

24.02.2023

**Canterbury BID Response to Canterbury City Council's Consultation on
Changes to Parking in Council Car Parks**

In response to the changes to parking in Council Car Parks (OFF-STREET PARKING PLACES) ORDER 2023 Consultation, Canterbury BID would like to raise the following:

1. Point 1.01 on page 6: *'Accommodation Permit – Canterbury' means a concessionary permit for use in any of the Council's car parks in Canterbury, except Watling Street, Queningate and the Park and Ride car parks, to provide parking for 24 hours at the cost defined in Part 1 of the Second Schedule (inclusive of VAT), subject to a minimum purchase of 5 permits, available only to proprietors of hotels, guest houses and accommodation available for short term holiday lets on a serviced or self-catering basis within the city centre of Canterbury as approved by the Head of Transportation and Environment; improper use of which will render the permit void;'*

Canterbury BID raised the point on the 10/02/23 that Queningate is being excluded from the Accommodation Permits according to the above point and been assured that this was a mistake in the published document by Richard Moore and the order will be amended to clarify this. Please can you let us know when this will happen?

2. Currently, the Hampton by Hilton has a validation system in place with the Whitefriars Multistorey. We understand that if other accommodation providers would like to use this system, they should approach Colin Perris in the first instance.
3. First schedule (Page 16) Castle Street car park, Accommodation Permits are not detailed as being accepted in this car park. This has been confirmed as an error by Richard Jenkins on 20/02/23 and the order will be amended to clarify this. Please can you let us know when this will happen?
4. Car parking charges. Whilst we understand that car parking prices were agreed by councillors last year and that the Council derives income from car parks, businesses receive persistent complaints from customers, staff and visitors about the high price of car parking in Canterbury. We have had feedback from businesses about how car parking charges are a deterrent to the ability of businesses to recruit staff, alongside the lack of Park & Ride (in particular from Whitstable and Thanet).

Whilst not explicitly part of this consultation, staff in Canterbury businesses are still finding it difficult to get to work. The Park & Ride can be a fantastic support however often not open long enough to support later trading/eventing. The majority of staff commute to work and costs can have a large financial impact. See more detail on this in the BID's 2019, 2020 and 2021 parking consultation surveys and reports.

5. As a comparison we conducted a desktop exercise on 20/02/23 to look at the cost of parking in other historic cities and have found that Canterbury is amongst the most expensive, for example compared to York, Winchester and Bath. In the case of York, the city centre car park is only slightly less than Canterbury, however, they offer six Park & Ride sites.

Canterbury also has the most expensive parking of any urban area or shopping centre in Kent (with some offering free or highly discounted parking), and this needs to be acknowledged as a competitive disadvantage.

We recognise that there are some less expensive car parks in Canterbury and that the Council needs to derive income from car parks.

In order to help position Canterbury competitively, we would like to see more publicity about the location and availability of car parks, including:

- a. The KCC signage around the city. What can be done to lobby for these to be fixed?
- b. Canterbury car parks are still an essential part of how residents, staff and visitors access the city. We would also like to see more publicity about the location of the less expensive car parking (ie, Station Road West), for example an easily digestible and visual advert that can be given to customers, visitors and staff before they travel. This could be used on CCC, Canterbury BID and Visit Canterbury channels.
- c. Park & Ride – can you confirm when Sturry will be re-opened?