



# OVERVIEW AND SCRUTINY COMMITTEE

**Thursday, 18th June, 2015**

**7.00 pm**

**Town Hall, Watford**

Publication date: 10 June 2015

## **CONTACT**

If you require further information or you would like a copy of this agenda in another format, e.g. large print, please contact Sandra Hancock in Democracy and Governance on 01923 278377 or by email to [legalanddemocratic@watford.gov.uk](mailto:legalanddemocratic@watford.gov.uk) .

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

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Visitors may park in the staff car park after 4.00 p.m. and before 7.00 a.m. This is a Pay and Display car park; the current charge is £1.50 per visit.

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# COMMITTEE MEMBERSHIP

Councillor K Collett (Chair)

Councillor J Dhindsa (Vice-Chair)

Councillors K Crout, K Hastrick, A Joynes, A Khan, A Rindl, L Topping and D Walford

## AGENDA

### PART A - OPEN TO THE PUBLIC

**1. APOLOGIES FOR ABSENCE/COMMITTEE MEMBERSHIP**

**2. DISCLOSURE OF INTERESTS (IF ANY)**

**3. MINUTES**

The minutes of the meeting held on 5 March 2015 to be submitted and signed.

Copies of the minutes of this meeting are usually available seven working days following the meeting.

*(All minutes are available on the Council's [website](#).)*

**4. OUTSTANDING ACTIONS AND QUESTIONS (Pages 7 - 10)**

The Scrutiny Committee is asked to review the outstanding actions and questions from previous meetings.

**5. UPDATE ON THE COUNCIL'S PERFORMANCE INDICATORS AND MEASURES (IN-HOUSE SERVICES) - QUARTER 4: (JANUARY - MARCH) 2014/15 (Pages 11 - 20)**

Report of the Partnerships and Performance Section Head

The Scrutiny Committee is asked to review the performance information for 2014/15.

**6. EXECUTIVE DECISION PROGRESS REPORT (Pages 21 - 38)**

The Scrutiny Committee is asked to review the final edition of the Executive Decision Progress Report for 2014/15 and the latest edition for 2015/16 and consider whether any further information is required.

## **7. HERTFORDSHIRE COUNTY COUNCIL'S HEALTH SCRUTINY COMMITTEE**

Councillor Kareen Hastrick has been appointed to the Health Scrutiny Committee. Councillor Hastrick to provide an update.

### **Scrutiny Panels and Task Groups**

## **8. COMMUNITY SAFETY PARTNERSHIP TASK GROUP (Pages 39 - 44)**

Report of the Committee and Scrutiny Officer

The Scrutiny Committee is asked to agree the membership for the Community Safety Partnership Task Group.

## **9. BUDGET PANEL**

Since the last Overview and Scrutiny Committee there have been no Budget Panel meetings.

The minutes of previous Budget Panel meetings are available on the Council's website – [www.watford.gov.uk/budgetscrutiny](http://www.watford.gov.uk/budgetscrutiny)

The Committee and Scrutiny Officer will confirm details of the Panel, including Chair and Vice-Chair.

## **10. OUTSOURCED SERVICES SCRUTINY PANEL**

Since the last Overview and Scrutiny Committee there have been no Outsourced Services Scrutiny Panel meetings.

The minutes of previous meetings are available on the Council's website – [Outsourced Services Scrutiny Panel](#)

The Committee and Scrutiny Officer to confirm the details of the Panel, including the Chair and Vice-Chair.

## **11. VOLUNTARY SECTOR COMMISSIONING FRAMEWORK (COMMUNITY CENTRES) TASK GROUP UPDATE**

The Chair of the Task Group, Councillor Rabi Martins to update the Scrutiny Committee on the progress of the review.

**12. CONTROLLED PARKING ZONES (CPZ) POLICIES TASK GROUP** (Pages 45 - 102)

Report of the Committee and Scrutiny Officer

The Scrutiny Committee to receive the Task Group's final report and Cabinet's response.

**13. WORK PROGRAMME** (Pages 103 - 104)

The Scrutiny Committee is asked to review the draft work programme for 2015-16.

**14. DATES OF NEXT MEETINGS**

- Thursday 9 July 2015 (For call-in only)
- Monday 20 July 2015
- Wednesday 29 July 2015 (For call-in only)



## Overview and Scrutiny Committee - Outstanding Actions and questions

| Action to be carried out                  |  | Responsibility   | Committee Date | Deadline   | Comments/officer  |
|---|--|--|----------------|------------|---|
| <b>Outstanding Actions and Questions</b>  |  |  |                |            |   |
|   |  |  |                |            |   |
| <b>Environmental Health and Licensing</b> |  |  |                |            |   |
| EHL<br>1                                  | An article to be included in the Members' Bulletin providing details of the reporting requirements regarding fly tipping | Senior Environmental Crime Officer / Environmental Crime Officer | 5 March 2015   | 1 May 2015 | Officers have advised that an article will be included in the July edition of the Members' Bulletin.              |
| <b>Housing</b>                            |  |  |                |            |   |
| H<br>1                                    | The Scrutiny Committee to be provided with details of the temporary accommodation sites within Watford.                  | Head of Community and Customer Services                          | 5 March 2015   | 1 May 2015 | The information was forwarded to the Scrutiny Committee and is available from the Committee and Scrutiny Officer. |

| Action to be carried out                  | Responsibility   | Committee Date                            | Deadline   | Comments/officer   |   |
|---|--|---|--|--|---|
| <b>Performance Report</b>                 |  |   |  |  |   |
| PI 39                                     | <p><u>CCS12 – Complaints resolved at Stage 1 and CCS13 – complaints resolved within 10 days</u></p> <p>The Scrutiny Committee to be provided with details of the 15 unresolved complaints, including which services they related to.</p> <p>Detailed response to be circulated as soon as the information can be downloaded.</p> <p>(For 2014/15 these are now indicators CS13 and CS14 respectively)</p> <p>Provide Members with details of the reasons for the most recent unresolved complaints at stage 1.</p> | Partnerships and Performance Section Head | <p>6 March 2014</p><br><p>25 June 2014</p><br><p>17 September 2014</p> | <p>June 2014</p><br><p>As soon as available</p><br><p>As soon as available</p> | <p>Of the 15 unresolved 14 were Revenues and Benefits and 1 was Planning.</p><br><br><br><br><p>Not available (February 2015)</p> |
| <b>Executive Decision Progress Report</b> |  |   |  |  |   |
| ED 6                                      | Officers to be asked if they monitored the cumulative effect of agreed schemes on Watford.   | Committee and Scrutiny Officer            | 17 September 2014  | 31 October 2014  | The Managing Director and Head of Regeneration and Development have been contacted regarding this enquiry.                        |
| ED 7                                      | The Scrutiny Committee to be provided with the 2 reports to Cabinet (in December 2014 and January 2015) on Wifi connectivity.  | Committee and Scrutiny Officer            | 5 March 2015   | 15 April 2015  | On 9 April the Committee and Scrutiny Officer emailed the Scrutiny Committee the links to the Cabinet reports on the website.     |



| Action to be carried out   | Responsibility  | Committee Date  | Deadline     | Comments/officer |   |
|--|---|---|--------------|------------------|---|
| <b>Voluntary and Community Sector Commissioning Framework (Community Centres) Task Group</b> |   |   |              |                  |   |
| VCF <sup>2</sup><br>1  | Task Group dates to be arranged.  | Committee and Scrutiny Support Officer and Committee and Scrutiny Officer | 5 March 2015 | 30 April 2015    | The Task Group has met on 2 occasions. Councillor Martins will provide an update as requested during the item of this agenda. |
| VCF <sup>2</sup><br>2  | The Task Group to be provided with preparatory information as soon as possible.                     | Corporate, Leisure and Community Section Head                             | 5 March 2015 | 30 April 2015    | Information was circulated to the task group prior to the first meeting.  |
| VCF <sup>2</sup><br>3  | All Councillors with Community Centres within their wards to be kept informed about the Task Group. | Committee and Scrutiny Support Officer                                    | 5 March 2015 | 30 June 2015     | Councillors were invited to the 2 meetings.   |
| <b>Community Safety Partnership Task Group Update</b>  |   |   |              |                  |   |
| CSP<br>7   | Minutes of the last meeting to be circulated to the Scrutiny Committee.                             | Committee and Scrutiny Officer  | 5 March 2015 | 15 April 2015    | The Committee and Scrutiny Officer emailed the Scrutiny Committee with the link to the minutes on the website.                |

| Action to be carried out                           |  | Responsibility                 | Committee Date  | Deadline        | Comments/officer  |
|--|--|--------------------------------|-----------------|-----------------|---|
| <b>Controlled Parking Zone Policies Task Group</b> |  |                                |                 |                 |   |
| CPZ 1  | Task Group's final report to be circulated to OSC.                         | Committee and Scrutiny Officer | 22 January 2015 | 9 February 2015 | The Task Group's final report was presented to Cabinet on 16 March 2015, when it was deferred to a future meeting. Cabinet's response will be provided to Overview and Scrutiny Committee at a future meeting.<br><br>Presented to Overview and Scrutiny Committee on 18 June 2015, an item on this agenda. |
| <b>Work Programme</b>                              |  |                                |                 |                 |   |
| WP 20  | Work programme to be discussed at the first meeting of the Municipal Year. | Committee and Scrutiny Officer | 22 January 2015 | 5 June 2015     | Work programme included on this agenda for discussion.  |

## \*PART A

**Report to:** Overview and Scrutiny Committee  
**Date of meeting:** 18 June 2015  
**Report of:** Partnerships and Performance Section Head  
**Title:** Update on the council's performance indicators and measures (in-house services) – quarter 4: (January - March) 2014/15

### 1.0 **SUMMARY**

1.1 Watford BC's Corporate Plan 2014-18 sets out the council's priority areas for delivery over the next four years. These are supported by a suite of performance measures that help identify where performance is meeting or exceeding targets or where it is below target. In these latter cases, consideration needs to be given to the reasons for under-performance and to steps that might support improvement.

1.2 Over recent years, a number of the council's services have been outsourced and are now delivered by external providers. In light of this, an Outsourced Services Scrutiny Panel has been established to provide scrutiny of those services that are no longer directly delivered by the council. This includes monitoring of relevant performance information. For Overview and Scrutiny Committee this has meant a significant reduction in the performance measures it is required to scrutinise on a quarterly basis.

1.3 This report, therefore, presents an update on the council's performance indicators at quarter 4 (January - March) 2014/15 for non-outsourced services. Quarter 4 is the end of year and so is the point at which assessment against meeting annual targets can be made.

### 2.0 **RECOMMENDATIONS**

2.1 To note and comment on the performance of the council's performance measures for those areas where the council directly delivers the service / area of work at the end of Quarter 4 2014/15

#### **Contact Officer:**

For further information on this report please contact:  
Kathryn Robson, Partnerships and Performance Section Head  
telephone extension: 8077 email: [kathryn.robson@watford.gov.uk](mailto:kathryn.robson@watford.gov.uk)

### 3.0 **Background**

Watford Borough Council's Corporate Plan 2014-18 sets out a medium term delivery plan of the council's work and areas for development. These are then translated into projects and areas of work for services to deliver and are reflected in individual service plans. These are regularly monitored for progress and achievement.

To support the delivery of these projects and areas of work, the council also identifies a number of performance measures or indicators, which provide regular information on progress against agreed targets.

Over recent years, the council has outsourced a range of services, which are now provided for the authority by external providers. Performance measures for outsourced services are scrutinised by Outsourced Services Scrutiny Panel. Overview and Scrutiny, therefore, retain responsibility for the scrutiny of those services delivered directly by the council or for areas of work for which it is directly responsible (i.e. not outsourced to another organisation or company).

#### 3.1 **Performance of 'retained' service performance measures as of Quarter 4 2014-15**

3.1.1 Set out in Appendix A is an update on performance to the end of Quarter 4 2014-15 of performance measures for those services still delivered directly by the council.

3.1.2 Those performance measures that are not performing against target are indicated either by a 😞 (under-performing by up to 10%) or by a ! (under-performing by over 10%). Where a measure is performing well (on or above target) it is highlighted with a 😊 even if this is over 10%.

3.1.3 In addition, the report provides trend information. Where possible current performance has been compared with the performance for the same quarter last year (Q4 2013/14) and with last quarter (Q3 2014/15). This information can help provide context on the relative performance of an indicator and help assess whether there are any trends emerging. Trend analysis shows whether performance has:

- Improved since the previous period or year – shown by a '↑' and with the relevant previous period result as an indication of the extent of improvement
- Declined since the previous period or year – shown by a '↓' and with the relevant previous period result as an indication of the extent of decline.
- Stayed the same since the previous period or year – shown by a '↔'

3.1.4 Within Appendix A, there are three main areas of council activity:

- Housing
- Customer Services
- Planning

3.1.5 Housing performance continues to reflect the pressures both on the demand for the service and the supply of appropriate housing solutions available. In particular the ending of private sector tenancies continues to impact. Housing service is exploring all possible avenues to improve supply in order to help alleviate current demand.

Planning performance remains strong and Watford BC continues to be one of the best performing authorities in the country for how effectively it manages its planning applications.

Lagan issues continue to impact reporting on Customer Services' related indicators, although individual services retain their own records and, overall, they are being dealt with within time (10 days on receipt of initial complaint). Those indicators where results are not available are 'greyed out'.

#### 4.0 **IMPLICATIONS.**

##### 4.1 **Financial**

4.1.1 The Head of Finance) comments that there are no financial implications within this report.

##### 4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Democracy and Governance comments that there are no legal implications within this report.

#### Appendices



Appendix A – Watford BC - Measures of Performance – Progress report as of end of quarter 4 2014/15 (in-house services)

Background papers: Corporate Plan 2014-18







**WATFORD BOROUGH COUNCIL – MEASURES OF PERFORMANCE (in-house services)**

**January - March (Quarter 4) 2014/15**







| Ref                                    | Indicator   | Target for year   | Profile for period (Q4) | Results for period (Q4) | Cumulative result (Q4) |  % variance  | Trend since last year (Q4 2013/14) | Trend since last period (Q3 2014/15) | Comment   |
|--|---|---|-------------------------|-------------------------|------------------------|---|------------------------------------|--------------------------------------|---|
| <b>COMMUNITY AND CUSTOMER SERVICES</b> |   |   |                         |                         |                        |   |                                    |                                      |   |
| <b>CS1</b>                             | Per capita reduction in CO <sub>2</sub> emissions from local authority operations (over 5 yr period)<br><b>(Annual indicator)</b> | -   | -                       | -                       | -                      | -   | -                                  | -                                    | Annual indicator – final result for 2014/15 not yet available.. Expected in July 2015.  |
| <b>CS2</b>                             | Improved street and environmental cleanliness (levels of fly tipping)   | Effective [Result for 2013/14 = very effective]   | -                       | -                       | -                      | -   | -                                  | -                                    | Result not available  |
| <b>CS3</b>                             | Affordable homes on identified sites<br><b>(Biannual indicator)</b>   | 68<br>[Revised from 76]<br><br>(Original target included 8 intermediate rent, which is outside of WBC noms) | 34                      | <b>9</b>                | 77                     | <b>!</b><br>[73.6%]<br>for period<br><br><br>[13.2%]<br>for year | <b>↓</b><br>[82]<br>[Q4:13/14]     | <b>↓</b><br>[68]<br>[Q3: 14/15]      | Affordable homes completed April 14 – March 15. Sites are: Benskin House St Albans Road, Upton Road, Aldenham Road., Parsons Court<br><br>Target for 2015/16 = 44 |

Appendix A - Watford BC - Measures Of Performance (in-house services) – Progress report as of quarter 4 – 2014/15

| Ref | Indicator  | Target for year                   | Profile for period (Q4) | Results for period (Q4)  | Cumulative result (Q4) |  % variance | Trend since last year (Q4 2013/14)                      | Trend since last period (Q3 2014/15)                   | Comment  |
|-----|--|-----------------------------------|-------------------------|--------------------------|------------------------|--|---|--|--|
| CS4 | Number of households living in temporary accommodation       | 120<br>(3.1 per 1,000 households) | 120                     | <b>206 households</b>    | N/A                    | <br>[72%]   | ↓<br>[110]<br>[Q4:13/14]                                | ↓<br>[176]<br>[Q3:14/15]                               | This is a snapshot indicator. 206 was the number as of the end of March 2015. The service updates regularly on this indicator to ensure effective monitoring and management. Issues around increasing supply and managing demand will be a priority for 2015/16. |
| CS5 | Number of private sector units secured for use under HomeLet | 48 plus 11 renewals               | 12 plus 3 renewals      | <b>2 plus 3 renewals</b> | 14 plus 31 renewals    | <br>[83%]   | ↓<br>[15]<br>[Q4:13/14]<br><i>For new units secured</i> | ↓<br>[4]<br>[Q3:14/15]<br><i>For new units secured</i> | Homelet scheme is under review in order to increase the potential of procurement.  |
|     |  |                                   |                         |                          |                        | <br>[0%]  | N/A for renewals  | ↓<br>[10]<br>[Q3:14/15]<br><i>For renewals</i>         |  |



Appendix A - Watford BC - Measures Of Performance (in-house services) – Progress report as of quarter 4 – 2014/15

| Ref | Indicator   | Target for year               | Profile for period (Q4)  | Results for period (Q4)  | Cumulative result (Q4) |  % variance  | Trend since last year (Q4 2013/14)   | Trend since last period (Q3 2014/15)   | Comment  |
|-----|---|-------------------------------|--------------------------|--------------------------|------------------------|---|--------------------------------------|--|--|
| CS6 | The number of households in bed and breakfast accommodation and nightly lets who are pregnant/with dependent children | 25 nightly let<br>10 B&B<br>B | 25 nightly let<br>10 B&B | Nightly let<br><b>52</b> | N/A                    | <br>[108%]   | Nightly let<br>↓<br>[25]<br>Q4:13/14 | Nightly let<br>↓<br>[41]<br>[Q3:14/15] |  |
|     |   |                               |                          | B&B<br><b>35</b>         | N/A                    | <br>[250%]   | B&B<br>↓<br>[10]<br>[Q4:13/14]       | B&B<br>↓<br>[22]<br>[Q3:14/15]         |  |
| CS7 | The number of people sleeping rough on a single night within the area of the local authority                          | 15                            | 15                       | <b>22</b>                | N/A                    | <br>[46.7%]  | ↓<br>[15]<br>[Q4:13/14]              | -                                      | This indicator is reported in Q3 and so not reported for Q4. Results shown are for Q3. |
| CS8 | CSC service levels 80% calls answered in 20 secs  | 80%                           | 80%                      | <b>87%</b>               | N/A                    | <br>[8.75%] | ↔<br>[87.0%]<br>[Q4:13/14]           | ↑<br>[84.0%]<br>[Q3:14/15]             | Target for 2015/16 = 80%.  |
| CS9 | Long Waits' for calls received to CSC   | CSC 6% or less                | CSC 6% or less           | <b>2%</b>                | N/A                    | <br>[67%]  | ↑<br>[8.0%]<br>[Q4:13/14]            | ↑<br>[4.0%]<br>[Q3: 14/15]             | Target for 2015/16 = 6% or less.   |
|     | Long wait = calls not answered within 2 minutes   | Benefits<br>No Target         | Benefits<br>No Target    | <b>Not available</b>     | -                      |   |                                      |  |  |

Appendix A - Watford BC - Measures Of Performance (in-house services) – Progress report as of quarter 4 – 2014/15

| Ref  | Indicator  | Target for year | Profile for period (Q4) | Results for period (Q4)   | Cumulative result (Q4) | 😊😞!<br>% variance | Trend since last year (Q4 2013/14) | Trend since last period (Q3 2014/15) | Comment   |
|------|--|-----------------|-------------------------|---|------------------------|-------------------|------------------------------------|--------------------------------------|---|
| CS10 | CSC service levels 95% all calls answered                            | 95%             | 95%                     | 98%   | N/A                    | 😊<br>[3.2%]       | ↑<br>[95.0%]<br>[Q4:13/14]         | ↔<br>[98%]<br>[Q3: 14/15]            | Target for 2015/16 = 95%.   |
| CS11 | Calls resolved at first point of contact                             | 80%             | 80%                     |   |                        |                   |                                    |                                      | Still waiting on resolution for Lagan eforms.   |
| CS12 | Average waiting times in the CSC for Revenues and Benefits enquiries | -               | =                       | <b>Revenues</b><br><br>CSC team:<br>3.15 mins<br><br>Revenues team:<br>5.2 mins<br><br><b>Benefits</b><br><br>CSC team:<br>8.77 mins<br><br>Benefits Team:-<br>18.03 mins | -                      | =                 | -                                  |                                      | The CSC deal with all enquiries for council tax other than NNDR and complex recovery cases, which are handled by Revenues staff.<br>Benefits enquiries are generally complex resulting in longer transaction times, however, the aim of each Benefits face to face interaction is to resolve queries at the first point of contact and manage demand on the service in the future. Like housing, Benefits is a service that benefits from face to face contact with the customer. Staff are required to discuss complex and sensitive issues in a manner in |

Appendix A - Watford BC - Measures Of Performance (in-house services) – Progress report as of quarter 4 – 2014/15

| Ref  | Indicator                                       | Target for year | Profile for period (Q4) | Results for period (Q4) | Cumulative result (Q4) | 😊☹️!<br>% variance | Trend since last year (Q4 2013/14) | Trend since last period (Q3 2014/15) | Comment  |
|------|---|-----------------|-------------------------|-------------------------|------------------------|--------------------|------------------------------------|--------------------------------------|--|
|      |   |                 |                         |                         |                        |                    |                                    |                                      | which customers understand and having the customer with them allows an officer to ensure the customer understands exactly what benefit they are entitled to, payment dates and the timescale for processing of claims etc. This right first time approach is a more effective and efficient way of working for both the council and the customer. It prevents follow up and repeat visits and double handling. |
| CS13 | Complaints resolved at stage one                | 80%             |                         |                         |                        |                    |                                    |                                      | Still waiting on resolution for Lagan eforms.<br>Target for 2015/16 = 80%.   |
| CS14 | % of stage 1 complaints resolved within 10 days | 80%             |                         |                         |                        |                    |                                    |                                      | Still waiting on resolution for Lagan eforms.<br>Target for 2015/16 = 80%.   |

## Appendix A - Watford BC - Measures Of Performance (in-house services) – Progress report as of quarter 4 – 2014/15

| Ref                                 | Indicator   | Target for year | Profile for period (Q4) | Results for period (Q4) | Cumulative result (Q4) | % variance | Trend since last year (Q4 2013/14) | Trend since last period (Q3 2014/15) | Comment   |
|-------------------------------------|---|-----------------|-------------------------|-------------------------|------------------------|------------|------------------------------------|--------------------------------------|---|
| <b>REGENERATION AND DEVELOPMENT</b> |   |                 |                         |                         |                        |            |                                    |                                      |   |
| <b>RD1</b>                          | Processing of planning applications as measured against targets for 'major' applications (% determined within 13 weeks) | 85%             | 85%                     | <b>85.71%</b>           | 90.48%                 | [0.84%]    | ↑<br>[78.57%]<br>[Q4:13/14]        | ↑<br>[66.67%]<br>[Q3:14/15]          | 7 applications in Q4<br>21 applications cumulatively.<br><br>Target for 2015/16 = 85%.    |
| <b>RD2</b>                          | Processing of planning applications as measured against targets for 'minor' applications (% determined within 8 weeks)  | 90%             | 90%                     | <b>97.87%</b>           | 98.75%                 | [8.7%]     | ↑<br>[97.14%]<br>[Q4:13/14]        | ↓<br>[100.0%]<br>[Q3:14/15]          | 47 applications in Q4<br>240 applications cumulatively.<br><br>Target for 2015/16 = 90%.  |
| <b>RD3</b>                          | Processing of planning applications as measured against targets for 'other' applications (% determined within 8 weeks)  | 90%             | 90%                     | <b>100.00%</b>          | 100.00%                | [11.1%]    | ↑<br>[99.58%]<br>[Q4:13/14]        | ↔<br>[100.0%]<br>[Q3:14/15]          | 111 applications in Q4<br>606 applications cumulatively.<br><br>Target for 2015/16 = 90%. |

on target/in budget **or** above target

not on target/ over budget but there is no cause for concern at this stage.

! not on target/ more than 10% variance or £50k over budget and is a cause for concern.

# Watford Borough Council

## Executive Decision Progress Report

### May 2014 – May 2015

Contact Officer: Sandra Hancock  
Committee and Scrutiny Officer

Telephone: 01923 278377

Email: [legalanddemocratic@watford.gov.uk](mailto:legalanddemocratic@watford.gov.uk)

All officer decisions are available on the Council's website – <http://watford.moderngov.co.uk/mgDelegatedDecisions.aspx?bcr=1> or from 6 August 2014 all Officer decisions are available on - <http://watford.moderngov.co.uk/mgListOfficerDecisions.aspx?bcr=1&BAM=0>. Only Officer key decisions are shown below.

| <b>Decision</b>  | <b>Department</b>               | <b>Decision maker</b>                   | <b>Date Key Decision to be taken (as shown on the Notice of Executive Decisions)</b> | <b>Status</b>  |
|--|---------------------------------|---|--|--|
| Amendment to the Council's Housing Nomination Policy (Armed Forces related regulations)            | Community and Customer Services | Head of Community and Customer Services | May 2014   | Key decision<br>Approved by the Head of Community and Customer Services on 1 May 2014<br>Not called in   |
| Award a 4-year hawk flying contract as part of the WBC pigeon control strategy for the Town Centre | Community and Customer Services | Head of Community and Customer Services | May 2014   | Key decision<br>The Chair of Overview and Scrutiny Committee agreed that the decision could be dealt with in accordance with Access to Information Procedure Rule 16 of the Constitution, "Special Urgency".<br>Approved by the Head of Community and Customer Services on 29 May 2014<br>Call-in not applicable |
| Provision of a temporary ice rink in Watford Town Centre   | Community and Customer Services | Elected Mayor                           | June 2014  | Key decision<br>Approved by Mayor Thornhill on 4 June 2014<br>Not called in  |

| <b>Decision</b>   | <b>Department</b>                      | <b>Decision maker</b> | <b>Date Key Decision to be taken (as shown on the Notice of Executive Decisions)</b> | <b>Status</b>   |
|---|--|-----------------------|--|---|
| Decision to “opt to tax” for VAT on a parcel of land on which the new market is to be built | Regeneration and Development           | Portfolio Holder      | July 2014  | Key decision<br>This decision is covered by Paragraph 3, Schedule 12A of the Access to Information Act; it refers to information relating to the financial or business affairs of the Council.<br>Agreed by the Portfolio Holder on 14 July 2014<br>Not called in |
| Herts Waste Partnership Agreement Deed of Variation   | Corporate Strategy and Client Services | Portfolio Holder      | N/A  | Non-key decision<br>Agreed by the Portfolio Holder on 18 July 2014  |
| Approval of the Residential Design Guide  | Regeneration and Development           | Cabinet               | July 2014  | Key decision<br>Agreed by Cabinet on 23 July 2014<br>Not called in  |
| To note the progress on the Allotments Investment Programme and Farm Terrace Update         | Corporate Strategy and Client Services | Cabinet               | July 2014  | Key decision<br>Previously proposed to be taken in November 2013, then January 2014 and then February 2014<br>Agreed by Cabinet on 23 July 2014<br>Not called in  |

| <b>Decision</b>  | <b>Department</b>                       | <b>Decision maker</b> | <b>Date Key Decision to be taken (as shown on the Notice of Executive Decisions)</b> | <b>Status</b>  |
|--|---|-----------------------|--|--|
| Increase in budget to fund ICT Roadmap expenditure   | Shared Director of Finance              | Cabinet               | July 2014  | Key decision<br>Agreed by Cabinet on 23 July 2014 and then Council on 30 July 2014<br>Call-in not applicable |
| To approve the continued development of the BIG events programme and the use of reserves to help fund this over the next 3 years | Head of Community and Customer Services | Cabinet               | July 2014  | Key decision<br>Agreed by Cabinet on 23 July 2014<br>Not called in   |
| Charter Place redevelopment by INTU  | Democracy and Governance                | Cabinet               | July 2014  | Key decision<br>Agreed by Cabinet on 23 July 2014<br>Not called in   |
| St Albans Road Parking Study: results of the stage 2 consultation and recommendations for further work                           | Regeneration and Development            | Cabinet               | July 2014  | Key decision<br>Agreed by Cabinet on 23 July 2014<br>Not called in   |
| Approval to enter Section 106 Agreement for Watford Health Campus  | Regeneration and Development            | Cabinet               | N/A  | Non-key decision<br>Agreed by Cabinet on 23 July 2014<br>Not called in                                       |



| <b>Decision</b>   | <b>Department</b>            | <b>Decision maker</b> | <b>Date Key Decision to be taken (as shown on the Notice of Executive Decisions)</b> | <b>Status</b>  |
|---|------------------------------|-----------------------|--|--|
| Grand Union Canal Towpath refurbishment Phase 3, contract rules exemption | Regeneration and Development | Cabinet               | N/A  | Non-key decision<br>Agreed by Cabinet on 23 July 2014<br>Not called in   |
| Asbestos Removal Works Under: HSE Control of Asbestos Regulations 2012    | Democracy and Governance     | Cabinet               | N/A  | Non-key decision<br>Agreed by Cabinet on 23 July 2014<br>Not called in   |
| Building Control  | Regeneration and Development | Cabinet               | N/A  | Non-key decision<br>Agreed by Cabinet on 23 July 2014<br>Not called in   |
| Financial Outturn for the Authority 2013/14                               | Director of Finance          | Cabinet               | July 2014  | Key decision<br>In accordance with the Access to Information Procedure Rule 15 the Chair of Overview and Scrutiny Committee was notified that the decision was to be taken by Cabinet in July.<br>Agreed by Cabinet on 23 July 2014<br>Not called in |
| Municipal Bonds Agency  | Director of Finance          | Cabinet and Council   | N/A  | Non-key decision<br>Agreed by Cabinet on 23 July 2014 and then Council on 30 July 2014<br>Call-in not applicable   |

| <b>Decision</b>   | <b>Department</b>                      | <b>Decision maker</b>        | <b>Date Key Decision to be taken (as shown on the Notice of Executive Decisions)</b> | <b>Status</b>  |
|---|--|------------------------------|--|--|
| Award of contract for provision of a Homelessness Review Service<br>(Part B)                    | Community and Customer Services        | Cabinet                      | July 2014  | Key decision<br>This decision was taken in private due to the content of the report. It is covered by Paragraph 3, Schedule 12A, as it included commercially sensitive information regarding the awarding of a contract.<br>Agreed by Cabinet on 23 July 2014<br>Not called in |
| Procurement of a footfall counting solution for Watford Town Centre                             | Regeneration and Development           | Economic Development Officer | August 2014  | Key decision<br>Agreed by Economic Development Officer and Team on 15 August 2014<br>Not called in   |
| Completion of Stage 1 of Watford Business Park Strategic Masterplan and Regeneration Initiative | Regeneration and Development           | Cabinet                      | September 2014   | Key decision<br>Considered by Cabinet on 1 September<br>Not called in  |
| Approval to consult on draft Sports Facilities strategy   | Corporate Strategy and Client Services | Cabinet                      | September 2014   | Key decision<br>Considered by Cabinet on 1 September<br>Not called in  |

| <b>Decision</b>  | <b>Department</b>                      | <b>Decision maker</b>                          | <b>Date Key Decision to be taken (as shown on the Notice of Executive Decisions)</b> | <b>Status</b>   |
|--|--|--|--|---|
| Watford Business Park Strategic Masterplan                 | Regeneration and Development           | Cabinet  | September 2014   | Key decision<br>Considered by Cabinet on 1 September<br>Not called in   |
| Application to BID Loan Fund                               | Regeneration and Development           | Cabinet  | September 2014   | Non-key decision<br>Considered by Cabinet on 1 September<br>Not called in   |
| Cassiobury Park Restoration – Acceptance of terms of grant | Corporate Strategy and Client Services | Head of Corporate Strategy and Client Services |  | Non-key decision<br>Approved by Head of Corporate Strategy and Client Services on 22 September 2014<br>Call-in not applicable               |
| Revised Housing Nomination Policy                          | Community and Customer Services        | Cabinet  | October 2014   | Key decision<br>Originally the decision was due to be considered in September.<br>Considered by Cabinet on 13 October 2014<br>Not called in |

| Decision  | Department                      | Decision maker                            | Date Key Decision to be taken (as shown on the Notice of Executive Decisions) | Status  |
|---|---------------------------------|---|---|---|
| Lease for Temporary Accommodation                                   | Community and Customer Services | Property Manager and Housing Section Head |   | <p>Non-Key decision</p> <p>The Chair of Overview and Scrutiny Committee agreed that the decision could be dealt with in accordance with Access to Information Procedure Rule 16 of the Constitution, "Special Urgency".</p> <p>The report is covered by Paragraph 3, Schedule 12A, as it included commercially sensitive information regarding the awarding of a contract.</p> <p>Approved by the Property Manager and Housing Section Head on 16 October 2014.</p> <p>Call-in not applicable</p> |
| WBC Housing Strategy  | Community and Customer Services | Cabinet                                   | December 2014   | <p>Key decision</p> <p>Considered by Cabinet on 1 December 2014</p> <p>Not called in</p>  |
| Town Centre Multi Storey Car Parks                                  | Regeneration and Development    | Cabinet                                   | December 2014   | <p>Key decision</p> <p>Considered by Cabinet on 1 December 2014</p> <p>Not called in</p>  |
| Termination of the Housing Regeneration Initiative (HARI) agreement | Community and Customer Services | Cabinet                                   | December 2014   | <p>Key decision</p> <p>Considered by Cabinet on 1 December 2014</p> <p>Not called in</p>  |

| <b>Decision</b>   | <b>Department</b>                      | <b>Decision maker</b> | <b>Date Key Decision to be taken (as shown on the Notice of Executive Decisions)</b> | <b>Status</b>  |
|---|--|-----------------------|--|--|
| Local Plan Part 2 – progression to consultation                                       | Regeneration and Development           | Cabinet               | December 2014  | Key decision<br>Considered by Cabinet on 1 December 2014<br>Not called in  |
| Town Centre Partnerships proposal to ballot for a Business Improvement District (BID) | Regeneration and Development           | Cabinet               | December 2014  | Key decision<br>Considered by Cabinet on 1 December 2014<br>Not called in  |
| Economic Development Strategy Refresh (2015-2020)                                     | Regeneration and Development           | Cabinet               | December 2014  | Non-key decision<br>Considered by Cabinet on 1 December 2014<br>Not called in  |
| Wifi connectivity report  | Regeneration and Development           | Cabinet               | December 2014  | Non-key decision<br>Considered by Cabinet on 1 December 2014<br>Not called in  |
| Adoption of the Watford Sports Facilities Strategy                                    | Corporate Strategy and Client Services | Cabinet               | January 2015   | Key Decision<br>Originally due to be taken in December 2014<br>Considered by Cabinet on 19 January 2015<br>Not called in |

| <b>Decision</b>   | <b>Department</b>               | <b>Decision maker</b>                                | <b>Date Key Decision to be taken (as shown on the Notice of Executive Decisions)</b> | <b>Status</b>   |
|---|---------------------------------|--|--|---|
| Private Rented Sector Discharge Policy                                  | Community and Customer Services | Cabinet  | January 2015   | Key decision<br>Considered by Cabinet on 19 January 2015<br>Not called in         |
| Draft Revenue and Capital Estimates 2015/2018                           | Finance                         | Cabinet  | January 2015   | Key decision<br>Considered by Cabinet on 19 January 2015<br>Not called in         |
| Housing Storage Policy  | Community and Customer Services | Cabinet  | January 2015   | Key decision<br>Considered by Cabinet on 19 January 2015<br>Not called in         |
| Wifi connectivity project – delegation of authority to Portfolio Holder | Regeneration and Development    | Cabinet  | January 2015   | Non-key decision<br>Considered by Cabinet on 19 January 2015<br>Not called in     |
| Amendment and revocation of the Council's Air Quality Management Areas  | Community and Customer Services | Portfolio Holder for Community and Customer Services | January 2015   | Key decision<br>Agreed by the Portfolio Holder on 7 January 2015<br>Not called in |

| <b>Decision</b>   | <b>Department</b>            | <b>Decision maker</b> | <b>Date Key Decision to be taken (as shown on the Notice of Executive Decisions)</b> | <b>Status</b>  |
|---|------------------------------|-----------------------|--|--|
| Reviewed and updated Corporate Plan 2015-19   | Managing Director            | Cabinet Council       | February 2015<br>March 2015  | <b>Amended</b><br>Key decision<br>Considered by Cabinet on 16 February 2015 and by Council on 18 March 2015                      |
| CPZ Policies Task Group recommendations   | Democracy and Governance     | Cabinet               | February 2015  | <b>Amended</b><br>Non-key decision<br>Considered by Cabinet on 16 February 2015 deferred; considered by Cabinet on 9 March 2015. |
| Watford's Monitoring Report 2014  | Regeneration and Development | Cabinet               | February 2015  | Non-key decision<br>Considered by Cabinet on 16 February 2015<br>Not called in   |
| Watford Health Campus – Appropriation of Oxhey Park Open Space  | Regeneration and Development | Cabinet               | February 2015  | Non-key decision<br>Considered by Cabinet on 16 February 2015<br>Not called in   |
| Establishment of a Property Investment Board and agree the direction of travel in respect of actions arising from the Property Review | Regeneration and Development | Cabinet               | March 2015   | <b>Amended</b><br>Key decision<br>Considered by Cabinet on 9 March 2015<br>Not called in   |

| <b>Decision</b>   | <b>Department</b>               | <b>Decision maker</b>                   | <b>Date Key Decision to be taken (as shown on the Notice of Executive Decisions)</b> | <b>Status</b>   |
|---|---------------------------------|---|--|---|
| Authorisation for the back scanning of planning application files from 2009 - 2013                            | Regeneration and Development    | Cabinet                                 | March 2015   | <b>Amended</b><br>Key decision<br>Considered by Cabinet on 9 March 2015<br>Not called in  |
| Update Business Rates (NNDR) Discretionary Rate Relief  | Revenues and Benefits           | Cabinet                                 |  | <b>New</b><br>Non-key decision<br>Considered by Cabinet on 9 March 2015<br>Not called in  |
| Update Housing Benefit Discretionary Housing Payment Policy   | Revenues and Benefits           | Cabinet                                 |  | <b>New</b><br>Non-key decision<br>Considered by Cabinet on 9 March 2015<br>Not called in  |
| Replacement of the Council website Content Management System to support the redesign of the corporate website | Community and Customer Services | Head of Community and Customer Services |  | <b>New</b><br>Non-key decision<br>Approved by Head of Community and Customer Services on 1 April 2015<br>Call-in not applicable |



| Decision                              | Department                   | Decision maker                                    | Date Key Decision to be taken (as shown on the Notice of Executive Decisions) | Status   |
|---------------------------------------|------------------------------|---|---|--|
| Watford Business Park - Caxton Way    | Regeneration and Development | Portfolio Holder for Regeneration and Development |   | <p><b>New</b></p> <p>The Chair of Overview and Scrutiny Committee agreed that the decision could be dealt with in accordance with Access to Information Procedure Rule 16 of the Constitution, "Special Urgency".</p> <p>The report is covered by Paragraph 3, Schedule 12A, as it included commercially sensitive information regarding the awarding of a contract.</p> <p>Approved by the Portfolio Holder for Regeneration and Development on 29 April 2015</p> <p>Call-in not applicable</p> |
| Award of wireless concession contract | Regeneration and Development | Mayor   |   | <p><b>New</b></p> <p>Approved by the Mayor on 30 April 2015</p> <p>Not called in</p>   |



# **Watford Borough Council**

## **Executive Decision Progress Report**

### **May 2015 – May 2016**

Contact Officer: Sandra Hancock  
Committee and Scrutiny Officer

Telephone: 01923 278377

Email: [legalanddemocratic@watford.gov.uk](mailto:legalanddemocratic@watford.gov.uk)

All officer decisions are available on - <http://watford.moderngov.co.uk/mgListOfficerDecisions.aspx?bcr=1&BAM=0>. Only Officer key decisions are shown below.

| <b>Decision</b>                           | <b>Department</b>            | <b>Decision maker</b> | <b>Date Key Decision to be taken (as shown on the Notice of Executive Decisions)</b> | <b>Status</b>   |
|---|------------------------------|-----------------------|--|---|
| Croxley Rail Link                         | Managing Director            | Cabinet               | July 2015  | <b>New</b><br>Key decision<br>Due to be considered by Cabinet on 13 July 2015.  |
| Revenues and Benefits write-offs          | Revenues and Benefits        | Cabinet               | July 2015  | <b>New</b><br>Non-key decision<br>Due to be considered by Cabinet on 13 July 2015   |
| Renegotiation of bowls club lease         | Regeneration and Development | Cabinet               | July 2015  | <b>New</b><br>Key decision and Part B (commercially sensitive information)<br>Due to be considered by Cabinet on 13 July 2015 |
| Approval of Economic Development Strategy | Regeneration and Development | Cabinet               | July 2015  | <b>New</b><br>Key decision<br>Due to be considered by Cabinet on 13 July 2015   |

| Decision                                   | Department                             | Decision maker | Date Key Decision to be taken (as shown on the Notice of Executive Decisions) | Status  |
|--|--|----------------|---|---|
| Sutton, Gade and Church car park variation | Regeneration and Development           | Cabinet        | July 2015   | <b>New</b><br>Key decision<br>Due to be considered by Cabinet on 13 July 2015     |
| Approval of Commissioning Framework        | Corporate Strategy and Client Services | Cabinet        | September 2015  | <b>New</b><br>Key decision<br>Due to be considered by Cabinet on 7 September 2015 |



## \*PART A

**Report to:** Overview and Scrutiny Committee  
**Date of meeting:** 18 June 2015  
**Report of:** Committee and Scrutiny Officer  
**Title:** Community Safety Partnership Task Group Membership

### 1.0 SUMMARY

1.1 Overview and Scrutiny Committee is required to agree the membership of the Community Safety Partnership Task Group.

### 2.0 RECOMMENDATIONS

2.1 that the Overview and Scrutiny Committee agrees the maximum number of members for the Community Safety Partnership Task Group.

2.2 that Overview and Scrutiny Committee agrees the names of those Councillors appointed to the Community Safety Partnership Task Group.

#### **Contact Officer:**

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

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

### 3.0 DETAILED PROPOSAL

#### Background

3.1 The Community Safety Partnership Task Group is a permanent Task Group reporting to Overview and Scrutiny Committee. The Council has a statutory duty to scrutinise the crime and disorder partnership, known in Watford as the Community Safety Partnership.

3.2 The appointment of the Task Group's membership is delegated to Overview and Scrutiny Committee; however the Chair is elected at the Task Group's first meeting.

3.3 The Community Safety Partnership Task Group does not have to be politically balanced and is open to all non-Executive Councillors. No substitutions are permitted

on Task Groups. Meetings are generally open to the public and the details are published on the Council's website.

3.4 In 2014/15 the Community Safety Partnership Task Group comprised the following seven non-executive Councillors –

- Councillor Kelly McLeod (Chair)
- Councillor Jeanette Aron
- Councillor Stephen Bolton
- Councillor Rabi Martins
- Councillor Binita Mehta
- Councillor Mo Mills
- Councillor Seamus Williams

3.5 Committee Membership 2015/16

On 29 May 2015 the Committee and Scrutiny Officer emailed all non-executive members asking them to advise her if they were interested in participating in the Task Group. A reminder was then sent on 5 June 2015 as only two responses had been received. As at the date of publication of the agenda six responses have been received, as set out in paragraph 3.7.

3.6 The Committee and Scrutiny Officer was aware that the Labour Group had provided the Democratic Services Manager with the names of four Councillors that the Group wished to nominate for the Task Group. In the email of 29 May and 5 June she had asked Councillors to confirm their interest.

3.7 The following Members, listed in order of response, have asked to be considered for membership of the Task Group –

- Councillor Stephen Bolton
- Councillor Rabi Martins
- Councillor Binita Mehta
- Councillor Sohail Bashir
- Councillor Seamus Williams
- Councillor Mo Mills

3.8 Overview and Scrutiny Committee is asked to consider the appropriate number of Members for the Task Group and agree the membership for the Community Safety Partnership Task Group, based on the information in paragraph 3.7 and any updates provided at the meeting. It is recommended that Task Groups comprise no more than five Councillors, however for the last few years it has been agreed by Overview and Scrutiny Committee that the Community Safety Partnership Task Group comprises seven Councillors.

3.9 The Task Group's Chair will be elected at the first meeting on Wednesday 23 September 2015.



### 3.10 Work Programme

For 2015/16 it has been agreed that there will be two meetings, as set out in the timetable of meetings agreed at Annual Council on 20 May 2015. The first meeting, in September, will carry out a six month review of the Community Safety Partnership's Plan. The second meeting, in March, will carry out an annual review of the 2015/16 Plan and consider the draft Plan for 2016/17. The Task Group's draft work programme is attached as Appendix 1 and will be discussed at the Task Group's first meeting.

## 4.0 **IMPLICATIONS**

### 4.1 **Financial**

4.1.1 The Director of Finance comments that any costs arising out of the task group can be accommodated within existing budgets.

### 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 – Community Safety Partnership Task Group's draft work programme

### Background Papers

Emails from the Committee and Scrutiny Officer to all non-executive Councillors and responses

### File Reference

None



**Community Safety Partnership Task Group  
Rolling Work Programme  
2015/16**

**Committee Membership:**

Chair: TBC

Councillors TBC

| <b>Date of Meeting</b> | <b>Item for agenda</b>  | <b>Officer</b>                                   |
|------------------------|---|--|
| <b>2015/2016</b>       |   |  |
| <b>23 Sep 2015</b>     | Election of Chair   |  |
|                        | 6 month review of performance in relation to the CSP action plan for 2015/16.                 | Community Safety Manager and CSP representatives |
|                        | Review of CSP Communications Plan.  | Community Safety Manager and CSP representatives |
|                        | Actions and questions update.   | Committee and Scrutiny Support Officer           |
|                        | Terms of reference.   | Committee and Scrutiny Support Officer           |
|                        | Work programme (consider themed item for next meeting from any pertinent issue(s) discussed). | Committee and Scrutiny Support Officer           |
| <b>22 Mar 2016</b>     | Themed item?  | Guest?   |
|                        | Overview of annual performance in relation to the CSP plan 2015/18.                           | Community Safety Manager and CSP representatives |
|                        | Update on the proposed CSP priorities for 2016/17 and associated strategic assessments.       | Community Safety Manager and CSP representatives |
|                        | Action and questions update   | Committee and Scrutiny Support Officer           |



## PART A

**Report to:** Overview and Scrutiny Committee  
**Date of meeting:** 18 June 2015  
**Report of:** Committee and Scrutiny Support Officer  
**Title:** Controlled Parking Zones (CPZ) Policies Task Group

### 1.0 SUMMARY

1.1 This report asks Overview and Scrutiny Committee to review the conclusions and recommendations set out in the final report from the Controlled Parking Zones (CPZ) Policies Task Group, attached as an Appendix to this report and taking into account Cabinet's response attached as Appendices.

### 2.0 RECOMMENDATION

- 2.1 that the Overview and Scrutiny Committee reviews the CPZ Policies Task Group's final report and Cabinet's responses.
- 2.2 that Overview and Scrutiny Committee considers when it wishes to review the recommendations.

**Contact Officer:**

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

### 3.0 DETAILED PROPOSAL

- 3.1 The scrutiny topic was proposed by the Head of Regeneration and Development in order to resolve common issues raised by members of the public. It was requested that the review was completed by the end of the financial year to enable officers to implement any agreed recommendations by 1 April 2015.
- 3.2 At its meeting on 20 November 2014, Overview and Scrutiny Committee agreed the proposed scrutiny topic and the following Councillors were appointed to the task group –
- Councillor Karen Collett (Chair)
  - Councillor Kareen Hastrick

- Councillor Anne Joynes
- Councillor Rabi Martins
- Councillor Darren Walford

Prior to the start of the review Councillor Rabi Martins replaced Councillor Peter Jeffree, which was formally agreed at the task group's first meeting.

- 3.3 The task group met on three occasions –
- 18 December 2014
  - 20 January 2015
  - 2 February 2015

Full details of the task group's final report and its recommendations are attached as Appendix 1 to this report.

- 3.4 It was agreed that the report would be presented to Cabinet at its February meeting, prior to it being presented to Overview and Scrutiny Committee. Throughout the review Overview and Scrutiny Committee received regular updates from the Chair, Councillor Karen Collett.
- 3.5 At Cabinet on 16 February 2015, it was agreed to defer the item for a future meeting to enable further consideration of the recommendations. The report was then submitted to Cabinet on 9 March 2015, when all recommendations were agreed. The minutes are attached as appendices to this report.
- 3.6 Overview and Scrutiny Committee is asked to review the Task Group's conclusions and recommendations and Cabinet's response and then agree when it wishes to review the recommendations.

### Appendices

Appendix 1 Final report of the Controlled Parking Zones Policies Task Group

Appendix 2 Extract of minutes from Cabinet on 16 February 2015

Appendix 3 Extract of minutes from Cabinet on 9 March 2015

### Background Papers

Report and minutes of Overview and Scrutiny Committee 21 November 2012 and 26 March 2013

### File Reference

None



# **CPZ POLICIES TASK GROUP**

## **REVIEW OF THE POLICIES FOR WATFORD BOROUGH COUNCIL'S CONTROLLED PARKING ZONES**

**FEBRUARY 2015**

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## COMMITTEE MEMBERSHIP

### Watford Borough Council

#### Members - Task Group

Councillor Karen Collett

Councillor Kareen Hastrick

Councillor Peter Jeffree

Councillor Anne Joynes

Councillor Darren Walford

Chair of the Task Group and  
Councillor for Woodside Ward

Councillor for Meriden Ward

Councillor for Park Ward

Councillor for Leggatts Ward

Councillor for Tudor Ward

#### Officer Support

Andy Smith

Justin Bloomfield

Liam Hornsby

Sandra Hancock

Rosy Wassell

Transport and Infrastructure Section Head

Parking Services Manager

Deputy Parking Services Manager

Committee and Scrutiny Officer

Committee and Scrutiny Support Officer

# RECOMMENDATIONS TO PRESENT TO CABINET AND OVERVIEW AND SCRUTINY COMMITTEE

## RECOMMENDATIONS:

### **Vehicle Length Limits**

- 1 The 5.25m length limit to be retained for all residential permits.
- 2 To extend the length limit for business permits (in CPZs) to 6.0m.

### **Business Permits**

- 3 Criteria to be revisited
- 4 Vehicles should be registered to the company address (i.e. Head office) but not necessarily at the CPZ address – not to an individual at a residential address
- 5 Vehicles must realistically be usable for the stated operation
- 6 Vehicles to be used during the day rather than parked throughout entire business hours.

### **Blue Badge Drivers**

- 7 Free permits be retained for drivers who hold a Blue Badge.
- 8 Extend free permit issue to cover parents caring for disabled children under 16 years old who hold a Blue Badge

### **One Permit Per Person**

- 9 The current Rule should remain: up to two permits to be available to each household but only one permit per person.

### **Funerals**

- 10 The policy to remain unchanged

### **Visitor Voucher Abuse**

- 11 Amendment to the Traffic Regulation Order (TRO) to allow for the revocation of vouchers when they are abused and confirm that all minutes on Visitor Vouchers must be scratched, including zero.

### **Doctor and Health Visitor (DHV) Permits**

- 12 The price of DHV permits to be: £25 for the first five permits for any one organisation and subsequent permits to be priced at £55 each. Charges to be reflective of the residents' pricing structure. A formal criterion to be created and a clause inserted in the TRO to reflect this.
- 13 All current DHV permits to be revoked and reissued to applicants under the new criteria and pricing structure

### **Staff Permits**

- 14 A formal criteria for use to be created and a suitable clause inserted in the TRO to reflect this.

### **Late Night Enforcement (Residential Roads)**

- 15 To continue with the current arrangements and to be reactive to specific yellow line complaints in circumstances where safety or access concerns may exist.

### **Period of Residency (Vehicle Ownership)**

- 16 Proof of residency to be produced for each renewal of permit.  
17 The requirement for a V5 or insurance document to be produced each year should be removed if the renewal relates to the same vehicle.

### **Refunds**

- 18 That a standard administration fee of £10 is deducted from the refund due on each permit and a pro-rata refund for the remaining months is provided by BACS upon application. This rule to apply only to those permits with more than three months remaining.

### **Driveway CPZ Parking for Permit holders**

- 19 A suitable clause to be written into the TRO in order that persistent instances of abuse can be dealt with.

### **Residents' Permits – Minimum tenancy period**

- 20 To formalise a minimum six months tenancy period to qualify for a 12 month permit. All other residents remain entitled to visitor vouchers.

## BACKGROUND INFORMATION

At a meeting on 20 November 2014 the Overview and Scrutiny Committee were asked to review policies in relation to Controlled Parking Zones and to consider whether to establish a Task Group for this issue.

The meeting agreed that a task group on this subject would be wise.

It was suggested that the group should comprise councillors who did not represent a ward in which a CPZ was established. Councillors whose wards contained a CPZ were asked to attend as witnesses; enabling them to contribute the experience of residents in their wards.

In light of complaints received by the Parking Service the proposal had asked that the Task Group consider aspects of policies relating to the allocation of residents' and business permits and to test whether current policies were reasonable or whether a review would be justified.

It was proposed that evidence be gained through:

- Current policies
- Officers' views and comments from residents, the public and business users
- Member views
- Examination of other CPZ schemes

The Overview and Scrutiny Committee were advised that the Task Group must complete their work by the end of the current financial year.

It was agreed that the Task Group would comprise:

|                            |   |                              |
|----------------------------|---|------------------------------|
| Councillor Karen Collett   | – | Councillor for Woodside Ward |
| Councillor Kareen Hastrick | – | Councillor for Meriden Ward  |
| Councillor Anne Joynes     | – | Councillor for Leggatts Ward |
| Councillor Rabi Martins    | – | Councillor for Central Ward  |
| Councillor Darren Walford  | – | Councillor for Tudor Ward    |

At the Task Group's first meeting it was agreed that Councillor Peter Jeffree, Park Ward, would replace Councillor Rabi Martins.

## SUMMARY OF MEETINGS

### **First Meeting - 18 December 2014**

Councillor Collett was elected Chair.

It was agreed that the Task Group would not review the entire parking scheme; the group would address those aspects specified in the scope.

Suggested areas for review included:

- Residence permits
- Visitor Vouchers
- Business Permits
- Exemptions
- Length of Vehicles
- Match day parking

It was recommended that transport and parking services officers prepare documents for the group listing comments and questions received from residents and members of the public. This could then be considered at the following meeting.

Members discussed the aims and contents of the report.

The following ACTIONS were AGREED:

1. That the Committee and Scrutiny Officer would research parking provision at other nearby local authorities and to then pass the information to the task group.
2. That the Transport and Infrastructure Section Head and the Parking Services Manager be asked to attend the following meeting of the Task Group
3. That the Committee and Scrutiny Officer would
  - email the task group members and the Head of Regeneration and Development for suggestions for questions in a survey to be sent to those Councillors whose wards had a CPZ: Callowland, Central, Holywell, Nascot, Park and Vicarage
  - look at questions posed by the consultant to residents and businesses in the CPZ areas and email these to the group
  - finalise the survey and send out to Councillors immediately after the Christmas break; the survey to be returned by 20 January.

The minutes for this meeting can be found in Appendix 2 to this report

### **Second Meeting - 20 January 2015**

The Task Group had received a report of the Parking Services Manager addressing issues raised by residents and members of the public in respect of a number of rules and policies relating to the administration of the scheme. The Task Group had also received the results of a survey sent to Councillors whose wards had a CPZ.

The Parking Services Manager asked for guidance on whether any changes should be introduced to the current policies.

The Task Group considered each of the items outlined by the Parking Services Manager and then made its recommendations.

The recommendations are detailed on pages 4 and 5 of this report

The minutes for this meeting can be found in Appendix 3 to this report

### **Third Meeting - 2 February 2015**

The Task Group had received the draft report to be sent to Cabinet in addition to an example of parking details in the vicinity of places of worship and two documents from the Parking Service regarding Business Permits.

The Task Group considered the documents and recommended that they be presented to the Cabinet at their next meeting on 16 February 2015.

The minutes for this meeting can be found in Appendix 4 to this report

## RECOMMENDATIONS AND COMMENTS

### VEHICLE LENGTH LIMITS

#### Recommendation 1

*The 5.25m length limit to be retained for all residential permits.*

#### Recommendation 2

*To extend the length limit for business permits (in CPZs) to 6.0m.*

The Parking Services Manager advised that 5.25m was a standard length for cars and a maximum length of 6.0m was standard for vehicles in business use. He advised that applicants make a declaration stating the length of their vehicles when applying for a permit.

### BUSINESS PERMITS

#### Recommendation 3

*Criteria to be revisited*

It was felt that the rules were not sufficiently stringent to prevent abuse of the scheme.

The meeting agreed that where criteria were changed permit holders be fully informed of all aspects of the new regulations. It was also agreed that it would be wise to inform residents and businesses that parking staff would monitor CPZs to ensure that the regulations were complied with.

#### Recommendation 4

*Vehicles should be registered to the company address (i.e. Head office) but not necessarily at the CPZ address – not to an individual at a residential address*

#### Recommendation 5

*Vehicles must realistically be usable for the stated operation*

It was noted that in some cases vehicles were not such as would generally be used for business purposes e.g. luxury cars where normally it would be expected that a 'trades' van would be used. It was agreed that the type of vehicle to be used for a business permit should be specified if this were possible.

#### Recommendation 6

*Vehicles to be used during the day rather than parked throughout entire business hours*

The meeting noted that business vehicles were occasionally parked in the CPZ and then were not moved for the whole day; i.e. the parking permit was being used for parking rather than for business use. It was agreed that rules specify that vehicles be used rather than parked and then left in situ throughout the working day.

Parking Services officers produced a revised set of criteria which was approved by the Task Group at the meeting on 2 February 2015. The document is attached to this report at Appendix 6.

## **BLUE BADGE DRIVERS**

### Recommendation 7

*Retain free permits for drivers who hold a Blue Badge.*

### Recommendation 8

*Extend free permit issue to cover parents caring for disabled children under 16 years old who hold a Blue Badge.*

The meeting noted that requests for free permits had been received from applicants who had caring responsibilities for members of the family in the same household. It was agreed that only Blue Badge drivers and parents caring for children under 16 years of age should be granted free permits.

## **ONE PERMIT PER PERSON**

### Recommendation 9

*The current rule should remain: up to two permits to be available to each household but only one permit per person.*

Increasing numbers of residents were requesting two permits where they had two vehicles registered in their name. It was agreed that to introduce a change in this rule could potentially result in an increase of vehicles parking on the highway.

## **FUNERALS**

### Recommendation 10

*The policy to remain unchanged*

Under the current regulations only hearses and limousines for mourners were exempt from parking restrictions in CPZ areas. The meeting noted that changes to the current policy could significantly impact on residents and businesses in some areas of the town.

Officers agreed to produce leaflets indicating available parking near to places of worship and to distribute these to churches etc and to funeral directors for use by guests on these occasions. At the Task Group's final meeting the Transport and Infrastructure Section Head produced a map which Members felt would be very helpful.



## **VISITOR VOUCHER ABUSE**

### Recommendation 11

*Amendment to the Traffic Regulation Order (TRO) to allow for the revocation of vouchers when they are abused and confirm that all minutes on Visitor Vouchers must be scratched, including zero*

Under the current regulations the parking service had no power to act on abuse of the voucher scheme. The meeting agreed that an amendment to the TRO would be wise; this would then allow residents who had abused the system to be penalised through the loss of vouchers.

## **DOCTOR AND HEALTH VISITOR (DHV) PERMITS**

### Recommendation 12

*The price of DHV permits to be: £25 for the first five permits for any one organisation and subsequent permits to be priced at £55 each. Charges to be reflective of the residents' pricing structure. A formal criterion to be created and a clause inserted in the TRO to reflect this.*

### Recommendation 13

*All current DHV permits to be revoked and reissued to applicants under the new criteria and pricing structure.*

The Task Group was advised that there were no formal criteria for applications for DHV permits, that the cost of DHV permits were cheaper than those for residents and that a number of problems were associated with their use, for example drivers use them for personal and social reason.

The meeting discussed charges and it was agreed that a tiered pricing system be introduced at a cost equal to those of residents.

## **STAFF PERMITS**

### Recommendation 14

*A formal criteria for use to be created and a suitable clause inserted in the TRO to reflect this.*

For a number of Council staff, their role required them to visit sites within CPZs for which they were issued with parking permits. The permits were used on a 'pool' basis.

The meeting noted that no formal criteria for application for these permits existed and agreed that a criterion should be created and then inserted into the TRO.

## **LATE NIGHT ENFORCEMENT (RESIDENTIAL ROADS)**

### Recommendation 15

*To continue with the current arrangements and to be reactive to specific yellow line complaints in circumstances where safety or access concerns may exist.*

The meeting noted that problems occurred in roads which included a 'turning point' at the closed end of the street. Yellow lines had been installed to facilitate turning but this had raised complaints from residents who stated that this had minimised parking spaces. It was agreed that whilst officers would not monitor residential roads after 6.30 p.m. they would act in cases of specific complaints.

Parking Services produced a sample letter to send to residents in roads which had turning points at the ends of the street (Euston Avenue and St Mary's Road). The proposed letter is attached to this report at Appendix 7.

## **PERIOD OF RESIDENCE (VEHICLE OWNERSHIP)**

### Recommendation 16

*Proof of residency to be produced for each renewal of permit.*

### Recommendation 17

*The requirement for a V5 or insurance document to be produced each year should be removed if the renewal relates to the same vehicle.*

The Parking Services Manager advised that proof of residency was required for each renewal as this acted as a safe-guard to ensure that permits were not issued to individuals who were no longer residents. It was not, however, necessary to update details of vehicles unless they had been changed since the previous permit had been issued.

## **REFUNDS**

### Recommendation 18

*That a standard administration fee of £10 is deducted from the refund due on each permit and a pro-rata refund for the remaining months is provided by BACS upon application. This rule to apply only to those permits with more than three months remaining.*

Significant numbers of requests for refunds were received which equated to considerable staff time spent in administration. There was no formal rule on the sums concerned.

The meeting considered the refund tables in the agenda and agreed that the structures indicated in the second table be introduced. The figures in this table included an administration fee of £10 having been deducted from the pro-rata refund for those months of the permit where more than three months remained.

## **DRIVEWAY CPZ PARKING FOR PERMIT HOLDERS**

### Recommendation 19

*A suitable clause to be written into the TRO in order that persistent instances of abuse can be dealt with.*

This issue had been referred to the Task Group as officers had received complaints of permit holders parking in front of vehicular access points and driveways. Residents signed a declaration agreeing not to park across driveways but there was no formal provision in the TRO allowing the Council to withdraw the permit in these circumstances. The group agreed with the Parking Services Manager's recommendation as detailed in his report.

## **RESIDENTS' PERMITS MINIMUM TENANCY PERIOD**

### Recommendation 20

*To formalise a minimum six months tenancy period to qualify for a 12 month permit. All other residents remain entitled to visitor vouchers.*

The Parking Services Manager advised that applications for permits were occasionally received from individuals who had short lets on properties in CPZ areas. The Task Group agreed that proven residency of at least six months should be a requirement for a parking permit and that residents for shorter terms should remain entitled to visitor vouchers.

## BIBLIOGRAPHY AND APPENDICES

### Bibliography

The following documents were found to be useful:

1. Minutes of the Planning and Highways Committee meeting – 20 January 1997:
2. Minutes of the Planning and Highways Committee meeting – 26 February 1997
3. Minutes of Special Planning and Highways Committee – 10 July 1997
4. Minutes of Cabinet meeting – 3 September 2007  
<http://watford.moderngov.co.uk/CeListDocuments.aspx?Committeeld=121&MeetingId=164&DF=03%2f09%2f2007&Ver=2>
5. Report of the Head of Planning and Development on Controlled Parking Zone Consultation – Outcomes and Recommendations  
<http://watford.moderngov.co.uk/Data/Cabinet/200709031930/Agenda/att764.pdf>
6. 'Your Parking Your Choice' consultation  
<http://watford.moderngov.co.uk/Data/Cabinet/200709031930/Agenda/att765.pdf>
7. Minutes of Cabinet meeting – 2 December 2013  
<http://watford.moderngov.co.uk/ieListDocuments.aspx?CId=121&MIId=1199&Ver=4>
8. Watford High Level Parking Review  
<http://watford.moderngov.co.uk/documents/s6157/Appendix%20Ai.pdf>
9. Comparator information on parking permits (meeting on 20 January 2015)
10. Additional Comparator information on parking permits (meeting on 20 Jan 2015)
11. Map for parking near to places of worship

### Appendices:

- Appendix 1: Task Group scope
- Appendix 2: Minutes 18 December 2014
- Appendix 3: Minutes 20 January 2015
- Appendix 4: *Minutes 2 February 2015*
- Appendix 5: Report: Controlled Parking Zone Issues
- Appendix 6: Business Permits
- Appendix 7: Late Night Enforcement

**Selection of topics and issues for scrutiny by councillors, officers or members of the public**

Anyone wishing to suggest a topic for scrutiny must complete Section 1 of this form.

1. Sources

The following are sources of ideas for the work programme:

- Performance indicators, both national and internal.
- Views of Cabinet and Leadership Team especially in relation to policy subjects.
- The Council's surveys, such as the annual residents' survey.
- The Complaints Report which is compiled annually by the Customer Service Centre.
- Service complaints more widely; although individual cases will not be taken up if a large volume of complaints is received about a single issue then it may be appropriate to pursue the topic.
- Reports of external inspections of services.
- The views of the Council's partners.
- Issues picked up by ward councillors in their locality.
- The Council's Forward Plan

2. Outcomes

Success indicators could include:

- Having identified local needs;
- Having evaluated alternative ways of working/how a service could improve and making recommendations to the Executive or the Council's partners;
- Having developed an awareness of any contractual, economic, legal or structural constraints on Council's or its partners approach.

### 3. Criteria

To qualify for consideration the topic must meet the following criteria:

- Affect a group or community of people. Scrutiny will not normally look at individual service complaints.
- Relate to a service, event or issue in which Watford Borough Council has a significant stake.
- Not be an issue that Scrutiny has covered during the last year.
- Not be a planning or licensing issue, or any other matter dealt with by another council committee.
- To match one or more of the Council's current priorities.
- To be feasible and able to be completed within the timescale projected for the work.
- There must be availability within the relevant department/service to support the review.
- Be a topic that members wish to scrutinise.

On completion please return to Sandra Hancock, Committee and Scrutiny Officer

By email – [sandra.hancock@watford.gov.uk](mailto:sandra.hancock@watford.gov.uk)

By post – Democracy and Governance, Watford Borough Council, Town Hall, Watford, WD17 3EX

## Suggestions for topics to be scrutinised – evaluation table

A Member, Officer or member of the public suggesting a topic for scrutiny must complete Section1 as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

|  |   |
|--|---|
| <b>Section 1 – Scrutiny Suggestion</b>   |   |
| <b>Proposer: Councillor/Officer/Member of public</b>   |   |
| <p><b>Topic recommended for scrutiny:</b></p> <p><i>Please include as much detail as is available about the specific such as;</i></p> <ul style="list-style-type: none"> <li>• <i>areas which should be <u>included</u> in the review.</i></li> <li>• <i>areas which should be <u>excluded</u> from the review.</i></li> <li>• <i>Whether the focus should be on past performance, future policy or both.</i></li> </ul> | <p><i>Review of operational aspects of policies relating to the Controlled Parking Zone, for example, allocation of residents' permits, business permits etc.</i></p>             |
| <p><b>Why have you recommended this topic for scrutiny?</b></p>  | <p><i>To address frequent issues arising from comments to the Parking Service relating to the above issues, and queries raised by members in dealing with their casework.</i></p> |

|   |   |
|---|---|
| <p><b>What are the specific outcomes you wish to see from the review?</b></p> <p><i>Examples might include:</i></p> <ul style="list-style-type: none"><li>• <i>To identify what is being done and what the potential barriers are;</i></li><li>• <i>To review relevant performance indicators;</i></li><li>• <i>To compare our policies with those of a similar authority;</i></li><li>• <i>To assess the environmental/social impacts;</i></li><li>• <i>To Benchmark current service provision;</i></li><li>• <i>To find out community perceptions and experience;</i></li><li>• <i>To identify the gap between provision and need</i></li></ul> | <p><i>To test whether the current policies are reasonable, or whether a review is justified. If the policies are to be reviewed this would require wider public consultation and some amendments to the Traffic Regulation Order associated with the CPZ.</i></p> |
|---|---|



|  |   |
|--|---|
| <p><b>How do you think evidence might be obtained?</b></p> <p><i>Examples might include</i></p> <ul style="list-style-type: none"> <li>• Questionnaires/Surveys</li> <li>• Site visits</li> <li>• Interviewing witnesses</li> <li>• Research</li> <li>• Performance data</li> <li>• Public hearings</li> <li>• Comparisons with other local authorities</li> </ul> | <p><i>Current polices available</i></p> <p><i>Comments received from the public, businesses and others</i></p> <p><i>Officer views</i></p> <p><i>Member views</i></p> <p><i>Vinci views</i></p> <p><i>Examination of other CPZ schemes</i></p> <p><i>Your Parking Your Say survey</i></p> <p><i>The Parking Study</i></p> |
| <p><b>Does the proposed item meet the following criteria?</b></p>  |   |
| <p>It must affect a group or community of people</p>   | <p><i>Residents and businesses within the CPZ</i></p>   |
| <p>It must relate to a service, event or issue in which the council has a significant stake</p>  | <p><i>The Parking Service</i></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><i>No it hasn't</i></p>  |
| <p>It must not be an issue, such as planning or licensing, which is dealt with by another council committee</p>  | <p><i>No it isn't</i></p>   |
| <p><b>Does the topic meet the council's priorities?</b></p>  | <ol style="list-style-type: none"> <li>1. Making Watford a better place to live in ✓</li> <li>2. To provide the lead for Watford's sustainable economic growth ✓</li> <li>3. Promoting an active, cohesive and well informed Town ✓</li> <li>4. To operate the Council efficiently and effectively ✓</li> </ol> |

|  |  |
|--|--|
| <p><b>Are you aware of any limitations of time, other constraints or risks which need to be taken into account?</b></p> <p><i>Factors to consider are:</i></p> <ul style="list-style-type: none"> <li>• <i>forthcoming milestones, demands on the relevant service area and member availability:</i></li> <li>• <i>imminent policy changes either locally, regionally or nationally within the area under review.</i></li> </ul> | <p><i>Task Group needs to have completed their work by end of this financial year.</i></p> |
| <p><b>Does the topic involve a Council partner or other outside body?</b></p>  | <p><i>Vinci</i></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"> <li>• Age</li> <li>• Disability</li> <li>• Gender reassignment</li> <li>• Pregnancy or maternity</li> <li>• Race</li> <li>• Religion or belief</li> <li>• Sex</li> <li>• Sexual orientation</li> <li>• Marriage or civil partnership<br/>(only in respect of the requirement to have due regard to the need to eliminate discrimination)</li> </ul> | <p><i>The Parking Service already has an EqIA – this could be reviewed as part of the process to test whether any proposed changes would required a revised assessment.</i></p> |
|---|---|

|  |   |
|--|---|
| <p><b>Sign off</b><br/>(It is expected that any Councillor proposing a topic agreed by Overview and Scrutiny Committee will participate in the Task Group)</p> |   |
| <p><b>Councillor/Officer</b><br/><br/><b>Jane Custance, Head of Regeneration and Development</b></p>   | <p><b>Date</b><br/><br/><b>12-11-14</b></p> |

**The following sections to be completed by Democratic Services in consultation with the relevant Head of Service and Overview and Scrutiny Committee as necessary**

|   |   |
|---|---|
| <b>Section 2</b>  |   |
| <b>Consultation with relevant Heads of Service</b>  |   |
| Has the relevant Head of Service been consulted?  | Yes   |
| Is there any current or proposed review of service which would affect this suggestion?                            | No  |
| Is this a topic which the service department(s) is able to support  | Yes, we intended to review the CPZ policies and some external review of this work would be beneficial.  |
| When was the last time this service was the subject of a scrutiny review?   | Include date if known – have not been reviewed since the scheme was brought introduced in the mid-1990s.  |
| Is the issue something which will be of significant interest to the public and if so, how should this be managed? | Potentially – if significant changes were proposed public consultation may be required. This should be considered as part of the review as it would have resource implications. |
| Head of Service consulted and when  | November 2014   |



**CONTROLLED PARKING ZONE POLICES SCRUTINY TASK GROUP**

**18 December 2014**

Present: Councillor Collett (Chair)  
Councillors Hastrick, Jeffree and Joynes

Officers: Committee and Scrutiny Officer  
Committee and Scrutiny Support Officer (RW)

**1. ELECTION OF CHAIR / COMMITTEE MEMBERSHIP**

Apologies were received from Councillor Walford.

It was noted that Councillor Jeffree would take Councillor Martins' place on the Task Group on a permanent basis.

The Task Group was asked to elect a Chair for the Task Group.

AGREED

that Councillor Collett be elected Chair of the Controlled Parking Zone (CPZ) Policies Task Group.

**2. DISCLOSURES OF INTEREST**

There were no disclosures of interest.

**3. SCOPE AND BACKGROUND PAPERS**

The Task Group received, from the Committee and Scrutiny Officer, documents relevant to the review.

The Committee and Scrutiny Officer advised that scrutiny of the CPZ policies had been requested by the Head of Regeneration and Development. This would not be a review of the entire parking scheme; the task group's views were sought on aspects detailed in the scope.

The Committee and Scrutiny Officer explained that there had been no review of CPZ policies since 1997. She noted the specific areas which it had been suggested the group should look at and then decide whether these needed alteration in any form. Suggested areas to review included:

Resident Permits:

Currently two permits per household / one per person – was this ideal?

Visitor Vouchers:

Was the allocation sufficient?; too many?; too few?

Business Permits:

At present one permit was allocated per business. Was this sufficient?

Exemptions:

The Task Group might like to look at this aspect of the scheme

Length of Vehicles:

An assessment of vehicle lengths and provision for differing types of vehicles could be considered by the group.

Match day parking and extent of each individual zone:

The group was not asked to look at these sections of the CPZ policies.

The Committee and Scrutiny Officer stressed that the work required of the group would need to be accomplished in a very short time frame: it was intended that the report should be presented at Cabinet at the February meeting.

The Committee and Scrutiny Officer advised that Council officers had, over time, received a considerable degree of feedback and questions from residents and members of the public. She recommended that, before the next meeting, transport and parking services officers would be asked to prepare documents listing comments and questions received along with officers' observations and suggestions. At the meeting the task group could consider options available and decide on recommendations for possible changes to policies.

The meeting discussed the aims and contents of the report.

It was decided that there would be no meeting to gather residents' views as there was too little time before the report needed to be finalised.

The Committee and Scrutiny Officer agreed to research parking provision and policies at Harrow, Three Rivers, Dacorum, St Albans, Hertsmere and Stevenage Councils and then pass this information to the task group.

The Committee and Scrutiny Support Officer advised that the Transport and Infrastructure Section Head and the Parking Services Manager would attend the next meeting on 20 January 2015.



It was decided that a survey would be sent to Councillors of those wards with a CPZ (Callowland, Central, Holywell, Nascot, Park and Vicarage) to be mailed back by 20 January. The Committee and Scrutiny Officer agreed to email the task group and also the Head of Regeneration and Development for suggestions for questions. She would also look at questions posed by the consultant to residents and businesses in the CPZ areas and email these to the group.

The survey would be finalised and sent out immediately after the Christmas Break.

4. **DATE AND TIME OF NEXT MEETING**

- Tuesday 20 January 2015
- Monday 2 February 2015

Task Group  
The meeting started at 6.00 p.m.  
and finished at 6.30 p.m.

Chair  
CPZ Policies Scrutiny



**CONTROLLED PARKING ZONE POLICES SCRUTINY TASK GROUP**

**20 January 2015**

Present: Councillor Collett (Chair)  
Councillors Hastrick (for Minute numbers 7 and 8),  
Jeffree, Joynes and Walford

Officers: Transport and Infrastructure Section Head  
Parking Services Manager  
Deputy Parking Services Manager  
Committee and Scrutiny Officer  
Committee and Scrutiny Support Officer (RW)

**5. APOLOGIES FOR ABSENCE**

No apologies were received.

**6. DISCLOSURES OF INTEREST**

There were no disclosures of interest.

**7. MINUTES**

The Minutes of the meeting held on 18 December 2014 were submitted and agreed.

**8. CONTROLLED PARKING ZONE ISSUES FOR TASK GROUP**

The Parking Services Manager explained that consultations on the parking schemes had been conducted in 2007 and also 2013 and that residents' views were taken into account. He noted that in numerous instances residents felt that they qualified for a parking permit but that reference to individual circumstances and to existing policies demonstrated that they were excluded. He considered that the policies relating to CPZ issues required further clarity to ensure they remained fit for purpose or required amendment.

The Parking Services Manager drew attention to the issues outlined in the agenda and asked for guidance on whether changes should be introduced to the current policies.

The Chair referred to the survey sent by the Committee and Scrutiny Officer to all Members whose wards had a CPZ and explained that

six replies had been received from: Central (1), Holywell (1), Nascot (1) and Park (3).

The Committee then discussed the issues as outlined in the report.

### 1 - Vehicle Length Limit

Councillor Jeffree expressed surprise that the current length limit was 5.25m as the standard parking bay length was 4.8m and 2.4m width.

The Parking Services Manager noted that 5.25m was a standard length and comparable to the standards applied in other authorities.

The Transport and Infrastructure Section Head advised that a maximum of 6m was the standard length for vehicles in business use.

It was noted that officers had no powers of enforcement with regard to vans in CPZs unless complaints were made. The Parking Services Manager pointed out that in the case of a complaint, officers would need to first measure the vehicle in order to establish that the length exceeded the permitted length. He advised that applicants were required to declare the length of their vehicle when applying for a permit.

The Transport and Infrastructure Section Head asked Members to consider how business vans could be accommodated in CPZs during the day.

The Parking Services Manager suggested that:

- vehicle length for business use should be 6.0m
- residents' permits remain at 5.25m

The meeting agreed that:

- the height limit of 2.3m should be unchanged.

### Recommendation:

The 5.25m length limit to be retained for all residential permits.  
To extend the length limit for business permits (in CPZs) to 6.0m.

### 2 - Business Permits

The Parking Services Manager explained the difficulties inherent in determining which businesses were entitled to permits. He felt that the rules were not sufficiently stringent to prevent abuse of the scheme.

The meeting then discussed the differing needs of individuals and companies in order to carry out their businesses; it was noted that in some cases vehicles were not such as would generally be used for

business purposes.

The Parking Services Manager noted that business vehicles should not usually be present in the CPZs for long periods of time. He advised that officers had monitored the zones and vehicles' lengths of stay; this information would enable officers to determine where rules were being breached.

The Committee and Scrutiny Officer asked whether it would be possible to ask businesses for examples of their daily delivery schedules.

Councillor Hastrick suggested that the rules specify that vehicles be used during the day rather than simply parked in the zones and then left in situ. Councillor Joynes agreed that it would then be possible to state that the vehicle did not meet the criteria.

The Transport Infrastructure Section Head suggested that officers produce a draft criteria which would then be emailed to Members for their views.

The meeting considered that:

- It would be wise to continue to monitor CPZs and to inform residents and businesses of this fact.
- That the criteria for permits be considered and changed where necessary; where criteria were changed, permit holders be fully informed of all aspects of the new regulations
- Vehicles for which a business permit was granted should be used throughout the day and not left in situ
- That the type of vehicle to be used for a business permit should be specific if this were possible

Recommendation:

Criteria to be revisited

Vehicles should be registered to the company (but not necessarily at the CPZ address, e.g. Head Office) – not to an individual at a residential address

Vehicles must realistically be usable for the stated operation

Vehicles to be used during the day rather than parked throughout entire business hours

**ACTION:** Officers to prepare and email draft revised criteria to Members

3 - Blue Badge Drivers

The Parking Services Manager reminded the task group that free permits were only available for those Blue Badge holders who were drivers. Requests for free permits had been received from

applicants who had caring responsibilities for members of the family in the same household.

The Committee and Scrutiny Officer advised that other authorities used a variety of methods of charging; these were itemised on the comparator tables in the agenda.

The meeting discussed:

- the issue of free parking permits for carers of disabled children who were under 16 years of age
- areas in which Blue Badge holders could / could not park for free

Recommendation:

Retain free permits for drivers who hold a Blue Badge.  
Extend free permit issue to cover parents caring for disabled children under 16 years old who holds a Blue Badge

4 - One Permit per Person

Currently each Council Tax property would be entitled to up to two permits but only one permit per person.

The Parking Services Manager advised that an increasing number of residents were applying for two permits where two vehicles were registered under one name. It was considered that to introduce this change would result in an increase in vehicles on the highway.

Recommendation:

The current Rule should remain: up to two permits to be available to each household but only one permit per person.

5 - Funerals

The Parking Services Manager spoke to the meeting on the subject of funerals and advised that a suspension of parking rules near places of worship was frequently requested by individuals and Members. It was agreed that sensitivity was required when addressing these requests. He noted that only hearses and limousines for mourners were exempt from parking restrictions in CPZ areas. It was also noted that sites of places of worship varied greatly across the borough and that changes to the current policy would, in some areas, significantly impact on residents and businesses.

Members pointed out that if precedents were set for funerals, then requests would inevitably be received for other religious service attendance: weddings, christenings etc.

Officers suggested that:

- maps be produced indicating where parking was available near to places of worship. These could then be passed to churches etc for distribution to guests / participants
- officers consult with funeral directors on suitable measures to facilitate parking in CPZ areas.

Recommendation:

The policy to remain unchanged

Officers to produce leaflets indicating parking places near places of worship which can be given to churches and funeral directors.

6 - Visitor Voucher Abuse

The Parking Services Manager advised on abuse of the visitor voucher scheme and explained that the parking service had no power to act in this regard.

The meeting agreed that it would be wise to amend the traffic regulation order: where abuse is identified residents would be penalised through the loss of their vouchers.

Recommendation:

Amendment to the Traffic Regulation Order (TRO) to allow for the revocation of vouchers when they are abused and confirm that all minutes on Visitor Vouchers must be scratched, including zero.

7 - Doctor and Health Visitor (DHV) Permits

The Deputy Parking Services Manager explained that there were no formal criteria for the application for DHV permits. He added that the cost (£20) was cheaper than for residents.

The Parking Services Manager outlined problems associated with use of these permits and said that criteria were needed which were suited to individual organisations.

The meeting then discussed charges; the following points were raised:

- a tiered pricing system to be introduced eg. The first five permits per organisation to be £25 but additional ones to be more expensive
- DHV and residents' permits costs to be equal
- Permit cost to be vehicle specific rather than shared use

Recommendation:

The price of DHV permits to be: £25 for the first five permits for any one organisation and subsequent permits to be priced at £55 each. Charges to be reflective of the residents' permit pricing structure. A formal criteria to be created and a clause inserted in the TRO to reflect this.  
All current DHV permits to be revoked and reissued to applicants under the new criteria and pricing structure

8 - Staff Permits

For a number of Council staff their roles required them to visit sites within CPZs. Staff were issued with parking permits for this work at a charge of £100 per permit; these were used on a 'pool' basis and charged to the relevant service.

The meeting noted that there was no formal criteria for the application of these permits. The Transport Infrastructure Section Head suggested that fees and charges could be reviewed during the following year.

The Committee and Scrutiny Officer noted that officers other than those from the Council were also issued with Staff Permits. These included: Watford Community Housing Trust, Herts County Council, Herts Highways.

Recommendation:

A formal criteria for use to be created and a suitable clause inserted in the TRO to reflect this.

9 - Late Night Enforcement (Residential Roads)

The Parking Services Manager explained that enforcement officers did not generally patrol residential roads after 6.30 p.m. He noted that problems occurred in Euston Avenue and St Mary's Road both of which included a 'turning head' at the closed ends of the streets. Double yellow lines had been installed in these roads to facilitate turning; residents had complained, however, that this action had minimised parking spaces.

In response to a suggestion by Councillor Jeffree that additional signs could be installed, the Parking Service Manager said that such signs could only be advisory. He added that officers could write to residents in these roads to advise that the part of the road painted with yellow lines must remain clear.

The meeting discussed issues concerning yellow lines and agreed that whilst officers would not monitor residential roads after 6.30 p.m. they would act in cases of specific complaints in these areas.



Recommendation:

To continue with the current arrangements and to be reactive to specific yellow line complaints in circumstances where safety or access concerns may exist.

10 - Period of Residency (Vehicle Ownership)

The Parking Services Manager advised that permits could be renewed on line. It was not necessary to update details of vehicles unless they had been changed since the previous permit although proof of residency was required for each renewal since this was an important safe-guard to ensure that permits were not issued to individuals who were no longer residents.

Recommendation:

Proof of residency to be produced for each renewal of permit. The requirement for the a V5 or insurance document to be produced each year should be removed if the renewal relates to the same vehicle.

11 - Refunds

The Deputy Parking Services Manager advised that refunds were given but that there was no formal ruling.

The Parking Services Manager confirmed that a significant number of requests for refunds were received and a considerable amount of staff time was utilised in dealing with this issue. It was debatable whether the amount refunded was worth the work required.

The meeting looked at the refund tables in the agenda and noted that the figures showed the amount refunded after the administration fee had been taken into account.

The task group agreed that the new structures as indicated in the second table be introduced.

Recommendation:

That a standard administration fee of £10 is deducted from the refund due on each permit and a pro-rata refund for the remaining months is provided by BACS upon application. This rule to apply only to those permits with more than three months remaining.

12 - Driveway CPZ parking for permit holders

Complaints had occasionally been received where permit holders parked in front of vehicular access points and driveways. It was

noted that residents signed a declaration agreeing not to park across driveways.

The task group agreed with the officers' recommendation.

Recommendation:

A suitable clause to be written into the TRO in order that persistent instances of abuse can be dealt with.

13 - Residents permits minimum tenancy period

The Parking Services Manager advised that applications were occasionally received from individuals who had short lets on properties in CPZs e.g. holiday agreements or for temporary tenants. He considered that proven residency for a minimum of six months should be a requirement for a parking permit.

Recommendation:

To formalise the minimum six months tenancy period to qualify for a 12 month permit. All other residents remain entitled to visitor vouchers.

14 - Other issues

In reply to a query from Councillor Joynes the Parking Services Manager confirmed that non-residents landlords would not be entitled to a parking permit.

The Chair thanked officers for their input and for the detailed report.

9. **DATE AND TIME OF NEXT MEETING**

- Monday 2 February 2015

Chair  
CPZ Policies Scrutiny

Task Group  
The meeting started at 6.00 p.m.  
and finished at 7.30 p.m.

## CONTROLLED PARKING ZONE POLICES SCRUTINY TASK GROUP

2 February 2015

Present: Councillor Collett (Chair)  
Councillors Hastrick, Jeffree and Joynes

Officers: Transport and Infrastructure Section Head  
Committee and Scrutiny Support Officer (RW)

### 10. APOLOGIES FOR ABSENCE

Apologies were received from Councillor Walford.

### 11. DISCLOSURES OF INTEREST

There were no disclosures of interest.

### 12. MINUTES

The minutes of the meeting held on 20 January 2015 were submitted and signed.

### 13. REPORT TO CABINET

Members considered the draft report to be submitted to Cabinet on 16 February 2015.

The following points were noted:

*Business Permits:*

At the meeting of the Task Group on 20 January 2015 it had been suggested that Parking Services officers prepare and present revised criteria for Business Permits to Members. This action had been completed and the criteria were approved by Members.

The criteria are attached to the Task group's report at appendix 6.

*Funerals:*

The Transport and Infrastructure Section Head had agreed to produce leaflets and maps to indicate available parking near to places of worship; this information to then be given out by the churches to assist their visitors.

One example of such a leaflet (for Holy Rood Church in Market Street) had been passed to members of the Task Group. It was agreed that this would prove very useful for both visitors and nearby

residents.

*Late Night Enforcement (Residential Roads):*

At the previous meeting Members had discussed problems at the turning points at the ends of certain closed ends of streets, specifically Euston Avenue and St Mary's Road.

Officers had agreed that the roads would be monitored and had also produced a letter for all residents of these roads detailing problems encountered by residents, information on restrictions and enforcement actions.

The task group approved the letter and agreed that distribution to residents would be wise.

The letter is attached to the report at appendix 7.

RESOLVED

that the report be submitted to Cabinet at the meeting on 16 February 2015.

Task Group  
The meeting started at 6.00 p.m.  
and finished at 6.15 p.m.

Chair  
CPZ Policies Scrutiny

**APPENDIX 5**

**CONTROLLED PARKING ZONE ISSUES FOR TASK GROUP**

The Controlled Parking Zone scheme has been in operation within Watford since 1997. Residents and businesses of the scheme have been consulted upon the rules and arrangements in both 2007 and 2013, which has resulted in a change to some zones adopting full time hours, further to changes the denomination of the annual allocation of visitor vouchers available. Residents and businesses did not indicate that they wished to see any significant changes made to the operational hours or zone boundaries of the scheme and the vast majority of rules remained unchanged.

However, a number of fundamental rules and policies relating to the administration of the scheme did not form part of the consultations but continue to be raised and challenged by both residents and members. As a result, the Parking Service determined that it would be beneficial to all if those issues were considered and clarified by members to determine if they remain fit for purpose or require amendment. The specific points in question are outlined below:

**1. Vehicle Length Limit**

**Current:** length limit 5.25m (height limit 2.3m).

The length limit is equal to the size of a standard Ford Transit van and the restriction applies to residential and business permits.

2007 and 2013 consultations showed that residents continued to support the length limit.

**Issue:** Some members call for enforcement of the rule, which is done reactively, and others complain about enforcement of the rule. A number of business vehicles belonging to commercial premises or individuals exceed the current limit but we have not received complaints.

**Recommendation:**

The 5.25m length limit is retained for all residential permits.

Extend the length limit for business permits (CPZ businesses) to 6.0m

---

**2. Business Permits**

**Current rules:**

1 permit per business (Up to two registration marks)

No off street parking available on premises

Registered for business rates

Vehicle must be registered to the business and at the business address

“Vehicle must be used on an intermittent daily basis”

Permits not issued for commuting

**Issue:** rules are too vague and do not appear to have been consistently applied in the past.

A number of existing permits do not meet the current criteria and some have had them for a number of years. Attempts to withdraw or refuse issue have resulted in complaints and this is difficult due to the number of permits in operation that do not meet the criteria.

**Recommendation:**

Criteria needs to be revisited.

Vehicle should be registered to company but not necessarily at CPZ address (Head Office address etc) – not to an individual at a residential address Vehicles must realistically be used for the stated operation

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**3. Blue Badge Drivers**

**Current:** permits are issued free to residents whose vehicle is registered to them at their CPZ address and prove their residency in the usual manner but provide a valid blue badge in their name.

**Issue:** There are an increasing number of applicants who are seeking free permits because their wife or mother or relative within the household is a blue badge holder and they have caring responsibilities.

**Recommendation:** Extend free permit issue to cover parents looking after children under 16 years old. Currently 256 residential permits issued free to BB holders/drivers (Loss of income to Council £5,632) Figure likely to increase if extended to carers/partners/relatives (for those over 16 years old). We do not see the correlation between charging for a permit and hindering the individual's ability to continue to care for the adult blue badge holder but this may need to be checked with Legal.

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**4. One permit per person**

**Current:** Each Council tax property entitled to up to 2 permits but only 1 permit per person

**Issue:** Increasing number of residents are seeking two permits in their name and state this does not increase the overall numbers of vehicles on the highway or the maximum number of permits in the household beyond two. We are seeing increased member support of these requests and questioning of the rule.

**Recommendation:** Rule should remain. Up to 2 permits are available to each household but the 1 permit person appears to have attempted to curb each household having 2 permits where it can be avoided. Where these requests are refused, there will be one less vehicle on the public highway and this is significantly important in central CPZ zones where the availability of space is at a premium such as St Marys Road, where a specific contested request was made.

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**5. Funerals (Policy)**

**Current:** Exemption only for official vehicles (limo's/hearse)

**Issue:** Requests from individuals and members for non-enforcement of whole roads during specific dates/hours when guests attending CPZ address for funerals. Generally accepted when informed of policy but some members less so.

**Recommendation:** Do not change policy – will impact significantly on residents and businesses in some areas

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**6. Visitor Voucher Abuse (TRO Revocation) + not scratched zero PCN's**  
**Current:** Rules relating to eligibility of vouchers outlined in TRO and instructions for use on face and reverse of vouchers

**Issue:** Vouchers are abused by a small number of residents, who pass them to businesses and commuters (potentially sell them) or use a variety of methods to re-use a single voucher. A small number of motorists do not scratch the zero when they claim to have arrived on the hour and seek cancellation of any PCN issued, which has often been supported by members.

**Recommendation:** Amendment required to TRO to allow for the revocation of vouchers when they are abused and confirm that all minutes on Visitor Vouchers must be scratched, including zero. (Visitor Vouchers have been amended to make this even clearer and recent Traffic Penalty Tribunal (TPT) decision supports Council has done all it can)

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**7. Doctor and Health Visitor (DHV) Permits (TRO Criteria & Charges)**  
**Current:** a number of "all zone" permits are issued to various health and caring organisations, which are known as Doctor, Health Visitor (DHV) permits. These are charged at £20 each and allow the holder to visit patients living within the controlled parking zone during restricted hours.

**Issue:** there is no formal criteria for the application of either of these permits. This can make the assessment of new applications or requests for additional permits difficult. Furthermore, the use of DHV permits is not included in the governing CPZ TRO.

**Recommendation:** the price of DHV permits is reviewed with consideration given to a tiered pricing structure. A formal criteria should also be created and a suitable clause is inserted in the TRO to reflect this. All DHV permits are revoked and re-issued to applicants under the new criteria and pricing structure.

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8. **Staff Permits (TRO Criteria & Charges)**

**Current:** there are a number of Council staff whose roles require them to carry out visits within the controlled zones and are also issued with “all zone” permits. These are charged at £100 and are intended to be used on a ‘pool’ basis rather than issued to individuals. A number of external organisations have also historically been using these permits, including those which used to form a department of the council. This includes Watford Community Housing Trust, Hertfordshire County Council Highways Department and West Watford Community Association.

**Issue:** there is no formal criteria for the application of either of these permits. This can make the assessment of new applications or requests for additional permits difficult. Furthermore, the use of staff permits is not included in the governing CPZ TRO. Whether external organisations should receive ‘staff’ permits has also to be questioned.

**Recommendation:** a formal criteria is created and a suitable clause is inserted in the TRO to reflect this

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9. **Late Night Enforcement (Residential Roads)**

**Current:** Evening enforcement takes place of Zone E (Met Quarter) to 10pm weekdays/Saturdays with some enforcement on Sundays. The general approach to evening enforcement across the town is 1-2 evenings per week until 10pm which includes one evening until 11pm for the overnight lorry ban. This is the only time that CEO's go into residential roads but do not issue to residential vehicles. All other evening enforcement only relates to the town centre and roads with bus routes. This is all further to weekday matchday enforcement in specific zones. Any enforcement in residential roads, which are primarily Euston Avenue and St Marys Road, is reactive to enforcement requests due to



obstruction and access concerns for larger vehicles in need of using the turning heads governed by double yellow lines.

**Issue:** whilst some residents and members call for enforcement of the double yellow lines in the turning head of residential roads, some residents on the receiving end of such enforcement do not wish this to take place and criticise the service.

**Recommendation:** allowing residents to use the yellow lines in the evenings does not appear to have caused any specific issues, further to those raised by the emergency services in Zone J area, and this creates additional space where and when it is often at a premium. Continue current arrangements and be reactive to specific yellow line complaints in circumstances where safety or access concerns may exist.

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#### **10. Proof of Residency (Vehicle Ownership)**

**Current:** All applicants seeking a residents parking permit must provide a proof of residency (dated within the last 3 months) or their name must appear on the electoral register. Further, residents must supply a proof of vehicle ownership (V5 log book or insurance) each year.

**Issue:** the proof of residency and vehicle ownership is viewed as onerous by some residents who are unhappy at providing the same documents each year.

**Recommendation:** the need to prove residency is an important safeguard to ensure that permits are not issued to individuals who are no longer resident. The requirement for a V5 or insurance document each year should be removed if the renewal relates to the same vehicle.

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**11. Refunds (Not formalised – Admin fee)**

**Current:** Permit holders who no longer require their permits and have more than 3 full months remaining can return their permit to the Parking Shop and apply for a pro-rata refund for the number of full months remaining (as shown on the chart below).

| PERMIT COST<br>£ | FULL MONTHS REMAINING |     |     |     |     |     |     |    |    |      |
|------------------|-----------------------|-----|-----|-----|-----|-----|-----|----|----|------|
|                  | 11                    | 10  | 9   | 8   | 7   | 6   | 5   | 4  | 3  | 2 1  |
| 6 + 12           | NO REFUNDS GIVEN      |     |     |     |     |     |     |    |    |      |
|                  | £                     | £   | £   | £   | £   | £   | £   | £  | £  | £    |
| 22 RES           | 12                    | 11  | 10  | 9   | 8   | 7   | 6   | 5  | 4  | NONE |
| 52 RES           | 44                    | 40  | 36  | 32  | 28  | 24  | 20  | 16 | 12 | NONE |
| 60 BUS           | 44                    | 40  | 36  | 32  | 28  | 24  | 20  | 16 | 12 | NONE |
| 150 BUS          | 132                   | 120 | 108 | 96  | 84  | 72  | 60  | 48 | 36 | NONE |
| 300 BUS          | 264                   | 240 | 216 | 192 | 168 | 144 | 120 | 96 | 72 | NONE |

**Issue:** the permit refund pricing structure is not standardised and leaves the Council open to challenge

**Recommendation:** that a standard administration fee of £10 is deducted from the refund due on each permit and a pro-rata refund for the remaining months, for permits with more than three months remaining, is provided by BACS upon application. This would also allow for refunds to be given for permits with the full 12 months remaining. The new structure would look as below:-

| PERMIT COST<br>£ | FULL MONTHS REMAINING |     |        |     |       |     |       |    |       |     |
|------------------|-----------------------|-----|--------|-----|-------|-----|-------|----|-------|-----|
|                  | 11                    | 10  | 9      | 8   | 7     | 6   | 5     | 4  | 3     | 2 1 |
| 6 + 12           | NO REFUNDS GIVEN      |     |        |     |       |     |       |    |       |     |
|                  | £                     | £   | £      | £   | £     | £   | £     | £  | £     | £   |
| 22 RES           | 11                    | 10  | 9      | 8   | 7     | 6   | 5     | 4  | 3     | 0   |
| 52 RES           | 38.50                 | 35  | 31.50  | 28  | 24.50 | 21  | 17.50 | 14 | 10.50 | 0   |
| 60 BUS           | 44                    | 40  | 36     | 32  | 28    | 24  | 20    | 16 | 12    | 0   |
| 150 BUS          | 126.50                | 115 | 103.50 | 92  | 80.50 | 69  | 57.50 | 46 | 34.50 | 0   |
| 300 BUS          | 264                   | 240 | 216    | 192 | 168   | 144 | 120   | 96 | 72    | 0   |

**12. Driveway CPZ parking by permit holders (Change TRO to allow revocation)**

**Current:** All residents sign a declaration agreeing not to park in front of vehicular access points and driveways and acknowledge that this could result in the withdrawal of their permits.

**Issue:** On occasion we receive complaints of this behaviour and it is usually dealt with by writing to the permit holding resident and reminding them of the declaration. However, there is no formal provision in the TRO that would allow the Council to withdraw the permit in this circumstance.

**Recommendation:** A suitable clause needs to be written into the TRO so that persistent instances of abuse can be dealt with.

**13. Residents Permits minimum tenancy period**

**Current:** Residents must only prove residency by way of electoral roll, tenancy agreement, Council Tax or utility bill etc. We do not issue annual

permits to applicants who will be resident for periods of less than 6 months.

**Issue:** This is not a formalised process and we are frequently presented with applications from tenants in temporary housing etc seeking annual permits, although they will only be resident for short term periods.

**Recommendation:** Formalise the minimum 6 months tenancy period to qualify for a 12 month permit. All other residents remain entitled to visitor vouchers.

## APPENDIX 6

Business permits are intended for businesses whose primary function is the delivery or the provision of a service at a customer's home or external address. One permit can be issued to qualifying businesses for use on a vehicle essential to the delivery of those services on a frequent basis throughout each day. All business permits will be subject to on-street monitoring to confirm that this is taking place.

Applicants should note that business permits **are not** issued for:-

- Commuting to or from a place of work
- Vehicles needing to load or unload from a business premises
- The purposes of banking
- Occasional visits when pay and display facilities are present in the nearby vicinity

With every application and permit renewal businesses must:-

- Not have any off-street parking within the curtilage of their premises
- Use the vehicle on a frequent basis throughout each day
- Provide a copy of their most recent business rates bill
- Provide a copy of their vehicle registration document confirming that the vehicle is registered in the name of the business either at the business address within the Controlled Parking Zone or at the company's main Head Office
- Provide a full covering letter or supporting statement outlining why they believe the vehicle is essential to the daily operation of the business and meets the criteria for business permit allocation
- Confirm that their vehicle does not exceed 6m in length and 2.3m in height

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Declaration to be signed by all business permit applications

I understand that any business permit issued to me must be returned to the Council immediately if:-

- 1) I cease to own or use the vehicle in relation to the business
- 2) I cease to own or be the authorised user of any vehicle specified on this form
- 3) Any vehicle specified on the form is adapted or no longer used as an operational vehicle, as defined by the Traffic Regulation Order
- 4) On-street Council monitoring confirms that the vehicle has not been used for the purposes it was issued or has remained parked for extended periods in contravention of the terms of use
- 5) I am issued with a duplicate or replacement permit
- 6) Payment made for the purchase of the permit is dishonoured
- 7) Information relating to the issue of the business permit transpires to be false
- 8) The Council notify me in writing that the business permit has been cancelled because of the events specified above has occurred.

Business permits do not:-

- Guarantee a parking space
- Allow parking on single or double yellow lines
- Allow obstruction of a vehicular/pedestrian access points and/or driveways
- Allow parking within signed suspended areas

I agree that the use of this business permit will be subject to regular on-street monitoring by Council Officers and Civil Enforcement Officers. I declare that all the information I have given in this application is correct and understand that a false statement or any breach of the above may result in the withdrawal of the business permit and render me liable for prosecution.

All Residents  
**Euston Avenue**

CPZ/01/1/JB

Dear Resident,

**Re: Double Yellow Lines – Turning Head**

Over a period of time, the Parking Service has received a number of complaints from local residents seeking enforcement of the double yellow lines found at the turning head of ***Euston Avenue***.

As you will be aware, double yellow line restrictions apply 24 hours, 7 days a week, every day of the year, with the intention of ensuring that a specific area of public highway remains free from vehicles. It is clearly not possible for enforcement to be carried out at all times that the restriction is in force but this does not diminish the motorist's responsibility to observe it.

The introduction of these double yellow lines followed a statutory process, which involved consultation with the emergency services, and there was an identified need to ensure that larger vehicles would be provided with sufficient room to manoeuvre safely in order to avoid the danger of reversing the length of the road to gain exit.

It is acknowledged that the availability of spaces can often be at a premium, particularly in the evenings, but I am sure that you can appreciate that the Parking Service cannot consider extending the use of permits to allow parking on these yellow lines under the circumstances.

As a result, all residents should be aware that the double yellow lines governing the turning head remain subject to enforcement at all times and all contravening vehicles observed will be liable for the issue of a Penalty Charge Notice.

Thank you for your understanding and co-operation.

Yours Sincerely,

Watford Council Parking Service





CABINET

Date 16 February 2015

Present:

|                         |  |
|-------------------------|--|
| Mayor Dorothy Thornhill | (Strategic partnerships/<br>external relationships and<br>community safety)          |
| Cllr Crout              | (Community & Customer Services<br>Portfolio Holder)                                  |
| Cllr Johnson            | (Portfolio Holder for Housing)   |
| Cllr Sharpe             | (Regeneration & Development<br>Portfolio Holder)                                     |
| Cllr Scudder            | (Deputy Mayor and Portfolio Holder<br>for Corporate Strategy and Client<br>Services) |
| Cllr Watkin             | (Portfolio Holder for Democracy<br>and Governance and Shared<br>Services)            |

Also present:

Councillor Nigel Bell (Labour) for Minute Numbers 57 to 60  
Councillor Karen Collett (Chair of Controlled Parking Zones Policies  
Task Group)

Officers:

Managing Director  
Director of Finance  
Head of Regeneration and Development for Minute Numbers 53  
to 56 and 58 to 60  
Legal and Democratic Section Head  
Committee and Scrutiny Support Officer (RW)

58. **CONTROLLED PARKING ZONES POLICIES**

Cabinet received a report of the Controlled Parking Zones (CPZ) Policies Task Group. Councillor Collett, Chair of the Task Group, attended the meeting. The Task Group had been established following a scrutiny proposal from the Head of Regeneration and Development. The proposal related to a review of the operational aspects of policies relating to the CPZ.

Councillor Sharpe introduced this item and explained that street parking had become problematical for residents who had then raised this issue with councillors. Similar problems had been identified by officers and it had been decided that it would be wise to establish a task group to consider these matters.

Councillor Collett advised that the group had been asked to look at current parking policies in order to determine whether they were fit for purpose. Evidence and opinions were gathered from councillors who had CPZs sited in their wards, from the results of the 2013 survey of residents and from parking service officers. The conclusions and recommendations were summarised in the report as included in the agenda.

Councillor Collett explained salient points in the report and the recommendations.

Points raised at the meeting by members of the Cabinet:

Funerals:

Although hearses and limousines were exempt from parking restrictions there was no exemption for other mourners. It had been agreed that, whilst the policy would remain unchanged, the parking service would provide maps indicating parking facilities in the vicinity of churches and places of worship to be distributed to attendees at funeral services.

The Chair suggested that it would not be possible to ascertain whether parked cars were those of mourners or of other drivers taking advantage of the exemptions.

Councillor Collett agreed with this view and further noted that exemptions for all attendees would impact on nearby residents and businesses.

Doctor and Health Visitor Permits:

The Chair agreed that the needs of visiting medical personnel must be facilitated but that the vouchers should be used only in the course of health-related visits; the rules regarding this issue needed strengthening.

The Chair felt that, in general, the recommendations would strengthen the powers of the parking service. She asked, however, for more time to look at certain specifics in order to fine-tune the policies thus ensuring that they were sufficiently robust and fit for purpose.

Replying to the Legal and Democratic Services Section Head, the Chair advised that it would not be wise to accept all recommendations at the present time but that small changes might need to be made following further consideration and the recommendations presented at a subsequent meeting.

Councillor Collett expressed her thanks to the Task Group Members, the Transport and Infrastructure Section Head and Parking Service and Scrutiny officers. She added that she hoped the councillors had found the topic interesting and worthwhile.

RESOLVED

That Cabinet agrees:

that the recommendations be reviewed and the report to be re-presented to Cabinet at a later date.

CABINET

Date 9 March 2015

Present:

|                         |  |
|-------------------------|--|
| Mayor Dorothy Thornhill | (Strategic partnerships/<br>external relationships and<br>community safety)          |
| Cllr Crout              | (Community & Customer Services<br>Portfolio Holder)                                  |
| Cllr Johnson            | (Portfolio Holder for Housing)   |
| Cllr Sharpe             | (Regeneration & Development<br>Portfolio Holder)                                     |
| Cllr Scudder            | (Deputy Mayor and Portfolio Holder<br>for Corporate Strategy and Client<br>Services) |
| Cllr Watkin             | (Portfolio Holder for Democracy<br>and Governance and Shared<br>Services)            |

Also present:

Councillor Nigel Bell (Labour)  
Councillor Karen Collett (Chair of Controlled Parking Zones Policies  
Task Group)

Officers:

Managing Director  
Head of Regeneration and Development  
Head of Revenues and Benefits  
Legal and Democratic Section Head  
Democratic Services Manager

69. **PART A - CONTROLLED PARKING ZONES POLICIES**

This item was deferred from the last Cabinet meeting on 16<sup>th</sup> February 2015. The Chair had been able to discuss some issues raised by the report with Councillors. The Chair thanked the Task Group for their work.

RESOLVED

That Cabinet agrees:

Vehicle Length Limits

The 5.25m length limit to be retained for all residential permits. *(For further details see page 9 of the Task Group's report)*

To extend the length limit for business permits (in CPZs) to 6.0m. *(For further details see page 9 of the Task group's report)*

#### Business Permits

Criteria to be revisited. *(For further details see page 9 of the Task Group's report)*

Vehicles should be registered to the company address (i.e. Head office) but not necessarily at the CPZ address – not to an individual at a residential address. *(For further details see page 9 of the Task Group's report)*

Vehicles must realistically be usable for the stated operation. *(For further details see page 9 of the Task Group's report)*

Vehicles to be used during the day rather than parked throughout entire business hours. *(For further details see page 9 of the Task Group's report)*

#### Blue Badge Drivers

Free permits be retained for drivers who hold a Blue Badge. *(For further details see page 10 of the Task Group's report)*

Extend free permit issue to cover parents caring for disabled children under 16 years old who hold a blue badge. *(For further details see page 10 of the Task Group's report)*

#### One Permit per Person

The current Rule should remain: up to two permits to be available to each household but only one permit per person. *(For further details see page 10 of the Task Group's report)*

#### Funerals

The policy to remain unchanged. *(For further details see page 10 of the Task Group's report)*

#### Visitor Voucher Abuse

Amendment to the Traffic Regulation Order (TRO) to allow for the revocation of vouchers when they are abused and confirm that all minutes on Visitor Vouchers must be scratched, including zero. *(For further details see page 11 of the Task Group's report)*

#### Doctor and Health Visitor (DHV) Permits

The price of DHV permits to be: £25 for the first five permits for any one organisation and subsequent permits to be priced at £55 each. Charges to be reflective of the residents' pricing structure. A formal criterion to be created and a clause inserted in the TRO to reflect this. *(For further details see page 11 of the Task Group's report)*

All current DHV permits to be revoked and reissued to applicants under the new criteria and pricing structure. *(For further details see page 11 of the Task Group's report)*

#### Staff Permits

A formal criteria for use to be created and a suitable clause inserted in the TRO to reflect this. *(For further details see page 11 of the Task Group's report)*

#### Late Night Enforcement (Residential Roads)

To continue with the current arrangements and to be reactive to specific yellow line complaints in circumstances where safety or access concerns may exist. *(For further details see page 12 of the Task Group's report)*

#### Period of Residency (Vehicle Ownership)

Proof of residency to be produced for each renewal of permit. *(For further details see page 12 of the Task Group's report)*

The requirement for a V5 or insurance document to be produced each year should be removed if the renewal relates to the same vehicle. *(For further details see page 12 of the Task Group's report)*

#### Refunds

That a standard administration fee of £10 is deducted from the refund due on each permit and a pro-rata refund for the remaining months is provided by BACS upon application. This rule to apply only to those permits with more than three months remaining. *(For further details see page 12 of the Task Group's report)*

#### Driveway CPZ parking by permit holders

A suitable clause to be written into the TRO in order that persistent instances of abuse can be dealt with. *(For further details see page 13 of the Task Group's report)*

#### Residents' Permits – minimum tenancy period

To formalise the minimum six months tenancy period to qualify for a 12 month permit. All other residents remain entitled to visitor vouchers. *(For further details see page 13 of the Task Group's report)*



## Overview and Scrutiny Committee Rolling Work Programme

2015/16

### Committee Membership:

**Chair**                    **Councillor Karen Collett**  
**Vice-Chair**           **Councillor Jagtar Singh Dhindsa**  
**Councillors**        **Keith Crout, Kareen Hastrick, Anne Joynes, Asif Khan, Anne Rindl, Linda Topping and Darren Walford**

| <b>Date of Meeting</b>   | <b>Item for agenda</b>  | <b>Officer</b>                                      |
|--------------------------|---|---|
| <b>18 June 2015</b>      | Quarter 4 2014/15 Performance report                              | Partnerships and Performance Section Head           |
|                          | Community Safety Partnership Task Group – membership to be agreed | Committee and Scrutiny Officer                      |
|                          | Commissioning Framework Task Group Update                         | Committee and Scrutiny Officer / Councillor Martins |
|                          | CPZ Task Group – final report and Cabinet response                | Committee and Scrutiny Officer                      |
| <b>9 July 2015</b>       | Call-in   |   |
| <b>20 July 2015</b>      | Watford Borough Council Staff Survey (TBC)                        | Head of Human Resources                             |
|                          | Proposed scrutiny topic   | Committee and Scrutiny Officer                      |
|                          |   |   |
| <b>29 July 2015</b>      | Call-in   |   |
| <b>24 September 2015</b> | Call-in   |   |
|                          | Quarter 1 2015/16 Performance report                              | Partnerships and Performance Section Head           |
|                          | Watford Museum (TBC)  | Museum and Heritage Manager                         |
|                          |   |   |
| <b>22 October 2015</b>   | Call-in   |   |

June 2015

| <b>Date of Meeting</b>  | <b>Item for agenda</b>                       | <b>Officer</b>                                  |
|-------------------------|--|---|
| <b>18 November 2015</b> | Call-in                                      |   |
|                         | Quarter 2 2015/16 Performance report         | Partnerships and Performance Section Head       |
|                         | Complaints/Compliments/Comments (TBC)        | Customer Service Section Head                   |
|                         |  |   |
| <b>16 December 2015</b> | Call-in                                      |   |
| <b>21 January 2016</b>  | Big Events Programme / Cultural Events (TBC) | Culture and Play Section Head                   |
|                         | Communications (TBC)                         | Communications and Engagement Section Head      |
| <b>4 February 2016</b>  | Call-in                                      |   |
| <b>25 February 2016</b> | Call-in                                      |   |
| <b>3 March 2016</b>     | Call-in                                      |   |
|                         | Quarter 3 2015/16 Performance report         | Partnerships and Performance Section Head       |
|                         | Green Deal / Climate Change (TBC)            | Environmental Health and Licensing Section Head |
| <b>23 March 2016</b>    | Call-in                                      |   |

**The future programme for forthcoming meetings does not include the standing items**

- Outstanding actions and questions
- Executive Decisions Progress Report
- Hertfordshire County Council's Health Scrutiny Committee update
- Updates from Chairs of Scrutiny Panels and Task Groups
- Work Programme
- Dates of Next Meetings