

City of York Council

Healthy Places – Right to Challenge Car Parking Price Consultation

Heworth Survey Findings

Reference: 313147-00

Final | 26 May 2026



This report takes into account the particular instructions and requirements of our client. It is not intended for and should not be relied upon by any third party and no responsibility is undertaken to any third party.

Job number 313147-00

Ove Arup & Partners Limited
12 Wellington Place
Leeds
LS1 4AP
United Kingdom
arup.com

Contents

1.	Introduction	1
1.1	Purpose and background	1
1.2	Report structure	1
2.	Local context	2
2.1	Introduction	2
2.2	Study area	2
2.3	Parking provision	3
3.	Consultation method	5
3.1	Background	5
3.2	Survey period	5
3.3	Survey methods	5
3.4	Survey questions	5
3.5	Drop-in session	5
4.	Survey findings	6
4.1	Introduction	6
4.2	Understanding the survey sample	6
4.3	Impact to business owners/managers	8
4.4	Impact to residents/visitors	11
4.5	Summary of drop-in session findings	18
5.	Summary	19
5.1	Responses from business owners	19
5.2	Responses from residents / visitors	19
5.3	Summary of policy suggestions	20

Tables

Table 2-1	Summary of parking provision in the Heworth area	3
Table 2-2	Summary of daytime short stay parking charge increases – Monday to Sunday	4
Table 4-1	Demographic comparison between survey sample and Yorkshire and the Humber population (2021 Census)	6

Figures

Figure 2-1	Heworth study area	2
Figure 4-1	Types businesses owned/managed by respondents (Q3)	8
Figure 4-2	Changes in customer spending since April 2025 price increases (Q4)	9
Figure 4-3	The impact of April 25 parking charge increases in being able to park or take deliveries (Q5)	9
Figure 4-4	Business owner key themes when considering York’s Transport Strategy (Q12)	10
Figure 4-5	Trip frequency of residents driving to and parking in Heworth (Q6)	11
Figure 4-6	Residents reason for travelling via car (Q7)	12

Figure 4-7 Resident parking habit changes since the April 25 price increases (Q9)	13
Figure 4-8 Trip frequency post April 25 price increases (Q11)	13
Figure 4-9 Type of parking space accessed by residents in Heworth (Q8)	14
Figure 4-10 Distance residents are willing to travel from their destination for cheaper or free parking (Q10)	15
Figure 4-11 Residents key themes when considering York’s Transport Strategy (Q12)	15
Figure 4-12 Sub themes of theme 1: reduce parking charges (Q12)	16
Figure 4-13 Sub themes of theme 3: improve public transport (Q12)	17

Appendices

Appendix A	A-1
Heworth Parking Charges (pre and post April 2025)	A-1
A.1 East Parade Car Park charges – January 2025	A-2
A.2 East Parade Car Park charges– April 2025	A-2
Appendix B	B-1
Right to Challenge Car Parking Price Consultation Survey	B-1

1. Introduction

1.1 Purpose and background

Ove Arup and Partners Ltd (Arup) have been commissioned by City of York Council (CYC) to undertake an independent review of car parking charges in four areas of the city, namely Bishopthorpe Road, Micklegate, The Groves, and Heworth. Following the Council's decision to increase charges in April 2025 for local, council owned car parking, traders and residents in Bishopthorpe Road, Micklegate and The Groves have initiated a challenge to parking charges through The Right to Challenge Parking Policies Statutory Guidance under the Traffic Management Act 2004. Separately, traders in Heworth have raised a petition against the proposed increases in car parking charges.

Acting as an independent voice, Arup's role has been to lead a consultation exercise (which ran from 17th December 2025 to 27th February 2026) and provide CYC with unbiased findings, reflecting the needs and concerns of local residents, traders, and the wider community. This report presents the findings of the consultation for the Heworth area (separate reports have been prepared for the other three areas mentioned). Feedback during the consultation was obtained from the following:

- An online survey
- Drop-in sessions for members of the public

The findings presented in this report will support CYC in making a decision on the issue. On completion of the review, the Council will publish the findings from the independent review and details of when it will be considered. The outcome of the decision will be published via the council website.

1.2 Report structure

- Section 2 includes the local context for the Heworth area
- Section 3 provides details of the survey
- Section 4 presents the findings of the consultation for business owners/managers and residents/visitors
- Section 5 summarises the headline findings

2. Local context

2.1 Introduction

This section provides an overview of the study area, highlighting the area in Heworth affected by the parking charge increases, and details of the increases implemented.

2.2 Study area

The Heworth study area is located about 1 mile northeast of the city centre. Heworth is a residential suburb, comprising of a mixture of terraced houses along East Parade, semi-detached houses on Stockton Lane and modern suburban development in Heworth Without. There is a range of local amenities available including gyms, pubs, and cafes. Section 4.3.1 provides details of the types of businesses owned/managed by respondents to the survey.

Figure 2-1 shows the boundary of the Heworth study area, highlighting the parking provision, including CYC-owned parking affected by the price increases.

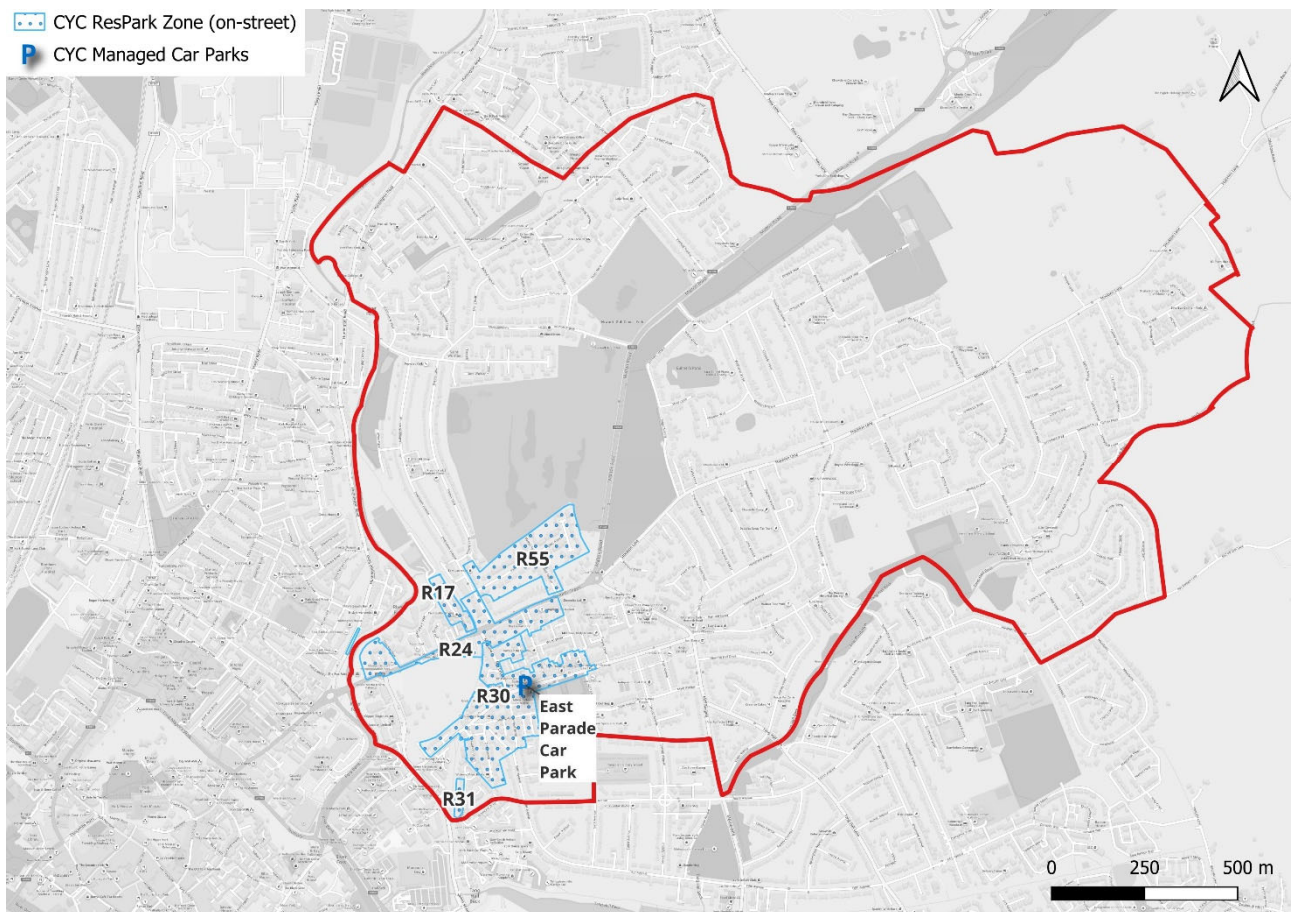


Figure 2-1 Heworth study area

2.3 Parking provision

As shown in Figure 2-1, parking provision in Heworth is comprised primarily of unregulated on-street parking, with on-street resident permit parking also available. Table 2-1 below summarises the provision at key locations.

Table 2-1 Summary of parking provision in the Heworth area

Parking location	Managed by CYC	Spaces	Further details
East Parade Car Park	Yes	14	Open 24-hours. Charges apply from 8.00am to 18:00. Charges apply every day including Sundays and Bank Holidays. Parking for more than 2 hours is only permitted after 15:00
R17 Hyrst Grove	Yes	~10	Residents are entitled to unlimited parking if they possess a proof of residency permit which will allow them to purchase visitor parking permits (up to 200 per 365 days). Businesses are not entitled to visitor permits but can apply for a business permit if specific requirements are met. Up to 10 minutes of parking available for people not a part of the residents' priority parking scheme (Outer ResPark) between 08:00 and 20:00
R24 Heworth	Yes	Limited on-street parking available	Residents are entitled to unlimited parking if they possess a proof of residency permit which will allow them to purchase visitor parking permits (up to 200 per 365 days). Businesses are not entitled to visitor permits but can apply for a business permit if specific requirements are met. Up to 1 hour of parking available for people not a part of the residents' priority parking scheme (Outer ResPark) between 08:00 and 20:00
R30 Layerthorpe	Yes	~100	Residents are entitled to unlimited parking if they possess a proof of residency permit which will allow them to purchase visitor parking permits (up to 200 per 365 days). Businesses are not entitled to visitor permits but can apply for a business permit if specific requirements are met. A mixture of up to 10 minutes or up to 1 hour of parking available for people not a part of the residents' priority parking scheme (Outer ResPark) between 08:00 and 20:00
R31 Richmond Street	Yes	~20	Residents are entitled to unlimited parking if they possess a proof of residency permit which will allow them to purchase visitor parking permits (up to 200 per 365 days). Businesses are not entitled to visitor permits but can apply for a business permit if specific requirements are met. Up to 10 minutes of parking available for people not a part of the residents' priority parking scheme (Outer ResPark) between 08:00 and 20:00
R55 Malton Irwin Avenue	Yes	Limited on-street parking available	Residents are entitled to unlimited parking if they possess a proof of residency permit which will allow them to purchase visitor parking permits (up to 200 per 365 days). Businesses are not entitled to visitor permits but can apply for a business permit if specific requirements are met. Permit holders only

In April 2025, CYC introduced a new price framework for local, council owned car parking (see Table 2-1 and Figure 2-1 for parking affected in the Heworth area). This resulted in increased charges for both short and long stay visits (mostly affecting daytime parking). Table 2-2 below summarises the increases for daytime (before 18:00) short stay parking, for up to 30 minutes, up to one hour and up to two hours for East Parade Car Park. This highlights that price changes range from a decrease of 3%, to an increase of 173% in this area. Up to 30 minute provision is no longer available. A full breakdown of the price increases can be found in Appendix A.

Table 2-2 Summary of daytime short stay parking charge increases – Monday to Sunday

Location	Duration	Pre April 2025	Post April 2025	Change
East Parade Car Park	Up to 30 minutes	£0.50	N/A	N/A
-	Up to 1 hour	£1.10	£3.00	+1.90
-	Up to 2 hours	£6.20	£6.00	-£0.20

3. Consultation method

3.1 Background

A survey for online and in-person distribution was created by Arup in collaboration with CYC, to gain insight into the impacts the increases in parking charges have had on local businesses, residents and visitors in four areas of the city, including Bishopthorpe Road, Micklegate, The Groves, and Heworth. This report presents the findings of the consultation for the Heworth area (separate reports have been prepared for the other three areas mentioned).

3.2 Survey period

The survey period commenced on the 17th of December 2025 and closed on the 27th of February 2026.

3.3 Survey methods

An online survey was launched on the CYC Citizen Space platform on the 17th of December 2025 and was live until 27th of February 2026. Physical paper copies of the survey were distributed to identified businesses, community hubs and libraries within the four study areas, with these locations identified through engagement with local community groups and organisations.

Easy-read versions of this survey were also distributed to libraries and community centres within the study areas. These were produced to ensure the consultation was accessible to people with learning disabilities and others who may find standard written materials difficult to understand. The Easy Read surveys were developed by adapting the standard consultation questionnaire into an Easy Read format, using plain language, simplified sentence structures, clear layout, and supporting images, while retaining the core intent of the original questions. The design of the Easy Read version was undertaken by Easy Read UK¹ and it aligns with CYC's Accessible Communications Standards²².

3.4 Survey questions

The survey consists of twelve questions and is split into two sections. The first section was answered by business owners only, and the latter by residents and visitors. Both groups answered the final question regarding York's Local Transport Strategy, and what actions they would like to see in response to the challenge over car parking charge increases.

The survey is comprised of open text and multiple-choice questions, covering topics such as changes to parking habits pre and post price increase, visits to local businesses and services and patterns of spending within defined study areas. The full set of survey questions can be found in Appendix B.

3.5 Drop-in session

Additionally, a drop-in session for business owners/managers and residents/visitors was held in the Tang Hall Explore Library on the 24th of March 2026. Attendees were able to share their views upon parking charges and suggestions to improve parking in their local area.

¹ Easy Read UK help organisations and businesses create accessible documents for people who have difficulty accessing standard written information

² City of York Council's Accessible Communication Standards can be found here: <https://www.york.gov.uk/downloads/download/231/accessible-communication-standards-easy-read>

4. Survey findings

4.1 Introduction

This section presents the findings of the survey for the Heworth area only. Reports for the three other study areas (Micklegate, Bishopthorpe Road and The Groves) have been prepared separately but using the same structure.

A review of the survey sample is provided in Section 4.2. Findings of the survey are presented in Section 4.3 and Section 4.4 for business owners/managers and residents/visitors respectively. Section 4.5 summarises the findings of the drop-in session.

4.2 Understanding the survey sample

This section provides an overview of how many people participated in the survey, and insights into how applicable the findings are to the local population.

4.2.1 Sample size

A total of 53 people responded to the survey from the Heworth area, 6 of which were business owners, and 47 of which were residents or visitors.

4.2.2 Survey sample characteristics

This sub-section examines how representative the sample is across Heworth. Checking whether there are any significant differences between the survey's sampled population and the local population across the wider Yorkshire and the Humber region provides an understanding of how responses may be skewed towards certain demographic characteristics.

Table 4-1 compares the survey sample demographics against the wider Yorkshire and the Humber across age, gender and disability status. The key demographic variables analysed include age, gender, and disability status. The local population comparison sample was compiled using 2021 ONS census data for Yorkshire and the Humber.

For resident disability status, the survey sample seems to be under representative of those who do not consider themselves disabled. The survey sample has an overrepresentation of older age groups (60-64 and 65+) and a corresponding underrepresentation of the youngest. There is also an underrepresentation of male respondents to the survey.

Table 4-1 Demographic comparison between survey sample and Yorkshire and the Humber population (2021 Census)

	Heworth Respondents	Yorkshire and the Humber
Age³		
16-24	6%	11.0%
25-39	11%	19.5%
40-55	25%	20.6%
56-59	6%	5.5%
60-64	13%	6.0%
65+	25%	19.0%
Gender⁴		
Female	50%	50.9%

	Heworth Respondents	Yorkshire and the Humber
Male	35%	49.1%
Disability status - Do you consider yourself disabled?⁵		
Yes	17%	18.6%
No	64%	81.4%

³ 14% of respondents answered prefer not to say

⁴ 15% of respondents answered prefer not to say

⁵ 19% of respondents answered prefer not to say

4.3 Impact to business owners/managers

This section presents the findings to questions answered by business owners/managers, which covers questions 3-5 and 12 of the survey (see Appendix B).

4.3.1 Types of businesses the respondents own/manage

Relevant Question(s)
Q3: What type of business do you own or manage?

Figure 4-1 shows the types of businesses owned/managed by the respondents. With only six business respondents in total, the split was relatively even between the categories presented below. Two retail business responded which formed the biggest group.

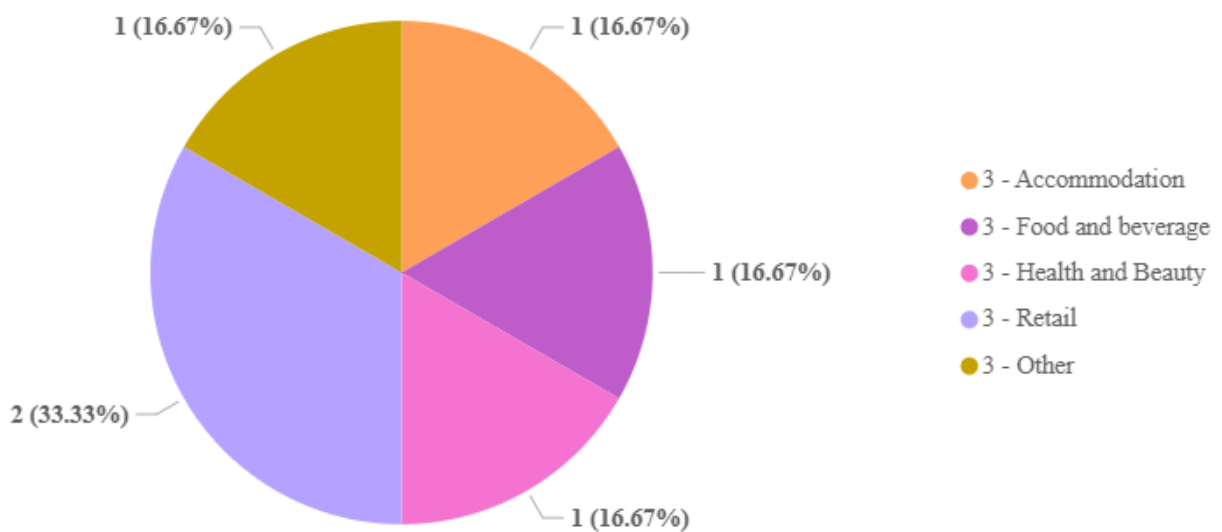


Figure 4-1 Types businesses owned/managed by respondents (Q3)

4.3.2 Impact to customer spending and visits

Relevant Question(s)
Q4: What impact have you seen from the increased parking charges directly on your business?

Question 4 provides insight into changes in customer spend and visits as a result of the parking charge increases. As shown in Figure 4-2, the majority of business owners/managers (67%) reported that there are fewer customers and lower spend since the April 2025 price increases. Of the remaining two respondents, one reported fewer customers but greater spend, and one was not sure of the impact.



Figure 4-2 Changes in customer spending since April 2025 price increases (Q4)

4.3.3 Impact to business owners/managers

Relevant Question(s)

Q5: Has the increase in parking charges impacted your ability to park at your business or take deliveries?

Question 5 aimed to establish whether the increase in parking charges has had an impact on business owners/managers being able to park or receive deliveries. As shown in Figure 4-3, 83% of business owners/managers reported that there has been an impact, whilst 17% reported no change.

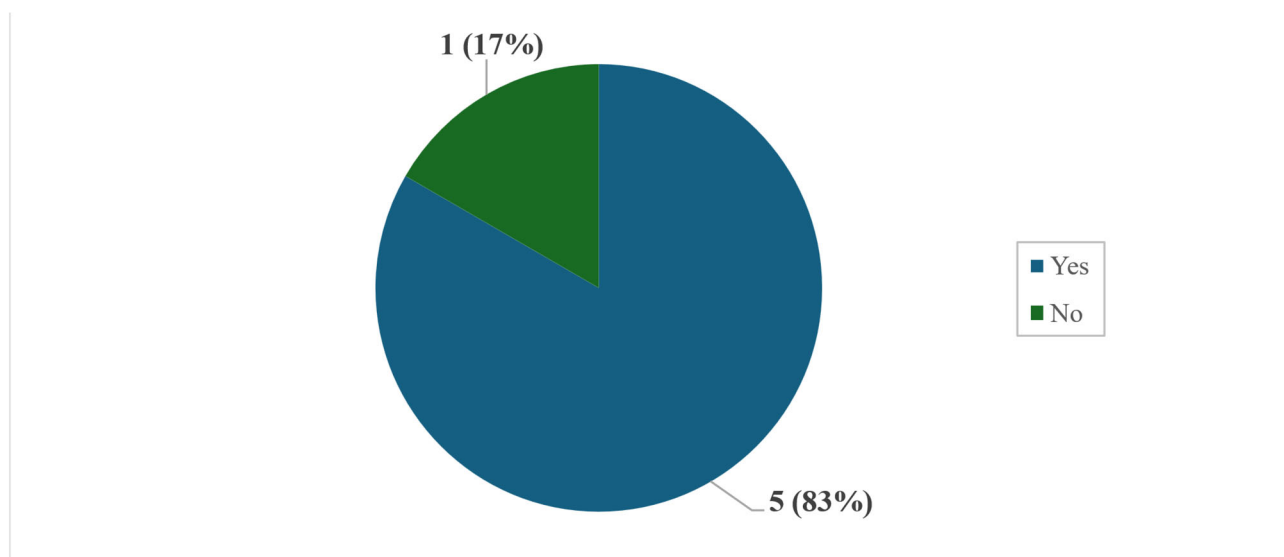


Figure 4-3 The impact of April 25 parking charge increases in being able to park or take deliveries (Q5)

4.3.4 Actions suggested by respondents when considering York's Local Transport Strategy

Relevant Question(s)

Q12: [...] Thinking about the Strategy, what actions do you think the council could take in response to the challenge over car parking charge increases?

Question 12 aims to understand the actions respondents would like to see the Council take in response to the challenge over car parking increases, whilst considering York's Local Transport Strategy. Figure 4-4 details

the distribution of business owner's responses according to recurring key themes. This reveals that an overall majority of business owners would like to see a reduction to parking charges, with suggestions made in the other category not relevant to the transport strategy. One respondent suggested that active travel infrastructure should be improved.

On the topic of reduced parking charges, business owners explained how cheaper short stay parking benefitted the use of local people and their businesses:

“Reduce considerably the 1st 2 hours so residents can use the carpark to do local shopping without incurring huge charges”

On the topic of active travel, one business owner explained how cycle parking could be improved:

“[...] Try cleaning the streets, encourage business into the city. Help cyclists by providing secure parking where it is not a 50/50 chance of it been stolen.”

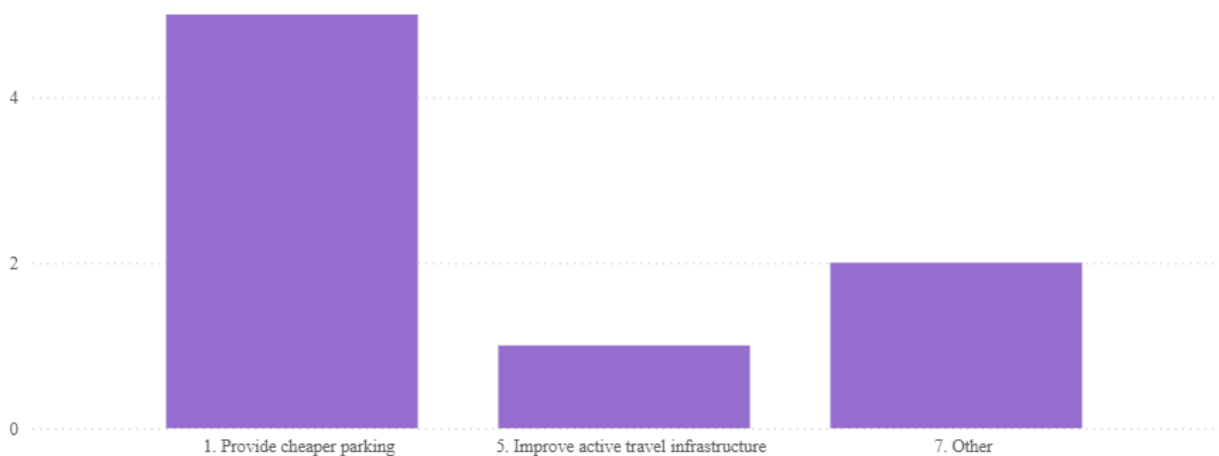


Figure 4-4 Business owner key themes when considering York's Transport Strategy (Q12)

4.4 Impact to residents/visitors

This section presents the findings to questions answered by residents/visitors, which covers questions 6-12 of the survey (see Appendix B).

4.4.1 Parking demand

Relevant Question(s)

Q6: Do you drive to and park at the location you selected, and how often do you make this journey?

Question 6 aims to provide an indication of the demand for parking in the area. As shown in Figure 4-5, responses are split fairly evenly between the five categories presented below. The two categories reflecting the most frequent visits, more than once a week and once a week, account for 47% of responses. 17% of respondents use other forms of transport.

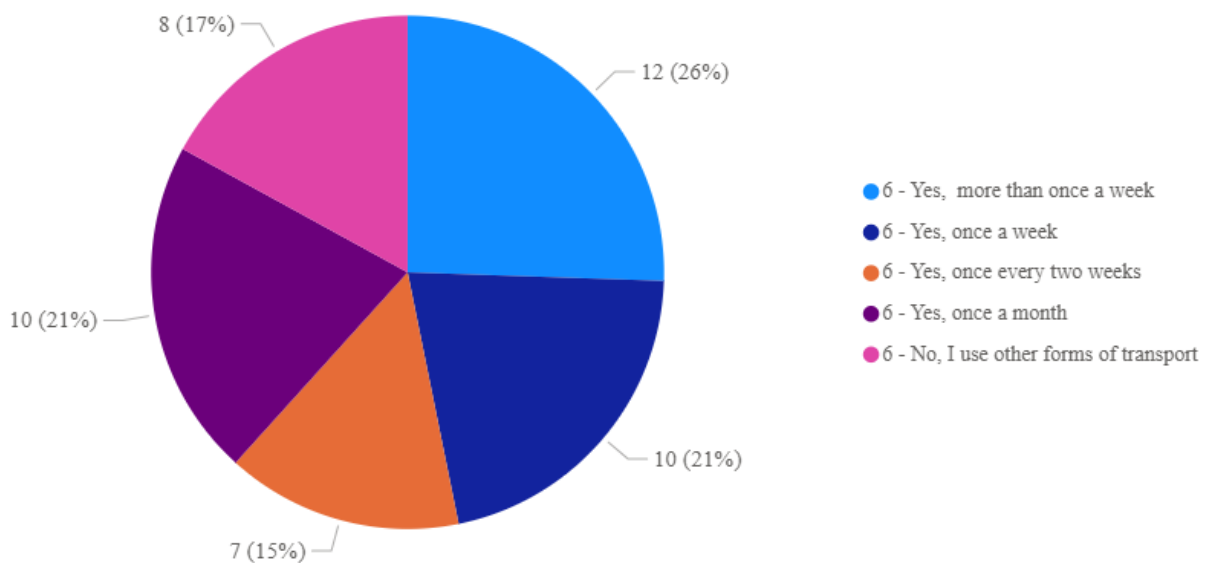


Figure 4-5 Trip frequency of residents driving to and parking in Heworth (Q6)

4.4.2 Reasons for travelling by car

Relevant Question(s)

Q7: If you drive to your selected area, why do you travel by car instead of other modes e.g. public transport, walking? Select all that apply.

Question 7 aims to gain insight into the reasons residents choose to travel by car. Respondents could select all impacts that apply. As shown in Figure 4-6, the most commonly selected reasons for travelling by car reported include 'it forms part of a multi-purpose journey', 'no suitable alternative transport modes available', 'necessity' and 'practicality'. Seven respondents also stated that they do not drive to Heworth.

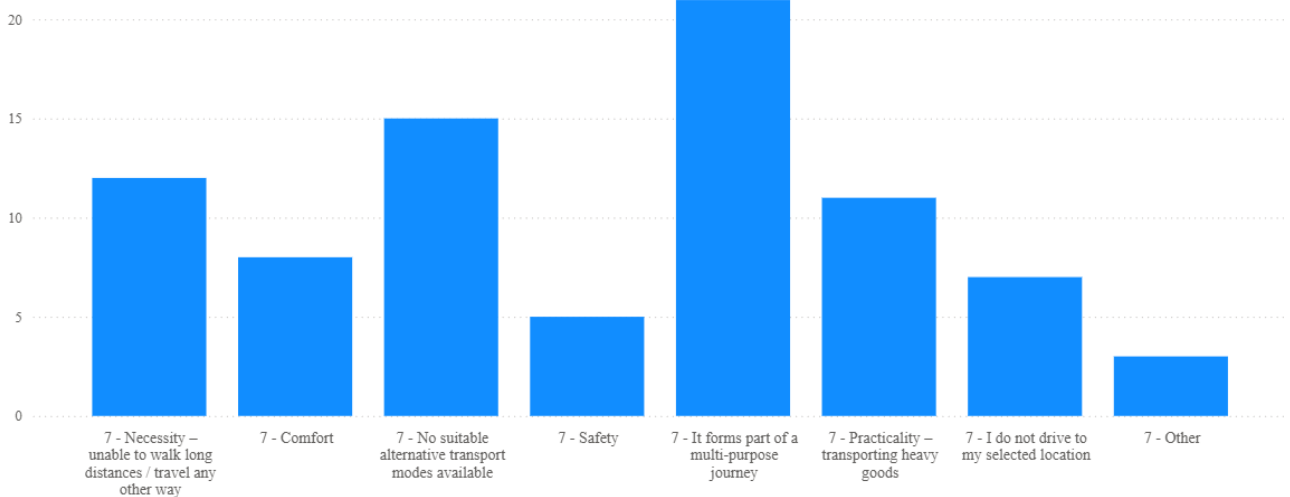


Figure 4-6 Residents reason for travelling via car (Q7)

4.4.3 Impact on travel to the area

Relevant Question(s)

Q9: How has the increase in parking charges (April 2025) affected your parking habits in your selected area? Select all that apply.

Q11: What impact have you seen from the increased charges in terms of your visits to local businesses

Question 9 assessed how the April 2025 price increase has affected residents’ parking habits in Heworth. Respondents could select all impacts that apply. As shown in Figure 4-7, the responses indicate that the price changes have influenced behaviour for most respondents, with a range of actions reported rather than a single dominant response. Commonly reported changes include using car parks less often and adjusting trip patterns, such as travelling to different destinations or changing where they park when visiting the area. Some respondents also reported that they now choose to park in alternative locations (for example, on nearby residential streets) instead of using paid facilities.

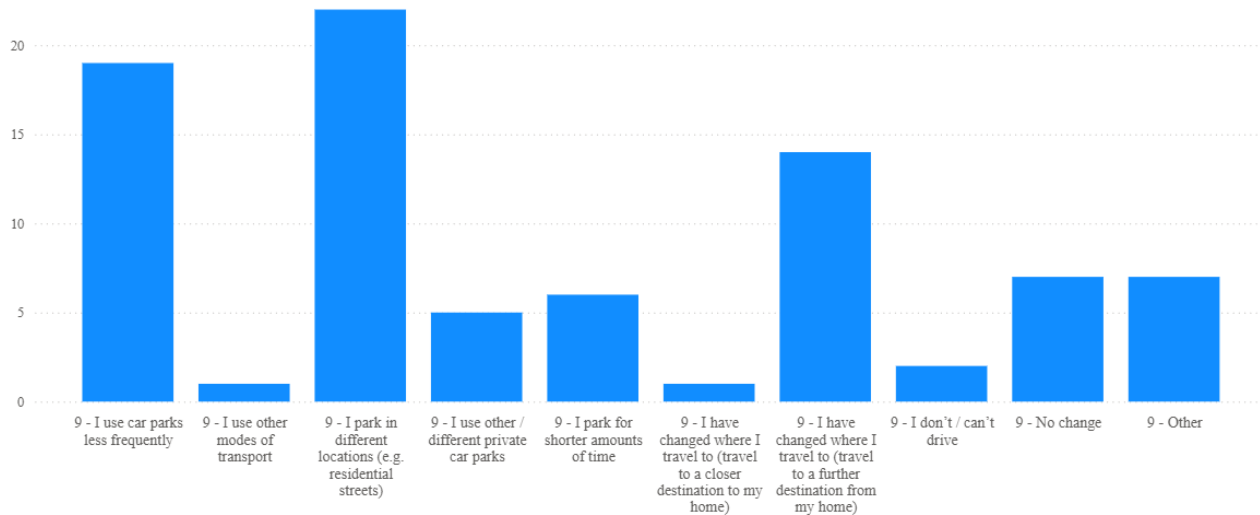


Figure 4-7 Resident parking habit changes since the April 25 price increases (Q9)

Residents were also asked to feedback on the frequencies of these trips as part of question 11. As shown in Figure 4-8, 70% of respondents reported a decrease in trips to Heworth, followed by 21% reporting their trips had stayed the same.

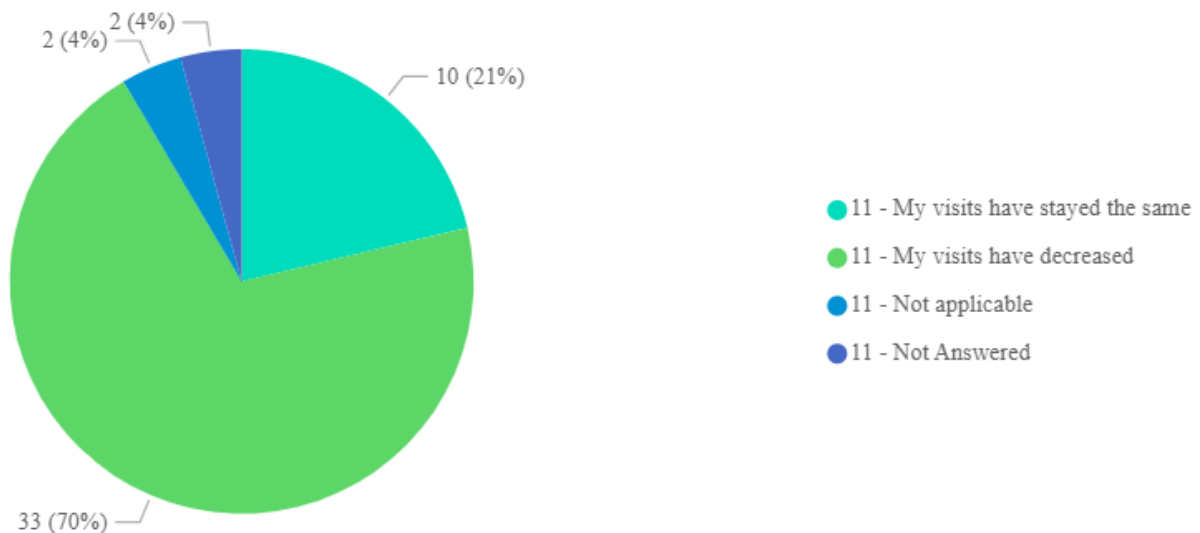


Figure 4-8 Trip frequency post April 25 price increases (Q11)

4.4.4 Parking requirements

Relevant Question(s)

Q8: What type of parking space do you usually park in when visiting your selected area?

Q10: How far away from the area you selected are you willing to park in order to have cheaper or free parking?

Question 8 aims to understand the types of parking spaces residents are accessing when visiting the Heworth area. As shown in Figure 4-9, most of the parking accessed by the respondents is regular parking within a car park at 51%. On-street regular parking (no permit required) is the next most accessed at 26%. Of the respondents, only 2% (one person) selected 'other', which is comprised of users that do not drive, take public transport or use cycle parking.

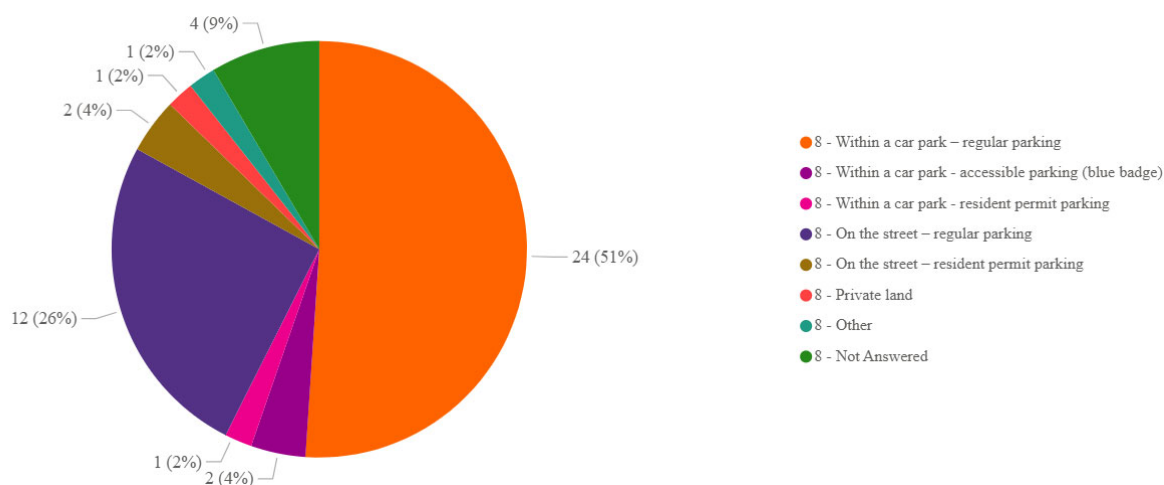


Figure 4-9 Type of parking space accessed by residents in Heworth (Q8)

Question 10 addresses residents' willingness to travel from their chosen destination in order to access cheaper or free parking. As shown in Figure 4-10, 45% of respondents reported they would be willing to travel below 400m (under 5 minutes), subsequently followed by 15% for each of willing to travel 400m (5 minutes) and willing to travel below 800m (under 10 minutes). 13% would be willing to travel 15 minutes or over.

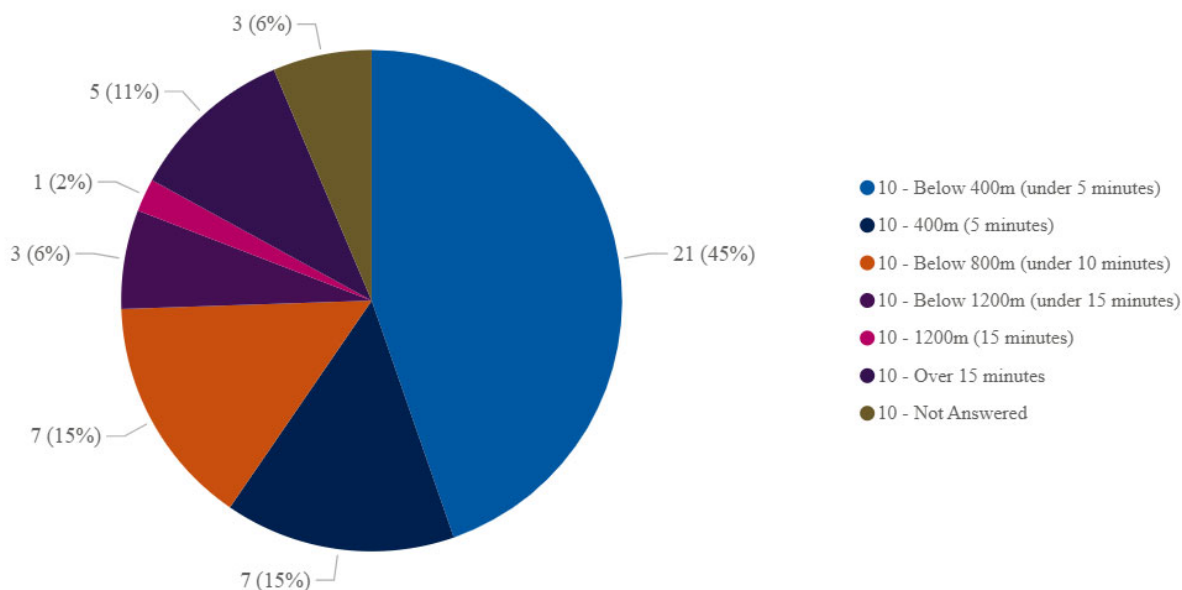


Figure 4-10 Distance residents are willing to travel from their destination for cheaper or free parking (Q10)

4.4.5 Actions suggested by respondents when considering York’s Local Transport Strategy

Relevant Question(s)

Q12: [...] Thinking about the Strategy, what actions do you think the council could take in response to the challenge over car parking charge increases?

Question 12 is an open text question which aims to understand the actions respondents would like to see the Council take in response to the challenge over car parking increases, whilst considering York’s Local Transport Strategy. Figure 4-11 shows the distribution of residents’ responses according to recurring themes based on thematic analysis of the open responses. The most common theme identified from responses was ‘1: reduce parking charges’, with ‘4: improve public transport’, and ‘5: improve active travel infrastructure’ also being raised by multiple respondents. A smaller number of respondents were also supportive of further increases to parking charges.

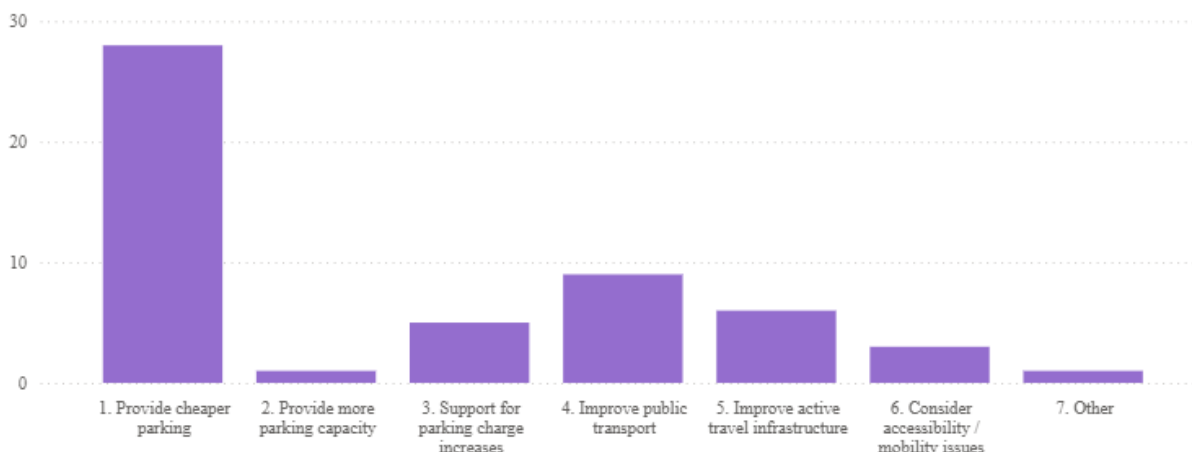


Figure 4-11 Residents key themes when considering York’s Transport Strategy (Q12)

Figure 4-12 shows how respondents expanded further on theme 1 (reduce parking charges), including the breakdown of responses by a number of sub-themes. Of these respondents, 50% reported that they support blanket reduction, and a further 29% called for fees to be free or partly free.

Residents also explained in more depth how increasing parking charges has impacted their parking habits and daily routines. Two example responses which expand on this theme are provided below.

“I use the Heworth car park when I can't get on street parking to access the small shops in Heworth, usually as part of a journey to somewhere further away. If I can't park then I take my business elsewhere, usually to Monks Cross or Vanguard, which is further away but where at least I know I will be able to park.”

I would prefer to shop locally. If I could have free parking for up to an hour, in the carpark, I would use the local shops more frequently. Maybe as part of the York resident's badge that I already pay for?”

“The additional parking charges have made getting a haircut more expensive than the city centre.

I have used Newtons for 40years. But now, as I get free parking in the city centre through work, I use a city centre barbers for overall less money.

The parking fees should be reset. The inflated fees are hurting businesses that don't deserve it.”

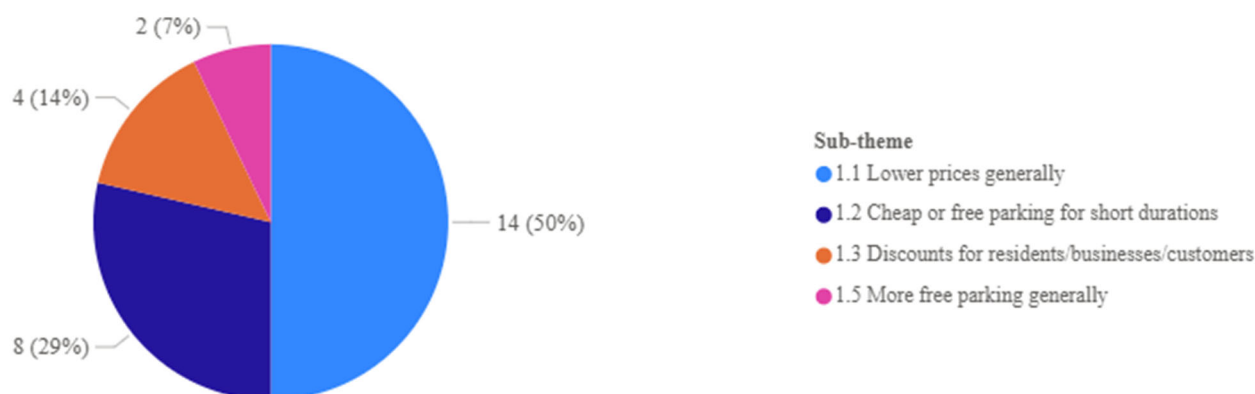


Figure 4-12 Sub themes of theme 1: reduce parking charges (Q12)

As shown in Figure 4-13, improving public transport (theme 3) is also another key theme identified. Figure 4-13 highlights the specific ways in which they would like to see public transport services improve, with enhanced frequencies being the most common sub-theme identified. Two example responses which expand on this sub-theme are provided below.

“[...] Decreasing traffic must be accompanied by increasing the quality and frequency of alternative transport. This includes buses - for example the frequency of the 6 (First Bus) has dropped whereas it should increase to provide alternatives to the car [...].”

“[...] Look at buses and their routes from outer villages to the city centre, to then go back out again- or can there be a linking bus for the outer ring road? [...].”

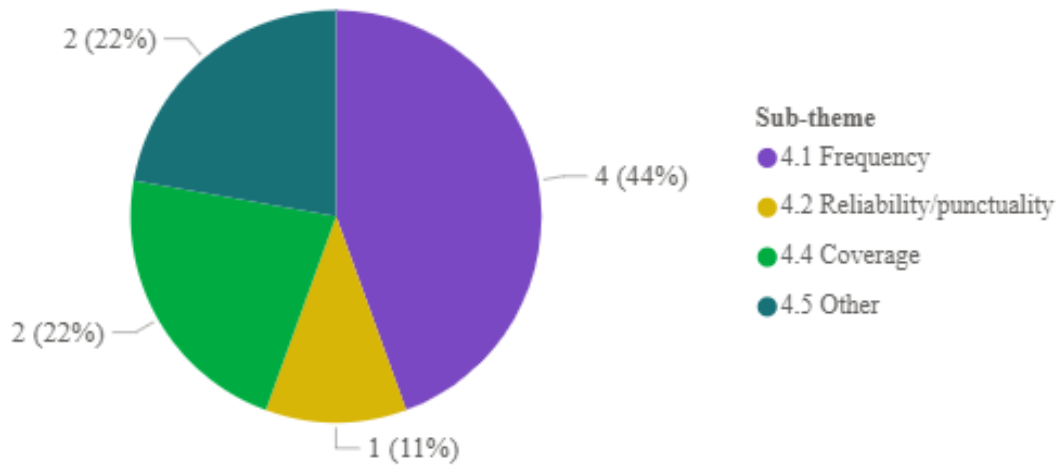


Figure 4-13 Sub themes of theme 3: improve public transport (Q12)

4.5 Summary of drop-in session findings

A drop-in session for residents and business owners in the Heworth study area was held on Tuesday the 24th of March from 16:30-19:00 in Tang Hall Explore Library.

No attendees joined this session.

5. Summary

5.1 Responses from business owners

5.1.1 Impact of parking charge increase

Business owners reported negative impacts on trade since the April 2025 parking price increases. Most business respondents (67%) reported fewer customers and lower spend following the changes, suggesting that higher charges may be discouraging short, local visits. Respondents also reported operational impacts linked to access and servicing – 83% said the increases have affected their ability to park at their business or to take deliveries. Overall, responses emphasised the importance of affordable and convenient short-stay parking to support everyday trips, quick errands and local shopping in Heworth.

5.1.2 Policy suggestions

Business respondents most frequently called for reduced parking charges, with a particular emphasis on cheaper short-stay parking to support local shopping trips and quick visits. Several respondents also suggested targeted discounts (for example, for York residents, local businesses and/or customers). A small number of comments raised other local priorities, including improvements to active travel infrastructure and more secure cycle parking. Additional suggestions were also made that were not directly related to the transport strategy. Overall, no business respondents expressed support for the current parking charge approach.

5.1.3 Selected quotes

“Lower the parking charges for a reasonable amount. Longer stay options as well as a half an hour option.”

“Reduce considerably the 1st 2 hours so residents can use the carpark to do local shopping without incurring huge charges”

“Help cyclists by providing secure parking where it is not a 50/50 chance of it been stolen.”

“Implement an affordable “Residents Rate” to encourage locals back into town”

5.2 Responses from residents / visitors

5.2.1 Impact of parking charge increase

In terms of behavioural change, respondents reported using car parks less often, changing where they park (including using nearby streets) and, in some cases, changing destinations. This aligns with reported changes in visit frequency: 70% of respondents said they now visit Heworth less often, while 21% reported no change. Sentiment in the open responses highlighted that many people continue to rely on car travel due to practicality, mobility and a lack of suitable alternatives (including multi-purpose trips and accessibility needs), and respondents commonly indicated they would be willing to walk short distances for cheaper or free parking. Overall, responses suggest that higher charges are perceived as discouraging short, local visits for some users, alongside ongoing concerns that parking and transport policy should better reflect the needs of older people, disabled residents and families.

5.2.2 Policy suggestions

Residents’ comments most frequently focused on reducing parking charges, with cheaper or free short-stay options commonly suggested to support quick visits to local shops and services. Suggestions also included broader reductions in parking prices and more targeted approaches (for example, limited free periods and/or York-resident related discounts). Public transport improvements were the next most common policy request, particularly better service frequency, reliability and connectivity. Respondents also suggested improvements to active travel infrastructure. A smaller number of respondents supported higher parking charges, typically on the condition that revenue is reinvested transparently in transport improvements and accompanied by wider measures to address road safety and traffic management.

5.2.3 Selected quotes

“Make it easier for residents of York to access small businesses in Heworth Green (and Bishy road for hardware shop and other services) maybe a free time of 20 minutes.”

“Look at buses and their routes from outer villages to the city centre, to then go back out again- or can there be a linking bus for the outer ring road?”

“Heworth is a small car park that I have never seen full .[...] It is not in an area where visitors would know about. it is a LOCAL suburban area and the shops are mainly along East Parade. I strongly object to paying £3 to park for 15 minutes I order to take my husband to the barbers ! This is not local !”

“Stick to their guns. Car parks use large areas of land within a relatively small city centre so should be charged appropriately. Particularly considering when a car park is not full of parked cards it is literally a waste of space. I would happy to see fewer cars in the city as it would be safer and the air cleaner. I have seen accidents on East Parade. [...] A coherent policy which reduces car use and encourages alternatives is urgently needed across the city.”

“There needs to be a holistic approach - simply hiking car parking charges is not of itself a solution. It may be part of a wider strategy, but that has not been well-communicated to local businesses and residents.”

5.3 Summary of policy suggestions

This section provides a non-exhaustive list of policy interventions that were suggested through the open responses to Question 12. These do not reflect the views of Arup, and will be further developed into a set of actionable recommendations in the Executive Summary report across all four areas.

- Reduce parking charges, particularly for short-stay visits (including reintroducing a low-cost/short-duration tariff)
- Introduce targeted concessions (e.g. a limited free period for quick errands, and/or resident and local business/customer discounts)
- Where parking charges are retained or increased, reinvest revenue transparently in local transport improvements and communicate the rationale and intended outcomes more clearly
- Ensure any parking and transport changes reflect accessibility needs (including disabled people, older residents and families) and provide realistic alternatives to car travel
- Improve public transport (particularly bus frequency, reliability and connectivity) and strengthen active travel provision (including safer routes and more secure cycle parking)
- Review wider traffic management and road safety measures to support local access (including for deliveries) while reducing unnecessary through-traffic where appropriate

Appendix A

Heworth Parking Charges (pre and post April 2025)

A.1 East Parade Car Park charges – January 2025

Open 24 hours. Charges apply from 8.00am to 6.00pm. Charges apply every day including Sundays and Bank Holidays.

Parking for more than 2 hours is only permitted after 3.00pm.

Length of stay	Pay and display
Up to 30 minutes	£0.50
Up to 1 hour	£1.10
Up to 2 hours	£6.20
Up to 3 hours	£9.30

A.2 East Parade Car Park charges– April 2025

Open 24 hours. Charges apply from 8.00am to 6.00pm. Charges apply every day including Sundays and Bank Holidays.

Parking for more than 2 hours is only permitted after 3.00pm.

Length of stay	Standard	Minster Badge holder
Up to 1 hour	£3.00	£2.30
Up to 2 hours	£6.00	£4.60
Up to 3 hours	£9.00	£6.90

Appendix B

Right to Challenge Car Parking Price Consultation Survey

**Right to Challenge Car
Parking Price Consultation –
Bishopthorpe Road, Micklegate,
The Groves and Heworth**

Right to Challenge Car Parking Price Consultation – Bishopthorpe Road, Micklegate, The Groves and Heworth

This consultation closes on Friday 27th February 2026

Arup is undertaking an independent review of car parking charges in four areas of the city.

Traders and residents in Bishopthorpe Road, Micklegate and The Groves have initiated a challenge to parking charges through The Right to Challenge Parking Policies Statutory Guidance under the Traffic Management Act 2004.

Separately, traders in Heworth have raised a petition against the proposed increases in car parking charges. This follows the Council's decision to increase charges for the local, council owned, car parking. On completion of the review, the Council will publish the findings from independent review and details of when it will be considered. The outcome of the decision will be published via the council website.

Please return completed copies of your survey to one of the following locations:

- Dringhouses Library
56 Tadcaster Road, Dringhouses, York, YO24 1LR
- York Explore Library and Archive
Library Square, Museum Street, York, YO1 7DS
- Bishopthorpe Library
Main Street, Bishopthorpe, York, YO23 2RB
- Tang Hall Explore Café The Centre @
Burnholme, Mossdale Avenue, York YO31 0HA

Alternatively, you can return your survey by Freepost. Details of the Freepost option are included on page 5 of this document.

Why we want to hear from you

Your feedback will help ensure the independent review of car parking charges reflects the needs and concerns of local residents, traders and the wider community.

Privacy Notice

Full City of York Council Privacy Notice

Please read our full privacy notice:

www.york.gov.uk/privacy

This Privacy Notice was created or updated in December 2024.



What information are you collecting?

We are collecting your information, such as:

- your name
- your contact details
- protected characteristics such as disability, gender, ethnicity, age etc.
- your responses opinions and thoughts

Full City of York Council Privacy Notice

Where required, we will seek your consent to take photos, video or audio recordings. You can find out how we may use these at:

www.york.gov.uk/privacy/communications



How is my information being collected?

We get information directly from you when you take part. This may be through a survey, attending events or focus groups.

Completing the survey - online

When we use Citizen Space to process responses, you can find out how they use your information here:

Delib's CitizenSpace (digital citizen engagement platform). You can find out how they use information in the Delib Privacy Notice.



Completing the survey - paper forms

If you have completed a paper survey, once you complete and return it to us, we will transfer the information you have given us onto the council's secure network and then destroy the paper copy confidentially.

How will my comments help you?

We want to hear directly from people across the city about what needs to change and how we can work together to build a fairer York for everyone. We may use your information to create reports that are anonymised and cannot be linked back to you or other individuals.

This may include:

- statistical analysis
- statutory returns
- audit framework
- see how the council and its partners are supporting individuals
- help design better services
- inform funding decisions

How do I withdraw my consent if I change my mind?

We are using the information you give us in the survey with your consent. You can withdraw your consent at any time by contacting: communications@york.gov.uk

How long will you keep my information?

We will only keep your information for as long as it is needed then it will be securely and confidentially deleted or disposed of.

You can find more details about how long the council keeps records here:

www.york.gov.uk/CouncilRetentionSchedule

Your rights

To find out about your rights please see:

www.york.gov.uk/privacy



Contact us

If you have any questions about this privacy notice.

Want to exercise your rights.

Have a complaint about how your information has been used.

t: 01904 554145

e: information.governance@york.gov.uk


Or write to:

Data Protection Officer,
City of York Council,
West Offices, Station Rise,
York, YO1 6GA

Please tick the box to confirm you have read and understood the Privacy Notice and give your consent to your information being used as described within it.

Please note, if you do not give your consent then you are unable to continue.

Ways to complete and return your questionnaire

1	Complete the survey online	You can access the online questionnaire by using the QR code opposite or by typing the following link: https://ourbigconversation.york.gov.uk/business-intelligence/yorkcarparking/	
2	Scan and email	Complete, scan and email your response to: YorkCarParking@arup.com	
3	Visit us	Drop into any of the libraries listed on page 2 or West Offices where we can assist you to complete Online.	
4	Get help over the phone	Call customer Service on 01904 551550 and leave your number and we will call you back.	
5	Drop off	Hand in the completed form at any of the libraries listed above on page 2.	
6	Paid return envelope	Call our Customer Services team on 01904 551550 to request a freepost return envelope.	
7	Return by freepost	York Car Parking Consultation Freepost RTEG-TYYU-KLTZ (to be updated by CYC BI team) CYC, West Offices, Station Rise, York YO1 6GA	
8	Video Relay Service (BSL)	Use our BSL Video Relay Service, details are provided below.	

Alternative formats statement

If you require any reasonable adjustments or this document in another format (e.g. large print, braille, Audio, BSL or Easy Read) please:

Email us: cycaccessteam@york.gov.uk

Call us: 01904 551550 and customer services will pass your request onto the Access Team

Use our BSL Video Relay Service:

www.york.gov.uk/BSLInterpretingService

Select 'Switchboard' from the menu.



Questions

**1. Which area are you answering the questions from?
Please select only ONE location**

Bishopthorpe Road	
Micklegate	
The Groves	
Heworth	

**2. Are you a business owner or manager in York?
(Select one)**

Yes	
No	

If you answered **YES**, please answer questions 3 – 5. If you answered **NO**, please continue to question 6.

Business Ownership and Parking in York

3. What type of business do you own or manage?

Retail		Food and beverage	
Entertainment and Recreation		Accommodation	
Financial Services		Health and Beauty	
Other:			

**4. What impact have you seen from the increased parking charges directly on your business? (Select one)
Please provide evidence of this impact, you can email us at
YorkCarParking@arup.com. Please include your response to this question in the email.**

More customers, greater spend		More customers, lower spend	
Fewer customers, greater spend		Fewer customers, lower spend	
No change		Don't know / unsure	
Other:			

5. Has the increase in parking charges impacted your ability to park at your business or take deliveries?

--

If you are a business owner, please proceed to Question 12.

6. Do you drive to and park at the location you selected, and how often do you make this journey?

Yes, more than once a week	
Yes, once a week	
Yes, once every two weeks	
Yes, once a month	
No, I use other forms of transport	

8. What type of parking space do you usually park in when visiting your selected area?

Within a car park – regular parking	
Within a car park - accessible parking (blue badge)	
Within a car park - parent and child parking	
Within a car park - resident permit parking	
Within a car park – electric vehicle parking	
Within a car park – motorcycle parking	
On the street – regular parking	
On the street – accessible parking (blue badge)	
On the street – parent and child parking	
On the street – resident permit parking	
On the street – electric vehicle parking	
On the street – motorcycle parking	
Private land	
Other:	

7. If you drive to your selected area, why do you travel by car instead of other modes e.g. public transport, walking? Select all that apply.

Necessity – unable to walk long distances / travel any other way	
Comfort	
No suitable alternative transport modes available	
Safety	
It forms part of a multi-purpose journey	
Practicality – transporting heavy goods	
I do not drive to my selected location	
Other:	

9. How has the increase in parking charges (April 2025) affected your parking habits in your selected area? Select all that apply.

I use car parks less frequently	
I use other modes of transport	
I park in different locations (e.g. residential streets)	
I use other / different private car parks	
I park for shorter amounts of time	
I have changed where I travel to (travel to a closer destination to my home)	
I have changed where I travel to (travel to a further destination from my home)	
I was not aware of the changes in parking charges	
I don't / can't drive	
No change	
Other:	

10. How far away from the area you selected are you willing to park in order to have cheaper or free parking?

Below 400m (under 5 minutes)	
400m (5 minutes)	
Below 800m (under 10 minutes)	
800m (10 minutes)	
Below 1200m (under 15 minutes)	
1200m (15 minutes)	
Over 15 minutes, please specify:	

11. What impact have you seen from the increased charges in terms of your visits to local businesses or services in your chosen area?

My visits have increased	
My visits have stayed the same	
My visits have decreased	
Not applicable	
Specific location(s)	
Other:	

All respondents please answer Question 12.

12. York's Local Transport Strategy envisages an accessible, affordable, sustainable, and resilient transport network that continues to actively improve health and support a thriving economy for decades to come. The strategy aims to discourage car use for journeys which could be made by sustainable modes and reduce the number of miles travelled on York's roads by at least 20% by 2030.

Thinking about the Strategy, what actions do you think the council could take in response to the challenge over car parking charge increases?

--

About you

All responses will be anonymised

On the next few pages we will ask some questions about you.

Any information you are happy to share will help us identify themes for the specific groups below which will assist us with any future support and policy planning and will not be used to identify you.

If you do not wish to complete this section, please return the completed form to us using any of the methods shown on page 3.

Would you like to complete the 'About You' section?

Yes		No	
-----	--	----	--

Your gender:

Yes		No	
Prefer not to say			

Is the gender you identify with the same as your sex registered at birth?

Male		Female	
Non-binary		Prefer not to say	

Is the gender you identify with the same as your sex registered at birth?

Bisexual		Gay or Lesbian	
Heterosexual / straight		Prefer not to say	
Other:			

Please select the appropriate box to describe your religion or belief:

Prefer not to say		Atheist	
Hindu		Christian	
Sikh		Muslim	
Buddhist		No Religion	
Jewish			
Other:			

Your age:

Under 16		16 to 24		60 to 64	
40 to 55		56 to 59		Prefer not to say	
65+		25 to 39			

What is your ethnic group?

Prefer not to say		Asian - Indian	
White – English / Welsh / Scottish / Northern Irish / British		Any other Asian background	
White – Irish		Asian – Bangladeshi	
White – Gypsy or Irish Traveller		Asian – Chinese	
White – Roma		Asian – Pakistani	
Any other White background		Black African	
Mixed – White & Black Caribbean		Black – Caribbean	
Mixed – White and Black African		Any other Black / Black British / African / Caribbean background	
Mixed – White and Asian		Other – Arab	
Any other Mixed / multiple ethnic background		Any other ethnic background	
Other:			

Do you consider yourself disabled?

Yes		No	
Prefer not to say			

Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age? (Excluding anything which is part of paid employment)

Yes		No	
Prefer not to say			

Do you have any experience of being in care?

Yes		No	
Prefer not to say			





ARUP

