



Blue Badge Holders Parking Access Survey Literals

Question 12. What other areas of the Council's changes do you think will have an impact on you and why?

No, no comment and N/A responses have been removed

Distance to ticket machines

- "Due to my mobility problem it is an effort to walk any given distance - walking to ticket machine then taking ticket back to car takes an incredible lot of effort."
- "Not all disabled people are in wheelchairs. I drive my car for myself usually. Unless I can park on level 1 of Ashley Centre's car park then I pay anyway, as I cannot go down to level 1 to the office and then back in the lift to go down to the shops as it is too much walking. With other cars one has to park the car, walk to the ticket machine, walk back to the car and then do what I have to do. Too tiring."
- "It will mean more walking, as will have to walk to the pay an display machine and then back to the car again. Not having to pay for parking at present means one can take one's time, stop for a rest, etc."
- "Extra parking charges and distance, will have to walk."
- "The less visiting of offices and collecting tickets from machines to be better."
- "Going to and fro from the car to the ticket machine adds to the walking difficulties."
- "The Ashley Centre's proposals seem to involve additional trips between the car, office and back again. At present I can leave my car, get office validation before or after shopping and there is no need to return to the car before going shopping. It would be time consuming if parked on the second or third floor and need to wait for lifts to get back to the car and down again before starting any shopping."
- "Getting in and out of a car poses significant problems for a disabled person, especially when there are other vehicles parked close by, or moving in the vicinity. Having to visit a ticket machine and return to the car and struggle to display the ticket appropriately, causes considerable extra stress during what is already a difficult procedure. I feel that pre-paid tickets or cards, or something like an Oyster Card, that can be displayed in the windscreen before getting out of the car, would help to alleviate the problem."
- "Some drivers have severe mobility problems and will be pained to walk from the car to the pay and display machines to obtain a ticket and then fix the ticket in the windscreen."
- "Having to pay for the car park means another effort for a disabled person, walking to the machine, finding change, etc."
- "Very difficult - would it be possible to have ticket machines at the individual parking bays? I find Ashley Centre very difficult unless I have a 'number' with me and that is not often possible. I have no-one to push a wheelchair. I am in my late 70s and live alone but still like to be as independent as possible. I have to rely on two sticks when walking. Could do with some chairs in shops."

- I find it easy to get a ticket at the car park office on the way into Ashley Centre but would find it very difficult to have to go to the office after I have done my shopping - this would have to happen if tickets were timed. I suggest a set price for all disabled parking say, one hour, and the rest is free to Blue Badge holders however long they stay."

- "Any extra walking, also for my friend (the driver) she has arthritis in feet. I am 90 this year which doesn't help my disability, without a car I cannot go out."

- "By virtue of charging disabled Blue Badge holders, there will be a tendency for them to park on double yellow lines for up to 3 hours. This will be a disaster in Epsom, where traffic in the centre is chaotic anyway due to the plethora of traffic lights, taxi ranks and lorries/vans loading and unloading. A better solution would more free disabled parking spaces in the car parks close to the town centre, or make it illegal for Blue Badge holders to park on double yellow lines other than to discharge the passenger and stop vans/lorries loading/unloading between the hours of 8 a.m. and 7 p.m."

- "I am happy to pay the charges in the Ashley Centre and I usually do as it is easier when parking on levels other than that of the office to pay the fee rather than go down to the office. However pay and display when the pay machine is often far away from the space is not easy and will mean I don't come to Epsom unless I park in the Ashley Centre - it is not about the cost, but about the ease of parking and getting a ticket. Make signage clear so you don't have to go to read the sign, go back to the car and then go back to get a ticket..."

"not sure, but I will no longer visit Epsom and Ewell when there is a charge - it will be as quick and probably easier for me to visit out of town shopping centres that offer covered shopping areas and free parking!"

- "It is ridiculous that disabled people are expected to go to the office to get a ticket signed because you may be up on level 2, or above, and so you have to get in the lift twice before you can get to your car. It sometimes takes 15 minutes to get a lift. The lifts are not big enough to take the amount of people using the centre. Able bodied people should be made to use the stairs, i.e. groups of teenagers, or people with no bags, pushchairs, wheelchairs. They are too lazy to walk. If you are on the ground floor you are fine, anything above that is totally unreasonable."

- Having to go to a ticket machine and back to the car will be frustrating and difficult."

- "I use a wheelchair, which I carry in the car, so having to go to the ticket office and then back into the car to display it would be very tiring if I was alone, which I often am."

- "Having to have change for the machines could be difficult and having to walk back and forth could also be difficult."

- "It is not easy to get a ticket from Ashley Centre's office, unless you can park on that floor. All disabled spaces should be on the same levels, e.g. that floor and the floor below. If you have a prepaid card you should have some sort of benefit, i.e. discount, or bonus given. An additional hour is not long enough to be able to get to all parts of the town centre. Thirty minutes in a disabled space is not long enough, even just to go to the bank you need at least two hours plus."

Parking on yellow lines

- "People will be parking on yellow lines and causing traffic problems."
- "I shall park on double and single yellow lines in Epsom, as many other disabled drivers will do, causing chaos to the flow of traffic through the town. However, as a disabled driver, getting out of my car will be very hazardous."
- "I will just park on yellow lines, which I am sure others will, which could lead to congestion in the centre of Epsom!"
- "If we are going to be charged to use a car park, surely there is nothing to stop us parking for free on all the double yellow lines in the town, creating a lot more problems for everyone."
- "I will park on yellow lines."
- "I will no longer use the car parks, but park on yellow lines if parking charges are introduced."
- "The introduction of charges for blue badge holders is likely to result in more vehicles trying to park on the single yellow lines around the town centre or in the permitted parking bays in Upper High Street. This will increase congestion, reduce income to the council and reduce opportunities for vehicles loading and unloading. Many blue badge holders are probably able to pay, but many current users either do not need a identify and introduce more on-street blue badge bays, review and reduce yellow lines but ensure loading blips on all ""must keep clear"" sections of highway. Provide some loyalty card refund for heavy use of car park by blue badge holders."
- "If I have to obtain a ticket and return to my car to display the ticket the extra walking to and from will be very hard for me as I have to use a walking aid or my Mobility buggy and it's all extra work I could do without."
- "With regards to the cost/charging aspect, as my mobility decreases so my dependence upon my car increases to continue independent living. As costs add up, I will feel less able to go out or I will rush out and back. This will have an effect on my social confidence. The other alternative is for me to park on single and double yellow lines where loading allows. This is never a good option as it can cause issues with traffic flow and it means I would have to get out of my car into a stream of traffic."
- "It will mean that there will be more parking by disabled users on single yellow and double yellow lines, which they are legally entitled to do. Particularly for short visits."
- "I would ask why you intend to do this at all? My alternative is to park, legally, on a single or double yellow line. EU law allows me to park free in car parks and on yellow lines so why are you challenging this. The money made from this must be greater than the cost of rejoining parking bays, etc. or it will not pay. I will not be able to shop if this goes through. The average cost to your economy will be £100 per visit."
- "As a 90 year old war disabled veteran, I will refuse to come into Epsom. There are plenty of shops within easy distance who give us no bother with our badge. I am supported by the Veterans Agency and Unite Union to get my war pensions. I will use the yellow lines, as in the Blue Badge regulations, if I have to."

Will stop coming to Epsom

- "Due to the fact that I will be charged for parking, I shall go shopping in other towns. Surely, this will affect local tradesmen?"

- "The Council's proposals defeat the whole object of the Disabled Blue Badge Scheme which was designed to assist disabled people like myself! For example, I will now have to worry about visiting the Town Hall, Bourne Hall and Ewell Car Parks using various procedures which I do not have to comply with now. The simple answer for me will be 'not to go to Epsom and Ewell' but to go elsewhere!
- "I will visit Epsom and Ewell less often
- "If you charge Blue Badge holders, I personally think that disabled people will visit Epsom. These badges are free."
- "If the Council implement charging for parking I will be forced to reduce the number of visits to Epsom and Ewell's car parks and Epsom Town Centre."
- "I shall probably park more on the road and may do shopping elsewhere."
- "Probably will not bother to use Epsom's shops and restaurants on a regular basis."
- "I have to say that much of this survey is irrelevant because the Council's parsimonious decision to charge for disabled parking means that I will no longer visit Epsom Town. Instead I will do my shopping, banking and other business in either Tolworth or Kingston, where the local authority is far more sensitive to the needs of disabled people and actively seeks to accommodate them. I don't expect councillors will be giving up their free parking throughout the borough as a gesture of solidarity. No, thought not!"
- "We mainly shop at Marks and Spencers, Waitrose and Dickins & Jones. My wife and I are disabled - 89/91 years old. Free parking is our only concession. If withdrawn, do not worry we will shop at Sainsburys, Kiln Lane, which is free. At least all these young healthy people will now have to pay, instead of using their illegal passes."
- "Will deter me from coming into Epsom, when I can park for free in Banstead with just as equal a selection of shops. The extra hour will be waiting in the Ashley Centre when it is so difficult to get in the lift."
- "I will probably come to Epsom to do my shopping less often owing to the new charges. I may as well shop at supermarkets out of town, as they are free and easier to use. This will also mean that I will not visit other shops in the centre. Most disabled persons are on a limited income, so will have to think clearly on saving money whilst shopping."
- "You should be fully aware that doing this will remove your shopping advantage over Sutton and you will lose business."
- "Will not shop in Epsom due to the extra inconvenience."
- "I live on the Wells and can still drive using an automatic car. I and other disabled friends do nearly all our shopping in the Ashley Centre. I could not afford to pay the car parking fees as I come down most days. I have limited mobility and tire very easily, hence I come frequently and often have coffee out to recover. It is safe and weatherproof in the Ashley Centre and I don't want to be forced to go to Sainsburys in Epsom or Tesco in Leatherhead. The Ashley Centre is ideal as I like the Ashtead side of Epsom. There is such a nice atmosphere in the Ashley Centre and it is flat and easy to walk around without feeling vulnerable. Please if nothing else, leave the disabled parking in the Ashley Centre. The shops will suffer if we are forced

to go to Sainsburys. I spend a lot of money there. The car park's staff are always helpful and courteous. I live near the bus stop on the Wells, but am too unsteady and in too much pain to use the bus safely."

- "I won't go to Epsom half as much, as I won't be able to afford the parking fee. I think it's disgusting that they intend to start charging in all the car parks."
- "If the Council has £88,000 for disabled parking why do we have to pay, especially if you have all this money to spare."
- "Will not use the Ashley Centre so often, will go to a supermarket with free car park."
- "Possible will not use any more, use Sainsbury's instead."
- "I will spend less time in Epsom walking through the market and shops and stopping for a leisurely coffee. Also, I will visit less often."
- "The charges will make me do my shopping or my leisure outings in my disability, friendly boroughs."
- "I meet my daughter most days for coffee and a chat. If free parking was taken away I will not have this social aspect, which I enjoy."
- "I will not drive to Epsom and use the shopping centre, I would rather go to Kingston if I have to pay. I think that these changes are outrageous, a tax on being disabled. We have enough disabled bays in the car parks - very rarely have I ever not found one."
- "Use less, consider the extra expense."
- "If you charge disabled badge holders, I will have to limit my visits to Epsom High Street and take my custom elsewhere."
- "The additional costs may mean that we visit the Ashley Centre less frequently and will therefore spend less at the Centre in favour of other shopping centres where parking is free, i.e. Banstead High Street."
- "It is most likely that I will go elsewhere rather than Epsom which will disappoint me."
- "Shall park and shop in Epsom as little as possible, other places more helpful - shall use street parking more often and cause more chaos."
- "Cost - unable to use public transport, rely on car and free parking. I will not shop as often in Epsom, to Kingston instead or where they have free disabled parking."
- "We come to Epsom once or twice a week, as we like the shops and market. We currently live in Croydon. If we have to pay, we will not come to Epsom in future when we can park in Croydon/Addiscombe/Oldington/Wickham for free, without Blue Badge. Soon as you decide to charge, we will not come any more."
- "It will have a financial impact and I will look for alternative places to shop or use online services from my computer. Fiddling with change/money is a challenge for me as I have problems with dexterity."
- "I go to Epsom to shop as car park is free, being a pensioner money is a premium to me. Charging could take people away from Epsom to shop elsewhere."
- "It will make me look for on-road parking. I think this is very unfair. I will go to Sutton, Kingston or Surbiton in future."

- "It will only deter drivers (disabled) from parking in the car parks and therefore they will park in the road for three hours, causing more disruption to traffic flow.
- "Less inclined to visit Epsom's Ashley Centre and the Town Centre, or extend the visit by having lunch out. The present advantages Epsom has over Sutton and Kingston will be lost."
- "I just won't visit Epsom."
- "I will use Leatherhead, Kingston and Sutton more for my shopping, as they still provide parking at no charge.
- "The impact that it will have on me will be that I am less likely to travel into Epsom and use the shops, I would be more likely to go somewhere where I don't have to pay such as Sainsburys. Alternatively I, and many others I'm sure, will park on yellow lines as we are entitled to do but at the risk of causing congestion.
- "The main change will be that we visit the town as little as possible."

Financial issues

- "The lady whom I assist is wheelchair bound and nearing 90. A trip into town for occasional shopping and essential visits to the banks are an infrequent occurrence. She is dependent upon a minimal pension and any added cost such as parking charges eats into her very limited income. Since these visits are virtually the only occasion she leaves her home, she will further limit them so the Council's disregard for people, who already have to struggle in their daily existence, is reducing still further her constrained quality of life."
- "I drive my husband, who is a Blue Badge holder, and although he is not so severely disabled as some people, we find holding a Blue Badge is a great advantage as it enables him to attend to his needs independently, i.e. doctor, chemist, shopping. One of his problems is he suffers from dizziness and he has arthritis and a blood disorder. He is 84 years old and quite unsteady at times. It is vital to his health to get out, but if we had to pay the prices charged for parking in these car parks, we wouldn't be able to afford to keep our car on the road."
- "It will limit the times going shopping and using the Council's car parks, as I will not be able to afford to park. As a minority group, disabled people should not have to be forced to pay parking charges."
- "I have a restricted income due to my disability and approaching official retirement age. The cost of parking will significantly reduce my ability to visit the town centre - notably the library and GP. I will not be able to get out and about as often per week, or arrange to meet friends. As a result I will be further disadvantaged."
- "Having to pay for a ticket as I am on benefits. Also, having to find the correct change, etc., which is then awkward to locate and put in the machine. I would prefer to keep the system as it is now, but would like more disabled spaces in the car parks."
- "A charge will have a big impact because since becoming disabled, my income has reduced considerably due to my inability to work as much.
- "I will only be able to afford one visit per week."

- "I do most of my shopping on a daily basis and the proposed parking charges would make me stop this, as I would not be able to afford this. Consequently, I will have to spend a lot more of my time alone in my flat."
- "Any charges we have to pay will have an impact on myself and my wife. I have to attend hospital once a month, where there are never enough disabled bays. This costs me approximately £8 to £10. As we are both OAPs we can ill afford to pay out for any extra costs."
- "On average I spend 3-4 hours parking my car, which will make it too expensive for me to enjoy the visit. I go to an osteopath adjacent to Ashley Centre for a one hour visit 1-2 times a week and do a lot of shopping. I am a very slow walker so I would not be able to continue with these activities."
- "It will affect me financially. I will have to pay a minimum of £13 per week to drop off and pick up my daughter from her club, do my voluntary job/exercise club and doctor appointments. I think this is grossly unfair as we have no option but to drive into town."
- "The introduction of charges will have a detrimental impact on my finances. Being disabled creates more expenses and it is a plus for me not to have to pay parking charges on trips to the Ashley Centre. I will definitely not be making so many trips to Epsom when the new charges come into force."
- "The greatest impact will be on the charge you intend to impose. In future I will do all my shopping at Sainsburys where there is no charge or other places that do not require charges. As a newly disabled person, I find this decision by my local Council as backwards and retrograde. This is out of line with national policy, insensitive to the needs of disabled people and hitting the most vulnerable of our society. It does encourage parking on yellow lines as an alternative. I intend to take the issue up with our local MP and Lord Ashley and will do my utmost to oppose it."
- "I am 80 years old with heart disease and arthritis. I have worked, paid taxes, abided by the law and raised a family. Now, a widow, I need a little help. I do NOT need my local Council to drain my meagre resources by having to pay for parking on my necessary shopping trips and library trips. It adds to my quality of life to visit Bourne Hall, use the library and view any art exhibitions. I know of no other Council inhumane enough to charge for disabled parking."
- "Like many disabled people I am on a very low income. When these charges come into force I will no longer be able to afford to visit Epsom, where I meet my brother. There is no point in having a car if you can't afford to park. I could park on a yellow line and I think a lot of disabled people on low incomes will do this. This will cause more congestion in Epsom."
- "The impact will be the cost of parking and I am particularly concerned about other agencies jumping on the band wagon. i.e. other Council and hospitals, or sites where the disabled have free car parking. For disabled people, especially ones like myself, because of the cost and problems with transport. In general, it means that we have returned to the Victorian era where one seldom moved out of the village where they were born."
- "Charges will have the greatest impact and mobilise will fight on behalf of people with mobility difficulties in all area where they are being introduced, disabled people have enough difficulties trying to balance their budgets, most on low incomes and/or benefits. I have a motability vehicle, so give up my

mobility allowance to be able to be independent, transported by my support workers who drive me."

- "I go to work in Marks & Spencer. From July it will be three visits a week, 8.15am - 4.15pm. I work as I am a widow, I do not claim any disability allowance so parking helps me. When this comes into operation I won't be able to use my car as it will be £17 a day. I believe I will have to use a taxi, which will be £10 a day = £30 a week out of my wages. I'm sure other people work who park there (Ashley Centre Car Park). It will cause me a lot of extra stress money wise."
- "I think charging wheelchair bound people like me is wrong, you should only get a Blue Badge if you have to use a wheelchair. If you charge to park I will not use Epsom, as much as I cannot afford to pay."
- "Having to pay will put a severe strain on our finances, as both of us are on pensions, with one of us already having to continue working so as to be able to pay the rent, which at the age of 73 is a strain. Therefore, having to pay will mean that we will shop elsewhere."
- "A wheelchair user can only go out when able bodied people gives a lift into Epsom. The freedom to shop is our God given right when able bodied, but as a wheelchair user it is a rare treat. If one has to watch the time and spend extra money on parking these treats will not be so readily available. Put yourself in their position."
- "I have been disabled since I was 3 years old (am 66 in September) but it wasn't until 1983 that I had to admit defeat and apply for a Blue Badge. My problem is that I have no left hip joint, wear a raised shoe and need a disabled space to access my car, as I need the extra space. I work to supplement my pension. I have no other monetary support, save for a small pension from a previous employer. I cannot walk on the snow or slippery surfaces because if I fall I am unable to get back up unaided. Therefore, in order to work 9.30 to 2.00 each day, with 30 minutes either side, I calculate I will have to pay £17 each day to park, which will eat upon a good part of my salary. When I shop at weekends I also pay for parking, as it has been my way of giving something back, but I do feel that it is very mean of Epsom Council to pick on a soft target, such as the disabled, as they know we have to park, in my case, in the Ashley Centre."
- "Obviously there will be a financial impact on the proposed changes, so why was there no consultation on the proposed changes, despite a petition on this subject put into the Council?"
- "Cost is a serious consideration when living on a pension. We can visit in Fulham and Hammersmith for example and park in residents' bays free all day. Epsom Residents Association have, we feel, punished the wrong people and we intend resigning over this matter. Travel by bus is very difficult indeed."
- "I am disabled and forced to manage on benefits. Paying for parking will eat into my budget. I did not ask to become disabled!"
- "This proposal will, as I exist on a pension, mean extra expense for me when I go shopping and I am sure that I am not the only one."
- "Being pensioners any increase in expenditure must be taken into account, particularly when shopping. Our visits to Epsom will be reduced resulting in less money being spent in shops. We enjoy our expeditions to

Epsom both for the market and wide selection of shops, unlike Kingston with its motley amount of languages and distances from the town centre for disabled parking."

- "Due to the possible changes I will find it difficult to use Epsom as a shopping centre as I cannot walk long distances. Being on a pension and finding it difficult to afford bills, an extra charge will be unacceptable."
- "1. The cost impact will be high and will determine how many visits will be possible to Epsom Town and Ewell Village. 2. It will mean looking for other non-restrictive parking areas and increased journey and overall journey times which may be necessary to adverse weather conditions. 3. It means that we must shop in alternative areas where parking is available and without cost to the disabled. 4. We must find alternative venues for dining out which have disabled friendly parking, lunchtimes and evenings. 5. Using alternative banking and library facilities."
- "As I am on a low income and a frequent visitor to the Ashley Centre car park, it does become expensive."
- "Many disabled people are on low or fixed incomes so can ill afford car parking charges."
- "I have very limited finances due to only being able to receive state benefits so to be charged for parking is more likely to make me go somewhere I don't have to pay. Going into Epsom has been one way for me to get out and about and meet other people which means I won't just pop into town to do this as much once it is charged for. I feel that this was one of the few benefits we did actually benefit from in the town."
- "Cost of parking."
- "Financially your charges will cost me at least £750 per year to park in Hook Road's car park. Alternatively, I will have to park further away from my work, which makes it very difficult for me to get to and from my office, as my employer will not pay for my parking. Question - How much revenue are you creating by targeting the disabled with these proposals? If you want to raise revenue you need to convert more of the spaces to non-disabled, not charge the disabled. I think it is a discrimination act against a specific target of community."
- "My financial difficulty will increase."
- "Mainly the fact that now that I have to economise greatly it will be expensive for me."
- "I do not feel blue badge holders should pay, as people take me in to Epsom for a coffee to get me out of the house, as I am not allowed to drive. if I have to pay for parking then I cannot afford a coffee. Some times I am in Epsom only for half a hour instead of a hour, because I've been taken ill. As I have brain tumours, and I can fall ill any time. I feel your paying for parking and your not always there that le
- "On low income so would not be able to afford to pay for parking. Will impact on my daughter, who is the Blue Badge holder and she will miss out on going to Epsom shopping."
- "The charges will add up, i.e. a loaf of bread, etc. A visit to the doctor or chemist will be an added expense, or a special treat out for coffee or a meal will mean having to pay more. The disabled and/or the elderly have difficult problems as it is. We will become more and more housebound and

lonely if we have these problems. Our pensions only stretch so far. If you have a regular salary it doesn't then seem such a big issue. These petty changes will hardly benefit EEBC, the outgoings to alter cash machines, etc., will be a debit and hardly a great saving. What a wasted decision."

- "I think it is very unfair to have to pay a charge. I am on a limited income and having to pay is very unfair. Anywhere else, if you have a badge you can park for free. I will not be able to visit the centre, due to the charges which are high. You should not be making a charge. This is a disgrace."

- **No problem**

"Do not envisage any other problems."

- "No impact whatsoever as I am not disabled but a designated driver/carer."

General

- "The problem is that it is often difficult to predict how long I will stay in the car park. Sometimes I start to shop and cannot complete it because I feel very tired. The current system is good because I can go straight home without payment."

- "Leave it as it is."

- "The best car parking area for me is Ashley Centre. I can park easily usually, it is free, the centre has toilets (kept clean) and all the seats and shops are in one place. Also, when it rains we are under cover and also, other parking areas one has too far to walk. I live in Kingswood and there is no public transport to go anywhere, so my car is my lifeline. I have a key for the toilets but many stores and public parking places do not have them. Older people cannot walk long distances carrying bags and also sitting down for a coffee takes up time. Why should we be subjected to thinking how long we have been stopped for, when we have all day to do it in."

- "More disabled spaces required on the ground floor, rather than lower ground floor and reserved spaces to be put back on the lower ground floor instead."

- "More disabled spaces at Bourne Hall - school collection times and bookings at Bourne Hall at certain times, makes it extremely difficult to find empty spaces."

- "The extra one hour is no use if you only stay for short periods. You will not be able to pay at the car park, as you do not always know how long you will be."

- "It appears from question 10 that the extra hour will only apply when a payment is made, in other words it will not apply to the free half hour at Bourne Hall. This was not made clear from earlier publicity. If so, the extra hour will benefit only those staying for longish periods and will not help disabled people when half an hour is not long enough to deal with all this business at Bourne Hall. It will be a worry that towards the end of the half hour there will be insufficient time to get back to the car and avoid a penalty. Bear in mind that disabled people take longer to get into and out of Bourne Hall. Bourne Hall is also useful as an emergency overflow car park when the nearby health centre is full, as it often is. This point was made in a phone call

to Midge McCall on 13 May. She was not completely clear what the position was on tickets for a free half hour and agreed to investigate."

- "Lighting, cameras, more people to help getting wheelchairs out of the cars if needed."
- "More disabled spaces required in Ewell's car parks."
- "Keep ramp negotiations to a minimum."
- "We believe that Blue Badge holders should be given the opportunity to park for free. Life is hard enough in a wheelchair, parking for free whilst we shop should be at least one benefit. Thank you."
- "Although I am aware that cash strapped Councils are finding it difficult to maintain certain services during the current national financial crisis, I still feel that a) charging Blue Badge holders is discriminatory. b) The voice of the disabled needs to be heard at any decision making Council meeting. c) Such a move would surely negate your ""Investor in People"" and ""Positive about Disabled People"" logos/awards."
- "I think the car park should be free, as when you have trouble walking and walk with a frame, it takes a lot longer to get around the shops and it takes energy, which means I stop for a cup of tea in order to have a rest. I am then able to continue. I wish planners would make entrances to public places in a prominent position instead of at the side, as it requires more walking. Not everyone is in a wheelchair. Walking takes energy."
- "Parking in the Ashley Centre, Epsom - I think that the proposed charges affecting disabled people is disgraceful. Surely, the amount of money which you receive from the general public and with the cost parking ever rising, you should be able to offset the proposed charges and make this small concession free, as now for the disabled. The free extra hour you are proposing will help them to some extent, but bearing in mind the time it takes them to get mobile, that is when they eventually get a parking space, validate the ticket and something which affects all car park users is the diabolic lift service, when it eventually arrives, go down to the first floor validate the ticket, the disabled now have to get another lift to the ground floor only to find the lifts full so more time wasted, so one extra hour free is virtually useless. If anything, a free time limit of 3 or 4 hours would be more sensible, after which you could then charge. Furthermore, Epsom & Ewell Borough Council should be encouraging the public to shop in Epsom instead of driving them away as you seem to be intent on doing. Epsom had some lovely shops, a lot have disappeared over the years, due to shopkeepers having such high overheads. So come on Epsom & Ewell Council make shoppers welcome in Epsom and stop robbing us all with your exorbitant charges."
- "I would hope that if the proposal is adopted, the cost of changing the ticket machines would not be prohibitive."
- "Many disabled people have no option but to travel by car or other adapted vehicle. Free parking is a sensible and helpful recognition of this special need and very much appreciated. Many disabled folk are on low incomes and may well decide to take advantage of their right to park on yellow lines to save paying the high parking fees levied in Council car parks. The effect on traffic flow, say in the High Street, where one parked car causes chaos, could be very serious."

- "If I go to Ashley centre or Ewell's car parks and am unable to park in the immediate disabled bays, the driving area (swinging area) between the rows of cars are too close on the upper floors. In Cheam Road, Ewell is very close together. Waitrose has one lift blocked off for its use only at the Ashley Centre, even when it is not being used and there are crowds of people waiting with wheelchairs, pushchairs and shopping trolleys. Many people have grumbled about this to no avail. Could some of the space on the ground floor, which appears to be empty, not be used for more disabled bays? Also, put the reserved/private bays downstairs or upstairs on the second floor. A better system would be to have this first hour free and then pay the tariff."
- "For me parking in Epsom will be extremely limited. I need a space at the side of my car sufficient for me to get in and out of the car and then place it up on the roof. These spaces are very limited. I would then have to wheel myself manually to and from the ticket machines, which is hazardous in the busy Town Hall's car park. The machines are difficult to reach manually at Bourne Hall. If I am paying to attend a lecture, the cost of parking would increase the cost considerably. The Council has threatened to remove Route Call Services next year. If this were to happen, the number of accessible wide parking spaces would be impossibly low and I would end up housebound as I live alone, use a wheelchair full-time and have to use Route Call in areas where I cannot park, i.e. doctors, dentists, podiatrists and West Park - The Poplars."
- "I am on crutches because of advanced osteoarthritis. It is very difficult to park in a disabled space, if one can be found, make my way to the office, then fight my way into a lift (if I can get one during busy times.) I am exhausted before I even start, so aren't able to get much shopping done. I can understand why the Council wants to charge because there are now so many, who clearly are not disabled, who are cheating the system, but why punish those who are genuinely disabled and have little enough income as it is? I doubt whether I shall bother coming to Epsom to shop in future if these changes come into force because of the cost of petrol getting there, plus the added cost of parking. Would it be possible to introduce a two tier system, as in some parts of the country, whereby those who receive the highest level of disability allowance and thus are exempt from car tax, are made exempt from car parking charges?"
- "Just the anger of being charged."
- "For the present, no impact. If implemented, then the future is uncertain. My own feelings are that the Council are morally wrong."
- "As pensioners, we should not have to pay for car parks, especially being invalid."
- "Don't you think the disabled are having a bad time of it? The price of petrol, one will have to think about how far a journey one can afford, with having to pay to park, just adds to our misery. I have no choice but to use my car. I did not ask to be disabled. We need help, not have help taken away. Please think again."
- "I don't think people realise how difficult it is being disabled. I have been attacked and even threatened. I do not advertise my disability, but do like to get in and out of the car with ease. Also, the car is safer altogether. The people who issue the tickets are always friendly and nice. It is very much appreciated when you aren't feeling well."

- "What is the justification for imposing a charge in the first place? The additional revenue raised is small in relation to the totality of the car park revenue and as such is hardly warranted. The need to visit the ground floor for ticket validation is difficult, time consuming, the lifts are haphazard and the car park is generally not wheelchair friendly."
- "What changes? In my opinion leave things as they are and keep to the free parking for disabled people, rather than spend money on the other proposed changes. Life is difficult enough for those/us unfortunate citizens."
- "Epsom & Ewell has, historically, a very enlightened and positive attitude to disabled people. This is a very retrograde step. I notice there is no mention of the proposed sum this step will provide in terms of annual revenue. This should be clearly stated. In my many years on the access group, which my husband was chair, we opposed this idea and won. Clearly the current Council do not care about disabled people, only increased revenue, no doubt for the mayors polls."
- "You are going to alter a system that works. We will have to wait at the office, with other disabled, old Blue Badge holders to get out change and pay. At busy times it will cause large queues and slow down the whole system. If Blue Badges are being used illegally, which I think they are, it would be better to target them and sort the problem out once and for all, rather than target a lot of disabled Blue Badge holders that rely on them and need them. I think it is an ill thought out answer to a problem of illegal Blue Badges. We will obviously look elsewhere to do our shopping and have lunch - I think this is very mean in the extreme. Will this cause more legal parking by Blue Badge holders on double and single yellow lines and the problems that will cause?"
- "1. Having to pay from a limited budget will hurt. 2. Having to walk further to shopping centre, as I will have to park on yellow lines in high street. 3. Go to other towns who appreciate my business with free parking."
- "Why do the Council feel that they need to hit the most vulnerable people in the community, with no information from any Blue Badge holders on the committee, who decided this? I also doubt that any of their families have to use a Blue Badge!"
- "The changes may make it impossible to use disabled spaces at all, if the ticket has to be validated on exit, sometimes I return wheelchair at 4.00, then have coffee at Neros then go to get car and pick up Linda from High Street, by this time ticket office is closing. Perhaps a fixed charge for car park ticket is possible, perhaps same as minimum period at ticket machine, this could be paid on entry to car park. Wheelchair shopmobility service is very good. p.s. perhaps keep ticket from machine but be able to register name on list so that we can stay in disabled space."
- "Shutting the public toilets."
- "1) Do you propose to charge for using Bourne Hall's library facilities? Could someone please inform me about this. Also, when a visit to the Town Hall is necessary for office purposes, will we be charged? 2) I strongly oppose any loss/reduction in day centres, etc., which I may need to use in the future."
- "I am a pensioner and feel that the Council should charge disabled people a reduced tariff. I also hope that any changes incurred will not affect the amount of spaces available. Currently I don't think there are enough

checks to ensure the legitimate use of disabled parking bays by disabled people. I have witnessed able bodied people using spaces which they are not entitled to use."

- "Under current proposals, cash would be held in the Ashley Centre's office. Disabled people could be in the office during a robbery and get more disabled. Also, the Council's staff could get hurt and both could claim compensation from the Council."
- "I think the parking should be left as it is, i.e. free for Blue Badge holders, with maybe a few alterations. I think the money you propose for your improvements outweighs the cost of leaving it free for Blue Badge holders, with time spent issuing these forms and your proposed meetings."
- "I do not think a Blue Badge holder should pay at all."
- "I think you will need to think about 1) providing MORE disabled spaces and 2) think about their location, i.e. closer to the ticket machines, closer to exits and entrances of the shops and services. It seems a heartless introduction. Surely, the £88,000 you have set aside for this could be put to better use. Are you going to get this back in the increased revenue generated by these new charges?"
- "It must be such a difficult decision asking disabled people to pay when you must know the terrible problems that we face. Don't do this. I am already having problems visiting the hospital. Why give me additional problems. Paying a fee at a machine when you can't use your hands, or have problems walking back and forth to a machine, is so difficult. Please don't do this. Do you understand that the money, as well as the pain, should stop you from doing this? Please do not make it more difficult for disabled people by enforcing this fine."
- "May make me more isolated or make me walk more than I can cope with."
- "All vehicle owners should pay, even the Council's officials."
- "My wife is my driver and we find the Town Hall car park the most useful, but it is very, very expensive to use without a badge and therefore presumably would cost a lot in the future."
- "If the Council can afford to spend £88,000 on facilities, surely disabled parking charges are not necessary. How many other councils make this charge?"
- "I can't think about it but I think it is normally."
- "I have had to give up driving because of my disability. Age Concern provide a transport service with volunteer drivers for medical appointments. They occasionally need by Blue Badge to get me close tot he place of my appointment. When I had a car I used to use the Town Hall car park. There is no mention of this in your list of car parks."
- "Difficult with my six year old autistic son to control him whilst paying at the machine. He is at danger in car parks and on roads as he runs across without looking and out of my control. He will not stay in the car when I am paying. This change of having to pay for a ticket will cause me difficulty handling my son and will put him at risk, especially in pay and display car parks."

- "It is difficult to obtain a lift in the Ashley Centre when you have a wheelchair because they are full of able-bodied people with or without trolleys."
- "I am very disappointed that the Council wants to charge for disabled parking."
- "Being an OAP and disabled, I think it is disgusting that I will have to pay in future."
- "Do not allow the pay increase to go forward. Charge more per hour."
- "It is unfair to charge disabled users. I take my mother shopping and it takes at least 2-3 hours longer than it would if she was able to walk. Waiting for lifts, particularly in Ashley Centre but also in shops, takes up a lot of time. It takes longer to pay and to see around the shops when in a wheelchair."
- "I am a disabled ex-serviceman, I can see no valid reason for this action other than to swell the coffers of the Council."
- "I speak on behalf of 19 residents at Homelea who use this facility. Their view is they should not be charged. They are receiving less and less concessions or support from the community and community health, e.g. they are expected to pay for incontinence pads now due to budget constraints. Surrey pays the lowest fee per care home bed in this area and for this age group who have paid their way in the past, life is becoming very unfair. If there is funds set aside, move them across to fund the Blue Badge scheme. They also have no chiropody clinic and must pay. They feel that more and more services are being stopped and the elderly are made to suffer financially."
- "Under current proposals, cash would be held in the Ashley Centre office, disabled people could be in the office during a robbery. They could be killed or knocked over and become more disabled. Council staff may be hurt and both could claim compensation from the Council."
- "As a very disabled and elderly pensioner (88 years old), the introduction of charges, when parking has been free, is a penalty and impact I could do without."
- "Could be confusing."
- "Why change the existing system - disabled people/drivers/carers have enough problems. Get rid of the Mayor's car and his driver(s) - I bet he doesn't pay!"
- "At Ashley Centre the staff refuse to give my 22 year old daughter a ticket on my behalf, because I often have to park on higher levels and as I am wheelchair bound it is a nightmare getting lifts. I feel they should be polite at all times, many just grunt at me when I can go myself."
- "If you are going to charge, put the machine by the Blue Badge bays. I just think it's unbelievable that Epsom & Ewell can even think about charging disabled people. You will get the town clogged up on yellow lines with Blue Badge holders or they will shop elsewhere. Try for only one month being disabled and see the disadvantages you have to cope with."
- "This three hour time thing, when everything takes so much more longer when you are disabled, it's very, very unfair, who needs all this extra worry? Then you get a ticket; when you are on such a low income I find this very inhumane. I look after two disabled people and the whole time I take care of them it's the worry of ticket time. I've even been out when one has

been taken ill and they have had to rest, guess what, all they worry about is a ticket for the parking, so must get back to the car - it's terrible."

- "Point before question 7 explains that I get one hour free after paid time, what is the length of the paid time - one, two or three hours? They haven't committed themselves. Why have they decided to charge Blue Badge holders? £88,000 is not to improve these facilities and if they are proposed to improve the facilities for £88,000, that is an excuse to charge me to pretend they need money for improvement. I rather they didn't improve than charge."
- "Re: The new scheme for disabled Blue Badge parking, it will likely prove confusing, not just for local people, many will have already used much mental and physical energy in order to achieve a shop/doctor outing. Those living outside the borough will find it a hindrance, as it is not in use nationally."
- "It is in principle wrong to charge disabled people who are the most vulnerable members of society and many are living on income support."
- "I think it is disgusting that the Council are targeting the old and vulnerable, we are being used as easy pickings."
- "I am confined to a wheelchair aged 72 years. I do not have a bus pass and feel that consideration should be given whether or not wheelchair users should be treated differently if they are willing to give up their bus pass which would save the Council money. I will probably use the local shops and market less. Friends will probably not take me out so often. Parking on single yellow lines will cause congestion and make it far more dangerous unloading the wheelchair."
- "Due to me being in a wheelchair, I can't get a bus to Epsom or anywhere else and rely heavily on my car to go anywhere. I don't have a choice in walking to Epsom as able-bodied people can so as not to pay parking. I think it is disgusting to know that I will have to pay."
- "I am my son's driver and I am mobile. I take my son to the dentist in Epsom, usually the Blue Badge covers the time but not sure how much more it will cost as the time in dentist varies, this is just one example. I think it is a very unfair cost to the disabled and companion. Also how can disabled on their own navigate parking machines. They will always worry now."
- "No knowledge of other changes proposed so unable to give a reasoned opinion on their possible effects."
- "I am unsure of any other changes as I am a visitor to Epsom and do not know about the Council's changes."
- "Due to severe back and leg problems I walk very slowly."
- "I have yet to be convinced that any of the changes that you propose will benefit me, or any other driver with disabilities."
- "This questionnaire completely disregards the issue as to why Blue Badge holders should now pay for a facility that was free. I have no choice but to pay for assistance for my shopping trips as I can only walk with assistance. This is just another discrimination against the old and vulnerable people."
- "The library at Bourne Hall are already making the people suffer by not letting people use their little cafe after taking their books back. The staff told me yesterday that they are losing a lot of control."
- "Cancel the order."

- “Not charge blue badge holders. there are not many ""perks"" to being disabled and there are many additional hidden costs that people with disabilities have to pay out for. i am unclear as to how the extra free hours parking will work.”

- “Make the first hours parking free at least.”

- “This proposed charge on Blue Badge holder's parking discriminates against the disabled. My wife and I have had to wait for months at a time for every disability benefit we are entitled to. This proposal is a disgraceful retrograde step for the disabled community in this area.

- “Abolish the proposal to charge Blue Badge holders fro parking.”

- “1 hour extra is know where near enough to help. It will take the extra hour up just getting my buggy set up, then to take a lift to get to the office to exchange my ticket, then get back into the lift to get to the shops. In busy times one can sometimes have to let a couple of lifts go, because they can be too full to fit in with my buggy. If I am shopping for clothes it will a long time and effort to get undressed and In some parts of the country a blue badge only gets 1 extra hour. For holders of the higher rate Disability Living Allowance for help getting around get free parking. It is easy for anyone who has this benefit to prove as it shows on their tax disc that they are” whenever possible we will avoid using Epsom for the main weekly shop and other services such as Brooklands Cobham High Street. If necessary we will journey to outer areas where there is adequate parking and no time limiting restrictions

do not penalise a very small percentage of residents who are disabled and cannot travel otherwise than by car The council have made it possible for disabled persons to have easy access to shops and are now proposing to charge the disabled who most probably have” I think getting disabled people to use part of their, normally, low incomes to pay for parking that is a necessity in order to allow us an independent life is simply wrong. I cannot walk to my nearest bus stop at home. I do not usually know in advance when I need to shop so route call is not really useful for me.

Don't impose this charge. Perhaps expenses for council employees could be reduced to help meet the sort fall.

- “I use shopmobility scooters to visit my GP at the Ashley Centre. I usually wait up to 30 mins for a space. I will have to pay for this if the charges go ahead. Why not make the ground floor spaces solely for shopmobility users?

- Reinststate the volunteers who ran shopmobility. The car park attendants do very well and are very helpful but they can't do two jobs at once so I often have to wait.

- “There should not be a fee charged for Blue-badge holders ensure that easy access spaces are not used by drivers who are not eligible.

- “I drive our Clients with physical and learning disabilities to Epsom in a bus. There is only the Town Hall car park that we can use, and the disabled spaces are not large enough for our vehicle. We have had tickets before when we have used the car park by the cinema, because we need more than one space.

- Give us special dispensation to park over 2 spaces

- “Not charge for car parking.

- "WE ARE SPEAKING ON BEHALF OF OUR RESIDENTS IN CUDDINGTON WARD. WE ARE VERY DISTRESSED THAT THE COUNCIL WISH TO IMPLEMENT CHARGES FOR THE DISABLED. DO THEY NOT HAVE ENOUGH PROBLEMS?. why SHOULD EPSOM CHARGE, DO YOU WISH FOR THEM TO PARK IN THE STREET CAUSING TRAFFIC PROBLEMS. THEY CAN PARK OUTSIDE THE BENTALL CENTRE IN KINGSTON FOR 2 HOURS FREE OF CHARGE, THEY CAN PARK FOR 2 HOURS FREE OF CHARGE IN WORCESTER PARK. WE AREDO NOT IMPLEMENT THE PROPOSED DISABLED PARKING CHARGES check the pavement ramps more often.

- Leave things as they are and don't change the rules for Blue Badge Disabled Parking, which after all are national rules except for some private car parks. The Council needs to do a study on disabilities - they are obviously unaware of all the forms of disablement

- "appears that you intend to eradicate parking spaces behind the Town Hall as you have only listed Hope Lodge. If this is so, it will greatly impact upon my desire to live an independent life because I park nearest to the centre of town, I am not a wheel chair user, even the lightest model is too heavy for me to lift into and out of my car. I have ambulatory difficulties but can walk for a short distance with aids. I am wAbandon this scheme and show some compassion for those less fortunate than yourselves.

- Don't do it in the first place, do not penalise the most vulnerable members of society in order to save a few pounds.

- "It will limit my time to shop as it takes time to unload and load me into the car.

- Limit the cost of parking per hour.

- Well the simple answer is to keep disabled parking free not for financial reasons but to make life easier for us disabled people who have enough problems already

- "I have answered that it is easy to get to the Ashley Centre ticket office. This is only because I am a paid member of SHOPMOBILITY and the car park attendants bring me a scooter to my car.

you haven't mentioned SHOPMOBILITY customers at all in the survey. Do I assume that we will have to pay twice from July - once for the shopmobility scheme, and then again for the parking?

- "My wife is severely disabled with very little walking ability and no use of her left arm. These disabilities have been caused by contracting Polio as a child and severe arthritis now at the age of 82. Obviously they create a very restricted life for her, having to spend most her life indoors. However, one of the features that makes her life a little more bearable is that she has a small electric scooter and achieves mobility that way. I am able to carry her and the scooter in the car and 2 or 3 times a week transport them into Epsom to do shopping and keep my wife in touch with the outside world. Needless to say she looks forward very much to these trips, meeting other people and friends, etc. However, if parking fees are introduced, as pensioners this would be a substantial drain on our finances and our shopping in Epsom would be drastically reduced. Our shopping then would be transferred to Sainsburys at Kiln Lane, where that firm has shown considerable consideration for the disabled, coupled with good business sense. No charges. I sincerely urge you to reconsider your intention to introduce parking fees for the disabled.

There is no shame in a body such as yours, changing your mind if you feel you are going in the wrong direction. On the contrary, you will earn the people's admiration for showing courage and good sense!"

- "I think it is outrageous that you are proposing to charge Blue Badge holders - a vulnerable section of the community."
- "How are we supposed to pay when we do not know how long we will be there? Therefore, the extra hour could be a bit superfluous. It sounds very complicated, especially if you are a disabled person on your own. If you have an able bodied partner with you things would probably be easier."
- "One extra thing/charge will eat into a pensioner's savings. Pensioners are the main victims of all Councils and other increases and charges. If you take away my free disabled parking, perhaps you would like to have my disability too!"
- "I would like to object to the proposed parking charges whilst shopping with my husband, who is not very mobile. Retired and on a pension, I use the shops as an outing. The cost of parking will be prohibitive to us, just can't afford it and will certainly be stopping us from shopping in Epsom. If parking costs are also at Bourne Hall we won't be able to visit there either. A great shame. State pensions went up by only £2!"
- "Closing down public toilets. Why does EBC not tackle the problem of Blue Badges instead of stopping the parking. 1. Stop people using Blue Badges when the person registered disabled is not with them! 2. Stop allowing people to park ""All-day"" on a Blue Badge for free - ""should be three hours maximum"". 3. If your car tax is exempt, because your disabled, you are severe enough to warrant three free hours parking."
- "I AM 95 YEARS OLD AND RELY ON RELATIVES TO RUN ME INTO EPSOM. WHY SHOULD THEY HAVE TO PAY ON MY BEHALF?. MY HELPERS WILL NOW HAVE TO BE ASKED TO BE TAKEN ME TO WORCESTER PARK, SUTTON OR KINGSTON WHERE I AM NOT CHARGED SO AS TO NOT HAVING TO ASK PEOPLE TO PAY. I FEEL THAT I HAVE ENOUGH PROBLEMS WITHOUT BEING PENALISED
- REVERSE THE PLANS TO INTRODUCE DISABLED PARKING CHARGES

Question 13. What actions could the Council take to minimise any problems?

No, no comment and N/A responses have been removed

Improvements in car parks

- "Site to have all possible disabled parking positions and ticket sales machines as near to the exits as possible."
- "Provide more disabled parking bays. We generally do not use the Ashley Centre as there are more times than not where all disabled spaces are in use."
- "Not do it at all. Have disabled bays in the town centre, outside M&S, so people can go to the banks and building societies and also, Waitrose and M&S and not just in 30 minutes."
- "More disabled parking bays and large notices to say about the charges/payment and length of time. Better lighting in the car parks."
- "Easy access to ticket machines."
- "Clear information on posters of the new system."
- "Put in low ticket machines for wheelchair users."
- "To ensure payment machines are accessible from wheelchair height as well as normal height."

Non disabled users using Blue Badges/ disabled parking spaces

- "Checks should be made more often on parked cars displaying disabled badges - they are being used by others quite blatantly. It is very noticeable if they are big cars, etc., that require careful parking in the smaller spaces, so they then park in the disabled bays. Also, this is at no cost!"
- "1. Monitor and tackle car Blue Badge people, ensure that the correct disabled person is present. 2. Ensure everybody using a Blue Badge has both the clock, badge and the time is set (please ensure dates are correct on badge). 3. Only allow three hours free parking. 4. Nil tax exempt, definitely free three hours parking."
- "Is it possible to carry out checks randomly on those using Blue Badges/taking up disabled spaces? Yesterday a very mobile lady in her 30s managed to get into the last space on the ground floor, although I was waiting to reverse in. She displayed a badge but clearly had no physical disabilities as she almost ran across to the lifts!"
- "People who are not disabled, parking in spaces intended for handicap people."
- "Stop vans parking in disabled spaces. This often happens at Bourne Hall and the Town Hall."
- "Target illegally used Blue Badges. A question of disabled children and adults having to pay for actions of others? Shameful."
- "Checking all disabled badge holders' credentials on arrival at the car park. Fining people who illegally use disabled spaces, if proven. Maintaining a register of regular disabled users living in the borough."
- "Ensuring the disabled spaces are only used by Blue Badge holders."

- "Concentrate more on the misuse of badges. Very often I have witnessed fit and able people using a disabled badge when on their own. Limit the time for badge users to four hours, thus discouraging commuters."
- "When non disabled car drivers use the areas designated for only Blue Badge holders, they should be fined and their car removed. Place notices up to this effect, or charge them a minimum of £5 per hour. Those cars, which don't contain Blue Badge occupants, should be charged a higher hourly rate, thus enabling the disabled with Blue Badges to park for free."
- Fine non badge holders who park in disabled bays unless they can prove that they had a badge but in a senior moment they forgot it.

Ewell

- "Alter the timing of the traffic lights at the pedestrian crossings in Ewell Village - useless to pedestrians."
- "Parking in Ewell High Street prevents the disabled from crossing, other than at the top pedestrian crossing."

Ideas about the scheme

- "Provide the one hour free at the beginning of the visit."
- "Make the first hour free."
- "It would help if the extra free hour applied to the initial half hour free reward at Bourne Hall, etc."
- "Make the first or first two hours free. Retain the number of spaces for the disabled or increase, as sometimes cannot find a space where I can open the door of my car sufficiently to get out."
- "Presentation of changes. Does your proposal mean the same as first hour free? Not if you have escalating rates. Escalating rates means that it is better to have the last hour free rather than the first, but some folk might find that a complicated concept. You might be better to offer the first two hours free as that would be easy to understand and would encourage users to limit their stay."
- "Better to have the first hour free and then pay the tariff. Change the spacing to increase the area."
- "Pre-payment scheme for disabled people in ALL car parks."
- "Make the disabled parking a standard fee, irrespective of how long you are staying."
- "If the Council is so strapped for cash suggest a small flat rate/charge of £1/£2, whatever length of stay, to be paid at the ticket office to simply bureaucratic procedures. Not sure how the system is going to work. Most people cannot be sure of their actual length of stay when suffering from physical disabilities."
- "Give all pensioners and invalids, who are badge holders, 1/2 hours free parking per visit."
- "Perhaps charge us a quarter or half of amount to collect some money in."
- "Don't lose sight that disabled people need car parks because they can't walk to shops like the rest of us. Keep list of disabled cars separate for ticket swapping, so can use ticket from machine, car number on fixed list."

- "Give THREE hours free parking, no return in two hours. Give free parking to people who have a ""nil"" band road fund tax disc."
- "Some car parks allow vehicles that have a higher rate of mobility, i.e. have the car tax paid for them, free parking."
- "Implementing your suggestions in questions 9 and 10. How about a facility of using a prepaid payment card, like an Oyster Card, instead of cash?"
- "I think the first hour should be free, not the additional hour at the end of parking. I also think that this move to charge will drive (literally) more of us to park on yellow lines causing inconvenience for many other drivers on the road. I for one will be doing this!"
- "Give Blue Badge holders a special parking card/permit so as to reduce walking backwards and forwards from the ticket machine."
- "At the very least charge half fees for disabled parking."
- Ashley Centre: Have a dedicated lift from car park level 1 to Grd floor and vice versa operated with RADAR key by disabled persons.
- "If you start to charge, have cheaper rates for badge holders."
- "To have the first hour free and then pay for extra time over the hour might be better."
- Consider supplying disabled people with a ticket so that they can go in and out without using the office, even if this is for a fee."

Comments against the introduction of charges

- "The Council should reverse the introduction of charging in car parks. If this is not possible I suggest a minimal charge of £1 per visit for Blue Badge holders."
- "Leave it as free again."
- "Go back to the present system."
- "Do not change anything to do with Blue Badge holders."
- "Cancel your outrageous plan to stop free disabled parking."
- "Resign."
- "The Council should offer free parking to the disabled."
- "Leave the disabled spaces free to users. It's bad enough being disabled without having concessions removed."
- "Keep the system as it is."
- "Leave it as it is."
- "Do not charge the disabled for parking and on a low income."
- "Rescind this cheap and nasty decisions and cut back on Council waste and inefficiency to save money."
- "Scrap the proposed charges."
- "Leave things as they are now."
- "Only charge the cars that are not tax exempt and displaying Blue Badges, like they do in Dorset."
- "Keep free parking. Disabled have problems in many areas, low pay if any."
- "Drop the charges. Disabled people have enough problems already."

- "Don't change the system. It costs very little to operate the free car park spaces and will lose the Council less money than the loss of trade on Epsom's shops."
- "Easy, cancel the whole scheme."
- "Do not charge."
- "Why don't you pick on other people or find other ways to make more money? You are obliged to assist disabled people, who have been neglected for a long time as far as access to places is concerned. To make them pay is outrageous. I for one will not shop in Ewell when this is implemented. To be able to park for free helps my finances and also enables me to access more shops. To have free parking for 2 hours and then pay after that would be a lot more thoughtful."
- "Retain the existing nil charge policy. Instruct the car park attendants at Ashley Road that they are there to serve the Council's residents, not skulk in their kiosk and treat people with the disdain they current exhibit."
- "Keep things as they are."
- "Everyone I have spoken to states this is a financial problem to them. This is the problem they want to see eliminated."
- "Abandon the charging scheme, or at least half the charges."
- "Keep the parking free for Blue Badge holders."
- "Reinstate the Blue Badge areas and stop showing greed. Maybe the Mayor's car could be a smaller, more economical vehicle and the councillors' salaries reviewed."
- "Cancel the plans to introduce parking charges."
- "Please reverse your decision!"
- "Find money by becoming more efficient elsewhere."
- "Leave it as it is."
- "Don't make the charges in the first place!"
- "Think again about these charges and scrap them!"
- "Explain why the order is being made, e.g. is the system being misused? What will the savings be? What are the alternatives?"
- "Leave things as they are. The system has worked for all this time so why change it?"
- "Reverse the decisions to charge people with mobility difficulties and tighten up the eligibility criteria of the Blue Badge in accordance with mobilise, The National Organisation for people with mobility difficulties."
- "Retain free parking for disabled drivers giving them the choice to shop in comfort and not worry about running high car park charges."
- "Do not charge for car parking."
- "Drop the charge."
- "Abolish any proposal for levying a charge on Blue Badge holders. I would also like to bring to your attention to the following fact: when attending a doctor's appointment I park in the Ashley Centre. Appointments can overrun by up to one and a half hours, for which I have no control. As the decision to charge Blue Badge holders has already been made, it saddens me to think you are now trying to justify it. Where has comparison gone?"
- "Cancel the proposed changes."
- "Revert back to no charges. Cut out Mayors car 'would help'. Stop Epsom & Ewell Borough Council waste."

- "Cancel the plan to charge."
- "Stop this ridiculous ruling."
- "Leave as it is, FREE for Blue Badge holders."
- "Keep free parking for the disabled."
- "Leave things as they are, i.e. don't fix what isn't broken."
- "Make it free, as at present, for pensioners of 85 or over."
- "Don't charge!"
- "Stop the charges."
- "The actions that the Council is taking are maximising, not in any way minimising my difficulties."
- "The Council could reverse their intention to charge disabled people for parking as we have no alternative."
- "Cancel the proposed payment charges. They will discourage me from visiting the town, which has been very convenient in the past."
- "Keep the arrangements as they are at present. Penalise/fine people who park in disabled spaces when they do NOT have a disabled badge."
- "Abandoning any proposed changes."
- "Find other ways of saving money rather than penalising disabled people. All money gained will be wasted on making parking machines accessible to all disabled users."
- "Stop introducing the charge."
- "1) Don't charge. 2) Make sure only disabled people use the spaces. 3) Increase the amount of disabled spaces on the ground floor."
- "Do not charge in the first place."
- "Leave things as they are."
- "Drop these proposals or resign."
- "Leave things as they are."
- "Provide free and easy parking."
- "1. Retain present system. 2. Provide areas for disabled parking nearer to Town Centre like park and ride. 3. Explain how the system would work at pay and display car parks."
- "Scrap the proposal."
- "Free parking."
- "Keep things as they are."
- "Stop these parking charges, disabled people in residential homes need to be escorted out by a carer who is paid to do so and this will be an added charge. Changing the system will cost money."
- "Go back to free parking for the elderly and disabled."
- "Leave the scheme alone."
- "Why change the existing system - disabled people/drivers/carers have enough problems. Get rid of the Mayor's car and his driver(s) - I bet he doesn't pay!"
- "Sack the person who thought of this idea."
- "Do not introduce the charge."
- "Everything to stay the same."
- "Not put this in operation. Not spend stupid money on a new station but spend sensibly. We don't need more shops or housing as what we already have is not filled."

- "Leave it as it is, free parking for Blue Badge holders."
- "By not charging Blue Badge people at all, and all this two or three hours or you still get a ticket. When you are on a very low income it is really not helpful - we are charged the same as a full time person in work - it's so unfair."
- "To be more understanding of our needs. I still do not understand and no-one has explained why they want to charge us."
- "Don't charge disabled people to make them struggle to get to a ticket machine. They have a disabled badge which entitles them to park anywhere providing it's not on a double yellow line or endangering traffic."
- "Abolish this move to charge."
- "Keep things as they are and have more consideration for the disabled."
- "Keep parking free."
- "If the car park is not free, I will not be using Epsom."
- "By not making disabled badge holders pay for parking at all. Disgraceful. Epsom & Ewell Council are greedy, as if we do not pay enough by paying Council Tax as residents living in the borough."
- "Do not charge disabled people for parking."
- "Drop the scheme."
- "It is impossible to 'pop' to Epsom without the free ticketing time. It takes too long to unload disabled child, wheelchair and siblings that I will end up parking on the double yellow lines."
- "To continue to provide Blue Badge Holders with free parking."
- "Think again of the revenue lost against parking fees. Old adage - if it ain't broke don't fix it."
- "No knowledge of other changes proposed so unable to give a reasoned opinion on their possible effects."
- "Just keeping to the display of the Blue Badge on the dashboard, as it is now."
- "Leave things as they are."
- Not really just give us time to do our shopping without the worry of time restraints.
"a very limited amount to live on and are now to suffer this additional burden. the only way to help me more would be to install escalators to all floors of the Ashley Centre. I assume this is too expensive.

Ashley Centre

- "Better lifts in the Ashley Centre. There are always queues for the lifts."
- "Have a lift available in the Ashley Centre when the mall is closed."
- "More lighting in the car parks. Have cameras in the car parks to make sure people do not get into difficulty."
- "If no spaces on the first floor it is impossible to get a wheelchair in the lift on busy days. Also, having to get out of the car, go to the office and then get into the lift to go to the shops is impossible. The car park office should be on the ground floor adjacent to the shops."

- "Improve the lifts in the Ashley Centre. The elderly/disabled often have to wait ages to get into a lift on the first floor, having visited the car park office because the lifts are full."
- "Make the first floor and ground floor completed for disabled users only."
- Access is fine, there are just not enough spaces in the Ashley centre. If you are going to add more spaces on the lower ground floor then you need to make a "walkway" for people to walk up to the ground floor. At present you just have to take a chance that no cars are coming down when
- In Ashley Centre, more spaces on ALL floors. can never park at weekends or when it is raining.
- "Letters or updates regularly handed to disabled people when they go to the Ashley Centre's office and other car parks. Something (I don't know what though) to make visitors clearly aware of the procedures/charges in car parks for disabled people, as each boroughs vary and it is very confusing for visitors."
- "There should be slipways from the car park to the shops or road. This is particularly so in the Ashley Centre, where the lifts are a nightmare for wheelchair users. A lot of the time some lifts are not working and those that are have long queues for them. Wheelchair users compete with mothers with buggies, housewives with shopping trolleys and old people with sticks, all who cannot use the stairs. This should be addressed as a matter of urgency."
- "Consider what level of disability a Blue Badge holder has. I am on the highest rate of care and therefore, have very low mobility and need to park near to my office. Perhaps consider only those on higher rates of care for qualification for free parking."
- "The Ashley Centre because of height - brings greater difficulty. Ticket machine specially for Blue Badge users placed on ground floor."
- "In Ashley Centre convert the bottom floor by the Playhouse into disabled parking so disabled are not compelled to use the lift."
- "Make it easier to validate ticket. Getting lift to first floor, then having to get back in lift to get to car is time consuming."
- "Regarding the Ashley Centre's ground level - if there is a bay in the centre of three and you try and reverse into it, you are almost on top of the cycle rack, which has protruding swivel handles about a foot off the floor. This is hazardous for everyone as you can be busy loading the car, or unloading, step back and damage yourself. It is also very dangerous for blind people."

General

- "I appreciate being asked to take part in this survey. However, it is a case of shutting the stable door after the horse has bolted. The decision to charge for parking has already been made so: 1) Can the decision be reversed? If not, why not? I can envisage parking on double and single lines increasing. 2) Why aren't you encouraging Blue Badge holders to park safely, easily, at no charge and off the roads? Retired disabled or those disabled and unable to work will be hit by the costs, which will have a bad effect on confidence and health."
- "Jump off the Clifton Suspension Bridge en masse."
- "Anything that cuts out too much walking."

- "Even surfaces in the car parks and ramps for wheelchairs."
 - "Could benefit with spaces in the High Street."
 - "Stopping outside actual shops would help. By the time I walk from the off road parking outside the Odeon to the High Street the half an hour is up!"
 - "If you start to charge, have cheaper rates for badge holders."
 - "To have the first hour free and then pay for extra time over the hour might be better." "Make more disabled spaces in all car parks."
- Make the spaces close to the shops and banks
- "Would it cost the Council anymore to have a disabled ticket entry at the entrance and not charging? Should be able to validate the Blue Badge on entry."
 - "1) Please ensure that all premises have disabled access which is useable. 2) Check all pedestrian areas, as some of the pavements are left in a poor state of repair for long periods of time."
 - "Give us disabled places, perhaps down in the lower bay of the Ashley Centre."
 - "I lived at Swail House for 22 years, which is about 300 yards from the High Street and I have learnt that all types of disabled people can be more independent when living close to all amenities and I think that the Government's Council policy matters would do well to take this on board as this alleviates many of the transport problems."
 - "I believe I should be allowed a Blue Badge. A. I shall be 89 years old next month. B. I suffer from AMD and am central as practically sighted. C) I am 25% disabled. I travel by bus as much as possible, but this is not good for me to travel between bus stops, which still leaves me a long way to walk to and from where I need to go. A Blue Badge would able a friend to park in a disabled bay."
 - "Improve the bus services. There should be an half hourly service on all routes, 7 days a week. If more buses ran then more people would use them. Most people can use a bus but cars can only legally be driven by a qualified driver. Reduce the number of cars and send more goods by rail. The Council could learn from their mistakes, when I was on the E&E Road Safety Committee in the 1980s, I asked the Chairman, Councillor Michael Arthur, what would happen if cars waiting for the car park extended back to Ashley Avenue? He said they would not. Why has the Council taken no steps to get Blue Badge parking spaces at the library and for the focus meeting. Let Blue Badge holders park free, the Council should remember that all Blue Badge holders over 65 were born during the war and put up with a lot to provide freedom for ALL."
 - "Before you go into print please consult with a disabled badge holder who can tell you what would be helpful. Able-bodied people have little idea about what is really helpful, quite often minor things which able-bodied might not think important but which would made the world of difference to us."
 - "This scheme, whilst intending to save the Council money, appears to need considerable outlay to implement the various measures outlined."
 - Larger disabled spaces for buses
larger spaces for buses for people with disabilities

- "which does not only relate to the inability to walk. I see further on in this survey that the Council have allocated £88,000 for disabled parking improvement5
- NONE, AS ARE THE TOWN HALL, BOURNE HALL AND EWELL VILLAGE CAR PARKS WHICH I ALSO USE.
- No I find them adequate and fit for the purpose as they are at the present time. Being disabled and retired I can choose my visiting times and I know when parking facilities are generally readily available.
- "1) Do not charge for Blue Badge parking. 2) Issues an annual
- "parking pass"" at reasonable cost, with concessions for those who would find it a hardship to pay. 3) Day pass for occasional visitors. 4) Modify Ashley Centre's car park to allow 2 meters headroom. 5) The issue of parking permits would alleviate the need to make costly modifications to the pay and display machines."

Question 14. Thinking of the car park you usually park in, what actions could the Council take to improve the facilities for Blue Badge holders?

Other, please specify.

No, no comment and N/A responses have been removed

Non disabled users using Blue Badges/ disabled spaces

- "To stop non Blue Badge holders from using the disabled spaces."
- "Stop fit young people from using illegal disabled spaces and other people's disabled Blue Badges. They occupy many spaces."
- "Be vigilant and ensure no abuse."
- "More stringent control regarding the misuse of Blue Badge bays."
- "Ensure that all people who use the disabled spaces are entitled to park there. If not they should be charged and towed away."
- "Ensuring spaces are not used by non Blue Badge holders."
- "Close monitoring to stop non-disabled occupying disabled spaces. Comparing the photograph on the Blue Badge with the user."
- "Many non-disabled people park in disabled bays, insufficient policing of these."
- "Ensure people with no Blue Badge do not park in disabled spaces."
- "Stop non Blue Badge holders using the spaces for Blue Badge holders, this happens a lot in Ewell car parks."

Lighting

- "The lighting just inside the ground floor entry point is very poor and the contrast on a sunny day can be very dazzling."
- "Improve the lighting."
- "Better lighting."
- "Better lighting and to have cameras in these."
- "Better lighting."
- "Better lighting. The disabled area as you enter the Ashley Centre is so dark that I cannot see where I am trying to walk to get to the shops."

Disabled spaces

- "Bigger disabled spaces near exits."
- "Increase the driving aisles between parking bays to allow for larger vehicles."
- "Wider spaces."
- "Enough space beside car for wheelchair transfers."
- "Ensure disabled spaces are large enough to use."

Car park office

- "If one is not on the same level as the office, one has to use the lift more frequently."

- "Would help if the pay desk was on the ground floor of the Ashley Centre, rather than the ground floor of the car park. It is very difficult to get to the pay desk when parking on other levels."
- "Generally, Ashley Centre's car park is very good indeed. Using the car park's office can be awkward if one is forced to park on say the third floor."
- "Ticket machine to issue Blue Badge exit tickets."
- "Have the office on the ground floor."
- "Close to office and verification is very difficult in Ashley Centre."
- "The first floor (ticket office) disabled spaces are frequently full. Due to lack of lifts there are problems in getting a scooter into the lift. The option is to go to the top floor and then struggle to get out of the lifts at the ticket office and then back in again. It is a bad system."
- "1. Relocate disabled space to ground floor and theatre access floor.
2. Remove the need to visit the office on each visit."
- "Office on first level is okay but the lift have to be used to go one level up to the office and then one level up again to level 2/3, etc. Also, the lifts are often full up on the ground level."
- "Consider supplying disabled people with a ticket so that they can go in and out without using the office, even if this is for a fee."
- "Present facilities are good and more disabled places would reduce the access for non disabled users."
- "Limit the number of spaces for ordinary Blue Badge holders."

Wheelchairs

- "Remove doors for wheelchair access."
- "Make the ground floor disabled parking only for those loaning wheelchairs. It is very inconvenient to leave an elderly person on a high floor and go to the ground floor for a wheelchair."
- "Wheelchair users should be treated differently to others who are more mobile. Limit times on free parking to 3/4 hours."

Positive

- "Facilities at Ashley Centre good."
- "I feel the Ashley Centre is a good car park for all people."

Signs

- "A lot of car parks have very faded signs on the ground and therefore are not always available to us."
- "Better signs to Ashley Centre car park. I have been asked by a visitor where the entrance to the car park is."
- "At Ashley Centre many drivers ignore the large sign and stop blocking the crossing. More signs required."

Against charging

- "None of these will better my circumstances - the main issue is financial impact if you introduce fees."
- "Don't charge."
- "Keep free, just improve lifts which are inadequate and often not all working."

- "The facilities already existing in the Ashley Centre and Bourne Hall I find adequate for my needs. I can see no justification for added expense incurred to facilitate the majority of Blue Badge holders."
- "Keep it free as before."
- "Reinstate!"
- "Leave them alone."
- "We do not feel there is need to change, only to maintain the present car parks and give the elderly and disabled this free facility."
- "Not if they are going to ask me to pay for these improvements."
- "Leave as it is with free parking."
- "Retain the existing nil charge policy. Instruct the car park attendants at Ashley Road that they are there to serve the Council's residents, not skulk in their kiosk or treat people with disdain."
- "Allow Blue Badge holders to have 3 hours free parking, as they are entitled to, on our roads."

Other

- "Warning when there is a safety alarm practice, give one a sign when approaching the Ashley Centre of the approximate time when the car parking will reopen."
- "Issue of parking permits and a day pass for occasional visitors."
- "Always near toilets."
- "Easy access to the toilets, i.e. close to entrance/exit."

**Question 21. Do you find the signs in our car parks clear enough?
Please specify improvements needed.**

No, no comment and N/A responses have been removed

Directions to spaces

- "Give directions to let us know where the bays are located."
- "Needs more information on where the disabled places are."
- "Easier information about where the disabled spaces are in the car parks and whether any changes have been made or not, as they all vary."
- "More directions to disabled bays."
- "No information on entry to the Ashley Centre about where disabled spaces can be found - no signage."
- "No signs as to where spaces are."
- "To tell me where the disabled parking is, also to let me know is there are any available on each floor."
- "To show where disabled spaces are."
- "As you enter the car park there should be a clear indication as to where the disabled spaces are located."
- "Need of some system to indicate 'vacant' space locations."
- "In the High Street car parks and disabled spaces are dotted around therefore, signs with arrows to guide to where to go for the space would be helpful."
- "Clear signs showing disabled parking, other than on road surfaces."

Look of the signs

- "Need to have sharper images and clearer information."
- "Don't seem to see that many. Bigger print would help on notices, in order to see from further away."
- "Can't read the small writing."
- "Needs to be larger."
- "Very poor for the partially sighted. Consult with Seeability for the most suitable signage mediums."
- "More of them and bigger."
- "Some Blue Badge holders are visually impaired and if it is dark it is difficult to see."
- "Too small to see from the car window."
- "Easier to see and more of them. More detailed instructions, especially in Ashley Centre. Also, the location of the disabled toilets."
- "Stronger colours and lighting."
- "Make bigger and brighter."
- "Need to be larger font and dedicated signage, i.e. colour coded so that I can read it on the move."
- "The signs could be a lot plainer and a little bigger."

Blue badge rules

- "Use of the Blue Badge and ticket exchange needs more clarification, even if implementing your suggestions in questions 9 and 10."

- "In the Ashley Centre it is really unclear, i.e. the procedure to follow for Blue Badge holders. The signs are few and far between too, so on my first visit to the centre I got the system all wrong."
- "I know the system, but I know other people who think that you have to put the badge back with the clock after identifying yourself at the office, which is tiresome. Also, it's not clear about parking in a non disabled spot."
- "Clearer and larger signs relating to disabled parking rules, especially Bourne Hall."

General

- "Direction arrows should be clear - on the lanes. They can be very faint, or not continuous. Speed limits should be shown and honoured."
- "Not clear enough."
- "More signs needed."
- "Show larger signs and keep them all together."
- "At Bourne Hall the one way indicators need to be clearer as cars often go the wrong way."
- "Suggest some Blue Badge signs are installed to show and be seen at a greater height. It is easier to locate a sign above CAA level."
- "At the front of the Ashley Centre's car park."
- "Exit signs need to be more outstanding."
- "Either are not clear enough or can never see them until it's too late."
- "The paint is wearing off."
- "Bigger signs."
- "Larger signs telling of the punishment for misuse of disabled car parking spaces."

Other

- "The way cars move around (the flow) is too messy - it should be one way only. Some cars go round the wrong way for short cut to exits."
- "More spaces for walkers near the office in Ashley Centre car park. Also drop off points/pick up point near office."
- "We understood that the cardholder could only get the ticket at present."
- "How do you obtain free parking in the Ashley Centre after 6 p.m."
- "Since the changes to the Ashley Centre, there is complete confusion as to the direction of movement and priority direction of travel."
- "Ashley centre is confusing and too dark."

Question 26. Are there any other ways in which we can physically improve your access to the car parks?

No, no comment and N/A responses have been removed

Pedestrian crossing in the Ashley Centre

- "Make a pedestrian crossing at Ashley Centre Car Park. Also, needs to be level as it is slightly downhill at the start, which can be difficult to negotiate."
- "The first floor office is difficult to access as the shops are on the ground floor and the lifts have to be used twice, if no space on the first floor. ALL tickets should be available from the machine, or display the Blue Badge or paid tickets, like in the NCP. Get rid of the banner. The first floor's walkway across the car park's entrance is very dangerous as cars often stop on the crossing. It is safer to park on the higher levels."
- "Put pedestrian crossings where they can be seen easily."
- "Stop people speeding up the access roads to the car park and not stopping on the crossing. I can think of nothing else."

Non disabled users using a Blue Badge/ disabled spaces

- "Tighter investigation into non-disabled people using disabled spaces."
- "Please do not stop Blue Badge free parking, tackle the problem and stop those abusing the system by you, EBC allowing people to park all day. You make the system fail."

Comments against the introduction of charges

- "Take note - no charges and look after your disabled residents and voters! Take at least a 5% reduction in the councillors' allowances!"
- "I cannot believe that Epsom & Ewell Council could even consider this penny pinching manner to increase their coffers. Disabled people need all the help they can get, from physical to financial. They are not in the high income bracket. It is obvious that the person who instigated this unmitigated stupidity is not disabled. Cut out the Mayor's limo and chauffeur and leave the parking as it is. How unutterably mean. Am sure the national press would love a story like this."
- "Make it free."
- "Leave it as it is."
- "No charge, it's a disgrace."
- "Stop trying to make money out of people who have no options such as buses or feet. For the past twenty years that I have lived in Epsom, I have supported the Residents Association's control of the Council. This issue of parking charges for the disabled has, in one go, removed my support forever. This questionnaire is a disgrace. It is designed to give the appearance of consultation but does not ask the fundamental question - "should we introduce payment for disabled parking?" The answer to which would be a resounding NO."
- "I can't see why there is a need to charge disabled drivers."
- "Free car parking."
- "What a mean Council Epsom & Ewell have become. Even holiday resorts, who have charged the disabled for years (probably because families

without disabled persons on board borrow grandma's Blue Badge when on holiday) allow Blue Badge holders with ""nil"" rated road fund licences to park for 3 hours free. We will really think twice before coming to Epsom in future."

- "If charges are imposed our visits to Epsom will be reduced and will shop locally. Being pensioners any additional expenditure to the shopping basket must be considered."
- "I would suggest that residents of the borough are issued with a free parking pass (as per Richmond on Thames). Overall it would appear that it can be challenged. Lincolnshire Council abandoned plans under threat of a judicial review."
- "No but I will be going elsewhere if these charges are imposed. I object to you going for an easy target, particularly to those who pay Council Tax to you. I feel the title 'residents association' totally misleading and not what I expected when I moved into the borough."
- "All this is about the Council getting more money for less service."
- "I don't want to trade superficial improvements for paying for essential parking. I have no choice but to use my car to access town - charges will reduce my access and no amount of signage and intercoms can make up for that."
- "By not charging - FULL STOP."
- "Leave things as they are."

Lighting

- "The lighting just inside the ground floor entry point is very poor and the contrast on a sunny day can be very dazzling."
- "The lighting at the entry to Ashley Centre's car park is still poor. I understand that there was one serious accident there sometime ago. When entering from bright sunlight it is quite difficult to see people crossing."

Ideas

- "If we have to pay please introduce a pre-payment scheme."
- "If it were possible a special lane in the access road for disabled people."
- "Some form of season ticket scheme to avoid a mandatory visit to a ticket machine or car park office on every entry would most certainly be beneficial. Every additional reason to make another call aids very much to the problems of the disabled - the fewer the better."

Lifts in the Ashley Centre

- "Make the lifts in the Ashley Centre better. At the moment when waiting for a lift you have no idea where they are, especially if you are parked on level 2 or 3 and have to come down to level 1 to validate your disabled badge ticket."
- "Better lifts in the Ashley Centre - very important."
- "When using the scooter, especially in winter or when the weather is bad, it is necessary to go outdoors to access the office on the first floor. The alternative is to use the lifts, which upsets a lot of people, especially during the rush hours of shopping. It is also dangerous with the trolleys and some

very incompetent trolley pushers and disabled scooter drivers. It is not a good mix in a lift."

- "Have lifts available at all times."
- "Maintain the lifts properly."
- "Blue Badge parking on the top floor would allow us to use the lift, which arrive full by the time they arrive on the ground floor."
- "The lifts do not function when the centre is closed. The stairs are not possible and walking down the slopes between levels is hazardous. Not all disabled people are passengers who can be dropped off before parking, some are themselves the drivers."
- "Get the lifts fixed. They always (very often) seem to have broken down causing big queues. This causes aggro between the public as they are not keen to give their places up to the disabled after a long wait. Apart from that the car park at the Ashley Centre works well - you have some good staff. Please don't bring in the charging as it will affect many vulnerable people who just want a quiet life. Get rid of the 'fake' Blue Badge holders - somehow."
- "An escalator from the Ashley Centre to the first floor access to the car park. Lifts are often very busy. Obviously this suggestion is better for people who walk with a stick."
- "Better lifts in Ashley Centre. Struggle to get in with more than one wheelchair and a buggy."
- "The lifts at the Ashley Centre."
- "Step free access routes. More lifts in Ashley Centre."
- "To ensure that all the lifts are in working order."
- "Maybe a wheelchair access path from the first floor to around the back of the offices to access the ground floor's shops at the rear entrance, especially if there is no longer free parking. Waiting for the lift can take up to 30 minutes."

Barriers in the Ashley Centre

- "I have trouble at the barrier in the Ashley Centre, as my disability means I cannot use my right arm/hand. This proves difficult when reaching out for a ticket."
- "Do away with the barriers."

The money allocated to improve disabled facilities

- "Without doubt spending £88,000 in other areas for the disabled. Why on earth should you not keep FREE parking spaces for the disabled people and have the spaces as near as possible to the office, or be able to pay in advance at the barriers. For more cash for the disabled have a lower pay for the Council's top earners. This would release a great deal for the benefit of those already disabled."
- "No. Please use the proposed £88,000, which you have allocated for unnecessary improvements, so that we can continue to have our free parking. It is an absolute bonus for the elderly and disabled."

Amount and location of disabled spaces

- "The main issue is the need for more disabled parking spaces near to car park exits, lifts, shops, restaurants, etc. Access and the ability to maintain as full and active life as possible is vital."
- "More disabled bays free of charge."
- "Yes, you will help by adding more disabled spaces at the Ashley Centre on the ground and second floor. I regularly go to the fifth floor and then have to come down to the first floor to change my ticket. Also, more spaces at Bourne Hall please."
- "We need more spaces on the ground floor, as sometimes we have to drive round and round for a parking space."
- "Visiting Epsom Playhouse in the evening is often difficult. I would like to see lots more bays on the lowest level, perhaps available after 6p.m., if during office hours is a problem."
- "Ashley centre's first floor disabled parking - not good having to bring the client back in the car park to pick up the ticket from the parking office."
- "I find the ramps difficult. Sometimes I think you should have more disabled spaces in the centre."
- "Make spaces on the ground floor of the Ashley Centre only for those loaning wheelchairs. If all the spaces are taken by non wheelchair users it is extremely inconvenient to have to leave an elderly relative on the high levels, get the lift to the ground floor to get a wheelchair and then wait for the lift to go back up. This has to be repeated on return. If I had to pay for parking I would be extremely annoyed at having to pay for the time wasted in doing this."
- "I assume 'Hope Lodge' refers to the Town Hall car park which is short of disabled bays."
- "Have disabled bays as close to lifts and meters as possible."
- "There appears to be people with Blue Badges parking on ground floor of Ashley Centre when I seek a place at 9 a.m. on Saturday morning?"
- "Ensure minimum walking from parking bay to shops, etc
- "Extra disabled parking on Floor 2 and above would be more helpful with shopping trolleys as they are more easily accessed from the lifts. Ground and lower ground floors pose problems with access if you have a trolley."
- "More ground floor parking."
- "Larger bays."
- "A leaflet showing the position of the disabled places in all car parks so that one knows where to go to."
- "To tell me where the disabled parking is, also to let me know if there are any available on each floor."

Access getting in the Ashley Centre

- "Entering the car park the light is very bad and so you can't always see people on the crossing. It is very dark coming in from the light."
- "Access from the lower car park to Ashley Centre is a bit dangerous because of the slope and cars coming down and slippery when wet."

Positive

- "I mostly park in Ashley Centre. Happy with the current parking system and lifts to the shops."
- "Access is adequate."
- "Thank you, everything is fine. It's good you are providing more disabled spaces because sometimes it's difficult to find a space. Today I parked on the second floor and got the lift down to get my scooter."
- "Satisfied with present arrangements."
- "I find access fine, just so sorry we will be loosing free parking."
- "Access to the car parks is fine. More spaces on the ground or lower levels would be helpful. Do not impose charges on the disabled and those less advantaged, as many who are in this position have lower incomes or are unable to work."

General

- "Provide ticket machines in all car parks by the disabled spaces. My son's safety is at risk by me having to walk to a ticket machine for a pay and display ticket and back to the car before leaving the car park. He runs out and it is difficult to control him when trying to pay for a ticket."
- "Mark lanes, i.e. direction arrows and speed limits, clearly."
- "1) Make sure that all dropped kerbs are properly dropped and not just by 2 inches. 2) That vehicles that totally or partially block these opening are fined. 3) That all cars entering Ashley Road obey the signs relating to NOT parking across the pedestrian crossing."
- "Better door accesses for disabled people in wheelchairs."
- "Entry and exit from the two disabled spaces in the Ewell Cheam Road is difficult. They would be better placed on the opposite side."
- "Please make sure we have access."
- "I can't carry very heavy bags but I prefer to have a small trolley."
- "Pavement for wheelchair use alongside the drive-in entrance to Ashley Centre car park."
- "I have difficulty walking - not in a wheelchair - so I need to be near the shops. I can cope with the present arrangements."
- "Depot Road car park in particular, due to poor drainage, flooded (near road) after days of heavy rain. This makes matters uncomfortable, wet feet."
- "Make it possible to get to the Post Office."
- "Do away with humps in car parks. It is bad enough on the roads but going over metal humps causes more damage and pain to me even when I am driving very slowly."
- "Comment - This consultation should have taken place before the Council announced charges for Blue Badge holders. The whole issue has been handled very badly and the decision has already been made. Blue Badge holders are often the most vulnerable people in the community."
- "Make height restrictions above 2.2m so that I can get in. Make one car park, accessible, just for disabled users."
- "Better signs in Ewell."
- "Inadequate parking spaces in Rainbow Centre, often used by vans, etc., when work is being done in the centre. On occasions I have not been

able to attend my yoga class, as there are no spaces available and Hook Road is too far away to walk from there."

- "Move the bays in the depot car parks to nearer the High Street's exit. The passageway from the car park to the High Street is very dangerous for people to walk along. I myself had a very bad fall in this passageway due to the bad state of the surface."
- "More consideration, explanation and courtesy to be shown by staff. I am always made to feel inferior and thick, which I am not! This applies to the many staff at Ashley Centre's car park."
- "Car parks need to be checked regularly for potholes and uneven pavements."
- "It is fine for me but others might feel differently. I am all at sea in car parks other than the one at the Ashley Centre. What if we all decided to park on yellow lines? It would slow the traffic, which is already congested. I know people who come from outside Epsom to the Ashley Centre to shop because of the present disabled facilities." "You make provision for this with general Blue Badges and intend to make provision for those in wheelchairs, but what about provision for those, like me, who have to use crutches to get around, am in constant, severe pain and cannot stand for more than a few seconds in one place before my knees lock and I suffer excruciating pain getting them unlocked and moving again? Could wheelchair provision include those on the highest mobility level."
- "Forms, forms, forms - the plague of my life. I started and gave up! I seldom use my Blue Badge. I do not own or drive a car and 90% of my appointments to the hospitals, clinics, surgery, etc., or food shopping at Sainsburys or in Epsom, I use the wonderful Route Call. However, I still need my Blue Badge as I am registered with SAVI and still need medical attention for wounds received in Belgium in 1940."

Letters

"This letter is regarding the proposed charging of Blue Badge holders in Epsom's Ashley Centre. Have you recently had someone join your team with the express instructions to raise parking revenues? Whoever it is must have thought that it would be easy to "hit" the disabled, rather than look elsewhere. After all they are tied into the system and will find it hard to go elsewhere for their shopping. I will certainly try if charging is started. You say you want to improve facilities for the disabled so why is nothing done about the lifts in the centre? You obviously have no regards for the disabled as you are going to make them take a ticket when they arrive, and then go back to the office to pay before they exit. That in itself is very hard for some people. Is the real problem the illegal use of Blue Badges? Surely, it would be easier to control their use better, rather than make handicapped and disabled adults and children pay for this shortfall. I think the Council will be thought of as exceptionally mean if they start charging the disabled."

"I refer to your letter inviting comments on the proposal to shortly start charging the disabled for parking. Initially I would like to detail the fact that I am particularly well qualified to comment because of my experience. I was a Chartered Engineer in various senior positions with Kingston Council from its creation in 1965, until I took early retirement in 1990. For most of this time I was responsible, inter alia, for both the design and control of both off street and on street parking. I later worked as a consultant advising, among others, Elmbridge Council on parking. During this time I frequently used the argument that disability did not signify an inability to pay. However, my main concern was the significant amount of cheating that took place. You will be well aware of this problem, which I now believe is worse than in my day, the use of clearly able bodied drivers and passengers with "aunty's" Blue Badge. The Council loses a considerable amount of income from this, which if eradicated, might well have removed the need for the current charging proposals, as well as freeing many of the reserved, prime spaces. It is of course quite interesting that I am now a Blue Badge holder myself, so that I am seeing things from a different angle. My view on ability to pay has not changed and I am still therefore willing to pay. I personally see examples of cheating everyday. What is more now obvious is one's slowness and you have addressed this by granting a free extra hour. Although I live quite near and I used to walk for the exercise and economy, I am too far from any bus stop to use buses and now far too far to walk. Hence I have to drive. Returning to the cheating, our parking control was through the Police. They were unwilling to take action because of developing an unfriendly public image. I pleaded with the various disabled associations to ask for this, but unfortunately too many of their members objected. In the current climate, I do not think this would now be the case. If Blue Badge holders knew that they could still park free, but than anyone breaking the regulations would be

pursued I feel this would be acceptable. Enforcement would not be difficult because of the photo on the badge and in my experience some publicity together with an occasional blitz would be effective. It would probably be too much and possibly not legal, to cancel the badge, but a carefully worded letter, as well as a fixed penalty ticket would quickly and effectively largely clear the problem. It simply needs a determined approach, particularly for the first few weeks/months."

"I am in receipt of your letter of the 29 April regarding the changes to car parking in Epsom and Ewell. Having read it, I fail to comprehend the basis of your reasons for charging Blue Badge holders for parking in your car parks. I assume that you propose to impose these charges, in order to reduce your budget deficit? However, I cannot believe that the income from disabled people's parking would contribute substantially to swelling the Council's coffers. It is interesting that you have not included in your letter the reason for imposing these charges, nor any figures to support your argument. You call your letter a ""consultation."" In reality it is not a consultation but a fair accompli. You have already decided to introduce charges. In fact the document is nothing but a shameful pretext to introduce charges by including what purports to be a questionnaire. Whether one is able to walk as far as the ticket machine is neither here nor there in the context of the loss of free parking. Surely there are other areas under your jurisdiction where adjustment could be made if you are really so short of income? You mention special funds to improve facilities, but these improvements are of little value if people cannot afford to park. What you do not appear to have taken into consideration is the fact that disabled people do not have a choice as to whether or not to use their cars. Being disabled, we have difficulty in walking, cannot carry shopping and have to park within easy reach of our destination. We are therefore, placed at a disadvantage in relation to other members of the public, who do not have a choice. It is my considered opinion that you should revise your plans and reverse your decision to impose charges. I urge you to take account of the burden you are imposing some of the most vulnerable members of our society in order to gain a small additional income for your coffers."

"I am a carer for a Blue Badge holder and as such I feel I need to add my comments to the consultation. We use the Ashley Centre's car park at least twice a week. Although it enables Blue Badge holders the facility to park free, there are a number of issues with the current system. In order to exchange an issued ticket for a free parking one, it is necessary for the badge holder to present themselves to the security office together with Blue Badge - to prove their valid use? If you are fortunate enough to ""bag a space"" on the first floor, this is reasonable. However, most of the time there are no spaces on this floor, so the search of other floors for vacant invalid parking means a two stop process to gain a ticket to park for free. 1) Moving from the parking space via a lift to the first floor. 2) Go to the security office to prove identity and exchange the issued ticket for a free parking one. 3) Finally gaining the shopping floor to the Ashley Centre precinct again via a lift. If we cannot find space on the first floor, the subsequent rigmarole (points 1 to 3 previously listed) is usually too much effort for my wife and we just pay for parking in the

normal way. Perhaps it would be appropriate to have all the ground and first floor parking spaces for Blue Badge only use, with possible time constraints, as with road parking. This would enable all users a fair crack of the whip regarding essential parking, which enables Blue Badge holders the use of all facilities with minimum of further angst and disruption to their already difficult lives. The danger of using the crossing by the vehicular entrance to the car park - there is a crossing market but many drivers, in their rush to get in, crowd the vehicle in front and block the crossing. This has happened to us and others on many occasions. The ""stop"" notice on the left of the entrance has little effect on the drivers' habits of bumper to bumper queuing. I hope that all the aforementioned is helpful. There are problems with the current system. Charging would not generate huge revenues, but slight alterations to use would benefit many."

"Thank you for your communication regarding the intention to charge Blue Badge holders for parking in the Council's car parks. We have tried to make clients aware of the survey your are carrying out. We have consulted several clients who have Blue Badges to ask their view. Some clients are very upset by the proposals and feel that the elderly and disabled are being singled out by the Council and that their benefits are being reduced. Other clients believe that the practice of charging is fair and that the use of the Blue Badges is often abused. All the clients that we spoke to were most concerned that there should be easy access to the pay and display machines including people in wheelchairs and that there should be sufficient disabled spaces in a convenient place in the car parks. We would ask for the following: 1) That disabled badge holders should be fully consulted before any charges are introduced. 2) That if charges are brought in Blue Badge holders should be individually informed of the changes to avoid any possible parking tickets for non payment. 3) That ticket machines are easily accessible to disabled and elderly people and that there are sufficient well situated disabled spaces in all the car parks and that the spaces in the Ashley Centre are as close to the ticket office as possible. 4) For clarification, that the last hour of parking is free as there seems some confusion from local newspaper articles that it is the second hour that is free. Presumably in the Ashley Centre when people return to the ticket office to pay one hour will be deducted from the total charge, if they have been there for more than two hours. We should like to be kept informed as to the outcome of the survey and the Focus Group.

Yours faithfully,
Louise Laudy,
Chief Officer of Age Concern,
Epsom & Ewell."