Preliminary Scheme Design Consultation Results and Analysis

Apsley and Boxmoor Proposed CPZs

Dacorum Borough Council

April 2013
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<th>Report Reference</th>
<th>Issue</th>
<th>Description</th>
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Westgate
London
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1. EXECUTIVE SUMMARY

1.1 Dacorum Borough Council (DBC) appointed Project Centre to undertake consultation on the proposed introduction of Controlled Parking Zones (CPZ’s) in both Apsley and Boxmoor.

1.2 Preliminary consultation in September 2012 identified that parking difficulties occurred throughout both study areas. However, despite the majority of respondents from both areas supporting further progression and development of parking proposals, support varied on a street by street basis.

1.3 As a result it was recommended that the Council undertake:

**In Apsley Study Area**
- further consultation on the design of a preliminary parking scheme in all streets within the study area, with the exception of London Road.

**In Boxmoor Study Area**
- further consultation on the design of preliminary parking for roads south of the Northridge Way/St John’s Road boundary; and
- all remaining roads within the study area be excluded from the proposed scheme and advised of this decision in writing.

1.4 Further consultation for both schemes could be achieved through distribution of questionnaire/plans together with staffed ‘drop-in’ exhibitions.

1.5 This report summarises the results of the recent consultation on scheme design and makes recommendations on the way forward.

**Apsley Study Area**

**Conclusions**

1.6 Of the 59 residents and businesses, who returned completed questionnaires or submitted responses via e-mail, only 15 (25%) supported the scheme as proposed.

1.7 In total 19 (32%) respondents were in favour of proceeding but with changes (half of these from Two Waters Road), 25 (42%) did not support proceeding any further.

1.8 Analysis of the comments received, together with these high level results indicate that there is no majority support for these proposals.
Recommendations

1.9 In the circumstances, it is recommended that:

- the proposal for the introduction of a CPZ in Featherbed Lane, Henry Street, Manor Avenue, Orchard Street, Storey Street and Winifred Road should not be pursued by the Council at this time; and
- further informal consultation on an amended CPZ design with longer operational hours be undertaken with residents of Two Waters Road (n.b. any resulting scheme to include the proposed introduction of overnight restrictions on HGV parking in the southern section of the road between the bridge over the River Bulbourne and London Road).

Boxmoor Study Area

Conclusions

1.10 Of the 261 residents and businesses who returned completed questionnaires or submitted responses via e-mail, a majority, 170 (65%), supported the scheme as proposed.

1.11 60 (23%) of the remaining 89 respondents supported the scheme with changes, many suggesting specific design amendments for consideration. 29 (11%) indicated that they did not want the Council to proceed with any scheme for the area. 2 (1%) did not answer the question.

1.12 A number of residents from streets within the original study area, but excluded from the proposed CPZ, also submitted representations to the Council.

1.13 The majority of these representations observed that the proposed introduction of parking controls in roads would lead to an increase in parking problems for them. As a result they either requested that the CPZ should be extended to all roads within the original study area or that the Council should consider the introduction of additional waiting restrictions to protect them from displaced commuter parking.

Recommendations

1.14 In the circumstances, it is recommended that:

- The Council proceed with the proposed introduction of a CPZ in the roads south of St John’s Road/Northridge Way, subject to consideration of the design amendments referred to in Chapter 4 of this report and, where appropriate, undertake further informal consultation with affected frontagers;
- Investigate the ‘highway’ status of Grove Road and legal implications for both the Council and residents of its inclusion within the proposed CPZ; and
For roads within the remainder of the study area outside of the current proposed CPZ boundary either

(i) given the level of support received from the streets south of St Johns Road/Northridge Way for the proposed CPZ, undertake further informal consultation on the introduction of a CPZ; or

(ii) consider requests for the introduction of additional waiting restrictions and where appropriate undertake informal consultation with affected frontagers.
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<td>A</td>
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<tr>
<td>APPENDIX B – BOXMOOR CONSULTATION PACK</td>
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2. INTRODUCTION AND CONSULTATION METHODOLOGY

2.1 Preliminary informal consultation to identify support for further progression and development of parking schemes for the Apsley and Boxmoor study area was undertaken with local residents and businesses in September 2012.

2.2 In view of a large number of respondents indicating a preference for further consultation, and taking into account views expressed during the consultation process, two initial parking schemes have been developed.

2.3 Consultation on these proposed parking schemes was undertaken in January/February 2013 and the methodology for each consultation is detailed below.

Apsley Study Area

2.4 133 residential properties and business premises in Featherbed Lane, Henry Street, Manor Avenue, Orchard Street, Storey Street, Two Waters Road and Winifred Road, were sent consultation packs by Royal Mail 1st class post on Friday 18 January 2013.

2.5 The consultation proposed introduction of a permit parking scheme operational Monday to Friday 9am – 5pm, with the majority of bays provided for the use of permit holders only.

2.6 To cater for demand from customers of local businesses operating within the CPZ such as the garage in Henry Street and for visitors to residents of Florence Longman House in Weymouth Street it was proposed to provide some shared-use permit and limited stay bays.

2.7 Whilst continuing to provide unrestricted parking during the day, it was also proposed to introduce an overnight waiting restriction in the section of Two Waters Road between London Road and the bridge over the River Bulbourne to prevent long term and overnight parking by HGVs.

2.8 Consultees were asked to consider the proposal and indicate if they wished the Council to proceed with the scheme as shown on the plan, proceed but with changes (i.e. bay layout or operating hours or not to proceed at all).

2.9 Space for additional comments was provided on the questionnaire but it was stressed that it would not be possible to respond individually to comments received.

2.10 Responses were requested by no later than Friday 15 February 2013. Completed questionnaires could either be returned to Project Centre in the postage paid envelope provided or scanned and sent by e-mail if preferred.
2.11 To assist with the decision making process consultees were invited to come along to two ‘drop-in' sessions at St John's Church Hall, Station Road Boxmoor on Thursday 24 and Friday 25 January 2013.

2.12 In addition, approximately 56 residential and business properties in London Road, were also advised of the Council's proposals, by letter sent by Royal Mail 1st class post on Friday 18 January 2013.

2.13 The letter explained that their road had been excluded from the initial scheme and they were provided with a plan of the proposed parking scheme. Recipients were also invited to the planned ‘drop-in' sessions should they wish to discuss the matter further with Council officers and Project Centre staff.

2.14 Copies of all consultation documentation for the proposed Apsley CPZ are attached in Appendix A.

Boxmoor Study Area

2.15 406 residential properties and business premises within roads south of St John's Road/ Northridge Way were sent consultation packs by Royal Mail 1st class post on Friday 18 January 2013.

2.16 The consultation proposed introduction of a permit parking scheme operational Monday to Friday 9am – 10am and 2pm – 3pm, with the majority of bays provided for the use of permit holders only. To maximise the amount of parking that could be provided it was proposed to extend permit holder bays across private driveways with business and shared accesses protected by a single yellow line during the proposed CPZ hours.

2.17 Where it was considered there could be demand for short stay visitor parking it was also proposed to provide some shared-use permit and limited stay bays (i.e. outside the Post Office and Social Club in Horsecroft Road, in Foster Road adjacent to Smiles Nursery and in Wharf Road), for users of the adjacent recreation ground and common.

2.18 Consultees were asked to consider the proposal and indicate if they wished the Council to proceed with the scheme as shown on the plan, proceed but with changes (i.e. bay layout or operating hours or not to proceed at all).

2.19 Space for additional comments was provided on the questionnaire but it was stressed that it would not be possible to respond individually to comments received.

2.20 Responses were requested by no later than Friday 15 February 2013. Completed questionnaires could either be returned to Project Centre in the postage paid envelope provided or scanned and sent by e-mail if preferred.
2.21 To assist with the decision making process consultees were invited to two ‘drop-in’ sessions at St John’s Church Hall, Station Road, Boxmoor on Thursday 24 and Friday 25 January 2013.

2.22 In addition, approximately 591 residential and business properties in streets to the north of the proposed CPZ included within the original study area London Road, were advised of the Council’s decision to proceed with consultation on changes to parking in Apsley, by letter sent by Royal Mail 1st class post on Monday 21 January 2013.

2.23 The letter included a plan of the proposed parking scheme and explained why their road had been excluded. Recipients were also invited to attend the planned ‘drop-in’ sessions should they have any questions and wish to discuss the matter further with Council Officers and Project Centre staff.

2.24 Copies of all consultation documentation for the proposed Boxmoor CPZ are attached in Appendix B.

Additional public consultation

2.25 Two joint ‘drop-in’ sessions for both consultations were held at St John’s Church Hall, Station Road Boxmoor, between 1pm – 8pm on Thursday 24 February 2013 and between 9.30am – 12.30pm on Friday 25 February 2013.

2.26 Dacorum Borough Council, Project Centre staff and local councillors were on hand to answer any questions consultees had on the proposals at both sessions. Supplies of consultation packs and information on CPZ operation in Dacorum were also made available to attendees at these sessions.

2.27 A total of 111 local residents attended the two drop-in sessions (76 and 35 on Thursday 24 February 2013 and Friday 25 February 2013 respectively).

2.28 Attendance by area of both sessions was as follows:-

<table>
<thead>
<tr>
<th>Consultation Area</th>
<th>Thursday 24 February 2013</th>
<th>Friday 25 February 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apsley Area</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>Boxmoor Area</td>
<td>47</td>
<td>23</td>
</tr>
<tr>
<td>Boxmoor (o/s proposed CPZ)</td>
<td>21</td>
<td>10</td>
</tr>
<tr>
<td>Further afield</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>76</strong></td>
<td><strong>35</strong></td>
</tr>
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3. RESULTS – APSLEY STUDY AREA

Summary of Results - Proposed CPZ Area

3.1 Allowing for receipt of late responses, up to and including Monday 25 February 2013, a total of 59 complete questionnaires and e-mail responses had been received, an overall area response rate of 44%.

3.2 Table 3.1 shows the number of responses received on a street by streets basis together with support for or against the current proposals.

3.3 Overall, 15 (25%) indicated that they wished the Council to proceed with the proposed parking scheme as shown on the plan. Manor Avenue was the only street where the majority, (4 of 4 respondents), 100%, supported the parking scheme as proposed.

3.4 19 (32%), said they would like the Council to proceed with the scheme, subject to some element of change. They were invited to detail these changes on the bottom portion of the questionnaire.

3.5 25 (42%), said they did not wish the Council to proceed with the proposed CPZ.

3.6 The above results confirm that there is no consensus concerning introduction of parking controls in Apsley. However, all submitted comments have been analysed and are summarised in the following section of this report.

3.7 For ease of interpretation and to assist with consideration of localised design issues comments have been dealt with on a street by street basis. Where appropriate, PCL comments relating to scheme design are included.
Table 3.1 – Apsley Area Consultation Responses on a street by street basis

<table>
<thead>
<tr>
<th>Street name</th>
<th>No. of properties</th>
<th>No. of responses</th>
<th>Response Rate</th>
<th>Proceed as proposed</th>
<th>Proceed with changes</th>
<th>Do not proceed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Featherbed Lane</td>
<td>13</td>
<td>3</td>
<td>23%</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Henry Street</td>
<td>9</td>
<td>6</td>
<td>67%</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Manor Avenue</td>
<td>9</td>
<td>4</td>
<td>44%</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Orchard Street</td>
<td>18</td>
<td>11</td>
<td>61%</td>
<td>5</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Storey Street</td>
<td>25</td>
<td>11</td>
<td>44%</td>
<td>1</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>Two Waters Road</td>
<td>16</td>
<td>8</td>
<td>50%</td>
<td>1</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>Weymouth Street</td>
<td>2</td>
<td>2</td>
<td>100%</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Winifred Road</td>
<td>41</td>
<td>14</td>
<td>34%</td>
<td>1</td>
<td>2</td>
<td>11</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>133</strong></td>
<td><strong>59</strong></td>
<td><strong>44%</strong></td>
<td><strong>15</strong></td>
<td><strong>19</strong></td>
<td><strong>25</strong></td>
</tr>
</tbody>
</table>

n.b. 
percentages have been rounded-up and refer to the number of responses received rather than the total number of properties in the study area.
No 'no replies' were received.
Street by Street Comments Analysis

Featherbed Lane

3.8 Cedar House No. 8 Featherbed Lane is a church building. Although parking is not normally a problem for worshippers attending Sunday morning services at the chapel the premises are used all day during the working week by a variety of groups.

3.9 Consequently, were the CPZ to proceed they would like to have some dedicated parking provided for church use.

Henry Street

3.10 To cater for resident demand it was suggested that the proposed shared-use bay on the south-western side of Henry Street along the side of No. 11 Featherbed Lane should be converted to permit holders only.

3.11 In addition, it was considered that there was space to provide parking for an additional vehicle at the rear of No. 6 Manor Avenue.

3.12 Finally, it was requested that the proposed single yellow line waiting restrictions at the junctions of Featherbed Lane and Orchard Street should be upgraded to `at any time.

Manor Avenue

3.13 All respondents in favour of scheme as proposed.

Orchard Street

3.14 Three respondents advised that there was no need for the existing disabled bay outside No. 9 Orchard Street as the resident for whom the bay was originally provided no longer drives.

3.15 Several respondents suggested that additional permit bays could be provided along the side of Cornerways and outside Nos. 15 and 16 Orchard Street to ensure sufficient bays were available for residents use.

Storey Street

3.16 Many respondents were of the opinion that the scheme was unnecessary as parking problems only occurred in the evening and overnight when no controls were proposed. However, mention was made of vehicles belonging to a taxi company operating in the street being an issue.
3.17 Concerns were also raised regarding having to pay to park stating that the first permit should be issued free of charge.

3.18 Were the scheme to be introduced, a couple of respondents suggested that the proposed limited stay bays on the western side of the road o/s Florence Longman House and along the side wall of No. 1 Weymouth Street should be reserved for the use of permit holders only.

Two Waters Road

3.19 Six of the eight respondents from Two Waters Road requested that the proposed hours of control should be extended to evenings and weekends to address problems associated with patrons of the adjacent K2 Balti House Indian restaurant.

3.20 Due to the popularity and size of the K2 they were of the opinion that Two Waters Road was used an ‘unofficial’ overflow car park for the restaurant with anecdotal claims that patrons were openly advised to park on-street (n.b. no mention of this is made on the restaurants website and as a result cannot be confirmed).

3.21 Residents considered that Thursday to Sunday were the worst days but that any controls should operate 7 days a week at least until 10 – 11pm.

3.22 In addition, they also requested that the proposed ‘at any time’ waiting restrictions in the turning head opposite Nos. 8 – 11 Two Waters Road could be removed to provide additional residents parking, reflecting the current use of this area by residents of larger commercial vehicles.

PCL Comment: Further informal consultation should be undertaken with residents of Two Waters Road concerning the extension of proposed operational hours and amendment to the proposed bay layout.

Winifred Road (including Nos. 9a and 11a Weymouth Street)

3.23 Many respondents were of the opinion that there was no parking problem during the day when the proposed CPZ would operate. Any issues that did occur were more likely in the evening and during the weekends. Some felt it was the local businesses and their staff that caused the problems, others that it was residents themselves due to the high level of vehicle ownership.

3.24 Connected with possible high levels of vehicle ownership it was considered that the current proposals did not provide sufficient spaces to satisfy resident demand. However, to address this should a scheme go ahead, it was suggested that, additional permit parking could be provided on the north-east side opposite Nos. 44 – 50 plus the
proposed bay on the south-east could be extended (removal of proposed ‘at any time’ waiting restrictions.

3.25 Finally, it was advised that an application for provision of a disabled bay in Winifred Road had been approved by Herts County Council, which was not shown on the plan, and was due for installation in April 2013.

Comments - Outside proposed CPZ

3.26 Two written representations were received from properties outside of the proposed CPZ boundary, the first from a resident of Weymouth Street and the second from a business in London Road.

3.27 The resident of Weymouth Street expressed disappointment that the road was not being considered for controlled parking as he was of the opinion that if consulted he and his neighbours would support such a proposal.

3.28 The local business in London Road considered that the proposed shared-use parking was insufficient to cater for his staff and other business users.
4. RESULTS – BOXMOOR STUDY AREA

Summary of Results – Proposed CPZ Area

4.1 Allowing for receipt of late responses, up to and including Monday 25 February 2013, a total of 261 completed questionnaires and e-mail responses had been received, an overall area response rate of 64%.

4.2 Table 4.1 shows the number of responses received on a street by street basis together with support for or against the current proposals.

4.3 Overall, 170 (65%) indicated that they wished the Council proceed with the proposed parking scheme as shown on the plan. With the exception of Fishery Passage, Fishery Road, Foster Road and Wharf Road, the majority of respondents from the remaining consulted streets supported the parking scheme as proposed.

4.4 60 (23%), said they would like the Council to proceed with the scheme, subject to some element of change. They were invited to detail these changes on the bottom portion of the questionnaire.

4.5 29 (11%), said they did not wish the Council to proceed with the proposed CPZ. 2 (1%) respondents did not indicate any preference.

4.6 All comments submitted have been analysed and, where pertinent to the scheme design or operation, are detailed in the following section of this report.

4.7 For ease of interpretation and to assist with consideration of localised design issues comments have been dealt with on a street by street basis.
Table 4.1 – Boxmoor Area Consultation Responses on a street by street basis

<table>
<thead>
<tr>
<th>Street name</th>
<th>No. of properties</th>
<th>No. of responses</th>
<th>Response rate</th>
<th>Proceed as proposed</th>
<th>Proceed with changes</th>
<th>Do not proceed</th>
<th>Did not reply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cangels Close</td>
<td>12</td>
<td>12</td>
<td>100%</td>
<td>8</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Fishery Passage</td>
<td>8</td>
<td>2</td>
<td>25%</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Fishery Road</td>
<td>50</td>
<td>20</td>
<td>40%</td>
<td>8</td>
<td>5</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>Foster Road</td>
<td>1</td>
<td>1</td>
<td>100%</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Horsecroft Road</td>
<td>105</td>
<td>75</td>
<td>71%</td>
<td>53</td>
<td>13</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>Kingsland Road</td>
<td>103</td>
<td>70</td>
<td>68%</td>
<td>40</td>
<td>22</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>Moorland Road</td>
<td>37</td>
<td>32</td>
<td>86%</td>
<td>25</td>
<td>7</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Northridge Way (No. 13 only)</td>
<td>1</td>
<td>0</td>
<td>0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>River Park</td>
<td>81</td>
<td>45</td>
<td>56%</td>
<td>34</td>
<td>6</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>Wharf Road</td>
<td>8</td>
<td>4</td>
<td>50%</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>406</td>
<td>261</td>
<td>64%</td>
<td>170</td>
<td>60</td>
<td>29</td>
<td>2</td>
</tr>
</tbody>
</table>

(65%) (23%) (11%) (1%)
General Comments

4.8 Our experience of consulting on a number of other CPZ schemes indicates that these sort of comments are typical of this type of scheme.

4.9 Although, many of these comments are not directly related to scheme design it is useful to acknowledge them at this stage of the consultation.

4.10 Frequent comments of this nature received from respondents during this consultation included;

- Why should residents have to pay to park outside their own homes ?;
- Permit costs too high – suggested that the first permit could be free and no charge for motorcycles;
- Permit costs too low – increase price of 2nd and 3rd permits to discourage multiple ownership and encourage correct use of garages ;
- The maximum of three resident permits per property will not accommodate households of more than 3 adults with multiple vehicles;
- Hours of control should be extended from part-time to all day, into the evenings and weekends to address rail commuter, football match and Social Club parking;
- Parking controls should not operate on Bank Holidays as this would severely inconvenience residents and their visitors; and
- Proposed allocation of 100 visitors’ vouchers and four one week permits p.a. insufficient to cater for needs of residents especially working parents who rely on family members for regular childcare.

Street by Street Design Comments

4.11 The following section of the report outlines suggestions for amendments to the proposed CPZ design. Where appropriate, responses from PCL relating to scheme design are included.

Cangels Close

4.12 Four respondents suggested that, given the amount of available off-street parking provision in Cangels Close, it was likely that demand for the proposed on-street bays from both themselves and their visitors would be low. There was also concern that vehicles parked on-street could compromise sightlines when turning in to and out of these off-street parking areas.
4.13 In addition, it was suggested that the proposed bays on the eastern side of the road should be removed allowing extension of the proposed ‘at any time’ waiting restrictions at the junction with Northridge Way.

**PCL Comment:** Amendment to the proposed bay layout should be considered and incorporated into any subsequent scheme design.

**Fishery Passage**

4.14 Several respondents commented on the extent of proposed ‘at any time’ waiting restrictions in Fishery Passage suggesting that additional permit parking bays could be provided. Concerns were raised for parking of the library bus.

**PCL Comment:** Investigation into the extent of public highway will need to be undertaken with Herts County Council before any additional parking bays can be considered and incorporated into any subsequent scheme design.

4.15 In addition, a business operating in Fishery Passage commented that the current provision of only one permit per businesses will be insufficient to cater for their operational needs. They currently have seven employees but off-street parking for only three cars. They also had concerns for parking for their patients.

**Fishery Road**

4.16 No comments received concerning the proposed scheme.

**Foster Road**

4.17 A Day Nursery operating from Foster Road indicated that it was not supportive of the proposed scheme. As a day nursery (operational 8am – 6pm Monday to Friday) care is provided for up to 24 children at a time, with most staff on site from 7.30am to 6.30pm.

4.18 To meet legal requirements they explained that had have a minimum number of staff on site at all times and that it would not be convenient or possible for staff to ‘pop out’ and move their cars if controls were introduced. Consequently, they asked if the Council had any suggestions as to how the scheme could accommodate them.
Horsecroft Road

4.19 Removal of the proposed ‘at any time’ waiting restrictions outside No. 76 was mentioned in association with additional permit bays in Fishery Passage (see paragraph 4.14 above and PCL Comment).

4.20 Several residents requested the removal of the proposed permit holder bays on north side of Horsecroft Road outside the garages and drive of No. 18 Fishery Road and No. 2a Horsecroft Road and replacement with yellow line waiting restriction.

4.21 Concerns were raised over how the gravel access roads linking Kingsland Road, Horsecroft Road and St John’s Road would be treated if the scheme went ahead and if it would be possible for them to be subject to control as well.

**PCL Comment:** Amendment to the proposed bay layout to protect access to off-street parking facilities at this location should be considered and incorporated into any subsequent scheme design.

Investigation into the extent of public highway will need to be undertaken with Herts County Council before consideration of inclusion within the proposed scheme.

Kingsland Road

4.22 The highest level of comments were opposing the provision of bays across driveways and longer hours of control were received from a number of properties in the road.

4.23 One resident advised that it was essential that a disabled bay be maintained outside of their property and another resident requested that the proposed single yellow line across their access should be upgraded to ‘at any time’ waiting restriction.

4.24 Several respondents suggested that the proposed bays on the northern side of the road should be replaced by ‘at any time’ waiting restrictions as vehicles parked at this location could contribute to queuing traffic from Fishery Road.

**PCL Comment:** Amendment to the proposed bay layout should be considered and incorporated into any subsequent scheme design.

Moorland Road

4.25 A resident of Fishery Road suggested that the proposed permit bay on the northern side of Moorland Road, along the side wall of No. 9 Fishery Road, could be converted to shared-use.
4.26 Several requests were received regarding changes to the proposed waiting restrictions in Moorland Road:

- Downgrading of the proposed ‘at any time’ waiting restrictions to single yellow line outside the entrance to the garage between Nos. 12a and 14 Moorland Road;
- Downgrading of the proposed ‘at any time’ waiting restrictions to single yellow line either side of the junction with Grove Road;
- Upgrading of the proposed single yellow line to ‘at any time’ waiting restrictions outside Nos. 10 – 12a Moorland Road; and
- Upgrading of the proposed single yellow line to ‘at any time’ waiting restrictions along the entire northern side of Moorland Road between Grove Road and Cangels Close.

**PCL Comment:** Amendment to the proposed operational hours of the proposed waiting restrictions should be considered and incorporated into any subsequent scheme design.

Northridge Way

4.27 Northridge Way is currently outside of the proposed CPZ boundary and no comments were received in writing during the consultation. However, concerns were raised at the ‘drop-in’ sessions relating to parking problems between Fishery Road and Cangels Close, should parking controls be introduced in the roads to the south of St Johns Road.

4.28 A number of residents were concerned that commuters could be displaced to Northridge Way and that to address this, complementary waiting restrictions should be introduced.

**PCL Comment:** Introduction of additional waiting restrictions should be considered in tandem with amendments to the proposed scheme design.

River Park

4.29 The majority of respondents were in favour of scheme as proposed, although some were of the opinion that River Park should be a zone by itself to exclude overspill from adjacent streets.

4.30 However, following discussions at the ‘drop-in’ sessions and sight of a plan provided by representatives of the Residents Association, it has become apparent that there is some confusion as to ownership of certain parking areas.

**PCL Comment:** Investigation into the extent of public highway will need to be undertaken with Herts County Council before any additional parking
bays can be considered and incorporated into any subsequent scheme design.

**Wharf Road**

4.31 Respondents were unsure as to whether a time limit should be imposed on users of the park as proposed in the limited stay bays on the eastern side of the road.

4.32 They were also of the opinion that all of the eastern side of the road should be controlled including the lay-by area where the road widens towards its junction with Horsecroft Road.

4.33 Finally, to provide parking and visitors to St Mary and St Joseph Catholic Church additional parking bays should be provided in Wharf Road between its junction with St John's Road and the road closure.

**PCL Comment:** Investigation into the extent of public highway will need to be undertaken with Herts County Council and traffic movement paths plotted before any additional parking bays can be considered and incorporated into any subsequent scheme design.
5. REPRESENTATIONS – OUTSIDE PROPOSED CPZ

5.1 By the end of the consultation period a total of 48 representations from outside of the proposed boundary of the Boxmoor CPZ, 8% of a total of 591 properties, had been submitted either in the form of completed questionnaires or e-mails, many residents advised to do so following discussions with Council officers and PCL staff at the ‘drop-in’ sessions.

5.2 Table 5.1 shows the number of responses received per street

<table>
<thead>
<tr>
<th>Street name</th>
<th>No. of properties</th>
<th>No. of responses</th>
<th>Response rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alston Road</td>
<td>13</td>
<td>3</td>
<td>23%</td>
</tr>
<tr>
<td>Anchor Lane</td>
<td>5</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Bargrove Avenue</td>
<td>41</td>
<td>16</td>
<td>39%</td>
</tr>
<tr>
<td>Bulborne Close</td>
<td>10</td>
<td>4</td>
<td>40%</td>
</tr>
<tr>
<td>Cowper Road</td>
<td>70</td>
<td>3</td>
<td>4%</td>
</tr>
<tr>
<td>Green End Road</td>
<td>52</td>
<td>2</td>
<td>4%</td>
</tr>
<tr>
<td>Grove Road</td>
<td>11</td>
<td>9</td>
<td>82%</td>
</tr>
<tr>
<td>Grosvenor Terrace</td>
<td>21</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Halwick Close</td>
<td>27</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Hanover Green</td>
<td>32</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Northridge Way</td>
<td>32</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Puller Road</td>
<td>75</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>River Park (evens only)</td>
<td>8</td>
<td>4</td>
<td>50%</td>
</tr>
<tr>
<td>St John’s Road</td>
<td>144</td>
<td>4</td>
<td>3%</td>
</tr>
<tr>
<td>Sebright Road</td>
<td>25</td>
<td>3</td>
<td>12%</td>
</tr>
<tr>
<td>Thorne Close</td>
<td>22</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Veysey Close</td>
<td>3</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>591</strong></td>
<td><strong>48</strong></td>
<td><strong>8%</strong></td>
</tr>
</tbody>
</table>

5.3 The majority of representations expressed concern that the scheme was not being introduced into their road. Many were of the opinion that the current problems would only get worse if the proposed CPZ went ahead south of St John’s Road due to an increase in displaced commuter parking.
5.4 Consequently, the general view of the majority of responses was that either the boundary of the proposed CPZ should be extended or that the Council should investigate possible solutions to particular parking problems.

5.5 The following section of the report outlines these representations and, where appropriate responses from PCL are included.

Grove Road

5.6 Nine of the eleven properties submitted written representations requesting that the road be included within the proposed scheme.

5.7 The current proposals exclude Grove Road as it was believed to be private and not public highway. It has since become apparent from paperwork provided by residents that the actual status of Grove Road is unclear.

5.8 When introducing a CPZ a road does not have to necessarily be maintained by the Council. However, an Order can only be made if the road falls into the description of “a highway or any other road to which the public has access”. The road does not have to be public highway.

5.9 If a road comes under this description then it could be included in an Order and be subject to parking controls, provided the owners of the road all agree to this. Such an agreement would need to be obtained from all householders/residents/landowners in the road to confirm that they wanted controls to be introduced.

5.10 It is likely that a further legal agreement would be required to be signed by both Dacorum Borough Council, who would operate the CPZ and Herts County Council as the Highways Authority (n.b. It should be noted that such an agreement could have repercussions as it could be made in perpetuity i.e. any subsequent owner might have to be bound by the agreement).

PCL Comment: Investigation into the extent of public highway will need to be undertaken with Herts County Council. Once confirmed, informal consultation should be undertaken with residents on the outcome with a view, if possible, for inclusion of Grove Road within the proposed CPZ.

Alston Road

5.11 Residents requested inclusion within the CPZ to deter footway and obstructive parking by commuters but had no specific design comments.
Bargrove Avenue / Green End Road

5.12 Residents requested inclusion within the CPZ to address current obstructive parking and congestion due to both commuters and parents picking-up and dropping off children at St Rose's Catholic Primary School. If not possible to extend the CPZ it was suggested that the introduction of a part-time yellow line waiting restriction commuter parking ban for one hour a day might be a suitable alternative solution.

Bulbourne Close

5.13 Residents were of the opinion that commuters would be displaced to this area if a CPZ were introduced adding to current problems. Consequently, it was requested that a combination of ‘at any time’ waiting restrictions should be introduced at the junction with Alston Road/Grosvenor Terrace, with possible extension to all junctions in the area, together with a part-time commuter parking ban.

Cowper Road

5.14 Residents requested inclusion within the CPZ due to concerns over displaced commuter parking but had no specific design comments.

Puller Road

5.15 As with Green End Road the possible introduction of a part-time commuter parking ban was suggested.

St John’s Road

5.16 Respondents were of the opinion that commuters would be displaced to this area if a CPZ were introduced adding to current problems.

PCL Comment: Introduction of restrictions in isolation raised by residents from Alston Road, Bargrove Avenue, Bulbourne Close, Cowper Road, Green End Road, Puller Road and St John’s Road would need careful consideration so as not to adversely impact on the situation in adjacent streets.

River Park (even Nos. 2 – 16)

5.17 Residents of the town houses within the private section of River Park have requested that, although currently excluded from the scheme, they should be entitled to purchase permits and/or visitors’ vouchers.
6. CONCLUSIONS AND RECOMMENDATIONS

Apsley Study Area

Conclusions

6.1 Of the 133 properties consulted 59 residents and businesses, returned completed questionnaires or submitted responses via e-mail, a response rate of 44%.

6.2 Only 15 (25%) supported the scheme as proposed. Despite 19 (32%), being in favour of proceeding but with change, (almost half of these from Two Waters Road), 25 (42%) did not support proceeding any further.

6.3 Analysis of the comments received, together with these high level results indicate that despite varying levels of support on a street by street basis, overall there is no majority support for these proposals.

6.4 Many residents considered that parking problems occur in the evening and overnight when the proposed CPZ would not operate. As a result they were opposed to paying for scheme for which they felt they would not benefit from.

6.5 Residents of Two Waters Road were supportive of the scheme but felt it did not go far enough to solve the particular issues experienced due to parking by patrons of the adjacent K2 Balti House Indian Restaurant.

6.6 They were of the opinion that evening and weekend controls were required, in addition to some minor changes to the proposed bay layout.

Recommendations

6.7 In the circumstances, it is recommended that:

- the proposal for the introduction of a CPZ in Featherbed Lane, Henry Street, Manor Avenue, Orchard Street, Storey Street and Winifred Road should not be pursued by the Council at this time; and

- further informal consultation on an amended CPZ design with longer operational hours be undertaken with residents of Two Waters Road (n.b. any resulting scheme to include the proposed introduction of overnight waiting restrictions to address HGV parking in the southern section of the road between the bridge over the River Bulbourne and London Road).
Boxmoor Study Area

Conclusions

6.8 Of the 261 residents and businesses who returned completed questionnaires or submitted responses via e-mail (a somewhat higher than expected response rate of 64.5%) a majority 170 (65%), supported the scheme as proposed.

6.9 60 (23%) of the remaining 89 respondents supported the scheme with changes, many suggesting specific design amendments for consideration. 29 (11%) indicated that they did not want the Council to proceed with any scheme for the area.

6.10 A number of residents from streets within the original study area, but excluded from the proposed CPZ, also submitted representations to the Council.

6.11 The majority of these outside of CPZ representations observed that the proposed introduction of parking controls in roads would lead to an increase in parking problems for them. As a result they either requested that the CPZ should be extended to all roads within the original study area or that the Council should consider the introduction of additional waiting restrictions to protect them from displaced commuter parking.

Recommendations

6.12 In the circumstances, it is recommended that:

- The Council proceed with the proposed introduction of a CPZ in the roads south of St John's Road/Northridge Way, subject to consideration of the design amendments referred to in Chapter 4 of this report and, where appropriate, undertake further informal consultation with affected frontagers;
- Investigate the 'highway' status of Grove Road and legal implications for both the Council and residents of its inclusion within the proposed CPZ; and
- For roads within the remainder of the study area outside of the current proposed CPZ boundary either:

  (i) given the level of support received from the streets south of St Johns Road/Northridge Way for the proposed CPZ, undertake further informal consultation on the introduction of a CPZ; or
  
  (ii) consider requests for the introduction of additional waiting restrictions and where appropriate undertake informal consultation with affected frontagers.
Quality

It is the policy of Project Centre to supply Services that meet or exceed our clients’ expectations of Quality and Service. To this end, the Company’s Quality Management System (QMS) has been structured to encompass all aspects of the Company’s activities including such areas as Sales, Design and Client Service.

By adopting our QMS on all aspects of the Company, Project Centre aims to achieve the following objectives:

- Ensure a clear understanding of customer requirements;
- Ensure projects are completed to programme and within budget;
- Improve productivity by having consistent procedures;
- Increase flexibility of staff and systems through the adoption of a common approach to staff appraisal and training;
- Continually improve the standard of service we provide internally and externally;
- Achieve continuous and appropriate improvement in all aspects of the company;

Our Quality Management Manual is supported by detailed operational documentation. These relate to codes of practice, technical specifications, work instructions, Key Performance Indicators, and other relevant documentation to form a working set of documents governing the required work practices throughout the Company.

All employees are trained to understand and discharge their individual responsibilities to ensure the effective operation of the Quality Management System.
APPENDIX A – APSLEY CONSULTATION PACK
January 2013

Dear Householder / Proprietor,

PUBLIC CONSULTATION - Controlled Parking in Apsley

In September 2012, the Council asked if you considered that a Residents Controlled Parking Zone (CPZ) would make parking easier and safer in your street.

In response to this initial consultation, over 60% of those consulted indicated that they and visitors/customers did experience difficulties parking in their street. A majority also supported further consultation on a CPZ, although support varied from street to street.

With this in mind, the Council has approved further consultation and a preliminary scheme design for the area has been developed, which, wherever possible, takes into account comments received. Indicative plans showing the proposed parking bay layout and yellow line waiting restrictions are enclosed for your consideration. Some roads, where the majority of residents were not in favour of change, have been included as they may suffer from parking displacement if restrictions in other roads were to be introduced.

How would the CPZ work?
The proposed Residents Parking Scheme would operate Monday to Friday 9am – 5pm including Bank Holidays. During these hours parking would only be permitted in designated parking bays marked by white lines on the road and vehicle would need to either display a valid permit or visitor voucher.

Residents’ permits
Each property within the zone is eligible to purchase up to a maximum of three permits for vehicles registered to each address within the zone. The current cost of a resident permit is £25 for the first car and £40 for a second or third car. Permits for motorcycles cost £10. Permits for Blue Badge holders are issued free of charge.
Visitor vouchers
Vouchers available in books of x25 one hour vouchers and x20 five hour vouchers, at a cost of £4.00 and £12.00 respectively, can be purchased for use by friends, family and contractors/trades people. Long stay permits, valid for one week costing £3.00 are also available. Each household may buy up to 600 vouchers and four one week permits a year (n.b. costs are halved for pensioners or Dacorum card holders and pensioners are also entitled to double the quoted allowances). Vouchers are only sold in complete books.

Business permits
Businesses based within the zone may qualify for a permit for operational vehicles if they have no available off-street parking at a current cost of £300. Only one permit can be issued per business but this can cover up to two vehicles.

What happens next?
Your views are important, so please let us know what you think by completing the enclosed questionnaire and returning it to the Council, in the pre-paid envelope provided, by Friday 15 February 2013. Alternatively, you could scan and send a copy by e-mail to ApletsyParkingConsultation@projectcentre.co.uk. Unfortunately we will not be able to respond to you individually at this time but all comments will be considered.

If you would like to find out more about this proposal please come along to one of our 'drop-in' exhibitions at St John’s Church Hall, Station Road, Boxmoor, HP1 1JY where more detailed plans will be displayed and staff on hand to answer your questions.

Drop-in session 1
Date: Thursday 24 January 2013
Time: 1.00pm – 8.00pm

Drop-in session 2
Date: Friday 25 January 2013
Time: 9.30am – 12.30pm

Where can I find further information?
Details on the operation of existing residents’ controlled parking zones in Dacorum can be found at www.dacorum.gov.uk

Yours sincerely

Dacorum Borough Council working in association with Project Centre Ltd

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Data from this consultation will be collected and held by Dacorum Borough Council and Project Centre. The data will be used to produce a consultation report and to provide feedback to councillors. Individual residents will not be identified in the consultation report without permission. The report will be a public document.
PUBLIC CONSULTATION
Controlled Parking In Apsley

Please complete and return by 15 February 2013.

House/Property number

Street Name ___________________________ Postcode __________

(Please include your address and postcode so that we can look at the responses from each street individually. This information will not be used for any other purpose.)

Please tick the box that applies

☐ Proceed with the proposed parking scheme shown on the plan

☐ Proceed, but with changes (please comment below)

☐ Do not proceed with the proposed parking scheme

Any other comments?
(we will not be able to respond individually to comments received)

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© Project Centre 2013
Consultation Results and Analysis
January 2013

Dear Householder / Proprietor,

PUBLIC CONSULTATION - Controlled Parking in Apaloy

In September 2012, the Council asked if you considered that a Residents Controlled Parking Zone (CPZ) would make parking easier and safer in your street.

In response to this initial consultation, 61% of those consulted indicated that they and visitors/customers did experience parking difficulties with support for further consultation on a CPZ, varying from street to street.

With this in mind the Council has approved further consultation and a preliminary scheme has been developed, for all streets within the initial study area, excluding London Road, as shown on the indicative plan.

If you would like to find out more about this proposal please come along to one of our ‘drop-in’ exhibitions at St John’s Church Hall, Station Road, Boxmoor, HP1 1JY where more detailed plans will be displayed and staff on hand to answer your questions.

Drop-in session 1
Date: Thursday 24 January 2013
Time: 1.00pm – 8.00pm

Drop-in session 2
Date: Friday 25 January 2013
Time: 9.30am – 12.30pm

Yours sincerely

Dacorum Borough Council working in association with Project Centre Ltd

Data from this consultation will be collected and held by Dacorum Borough Council and Project Centre.
The data will be used to produce a consultation report and to provide feedback to councillors.
Individual residents will not be identified in the consultation report without permission. The report will be a public document.
January 2013

Dear Householder / Proprietor,

PUBLIC CONSULTATION - Controlled Parking in Boxmoor

In September 2012, the Council asked if you considered that a Residents Controlled Parking Zone (CPZ) would make parking easier and safer in your street.

In response to this initial consultation, 68% of those consulted indicated that they and visitors/customers did experience parking difficulties. Support for further consultation on a CPZ, varied from street to street with strongest support received from those streets south of St John’s Road/Northridge Way, closest to Hemel Hempstead BR station.

With this in mind, the Council has approved further consultation and a preliminary scheme design for the area has been developed, which, wherever possible, takes into account comments received. Indicative plans showing the proposed parking bay layout and yellow line waiting restrictions are enclosed for your consideration. Some roads, where the majority of residents were not in favour of change, have been excluded from the scheme and will be advised separately of this decision.

How would the CPZ work?

The proposed Residents Parking Scheme would operate Monday to Friday 9am – 10am and 2pm - 3pm including Bank Holidays. During these hours parking would only be permitted in designated parking bays marked by white lines on the road and vehicle would need to either display a valid permit or visitor voucher.

Residents’ permits

Each property within the zone is eligible to purchase up to a maximum of three permits for vehicles registered to each address within the zone. The current cost of a resident permit is £25 for the first car and £40 for a second or third car. Permits for motorcycles cost £10. Permits for Blue Badge holders are issued free of charge.
Visitor vouchers
Vouchers available in books of 25 one hour vouchers at a cost of £4.00 can be purchased for use by friends, family and contractors/trades people. Long stay permits, valid for one week costing £3.00 are also available. Each household may buy up to 100 vouchers and four one week permits a year (n.b. costs are halved for pensioners or Dacorum card holders and pensioners are also entitled to double the quoted allowances). Vouchers are only sold in complete books.

Business permits
Businesses based within the zone may qualify for a permit for operational vehicles if they have no available off-street parking at a current cost of £3.00. Only one permit can be issued per business but this can cover up to two vehicles.

What happens next?
Your views are important, so please let us know what you think by completing the enclosed questionnaire and returning it to the Council, in the pre-paid envelope provided, by Friday 15 February 2013. Alternatively, you could scan and send a copy by e-mail to BoxmoorParking@projectcentre.co.uk. Unfortunately we will not be able to respond to you individually at this time but all comments will be considered.

If you would like to find out more about this proposal please come along to one of our ‘drop-in’ exhibitions at St John’s Church Hall, Station Road, Boxmoor, HP1 1JY where more detailed plans will be displayed and staff on hand to answer your questions.

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Date: Thursday 24 January 2013
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Where can I find further information?
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Yours sincerely

Dacorum Borough Council working in association with Project Centre Ltd

Data from this consultation will be collected and held by Dacorum Borough Council and Project Centre. The data will be used to produce a consultation report and to provide feedback to councillors. Individual residents will not be identified in this consultation report without permission. The report will be a public document.
PUBLIC CONSULTATION
Controlled Parking in Boxmoor
Please complete and return by 15 February 2013.

House/Property number

Street Name Postcode

(Please include your address and postcode so that we can look at the responses from each street individually. This information will not be used for any other purpose.)

Please tick the box that applies

[ ] Proceed with the proposed parking scheme shown on the plan

[ ] Proceed, but with changes (please comment below)

[ ] Do not proceed with the proposed parking scheme

Any other comments?
(we will not be able to respond individually to comments received)

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January 2013

Dear Householder / Proprietor,

PUBLIC CONSULTATION - Controlled Parking in Boxmoor

In September 2012, the Council asked if you considered that a Residents Controlled Parking Zone (CPZ) would make parking easier and safer in your street.

In response to this initial consultation, 68% of those consulted indicated that they and visitors/customers did experience parking difficulties. Support for further consultation on a CPZ, varied from street to street with strongest support received from those streets south of St John’s Road/Northridge Way, closest to Hemel Hempstead BR station. The majority of residents in streets to the north of St John’s Road/Northridge Way were not in favour of any change.

With this in mind, the Council has approved further consultation and a preliminary scheme has been developed, for the area south of St John’s Road/Northridge Way as shown on the indicative plan.

If you would like to find out more about this proposal please come along to one of our ‘drop-in’ exhibitions at St John’s Church Hall, Station Road, Boxmoor, HP1 1JY where more detailed plans will be displayed and staff on hand to answer your questions.

Drop-in session 1
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Dacorum Borough Council working in association with Project Centre Ltd

Data from this consultation will be collected and held by Dacorum Borough Council and Project Centre. The data will be used to produce a consultation report and to provide feedback to councillors. Individual residents will not be identified in the consultation report without permission. The report will be a public document.
Accreditations

Investors in People - Gold
Investors in People - Champion
Positive About Disabled People
BMA
HAS
Construction Online

Memberships

The Chartered Institution of Highways & Transportation
Landscape Institute - Registered practice
Rudi
BPA - Member of the British Parking Association