



Parking and Visitor Management Plan

Application: 25/00518/FUL

Property: 9A Lawnwood Road, Groby, Leicester LE6 0BH

Purpose

This Management Plan has been prepared to minimise the impact of visitor parking associated with the counselling and training service at 9A Lawnwood Road and to address the concerns raised by the Local Highway Authority. The business operates on an **appointment-only basis** with no general public access or walk-in customers.

We have 3x counselling rooms and 1 small group teaching/training room.

- **Mon am** – only 2 counselling rooms in use / **Mon pm** – 3 counselling rooms in use (3 of our neighbouring businesses are closed on this day).
- **Tues am** – only 1 counselling room in use / **Tues pm** – 3 counselling rooms in use
- **Weds am** – no rooms in use / Training session 2.30-5.30, only one other counselling room in use for part of this time
- **Thurs am** – Training session 9.30-12.30pm, no other counselling rooms used / **Tues pm** – 2 counselling rooms in use
- **Fri am** – only 1 counselling room in use / **Fri pm** – 2 counselling rooms in use
- **Saturdays** – none in use currently

We have been operating this way for the last 6 months and have come across no concerns or complaints and have built good relationships with neighbouring residents/businesses.

1. Appointment System

All counselling sessions and any visitors (learners or clients) are pre-booked.

Appointments are scheduled to ensure visitors arrive at staggered intervals throughout the day.

There are no “drop-in” appointments, and if children are being brought by their parents/carers, as much as there may be 2 people in the building (parent/child) they would only be arriving in 1x car or on foot.

Our counsellors have set blocks when they are at our premises with clients which are consistent each week, they do not attend outside of their times.

2. Cooling-Off Period Between Appointments

A minimum 15-20 minute gap will be maintained between counselling appointments wherever practicable.

This allows:

- * one client to leave before the next arrives
- * reduced demand for parking
- * no overlap of visitors

3. Training Sessions

Training courses are limited in number and held on specific pre-arranged dates only (6-7 learners only). Many of the attendees live locally and arrive on foot.

Training delegates will:

- * receive joining instructions encouraging car sharing where possible
- * be encouraged to use sustainable transport where practical
- * be advised not to arrive more than 10 minutes before the course begins

Training attendees will also be instructed to leave promptly after sessions have finished.

4. Staff Parking

Staff will utilise available parking away from areas causing obstruction wherever possible. A number of our team live locally and arrive on foot.

Where practical, staff will:

- * share vehicles
- * park in less sensitive locations
- * avoid occupying spaces directly outside neighbouring residential properties for prolonged periods.
- * park in the allocated spot at the back of our property which is connected to our building

5. Visitor Information

Appointment confirmations will include the following advice:

“Please arrive no earlier than five minutes before your appointment and leave promptly afterwards to assist with local parking.”

Visitors will also be asked:

- * not to park across driveways
- * not to obstruct dropped kerbs
- * not to park opposite residential accesses where this restricts vehicle movement
- * to park legally and with consideration for neighbouring residents.

6. Arrival Times

Visitors arriving significantly early will be requested to remain away from the site until their appointment time. Our therapists will manage arrivals and collect their client at their allocated time, to minimise waiting outside the premises

7. Monitoring

We will continually monitor parking demand.

Should any recurring issues be identified, appointment schedules will be amended to further reduce visitor overlap.

8. Operating Hours

The proposed operating hours are:

- * Monday-Friday: 08:30-19:00
- * Saturday: 08:30-13:00

Although the premises may remain open during these hours, customer appointments are staggered throughout the day and visitor numbers fluctuate considerably. When therapists or clients are on leave, the premises is not occupied by anyone else in their slot.

9. Nature of Business

The premises provide counselling and wellbeing services.

Typical counselling appointments involve:

- * one counsellor
- * one client

Occasionally, a parent/carer may accompany a child, remaining in the waiting area but they would not be in a separate vehicle.

Unlike retail premises, visitor turnover is low and controlled by appointment.

10. Commitment

We are committed to operating the premises in a manner that minimises inconvenience to neighbouring residents and ensures that highway safety is maintained.

The management procedures set out within this document will form part of the day-to-day operation of our business and will be reviewed if necessary to ensure they remain effective.

Our Additional Policies

- * We limit counselling appointments, there are never more than three counselling rooms in simultaneous use, mostly only up to 2 at a time.
- * We schedule training sessions outside the busiest counselling periods.
- * We encourage our therapists to car share or walk and our weekly training facilitator lives locally so also walks.
- * We will include a simple site map showing alternative nearby public parking locations (if available within a reasonable walking distance).
- * Shelley Smith, Business owner is designated Parking Coordinator, who can respond promptly to any parking complaints and adjust appointment schedules if required.

Warmest wishes

Shelley Smith
Founder & Psychotherapist (MBACP)
www.sunrisewellbeing.co.uk