

Customer Focus Appraisal

Title of proposal	CLC TRO Request		
Date for implementation	2012		
Team or Service	Traffic Solutions		
Directorate	Communities & Infrastructure		
CFA completed by (contact details)	Name: Nick De Sousa	Tel: 01403 229815	Email: nick.desousa@westsussex.gov.uk

1. What are the main aims and planned outcomes of your proposal?

The aim of this Traffic Regulation Order (TRO) is to improve the visibility for drivers and pedestrians alike, maintaining a balance of parking capacity whilst reducing congestion. Therefore, improving safety for all persons passing through this area.

2. What information have you used to understand and analyse the impact of the proposal on customers?

In response to local residents complaining about parking problems on Chanctonbury Road, due to residents parking on the road and not their own driveways, when space was available. As a consequence this contributed to unnecessary congestion on the highway.

Burgess Hill Railway Station is in close proximity to Chanctonbury Road resulting in commuters parking in the road all day creating further congestion problems for the residents. The residents were also concerned about the emergency services access due to the volume of parked vehicles in this road/s. At the time traffic restrictions on the road were not supported.

The local highway manager at the time expressed concern that the removal of parking would lead to an increase in the speed on Chanctonbury Road.

A S.P.A.C.E assessment has been carried out and completed to determine the severity of the issues raised. This has been approved by the South Mid Sussex County Local Committee (CLC) and has been scheduled in the TRO programme.

It is anticipated that the proposed TRO scheme will address the above concerns by providing junction protection and allowing sufficient parking capacity as possible, also reducing congestion, whilst creating a safer environment for all public highway users.

3. Are there any customers who are negatively affected by the proposal? If so, explain which customers and how they are negatively affected.

During this consultation period support for the proposals were received from the Local County Councillor Susan Knight, and no objection were received from Sussex Police. However, several letters of objection were received from residents, concerning the new school premises and the volume of parking congestion this would bring, together with the general impact to the parking capacity for local residents. A summary of the objections and the engineer's responses can be found in Appendix B.

4. Are there any customers who are positively affected by this proposal? If so, explain which customers and how they are positively affected.

The proposal will allow for better visibility for drivers and pedestrians alike, it will also protect the public highway from vehicle damage over-run whilst maintaining a balance of parking capacity and reducing congestion. Therefore, improving safety for all persons passing through this area.

5. How does your proposal help to eliminate discrimination, harassment and victimisation?

This proposal is fair and equal, and consideration has been given to all possible affected parties in relation to 'protected characteristics'. A representation from many varying characteristics were involved in the design process and participated in the development of the proposal.

6. How does your proposal help to advance equality of opportunity between people who share a protected characteristic and those who do not?

This proposal is fair and equal, and consideration has been given to all possible affected parties in relation to 'protected characteristics'. A representation from many varying characteristics were involved in the design process and participated in the development of the proposal.

7. How does your proposal help to foster good relations between persons who share a protected characteristic and those who do not?

This proposal is fair and equal, and consideration has been given to all possible affected parties in relation to 'protected characteristics'. A representation from many varying characteristics were involved in the design process and participated in the development of the proposal.

8. What have you learnt from the analysis of the likely effects of the proposal on customers? What changes were made to the proposal as a result?

The TRO scheme was generated by genuine concerns for safety due to inconsiderate and hazardous parking. During the investigation it became apparent the high demand for parking capacity in this location, as well as the traffic use in this location during peak times considering there is a school and railway nearby.

9. If you did not make any changes to the proposal following the analysis please explain why not.

As mentioned in section 8, no changes were made as the original design balances the current demands also addressing all the key safety factors that were initially raised.

10. How will the proposal's implementation be monitored and evaluated to make sure it continues to meet the equality duty owed to customers?

If/When the CLC agree this scheme, the restrictions will be implemented with a sealed legal order. This will allow Mid Sussex Parking Team to enforce the restrictions on the ground.

11. Who will be responsible for the monitoring and review?

As mentioned in section 10, Mid-Sussex Parking Team will enforce the restrictions on the ground. If further amendments are required, the Traffic Regulation Order can be amended following the TRO procedure.

To be signed by an Executive Director, Director or Head of Service to confirm that they have read and approved the content of the CFA and the Action Plan.

Name	Tony Toynton	Date	03.04.12
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Your position	Director for Communities and Infrastructure
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CFA ACTION PLAN					
	In Business Plan (Y/N)	Details of the action	Who will the action be reported to and how?	Person responsible	By when?
1					
2					
3					
4					
5					
6					
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