS	1	0.70/
		0.3%
W7 1EJ	1	0.3%
W7 1LR	1	0.3%
W7 1LU	1	0.3%
W7 1LE	1	0.3%
W7 3DS	1	0.3%
W7 1NG	1	0.3%
W71NG	1	0.3%
W7 3RH	1	0.3%
W7 1 EJ	1	0.3%
W7 3AS	1	0.3%
W51QR	1	0.3%
W13 8PW	1	0.3%
W5 1RY	1	0.3%
W5 1QB	1	0.3%
W5 1 QJ	1	0.3%
W5 1SD	1	0.3%
W13 8EH	1	0.3%
W138JY	1	0.3%
W5 1DE	1	0.3%
W13 8QH	1	0.3%
W13 8DF	1	0.3%
W13 8HL	1	0.3%
W13 8HG	1	0.3%
W5 1RL	1	0.3%
W51LP	1	0.3%
W13 0JZ	1	0.3%
W13 0ND	1	0.3%
W5 1NB	1	0.3%
W5 1TH	1	0.3%
W5 1LY	1	0.3%
W13 0DD	1	0.3%
W51QT	1	0.3%
W5 2HL	1	0.3%
W13 8AZ	1	0.3%
W13 0DA	1	0.3%
W13 8LE	1	0.3%
W13	1	0.3%
W51TS	1	0.3%
W13 0DG	1	0.3%





W13 0DJ	1	0.3%
W13 8NG	1	0.3%
W138AP	1	0.3%
W138BY	1	0.3%
W13 8EN	1	0.3%
W5 1SE	1	0.3%
W13 OAX	1	0.3%
W51QS	1	0.3%
W13 8 BZ	1	0.3%
W5 1TD	1	0.3%
W13 8ED	1	0.3%
W5 1TN	1	0.3%
W138JZ	1	0.3%
W5 1QQ	1	0.3%
W51SH	1	0.3%
W5 1NP	1	0.3%
W130HG	1	0.3%
W13 8BJ	1	0.3%
W130DN	1	0.3%
W13 8JB	1	0.3%
W13 8EW	1	0.3%
W5 1TS	1	0.3%
W13 8BD	1	0.3%
W13 0JQ	1	0.3%
W13 8BY	1	0.3%
W51RX	1	0.3%
UB6 8LL	1	0.3%
W51NZ	1	0.3%
UB67RA	1	0.3%
UB6 8TU	1	0.3%
W51LB	1	0.3%
W5 1NY	1	0.3%
W5 1NN	1	0.3%
W5 1NX	1	0.3%
W5 5NA	1	0.3%
W5 2AD	1	0.3%
W5 3UH	1	0.3%
W5 3JW	1	0.3%
W5 5NQ	1	0.3%
W5 5NH	1	0.3%





W5 3RL	1	0.3%
W5 3NA	1	0.3%
W5 2LA	1	0.3%
W5 2SE	1	0.3%
W5 2DZ	1	0.3%
W5 2HE	1	0.3%
W5 2EU	1	0.3%
W5 2RU	1	0.3%
W5 2HG	1	0.3%
W52SQ	1	0.3%
W5 2LE	1	0.3%
W52RS	1	0.3%
W5 2JB	1	0.3%
W4 5EY	1	0.3%
W3 OEL	1	0.3%
W3 OHR	1	0.3%
W51AF	1	0.3%
W5 1RG	1	0.3%
W52QJ	1	0.3%
W5 2JL	1	0.3%
W5 1BJ	1	0.3%
W5 1LE	1	0.3%
W5 1AH	1	0.3%
W51BQ	1	0.3%
W51AE	1	0.3%
W52RB	1	0.3%
W51	1	0.3%
W51PA	1	0.3%
W5 1QG	1	0.3%
W51AP	1	0.3%
W5 1JB	1	0.3%
W51PX	1	0.3%
W5 1JE	1	0.3%
W5 1BG	1	0.3%
W5 1LG	1	0.3%
W5 1BA	1	0.3%

