



A guide to dealing with local parking and road issues

Dear resident,

Parking and traffic issues are some of the most common concerns raised with me by constituents across East and South Reading. These can range from reports of persistent speeding to long-standing parking issues on residential streets.

As your MP, I want to do all I can to help make our streets safer and cleaner. However, in most cases, parking and traffic problems sit with your local Council and Thames Valley Police.

I have put this pack together to help residents who want to take practical, community-based action. I will explain who is best to approach regarding different issues, what information different agencies will need, and how you can work with your neighbours to present a clear and effective case for change.

By using this guide, I hope to give you the means to take informed, constructive and effective action, with support from my office, if needed.

Yuan Yang MP

Contents

1. Introduction
2. Why parking issues are hard to fix
3. Who can fix your issue?
4. Step by step guide
5. Common mistakes to avoid
6. Campaign checklist

Why parking issues are hard to fix

It feels like parking and traffic problems should be easy to sort; they are visible, ongoing and affect daily life. However, the way decisions are made can make change slower and more complicated than you might expect.

- Decisions must follow legal processes, particularly where new restrictions or changes are involved.
- Councils need evidence of a recurring problem, not just a one-off incident.
- Changes can have knock-on effects in entire streets or neighbourhoods, not just individual households, which councils need to assess.
- Councils and the TVP must prioritise their resources and focus on the most disruptive problems.

Who should you speak to about your issue?

I am not a member of the local Council, but I do meet regularly with the local Council leaders and can help ask about issues that you have already raised with them.

It can be quite difficult working out who to contact about traffic and parking issues. I've put together this handy summary below.

Reading or Wokingham Borough Council	Thames Valley Police
Parking on a yellow line, on a pavement adjacent to a parking restriction or on school zig-zag lines.	Parking on the zig-zag lines of a pedestrian crossing

Parking in restricted areas where the pavement is blocked such that pushchairs or mobility scooters cannot use it	Parking in non-restricted areas where the pavement is blocked such that pushchairs or mobility scooters cannot use it
An overstay in a designated restricted parking bay	Parking causing a highway obstruction, not protected by yellow lines
Someone parking in front of your driveway (denoted by a dropped kerb) preventing you from entering	Someone parking in front of your driveway (denoted by a dropped kerb) preventing you from exiting
Infringement of bus lanes or box junctions	Dangerous, aggressive or inconsiderate driving
Requests for new or extended yellow lines	Speeding vehicles
Faded, missing or unclear road markings and signs	Racing, antisocial driving, or repeated dangerous behaviour
Issues with road condition	Failure to stop at traffic lights or crossings
Traffic congestion or recurring traffic problems	Collisions or near misses involving injury
Traffic calming requests	Suspected drink or drug driving
Traffic light faults, timing issues or damage	Any situation requiring urgent police attention
Roundabout layout, signage or visibility concerns	

Please note that if you don't have a dropped kerb in front of your driveway, parking cannot be enforced. You can contact your local council to get one

installed. White lines cannot be used in most enforcement cases, as they are advisory.

Step by step guide

Step 1 – Identify the problem and desired solution

When a traffic or parking issue comes up, it's important to ask yourself the following questions...

- Is it dangerous right now, or an emergency? If so, please call the police on 999
- Is this a recurring problem, or a one-off incident?
- Is this a Council or police issue (please refer to the table above)

After you've set out these basics, you can work on clearly defining the problem. Campaigns work best when they focus on one specific problem- make sure you look at who is affected, when and where exactly it happens, as well as who could help you in solving this problem.

Next, it's good to have a desired solution in mind. Try to chat to neighbours to work out what you'd like to see change in order to fix the issue, and if the majority of neighbours agree.

Step 2 – Gather Evidence

Councils and the police will typically only act on patterns, rather than one-off incidents, unless they are particularly serious.

When contacting the council, they normally ask for some form of evidence. This could include...

- Photographs showing the issue, date and time
- A log noting the details of the problems and when it occurs
- Results of a survey of your neighbours and their testimonies about the issue

It is important to include as much detail as possible, and to focus on collecting evidence of the issue rather than blaming specific individuals at this point.

Step 3 – Talk to your neighbours

I've found that, commonly, parking and traffic issues are shared amongst neighbours. Councils typically act faster and more decisively when more people get in touch. It could be helpful:

- Speak to your neighbours and ask if they are affected by the issue
- Send round a survey to residents in your street and other roads that are impacted by the problem.
- Start a discussion in local resident WhatsApp or social media groups

Remember to keep conversations positive, and to avoid blaming specific individuals.

Step 4 – Submit a clear report

When submitting a report make sure you:

- Remain clear and factual and provide supporting evidence
- Explain in detail the impact on safety or access
- Remain concise
- Avoid emotional and accusatory language

See contact details for Councils and the police below – I recommend you submit issues via the web form, where possible.

- Wokingham Borough Council
 - Website: www.wokingham.gov.uk/roads/report for road issues or www.wokingham.gov.uk/roads/traffic-management-and-road-safety/request-parking-restriction for parking issues
 - Address: Wokingham Civic Offices, Shute End, Wokingham, RG40 1BN
 - Phone: 01189746000
- Reading Borough Council
 - Website: www.reading.gov.uk/contact-us/report-pay-apply-appeal-inform-and-enquire/report/
 - Address: Reading Civic Offices, Bridge Street, Reading, RG1 2LU
 - Phone: 01189 373737
- Thames Valley Police
 - Website: www.thamesvalley.police.uk/contact/af/contact-us-beta/contact-us/driving-vehicles-traffic/report-illegal-parking/

- Address: Atlantic House, Imperial Way, Whitley, Reading, RG2 0TD
- Phone: 101

Step 5 – Follow up

- Allow a reasonable time for a reply before following up – generally this might be a couple of weeks.
- Keep a record of any reference numbers and correspondence

If the council or police are taking longer than 30 days to respond to any reports, my office can chase them on your behalf. Please ensure you send us full details, and any reference numbers.

Tips and tricks

Try to avoid...

- Raising multiple issues at once
- Reporting one off issues
- Contacting the wrong organisation
- Using accusatory language
- Assuming problems will be solved quickly
- Not speaking to neighbours
- Expecting the MP to be able to override decisions

Campaign Checklist

- I've identified one clear issue at one location
- I have checked whether the council or police are responsible
- I've worked out what my desired solution is
- I've kept evidence of an issue happening over an extended period of time
- I can explain clearly what the impact of this is
- I've contacted the MP office to send a survey to my neighbours (if applicable)
- I have kept my report clear and factual
- I've kept a record of my report reference number and will ask the MP Office to chase if after 30 days I don't receive a response

How can I help as your MP?

Throughout this process, there are many ways my office team and I can help.

- Setting up surveys and asking residents to complete and return via post
- Facilitating the establishment of a Community Speed Watch group
- Following up with the council
- Submitting traffic concerns