

# Overnight Lorry Parking Provision in South London

## Final Report



Prepared for

**London Borough of  
Croydon on behalf  
of SLFQP**

by



**Version 2.0  
March 2010**

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## CONTENTS

<b>1</b>	<b>INTRODUCTION</b>	<b>1</b>
<b>2</b>	<b>METHODOLOGY</b>	<b>4</b>
2.1	Aim	4
2.2	Approach	4
<b>3</b>	<b>DESK-BASED REVIEW OF TRUCK PARKING FACILITIES AND CONSULTATION WITH SOUTH LONDON BOROUGH OFFICERS</b>	<b>7</b>
3.1	Desk based review of truck parking facilities	7
3.2	Consultation with Key Stakeholders, Officers from South London Boroughs and Surrounding Areas	9
3.2.1	Consultation with Key Stakeholders	9
3.2.2	Consultation with Borough Officers	10
3.2.3	Consultation with London Borough Officers on local planning policies	13
<b>4</b>	<b>FLYING AUDIT SURVEYS</b>	<b>16</b>
4.1	Flying Audits Findings	16
<b>5</b>	<b>DRIVER SURVEYS</b>	<b>22</b>
5.1	Driver surveys findings	22
5.1.1	Location of the driver surveys	22
5.1.2	UK or Foreign Registration Plates	23
5.1.3	Livery name	24
5.1.4	Start and End of the Journey	24
5.1.5	Nature of the parking	28
5.1.6	Frequency of the journey	28
5.1.7	Reasons for using the surveyed locations for overnight parking	29
5.1.8	Delivering in South London	30
5.1.9	Overnight Parking Locations in South London	30
5.1.10	Reasons for Using Locations	31
5.1.11	Frequency of parking at the surveyed locations	32
5.1.12	Awareness of the official lorry parks in the area	32
5.1.13	Allowance for overnight parking	33
5.1.14	Value of the overnight parking allowance	33
5.1.15	Usage of other locations for Overnight Parking when delivering to South London	34
5.1.16	Other locations used for Overnight parking when delivering to South London	34
5.1.17	Advantages of parking in a paid location	35
5.1.18	Reasons for not using paid overnight locations	36
5.1.19	Problems encountered	36
5.1.20	Suggestions to improve overnight parking for lorry drivers	37

<b>6</b>	<b>TRANSPORT OPERATORS SURVEYS</b>	<b>39</b>
<b>6.1</b>	<b>Transport Operators Surveys Outcome</b>	<b>40</b>
<b>7</b>	<b>CONCLUSIONS AND RECOMMENDATIONS</b>	<b>42</b>
	<b>ANNEX A BOROUGH OFFICIAL AND UNOFFICIAL LOCATIONS FOR OVERNIGHT LORRY PARKING</b>	
	<b>ANNEX B STAKEHOLDERS' CONSULTATION AND BOROUGH OFFICER RESPONSES</b>	
	<b>ANNEX C LOCATIONS SURVEYED DURING THE FLYING AUDITS</b>	
	<b>ANNEX D FLYING AUDIT TEMPLATE</b>	
	<b>ANNEX E DRIVERS' QUESTIONNAIRES EN, FR, IT, SP, RO</b>	
	<b>ANNEX F TRANSPORT OPERATORS' QUESTIONNAIRE</b>	
	<b>ANNEX G TRANSPORT OPERATORS CONTACT LIST</b>	

# 1 INTRODUCTION

This report has been developed by Transport & Travel Research Ltd in its capacity as coordinator of the South London Freight Quality Partnership, on behalf of Transport for London and the eight South London Boroughs.

The study has been undertaken following views expressed by South London FQP members concerning the apparent lack of HGV parking facilities within the sub-region and the need for Boroughs to develop a better understanding of the nature of HGV overnight parking within South London and the adjacent area.

## Background

Lorry parking is a crucial element of road transport operations.

Drivers of heavy goods vehicles (HGVs) are required by law to take periodic breaks from driving and to take minimum periods of daily (and weekly) rest. This inevitably means that HGV drivers must find suitable stopping places for short periods, in the case of breaks from driving, or for a number of consecutive hours, in the case of daily or weekly rest periods.

The provision of suitable lorry parking, whether in the form of secure truck parks with high quality driver facilities or simply suitable length and width lay-bys adjacent to the strategic road network, is vital to support national and international road freight transport.

Appropriate lorry parking provision helps to ensure road safety, local amenity, reduce opportunities for HGV-related crime and improve HGV driver working conditions.

The Department for Transport has recognised the importance of lorry parking provision and developed its first *Strategy for Lorry Parking Provision in England* in 2009. This Strategy aims to provide a framework for coming years to ensure the lorry parking needs of the freight industry are met. It identifies key actions and responsibilities for industry, the public sector and other stakeholders to ensure that the continual decline in available HGV overnight parking spaces is halted and new facilities are promoted.

On the subject of lorry parks provision, the Minister for Transport, Paul Clark, stressed the importance of providing lorry park facilities and adequate guidance for operators and local councils to help improve the quality of services offered to drivers. "The haulage industry is vital to the economy of the UK and we want to ensure that the industry has the facilities it needs to operate safely and efficiently. The provision of high quality parking for lorry drivers is vital in ensuring that drivers are able to take a break and are fit to drive."

"We hope that providing new guidance to councils, helping specific shortages to be identified and encouraging best practice among operators will lead to an

improvement in the quality and consistency of facilities available to lorry drivers<sup>1</sup>" (24 November 2009).

Studies have shown that suitable HGV parking spaces, across the whole country, are in short supply. Land values and development pressure often make use of available land for HGV parking an unattractive option. In 2006, 214 official truckstops on or adjacent to the strategic network were recorded by the Highways Agency when developing its Truckstop Guide for England. Only 99 of these have been fully confirmed as remaining open in 2009, with 47 of the previous total being confirmed as closed, with land being put to alternative use.

It is apparent that official truck parking in South London is particularly scarce. A search on the Highways Agency's online Truckstop Guide for England shows no official truck parks within South London, with the nearest named facilities being in Horsham (East Sussex), Sevenoaks (Kent) and Moto Medway Services (Kent).

A significant proportion (approximately 1 in 6) of HGVs travelling on UK roads is foreign-registered, with a growth in recent years of Central and Eastern European operators. 'Running money' provided to drivers of these vehicles is often minimal and may be insufficient to enable parking at chargeable facilities, which can range from approximately £6 per night for basic facilities, to over £25 per night for Motorway Service Area parking (with or without driver's meal voucher) or for high quality secure truck parking, with driver facilities and entertainment on site.

A lack of available, suitable truck parking spaces inevitably means that HGV drivers will park in alternative locations, such as on industrial estates, supermarket car parks or, in extreme cases, in residential areas. In 1974, the then Greater London Council (GLC) implemented an on-street lorry and coach overnight parking ban for vehicles over 5T gross vehicle weight. The ban still applies to parking on restricted London streets (determined by the individual Boroughs) between the hours of 18.30 and 08.00.

Although bans on overnight truck parking clearly aim to help improve local amenity, they can also exacerbate the situation where limited or no HGV parking facilities exist within the Boroughs.

The key question for operators and drivers, many of whom will be on international journeys, is where should I park to ensure the safety of the driver, vehicle and load?

This study aimed to assess the availability of official HGV parking facilities within South London and neighbouring areas and to understand the nature of local HGV overnight parking, identify key issues and develop recommendations on how lorry parking provision within the Boroughs and adjacent authority areas could be improved.

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<sup>1</sup> Paul Clark, *A new action plan to improve lorry parking in England*, DfT, 24 November 2009, DfT Press Release, <http://nds.coi.gov.uk/clientmicrosite/Content/Detail.aspx?ClientId=202&NewsAreaId=2&ReleaseID=408865&SubjectId=36>

The remainder of this report is structured as follows:

Section 2 details the Methodology used to complete the Study

Section 3 details the results of the desk-based review of lorry parking facilities within South London

Section 4 presents the results of the flying audits carried out at sites across South London and neighbouring areas

Section 5 reports on the results of the roadside HGV driver surveys

Section 6 covers the results of the Transport Operators' surveys

Section 7 provides a summary of conclusions and recommendations.

## 2 METHODOLOGY

### 2.1 Aim

The aim of the project methodology was to provide a robust and comprehensive approach to a review of existing truck parking (official and unofficial) within South London and immediate surrounding areas, an assessment of issues related to truck parking in South London and development of a set of recommendations to improve truck parking provision.

### 2.2 Approach

Following inception stage and project kick-off, the study was undertaken using the following key staged approach:

#### **Stage 1: Desk-based Review of Truck Parking Facilities in South London and Surrounding Areas**

At the outset of the technical work, we carried out a desk-based review of hard copy and online information, to assess the level of truck parking facilities within South London and surrounding areas (locally in adjoining Surrey, Sussex and Kent. Facilities reviewed included official truck stops and Motorway Service Areas (MSAs), as well as locations with very basic or no driver facilities.

This review helped to inform Stage 3 of the study, the night-time 'flying audit' observations and was used to validate the assumption made at the outset that very limited truck parking facilities exist within South London.

To ascertain the provision of MSA and truck parks in South London and neighbouring counties, the online *Guide to Truck Stops in England* published on the Highways Agency website has been used, along with a range of internet searches, covering 'Truck Parking South London' and variants.

#### **Stage 2: Contact with Officers from South London Boroughs and Surrounding Areas to discuss Truck Parking Locations, Hotspots and Key Issues for Concern. Contact with Key Trade Bodies.**

To complement the desk-based research work in Stage 1, importantly, we also contacted relevant borough officers in each of the South London FQP member Boroughs (and those from surrounding authorities, including Surrey and Kent) to obtain their views on local truck parking.

Officers were asked to advise on known existing truck parking locations, name hotspots for unofficial truck parking which were to be visited during the subsequent stages of the study and to specify their concerns relating to local truck parking. A full description of the borough officers' answers is provided in Annex B. A questionnaire for these telephone consultations was developed in advance.

Borough officers were also asked separately to describe how ensuring provision for lorry parking fits within their authority's planning policies.

During this stage 2, we also consulted with key industry bodies, namely the Freight Transport Association and Road Haulage Association, to understand their views on the availability of lorry parking within South London and associated issues.

Their responses are included in Annex B.

### **Stage 3: Night-time Observations and Assessment of Capacity versus Usage**

We used the base information and stakeholder views gathered in Stages 1 and 2 to develop a plan of locations for 'flying' night-time audits.

The audits involved TTR project Team members visiting the listed locations to observe the extent and nature of HGV overnight parking.

The TTR team conducted flying audits on 9th and 10th February, 2010, from 20.00 to 01.00 across the study area.

These audits involved a pair of team members driving to various pre-identified locations within each of the Boroughs and immediate surrounding areas to assess parking capacity and actual HGV usage for overnight parking – essentially trying to determine whether parking provision is sufficient to cater for parking demand.

Importantly, we also visited hotspot locations identified as areas where HGV overnight parking has been deemed by borough officers to have caused conflict in the past.

We recorded total numbers of HGVs parked at each location, nationality of vehicles (based on registration plates), nature of business and operator details (where liveries were present). The recoding template used during the 'flying audits' is provided in Annex C.

### **Stage 4: Driver Interviews to Understand Rationale for Parking in Chosen Locations**

To supplement information obtained from the observation work, driver surveys were completed on the 23<sup>rd</sup> February and 2<sup>nd</sup> of March, 2010, within the study area, from 16:00 to 21:00.

These involved surveying HGV drivers parked in specific locations to understand their views on truck parking within South London and surrounding areas, their rationale for parking in the chosen location, their needs in terms of driver facilities and other issues, such as affordability of official locations.

Interviews were attempted with drivers parked in both official (i.e. designated lorry parks) and unofficial locations (lay-bys and industrial estates).

The project team included a native Romanian speaker and team members also had French, Spanish, Italian and German language abilities, therefore enabling surveys

to be completed in mother tongue with drivers of selected foreign-registered vehicles.

A detailed survey questionnaire was prepared in advance, with discussion guides for interviewers produced in French, Spanish, Italian, German and Romanian. These are provided in Annex D of the report.

A code of practice for interviewers was developed to ensure interviewer safety and also to ensure that drivers were not unnecessarily disturbed while parked up.

### **Stage 5: Operator Interviews to Understand Extent of Information Provided to Drivers**

In addition to the roadside interviews with drivers, we also carried out a short phase of telephone contact with operators of vehicles which were identified during the 'flying' audits and driver surveys.

The aim of these surveys of both UK and foreign operators was to determine, at a strategic level, the rationale for their drivers choosing to park in the locations selected and the decision-making processes used when giving drivers advice, if any, on where to park.

The key issue of overnight allowances was discussed.

A total of 20 separate operator contact calls were attempted, although operator response levels were low.

### **Stage 6: Reporting**

Once the desk-based review, local authority officer consultation, flying audits, driver interviews and operator follow-up contact were completed, the study report was developed, outlining in detail all work carried out and relevant findings, profiling the nature of HGV overnight lorry parking in South London and immediate surrounding areas.

We have highlighted key issues identified and, importantly, have then developed a set of recommendations for improvement in local parking provision.

### **Health and Safety Risk Assessment**

As part of our company's Risk Assessment policy we carried out an activity-based risk assessment, to identify any potential risks to our on-site observers and interviewers and to specify mitigation measures, where necessary.

### **Our Observers and Interviewers**

All our staff carried an identification card to ensure only authorised personnel were allowed to conduct the observations and interviews. Before going on site, all staff members were briefed on the study requirements, including necessary measures resulting from the risk assessment and health & safety obligations.

All staff members also received copies of the risk assessment and health & safety policy and were asked to sign a letter showing that they had received the appropriate training and fully understood the risk assessment and health & safety policy.

### 3 DESK-BASED REVIEW OF TRUCK PARKING FACILITIES AND CONSULTATION WITH SOUTH LONDON BOROUGH OFFICERS

#### 3.1 Desk based review of truck parking facilities

To ascertain the provision of lorry parking facilities in South London and in the neighbouring counties, the online *Guide to Truckstops in England*, published on the Highways Agency website, has been used.

Using the above mentioned source, table 1 was produced. (see table 1: Official parking/MSA in the South East of England).

To provide a complete picture of available local lorry parking locations, borough websites were checked, along with internet searches using the term 'Truck parking in South London' and a range of variants.

To present an up to date picture of current policy and practice, publications such as DfT's *Strategy for Lorry Parking Provision in England* and *Lorry Parking Baseline Report, Understanding of the Current Situation*, produced by AECOM, as well as press releases on lorry parking, published on the DfT website, have been assessed for the development of the report.

The *Lorry Parking Baseline Report, Understanding of the Current Situation*, produced by AECOM<sup>2</sup>, November 2009, shows that it is difficult to know exactly how many lorry parks actually exist across the country. Lorry parks are not required to be registered and some of them are more "official" than others. The report also covers utilisation of lorry parks, with Greater London and the South East of England having the highest average **overnight lorry park** utilisation (87% and 69% respectively). This is not surprising, given the intensity of road freight traffic within these geographic areas.

The report also suggested that lorry drivers are generally deterred from parking in official lorry parks due to their **cost**, although lorry parks are more popular than **MSAs**, which are deemed **more expensive** and hence offer less value for money.

The main reasons for choosing to park in lorry parks and MSAs were their **security**, closely followed by the availability of facilities such as **showers and toilets**.

The report revealed that **price** and **location** are the two main reasons (apart from habit) stopping drivers using lorry parks and MSAs over **laybys** and other unofficial parking.

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<sup>2</sup> Lorry Parking Baseline Report, DfT, November 2009, <http://www.dft.gov.uk/pgr/freight/road/>.

If lorry parks were cheaper or free and were better located close to trunk roads or motorways, had clean facilities open at convenient times and had sufficient spaces to cope with demand, use of these locations would probably increase. Even if provision and access to lorry parks was improved, some drivers would still refuse to park there, preferring a free lay-by or side road.

**Figure 3.1: (MSA) Medway Lorry parking**



**Table 3.1: Official parking/MSA in the South East of England (from HA Guide to Truckstops in England)**

Name of the lorry parking area	Location	Address	Capacity	Charge
Oakdene Cafe	M26	Sevenoaks Kent TN15 7 RR	Day spaces:10 Night Spaces:10 Day: free	Overnight cost £5 until 07:00 am
The Cabin Cafe	M23	Horsham Sussex RH12 4SE	Day spaces:35 Night Spaces:35 Day: free	Overnight cost £15
Moto Medway Services (Figure 3.1)	M2 J4/5	Gillingham Kent M8 8PO	Day spaces:137 Night Spaces:137 Day: free	Overnight cost £18 - £20
Ashford International	M20	Ashford Kent TN24 0LN	Day spaces:335 Night Spaces:335 Day Mon – Fri: £1/hour	Overnight cost £18 24h
Airport Cafe	A20	Ashford Kent TN25 6DA	Day spaces:40 Night Spaces:20 Day: free	Overnight cost £10
Nells Cafe	A2	Gravesend Kent DA12 5DU	Day spaces:30 Night Spaces:30 Day: free	Overnight cost free
Merrychest Cafe	A2	Dartford Kent DA2 8HA	Day spaces:30 Night Spaces:30 Day: free	Overnight cost free

It should be noted that this listing does not include Clacket Lane Services (MSA between J5 & J6 M25), which is one of the key locations within the South East, particularly for international road freight traffic travelling to and from the Dover ports.

This desk-based assessment, taken from online and hard copy information, confirmed the initial assumptions that no obvious lorry parking facilities are available or promoted in South London.

Conclusions:

- It is difficult to assess how many official lorry parking locations exist in a given area, as there are no requirements for official overnight lorry parks to be registered.
- The overnight lorry parking fee at official sites and MSAs ranges from between £5 and £20 per night, excluding/including food. Two official lorry parks listed in table 1 provide free overnight parking, however, the provision of available overnight parking spaces is limited.
- With the exception of Ashford International and Moto Medway Services (and Clacket Lane Services, which did not appear in the available online listing), which provide more than 100 parking spaces for overnight parking, an official lorry park provides on average 25 parking spaces for lorries for overnight parking.
- Lorry drivers frequently do not want to pay for overnight parking in an MSA due to the cost. MSA parking fees are considered too expensive, offering less value for money.
- Lorry drivers who use MSAs do so due to the provision of security and other facilities for drivers.

## **3.2 Consultation with Key Stakeholders, Officers from South London Boroughs and Surrounding Areas**

### 3.2.1 Consultation with Key Stakeholders

Representatives of the FTA and RHA were interviewed by telephone on the issue of overnight lorry parking. The full interviews are provided in Annex B.

The FTA representative was unaware of any official lorry parks within the South London Boroughs.

The comment was made that lack of provision of overnight lorry parking facilities causes a problem for the transport industry as lorry drivers simply have to stop somewhere. The FTA view was that to tackle this issue, it is necessary to identify the need and demand for overnight lorry parking provision. In addition, local authorities should play a key role in offering a solution to this problem.

As part of the suggested improvements it was stated that local authorities could offer assistance and support to operators. Such initiatives would cover the provision of overnight lorry parks, by reducing business rates as well as granting planning permission for provision of overnight lorry parks.

The RHA representative was aware of official lorry parks in Kent, Gravesend and on the M25 and of appropriate facilities for drivers to rest overnight. However, the RHA

representative was not aware of any overnight official lorry parks within the South London boroughs.

The RHA representative commented on the lack of overnight lorry parking facilities which affect both lorry drivers and communities. By parking in lay-bys, drivers put themselves and their vehicles at potential risk of being attacked due to the lack of security. From a human rights perspective, lorry drivers deserve better options than parking in a place where no facilities are provided.

The RHA representative said that communities are affected when lorry drivers leave litter behind in residential areas and local authorities have to clean it up.

Another topic that the representative commented on was the issue of land use planning. According to the interviewee, in several known cases planning permission had not been granted for HGV parking provision because overnight lorry parking use did not comply with the criteria of the local development plans and planning policies, to enable permission to be granted.

It was suggested that for improvement of overnight lorry parking facilities, sites need to be in the right location, to be used at their full capacity and with local authority support for local businesses that operate parking facilities in order to avoid their inevitable closure.

Conclusions:

The FTA and RHA key stakeholders interviewed were unaware of official lorry parks in South London.

Both representatives touched on the issue of land usage and the need for local authorities to grant permission for provision of overnight lorry parking facilities and to provide support for private sector businesses involved in the running of facilities.

Suggested improvements to extend the provision of overnight lorry parks were as follows:

- Identify where the need and demand for overnight lorry parking provision exists.
- Local authorities to play a greater role in offering solutions to tackle the issue of insufficient overnight lorry parking facilities.
- The local authorities should help improve the provision of overnight lorry parks by offering assistance and support to site operators with initiatives to provide overnight lorry parks. This can be achieved by reducing business rates and by granting planning permission.

### 3.2.2 Consultation with Borough Officers

In order to gather information about official and unofficial lorry parking locations within the eight boroughs in South London and the neighbouring counties, Surrey, Kent and Sussex, appropriate borough officers were consulted.

Parking sections on the boroughs' websites were also checked.

A total of 17 transport planning officers, air quality officers, parking services officers, traffic engineer and street-scene officers from London boroughs, as well as a representative from the Metropolitan Police, were contacted to take part in the consultation.

Transport planning officers from South London boroughs including Bromley, Lewisham and Merton were aware of official lorry parks for goods vehicles in their boroughs. They were able to specify official lorry parking locations within their boroughs such as: St. George Road Commercial Park (Bromley), Cotmandene Crescent (Bromley), Elm Nursery Car Park (Merton), Merton College Car Park (Merton) and Catford Lorry Park, Canadian Avenue (Lewisham).

A Surrey County Council officer listed a number of lorry parking locations within the study area (not just within Surrey), such as Clacket Lane Services on the M25 and Ripley services on the A3, as well as a series of lay-bys on or adjacent to key strategic routes, including the A3, A31, A317, A217, A23, A22 and the A25.

Some of the named official lorry parking locations do not have facilities for drivers and provide limited parking provision.

Officers from the London boroughs of Croydon, Sutton, Wandsworth, Kingston and Richmond were not aware of official overnight goods vehicle parking facilities within their boroughs.

The majority of officers that took part in the consultation were able to name locations within their boroughs where instances of unofficial overnight lorry parking have been noticed.

Some of the locations prompted by officers and used by HGV drivers for overnight parking are industrial estates such as: Beddington Industrial Estate (Sutton), Kimpton Industrial Estate (Sutton), South Wimbledon Business Area (Merton) and Chessington Industrial Estate (Kingston).

Other unofficial locations used for overnight parking in South London are in the proximity of residential areas such as: St. Nicholas Way (Sutton), Gellatly Road (Lewisham), Wells Place off the A23, Reigate and Banstead (Surrey) and nearby recreational centres such as Rosehill Junior Tennis Centre (Sutton).

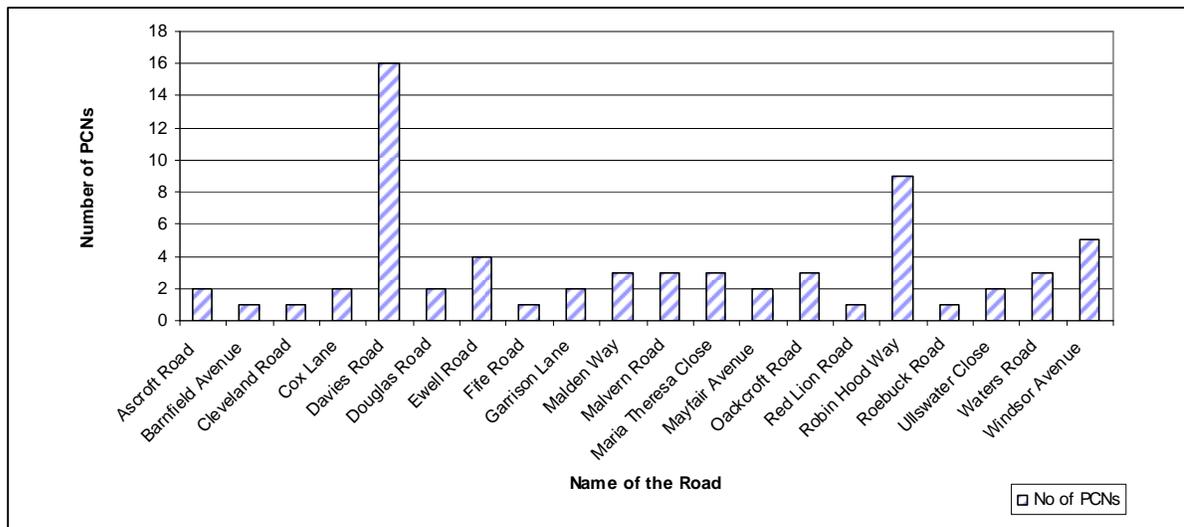
Among the issues that stem from overnight lorry parking raised by officers were: noise disturbance, street furniture damage and rubbish being left behind. Officers from Lewisham commented that HGVs occasionally park partly on the kerb resulting in kerb stones becoming twisted and dislodged.

The officer from L.B. Sutton indicated that HGVs parking overnight have previously caused noise disturbance to local residents, due to the refrigeration unit of the vehicle being left on all night.

The officer from Surrey County Council indicated that the lay-bys used by drivers for overnight parking in Surrey are poorly maintained and often rubbish is left behind in many cases because of insufficient waste bins being provided.

Almost all borough officers were aware of the hot spots of unofficial lorry parking within their boroughs and indicated instances and locations where PCNs have been issued due to the overnight lorry ban. An example for Kingston is provided in Figure 3.2 below.

**Figure 3.2: Number of PCNs issued in Kingston due to the overnight lorry parking ban (18/01/08 to 17/01/10)**



Detailed information about official lorry parking locations, roads exempt from the lorry ban and hot spot locations for unofficial overnight lorry parking within the eight boroughs has been consolidated in Tables A1 and A2 provided in Annex A.

A full illustration of the borough officers' answers is included in Annex B of the report.

Officers were asked to suggest improvements for overnight lorry parking provision within the South London Boroughs.

The following suggestions were recommended by the borough officers:

1. Small industrial/retail estates, unused car parks, roads exempt from the overnight lorry ban could be used for overnight parking
2. Clear information (signage, guidance online) about the boroughs affected by the overnight lorry ban and locations of official lorry parking facilities should be provided for boroughs across Greater London.
3. Co-operation needed between local authorities, car park/motorway services operators and TfL to improve and extend the existing overnight parking provision so that residential areas are protected.
4. Official lorry parks to provide adequate facilities for drivers, e.g. toilets, showers, etc.

Conclusions:

- There are existing official overnight parking facilities for HGV drivers within South London Boroughs including: St. George Road Commercial Park (Bromley), Cotmandene Crescent (Bromley), Elm Nursery Car Park (Merton), Merton College Car Park (Merton), Catford Lorry Park, Canadian Avenue (Lewisham)
- The number of spaces that these facilities can accommodate is limited; not all the official lorry parks are equipped with even basic facilities for drivers e.g. toilets.
- Borough officers were aware of a large number of unofficial sites used by HGV drivers for overnight parking.

### 3.2.3 Consultation with London Borough Officers on local planning policies and HGV overnight parking provision

The issue of accommodating lorry parking throughout the South London boroughs and within their associated planning policies was raised with the borough officers.

Officers were asked to comment on how their own respective local planning policies could cater for increased demand for and provision of overnight parking for goods vehicles, including the following key issues:

- how South London boroughs' planning policies would cater for flexible / temporary release of unused or empty premises / yards on industrial areas for HGV parking purposes
- the ability to direct development control to increase yard space in relation to warehousing on new industrial developments. This would accommodate demand for HGV parking and the possibility of requesting shared use agreements (essentially part open-access for HGV parking purposes) as part of a condition for planning approval.

Responses were not received from every borough.

With regards to local development plans and the provision of parking for HGVs, Bromley commented that it does not have any policies that deal with providing parking for goods vehicles and that on proposals maps, no site specific allocations are made. Applications for providing parking facilities for goods vehicles would be dealt with individually and permission granted, dependant on the individual applications.

Planning officers from Lewisham specified that there are no specific recommendations in the local plan to deal with provision of parking for goods vehicles. Granting permission for such applications would be dealt with on an individual basis. Employment opportunities would not be sacrificed to provide parking for goods vehicles. However, the possibility of providing temporary parking solutions for goods vehicles could be granted depending on the evidence and whether such initiatives would prevent employment opportunities. Specific policies with requirements for the temporary usage of vacant business space for HGV parking, and increasing parking for HGVs in established business areas, do not exist.

Planning officers from Sutton commented that the recently adopted LDF Core Planning Strategy does not have a specific policy on overnight lorry parking. The previous UDP for the borough had a specific policy on heavy vehicles, which focused on directing HGV traffic on to appropriate roads and restricting goods vehicle traffic on residential roads. The previous policy would have accommodated overnight lorry parking and coach parking if considered necessary. This UDP has now been replaced by the UDF and permission for overnight parking business initiatives is currently granted by considering individual specific merits. Due to a set of more flexible policies, in appropriate areas, e.g. on industrial estates etc, permission for temporary lorry parks could be granted, or at least considered.

L.B. Sutton planning policies do not allow Development Control to direct a developer to increase yard space for the purpose of providing additional HGV parking, unless the planning officers deem it beneficial for operational purposes.

Overnight lorry parking facilities could be negotiated through "shared use agreements", which might be the case with supermarket car parks adjacent to commercial or industrial areas.

Full comments from the responding officers are provided in Annex B.

Conclusions:

- Specific policies with regards to existing HGV parking provision and increasing parking for HGVs in established business areas do not generally exist.
- Applications for providing parking facilities for goods vehicles would be dealt with on a case by case basis and permission would be granted dependant on the individual applications.
- London borough officers specified that each planning authority has employment policies which discourage changes away from employment to other activities and employment opportunities would not be sacrificed in order to provide parking for goods vehicles.
- Overnight lorry parking facilities could potentially be negotiated through “shared use agreements” and “temporary agreements” to ensure parking solutions for goods vehicles. This might be the case with supermarket car parks adjacent to commercial and industrial sites and vacant business premises.

## 4 FLYING AUDIT SURVEYS

The TTR Project team conducted flying audits on 9th and 10th February, 2010, from 20.00 to 01.00 across the study area.

These audits involved a pair of team members driving to various pre-identified locations within each of the Boroughs and immediate surrounding areas to assess parking capacity and actual HGV usage for overnight parking – essentially trying to determine whether official parking provision was sufficient to cater for parking demand.

Importantly, we also visited hotspot locations identified by Borough officers as areas where HGV overnight parking has caused conflict in the past.

A detailed list of the locations surveyed during the flying audits is illustrated in Table 4.1 which is provided in Annex C.

The total numbers of HGVs parked at each location, nationality of vehicles based on registration plates and the nature of business and operator details (where liveries were present and visible) were recorded during the sites surveys. The recording template used during the audits is provided in Annex D.

### 4.1 Flying Audits Findings

The flying audits revealed that official lorry parking locations do indeed exist within South London but, referring to the desk-based research undertaken, they are not widely promoted nor easy to find online or in hard copy information.

#### Merton College Car Park (Merton)

In L.B. Merton there is a dedicated park for lorries with a capacity of approximately 30 vehicles, with free HGV parking between 6pm-8am.

A sign off the main road highlighted the existence of a lorry parking site.

During the audits it was observed that this site was completely empty of HGVs.

#### Catford Lorry Park (Lewisham)

Another official lorry park location, Catford Lorry Park on Canadian Avenue, is in the London Borough of Lewisham.

The lorry park location is not well signed from adjacent main roads, particularly on the A21/Bromley Road.

The lorry park has a very uneven surface and is also used as a walkway for pedestrians as well as an apparent parking location for four abandoned goods

vehicles and two containers. The site is supposedly covered by CCTV from neighbouring Council buildings (although it was impossible to verify this visually at the time of the audit)..

This site has parking for approximately 16 vehicles and was full when visited during the study.

**Figure 4.1: Signage to Catford Lorry Park**



#### St George Car Park (Bromley)

Another commercial car park is located in L.B. Bromley.

The overnight parking fee for a lorry is £3. The car park is well lit, near a residential area and shops. Signage requests that engines are turned off unless arriving /departing.

The site has parking space for approximately 20 HGVs but was empty when visited during the study.

#### Cotmandene Crescent, Orpington (Bromley)

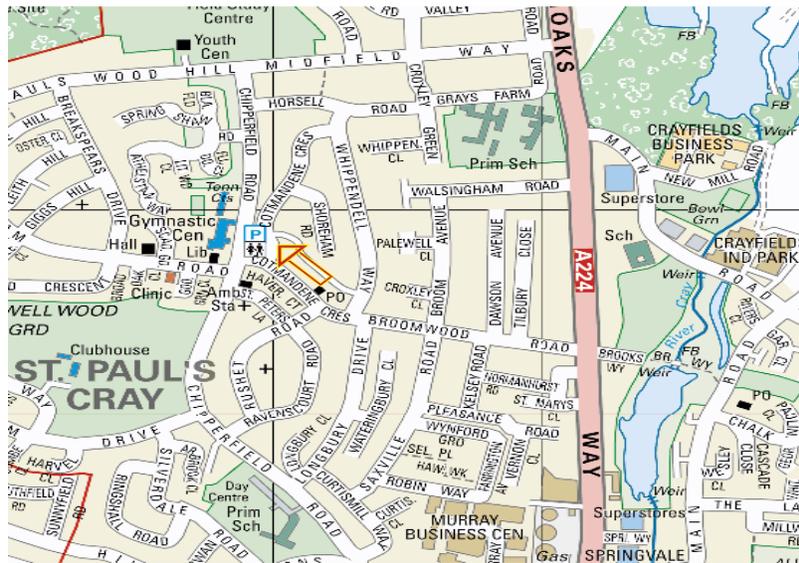
This site is for commercial vehicles and is adjacent to a car park (with a 6'6" height restriction). The commercial parking area has capacity for up to 8 HGVs.

It offers free overnight lorry parking and is close to a residential and retail area. There are toilets adjacent to the site.

This location was empty of HGVs when visited during the study.

On road signage indicates the location of the commercial park. The information on L.B. Bromley's website is less clear, with the commercial parking area described as a 'car park'.

Figure 4.2: Cotmandene Crescent Car / Commercial Park, St Pauls



The findings of the flying audits are presented below by locations where HGVs were observed:

**Table 4.1: Locations surveyed during the flying audits where parked HGVs were observed**

Location	Vehicles observed	Comments
Chessington Ind. Estate, Oakcroft Road, Kingston	1 UK lorry parked overnight	
Chessington Ind. Estate, Davis Rd, Kingston	1 Bulgarian Container truck observed during the survey	
South Wimbledon Business Area, Lee Rd, SW19, Merton	2 UK trucks were observed	
South Wimbledon Business Area, Lyon Rd, SW19, Merton	1 UK truck was observed	
South Wimbledon Business Area, Lombard Rd, SW19, Merton	1 UK car transporter truck was observed	
A3, south of M25 junction southbound	A total of 6 lorries were observed of which 4 were UK and 2 European	
Ripley Services, exit road, A3 southbound	A total of 7 vehicles were observed during the flying audits, 6 of them were UK and 1 Polish	
Ripley Services, exit road, A3 northbound	A total of 4 vehicles were observed in the location, of which 3 had UK registrations, while 1 was European	1 vehicle was parked dangerously on the verge
A3 northbound layby, just before M25 junction	A total of 7 vehicles were parked in the above location during the flying audits, of which 5 were UK and 2 European	
M25/A3 Junction northbound	A total of 2 UK vehicles were recorded during the survey.	
M25 Junction 11, between A320/M25-A317 (northbound)	2 vehicles were recorded during the survey of which both had UK registrations	
M25 Junction 11, between A320/M25-A317 (southbound)	2 UK lorries were recorded during the survey.	Very narrow layby
A22 southbound, closest to M25	8 vehicles were recorded during the flying audits in this location of which 6 had UK registrations, 1 had Bulgarian and 1 Hungarian registration plates	Poor road surface. There was also some double parking.
M25 Clacket Lane Services East bound	47 vehicles were recorded in this location during the flying audits, of which 13 had UK registration plates and 34 had European registrations	
M25 Clacket Lane Services West bound	44 vehicles were recorded of which 26 had UK registrations and 18 had European registration plates	
M25 J8, A217, southbound carriageway, just north of M25 junction	2 UK vehicles were noted in this location	
Beddington Industrial Estate, CR0 4TQ, Sutton	4 UK vehicles were observed in this location	One vehicle had was parked on Coomber Way with its fridge motor running
Imperial Way, Airport Ind. Estate, Croydon	7 UK vehicles were recorded in this location	
Catford Lorry Park (Canadian Avenue), Lewisham	12 UK lorries were recorded	The car park is covered by CCTV from the Council building nearby, and it also contained some coaches and smaller vans which appeared abandoned.

Figure 4.3: Information for Canadian Avenue Lorry Park, detailing HGV overnight parking



Figure 4.4: Map of the flying audits locations



Conclusions:

- There is some limited provision of official overnight parking for lorry drivers within the eight South London Boroughs including: St. George Road Commercial Park (Bromley), Cotmandene Crescent (Bromley), Merton College Car Park (Merton) and Catford Lorry Park, Canadian Avenue (Lewisham).
- All but Catford Lorry Park were completely empty of HGVs when visited during the study
- None of these official lorry parks is easily found on internet searches or within available hard copy lorry parking information

- Most of these sites have no facilities (including basic facilities such as toilets) for HGV drivers
- These lorry parks are not well publicised on their own as parking facilities for lorries. Cotmandene Crescent (Bromley) is a commercial park (adjacent to a car park), with corresponding on road signage, but is described online as a 'car park'.
- Many of the unofficial HGV locations suggested by officers were empty of HGVs when visited during the study
- Small numbers of trucks (both UK and European) were observed parked up overnight on industrial estate locations across boroughs
- No unofficial parking in 'inappropriate' locations, likely to cause obvious conflict with local residents, was observed during the drive through of the study area
- Laybys on strategic routes in neighbouring areas, outside of South London, are key parking locations for HGVs overnight. Those observed during the study, in both directions (heading into South London and out of South London) were frequently full of HGVs

## 5 DRIVER SURVEYS

Driver surveys were completed on the 23<sup>rd</sup> February and 2<sup>nd</sup> of March, 2010, within the study area from 16:00 to 21:00.

These involved surveying HGV drivers parked in specific locations using a questionnaire designed to understand their opinions on truck parking within South London and surrounding areas, their rationale for parking in the chosen location, their needs in terms of driver facilities and other issues, such as affordability of official locations.

A total of 22 surveys were completed.

Interviews were attempted with drivers parked in both official and unofficial locations.

The project team included a native Romanian speaker, and team members also had French, Spanish, Italian and German language abilities, therefore enabling surveys to be completed in mother tongue with drivers of selected foreign-registered vehicles.

A detailed survey questionnaire was prepared in advance, with discussion guides for interviewers produced in French, Spanish, Italian, German and Romanian. These are provided in Annex B of the report.

A code of practice for interviewers was developed to ensure interviewer safety and also to ensure that drivers were not unnecessarily disturbed while parked up.

### 5.1 Driver surveys findings

#### 5.1.1 Location of the driver surveys

The locations of surveys completed are presented in table 5.1.

**Table 5.1: Locations of the driver surveys**

Location	Frequency
A22 Caterham layby	5
A22 southbound, closest to M25	3
A3 Ripley Services Southbound	2
A3 Northbound layby before M25 junction	2
M25 junction 11, A320/M25 - A317 Southbound	2
A3 Wisley Services	2
Catford Lorry Park	2
SWBA	1
M25 junction 11, A320/ M25 - A317 Northbound	1
Imperial Way, Airport Ind Estate	1
A22 Southbound closer to M25	1
<b>Total</b>	<b>22</b>

**Table 5.2: Local Authority areas where driver surveys were completed**

Borough	Frequency
Surrey CC	18
L. B. Lewisham	2
L.B. Merton	1
L.B. Croydon	1
<b>Total</b>	<b>22</b>

There were only limited instances where drivers were observed parked up within South London, across the planned survey locations (which matched the flying audit locations), hence extensive surveying took place in adjacent locations.

### 5.1.2 UK or Foreign Registration Plates

20 of the HGV drivers taking part in the surveys had vehicles with UK registration plates while 2 had foreign registrations.

**Table 5.3: Registration of HGV**

Registration	Frequency
UK	20
Foreign	2
<b>Total</b>	<b>22</b>

### 5.1.3 Livery name

Table 5.4 Illustrates the names of the companies whose drivers took part in the overnight lorry survey.

**Table 5.4: Livery names of the HGV vehicles**

Livery Name	Frequency
No livery	2
<b>A.W. Jenkinson Forest Products</b>	1
<b>Bradbury Transport</b>	1
<b>Cargo Express</b>	1
<b>Clarke Transport</b>	1
<b>CMA Logistics</b>	1
<b>Everest Services</b>	1
<b>Eddie Stobart</b>	1
<b>Fallow International Ltd.</b>	1
<b>Gillards Ltd.</b>	1
<b>H. Perrier</b>	1
<b>Heanor Transport Ltd</b>	1
<b>Loves Transport</b>	1
<b>Kevin Dandy / Lafarge</b>	1
<b>MVT Motor Vehicle Transportation</b>	1
<b>Alan Porteus Transport Ltd</b>	1
<b>Prestons of Potto Transport</b>	1
<b>Teatime Tasties</b>	1
<b>Turners of Soham</b>	1
<b>VOS Logistics</b>	1
<b>Fowler Welch Coolchain</b>	1
<b>Total</b>	<b>22</b>

### 5.1.4 Start and End of the Journey

Tables 5.5 (a) and (b) show where the drivers that took part in the survey started their journeys and their final destinations.

Figures 5.1 and 5.2 illustrate locations mentioned by the drivers surveyed.

**Table 5.5 (a): Start of the Journey**

Start of the journey	Frequency
Birmingham	1
Bridgend	1
Bunbury	1
Chippenham	1
Cornwall	1
Derby	1
Gloucester	1
Hull Area	1
Leeds	1
Leicester	1
Liverpool	1
Maidenhead	1
Middlesborough	1
New Milton	1
Preston	1
Purfleet	1
Somerset	1
Telford	1
Tilbury	1
Unknown	2
Wiltshire	1
<b>Total</b>	<b>22</b>

Figure 5.1: Start and end of journeys mentioned by surveyed drivers

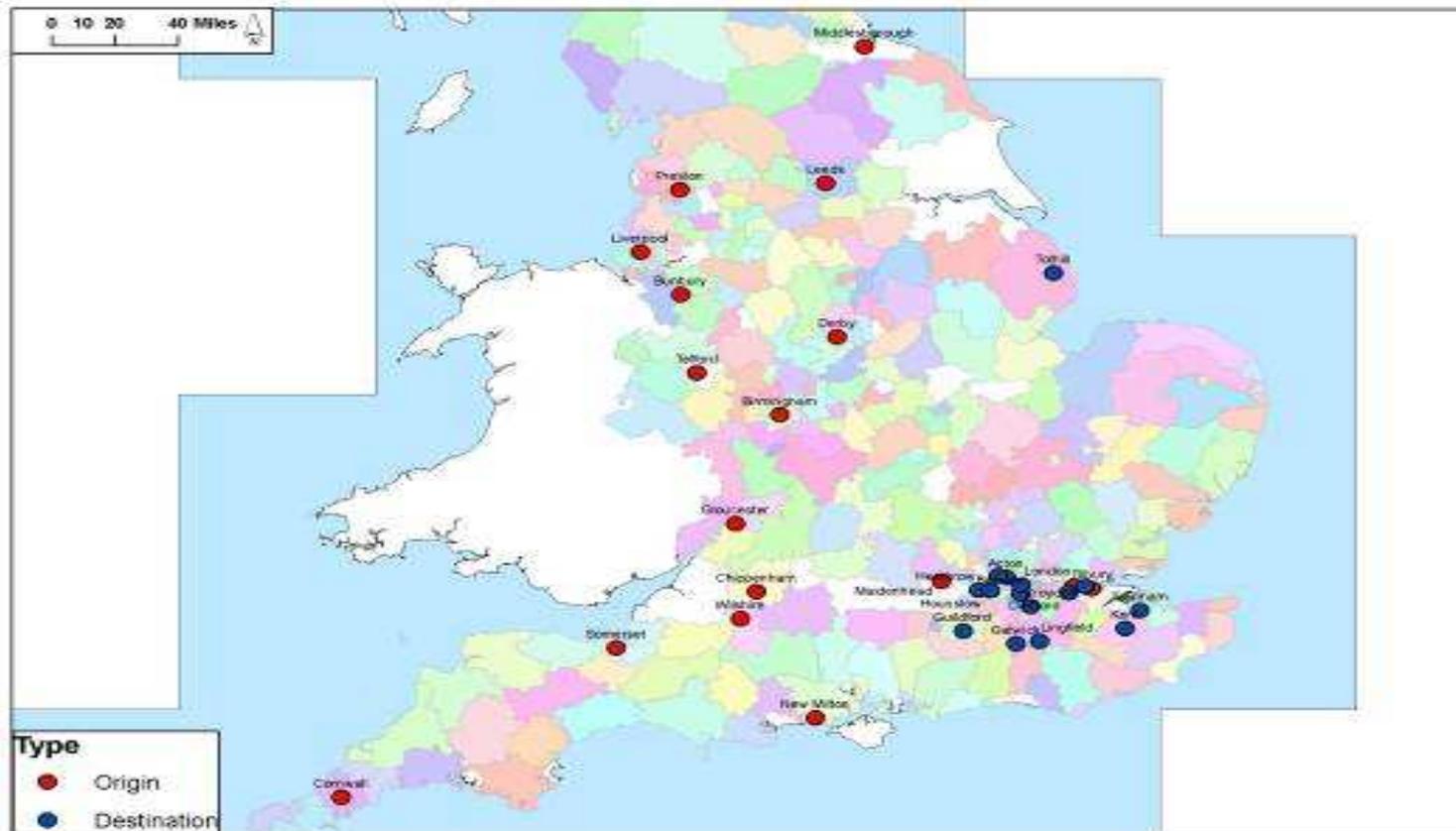
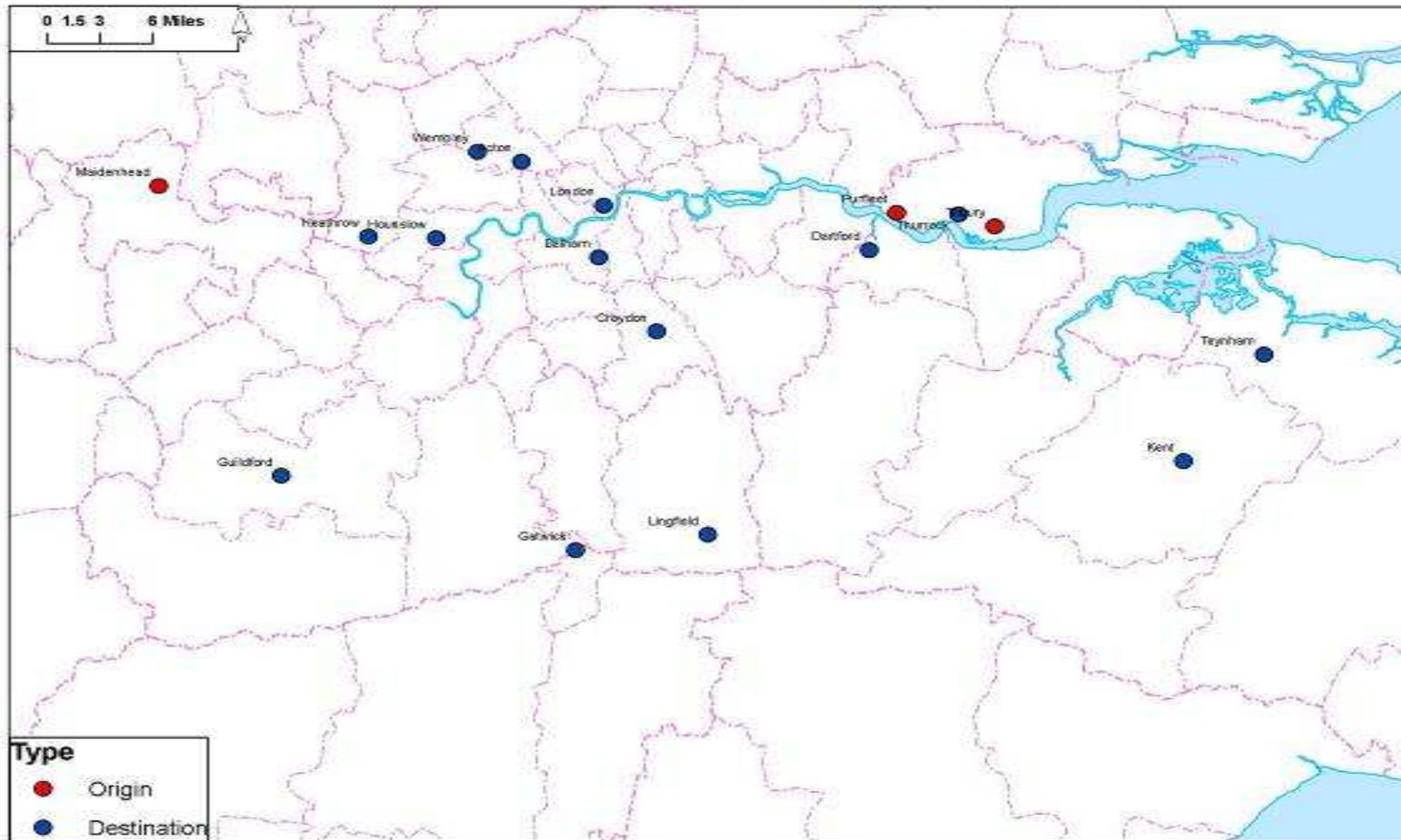


Figure 5.2: Start and end of journeys mentioned by surveyed drivers



**Table 5.5 (b): End of the Journey**

End of Journey	Frequency
Acton	1
Balham	1
Belgium	1
Croydon	1
Dartford	1
Gatwick	1
Guildford	1
Heathrow	1
Hounslow	1
Kent	1
Lingfield	1
London	2
Slough	1
Saint.Die, France	1
Kent	1
Thurrock	2
Tot Hill	1
Unknown	1
Wembley	1
Yorkshire	1
<b>Total</b>	<b>22</b>

#### 5.1.5 Nature of parking

18 of the drivers that took part in the survey, were parked in lay-bys on the side of the road. Two drivers were parked in the lorry park in Catford, Lewisham, one lorry was parked in SWBA in Merton (within the Homebase customer car park); one lorry was parked on Imperial Way, Aiprort Industrial Estate in Croydon.

**Table 5.6: Nature of Parking**

Nature of parking	Frequency
Parked in layby	18
Parked in the lorry park (Catford, Lewisham)	2
Parked in Homebase customer car park (SWBA)	1
Side road, on double yellow lines (Imperial Way, Croydon)	1
<b>Total</b>	<b>22</b>

#### 5.1.6 Frequency of the journey

Nine HGV drivers said that they did not make their current journey on a regular basis. However, of the drivers interviewed, eight said they carried out this specific

journey weekly and fortnightly, while three interviewees said they made this journey on daily basis.

**Table 5.7: Frequency of the journey**

Frequency of the journey	Frequency
Not often/not on regular basis	9
Weekly	4
Fortnightly	4
Daily	3
Every other month	1
Less than 6 months	1
<b>Total</b>	<b>22</b>

#### 5.1.7 Reasons for using the current surveyed locations for overnight parking

The interviewed drivers said that they used the surveyed locations for overnight parking for various reasons.

The most frequently cited reason for using the specific locations for overnight parking was that the parking there was free, along with being close to London/M25. In the case of the A22/Caterham lay-by, the location was used as it is off the road.

In the case of drivers parked in Catford Lorry Park Park, Lewisham, they said this was the only official park that they were aware of in South London.

Other cited reasons for using the locations for overnight parking were that they are convenient, meaning they had no need to detour from their planned routes.

With regards to the A22/Caterham layby, the cited reason for using the respective location for overnight parking was that it is quiet.

**Table 5.8: Reasons for using current survey location for overnight parking**

Reason for using the current location	Frequency 1	Percent of total answers	Frequency 2	Percent of total answers
It is free	9	29.0%	.0	0.0%
Is close to London/ off the motorway	2	6.5%	2	6.5%
It's the only official lorry park that the driver is aware of	2	6.5%	.0	0.0%
Used when has to take breaks from driving	1	3.2%	1	3.2%
First Time parking in this location	1	3.2%	.0	0.0%
It is safe	1	3.2%	.0	0.0%
Availability	1	3.2%	.0	0.0%
There are no other facilities to park	1	3.2%	.0	0.0%
Has local knowledge about the area	1	3.2%	.0	0.0%
Company recommendation	1	3.2%	.0	0.0%
N/A	1	3.2%	.0	0.0%
The company will not pay for parking in paid locations	1	3.2%	.0	0.0%
Insufficient lay-bys	0	0.0%	1	3.2%
Convenient/on route	0	0.0%	3	9.7%
It's quiet	0	0.0%	2	6.5%
<b>Total respondents</b>	<b>22</b>	<b>71.0%</b>		
<b>Total answers</b>	<b>31</b>	<b>100.0%</b>	<b>9.0</b>	<b>29.0%</b>

### 5.1.8 Delivering in South London

Eighteen drivers that took part in the survey said that they delivered in South London.

**Table 5.9: Delivering in South London**

Delivering in South London	Frequency
Yes	18
No	1
Don't know	1
Unknown	2
<b>Total</b>	<b>22</b>

### 5.1.9 Overnight Parking Locations Used when Delivering in South London

Three HGV drivers interviewed said they try to get out of South London to park up, because there are no known facilities for overnight parking.

Three goods vehicles drivers said that they use whatever location is available.

Two drivers did not answer the question, two drivers said they use only Catford Park, in Lewisham and one HGV driver said that he does not deliver in South London. Others mentioned specific industrial estate locations used for overnight parking.

**Table 5.10: Locations used for Overnight Parking**

Location for Overnight Parking in South London	Frequency
Do not use South London for overnight parking, no parking facilities	3
Whatever is available	3
Unknown	2
Catford Lorry park	2
If I know the customer, I park overnight in the customer's yard	1
Purfleet	1
N/A	1
SWBA	1
Services at Thurrock	1
A22 Southbound layby/ but gets full quickly	1
A22 Southbound closer to M25	1
Imperial Way, Airport Ind Estate	1
A23 layby and Newhaven	1
A22 Caterham layby	1
South Mimms	1
Use official lorry parks	1
<b>Total</b>	<b>22</b>

#### 5.1.10 Reasons for Using Locations for Overnight Lorry parking when Delivering in South London

The most frequently cited response for using specific locations, was that the parking was free. Other secondary reasons included proximity to the M25 and quietness of the location.

**Table 5.11: Reasons for using above locations for overnight parking when delivering in South London**

Reasons for using Locations for Overnight parking	Frequency 1	Percent of total answers	Frequency 2	Percent of total answers
Free	10	35.7%	0	0.0%
N/A	4	14.3%	0	0.0%
Unknown	2	7.1%	0	0.0%
Close to M25	1	3.6%	2	7.1%
Have to stop	1	3.6%	0	0.0%
Gets away from the truck, in the morning gets a lift back	1	3.6%	0	0.0%
Parking costs paid by the company	1	3.6%	0	0.0%
Availability	1	3.6%	0	0.0%
Quiet	0	0.0%	2	7.1%
Away from the road/ truck is not shaken	0	0.0%	1	3.6%
Do not like paying for parking	0	0.0%	1	3.6%
Safe location	1	3.6%	0	0.0%
<b>Total respondents</b>	<b>22</b>	<b>78.6%</b>		
<b>Total answers</b>	<b>28</b>	<b>100.0%</b>	<b>6</b>	<b>21.4%</b>

#### 5.1.11 Frequency of parking at the surveyed locations

Nine drivers interviewed said that they did not park on a regular basis in the surveyed location, three drivers park fortnightly in the surveyed location, while four drivers park on a weekly or monthly basis (9%).

**Table 5.12: Frequency of parking in the surveyed location**

Frequency of parking at the surveying location	Frequency
Not often/not on regular basis	9
Fortnightly	3
Unknown	3
Weekly	2
Monthly	2
Every 6 months	1
First time using this location	1
N/A	1
<b>Total</b>	<b>22</b>

#### 5.1.12 Awareness of official lorry parks within the local area

Eleven drivers interviewed were not aware of any official lorry parks within the local area, while ten drivers were aware of official lorry parks (predominantly MSAs) in the area. Two drivers, that were aware of the official lorry parks, commented that the

official lorry parks are expensive, costing between £25 and £30 per night and do not have good facilities for drivers.

**Table 5.13: Awareness of official lorry parks**

Awareness of official lorry parks	Frequency
No	12
Yes	10
<b>Total</b>	<b>22</b>

#### 5.1.13 Allowance for overnight parking

Eighteen drivers interviewed confirmed that they receive an allowance for overnight parking, two drivers said that the company doesn't offer an overnight parking allowance.

**Table 5.14: Confirmation of the overnight parking allowance**

Allowance Overnight offered by the company	Frequency
Yes	18
No	2
Unknown	1
Owner of the transport company	1
<b>Total</b>	<b>22</b>

#### 5.1.14 Value of the overnight parking allowance

Eight HGV driver respondents participating in the survey confirmed that the company which employs them reimburses the cost of overnight parking.

Four respondents specified that their nightly allowance for overnight parking is between £16 -£20.

Two HGV drivers specified that the value of their nightly allowance for overnight parking is between £10 -£15.

One lorry driver said that the overnight parking allowance is more than £25, and 2 HGV drivers said that the company doesn't offer them an overnight parking allowance.

**Table 5.15: Value of the overnight parking allowance**

Value of the Overnight Allowance	Frequency
The value spent on overnight parking will be reimburse	8
£16 - £20	4
£10 - £15	2
Unknown	2
Allowance not given	2
Less £10	1
£21 - £25	1
More than £25	1
Tries to avoid parking in paid location, ready to pay £7.5 in South London	1
<b>Total</b>	<b>22</b>

#### 5.1.15 Usage of other locations for Overnight Parking when delivering to South London

Twelve respondents confirmed that they do not use other locations for overnight parking when delivering in South London.

Five said they use other locations for overnight parking when delivering to South London.

**Table 5.16: Usage of other locations for overnight parking in South London**

Other Locations for Overnight Parking	Frequency
No	12
Yes	5
Unknown	4
It is rare when have to deliver in London	1
<b>Total</b>	<b>22</b>

#### 5.1.16 Other locations used for Overnight parking when delivering to South London

Among the other locations used for overnight parking when delivering to South London, the respondents mentioned Dartford and other industrial estates, other lay-bys and Clacket Lane Services.

**Table 5.17: Other locations for overnight parking in South London**

Other Locations Overnight Parking	Frequency
Dartford Industrial Estates	1
Battersea	1
Other laybys	1
Industrial Estates, depending on the location of the delivery	1
Clacket Lane Services/M25	1
<b>Total</b>	<b>5</b>
Do not use other locations	17
<b>Total</b>	<b>22</b>

### 5.1.17 Advantages of parking in a 'paid for' location

Respondents indicated a number of perceived advantages of parking in a 'paid for' location.

The most frequently cited advantage of parking in 'paid for' locations was the provision of facilities for drivers such as toilets and showers.

Other advantages named by drivers were security of parking and the quality of food.

**Table 5.18: Advantages of parking in a paid location**

Advantages of Parking in Paid Location	Frequency 1	Percent of total responses	Frequency 2	Percent of total responses
Facilities e.g. toilets, showers	10	45.5%	6	27.3%
Secure Parking	9	40.9%	0	0.0%
Do not want to use, too expensive	1	4.5%	0	0.0%
Unknown	1	4.5%	0	0.0%
Doesn't want to use paid location, these are not secure e.g. fuel theft	1	4.5%	0	0.0%
Food Quality	0	0.0%	3	13.6%
<b>Total respondents</b>	<b>22</b>	<b>71%</b>		
<b>Total responses</b>	<b>31</b>	<b>100.0%</b>	<b>9</b>	<b>29.0%</b>

### 5.1.18 Reasons for not using 'paid for' overnight locations

The most frequently cited reasons for not using paid locations for overnight parking were that these were too expensive and inconveniently located, as the drivers said that they have to detour from their route.

Other reasons frequently quoted by HGV drivers for not using the paid locations were the poor food quality and the lack of availability of parking spaces.

Other responses for not using 'paid for' overnight lorry parks were that the parking facilities in paid locations are not actually as secure as might be perceived. An example of this was provided by a driver who preferred to park in lay-bys on busy trunk roads rather than at potentially more secure than at MSA and other 'paid for' sites, where the closely parked herringbone rows of vehicles have been known to lead to experiences of fuel theft in the past sites.

Some drivers commented that, in the UK, lorry parks are far too costly, while in Europe, lorry parks are free and provided with much better drivers' facilities, such as clean toilets and showers.

**Table 5.19: Reasons for not parking overnight in a paid location**

Reason for not paying overnight parking	Frequency 1	Percent of total responses	Frequency 2	Percent of total responses
Cost	12	38.7%	.0	0.0%
Location	6	19.4%	3	9.7%
Security reasons	1	3.2%	1	3.2%
Unknown	1	3.2%	.0	0.0%
Availability	0	0.0%	3	9.7%
Food quality	1	3.2%	2	6.5%
Uses normally official lorry parks	1	3.2%	.0	0.0%
<b>Total respondents</b>	<b>22</b>	<b>71.0%</b>		
<b>Total responses</b>	<b>31</b>	<b>100%</b>	<b>9.0</b>	<b>29.0%</b>

### 5.1.19 Problems encountered

Eighteen drivers interviewed said they had not encountered any problems when parked in the surveyed locations. One driver indicated that he had experienced hygiene and security issues when using Catford Park for overnight parking. One driver indicated security problems such as fuel theft when parked in the surveyed location.

**Table 5.20: Problems encountered in the surveyed location**

Problems Encountered in the surveyed location	Frequency
None, no problems	18
Unknown	1
Security Issue & hygiene through pedestrians using the location as toilet	1
Security and intersection with pedestrians foot path	1
Fuel Theft, and other theft	1
<b>Total</b>	<b>22</b>

#### 5.1.20 Suggestions to improve overnight parking for lorry drivers

As illustrated by table 5.21, the most frequently cited suggested improvements by HGV drivers were that the overnight paid lorry parks should be cheaper.

Other suggested improvements were better provision of facilities for drivers such as showers and toilets, together with good quality food at “value for money” prices.

Other drivers commented that in Europe the facilities for lorry parks are generally free with much better, cleaner facilities.

Lorry drivers also suggested better signage of available facilities, as well as increased awareness raising, using improved promotion measures for locations of official lorry parks.

Other respondents commented on the lack of suitable lay-bys for HGV drivers as well as their narrowness and size.

Table 5.21: Suggestions to improve overnight lorry parking for drivers

Suggested Improvements for Overnight Parking <sup>1</sup>	Frequency 1	Percent of total responses	Frequency 2	Percent of total responses	Frequency 3	Percent of total responses
Reasonable/Cheap Price for lorry parks	10	27.8%	0	0.0%	0	0.0%
Facilities for Drivers e.g. showers	4	11.1%	3	8.3%	0	0.0%
In France, overnight parking is free	1	2.8%	1	2.8%	0	0.0%
In Europe overnight parking is free, but parking in paid locations in UK can cost up to £30	1	2.8%	0	0.0%	0	0.0%
Depending on the job and the circumstances	1	2.8%	0	0.0%	0	0.0%
Better advertised locations, better signage	1	2.8%	0	0.0%	0	0.0%
Increased awareness of the locations of lorry parks	1	2.8%	1	2.8%	0	0.0%
More lay-bys for lorry drivers	1	2.8%	0	0.0%	0	0.0%
Improved parking facilities, away from the road, decent size and wider lay-bys	1	2.8%	0	0.0%	0	0.0%
Cheaper & good food	0	0.0%	4	11.1%	1	2.8%
Cleaner facilities for overnight parking	0	0.0%	2	5.6%	0	0.0%
Relaxing facilities for drivers e.g. Games, TV	0	0.0%	0	0.0%	2	5.6%
No suggestions	1	2.8%	0	0.0%	0	0.0%
<b>Total respondents</b>	<b>22</b>	<b>61.1%</b>				
<b>Total responses</b>	<b>36</b>	<b>100.0%</b>	<b>11</b>	<b>30.6%</b>	<b>3</b>	<b>8.3%</b>

## Conclusions:

- The HGV drivers that took part in the survey mostly use the surveyed locations for overnight parking because the parking is free and the locations are close to the M25.
- Those that parked in Catford Lorry park used this location as it was the only official location for overnight parking in South London that they were aware of.
- The majority of interviewed drivers were unaware of any official lorry parking locations within South London
- Most drivers received an allowance for overnight parking
- Interviewed drivers indicated that when in South London, other locations such as industrial estates, and other lay-bys were used for overnight parking.
- Respondents indicated that among the advantages of parking in a paid location are drivers' facilities (e.g. toilets, showers) and secure parking.
- The main drawbacks of the official lorry parks that prevent drivers from using such locations were the cost and location
- Drivers suggested improvements for official lorry parks would include reasonable prices charged for overnight parking and provision of drivers' facilities.
- Other drivers suggested that the quality and value for money of food in official lorry parks needs to be improved.
- HGV drivers commented that, in Europe, parking for HGVs is free and the facilities for drivers are clean and also free of charge.

## 6 TRANSPORT OPERATORS SURVEYS

In addition to the roadside interviews with drivers, a short phase of telephone contact was carried out with operators of vehicles which were identified during the 'flying' audits and driver surveys.

The aim of these surveys of both UK and foreign operators was to determine, at a strategic level, the rationale for their drivers choosing to park in the locations selected and the decision-making processes used when giving drivers advice, if any, on where to park.

The key issue of overnight allowance was discussed and whether or not this includes parking allowance.

A total of 20 separate operator contact calls were attempted, with repeat attempts made to each.

## 6.1 Transport Operators Surveys Outcome

There was a general reluctance on the part of operators to complete the survey.

Some operators did not wish to take part in the survey due to the company policy prohibiting them to take part in any surveys or research activities. Others said that they do not deal with overnight parking or that they do not deliver in South London.

Some of the contacts said they do not have a transport department, as such, as they hire transport subcontractors.

Three transport operators completed the survey.

One Manager that completed the questionnaire was from **DJV Haulage**. DJV Haulage is a transport subcontractor to **Guillards Ltd**.

- They deliver to supermarkets in London, including those in South London.
- They do not advise their drivers where to park, leaving parking locations to be decided by the drivers.
- They are not aware of any locations within South London for overnight parking.
- They could not name any locations used for overnight parking as these were left to the drivers to decide.
- The company offers drivers an overnight allowance which does not include overnight parking, as that cost is paid for separately.

The second Manager that completed the survey was from **Clarke Transport**, who confirmed the following:

- Clarke Transport deliver in South London, but not on a regular basis.
- They do not advise their drivers where to park
- They are not aware of any official locations for overnight parking in South London.
- The company offers the drivers an overnight allowance. This allowance does not include overnight parking, as the payment for secure parking is dealt with separately

A Director of **Odell Transport** completed the questionnaire and confirmed the following:

- Odell Transport delivers in the 8<sup>th</sup> boroughs within South London and provides advice to their drivers about appropriate parking locations/facilities.
- They are not aware of any overnight parking facilities in South London and Clacket Lane Services on the M25 is used for overnight parking when servicing South London.
- Recommendations for overnight parking are made on the following basis: availability, safety and costs.
- Odell Transport offers an overnight allowance and the overnight parking costs are included in the allowance.

In addition to the direct operator calls, the questionnaires were also forwarded to the Road Haulage Association and Freight Transport Association, with a request that they be sent to a sample of members for completion. No further responses have been received.

Despite repeated contact, only a small number of responses were received. These responses did confirm that operators mostly leave the decision on parking location to their drivers; operators are no more aware of official lorry parking locations within South London than their drivers; operators generally do pay for overnight parking in official locations (often separately to the driver's night out allowance).

## 7 CONCLUSIONS AND RECOMMENDATIONS

Having completed all key tasks within the study, including desk-based research, consultation with borough officers and key strategic stakeholders, observations and 'flying audits' across the study area, driver surveys and operator follow-up surveys, we can summarise the study's key findings as;

- Only a small number of official lorry parking locations exist within South London
- The number of HGV parking spaces that these facilities offer is limited and not all the official lorry parking locations are equipped with even basic facilities for drivers e.g. toilets
- All official HGV parking locations, other than Catford Lorry Park, were completely empty of HGVs when visited during the study
- There was a widespread lack of awareness of those official locations which do exist, among drivers, operators and key industry stakeholders
- The official locations within South London were not widely promoted and not easily found online or in hardcopy information
- Specific borough planning policies with regards to existing HGV parking provision and increasing parking for HGVs in established business areas do not generally exist
- Many of the unofficial HGV locations suggested by officers were empty of HGVs when visited during the study
- Small numbers of trucks (both UK and European) were observed parked up overnight on industrial estate locations across the boroughs
- No unofficial parking in 'inappropriate' locations, likely to cause obvious conflict with local residents, was observed during the drive-through of the study area
- Lay-bys on strategic routes in neighbouring areas, outside of South London, are key parking locations for HGVs overnight. Those observed during the study, in both directions (heading into South London and out of South London) were frequently full of HGVs
- Interviewed drivers indicated that, when in South London, other locations such as industrial estates, and other lay-bys were used for overnight parking
- Lorry drivers frequently do not want to pay to park overnight in an MSA or official lorry parking site due to the cost and lack of proximity to their route

- Lorry drivers who use MSAs and other official parking sites do so due to the perceived increased security and the availability of facilities for drivers, although from anecdotal evidence the perception of security may not always match up to reality in locations where vehicles are forced into closely parked ranks that can act as a focal point for load and fuel thefts
- Suggested improvements for official lorry parks would include reasonable prices charged for overnight parking, better value for money food and provision of basic, clean drivers' facilities
- Operators mostly leave the decision on parking location to their drivers and are no more aware of official lorry parking locations within South London than their drivers

In terms of conclusions;

- With only approximately 75 official lorry parking spaces identified across the 8 South London Boroughs, the provision of official lorry parking facilities within South London is far outstripped by potential demand, meaning HGV drivers park up overnight in locations outside of the sub-region.
- Those official locations which are available within South London are drastically under-publicised, meaning the wider industry is generally unaware of their existence and they remain under-used
- Little if any provision is made within borough planning policies to accommodate increased HGV overnight parking provision
- Many drivers are reluctant to either deviate from their route or to pay the cost involved in staying at official parking sites adjacent to the sub-region (including the MSAs)
- This in turn means that lay-by usage within and adjacent to the study area is extensive, with no facilities available for drivers
- Evidence of conflict with local residents, resulting from unofficial parking, was not deemed prevalent during the study. Unofficial parking was observed on industrial estates and retail parks but not explicitly within residential areas, including the hotspot locations identified by borough officers
- With continued forecast growth in road freight traffic (including through the Dover Strait ports), the shortage of suitable, available overnight parking spaces within Greater London and South East England will be exacerbated, increasing demand for unofficial parking spaces and, in turn, increasing the likelihood of conflict due to parking in inappropriate locations

It is clear, therefore, that measures need to be considered to reduce the impact of the shortfall in overnight lorry parking capacity. In terms of short (within 12 months), medium (13-36 months) and longer term (36+ months) recommendations, we propose;

## **Short Term**

South London Boroughs to publicise available South London lorry parking locations, on own borough websites and within HA truckstop guide and other online sources, including londonsfqs website and the TfL freight information portal.

South London FQP to ensure that South London and surrounding areas are considered as demand locations within the planned DfT lorry parking model (2014-19)

South London Boroughs to consider the potential for alternative uses of existing land resources, including park and ride sites and unused development land

South London Boroughs to engage with relevant local/regional bodies, Metropolitan Police and key industry stakeholders to explore ways of reducing inappropriate HGV overnight parking in sensitive locations

South London Boroughs (likely through the FQP) to engage with satnav companies and mapping organisations to ensure information on available locations included within products and information designed for HGV drivers

## **Medium Term**

South London Boroughs to engage with necessary policy and planning streams, at the local, sub-regional, regional and national levels, to help ensure a planning environment where suitable lorry parking locations can be protected and encouraged for development

South London Boroughs to engage with major 'local' operators to assess potential for 'shared' access to depots on or adjacent to strategic road network, to make best use of existing, suitable parking land resources

## **Longer Term**

South London Boroughs, in partnership with regional and national bodies, to explore the potential for real-time HGV overnight parking space availability (using network VMS and other ITS)

South London Boroughs, in partnership with regional and national bodies, to explore the potential for advance booking of spaces at an expanded network of South London parking locations

## **ANNEX A:**

# **BOROUGH OFFICIAL AND UNOFFICIAL LOCATIONS FOR OVERNIGHT LORRY PARKING**

Table A.1: Official parking in South London prompted by borough Officers

Name of the lorry parking area	Location/Borough	Address	Legal Lorry park	Capacity	Charge
St George Car Park	L.B. Bromley	St. Georges Road, Beckenham, BR3 1AX	✓		Monday – Sunday 08:00 -18:00-£4 18:00 -08:00 -£3 Any 24h h -£7
Cotmandene Crescent Car / Commercial Park, St Pauls	L.B. Bromley	Cotmandene Crescent, Orpington, BR5 2RG	✓		Free surface car park for commercial vehicles only 24 hour car park
Canadian Avenue Lorry Park	L. B. Lewisham	Canadian Avenue Lorry Park Catford SE6.	✓	40 spaces	Monday – Sunday 12:00 pm – 12:00 am £2.50 12:00am – 12:00 pm £2.50
N Downs Rd, New Addington, Croydon, Surrey CR0	L. B. Croydon	No official lorry park location found			
Imperial Way, Croydon, CR0 off the A23 Purley Way	L. B. Croydon	Road exempt from the lorry ban	✓		
Ullswater Crescent, Coulsdon, Surrey CR5	Surrey CC	Road exempt from the lorry ban	✓		
Vulcan Way New Addington, Croydon, CR0 9UG	L.B. Croydon	Road exempt from the lorry ban	✓		
Redlands Coulsdon, Surrey CR5	L.B. Croydon	Road exempt from the lorry ban	✓		

Name of the lorry parking area	Location/Borough	Address	Legal Lorry park	Capacity	Charge
<b>Elm Nursery Car Park - Mitcham, CR4 4JA</b>	<b>L.B. Merton</b>	Elm Nursery Car Park - Mitcham, CR4 4JA	✓	36 spaces	<b>Mon-Sat 8am - 6pm</b> £0.60 up to 1 hour, £1.20 up to 2 hours, £1.80 up to 3 hours, £2.40 up to 4 hours, £5.00 over 4 hours
<b>Morden Park Car Park</b>	<b>L.B. Merton</b>	Morden Park Car Park, At rear of Morden College, London Road, Morden SM4 5QX.	✓	188 spaces	<b>Mon-Sat 8am - 6pm</b> £0.40 up to 1 hour, £0.80 up to 2 hours, £1.20 up to 3 hours, £1.60 up to 4 hours, £4.50 over 4 hours
<b>M25-Clacket Lane services is the only official lorry parking facility</b>	<b>Surrey CC</b>				Not aware of problems
<b>A3-just south of the M25 interchange</b>	<b>Surrey CC</b>			Parallel parking alongside A3.	Space for numerous HGV's Café off side road on southbound parking area Not aware of problems
<b>A3- Ripley services</b>	<b>Surrey CC</b>			Lorry parking areas north and south	Lorry fuelling Not aware of problems
<b>A3- north of Burpham Interchange</b>	<b>Surrey CC</b>			Lorry parking areas north and south	Information boards, London LEZ etc No other facilities Not aware of problems
<b>A217 – south bound carriageway just north of junction with M25</b>	<b>Surrey CC</b>			Parallel parking area for lorries	Parallel parking area for lorries No facilities No reported problems

Name of the lorry parking area	Location/Borough	Address	Legal Lorry park	Capacity	Charge
<b>A23 – No stopping facilities for lorries south of the M25</b>	<b>Surrey CC</b>				
<b>A23 – north of M25</b>	<b>Surrey CC</b>			Space for Approx. 6 lorries on each carriageway	Parallel parking on northbound carriageway just south of Coulsdon Brekkers Café on opposite side
<b>A22 – Layby North of Newchapel Roundabout (northbound)</b>	<b>Surrey CC</b>			Room for approx 3 artics	Catering van (7am-3pm) No other facilities Van driver says foreign drivers park over night still there in the morning often restricting his trade (by limiting parking available to others)
<b>A22 – layby just north of M25 (northbound)</b>	<b>Surrey CC</b>			5 artics parallel parking	Catering van 7am-4pm (not allowed to open earlier) Van owner say that foreign drivers park up and don't move on No other facilities Restricted parking 2 hours – 8am-8pm
<b>A22 – Nothing north of Caterham Roundabout Ann Summers)</b>	<b>Surrey CC</b>				
<b>A22 - Caterham Roundabout south bound – south of roundabout</b>	<b>Surrey CC</b>				Layby with no facilities
	<b>Surrey CC</b>			At least 10	Long segregated layby, Catering van, No other

Name of the lorry parking area	Location/Borough	Address	Legal Lorry park	Capacity	facilities Charge
<b>A22 southbound just north of M25</b>	<b>Surrey CC</b>			At least 20 lorries	Long segregated layby At least 20 lorries Toilets Catering van 7am-2:30pm Interactive traffic sign Not enough bins lots of rubbish in bushes
<b>A25 Layby - west bound –near Oxted east of Tandridge Lane</b>	<b>Surrey CC</b>			approx 6 lorries	Segregated layby approx 6 lorries toilets catering van interactive traffic sign
<b>A25 No other stopping facilities for lorries between Godstone and Guildford except layby, west bound just before junction with A248</b>	<b>Surrey CC</b>			Room for 3-4 lorries	Room for 3-4 lorries Catering van
<b>Leatherhead</b>	<b>Surrey CC</b>	A243 Between the junction 9 access roundabout		Parallel lorry parking. No toilets	There is extensive parallel lorry parking on both sides of the section of the A243 which runs alongside the M25 between the two junctions 9 access roundabouts.

Table A.2: Unofficial overnight lorry parking in South London prompted by borough Officers

Name of the lorry parking hot spot	Location/Borough	Address	Illegal Lorry park	Capacity	Obs.
Gellatly Rd	L. B. Lewisham	Gellatly Rd Lewisham, London SE14, UK	✓		
Worsley Bridge Rd	L. B. Lewisham	Lewisham, Greater London SE26, UK	✓		
Kangley Bridge Rd	L. B. Lewisham	Lewisham, Greater London SE26	✓		
Bolina Rd	L. B. Lewisham	Bolina Rd Lewisham, Greater London SE16 3,	✓		
Zampa Rd	L. B. Lewisham	Zampa Rd Lewisham, London SE16	✓		
Landmann Way	L. B. Lewisham	Landmann Way Lewisham, London SE14 5RS	✓		
Godstone Road	L.B. Croydon	Godstone Road, A22/	✓		Godstone Road, from Purley towards A22, on the border with Tandridge before the junction with M25

Name of the lorry parking hot spot	Location/Borough	Address	Illegal Lorry park	Capacity	Obs.
<b>Crusoe Road, Mitcham CR4</b>	<b>L.B Merton</b>	Crusoe Road, Mitcham CR4	✓		
<b>Middleton Road SM5</b>	<b>L.B Merton</b>	Middleton Road SM5	✓		
<b>Robin Hood Way</b>	<b>R.B. Kingston</b>	Robin Hood Way Kingston upon Thames, London SW20	✓		Robin Hood Way, A3 on the service way. We had some complaints about foreign lorries when drivers leave the engine running on Oakcroft Road in Chessington Estate. But this seems to be an intermittent problem.
<b>Davis Road, Chessington Estate</b>	<b>R.B. Kingston</b>	Davis Rd Chessington, Surrey KT9, UK	✓		
<b>Cricket Ground Road Chislehurst at the junction of Norlands Crescent BR7 5RN.</b>	<b>C C kent</b>	Norlands Crescent BR7 5RN.	✓		There are many different vehicles from large white Iveco lorries to refrigerated transports. This is 7 days a week. We also have large white Iveco's parking overnight in Norlands Crescent near the junction of Cricket Ground Road.
<b>Wells Place Reigate and Banstead, Surrey RH1 3, UK</b>	<b>Surrey CC</b>	<b>Reigate and Banstead, Surrey RH1 3, UK</b>	✓		Wells Place, off Battlebridge Lane, off A23 London Road, South, Merstham Small Industrial Estate close to houses on A23

Name of the lorry parking hot spot	Location/Borough	Address	Illegal Lorry park	Capacity	Obs.
Garratt Lane SW18	L.B. Wandsworth	Garratt Lane SW18	✓		A number of PCNs have been issued to lorries parking.
Winterbourne Darby	Surrey CC		✓		Winterbourne Darby, Distribution Company on estate has round the clock deliveries. WD but has been served with Noise abatement Order by Reigate Borough Council because drivers often park up overnight in the access road after making deliveries and the noise of their generators cause disruption to local residents. WD maintains that not all these vehicles are associated with their business.
Kimpton Industrial Estate	L.B. Sutton	Kimpton Road Sutton, Surrey, SM3	✓		
Beddington Industrial Estate	L.B. Sutton	Croydon, Surrey CR0 4TQ	✓		Beddington Industrial Estate (particularly Coomber Way)
Felnex Trading Estate	L.B. Sutton	Felnex Trading Estate London Rd, Wallington, Surrey SM6 7EL	✓		
St Nicholas Way	L.B. Sutton	St Nicholas Way Sutton, Surrey SM1	✓		We are also aware of a lorry parking on St. Nicholas Way by the churchyard every Monday night with its chiller running all night
Woodmansterne Lane	L.B. Sutton	Sutton, Greater London SM6			Woodmansterne Lane has also been suggested by one of my colleagues as an area where lorries park

Name of the lorry parking hot spot	Location/Borough	Address	Illegal Lorry park	Capacity	Obs.
					overnight but I cannot think where as it is a narrow road.
<b>Rosehill Junior Tennis Centre</b>	<b>L.B. Sutton</b>	Rose Hill Park, Rose Hill, Sutton, SM1 3HH	✓		Sutton North ward says lorries (and sometimes foreign coaches) often park overnight in the car park of the Rosehill Junior Tennis Centre / Recreation Ground off Rosehill. I've never seen any there myself but I don't often use that route at night.
<b>Croydon Lane, Banstead</b>	<b>L.B. Sutton</b>	Croydon Ln Banstead, Surrey SM7 3	✓		Last night I saw an articulated lorry parked up late at night on Croydon Lane, Banstead, just outside our borough.
<b>A23 at Hooley</b>	<b>L.B. Sutton</b>	A23 Surrey RH1 5	✓		Last night I saw an articulated lorry parked up late at night on Croydon Lane, Banstead, just outside our borough, as well as the usual ones on the A23 at Hooley.
<b>Williams Lane</b>		SW14			We are constantly plagued by the Stag brewery tractor units parking in Williams lane and Ship Lane SW14 with up to 5 at a time. They are waiting for their trailers to be made ready by the brewery and are often there overnight. The drivers seem to sleep in their cabs. When I see them with their wheels on the pavement I inform National

					Car Parks who issue tickets to them. These tractor units should park inside the brewery yard. Possibly you could look into this please.
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**ANNEX B:**

**STAKEHOLDERS'  
CONSULTATION AND  
BOROUGH OFFICERS'  
RESPONSES**

**Interviews with Stakeholders**

South London Lorry parking Study			
Organisation	FTA	Job title	Regional Policy Manager
Date of the interview	27.01.2010	Address	
Time of the interview	11:15		

Observations (times & dates contacted to arrange the interview, etc)	Telephone interview
--	---------------------

1. Are you aware of any official lorry parking in South London boroughs?  
No
2. Are you aware of any appropriate facilities for lorry drivers to rest overnight?  
No
3. Where they are located?  
-
4. Are the existent official lorry parking facilities sufficient?  
-
5. If they are insufficient/ or do not exist what problems this cause to the industry?

*Yes, it causes a problem as the drivers have to stop somewhere.*

6. Does the lack or insufficiency of these facilities is causing any problems to the residential areas?  
*Not aware in South London, but as a general consequence lorry parking is causing problems in residential area?*

7. Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?  
*Not very nice things are left behind (highlighting the lack toilets in some places)*

8. Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?

*There has to be identified the need and where the need is for provision of lorry parking facilities where the demand is.  
Local authorities could offer assistance to operators and provide support to set up the lorry parks, reduce the business rates for such initiatives.  
There is another issue with planning permission; local authorities are reluctant to grant planning permission.  
Local authorities have a role to play in this issue as well as the Highways agency or Highways agency local authorities department. They all have to work together.*

South London Lorry parking Study			
Organisation	RHA	Job title	RHA Head of Security
Date of the interview	29.01.2010	Address	
Time of the interview			

Observations (times & dates contacted to arrange the interview, etc)	Emailed both the questions on 27.01.2010. 29.01.10 telephone interview.
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1. Are you aware of any official lorry parking in South London boroughs?

*There are few facilities in Kent, Greysend, Thurrock and on M25. I am not aware of any of these facilities for South London. There is very little in London, there are maybe a few in West London, Enfield. There used to be a lorry park in Dorking owned by the council, they tried to sell it a few years ago and I do not know what happened to it. Most of this lorry parks are sold because the value of the land.*

*In Kent there is an ongoing problem with lorry parks and very little has been done on the issue. There has been done some work on the Kent corridor and Surrey is total lacking of provision. There has been an application to have lorry parking in Junction 9, permission has been granted but nothing has been built. There are motorway service area in Junction 3.*

2. Are you aware of any appropriate facilities for lorry drivers to rest overnight?

*There are facilities on London Row, Luton, Octon Café with 10 spaces, Nells Café with 30 spaces, on A2, Merry Chest, Dartford area with 30 spaces but no security, Motorway Medway Services with 137 spaces for lorries. There are a few around that area but with no names. It's part of the DfT Action Plan to engage local authorities in sorting the issue.*

3. Where they are located?

4. Are the existent official lorry parking facilities sufficient?

*In South London boroughs I don not think there are any.*

5. If they are insufficient/ or do not exist what problems this cause to the industry?

*Firstly, there is a safety issue for the drivers; drivers have to sleep on the lay bys and there are at risk. We had cases when drivers have been attacked, beaten, the lorries hijacked. This is a social problem because from a human rights perspective the drivers deserve better. I raised the issue with Alan Campbell.*

*The biggest issue is the land use planning. The planners need to talk to the transport people to tackle the issue of overnight parking. In several cases permission has not been granted because the lorry parking doesn't come in any of their criteria of the local development plan for the permission to be granted.*

6. Does the lack or insufficiency of these facilities causing any problems to the residential areas?

*It causes major problems to residents. In some circumstances when Ashford was full of lorries and the drivers have left rubbish behind, Ashford Council had to clean the mess.*

*In the lay bys there are no facilities provided for drivers, and some if these facilities are up to £28 per night. From a HGV driver's perspective they are expensive. There might be a cost issues as well.*

*The drivers have a tax free allowance which is based on receipts. In granting this allowance some operators are better than others for them to use these facilities.*

*But how do you make the lorry drivers to use the overnight parking facilities? The overnight lorry ban might not be an effective solution. We have over one year discussion on the issue in the LDF.*

7. Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?

*They general leave behind rubbish and bottles.*

8. Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?

*Provide more facilities where are needed. Currently there are facilities that are not used at full capacity. They need to be in the right place to trigger full utilisation of the capacity.*

*Land value is an issue; normally if permission for an industrial estate is granted the value of the land goes up forth fold. Because of the value of the land some of these facilities have closed, or because businesses that operate these facilities went out of business. Truck world in Essex has closed. This is a problem encountered not only in England but in Europe too.*

South London Lorry parking Study			
<b>Organisation</b>	<b>RHA</b>	<b>Job title</b>	<b>South East Area Manager</b>
<b>Date of the interview</b>	<b>28.01.2010 05.03.2010</b>	<b>Address</b>	
<b>Time of the interview</b>			

<b>Observations (times &amp; dates contacted to arrange the interview, etc)</b>	<b>Emailed the questions on 28.01.2010. Also contacted with regards to the transport operators surveys on 05.03.10</b>
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1. Are you aware of any official lorry parking in South London boroughs?  
Kent. Greys End.
2. Are you aware of any appropriate facilities for lorry drivers to rest overnight?
3. Where they are located?
4. Are the existent official lorry parking facilities sufficient?
5. If they are insufficient/ or do not exist what problems this cause to the industry?
6. Does the lack or insufficiency of these facilities causing any problems to the residential areas?
7. Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?
8. Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?

South London Lorry parking Study			
<b>Organisation</b>	Metropolitan Police Service	<b>Job title</b>	
<b>Date of the interview</b>	09.02.10	<b>Address</b>	New Scotland Yard Broadway London SW1H 0BG
<b>Time of the interview</b>			

<b>Observations (times &amp; dates contacted to arrange the interview, etc)</b>	<p>Telephoned on 09. 02.10, talked to the officer she transferred me to one of the officers form the garages in South London. Left a message.</p> <p>Met police Wimbledon has been also contacted via email on 09.02.10.</p>
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1. Are you aware of any official lorry parking in South London boroughs?
2. Are you aware of any appropriate facilities for lorry drivers to rest overnight?
3. Where they are located?  
-
4. Are the existent official lorry parking facilities sufficient?  
-
5. If they are insufficient/ or do not exist what problems this cause to the industry?
6. Does the lack or insufficiency of these facilities is causing any problems to the residential areas?
- 7.
8. Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?
9. Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?

Met Police Wimbledon

*I have spoken to ten traffic wardens about your enquiry.*

*They state that most lorries park up on the various industrial estates for the night. prior to delivering the next morning , or moving on to do their deliveries.*

*Factory lane, Croydon was mentioned*

## Interviews with Borough Officers

South London Lorry Parking Study			
Organisation	L.B. Bromley	Job title	Head of Transport
Date of the interview	10.03.2010	Address	
Time of the interview			

Observations (times & dates contacted to arrange the interview, etc)	Contacted on 27.01.09 said that needs to confirm the locations and issues with his colleagues from parking operations. Away 2 day next week.
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1. Are you aware of any official lorry parking facilities within Bromley borough area? ( not lay-bys facilities where lorry can legally park)

**St Georges Road Car / Commercial Park, Beckenham**

*This is a car park which is available to lorries (but not coaches). Maximum occupancy is about 6 overnight. Charges are: 8am – 6 pm £4, 6pm – 8am £3, any 24 hour £7.*

**Cotmandene Crescent Car / Commercial Park, St Pauls Cray**

*Available to all commercial vehicles, but has not been charged for several years due to routine vandalism of the pay & display machine. Its use is not monitored and we suspect it is not much used.*

2. Does lorry parking create any difficulties/issues within the borough?  
*Neither our parking nor our traffic engineering teams are aware of any significant complaints or any other major issues.*
3. If so, where are the hot spots locations?  
*Probably none (see Q2)*
4. If do not know, could we speak with a colleague that knows or they could talk to a colleague that knows and get back to us?
5. Does the lack or insufficiency of these facilities causing any problems to the residential areas?  
*Apparently not*
6. Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?  
*Apparently not*
7. Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?  
*Alternative areas to be looked at could be Crystal Palace Park which has a very large unused car park. Permission has already been given to allow coaches to park there.*

Dear colleague,

Following up on our previous discussions with regards to the South London Lorry Parking Study that TTR is completing on behalf of SLFQP, I would like to inform you that members of the TTR team will conduct flying audits on 9th and 10th February 2010 from 20.00 to 01.00 across the study area. Driver surveys will be completed on the 23<sup>rd</sup> February and 2<sup>nd</sup> of March 2010 within the area from 16:00 to 21:00.

During the last Steering Group SLFQP meeting (20th January 2010) the issue of accommodating lorry parking through South London boroughs' planning policies was raised.

I would be grateful if you or a colleague from your authority's Planning Department would be able to comment on:

- the way that your planning policies would cater for flexible / temporary release of unused or empty premises / yards on industrial areas for HGV parking purposes
- the ability to direct development control to increase yard space in relation to warehousing on new industrial developments to accommodate demand for HGV parking and the possibility of requesting shared use agreements (essentially part open-access for HGV parking purposes) as part of a condition for planning approval

I am looking forward to receiving your answers – please submit your responses by Friday 26<sup>th</sup> February latest.

### **Planning Officer**

*Apologies for the delay in getting back to you. We don't have any policies in the UDP which deal with this specifically and we certainly don't make any site specific allocations on the Proposals Map. Issues such as this would be dealt with on a case by case basis.*

South London Lorry Parking Study			
<b>Organisation</b>	<b>L.B. Lewisham</b>	<b>Job title</b>	<b>Transport Planning officer</b>
<b>Date of the interview</b>	<b>01.02.10</b>	<b>Address</b>	Wearside Service Centre Wearside Road Lewisham London SE13 7EZ
<b>Time of the interview</b>	<b>14:14</b>		

<b>Observations (times &amp; dates contacted to arrange the interview, etc)</b>	<b>27.01.10 Emailed the questions; emailed again 01.02.10</b>
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1. Are you aware of any official lorry parking facilities within Lewisham borough area? ( not lay-bys facilities where lorry can legally park)

*The only lorry parking facility in the in this Borough is Canadian Avenue Lorry Park.*

2. Does lorry parking create any difficulties/issues within the borough?  
Yes

3. If so, where are the hot spots locations?

*Gellatly Rd, Worsley Bridge Rd, Kangley Bridge Rd, Bollina Rd, Zampa Rd and Landmann Way.*

4. If do not know, could we speak with a colleague that knows or they could talk to a colleague that knows and get back to us?

*You are welcome to try but I think I have now got the available information from Lesley already*

5. Does the lack or insufficiency of these facilities causing any problems to the residential areas?

*Of the roads listed above only Gellatly Rd is predominantly residential and it does cause problems there. The main complaint is that commercial vehicles block light to residential accommodation.*

6. Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?

*Illegally parked lorries are often parked partly on the kerb and this causes kerb stones to twist and dislodge.*

7. Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?

*We are within the area of the Night and Weekend Lorry Ban ( except for the A205 all roads in this borough are covered ) and also we are within the area of the Over Night Parking Ban for vehicles over 5 tonnes or 12 seats. We have weekly enforcement patrols that go out on random nights and times.*

South London Lorry Parking Study			
<b>Organisation</b>	<b>L.B. Croydon</b>	<b>Business Email</b>	
<b>Date of the interview</b>	<b>27.01.10</b>	<b>Job title</b>	Air Quality / Pollution
<b>Time of the interview</b>	<b>14:18</b>	<b>Address</b>	
<b>Observations (times &amp; dates contacted to arrange the interview, etc)</b>	<b>27.01.10</b>		

1. Are you aware of any official lorry parking facilities within Croydon borough area? ( not lay-bys facilities where lorry can legally park)  
*Not aware.*
2. Does lorry parking create any difficulties/issues within the borough?  
*Not too many complaints from a noise perspective. There is the odd noise complain about the vehicles making deliveries when they shouldn't.*
3. Where are the hot spots locations?  
*Godstone Road, from Purley towards A22, there is an "unofficial" parking location. It is just outside the London Borough of Croydon on the border with Tandridge before the junction with M25. In that area there are lays bays.  
Another place is Brighton Road that leads to A23. The road goes towards Holley and is on border with Raigate and Banstead in junction with M25/M23.  
I am not sure if similar problems occur on industrial estates.*
4. If do not know, could we speak with a colleague that knows or they could talk to a colleague that knows and get back to us?
5. Does the lack or insufficiency of these facilities causing any problems to the residential areas?  
*Same as above.*
6. Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?  
*No, from a noise pollution perspective.*
7. Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?  
*To do best with what exists. Towards Purley and Imperial Way there area industrial/retail parks that could be used to adjust this issue, if permission was granted. However, it's worth checking if there are any residential areas nearby the industrial estates.*

South London Lorry Parking Study			
Organisation	L.B. Croydon	Job title	Transport planning Officer, Traffic Design Manager, Head of Streetscene
Date of the interview	27.01.10	Address	
Time of the interview	14:51		

Observations (times & dates contacted to arrange the interview, etc)	Telephone interview. Went through some questions together but he said he'll get back to me by email.
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1. Are you aware of any official lorry parking facilities within Croydon borough area? (not lay-bys facilities where lorry can legally park)

*Not aware.*

*North Downs Road: car park where lorry can legally park.*

*Other legitimate roads for over night parking include most of the industrial roads such as Imperial Way, Commerce Way, Ullswater Crescent etc.*

2. Does lorry parking create any difficulties/issues within the borough?

*Not aware.*

3. If so, where are the hot spots locations?

*Not aware. I will check with my colleagues and get back to you.*

4. If do not know, could we speak with a colleague that knows or they could talk to a colleague that knows and get back to us?

#### **Traffic Design Manager**

*We have a night patrol but they tend to concentrate enforcement on the town centre where there are evening restrictions. They do go out to the rest of the Borough and will issue tickets to lorries contravening the ban but very few complaints have been received from residents in recent months.*

*As you are probably aware there are no official lorry parking areas in the Borough anymore mainly because of the problems we experienced with travellers. Car parks that have recently had height barriers installed due to this problem include Spices Yard and Lion Green Road. Past car parks where lorries parked overnight include Selsdon CP and Sanderstead which now are Sainsbury's and Waitrose and Whitehorse Road CP which is now a Council building. The only car park where lorries can legally park is the free car park in North Downs Road.*

*As you are probably aware there are a number of roads which are exempt from the overnight lorry parking ban which are mainly commercial such as Imperial Way, Queens Way/ Kings Way, Commerce Way, Progress Way, Vulcan Way, Ullswater Crescent and Redlands.*

*These are normally the roads where I point lorry drivers when I very occasionally receive enquiries. I don't think that there is a particular overnight lorry parking issue in the Borough going on the few complaints that we receive.*

### Head of Streetscene

*We do not really have major Flytipping issues surrounding HGV parking. A lot of our Flytipping is related to cage vehicles dumping settees, mattresses etc. We have a few locations where these park up but the questions posed don't really relate to this kind of vehicles. I would agree that the streets you refer to seem legitimate places for lorries to park up overnight.*

5. Does the lack or insufficiency of these facilities causing any problems to the residential areas?
6. Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?
7. Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?

South London Lorry Parking Study			
Organisation	L.B. Sutton	Job title	Transport planning Officer
Date of the interview	05.02.10 12.02.10	Address	
Time of the interview			
Observations (times & dates contacted to arrange the interview, etc)	27.01.10 send the q. by email. Called again on 2.02.10 to remind him about it. Emailed response.		

1. Are you aware of any official lorry parking facilities within Sutton borough area? ( not lay-bys facilities where lorry can legally park)

*No I'm not aware of any official facilities.*

2. Does overnight lorry parking create any difficulties/issues within the borough?

*Some, but nothing significant as far as I am aware.*

3. If so, where are the hot spots locations?

*I have seen some overnight parking on the Kimpton Industrial Estate, and there is no doubt some on the Beddington Industrial Estate (particularly Coomber Way) and the Felnax Estate, and possibly some of the smaller industrial sites. Surveys would be necessary to ascertain the scale of this. We are also aware of a lorry parking on St. Nicholas Way by the churchyard every Monday night with its chiller running all night. Woodmansterne Lane has also been suggested by one of my colleagues as an area where lorries park overnight but I cannot think where as it is a narrow road.*

4. If do not know, could we speak with a colleague that knows or they could talk to a colleague that knows and get back to us?

*I will forward this to colleagues in Property and Traffic Management in case they are aware of any other problems. I have also asked Councillors to let me know if any problem areas they know of. It might be worth speaking to Richard Kingsbury in Parking Services*

5. Does the lack or insufficiency of these facilities causing any problems to the residential areas?

*I am not aware of any.*

6. Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?

*I am aware of the lorry parking in St. Nicholas Way causing some noise disturbance due to the chiller being left on all night. Not aware of any other issues.*

7. Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?

*It might be a good idea to 'formalise' the overnight parking on Kimpton Park Way as it is a wide road which is suitable for lorry parking and some distance from nearby residential areas. There is also a 24-hour Tesco nearby which provides toilet and restaurant facilities. It is also easily accessible from the A217 Sutton bypass, which connects to the M25. Not sure if there is any way the council could charge for this parking.*

*Other industrial estates such As Beddington Lane and Felnax (soon to be redeveloped) might provide other opportunities for formal sites. Other than that I don't think there are any suitable laybys for overnight lorry parking in the borough.*

**12.02.2010**

*I've just had an email from one of the Councillors for Sutton North ward who says lorries (and sometimes foreign coaches) often park overnight in the car park of the Rosehill Junior Tennis Centre / Recreation Ground off Rosehill. I've never seen any there myself but I don't often use that route at night. Might be worth checking that out.*

*Last night I saw an articulated lorry parked up late at night on Croydon Lane, Banstead, just outside our borough, as well as the usual ones on the A23 at Hooley.*

South London Lorry Parking Study			
Organisation	L.B. Merton	Job title	Transport planning officer
Date of the interview	01.02.10	Address	
Time of the interview			

Observations (times & dates contacted to arrange the interview, etc)	Emailed on the 26.01.10. Called on 29.01.10 but not in. Contacted later and said he still needs to talk with one of his colleagues on the matter. He will get back to me at the beginning of the next week.
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1. Are you aware of any official lorry parking facilities within Merton borough area? ( not lay-bys facilities where lorry can legally park)

ELM NURSERY CAR PARK IN MITCHAM  
MERTON COLLEGE CAR PARK IN MORDEN

2. Does overnight lorry parking create any difficulties/issues within the borough?  
Yes there are complaints from residents and businesses due to noise and general disturbance

3. If so, where are the hot spots locations?

Crusoe Road, Mitcham CR4  
Middleton Road SM5,  
Lavender Avenue, Mitcham CR4

4. If do not know, could we speak with a colleague that knows or they could talk to a colleague that knows and get back to us?

Mr Kevin Brophy, Parking Enforcement 0208 545 3073 [kevin.brophy@merton.gov.uk](mailto:kevin.brophy@merton.gov.uk)

5. Does the lack or insufficiency of these facilities causing any problems to the residential areas?

See Q2 above

6. Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?

In some cases, for example in South Wimbledon Business area there are some issue with fly tipping and pollution. There is also a concern that lorries attract diesel thieves.

7. Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?

Extending the overnight lorry ban to some areas may reduce the likelihood of lorries using residential areas to park up at night.

Seeking to work with large car park operators to provide facilities could be an option in some circumstances depending on the location of the car parks.

There could be some potential for extending certain layby areas and providing some facilities if funding were available from TfL or central government and they were located away from residential areas.

Possibly looking at other landowners who may wish to maximise value from their land (e.g. disused farm land etc).

South London Lorry Parking Study			
Organisation	L.B. Wandsworth	Job title	Air Quality / Pollution
Date of the interview	27.01.10	Address	
Time of the interview			

Observations (times & dates contacted to arrange the interview, etc)	Emailed the questions. Called on 29.01.10. Called to remind him about it on 02.02.10
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1. Are you aware of any official lorry parking facilities within Wandsworth borough area? (lay-bys facilities where lorry can legally park)

*There are no lorry parking facilities on the highway in Wandsworth.*

2. Does overnight lorry parking create any difficulties/issues within the borough?

*An overnight lorry and bus/coach ban applies to all streets in the borough prohibiting vehicles of 5 tonnes MGW or more from waiting/parking in any street in the borough from 6:30pm to 8am the next day. A small number of complaints are received about lorries parking overnight. Where a vehicle is reported as parking regularly, overnight enforcement is arranged.*

3. If so, where are the hot spots locations?

*A number of PCNs have been issued to lorries parking overnight in Garratt Lane.*

4. If do not know, could we speak with a colleague that knows or they could talk to a colleague that knows and get back to us?

5. N/A

6. Does the lack or insufficiency of these facilities causing any problems to the residential areas?

*Few reported problems during the day. Vehicles are usually in the process of loading or unloading, although a number do park in contravention of loading/unloading restrictions. A small number of lorries are reported as parking in residential streets overnight – see 2. above. Penalty Charge Notices (PCNs) are issued to lorries over the 5t MGW limit, which normally solves the issue.*

7. Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?

*The Parking Enforcement Team rarely receives complaints regarding environmental problems. 23 Lorry and Coach ban areas are in place to prevent vehicles of 7.5 tonnes or over from entering residential streets unless they have a need to enter to load or unload or bus passengers to board or*

align. These ban areas help reduce environmental problems such as noise, pollution and damage to street furniture by keeping lorries and buses on the main road network.

8. Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?

*The overnight lorry parking ban operates London wide so vehicles are expected to be parked overnight in their operating centres or off the highway.*

*The current signing of the overnight ban requires signs to be installed in every street - producing and maintaining such a large number of signs are a major task and expense for all London boroughs. Consideration should be given to improved advertising of the ban and introduction of 'zone entry' type signage at the entry points to the London wide ban, thereby reducing the amount of street clutter.*

*Although information is available on the London Lorry Control Scheme via the TfL and London Council's websites, information on the London wide overnight lorry ban and Official Lorry Parking facilities within London does not appear to be available.*

South London Lorry Parking Study			
Organisation	L.B. Kingston	Job title	Traffic Manager
Date of the interview	27.01.10	Address	
Time of the interview			

Observations (times & dates contacted to arrange the interview, etc)	Telephone interview
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- Are you aware of any official lorry parking facilities within Kinston borough area? (lay-bys facilities where lorry can legally park)  
*Not aware.*
- Does overnight lorry parking create any difficulties/issues within the borough?  
*Not aware. However, there are a few locations in which PCNs have been issued.*
- If so, where are the hot spots locations?  
*The first location is Robin Hood Way, A3 on the service way. We have issued PCNs in that area due to lorry restrictions. A second location is in Chessington Estate, on Davis Road. However, we did not have any complaints being an industrial estate.*
- If do not know, could we speak with a colleague that knows or they could talk to a colleague that knows and get back to us?
- Does the lack or insufficiency of these facilities causing any problems to the residential areas?  
*Lorries to get to Robin Hood Way drive pass the residential area to pull in the service road and do the same when they leave Robin Hood Way.*
- Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?  
*We had some complaints about foreign lorries when drivers leave the engine running on Oakcroft Road in Chessington Estate. But this seems to be an intermittent problem.*
- Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?  
*I don't know what the demand is for lorry parking. However, if we give exemption on certain roads for lorry drivers to stop, we risk of being swamped by lorries. Whatever facilities are provided they need to be adequate e.g. toilets provision*

South London Lorry Parking Study			
Organisation	Surrey CC	Job title	
Date of the interview	03/02/2010	Address	
Time of the interview	PM		
Observations (times & dates contacted to arrange the interview, etc)	27.01.10 called and left a message, tried again on 28.01.10 but not in the office. Left a message to remind him about it on 02.02.10		

1. Are you aware of any official lorry parking facilities within Merton borough area? (lay-bys facilities where lorry can legally park)
- *M25-Clacket Lane services is the only official lorry parking facility*
    - *Not aware of problems*
  - *A3-just south of the M25 interchange*
    - *Parallel parking alongside A3.*
    - *Space for numerous HGV's*
    - *Café off side road on southbound parking area*
    - *Not aware of problems*
  - *A3- Ripley services*
    - *Lorry parking areas north and south*
    - *Lorry fuelling*
    - *Not aware of problems*
  - *A3- north of Burpham Interchange*
    - *Lorry parking areas north and south*
    - *Information boards, London LEZ etc*
    - *No other facilities*
    - *Not aware of problems*
  - *A31-west of junction with junction with B3000*
    - *Westbound only*
    - *Off road picnic area with catering and toilets*
    - *Parking for lorries*
    - *Not aware of problems*
  - *A317 – (between A320 and M25 at Addlestone)*
    - *Parallel parking for lorries both side*
    - *No facilities*
    - *Anecdotal evidence that lorry drivers leave the area in a mess and resistance from residents to provide more facilities*
  - *A217 – south bound carriageway just north of junction with M25*
    - *Parallel parking area for lorries*
    - *No facilities*
    - *No reported problems*
  - *A23 – No stopping facilities for lorries south of the M25*
  - *A23 – north of M25*
    - *Parallel parking on northbound carriageway just south of Coulsdon*

- Brekkers Café on opposite side
  - Space for Approx. 6 lorries on each carriageway
  - A22 – Layby North of Newchapel Roundabout (northbound)
    - Room for approx 3 artics
    - Catering van (7am-3pm)
    - No other facilities
    - Van driver says foreign drivers park over night still there in the morning often restricting his trade (by limiting parking available to others)
  - A22 – layby just north of M25 (northbound)
    - @ 5 artics parallel parking
    - Catering van 7am-4pm (not allowed to open earlier)
    - Van owner say that foreign drivers park up and don't move on
    - No other facilities
    - Restricted parking 2 hours – 8am-8pm
  - A22 – Nothing north of Caterham Roundabout (Ann Summers)
  - A22 - Caterham Roundabout south bound – south of roundabout
    - Layby with no facilities
  - A22 – south bound south of junction with B3203
    - Long segregated layby
    - At least 10 artics
    - Catering van
    - No other facilities
  - A22 southbound just north of M25
    - Long segregated layby
    - At least 20 lorries
    - Toilets
    - Catering van 7am-2:30pm
    - Interactive traffic sign
    - Not enough bins lots of rubbish in bushes
  - A25 Layby - west bound –near Oxted east of Tandridge Lane
    - Segregated layby
    - approx 6 lorries
    - toilets
    - catering van
    - interactive traffic sign
  - A25 No other stopping facilities for lorries between Godstone and Guildford except layby, west bound just before junction with A248
    - Room for 3-4 lorries
    - Catering van
2. Does lorry parking create any difficulties/issues within the borough?
- a. Residents often report that delivery lorries park overnight in residential areas before local early morning deliveries
  - b. See above, catering van owners report that foreign drivers often park in laybys next to their vans to rest thus restricting their ability to trade. Hence parking restrictions in many laybys.
  - c. their vehicles in
3. If so, where are the hot spots locations?

Wells Place, off Battlebridge Lane, off A23 London Road, South, Merstham  
Small Industrial Estate close to houses on A23.

Winterbourne Darby, Distribution Company on estate has round the clock deliveries. WD but has been served with Noise abatement Order by Reigate Borough Council because drivers often park up overnight in the access road after making deliveries and the noise of their generators cause disruption to local residents. WD maintains that not all these vehicles are associated with their business.

If you wish to follow this up please contact me and I will give you relevant contact details.

Similar problems reported in other areas but I haven't the details to hand

4. If do not know, could we speak with a colleague that knows or they could talk to a colleague that knows and get back to us?

*I am most appropriate person in Surrey*

5. Does the lack or insufficiency of these facilities causing any problems to the residential areas?

See 2 and 3.

6. Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?

*Many of these laybys are poorly maintained and suffer from rubbish being left by users (in some cases because there are insufficient bins available).*

7. Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?

*Website/database containing info on lorry parking facilities which distributors can access and pass on details to delivery driver.*

**16.02.2010**

*I missed one of the larger lorry parking areas in Surrey which is at Leatherhead.*

*There is extensive parallel lorry parking on both sides of the section of the A243 which runs alongside the M25 between the two junction 9 access roundabouts.*

*There are usually catering vans in these areas but not toilets.*

*The A243 then continues northwards into the London Borough of Kingston at Chessington.*

*I have asked our Transportation Development Control to comment on the lorry parking planning issues because there are 11 District Planning authorities within Surrey and it would be difficult to get a coordinated approach otherwise.*

South London Lorry Parking Study			
Organisation	L.B. Richmond	Job title	Parking Services
Date of the interview	27.01.10	Address	
Time of the interview			

Observations (times & dates contacted to arrange the interview, etc)	Telephone interview
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1. Are you aware of any official lorry parking facilities within Richmond borough area? ( not lay-bys facilities where lorry can legally park)

*Not aware. Maybe private ones.*

2. Does overnight lorry parking create any difficulties/issues within the borough?

*Not that I am aware. There is an occasional complaint but not anything in particular.*

3. If so, where are the hot spots locations?

*There aren't any hot spot locations, occasionally there is a lorry with a tank parked on a industrial estate waiting overnight for the gates to open.*

4. If do not know, could we speak with a colleague that knows or they could talk to a colleague that knows and get back to us?

5. Does the lack or insufficiency of these facilities causing any problems to the residential areas?

*Not that I ma aware. There's however the occasional complaint.*

6. Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?

*Yes, there is some damage to street furniture but nothing major.*

7. Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?

*There is not sufficient demand in Richmond; we run a car park as a coach park but there aren't lorries using the facility.*

South London Lorry Parking Study			
<b>Organisation</b>	<b>Sussex CC</b>	<b>Business Email</b>	<a href="mailto:highwaysandtransporthq@westsussex.gov.uk">highwaysandtransporthq@westsussex.gov.uk</a>
<b>Date of the interview</b>		<b>Job title</b>	
<b>Time of the interview</b>		<b>Address</b>	<b>Highways &amp; Transport</b> <b>The Grange</b> <b>Tower Street</b> <b>Chichester</b> <b>West Sussex</b> <b>PO19 1RG</b>

<b>Observations (times &amp; dates contacted to arrange the interview, etc)</b>	<b>Called on 29.01.10. Said to send the questions through via email. Sent the email.</b>
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1. Are you aware of any official lorry parking facilities within Sussex County area? ( not lay-bys facilities where lorry can legally park)
2. Does lorry parking create any difficulties/issues within the borough?
3. If so, where are the hot spots locations?
4. If do not know, could we speak with a colleague that knows or they could talk to a colleague that knows and get back to us?
5. Does the lack or insufficiency of these facilities causing any problems to the residential areas?
6. Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?
7. Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?

South London Lorry Parking Study			
<b>Organisation</b>	<b>Kent CC</b>	<b>Business Email</b>	<a href="mailto:kent.highway.services@kent.gov.uk">kent.highway.services@kent.gov.uk</a>
<b>Date of the interview</b>		<b>Job title</b>	
<b>Time of the interview</b>		<b>Address</b>	Kent Highway Services Kent County Council Invicta House County Hall Maidstone Kent ME14 1XX

<b>Observations (times &amp; dates contacted to arrange the interview, etc)</b>	<b>Emailed 29.01.10. Called Highway department, Katie said they do not look after lorry parking facilities.</b>
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1. Are you aware of any official lorry parking facilities within Kent County area? ( not lay-bys facilities where lorry can legally park)
2. Does lorry parking create any difficulties/issues within the borough?
3. If so, where are the hot spots locations?
4. If do not know, could we speak with a colleague that knows or they could talk to a colleague that knows and get back to us?
5. Does the lack or insufficiency of these facilities causing any problems to the residential areas?
6. Does the lack or insufficiency of these facilities causing any environmental problems such as fly tipping, pollution, noise, street furniture damage?
7. Do you have any suggestions from your experience on how to improve overnight lorry parking? What are your recommendations on the issue?

## **ANNEX C:**

# **LOCATIONS SURVEYED DURING THE FLYING AUDITS**

**Table C.1: Locations of the flying audits**

Borough	Location	Borough	Location	Borough	Location	Borough	Location
Wandsworth	Garratt Lane, Outside Topps Tiles	Surrey CC	Ripley Services, exit road, A3 southbound	Surrey CC	A22 southbound, outside Travelodge, North of Ann Summers roundabout	Croydon	North Downs Rd, New Addington, Croydon, CR0
Wandsworth	Garratt Lane, Sainsbury's delivery entrance rd	Surrey CC	A3 southbound layby between Ripley services and Burpham interchange	Surrey CC	A22 southbound, towards M25	Croydon	Factory Lane, Croydon
Kingston	Chessington Ind. Estate, Oakcroft Rd	Surrey CC	Burpham interchange, A3 southbound	Surrey CC	A22 southbound, closer towards M25	Croydon	Brighton Rd, Purley
Kingston	Hook Rise South, Tolworth (next to Chessington Ind. Estate)	Surrey CC	Burpham interchange, A3 northbound	Surrey CC	A22 southbound, closest to M25	Croydon	Redlands, Coulsdon, CR5
Kingston	Chessington Ind. Estate, Davis Rd	Surrey CC	A3 northbound layby between Ripley services and Burpham interchange	Surrey CC	M25 Clacket Lane Services East bound	Croydon	Imperial Way, Airport Ind. Estate
Kingston	A3 turn off for Raynes Park, Outside DFS store	Surrey CC	Ripley Services, exit road, A3 northbound	Surrey CC	M25 Clacket Lane Services West bound	Bromley	St George Car Park, Beckenham, BR3 1AX
Merton	Willow Lane Industrial Estate	Surrey CC	A3 northbound layby, just before M25 junction	Surrey CC	M25 J8, A217, southbound carriageway, just north of M25 junction	Bromley	Cotmandene Crescent, Orpington, BR5 2RG
Merton	Morden Car Park	Surrey CC	M25/A3 Junction northbound	Richmond	Willow Lane/Ship Lane - Next to Stag Brewery	Kent CC	Cricket Ground Rd/Norlands Crescent BR7 5RN
Merton	Crusoe Rd, Mitcham	Surrey CC	M25 Junction 11, between A320/M25-A317 (northbound)	Sutton	Felnex Trading Estate	Lewisham	Canadian Avenue Lorry Park

Merton	South Wimbledon Business Area, Lee Rd, SW19	Surrey CC	M25 Junction 11, between A320/M25-A317 (southbound)	Sutton	Woodmansterne Lane, SM6	Lewisham	Landmann Way, Lewisham, SE14 5RS
Merton	South Wimbledon Business Area, Lyon Rd, SW19	Surrey CC	Wells Place	Sutton	St Nicholas Way, SM1	Lewisham	Gellatly Rd, SE14
Merton	South Wimbledon Business Area, Lombard Rd, SW19	Surrey CC / Croydon	M25, J7, A23, near Coulsdon Brekkers	Sutton	Kimpton Ind. Estate	Lewisham	Worsley Bridge Rd, SE26
Surrey CC	A3, south of M25 junction southbound	Surrey CC / Croydon	Ullswater Crescent	Croydon	Progress Way, CR0 9UG	Lewisham	Kangley Bridge Rd, SE26
Surrey CC	Next layby south on A3	Surrey CC	J7, A23 South of M25	Sutton	Beddington Industrial Estate, CR0 4TQ	Lewisham	Bolina Rd, SE16, Millwall Football Club
Surrey CC	A3 southbound, layby just prior to Ripley services	Surrey CC	M25 J6, Northbound, A22 layby	Croydon	Vulcan Way, New Addington, Croydon, CR0 9UG	Lewisham	Zampa Rd, SE16 Millwall Football Club
						Sutton	Rosehill Junior Tennis Centre off Rosehill, SM1 3HD

**ANNEX D:**  
**FLYING AUDIT TEMPLATE**

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**ANNEX E :**

**DRIVERS' QUESTIONNAIRES**

**EN, FR, IT, SP, RO**

<b>South London Lorry Parking Study</b>
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<b>Time</b>		<b>Date</b>	
<b>Location</b>		<b>Business Name/ Livery Name</b>	
<b>Borough</b>		<b>Business Telephone Number</b>	
<b>Type of vehicle</b>		<b>Business Email</b>	
<b>Registration</b>	UK <input type="checkbox"/> 1	Foreign <input type="checkbox"/> 2	<b>Business Web Address</b>

<b>Brief description of the nature of the parking</b>	e.g. partly on the road pavement
---	----------------------------------

**Good evening** I am from Transport & Travel Research and we are conducting an anonymous driver survey on behalf of The South London Freight Quality Partnership to identify the location and demand for overnight lorry parking in South London

**This is an anonymous survey, you do not have to give your name.**

<b>Q1</b>	<b>Where did you come from, start of the journey, and what is the final destination of the journey?</b>

<b>Q2</b>	<b>How often you make this journey?</b>			
	Daily	<input type="checkbox"/> 1	Every other month	<input type="checkbox"/> 5
	Weekly	<input type="checkbox"/> 2	Every 6 months	<input type="checkbox"/> 6
	Fortnightly	<input type="checkbox"/> 3	Less than 6 months	<input type="checkbox"/> 7
	Monthly	<input type="checkbox"/> 4	Other	<input type="checkbox"/> 8

<b>Q3</b>	<b>Why do you use this location for parking?</b>

If survey location situated on M25

<b>Q4</b>	<b>Do you ever deliver in South London?</b>		
	Yes	<input type="checkbox"/> 1	Other, please explain
	No	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	

If survey location situated on M25

<b>Q5</b>	<b>Where would you park overnight when delivering in South London?</b>
	Please specify location:

If survey location situated on M25

<b>Q6</b>	<b>Why do you use the mentioned location (s) for overnight lorry parking in South London?</b>
	Please specify reasons:

<b>Q7</b>	<b>How often do you park here?</b>			
	<b>Daily</b>	<input type="checkbox"/> 1	<b>Every other month</b>	<input type="checkbox"/> 5
	<b>Weekly</b>	<input type="checkbox"/> 2	<b>Every 6 months</b>	<input type="checkbox"/> 6
	<b>Fortnightly</b>	<input type="checkbox"/> 3	<b>Less than 6 months</b>	<input type="checkbox"/> 7
	<b>Monthly</b>	<input type="checkbox"/> 4	<b>Other</b>	<input type="checkbox"/> 8

<b>Q8</b>	<b>Are you aware of any official parking for lorries in the area?</b>		
	Yes	<input type="checkbox"/> 1	
	No	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	

<b>Q9</b>	<b>Does the company which employs you gives you an allowance for overnight parking?</b>		
	Yes	<input type="checkbox"/> 1	
	No	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	

<b>Q10</b>	<b>How much is the nightly allowance for overnight parking?</b>		
	Less than £10	<input type="checkbox"/> 1	
	£10 - £15	<input type="checkbox"/> 2	
	£16 - £20	<input type="checkbox"/> 3	
	£20 - £25	<input type="checkbox"/> 4	
	More than £25	<input type="checkbox"/> 5	
	Other	<input type="checkbox"/> 6	

<b>Q11</b>	<b>Are there any other locations that you normally use for the overnight parking when in South London?</b>			
	Yes	<input type="checkbox"/> 1	Don't know	<input type="checkbox"/> 3
	No	<input type="checkbox"/> 2	Other	<input type="checkbox"/> 4
	If yes, please explain			

<b>Q12</b>	<b>What are the advantages of parking in a paid location?</b>		
	Secure parking	<input type="checkbox"/> 1	
	Facilities e.g. showers, toilets	<input type="checkbox"/> 2	
	Quiet	<input type="checkbox"/> 3	
	Do not have to detour	<input type="checkbox"/> 4	
	Know there will be spaces available	<input type="checkbox"/> 5	
	Food quality	<input type="checkbox"/> 6	
	Other	<input type="checkbox"/> 7	

<b>Q13</b>	<b>Why do you not pay for overnight parking in official lorry parks?</b>		
	Cost	<input type="checkbox"/> 1	
	Availability	<input type="checkbox"/> 2	
	Location	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	

<b>Q14</b>	<b>What problems have you encountered parking in this location?</b>		
	None, no problems	<input type="checkbox"/> 1	

<b>Q15</b>	<b>Do you have any suggestions on how to improve overnight parking for lorry drivers?</b>		

Thank you for your participation.

<b>South London Lorry Parking Study</b>
---

<b>Time</b>		<b>Date</b>	
<b>Location</b>		<b>Business Name/ Livery Name</b>	
<b>Borough</b>		<b>Business Telephone Number</b>	
<b>Type of vehicle</b>		<b>Business Email</b>	
<b>Registration</b>	<b>UK</b> <input type="checkbox"/> 1	<b>Foreign</b> <input type="checkbox"/> 2	<b>Business Web Address</b>

<b>Brief description of the nature of the parking</b>	e.g. partly on the road pavement
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**Bon soir**, je travaille pour TTR et nous accomplissons un aperçu anonyme avec les chauffeurs livreurs dans la part de **le Partenariat de Feit pour la Londres du Sud**.  
 Nous essayons d'identifier les emplacements et l'utilisation du parcage pour les camions pendant la nuit dans la Londres du Sud.

Cet est un aperçu anonyme, vous ne devez pas donner votre nom.

<b>Q1</b>	<b>Où venez-vous, le commencement de votre voyage, et quelle est votre destination finale ?</b>

<b>Q2</b>	<b>Faites-vous cette voyage souvent ?</b>			
	<b>Journellement</b>	<input type="checkbox"/> 1	<b>Chaque deux mois</b>	<input type="checkbox"/> 5
	<b>Chaque semaine</b>	<input type="checkbox"/> 2	<b>Chaque six mois</b>	<input type="checkbox"/> 6
	<b>Chaque deux semaines</b>	<input type="checkbox"/> 3	<b>Moins de six mois</b>	<input type="checkbox"/> 7
	<b>Chaque mois</b>	<input type="checkbox"/> 4	<b>Autre</b>	<input type="checkbox"/> 8

<b>Q3</b>	<b>Pourquoi vous utilisez cet emplacement pour stationnement pendant la nuit ?</b>

If survey location situated on M25

<b>Q4</b>	<b>Livrez-vous dans la Londres du Sud ?</b>		
	<b>Qui</b>	<input type="checkbox"/> 1	Autre, s'il vous plaît explique
	<b>Non</b>	<input type="checkbox"/> 2	
	<b>Je n'ai pas</b>	<input type="checkbox"/> 3	
	<b>Autre</b>	<input type="checkbox"/> 4	

If survey location situated on M25

<b>Q5</b>	<b>Ou stationnement vous pendant la nuit quand vous livrez dans la Londre du Sud?</b>
	S'il vous plait precise l'emplacement:

If survey location situated on M25

<b>Q6</b>	<b>Pourquoi vous utilisez cet emplacement?</b>
	S'il vous plait precise la raison:

<b>Q7</b>	<b>Vous stationez ici souvent?</b>			
	<b>Journellement</b>	<input type="checkbox"/> 1	<b>Chaque duex mois</b>	<input type="checkbox"/> 5
	<b>Chaque semaine</b>	<input type="checkbox"/> 2	<b>Cahque six mois</b>	<input type="checkbox"/> 6
	<b>Chaque deux semaines</b>	<input type="checkbox"/> 3	<b>Moins de six mois</b>	<input type="checkbox"/> 7
	<b>Chaque mois</b>	<input type="checkbox"/> 4	<b>Autre</b>	<input type="checkbox"/> 8

<b>Q8</b>	<b>Savez vous des parking officiels pour les camions in cette zone?</b>		
	<b>Oui</b>	<input type="checkbox"/> 1	
	<b>Non</b>	<input type="checkbox"/> 2	
	<b>Je n'ai sais pas</b>	<input type="checkbox"/> 3	
	<b>Autre</b>	<input type="checkbox"/> 4	

<b>Q9</b>	<b>La enterprise qu'employe vous, donne vous une indemnite pour stationnement pendant la nuit?</b>		
	<b>Qui</b>	<input type="checkbox"/> 1	
	<b>Non</b>	<input type="checkbox"/> 2	
	<b>Je n'ai sais pas</b>	<input type="checkbox"/> 3	
	<b>Autre</b>	<input type="checkbox"/> 4	

<b>Q10</b>	<b>Combin c'est la indemnité pour stationnement pendant le nuit?</b>		
	Moins de dix sterling	<input type="checkbox"/> 1	
	Entre dix ei quinze sterling	<input type="checkbox"/> 2	
	Entre seize et vingt sterling	<input type="checkbox"/> 3	
	Entre vingt et vingt cinq	<input type="checkbox"/> 4	
	Plus de vingt cinq	<input type="checkbox"/> 5	
	Autre	<input type="checkbox"/> 6	

<b>Q11</b>	<b>Utilisez vous autre emplacement pour stationnement pendant la nuit quand vous livrez dans la Londres du Sud?</b>			
	<b>Qui</b>	<input type="checkbox"/> 1	<b>Je n'ai sais pas</b>	<input type="checkbox"/> 3
	<b>Non</b>	<input type="checkbox"/> 2	<b>Autre</b>	<input type="checkbox"/> 4
	Qui, S'il vous plait explique :			

<b>Q12</b>	<b>Quelle sont les avantages pour stationnement dans un payé emplacement?</b>		
	Parking securisé	<input type="checkbox"/> 1	
	Les equipment, les toilettes	<input type="checkbox"/> 2	
	La tranquille	<input type="checkbox"/> 3	
	Je ne dois pas detour	<input type="checkbox"/> 4	
	Je sais qu'il y a un espace pour garage	<input type="checkbox"/> 5	
	Le qualité mange	<input type="checkbox"/> 6	
	Autre	<input type="checkbox"/> 7	

<b>Q13</b>	<b>Pourquoi vous non payez pas pour stationnement pendant le nuit dans parkings officiels</b>		
	Le prix	<input type="checkbox"/> 1	
	La disponibilite	<input type="checkbox"/> 2	
	Le emplacement	<input type="checkbox"/> 3	
	Autre	<input type="checkbox"/> 4	

<b>Q14</b>	<b>Quelle problems rencontrez vous quand vous avez stationé dans cette emplacement?</b>		
	Je n'ai eu pas des problems	<input type="checkbox"/> 1	

<b>Q15</b>	<b>Avez vous des suggestions pour ameliorer le parking pour le camions pendant le nuit?</b>		

Merci pour la votre participation.

<b>South London Lorry Parking Study</b>
---

<b>Time</b>		<b>Date</b>	
<b>Location</b>		<b>Business Name/ Livery Name</b>	
<b>Borough</b>		<b>Business Telephone Number</b>	
<b>Type of vehicle</b>		<b>Business Email</b>	
<b>Registration</b>	<b>UK</b> <input type="checkbox"/> 1	<b>Foreign</b> <input type="checkbox"/> 2	<b>Business Web Address</b>

<b>Brief description of the nature of the parking</b>	e.g. partly on the road pavement
---	----------------------------------

**Bona sera**, io lavoro per Transport & Travel Research e noi compitamo un sondaggio anonimo a nome di South London Freight Quality Parthershi per scoprire la ubicazione e fabbisegno de parcheggon notturo a Londra di Sudi.

**Queste e un sondaggio anonimo e non dovere dare il toa nome.**

<b>Q1</b>	<b>Dove va vieni e che e la sua destinatione finale?</b>

<b>Q2</b>	<b>Ogni quanto tu fai questo viaggio?</b>			
	<b>Giornamlemnte</b>	<input type="checkbox"/> 1	<b>Ogni due mese</b>	<input type="checkbox"/> 5
	<b>Settimanale</b>	<input type="checkbox"/> 2	<b>Ogni sei mese</b>	<input type="checkbox"/> 6
	<b>Ogne due settimane</b>	<input type="checkbox"/> 3	<b>Meno di sei mese</b>	<input type="checkbox"/> 7
	<b>Mensilmente</b>	<input type="checkbox"/> 4	<b>Altro</b>	<input type="checkbox"/> 8

<b>Q3</b>	<b>Perque tu usi queste parcheggio?</b>

If survey location situated on M25

<b>Q4</b>	<b>Ogni qunato tu consegna a Londra di Sudi?</b>		
	<b>Si</b>	<input type="checkbox"/> 1	Altro, per favore spieghi
	<b>No</b>	<input type="checkbox"/> 2	
	<b>Non sapere</b>	<input type="checkbox"/> 3	
	<b>Altro</b>	<input type="checkbox"/> 4	

If survey location situated on M25

<b>Q5</b>	<b>Dove ti parcheggi a la notte quanto consegnare a Londra di Sudi?</b>
	Per favore, precisa la ubicazione:

If survey location situated on M25

<b>Q6</b>	<b>Perque tu usi queste parcheggio quanto consegnare a Londra di Sudi ?</b>
	Per favore, precisa lei motive:

<b>Q7</b>	<b>Ogni quanto ti parchiaggi qui ?</b>			
	<b>Giornamlemnte</b>	<input type="checkbox"/> 1	<b>Ogni due mese</b>	<input type="checkbox"/> 5
	<b>Settimanale</b>	<input type="checkbox"/> 2	<b>Ogni sei mese</b>	<input type="checkbox"/> 6
	<b>Ogne due settimane</b>	<input type="checkbox"/> 3	<b>Meno di sei mese</b>	<input type="checkbox"/> 7
	<b>Mensilmente</b>	<input type="checkbox"/> 4	<b>Altro</b>	<input type="checkbox"/> 8

<b>Q8</b>	<b>Tu sai di parcheggio ufficiale per camion in questa area?</b>		
	<b>Si</b>	<input type="checkbox"/> 1	
	<b>No</b>	<input type="checkbox"/> 2	
	<b>Non sapere</b>	<input type="checkbox"/> 3	
	<b>Altro</b>	<input type="checkbox"/> 4	

<b>Q9</b>	<b>La compagnia qui ti impiegare ti pagare sussidio per parcheggio notturno?</b>		
	<b>Si</b>	<input type="checkbox"/> 1	
	<b>No</b>	<input type="checkbox"/> 2	
	<b>Non sapere</b>	<input type="checkbox"/> 3	
	<b>Altro</b>	<input type="checkbox"/> 4	

<b>Q10</b>	<b>Quanto e la sussidio per parcheggio notturno ?</b>		
	Meno di dieci Sterlina (£)	<input type="checkbox"/> 1	
	Dieci a Quindici £	<input type="checkbox"/> 2	
	Seidici a venti £	<input type="checkbox"/> 3	
	Venti a Venticinque £	<input type="checkbox"/> 4	
	Pui di venticinque £	<input type="checkbox"/> 5	
	Altro	<input type="checkbox"/> 6	

<b>Q11</b>	<b>Tu usi altre localizzazioni per parcheggio notturno quando tu sei in Londra di Sudi?</b>			
	<b>Si</b>	<input type="checkbox"/> 1	<b>Non sapere</b>	<input type="checkbox"/> 3
	<b>No</b>	<input type="checkbox"/> 2	<b>Altro</b>	<input type="checkbox"/> 4
	Se altro, per favore spieghi			

<b>Q12</b>	<b>Quelli sono le vantaggi di usare parcheggio con pagare?</b>	
	Sicuro parcheggio	<input type="checkbox"/> 1
	Attrezzature: doccie, toilets	<input type="checkbox"/> 2
	Tranquillo	<input type="checkbox"/> 3
	Non devo fare deviazione	<input type="checkbox"/> 4
	Io so que parcheggio e disponibile	<input type="checkbox"/> 5
	La qualita da mangiare	<input type="checkbox"/> 6
	Alto	<input type="checkbox"/> 7

<b>Q13</b>	<b>Preque tu non paghi per parcheggio notturno?</b>	
	Il prezzo	<input type="checkbox"/> 1
	Disponibilita	<input type="checkbox"/> 2
	Localizzazione	<input type="checkbox"/> 3
	Altro	<input type="checkbox"/> 4

<b>Q14</b>	<b>Chi problemi tu hai avuto quanto tu hai parcheggiato in questa area?</b>	
	Nessuno, no problemi	<input type="checkbox"/> 1

<b>Q15</b>	<b>Tu hai suggerimenti per migliorare le parcheggio notturno?</b>	

Grazia per partecipazione.

<b>South London Lorry Parking Study</b>
---

<b>Time</b>		<b>Date</b>	
<b>Location</b>		<b>Business Name/ Livery Name</b>	
<b>Borough</b>		<b>Business Telephone Number</b>	
<b>Type of vehicle</b>		<b>Business Email</b>	
<b>Registration</b>	<b>UK</b> <input type="checkbox"/> 1	<b>Foreign</b> <input type="checkbox"/> 2	<b>Business Web Address</b>

<b>Brief description of the nature of the parking</b>	e.g. partly on the road pavement
---	----------------------------------

**Good evening** I am from Transport & Travel Research and we are conducting an anonymous driver survey on behalf of The South London Freight Quality Partnership to identify the location and demand for overnight lorry parking in South London

**This is an anonymous survey, you do not have to give your name.**

<b>Q1</b>	<b>De donde vienes usted e cual es soyo ultimo destino?</b>

<b>Q2</b>	<b>Ustede hace este viaje frecuentemente?</b>			
	<b>Diariamente</b>	<input type="checkbox"/> 1	<b>Cada dos mes</b>	<input type="checkbox"/> 5
	<b>Semanalmente</b>	<input type="checkbox"/> 2	<b>Dada seis mes</b>	<input type="checkbox"/> 6
	<b>Cada dos semanas</b>	<input type="checkbox"/> 3	<b>Sin seis mes</b>	<input type="checkbox"/> 7
	<b>Mensualmente</b>	<input type="checkbox"/> 4	<b>Otro</b>	<input type="checkbox"/> 8

<b>Q3</b>	<b>Por que ustede usa este emplazamiento?</b>

If survey location situated on M25

<b>Q4</b>	<b>Ustede entrega en Londres al sur?</b>		Si otro, por favour explica:
	<b>Si</b>	<input type="checkbox"/> 1	
	<b>No</b>	<input type="checkbox"/> 2	
	<b>Yo no sabe</b>	<input type="checkbox"/> 3	
	<b>Otro</b>	<input type="checkbox"/> 4	

If survey location situated on M25

<b>Q5</b>	<b>Donde usted aparca durante la noche cuanto entregar en Londres al sur?</b>
	Por favour especifica le emplazamiento:

If survey location situated on M25

<b>Q6</b>	<b>Por que usted usa este emplazamiento para aparcar durante la noche en Londre al Sur?</b>
	Por favour especifica la razon:

<b>Q7</b>	<b>Con que frecuencia usted aparca aqui?</b>			
	<b>Diariamente</b>	<input type="checkbox"/> 1	<b>Cada dos mes</b>	<input type="checkbox"/> 5
	<b>Semanalmente</b>	<input type="checkbox"/> 2	<b>Cada seis mes</b>	<input type="checkbox"/> 6
	<b>Cada dos semanas</b>	<input type="checkbox"/> 3	<b>Sin seis mes</b>	<input type="checkbox"/> 7
	<b>Mensualmente</b>	<input type="checkbox"/> 4	<b>Otro</b>	<input type="checkbox"/> 8

<b>Q8</b>	<b>Usted sabe alguien aparcamientos oficiales en esta area?</b>		
	<b>Si</b>	<input type="checkbox"/> 1	
	<b>No</b>	<input type="checkbox"/> 2	
	<b>Yo no sabe</b>	<input type="checkbox"/> 3	
	<b>Otro</b>	<input type="checkbox"/> 4	

<b>Q9</b>	<b>La compania que emplea usted su paga uno complemento para aparcar durante la noche?</b>		
	<b>Si</b>	<input type="checkbox"/> 1	
	<b>No</b>	<input type="checkbox"/> 2	
	<b>Yo no sabe</b>	<input type="checkbox"/> 3	
	<b>Otro</b>	<input type="checkbox"/> 4	

<b>Q10</b>	<b>Cuanto es le complemento para aparcar durante la noche?</b>		
	Meno di diez libre esterline	<input type="checkbox"/> 1	
	Entre diez y quince libre esterline	<input type="checkbox"/> 2	
	Entre quince y veinte libre esterline	<input type="checkbox"/> 3	
	Entre veinte y veinticinco libre esterline	<input type="checkbox"/> 4	
	Mas di veinticinco libre esterline	<input type="checkbox"/> 5	
	Otro	<input type="checkbox"/> 6	

<b>Q11</b>	<b>Ustede usa los otros emplazzamientos cuanto ustede estrega en Londres al Sur?</b>			
	<b>Si</b>	<input type="checkbox"/> 1	<b>Yo no sabe</b>	<input type="checkbox"/> 3
	<b>No</b>	<input type="checkbox"/> 2	<b>Otro</b>	<input type="checkbox"/> 4
	Por favour especifica los emplazzamientos:			

<b>Q12</b>	<b>Que estan las ventajas par aparcas en emplazzaminto pagado?</b>		
	Seguro parking	<input type="checkbox"/> 1	
	Las Facilidades, los curatos,	<input type="checkbox"/> 2	
	El silencio	<input type="checkbox"/> 3	
	Yo no tengo que conduzco mas	<input type="checkbox"/> 4	
	Yo sabe que estan los espacios disponibleS	<input type="checkbox"/> 5	
	La calidad de comida	<input type="checkbox"/> 6	
	Otros	<input type="checkbox"/> 7	

<b>Q13</b>	<b>Per que ustede non paga par aparcas durante la noche en aparcaminetos oficiales?</b>		
	El precio	<input type="checkbox"/> 1	
	La disponibilita	<input type="checkbox"/> 2	
	El emplazzamiento	<input type="checkbox"/> 3	
	Otros	<input type="checkbox"/> 4	

<b>Q14</b>	<b>Cuales problemas ustede ha encontrada cuando ustede aparca aqui?</b>		
	No problemas	<input type="checkbox"/> 1	

<b>Q15</b>	<b>Ustede tiene alguien sugestionas para mejorar el aparcamieto noturo para conductors de camion ?</b>		

Muchas gracias para participacion

<b>Provizia de locuri de parcare pentru camioane in Londra de Sud</b>
---

<b>Time</b>		<b>Date</b>	
<b>Location</b>		<b>Business Name/ Livery Name</b>	
<b>Borough</b>		<b>Business Telephone Number</b>	
<b>Type of vehicle</b>		<b>Business Email</b>	
<b>Registration</b>	<b>UK</b> <input type="checkbox"/> 1	<b>Foreign</b> <input type="checkbox"/> 2	<b>Business Web Address</b>

<b>Brief description of the nature of the parking</b>	e.g. partly on the road pavement
---	----------------------------------

**Good evening** I am from Transport & Travel Research and we are conducting an anonymous driver survey on behalf of The South London Freight Quality Partnership to identify the location and demand for overnight lorry parking in South London

Buna seara, lucrez pentru Transport and Travel Research si facem un sondaj anonim cu soferi de camion din partea The South London Freight Quality Partnership pentru a identifica locatiile si cererea pentru provizia de parcare pet imp de noapte in Sudul Londrei.

**Acesta este un sondaj anonim si nu trebuie sa va spuneti numele**

<b>Q1</b>	<b>De unde veniti si care este destinatia finala a calataoriei dumneavoastra?</b>

<b>Q2</b>	<b>Cat de frecvent efectuati aceasta calatorie?</b>		
	<b>Zilnic</b>	<input type="checkbox"/> 1	<b>La fiecare 2 luni</b>
	<b>Saptamanal</b>	<input type="checkbox"/> 2	<b>O data la 6 luni</b>
	<b>La fiecare 2 saptamani</b>	<input type="checkbox"/> 3	<b>Mai putin de 6 luni</b>
	<b>Lunar</b>	<input type="checkbox"/> 4	<b>Alt raspuns</b>
			<input type="checkbox"/> 5
			<input type="checkbox"/> 6
			<input type="checkbox"/> 7
			<input type="checkbox"/> 8

<b>Q3</b>	<b>De ce folositi aceasta locatie sa parcati?</b>

If survey location situated on M25

<b>Q4</b>	<b>Ati facut vreodat livrari de marfa in Sudul Londrei?</b>		
	<b>Da</b>	<input type="checkbox"/> 1	Va rog explicati:
	<b>Nu</b>	<input type="checkbox"/> 2	
	<b>Nu stiu</b>	<input type="checkbox"/> 3	
	<b>Alt raspuns</b>	<input type="checkbox"/> 4	

If survey location situated on M25

<b>Q5</b>	<b>Unde parcati peste noapte cand faceti livrari de obicei in Sudul Londrei?</b>
	Va rog specificati locatie:

If survey location situated on M25

<b>Q6</b>	<b>De ce folositi aceasta locatie pentru parcat peste noapte cand livrati in Sudul Londrei?</b>
	Va rog specificati movul/le:

<b>Q7</b>	<b>Cat de des parcati aici?</b>			
	Zilnic	<input type="checkbox"/> 1	La fiecare 2 luni	<input type="checkbox"/> 5
	Saptamanal	<input type="checkbox"/> 2	O data la 6 luni	<input type="checkbox"/> 6
	La fiecare 2 saptamani	<input type="checkbox"/> 3	Mai putin de 6 luni	<input type="checkbox"/> 7
	Lunar	<input type="checkbox"/> 4	Alt raspuns	<input type="checkbox"/> 8

<b>Q8</b>	<b>Stiati ca exista locatii oficiale de parcat pentru camioane?</b>		
	Da	<input type="checkbox"/> 1	
	Nu	<input type="checkbox"/> 2	
	Nu stiu	<input type="checkbox"/> 3	
	Alt raspuns	<input type="checkbox"/> 4	

<b>Q9</b>	<b>Compania la care sunteti angajat va ofera o alocatie zilnica pentru a parca camionul pe timp de noapte?</b>		
	Da	<input type="checkbox"/> 1	
	Nu	<input type="checkbox"/> 2	
	Nu stiu	<input type="checkbox"/> 3	
	Alt raspuns	<input type="checkbox"/> 4	

<b>Q10</b>	<b>Cat de mult este alocatia pentru a parca pe timp de noapte?</b>		
	Mai putin de £10	<input type="checkbox"/> 1	
	£10 - £15	<input type="checkbox"/> 2	
	£16 - £20	<input type="checkbox"/> 3	
	£20 - £25	<input type="checkbox"/> 4	
	Mai mult de £25	<input type="checkbox"/> 5	
	Alt raspuns	<input type="checkbox"/> 6	

<b>Q11</b>	<b>Puteti numi locatiile pe care le folositi de obicei pentru a parca peste noapte cand livrati in Londra de Sud?</b>			
	Da	<input type="checkbox"/> 1	Nu stiu	<input type="checkbox"/> 3
	Nu	<input type="checkbox"/> 2	Alt raspuns	<input type="checkbox"/> 4
	If yes, please explain			

<b>Q12</b>	<b>Folositi alte locatii pentru a parca pe timp de noapte cand calatoriti prin Sudul Londrei ?</b>			
	Da	<input type="checkbox"/> 1	Nu stiu	<input type="checkbox"/> 3
	Nu	<input type="checkbox"/> 2	Alt raspuns	<input type="checkbox"/> 4
	Daca raspunsul este da, va rog explicati			

<b>Q13</b>	<b>Care sunt avantajele de a parca intr-o parcare cu plata pentru camioane?</b>		
	Parcare in siguranta	<input type="checkbox"/> 1	
	Provizie de toaleta, dus	<input type="checkbox"/> 2	
	Liniste	<input type="checkbox"/> 3	
	Nu trebuie sa ma abat din drum	<input type="checkbox"/> 4	
	Stiu ca sunt spatii libere	<input type="checkbox"/> 5	
	Calitatea mancarii	<input type="checkbox"/> 6	
	Alt raspuns	<input type="checkbox"/> 7	

<b>Q14</b>	<b>De ce nu platiti sa parcati intr-o parcare cu plat ape timp de noapte?</b>		
	Pret	<input type="checkbox"/> 1	
	Stiu ca nu sunt spatii libere	<input type="checkbox"/> 2	
	Locatie	<input type="checkbox"/> 3	
	Alt raspuns	<input type="checkbox"/> 6	

<b>Q15</b>	<b>Ce probleme ati avut cand ati parcat in aceasta locatie pet imp de noapte?</b>	
	Nici o problema	<input type="checkbox"/> 1

<b>Q16</b>	<b>Aveti sugestii pentru a imbunatati parcare pe timp de noapte pentru soferii de camioane?</b>

**Mulumim pentru timpul acodat.**

**ANNEX F:**

**TRANSPORT OPERATORS'  
QUESTIONNAIRE**

<b>South London Lorry Parking Study</b> <b>Transport operators questionnaire</b>
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<b>Time</b>		<b>Date</b>	
<b>Name of the interviewee</b>		<b>Name of the transport company/ Livery Name</b>	
<b>Position:</b>		<b>Business Telephone Number</b>	
		<b>Business Email</b>	
<b>Company</b>	<b>UK</b> <input type="checkbox"/> 1	<b>Foreign</b> <input type="checkbox"/> 2	<b>Business Web Address</b>

<b>Brief description of how many times contacted</b>	
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**Good evening** I am from Transport & Travel Research and we are conducting a survey on behalf of The South London Freight Quality Partnership to identify the location and demand for overnight lorry parking in South London.

<b>Q1</b>	<b>Can you confirm that you deliver within South London? In 8 boroughs Lewisham, Sutton, Bromley, etc.</b>		
	Yes	<input type="checkbox"/> 1	Other, please explain
	No	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	

<b>Q2</b>	<b>Do you advise your drivers where to park when they have to deliver in South London?</b>		
	Yes	<input type="checkbox"/> 1	Other, please explain
	No	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	

<b>Q3</b>	<b>Are you aware of locations within South London for overnight parking?</b>		
	Yes	<input type="checkbox"/> 1	Other, please explain
	No	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	

If yes, please go to Q4

<b>Q4</b>	<b>Could you please name the locations used for overnight parking in South London?</b>		

If no go to Q3

<b>Q5</b>	<b>How do you select the parking locations recommended to drivers for overnight parking?</b>

<b>Q5</b>	<b>What are the reasons behind recommending a specific location used by drivers for overnight parking?</b>

<b>Q6</b>	<b>Do you offer drivers an overnight allowance?</b>			
	Yes	<input type="checkbox"/> 1		Other, please explain
	No	<input type="checkbox"/> 2		
	Don't know	<input type="checkbox"/> 3		
	Other	<input type="checkbox"/> 4		

<b>Q7</b>	<b>Does this include overnight parking?</b>			
	Yes	<input type="checkbox"/> 1		Other, please explain
	No	<input type="checkbox"/> 2		
	Don't know	<input type="checkbox"/> 3		
	Other	<input type="checkbox"/> 4		

Thank you for your participation.

## **ANNEX G:**

# **TRANSPORT OPERATORS CONTACT LIST**

Transport Operator	Address	Contact Details	Contacted	Date	Comments
<b>A.W. Jenkinson Forest Products</b>	Clifton Moor Clifton Penrith Cumbria CA10 2EY	Tel:01931 712644 Fax:01931 712641	Y	04.03.10	emailed the transport manager Brian Blenkham on <a href="mailto:brian.blenkham@awienkinson.co.uk">brian.blenkham@awienkinson.co.uk</a>
<b>Bradbury Transport</b>	The Chasewater Estate High Street Burntwood Staffordshire WS7 3XP	Telephone: 01543 670404 Fax: 01543 670405	Y	04.03.10 /05.03.10	Said to call later around 13:00 or 14:00 when someone will be in. Called at 14:30 someone else answered the phone, but no manager in to deal with my call; <b>05.03.10 Stewart felt uncomfortable answering the questions and stopped the survey.</b>
<b>Cargo Express</b>	Cargo Express K43 Hastingwood Industrial Park Erdington Birmingham West Midlands B24 9QR	Telephone: +44 (0) 121 386 6662 Fax: +44 (0) 121 386 6762	Y	04.03.10	He said the manager is busy could I send the information through by fax. The survey sent through on: 0121 384 4265 on 04.10.10
<b>Clarke Transport</b>	Bilton Way Lutterworth Leicestershire LE17 4HJ.	Tel 01455 552 801 Fax 01455 554 112	Y	04.03.10 / 05.03.10	Liz, transport manager said she is busy now call again at 16:00; Called at 16:00 away from her desk <b>05.03.10 Completed</b>
<b>Eddie Stobart</b>	Stretton Green Distribution Park, Langford Way, Appleton Thorn, Warrington WA4 4TZ.	Tel: 01228 822 500 Email: brownc@eddi estobart.co.uk	Y	04.03.10	Called on 04.03.10, the manager is not available emailed the questionnaire.
<b>Fallow International Freight Limited</b>	Unit 6, Redwing Court Ashton Road Romford Essex RM3 8QQ United Kingdom	Tel: 01708 677177 Fax: 01708 677188	Y	04.03.10	They do not have any drivers, subcontract the transport; Tel of the depot : 01375 852 050; Depot said they do not deal with overnight transport
<b>Gillards Ltd.</b>	Tridents Works, Marsh Lane, Temple Cloud, BS39 5AZ	Tel: 01761 452 530	Y	04.03.10	Left the tel no, said someone will give me a ring back. Scott called back, he said that they do not have lorries as such referred me their subcontractor DJV Haulage 01761 43 22 22; Completed the questionnaire.
<b>Heanor Haulage Limited</b>	Wesley Street Langley Mill Nottingham Nottinghamshire NG16 4AL	Tel : 01773 715265 Fax: 01773 530829	Y	04.03.10	Is the company policy not to take part in surveys
<b>Lafarge</b>	Granite House, Watermead Business Park, Syston, Leicester, LE7 1PL	Tel: 0844 561 0037 Fax: 0116 269 8348	Y	04.03.10	It is the company policy not to take part in any surveys, research or reports.
<b>Motor Vehicle Transportation</b>	205 Castleblaney Road, Keady, Co Armagh, BT60 3HY	Tel: 028 3753 8605	Y	04.03.10 / 05.03.10	Nobody available at the moment; try again. 05.03.10 The manager is not in.
<b>Preston of Potto</b>	Nortalerton, North Yorkshire, DL6 3XH	Tel: 01642 700 243	Y	04.03.10 / 05.03.10	The manager said he's too busy to take part in a survey; 05.03.10 The same manager said he's too busy to take part in the survey

<b>Teatime Tasties</b>	Unit 5 Old Fieldhouse Lane Industrial Estate, Old Fieldhouse Lane, HUDDERSFIELD, HD2 1AG	Tel: 01484514331	Y	04.03.10 / 05.03.10	They are busy, just do not have time for surveys. 05.03.10 Not interested in taking part.
<b>Turners Ltd.</b>	Turners (Soham) Ltd, Fordham Road, Newmarket, Suffolk, CB8 7NR	Tel. 01638 720335 Fax. 01638 720940	Y	04.03.10	It is the company policy not to take part in any surveys.
<b>Fowler Welch Coolchain</b>	London Road, Teynham, Kent, ME9 9PR	Telephone: +44 (0)1795 523200 Fax: +44 (0)1795 523211	Y	04.03.10	The transport manager said they do not deliver overnight to South London
<b>CMA Logistics</b>	Head Office Address 12 Princes Parade Princes Dock Town Liverpool L3 1BG	Phone 44 151 227 1771 Fax 44 151 227 1761 Email lpl.genmbox@cma-cgm.com	Y	04.03.10	They use a subcontractor in London called <b>CMA Transport</b> 0208 516 5517; The manager said they only operate in <b>East London</b> ;
<b>Lowes transport</b>	Powke Lane Rowley Regis Warley West Midlands B65 0AL UK	Tel: 0121 559 4231 Fax: 0121 559 3703	Y	04.03.10	She said it's the wrong time to call, the manager is really busy
<b>Everest Services</b>	3 Denness Road Ashford, TN23 6JH	No tel number published	N	04.03.10	
<b>Alan Porteus Transport Ltd</b>	157 Tukes Avenue, GOSPORT, PO13 0SD	No tel number published	N	04.03.10	