



CABINET

Monday, 2nd December, 2013

7.00 pm

Town Hall Watford

Publication date: 22 November 2013

CONTACT

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Welcome to this meeting. We hope you find these notes useful.

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RECORDING OF MEETINGS

An audio recording may be taken at this meeting for administrative purposes only.

CABINET MEMBERSHIP

Mayor	D Thornhill	(Chair)
Councillor	D Scudder	(Deputy Mayor)
Councillors	K Crout, I Sharpe and M Watkin	

AGENDA

PART A - OPEN TO THE PUBLIC

1. APOLOGIES FOR ABSENCE

2. DISCLOSURE OF INTEREST (IF ANY)

3. MINUTES OF PREVIOUS MEETING

To sign the minutes of the meeting held on 11 November 2013

4. CONDUCT OF MEETING

The Cabinet may wish to consider whether there are any items on which there is general agreement which could be considered now, to enable discussion to focus on those items where the Cabinet sees a need for further debate.

5. FOLLOWING THE COMPLETION OF A CONSULTATION EXERCISE THE COUNCIL IS DECIDING THE CHANGES IT PROPOSES TO MAKE TO THE EXTENT, OPERATING PARAMETERS AND OTHER DETAILS OF THE EXISTING CONTROLLED PARKING ZONES WITHIN THE BOROUGH (Pages 1 - 122)

Report of the Head of Regeneration and Development

A petition in the following terms has also been received:

'We, the undersigned, being residents of Kelmscott Crescent and Kelmscott Close, Watford, Hertfordshire, where the majority of the houses have their own driveways, do not consider the need for permit parking.

Having read the recent proposed permit parking policy, we wish to state that we are against the introduction of Parking permits.'

At the time of publication of the agenda, the petition contained 59 signatures.

6. CONSIDERATION OF WBC SIGNING UP TO THE LGA'S CLIMATE LOCAL INITIATIVE (Pages 123 - 154)

Report of the Head of Community and Customer Services

7. WATFORD COMMUNITY HOUSING TRUST TASK GROUP – FINAL REPORT (Pages 155 - 210)

Report of the Committee and Scrutiny Officer and Task Group

8. **UNDER A COLLABORATIVE PARTNERSHIP WITH A LEAD AUTHORITY. TO APPROVE APPOINTMENT OF A SOLE SUPPLIER FOR THE PROVISION OF STATUTORY COMPLIANCE TESTS & INSPECTIONS TO COUNCIL OPERATED PROPERTIES. INCLUDING A SUPPLEMENTARY MAINTENANCE & REPAIRS SERVICE** (Pages 211 - 228)

Report of the Head of Democracy and Governance

9. **EXCLUSION OF PRESS & PUBLIC**

THE CHAIR TO MOVE: that, under Section 100A (4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during consideration of the item there would be disclosure to them of exempt information as defined in Section 100(1) of the Act for the reasons stated below in terms of Schedule 12A.

NOTE: if approved, the Chair will ask members of the press and public to leave the meeting at this point.

PART B-CLOSED TO THE PUBLIC

10. **UNDER A COLLABORATIVE PARTNERSHIP WITH A LEAD AUTHORITY. TO APPROVE APPOINTMENT OF A SOLE SUPPLIER FOR THE PROVISION OF STATUTORY COMPLIANCE TESTS & INSPECTIONS TO COUNCIL OPERATED PROPERTIES. INCLUDING A SUPPLEMENTARY MAINTENANCE & REPAIRS SERVICE**

Report of the Head of Democracy and Governance

Paragraph 3 Schedule 12 A

Information relating to the financial or business affairs of the Council.

11. **TO AUTHORISE OFFICERS TO RESPOND TO THE OUTCOME OF THE HWP TENDERING PROCESS AND TO SECURE SUITABLE DISPOSAL ARRANGEMENTS FOR THE CO-MINGLED RECYCLABLES**

Report of the Head of Corporate Strategy and Client Services

Paragraph 3 Schedule 12 A

Information relating to the financial or business affairs of the Council.

Agenda Item 5

Report to: Cabinet
Date of meeting: 2 December 2013
Report of: Head of Regeneration & Development
Title: Controlled Parking Zones – high level review

1.0 SUMMARY

- 1.1 The Council introduced its first Controlled Parking Zone (CPZ) in 1997. In 2007 a review of the key operating parameters was carried out to determine if residents and businesses were content with the way in which the scheme operated. The results, which were intended to set the direction for the operation of the CPZs and the Parking Service for the subsequent 10 years were reported to Cabinet. A small number of changes were made to the design of the scheme but generally residents indicated satisfaction with the operating parameters current at the time. .
- 1.2 In 2012 following representations from a number of Members representing Wards containing CPZ zones, it was decided to repeat the high level review carried out in 2007 to see if the attitudes of residents towards the way in which the CPZs operated had changed and to see if there was support for any amendments to the key operating parameters.
- 1.3 Consultation was carried out with residents and businesses across the CPZ areas during summer 2013. A suite of questionnaires was developed which were customised to reflect the types of CPZ areas which currently operate. In addition a separate questionnaire was developed for businesses within the CPZs. The content of the questionnaires was agreed with the Elected Mayor and Portfolio Holder and were distributed in July. The consultation exercise closed in September and the results of the responses received have been collated in to a report by JMP who have been engaged by the Council to assist in delivering this project.
- 1.4 In addition to the outputs from the questionnaire, the views of the Parking Service have been sought to identify any operational issues it believes requires amendment to improve the operation of the scheme or give clarity in relation to the day to day running of the service.

2.0 RECOMMENDATIONS

- 2.1 Cabinet is recommended to approve the following amendments to the current CPZ scheme:-
- 2.2 That the Council develops and publishes proposals of its intention to introduce 'full' Monday to Saturday residents parking restrictions in controlled parking zone M/N, to supplement the current Match Day restrictions, that the necessary consultations with regard to the proposals be carried out and that subject to continued community

support and the satisfactory resolution of any statutory objections received, the scheme be implemented.

- 2.3 That Kelmscott Crescent, Kelmscott Close and King Georges Avenue remain outside the CPZ areas
- 2.4 That the Council develops and publishes proposals of its intention to introduce a new controlled parking zone for The Larches, Oxhey, that the necessary consultations with regard to the proposal be carried out and that subject to continued community support and the satisfactory resolution of any statutory objections received the scheme be implemented
- 2.5 That Cabinet acknowledges the revision of zone operating hours in zone E in response to the changed parking pressures arising from the opening of the Met Quarter restaurant development.
- 2.6 That a review of the zone boundaries of Zones E, G, L and T be undertaken to determine if any improvements can be made to benefit residents.
- 2.7 That opportunities to increase short stay parking (1 hour maximum stay) in the vicinity of shops and service sector premises be assessed. Where sites are identified that can provide short stay parking opportunity without notable detrimental impact on the availability of residents' parking bays, action be taken to introduce such bays.
- 2.8 That consideration be given to increasing enforcement of parking controls around schools at the start and end of the school day including an assessment of potential increased costs and that a report on options in this regard be prepared for consideration by the Portfolio Holder for decision.
- 2.9 That Hertfordshire County Council be made aware of the concern expressed by businesses in relation to the impact of congestion such that their views can be taken account of in relation to the County Council's congestion strategy.
- 2.10 That opportunities to introduce a commercially sustainable car club scheme be explored and that a report on the options be prepared for consideration by the Portfolio Holder for decision.
- 2.11 That the current CPZ controls in relation to operating hours and days (with the exception of Zone E), numbers of permits per household, numbers of visitors vouchers per household (with the exception of zone E) and restrictions on the size of vehicles eligible for permits remain unchanged.

Contact Officer:

For further information on this report please contact: Brian Scott, Traffic Engineer, Regeneration and Development
telephone extension: 8081 email: brian.scott@watford.gov.uk

3.0 DETAILED PROPOSAL

3.1 Following concerns raised by Members of some Wards regarding the operating parameters of the existing Controlled Parking Zones (CPZs) within the Borough a consultation has been carried out with residents and businesses within the CPZs seeking their views on the current controls. Views were also sought from identified areas adjacent to, but outside, the existing CPZs to determine if there was community support for those areas to be considered for inclusion into the CPZ areas. This was essentially a repeat of the exercise carried out in 2007 on the tenth anniversary of the introduction of the first CPZ in the Borough.

3.2 Because of the size of the project, the Council engaged one of its Framework Consultants, JMP Consultants Ltd, to carry out the consultation.

3.3 The detail of the questionnaires was developed in consultation with the Elected Mayor and Portfolio Holder and sought views on the following issues:-

- Days and hours of operation of the zones
- Zone boundaries
- Number of permits
- Number of visitor vouchers
- Size of vehicles eligible for permits

In addition, views were sought from residents on the principle of introducing variable rates for permit charges based on the level of CO2 emissions for the vehicle for which the permit was sought as a means of encouraging residents to choose less polluting vehicles as a mechanism for incrementally improving air quality in the Borough. Members will already be familiar with the system already operated by the DVLA in relation to Vehicle Excise Duty (car tax).

Views were also sought in relation to the principle of the Council developing a car share or car pool scheme. Such a scheme would encourage occasional car users to consider not purchasing a car that would occupy scarce kerb side space in exchange for access to a maintained vehicle on occasions where a car was required.

3.4 A total of 5 questionnaires were produced, covering the main areas as outlined above, but customised to suit the differing residential areas to which they were circulated. The survey types were as follows:-

- | | |
|----|---|
| Q1 | To identified areas outside existing CPZ area |
| Q2 | To existing full zone areas (Mon to Sat 8am – 6:30pm) |
| Q3 | To existing full zone + match day control areas |
| Q4 | To match day only zone areas |
| Q5 | To businesses within existing zone areas |

- 3.5 Questionnaires were distributed in July with response requested by mid-August. Recipients were provided with a FREEPOST postage paid envelope to return their questionnaires. An alternative electronic response route via surveymonkey was also made available.
- 3.6 Because of distribution difficulties the return date was extended until mid September and a number of roads were re-circulated with the questionnaire to guarantee that delivery had taken place.
- 3.7 Analysis of the returned information was carried out by JMP and a summary along with recommendations presented in report form the Council by JMP. A copy of that report is found at Appendix A to this report. The amount of data collected is such that it is not intended to repeat the detailed contained within the JMP report in this covering Cabinet Report. Specific comment will be made on key issues however and specifically on those that relate to the recommendations. To assist Members a copy of the Council's current CPZ Leaflet showing zone locations and setting out current criteria for the operation of the zones can be found at Appendix B.
- 3.8 **Zone M/N**
Zone M/N is located in West Watford, principally in Vicarage and Holywell Wards although one side of Mildred Avenue is located in Park Ward. In the 2007 consultation the zone opted to remain as match day only and it is now the only match day only zone remaining in the Borough. Match day controls operate only when there is a match at Vicarage Road Stadium. On Mondays to Fridays they operate between 8am and 10 pm; on Saturdays and Bank Holidays they operate from 8am to 6:30pm and on Sundays they operate between 8am and 6:30pm.
- 3.9 A petition from residents of zone M/N was received earlier this year requesting that the zone adopts full zone status as well as match day controls. The Consultation carried out by JMP confirms this view. The response rate was just above 25% and of these 60% were in favour of the zone gaining full zone coverage in addition to the current match day only controls. On this basis it is recommended that the Council pursues the introduction of full zone controls in addition to match day in zone M/N.
- 3.10 **Areas currently outside existing CPZs**
In discussion with the Portfolio Holder and the Elected Mayor it was agreed to circulate residents within identified areas with a questionnaire (Q1) seeking views on the potential inclusion of their area within a CPZ. The areas circulated were as follows:-
- Kelmscott Crescent/ Kelmscott Close (Holywell Ward)
 - King Georges Ave (Holywell Ward)
- The overall response rate was just under 26%. Of these 38% supported inclusion whilst 59% rejected it. On this basis it is recommended that none of the above roads be taken forward for inclusion within the CPZs
- 3.11 **The Larches, Oxhey**
Early in 2012 a petition was received signed by all households in The Larches, Oxhey requesting that the Council introduce controls to protect the road from non-residents parking. The road consists of 26 properties and its location close to Bushey Arches

and Bushey railway station leaves it susceptible to non-resident parking. A meeting with the Chairman of the Residents' Association confirmed that there was a desire for a residents' permit scheme in the road. Consequently it is recommended that the Council pursues the introduction of a CPZ in The Larches. Because of the lack of parking opportunity for residential properties within the Borough located on Aldenham Road in the vicinity of The Larches it is recommended as part of the detailed scheme design that consideration be given to widening the eligibility for permits to adjacent residential properties which otherwise lack parking opportunity.

3.12 **Zone E**

Zone E consists of four roads (King Street, Smith Street, The Crescent and Granville Road) located in Central Ward inside the ring road close to the recently opened Met Quarter restaurant development. It was intended to review the operations of zone E (currently full zone + match day) as part of the exercise that is the subject of this report. As a result of the pressure on parking within zone E arising from the popularity of the Met Quarter and at the request of Central Ward Members with the support of the Divisional Member, the review of zone E was fast tracked and it became clear that there was support for zone E operating hours to be amended to provide protection for residents parking in to the evening and also at the weekends. Consequently a proposal to revise the hours of operation of the zone to 8am to 10 pm every day has been developed and at the time of writing of his report is subject to the Statutory Consultation period. Subject to any objections received being addressed it is hoped to introduce the revised operating hours of zone E before Christmas. Cabinet is asked to note this development in relation to the overall CPZ review.

3.13 **Zone Boundaries; zones E, G, L & T**

Residents were asked to comment on the boundaries of their current zones. This question had been developed in response to representations from Members and residents regarding the constraints that zone boundaries apply to residents in seeking a parking space in particularly dense zones with limited parking opportunity. This is particularly relevant to zone G which covers an area to the west of Exchange Road including Merton Road, Addiscombe Road and Fearnley Street. The options available to adjust zone boundaries is limited however there may be some scope to revise inter-zone boundaries or combine zones to relieve pressure for permit holders seeking to park during operating hours. The exercise is complicated by virtue of the differing controls that apply (for instance a full zone adjacent to a full zone + match day) but in view of the desire for a review being expressed by the majority of respondents in zones E, G, L and T it is recommended that a review of the boundaries of these named zones be carried out to see if any benefit for residents can be won by adjustment of some of the zone boundaries.

3.14 **Short stay parking adjacent to shops**

Opinions on the desirability of increasing the amount of short stay shared use pay and display bays close to shops is split. Overall the support for and against increasing such provision is identical at 38% of all those who responded. Responses from businesses however, unsurprisingly showed 77% supported increased provision and in light of this it is recommended that opportunities to increase short stay provision in the vicinity of shops and service sector premises be explored and action be taken on opportunities identified through this exercise that could be introduced without notable detrimental impact on residents parking opportunity.

3.15 Specific requests have been received from retailers in Whippendell Road in West Watford for enhanced parking opportunity for customers close to the shops. Previous studies by Hertfordshire County Council preclude the introduction of new bays on Whippendell Road itself as this would significantly narrow the carriageway resulting in unacceptable road safety and traffic flow implications. Opportunities may be available in the side streets off Whippendell Road and there are currently a number of examples of shared use bays already in such locations where short stay parking can take place. Permit holders can use these bays without any time limit but visitors can park for up to 2 hours by payment at a pay and display machine. Current charges are set at 20p for each 12 minute increment. This equates to a charge of £1 per hour with a maximum stay of 2 hours and it is recommended that any new short stay parking within the CPZ areas give due regard to the current charging regime.

3.16 **Enhanced enforcement around schools**

47% of all respondents supported the principle of greater enforcement of parking restrictions around schools. Although this is less than half the respondents, as only 21% did not support the principle, it is recommended that the options for increasing enforcement around schools is explored and a report presented to the Portfolio Holder for decision in due course. Any option to increase school enforcement will be either by redeploying Civil Enforcement Officers from other duties or by increasing the establishment. The latter course of action will have financial repercussions which will be reported as a consideration as part of the report to the Portfolio Holder.

3.17 **Congestion**

Over half the businesses that responded stated that parking congestion caused access issues to their premises. The recommendation highlighted in paragraph 2.7 will help address issues for customers where local circumstances allow however general problems of congestion due to high volumes of traffic seeking to access in to or through Watford remain. Addressing this issue is beyond the scope of this report however planning policies to address issues of congestion by the management of parking supply along with the County Council's policies on congestion management by encouragement of modal shift and the removal of obstructive parking to aid traffic flow will assist. On occasions however, such policies can be perceived to be detrimental to businesses where parking opportunity close to business premises is removed. This highlights the complexity of traffic, access and parking issues which exhibit themselves in Watford and many other dense urban areas across the Country.

3.18 **Car club**

Although the majority of respondents did not support the principle of developing a car club, it is recommended that this idea be pursued to see if a commercially viable scheme can be developed in the town. The responses indicate that up to 20% of residents would consider using a car club. A 20% reduction in parking demand in residential areas would make a very significant impact on general congestion and would help balance demand and availability of parking space. The comments in relation to parking congestion in the Borough from businesses highlights the issue of limited road space and expanding demand both for parking and movement. Provision of a car club may enable numbers residents and visitors to the Borough to forgo ownership and/ or use of their own vehicle releasing capacity for others or to reduce congestion generally. Whilst overall impact may be low, a successful club could form part of a network of measures which collectively could deliver a measurable positive impact.

3.19 **Operating hours**

The survey of preferences in relation to operating hours indicates that with the exception of zone E (see 4.5 above) the preference across all zones is to either stay with the current operating hours (i.e. 8 am to 6:30 pm, Monday to Saturday) or vary them by a maximum of half an hour. The costs of amending all the signing within the zones to accommodate time changes is considerable (approx £40,000 including works, consultancy time and traffic order costs) and consequently it is recommended that with the exception of zone E operating hours remain unchanged.

3.20 **Other controls**

Views were also sought on a number of other parameters applied to the CPZs. Full details of the responses are contained in the JMP report attached at Annex A however in summary the issue, current criterion and recommendation are set out in the table below. In all cases listed the recommendation reflects the view expressed in the consultation by respondents.

Issue	Current control	recommendation
Number of permits per household	2	No change
Number of visitor vouchers per household per annum (except Zone E)	Total of 400 hrs of 1 or 4 hour vouchers PLUS 15 1-day vouchers PLUS 2 1-week visitor permits	No change
Number of visitor vouchers per household per annum (except Zone E)	Total of 400 hrs of 1 or 4 hour vouchers PLUS 15 1-day vouchers PLUS 2 1-week visitor permits	Total of 620 hrs of 1 or 4 hour vouchers PLUS 18 1-day vouchers PLUS 2 1-week visitor permits
Maximum length of vehicle eligible for a permit	5.25 metres	No change

4.0 **IMPLICATIONS**

4.1 **Financial**

The cost of implementing recommendations 2.2 and 2.4 can be accommodated within existing budgets. Neither have significant on-going revenue implications as revisions to patrol beats can be accommodated within existing staffing levels.

Recommendations 2.6, 2.7, 2.8 and 2.10 if accepted by Cabinet, require additional investigation to identify options which may have both capital and revenue implications which will be reported to the Portfolio Holder for consideration.

4.1.1 The Director of Finance comments that the funding for the CPZ is currently anticipated to run out during 2014/15, which will impact on the Council's general fund budget. There are a number of schemes proposed in this report which are additional to the schemes already identified and these will place further strain on the Council's general fund budget if they are proposed to go ahead.

If the CPZ costs and projects are to be financed through the revenue generated by the

schemes, members need to undertake a review to decide how the currently approved and new proposed schemes in this report are to be funded going forward.

The costs for the new schemes are not known at this stage so further analysis will need to be undertaken to fully understand the implication of the proposals.

4.2 **Legal Issues** (Monitoring Officer)

The Watford Borough Council, pursuant to arrangements made under Section 19 of the Local Government Act 2000 and the Local Government (Arrangements for Discharge of Functions) (England) Regulations 2000 with the Hertfordshire County Council, and in exercise of the powers conferred on that County Council under Sections 1, 2(1), 2(2), 4(2) and 32,35, 45,46,46a,49,51,53,55,61,99,100-102 to the Road Traffic Regulation Act 1984 (“the Act of 1984”) and of all other enabling powers, and after consulting with the Chief Officer of Police in accordance with Part III of Schedule 9 to the Act of 1984, may make traffic regulation orders and implement proposals to manage parking on public highways and other roads. For some of the recommendations above it will be necessary to implement them via a traffic regulation order which, if objections are received, could lead to a public inquiry.

4.3 **Equalities**

Watford Borough Council is committed to equality and diversity as an employer, service provider and as a strategic partner. In order to fulfil this commitment and its duties under the Equality Act 2010 it is important to demonstrate how policies, practices and decisions impact on people with different protected characteristics. It is also important to demonstrate that the Council is not discriminating unlawfully when carrying out any of its functions

A generic Equalities Impact Assessment has been carried out for parking schemes which has been considered and approved by the Equalities Working Group. It is available to view on the Council’s website.

4.4 Potential Risk	Likelihood	Impact	Overall score
Objection to detailed proposals received through the statutory process	3	2	6
Emerging proposals from additional work have significant revenue implications.	3	4	12
Those risks scoring 9 or above are considered significant and will need specific attention in project management. They will also be added to the service’s Risk Register.			

4.5 **Staffing**

4.5.1 There are no staffing implications from this report

4.6 **Accommodation**

4.6.1 There are no accommodation implications from this report

4.7 **Community Safety**

4.7.1 There are no Community Safety implications from this report

4.8 **Sustainability**

- 4.8.1 Development of a successful car club will be supportive of the Council's aims to improve sustainability. Specifically it could encourage residents and businesses to reduce reliance on the private car for commuting by providing a reliable 'occasional use' alternative that supports the use of public transport, cycling or walking for other journeys which might otherwise be made by private car.

Appendices

- Appendix 1 Watford High Level Parking Review, October 2013 JMP Consultants Ltd
Appendix 2 Controlled Parking Zones – our service to you. April 2013 (Advice leaflet on Watford CPZ extent and operations)

Background Papers

No papers were used in the preparation of this report.

File Reference

none



Watford High Level Parking Review

Public Consultation

Report



Watford High Level Parking Review

Public Consultation

Report

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Verified JB

Approved by JB

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Watford High Level Parking Review

Public Consultation

Report

Contents Amendments Record

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Appendices

APPENDIX A Consultation Questionnaire Forms

1 Introduction

Overview

- 1.1 JMP Consultants Ltd (JMP) was commissioned by Watford Borough Council ('the Council') to undertake a high level consultation exercise to assess residents and businesses views of the Controlled Parking Zone (CPZ) restrictions across Watford.
- 1.2 There are currently 15 controlled parking zones across Watford, operating a range of parking restrictions during different times of the day and week. These can be summarised, as follows:
- Zones A, B, C, D, and G operate on Mondays to Saturdays (including bank holidays) between 8am and 6.30pm.
 - Zones E, F, J, K, L, S, and T also operate on Mondays to Saturdays (including bank holidays) between 8am and 6.30pm but, in addition, parking restrictions are also in place on first team match days for Watford Football Club. This extends the controls to include weekday evenings, Sunday afternoons.
 - Zone M/N operate match day controls on first team match days of Watford Football Club during weekday evenings (6pm to 10pm), Saturdays and Sunday afternoons (1pm to 6.30pm), and Bank Holiday afternoons (1pm to 6.30pm).
 - Zone V restricts parking from Monday to Friday between 10.30am and 2.30pm but only from 1st September to 30th June to co-inside with the local college term times.
- 1.3 The last zone in this list, Zone V, has been subject to relatively recent consultation exercises and so has been omitted from this current assessment process.
- 1.4 In order to take into account the current variation in parking controls across Watford, five different questionnaires were designed for distribution to local residents and businesses.
- 1.5 The consultation process was undertaken during the period of Wednesday 19th June through to Wednesday 18th September 2013. It involved the distribution of questionnaires incorporating a range of questions relating to the operation of existing CPZs and potential future changes.

Report Structure

- 1.6 The consultation exercise has collected and collated a significant range of data across a large geographical area of Watford. In order to present this in a manageable and accessible format, the report sets out summary data collected via each of the five questionnaire types.
- 1.7 Where data is considered to have a specific geographical link, e.g. the operating hours of a CPZ, this has been presented by individual zone. More generic data, e.g. support for emissions-based permit charges, is presented in aggregate by questionnaire type.
- 1.8 Sections 3 to 7 present the results for each of the questionnaire types. Section 8 presents a stand-alone summary of the most relevant findings from across all of the survey work and leads into the recommendations presented in Section 9.
- 1.9 The overall report is therefore structured as follows:
- Section 2 presents an overview of each questionnaire, the distribution process and the number of percentage of responses

- Section 3 presents a summary of the results from Questionnaire One (Q1) that was sent to residents in streets currently outside the CPZ's.
- Section 4 presents a summary of the results from Questionnaire Two (Q2) that was sent to residents within the full Monday to Saturday CPZ (Zones A, B, C, D, and G) with sections 1 and 2 of the questionnaire presented by individual zone and sections 3 to 7 presented for the whole sample.
- Section 5 presents a summary of the results from Questionnaire Three (Q3) that was sent to residents within the full Monday to Saturday CPZ and the Match Day restrictions (Zones E, F, J, K, L, S, and T) with sections 1 and 2 of the questionnaire presented by individual zone and sections 3 to 7 presented for the whole sample.
- Section 6 presents a summary of the results from Questionnaire Four (Q4) that was sent to residents within the Match Day restrictions only (Zone M/N).
- Section 7 presents a summary of the results from Questionnaire Five (Q5) that was sent to businesses located within CPZs across Watford.
- Section 8 presents a summary of the key findings from each of the questionnaires and is written as a standalone section for those readers wishing to understand the key findings from the overall survey work. It includes graphical representations of the overall responses (from all question types) to the generic questions, e.g. support for emissions-based permit charges.
- Section 9 sets out some recommendations based upon the key findings from the survey work.

1.10 A copy of the questionnaire forms are provided in **Appendix A**.

2 Questionnaire Responses

Overview

- 2.1 The consultation exercise was undertaken to invite feedback on the current operation of the Controlled Parking Zones (CPZs) across Watford, as well as potential future operations.
- 2.2 Five different types of questionnaire were distributed to separate groups of streets in order to reflect the individual parking controls currently in place and allow more targeted questioning. The five types of questionnaire can be summarised as follows:
- Q1 = Residential streets with no existing parking controls
 - Q2 = Residential streets with standard Monday to Saturday, 8am to 6.30pm parking restrictions
 - Q3 = Residential streets with standard parking controls and match day restrictions
 - Q4 = Residential streets with match day restrictions only
 - Q5 = A business questionnaire

Distribution

- 2.3 The questionnaire leaflets were hand delivered to all properties across the Controlled Parking Zones (CPZs) within Watford, as well as some streets currently outside of the CPZs. This accounted for a total of 9,203 properties.
- 2.4 A breakdown by questionnaire type and zone is provided in Table 2.1.

Table 2.1 Questionnaire distribution

Questionnaire	CPZ Zones	No. of Streets	Properties
Q1	No CPZ	4	316
Q2	A, B, C, D, G	81	3,796
Q3	E, F, J, K, L, S, T	53	3,622
Q4	M/N	11	979
Q5	<i>Various</i>	<i>Various</i>	490
Total	All	149	9,203

Responses

Overall responses by zone

- 2.5 A total of 1,502 properties responded to the consultation process, representing around 16% of those consulted, with the Table 2.2 providing a breakdown by questionnaire type and CPZ zone.

Table 2.2 Overall Questionnaire Responses

Questionnaire	CPZ Zones	Responses	Response Rate
Q1	No CPZ	82	25.9%
Q2	A, B, C, D, G	538	14.2%
Q3	E, F, J, K, L, S, T	586	16.2%
Q4	M/N	251	25.6%
Q5	Various	45	9.2%
Total	All	1,502	16.3%

Socio-economic breakdown of sample

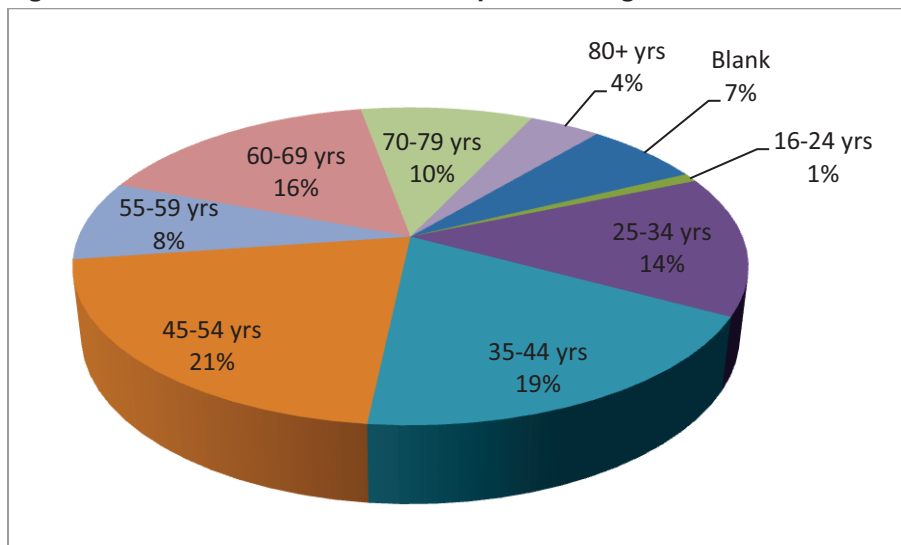
- 2.6 The gender profile of the sample is presented in Table 2.3.

Table 2.3 Overall Questionnaire Responses - Gender

Gender	Response	Response Rate
Male	706	47.0%
Female	702	46.7%
Not Specified	94	6.3%
Total	1,502	100.0%

- 2.7 The age profile of the sample is presented in Figure 2.1 below

Figure 2.1 Overall Questionnaire Responses – Age Profile



2.8 The ethnicity profile of the sample is presented in Table 2.4.

Table 2.4 Overall Questionnaire Responses – Ethnicity

Ethnicity	Response	Response Rate
White English	1,080	71.9%
Other White	63	4.2%
Pakistani	60	4.0%
Indian	47	3.1%
Other Asian	4.1	2.7%
Black (Caribbean)	25	1.7%
Irish	25	1.7%
Black (African)	19	1.3%
Mixed White and Black Caribbean	7	0.5%
Eastern Europe	7	0.5%
Polish	6	0.4%
Arab	2	0.1%
White and Asian	1	0.1%
Not Specified	116	7.9%
Total	1,502	100.0%

2.9 Respondents were asked whether their day to day activities are limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months. The responses are presented in Table 2.5.

Table 2.5 Overall Questionnaire Responses – Mobility Impairment

Gender	Response	Response Rate
Yes, activities are impaired a lot	95	6.3%
Yes, activities are impaired a little	119	7.9%
No	1,086	72.3%
Not Specified	202	13.4%
Total	1,502	100.0%

3 Questionnaire One Analysis

Introduction

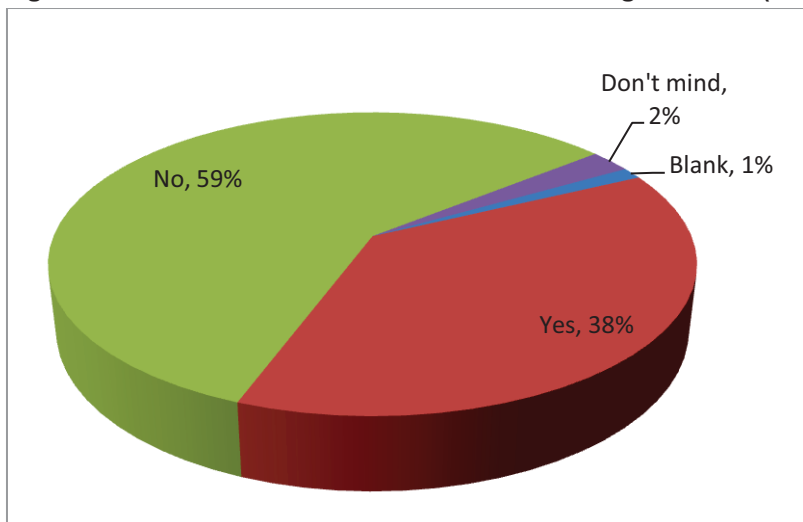
- 3.1 This section presents a summary of the responses to questionnaire Q1, which was sent to residents in streets that are currently not in a Controlled Parking Zone.
- 3.2 The total sample size for Q1 responses is 82, representing 25.9% of the residents who were sent the questionnaire.

Q1 Analysis

Residents' Parking Controls

- 3.3 Respondents were asked to state whether they support the principle of introducing a residents' parking scheme from Mondays to Saturdays in their road. The responses are presented in Figure 3.1.

Figure 3.1 Q1 – Preference for Residents' Parking Controls (Sample [S] = 82)



- 3.4 The majority of respondents (59%) were against the introduction of residents' parking controls in their street, although 38% were in favour.
- 3.5 Analysing the results by individual street, the following percentages of respondents were in favour of introducing residents' parking controls:
 - Kelmscott Close = 50% (out of 12 respondents)
 - King Georges Avenue = 41% (out of 37 respondents)
 - Kelmscott Crescent = 28% (out of 32 respondents)
- 3.5.1 This indicates that there is no outright majority preference for the introduction of parking controls in any of the surveyed streets.

Monday to Saturday Parking Restrictions

3.6 Respondents were asked a series of questions about the potential operation of the Mondays to Saturday parking restrictions in their road. These included their preference for:

- Start times in the morning
- End times in the evening
- Controls on Bank Holidays
- Controls on Sundays

3.7 Those respondents who were against the introduction of parking measures were not required to answer these questions and so a large proportion were left blank. These responses are included within the graphs below for transparency.

3.8 Figures 3.2 and 3.3 present a summary of respondents' preferences for start and end times, respectively.

Figure 3.2 Q1 – Preference for Monday to Saturday restrictions start time (S = 82)

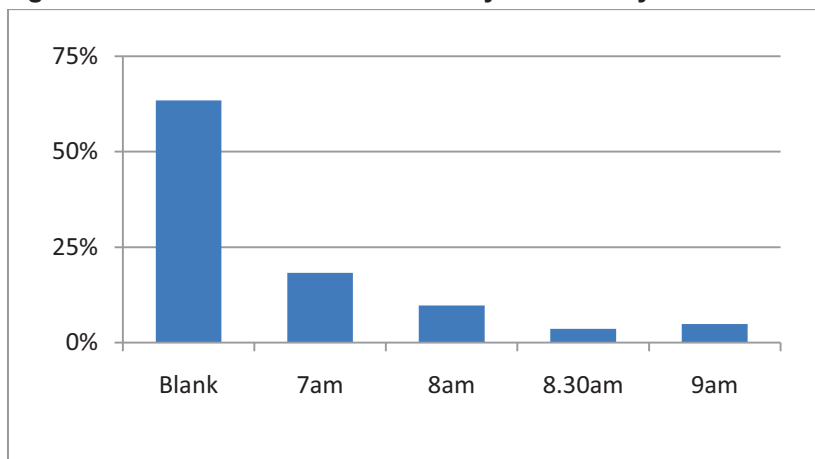
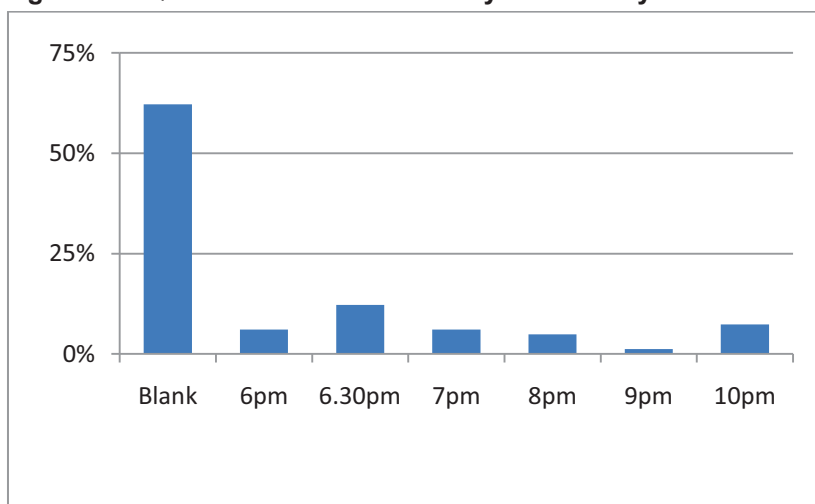


Figure 3.3 Q1 – Preference for Monday to Saturday restrictions end time (S = 82)



3.9 Amongst respondents who provided a preference and are in favour of introducing a CPZ, the highest number favoured a start time of 7am and an end time of 6.30pm.

3.10 Figures 3.4 and 3.5 present a summary of respondents' preferences for Bank Holiday and Sunday parking restrictions, respectively.

Figure 3.4 Q1 – Preference for Bank Holiday restrictions (S = 82)

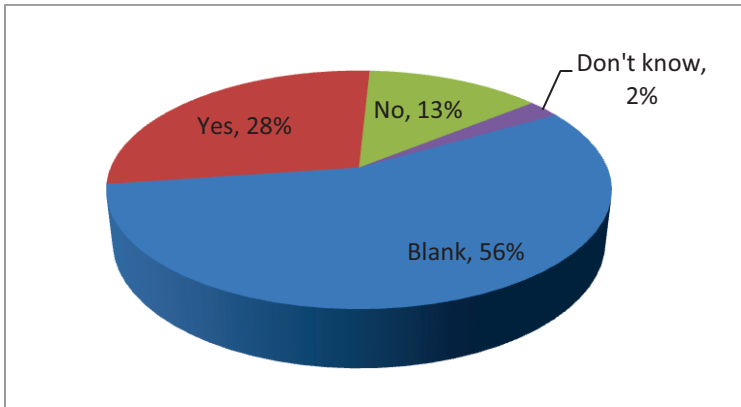
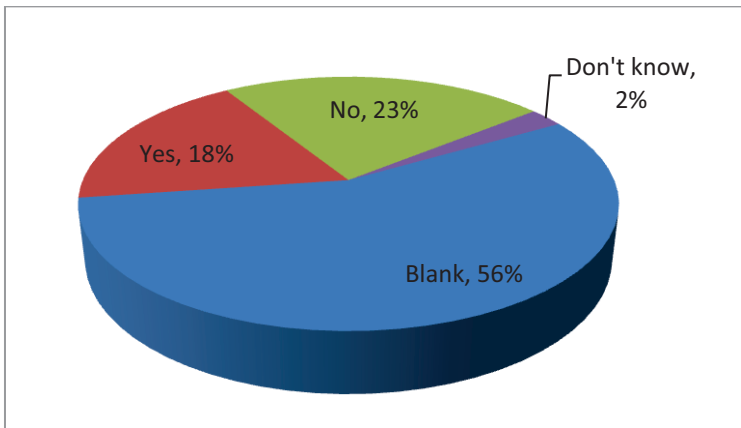


Figure 3.5 Q1 Responses – Preference for Sunday restrictions (S = 82)

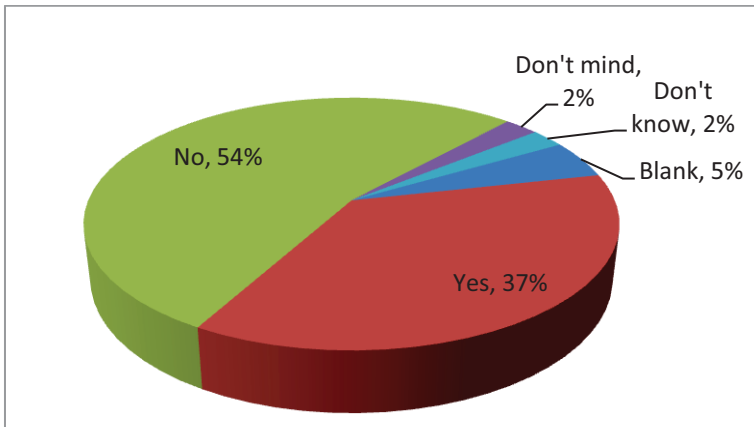


3.11 Amongst respondents who provided a preference and are in favour of introducing a CPZ, the majority were in favour of Bank Holiday restrictions but not Sunday restrictions.

Match Day Restrictions

3.12 Respondents were asked if they would like to Match Day restrictions (1pm to 6.30pm Saturdays, Sundays and bank Holidays and 6pm to 10pm on weekdays) to apply in their street. Figure 3.6 presents the responses.

Figure 3.6 Q1 – Preference for Match Day restrictions (S = 82)

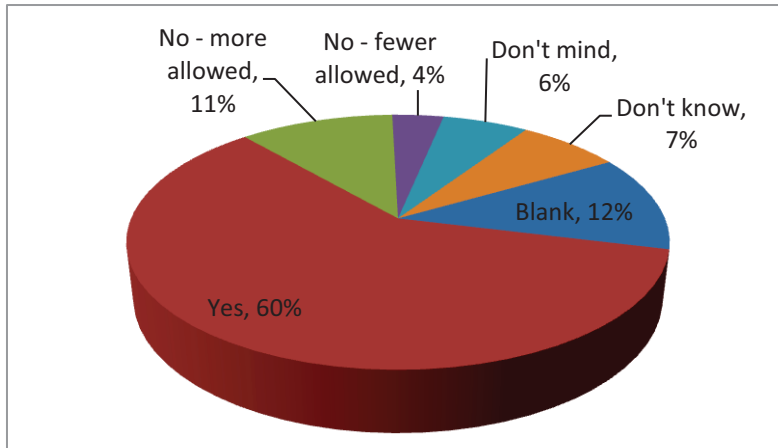


- 3.13 The majority of respondents (54%) were against the introduction of Match Day restrictions in their street, although 37% were in favour.
- 3.14 Again there were no streets where an outright majority of respondents indicated that they wished to see the introduction of Match Day controls.

Residents' Parking Permits

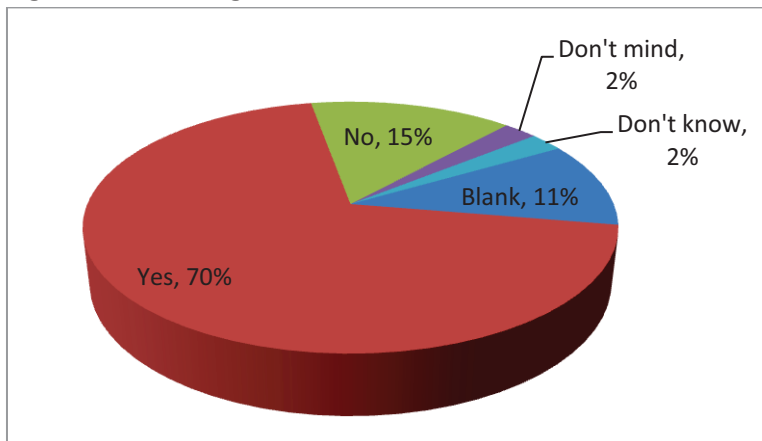
- 3.15 Respondents were asked whether they agree with the number of residents' permits allowed per household (currently two). Figure 3.7 presents a summary of the responses.

Figure 3.7 Q1 – Agreement with current residents' parking permit limit (S = 82)



- 3.16 The majority of respondents (60%) indicated that they agree with the current number of residents' parking permit limits. Around 11% felt that there should be more allowed.
- 3.17 In addition, respondents were asked if they support the restriction that doesn't allow residents with vehicles over 5.25 metres in length to buy permits for these vehicles.
- 3.18 Figure 3.8 presents a summary of the responses.

Figure 3.8 Q1 – Agreement with restriction on vehicles over 5.25 metres (S = 82)

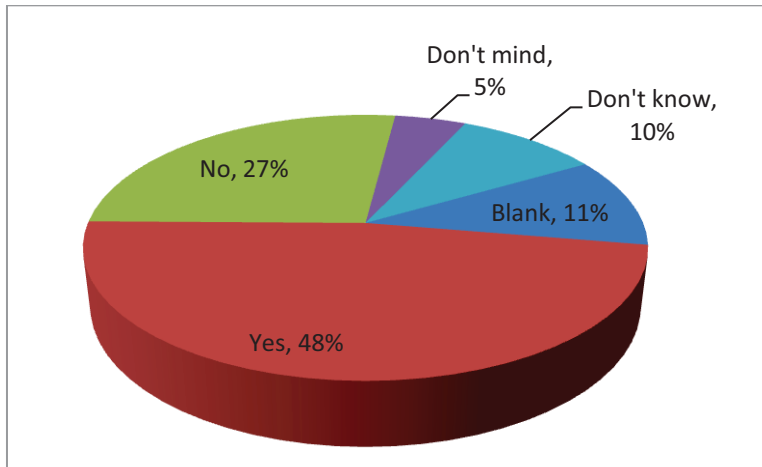


- 3.19 The majority of respondents (70%) indicated that they agree with the current restriction on vehicles over 5.25 metres in length.

Design and Enforcement of Parking Controls

3.20 Respondents were asked whether, if parking restrictions were introduced, there should be 'shared use' pay and display areas in residential roads around shops. Figure 3.9 presents a summary of the responses.

Figure 3.9 Q1 – Support for additional 'shared use' pay and display bays (S = 82)

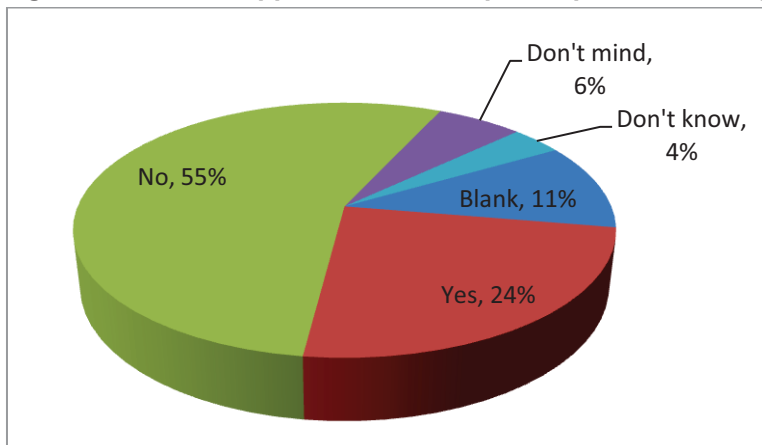


3.21 Nearly half of respondents supported the concept of additional 'shared use' pay and display areas in residential roads. Given that these residents do not currently have a CPZ in their street, these responses will relate to accessing parking elsewhere in CPZs across Watford.

Parking and the Environment

3.22 Respondents were asked whether they support charging more for parking permits for those vehicles that are more harmful to the environment, in terms of the levels of CO₂ they emit. Figure 3.10 presents a summary of the responses.

Figure 3.10 Q1 – Support for variable permit prices based upon CO₂ emission levels (S = 82)

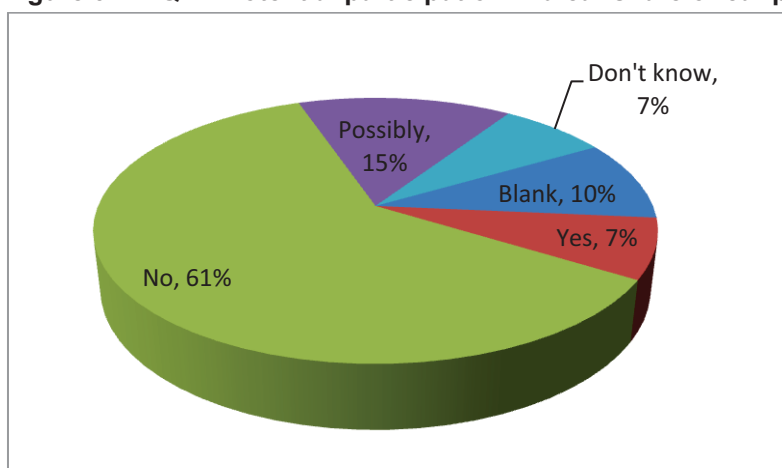


3.23 Over half of all respondents were against the concept of variable permit prices based upon CO₂ emissions, with around a quarter in favour.

Car Clubs

3.24 Respondents were described a potential car share or car pool scheme that the Council is considering introducing. Respondents were then asked whether they would consider participating in such a scheme. Figure 3.11 presents a summary of the responses.

Figure 3.11 Q1 – Potential participation in a car share or car pool scheme (S = 82)



3.25 The majority of respondents indicated that there would be unlikely to participate within a car share; however, around 22% suggested that they would, or possibly would, participate.

Other Comments

3.26 Around 55% of Q1 respondents took the opportunity to provide additional comments or suggestions about parking services in Watford. A high proportion of these responses came from residents in Kelmscott Close and Kelmscott Crescent.

3.27 In general, respondents were extremely against the idea of controlled parking and felt that they were being coerced in to accepting the measures by being included in a large town-wide parking survey (in which their opinions would form only a small percentage of responses).

3.28 A number of respondents pointed out that they had been questioned on a number of previous occasions regarding CPZ introduction and had turned the idea down each time.

3.29 Conversely, a smaller minority of residents on the street were in favour of introducing a CPZ.

4 Questionnaire Two Analysis

Introduction

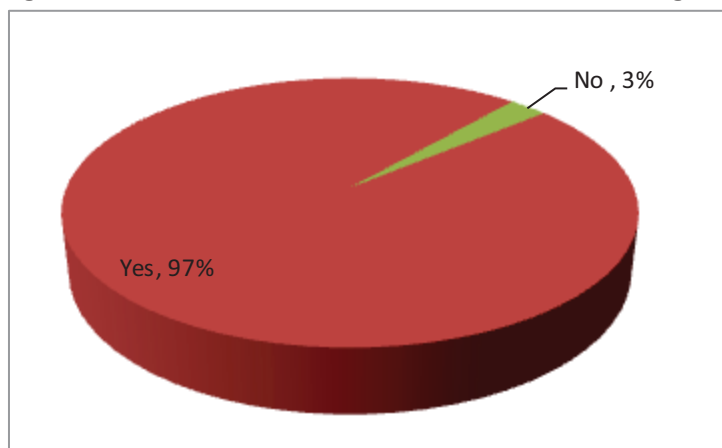
- 4.1 This section presents a summary of the responses to questionnaire Q2, which was sent to residents in streets that are currently in a Controlled Parking Zone (CPZ) with Monday to Saturday restrictions.
- 4.2 The total sample size for Q2 responses is 538, representing 14.2% of residents who were sent the questionnaire. This encompassed residents' within five separate CPZ zones.
- 4.3 For the purposes of the analysis, Sections 1 and 2 of the questionnaire have been analysed on a zone-by-zone basis, as the responses may be directly related to the circumstances in each zone. Conversely, Sections 3 to 7 of the questionnaire are analysed for the sample as a whole, as these issues are unlikely to be zone specific.

Zone A Analysis – Section 1 and 2

Residents' Parking Controls

- 4.4 Respondents were asked to state whether they support the on-going principle of a residents' parking scheme from Mondays to Saturdays in their road. The responses are presented in Figure 4.1.

Figure 4.1 Zone A – Preference for Residents' Parking Controls (Sample [S] = 39)



- 4.5 Nearly all of the respondents (97%) support the Monday to Saturday controls, with only a small proportion (3%) against.

Monday to Saturday Parking Restrictions

- 4.6 Respondents were asked a series of questions about the operation of the Mondays to Saturday parking restrictions in their road. These included their preference for:
- Start times in the morning
 - End times in the evening
 - Controls on Bank Holidays
 - The need to review the boundaries of Zone A

4.7 Figures 4.2 and 4.3 present a summary of respondents' preferences for start and end times, respectively.

Figure 4.2 Zone A – Preference for Monday to Saturday restrictions start time (S = 39)

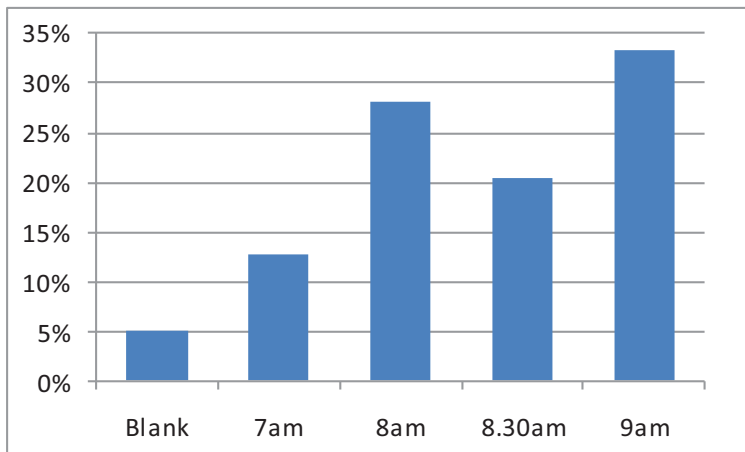
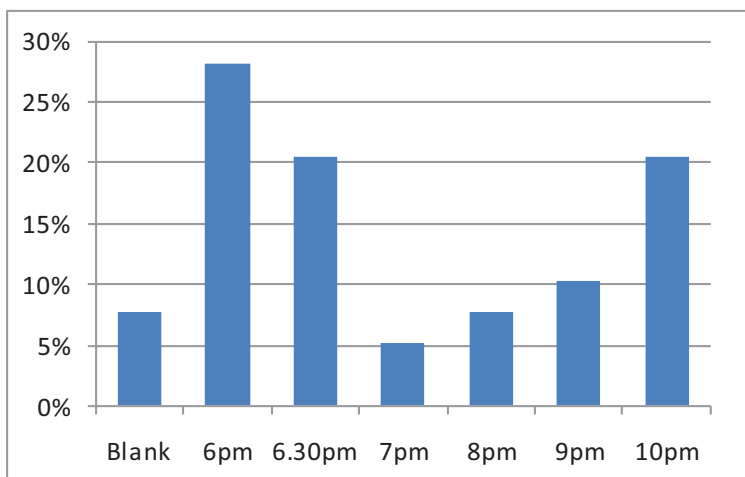


Figure 4.3 Zone A – Preference for Monday to Saturday restrictions end time (S = 39)



4.8 The results suggest that there is strong support for having a start time of 9am (33% in favour), but that 8am is also popular among some residents (28%).

4.9 In terms of the end time, 6pm is the most popular choice (28%) followed by 6.30pm and 10pm, both with over a fifth of votes.

4.10 Figures 4.4 and 4.5 present a summary of respondents' preferences for Bank Holiday and the need to review the boundaries of Zone A, respectively.

Figure 4.4 Zone A Responses – Preference for Bank Holiday restrictions (S = 39)

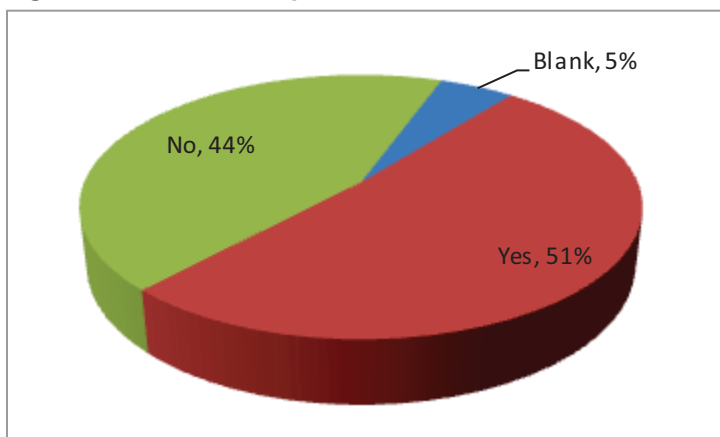
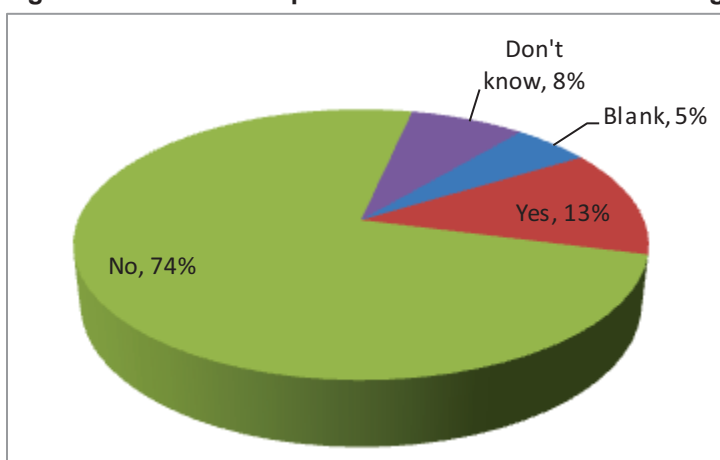


Figure 4.5 Zone A Responses – Preference for reviewing Zone A boundaries (S = 39)

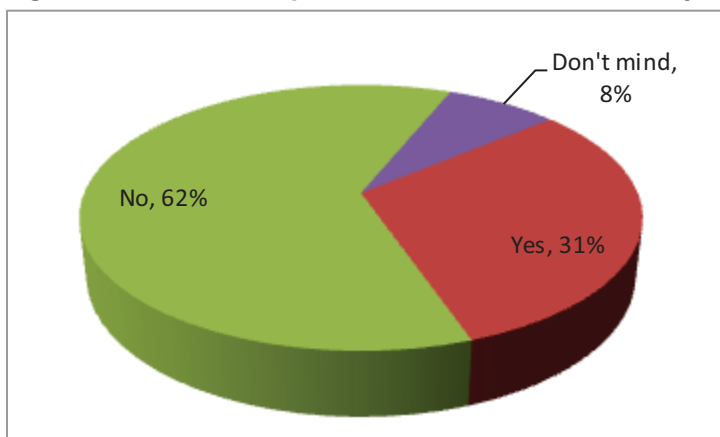


- 4.11 The results indicate that a marginal majority of respondents (51%) were in favour of maintaining Bank Holiday parking restrictions as part of the CPZ, but that a large proportion of respondents (44%) were also against these controls.
- 4.12 The majority of respondents (74%) do not believe the current Zone A boundaries require reviewing, with only 13% considering a review necessary.

Sunday Restrictions

- 4.13 Respondents were asked whether they would prefer the residents’ parking controls to operate on Sundays as well.
- 4.14 Figure 4.6 presents a summary of the results.

Figure 4.6 Zone A Responses – Preference for Sunday restrictions (S = 39)

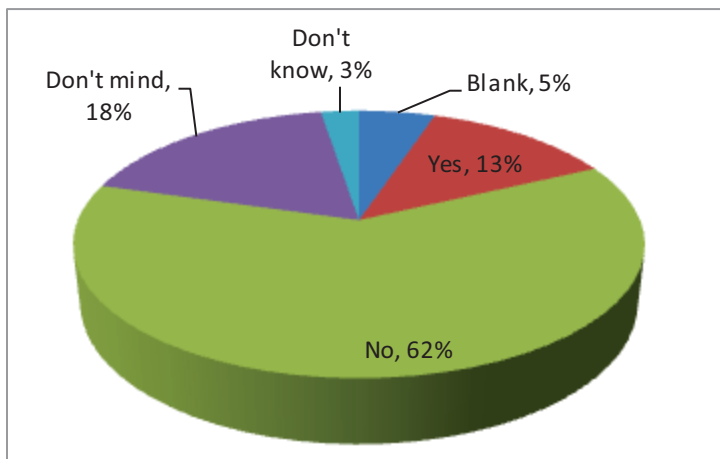


4.15 The results indicate that the majority of respondents (62%) are not in favour of introducing Sunday parking restrictions, as opposed to one third (31%) would like to see them introduced.

Match Day Restrictions

4.16 Respondents were asked if they would like Match Day restrictions (1pm to 6.30pm Saturdays, Sundays and bank Holidays and 6pm to 10pm on weekdays) to apply in their street. Figure 4.7 presents the responses.

Figure 4.7 Zone A Responses – Preference for Match Day restrictions (S = 39)



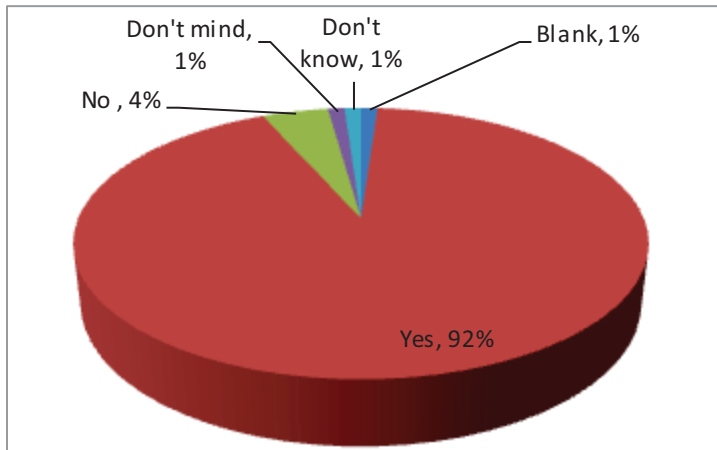
4.17 The results indicate that the majority of respondents (62%) are not in favour of introducing match day parking restrictions, with a further 18% having no preference whether they are introduced or not. Only 13% specifically support the introduction of these controls.

Zone B Analysis – Section 1 and 2

Residents' Parking Controls

- 4.18 Respondents were asked to state whether they support the on-going principle of a residents' parking scheme from Mondays to Saturdays in their road. The responses are presented in Figure 4.8.

Figure 4.8 Zone B – Preference for Residents' Parking Controls (Sample [S] = 90)



- 4.19 Nearly all respondents (92%) support the controls, with just a small proportion (4%) against.

Monday to Saturday Parking Restrictions

- 4.20 Respondents were asked a series of questions about the operation of the Mondays to Saturday parking restrictions in their road. These included their preference for:

- Start times in the morning
- End times in the evening
- Controls on Bank Holidays
- The need to review the boundaries of Zone B

- 4.21 Figures 4.9 and 4.10 present a summary of respondents' preferences for start and end times, respectively.

Figure 4.9 Zone B – Preference for Monday to Saturday restrictions start time (S = 90)

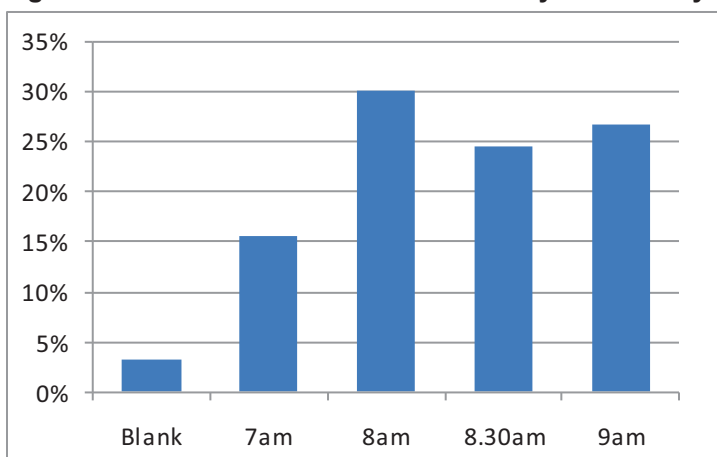
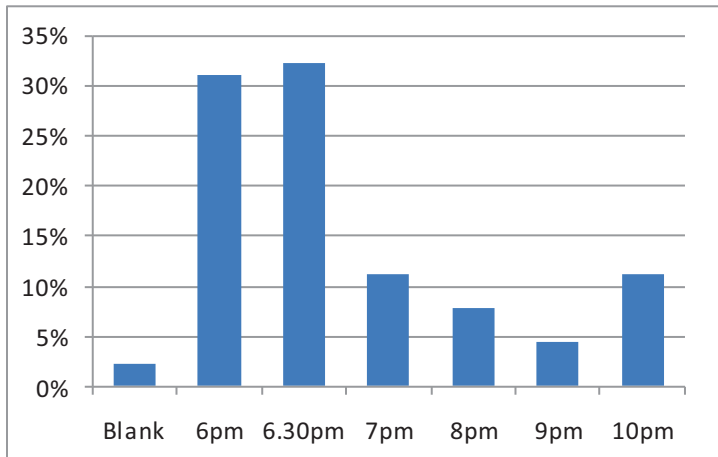


Figure 4.10 Zone B – Preference for Monday to Saturday restrictions end time (S = 90)



4.22 The results suggest that there is strongest support for having a start time of 8am (30% in favour), but that 8:30am and 9am are also popular among residents (24% and 27%, respectively). In terms of the end time, 6:30pm is the most popular choice (32%), albeit only just ahead of 6pm (31%).

4.23 Figures 4.11 and 4.12 present a summary of respondents' preferences for Bank Holiday and the need to review the boundaries of Zone B, respectively.

Figure 4.11 Zone B – Preference for Bank Holiday restrictions (S = 90)

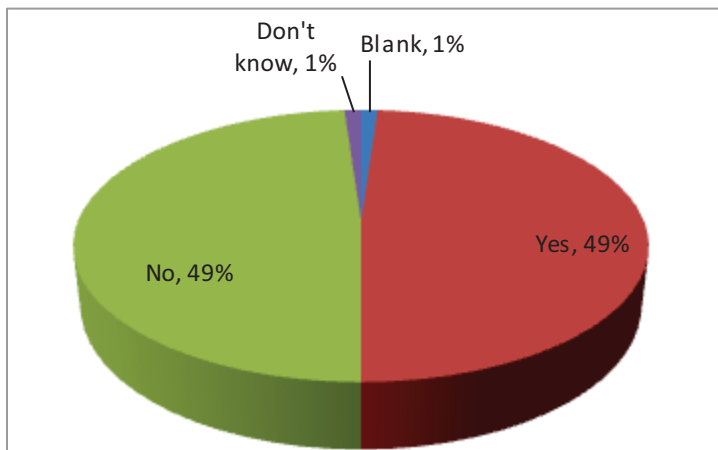
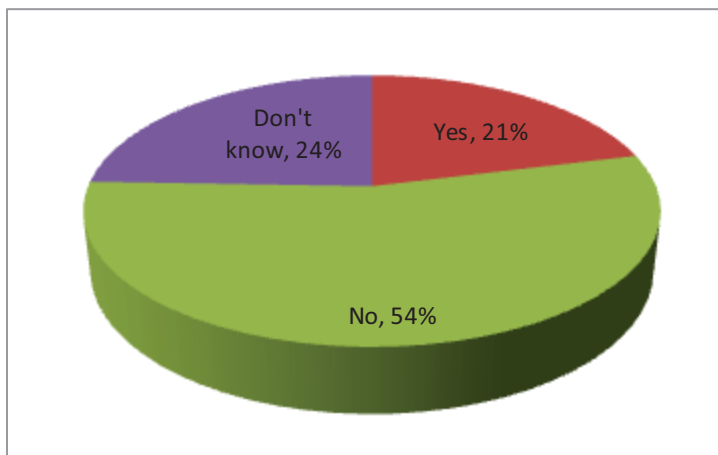


Figure 4.12 Zone B – Preference for reviewing Zone B boundaries (S = 90)

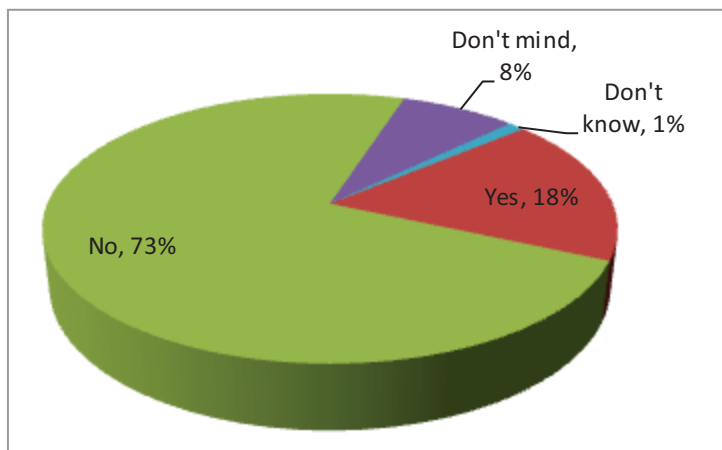


- 4.24 The results indicate that the proponents and opponents of bank holiday parking restrictions are evenly matched in number, with 49% of respondents voting for each option.
- 4.25 A marginal majority of respondents (54%) do not consider the current Zone A boundaries require reviewing, as opposed to 21% who do.

Sunday Restrictions

- 4.26 Respondents were asked whether they would prefer the residents' parking controls to operate on Sundays as well. Figure 4.13 presents a summary of the results.

Figure 4.13 Zone B – Preference for Sunday restrictions (S = 90)

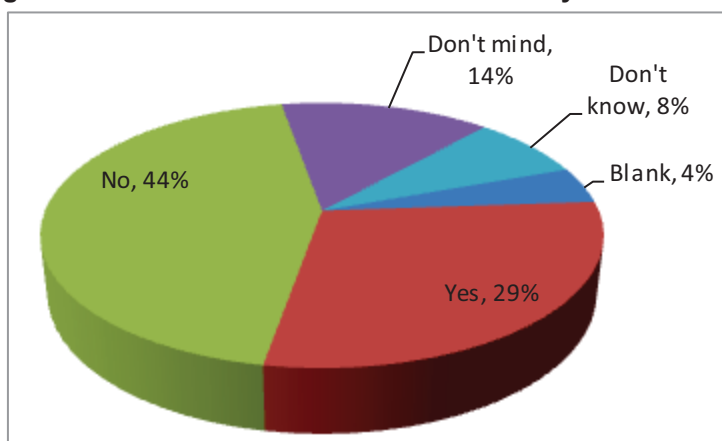


- 4.27 The results indicate that the majority of respondents (73%) are not in favour of introducing Sunday parking restrictions, against around a fifth of respondents who would like to see them introduced.

Match Day Restrictions

- 4.28 Respondents were asked if they would like Match Day restrictions (1pm to 6.30pm Saturdays, Sundays and bank Holidays and 6pm to 10pm on weekdays) to apply in their street. Figure 4.14 presents the responses.

Figure 4.14 Zone B – Preference for Match Day restrictions (S = 90)



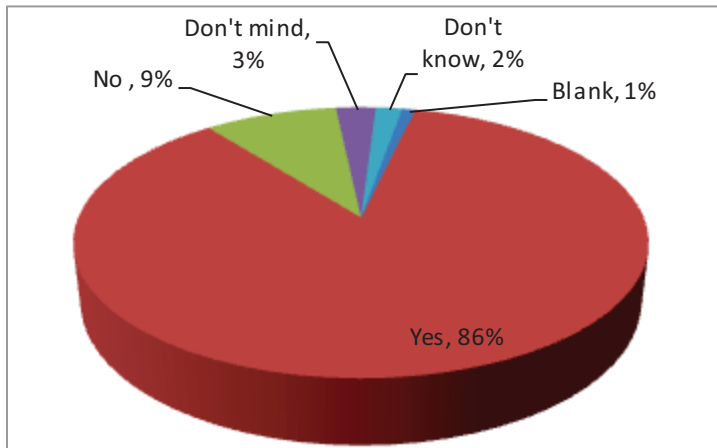
- 4.29 The results indicate that the largest group of respondents (44%) are not in favour of introducing match day parking restrictions, although over a third (39%) would like them and 18% have no strong preference either way.

Zone C Analysis – Section 1 and 2

Residents' Parking Controls

4.30 Respondents were asked to state whether they support the on-going principle of a residents' parking scheme from Mondays to Saturdays in their road. The responses are presented in Figure 4.15.

Figure 4.15 Zone C – Preference for Residents' Parking Controls (Sample [S] = 112)



4.31 A large majority of respondents (86%) support the controls, with only a small proportion (9%) against.

Monday to Saturday Parking Restrictions

4.32 Respondents were asked a series of questions about the operation of the Mondays to Saturday parking restrictions in their road. These included their preference for:

- Start times in the morning
- End times in the evening
- Controls on Bank Holidays
- The need to review the boundaries of Zone C

4.33 Figures 4.16 and 4.17 present a summary of respondents' preferences for start and end times, respectively.

Figure 4.16 Zone C – Preference for Monday to Saturday restrictions start time (S = 112)

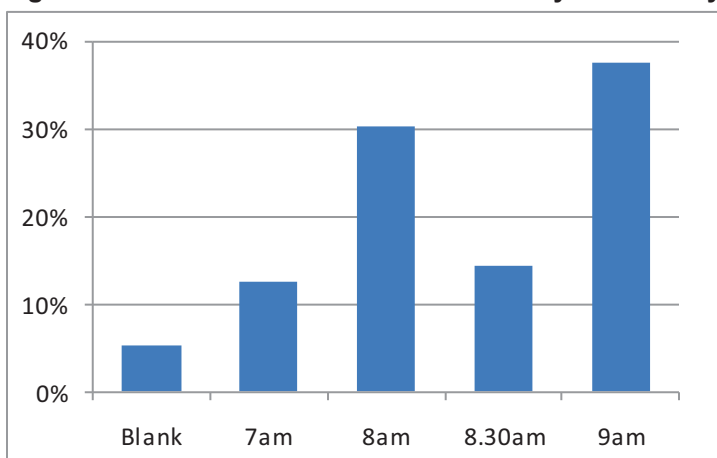
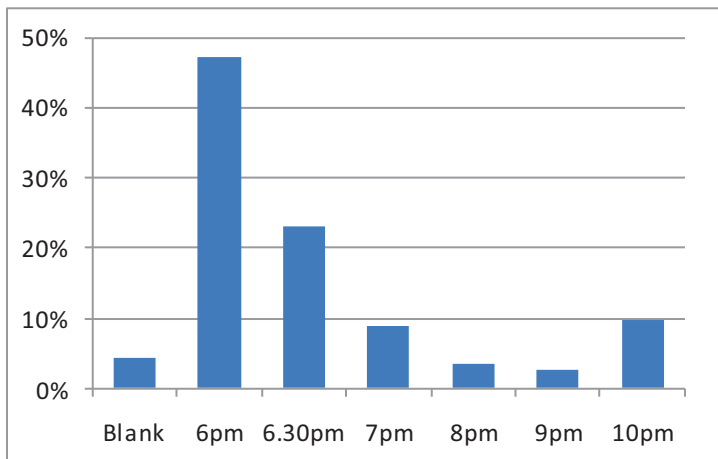


Figure 4.17 Zone C – Preference for Monday to Saturday restrictions end time (S = 112)



4.34 The results suggest that there is strongest support for having a start time of 9am (38% in favour), but that 8am is also popular among residents (30%) In terms of the end time, 6:00pm is by far the most popular choice (47%), with the next most popular time being 6:30pm (23%).

4.35 Figures 4.18 and 4.19 present a summary of respondents' preferences for Bank Holiday and the need to review the boundaries of Zone C, respectively.

Figure 4.18 Zone C – Preference for Bank Holiday restrictions (S = 112)

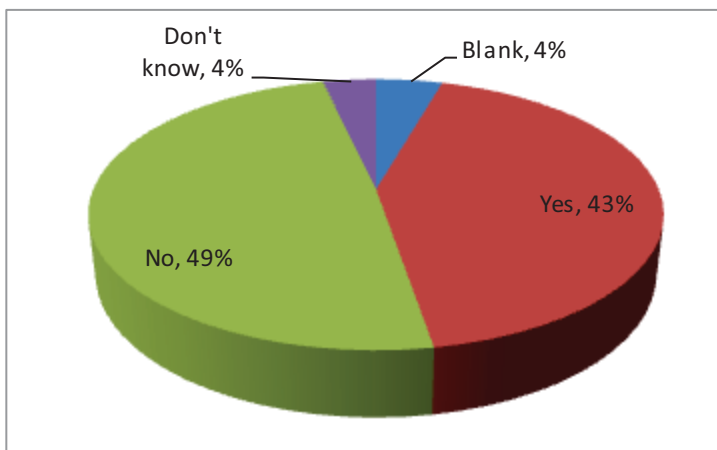
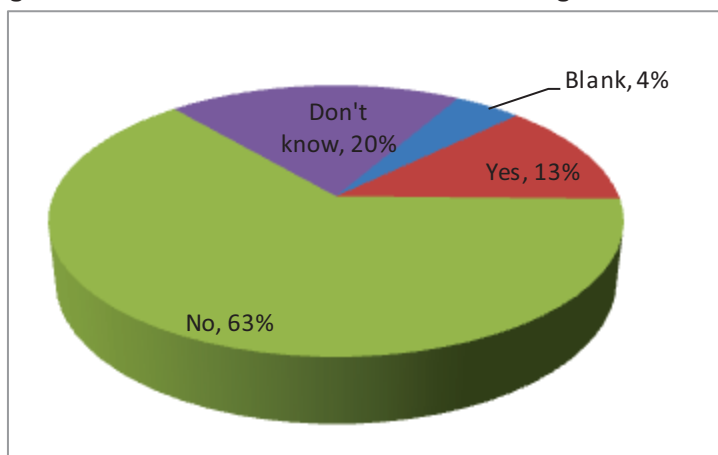


Figure 4.19 Zone C – Preference for reviewing Zone C boundaries (S = 112)



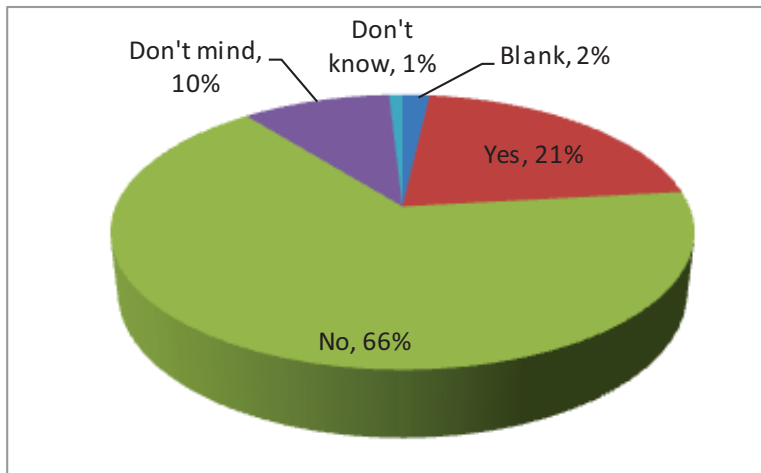
4.36 The results indicate that opponents of bank holiday parking restrictions are marginally more numerous (49%), although those in favour of the change do constitute a large proportion of respondents (43%).

4.37 The majority of respondents (63%) do not consider that the Zone A boundaries require reviewing, as opposed to 13% who do.

Sunday Restrictions

4.38 Respondents were asked whether they would prefer the residents' parking controls to operate on Sundays as well. Figure 4.20 presents a summary of the results.

Figure 4.20 Zone C – Preference for Sunday restrictions (S = 112)

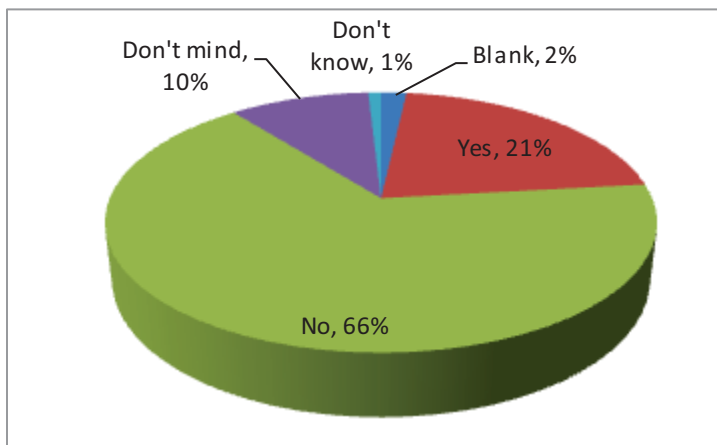


4.39 The results indicate that the majority of respondents (66%) are not in favour of introducing Sunday parking restrictions, although over one fifth (21%) would like to see them introduced.

Match Day Restrictions

4.40 Respondents were asked if they would like Match Day restrictions (1pm to 6.30pm Saturdays, Sundays and bank Holidays and 6pm to 10pm on weekdays) to apply in their street. Figure 4.21 presents the responses.

Figure 4.21 Zone C – Preference for Match Day restrictions (S = 112)



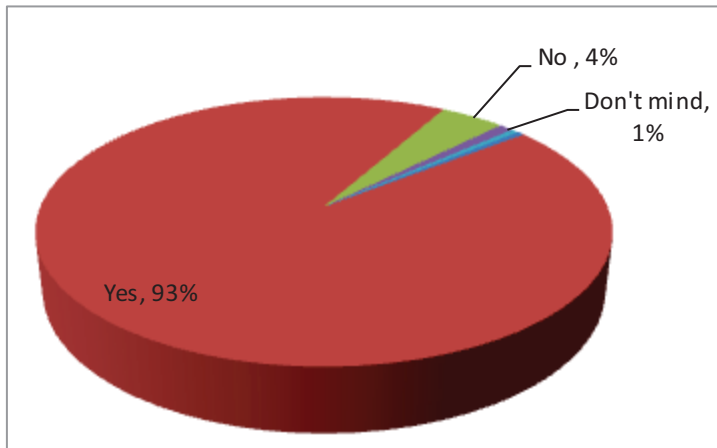
4.41 The results indicate that the majority of respondents (66%) are not in favour of introducing match day parking restrictions, although 21% would like them and 10% have no strong preference.

Zone D Analysis – Section 1 and 2

Residents' Parking Controls

4.42 Respondents were asked to state whether they support the on-going principle of a residents' parking scheme from Mondays to Saturdays in their road. The responses are presented in Figure 4.22.

Figure 4.22 Zone D – Preference for Residents' Parking Controls (Sample [S] = 211)



4.43 Nearly all of the respondents (93%) support the current parking controls, with just a small proportion (4%) against.

Monday to Saturday Parking Restrictions

4.44 Respondents were asked a series of questions about the operation of the Mondays to Saturday parking restrictions in their road. These included their preference for:

- Start times in the morning
- End times in the evening
- Controls on Bank Holidays
- The need to review the boundaries of Zone D

4.45 Figures 4.23 and 4.24 present a summary of respondents' preferences for start and end times, respectively.

Figure 4.23 Zone D – Preference for Monday to Saturday restrictions start time (S = 211)

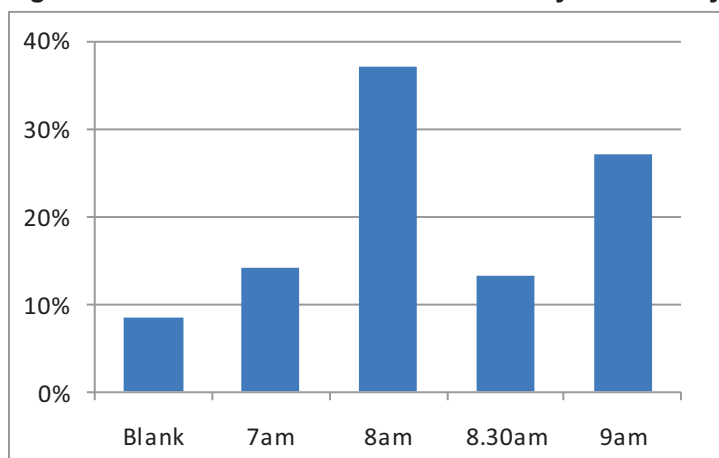


Figure 4.24 Zone D – Preference for Monday to Saturday restrictions end time (S = 211)
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4.46 The results suggest that there is strongest support for having a start time of 8am (37% in favour), but that 9am is also popular among residents (27%). In terms of the end time, 6pm is by far the most popular choice (38%), with the next most popular time being 6:30pm (25%).

4.47 Figures 4.25 and 4.26 present a summary of respondents' preferences for Bank Holiday and the need to review the boundaries of Zone D, respectively.

Figure 4.25 Zone D – Preference for Bank Holiday restrictions (S = 211)

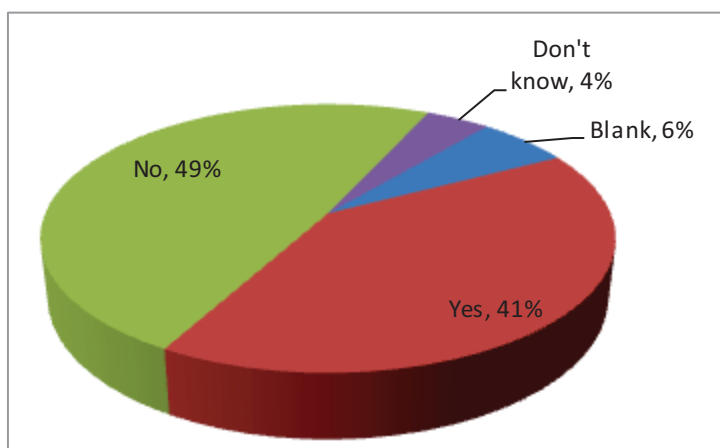
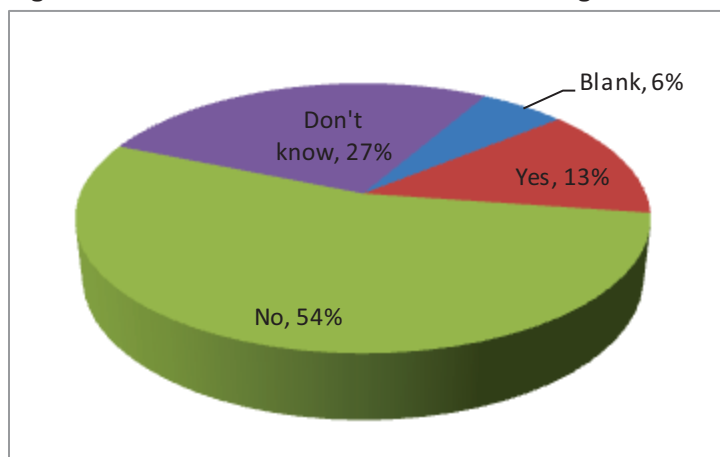


Figure 4.26 Zone D – Preference for reviewing Zone D boundaries (S = 211)



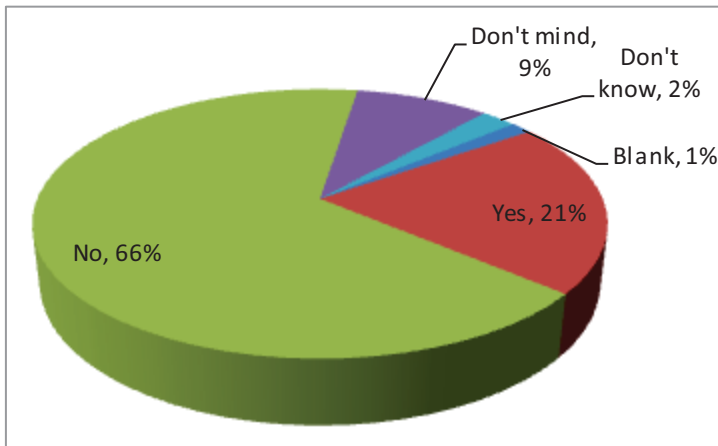
4.48 The results indicate that opponents of bank holiday parking restrictions are marginally more numerous (49%), although those in favour of the change do constitute a large proportion of respondents (41%).

4.49 A marginal majority of respondents (54%) do not consider that the current Zone A boundaries require reviewing, opposed to 13% who do. Over one quarter (27%) were undecided.

Sunday Restrictions

4.50 Respondents were asked whether they would prefer the residents' parking controls to operate on Sundays as well. Figure 4.27 presents a summary of the results.

Figure 4.27 Zone D – Preference for Sunday restrictions (S = 211)

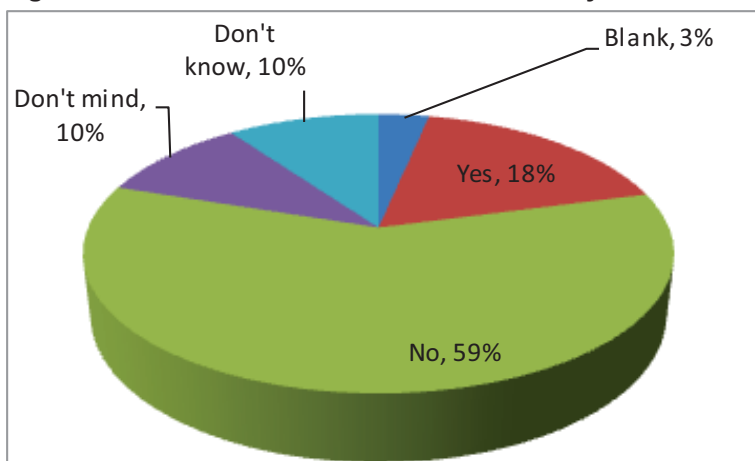


4.51 The results indicate that the majority of respondents (66%) are not in favour of introducing Sunday parking restrictions, although over one fifth (21%) would like to see these introduced.

Match Day Restrictions

4.52 Respondents were asked if they would like Match Day restrictions (1pm to 6.30pm Saturdays, Sundays and bank Holidays and 6pm to 10pm on weekdays) to apply in their street. Figure 4.28 presents the responses.

Figure 4.28 Zone D – Preference for Match Day restrictions (S = 211)



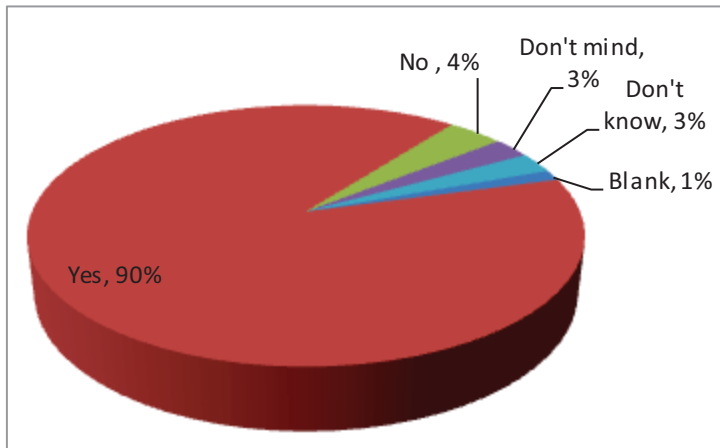
4.53 The results indicate that the majority of respondents (59%) are not in favour of introducing match day parking restrictions, although 18% would like them and 10% have no strong preference either way.

Zone G Analysis – Section 1 and 2

Residents' Parking Controls

- 4.54 Respondents were asked to state whether they support the on-going principle of a residents' parking scheme from Mondays to Saturdays in their road. The responses are presented in Figure 4.29.

Figure 4.29 Zone G – Preference for Residents' Parking Controls (Sample [S] = 78)



- 4.55 A large majority of respondents (90%) support the current parking controls, with only a small proportion (4%) against.

Monday to Saturday Parking Restrictions

- 4.56 Respondents were asked a series of questions about the operation of the Mondays to Saturday parking restrictions in their road. These included their preference for:

- Start times in the morning
- End times in the evening
- Controls on Bank Holidays
- The need to review the boundaries of Zone G

- 4.57 Figures 4.30 and 4.31 present a summary of respondents' preferences for start and end times, respectively.

Figure 4.30 Zone G – Preference for Monday to Saturday restrictions start time (S = 78)

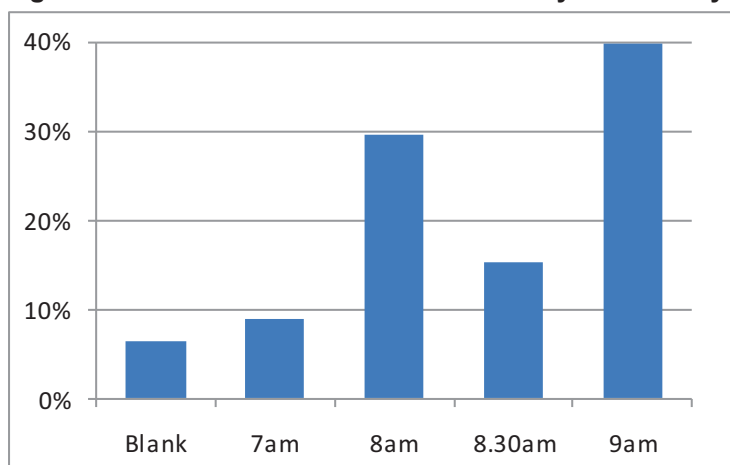
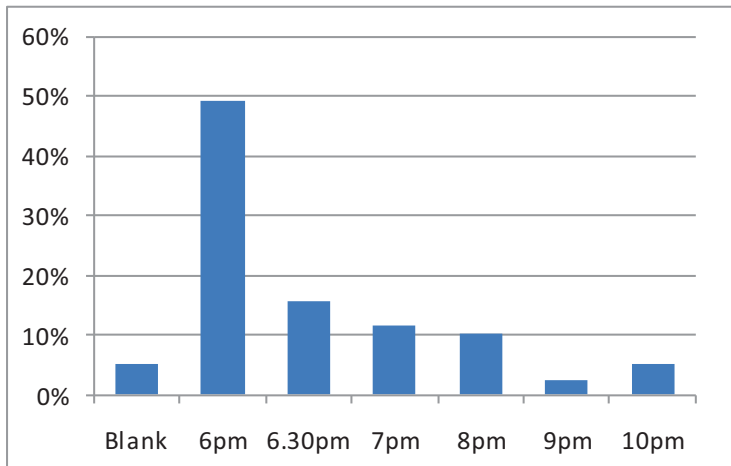


Figure 4.31 Zone G – Preference for Monday to Saturday restrictions end time (S = 78)



4.58 The results suggest that there is strongest support for having a start time of 9am (40% in favour), although there is also significant support for 8am among residents (29%). In terms of the end time, 6pm is by far the most popular choice (49%).

4.59 Figures 4.32 and 4.33 present a summary of respondents' preferences for Bank Holiday and the need to review the boundaries of Zone G, respectively.

Figure 4.32 Zone G – Preference for Bank Holiday restrictions (S = 78)

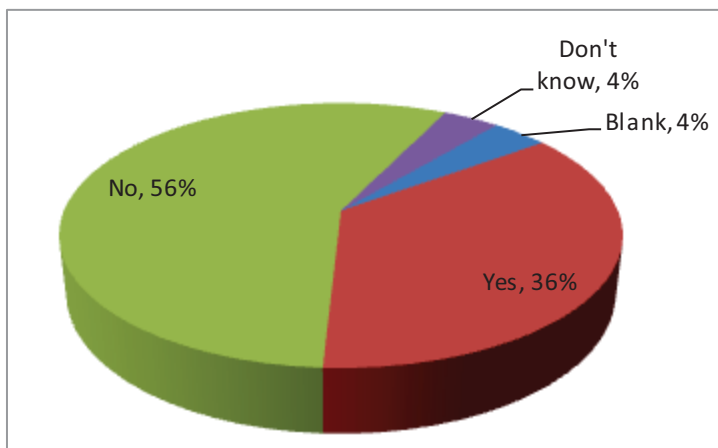
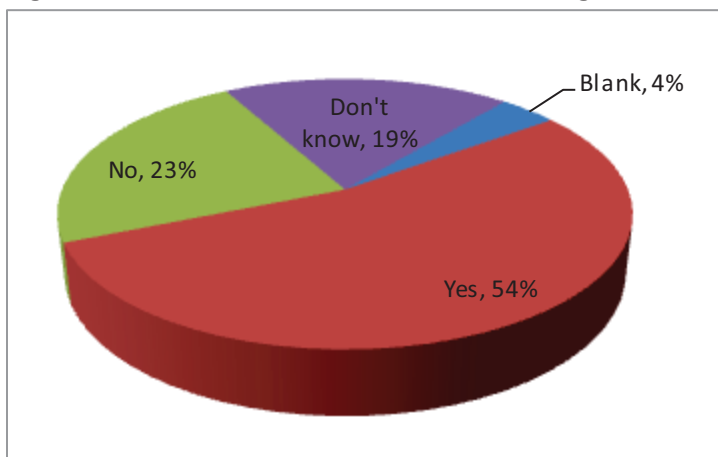


Figure 4.33 Zone G – Preference for reviewing Zone G boundaries (S = 78)



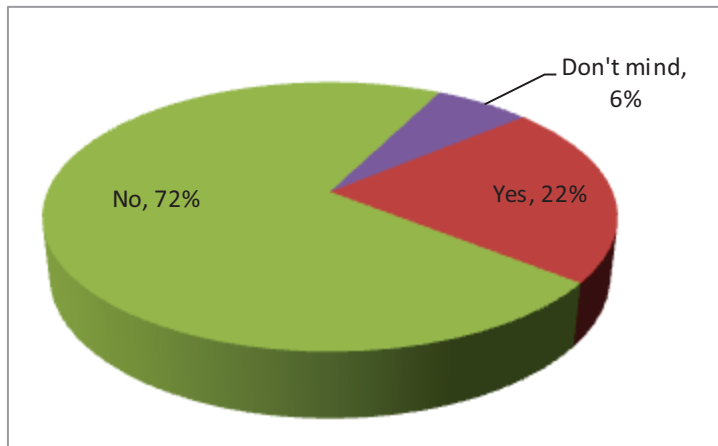
4.60 The results indicate that opponents of bank holiday parking restrictions are marginally more numerous (56%), although those in favour of the change do constitute a large proportion of respondents (36%).

4.61 A marginal majority of respondents (54%) do not consider the current Zone G boundaries require reviewing, as opposed to 23% who do. Nearly one fifth (19%) were undecided.

Sunday Restrictions

4.62 Respondents were asked whether they would prefer the residents' parking controls to operate on Sundays as well. Figure 4.34 presents a summary of the results.

Figure 4.34 Zone G – Preference for Sunday restrictions (S = 78)

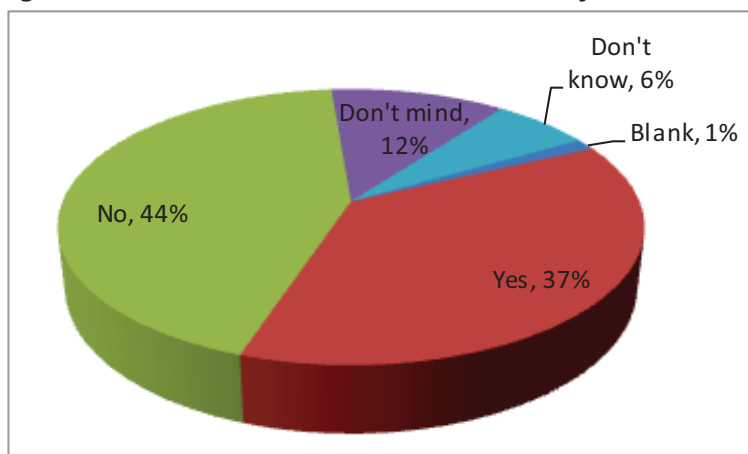


4.63 The results indicate that the majority of respondents (72%) are not in favour of introducing Sunday parking restrictions, although over one fifth (22%) would like to see them introduced.

Match Day Restrictions

4.64 Respondents were asked if they would like Match Day restrictions (1pm to 6.30pm Saturdays, Sundays and bank Holidays and 6pm to 10pm on weekdays) to apply in their street. Figure 4.35 presents the responses.

Figure 4.35 Zone G – Preference for Match Day restrictions (S = 78)



4.65 The results indicate that the largest group of respondents (44%) are not in favour of introducing match day parking restrictions, although 37% would like them and 12% have no strong preference.

General Q2 Analysis – Sections 3 to 7

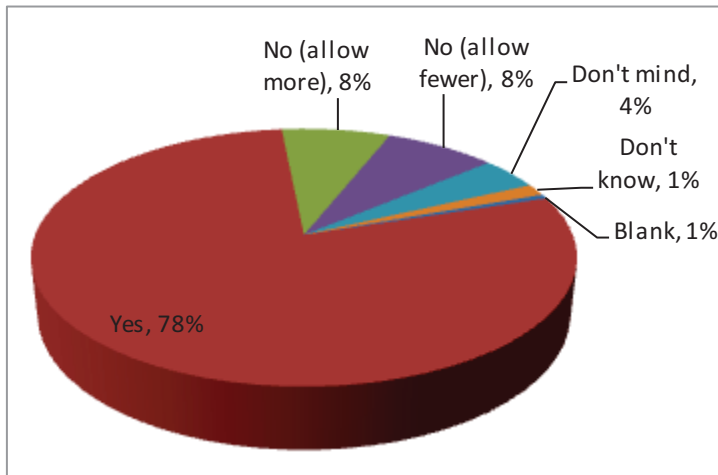
Introduction

4.66 This section presents a summary of the responses to all questions in Sections 3 to 7 for the whole sample of questionnaire Q2.

Residents' Parking Permits

4.67 Respondents were asked whether they agree with the number of residents' permits allowed per household (currently two). Figure 4.36 presents a summary of the responses.

Figure 4.36 Q2 – Agreement with current residents' parking permit limit (Sample [S] = 538)



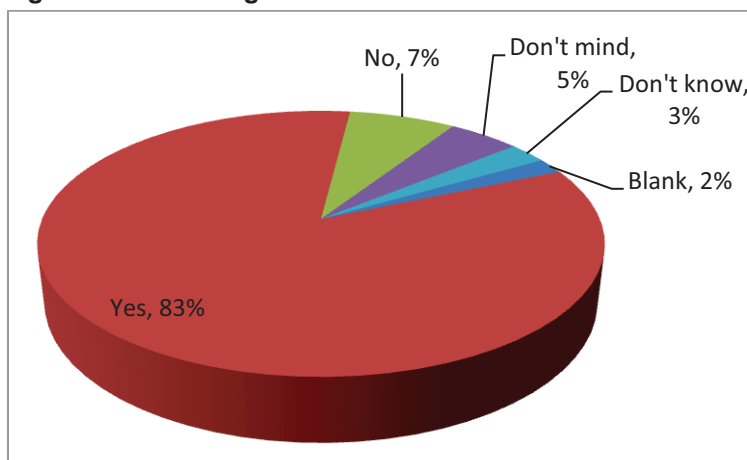
4.68 Over three quarters (78%) of residents agree with leaving the current allowance of permits per household at two. Around 8% of respondents would like more permits allowed, whilst another 8% would prefer fewer permits.

4.69 Residents in Zone G indicated the most concern with the number of permits allowed with 17% stating that fewer permits should be allowed.

4.70 In addition, respondents were asked if they support the restriction that doesn't allow residents with vehicles over 5.25 metres in length to buy permits for these vehicles.

4.71 Figure 4.37 presents a summary of the responses.

Figure 4.37 Q2 – Agreement with restriction on vehicles over 5.25 metres (S = 538)

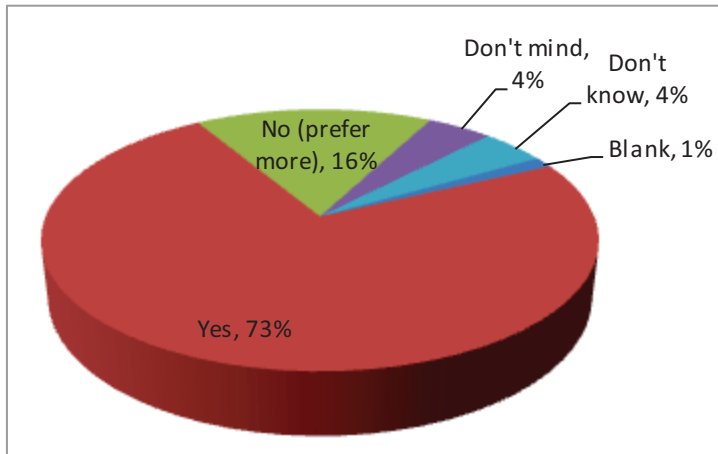


4.72 The vast majority (83%) agree with current restriction applicable to vehicles over 5.25 metres in length. This was consistent across all zones.

Visitor Parking Permits

4.73 Respondents were asked whether they agree with the number of visitor permits permitted per household per annum (currently 400). Figure 4.38 presents a summary of the responses.

Figure 4.38 Q2 – Agreement with current visitor parking permit limit (S = 538)



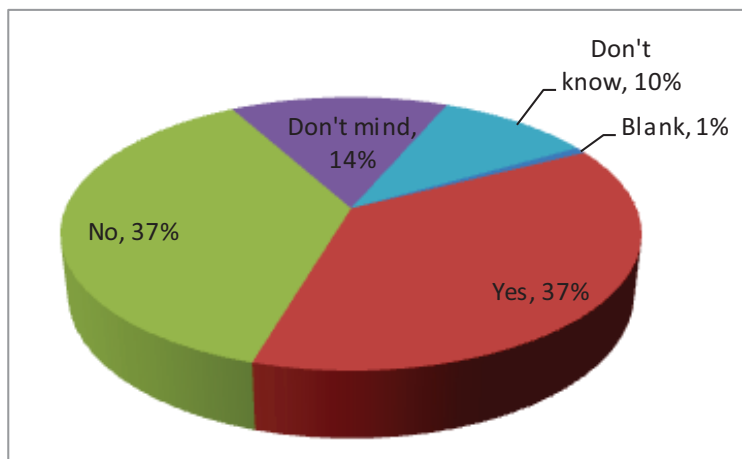
4.74 Nearly three quarters of respondents (73%) agree with the current annual visit parking permit limit. Around 16% of respondents would prefer more to be provided.

4.75 Residents in Zone C indicated the most concern with the number of permits allowed with 24% stating that more visitor permits should be allowed.

Design and Enforcement of Parking Controls

4.76 Respondents were asked whether there should be more 'shared use' pay and display areas in residential roads around shops. Figure 4.39 presents a summary of the responses.

Figure 4.39 Q2 – Support for additional 'shared use' pay and display bays (S = 538)

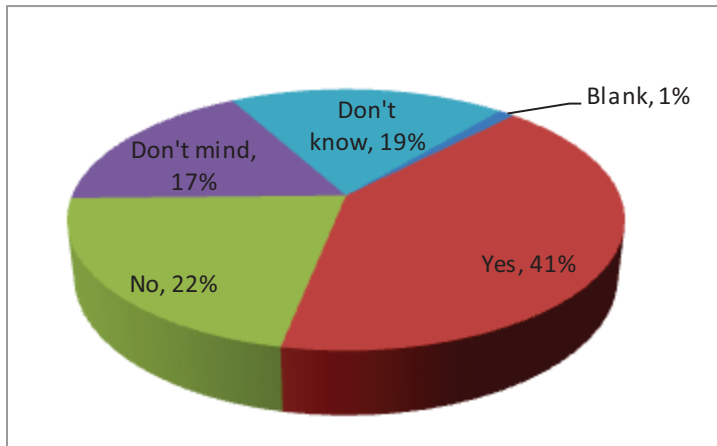


4.77 Those for and against the provision of additional 'shared use' pay and displays each represent 37% of respondents.

4.78 Residents in Zone D were most in favour of additional 'shared use' bays with 44% supporting the measure. Residents in Zone G were most against the proposal with 51% disagreeing.

4.79 Respondents were asked whether they consider there should be more enforcement around school areas at the start and end of the day. Figure 4.40 presents a summary of the responses.

Figure 4.40 Q2 – Support for more enforcement around schools (S = 538)



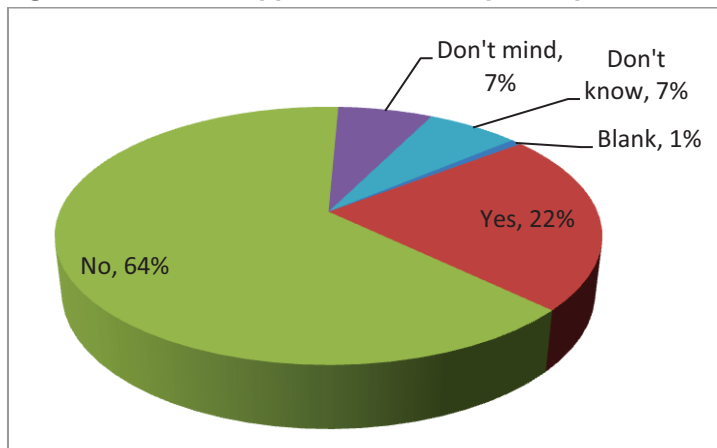
4.80 The largest proportion of respondents (41%) support additional parking enforcement around schools, as opposed to 22% who do not think this is necessary.

4.81 Residents in Zone D tended to consider more enforcement around schools most necessary with 44% in favour, albeit with 29% also against.

Parking and the Environment

4.82 Respondents were asked whether they support charging more for parking permits for those vehicles that are more harmful to the environment, in terms of the levels of CO₂ they emit. Figure 4.41 presents a summary of the responses.

Figure 4.41 Q2 – Support for variable permit prices based upon CO₂ emission levels (S = 538)

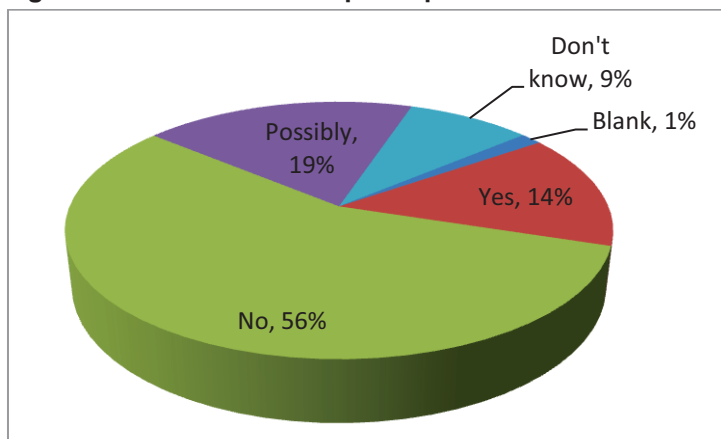


4.83 Nearly two thirds of respondents were against variable permit prices based upon CO₂ emission levels, as opposed to around one fifth in favour.

Car Clubs

4.84 Respondents were described a potential car share or car pool scheme that the Council is considering introducing. Respondents were then asked whether they would consider participating in such a scheme. Figure 4.42 presents a summary of the responses.

Figure 4.42 Q2 – Potential participation in a car share or car pool scheme (S = 538)



4.85 Over half (56%) of respondents would not consider joining a car club. Those who either would, or possibly would, make up a third of respondents.

Other Comments

4.86 Around 45% of Q2 respondents took the opportunity to provide additional comments or suggestions about parking services in Watford.

4.87 These comments generally related to conflicts that occurred in these zones regarding newly built flats. A number of respondents complained of new houses being built in an area with already limited parking space.

4.88 There were a number of respondents who specifically asked that the flats on Derby Road receive more permits.

4.89 A more detailed assessment of specific comments will be undertaken in relation to identified issues in each zone, as required.

5 Questionnaire Three Analysis

Introduction

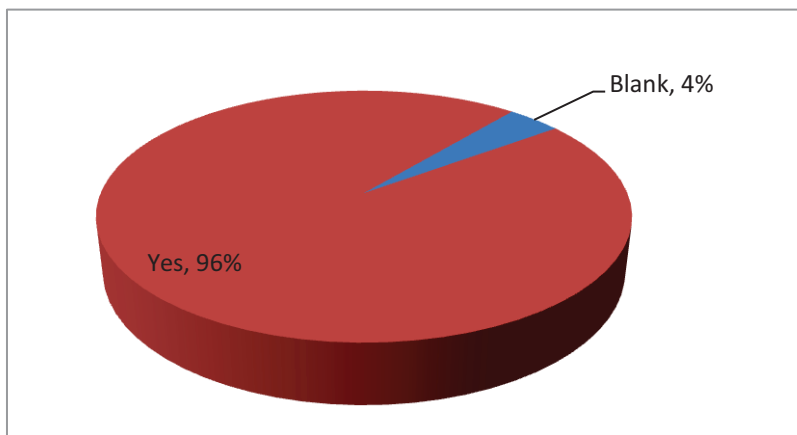
- 5.1 This section presents a summary of the responses to questionnaire Q3, which was sent to residents in streets that are currently in a Controlled Parking Zone (CPZ) with Monday to Saturday restrictions, as well as Match Day parking restrictions.
- 5.2 The total sample size for Q3 responses is 586, representing 16.2% of residents. This encompassed residents' within seven separate CPZ zones.
- 5.3 For the purposes of the analysis, Sections 1 and 2 of the questionnaire have been analysed on a zone-by-zone basis, as the responses may be directly related to the circumstances in each zone. Conversely, Sections 3 to 7 of the questionnaire are analysed for the sample as a whole, as these issues are unlikely to be zone specific.

Zone E Analysis – Section 1 and 2

Residents' Parking Controls

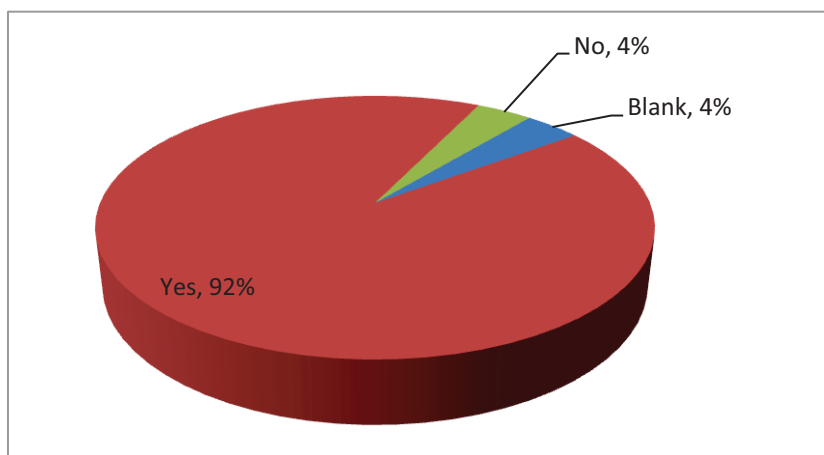
- 5.4 Respondents were asked to state whether they support the on-going principle of a residents' parking scheme from Mondays to Saturdays in their road. The responses are presented in Figure 5.1.

Figure 5.1 Zone E – Preference for Residents' Parking Controls (Sample [S] = 26)



- 5.5 Nearly all respondents (96%) support the Monday to Saturday controls.
- 5.6 Respondents were also asked to state whether they support the on-going principle of Match Day restrictions in their road. The responses are presented in Figure 5.2.

Figure 5.2 Zone E – Preference for Match Day Parking Controls (S = 26)



5.7 Again, nearly all respondents (92%) support the Match Day controls.

Monday to Saturday Parking Restrictions

5.8 Respondents were asked a series of questions about the operation of the Mondays to Saturday parking restrictions in their road. These included their preference for:

- Start times in the morning
- End times in the evening
- Controls on Bank Holidays
- The need to review the boundaries of Zone E

5.9 Figures 5.3 and 5.4 present a summary of respondents' preferences for start and end times, respectively.

Figure 5.3 Zone E – Preference for Monday to Saturday restrictions start time (S = 26)

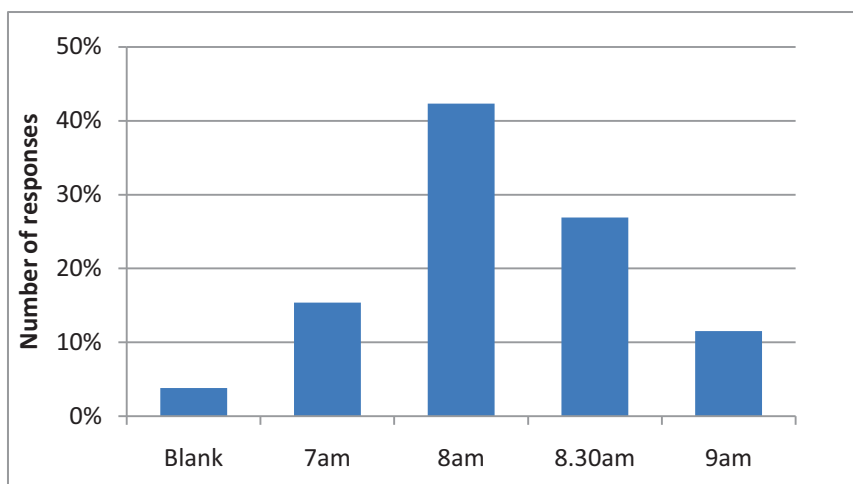
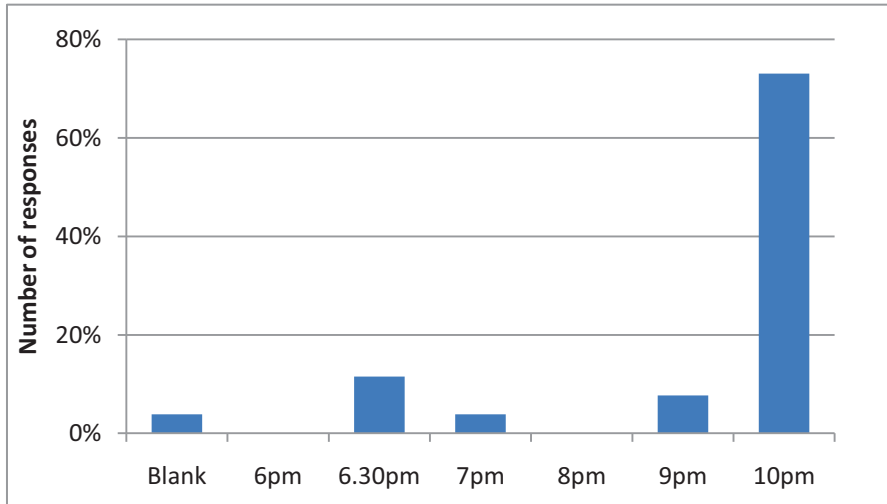


Figure 5.4 Zone E – Preference for Monday to Saturday restrictions end time (S = 26)



- 5.10 The results suggest that there is majority support for maintaining the current 8am start time, but for the operating hours of the restrictions to be extended until 10pm.
- 5.11 Figures 5.5 and 5.6 present a summary of respondents' preferences for Bank Holiday and the need to review the boundaries of Zone E, respectively.

Figure 5.5 Zone E – Preference for Bank Holiday restrictions (S = 26)

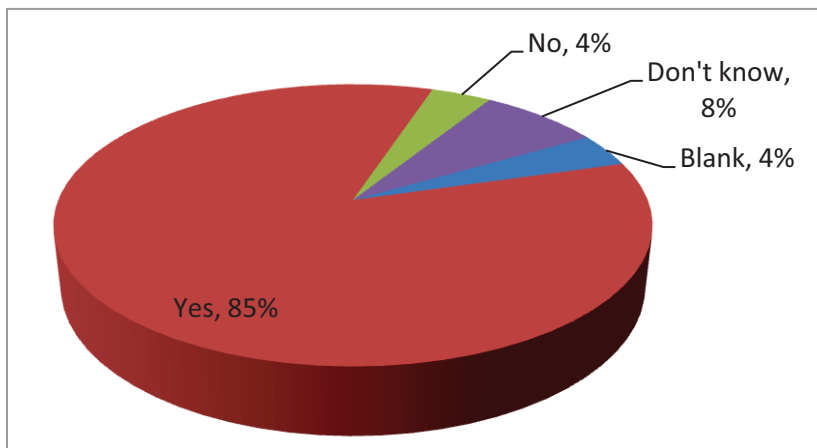
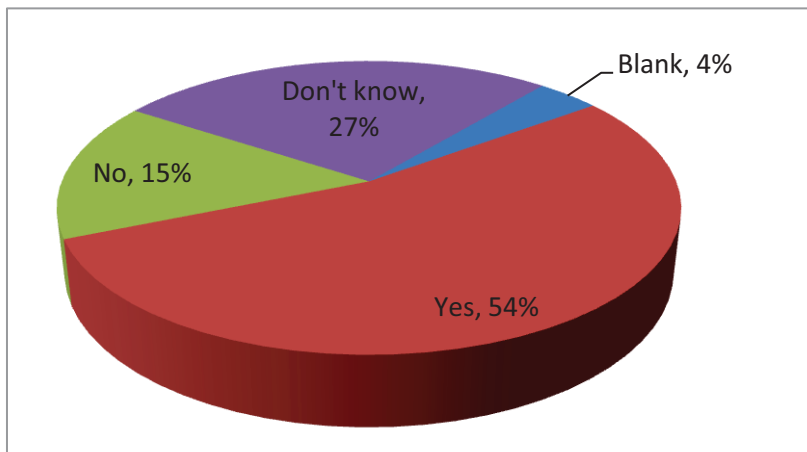


Figure 5.6 Zone E – Preference for reviewing Zone E boundaries (S = 26)

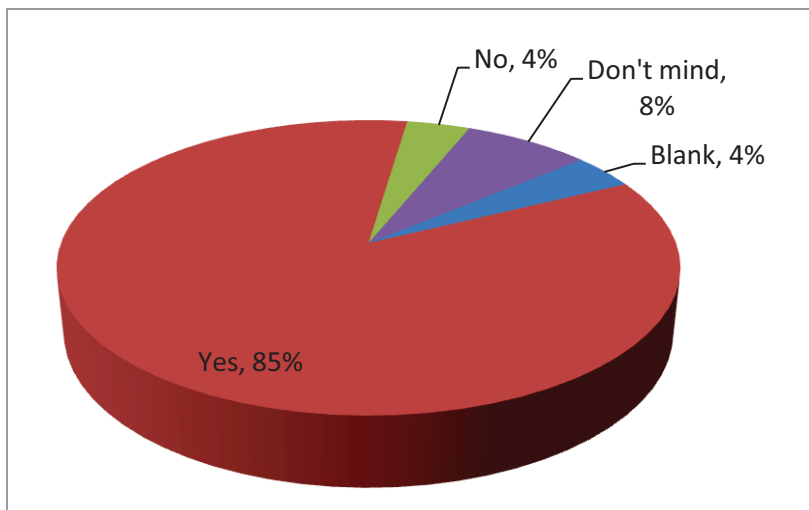


- 5.12 The results indicate that the majority of respondents (85%) were in favour of maintaining Bank Holiday parking restrictions, with only one respondent (4%) against.
- 5.13 A marginal majority of respondents (54%) would like the current Zone E boundaries to be reviewed, with 27% uncertain and 15% indicating there is no requirement.

Sunday Restrictions

- 5.14 Respondents were asked whether they would prefer the residents parking controls to operate on Sundays as well. Figure 5.7 presents a summary of the results.

Figure 5.7 Zone E – Preference for Sunday restrictions (S = 26)



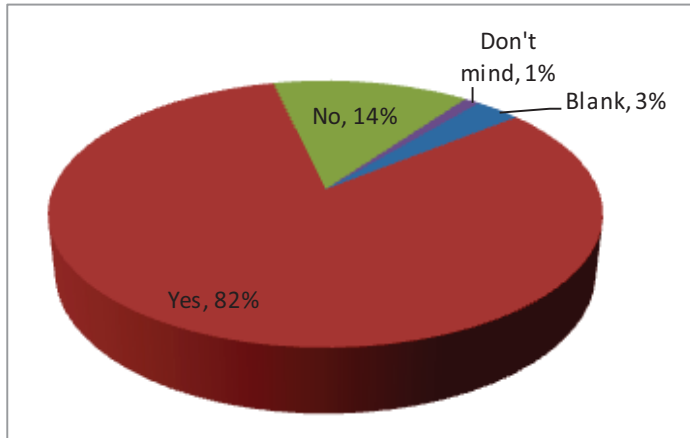
- 5.15 The results indicate that the majority of respondents (85%) are in favour of introducing Sunday parking restrictions, with only one respondent (4%) against.

Zone F Analysis – Section 1 and 2

Residents' Parking Controls

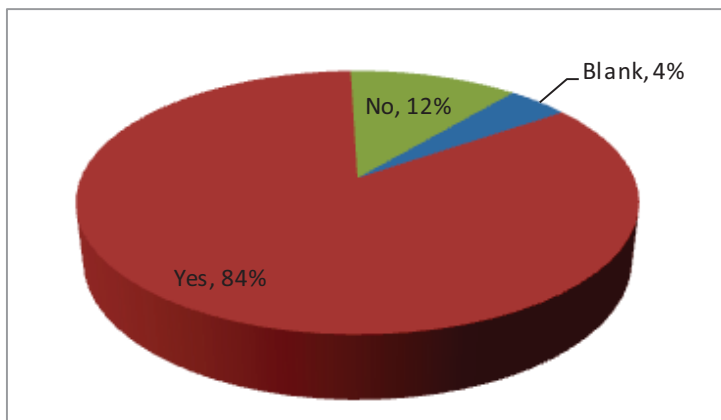
- 5.16 Respondents were asked whether they support the on-going principle of a residents' parking scheme from Mondays to Saturdays in their road. The responses are presented in Figure 5.8.

Figure 5.8 Zone F – Preference for Residents' Parking Controls (Sample [S] = 95)



- 5.17 The vast majority of respondents (82%) support the controls. Around 14% of respondents oppose the current Monday to Saturday controls.
- 5.18 Respondents were also asked to state whether they support the on-going principle of Match Day restrictions in their road. The responses are presented in Figure 5.9.

Figure 5.9 Zone F – Preference for Match Day Parking Controls (S = 95)



- 5.19 Again, the vast majority of respondents (84%) support the Match Day controls.

Monday to Saturday Parking Restrictions

- 5.20 Respondents were asked a series of questions about the operation of the Mondays to Saturday parking restrictions in their road. These included their preference for:
- Start times in the morning
 - End times in the evening
 - Controls on Bank Holidays
 - The need to review the boundaries of Zone F

5.21 Figures 5.10 and 5.11 present a summary of respondents' preferences for start and end times, respectively.

Figure 5.10 Zone F – Preference for Monday to Saturday restrictions start time (S = 95)

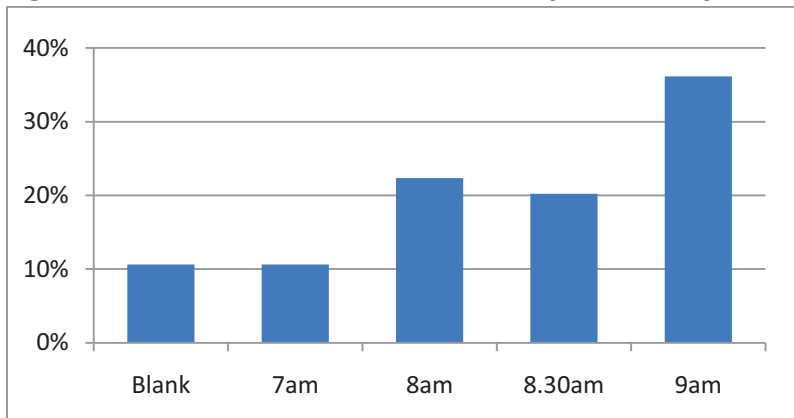
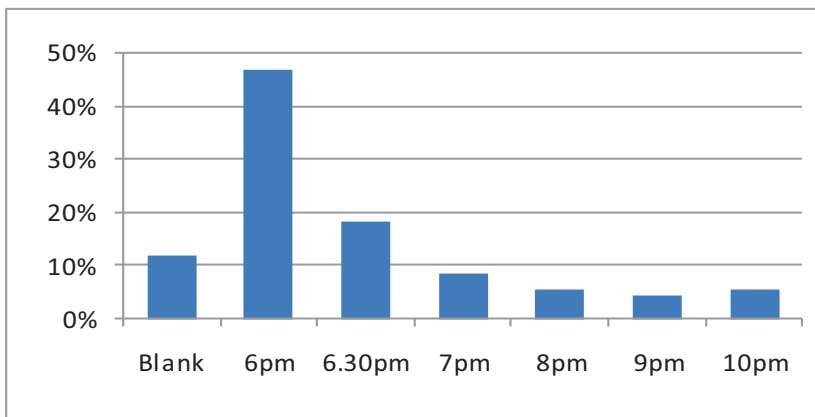


Figure 5.11 Zone F – Preference for Monday to Saturday restrictions end time (S = 95)



5.22 The results suggest that whilst there is reasonable support for maintaining the current 8am start time (22%), a 9am start time would be the most popular choice (36%). There is reasonable support (18%) for maintaining the current 6.30pm end time, although an end time of 6pm would be far more popular (47%).

5.23 Figures 5.12 and 5.13 present a summary of respondents' preferences for Bank Holiday and the need to review the boundaries of Zone F, respectively.

Figure 5.12 Zone F – Preference for Bank Holiday restrictions (S = 95)

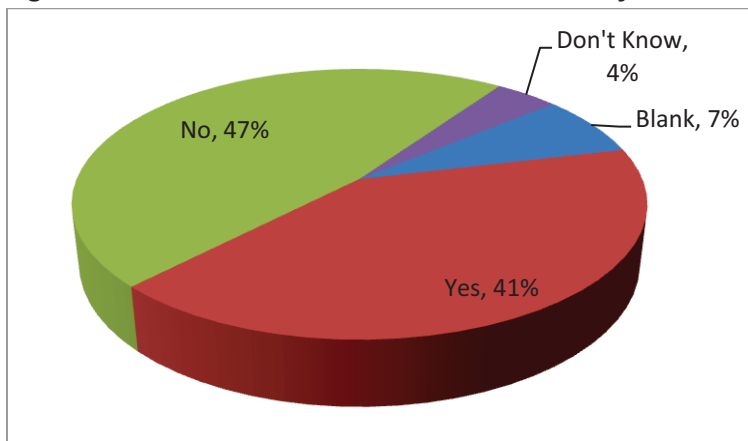
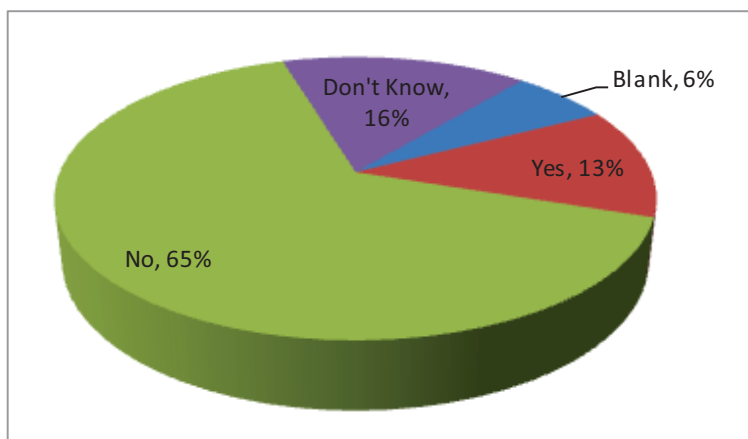


Figure 5.13 Zone F – Preference for reviewing Zone F boundaries (S = 95)



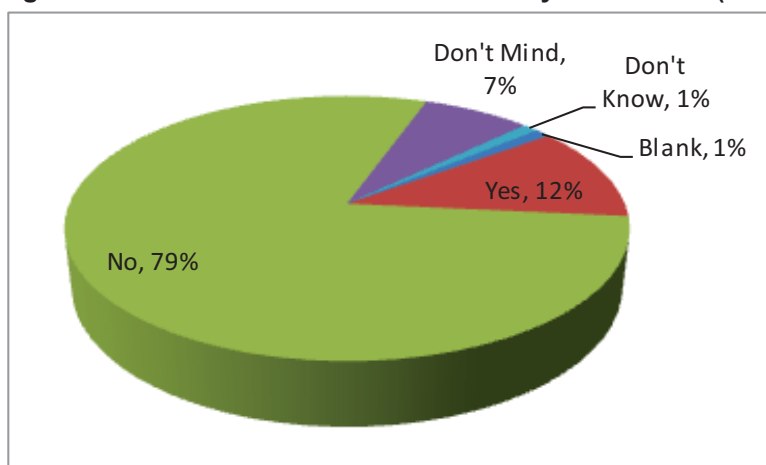
5.24 The results indicate that whilst a large proportion of respondents (41%) are in favour of maintaining Bank Holiday parking restrictions, a larger proportion (47%) would prefer them to be discontinued.

5.25 A majority of respondents (65%) do not consider the current Zone F boundaries require reviewing.

Sunday Restrictions

5.26 Respondents were asked whether they would prefer the residents' parking controls to operate on Sundays as well. Figure 5.14 presents a summary of the results.

Figure 5.14 Zone F – Preference for Sunday restrictions (S = 95)



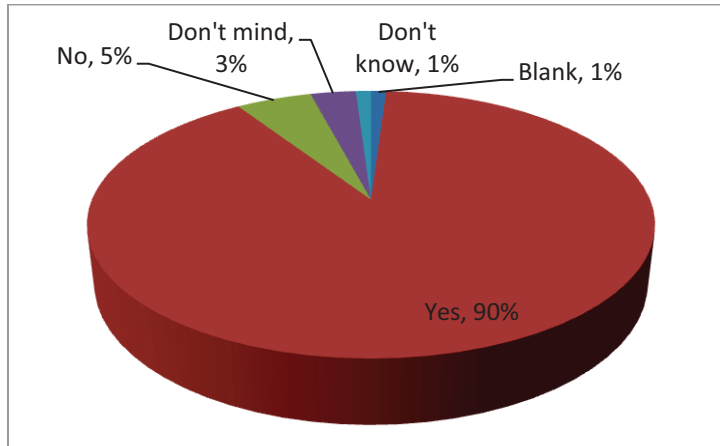
5.27 The results indicate that the majority of respondents (79%) are against introducing Sunday parking restrictions.

Zone J Analysis – Section 1 and 2

Residents' Parking Controls

5.28 Respondents were asked whether they support the on-going principle of a residents' parking scheme from Mondays to Saturdays in their road. The responses are presented in Figure 5.15.

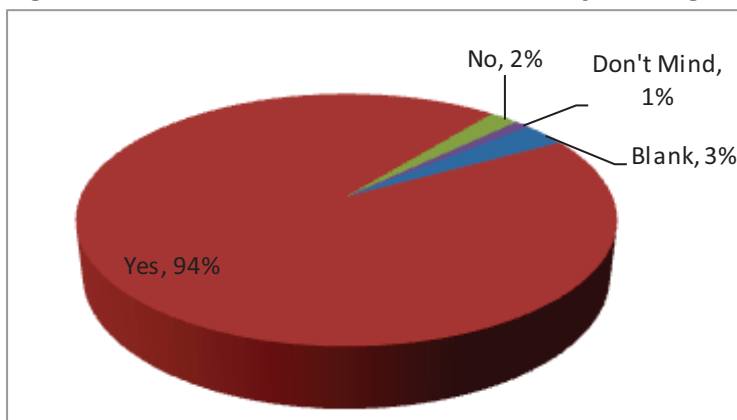
Figure 5.15 Zone J – Preference for Residents' Parking Controls (Sample [S] = 97)



5.29 A large majority of respondents (90%) support the Monday to Saturday controls, with only a small proportion (5%) against.

5.30 Respondents were also asked to state whether they support the on-going principle of Match Day restrictions in their road. The responses are presented in Figure 5.16.

Figure 5.16 Zone J – Preference for Match Day Parking Controls (S = 97)



5.31 Again, nearly all respondents (94%) support the Match Day parking restrictions.

Monday to Saturday Parking Restrictions

5.32 Respondents were asked a series of questions about the operation of the Mondays to Saturday parking restrictions in their road. These included their preference for:

- Start times in the morning
- End times in the evening
- Controls on Bank Holidays
- The need to review the boundaries of Zone J

5.33 Figures 5.17 and 5.18 present a summary of respondents' preferences for start and end times, respectively.

Figure 5.17 Zone J – Preference for Monday to Saturday restrictions start time (S = 97)

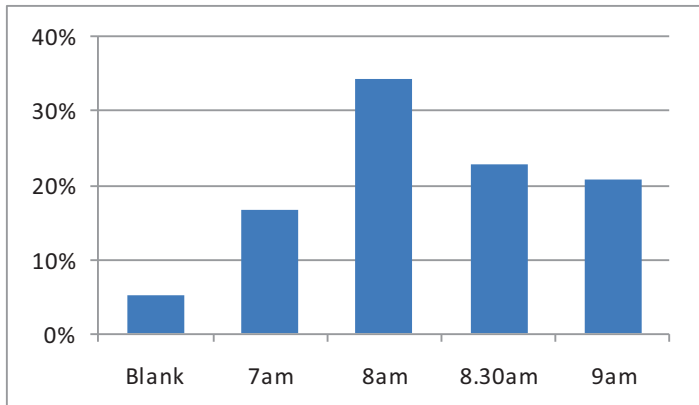
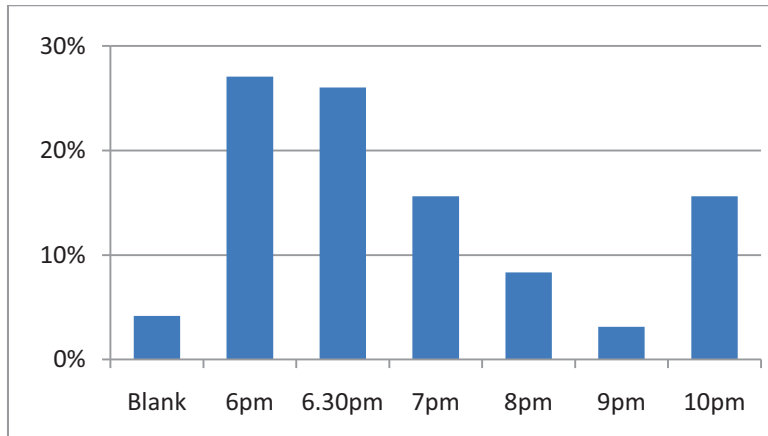


Figure 5.18 Zone J – Preference for Monday to Saturday restrictions end time (S = 97)



5.34 The results suggest that there is strong support for maintaining the current 8am start time, but in terms of the end time show that 6pm (27%) and 6.30pm (26%) are fairly evenly matched in their support from respondents.

5.35 Figures 5.19 and 5.20 present a summary of respondents' preferences for Bank Holiday and the need to review the boundaries of Zone J, respectively.

Figure 5.19 Zone J – Preference for Bank Holiday restrictions (S = 97)

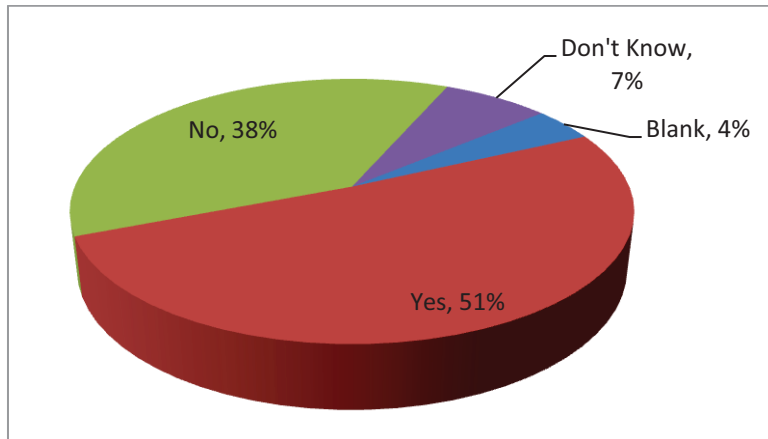
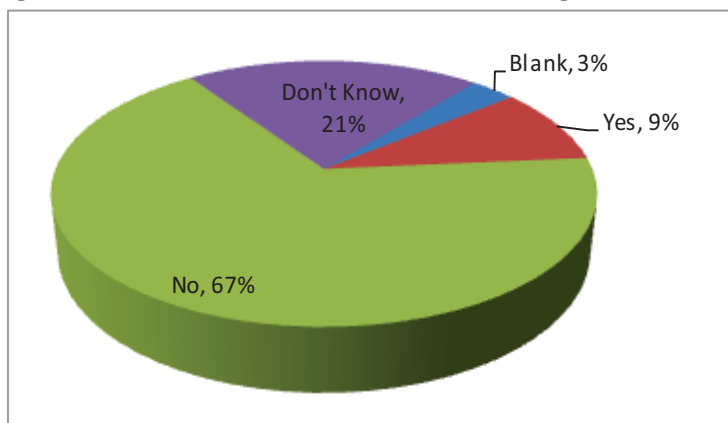


Figure 5.20 Zone J – Preference for reviewing Zone J boundaries (S = 97)



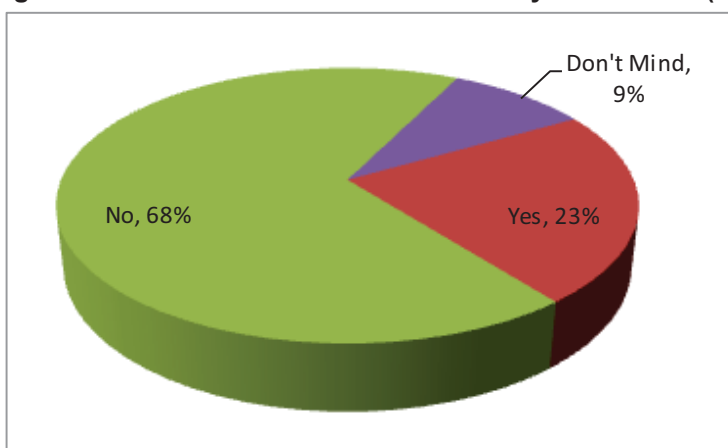
5.36 The results indicate that a marginal majority of respondents (51%) are in favour of maintaining Bank Holiday parking restrictions, but with a significant proportion (38%) against.

5.37 A majority of respondents (67%) do not consider the current Zone J boundaries require reviewing.

Sunday Restrictions

5.38 Respondents were asked whether they would prefer the residents' parking controls to operate on Sundays as well. Figure 5.21 presents a summary of the results.

Figure 5.21 Zone J – Preference for Sunday restrictions (S = 97)



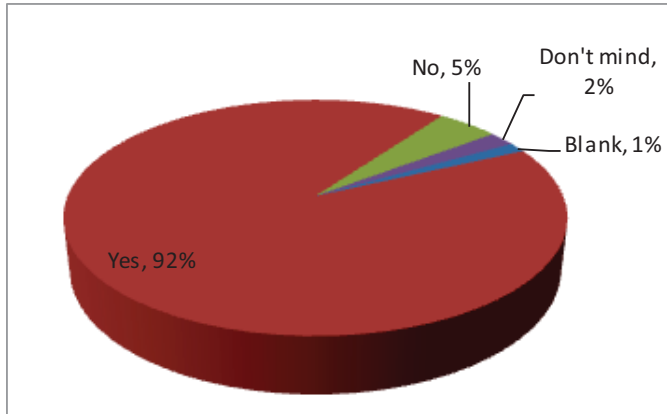
5.39 The results indicate that the majority of respondents (68%) are not in favour of introducing Sunday parking restrictions, although nearly one quarter (23%) would like to see these introduced.

Zone K Analysis – Section 1 and 2

Residents' Parking Controls

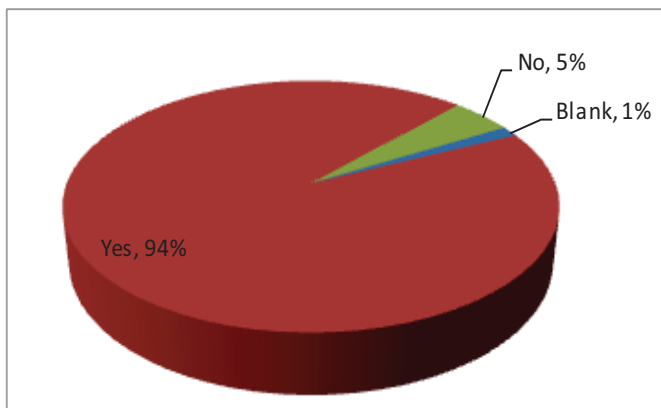
- 5.40 Respondents were asked whether they support the on-going principle of a residents' parking scheme from Mondays to Saturdays in their road. The responses are presented in Figure 5.22.

Figure 5.22 Zone K – Preference for Residents' Parking Controls (Sample [S] = 150)



- 5.41 A large majority of respondents (92%) support the Monday to Saturday controls, with just 5% against.
- 5.42 Respondents were also asked to state whether they support the on-going principle of Match Day restrictions in their road. The responses are presented in Figure 5.23.

Figure 5.23 Zone K – Preference for Match Day Parking Controls (S = 150)



- 5.43 Again, a large majority of respondents (94%) support the Match Day restrictions, with just 5% against.

Monday to Saturday Parking Restrictions

- 5.44 Respondents were asked a series of questions about the operation of the Mondays to Saturday parking restrictions in their road. These included their preference for:
- Start times in the morning
 - End times in the evening
 - Controls on Bank Holidays
 - The need to review the boundaries of Zone K

5.45 Figures 5.24 and 5.25 present a summary of respondents' preferences for start and end times, respectively.

Figure 5.24 Zone K – Preference for Monday to Saturday restrictions start time (S = 150)

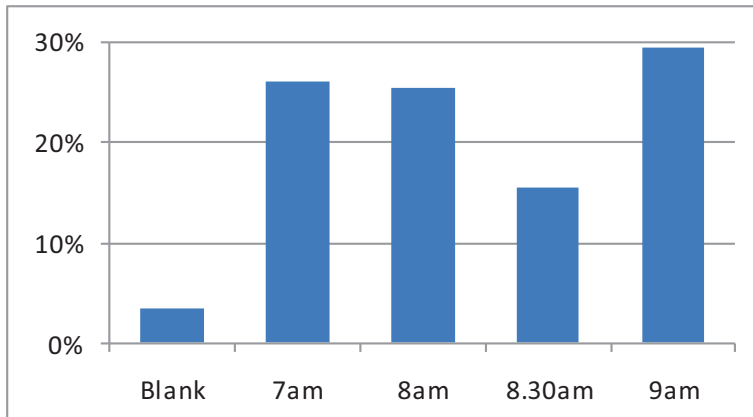
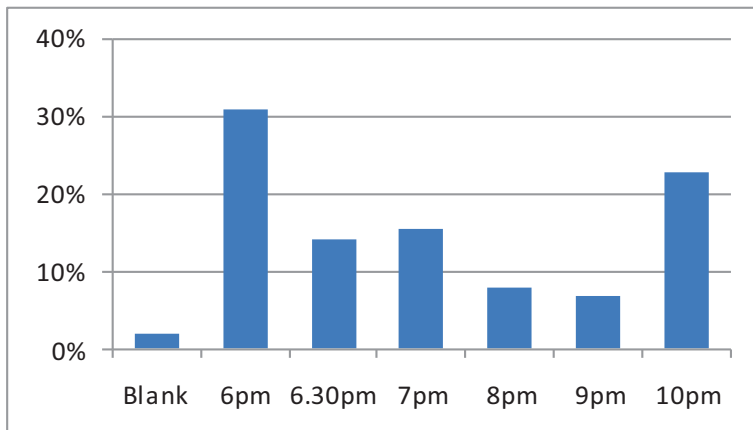


Figure 5.25 Zone K – Preference for Monday to Saturday restrictions end time (S = 150)



5.46 The results suggest that there is strong support for having a start time of 9am (30% in favour), but that 7am and 8am would also be popular among residents (26% apiece). In terms of the end time, 6pm is the most popular choice (31%) followed by 10pm (23%).

5.47 Figures 5.26 and 5.27 present a summary of respondents' preferences for Bank Holiday and the need to review the boundaries of Zone K, respectively.

Figure 5.26 Zone K – Preference for Bank Holiday restrictions (S = 150)

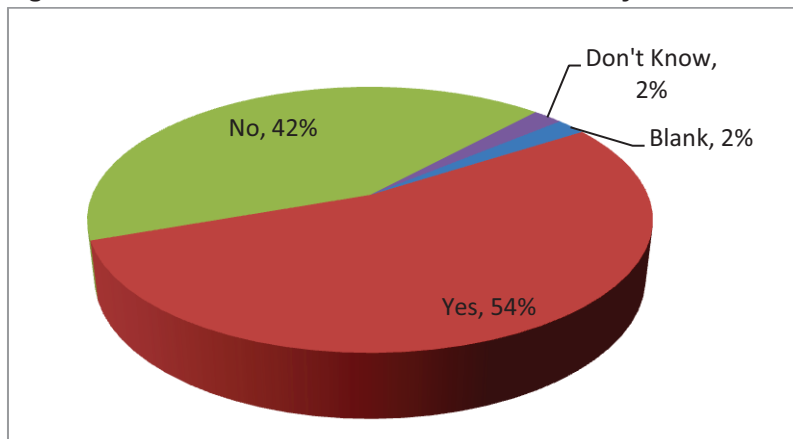
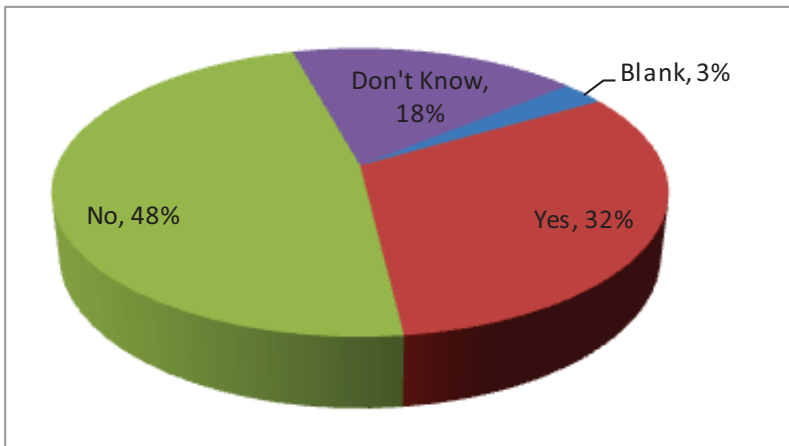


Figure 5.27 Zone K – Preference for reviewing Zone K boundaries (S = 150)



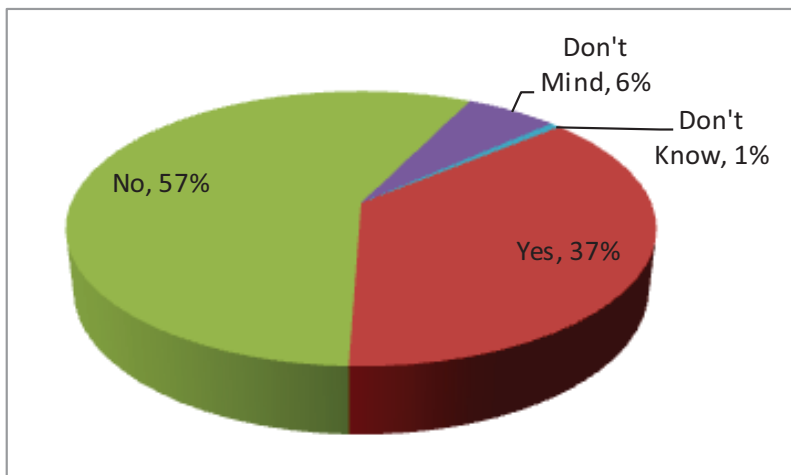
5.48 The results indicate that a marginal majority of respondents (54%) are in favour of maintaining Bank Holiday parking restrictions, but with a significant proportion (42%) against.

5.49 A large proportion of respondents (48%) do not consider the current Zone K boundaries require reviewing. Around one third (32%) would like to see a review, while nearly a fifth (18%) are unsure.

Sunday Restrictions

5.50 Respondents were asked whether they would prefer the residents' parking controls to operate on Sundays as well. Figure 5.28 presents a summary of the results.

Figure 5.28 Zone K – Preference for Sunday restrictions (S = 150)



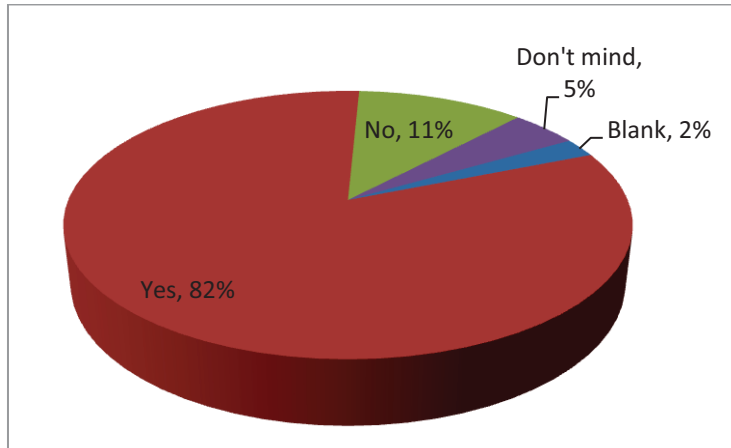
5.51 The results indicate that the majority of respondents (57%) are not in favour of introducing Sunday parking restrictions, although over one third (37%) would like to see these introduced.

Zone L Analysis – Section 1 and 2

Residents' Parking Controls

5.52 Respondents were asked whether they support the on-going principle of a residents' parking scheme from Mondays to Saturdays in their road. The responses are presented in Figure 5.29.

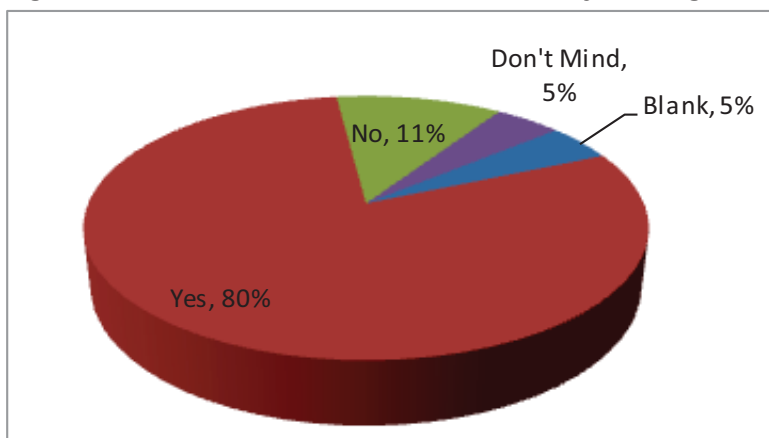
Figure 5.29 Zone L – Preference for Residents' Parking Controls (Sample [S] = 44)



5.53 A large majority of respondents (82%) support the Monday to Saturday controls, although 11% area against.

5.54 Respondents were also asked to state whether they support the on-going principle of Match Day restrictions in their road. The responses are presented in Figure 5.30.

Figure 5.30 Zone L – Preference for Match Day Parking Controls (S = 44)



5.55 Again, a large majority of respondents (80%) support the Match Day restrictions, with 11% against.

Monday to Saturday Parking Restrictions

5.56 Respondents were asked a series of questions about the operation of the Mondays to Saturday parking restrictions in their road. These included their preference for:

- Start times in the morning
- End times in the evening
- Controls on Bank Holidays
- The need to review the boundaries of Zone L

5.57 Figures 5.31 and 5.32 present a summary of respondents' preferences for start and end times, respectively.

Figure 5.31 Zone L – Preference for Monday to Saturday restrictions start time (S = 44)

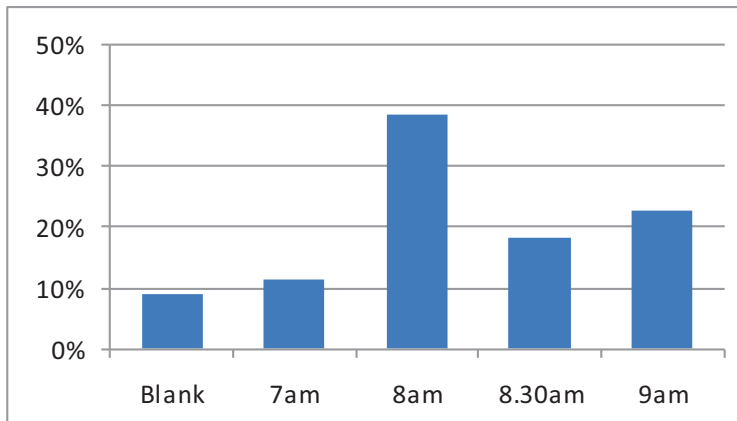
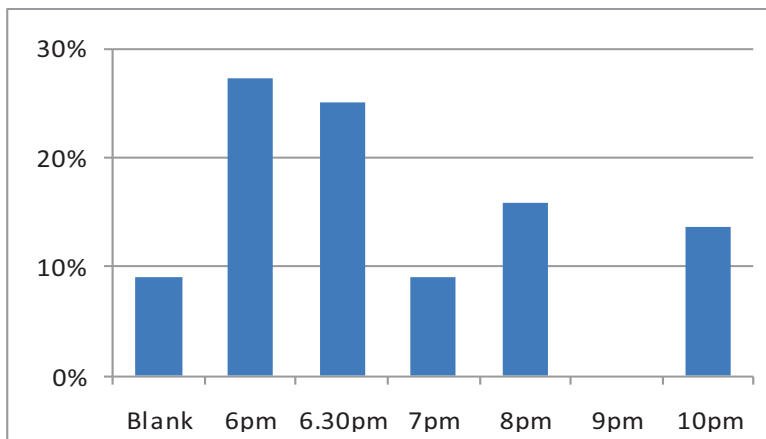


Figure 5.32 Zone L – Preference for Monday to Saturday restrictions end time (S = 44)



5.58 The results suggest that there is strong support for having a start time of 8am (39% in favour), but that 8.30am and 9am would also be popular among residents (18% and 23% respectively). In terms of the end time, 6pm is the most popular choice (27%) followed by 6.30pm (25%).

5.59 Figures 5.33 and 5.34 present a summary of respondents' preferences for Bank Holiday and the need to review the boundaries of Zone L, respectively.

Figure 5.33 Zone L – Preference for Bank Holiday restrictions (S = 44)

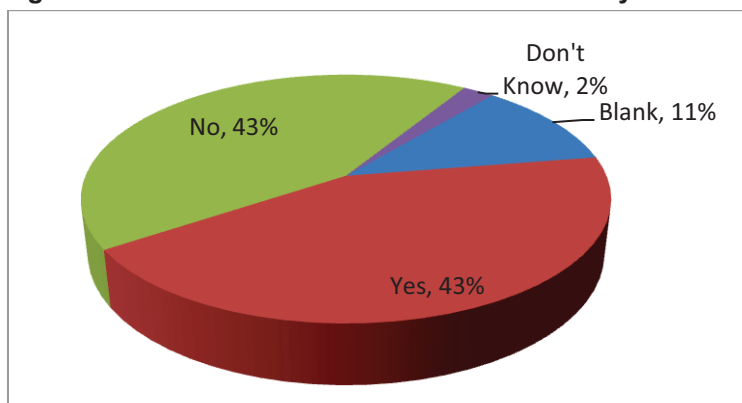
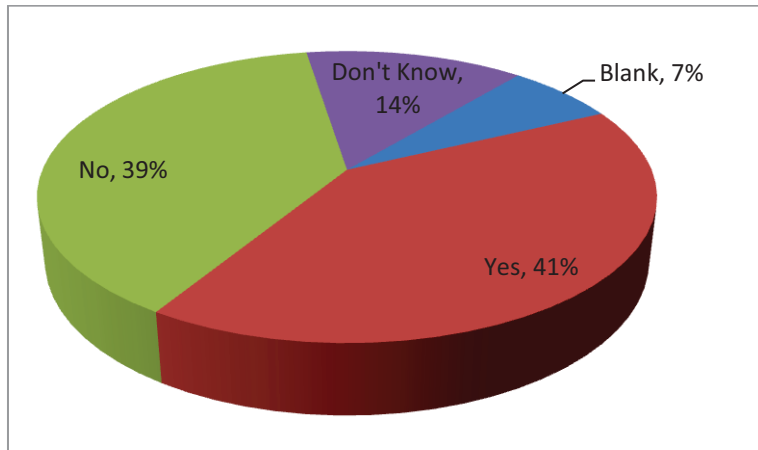


Figure 5.34 Zone L – Preference for reviewing Zone L boundaries (S = 44)



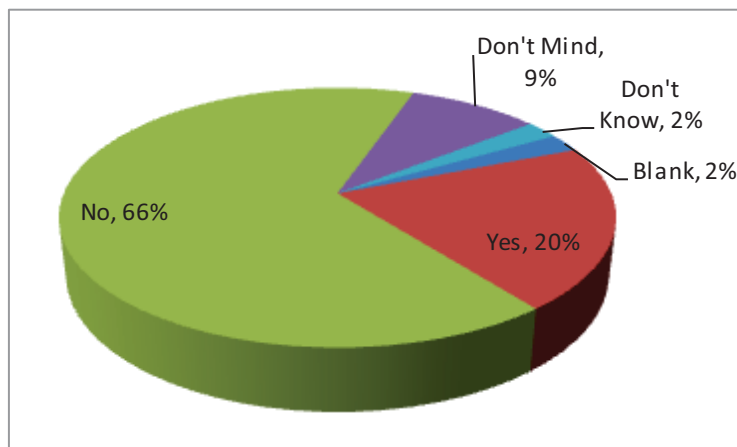
5.60 The results indicate that the opinions for and against maintaining residents' parking controls on Bank Holidays are balanced (with 43% of the vote apiece).

5.61 Around 41% of respondents would like to see the current Zone L boundaries reviewed, but 39% do not consider this to be necessary,

Sunday Restrictions

5.62 Respondents were asked whether they would prefer the residents' parking controls to operate on Sundays as well. Figure 5.35 presents a summary of the results.

Figure 5.35 Zone L – Preference for Sunday restrictions (S = 44)



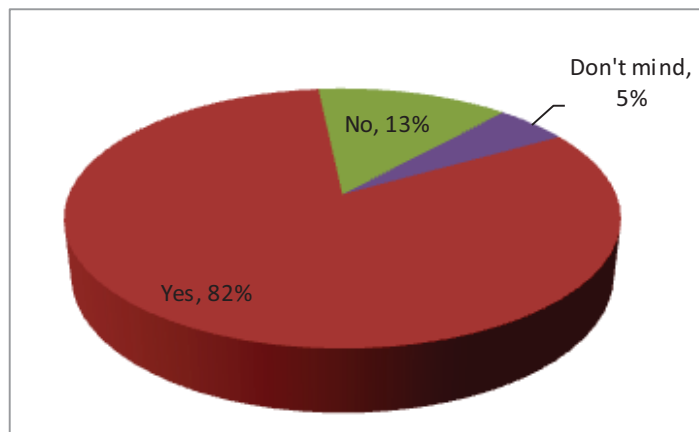
5.63 The results indicate that the majority of respondents (66%) are not in favour of introducing Sunday parking restrictions, although one fifth would like to see these introduced.

Zone S Analysis – Section 1 and 2

Residents' Parking Controls

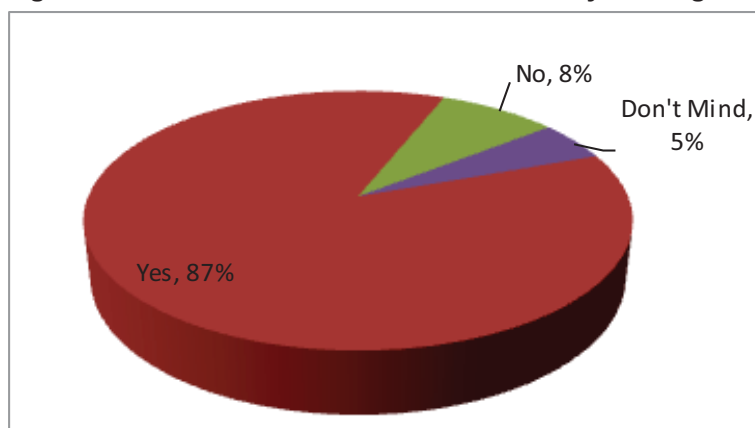
- 5.64 Respondents were asked whether they support the on-going principle of a residents' parking scheme from Mondays to Saturdays in their road. The responses are presented in Figure 5.36.

Figure 5.36 Zone S – Preference for Residents' Parking Controls (Sample [S] = 60)



- 5.65 A large majority of respondents (82%) support the Monday to Saturday controls, although around 13% were against.
- 5.66 Respondents were also asked to state whether they support the on-going principle of Match Day restrictions in their road. The responses are presented in Figure 5.37.

Figure 5.37 Zone S – Preference for Match Day Parking Controls (S = 60)



- 5.67 Again, a large majority of respondents (87%) support the Match Day restrictions, with 8% against.

Monday to Saturday Parking Restrictions

- 5.68 Respondents were asked a series of questions about the operation of the Mondays to Saturday parking restrictions in their road. These included their preference for:
- Start times in the morning
 - End times in the evening
 - Controls on Bank Holidays
 - The need to review the boundaries of Zone S

5.69 Figures 5.38 and 5.39 present a summary of respondents' preferences for start and end times, respectively.

Figure 5.38 Zone S – Preference for Monday to Saturday restrictions start time (S = 60)

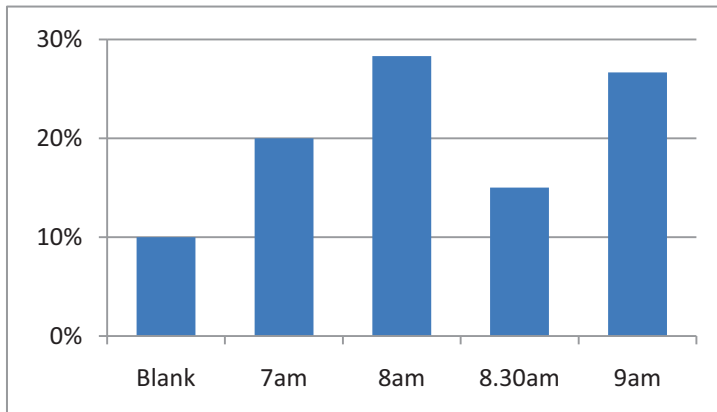
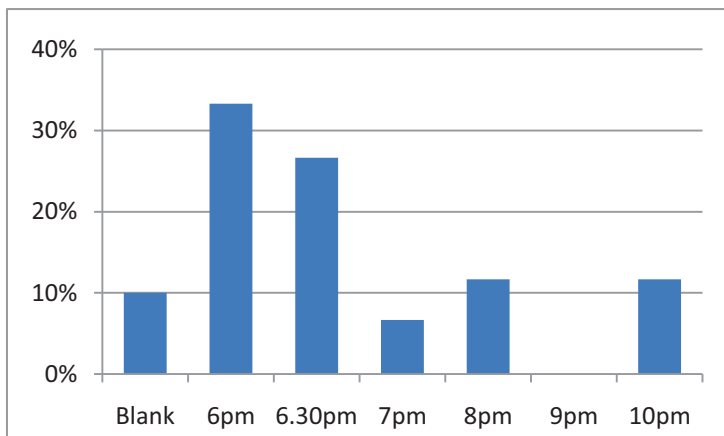


Figure 5.39 Zone S – Preference for Monday to Saturday restrictions end time (S = 60)



5.70 The results suggest that there is strong support for having a start time of 8am (28% in favour), but that 9am would also be popular among residents (27%). In terms of the end time, 6pm is the most popular choice (33%) followed by 6.30pm (27%).

5.71 Figures 5.40 and 5.41 present a summary of respondents' preferences for Bank Holiday and the need to review the boundaries of Zone S, respectively.

Figure 5.40 Zone S – Preference for Bank Holiday restrictions (S = 60)

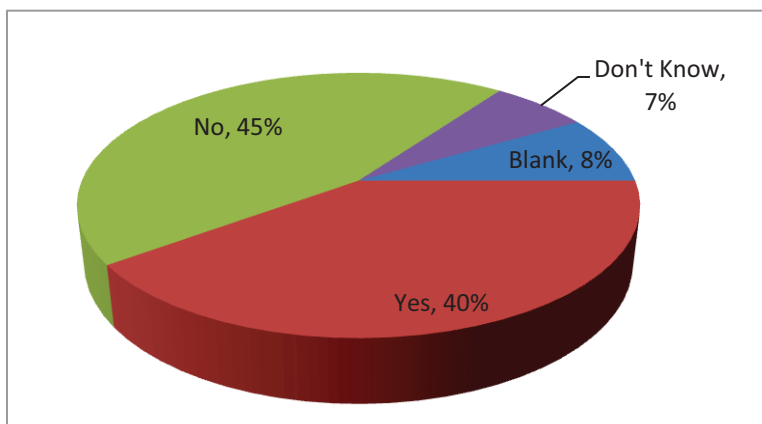
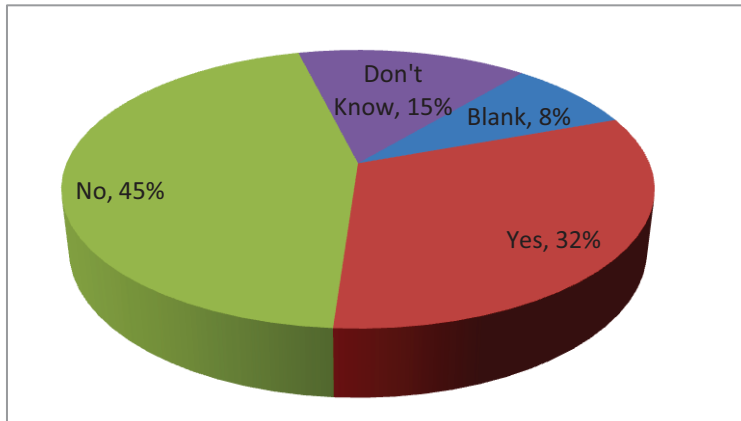


Figure 5.41 Zone S – Preference for reviewing Zone S boundaries (S = 60)



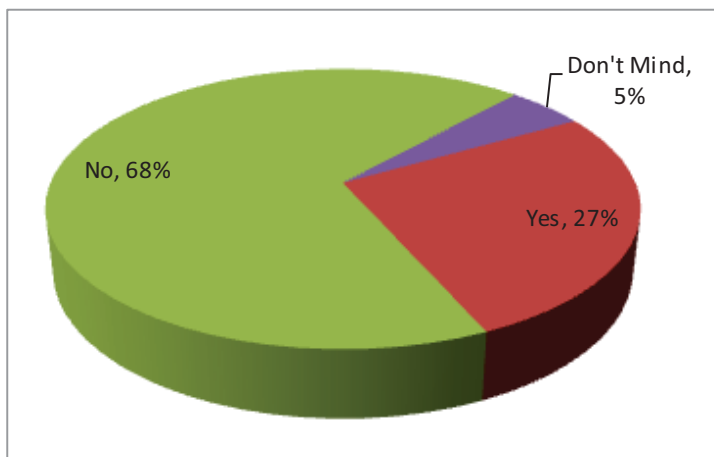
5.72 The results indicate that support for and against maintaining residents' parking controls on Bank Holidays is relatively balanced with 40% of residents in favour of retaining these controls, whilst 45% are against.

5.73 A large proportion of respondents (45%) do not consider the current Zone J boundaries require reviewing., but around one third (32%) would like to see a review..

Sunday Restrictions

5.74 Respondents were asked whether they would prefer the residents' parking controls to operate on Sundays as well. Figure 5.42 presents a summary of the results.

Figure 5.42 Zone S – Preference for Sunday restrictions (S = 60)



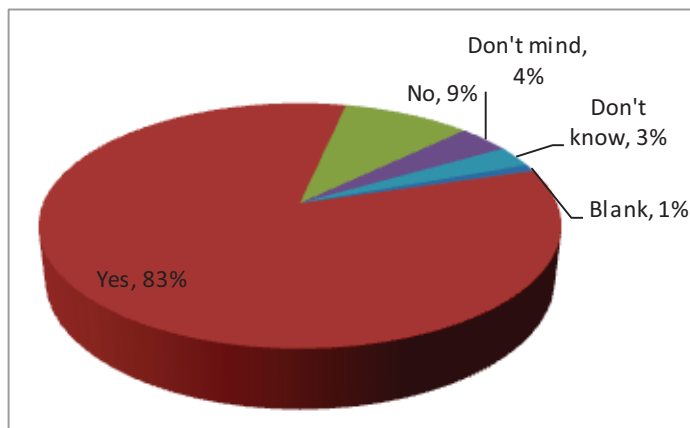
5.75 The results indicate that the majority of respondents (68%) are not in favour of introducing Sunday parking restrictions, although over one quarter would like to see these introduced.

Zone T Analysis – Section 1 and 2

Residents' Parking Controls

5.76 Respondents were asked whether they support the on-going principle of a residents' parking scheme from Mondays to Saturdays in their road. The responses are presented in Figure 5.43.

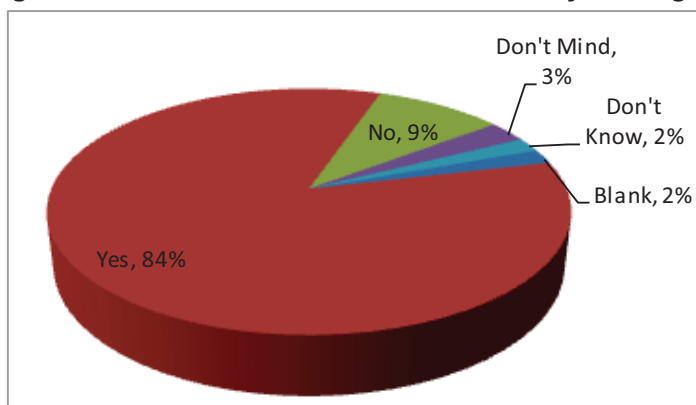
Figure 5.43 Zone T – Preference for Residents' Parking Controls (Sample [S] = 106)



5.77 A large majority of respondents (82%) support the Monday to Saturday controls, with 13% against.

5.78 Respondents were also asked to state whether they support the on-going principle of Match Day restrictions in their road. The responses are presented in Figure 5.44.

Figure 5.44 Zone T – Preference for Match Day Parking Controls (S = 106)



5.79 Again, a large majority of respondents (87%) support the Match Day restrictions, with 11% against.

Monday to Saturday Parking Restrictions

5.80 Respondents were asked a series of questions about the operation of the Mondays to Saturday parking restrictions in their road. These included their preference for:

- Start times in the morning
- End times in the evening
- Controls on Bank Holidays
- The need to review the boundaries of Zone T

5.81 Figures 5.45 and 5.46 present a summary of respondents' preferences for start and end times, respectively.

Figure 5.45 Zone T – Preference for Monday to Saturday restrictions start time (S = 106)

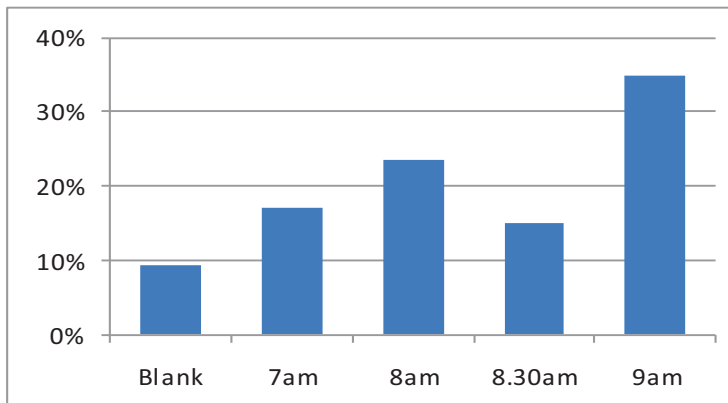
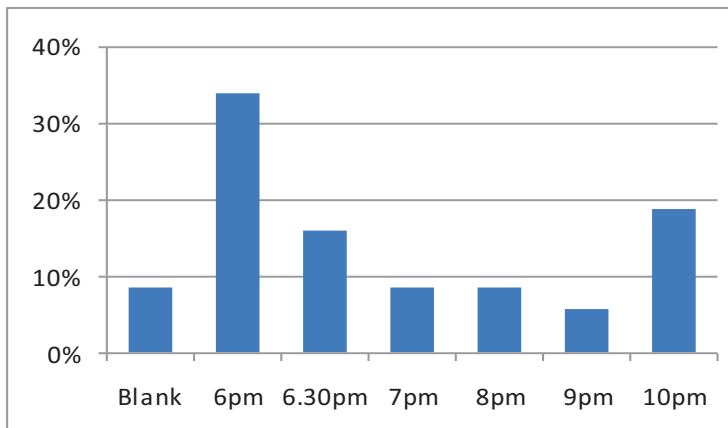


Figure 5.46 Zone T – Preference for Monday to Saturday restrictions end time (S = 106)



5.82 The results suggest that there is strong support for having a start time of 9am (35% in favour), but that 8am is also popular among residents (24%). In terms of the end time, 6pm is by far the most popular choice (34%) followed by 10 pm (19%).

5.83 Figures 5.47 and 5.48 present a summary of respondents' preferences for Bank Holiday and the need to review the boundaries of Zone T, respectively.

Figure 5.47 Zone T – Preference for Bank Holiday restrictions (S = 106)

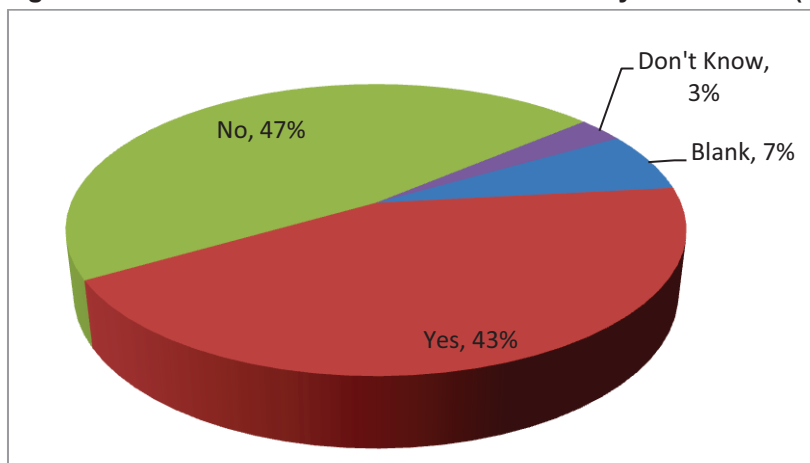
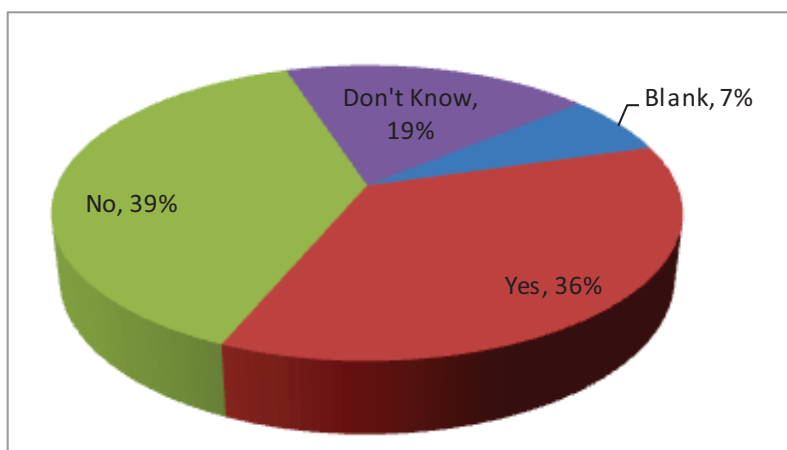


Figure 5.48 Zone T – Preference for reviewing Zone T boundaries (S = 106)



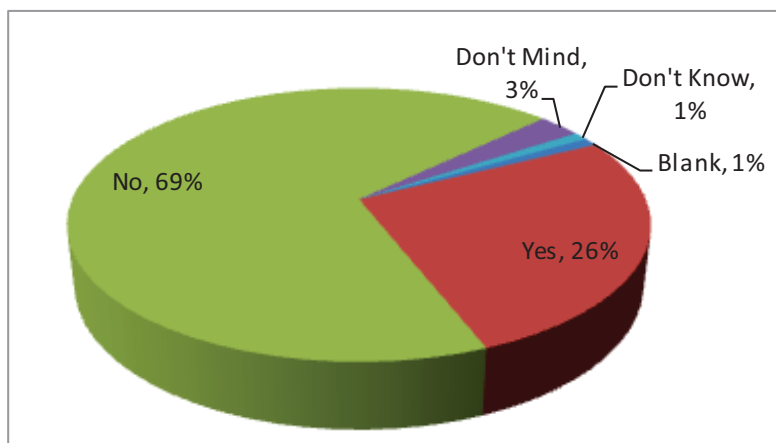
5.84 The results indicate that support for and against maintaining residents' parking controls on Bank Holidays is relatively balanced with 43% of residents in favour of maintaining these controls and 47% against.

5.85 A large proportion of respondents (39%) do not consider the current Zone J boundaries require reviewing. A slightly fewer proportion (36%) would like to see a review, while nearly a fifth (19%) remain unsure.

Sunday Restrictions

5.86 Respondents were asked whether they would prefer the residents' parking controls to operate on Sundays as well. Figure 5.49 presents a summary of the results.

Figure 5.49 Zone T – Preference for Sunday restrictions (S = 106)



5.87 The results indicate that the majority of respondents (69%) are not in favour of introducing Sunday parking restrictions, although around a quarter would like to see them introduced.

General Q3 Analysis – Sections 3 to 7

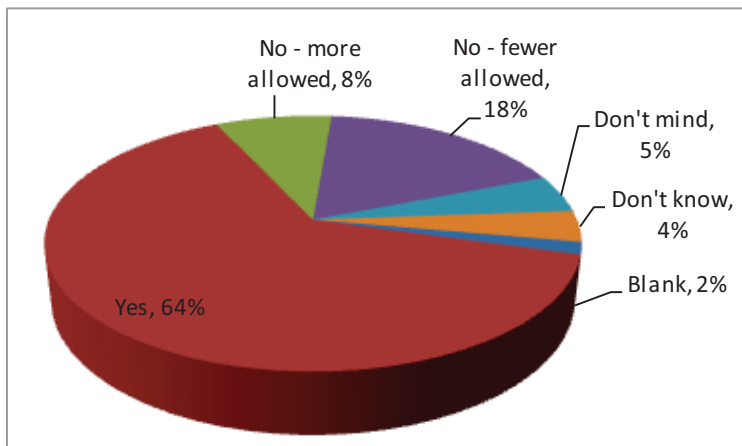
Introduction

- 5.88 This section presents a summary of the responses to all questions in Sections 3 to 7 for the whole sample of questionnaire Q3.

Residents' Parking Permits

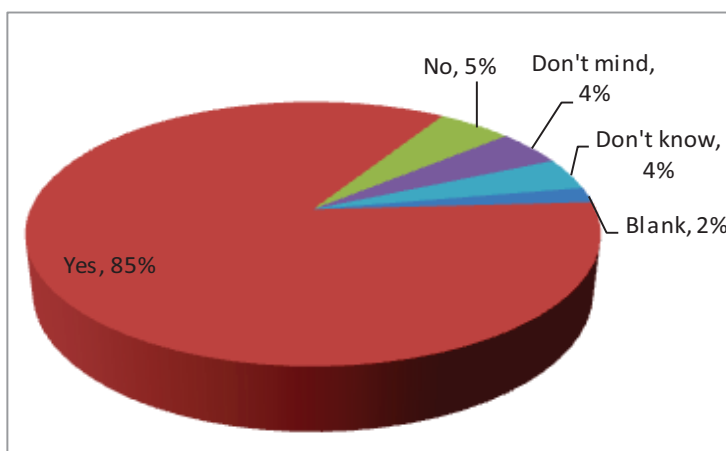
- 5.89 Respondents were asked whether they agree with the number of residents' permits allowed per household (currently two). Figure 5.50 presents a summary of the responses.

Figure 5.50 Q3 – Agreement with current residents' parking permit limit (sample [S] = 586)



- 5.90 Nearly two thirds (64%) of respondents agreed with the principle of maintaining the current maximum number of permits allowed per property. Of those who wanted a change; 18% wished to see fewer permits, whilst 9% would prefer more.
- 5.91 Residents in Zone K indicated the most concern with the number of permits allowed with 25% stating that fewer permits should be allowed.
- 5.92 In addition, respondents were asked if they support the restriction that doesn't allow residents with vehicles over 5.25 metres in length to buy permits for these vehicles. Figure 5.51 presents a summary of the responses.

Figure 5.51 Q3 – Agreement with restriction on vehicles over 5.25 metres (S = 560)

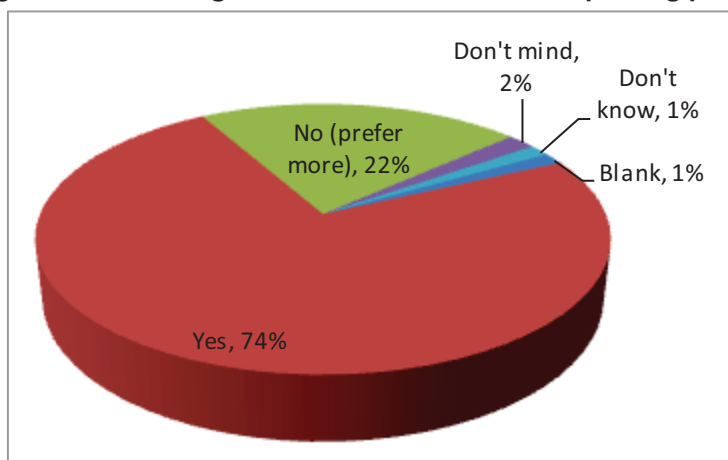


- 5.93 A large majority (85%) of respondents agreed with the current vehicle length restrictions.

Visitor Parking Permits

5.94 Respondents were asked whether they agree with the number of visitor permits permitted per household per annum (currently 400). Figure 5.52 presents a summary of the responses.

Figure 5.52 Q3 – Agreement with current visitor parking permit limit (S = 560)



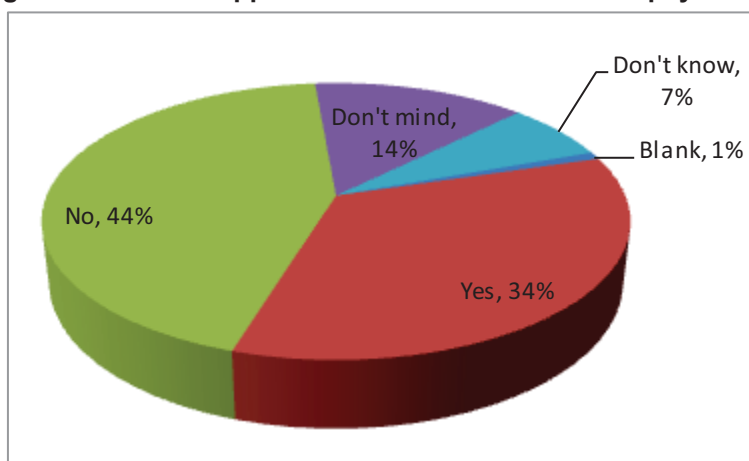
5.95 Nearly three quarters of respondents stated that the current annual maximum number of visitor vouchers (400) was adequate for their needs, while 22% stated that they would prefer more.

5.96 Residents in Zone S indicated the most concern with the restriction on permits with 37% stating that more visitor permits should be allowed.

Design and Enforcement of Parking Controls

5.97 Respondents were asked whether there should be more 'shared use' pay and display areas in residential roads around shops. Figure 5.53 presents a summary of the responses.

Figure 5.53 Q3 – Support for additional 'shared use' pay and display bays (S = 560)



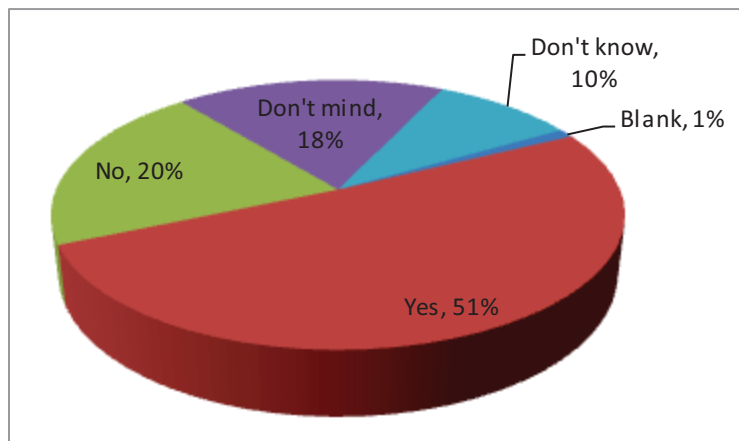
5.98 Around 43% were against the idea of increasing the number of 'shared use' pay and display areas, slightly outweighing levels of support (35%).

5.99 Residents in Zones S and T indicated the most support for additional 'Shard use' bays with 42% and 40%, respectively in each zone, stating that more of these bays should be provided.

5.100 Conversely, around 70% of respondents in Zone E considered that there should definitely be no more 'shared use' bays.

5.101 Respondents were asked whether they consider there should be more enforcement around school areas at the start and end of the day. Figure 5.54 presents a summary of the responses.

Figure 5.54 Q3 – Support for more enforcement around schools (S = 560)



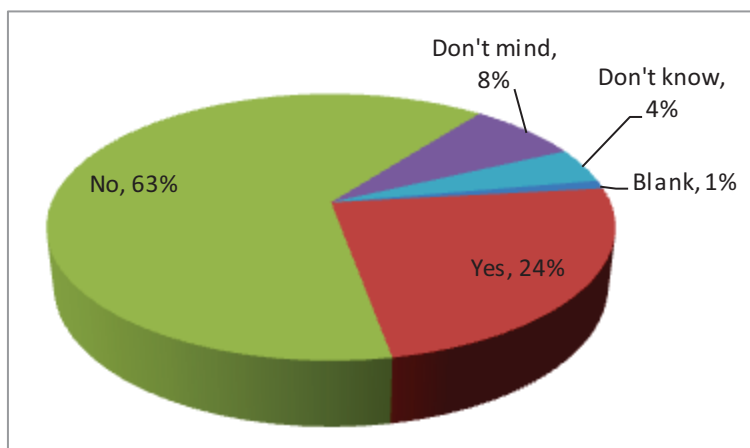
5.102 The majority of respondents were in favour of increasing enforcement around schools at the start and end of the day, although around a fifth were against this principle.

5.103 Residents in Zones E strongly supported (73%) more enforcement around schools, whilst residents in Zones J and T, did not consider this to be such a priority (41% and 43% support, respectively)

Parking and the Environment

5.104 Respondents were asked whether they support charging more for parking permits for those vehicles that are more harmful to the environment, in terms of the levels of CO₂ they emit. Figure 5.55 presents a summary of the responses.

Figure 5.55 Q3 – Support for variable permit prices based upon CO₂ emission levels (S = 560)

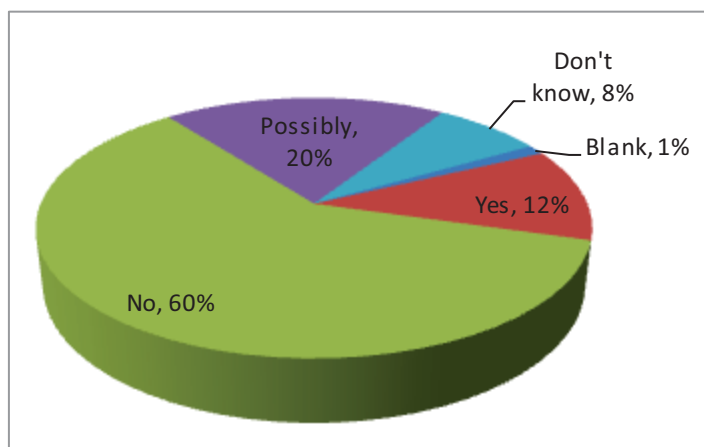


5.105 The majority of respondents (64%) were against the idea of linking the price of parking permits to vehicle emissions, although nearly one quarter (24%) were in favour.

Car Clubs

5.106 Respondents were described a potential car share or car pool scheme that the Council is considering introducing. Respondents were then asked whether they would consider participating in such a scheme. Figure 5.56 presents a summary of the responses.

Figure 5.56 Q3 – Potential participation in a car share or car pool scheme (S = 560)



5.107 The majority of respondents (60%) indicated that they would not be interested in participating in such schemes. Combining those definitely in favour (12%) with those possibly in favour (20%) suggests that nearly one third of residents could potentially participate in such a scheme.

Other Comments

5.108 Around 52% of Q3 respondents took the opportunity to provide additional comments or suggestions about parking services in Watford. These comments generally related to the view that parking spaces are often very limited within the CPZ areas, for example on Belgrave Road, and that many streets are considered to be over-used by commercial vehicles to park.

5.109 There was suggestion that some residents have been 'reserving' spaces outside their homes by placing wheelie bins on the road – often for hours at a time – restricting availability for other road users.

5.110 There were a number of requests for additional painted parking bays and for stricter enforcement of parking restrictions.

5.111 A more detailed assessment of specific comments will be undertaken in relation to identified issues in each zone, as required.

6 Questionnaire Four Analysis

Introduction

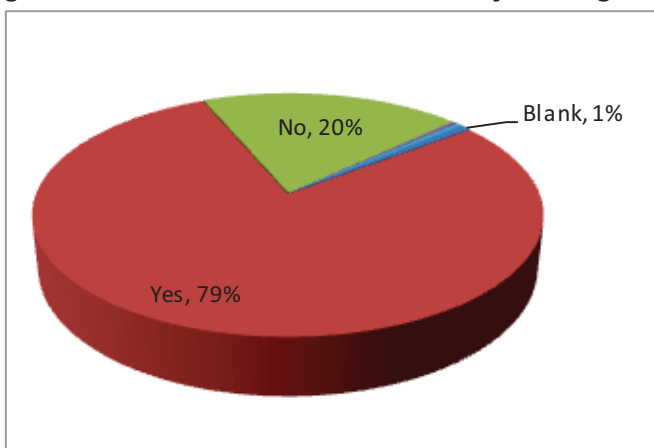
- 6.1 This section presents a summary of the responses to questionnaire Q4, which was sent to residents in streets that are currently in a Controlled Parking Zone (CPZ) with Match Day restrictions only.
- 6.2 The total sample size for Q4 responses is 251, representing 25.6% of residents who were sent the questionnaire.

Q4 Analysis

Match Day Parking Controls

- 6.3 Respondents were asked to state whether they support the on-going principle of a residents' parking scheme on Match Days in their road. The responses are presented in Figure 6.1.

Figure 6.1 Q4 – Preference for Match Day Parking Controls (Sample [S] = 251)

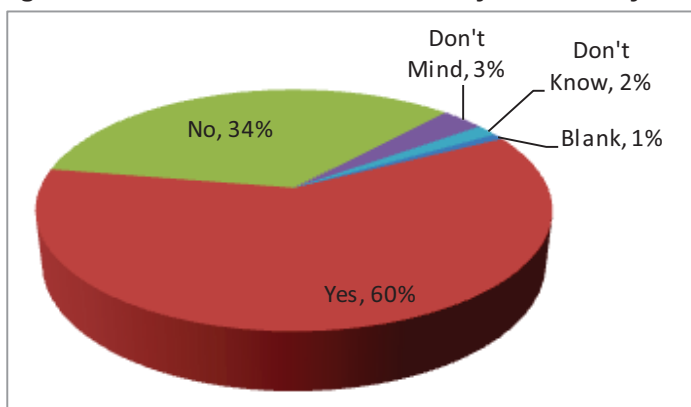


- 6.4 The vast majority (79%) of respondents supported the principle of on-going match day parking restrictions in their area, while 20% were against.

Monday to Saturday Parking Restrictions

- 6.5 Respondents were also asked to state whether they support the principle of introducing Monday to Saturday parking restrictions in their road. The responses are presented in Figure 6.2.

Figure 6.2 Q4 – Preference for Monday to Saturday Parking Controls (S = 251)



- 6.6 The majority of residents (60%) were in favour of introducing Monday to Saturday parking controls introduced on their roads, although just over one third (34%) were against.
- 6.7 Respondents were then asked a series of questions about the potential operation of the Mondays to Saturday parking restrictions in their road. These included their preference for:
- Start times in the morning
 - End times in the evening
 - Controls on Bank Holidays
 - Controls on Sundays
- 6.8 Those respondents who were against the introduction of parking measures were not required to answer these questions and so a large proportion of responses (around one third) were left blank. For transparency, these responses are presented within the graphs below.
- 6.9 Figures 6.3 and 6.4 present a summary of respondents' preferences for start and end times, respectively.

Figure 6.3 Q4 – Preference for Monday to Saturday restrictions start time (S = 251)

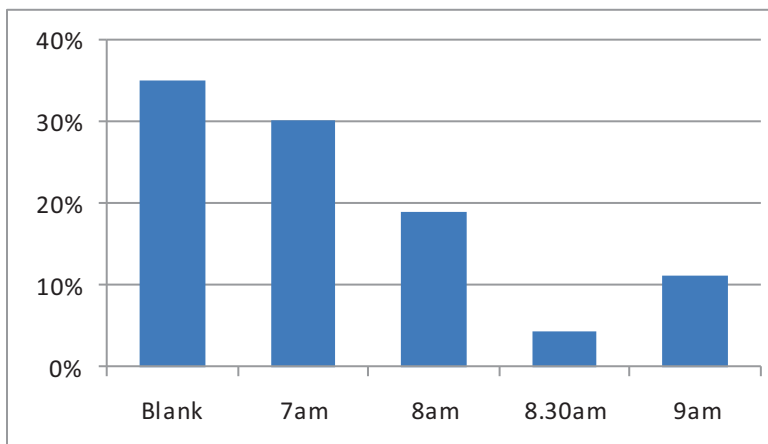
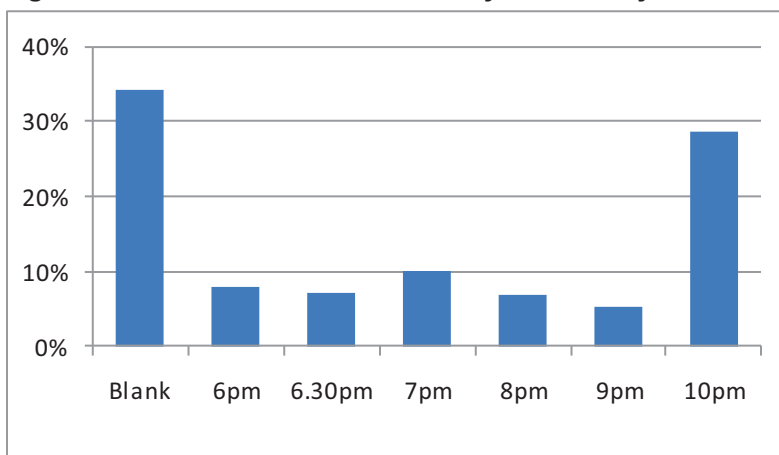


Figure 6.4 Q4 – Preference for Monday to Saturday restrictions end time (S = 251)



- 6.10 The results indicate that, amongst those residents in favour of introducing Monday to Saturday parking controls, 7am (30%) would be the most popular start time, whilst 10pm (29%) would be the most popular end time.

6.11 Figures 6.5 and 6.6 present a summary of respondents' preferences for Bank Holiday and Sunday parking restrictions, respectively.

Figure 6.5 Q4 – Preference for Bank Holiday restrictions (S = 251)

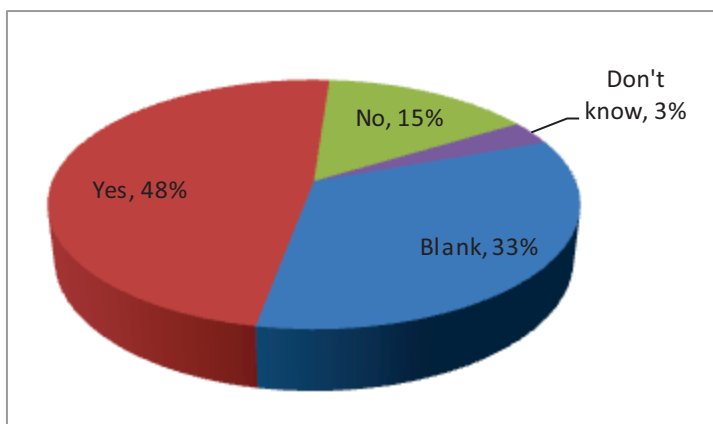
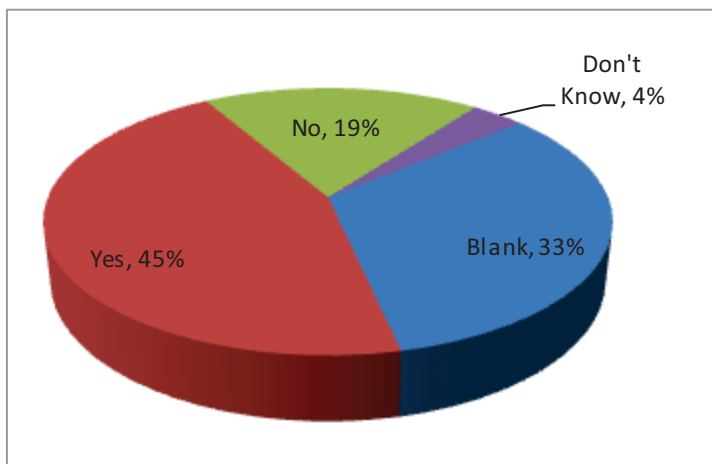


Figure 6.6 Q4 – Preference for Sunday restrictions (S = 251)



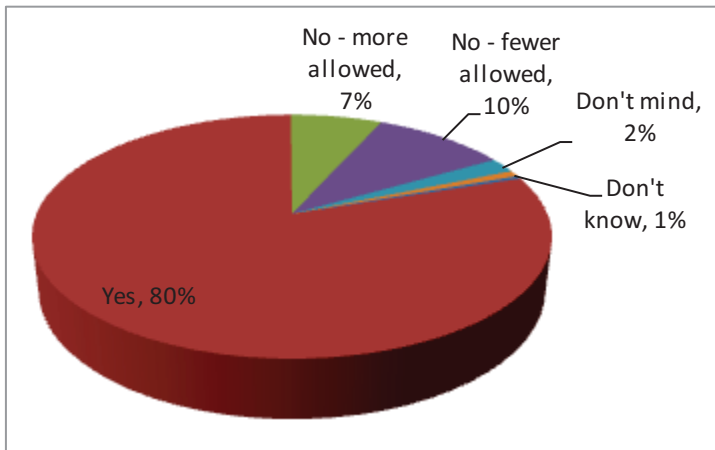
6.12 Residents who are in favour of introducing Monday to Saturday parking controls are also, generally, supportive of these restrictions being in force on bank holidays (ratio 3:1 in favour).

6.13 Similarly, residents in favour of introducing Monday to Saturday parking controls are also, generally, supportive of Sunday restrictions (ratio 2½ :1 in favour).

Residents' Parking Permits

6.14 Respondents were asked whether they agree with the number of residents' permits allowed per household (currently two). Figure 6.7 presents a summary of the responses.

Figure 6.7 Q4 – Agreement with current residents’ parking permit limit (S = 251)

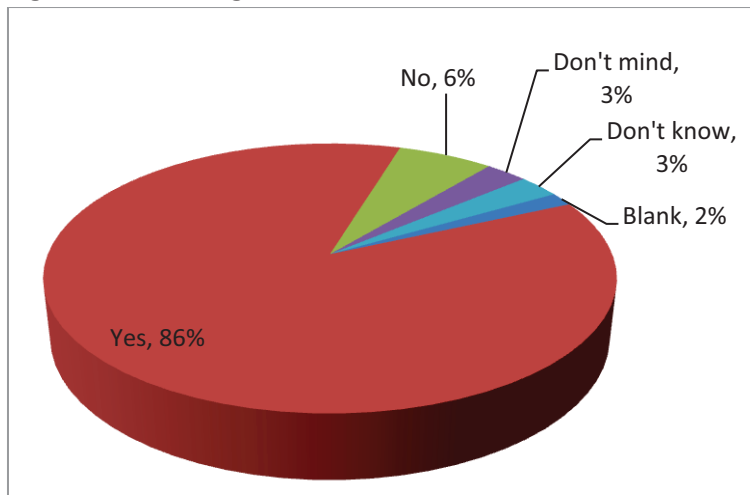


6.15 A large majority (80%) of respondents agreed with leaving the current maximum number of permits per household unchanged, with just 7% asking for more, and 10% asking for fewer.

6.16 In addition, respondents were asked if they support the restriction that doesn't allow residents with vehicles over 5.25 metres in length to buy permits for these vehicles.

6.17 Figure 6.8 presents a summary of the responses.

Figure 6.8 Q4 – Agreement with restriction on vehicles over 5.25 metres (S = 251)



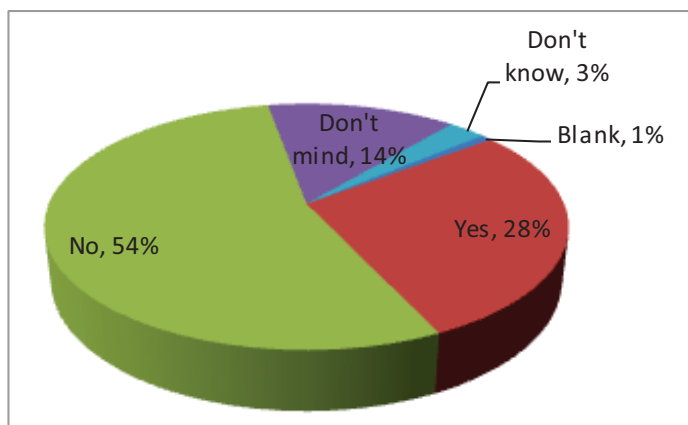
6.18 A large majority of respondents (86%) agree with the current policy of restricting access to permits to vehicles under 5.25 metres in length, with just 6% in disagreement.

Visitor Parking Permits

6.19 The current number of visitor permits allowed per household is currently 30 per year. In view of the departure of Saracens Rugby Club from Vicarage Road Stadium, respondents were asked whether they agree that the number of annual permits should be reduced.

6.20 Figure 6.9 presents a summary of the responses.

Figure 6.9 Q4 – Agreement with reducing visitor parking limit in view of the departure of Saracens Rugby Club (S = 251)

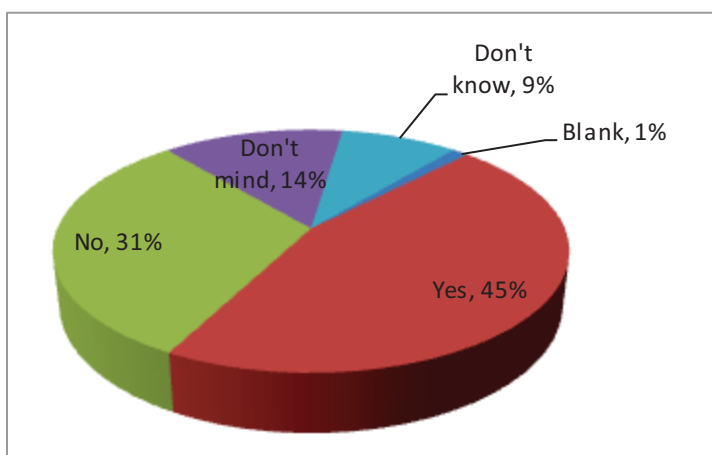


6.21 A majority of respondents (54%) disagree with the principle of reducing the number of visitor permits in the zone, although, in contrast around one quarter (28%) are in favour.

Design and Enforcement of Parking Controls

6.22 Respondents were asked whether, there should be additional 'shared use' pay and display areas in residential roads around shops. Figure 6.10 presents a summary of the responses.

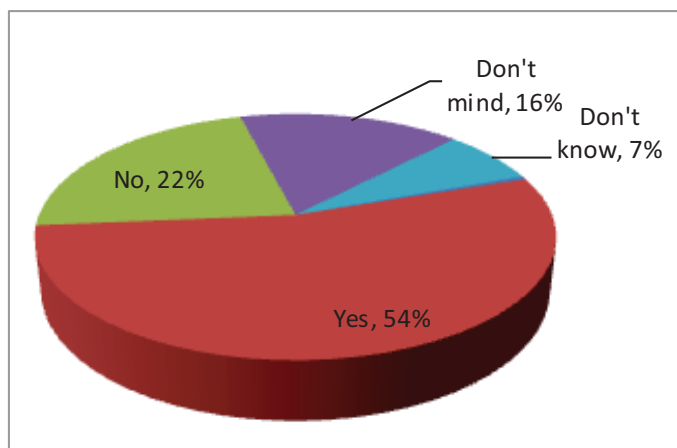
Figure 6.10 Q4 – Support for additional 'shared use' pay and display bays (S = 251)



6.23 A large proportion (45%) of respondents thought that there should be additional 'shared use' areas in residential roads, although a relatively large proportion of respondents felt differently that there should be no additional 'shared use' areas (31%).

6.24 In addition, residents were asked whether they thought there should be more enforcement of parking regulations around school areas at the start and end of the day. Figure 6.11 presents a summary of the responses.

Figure 6.11 Q4 – Support for additional enforcement around school areas at the start and end of each day (S = 251)

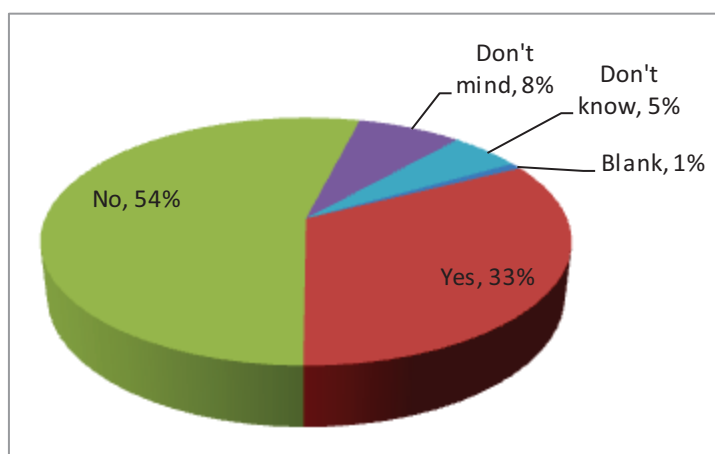


6.25 A majority (54%) of respondents indicated that they would like to see increased enforcement around schools at these times. In contrast 22% indicated that they thought this was not necessary.

Parking and the Environment

6.26 Respondents were asked whether they support charging more for parking permits for those vehicles that are more harmful to the environment, in terms of the levels of CO₂ they emit. Figure 6.12 presents a summary of the responses.

Figure 6.12 Q4 – Support for variable permit prices based upon CO₂ emission levels (S = 251)

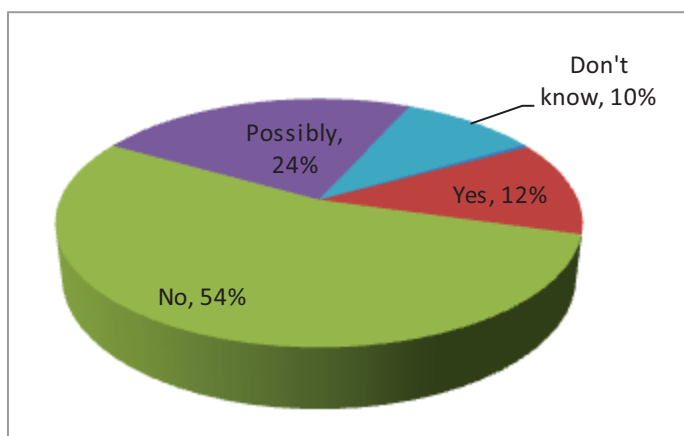


6.27 A majority (54%) of respondents said that they were against the concept of charging more for high emission vehicles, although almost one third (33%) of respondents indicated that they would be in favour of this policy.

Car Clubs

6.28 Respondents were described a potential car share or car pool scheme that the Council is considering introducing. Respondents were then asked whether they would consider participating in such a scheme. Figure 6.13 presents a summary of the responses.

Figure 6.13 Q4 – Potential participation in a car share or car pool scheme (S = 251)



6.29 A majority (54%) of respondents indicated that they would not be interested in using a car club scheme. Those who would either definitely, or possibly, use this type of scheme accounted for around 35% of the sample.

Other Comments

6.30 Around 50% of Q4 respondents took the opportunity to provide additional comments or suggestions about parking services in Watford. These comments generally related to residents complaints of parking wardens not enforcing double yellow line infringements and the number of drivers who park dangerously on road corners.

6.31 A more detailed assessment of specific comments will be undertaken in relation to identified issues in each zone, as required.

7 Questionnaire Five Analysis

Introduction

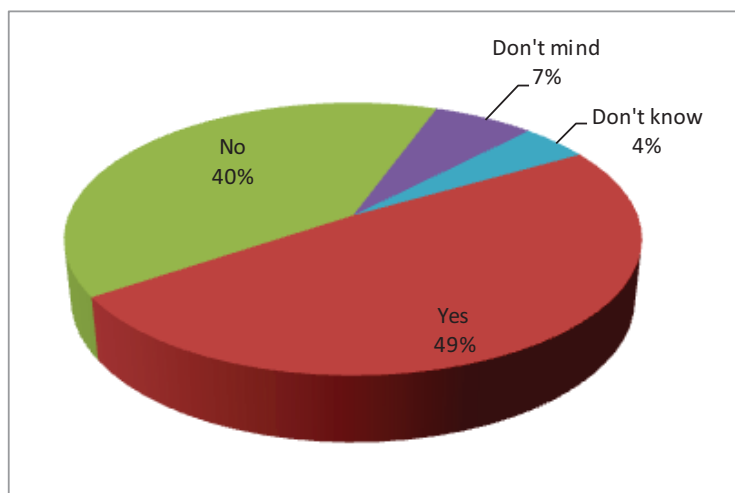
- 7.1 This section presents a summary of the responses to questionnaire Q5, which was sent to businesses in streets that are currently in a Controlled Parking Zone (CPZ).
- 7.2 The total sample size for Q5 responses is 45, representing 9.2% of businesses who were sent the questionnaire.

Q5 Analysis

Business Parking Permits

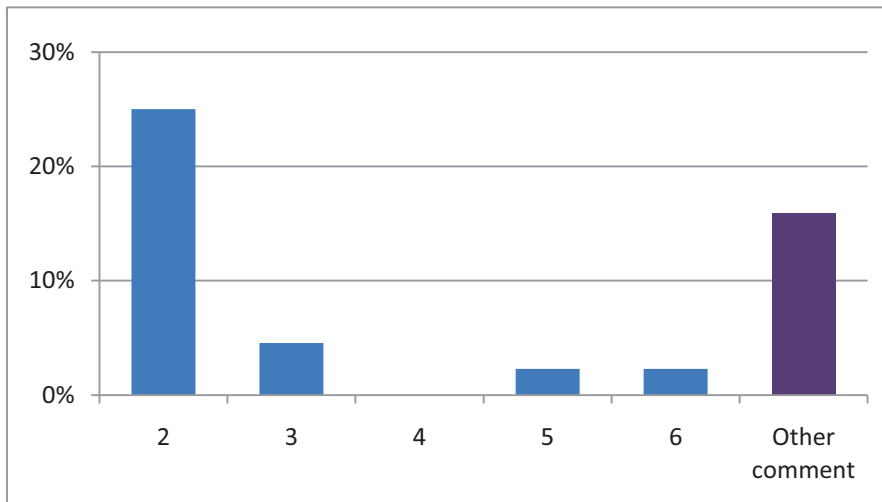
- 7.3 Respondents were asked whether they agree with the single business permit currently allowed per business for use in an operational vehicle (defined as a vehicle that is essential for the business because they are needed for deliveries and collections on an intermittent daily basis). Figure 7.1 presents a summary of the responses.

Figure 7.1 Q5 – Agreement with current business parking permit approach (Sample [S] = 45)



- 7.4 Nearly half (49%) of the respondents confirmed they agree with the current approach; however, a large proportion (40%) were also unsupportive.
- 7.5 Those respondents who disagreed with the current provision of business permits were asked to state how many permits they consider should be allowed. Figure 7.2 presents the relative level of support for different numbers of business permits

Figure 7.2 Q5 – Preferred level of business permits (S = 45)



7.6 The majority of respondents consider there should be two permits allowed per business. Other comments included suggestions to relate the number of permits to the number or type of business, not to impose a limit at all, or to provide vouchers instead of permits.

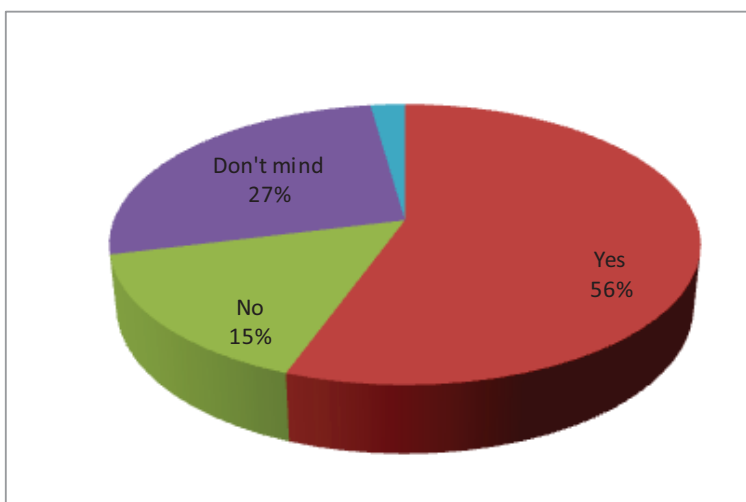
7.7 On average, (including those respondents who support a single permit only) the survey sample indicates that there is a preference for 1.6 permits to be allowed per business, suggesting the business community, as a whole, would prefer an allowance of two permits per business rather than the current one.

Vehicle Restrictions

7.8 Respondents were asked if they support the restriction that doesn't allow businesses with vehicles over 5.25 metres in length and 2.3 metres in height to buy permits for these vehicles.

7.9 Figure 7.3 presents a summary of the responses.

Figure 7.3 Q5 Responses – Agreement with restriction on vehicles over 5.25 metres (S = 45)

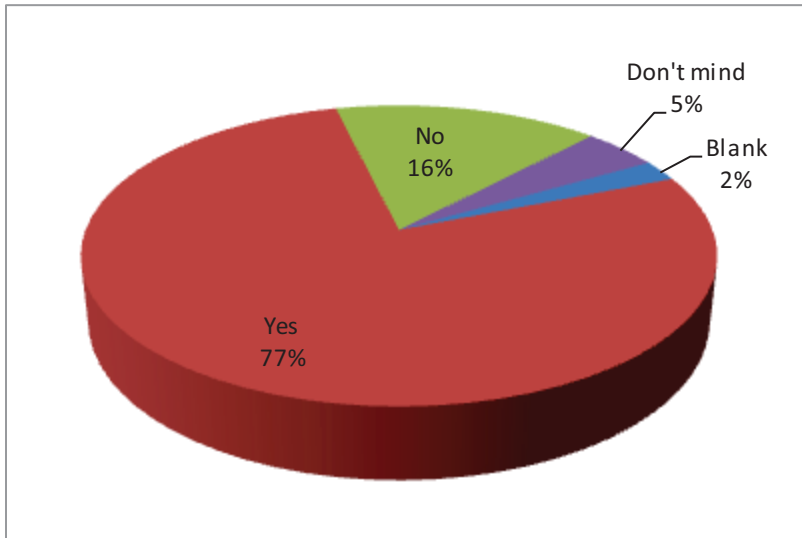


7.10 The majority (56%) of respondents agreed with the current restrictions on vehicle length and height; however, around 15% were opposed.

Design and Enforcement of Parking Controls

7.11 Respondents were asked whether there should be more 'shared use' pay and display bays close to their business to cater for customers and business visitors. Figure 7.4 presents a summary of the responses.

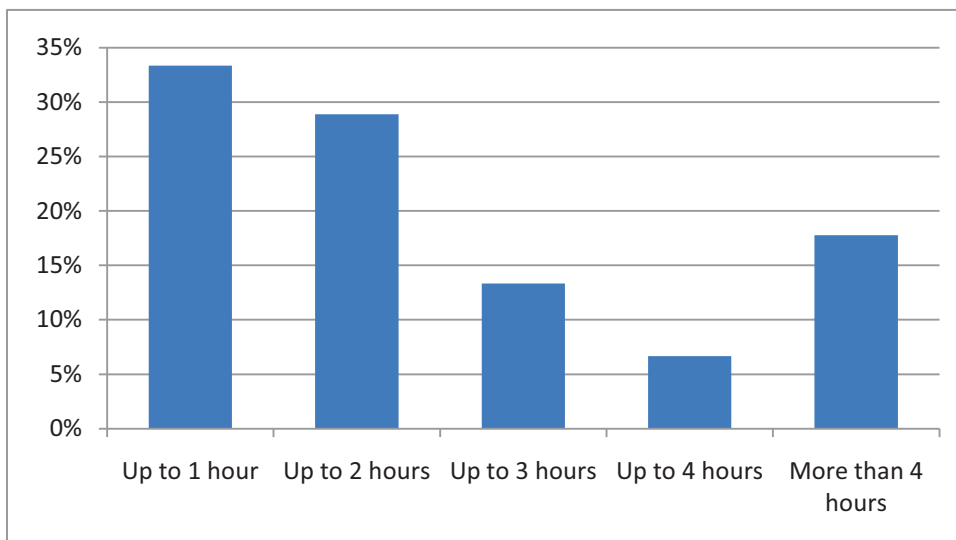
Figure 7.4 Q5 – Support for additional 'shared use' pay and display bays (S = 45)



7.12 Over three quarters of respondents indicated that there should be more 'shared use' pay and display areas made available.

7.13 Respondents were also asked how long they think customers should be able to park close to their business. Figure 7.5 presents a summary of the responses.

Figure 7.5 Q5 4 – Preferred maximum duration of stay for customer parking (S = 45)

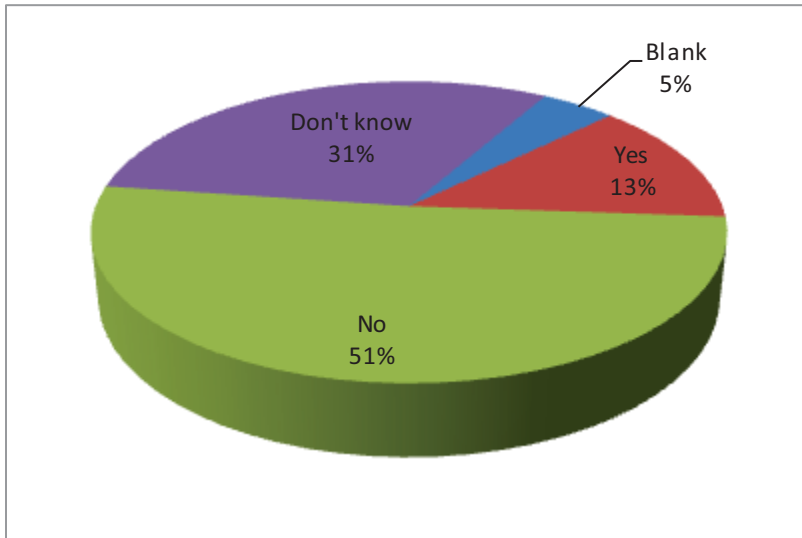


7.14 Around a third of business respondents supported maximum parking durations of up to 1 hour for customer parking, with 'up to 2 hours' supported by a further 29%. Around 18% consider that customer parking of more than 4 hours should be permitted.

Car Clubs

7.15 Respondents were described a potential car share or car pool scheme that the Council is considering introducing. Respondents were then asked whether they would consider participating in such a scheme. Figure 7.6 presents a summary of the responses.

Figure 7.6 Q5 – Potential participation in a car share or car pool scheme (S = 45)

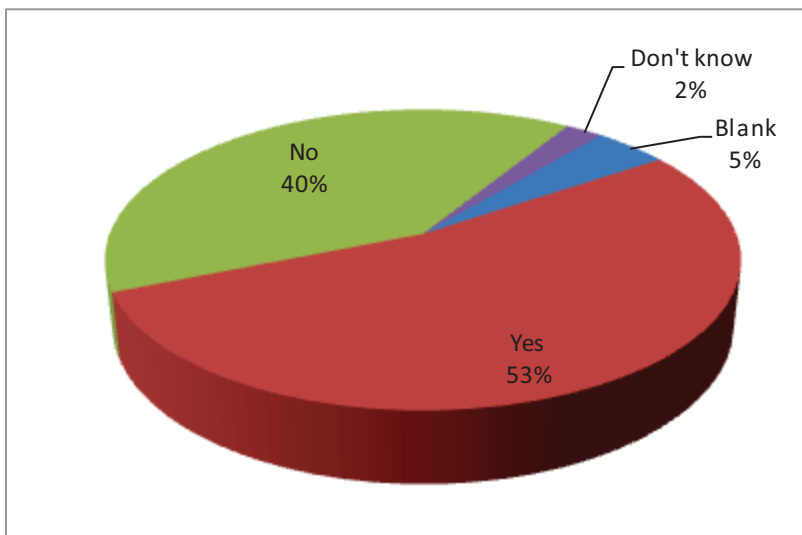


7.16 A majority (51%) of respondents indicated that their businesses would not be interested in participating in a car share or car pool scheme. Around 13% of businesses indicated they would potentially participate, with a further 31% uncertain.

Parking Congestion

7.17 Respondents were asked whether they experience difficulties in accessing their premises for deliveries because of parking congestion. Figure 7.7 presents a summary of the responses.

Figure 7.7 Q5 – Experience of parking congestion restricting access to premises (S = 45)



7.18 A majority (53%) of respondents indicated that they do experience difficulty accessing their premises due to parking congestion. A further 40% said that they did not experience these problems.

Other Comments

- 7.19 Around 51% of Q5 respondents took the opportunity to provide additional comments or suggestions about parking services in Watford. These comments generally related to the importance of parking capacity for businesses. As examples, a garage owner stressed the need to park cars near his business, while a dentist stated that customers often went elsewhere due to lack of parking outside his practice.
- 7.20 A more detailed assessment of specific comments will be undertaken in relation to identified issues in each zone, as required.

8 Summary

Introduction

8.1 This section provides a brief summary of the key findings presented within the previous sections and is intended to be a stand-alone overview of the most relevant issues identified.

Streets currently outside a CPZ (Q1)

8.2 Questionnaire Q1 sought to gather views on parking controls from residents living in streets currently outside a CPZ.

8.3 In total there were 538 Q1 responses, representing a 25.9% response rate. The following key summary points, that link specifically to the current parking controls, are provided::

- The majority of Q1 respondents (59%) were **against the introduction of a resident's parking scheme**, with 38% in favour
- The only street with a split (50% / 50%) opinion was Kelmscott Close; however, it would be difficult to introduce a scheme in this street without also including Kelmscott Crescent and the majority of those respondents were against parking controls.
- The majority of Q1 respondents (54%) were **against the introduction of a Match Day parking controls**, with 37% in favour

Streets within Full Zone (Q2)

8.4 Questionnaire Q2 sought to gather views on parking controls from residents living in streets currently within the Full Zone CPZ areas, incorporating Zones A, B, C, D, and G.

8.5 In total there were 538 Q2 responses, representing a 14.2% response rate. The following key summary points, that link specifically to the current parking controls, are provided:

- The overwhelming majority of Q2 respondents are **in favour of retaining a Resident's parking scheme**;
- The majority of Q2 respondents are **against the introduction of Match Day restrictions**
- The majority of Q2 respondents are **against the introduction of Sunday restrictions**
- The majority of Q2 respondents **do not consider a review of their zone boundary is required**, with the **exception of residents in Zone G**.
- The **preferred start time in each Q2 zone varied between 8am and 9am** (see Table 8.1) suggesting an overall preferred start time for the Full Monday to Saturday CPZ controls of 8.30am
- The **preferred end time in was 6pm** in most Q2 zones (see Table 8.1) with the exception of Zone B that had a largest preference for 6.30pm.
- Overall for Q2 there was a greater **preference for Bank Holidays to be excluded** from the parking restrictions, with the exception of Zone A and, potentially, Zone B (see Table 8.1).

Table 8.1 Q2 – Summary of Preferred Operating Hours

Element	Options	Zone A	Zone B	Zone C	Zone D	Zone G
Start Time	Preferred	9am	8am	9am	8am	9am
	Alternative *	8am	9am	8am	9am	8am
End Time	Preferred	6pm	6.30pm	6pm	6pm	6pm
	Alternative *	-	6pm	-	6.30pm	-
Bank Holiday	Yes	51%	49%	43%	41%	36%
	No	44%	49%	49%	49%	56%

* 'Alternative' listed if within 5% of 'preferred' choice or >25% of respondents

Streets within Full Zone and Match Day Zone (Q3)

8.6 Questionnaire Three sought to gather views on parking controls from residents living in streets currently within the Full Zone (Monday to Saturday) and the Match Day CPZ areas, incorporating Zones E, F, J, K, L, S, and T.

8.7 In total there were 586 Q3 responses, representing a 16.2% response rate. The following key summary points, that link specifically to the current parking controls, are provided:

- The overwhelming majority of Q3 respondents are **in favour of retaining a resident's parking scheme**;
- The majority of Q3 respondents are **in favour of retaining Match Day restrictions**
- The majority of Q3 respondents are **against the introduction of Sunday restrictions**, with the **exception of residents in Zone E** who are strongly in favour.
- The majority of Q3 respondents **do not consider a review of their zone boundary is required**, with the **exception of residents in Zones E, L and, potentially, T**.
- The **preferred start time in each Q3 zone varied between 8am and 9am** (see Table 8.2) suggesting an overall preferred start time for the Full Monday to Saturday CPZ controls of 8.30am
- The **preferred end time in was 6pm** in most Q3 zones (see Table 8.2) with the exception of Zone E that had a strong preference for 10pm.
- Overall for Q3 there was a greater **preference for Bank Holidays to remain included** within the parking restrictions, with the exception of Zone F and, potentially, Zone L (see Table 8.2).

Table 8.2 Q3 – Summary of Preferred Operating Hours

Element	Options	Zone E	Zone F	Zone J	Zone K	Zone L	Zone S	Zone T
Start Time	Preferred	8am	9am	8am	9am	8am	8am	9am
	<i>Alternative</i>	<i>8.30am</i>	-	-	<i>7/8am</i>	-	<i>9am</i>	-
End Time	Preferred	10pm	6pm	6pm	6pm	6pm	6pm	6pm
	<i>Alternative</i>	-	-	<i>6.30pm</i>	-	<i>6.30pm</i>	<i>6.30pm</i>	-
Bank Holiday	Yes	85%	41%	51%	54%	43%	45%	47%
	No	4%	47%	38%	42%	43%	40%	43%

* 'Alternative' listed if within 5% of 'preferred' choice or >25% of respondents

Streets within Match Day Zone (Q4)

8.8 Questionnaire Four sought to gather views on parking controls from residents living in streets currently within the Match Day CPZ areas, incorporating Zone M/N.

8.9 In total there were 251 Q4 responses, representing a 25.6% response rate. The following key summary points, that link specifically to the current parking controls, are provided:

- The majority of Q4 respondents are **in favour of retaining Match Day restrictions**
- The majority of Q4 respondents (60%) are **in favour of introducing a resident's parking scheme**;
- The favoured **start time** for Monday to Saturday restrictions in Zone M/N is **7am**
- The favoured **end time** for Monday to Saturday restrictions in Zone M/N is **10pm**
- The majority of Q4 respondents **support the inclusion of Bank Holiday**
- The majority of Q4 respondents **support the inclusion of Sundays**
- The majority of Q4 respondents **are against the proposed reduction in Visitor Permits**

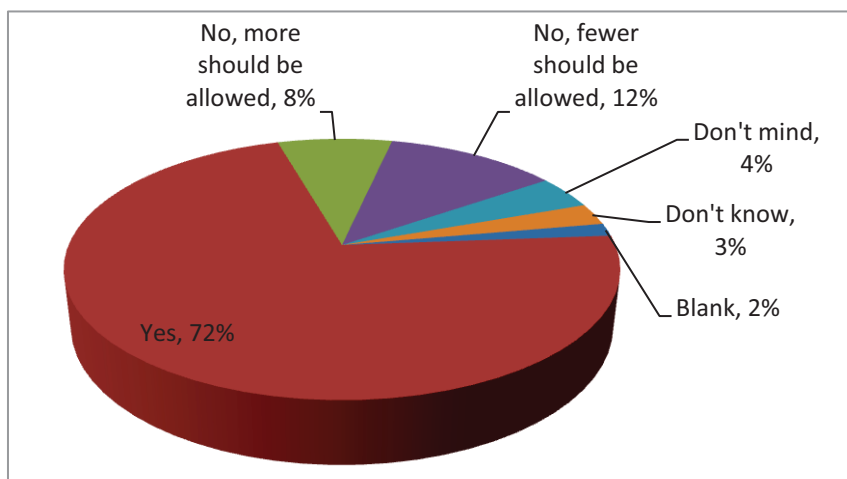
General Residents Views

8.10 Questionnaires Q1 to Q4 incorporated some generic questions about CPZs within Watford. In total there were 1,457 responses, representing a 16.7% response rate. A summary of the responses is provided below.

Residents' Parking Permits

8.11 Respondents were asked whether they agree with the number of residents' permits allowed per household (currently two). Figure 8.1 presents a summary of the responses.

Figure 8.1 All Residents Responses – Agreement with current residents’ parking permit limit (Sample [S] = 1,457)



8.12 The majority of resident respondents consider the current number of resident permits to be acceptable.

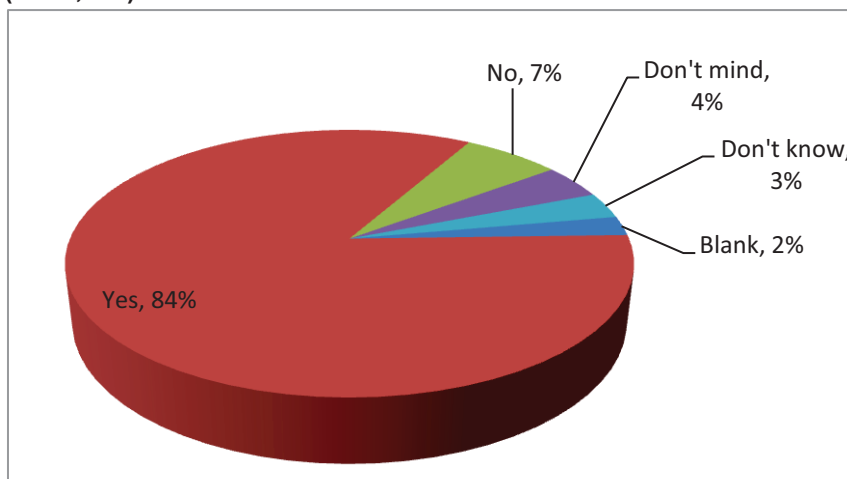
8.13 Zone C has a higher proportion of residents who would prefer to have more residents permit allowed.

8.14 Zones G, J, K, L, S and T have a higher proportion of residents who would prefer to have fewer residents permit allowed.

Vehicle Lengths Permitted

8.15 Respondents were asked if they support the restriction that doesn't allow residents with vehicles over 5.25 metres in length to buy permits for these vehicles. Figure 8.2 presents a summary of the responses.

Figure 8.2 All Residents’ Responses – Agreement with restriction on vehicles over 5.25 metres (S = 1,457)



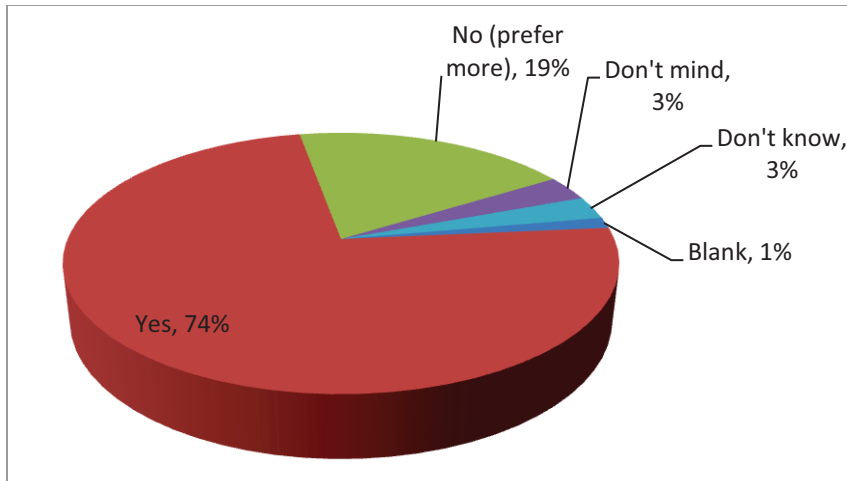
8.16 The majority of resident respondents consider the current vehicle restrictions to be acceptable.

8.17 Zones C, and S have a higher proportion of residents who don't support the restrictions.

Number of Visitor Permits

8.18 Respondents were asked whether they agree with the number of visitor permits permitted per household per annum (currently 400). Figure 8.3 presents a summary of the responses.

Figure 8.3 All Residents' Responses – Agreement with current visitor parking permit limit (S = 1,457)



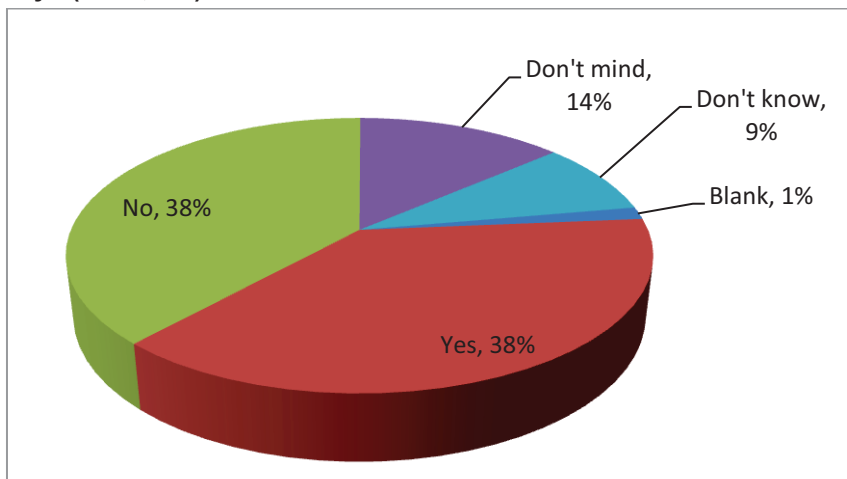
8.19 The majority of resident respondents consider the current number of visitor permits to be acceptable, although 18% would prefer more.

8.20 Zones C, F, and S have a higher proportion of residents with a preference for more visitor permits.

Shared Use Pay & Display bays

8.21 Respondents were asked whether there should be more 'shared use' pay and display areas in residential roads around shops. Figure 8.4 presents a summary of the responses.

Figure 8.4 All Residents' Responses – Support for additional 'shared use' pay and display bays (S = 1,457)



8.22 Around 38% of resident respondents would prefer there to be more shared use pay and display bays in residential streets, but similarly 38% would be against any additional bays of this type.

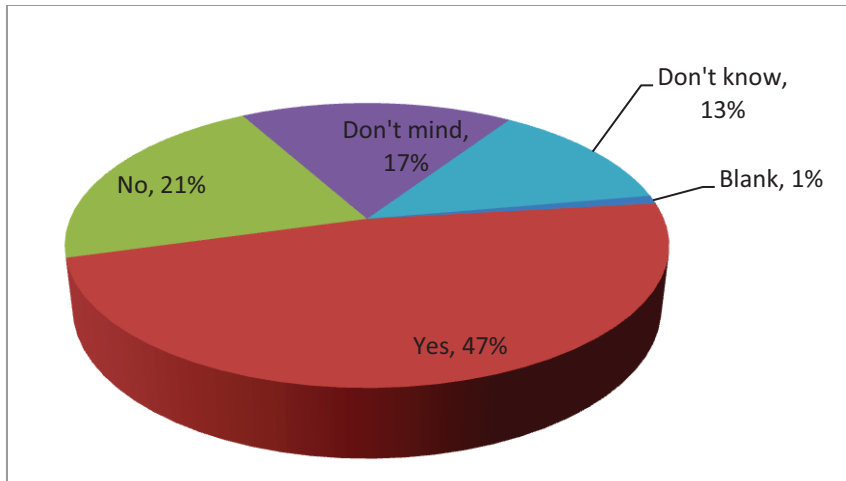
8.23 Zones E and G have a higher proportion of residents who would prefer additional shared use bays.

8.24 Zones D, J and M/N have a higher proportion of residents who are against additional shared use bays.

School Enforcement

8.25 Respondents were asked whether they consider there should be more enforcement around school areas at the start and end of the day. Figure 8.5 presents a summary of the responses.

Figure 8.5 All Residents' Responses – Support for more enforcement around schools (S = 1,457)



8.26 Just under half of all resident respondents support the concept of additional enforcement around schools, with only 21% against the concepts.

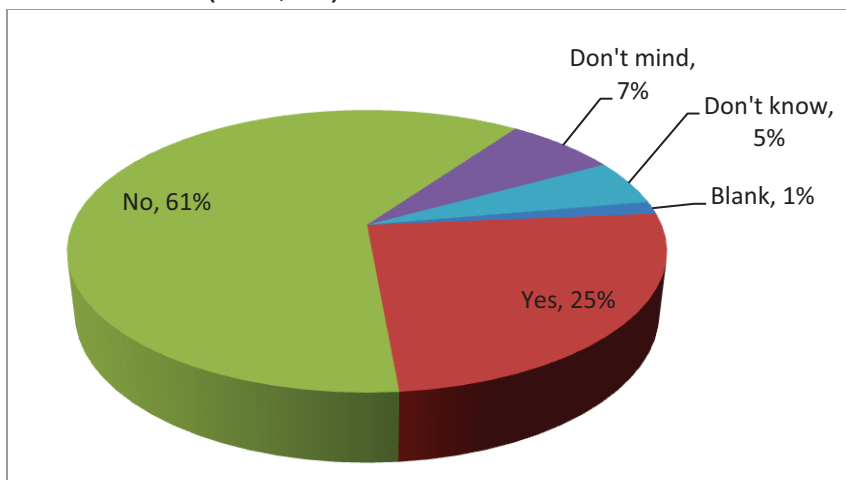
8.27 Zones E, F, K, M/N and S have a higher proportion of residents who would prefer additional enforcement around schools

8.28 Zones G has a higher proportion of residents who would do not consider it necessary to have additional enforcement around schools.

Emissions-based Permit Charges

8.29 Respondents were asked whether they support charging more for parking permits for those vehicles that are more harmful to the environment, in terms of the levels of CO₂ they emit. Figure 8.6 presents a summary of the responses.

Figure 8.6 All Residents' Responses – Support for variable permit prices based upon CO₂ emission levels (S = 1,457)

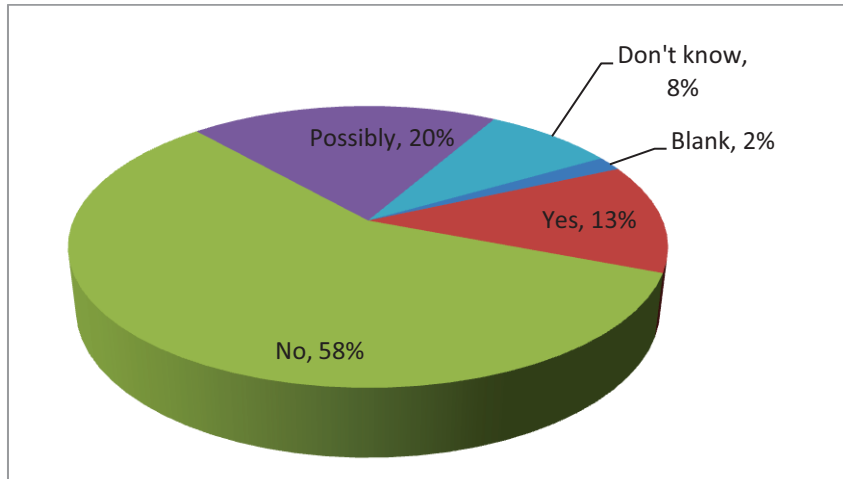


8.30 The majority of resident respondents do not support the concept of varying permit prices based upon vehicle emissions. Around 25% do support the concept.

Car Clubs

8.31 Respondents were described a potential car share or car pool scheme that the Council is considering introducing. Respondents were then asked whether they would consider participating in such a scheme. Figure 8.7 presents a summary of the responses.

Figure 8.7 All Residents' Responses – Potential participation in a car share or car pool scheme (S = 1,457)



8.32 The majority of resident respondents considered it unlikely that they would utilise a car share or car pool scheme if it were introduced.

8.33 Around 13% stated that they would be likely to use this type of scheme, with a further 20% suggesting that it there is a possibility that they might use it. If these responses are extrapolated across the wider Watford population then this would indicate that there is a potentially large target market to warrant investigating the introduction car club scheme.

General Business Views (Q5)

8.34 Questionnaires Q5 focused specifically on some of the parking issues that impact upon businesses. A summary of the responses for the whole sample is provided below.

- Around 49% of businesses consider one permit per business to be sufficient; however, 46% of respondents did not agree believing more permits should be allowed
- The responses from businesses indicated, on average, a preference for 1.6 permits per business
- The majority of businesses respondents agreed with the vehicles length restrictions
- The majority of businesses respondents agreed there should be more 'shared use' pay and display bays
- Around a third of business respondents felt that customer parking should be up to 1 hour, with a further 29% indicating it should be up to 2 hours
- Around half of business respondents would be unlikely to join a car club scheme, although 31% didn't know at this stage.
- Over half of business respondents stated that parking congestion did cause access issues to their premises, with 40% indicating that it does not.

9 Recommendations

9.1 On the basis of the key findings from the consultation exercise, the following recommendations are put forward for consideration:

1. Consider the introduction of the 'full' Monday to Saturday residents' parking restrictions in Zone M/L, that currently only has Match Day restrictions.
2. Maintain unrestricted parking in Kelmscott Crescent, Kelmscott Close and King Georges Avenue.
3. Consider revising the standard daily operating hours of the Monday to Saturday restrictions to become 8.30am to 6pm (rather than the current hours of 8am to 6.30pm).
4. Propose extended operating hours in Zone E to include the early evening period (up to 10pm) and Sundays.
5. Maintain unrestricted parking on Sundays across all zones, with the exception of Match Day restrictions and Zone E.
6. Review the continued operation of restrictions on Bank Holidays, albeit recognising that residents are marginally in favour of retaining these restrictions.
7. Undertake a review of the zone boundaries for Zones E, G, L and T to determine if any improvements can be made to benefit residents.
8. Maintain the current level of residents permits per household
9. Consider the impacts of increasing the number of permits allowed per business.
10. Maintain the current restrictions of vehicle length and height in relation to eligibility for permits
11. Maintain the current level of annual visitor permit per household, with the possible exception of Zone E if the zone operating hours are extended.
12. Assess the opportunities to increase short-stay (1 hour max) 'shared-use' pay & display bays around shops and service sector premises, without notable detrimental impact upon the availability of residents' parking bays.
13. Consider the implications for increasing enforcement of parking controls around schools at the start and end of the school day, including enforcement costs.
14. Investigate opportunities to reduce parking congestion impacting upon businesses being able to access their premises.
15. Investigate the opportunities to introduce a commercially sustainable car club-type scheme based upon the expressed levels of interest indicated (between 13% and 33% of sample residents respondents, between 13% and 44% of sample business population)

Consultation Questionnaire Forms



CONTROLLED PARKING ZONES

Uncontrolled Parking (Q1)



Dear Resident,

Parking is an important issue for most residents, particularly in areas where parking demand is high and space is limited. In 1996, in response to residents' concerns, the council introduced Watford's first Controlled Parking Zones which were intended to give priority for parking in the zone to those who lived in it. Since then further zones have been added to protect access to parking for residents.

Six years ago the council carried out its first major review of the parking scheme in the town. Some changes were made to the way the scheme worked as a result of the review and most people who responded told us they were happy with the way it operated.

Your councillors are approached on a regular basis about parking issues and in many cases we can deal with those problems immediately. Some of the questions asked are not as easy to tackle. In order to help decide how to deal with these issues we have decided to review the scheme again and ask all residents living in the Controlled Parking Zones for their views. We aim to produce a scheme which benefits the majority of residents. It is not possible to produce a scheme which satisfies everyone but it is important that we hear from you so that we can consider making changes, both small and large, so that the controls most closely meet the wishes of residents, including whether you want to continue with controlled parking in your street.

Please can you complete the enclosed questionnaire and send it back using the FREEPOST instructions before **Wednesday 14th August 2013**. The questionnaire can also be completed online – this will save the council, and council tax-payer, money by avoiding postage costs.

The questionnaire can be found online using the following link: www.surveymonkey.com/s/Watford-Controlled-Parking-Q1 (Please take care when copying the link in to your browser)

Thank you for taking your time to read this leaflet. Please complete and return the questionnaire. Your views count and are important to us.

Dorothy Thornhill M.B.E
Elected Mayor of Watford

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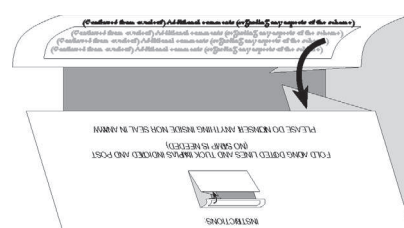


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WATFORD PARKING QUESTIONNAIRE

Please let us have your views on parking in your area by answering the questions below. Sending your response to the council is free. If you would like more information before completing the questionnaire then please contact Jon Bunney (jon.bunney@jmp.co.uk) at JMP on tel: 020 7868 5208.

Section 1 – Residents Parking Controls

Your road currently has no residents' parking controls, unlike some other areas of the borough.

Q1: Would you prefer your road to have resident' parking controls on Monday to Saturdays?

Yes No Don't mind Don't know

Q2: The following questions all relate to the potential operation of residents' parking controls. If you are completely against the scheme, feel free to ignore them and go to Section 2.

a What time would you want the residents' parking controls to start in the morning?

7am 8am 8.30am 9am

b What time would you prefer the residents' parking controls to end in the evening?

6pm 6.30pm 7pm 8pm 9pm 10pm

Q3: Would you prefer the residents' parking controls to include Bank Holidays?

Yes No Don't know

Q4: Would you prefer the residents' parking controls to cover Sundays as well?

Yes No Don't know

Section 2 – Match Day Controls

Q5: Would you want match day restrictions to apply in your road? (1pm to 6.30pm Saturdays, Sundays and Bank Holidays and 6pm to 10pm on weekdays)

Yes No Don't mind Don't know

Section 3 – Residents' Parking Permits

Q6: The number of parking permits allowed per household across the borough is currently two. In most roads we now have more permits than road space available. Because of this, the council is proposing to leave the maximum number of permits per household unchanged. Do you agree with this?

Yes No, more should be allowed No, fewer should be allowed
 Don't mind Don't know

Q7: Across the rest of the borough, residents with vehicles over 5.25 metres in length are not currently able to buy residents' parking permits. Do you agree with this policy?

Yes No Don't mind Don't know

Section 4 – Design and Enforcement of Parking Controls

Q8: If a residents' parking scheme was introduced, do you think there should be "shared use" pay and display areas in residential roads around shops?

Yes No Don't mind Don't know

Section 5 – Parking and the Environment

Q9: Do you think that like your car tax, we should charge more for permits for those vehicles that are more harmful to the environment because they emit higher levels of CO₂?

Yes No Don't mind Don't know

Section 6 – Car Clubs

Q10: The council is considering the feasibility of developing a car share or car pool scheme. Such a scheme could provide access to a vehicle for short periods of time, without the need to own a vehicle yourself. If such an idea was brought forward would you be interested in participating in such a scheme?

Yes No Possibly Don't know

Other Comments

If you have any other comments or suggestions about the parking service, please write them below

About You

It would be very helpful if you could complete this part of the survey. The information you give us will help us find out if all sections of the community are taking the opportunity to share their views on the future of our services. All the questions are voluntary and your answers will be completely anonymous and not used for any other purposes.

Gender

Male Female

White or White British

English / Welsh / Scottish / Northern Irish / British Irish Gypsy or Irish Traveller

Any other White background (please state)

Black or Black British

Caribbean African

Any other Black background (please state)

Asian or Asian British

Indian Pakistani Bangladeshi Chinese

Any other Asian background (please state)

Mixed / multiple ethnic group

White & Black Caribbean White & Black African White & Asian

Any other mixed group (please state)

Other ethnic group

Arab

Any other Ethnic group (please state)

Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Yes, limited a lot Yes, limited a little No

Please indicate your age group

0 to 15 years 16 to 24 years 25 to 34 years 35 to 44 years

45 to 54 years 55 to 59 years 60 to 69 years 70 to 79 years

80 plus years



CONTROLLED PARKING ZONES

Full Zone (Q2)



Dear Resident,

Parking is an important issue for most residents, particularly in areas where parking demand is high and space is limited. In 1996, in response to residents' concerns, the council introduced Watford's first Controlled Parking Zones which were intended to give priority for parking in the zone to those who lived in it. Since then further zones have been added to protect access to parking for residents.

Six years ago the council carried out its first major review of the parking scheme in the town. Some changes were made to the way the scheme worked as a result of the review and most people who responded told us they were happy with the way it operated.

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Dorothy Thornhill M.B.E
Elected Mayor of Watford

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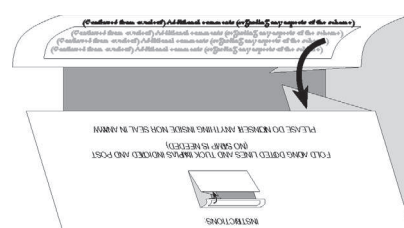


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Section 1 – Existing Residents Parking Controls

Your road currently has the following residents' parking controls: Monday to Saturday (including Bank Holidays), 8am to 6.30pm.

Q1: Do you support the on-going principle of a residents' parking scheme in your road?

Yes No Don't mind Don't know

Q2: The following questions all relate to the operation of the residents' parking controls. If you are completely against the scheme, feel free to ignore them and go to Section 2.

a What time would you prefer the residents' parking controls to start in the morning?

7am 8am 8.30am 9am

b What time would you prefer the residents' parking controls to end in the evening?

6pm 6.30pm 7pm 8pm 9pm 10pm

Q3: Do you think the residents' parking control period should continue to include Bank Holidays?

Yes No Don't know

Q4: Do you think the boundary of your residents' parking zone should be reviewed?

Yes No Don't know

Section 2 – Additional Residential Parking Controls

Q5: Would you prefer the residents parking controls to cover Sundays as well?

Yes No Don't mind Don't know

Q6: Would you prefer match day restrictions to apply in your road? (1pm to 6.30pm Saturdays, Sundays and Bank Holidays and 6pm to 10pm on weekdays)

Yes No Don't mind Don't know

Section 3 – Residents' Parking Permits

Q7: The number of parking permits allowed per household across the borough is currently two. In most roads we now have more permits than road space available. Because of this, the council is proposing to leave the maximum number of permits per household unchanged. Do you agree with this?

Yes No, more should be allowed No, fewer should be allowed
 Don't mind Don't know

Q8: Residents with vehicles over 5.25 metres in length are not currently able to buy permits. Do you agree with this?

Yes No Don't mind Don't know

Section 4 – Visitor Parking Permits

Q9: Is the annual number of visitor vouchers available (currently 400) adequate for your needs?

Yes No, I would prefer more Don't mind Don't know

Section 5 – Design and Enforcement of Parking Controls

Q10: Do you think there should be more "shared use" pay and display areas in residential roads around shops?

Yes No Don't mind Don't know

Q11: Do you think there should be more enforcement around school areas at the start and end of the day?

Yes No Don't mind Don't know

Section 6 – Parking and the Environment

Q12: Do you think that like your car tax we should charge more for permits for those vehicles that are more harmful to the environment because they emit higher levels of CO₂?

Yes No Don't mind Don't know

Section 7 – Car Clubs

Q13: The council is considering the feasibility of developing a car share or car pool scheme. Such a scheme could provide access to a vehicle for short periods of time, without the need to own a vehicle yourself. If such an idea was brought forward would you be interested in participating in such a scheme?

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Any other Black background (please state)

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Any other Asian background (please state)

Mixed / multiple ethnic group

White & Black Caribbean White & Black African White & Asian

Any other mixed group (please state)

Other ethnic group

Arab

Any other Ethnic group (please state)

Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Yes, limited a lot Yes, limited a little No

Please indicate your age group

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45 to 54 years 55 to 59 years 60 to 69 years 70 to 79 years

80 plus years



CONTROLLED PARKING ZONES

Full Zone and Match Day Zone (Q3)



Dear Resident,

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Elected Mayor of Watford

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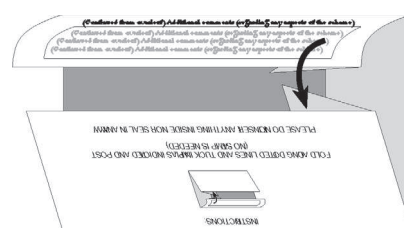


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Q1: Your road currently has the following residents' parking controls: Monday to Saturday (including Bank Holidays), 8am to 6.30pm and match day restrictions (1pm to 6.30pm Saturdays, Sundays and Bank Holidays and 6pm to 10pm on weekdays).

a Do you support the on-going principle of a residents' parking scheme from Monday to Saturday in your road?

Yes No Don't mind Don't know

b Do you support the on-going principle of a match day parking control scheme in your road?

Yes No Don't mind Don't know

Q2: The following questions all relate to the operation of the Monday to Saturday residents' parking controls. If you are completely against the scheme, please feel free to ignore them and go to Section 2.

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Yes No Don't know

Q4: Do you think the boundary of your residents' parking zone should be reviewed?

Yes No Don't know

Section 2 – Additional Residential Parking Controls

Q5: Would you prefer the residents parking controls to cover Sundays as well?

Yes No Don't mind Don't know

Section 3 – Residents' Parking Permits

Q6: Most roads in your CPZ now have more permits than road space available. Because of this the council is proposing to leave the maximum number of permits per property unchanged. Do you agree with this?

Yes No, more should be allowed No, fewer should be allowed
 Don't mind Don't know

Q7: Residents with vehicles over 5.25 metres in length are not currently able to buy permits. Do you agree with this?

Yes No Don't mind Don't know

Section 4 – Visitor Parking Permits

Q8: Is the annual number of visitor vouchers available (currently 400) adequate for your needs?

Yes No, I would prefer more Don't mind Don't know

Section 5 – Design and Enforcement of Parking Controls

Q9: Do you think there should be more "shared use" pay and display areas in residential roads around shops?

Yes No Don't mind Don't know

Q10: Do you think there should be more enforcement around school areas at the start and end of the day?

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Section 6 – Parking and the Environment

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Yes No Don't mind Don't know

Section 7 – Car Clubs

Q12: The council is considering the feasibility of developing a car share or car pool scheme. Such a scheme could provide access to a vehicle for short periods of time, without the need to own a vehicle yourself. If such an idea was brought forward would you be interested in participating in such a scheme?

Yes No Possibly Don't know

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Black or Black British

Caribbean African

Any other Black background (please state)

Asian or Asian British

Indian Pakistani Bangladeshi Chinese

Any other Asian background (please state)

Mixed / multiple ethnic group

White & Black Caribbean White & Black African White & Asian

Any other mixed group (please state)

Other ethnic group

Arab

Any other Ethnic group (please state)

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Yes, limited a lot Yes, limited a little No

Please indicate your age group

0 to 15 years 16 to 24 years 25 to 34 years 35 to 44 years

45 to 54 years 55 to 59 years 60 to 69 years 70 to 79 years

80 plus years



CONTROLLED PARKING ZONES

Match Day Zone (Q4)



Dear Resident,

Parking is an important issue for most residents, particularly in areas where parking demand is high and space is limited. In 1996, in response to residents' concerns, the council introduced Watford's first Controlled Parking Zones which were intended to give priority for parking in the zone to those who lived in it. Since then further zones have been added to protect access to parking for residents.

Six years ago the council carried out its first major review of the parking scheme in the town. Some changes were made to the way the scheme worked as a result of the review and most people who responded told us they were happy with the way it operated.

Your councillors are approached on a regular basis about parking issues and in many cases we can deal with those problems immediately. Some of the questions asked are not as easy to tackle. In order to help decide how to deal with these issues we have decided to review the scheme again and ask all residents living in the Controlled Parking Zones for their views. We aim to produce a scheme which benefits the majority of residents. It is not possible to produce a scheme which satisfies everyone but it is important that we hear from you so that we can consider making changes, both small and large, so that the controls most closely meet the wishes of residents, including whether you want to continue with controlled parking in your street.

Please can you complete the enclosed questionnaire and send it back using the FREEPOST instructions before **Wednesday 14th August 2013**. The questionnaire can also be completed online – this will save the council, and council tax-payer, money by avoiding postage costs.

The questionnaire can be found online using the following link: www.surveymonkey.com/s/Watford-Controlled-Parking-Q4 (Please take care when copying the link in to your browser)

Thank you for taking your time to read this leaflet. Please complete and return the questionnaire. Your views count and are important to us.

Dorothy Thornhill M.B.E
Elected Mayor of Watford

Address line 1
Address line 2
Address line 3
Postcode

second fold here

Business Reply
Licence Number
RTEL-LYKR-RBXE

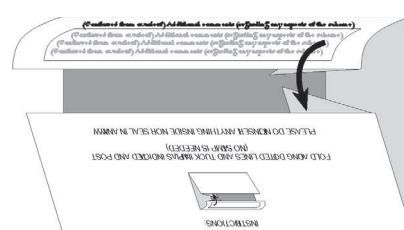


Watford Questionnaire (Q4)/
ST13262
JMP Consultants Ltd
16-18 Monument Street
London
EC3R 8AJ

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WATFORD PARKING QUESTIONNAIRE

Please let us have your views on parking in your area by answering the questions below. Sending your response to the council is free. If you would like more information before completing the questionnaire then please contact Jon Bunney (jon.bunney@jmp.co.uk) at JMP on tel: 020 7868 5208.

Section 1 – Existing Residents Parking Controls

Your road currently has match day restrictions (1pm to 6.30pm Saturdays, Sundays and Bank Holidays and 6pm to 10pm on weekdays).

Q1: Do you support the on-going principle of a match day parking control scheme in your road?

- Yes No Don't mind Don't know

Section 2 – Additional Residential Parking Controls

Q2: Would you prefer your road to have resident parking controls on Monday to Saturdays?

- Yes No Don't mind Don't know

Q3: The following questions all relate to the potential operation of Monday to Saturday residents' parking controls. If you are completely against the scheme, please feel free to ignore them and go to Section 3.

a What time would you prefer the residents parking controls to start in the morning?

- 7am 8am 8.30am 9am

b What time would you prefer the residents' parking controls to end in the evening?

- 6pm 6.30pm 7pm 8pm 9pm 10pm

Q4: Would you prefer the resident's parking controls to include Bank Holidays?

- Yes No Don't know

Q5: Would you prefer the residents parking controls to cover Sundays as well?

- Yes No Don't know

Section 3 – Residents' Parking Permits

Q6: The number of parking permits allowed per household across the borough is currently two. In most roads we now have more permits than road space available. Because of this, the council is proposing to leave the maximum number of permits per household unchanged. Do you agree with this?

- Yes No, more should be allowed No, fewer should be allowed
 Don't mind Don't know

Q7: Across the borough, residents with vehicles over 5.25 metres in length are not currently able to buy residents parking permits. Do you agree with this policy?

- Yes No Don't mind Don't know

Section 4 – Visitor Parking Permits

Q8: In match day zones the maximum number of visitor match day vouchers per household is currently set at 30 per year. In view of the departure of Saracens Rugby Club from Vicarage Road Stadium should the council consider reducing the maximum number available?

- Yes No Don't mind Don't know

Section 5 – Design and Enforcement of Parking Controls

Q9: Do you think there should be more "shared use" pay and display areas in residential roads around shops?

- Yes No Don't mind Don't know

Q10: Do you think there should be more enforcement around school areas at the start and end of the day?

- Yes No Don't mind Don't know

Section 6 – Parking and the Environment

Q11: Do you think that like your car tax we should charge more for permits for those vehicles that are more harmful to the environment because they emit higher levels of CO₂?

- Yes No Don't mind Don't know

Section 7 – Car Clubs

Q12: The council is considering the feasibility of developing a car share or car pool scheme. Such a scheme could provide access to a vehicle for short periods of time, without the need to own a vehicle yourself. If such an idea was brought forward would you be interested in participating in such a scheme?

- Yes No Possibly Don't know

Other Comments

If you have any other comments or suggestions about the parking service, please write them below

About You

It would be very helpful if you could complete this part of the survey. The information you give us will help us find out if all sections of the community are taking the opportunity to share their views on the future of our services. All the questions are voluntary and your answers will be completely anonymous and not used for any other purposes.

Gender

- Male Female

White or White British

- English / Welsh / Scottish / Northern Irish / British Irish Gypsy or Irish Traveller

Any other White background (please state)

Black or Black British

- Caribbean African

Any other Black background (please state)

Asian or Asian British

- Indian Pakistani Bangladeshi Chinese

Any other Asian background (please state)

Mixed / multiple ethnic group

- White & Black Caribbean White & Black African White & Asian

Any other mixed group (please state)

Other ethnic group

- Arab

Any other Ethnic group (please state)

Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes, limited a lot Yes, limited a little No

Please indicate your age group

- 0 to 15 years 16 to 24 years 25 to 34 years 35 to 44 years
 45 to 54 years 55 to 59 years 60 to 69 years 70 to 79 years
 80 plus years



CONTROLLED PARKING ZONES

Businesses (Q5)



Dear Proprietor,

Parking is an important issue for most residents and businesses, particularly in areas where parking demand is high and space is limited. In 1996, in response to residents' concerns, the council introduced Watford's first Controlled Parking Zones which were intended to give priority for parking in the zone to those who lived in it. Since then further zones have been added to protect access to parking for residents.

Although the zones were established to protect the opportunity for residents to park close to their homes, the council recognises that businesses also have parking needs. Your councillors are approached on a regular basis by both residents and businesses about parking issues and in many cases we can deal with those problems immediately. Some of the issues raised are not so easy to tackle. In order to help decide how to deal with these issues we are asking both residents and businesses living or operating in the Controlled Parking Zones for their views. It is not possible to produce a scheme which satisfies everyone but it is important that we hear from you so that we can consider making changes, both small and large, so that the controls most closely meet the wishes of residents and businesses.

Please can you complete the enclosed questionnaire and send it back using the FREEPOST envelope provided before **Wednesday 14th August 2013**. The questionnaire can also be filled in on line – this will save the council and the council tax-payer, money by avoiding postage costs.

The questionnaire can be found on line using the following link: www.surveymonkey.com/s/Watford-Controlled-Parking-Q5 (Please take care when copying the link in to your browser)

Thank you for taking your time to read this leaflet. Please complete and return the questionnaire. Your views count and are important to us.

Dorothy Thornhill M.B.E
Elected Mayor of Watford

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Business Reply
Licence Number
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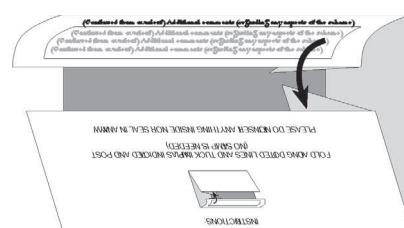


Watford Questionnaire (Q5)/
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WATFORD PARKING QUESTIONNAIRE

Please let us have your views on parking in your area by answering the questions below. Sending your response to the council is free. If you would like more information before completing the questionnaire then please contact Jon Bunney (jon.bunney@jmp.co.uk) at JMP on tel: 020 7868 5208.

Question 1a

Currently businesses are allowed to have one permit that can be used in two different operational vehicles, at separate times (operational vehicles are vehicles essential for the business because they are needed for deliveries and collections on an intermittent daily basis). Do you agree with this approach?

- Yes No Don't mind Don't know

Question 1b

If 'no', how many business permits do you think you should be allowed?

Question 2

Vehicles over 5.25 metres in length and 2.3 metres in height are not eligible for permits. Do you agree with this?

- Yes No Don't mind Don't know

Question 3

Do you think there should be more "shared use" pay and display parking bays close to your business to cater for customers and other business visitors?

- Yes No Don't mind Don't know

Question 4

How long would you prefer customers to be able to park close to your business?

- Up to 1 hour up to 2 hours up to 3 hours up to 4 hours more than 4 hours

Question 5

The council is considering the feasibility of developing a car share or car pool scheme. Such a scheme could provide access to a vehicle for short periods of time, without the need for a vehicle yourself. A range of different types of cars and vans could be used in the scheme.

If such an idea was brought forward, would your business be interested in participating in such a scheme?

- Yes No Don't know

Question 6

Do you experience difficulty in accessing your premises for deliveries because of parking congestion?

- Yes No Don't know

Other Comments

If you have any other comments or suggestions about the parking service, please write them below

About You

It would be very helpful if you could complete this part of the survey. The information you give us will help us find out if all sections of the community are taking the opportunity to share their views on the future of our services. All the questions are voluntary and your answers will be completely anonymous and not used for any other purposes.

Gender

- Male Female

White or White British

- English / Welsh / Scottish / Northern Irish / British Irish Gypsy or Irish Traveller
 Any other White background (please state)

Black or Black British

- Caribbean African
 Any other Black background (please state)

Asian or Asian British

- Indian Pakistani Bangladeshi Chinese
 Any other Asian background (please state)

Mixed / multiple ethnic group

- White & Black Caribbean White & Black African White & Asian
 Any other mixed group (please state)

Other ethnic group

- Arab
 Any other Ethnic group (please state)

Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes, limited a lot Yes, limited a little No

Please indicate your age group

- 0 to 15 years 16 to 24 years 25 to 34 years 35 to 44 years
 45 to 54 years 55 to 59 years 60 to 69 years 70 to 79 years
 80 plus years



Working in partnership:

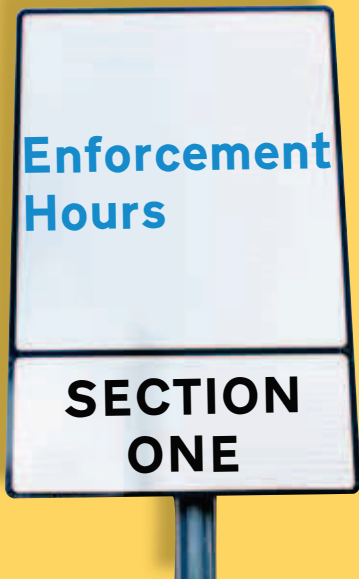
Page

April 2013



Our service for you

Controlled Parking Zones



Controlled Parking Zones A, B, C, D and G

Monday to Saturday between 8am and 6.30pm including bank holidays.

Controlled Parking Zones E, F, J, K, L, S and T

Monday to Saturday between 8am and 6.30pm including bank holidays.

and

Additionally, on first team match days of Watford Football Club between the following hours:

Weekday evenings:	6pm to 10pm
Sundays:	1pm to 6.30pm
Bank Holidays:	8am to 6.30pm

For further information on Match Day Enforcement, please see Section 6.

Controlled Parking Zone MN

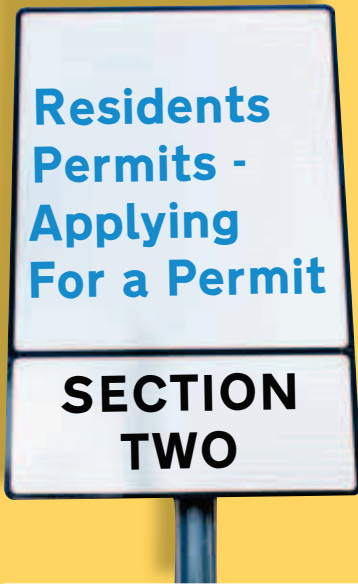
On first team match days of Watford Football Club only between the following hours:

Weekday evenings:	6pm to 10pm
Saturdays and Sundays:	1pm to 6.30pm
Bank Holidays:	1pm to 6.30pm

For further information on Match Day Enforcement, please see Section 6.

Controlled Parking Zone V

Monday to Friday between 10.30am and 2.30pm excluding bank holidays, from 1st September to 30th June **only**.



Allocation

Genuine residents within a Controlled Parking Zone will be allowed one permit per person, up to a maximum of two permits per council tax address.

Private landlords do not qualify for residents permits unless they are also permanent residents of the appropriate zone. All new developments/conversions will be exempt from permit entitlement. To check the eligibility of your property, contact the Parking Service using one of the methods in Section 7.

Price

Zones A, B, C, D, E, F, G, J, K, L, S, T, and V:

First permit in the household	£22
Second permit in the household	£52

Zone MN:

First permit in the household	£6
Second permit in the household	£12

Motorcyclists will also require a permit but these will be charged at the first permit cost, in all Zones, whether it is the first or second permit. However, this does not alter the permit allocation.

Blue Badge drivers will be issued their permit free of charge. A valid Blue Badge must be produced. Any second permit applied for will be charged at the second permit rate.

Proof of residency

All applicants must provide proof of residency. If your name is not on the current electoral register or you have asked that this information is not available for public inspection, you will need to provide one of the following, which should clearly state the address within a Controlled Parking Zone:

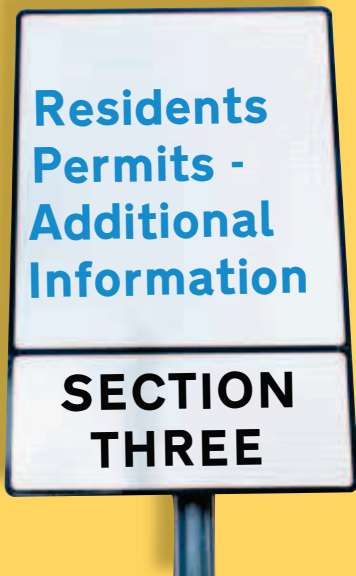
- A tenancy agreement (minimum six months duration).
- A solicitors' letter confirming completion of house sale.
- Council tax document dated within the last three months.

Proof of vehicle ownership

You must be the registered keeper or permanent user of any vehicle you nominate. Permit vehicles must not exceed 5.25m in length and 2.3m in height.

One of the following documents, which must contain your name and current address within the Controlled Parking Zone, will be required:

- Vehicle registration document showing the current name and address of the applicant.
- Insurance document, showing the applicant as the driver, the registration number of the vehicle and appropriate current address.
- Official bill of sale or invoice (for newly acquired vehicles only. Please note, handwritten receipts will not be accepted).
- Company letter: company car users must provide a typed letter on official company notepaper confirming that they are the keeper of the vehicle. It must also contain the registration number, make, model and colour of the vehicle and should be signed by the company secretary or similar officer. This will be required each year and must be dated within the last 3 months on each occasion.
- Recent and valid lease or hire agreement.



Replacement permits

If you change your vehicle, you will also need to obtain a new permit with the new vehicle registration details. You must provide documentation as before and return your original permit.

For the first change within 12 months there will be no charge. Any further changes will incur a charge of £7.

In the event that your vehicle has been stolen or written off and the permit is not available, the appropriate crime reference number or insurance documentation must be provided in order for the usual £7 charge to be waived.

Refunds

If you no longer require your permit, you should return it to the Parking Service immediately. In the event that you have more than three full remaining months until the expiry of the permit, you will be able to obtain a pro-rata refund. Refunds are not given for match day only permits (Zone MN).

To claim a refund, you must return the permit to The Parking Shop and complete a refund form which can be obtained from the Parking Shop or downloaded from the council website: www.watford.gov.uk/parking
No refund will be given unless the permit is surrendered.

Courtesy vehicles

If the vehicle for which your permit was issued needs to go to a garage for repairs, you will need to obtain a temporary permit for any courtesy vehicle that you may use. Before we will issue a temporary permit, you must return your original permit and we will keep this until the temporary permit is returned to us on completion of the repair works. The maximum period that a temporary permit is valid is two weeks.

If a longer period is required, you will need to use your visitor voucher allowance or follow the replacement vehicle procedure, as explained above.



Visitor vouchers

Residents, including those who do not have their own vehicle in the Controlled Parking Zones, can buy books of visitor vouchers (or 'match day vouchers' for Zones MN) for their visitors to use in their particular Zone. These scratch card vouchers have to be validated by scratching off the day, date, month, hours/minutes and am/pm sections.

They should then be clearly displayed on the dashboard of your visitor's vehicle so that they can be seen by our Officers.

Two or more vouchers may be displayed consecutively, if required, but each voucher can only be used on one occasion and is only valid for the Zone in which you live.

Refunds or exchanges are not given for visitor vouchers.

Allocation

Zones A, B, C, D, E, F, G, J, K, L, S, T, and V
Each council tax household is entitled to:

- up to 400 hours of 1-hour and 4-hour vouchers per annum
- 15 1-day vouchers per annum
- 2 1-week visitor permits per annum.

Zones MN

Each council tax household is entitled to:

- up to 30 match day vouchers per annum.

Price

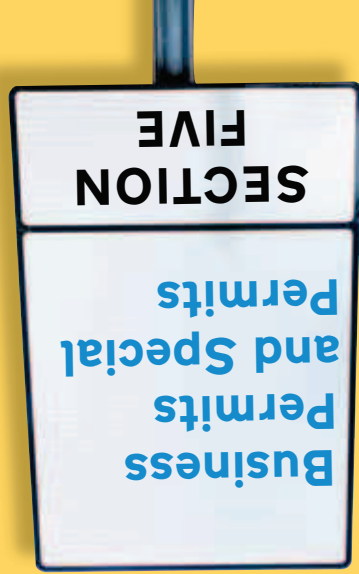
- 1-hour vouchers: sold in books of 40 at a cost of £4.50 per book.
- 4-hour vouchers: sold in books of 20 at a cost of £9.00 per book.
- 1-day vouchers: sold in books of 5 at a cost of £4.50 per book.
- 1-week permits: sold individually for specified weeks at a cost of £4.50 per permit
- Match Day Vouchers for Zones MN only: sold in books of 5 at a cost of £4.50 per book.

Pensioners can apply for double the allocation of these vouchers at half the price if proof of age is supplied upon application.

Proof of residency

All applicants must provide proof of residency. If your name is not on the current Electoral Register or you have asked that this information is not available for public inspection, you will need to provide one of the following which clearly states the address within a Controlled Parking Zone:

- A tenancy agreement (minimum six months duration).
- A solicitors' letter confirming completion of house sale.
- Council tax bill/document dated within the last three months.



Business permits

Businesses situated within one of the zones shown on the map inside may be eligible for a permit for qualifying business vehicles. These will allow them to park in permits days within their Zone only.

Allocation

One permit per qualifying business is permitted but up to two registration numbers can be printed on it provided that they are both operational vehicles. Only one vehicle can use the permit at a time.

Price

Zones A, B, C, D, E, F, G and J: £300 per annum
 Zones K, L, S, T and V: £150 per annum
 Zone MN: £60 per annum

Qualifying criteria

Businesses will have to demonstrate that they have:

- no space to park vehicles within their boundary
- proof of business rates
- a registration document for the vehicle in the name and at the address of the business
- an operational vehicle which is essential to the business because it is needed for deliveries and collections on an intermittent daily basis.

Vehicles used for commuting do not qualify.

All business permits will be subject to monitoring and will be withdrawn if they are not being used within the terms of issue.

Special permits

A small number of residents may find that the permit criteria is not appropriate. For example those who have particular disabilities or those who rely on family carers to provide essential visits.

In some cases it will be possible to issue special permits to motorists who are not necessarily residents of the Zone. However, all such requests must be made in writing to the Parking Service (see Section 7) and must be accompanied by medical evidence indicating that the condition is of a permanent nature.

Temporary conditions such as pregnancy or childcare arrangements do not fall within this criteria.

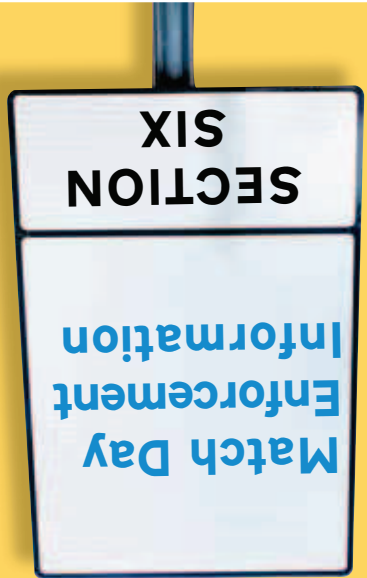


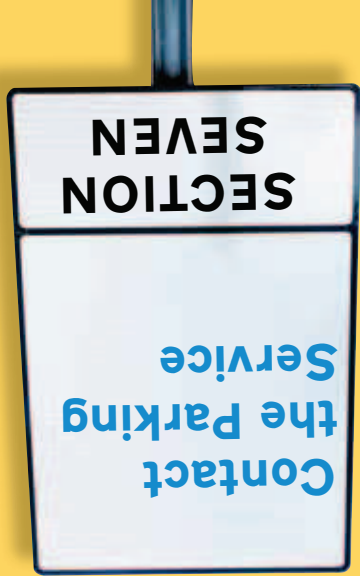
All upcoming match day dates are displayed on the Controlled Parking Zone entry signs. An example is shown right. These are located at all entrances to the Controlled Parking Zone and will be updated regularly.

Upcoming match day dates will also be displayed in the Parking Shop window and on the council's website.

[Match Day Enforcement Information](#) In Zones E, F, J, K, L, S and T, restrictions apply for additional hours on first team match days at Watford Football Club at the Vicarage Road Stadium. Permit restrictions in Zone M/N are enforced on these match days only.

The shared use bays directly in front of the Vicarage Road Stadium are additionally suspended from use before, during and after the matches. Residents are advised to seek alternative legal parking.





For further information about the Parking Service, including application forms to download, visit the Watford Borough Council website at: www.watford.gov.uk/parking

If you need further help or information about the Controlled Parking Zones in Watford, please contact the Parking Shop (opening hours – Monday to Saturday, 8am to 6.30pm):

By post or in person -
71-73 Market
Street, Watford,
Hertfordshire,
WD18 0PS

Telephone
01908 223507

E-mail
wt@vincipark.co.uk

For the upcoming match day
dates, you can also call the
council's freephone hotline on
0800 012 1753*

* Charges may apply for mobile users

CONTROLLED PARKING ZONES Central and West Watford area

Legend

Pay and Display Machines

PARKING LIMIT

- 1 hour
- 2 hours
- 3 hours
- 4 hours

Cassiobury Zone

- Zone V

Match Day Only Restrictions

- Zone M/N

Full Controlled Zone with Match Day Restrictions

- Zone E

- Zone F

- Zone J

- Zone K

- Zone L

- Zone S

- Zone T

Full Controlled Zones

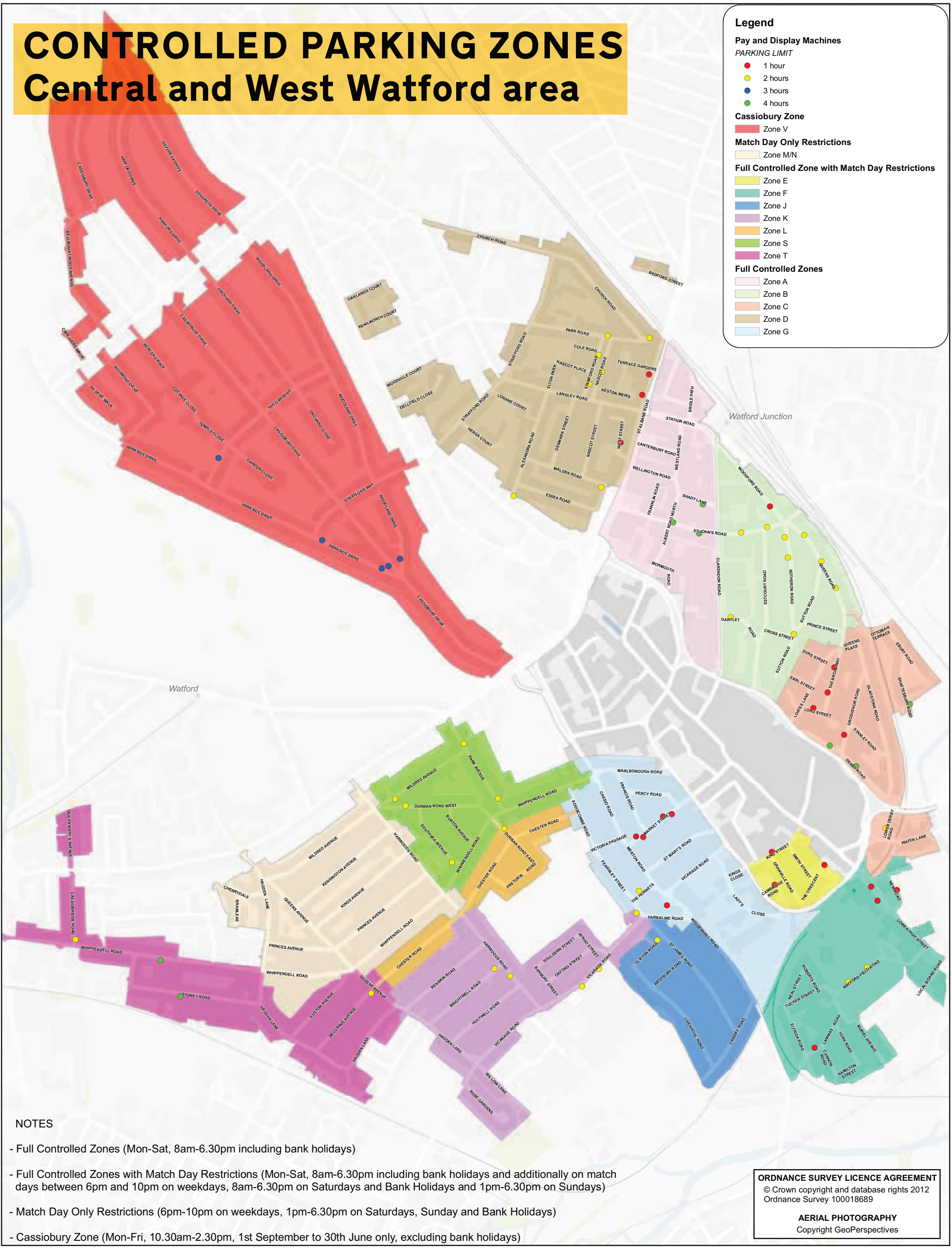
- Zone A

- Zone B

- Zone C

- Zone D

- Zone G



NOTES

- Full Controlled Zones (Mon-Sat, 8am-6.30pm including bank holidays)
- Full Controlled Zones with Match Day Restrictions (Mon-Sat, 8am-6.30pm including bank holidays and additionally on match days between 6pm and 10pm on weekdays, 8am-6.30pm on Saturdays and Bank Holidays and 1pm-6.30pm on Sundays)
- Match Day Only Restrictions (6pm-10pm on weekdays, 1pm-6.30pm on Saturdays, Sunday and Bank Holidays)
- Cassiobury Zone (Mon-Fri, 10.30am-2.30pm, 1st September to 30th June only, excluding bank holidays)

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 Copyright GeoPerspectives

A	Addiscombe Road... G	Albert Road North... A	Alexandra Road... D	Aynho Street... K	B	Banbury Street... K	Bedford Street... D	Belgrave Avenue... T	Bellmount Wood Avenue... V	Benskin Road... K	Berceau Walk... V	Bramleas... M/N	Bridle Path... A	Brightwell Road... K	Burton Avenue... S	C	Cambridge Road... E	Cannon Road... F	Canterbury Road... A	Capelvere Walk... V	Cardiff Road... J	Cassio Road (south of Marlborough Road)... G	Cassiobridge Road... T	Cassiobury Drive (Nos 1 to 151 and Nos 2 to 178)... V	Cassiobury Drive (Nos 306 to 354 and Nos 199 to 243)... V	Cherrydale... M/N	Chester Road... L	Church Road... D	Clarendon Road (north of Beechen Grove, western side)... A	Clarendon Road (north of Beechen Grove, eastern side)... B	Clifton Road... J	Cole Road... D	Cottage Close... V	Cross Street... B	D	De Vere Walk... V	Dellfield Close... D	Denmark Street... D	Derby Road... C	Devereux Drive... V	Duke Street... C	Durban Road East... L	Durban Road West... S	E	Earl Street... C	Ebury Road... C	Elfrida Road... F	Elton Park... D	Essex Road... D	Estcourt Road... B	Euston Avenue... T	F	Farraline Road... G	Fearnley Street... G	Francis Road... G	Franklin Road... A	G	Garden Close... V	Gartlet Road... B	Gladstone Road... C	Granville Road... E	Grosvenor Road... C	H	Hamilton Street... F	Hagden Lane (Nos 1 to 33 and Nos 2 to 98)... K	Hagden Lane (Nos 100 to 288 and Nos 35 to 147)... T	Hagden Lane (Nos 290 to 348 and Nos 163 to 201)... M/N	Harford Drive... V	Harwoods Road (Nos 2 to 134 and Nos 1 to 101)... K	Harwoods Road (Nos 140 to 212 and Nos 103 to 257)... M/N	Herga Court (including Coniston Lodge)... D	Holywell Road... K	K	Kenilworth Court... D	Kensington Avenue... M/N	Keston Mews... D	King Street... E	King's Avenue... M/N	King's Close... G	L	Lady's Close... G	Lammas Road... F	Langley Road (Nos 1 to 43 and Nos 2 – 60)... D	Liverpool Road... J	Loates Lane... C	Local Board Road... F	Lorane Court... D	Lord Street... C	Lower Derby Road... C	Lower High Street (north of junction with Local Board Road)... F	M	Malden Road... D	Market Street (Nos 33-97 and Nos 28-74)... G	Marlborough Road... G	Merton Road... G	Mildred Avenue (Nos 10 to 60 and Nos 1 to 17)... S	Mildred Avenue (Nos 62 to 136 and Nos 19 to 105)... M/N	Monmouth Road... A	Muriel Avenue... F	N	Nascot Place... D	Nascot Road... D	Nascot Street... D	Neal Street... F	New Road... F	O	Oaklands Court... D	Orchard Close... V	Orchard Drive... V	Orphanage Road (Nos 1-3)... B	Ottoman Terrace... C	Oxford Street... K	P	Park Avenue... S	Park Road (Nos 1 to 45 and Nos 2-72)... D	Parkside Drive (Nos 1 to 113 and Nos 16 to 94)... V	Peace Drive (No 1 only)... V	Percy Road... G	Pretoria Road... L	Prince's Avenue... M/N	Prince Street... B	Q	Queens Avenue (Nos 2 to 38 and Nos 1 to 39)... T	Queens Avenue (Nos 62 to 152 and Nos 39a and 89 to 125)... M/N	Queens Place... C	Queens Road (Nos 49-89 and Nos 56-96)... C	Queens Road (Nos 95-209 and Nos 96A-194)... B	Queen Mary's Avenue... T	R	Richmond Drive... V	Rickmansworth Road (Nos 75, Flats 1 to 8)... M/N	Roberts Road... F	Rose Gardens... K	S	Shady Lane... A	Shaftesbury Road... C	Smith Street... E	Souldern Street... K	Southern Road... B	Southsea Avenue... S	St Albans Road (eastern side between No.12 and No.70)... A	St Albans Road (western side between No. 35 and No. 147)... D	St James Road... J	St Johns Road (Nos 21 - 45 and Nos 20-34)... A	St Johns Road (Nos 1-13 and Nos 2-16)... B	St Mary's Road... G	Stamford Road... D	Stanley Road... C	Station Road... A	Stratford Road... D	Stratford Way... V	Sutton Road... B	Sydney Road... T	T	Temple Close... V	Terrace Gardens... D	The Crescent... E	The Gardens... V	The Hornets... G	Tucker Street... F	V	Verulam Passage... A	Vicarage Road (Nos 1 to 87 and Nos 14 to 30)... G	Vicarage Road (Nos 32 to 100 and Nos 91 to 207)... K	W	Water Lane (Nos 31-65 and Nos 26-70)... C	Watford Field Road... F	Wellington Road... A	West Street... D	Westbury Road... J	Westland Road... A	Wiggenhall Road (north of junction with Farraline Road)... G	Wiggenhall Road (Nos 2 to 92)... J	Willow Lane (Nos 2 to 44)... K	Whippendell Road (Nos 2 to 170 and Nos 5 to 177)... S	Whippendell Road (Nos 172 to 382 and Nos 179 to 403)... M/N	Whippendell Road (Nos 430 to 550 and Nos 409 to 531)... T	Woodford Road... B	Woodland Drive... V	Woodville Court... D	Y	York Road... F
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Agenda Item 6

Report to: Cabinet
Date of meeting: 2nd December 2013
Report of: Head of Customer and Community Services
Title: Sign up to LGA Climate Local Initiative

1.0 **SUMMARY**

- 1.1 In 2003 Mayor Dorothy Thornhill signed the Nottingham Declaration and made a public commitment to tackle climate change. Since then Watford Borough Council has adopted the Climate Change Policy, Strategy and Action Plan. Mitigating the extent of climate change has taken place through various schemes and the council has lead on the mitigation by signing up to and delivering a Local Authority Carbon Management Plan which aims to reduce carbon emissions by 30% over 5 years.
- 1.2 Climate Local is an overarching declaration to deliver on local plans. It succeeds the Nottingham Declaration on Climate Change and offers a framework that can reflect local priorities and opportunities for action. It supports councils' efforts both to reduce carbon emissions and to improve their resilience to the anticipated changes in the climate.
- 1.3 Climate Local has been designed to help councils across the country to capture the opportunities and benefits of action on a changing climate, through saving on their energy bills, generating income from renewable energy, attracting new jobs and investment in 'green' industries, reducing flood risks and managing the impacts of extreme weather.
- 1.4 It can be used as tool to enable us to share our successes and learn from other LA's. As Watford Borough Council is a proactive council in terms of sustainability it would not be required to do more than it has already committed to do however access to the shared learning might provide us with ideas for future projects. WBC would be one of the leading districts in Herts by signing the declaration, as Broxbourne have already signed up and other Herts districts are also considering signing up.

2.0 **RECOMMENDATIONS**

- 2.1 That WBC sign up to Climate Local, and create an action plan consisting of work plans the council is already committed to doing. The council will be able to use Climate Local to promote its progress as well as use the network to learn from other authorities. For Climate Local declaration please see Appendix 3.
- 2.2 That the Portfolio Holder for Community and Customer Services be delegated to approve the action plan for publication

Contact Officer:

For further information on this report please contact:

Naheeda Khan, Sustainability Officer, Community and Customer Services
telephone extension: 8475 email: naheeda.khan@watford.gov.uk

Report approved by: Alan Gough, Head of Community and Customer Services

3.0 **DETAILED PROPOSAL**

3.1 Watford Borough Council is committed to sustainability. Over the last 10 years the council has demonstrated this by signing up to the Nottingham Declaration and adopting a Local Authority Carbon Management Plan, Climate Change Policy, Strategy and Action Plan and various schemes have taken place under them.

3.2 Climate Local is an overarching declaration to deliver on local plans. It succeeds the Nottingham Declaration on Climate Change and offers a framework that can reflect local priorities and opportunities for action. It supports councils' efforts both to reduce carbon emissions and to improve their resilience to the anticipated changes in the climate.

3.3 Climate Local has been designed to help the councils across the country to capture the opportunities and benefits of action on a changing climate, through saving on their energy bills, generating income from renewable energy, attracting new jobs and investment in 'green' industries, reducing flood risks and managing the impacts of extreme weather.

3.4 It can be used as tool to enable us to share our successes and learn from other LA's. As Watford Borough Council is a proactive council in terms of sustainability it would not be required to do more than it has already committed to do however access to the shared learning might provide us with ideas for future projects.

3.5 Once we have signed-up, we will be asked to set out the commitments and actions we intend to undertake locally. We will be asked to do this within six months of signing-up. Whilst it is up to councils to determine their own local commitments and actions, all councils should be able to put forward a number of commitments and actions across the mitigation and adaptation agendas. Care needs to be taken to ensure that the commitments are realistic and deliverable.

3.6 Examples of commitments that could be made in the action plan are

- In accordance to our Carbon Management plan we will work to reduce the council's Carbon emissions by 30% by 2015/16 from the base year 2009/10
- We will refresh our Climate Change Action plan to ensure its targets are relevant and realistic targets are set for adaptation and mitigation.
- We will help businesses and organisations to reduce their Carbon Emissions as well as benefit from the opportunities Climate Change presents, as set out by the Green Deal.

For further examples please see Appendix 2

3.7 As a Climate Local council we will be actively encouraged to share our learning and experiences with other councils through the LGA Knowledge Hub and face-to-face learning opportunities facilitated by the LGA. We will also be able to publish our commitments and actions so that we can demonstrate how we are taking a lead.

3.8 To celebrate our achievements and to let our communities and stakeholders know how we are getting on, we will be asked to share progress on our commitments and actions once a year. Every year, we will need to refresh our commitments and actions to ensure that they remain current and relevant to local priorities.

4.0 **IMPLICATIONS**

Possible implications are listed below. Paragraphs 4.1 and 4.2 must be completed in all cases. Paragraph 4.3 must be completed if the report relates to a new policy.

4.1 **Financial**

4.1.1 The Shared Director of Finance comments there are no specific financial implications to the recommendation of this report.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Democracy and Governance comments that there are no legal implications in this report. Signing up to Climate Local is not entering a legal obligation. Failure to meet our commitments in the action plan will be a reputational risk.

4.3 **Potential Risks**

	Potential Risk	Likelihood	Impact	Overall score
<i>E.g</i>	Not signing up – Missing opportunities:			
	- to share with and learn best practice from other Local Authorities	1	4	4
	- demonstrate Watford Borough Council's commitment to promoting sustainability.	1	3	3
	Signing up and failing to deliver action plan	1	4	4
	Those risks scoring 9 or above are considered significant and will need specific attention in project management. They will also be added to the service's Risk Register.			

4.4 **Staffing**

4.4.1 None

4.5 **Accommodation**

4.5.1 None

4.6 **Community Safety**

4.6.1 None

4.7 **Sustainability**

4.7.1 Climate Local offers the opportunity to increase partnership working and the ability to learn from others on initiatives that the council may consider, which will enable the council to deliver on sustainability more efficiently.

Appendices

Appendix 1

LGA Climate Local Information pack for councils

Appendix 2

Watford Borough Council Climate Local Brief (Includes signatories)

Appendix 3

Climate Local Declaration

Background Papers

No papers were used in the preparation of this report.

File Reference

- none

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Climate Local

Information pack for councils



Climate Local

Foreword

Councils and their communities face major challenges around local energy and the changing climate. Over the last year we have seen significant rises in energy prices squeeze finances for councils, residents and businesses, and the wettest year on record bring significant flooding.

Climate Local is the LGA's initiative to support and share the work that councils are doing to respond to these challenges – including to boost renewable energy supply, to reduce utility bills for councils and residents, to support local growth and jobs, and to plan for extreme weather events.

The Climate Local network provides an important platform for council-led action and a forum to support learning. By signing-up, individually or in partnership, councils make a public commitment to tackle local priorities such as fuel poverty, green jobs, or local flood-risk, and agree to share progress with other councils.

As Leader of Cheshire West and Cheshire council I was delighted to join the network. I look forward to sharing our work on renewables and resilience, and to hearing from other councils.

Councillor Mike Jones

Chairman,
LGA Environment and Housing Board



Cllr Mike Jones and Cllr Hugo Deynman sign the Climate Local commitment, November 2012

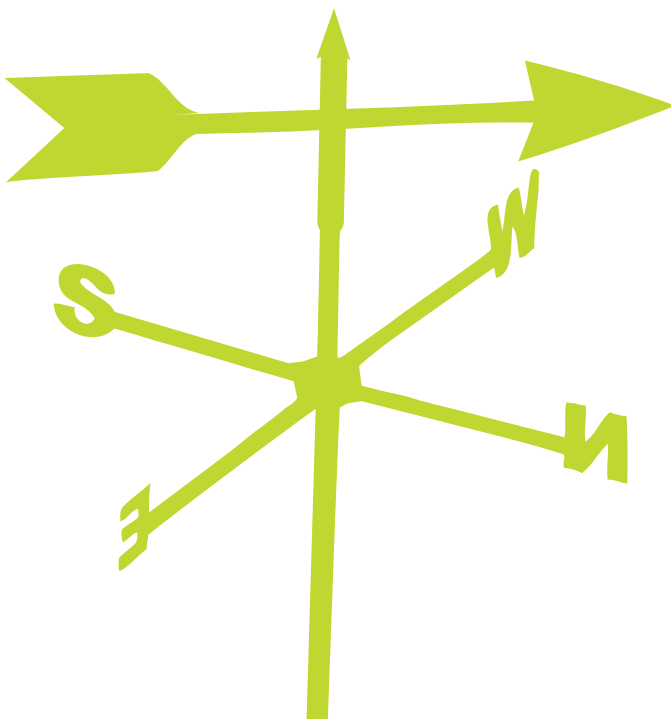
What is Climate Local?

Climate Local is an LGA initiative to drive, inspire and support council action on a changing climate. The initiative supports councils' efforts both to reduce carbon emissions and also to improve their resilience to the affects of our changing climate.

Climate Local is helping councils across the country to realise the opportunities and capture the benefits of action on climate change, including saving on their energy bills, generating income from renewable energy, attracting new jobs and investment in 'green' industries, reducing flood risks, tackling fuel poverty and protecting our natural environment.

It consists of:

- a Climate Local Commitment – for councils to sign to demonstrate their commitment to addressing climate change and to challenge themselves to build on their existing achievements
- a set of topic-based guides and templates to help guide councils in setting local commitments and milestones and reaching their ambitions
- new web-based resources and support - an online community and opportunities for peer learning
- a Climate Local Steering Group - bringing together nominated members of the LGA's Environment and Housing Board, council representatives and national partners.



How will it help councils?

Becoming a Climate Local council provides a way to show council leadership on climate change. It enables councils to demonstrate leadership individually – to their communities, stakeholders and peers – and collectively – to Government and other national stakeholders.

The Climate Local initiative aims to:

- drive and inspire councils to act on the causes and effects of climate change
- enable councils to demonstrate their commitment, ambition and achievements
- enable councils to show collective leadership on climate change
- provide a framework through which councils can organise and plan their journey in addressing climate change
- provide a forum for peer-to-peer learning and support for councils.

The first step to becoming a Climate Local council is signing up to the Climate Local commitment (See Annex 1 – Climate Local Commitment).

Sir Merrick Cockell, Chairman of the LGA:

“The aim of Climate Local will be to drive and champion council-led action on climate change in a way which will ensure local authorities can get the best results and value for money with the resources they have available.”

**Cllr Paul Carter, Leader of Kent County Council,
Chairman of the Kent Forum:**

“Climate Local is great opportunity for us to show leadership and practical action to cut energy bills for hard-pressed local families and businesses. We’ll set local targets to address real priorities.”

**Cllr Alan Clark, Portfolio Holder for Energy and Sustainability,
Nottingham City Council**

“We are really proud to be signing this agreement and to build on Nottingham’s heritage and achievements in tackling climate change. We will continue to improve our own energy use, create affordable energy for the city and encourage the growth of ‘green’ jobs. Climate Local will work with local people to set local action plans to tackle climate change.”

How can my council get involved?

By signing the commitment, your council will be asked to:

- set out the actions you intend to undertake locally to reduce carbon emissions and respond to changes in the climate within your own operations, your services and with your local community.
- set out your level of ambition and how you are going to monitor and demonstrate your achievements.
- Share with other councils and with national partners:
 - the actions you are undertaking and your ambitions
 - your progress
 - the learning from your experiences and achievements.

Support for councils to develop commitments and actions is available through the LGA website (www.local.gov.uk/climate-change).

Examples of council commitments and actions are available through the **Climate Local Network** group. To join go to: <https://knowledgehub.local.gov.uk>



How does Climate Local work?

Becoming a Climate Local council involves a four-stage cycle.

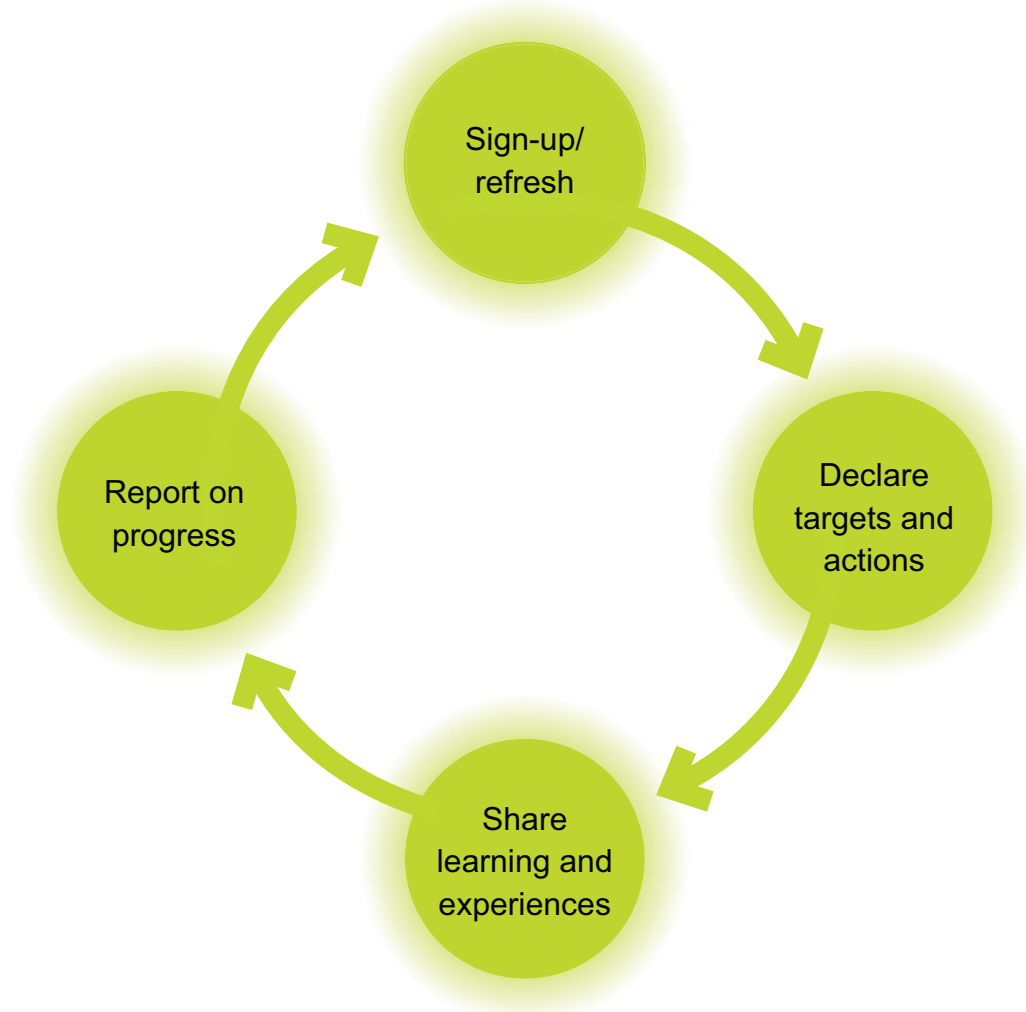


Figure 1. The Climate Local cycle

1. Sign-up to the Climate Local commitment

The first step is to sign-up to the Climate Local commitment [See Annex 1 – Climate Local Commitment]. You can sign up as an individual council or as a group of authorities.

LGA will then add you to the interactive map on the LGA website and will welcome you into the Climate Local family, signposting you to sources of support to help you on your journey.

To view the map online go to: www.local.gov.uk/climate-change

2. Declare commitments and actions

Once you have signed-up, you will be asked to set out the commitments and actions you intend to undertake locally. You will be asked to do this within six months of signing-up.

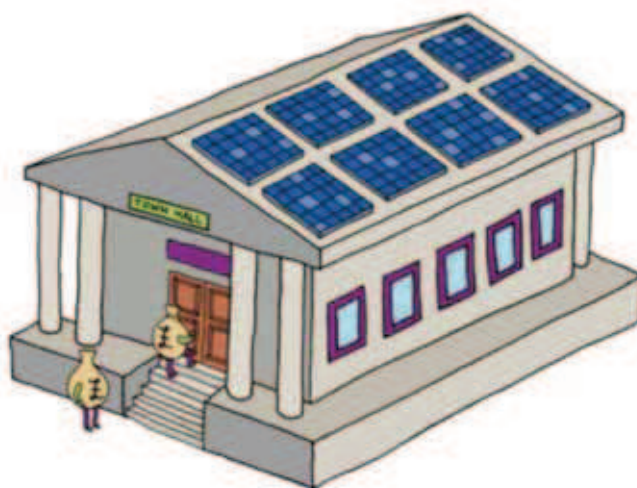
Whilst it is up to councils to determine their own local commitments and actions, all councils should be able to put forward a number of commitments and actions across the mitigation and adaptation agendas. However, care needs to be taken to ensure that the commitments are realistic and deliverable. So before setting your commitments think about:

- **How will you use Climate Local?** Are you just starting out in developing your response to climate change? Or are you using it as an opportunity to reiterate or reinvigorate your existing commitments, or to stimulate new action?
- **What are your priorities?** It will be important to take a strategic approach to Climate Local. Understanding your baseline position in terms of carbon emissions and climate vulnerability will help you to work out where best to focus your efforts and enable clear priorities to be set.
- **What level of resources is available for delivery?** The Climate Local topic guides include advice about funding sources but you also need to think about your internal staff resources and the resources of partner organisations for delivering on the commitments you make, monitoring progress and sharing your learning and experiences.

- **How will you report on and share progress?** Climate Local asks councils to share progress on their commitments and actions and provides a light-touch template for doing this. However, think about whether the commitments and actions you are signing-up to are manageable in terms of reporting and sharing progress.

The LGA have a template for you to set out your chosen commitments and actions [See Annex 2 – Commitments and Actions Template]. Actions should be specific, measurable and time bound.

LGA have also provided a menu of possible commitments and actions that is available through the Climate Local network. Councils are encouraged to adapt these suggestions to suit their own priorities and also to create their own locally-determined commitments and actions.



3. Sharing learning and experiences

As a Climate Local council you will be actively encouraged to share your learning and experiences with other councils. The Climate Local network on the LGA Knowledge Hub provides an interactive space for councils to share case studies and materials and to swap advice.

The LGA will also facilitate opportunities for face-to-face learning for Climate Local councils – including a Climate Local conference in March 2013. We will also publish your commitments and actions so that we demonstrate how councils are taking a lead.

4. Sharing progress

To celebrate your achievements and to let your communities and stakeholders know how you are getting on, you will be asked to share progress on your commitments and actions once a year.

We have provided a simple template for you to do this [See Annex 3 – Sharing Progress Template].

1 (again!). Refresh your commitments and actions

Every year, we will ask that you refresh your commitments and actions to ensure that they remain current and relevant to local priorities.



How is the LGA supporting Climate Local?

The LGA is supporting Climate Local by:

- promoting the initiative to councils and running the sign-up process
- providing a forum for councils to share their ambitions, progress and learning through the Climate Local network
- facilitating the Climate Local Steering Group which provides a forum for councils to raise issues with Government and partners
- championing individual and collective council good practice through a range of initiatives including events, reports, website features, and e-bulletins.

For more information please contact:

Kamal Panchal

LGA Senior Advisor,
Environment and Housing

kamal.panchal@local.gov.uk

Local Government Association
Local Government House
Smith Square
London SW1P 3HZ

Annex 1

The Climate Local commitment

Climate Local [insert council(s) name]:

Our commitment to taking action in a changing climate

We recognise that our council has an important role to help our residents and businesses to capture the opportunities and benefits of action on climate change. These include saving money on energy bills, generating income from renewable energy, attracting new jobs and investment in 'green' industries, supporting new sources of energy, managing local flood-risk and water scarcity and protecting our natural environment.

We will progressively address the risks and pursue the opportunities presented by a changing climate, in line with local priorities, through our role as:

- community leader – helping local people and businesses to be smarter about their energy use and to prepare for climate impacts
- service provider – delivering services that are resource efficient, less carbon intensive, resilient and that protect those who are most vulnerable to climate impacts
- estate manager – ensuring that our own buildings and operations are resource efficient, use clean energy, and are well prepared for the impacts of a changing climate.

In signing this commitment, **we will:**

- **set locally-owned and determined commitments** and actions to reduce carbon emissions and to manage climate impacts. These will be specific, measurable and challenging
- **publish our commitments, actions and progress**, enabling local communities to hold us to account
- **share the learning from our experiences and achievements** with other councils
- **regularly refresh our commitments and actions** to ensure they are current and continue to reflect local priorities.

[Date]

[Name of council or group of councils]

[Signature of Leader or Mayor of Council]

Annex 2

Commitments and actions template

Climate Local [insert council name]:

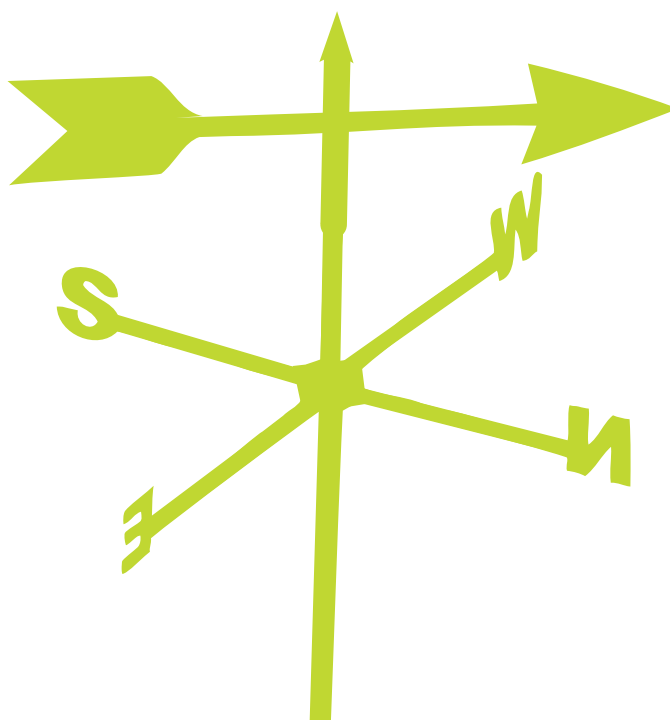
Our commitments and actions

_____ Council(s)

signed the Climate Local Commitment on _____ [date]
in recognition of the important role that local authorities have in tackling climate change.

In signing the Commitment we pledge to set locally-owned and determined targets and actions on both mitigation and adaptation and publish these within six months.

The table below sets out our priorities commitments the actions will undertake to deliver them. We will monitor our performance against these actions and report regularly on our progress. We will also regularly refresh this list of actions to ensure they are up-to-date and reflect local priorities.

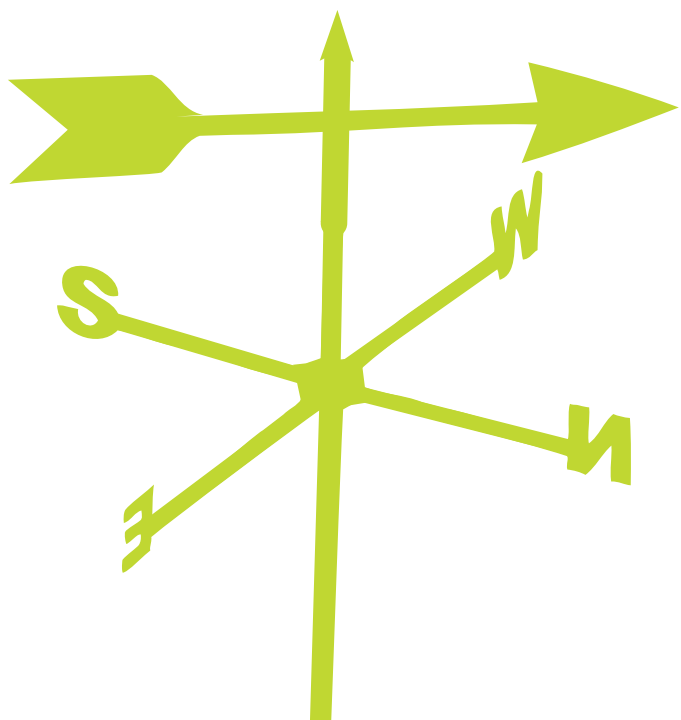


Low carbon pathways

In order to create an 'energy smart' low carbon future we make the following commitment(s):

Commitment:		
Justification:		
Specific action(s)	Measure	Timescale

Commitment:		
Justification:		
Specific action(s)	Measure	Timescale



Worked example:

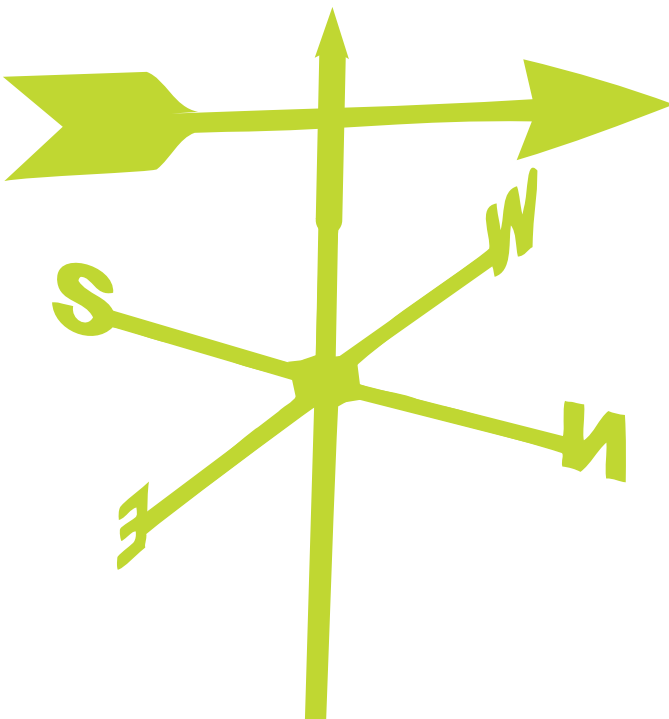
Commitment: We will reduce carbon emissions in the housing sector by 20 per cent on 2010 levels by 2020		
Justification: 50 per cent of the area's carbon emissions come from the housing sector		
Specific action	Measure	Timescale
We will go out to tender to secure a Green Deal provider	Green Deal provider will be in place	March 2013
Roll out a free loft insulation programme for the elderly and fuel poor	10,000 lofts will be insulated or topped-up	2016
We will run a Green Deal promotional campaign aimed at private householders	10,000 residents will receive Green Deal information packs Green Deal information pages published on council website	By December 2013

Climate resilience

In order to adapt to the risks and opportunities that our changing climate will present, we make the following commitment(s):

Commitment:		
Justification:		
Specific action(s)	Measure	Timescale

Commitment:		
Justification:		
Specific action(s)	Measure	Timescale



Worked example:

Commitment: We will ensure that flood risk is understood and planned for		
Justification: We have a good understanding of tidal and fluvial flood risk but a poor understanding of surface water flood risk		
Specific action	Measure	Timescale
We will work with the Environment Agency and other partners to develop an improved map of whom and what is at flood risk from all sources of flooding today, and to predict future flood risk for all flood sources.	Flood mapping results published	March 2014
We will develop a surface water management plan which identifies and prioritises areas at risk and develops more detailed plans for the priority areas.	Surface water management plan published	December 2012

Guidance notes for councils

1. Complete at least one action on mitigation and one on adaptation. Use the Menu of Local Commitments and Actions to guide your choice of actions, or feel free to create your own.
2. Use the Menu of Local Commitments and Actions to guide your choice of commitments. This menu is not exhaustive and councils are welcome to include and develop their own commitments to suit local priorities.
3. For each action, please be Specific (what is you want to achieve, how will you go about achieving it), ensure it is Measurable (how much, how many, how will you know when the action or target is accomplished) and Timebound (when will it be achieved).
4. When completed and published, please send to the LGA

Annex 3

Sharing progress commitment

Climate Local [insert council name]:

Our progress on [insert date]

Since signing up to Climate Local on _____ we have made the following progress towards achieving the commitments and actions we pledged on _____.

Mitigation

1.	Progress
Commitment:	[provide a summary of progress in achieving this commitment overall to date]
[insert commitment]	
Action(s):	Progress
[insert actions]	[provide a summary of progress in achieving this action to date]

Adaptation

1.	Progress
Commitment:	[provide a summary of progress in achieving this commitment overall to date]
[insert commitment]	
Action(s):	Progress
[insert actions]	[provide a summary of progress in achieving this action to date]



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L12-985

Climate Local

Background

Climate Local is an overarching declaration to deliver on local plans. It succeeds the Nottingham Declaration on Climate Change and offers a framework that can reflect local priorities and opportunities for action. It supports councils' efforts both to reduce carbon emissions and to improve their resilience to the anticipated changes in the climate.

Climate Local has been designed to help the councils across the country to capture the opportunities and benefits of action on a changing climate, through saving on their energy bills, generating income from renewable energy, attracting new jobs and investment in 'green' industries, reducing flood risks and managing the impacts of extreme weather.

It can be used as tool to enable us to share our successes and learn from other LA's. As Watford Borough Council is a proactive council in terms of sustainability it would not be required to do more than it has already committed to do. WBC would be one of the leading districts in Herts by signing the declaration, as Broxbourne have already signed up and other Herts districts are also considering signing up.

Plan for progression

Sign up is simple, it can be done by sending the signed declaration (wording below) to LGA and then following the steps below.

Step 1: Sign-up to the Climate Local commitment

An example declaration is as follows:

Climate Local [insert council(s) name]: Our commitment to taking action in a changing climate

We recognise that our council has an important role to help our residents and businesses to capture the opportunities and benefits of action on climate change. These include saving money on energy bills, generating income from renewable energy, attracting new jobs and investment in 'green' industries, supporting new sources of energy, managing local flood-risk and water scarcity and protecting our natural environment.

We will progressively address the risks and pursue the opportunities presented by a changing climate, in line with local priorities, through our role as:

- Community leader – helping local people and businesses to be smarter about their energy use and to prepare for climate impacts; -
- Service provider – delivering services that are resource efficient, less carbon intensive, resilient and that protect those who are most vulnerable to climate impacts;
- Estate manager – ensuring that our own buildings and operations are resource efficient, use clean energy, and are well prepared for the impacts of a changing climate.

In signing this commitment, **we will:**

- **Set locally-owned and determined commitments** and actions to reduce carbon emissions and to manage climate impacts. These will be specific, measurable and challenging;
- **Publish our commitments, actions and progress**, enabling local communities to hold us to account;
- **Share the learning from our experiences and achievements** with other councils; and
- **Regularly refresh our commitments and actions** to ensure they are current and continue to reflect local priorities.

Step 2: Declare commitments and actions within six months of signing up

Once we have signed-up, we will be asked to set out the commitments and actions we intend to undertake locally. We will be asked to do this within six months of signing-up. Whilst it is up to councils to determine their own local commitments and actions, all councils should be able to put forward a number of commitments and actions across the mitigation and adaptation agendas. However, care needs to be taken to ensure that the commitments are realistic and deliverable.

Step 3: Sharing learning and experiences through Climate Local networks

As a Climate Local council we will be actively encouraged to share our learning and experiences with other councils.

The Climate Local network on the LGA Knowledge Hub provides an interactive space for councils to share case studies and materials and to swap advice.

The LGA will also facilitate opportunities for face-to-face learning for Climate Local councils. We will also be able to publish our commitments and actions so that we can demonstrate how we are taking a lead.

Step 4: Sharing progress and refresh our targets annually.

To celebrate our achievements and to let our communities and stakeholders know how we are getting on, we will be asked to share progress on our commitments and actions once a year. Every year, we will need to refresh our commitments and actions to ensure that they remain current and relevant to local priorities.

Suggested WBC Climate Local Action Plan

A suggested WBC Climate Local Action Plan has been included below to give an idea of the commitments WBC could be making under Climate Local.

Commitment: We will refresh our Climate Change Action plan to ensure its targets are relevant and realistic targets are set for adaptation and mitigation.		
Justification: A new action plan will provide an opportunity for the council to reiterate and reinvigorate its commitment to tackling climate change.		
Specific action(s)	Measure	Timescale
Develop a new 5 year Action Plan which embed sustainability throughout the council	Hold workshops to develop a realistic council wide action plan	By April 2014

Commitment: We will work to reduce the council's Carbon emissions by 30% by 2015/16 from the base year 2009/10		
Justification: In accordance to our Carbon Management plan		
Specific action(s)	Measure	Timescale
Refresh the Carbon Management plan	Scope new projects that could develop	April 2014
Continue to report on our green house gas emissions as a basis for measurement	Build a robust system for GHG readings	July 2014
Build a network of Carbon Champions to encourage behaviour change amongst all staff	Procure a specialist carbon Champions team to produce a campaign with measurable outcomes	April 2014

Commitment: We will work to reduce carbon emissions in the borough's housing sector by 10% by 2017 (target to be confirmed)		
Justification: 40% of the borough's emissions come from the domestic sector.		
Specific action(s)	Measure	Timescale
Promote and deliver Green Deal to residents	Deliver Green Deal through Green Deal together (A consortium of council's joined as a Community Interest Company to become a Green Deal Provider)	By April 2014
Use ECO to subsidise energy efficiency measures where possible	Target residents to ensure those eligible for ECO are able to access it.	Ongoing
Awareness – local and county	<ul style="list-style-type: none"> - Raise awareness of Climate Change issues (i.e. energy efficiency, cold weather, heatwaves etc) through About Watford, website and posters - Partake in HSF's countywide awareness campaigns 	Ongoing
Use GIS and EPC data to target households with likely to benefit from Green Deal	Enter EPC data onto GIS system	By April 2014

Commitment: We will work to reduce the households in fuel poverty by 20% by 2018 (target to be confirmed)		
Justification: In accordance to our Home Energy Conservation Act Action plan		
Specific action(s)	Measure	Timescale
Use GIS and EPC data to target households with likely to be in fuel poverty	Enter EPC data onto GIS system	By April 2014
Use ECO to subsidise energy efficiency measures where possible	<ul style="list-style-type: none"> - Target residents to ensure those eligible for ECO are able to access it. - Seek out partnerships with local social housing providers and other partners to utilise ECO (and other) funding to target area based improvements. 	<p>Ongoing</p> <p>Ongoing</p>
Develop a fuel poverty action plan	Develop a specific fuel poverty action plan (in addition to the Private Sector Renewal Policy) that delivers WBC priorities and addresses the changes in the way fuel poverty is addressed (i.e. Green Deal and ECO)	April 2014

Commitment: Help businesses and organisations to reduce their Carbon Emissions as well as benefit from the opportunities Climate Change presents.		
Justification:		
Specific action(s)	Measure	Timescale
Facilitate businesses in exploiting opportunities from Climate Change	Help to build a local Green Deal installer network for Green Deal together, providing work to Local	Sep 2014

	businesses.	
Increase awareness of Green Deal to Businesses and Organisations to help to reduce energy costs.	Newsletters and marketing through the Green Business Pledge, Chamber of Commerce and other relevant bodies.	Ongoing

Commitment: Increase the environmental sustainability of new builds

Justification: To help meet the national target of carbon emissions being close to zero by 2050

Specific action(s)	Measure	Timescale
Ensure new builds are being built sustainably	Our Local Planning policies will be updated to reflect all new homes built from 2016 will be Carbon Zero. In case of any changes to National Policy, Watford Borough Council will require level 5 for Code for Sustainable Homes as a minimum	2016

Appendix A: Councils already signed up to Climate Local

Climate Local signatories – 29th October 2013

1. Ashford Borough Council
2. Bath & North East Somerset Council
3. Bedford Borough Council
4. Blaby District Council
5. Bolton Council
6. Bracknell Forest Borough Council
7. Broxbourne Borough Council
8. Bury Metropolitan Borough Council
9. Cambridge City Council
10. Camden Council
11. Canterbury City Council
12. Cheltenham Borough Council
13. Cherwell District Council
14. Cheshire West and Chester Council
15. Craven District Council
16. Dartford Borough Council
17. Daventry District Council
18. Dover District Council
19. Durham County Council
20. East Sussex County Council
21. Eastbourne Borough Council
22. Eastleigh Borough Council
23. Erewash Borough Council
24. Gedling Borough Council
25. Gloucestershire County Council
26. Gravesham Borough Council
27. Hampshire County Council
28. Haringey Council
29. Hastings Borough Council
30. Hinckley & Bosworth Borough Council
31. Hull City Council
32. Islington Council
33. Kent County Council
34. Kirklees Metropolitan Council
35. Knowsley Metropolitan Borough Council
36. Leicestershire County Council
37. Lewisham London Borough Council
38. Lincoln City Council
39. Lincolnshire County Council
40. Liverpool City Council
41. Maidstone Borough Council
42. Manchester City Council
43. Mansfield District Council
44. Newcastle Under Lyme Borough Council
45. North Kesteven District Council
46. North Somerset Council
47. Nottingham City Council
48. Oldham Metropolitan Borough Council
49. Oxford City Council
50. Oxfordshire County Council
51. Rochdale Metropolitan Borough Council
52. Rotherham Metropolitan Borough Council

53. Salford City Council
54. Sefton Metropolitan Borough Council
55. Sevenoaks District Council
56. Shepway District Council
57. South Gloucestershire Council
58. South Oxfordshire District Council
59. Staffordshire County Council
60. Stockport Metropolitan Borough Council
61. Sutton London Borough Council
62. Swale Borough Council
63. Tameside Metropolitan Borough Council
64. Test Valley Borough Council
65. Thanet District Council
66. Tonbridge & Malling Borough Council
67. Trafford Metropolitan Borough Council
68. Tunbridge Wells Borough Council
69. Vale of White Horse District Council
70. Waltham Forest London Borough Council
71. Warrington Council
72. West Lancashire Borough Council
73. West Oxfordshire District Council
74. West Sussex County Council
75. Wigan Metropolitan Borough Council
76. Woking Borough Council
77. Wolverhampton City Council
78. Wychavon District Council
79. Lake District National Park

Climate Local [insert council(s) name]:

Our commitment to taking action in a changing climate

We recognise that our council has an important role to help our residents and businesses to capture the opportunities and benefits of action on climate change. These include saving money on energy bills, generating income from renewable energy, attracting new jobs and investment in 'green' industries, supporting new sources of energy, managing local flood-risk and water scarcity and protecting our natural environment.

We will progressively address the risks and pursue the opportunities presented by a changing climate, in line with local priorities, through our role as:

- Community leader – helping local people and businesses to be smarter about their energy use and to prepare for climate impacts;
- Service provider – delivering services that are resource efficient, less carbon intensive, resilient and that protect those who are most vulnerable to climate impacts;
- Estate manager – ensuring that our own buildings and operations are resource efficient, use clean energy, and are well prepared for the impacts of a changing climate.

In signing this commitment, **we will:**

- **Set locally-owned and determined commitments** and actions to reduce carbon emissions and to manage climate impacts. These will be specific, measurable and challenging;
- **Publish our commitments, actions and progress**, enabling local communities to hold us to account;
- **Share the learning from our experiences and achievements** with other councils; and
- **Regularly refresh our commitments and actions** to ensure they are current and continue to reflect local priorities.

[Date]

[Name of council or group of councils]

[Signature of Leader or Mayor of Council]

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PART A

Report to: Cabinet
Date of meeting: 2 December 2013
Report of: Head of Democracy and Governance
Title: Watford Community Housing Trust

1.0 SUMMARY

1.1 This report provides Cabinet with the final report of the Watford Community Housing Trust Task Group and the Trust's initial response to the recommendations.

2.0 RECOMMENDATIONS

2.1 that Cabinet considers the Watford Community Housing Trust Task Group's final report and forwards any comments to Overview and Scrutiny Committee.

Contact Officer:

For further information on this report please contact: Sandra Hancock,
Committee and Scrutiny Officer
telephone extension: 8377 email: legalanddemocratic@watford.gov.uk

Report approved by: Carol Chen, Head of Democracy and Governance

3.0 DETAILED PROPOSAL

3.1 At its meeting on 21 November 2012, Overview and Scrutiny Committee agreed to establish a Task Group to investigate Councillor Khan's scrutiny proposal regarding 'Watford Community Housing Trust.

3.2 The final report incorporating the Task Group's recommendations was presented to Overview and Scrutiny Committee on 26 September 2013. The Scrutiny Committee reviewed the recommendations and agreed the report.

3.3 Following the approval of the Task Group's report it was emailed to the Chief Executive of Watford Community Housing Trust on 9 October 2013. A hard copy was sent once the printed version was available.

3.4 At the request of Overview and Scrutiny Committee the report has been circulated widely either by post or by signposting individuals to the Council's website. Those contacted include –

- The Chair of the Housing Trust's Board;
- The tenants who attended the drop-in session with the Task Group;
- All Watford Borough Councillors;
- The Three Rivers District Councillors for Leavesden and Abbots Langley wards;
- Residents' and Tenants' Associations, whose information has been supplied by Ward Councillors;
- The Head of Community and Customer Services and the Housing Section Head at Watford Borough Council

3.5 Watford Community Housing Trust has provided an initial response to the Task Group's recommendations and this information will be presented to Overview and Scrutiny Committee on 28 November 2013. The Housing Trust's Chief Executive will be attending Overview and Scrutiny Committee in January to formally respond to Members.

3.6 Cabinet is asked to note the recommendations to Watford Community Housing Trust and to forward any comments to Overview and Scrutiny Committee.

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 *There are no financial implications arising from this report.*

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Democracy and Governance comments that there are no legal implications in this report.

Appendices

Appendix 1 – Watford Community Housing Trust Task Group's report

Appendix 2 – Watford Community Housing Trust's initial response to the recommendations

Background Papers

Overview and Scrutiny Committee minutes 21 November 2012 and 26 September 2013

File Reference

None



WATFORD COMMUNITY HOUSING TRUST TASK GROUP

REVIEW OF SERVICES PROVIDED BY WATFORD COMMUNITY HOUSING TRUST

SEPTEMBER 2013

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9 - Cabinet minutes 18 February 2013	Pages 49 - 50

COMMITTEE MEMBERSHIP

Watford Borough Council

Members - Task Group

Councillor Asif Khan	Chair of the Task Group and Councillor for Leggatts Ward
Councillor Karen Collett	Councillor for Woodside Ward
Councillor Jackie Connal	Councillor for Holywell Ward
Councillor Stephen Johnson	Councillor for Leggatts Ward
Councillor Anne Joynes	Councillor for Leggatts Ward

Other Members attending

Councillor Ian Brandon	Councillor for Callowland Ward
Councillor Ian Brown	Councillor for Woodside Ward
Councillor Kelly McLeod	Councillor for Tudor Ward

External Support and Information

Tina Barnard	Chief Executive, Watford Community Housing Trust
Gareth Lewis	Director of Property and New Business, Watford Community Housing Trust
Loreen Herzig	Head of Customer Insight, Watford Community Housing Trust
Sue Pelton	Executive Assistant, Watford Community Housing Trust

Officer Support

Watford Borough Council

Sandra Hancock	Committee and Scrutiny Officer
Rosy Wassell	Committee and Scrutiny Support Officer

PROPOSED RECOMMENDATIONS TO PRESENT TO OVERVIEW AND SCRUTINY COMMITTEE

Proposed Recommendations:

COMMUNICATION

1. All new tenants should be visited by an officer of the Trust to ensure that they are satisfied with their living arrangements
2. To inform residents that their neighbourhood teams are available to clarify any issues
3. The handbook must be made more user-friendly, updated regularly and accessible to all residents
4. To improve clarity in presentation of bills sent to residents ensuring that all charges are clearly itemised
5. To provide a clear process for residents to query any charges with which they disagree
6. To reduce the waiting time for residents to an 'industry acceptable' service. The telephone should be answered within six rings.
7. A free phone number should be introduced for residents to call the Trust
8. The Trust website must be updated daily to ensure its contact details are current
9. The Trust website must reflect the needs of its tenants and its aims and strategies
10. Staff who communicate with residents must have regular training
11. A clear process needs to be put in place where vulnerable residents are recognised and services provided to them to meet their individual needs.
12. The process to communicate with vulnerable residents must be clear. Staff should be proactive in dealing with vulnerable residents.

SERVICE CHARGES

13. Service Charges must be constantly reviewed.
14. Service Charges should be itemised for each individual property and items clearly defined.

REPAIRS

15. The 'first time' satisfaction rate must be increased substantially
16. A much more vigorous monitoring of contractors by managers must be undertaken
17. Residents to be positively encouraged to return satisfaction surveys
18. The Trust must be much more accountable to its residents and stakeholders

PERFORMANCE

19. The Trust should demonstrate to tenants that they are working towards joining the top quartile group of its peers.
20. The Trust should reaffirm its commitment that the development of 500 new homes in the areas of Watford and Three Rivers by 2016 is a main objective of its business plan.

The Task Group would like to acknowledge that Watford Community Housing Trust had achieved some good results in the five years of their administration. They have noted compliments received from tenants who have praised the good quality of sheltered accommodation and the helpful attitude of many members of staff at the Trust's Clarendon Road offices.

BACKGROUND INFORMATION

At the meeting of the Overview and Scrutiny Committee on 21 November 2012 Councillor Khan said that he would like to propose a review on the Watford Community Housing Trust (WCHT) as between 40% and 50% of his casework related to the Trust.

The Committee and Scrutiny Officer advised that she would circulate the proposal form to Members interested in taking part.

It was anticipated that the review would produce the following outcomes:

- An improvement in the quality of service provided by the WCHT for repairs
- A review of the policies in place regarding vulnerable residents
- A review of the ways in which WCHT communicated with all stakeholders

In order to obtain relevant evidence it was proposed that:

- Feedback be obtained from local residents through a survey
- Interviews be conducted with residents
- A check should be made of Performance data

The Task Group would comprise:

Councillor Asif Khan (Proposer)	–	Councillor for Leggatts Ward
Councillor Karen Collett	–	Councillor for Woodside Ward
Councillor Jackie Connal	–	Councillor for Holywell Ward
Councillor Stephen Johnson	–	Councillor for Leggatts Ward
Councillor Anne Joynes	–	Councillor for Leggatts Ward

SUMMARY OF MEETINGS

First Meeting - 16 April 2013

Councillor Khan was elected Chair.

Members agreed that the following information would be useful:

- How complaints from tenants were dealt with – whether a form were available for tenants to use to feed back on contractors' repair work
- Whether there was any form of quality control for work – what internal checks and control systems were in place
- What procedures and policies were in place to help vulnerable residents
- What procedures were employed by residents when they had a complaint, the quality of the response and whether the matter was satisfactorily resolved
- An understanding of procedure regarding void properties, specifically the process for making the property available for new tenants

Members discussed the recently introduced service charges; there had been considerable casework for ward councillors associated with these charges and Members considered that greater clarity in the Trusts' communication was required.

Information Gathering:

Members agreed that information could be gained through:

- A survey of residents
- The Trust's annual report
- An informal meeting between Members and residents to discuss issues on which residents had concerns.

The following ACTIONS were AGREED:

1. That Members devise a survey for residents asking for their views on:

- Communication with the Trust
- Repairs
- Complaints
- What the Trust does well and what could be improved

Members to format questions and email to other members of the task group by the following week.

2. Service Charges:

- To request clarity from the Trust on what the service charges cover.
- It was agreed that different areas of the borough would require different letters on this issue.

3. Informal meetings:

- Members to collect information at the informal meetings and then collate responses.

The minutes for this meeting can be found in Appendix 2 to this report

Second Meeting - 30 May 2013

Tenants had been invited to attend an informal meeting with Members to bring to their attention any problems they may have encountered in dealing with the Trust.

Attendees were given survey forms to fill in and the results analysed.

At least 30 members of the public attended the meeting and 30 completed forms were received.

Below is a brief summary of responses:

- 19 responses indicated that tenants were unhappy with the Trusts' housing repairs service
- 23 respondents were unsatisfied with the way their issues were dealt with by the Trust
- 24 people said that they would be willing to complete a satisfaction slip
- 28 respondents felt that individual letters should be sent to tenants with clearer information regarding the service charges

Full details of the Residents' survey can be found in Appendices 6, 7 and 8 of this report.

Third Meeting - 30 July 2013

Members had noted the results of the residents' survey forms.

The Task Group noted that attendees had raised the following points:

- Communications: Tenants considered that information in the Trusts' communications was frequently difficult to understand
- Void properties: Tenants had made complaints that repairs had not been completed prior to their moving into new properties.
- Quality Control: Tenants had stated that staff did not check that repairs were satisfactorily completed and that contractors did not arrive at the appointed time.
- Satisfaction slips: Tenants would like to fill in a satisfaction slip once work had been completed.

Members agreed to invite members of the Trust's board to a meeting in order to discuss areas in which they considered that tenants were experiencing problems.

Members compiled a list of questions which included queries on communication, service charges and repairs.

The minutes for this meeting can be found in Appendix 3 to this report

Fourth Meeting - 21 August 2013

The Task Group had invited members of the Watford Community Housing Trust to this meeting. Tina Barnard, Chief Executive of the Trust, Gareth Lewis, Director of Property and New Business and Loreen Herzig, Head of Customer Insight, were able to attend.

The Trust's representatives replied to Members' questions on:

- Aims and Strategies
- Communication
- Service Charges
- Repairs
- Social Enterprise

The minutes for this meeting can be found in Appendix 4 to this report

Fifth Meeting - 3 September 2013

Members discussed the meeting with the Watford Community Housing Trust's representatives and the answers they had received.

The questions and answers received by the Trust were considered and the Task Group drew up the list of recommendations which they hoped to present to the Overview and Scrutiny Committee on 26th September.

The minutes for this meeting can be found in Appendix 5 to this report

RECOMMENDATIONS AND COMMENTS

COMMUNICATION

Recommendation 1 ~ All new tenants should be visited by an officer of the Trust to ensure that they are satisfied with their living arrangements

The Task Group learnt that problems had arisen for tenants who had moved into Trust properties. Examples included difficulty in reading meters, faults in properties and complaints that issues were not resolved prior to the tenancy starting. The Task Group concluded that all new tenants should receive a visit from an officer to ensure that they are finding their homes satisfactory. Any problems could then be dealt with as soon as possible.

It would also be helpful if the Neighbourhood teams visited on a regular basis to remain aware of any problems the tenants were experiencing.

Recommendation 2 ~ To inform residents that their neighbourhood teams are available to clarify any issues

The Trust 's Chief Executive had stated that any communication with tenants must be legally binding and that tenants could request help from the neighbourhood teams or from the Citizens' Advice Bureau. The Task Group considered that tenants should be fully aware that neighbourhood teams could assist them in clarifying any issues which were unclear.

Recommendation 3 ~ The handbook must be made more user-friendly, updated regularly and accessible to all residents

At the meeting with the Task Group, the Trust's Director of Property and New Business advised that a new tenant should take an 'opening' meter reading using the tenants' handbook. One Task Group member, however, noted that instructions for using certain equipment were incorrect.

The Task Group was also concerned that not every resident could access the contents of the handbook (some residents had sight problems or were unable to read). It was felt that the handbook should be accessible to all and that special attention be given to the needs of vulnerable tenants.

Regular updating would necessarily mean that tenants could be regularly supplied with new handbooks or at least updated information in accessible form.

Recommendation 4 ~ To improve clarity in presentation of bills sent to residents ensuring that all charges are clearly itemised

Residents find bills sent by the Trust convoluted and unclear. They frequently cause tenants anxiety and stress leading some tenants to believe that they have been charged twice for the same service. The Task Group felt that bills should be much clearer and should be fully itemised. It was considered that bills should be individualised, to take into account not only individual properties but also the needs of vulnerable tenants.

Recommendation 5 ~ To provide a clear process for residents to query any charges with which they disagree

It was understood that some tenants had had difficulty understanding bills they were sent. It was frequently believed that they had been charged the incorrect amount. In addition they had found difficulty in obtaining answers to their queries.

Recommendation 6 ~ To reduce the waiting time for residents to an 'industry acceptable' service. The telephone should be answered within six rings.

Tenants had advised that they had received no response when telephoning the Trust.

The Trust had informed that it took an average of 89 seconds for a caller to speak to the member of staff who could deal with their enquiry. This was considered to be far too long; it was imperative that this be improved upon.

Recommendation 7 ~ A free phone number should be introduced for residents to call the Trust

This initiative would be helpful for tenants who had difficulty accessing the Trust.

Recommendation 8 ~ The Trust website must be updated daily to ensure its contact details are current

Members noted that the website frequently displayed out of date information.

Recommendation 9 ~ The Trust website must reflect the needs of its tenants and its aims and strategies

Both Tenants and members of the Task Group had found the website difficult to access and to navigate.

Recommendation 10 ~ Staff who communicate with residents must have regular training

Councillors noted that they had received complaints from residents who had felt intimidated by staff at the Trust. Tenants who had attended the 'drop in' session had made similar complaints. The Task Group considered that it was important that staff had regular 'customer facing' training which should also include training in diversity awareness.

Recommendation 11 ~ A clear process needs to be put in place where vulnerable residents are recognised and services provided to them to meet their individual needs.

It was noted that tenants of the Trust had greatly varying needs. In addition to regular training in dealing with customers, staff should have additional training in order to effectively deal with the individual needs of vulnerable tenants.

Recommendation 12 ~ The process to communicate with vulnerable residents must be clear. Staff should be proactive in dealing with vulnerable residents.

At a meeting with the Task Group, the Trust's Chief Executive advised, that WCHT had profile information on all tenants; this was regularly updated. The Task Group appreciate that a number of the Trust's tenants could be classed as 'vulnerable' and consequently needed specialised help in order for them to access services.

The Task noted that bills appeared to be unclear in general. This was an even greater problem for vulnerable residents: e.g. those who had difficulty reading the bills or had other disabilities. It was considered that staff work more proactively in order to ensure clear communication with all tenants.

SERVICE CHARGES

Recommendation 13 ~ Service Charges must be constantly reviewed.

The Task Group recognises that Service Charges have caused great anxiety and concern to residents and that some tenants had been charged for services they had not received. The Task Group agreed that greater clarity with regard to the charges was imperative.

Recommendation 14 ~ Service Charges should be itemised for each individual property and items clearly defined.

Fully itemised bills would ensure that tenants paid only for services which they had received. Where tenants had been charged for services for which they had not been provided, full and immediate refunds should be made.

REPAIRS

Recommendation 15~ The 'first time' satisfaction rate must be increased substantially

The Trust's target for achieving a satisfactory result first time was 75%. In actuality, 74.9% had been achieved. The Task Group felt that this was unacceptable and must be substantially increased.

The Task Group recommended that the Trust take a more professional attitude towards residents' repairs. A letter to tenants prior to the first visit would be advisable and also a telephone call to let the tenant know the contractor was en route.

Recommendation 16~ A much more vigorous monitoring of contractors by managers must be undertaken

According to tenants at the 'drop in' session, the staff did not check that repairs were completed satisfactorily. Other residents had reported that contractors had sometimes arrived without a prior appointment.

The Task Group felt that the Trust should more fully monitor completion of work. This would include the return of feedback forms from tenants.

Recommendation 17~ Residents to be positively encouraged to return satisfaction surveys

Tenants at the 'drop in' session had stated that they would like to fill in a satisfaction slip after work had been completed. The Task Group agreed that in order to ensure that tenants' views were taken into consideration, they should be positively encouraged to advise on completed work.

One Member suggested that every contractor be supplied with a survey form which he could give to the tenants once work had been finalised. The contractor should also encourage the tenants to return the slip.

It was agreed that the satisfaction slips should be graded by the Trust.

Recommendation 18 ~ The Trust must be much more accountable to its residents and stakeholders

Members considered that the repairs service was inadequate and that the Trust's priority should be towards management of buildings and homes with less involvement in community issues.

Recommendation 19 ~ The Trust should demonstrate to tenants that they are working towards joining the top quartile group of its peers.

When the Trust is benchmarked with the peer group top quartile its performance is poor. Last year it performed consistently below this standard. Members felt that this is an area the Trust must address.

Recommendation 20 ~ The Trust should reaffirm its commitment that the development of 500 new homes in the areas of Watford and Three Rivers by 2016 is a main objective of its business plan.

Members were concerned that at the Task Group's meeting with the Trust, the term "aspiration" was used.

BIBLIOGRAPHY AND APPENDICES

Bibliography

The following documents were found to be useful:

1. Report to Cabinet 18 February 2013:

<http://watford.moderngov.co.uk/documents/s4348/Report%20of%20the%20Executive%20Director%20Services.pdf>

2. Watford Community Housing Trust Internal Audit 2012:

<http://watford.moderngov.co.uk/documents/s4349/Appendix%20I.pdf>

3. WBC Housing Strategy 2008 – 2011 / 2008 – 2013:

<http://watford.moderngov.co.uk/Data/Call-In%20and%20Performance%20Scrutiny%20Committee/20090924/Agenda/att2980.pdf>

Appendices:

- Appendix 1: Task Group scope
- Appendix 2: Minutes 16 April 2013
- Appendix 3: Minutes 20 July 2013
- Appendix 4: Minutes 21 August 2013
- Appendix 5: Draft Minutes 3 September 2013
- Appendix 6: Residents' Survey 30 May 2013
- Appendix 7: Residents' Survey summary of responses
- Appendix 8: Residents' Survey additional comments
- Appendix 9: Cabinet minutes 18 February 2013

Suggestions for topics to be scrutinised – evaluation table

A Member, Officer or member of the public suggesting a topic for scrutiny must complete Section 1 as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

Section 1 – Scrutiny Suggestion	
Proposer: Councillor Asif Khan	
<p>Topic recommended for scrutiny:</p> <p><i>Please include as much detail as is available about the specific such as;</i></p> <ul style="list-style-type: none"> • <i>areas which should be <u>included</u> in the review.</i> • <i>areas which should be <u>excluded</u> from the review.</i> • <i>Whether the focus should be on past performance, future policy or both.</i> 	<p style="text-align: center;"><i>Give details</i></p> <p>The area of scrutiny is the quality of service provided by Watford Community Housing Trust to local residents. Including areas of repairs.</p> <p>Other areas that need to be looked at include the introduction of the service charges by the WCHT and its financial impact on residents and how the charges will affect the quality of service level.</p> <p>What policies are in place to improve this and the levels of control the WCHT has in place to resolve complaints.</p> <p>How does the WCHT communicate to all stakeholders, including residents, tenants, councillors and council officials.</p>
<p>Why have you recommended this topic for scrutiny?</p>	<p style="text-align: center;"><i>Give details</i></p> <p>Much of my casework involves dealing with residents' complaints about the poor level of repairs. It also includes service that is received from the WCHT. There have been a number of examples where the most vulnerable have had poor service which resulted in an anxious time for them.(for example, a pensioner on means tested benefit without heating for 4 days during the snow. A family with young children without heating or hot water for 5 days)</p>

What are the specific outcomes you wish to see from the review?

Examples might include:

- *To identify what is being done and what the potential barriers are;*
- *To review relevant performance indicators;*
- *To compare our policies with those of a similar authority;*
- *To assess the environmental/social impacts;*
- *To Benchmark current service provision;*
- *To find out community perceptions and experience;*
- *To identify the gap between provision and need*

Give details

To see an improvement for the quality of service provided by the WCHT on repairs.

To review the policies in place regarding vulnerable residents.

To review the ways in which The WCHT communicates with all stakeholders.

<p>How do you think evidence might be obtained?</p> <p><i>Examples might include</i></p> <ul style="list-style-type: none"> • Questionnaires/Surveys • Site visits • Interviewing witnesses • Research • Performance data • Public hearings • Comparisons with other local authorities 	<p style="text-align: right;"><i>Give details</i></p> <p>Feedback from local residents.</p> <p>Interviews of tenants (some maybe willing to come to the meetings and pass on their comments)</p> <p>Check performance data.</p> <p>Feedback from survey</p>
<p>Does the proposed item meet the following criteria?</p>	
<p>It must affect a group or community of people</p>	<p style="text-align: right;"><i>Give details</i></p> <p>It impacts WCHT tenants and residents who live in areas where the WCHT now manages.</p>
<p>It must relate to a service, event or issue in which the council has a significant stake</p>	<p style="text-align: right;"><i>Give details</i></p> <p>It relates to the management of the housing stock and the areas which the WCHT now looks after which was once done by the council.</p>

<p>It must not have been a topic of scrutiny within the last 12 months</p> <p><i>There will be exceptions to this arising from notified changing circumstances. Scrutiny will also maintain an interest in the progress of recommendations and issues arising from past reports.</i></p>	<p>NA</p> <p><i>Please confirm</i></p>
<p>It must not be an issue, such as planning or licensing, which is dealt with by another council committee</p>	<p>NA</p> <p><i>Please confirm</i></p>
<p>Does the topic meet the council's priorities?</p>	<ol style="list-style-type: none"> 1. Making Watford a better place to live in ✓ 2. To provide the lead for Watford's sustainable economic growth 3. Promoting an active, cohesive and well informed Town ✓ 4. To operate the Council efficiently and effectively <p><i>Please confirm which ones</i></p>

<p>Are you aware of any limitations of time, other constraints or risks which need to be taken into account?</p> <p><i>Factors to consider are:</i></p> <ul style="list-style-type: none"> • <i>forthcoming milestones, demands on the relevant service area and member availability:</i> • <i>imminent policy changes either locally, regionally or nationally within the area under review.</i> 	<p style="text-align: right;"><i>Include details</i></p> <p>There is an introduction of the WCHT service charges. Service charges will be introduced in April 2013 Ground maintenance charges will be introduced in April 2014</p>
<p>Does the topic involve a Council partner or other outside body?</p>	<p style="text-align: right;"><i>Include details</i></p> <p>It involves the Watford Community Housing Trust.</p>

<p>Are there likely to be any Equality implications which will need to be considered?</p> <p><i>Protected characteristics under the Equality Act 2010 are:</i></p> <ul style="list-style-type: none"> • Age • Disability • Gender reassignment • Pregnancy or maternity • Race • Religion or belief • Sex • Sexual orientation • Marriage or civil partnership (only in respect of the requirement to have due regard to the need to eliminate discrimination) 	<p>An impact of quality of services and repairs needs to involve whether certain groups with protected characteristics are being affected over the other.</p>
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<p>Sign off <i>(It is expected that any Councillor proposing a topic agreed by Overview and Scrutiny Committee will participate in the Task Group)</i></p>	
<p>Councillor/Officer Asif Khan</p>	<p>Date 23/01/13</p>

WATFORD COMMUNITY HOUSING TRUST TASK GROUP

16 April 2013

Present: Councillor Khan (Chair)
Councillors Collett, Connal and Joynes

Officers: Committee and Scrutiny Officer
Committee and Scrutiny Support Officer (RW)

1. ELECTION OF CHAIR

The Task Group was asked to elect a Chair for the Task Group.

AGREED

that Councillor Khan be elected Chair of the Watford Community Housing Trust Task Group.

2. APOLOGIES FOR ABSENCE

Apologies had been received from Councillor Johnson.

3. DISCLOSURES OF INTEREST

There were no disclosures of interest.

4. SCRUTINY PROPOSAL – WATFORD COMMUNITY HOUSING TRUST

The Committee and Scrutiny Officer explained the documents with which the Task Group members had been supplied.

The Committee and Scrutiny Officer referred to the Performance Data report, which had been presented to Call-in and Performance Scrutiny Committee in 2009. She advised that much of the information was now out of date; the Housing Trust intended to update this information to provide performance statistics and benchmarking. She added that the Councillors' news sheet had been included and said that the Trust had asked whether the Task Group would like any other information to be forwarded as background information.

The Chair stressed that the group was keen to work with the Trust as it was felt that officers performed well. He added however, that some local residents had raised specific concerns.

Further Information considered necessary to carry out the review

Councillor Collett noted that it would be useful to obtain information on how complaints from tenants were dealt with. She asked whether a form were available for tenants to use in order to feed back on repair work by contractors.

Councillor Joynes questioned whether there was any form of quality control for work provided.

The Chair said that it would be wise to ascertain what procedures and policies were in place to aid vulnerable residents such as the very young or the elderly. He added that the Task Group should also identify what procedures were put in place to remedy problems.

Members commented on individual situations where problems had not been resolved in timely fashion.

Councillor Connal explained that residents were unsure whom to contact in order to achieve a speedy result; Councillor Joynes considered that timeframes for completion of work should be written into the service level agreement.

Councillor Collett said that it would be useful to know which tenants had recently requested repair work and what their experience had been. She added that in the event that tenants had had cause for complaint it would be instructive to know what procedures they had employed to complain, the quality of response and whether the matter had been resolved to the resident's satisfaction.

Questions to be raised with Watford Community Housing Trust

The Committee and Scrutiny Officer suggested that the Trust be presented with scenarios and asked what processes would be employed in those cases and what further steps would be taken if residents were not satisfied with results. She urged that these questions should not be specific residents' cases.

Councillor Collett noted problems which had occurred in relation to void properties.

The Task Group agreed that it would be wise to understand the procedure regarding void properties: specifically the process of making the property available for the new occupants.

The Committee and Scrutiny Officer suggested that questions on void properties could be linked with queries on repairs.

The Chair said that it would be relevant to know what internal checks and control systems were in place; Councillor Joynes added that it was important that constant reviews were conducted in order to understand which processes worked well and which did not.

The Chair raised the issue of the recently-introduced service charges stating that he had received a considerable quantity of casework on this matter.

Councillor Collett advised that several residents had contacted her as they felt that they were paying twice for the same work to be carried out. She added that there appeared to be several different ideas on what the charges were actually for and suggested that more clarity was required.

The Chair agreed with other members of the Group that the Trust could be more transparent when dealing with these charges.

How the Task Group wishes to gather the views of residents and tenants.

The Chair asked from whom the Task Group would like to obtain evidence and information. He considered that information from the Trust would be imperative and added that it was probable that at least two residents from his ward would be prepared to give evidence.

The Committee and Scrutiny Officer reminded Members that questions should be limited to the scope of the Task Group and should not include any other matters.

The Task Group then discussed how evidence could be gathered.

The Chair referred to page 3 of the evaluation table and said he considered that evidence could be gained from a survey of residents and also through the Trust's annual report.

The Committee and Scrutiny Officer explained that whilst the Council did not have access to residents' addresses, it would be possible to conduct the survey with the assistance of the Trust and residents' associations. She added that surveys could also be achieved through invitation to tenant groups although numbers of invitees should be limited. She suggested that a meeting could be arranged where small groups of residents could meet with Members on an informal basis in order to discuss issues on which they had concerns.

The Task Group considered that this would work well as invitees could include a diversity of local residents and feedback would also be easier to obtain through a focus group. The Chair advised that residents could write comments for posting in a 'suggestions box' if they did not wish to speak to individual councillors at the meeting.

The Committee and Scrutiny Officer suggested that a letter of invitation be drawn up which could be forwarded to tenant groups.

It was noted that it would not be possible for officers to minute the informal meetings with residents.

Suggestions to advertise the survey included an item in the Watford Observer, information in the 'About Watford' magazine and a poster.

It was considered wise to conduct the survey before consultation with Watford Community Housing Trust.

The Chair suggested that other councillors could be invited to the consultation meeting with the Trust.

ACTIONS:

1. To devise a survey for residents asking for their views on:
 - Communication with the Trust
 - Repairs
 - Complaints
 - What the Trust does well and what could be improved

Members to format questions and email to other members of the task group by the following week.

2. Service Charges:
 - To request clarity from the Trust on what the service charges cover.
 - It was agreed that different areas of the borough would require different letters on this issue.
3. Informal meetings:
 - Members to collect information at the informal meetings and then collate responses.
 - A box to be made available for written comments.
 - A meeting room to be booked: possibly the amenity area on the ground floor
 - Two sessions could be held on the same evening: possibly at 6.00 p.m. and 7.00 p.m.
4. Committee and Scrutiny Support Officer to email Councillor Johnson to update on the current meeting.

5. **DATE AND TIME OF NEXT MEETING**

It was AGREED that the next meeting would take place after the forthcoming elections. 13th and 15th May were suggested. Members to email Democratic Services to advise which date would be most convenient.

Group

The meeting started at 6.35 p.m.
and finished at 7.30 p.m.

Chair
Watford Community Housing Trust Task

f 30/04

WATFORD COMMUNITY HOUSING TRUST TASK GROUP**30 July 2013**

Present: Councillor Khan (Chair)
Councillors Collett, Johnson and Joynes

Officers: Committee and Scrutiny Support Officer (RW)

6. APOLOGIES FOR ABSENCE

Apologies had been received from Councillor Connal.

7. DISCLOSURES OF INTEREST

There were no disclosures of interest.

8. MINUTES OF PREVIOUS MEETING

The minutes of the meeting of 16 April 2013 were submitted and signed.

9. RESIDENTS' SURVEY

The Task Group agreed that the meeting with tenants had been a very useful exercise. The Chair said that the quality and detail of tenants' responses had been excellent and he noted that a pleasing number of residents had attended the session.

The Group noted that tenants had raised the following points:

- Communications – Tenants found the information in newsletters and individual letters difficult to understand with complicated language. Councillor Collett felt that information should be written in more simple, plain English. She noted that some tenants needed support with reading.
- Void properties – It would be valuable to know what happened when a property was left empty. Two of the tenants at the meeting had stated that meters had not been changed nor repairs managed prior to them moving in.
- Quality Control – It appeared that staff did not check that repairs were completed satisfactorily; there were no inspections.
- Cleanliness of the communal areas was an issue for many tenants.
- Contractors did not arrive at the appointed time.
- Tenants would like to fill in a satisfaction slip after work had been completed
- Many tenants felt that there had been no improvement since take-over from the Council's management.

Communication

Councillor Collett noted that tenants had reported that they had had no response when telephoning the trust.

The Chair pointed out that the average reported response time between December 2012 and May 2013 had been 89 seconds. He added that whilst there was a strict set of rules with regard to response times the Council was unable to monitor this.

Members suggested that when one phone had rung for 30 seconds, the call should be diverted to another officer's phone. Members also questioned whether additional staff were employed during busy periods.

Councillor Collett expressed concern that some tenants had difficulty interpreting letters from the Trust. She said that the Trust should be asked whether individual letters were sent to those with special needs and whether the Trust was aware of which tenants might have a disability and consequently need help in this area. She suggested that the Trust be asked how communication was made more simple for tenants.

The Task Group agreed that it would be wise to determine in detail how the Trust communicated with tenants, specifically those with a disability and whether there was indirect discrimination.

The Task Group was also interested in tenants' experiences with staff at the Trust; tenants at the 'drop in' session on 30 May had complained that officers were not always polite during telephone conversations. The group proposed that the Trust should be asked:

- Whether the Trust was aware that some tenants felt intimidated by officers
- Whether the staff were trained in diversity awareness and how to deal with vulnerable tenants
- Whether a record was kept of which tenants had disabilities which made communication difficult

Service Charges

Councillor Collett suggested that clarity with regard to the maintenance charges was required. Tenants of the Trust felt that whilst they had to pay these charges under their tenancy agreement, there was no similar obligation on homeowners to do so.

Councillor Johnson agreed that this arrangement seemed unfair and expressed his concern that the Trust should be fair to all its tenants.

Members discussed the charges and agreed that all bills should ideally be itemised. It was agreed that:

- The bills appeared to be convoluted and unclear and caused tenants undue anxiety
- The bills' lack of clarity resulted in many tenants belief that they had been charged twice for the same service

Councillor Johnson suggested that it would be pertinent to know how much the Trust expected to raise through service charges, how much the initiative cost and whether it was cost effective. He quoted examples of costs including one for cleaning of communal areas at £2592 and questioned whether this was a 'market' rate or whether the residents could clean these areas themselves.

The Chair noted that a number of tenants at the meeting had mentioned Discretionary Payments; he said it would be wise to discover whether these were linked to the service charges, what services the discretionary payments provided and what would be the impact on the WCHT were these charges to be abandoned.

Repairs

Councillor Collett advised that the 2012 / 2013 report had stated that 74.9% of repairs had been completed within the target time frame. The group did not consider that this was satisfactory.

Councillor Joynes said that residents in her ward had advised that contractors had sometimes arrived to effect repairs or maintenance at their property without a prior appointment.

The Chair pointed out that utility companies were able to telephone customers and advise on arrival times; this service should also be provided by the Trust.

In response to a suggestion that the task group should concentrate on individual cases, Councillor Collett advised that the tenants themselves should not be named.

Members thought that the Trust provided an inadequate repairs service. It was considered that management of buildings and homes was taking a 'backseat' to community involvement.

The Task Group felt that the Trust should be asked:

- What were their main priorities
- Whether they considered that sufficient resources were expended on repairs and maintenance.
- How the Trust monitored completion of work, how this was carried out and whether the Trust management team had sight of feedback from tenants
- In what way requests from tenants for repairs were processed

Councillor Johnson said he would be interested in the Trust's priorities for its tenants and whether the Trust considered itself to be different from other residents' associations or housing trusts.

The Chair referred to the compliments offered by tenants at the meeting and pointed out that one tenant considered that the sheltered accommodation was of good quality and that the staff in Clarendon Road were 'good'.

Other members of the Task Group agreed that the newsletters and community booklets were good.

Councillor Johnson noted the Community Enterprise and expressed a wish to be informed by the Trust on how the tenants had benefited through this initiative and what had been achieved.

10. **DATE AND TIME OF NEXT MEETING**

The next meeting would take place on 21 August 2013 at 7.00 p.m. The Chief Executive of the Trust had agreed to attend and a list of areas of concern for the Task Group would be sent to her prior to the meeting.

Chair
Watford Community Housing Trust Task

Group
The meeting started at 2.30 p.m.
and finished at 4.00 p.m.

13/8

WATFORD COMMUNITY HOUSING TRUST TASK GROUP**21 August 2013**

- Present: Councillor Khan (Chair)
Councillors Collett, Connal, Johnson and Joynes
- Also Present: Tina Barnard Chief Executive, Watford Community Housing Trust
Gareth Lewis Director of Property and New Business,
Watford Community Housing Trust
Loreen Herzig Head of Customer Insight,
Watford Community Housing Trust
Councillor Ian Brown, Councillor for Woodside Ward
- Officers: Committee and Scrutiny Support Officer (RW)

11. APOLOGIES FOR ABSENCE

No apologies had been received.

12. DISCLOSURES OF INTEREST

There were no disclosures of interest.

13. MINUTES OF PREVIOUS MEETING

The minutes of the meeting of 30 July 2013 were submitted and signed.

14. MEETING WITH THE CHIEF EXECUTIVE OF THE WATFORD COMMUNITY HOUSING TRUST

The Chair asked Tina Barnard to give a brief overview of Watford Community Housing Trust's aims and strategies prior to answering questions from Members.

Tina Barnard advised that the Trust was envisaged as a community business with the aim of 'Better homes friendlier communities . . . *together*'. To this end, £66 million had been invested in improvements during the first six years of the Trust's existence and £9 million on 'better communities'. The Trust's strategy with regard to its community was to involve tenants in scrutiny and also work programmes.

Tina Barnard then expanded on the Better Homes element of the vision, explaining that this encompassed repairs and maintenance; she added that it was hoped to build another 500 new dwellings. She advised that the areas on which Watford Community Housing Trust (WCHT) concentrated were: excellent services, communities, growth and organisation of choice. She then gave

examples of work and initiatives in these areas:

Services: Whilst it was agreed that excellence was not achieved 100% of the time, the Trust was endeavouring to make improvements.

Community Focus: A community event, Watford 2013, was planned for September; community hubs had been initiated in the Harebreaks and at Leavesden Green.

Growth (Bricks and Mortar): 500 new homes were planned, some of which were already on site; these included 21 flats in the High Street which would open in 2014 and 16 new properties in Holywell ward.

Organisation and Choice: WCHT aspired to work co-operatively with their tenants and partners.

The Members then questioned WCHT's representatives.

Aims and Strategies:

Is the Trust different from other residents' associations or housing trusts and if so in what way?

Tina Barnard explained that other large-scale voluntary transfer's (LSVT) governance structures comprised the local authority, tenants and independent members each of whom had a one third block vote on governance issues. At WCHT only tenants and leaseholders could be members. The Board was composed of tenants as the largest group, then independent members and finally two councillors.

What is the difference between a 'commercial business' and the Trust?

Tina Barnard said that whilst the Trust was a 'business' and consequently needed to generate surplus funds it also had significant input into community needs. As examples, Tina Barnard drew attention to the Social Enterprise initiative and schemes to help people back into work.

Councillor Collett commented that there appeared to be great involvement in social reform and community empowerment whilst the main worry for residents was repairs and maintenance of their homes. It was felt that the Trust's focus was too wide and that housing needs were not adequately met.

Tina Barnard reiterated that the aim for the Trust was 'Better Homes Friendlier Communities Together'. She advised that an organisational restructure had been launched on 1 July 2013 to help achieve their Business Plan.

Gareth Lewis added that the programme on repairs and improvements was expanding.

Tina Barnard advised that community/social involvement in the current year would take the form of one big event, Watford 2013, rather than a number of smaller events as in past years.

Which communication areas are in need of improvement?

Tina Barnard replied that any organisation would say that Communication was in most need of improvement. The Trust had acknowledged that their greatest error was the letter regarding service charges; the Trust apologised for this. Feedback and complaints indicated areas that could be improved.

Communication:

Residents find the bills for Service Charges convoluted and unclear and this can be the cause of stress and anxiety for tenants. Could the bills be made clearer and itemised?

Tina Barnard replied that the bills were itemised and passed copies of examples to all attendees at the meeting.

With regard to clarity, Tina Barnard advised that one housing association had, some years previously, attempted to make rent letters easier for their tenants to understand. In a test case, however, a tenant had challenged the legitimacy of a rent increase letter which had not been in a legal format. There was consequently a need to make any communication regarding rent legally binding; this inevitably lead to less clear and understandable language. She stressed that tenants could request help from the neighbourhood teams or from the Citizens Advice Bureau.

Are standard letters sent to all tenants or are individual letters sent to tenants who have special needs or disabilities?

Tina Barnard advised that the Trust had profile information on all tenants and this was updated regularly; tenants' needs were documented. The Customer Service Centre at the Trust and the support workers in the sheltered homes were all well-briefed on the needs of residents. Whilst letters included the required legal terms, the Trust tried to provide as much information as possible and residents were encouraged to talk to Trust staff regarding any problems.

If the phone is not answered within five rings, is the call diverted to other officers?

The Chair noted that the Trust's publication, Gateway, had informed that telephone callers waited an average of 89 seconds before getting through to the relevant officer.

Loreen Herzig explained that in the Customer Services team callers were directed to the first officer available to take the call. If the officer was unable to answer, another member of staff could pick up and deal with the query. It was possible to request a 'call back' and an officer could then ring the caller once they were free.

With regard to the 89 seconds waiting time, a service review was currently looking at how this time could be reduced. The Trust was aiming to answer queries at the first call. Rather than answering quickly and then diverting through selected automated options, it was hoped that calls could be answered by the correct officer and consequently achieve call resolution at the first

attempt.

Tina Barnard added that the priority for phone calls was to resolve a problem at the first call rather than transferring to a number of officers. One of the primary objectives was to ensure that callers used the correct number and were then provided with the relevant information.

Are extra members of staff employed at busy times?

Loreen Herzig replied that a 'call analysis' had been conducted and additional staff were available to answer the phones when the likelihood of a large volume of calls was expected such as when service charges letters had been sent out.

The Chair commented that callers would wish to speak to an officer as soon as possible and not wait too long; he asked whether it would be possible to check how often calls have been abandoned.

Loreen Herzig said that this could be analysed especially since a call-back option had been installed. Monitoring by the Trust could hopefully reduce the number of callers who 'hang up'.

Members referred to the call back option and asked how this system could be accessed. It was noted that many residents found technology a problem to them.

Tina Barnard advised that this information was available in the Gateway News and added that customer feedback on this matter would be useful.

In response to the Chair's query on how the Trust compared with other organisations, Loreen Herzig advised that the Trust had worked with a consultant who had experience of a number of housing providers and could advise on best practice for Watford. The Trust would gain insight from Warner Brothers on how they dealt with customer service aspects at their venues.

How does the Trust compare with other local housing associations such as Thrive?

Loreen Herzig said that it was not possible to gain a comparison between the two housing associations as Thrive had not completed a survey of tenants and residents (STAR) satisfaction survey for benchmarking purposes.

Is the Trust aware that some tenants feel intimidated by some of the officers? How is this monitored?

Loreen Herzig explained that when such a problem occurred, the issue was investigated and feedback recorded. The Trust was not aware of any problems.

Members wished to know whether such issues would be addressed through Human Resources and whether a mediation process would be instigated.

Loreen Herzig advised that where the complainant had experienced a problem, feedback would be provided.

What process should a complainant follow?

Tina Barnard advised that the complainant should call Customer Services on 01923 – 209000 or 01923 – 209247 for queries on repairs. All information was available in the tenants' handbooks and fridge magnets with these numbers had also been provided.

Councillor Ian Brown referred to a recent planning application on land owned by the Trust. He advised that almost all residents had been opposed to the scheme yet the Trust had not taken their views into consideration.

Gareth Lewis responded that there had been consultation with residents and that the original development plans had been altered following feedback. He added that it had been hoped to use a Trust asset to provide accommodation for the community. He advised that the application had had planning officers' recommendation and it was considered that it would be wise to pursue the proposal.

What training do new staff receive and are staff trained in diversity awareness and on how to deal with vulnerable tenants?

Loreen Herzig said that the Trust understood that tenants had complex needs. All staff had full induction training to include elements on equality, diversity and other needs. Additional training was also available and all staff were subject to monitoring.

Following a question from Councillor Collett regarding services for tenants moving to vacated properties, Gareth Lewis advised that a meter reading would be taken when a property became void. The new tenant would then take their own meter reading following instructions in the tenants' handbook.

Councillor Johnson pointed out that the number of the lifeline service had been discontinued but that this had not been updated on the Trust's website.

Service Charges:

How much does the Trust expect to raise through the Service Charges? How much does it cost to implement collection of Service Charges? Is collection cost-effective?

Tina Barnard said that changes had been made to services for leaseholders. Staffing had been reduced by one post. It was anticipated that income to be generated in 2014 would be £606,000, greater than the cost of the deleted post. It should be noted that these charges were for services and not for maintenance of properties.

Review of services charges:

1. Grounds maintenance. This issue had been considered by the Board in July 2013 and it had been acknowledged that it was unfair to charge tenants in houses as the Trust was unable to charge non-tenants for

- grounds maintenance.
2. Affordability. The maximum charge had been capped at £12 per week; this would also be subject to a review.
 3. Accessibility of services. Tenants were not charged for services they did not receive.

Tina Barnard advised that all tenants were given this information.

The figure for expected income has fallen from an anticipated £2.5 million to £606,000. How could this shortfall be explained?

Tina Barnard advised that it was hoped that costs could be reduced. For example, Tina Barnard explained that the Holywell playground improvements would not be recharged.

What would be the impact on the Trust if the Service Charges were discontinued?

Tina Barnard considered that this was a major concern. All housing providers were obliged to reclaim Service Charges in order to cover costs. The current income/ expenditure costs were estimates; if expenditure costs were found to be less than the estimate, charges would be reduced in the following year.

Councillor Collett expressed concern that some residents did not realise what the charges were for.

Tina Barnard responded that the Trust constantly sought to provide clear information.

The Chair pointed out that a number of residents had been charged for services they had not accessed. As an example, some residents had received bills for Legionnaires' Disease testing yet had no water tanks at their homes.

Gareth Lewis responded that more accurate information on properties was now held at the Trust and in future only residents with water tanks would be charged.

Would it be possible to produce a comprehensive map which indicated land and properties owned by the Trust?

Gareth Lewis advised that records had been examined and areas of land measured in order to produce accurate documentation of the Trust's land and property.

Repairs:

In reply to a question from the Chair regarding team leaders in the Repair section, Tina Barnard explained that one manager and two team leaders had recently started in permanent posts with the Trust and one other was due to start shortly.

Does the Trust consider that enough resources are invested in improving properties for their tenants? Figures show that there are 26 operatives in the repair team and a number of management staff; would more operatives create greater satisfaction with repair services?

Gareth Lewis replied that the management team included planners and team leaders who worked to increase productivity and improve systems of working. There had been significant consultation on reorganising systems.

Is the Trust satisfied that work is sufficiently checked once completed? How is this carried out? Is there any quality control, a check-list for the tenants or is the work checked independently?

In reply to this questions and examples of residents' problems, Gareth Lewis explained aspects of the Repair service.

Problems with Gas and Water supplies:

Where services had deteriorated, the contractors had been contacted for discussion regarding the quality of their work. Fewer complaints had been received.

Condensation:

Problems with condensation were frequently due to lifestyle. Problems had been reduced through educating and supporting tenants.

Quality Control:

Post inspections were carried out. Each external contractor should leave a feedback form with a post paid envelope. In addition, the repairs team mailed a feedback form to 50% of residents where jobs have been completed; 50% of those forms had been returned.

When a resident made a complaint, Trust staff would speak with them and try to resolve the problem and prevent any anxiety. The Trust's main priorities were:

1. Getting it right first time
2. Customer Satisfaction
3. To operate efficiently

The Chair noted that the target for achieving the required result first time was 75% and that 74.9% had been achieved. Thrive had achieved 91% from April to June 2012 and 88% from April to September 2012. He asked if there was an explanation for this.

Loreen Herzig replied that the two figures were not, in fact, comparing like-for-like.

Councillor Connal noted that some areas of Watford had greater problems with damp than others. She asked if it were possible to show on a map where such problems occurred.

Social Enterprise:

Does the Trust employ someone with responsibility for Social Enterprise? What has the Trust achieved in the area of Social Enterprise, Social Inclusion, Financial Inclusion, worklessness and Enterprise in the past five years?

Gareth Lewis explained that Social Enterprise initiatives had included the Green Canteen on the Meriden estate and opportunities for training, work and volunteering. The Cycle Hub provided apprenticeship opportunities associated with teaching and mechanical skills. Rides had been organised to promote Health and Wellbeing.

The Community Maintenance Team had been provided with no direct costs to the Trust; this started with five apprentices and had increased to ten.

The Jobs at Home scheme, in partnership with Thrive, created 14 jobs and all operatives had currently been trained to Level 2.

What has been achieved through the Youth Opportunities scheme?

Tina Barnard responded that this initiative targeted tenants' children and addressed anti-social behaviour and the perception of an age divide. The scheme had started slowly; meetings were held every three months.

The Trust's website stated that 70 young people took part initially. How many are still engaged?

Tina Barnard advised that at the most recent meeting, held in early August 2013, 24 or 25 young people had attended.

In reply to a question from Councillor Johnson, Tina Barnard explained that a budget of £8,000 had been set aside. The Dan Tien initiative had been successful and it was hoped to engage with the football club on the Meriden estate.

In response to a further query from Councillor Johnson, Tina Barnard advised that the £8,000 also covered work dealing with vandalism.

The Chair thanked the staff of the Watford Community Housing Trust and said that their answers had assisted with the Task Group's fact finding work.

15. DATE OF NEXT MEETING

The Task Group agreed to meet on Tuesday 3 September 2013.

Chair
Watford Community Housing Trust Task Group

The meeting started at 7.00 p.m.
and finished at 8.50 p.m.

WATFORD COMMUNITY HOUSING TRUST TASK GROUP

3 September 2013

Present: Councillor Khan (Chair)
Councillors Collett, Connal, Johnson and Joynes

Officers: Committee and Scrutiny Support Officer (RW)

16. APOLOGIES FOR ABSENCE

No apologies had been received.

17. DISCLOSURES OF INTEREST

There were no disclosures of interest.

18. MINUTES OF PREVIOUS MEETING

The minutes of the meeting of 21 August 2013 were submitted and signed.

19. RECOMMENDATIONS TO PUT FORWARD TO OVERVIEW AND SCRUTINY COMMITTEE

Members discussed the meeting with the Watford Community Housing Trust's representatives and the answers they had received.

Members agreed that involvement with the community appeared to be a major focus of the Trust's work to the detriment of basic housing services. The Task Group noted that tenants had frequently complained that repairs had not been completed and that they had had no feedback slips to record their dissatisfaction.

The Task Group then considered the responses from the Trust's representatives and decided on recommendations regarding areas of concern. These focussed on Communication, Service Charges and Repairs and were based on evidence resulting from interviews with residents and from the survey form on the Repairs Service. The following draft recommendations were proposed:

- All new tenants should be visited by an officer of the Trust to ensure that they are satisfied with their living arrangements
- Residents to be informed that their neighbourhood teams are available to clarify any issues
- The handbook must be made more user-friendly, updated regularly and accessible to all residents
- Improve clarity in presentation of bills sent to residents ensuring that all charges are clearly itemised

- Provide a clear process for residents to query any charges with which they disagree
- Reduce the waiting time for residents to an 'industry acceptable' level. The telephone should be answered within six rings.
- A free phone number should be introduced for residents to call the Trust
- The Trust website must be updated daily to ensure its contact details are current
- The Trust website must reflect the needs of its tenants and its aims and strategies. The website must be easy to navigate and accessible to all residents.
- Staff who communicate with residents must have regular training
- A clear process needs to be put in place where vulnerable residents are recognised and services provided to them to meet their individual needs.
- The process to communicate with vulnerable residents must be clear. Staff should be proactive in dealing with vulnerable residents.
- Improve the relationship between Councillors and the Trust and to work more co-operatively
- Service Charges must be constantly reviewed.
- Service Charges should be itemised for each individual property and items clearly defined.
- The 'first time' satisfaction rate must be increased substantially
- A much more vigorous monitoring of contractors by managers must be undertaken
- Residents to be positively encouraged to return satisfaction surveys
- The Trust must be much more accountable to its residents and stakeholders

It was agreed that these recommendations would be incorporated into the Task Group's final report with supporting conclusions.

AGREED:

- The Committee and Scrutiny Support Officer to email draft recommendation to the Task Group.
- The Task Group to comment on the recommendations to all other Task Group members via email; all comments to be returned to the Committee and Scrutiny Support Officer by 9 September 2013.

Chair
Watford Community Housing Trust Task Group

The meeting started at 6.30 p.m.
and finished at 7.50 p.m.

Watford Community Housing Trust Repairs service - Residents' survey

* Please circle as appropriate

1.	Are you happy with the Trust's housing repairs service? YES* / NO*
2.	When you call the Trust with a housing issue are you satisfied with the way in which your issue is dealt with? YES* / NO*
3.	Would you be willing to complete a satisfaction slip once work to your home is completed? YES* / NO*
4.	Once the service charges are agreed and set do you feel it is important for each tenant to receive an individual letter, setting out details of what they are paying for? YES* / NO*

Please use the box below for any comments you may wish to make

Residents Survey – details of responses to questions

Brief Summary

A total of 30 responses have been received.

Question 1 – 19 out of the 30 responses showed that they were unhappy with the Trust's housing repairs service.

Q2 23 out of the 30 were not satisfied with the way their issues were dealt with by the Housing Trust.

Q3 24 out of the 30 replied that they would be willing to complete a satisfaction slip.

Q4 28 of the responders felt that individual letters should be sent to tenants with details of their service charge.

A full breakdown of each question is shown below.

Question 1 – Are you happy with the Trust's housing repairs service?

Yes	6
No	19
No reply	2
Other responses	Mostly okay – 2 Sometimes – 1
Additional comments to question 1	Yes – when they keep appointments
	Do all own repairs

Question 2 – When you call the Trust with a housing issue are you satisfied with the way in which your issue is dealt with?

Yes	4
No	23
No reply	1
Other responses	Sometimes – 1
Additional comments to question 2	

Question 3 – Would you be willing to complete a satisfaction slip once work to your home is completed?

Yes	24
No	4
No reply	1
Other responses	Not applicable – 1
Additional comments to question 3	

Question 4 – Once the service charges are agreed and set do you feel it is important for each tenant to receive an individual letter, setting out details of what they are paying for?

Yes	28
No	0
No reply	2
Other responses	None
Additional comments to question 4	

Residents Survey – details of responses to questions

Additional Comments

Complaints:

All complaints fall on deaf ears
One member of staff was 'very rude'
Repairs team are rude and one member of staff was 'extremely rude'
Problems with damp and asbestos, 'very poor quality'
Varied degree of satisfaction
Tenants no longer 'at the heart of the Trust'
There should be a scrutiny committee
2-bed flat modified for disability and then asked to pay bedroom tax
Tenants are frightened of complaining
Response time is poor and main switchboard worse now than previously
No inspectors to look at work
Complaints procedure is not working
Residents are scared and would like a permanent manager
Need a permanent manager in order to feel safe

Compliments:

Sheltered accommodation is good quality
People in Clarendon Road (Trust offices?) are good

Services charges:

Tenants paying for a facility which everyone uses
This is 'grey' area – original letter did not sufficiently explain what charges are for
The Trust listens to tenants i.e. service charges to be phased in over 3 years
Charges not itemised
Asked why home owners do not have to pay service charges
Disabled people are discriminated against
Payments on statements do not reflect payments made
Would like payments to be itemised
Takes a minimum of 3 to 5 days before accounts are credited
Should be itemised
Increase in charges from £450 to £660 in one year
Tenants are charged for services which they do not need
Charges need to be sorted out
There should be individual letters explaining the breakdown of charges

Discretionary payments:

No-one knows what is happening
People are 'upset' at paying Ground Maintenance charges

Communication with tenants:

Trust uses a variety of communication methods to keep tenants aware of issues Managers seem to be 'out of their depth' and do not want to listen

'No clarity' from Trust

Lack of information on: Board membership and home improvement matters

Wants relevant info rather than 'crosswords and recipes' – in newsletter presumably?

'Never' consulted on improvements

Lack of communication

'Not specific enough. It can be very complicated . . . not easy to understand'

Difficult to make the Trust understand the urgency of repairs

Trust does not ring back after message left

Letters are too complicated

No response received

No updates received

No confirmation phone calls or emails received

Residents feels the Trust are not always polite on the phone

Repair services:

Repairs staff take the whole call and make appointment at this point or will call back

Repair to sink unsatisfactory

Waited 7 days for electric heater

Had new doors and windows – all fine

All repairs done competently and within acceptable time frame

Believes tenants should pay for services received

Trust does not complete jobs

Rang for 45 minutes before call was answered

Staff did not seem qualified

Flooring inadequate

Faulty property and issues not resolved prior to tenancy starting

Service very poor

Complaints not resolved

Not happy with response – failed appointments

Does all their own repairs so that 'décor does not get ruined'

Mostly ok

Kitchen renewal – 5 visits

Radiator in communal area has never worked despite being reported

3 weeks to repair bin storage / tap repaired within 24 hours

Satisfaction with repairs depends on staff dealing with issues: 35% good / 65% poor

Satisfied with repairs when appointments are kept

Satisfaction slip should be filled in when work completed

Not happy with support workers – they are not helpful enough

Happier with colour choices and type of repair

Accommodating in getting a disabled shower refitted

Contractors did not give good service and were unhelpful regarding colour schemes

Kitchen refit resulted in less space in kitchen

Another company did good job decorating and repairing ceiling

Repairs take too long

Previous contractors very good and clean, current contractors 'rubbish'

Repair work on-going for some time but has not resulted in any improvement

When a response is received the work is 'sometimes' good

Work on windows and doors not done properly

Cabinet

18 February 2013

Present: Mayor Dorothy Thornhill (Chair & Housing Portfolio Holder)
Cllr D Scudder (Vice Chair & Environmental Services
Portfolio Holder)
Cllr Crout (Leisure & Community Services Portfolio Holder)
Cllr Sharpe (Planning & Legal & Property Portfolio Holder)
Cllr Watkin (Finance & Shared Services Portfolio Holder)

Also present:
Councillors Bell and Meerabux.

71 **INDEPENDENT AUDIT OF WATFORD COMMUNITY HOUSING TRUSTS DELIVERY OF THE STOCK TRANSFER PROMISES TO TENANTS**

As part of the transfer of the Council's housing stock, a promise had been made to tenants about improvements to their homes and safeguards for their future security. The promise contained a number of individual statements with the overriding statement that everything within the promises document, "Same people, more resources, better service", would be delivered within five years i.e. 9 September 2012.

At the request of the Council, Watford Community Housing Trust (WCHT) commissioned an independent audit of its delivery of the promises. Cabinet received a report providing details of the promises and the success in delivering them.

The Mayor commented that an independent audit had been absolutely the right thing to do and the result was a good robust report which she invited the Executive Director, Services, to introduce.

The Executive Director stressed that the report focussed solely on the promises and that this had been necessary to enable the Council to provide formal notification on the delivery of those promises to the HCA.

The main thrust of the promises was to deliver the decent homes standard and this had been met. She commented that, whilst there had been a few communications issues, working relationships between the Trust and the Council had been good. The Trust had now produced its next business plan "Everyone Matters" and copies of their Community Development Strategy were available at the meeting.

She went on to draw Members' attention to areas where the Trust had developed in areas beyond what was promised. These achievements were outlined in paragraph 3.7 of the report.

Councillor Bell said he was pleased with what the Trust had achieved but added that this had also been expedited through councillors' casework. He added that he had some doubts about the success of tenant participation and that there was a need to keep this in mind. He also hoped that communication between the Trust and councillors could be maintained and continue to improve.

The Mayor concurred with the councillor's view about consultation, referring specifically to an occasion when councillors were refused attendance at a meeting. It was important to keep stressing the need for councillors to be involved. In response to the councillor's point about tenant participation, she accepted that this could be quite challenging.

She added that the Council could never have achieved the standard achieved by the Trust and also the added value obtained in areas where it had gone above and beyond what was expected.

Councillor Scudder welcomed the taking over of community centres at Leavesden Green and the Harebreaks and turning them into Community Hubs which would re-vitalise the areas and bring money in.

Councillor Sharpe endorsed the Mayor's comments regarding the achievements by the Trust especially the amount of work done to meet the decent homes standard which, he said, could never have been met by the Council. It had resulted in better facilities for the worse off and more vulnerable residents of Watford. He concluded by stating that the decisions to give tenants the choice had been clearly vindicated as had the choice made by the tenants themselves to go for the Gateway option.

Councillor Watkin endorsed this view and commented that the Trust had been successful in creating an holistic approach to looking after Watford's housing tenants.

The Mayor thanked the Trust and said she hoped that the Trust and the Council would continue to work co-operatively in the future.

RESOLVED

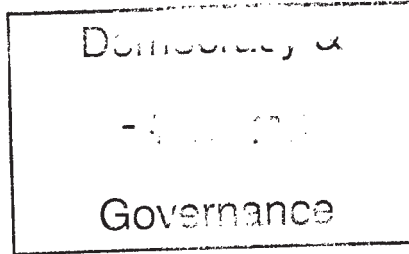
that Cabinet notes the report and instructs officers to provide official notification of completion which can be forwarded to the HCA.



Better homes friendlier communities...
together

30th October 2013

Sandra Hancock
Committee & Scrutiny Officer
Watford Borough Council
Town Hall
Watford
WD17 3EX



Dear Sandra,

Watford Community Housing Trust Task Group

Thank you for your letter dated 21st October 2013 on the above.

It was a pleasure to meet with the Task Group in August and explain the Trust's position.

As requested, please find attached the Trust's initial response to the various recommendations raised.

If you have any questions, please feel free to contact me direct.

I look forward to meeting with the Group in January 2014.

Yours sincerely,

Tina Barnard
Chief Executive

Enc

Cc John Swinney, Chair of Trust

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Our members' views shape our actions,
if you would like to get involved please contact us.

Initial Response to WBC's Task Group's Recommendation

Communication

1. **Visit by Staff for New Tenants** – This is currently undertaken by staff. If there have been individual problems, please make us aware of the case(s) and we will investigate.
2. **Availability of Neighbourhood Teams** – This is undertaken on a regular basis via our quarterly newsletter, Gateway News.
3. **User-friendly Handbook** – We are currently in the process of reviewing our handbook and will take on board the comments made by the Task Group.
4. **Clarification of Bills** – As explained at the meeting there is a legal requirement to provide information in a prescribed format. However, we work with our residents in a number of ways to make these more meaningful. We signpost our residents to our staff and also other agencies for assistance if necessary.
5. **Clear Process to query bills** – We encourage customer feedback and any queries are dealt with via this process. Further details are available on request. If there have been individual problems, please make us aware of the case(s) and we will investigate.
6. **Answering the telephone** – As explained at the meeting we are currently reviewing the performance of our Customer Service Centre and this will be picked up as part of this process.
7. **Free phone number** – This is already in place, the number is 0800 218 2247.
8. **Updated Website** – Noted
9. **Website** – The current website was procured with a team made up of staff and tenants. There is no plan to replace the current website.
10. **Staff Training** – As noted in our recent Investors in People Gold accreditation we have a committed and well-trained staff team. We continue to provide training to our staff as necessary.
11. **Vulnerable Tenants** – We have undertaken a significant amount of work on the profile of our tenants and are aware of the support needs of a number of tenants. We tailor our services as necessary.
12. **Dealing with Vulnerable Tenants** – see 10 and 11 above.

Service Charges

- 13 **Service Charges Review** – Already in place.
- 14 **Itemised Service Charges** – Already in place.

Repairs

15. **Right First Time** – As explained at the meeting this one of our “Top 5 KPIs” and the direction is positive.
16. **Monitoring of Contractors** – Our new Organisation structure ensures this now takes place.
17. **Satisfaction Survey** – Noted although as we are sure members .are aware it is difficult to get people to complete surveys.
18. **Accountability** – Noted, however the Board and membership have agreed our Business Plan 2012 -2017, which clearly states our 4 corporate objectives.
19. **Top Quartile** – As indicated at the meeting, the Trust is working on its Top 5 KPIs.
20. **500 New Homes** – One of the Trust’s Corporate Objectives is to deliver 500 new homes by 2017.

TB
29/10/13

Agenda Item 8

Report to: Cabinet
Date of meeting: 2nd December 2013
Report of: Ian Browne Head Of Facilities Management, Democracy & Governance Service
Title: Compliance & Maintenance Framework Contract 2014

PART A REPORT

1.0 SUMMARY

- 1.1 *This report details the new strategic vision for the provision of Statutory Compliance & Maintenance tests and inspections to the Authority's operational portfolio in recognition of the recent changes to the structure of the Council as a whole.*
- 1.2 *The Head of Facilities Management is currently engaged in a partnership procurement process with five other neighbouring authorities to procure a sole service provider under a framework contract. The intention of this process being to rationalise the numerous contracts the authority has with individual suppliers into one contract with a single supplier. By entering into a partnership framework the secondary objective is to provide financial savings through the economies of scale.*
- 1.3 *The procurement process commenced in January 2013 with the submission of a Project Initiation Document to Leadership that was approved. This report included an equality assessment that concluded that although the service being procured would be of benefit to the public users of facilities it does not have any direct interaction with those users and therefore a full public equality assessment was not required.*
- 1.4 *Over the period of the last ten months the partnership has engaged in a full OJEU procurement process. Adverts were placed interested applicants were evaluated through P.Q.Q. and subsequently invited to tender. As at 26th September 2013 the Partnership had produced the necessary documentation to go out to competitive tender. Those documents have now been made available and are due for return on 22nd October 2013. A bidders day took place on 26th September 2013 and of the 9 Contractors selected from the PQQ process to proceed to the tender stage 6 were in attendance. It was subsequently confirmed that the remaining three parties have withdrawn from the project. It is likely that all six will submit a bid giving the partnership a substantial evaluation data set. This is therefore likely to provide a very sound basis for procuring a supplier to deliver a quality product.*
- 1.5 *On completion of the received bid analysis it is intended that any successful supplier/s will be interviewed on 14th & 15th November 2013. Announcement of the successful Tender will then be made on 23rd December 2013. The Framework Commencement Date will be 1st April 2014. Although as a framework the actual commencement date for Watford is flexible to meet the requirements of the current service.*
- 1.6 *The contract Period will run for a maximum of four years with an option to extend a further four years subject to satisfactory performance.*
- 1.7 *The contract allows Watford Borough Council to increase or decrease the number of*

properties and or services required with adequate notice. This allows for flexibility and recognises the period of change that we are currently experiencing within the Authority Structurally and Financially.

- 1.8 *There have been no indicated TUPE implications from existing suppliers to WBC*
- 1.9 *There are no TUPE implications for WBC staff*
- 1.10 *It is possible that savings through the economies of scale can be made. However the scope of the service being required is in excess of that currently provided so this may offset against these otherwise realisable financial benefits.*
- 1.11 *Using historical data, an indicative value for the Authority contract has been inserted into the I.T.T.
Statutory Compliance £100k
Maintenance £200k
This equates to a potential £1.2M over the whole life of the contract.*
- The Authority Currently has a budget for the above services as follows.
Statutory Compliance £132k
Maintenance £285k*
- The potential for any savings therefore lies within these parameters subject to item 1.10 above.*

2.0 **RECOMMENDATIONS**

- 2.1 *That Cabinet approve the continued participation of the Authority in this Partnership to it's conclusion.*
- 2.2 *That the Head Of Democracy & Governance be awarded delegated authority to approve the appointment of a successful contractor to provide this service subject to the best value criteria as laid out in the Tender.*

Contact Officer:

For further information on this report please contact:
Ian Browne, Head Of Facilities Management
telephone extension: **8559**
email: **ian.browne@watford.gov.uk**

Report approved by: Carol Chen, Head of Democracy & Governance

3.0 **DETAILED PROPOSAL**

3.1 To Procure a sole service provider for the Statutory Tests And Inspections Required under Health & Safety Legislation to ensure that the Operational Assets owned by Watford Borough Council are fully compliant. To also procure an additional maintenance service to ensure that minor repairs and maintenance items are dealt within a timely and efficient manner.

3.2 *The **Compliance service** provided will deliver the following statutory Tests and Inspections on behalf of the Authority.*

- Gas boiler servicing
- Fire alarm servicing
- Water Hygiene servicing
- Maintenance of fire fighting equipment
- Servicing of emergency lighting
- Maintenance of fire escape routes and signage
- Portable electrical appliance testing
- Fixed installation electrical testing
- Asbestos monitoring
- Water tightness inspections
- Slips and trips inspections
- Gutter clearance and repair
- Utility meter reading

3.3 The **Maintenance Service** regime shall provide a planned and reactive maintenance service for the assets within the buildings not covered by the **Compliance Service** as set out in the tender document at **4.2.2**. As well as **Minor Maintenance** it will also cover minor alterations and improvements to any element within a building.

Examples of the type of alteration and minor improvement works which could be carried out through this service include:

- Electrical alterations like providing additional socket outlets or light points.
- Fire alarm alterations to provide additional detection or activation devices.
- Installing additional portable fire fighting equipment
- Repairs to windows and doors including repairs or replacing ironmongery and locks
- Repairs and replacement of small ventilation fans.
- Repairs to floors, ceilings and walls.
- Minor decorating work to woodwork, ceilings and walls.
- Plumbing works to provide additional sanitary fittings and fixtures.
- Minor roof repairs.
- Boarding up and reglazing windows, roof lights, and doors.

This list is a general guide to the type and scope of the works which will be covered by the **Maintenance Service**. This work will be commissioned by way of individual orders which will use the clients' provisional allowances for labour and material and the **Maintenance Service** day work schedule as the basis of the Task Price.

3.4 Compliance Reporting

It is the intention that determining compliance of premises of assets is to be facilitated by the use of single entry ICT systems that are available to all and contain 'live' readily updated data on the services carried out and Tasks required. Implementation of such a system shall be programmed in to the contractor's service delivery programme.

A compliance schedule shall be developed for the contract by the contractor with the aim of recording;

- Last service dates of assets and systems
- Non compliant assets and systems
- Assets and systems with outstanding services

This shall be achieved in developing a 'traffic light' indicator as described within the term Brief. i.e. Highlighted,
Green = Compliant,
Yellow = Inspection Due but Compliant,
Red = Overdue Non Compliant.

4.0 **IMPLICATIONS**

Possible implications are listed below. Paragraphs 4.1 and 4.2 must be completed in all cases. Paragraph 4.3 must be completed if the report relates to a new policy. Those paragraphs which are not appropriate can be deleted.

4.1 **Financial Direct Savings**

The main objective of the procurement exercise is to provide full compliance of the operational assets. There is opportunity through the framework to provide direct financial savings to the Authority as a result of the economies of scale however this will be dependant on a number of factors that affect the potential as follows.

- The scope of works required by the successful contractor is of a higher standard than at present.
- The scope of works also includes a number of tasks currently undelivered due to lack of resources.
- The cost implications of these additional service will not be known until the return of tender deadline of 22nd October 2013.

Indirect Savings "Volume Discount"

As the number of contracts called off under the framework increases, there is very good opportunity for the operating costs to reduce due to 'economies of scale'. In order to share this with the existing clients as well as the new ones, the tender includes a mechanism to identify a volume discount which will be applied at various trigger points based upon total turnover of the framework.

As well as being a fair approach to sharing efficiency saving between the contractor and the clients, it will also give everyone a mutual interest in the ongoing growth and success of the framework and this will promote the ethos of collaboration and partnering.

The trigger points are based upon the estimated 'total framework order value' of the contracts let under the framework, over the total length of the contracts.

E.G. 6 contracts valued at £200k for 4 years = £4.8m (Total framework order value)

Trigger points £10m, £15m, etc (in £5m segments) to £40m

The volume discount will be credited annually at the end of the agreed financial period in which it was generated, to all the clients who have current contracts called off from the framework. clients in the process of terminating their contract prior to the stated term

completion, will not receive a volume discount for that period and any ongoing discount will only take account of the actual turn over of that contract.

Sharing of Set Up Costs

Future clients accessing the framework will be required to share the procurement and management costs incurred by the Founding Authorities in procuring this framework.

Therefore, the rates for all future call off contracts shall include a small fee to cover this cost.

The fee (which shall be charged and disclosed by the contractor) will be calculated at 0.25% of the annual gross turnover up to a maximum for any single contract in any one year of £5000 (five thousand pounds)

The fee will not be charged to the initial call off contracts and it will be reimbursed via a credit back to Stevenage Borough Council as the Lead Authority who will administer it on behalf of all the initial clients.

- 4.1.1 The Head of Strategic Finance (Shared Director of Finance w.e.f 1st August 2013) comments that there are no financial implications to the recommendations of this report.

4.2 **Legal Issues** (Monitoring Officer)

In the event that the Authority does not enter into a successful contract under this Partnership the risk exposure is currently minimal.

The buildings & Projects Section at present manage all statutory Compliance requirements under a series of individual contracts with single service suppliers.

It should be noted however that due to the restructuring of the Authority a number of professional posts have been deleted from this section and there is increased likelihood that not all contracts would be renewed on time in the event of further staffing cuts, sickness absence etc. In the event of non compliance the Authority could face prosecution by the Health & Safety Executive resulting in a fine or imprisonment dependant on circumstance.

This is therefore an opportunity to build in resilience to the legally required testing and inspection regime thus avoiding such exposure.

- 4.2.1 The Head of Democracy and Governance comments that..... ***Legal comments to be inserted here.***
(NB This will take account of Human Rights issues as appropriate.)

4.3 **Equalities**

Watford Borough Council is committed to equality and diversity as an employer, service provider and as a strategic partner. In order to fulfil this commitment and its duties under the Equality Act 2010 it is important to demonstrate how policies, practices and decisions impact on people with different protected characteristics. It is also important to demonstrate that the Council is not discriminating unlawfully when carrying out any of its functions

- *The new duty under the 2010 Act requires analysis of the effect of policies and practices on how they further equality aims. The change in terminology from 'impact assessment' to 'analysis of the effects' is intended to focus more attention on quality of analysis and how it is used in decision-making, and less on the production of a document.*

- *The guidance states that we need to analyse potential effect on equality when we start to develop or review a policy and continue throughout, informing policy design and final decision-making. The Council cannot satisfy the Equality Duty by justifying a decision after it has been taken.*
- *Protected characteristics are:*
 - *Age*
 - *Disability*
 - *Gender reassignment*
 - *Pregnancy or maternity*
 - *Race*
 - *Religion or belief*
 - *Sex*
 - *Sexual orientation*
 - *Marriage or civil partnership (only in respect of the requirement to have due regard to the need to eliminate discrimination)*
- *Details of the analysis including monitoring information, information about the effect on people with different protected characteristics and any engagement/consultation you have carried out and the outcome should be referred to in the report. It is not, however, necessary to attach the full equality analysis but it should be available for inspection if required.*
- ***If a report is about a new policy or a reviewed policy it should not be submitted until an EIA has been produced.***

Although not a policy, this tender recognises the Duty as an employer under the Equality Act 2010.

The procurement process required Interested Parties at PQQ stage to submit and attest to information detailing their commitment to comply with the above Act. This information was evaluated and scored within the assessment criteria of the bidding process.

4.4 Potential Risks

Potential Risk	Likelihood	Impact	Overall score
<i>Contractor Not Appointed</i>	1	5	5
<i>Savings Not Achieved</i>	3	3	9
<i>Costs increased</i>	2	5	10
<i>Compliance Not Maintained</i>	3	5	15
<i>Repairs Service Not delivered</i>	1	4	4
<i>Buildings have to be closed.</i>	1	5	5
<i>Those risks scoring 9 or above are considered significant and will need specific attention in project management. They will also be added to the service's Risk Register.</i>			



4.5 **Staffing**

4.5.1 Current staffing provisions require the remaining two surveyors in the team to procure through the tender process all contracts for compliance on an individual basis. The appointment of a sole supplier under the framework reduces this burden to one tender over a four year period. The benefits therefore being that professional service staff can focus their attentions on providing project delivery to the physical assets and deliver the Building Investment Strategy/Programme. The Compliance Contract requires that all administrative tasks are delivered by the supplier excepting the allocation of additional repairs which will be managed by an internal officer currently engaged in this process.

4.6 **Accommodation**

4.6.1 Through Partnership Working it is anticipated that any successful bidder may require operational space in order to deliver a collaborative approach to the service delivery. The recent restructuring of the Buildings & Projects Section has availed a number of spare desks/office space within the section which could be offered for use under the Partnership. There are no significant financial implications in providing this spare capacity.

4.7 **Community Safety**

4.7.1 There are no community safety issues relating to this contract.

4.8 **Sustainability**

4.8.1 Sustainability has been incorporated into the Tender Document. Contractors will be assessed on their ability to provide the services in a sustainable manner that does not compromise the quality of delivery.

5.0 **Decision**

5.1 The following decision is required.

To approve the report and the recommendations

Appendices

Appendix 1..... Equality Assessment

Background Papers

- *Project Initiation Document*

File Reference

- *Compliance & Maintenance Framework 2014*

CABINET REPORT 2nd December 2013

Appendix 1

PUBLIC SERVICES (SOCIAL VALUE) ACT 2012

ASSESSMENT OF the PROPOSED FRAMEWORK for the BUILDINGS COMPLIANCE CONTRACT 2014

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1. INTRODUCTION

The Buildings Compliance Framework 2014 is a joint framework initiative involving the following Hertfordshire District Councils (listed below), with scope for additional Council's to participate:

- Watford Borough Council
- Stevenage Borough Council
- North Hertfordshire District Council
- Broxbourne Borough Council
- Hertsmere Borough Council
- East Hertfordshire District Council

The councils have a shared vision to refocus the delivery of their building maintenance service for non-housing properties and deliver by ensuring statutory compliance as a primary goal and to use the rigor and opportunities of compliance to provide an efficient building maintenance service.

The vision involves moving away from a process of continual procurement to one that is centred on service delivery, quality, and continual efficiency improvements through a long term partnership with one service provider that will develop over the period of the contract. A true partnering arrangement.

The councils believe that the partnering approach is the best mechanism for realising relevant and proportionate social value from their activities in providing this service.

2. THE ACT

The Public Services (Social Value) Act 2012 requires that contracting authorities should consider not only how to improve the economic, social and environmental well-being of the area served by them through the procurement, but also how to undertake the process of procurement with a view to securing that improvement and measuring it during the life of the contract. The Act requires the councils to take account of the following considerations at the pre-procurement stage:

- a) how what is proposed to be procured might improve the economic, social and environmental well-being of the relevant area, and*
- b) how, in conducting the process of procurement, it might act with a view to securing that improvement¹*

And also whether to undertake a consultation on these matters.

The relevant area in this context is the region that will be covered by the Framework (currently East of England – to be confirmed):

3. REPORT METHODOLOGY

¹ Paragraph (3). Public Services (Social Value) Act 2012

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The methodology used in the production of this assessment is based on guidance published in Procurement Policy Information Note 10/12 – the Public Services (Social Value) Act 2012 – advice for commissioners and procurers. It also draws on discussions at project team meetings and the training of key officers in this new procurement duty.

4. CONSIDERATIONS

As set out in 2 above, there are three main areas which need to be considered **prior to** commencing the procurement process to ensure that the requirements of the Act are followed:

Economic

For example:

- Generation of Savings for the Public Purse
- Boosting the local economy
- Innovation
- Skills training

Environmental

For example:

- Controlled consumption
- Biodiversity
- Carbon Reduction
- Sustainability

Social

For example:

- Equality & Diversity
- Social Inclusion
- Fair and Ethical Trade

This assessment considers the impact of the whole and individual components of each of the areas listed above, where relevant, in terms of how the procurement may improve social, environmental and economic well being of the area, how improvements might be secured and whether there is a need to consult.

5. CONTRACT DETAILS AND DESCRIPTION

The building elements covered by the core of the Contract typically include the following:

Core Compliance Service

- Gas boiler servicing
- Water hygiene inspection and servicing
- Fire alarm servicing
- Maintenance of fire fighting equipment
- Servicing of Emergency Lighting

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- Maintenance of fire Escape routes & signage.
- Portable Electrical Appliance Testing
- Fixed Installation Electrical Testing
- Asbestos Monitoring
- Water Tightness inspections
- Unblocking drains (small scale)
- Slips and Trips inspections.

Planned and Reactive Building Maintenance Service (When Applicable)

- Minor building maintenance, including:
 - Gutter clearance
 - Small carpentry repairs
 - Minor plumbing servicing and repairs
 - Lamp replacement
 - Re glazing
 - Floor finish repairs
 - Minor roof repairs
 - Boarding Up and making safe.
- Minor Electrical Repairs
- Meter readings
- Servicing of Air Conditioning systems (Limited number of sites)
- Other minor general building work

The councils also wish to include a 24 Hour after hours call out service to deal with the occasional emergency such as flooding, boarding up and making safe.

Other Services

- Commercial Estate Facilities work such as, vacant building inspections and erecting and removing 'For Sale' signs.
- Asset data collection and condition survey services in relation to Compliance and Maintenance service provision.
 - (This service will form of a preliminary and 'pre-contract' optional service for new councils wishing to join the framework)
- Annual Landlord Compliance inspections of tenanted property.

6. SOCIAL VALUE ASSESSMENT

The form of delivery model that the councils believe will best deliver their vision is one which uses a *Dedicated Multi Skilled* workforce, *Directly Employed* by the service provider and able to maximise the service provided at every site visit. The councils refer to this as "*self delivery*".

The workforce would be consistent and so become familiar with the buildings and their occupants and be able to contribute to the effective development of the service through a real understanding of the individual sites. Strong management systems will ensure the workforce is properly trained and equipped and so can participate in building the knowledge of the assets and help to continually improve the service and asset condition.

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Minor repairs and defects generated through inspections and service visits would be rectified at the time of the inspection/discovery and processes developed to allow an immediate proactive approach to building maintenance within agreed guidelines.

The Compliance regime dictates regular visits to buildings and this will create the opportunity for adding value to the contract by rectifying defects that would otherwise be subject to a separate reactive site visit.

Partnering Approach

The councils believe that their vision of Compliance cannot be delivered in a culture that is driven by price alone. Consequently our service provider will need to demonstrate an empathy with the councils' vision and an ability to work with them to continuously improve and add value to the service.

They also believe that a proactive and intelligent service maintenance regime delivered through a long term partnering arrangement will ultimately deliver good social value outcomes and efficiency savings that could be translated into cost savings-but without loss of quality or compliance. In acknowledging this the councils want to establish a collaborative relationship with the service provider where future cost savings can be shared by all parties and where good social value outcomes are seen as mutually beneficial.

People

The councils know that their vision will not be deliverable without the commitment, skill and dedication of the people who do the servicing and repair work. Therefore the Service Provider will be expected to demonstrate, through their recruitment, training, staff development and retention processes, that they understand this.

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7. SOCIAL VALUE ASSESSMENT MATRIX

ECONOMIC IMPACT	Positive	Negative	Neutral	REASON FOR DECISION	MEASURES NECESSARY TO ENSURE POSITIVE IMPACT
Generation of savings for the public purse	✓			Implicit in the model is the concept of “value engineering” where, as shared knowledge of the assets grows, efficiencies - without compromising quality - become possible	Value engineering workshops with the service provider that can be opened up to all the authorities drawing the service from the Framework.
Boost to local economy			✓	There may be opportunities to work with the supplier on developing material supply chains within the relevant area, but these cannot be prescribed at the procurement stage. This will be gained through an appreciation of the service provider’s supply chain arrangements during the contract term.	
Innovation	✓			For the model to be effective, investment in appropriate IT (even “cloud” based) systems are key and are positively encouraged	Incentives within the cost model that reward the early implementation of these systems
Skills training	✓			The model features “multi skilling” and the reduced reliance on sub-contracted labour. The model also recognises that quality and not cost should take priority in the selection of the service provider. This encourages, and provides capacity for, the application of new skills for both existing and new staff.	Incentives within the cost model that reward the level of multi-skilling achieved and strict conditions around the use of sub contractors.

ENVIRONMENTAL IMPACT	Positive	Negative	Neutral	REASON FOR DECISION	MEASURES NECESSARY TO ENSURE POSITIVE IMPACT
Controlled consumption	✓			The regular service visits will also capture energy and water consumption data from meter readings. Something that ordinarily does not happen, placing reliance on estimated readings from utilities.	Accurate information on energy and water consumption will be available to all the councils sufficient for them to take further control measures if necessary. The service provider will be well equipped to carry out many of these measures on instruction through the provisional element of the contract
Biodiversity			✓	Not applicable to this contract	
Carbon reduction	✓			Regular, high quality servicing of the assets ensures they run at optimum efficiency for their age and type. Implicit in the model is the regular regime of service	Key Performance Indicators monitoring the service visits and aggregate vehicle mileage.

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ENVIRONMENTAL IMPACT	Positive	Negative	Neutral	REASON FOR DECISION	MEASURES NECESSARY TO ENSURE POSITIVE IMPACT
				visits at pre-determined intervals with the maximum number of tasks being carried out at each visit. The model therefore allows for the optimum planning for vehicle fleet logistics in the relevant area.	
Sustainability	✓			As well as the consumption and greenhouse gas reductions above, part of the qualitative assessment of tenders will include a sustainability segment, inviting other proposals that will provide positive outcomes in this regard.	All proposals accepted as part of the successful tenderers submission will be enshrined in the contracted service.

SOCIAL IMPACT	Positive	Negative	Neutral	REASON FOR DECISION	MEASURES NECESSARY TO ENSURE POSITIVE IMPACT
Equality & Diversity			✓	Equalities is enshrined in law and all shortlisted candidates will be assessed on the robustness of their equalities policies	
Social Inclusion	✓			The model, and the compliance service arising, is designed in such a way that it is transferable to other organisations that may become tenants of the councils, or to whom the assets may transfer in the future. This is a positive feature for voluntary or third sector groups that represent and support people with protected characteristics. In taking a tenancy or transfer they can be re-assured that a cost effective compliance service from a pre-selected service provider will be available to them.	To make the service available to supported organisations that use, or may take over the running of, council assets from time to time.
Fair & ethical trade			✓	Not applicable to this contract	
Apprenticeships	✓			The model recognises that quality and not cost should take priority in the selection of the service provider. This encourages, and provides capacity for the deployment of apprenticeship schemes.	Collaboration on the deployment of apprenticeships. For example, one of the partner councils has recently accessed funding for employing some of its own apprentices. (There is no reason why future funding could not be jointly accessed by the councils and the service provider).

8. CONSULTATION

The Act also places a requirement on commissioners to consider whether they should consult on the economic, environmental and social benefits of the potential procurement before the process starts.

It is clear from the contract and the vision that the Buildings Compliance service is ultimately for the benefit of building users but is not delivered directly to them. Rather it is delivered directly to the councils in their capacity as building owners, or to supported or voluntary organisations that use their buildings.

The councils have a duty to ensure that the public and/or groups using the buildings in the course of their day are not put at risk. But the users do not have direct inter-action with the service provider. In fact, the goal is to procure a service that is essentially invisible to the building users. On these grounds, it has been decided that consultation would not add any value to the procurement or the design of the service.

9. MONITORING

Once a contract has been awarded it is necessary to ensure that there are mechanisms in place to record the achievement of the social value benefits required in the tender.

These are broadly as set out in the Social Value Assessment above.

10. GUIDANCE NOTES

- Procurement Policy Note – The Public Services (Social Value) Act 2012 – advice for commissioners and procurers. Information Note 10/12 – 20 December 2013

11. REPORTS AND OTHER PAPERS

- Memorandum of Understanding subsequently signed up to by the procuring councils which *does* make reference to “positive social value and sustainability outcomes” as one of the service objectives.

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