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<td>Final Report</td>
<td>Richard Plant</td>
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CONTACT

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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 8th September 2014 and 6th October 2014.

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

1.3 One email response was received from Charles Street, a response rate of 2.7%. Two email responses were received from Northchurch High Street South, a response rate of 16.7%.

1.4 At a recent committee meeting, Berkhamsted Town Council have 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 and increase 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 response to the consultation, it is recommended to proceed to the formal consultation process with the view to implement the proposals.
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2. INTRODUCTION AND CONSULTATION METHODOLOGY

2.1 Decorum Borough Council (DBC) undertook a public consultation, with assistance from Project Centre (PCL) to gain the views of local residents and businesses within Northchurch High Street South and Charles Street area of Berkhamsted. Consultation letters were delivered to properties within the pre-defined study areas, seeking views relating to the proposed parking restrictions.

2.2 The Charles Street proposals consisted of:
- 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 replacing existing single yellow lines.

2.3 The Northchurch High Street South proposals consisted of:
- Proposed 10 Short Stay Bays (Mon – Sun 8am – 6pm, 30 minutes, no return within 2 hours) located outside Nos. 129 – 137 Northchurch.
- Formulising 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.

2.5 The public consultation took place between 8th September 2014 and 6th October 2014.

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

2.7 This report provides details of the responses and opinions provided during the recent public 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 will help support the local businesses and increase the number of available parking spaces for customers.
4. CONSULTATION RESPONSES AND COMMENTS

4.1 A total of 36 addresses received consultation letters in the Charles Street area, one email response was received.

4.2 A total of 12 addresses received consultation letters in the Northchurch High Street South area, two email responses were received.

4.3 A letter was also received from residents of Darrs Lane highlighting the possible impact changes to the parking arrangements on Northchurch High Street South would have on their road.

4.4 The consultation letter outlined the council’s proposals, offering respondents a chance to comment on the plans which would facilitate to refine the design and thereby minimising any objections at the formal Statutory Consultation stage.

Charles Street Comments:

4.5 One email 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.

4.6 One telephone call was received in which the respondent indicated they no longer supported the proposals, the respondent was asked to submit their comments via the consultation email address or in writing via the correspondence address.

Northchurch High Street South Comments:

4.7 Two emails 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.

4.8 The second email indicated the respondent did not support the proposals as they would not deal with the problem of long term parking in High Street South. The respondent felt commuter parking caused much of the parking problems currently experienced.

4.9 A letter was submitted by residents of Darrs Lane indicating their concern that the proposals, should they be implemented, would create further problems on their already heavily parked road. The letter, signed by several residents, requested a review of the current parking arrangements on Darrs Lane.
Overall Support for Charles Street

4.10 One email response was received from a resident of Charles Street.

4.11 The 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.

4.12 The respondents email suggests the local newsagent and another business are also opposed to the amendments, however without individual representation these views are acknowledged but cannot be treated as a response to the consultation.

4.13 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.

4.14 Response rate from properties on Charles Street was 2.7%.

Overall Support for Northchurch High Street South

4.15 One respondent indicated they broadly supported the parking proposals presented in the consultation. One respondent did not support the proposals.

4.16 The respondent who broadly supported the proposals also indentified safety issues with the number of large lorries making deliveries to the Tesco store; they felt more needs to be done to make the area safer.

4.17 The response received which objected to the proposal, 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.

4.18 Response rate for Northchurch High Street South was 16.7%.
5. CONCLUSIONS

Charles Street

5.1 Only one response was received from Charles Street with the respondent objecting to the proposals by indicating they would reduce the available parking in the evening. As the proposed parking restriction 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.

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 Of the three response received to the consultation, one respondent indicated support for the proposals, one respondent objected to the proposals on the grounds they did not go far enough to tackle the issue of commuter parking further along Northchurch High Street South and the third response, received from residents of Darrs Lane indicated the proposals would create further parking pressures on the unrestricted Darrs Lane.

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 to the formal consultation stage with a view to implementing the proposed amendments to parking arrangements 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.

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 Additional comments have indicated existing commuter parking problems on Darrs Lane and Northchurch High Street South, the council may wish to explore this further should the proposals be implemented. Further consultation would be required to confirm any existing problems.
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
September 2014

Dear Householder / Proprietor,

PUBLIC CONSULTATION - Amendments to the current parking arrangements in Charles Street, Berkhamsted.

Dacorum Borough Council is proposing to make changes to the current single yellow line restriction located outside the parade of shops at 38 – 42 Charles Street.

A request for short stay parking provision has been received. The Council has developed draft proposals for the possible introduction of Monday to Sunday 8am – 6pm 15 minute max stay no return within 2 hours parking restriction and as the proposal is located close to your property. Your views are sought on the initial design. A plan of the proposal is included with this letter.

What happens next?

The Council would like to hear from you by the 6th October 2014 regarding the scheme. Your views will help identify any concerns at an early stage, assist in refining the design and minimise possible objections at a later stage of the process. The proposals incorporating any changes identified as a result of this informal consultation will then proceed to the formal Statutory Consultation stage.

Please note: Representations must be made in writing. We can only answer general queries over the telephone.

During the Statutory Consultation period, which runs for a minimum of 21 days, anyone who still has concerns regarding the proposals will be able to lodge representations. Once all representations have been considered a further letter will be sent to properties notifying them of the details of the scheme, the process for making representations and the final date for comments to be received.

All representations received will be considered and receipt of any substantial objections may require further amendment to the proposals. If you have any queries regarding the initial proposal or the process please contact us on the telephone number listed above or by e-mail at dacorum-consultation@projectcentre.co.uk

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.
Charles Street, Berkhamsted - amended parking arrangement

- **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
Dear Householder / Proprietor,

PUBLIC CONSULTATION - Amendments to the current parking arrangements in Northchurch, Berkhamsted

Dacorum Borough Council is proposing to make changes to the current parking arrangements outside the parade of shops at 129 – 137 Northchurch South and 139 Northchurch South.

A request for short stay parking provision has been received. The Council has developed draft proposals for the possible introduction of **Monday to Sunday 8am – 8pm 30 minute max stay no return within 2 hours** parking restriction and the formalisation of the disabled parking spaces. As the proposal is located close to your property, your views are sought on the initial design. A plan of the proposal is included with this letter.

What happens next?

The Council would like to hear from you by the 6th October 2014 regarding the scheme. Your views will help identify any concerns at an early stage, assist in refining the design and minimise possible objections at a later stage of the process. The proposals incorporating any changes identified as a result of this informal consultation will then proceed to the formal Statutory Consultation stage. **Please note: Representations must be made in writing. We can only answer general queries over the telephone.**

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Individual residents will not be identified in the consultation report without permission.
The report will be a public document
Northchurch, Berkhamsted - amended parking arrangement

- **Existing No waiting at any time**
- **Proposed No waiting at any time**
- **Existing Disabled Bay**
- **Proposed Short Stay Bay**
  - Mon-Sun 8am - 8pm
  - 30 minutes, no return within 2 hours
APPENDIX B – CONSULTATION COMMENTS
Dacorum Borough Council – Charles Street & Northchurch High Street South, Berkhamsted

Consultation Comments

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<tr>
<td><strong>Resident</strong></td>
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</tr>
<tr>
<td>Thank you for informing us of the public consultation concerning the proposed amendments to the current parking arrangements in Charles Street, Berkhamsted.</td>
</tr>
<tr>
<td>I own and am resident at XX Charles Street, which would be directly affected by these proposals. I have discussed this with our newsagent, who I understand submitted a request for these changes, and he tells me that he has changed his mind and no longer feels that these alterations would be helpful or appropriate. I believe he has informed you of this by telephone.</td>
</tr>
<tr>
<td>In particular, it is customary for residents to park partially on the pavement in order to allow wide vehicles to pass down the road. The creation of a 15 minute stay slot would, presumably, indicate that vehicles should park completely in the road, thus creating an obstruction throughout the day.</td>
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<tr>
<td>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 the single yellow line would undoubtedly create unnecessary additional pressure which I feel sure would be extremely unpopular in an area where there is already pressure on parking space.</td>
</tr>
<tr>
<td>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.</td>
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<tr>
<td>It would therefore appear that the proposals are unlikely to have any supporters.</td>
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<tr>
<td>May I take this opportunity to thank you for undertaking the recent work on the potholed road surfaces in this area - I would like to suggest that the funds that might have been used for these changes to parking arrangements could be used to continue this work, which is greatly appreciated by all!</td>
</tr>
<tr>
<td>Thank you for taking these views into consideration. I hope very much that it will be decided not to proceed.</td>
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Northchurch High Street South

| Resident | living right next door to tescos northchurch im very glad you are going to be doing something about the parking situation...i would also like to bring to your attention the nitemare us resident have to endure dealing with a tescos that has grown way to big for the infrastructure of the area.....there are at least 5 deliveries(16 ton lorries) a day starting at 7am in the morning complete with engines an coolers fully working,not a very pleasant way to wake up,up to....the area in which the lorries deliver is way to small.....there are young families that live above tescos an have to walk out of their flat confronted by this daily...im surprised some one hasnt been hurt.....personally im not happy letting my 7 year old daughter play in the garden with these deliveries happening.......they are constantly using private property to turn the lorries an my fane has been destroyed more than once...resulting in having no garden fence for 3 months before tescos finally paid up...so yeah getting the parking situation sorted would be great but there are other issues that need addressing,first off the fact that this tescos has grown way to big for the infrastructure of this area..now doing something about that would be a great help to the local residents...... |
I refer to your September 2014 communication in respect of parking at High Street South.

I object to these proposals on the basis that they attempt to deal with the issue and not the problem. The latter is that long term ("LT") parking demand exceeds availability and that this excess leads, at times, to lack of short term ("ST") parking availability. The LT demand arises from:

1. Residents of High Street South
2. Tesco staff
3. TWS (the plastics shop at 131) staff
4. Bon Soiree staff
5. Sundry others comprising smaller local businesses (including the School) and non-HSS residents

The days of staff living locally and walking or cycling to work have long gone and are unlikely to return. TWS are soon to move to Aylesbury, but will presumably be replaced.

The residential demand will not decrease and is a national problem. In itself it is not a problem. Our problem is LT employee parking. If a controlled parking system is introduced, which reduces LT parking, our HSS problem will be solved. However, LT demand will still exist and the problem will move elsewhere in Northchurch. Extrapolating this will result in parking restrictions (and unsightly signage) throughout Northchurch.

Our problem has been exacerbated by traditional retail outlets accommodating non-traditional uses. 131 is a trade supplier to the building trade (which leads to considerable ST parking problems). TWS is moving as noted above, but I presume under planning law a similar operation could replace it.

The problem is Bon Soiree. It occupies a retail premises with ancillary areas, that may well have been used as a slaughter house in the past and perhaps as a meat wholesaling premises. I do not know how this affects the current usage. This usage is food preparation unrelated to the retail shop. The number of staff suggest that it is very successful, but the business should be housed on an industrial estate not in retail premises (TWS is similar). If Bon Soiree are using the premises within the existing planning consent, the LT parking that they need can only be resolved by more availability local to their premises.

As an example. Opposite my flat there is a parking area for 8/9 vehicles. This morning at 5.30a.m. there were 4 residents vehicles parked. At 6.00a.m. there were 9 vehicles parked - the additional 5 were from Bon Soiree (I watched them park and the drivers walk to the Bon Soiree premises – a 6th vehicle parked in HSS. Bon Soiree operates 24/7 (if demanded) and the main shift appears to start at 6.00a.m.

In summary, these proposals will not solve the problem in my view.
Residents – Darrs Lane

Further to the notice in the shop window (next door to Tesco) regarding the above mentioned amendments to current parking arrangements, we the undersigned residents of Darrs Lane, Northchurch, would like you to consider the following comments.

Firstly, we do feel the suggested 30 minutes maximum parking is not sufficient for shoppers – particularly those who need to queue at the Post Office section and then do shopping.

Secondly, we in the bottom section of Darrs Lane are already experiencing a great deal of difficulty and inconvenience with cars, vans and sometimes lorries, being parked, particularly as there is no pavement on one side of the road. Some of the vehicles are parked immediately in front of our driveways – therefore making it extremely difficult and dangerous to come out of the driveway. You may or may not be aware of the fact that a few months ago the wall outside Nos. XX & XX Darrs Lane was knocked down because a vehicle going along the road could not see oncoming vehicles (because so many were parked) and therefore had to swerve to avoid the oncoming vehicle and smashed into the wall, causing a lot of damage. Fortunately, on that occasion no persons were in the front gardens.

It is obvious that the dangerous parking in Darrs Lane will be made even worse if parking time is restricted opposite the shops.

This really is becoming more and more dangerous, as well as being extremely inconvenient and we ask you please to seriously consider doing something about the parking in Darrs Lane. We would ask you to consider the following possibility – installing double yellow lines from the bottom of Darrs Lane up to Seymour Road, on the right hand side going up from the main road.

We have actually reported in the past to the local Parish Council that Darrs ‘Lane’ is becoming increasingly like a ‘main’ road.

We really do hope that you will give serious consideration to our request. Thank you.
Accreditations

Investors in People Gold
Investors in People Champion
Positive About Disabled People
RM

Memberships

The Chartered Institution of Highways & Transportation
Landscape Institute
Registered practice

Rudi
BPA
MEMBER OF THE BRITISH PARKING ASSOCIATION