DOCUMENT CONTROL

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<td>Final Report</td>
<td>Richard Plant</td>
<td>Chris Roberts-Wray</td>
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1. EXECUTIVE SUMMARY

1.1 Dacorum Borough Council consulted local residents and businesses in Charles Street and Northchurch High Street South, Berkhamsted between 4th February 2015 and 3rd March 2015.

1.2 36 addresses were consulted in Charles Street and 12 addresses were consulted in Northchurch High Street South.

1.3 Two email representations and a letter were received from residents of Charles Street, a representation rate of 8.3%. Berkhamsted Town Council indicated its support for the proposals via an email communication. An email representation and one letter representation was received from residents of Northchurch High Street South, a representation rate of 16.6%.

1.4 Berkhamsted Town Council has indicated their support for the proposals in Charles Street, with the intention that the short stay parking arrangement will support the local businesses.

1.5 The proposals will help support local businesses by increasing the number of parking spaces available throughout the day.

1.6 Comments received from respondents indicate there may be additional parking pressures created by commuter parking further along Northchurch High Street South and Darrs Lane. The council may wish to explore if in fact there is such a problem.

1.7 Based on the level of representation to the formal consultation process, it is recommended to proceed to implement the proposals as advertised in Northchurch High Street South and to implement the proposals in Charles Street, with the restrictions operating Monday to Saturday rather than as advertised Monday to Sunday as the businesses do not trade on Sundays.
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2. INTRODUCTION AND CONSULTATION METHODOLOGY

2.1 Dacorum Borough Council (DBC) carried out this formal consultation with assistance from Project Centre (PCL) to gain the views of local residents and businesses within Northchurch High Street South and Charles Street areas of Berkhamsted. Formal consultation letters were delivered to properties within the pre-defined study areas on 2nd February 2015, informing residents and businesses of the proposed changes to parking restrictions. DBC has decided to proceed with the implementation of the advertised proposals, with the support of Berkhamsted Town Council and Hertfordshire County Council as the highway authority.

2.2 The Charles Street proposals consisted of (see Appendix A for scheme proposals):

- Proposed Short Stay Bay (Mon – Sun 8am – 6pm, 15 minutes, no return within 2 hours) located outside Nos. 38 - 44, the parade of shops on Charles Street.
- Proposed No waiting at any time junction protection at the junction of Charles Street and Kitsbury Road, to replace existing single yellow lines.

2.3 The Northchurch High Street South proposals consisted of (see Appendix A for scheme proposals):

- Proposed 10 Short Stay Bays (Mon – Sun 8am – 6pm, 30 minutes, no return within 2 hours) located outside Nos. 129 – 137 Northchurch.
- Formalising of 2 disabled bays, to be supported by the Traffic Regulation Order.
- Introduction of No waiting at any time restrictions to protect the junction with Darr’s Lane and the access road to the rear of Nos. 129 – 137 Northchurch.

2.4 PCL provided a dedicated consultation email address where comments were received and analysed. No representations were accepted via telephone.

2.5 The formal consultation took place between 4th February 2015 and 3rd March 2015.

2.6 Letters and the proposed scheme plans were delivered by post to properties within the study area, informing residents and businesses of the proposals.

2.7 This report provides details of the representations and opinions provided during the formal consultation.
3. BACKGROUND

3.1 Requests for short stay parking provision have been submitted to DBC by businesses located on Charles Street. The council is now seeking to gain public approval for the proposed amendments to allow customers to park for a short period on Charles Street.

3.2 Requests to better manage the short stay parking provision adjacent to the shops in Northchurch High Street South were submitted to DBC. The council is now seeking to gain public approval for the proposed amendments to reduce short term shopper parking pressure and increase the turnover of spaces.

3.3 In both cases, by the council providing short stay parking facilities, it is felt this will help support the local businesses and increase the number of available parking spaces for customers throughout the day.
4. CONSULTATION REPRESENTATIONS AND COMMENTS

4.1 A total of 36 addresses received formal consultation letters in the Charles Street area, three email representations were received.

4.2 A total of 12 addresses received formal consultation letters in the Northchurch High Street South area, one email representation was received.

4.3 The formal consultation letter outlined the council’s proposals, providing respondents with a final chance to comment on the plans at the formal Statutory Consultation stage if they so wished.

Charles Street Comments:

4.4 One email representation was received from a resident in Charles Street where they indicated they did not support the proposed changes to the current arrangements. They felt the current system works well as it is and the introduction of the short stay parking place would create more parking pressure, especially in the evening.

4.5 One email was received from a resident in Charles Street where they indicated they supported the proposed changes to the current arrangements. They indicated the proposals would improve access to their drive way.

Northchurch High Street South Comments:

4.6 One email and one letter were received from residents of Northchurch High Street South, with one respondent indicating their general support for the proposals whilst also highlighting their concern about the frequency and number of large delivery vehicles servicing the Tesco store situated in the parade of shops opposite the parking spaces under review.

4.7 The second email indicated the respondent did not support the proposals as they would not deal with the problem of long term parking further along High Street South. The respondent felt commuter parking caused much of the parking problems currently experienced not just within the study area but also the wider area including Park Rise.

Overall Support for Charles Street

4.8 Two email representations and a letter were received from residents of Charles Street and Berkhamsted Town Council.

4.9 One respondent indicated they are opposed to the proposed amendments, on the grounds they felt the introduction of the short stay parking place would lead to less space being available for residents when they return home in the evening and would
make the road more difficult to negotiate as vehicles currently park part on the pavement.

4.10 The respondent’s email suggests that other local residents and businesses are also opposed to the proposed parking amendments however, without individual representation these views are acknowledged but cannot be treated as an objection to the advertised proposals.

4.11 Support for the proposals has been acknowledged by the town council when the proposals were presented to them by the borough council at a recent committee meeting.

4.12 Representation rate from properties on Charles Street was 8.3%

**Overall Support for Northchurch High Street South**

4.13 The representation received which objected to the advertised proposals, was not explicitly against the introduction of short stay parking restrictions, but rather the proposal did not solve the underlying problem of commuter parking further along the road, in fact the respondent felt these proposals would make the situation worse where there are no parking restrictions.

4.14 Representation rate for Northchurch High Street South was 16.6%.
5. CONCLUSIONS

Charles Street

5.1 Three representations were received from Charles Street with one respondent objecting to the proposals by indicating the proposals would reduce the available parking in the evening. As the proposed parking and waiting restrictions will operate until 6pm which is the same as the current single yellow line restriction, we do not believe this will create any greater pressure on parking demand in the evenings. The second respondent supported the proposals and the third respondent supported the proposals but felt Sunday controls should not be included as the shops located on Charles Street do not trade on a Sunday.

5.2 The introduction of the short stay parking place will allow customers to make a quick visit to the shops on Charles Street without having to park in contravention and will ensure there is generally somewhere safe and convenient to park whilst also improving the safety at the junction with Kitsbury Road.

5.3 Introducing double yellow line restrictions in place of the existing single yellow lines at the junction of Charles Street and Kitsbury Road will ensure parked vehicles do not block the line of sight when negotiating this junction.

Northchurch High Street South

5.4 Two representations were received during the formal consultation period, one respondent indicated their objection to the advertised proposals, on the grounds they did not go far enough to tackle the issue of commuter parking further along Northchurch High Street South. The second respondent indicated deliveries to the local convenience store cause safety issues for pedestrians and force vehicles to park illegally and causes property damage.

5.5 The proposals will increase the turnover of spaces by ensuring vehicles are parked for no longer than 30 minutes and ensuring the disabled bays can be properly enforced will help support the local businesses by providing more parking spaces throughout the day.
6. **RECOMMENDATIONS**

6.1 In light of the comments received during the consultation process, Project Centre would recommend proceeding with a view to implementing the advertised proposals in both Charles Street and Northchurch High Street South.

6.2 The introduction of the 15 minute max stay parking bay outside the parade of shops on Charles Street will provide the facility for customers to park easily whilst making a quick visit to the shops. By introducing double yellow line restrictions at the junction of Kitsbury Road visibility will improve making the junction safer for pedestrians and motorists. We also recommend introducing the restrictions to operate between Monday and Saturday rather than Monday and Sunday as originally advertised, this would fall in line with the hours the businesses trade.

6.3 The shops on Northchurch High Street South are popular and attract a large number of customers and their vehicles, the short stay parking proposal will ensure the limited spaces provide adequate turnover throughout the day.

6.4 Previous comments received have indicated existing commuter parking problems on Darrs Lane and Northchurch High Street South. We would recommend Dacorum Borough Council carry out further consultation following implementation of the advertised proposals to confirm if parking pressures have increased in the surrounding roads, Darrs Lane and Park Rise.
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 – CONSULTATION MATERIAL
Dear Householder / Proprietor,

FORMAL CONSULTATION - Changes to parking arrangements on Charles Street, Berkhamsted

Following consultation on proposed changes to the current limited waiting parking places located outside the parade of shops at 38 – 42 Charles Street last year, Dacorum Borough Council has considered the responses received and decided to proceed towards implementing the changes.

This letter is to advise you that the formal Traffic Regulation Orders (TROs) required to make the scheme operational has been published. The publication of the TROs marks the beginning of a statutory consultation period that will last for 28 days from 4th February 2015.

During this period anybody may comment or object to the proposals. Comments or objections must be made in writing, stating the grounds on which they are made and sent to the address at the top of this letter or via email to dacorum-consultation@projectcentre.co.uk to be received by e-mail by 23:59 on 3rd March 2015 or by last postal delivery to the above address on 6th March 2015. No significant changes can be made to the proposals from this time; we want to know if you support the introduction of the proposals or whether you object to them so please respond to this consultation.

The plan attached provides a summary of the proposals. The limited waiting parking bay will operate Monday to Sunday 8am – 6pm 15 minute max stay no return within 2 hours with the introduction of double yellow lines to protect the junction with Kitsbury Road.

Summary information on how the scheme will work is set out in this letter. Plans are on display in the main reception area corridor at Dacorum Borough Council, Civic Centre, Marlowes, Hemel Hempstead, HP1 1HH and detailed information and drawings are available at The Parking Centre at the same address.

Please note as this is a statutory consultation, correspondence on the proposals cannot be entered into. All comments received will be reported to the Council who will make a decision on how to proceed after considering the feedback from the consultation.

Yours sincerely,

Dacorum Borough Council working in association with Project Centre Ltd
What are the proposals?
During the hours of operation (Monday to Sunday, 8am - 8pm) anybody wishing to park on-street in the designated parking place may do so for a maximum of 15 minutes and not return for at least 2 hours. The parking place is shown on the plan attached.

What about deliveries, traders carrying out work and carers?
Deliveries may be carried out by vehicles provided this process is observed to be taking place within 5 minutes. Anything longer (including traders carrying out work and carers visits) will require the visitor to park in areas away from the limited waiting bay during operational times.

How will the proposals be enforced?
The Council’s Civil Enforcement Officers will patrol the area during operational hours to ensure compliance. Any vehicle parked and not complying with restrictions will be issued with a Penalty Charge Notice.

What happens next?
When the responses from the consultation have been collated and a report produced, your councillors will decide whether to put the scheme into place or abandon it. If it is decided to put the scheme in place a date will be set for the scheme to go live and it will be advertised in the public notices section of the Berkhamsted & Tring Gazette.

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.
Charles Street, Berkhamsted - amended parking arrangement

- **Charles Street**:
  - Existing: No waiting Mon-Sat 8.30am-6.30pm
  - Proposed: No waiting at any time
  - Proposed Short Stay Bay: Mon-Sun 8am - 6pm, 15 minutes, no return within 2 hours

- **Kitsbury Road**

- **Hamilton Road**
February 2015

Dear Householder / Proprietor,

**FORMAL CONSULTATION - Changes to parking arrangements on Northchurch High Street South, Berkhamsted**

Following consultation on proposed changes to the current limited waiting parking places located outside the parade of shops at 129 – 137 Northchurch High Street South and 139 Northchurch High Street South last year, Dacorum Borough Council has considered the responses received and decided to proceed towards implementing the changes.

This letter is to advise you that the formal Traffic Regulation Orders (TROs) required to make the scheme operational has been published. The publication of the TROs marks the beginning of a statutory consultation period that will last for 28 days from **4th February 2015**.

During this period anybody may comment or object to the proposals. Comments or objections must be made in writing, stating the grounds on which they are made and sent to the address at the top of this letter or via email to dacorum-consultation@projectcentre.co.uk to be received by e-mail by 23:59 on **3rd March 2015** or by last postal delivery to the above address on **6th March 2015**. No significant changes can be made to the proposals from this time; we want to know if you support the introduction of the proposals or whether you object to them so please respond to this consultation.

The plan attached provides a summary of the proposals. The limited waiting parking bay will operate **Monday to Sunday 8am – 8pm 30 minute max stay no return within 2 hours** parking restriction and the formalisation of the disabled parking spaces and some extension of exiting double yellow lines to protect the junction with Darrs Lane.

Summary information on how the scheme will work is set out in this letter. Plans are on display in the main reception area corridor at Dacorum Borough Council, Civic Centre, Marlowes, Hemel Hempstead, HP1 1HH and detailed information and drawings are available at The Parking Centre at the same address.

Please note as this is a statutory consultation, correspondence on the proposals cannot be entered into. All comments received will be reported to the Council who will make a decision on how to proceed after considering the feedback from the consultation.

Yours sincerely,

Dacorum Borough Council working in association with Project Centre Ltd
What are the proposals?
During the hours of operation (Monday to Sunday, 8am - 8pm) anybody wishing to park on-street in the designated parking place may do so for a maximum of 30 minutes and not return for at least 2 hours. The parking places are shown on the plan attached.

What about deliveries, traders carrying out work and carers?
Deliveries may be carried out by vehicles provided this process is observed to be taking place within 5 minutes. Anything longer (including traders carrying out work and carers visits) will require the visitor to park in areas away from the limited waiting bay during operational times.

How will the proposals be enforced?
The Council’s Civil Enforcement Officers will patrol the area during operational hours to ensure compliance. Any vehicle parked and not complying with restrictions will be issued with a Penalty Charge Notice.

What happens next?
When the responses from the consultation have been collated and a report produced, your councillors will decide whether to put the scheme into place or abandon it. If it is decided to put the scheme in place a date will be set for the scheme to go live and it will be advertised in the public notices section of the Berkhamsted & Tring Gazette.

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.
Northchurch, Berkhamsted - amended parking arrangement
APPENDIX B – CONSULTATION COMMENTS
## Charles Street

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<tr>
<th>Role</th>
<th>Comment</th>
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<tr>
<td>Resident</td>
<td>I would like to let you know that I fully support the proposed changes to parking arrangements on the Charles Street/Kitsbury Road junction. We live at No.xx Kitsbury Road, on the corner with Charles St and have gated access to our drive from Charles Street. We often have problems with people parking across the gate. It isn't clear from the plans exactly how far the double yellow lines will run, but we would be very grateful if they could go across the whole driveway if possible to hopefully stop any further problems.</td>
</tr>
<tr>
<td>Resident</td>
<td>Further to my email of 20 September 2014 in response to your first communication regarding the proposed amendments to the current parking arrangements in Charles Street, Berkhamsted, I am writing to reiterate much of what I wrote then. I own and am resident at xx Charles Street, which would be directly affected by these proposals. The current arrangements work extremely well and I would like to oppose any change. In particular, those of us who drive to work Monday to Friday do not currently need to take up a daytime space when we return in the evening, as we can park on the single yellow line, thus relieving the pressure for those who need to have parking spaces during the day. Removal of so many of the single yellow lines would undoubtedly create unnecessary additional pressure which I feel sure would be extremely unpopular in an area where there is already considerable pressure on parking space. I have discussed this with other residents who, like me, are strongly opposed to this proposal. I have also discussed this with staff at Serene (no 40 Charles St - which is open in the evenings), who are also concerned, as their clients regularly park on the existing single yellow lines in the evenings. I would also like to mention that I understand that in the coming year, due to major building work in Middle Road (a house (with basement) is to be constructed on the site of the barn in that road) it is likely that skips will be parked in Charles Street. Apart from taking up valuable car parking spaces, this makes adjacent car parking particularly difficult. If we therefore find ourselves with even fewer parking spaces this will cause even more irritation to residents.</td>
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<tr>
<td>Stakeholder</td>
<td>The Town Council considered the Traffic Order proposals for a 15 minute maximum parking stay outside the parade of shops on Charles Street and no waiting on corners of the junction with Kitsbury Road at its Transport and Environment Committee yesterday evening. The Town Council supported the waiting restriction proposals.</td>
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I refer to my mail of 26 September. Parking here is now not really problematical now that TWS have moved. I think that these proposals are a waste of time and money. I do not believe that Wardens will effectively and efficiently enforce restrictions (will they hang around for 2 hours?) except perhaps for double yellow lines. Also, High Street and Exhims residents park in High Street South and these, together with Bon Soiree and Tesco employees will park further westwards along High Street South and in Park Rise. This may well cause residents of and visitors to the Flats to park on the garage land at the rear, resulting in more frequent use of the access road. At present Tesco suppliers use the access road as an unloading area by concession. This will have to cease if flat residents require more frequent access (unlimited access for any reason whatsoever is their right under their lease) and this will likely result in significant disruption in High Street South from milk, bread and other lorries unloading and blocking the highway.

Northchurch needs more parking (Granville Road) with very little spare capacity, but this is a common Dacorum and general urban problem.

I suggest that Council time and money be directed to more important matters.
Dear Dacorum Borough Council working in association with Projects Centre Ltd,

I write in direct response to your letter, dated February 2015, regarding **FORMAL CONSULTATION – Changes to parking arrangements on Northchurch High Street South, Berkhamsted**. The proposed changes to parking arrangements do not make for pleasant analysis and I would like to formally register my concerns.

At present, there are severe hazards in the area of Darr’s Lane/Northchurch and High Street South which will only be exacerbated by the proposed changes in their existing format. The proposed enforcement of short term stay bays will help prevent dangerous parking from occurring and ensure an availability of parking in the area. It is also likely it will increase the movement and total count of vehicles in the area. Whilst this will benefit the local shops such as Tesco it is also likely to increase the total count of deliveries per day, which already includes 5 or more large vehicles arriving to site per day.

Tesco has benefited from great success in the area but the deliveries cause much concern. The area has not been designed for large vehicles which manoeuvre (sometimes unaided due to in-store pressures) to the rear of Tesco between 137 and 139 High Street South. This is a narrow entrance and deliveries cause:

- A physical danger to local residents, children and animals
- Mounting of the pavement and property at the front of 139 High Street South.
- Mounting of the pavement by the disabled parking outside 137 High Street South.
- Property damage at the private areas to the rear of 139 High Street South.
- A physical blockage for residents wishing to use the private parking facilities at the rear of 139 High Street South.

The current area is too small and does not allow for such deliveries to be undertaken safely. Prior to the proposed changes being considered a formal investigation should be undertaken to make the area safe. Whilst I am not an expert in these matters I would initially suggest that:

- Removing some of the existing parking directly in front of 137 High Street South would allow the entrance between 137 and 139 High Street South to be made safe for deliveries in large vehicles.
- Constructing an “exit” road from the area rear of 139 High Street South directly on to Darr’s Lane would allow deliveries to be made in a simple circuit and would negate large vehicles making hazardous manoeuvres in a residential area.

I hope that these matters will be taken seriously and considered prior to any changes to short term parking restrictions in the area.
Accreditations

Memberships