

POLICY AND RESOURCES COMMITTEE

NOTICE AND AGENDA

For a meeting to be held in the Penn Chamber, Three Rivers House, Northway, Rickmansworth on Monday, 21 July 2025 at 7.30 pm

Members of the Policy and Resources Committee:-

Councillors:

Stephen Giles-Medhurst (Chair)
Oliver Cooper
Stephen Cox
Steve Drury
Vicky Edwards
Rue Grewal
Philip Hearn

Sarah Nelves (Vice-Chair)
Chris Lloyd
Chris Mitchell
Louise Price
Reena Ranger
Jon Tankard

*Joanne Wagstaffe, Chief Executive
Friday, 11 July 2025*

The Council welcomes contributions from members of the public on agenda items at the Policy and Resources Committee meetings. Details of the procedure are provided below:

For those wishing to speak:

Members of the public are entitled to register and identify which item(s) they wish to speak on from the published agenda for the meeting. Those who wish to register to speak are asked to register on the night of the meeting from 7pm. Please note that contributions will be limited to one person speaking for and one against each item for not more than three minutes.

In the event of registering your interest to speak on an agenda item but not taking up that right because the item is deferred, you will be given the right to speak on that item at the next meeting of the Committee.

Those wishing to observe the meeting are requested to arrive from 7pm.

In accordance with The Openness of Local Government Bodies Regulations 2014 any matters considered under Part I business only of the meeting may be filmed, recorded, photographed, broadcast or reported via social media by any person.

Recording and reporting the Council's meetings is subject to the law and it is the responsibility of those doing the recording and reporting to ensure compliance. This will include the Human Rights Act, the Data Protection Legislation and the laws of libel and defamation.

1. APOLOGIES FOR ABSENCE

To note any apologies for absence.

2. MINUTES

(Pages 5
- 14)

To approve the minutes of the meetings held on 09 June 2025 and 23 June 2025.

3. NOTICE OF OTHER BUSINESS

Items of other business notified under Council Procedure Rule 30 to be announced, together with the special circumstances that justify their consideration as a matter of urgency. The Chair to rule on the admission of such items.

4. DECLARATIONS OF INTEREST

To receive any declarations of interest.

5. COMMUNICATIONS STRATEGY 2025-2028

(Pages
15 - 54)

To approve the Community Strategy 2025-2028

6. CORPORATE COMPLIMENTS & COMPLAINTS POLICY AND VEXATIOUS & UNREASONABLE CUSTOMER BEHAVIOUR POLICY

(Pages
55 - 80)

Policy & Resources Committee agree the updated Corporate Compliments & Complaints Policy and the new Vexatious & Unreasonable Customer Behaviour Policy to replace the Vexatious & Unreasonable Persistent Complaints Policy.

7. DRAFT RICKMANSWORTH CONSERVATION AREA APPRAISAL

(Pages
81 - 178)

For Members to agree the draft Rickmansworth Conservation Area Appraisal for consultation.

8. DATA MANAGEMENT POLICIES

(Pages
179 -
232)

1.1 The option detailed at 4.1 is selected.

1.2 The Committee agrees to give delegated Authority to Associate Director of Corporate, Customer and Community to authorise minor changes to the policy, such as terminology, clarification, or administrative corrections with no significant impact.

1.3 That public access to the report be immediate.

9. PARKING SERVICES AND PARKING ACCOUNT UPDATE INCLUDING THE PROPOSED EXTENSION OF THE PARKING ENFORCEMENT CONTRACT

(Pages
233 -
262)

1.4 That Members resolve to AGREE to:

- i) Progress the extension of the Parking Enforcement Partnership with Hertsmere BC, as outlined in the table at

paragraph 3.5, for a further 3 year period involving the delegation of the parking enforcement function to HBC pursuant to S101 of the Local Government Act 1972 (and all other powers so providing). The final details to be delegated to the Director of Finance, in consultation with the relevant Lead Members, to ensure implementation in advance of 1 April 2026.

- ii) Amendments to the Traffic Regulation Order affecting the Three Rivers House car parks enabling the use of spaces for tenant permits. The implementation, including statutory processes, is delegated to the Director of Finance in conjunction with the Lead Member.

10. LOCAL CYCLING AND WALKING INFRASTRUCTURE PLAN

(Pages
263 -
394)

Members agree the Local Cycling and Walking Infrastructure Plan (LCWIP) attached at Appendix A is agreed and adopted.

11. COMMUNITY GOVERNANCE REVIEW

Report to follow.

General Enquiries: Please contact the Committee Team at
committeeteam@threerivers.gov.uk

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Three Rivers House
Northway
Rickmansworth
Herts WD3 1RL

Policy and Resources Committee MINUTES

**Of a meeting held in the Penn Chamber, Three Rivers House, Rickmansworth, on
Monday, 9 June 2025 from 7.30 - 9.10 pm**

Present: Councillors Councillor Stephen Giles-Medhurst OBE Councillor Sarah Nelmes

Oliver Cooper, Stephen Cox, Steve Drury, Vicky Edwards, Rue Grewal, Philip Hearn,
Chris Lloyd, Chris Mitchell, Louise Price, Reena Ranger and Jon Tankard

Also in Attendance:

Officers in Attendance:

Lucy Smith – Committee and Election Manager
Joanne Wagstaffe – Chief Executive
Kimberley Rowley – Head of Regulatory Services
Alison Scott – Head of Finance
Ludmilla Iyavoo – Interim Deputy Chief Legal Officer (Litigation and Licensing)
Phil King – Data Protection and Resilience Manager
Adam Ralton – Development Management Team Leader
Rebecca Young – Head of Strategy and Partnerships

External in Attendance:

(2) Members of the public

PR124 APOLOGIES FOR ABSENCE

No apologies for absence were received

PR224 MINUTES

The minutes of the Policy and Resources Committee Meeting held on 10 March 2025 were confirmed as a correct record and signed by the Chair of the meeting.

PR324 NOTICE OF OTHER BUSINESS

There were no items of other business.

PR424 DECLARATIONS OF INTEREST

Councillor Tankard declared a non-pecuniary interest in Abbots Langley Parish Council.

PR524 MANDATORY BIODIVERSITY NET GAIN IN PLANNING - FEE SCHEDULE FOR MONITORING HABITAT CREATION AND ENHANCEMENT

Members discussed the Mandatory Biodiversity Net Gain in Planning Fee Schedule with concerns being raised around the fees being set without considering the size of the application. Councillor Cooper expressed belief that the fees should reflect the size of the application and focus on a fee per hectare. This would mean that the fee would fall for smaller applications and rise for larger applications.

It was clarified that the fee schedule was set from guidance from the Ecological Society Advisers. It was noted that the scheme was in its infancy and expected to be refined following the first year's findings. Council Giles-Medhurst clarified that the recommendations were loose for officers to make changes to the fees following the meeting.

Members queried the financial situation of a development that did not pay or moved out of the district. It was noted that the council would have enforcement powers if a development within the district does not pay the fees however enforcement action would not be possible for a development that had moved away from the district as the council would have no jurisdiction to monitor or to act outside of the district. The fees would then be paid to the council that the development fell under.

It was noted that the progress of the item would be reported annually under the Fees and Charges Regime.

The recommendations in the report were agreed by general assent with the amendment that Table 2.3.5 be reviewed with an increased differential incremental higher scale for larger sites and a decreased differential lower scale for smaller sites.

PR624 CIL SPENDING REQUESTS 2024/2025

Councillor Cooper expressed concern that CIL items should not be discussed with the exclusion of the press and public and instead should be discussed openly.

Councillor Cooper queried the amounts proposed to be awarded to Batchworth Sea Scouts and 1st Chorleywood Scouts HQ.

Kimberley Rowley Head of Regulatory Services, clarified that two quotes were submitted by Batchworth Sea Scouts, only items relating to Strategic Infrastructure were taken forward and officers considered the highest quote with ineligible items removed. A discrepancy in the cost of the Asbestos removal was noted.

Backbench Councillor Reed stated that Batchworth Sea Scouts had submitted a well written application and was a model example of what an application contains. The application will reflect a real change in the community.

Members queried whether an application either successful or unsuccessful would be able to reapply, it was noted that the applicants would be welcome to reapply, and each application would be considered on its own merits, and potential inflationary costs would be considered.

Members heard from Andy Dalglish on behalf of the Rickmansworth Cricket Club

"Rickmansworth Cricket Club is committed to creating a legacy, the facilities of the club are substandard, and the community does not appreciate the unique setting the facilities holds. Rickmansworth Cricket Club could be the best venue in the country. Kids are travelling to play at other grounds due to massive flooding issues that could be fixed with a converse drainage system. One team played one home game out of 10, even with the good weather umpires did not want to continue as there was standing water on the field. The youth sector is booming but Rickmansworth Cricket Club is losing kids to other clubs as the club cannot give them the facilities they deserve. The changing facilities require improvement and women and girls who use the football pitch can also use the facilities. Disabled access needs improvement and sporting options to those with mobility issues. Rickmansworth Cricket Club can be a massive community asset, and it will be very sad if it does not go ahead."

It was noted by Kimberley Rowley Head of Regulatory Services, that officers had requested further information from the club that they did not receive. The Environment Agency had not been consulted at the time of the application and planning permission had not yet been granted for all the works. No match funding had been secured however there had been a lot of local support.

Councillor Lloyd offered to advise Rickmansworth Cricket Club outside of the committee and work together to improve the clubs standing.

Councillor Cooper queried the score Rickmansworth Cricket Club was given and expressed concern that this fell to not securing matched funding. It was clarified by Kimberley Rowley Head of Regulatory Services that any further information following the papers being published had not been received. Match funding does not affect the issues relating to planning permission and the Environment Agency.

Members advised the applicant to resubmit the application for the next round of CIL funding. Councillor Cooper raised a motion to amend the recommendations to approve the Rickmansworth Cricket Club application and increase the payment. The motion was rejected following legal advice from the Deputy Monitoring Officer.

The recommendations in the report were agreed by general assent.

PR724 BUDGET OUTTURN REPORT

It was noted that Councillor Price thank Alison Scott, Head of Finance and team for their work on the Budget outturn report.

Councillor Ranger queried the effectiveness and value for money of the Garden Waste System. Councillor Nelmes clarified that the outturn figures now match expectations however regarding trade food waste take up had been slow, but not all firms will require the service.

Councillor Mitchell noted that the council was operating at a loss of half a million, but the council retains a reserve of 6 million GBP. Members noted that Climate Change received external grant funding and based on external advisers, the council did not charge the revenue budget £500,000 as had occurred in previous years.

The recommendations were agreed by general assent.

NOTE Councillor Reed left the room 20:46 and returned 20:47

PR824 THE POTENTIAL REVIEW OF THE CROXLEY GREEN AND SARRATT PARISH BOUNDARY

The potential Review of the Croxley Green and Sarratt Parish Boundary had been brought back to Committee following Sarratt Parish Council sharing their joint viewpoint with Croxley Green. Both Croxley Green Parish Council and Sarratt Parish Council together requested that the Boundary Review be put on hold whilst awaiting the result of planning permission of the proposed site in Sarratt Parish District.

Councillor Mitchell expressed concern that the potential review is not lost and instead be revisited at a set time and date however members discussed the review be brought back by request.

It was agreed by general assent to not continue with the recommendations unless requested by Croxley Green Parish Council and Sarratt Parish Council.

PR924 OTHER BUSINESS - IF APPROVED UNDER ITEM 3 ABOVE

**PR1024 ABBOTS LANGLEY NEIGHBOURHOOD PLAN REGULATION 16
CONSULTATION**

Members received an outline of the Abbots Langley Neighbourhood Plan from Marko Kalik Head of Planning Policy and Conservation, the plan had been formally submitted and checked against legal requirements. The consultation would go live the following week depending on the council website status. The consultation would run for 6 weeks and during this time officers would be contacting the Parish Council to share feedback on the plan and the Parish Council can respond on the feedback before being handed over to an examiner. The examiner would bring back a report to the Parish and then to Committee and the final step would be to liaise with the election team on a potential election date.

The Recommendations in the report were agreed by General Assent.

PR1324 RISK MANAGEMENT STRATEGY AMENDMENT

Members discussed the Risk Management Strategy Amendment and the inclusion of the green belt as a category rather than an item on the Risk Register. Officers clarified the purpose of the Risk Management Strategy was about how the council operates and functions and not the district.

Councillor Cooper raised a motion that the Green Belt be added to the Risk Management Strategy Amendment as a category. Councillor Edwards seconded.

The item was put to the vote with 4 votes for, 7 votes against, and 1 abstained.

The Recommendations were agreed by general assent.

CHAIR

Policy and Resources Committee MINUTES

**Of a meeting held in the Penn Chamber, Three Rivers House, Rickmansworth, on
Monday, 23 June 2025 from 7.30 - 10.00 pm**

Present: Councillors Councillor Stephen Giles-Medhurst OBE

Oliver Cooper, Stephen Cox, Steve Drury, Vicky Edwards, Rue Grewal, Philip Hearn,
Chris Mitchell, Louise Price, Reena Ranger, Jon Tankard, Chris Whately-Smith and
Tom Smith

Also in Attendance:

Officers in Attendance:

Joanne Wagstaffe – Chief Executive
Ludmilla Iyavoo – Interim Deputy Chief Legal Officer (Litigation and Licensing)
Kimberley Grout – Associate Director, Corporate, Customer and Community (Interim
Monitoring Officer)
Marko Kalik – Head of Planning Policy and Conservation
Aaron Roberts – Senior Planning Policy Officer
Lucy Smith – Committee and Election Manager

External in Attendance:

PR124 APOLOGIES FOR ABSENCE

Apologies were received from Councillor Chris Lloyd, for whom Chris Whately-Smith attended as a substitute, Councillor Steve Drury, for whom Councillor Tom Smith attended as a substitute.

PR224 DECLARATIONS OF INTEREST

There were no declarations of interest

PR624 REGULATION 18 CONSULTATION

Members received a verbal update on the policies included within the Regulation 18 consultation document and the implementation of amendments that had been proposed at previous Local Plan Sub Committees.

Members expressed concern with the Regulation 18 consultation being discussed in part 2 with the exclusion of the press and public and felt that the item had already been consulted on and is therefore already a matter of public record. It was noted that following the resolution of

the Local Plan Sub Committee, the restricted documents in part 2 would become public documents following the conclusion of the Policy and Resources Committee meeting.

It was noted that consultants from Edgars Limited had offered to attend the meeting virtually, but members decided against this as answers could be sought before Regulation 18 was brought to Full Council.

Members queried amendments with a focus on exemptions to householder applications as this had been discussed at a previous Local Plan Sub Committee but had not been taken forward into the report. Officers clarified that advice had been sought from the Consultants from Edgar Limited and that the suite of net zero policies had been amended to clarify that only policies C and E were relevant for householder applications. Members were reminded that there would be further chance for amendments following the consultation.

Some members felt that Policy XA should be amended to state net zero should be sought where it is technically viable to achieve and householder applications should be able to skip off setting if it would be unviable. Members noted this had not been taken forward following discussion in the previous Local Plan Sub Committee. Members also queried the affordability of a whole building approach where the planning application may just focus on a part of the building and the cost to the applicants.

Committee Members expressed concern on the cost consequences for homeowners of significantly older properties, such as properties in the Victorian era or with thatched roofs and the requirement to retrofit the entire house. Concern was also raised in respect of the policies being found sound at the examination stage. Officers clarified that advice had been sought from consultants Edgars Limited and bioregional and amendments had been taken forward from the Local Plan Sub Committee with the advice from consultants. Members were reminded that for full answers to be given to technical questions Officers would require time in advance to draft responses.

Members queried whether independent legal advice had been sought regarding the policies outlined. It was noted that expert advice had been sought through the consultants from Edgar Limited, it was further noted that advice from other councils undertaking Regulation 19 may be sought and plans would be adjusted accordingly.

Members thanked the Head of Planning Policy and Conservation and Councillor Jon Tankard for their contribution to the work on Regulation 18. The standards proposed in the policies would mean consistency throughout the district towards working to Net Zero. Councillor Mitchell proposed that the policies go to consultation.

Members debated Policy XE with focus on the requirement to have considered the environmental policy before submission of a planning application. Some Members felt that properties with a negative contribution to Conservation Areas should be defined within the respective Conservation Area Appraisal and properties that have a negative contribution to Conservation Areas should be demolished and rebuilt as there would still be a potential to have a negative contribution following retrofit. Officers clarified that it would be a political decision to decide whether demolishing and rebuilding to enhance the built environment, or the protection of the environment is more important.

The Committee debated the merits of including a policy proposing retrofitting and the refurbishment of a property over demolition, with demolition being a last resort. A feasibility assessment for demolition had been suggested. Members further raised concerns that demolition can be more harmful to the environment than a house with a minor negative contribution.

Councillor Cooper proposed an amendment;

“Buildings can be demolished where the building has been identified in a Conservation Area appraisal as making a negative contribution to that Conservation Area or otherwise does harm to a heritage asset and where demolition would reduce that harm”

The amendment was seconded by Councillor Edwards.

The amendment was put to the vote and with 4 votes in favour and 9 against, was **DEFEATED**.

The substantive motion was put to the vote and with 9 votes in favour and 4 against, it was **RESOLVED**

To approve the policy as set out in the appendices.

PR324 AMENDMENTS TO THE CONSTITUTION

Members received a verbal report on the proposed amendments to the constitution. The committee heard that full council had not completed all business on the agenda for the past six years. In the past two years members had submitted over five hundred written questions with the quantity of questions rising per meeting. The time taken to for officers to draft replies to technical questions equated to 144 days of work if spread throughout the year. On most occasions reports from members on the full council agenda had not been reached due of the surplus of questions. Members discussed holding an extra Full Council meeting to focus on questions asked, however it was noted any councillor could request an extraordinary Full Council meeting however this had not been done.

Members queried whether officers or Lead Members were answering the questions to the Lead Members and Chairs of Committees. It was noted that technical questions were answered in draft by officers and approved by Lead Members, but questions of a political nature were left solely to Lead Members to respond to.

Concerns were raised that Lead Members did not respond to questions sent directly to them. Members discussed the variety of questions asked, it was noted that over 420 questions had been asked by the Conservative Group which was well in excess of the Labour Group and the Green Group. 7 of the question put forward to the Tuesday 8 July Full Council were repeat questions from February and December Full Council meetings.

The Committee discussed whether the limit to questions based on political party would be fair due to the Conservative Group having covered more wards than the other opposition parties. It was noted that the amendments were to bring consistency to all political groups.

Members expressed concern that the constitutional changes were not in keeping with other local authorities' constitutions and would have become the most restrictive in regard to questions. Some members stated their displeasure at being restricted due to other party's use of the constitutional arrangements however noted it would be appropriate to change the constitution. The abruptness of the report was queried by members and clarified that constitutional changes required approval from Full Council and had to be approved at Policy and Resources to be taken to Full Council.

Other issues faced in Full Council had been the amendments tabled in the middle of the meeting which had been proposed with no advance notice. Amendments are required to be in advance of the meeting, before 5pm however late amendments were allowed until 6pm on the day of the meeting.

Members raised the possibility of a constitution sub committee meeting to discuss ensuring the correct balance between questions, councillors and wards had been struck, however it was noted that the Constitution Sub Committee had been disbanded, and constitutional amendments would require agreement from Full Council. It was suggested an amendment to the structure of the agenda with questions to be set at the end of the agenda. Motions and other items to be moved to the top of the agenda.

Members queried the lack of debate in regard to petitions and it was clarified until a petition is presented, the subject matter is unknown to both councillors and officers and the Lead Member had responded and the procedure had always been the same. Should the petition had been included in the agenda, the petition would be debated but had the agenda not been included, the petition would not be debated as the relevant information is not known.

It was noted that members could make suggestions in conjunction with other groups to be put forward at full council.

The recommendations were proposed by Councillor Giles-Medhurst and Seconded by Councillor Price and put to the vote, with 9 votes in favour and 4 against, it was **RESOLVED** That Policy and Resources Committee recommend to Full Council to approve the constitutional amendments as set out in paragraphs 3.4.1 to 3.4.19. Petitions 18(1) be amended from Proper Officer to Monitoring Officer.

PR424 EXCLUSION OF PRESS AND PUBLIC

PR524 REGULATION 18 CONSULTATION

Members received a verbal update on the changes made to the Regulation 18 report following the Local Plan Sub Committee. Officers had begun to use a new scoring matrix with the following categories, Potentially Suitable, Some Concerns and Significant Concerns. It was noted that input from Hertfordshire Highways had not been received at present.

NCFS33: Oxhey Park Golf Centre had been put forward by the lease owner however the land was owned by Three Rivers District Council. Members had a strong view that the site is unavailable and so it should not form part of the consultation. Officers presented the option to put the site in a separate category on the report or add to the data centre with text explaining that the site was excluded from the consultation. Concerns were raised in regard to NCFS21: Land South of Scots Hill, the site was deemed Potentially Suitable however an electricity pylon was located in the northwest corner of the site as well as cables running through the site from north to south. It was agreed that this site should be listed as Some Concerns rather than Potentially Suitable.

The committee noted that following Full Council the survey was due to be published on the 14 of July however this would be dependent on any amendments proposed by Full Council. The consultation was due to last the statutory six weeks. Members were requested to raise questions before Full Council which would allow Officers to prepare responses.

Members raised concerns surrounding the number of dwellings under review and Officers clarified that the current consultation was not to decide whether to proceed or not with the sites but to collect evidence to assess suitability. If officers did not continue with the consultation, other sites and landowners could raise concerns that Three Rivers District Council had ruled them out prematurely. Officers could not rule out sites without valid planning reasons.

Use of a discounted list was debated by members and officers; it was noted that officers had and that other site specific studies such as heritage impact assessments would be undertaken on the newly submitted site and feedback sought from statutory consultees.

Councillor Cooper proposed an amendment to the report:

“That the following sites be discounted from consultation, and to be listed within the consultation solely as discounted:

NCFS1 – Chequers House, Chequers Lane

NCFS2 – Fortune Farm, High Elms Lane

NCFS3 – The Old Dairy, Chequers Lane

NCFS4 – High Elms Manor

NCFS6 – Land to the east of Watford Road
 NCFS8 – Land off St Albans Lane, Bedmond
 NCFS9 – Land to the north-west of Woodstock, Bedmond
 NCFS10 – Great Westwood Park
 NCFS11 – Grange Wood, Carpenders Park
 NCFS12 – Lane East of Oxhey Lane, Carpenders Park
 NCFS13 – Catlips Farm
 NCFS14 – Homefield Road
 NCFS17 – North Hill Farm
 NCFS18 – Land to the east of Sarratt Lane
 NCFS19 – Land adjacent to 60 Harthall lane
 NCFS22 – Nine of Herts Golf Club and surrounding land
 NCFS24 – The Island, Rickmansworth
 NCFS27 – Green End Farm, Sarratt
 NCFS28 – Ravenswood, Sarratt
 NCFS29 – New Model Farm, Sarratt
 NCFS30 – Sarratt Lodge, Sarratt Green
 NCFS31 – Land to the south-east of Poles Hill
 NCFS32 – Land to the south-west of Bragmans Lane
 NCFS34 – Land south of Chalfont Lane (employment)
 NCFS35 – Land north of Little Green Lane”

Councillor Hearn seconded the proposed amendment.

Members were reminded that the sites were not being put forward for development but for consultation on whether the sites were appropriate. Sites would be put forward for development during Regulation 19 following review of the consultation. It was discussed that Officers disregarding sites without justification would have opened the council to the risk of investigation.

The Committee debated the proposed amendment and the creation of a new category for discounted sites. Some members felt discounted was appropriate terminology. Other members raised concerns about discounting sites without having followed the consultation process and without information being received from the Green Belt Assessments and other assessments at the time.

Concerns were raised that the Council was following the new National Planning Policy Framework rather than the previous framework and some members felt that the sites listed would not have been appropriate under the previous framework.

The amendment was put to the vote and with 4 votes in favour and 9 against, was **DEFEATED**.

The substantive motion was put to the vote and with 12 votes in favour and 4 against, it was **RESOLVED**

That the Policy and Resources Committee:

- Approves and recommends to Full Council the Regulation 18 Consultation document in Appendix 1.
- Grants delegated authority to the Head of Planning Policy and Conservation in consultation with the Lead Member for the Local Plan to make any minor changes that are required prior to the documents being published for consultation.

Note: Councillor Ranger left the room at 21:28 and re-entered at 21:30.

CHAIR

Policy & Resources committee

21/07/25

Three Rivers District Council
Communications Strategy
2025-2028

COMMUNICATION STRATEGY 2025 - 2028

1 Summary

- 1.1 A report on the draft Communication Strategy 2025-2028 for Three Rivers District Council, outlining the strategic approach to communications, the channels utilised, breadth of content produced and audiences targeted. This report is to formalise the current approach and practices.

2 Recommendation

- 2.1 It is recommended that:
- i) Members agree the Communications Strategy 2025-2028

3 Details of the Communications Strategy 2025-2028

- 3.1 The aim of this strategy is to deliver a first class, effective and efficient communications service for Three Rivers District Council using a multi-channel approach to reach the wide variety of customers and stakeholders we serve, including residents, members, employees, businesses, community partners and visitors to the district.
- 3.2 The document attached outlines the strategic approach by which the Communications Team will tell the story of Three Rivers District Council and the district as a whole. This strategy outlines how communications will support the delivery of the Corporate Framework (the council's overarching plan), and any future plans which follow it.
- 3.3 The strategy includes the vision for communications, including clear focus, clear objectives, specific actions and measures impact and outcomes.
- 3.4 The strategy outlines the role of communications, the audiences, channels, and structure of the department. It also outlines the progress made at transforming the department and its strategy since 2019, and what the next steps are for continuing what has been establish as a dramatic departure from the processes and approach that came before.

4 Policy/Budget Reference and Implications

- 4.1 The recommendations in this report are within the Council's agreed Corporate Framework and are within existing budgets.

5 Financial Implications



- 5.1 The cost of the strategy's implementation is within existing budgets.

6 Legal Implications

- 6.1 All elements of the Strategy will need to be considered alongside the council's legal duties and powers.
- 6.2 Projects involved in the delivery of the Strategy will require contract preparation and approval in accordance with the Council's Contracts Procedure Rules.
- 7 Equal Opportunities Implications**
- 7.1 Please see Equalities Impact Assessment (Appendix 3)
- 8 Staffing Implications**
- 8.1 There are no proposed changes to staffing.
- 9 Environmental Implications**
- 9.1 Please see Climate and Sustainability Impact Assessment (Appendix 4)
- 10 Community Safety Implications**
- 10.1 The strategy would support all aspects of the council's activities, including promotion and engagement with partner organisations involved in community safety.
- 11 Public Health implications**
- 11.1 The strategy would support all aspects of the council's activities, including communications, marking and engagement with partner organisations involved in public health.
- 12 Customer Services Centre Implications**
- 12.1 The strategy supports all aspects of the council's activities, including communications and engagement with customers cross all the council's corporate channels to support the Customer Experience Strategy and the work of the CSC.
- 13 Communications and Website Implications**
- 13.1 The strategy governs and guides the strategic and reactive management of all aspects of external, internal communications and communication with the council's key audiences, including Members and partners. The strategy itself as a document has little relevance to the council's audiences, but the strategy it presents will enable all activities of the council to reach their target audiences in a more effective and targeted manner.
- 14 Risk and Health & Safety Implications**
- 14.1 The Council has agreed its risk management strategy which can be found on the website at <http://www.threerivers.gov.uk>. In addition, the risks of the proposals in the report have also been assessed against the Council's duties under Health and Safety legislation relating to employees, visitors and persons affected by our operations. The risk management implications of this report are detailed below.
- 14.2 The subject of this report is covered by the **Customer Experience Service Delivery Plan 2025 – 2028**. Any risks resulting from this report will be included in the risk register and, if necessary, managed within this/these plan(s).

Nature of Risk	Consequence	Suggested Control Measures	Response (tolerate, treat, terminate, transfer)	Risk Rating (combination of likelihood and impact)
Council fails to adopt Communications Strategy 2025-2028	Lack of agreed strategic approach, council's reputation could be at risk of poor management.	Continue to progress with communications activities and strategic approach without strategy being adopted.	Treat	4

14.3 The above risks are scored using the matrix below. The Council has determined its aversion to risk and is prepared to tolerate risks where the combination of impact and likelihood scores 6 or less.

Very Likely  Likelihood Remote	Low 4	High 8	Very High 12	Very High 16
	Low 3	Medium 6	High 9	Very High 12
	Low 2	Low 4	Medium 6	High 8
	Low 1	Low 2	Low 3	Low 4
Impact Low  Unacceptable				

Impact Score

4 (Catastrophic)
3 (Critical)
2 (Significant)
1 (Marginal)

Likelihood Score

4 (Very Likely (≥80%))
3 (Likely (21-79%))
2 (Unlikely (6-20%))
1 (Remote (≤5%))

- 14.4 In the officers' opinion none of the new risks above, were they to come about, would seriously prejudice the achievement of the Strategic Plan and are therefore operational risks. The effectiveness of the management of operational risks is reviewed by the Audit Committee annually.

APPENDICES / ATTACHMENTS

Attachment 1: Draft Communications Strategy 2025-2028

Appendix 2: Sample Communications Year Plan

Appendix 3: Equalities Impact Assessment

Appendix 4: Climate and Sustainability Impact Assessment

COMMUNIC ATIONS STRATEGY

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INTRODUCTION

OUR ROLE

AUDIENCE

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OBJECTIVES & ACTIONS

MEASURING SUCCESS

APPENDIX - MEDIA CHANNELS, GOVERNANCE OF OTHER POLICIES AND GUIDANCE

INTRODUCTION

Our aim is to deliver a first class, effective and efficient communications service for the council using a multi-channel approach to reach the wide variety of customers and stakeholders we serve, including residents, members, employees, businesses, community partners and visitors to the district.

The aim of this strategy is to share how we will tell the story of Three Rivers District Council and the district as a whole. This strategy outlines how communications will support the delivery of the Corporate Framework (the council's overarching plan). The challenges of recent years illuminated the power of our communities, and renewed a desire for our staff to work together as one with partners to create a district that is a great place to live, work and visit. This new communications strategy is designed to work seamlessly to support those objectives and values outlined in our Corporate Framework.

Through strong story telling we want to build on the strengths highlighted over recent years to help tackle the challenges of the future, to ensure Three Rivers truly is an inclusive place where people feel safe and welcome, with access to good housing supported by an infrastructure that supports a healthy lifestyle and tackles inequalities. A district in which the most vulnerable residents are supported, with a district council that takes action to mitigate and adapt to the climate emergency.

At its heart, the story our district will be told through a voice rooted in authenticity, which celebrates all we do to make Three Rivers the best it can be today and tomorrow.

OBJECTIVES

This strategy aims to:

1. To tell the council's story, promoting its successes, increasing the accessibility and visibility of the Corporate Framework, council strategies, decision making and other initiatives with high quality multi-media content.
2. To protect and increase brand awareness of Three Rivers District Council as a trusted, effective and high performing organisation amongst our customers, partners, stakeholders, elected members and staff.
3. To engage council staff through regular and effective internal communications so that staff feel better informed and become ambassadors for the council.
4. Help to deliver the council's priorities, initiatives and decisions with the support of strategic communications.
5. To engage and communicate with internal and external stakeholders on the council's journey as part of the government's plans for devolution and reorganisation.

VISION

The vision for Three Rivers is a district council that is adept at telling its own story, celebrating its successes, informing its broad audiences of why and how the council is doing what it is doing. The ultimate aim of our communications is that audiences will have a clear understanding and a positive perception of the council's vision, aims, values, services and achievements, leading to higher levels of satisfaction and engagement.

The strategy has a clear focus, clear objectives, specific actions and measures impact and outcomes.

The strategy sets out our approach for the next three years.

OUR ROLE

Communications is the corporate voice of the council and as such operates across the council, working with all departments and elected members.

Our responsibilities are therefore numerous, both external and internal, both reactive and proactive; working with staff at all levels, elected members, the Chair, the media, and the general public. We have overall responsibility for the council website and intranet, the website news feed, social media platforms, e-newsletters and public notice-boards.

We:

- Identify and deliver the council's news, telling its story using words, pictures and video, in a clear, balanced format
- Promote and celebrate the council's successes both externally and internally, placing stories with the media
- Protect and manage the council's reputation, handling crisis communications
- Produce high quality design, protecting and enhancing the council's brand
- Provide expert communications advice to the senior leadership team
- Collaborate with partners and stakeholders on campaigns
- Engage and inform staff through our internal communications

AUDIENCE

The target audience of any communication will vary depending on what is being communicated. In some cases, people may belong to more than one audience group. But understanding audience and targeting is key to successful communication - who are we trying to reach and what do we want them to do?

Our audience includes:

- Residents
- People working in and visiting Three Rivers
- Businesses in the district
- Prospective residents and businesses
- Three Rivers councillors and employees
- Voluntary organisations and community groups
- Stakeholders and partners, including town and parish councils, the county council and neighbouring borough and district councils
- Central Government
- The local, regional and trade media (press, radio and television)
- Key influencers/community leaders

OUR CHANNELS

As a council Three Rivers has a number of key channels which this strategy utilises to deliver its key communications objectives, they are broadly divided into owned media, earned coverage and paid for communications. These channels are further outlined below:

Owned media (the channels we create and control):

- TRDC website
- TRDC social media accounts - Facebook, X (previously known as Twitter), Instagram, LinkedIn, Youtube, Threads
- Email marketing on GovDelivery
- TRDC intranet
- Internal updates including the weekly Chief Executive's message
- District Notice Boards
- Digital Display Boards

Earned (our customers, partners, the media and the public share our content or speak about our brand)

- Word of mouth
- Local and regional media coverage
- National media coverage
- Trade media coverage
- Broadcast media coverage
- Social media content shared by others
- Leaflets
- Information shared by partners

Paid (a third-party channel)

- External advertising

- Print, digital and banner advertising
- Paid search via Google etc.
- Broadcast advertising
- Boosted social media posts

PROGRESS SINCE 2019

The last communications strategy was published in 2019. At the time, responsibility for communications was largely devolved to departments including identifying news, drafting press releases and approving content for the website.

Communications was underutilised as a corporate function, operating largely reactively and on demand from services rather than proactively according to the council's priorities and Corporate Framework.

In recent years the department has undergone considerable transformation with great strides made to embed a new communications culture within the council, with experienced, professional communicators leading and driving communications.

Some of the key achievements include:

- Established a proactive approach to news gathering and storytelling, with a team of corporate communications experts both identifying stories and developing high quality multi-media content.
- Extensive media coverage in local media resulting in increased awareness of council projects and priorities.
- Launched a new e-newsletter platform on GovDelivery which as of February 2025 had a total of 44,979 unique subscribers.
- As of February 2025, we have 12 newsletter topics including council news, climate, bin collections and business, with 87,568 subscriptions. The newsletters have an open rate of more than 81% compared to the industry average of 20%.
- In-house capability to shoot and edit professional standard video content. More than 60 videos have been filmed since winter 2021, five in the last two months alone (as of August 2024).
- A weekly internal newsletter helps to raise awareness amongst staff of the latest council internal and external news and new initiatives.
- Established improved sign-off process to ensure external communications are channeled through Communications.
- Ambitious project to relaunch the council website with a wipe the slate clean approach, rewriting much of the content.
- Established a photo database on Adobe Lightroom with a project funded through Additional Resources Grant (ARG) to provide stock photographs of the district.

- Launch of a new internal podcast focusing on sharing knowledge and building a sense of organisation community.
- Launch of external podcast to increase awareness of council's key messages, its Corporate Framework, good news stories and case studies.

STAFF AND STRUCTURE

Communications & Digital Services is part of the Corporate, Customer & Community directorate and Customer Experience service.

STAFF AND STRUCTURE

Communications & Digital Services is part of the Corporate, Customer & Community directorate and Customer Experience service.

The Communications & Digital Services team has responsibility for core communications and press office functions as well as the council's website, intranet, the Customer Portal (online forms), social media, graphic design, digital screens, district notice boards and branding.

NEXT STEPS

Significant progress has been made in developing the council's communications with a significant increase in proactive communications via good news stories via the web news section, newsletters, new audio and visual communications, press releases and social media. We will now develop further embedding of video as a primary means of communications and a series of virtual communications workshops or 'masterclasses', delivered by members of the Communications team, to help understand more how Communications can help the council and colleagues effectively achieve the objectives of the Corporate Framework.

The communications team is now established as a key stakeholder in new projects and initiatives from the outset resulting in clearer communication with residents and customers. The programme of Communications Workshops / Masterclasses is designed to assist with achieving this goal.

Three Rivers will speak and listen as one council, telling its story with pride, uniting its staff and members under a common and consistent brand while celebrating the council's positive achievements.

To tell its story effectively in a way that truly engages audiences requires an approach to storytelling that consistently utilises high-quality, innovative, multi-media content. Content really is king.

This is particularly true of video which is favoured by social media algorithms and is proven to achieve far higher engagement and would therefore help to increase audience on these channels.

Social media, graphic design and news should not be treated as separate things, operating independently of each other. Instead the approach is to tell one story, tailoring it for multiple channels.

The Communications team will continue to be trained as content creators, as well as other key personnel outside the team such as the Climate Change Officer and Leisure officers who have some responsibility for supporting Communications. Training and support within the team will enable the whole team to have the basic skills in identifying and writing news content, shooting and editing video, photography and creating social media posts.

This strategy will consistently put people at the heart of communication, identifying the human interest in the work the council does. For example, by focusing on the benefits to residents, rather than just the policy.

We will continue to develop and improve our use of analytics, especially on social media, tracking trends so that we are guided by what audiences want and respond to.

Internally, Communications channels - namely the intranet and weekly internal newsletter - have been refreshed to make them more appealing, more modern and - crucially - more interactive so that they drive a two-way conversation with staff, rather than simply broadcasting messaging. This strategy aims to hone and enhance these channels to maximise impact and efficiency.

Visibility of the Senior Leadership Team will continue to be enhanced to staff through more regular blogs or thought pieces. And the day-to-day happenings of individual services can be better told using multi-media storytelling techniques. By making any given service more aware of what other services are doing will help to reduce the tendency for them to operate within a 'bubble'. This can be facilitated by boosting content creation skills both in the Communications team, and with other designated internal comms champions.

OBJECTIVES & ACTIONS

Objective 1: To tell the council's story, promoting its successes, increasing the accessibility and visibility of the Corporate Framework, council strategies, decision making and other initiatives with high quality multi-media content

Actions:

- Produce a series of webinars and workshops for staff – to better inform them about the role of corporate communications and how the service can help them. To cover topics such as identifying news.
- Produce training sessions for Communications staff on news writing, video filming, editing, photography and social media
- Establish video as the default for storytelling, investing in filming and editing equipment

- Provide training for all comms staff to ensure all have core content creation skills, including writing, video and social media creation
- Put people at the heart of every story we tell
- Establish monthly meetings with all heads of service/senior managers to identify at the earliest possible stage key projects, initiatives and issues that will require comms input or support
- Ensure communications are linked to the key priorities of the Corporate Framework, referencing these in our comms output
- Provide dedicated comms support to major projects and top tier strategies through comms officer support and communications plans
- Provide advice and template communications plans for service level strategies and projects
- Attend regular meetings with key council officers to ensure draft council agendas are shared with comms at the earliest opportunity in order to identify news stories

Objective 2: To protect and increase brand awareness of Three Rivers District Council as a trusted, effective and high performing organisation amongst our customers, partners, stakeholders, elected members and staff.

Actions:

- Refresh and expand the council's branding guidelines detailing a consistent approach to design and presentation
- Establish Communications as the council's Brand Guardian, ensuring a consistent sign off process for all council communications
- Develop a series of departmental workshops to help inform staff about the importance of consistent branding and writing for external audiences. Three workshops will cover how to identify news, how to write for news and how to utilise council branding. The aim is to increase understanding of the importance of communications, how it works and how best to work with the communications and digital teams to get your message out to the wider audience. This would be open to all council officers, but should be attended by all department heads and managers.
- Ensure adoption of the Government style guide for all external publications, and work with departments to ensure that the writing style guide is followed by encouraging service staff to be appointed as designated web editors supported by training workshops
- Develop and implement a procedure for approving all web content prior to publication to ensure consistency of tone and style

Objective 3: To engage council staff through regular and effective internal communications so that staff feel better informed and become ambassadors for the council

Actions:

- Launch new multi-media internal newsletter on the GovDelivery platform, using analytics to inform content and approach
- The Digital Team to launch a new intranet or equivalent platform which is fit for purpose and allows staff to engage in online conversations and share best practice, featuring more regular internal news updates and vibrant content, such as audio and visual elements as outlined in Objective 2
- Raise the profile of leaders and senior managers with regular video and other content such as informal videos within the weekly internal newsletter and explore the potential for developing more internal broadcasts such as podcasts with the Senior Leadership Team.
- Assign an internal comms champion within each service, responsible for providing regular staff news

Objective 4: Help to deliver the council's priorities, initiatives and decisions with the support of strategic communications. Improve internal communications across the council encouraging collaboration and support.

Actions:

- Introduce a more strategic approach to communications through communications plans which are used for major projects and by council services area where appropriate.
- Develop an annual campaigns plan (see Appendix 1) to outline scheduled events, campaigns and projects which require communications support.
- Use annual campaigns plan to establish appropriate communication channels and content.
- Recommend regular reviewing of communications activity and spend by services areas across the whole authority.

Objective 5: To engage and communicate with internal and external stakeholders on the council's journey as part of the government's plans for devolution and reorganisation.

Actions:

- Introduce a more strategic approach to communications to communicating the devolution process from a localised point of view for both internal and external audiences.
- Keep residents, key stakeholders and partners informed of the latest key developments as determined and agreed by TRDC chief executive.
- Clearly communicate the primary objectives and point of view of Three Rivers District Council first and foremost, secondly to work with other councils and organisations affected by devolution – including those neighboring authorities in Hertfordshire and, if appropriate, further afield.
- Establish regular communication collaboration with appropriate partner councils.
- Develop joint strategic communications approach with partner councils.

- Utilise internal communications channels, include Team Brief and Friday Message, Staff Days to ensure staff are informed about key developments.

MEASURING SUCCESS

We will use evaluation to understand what works well and what doesn't, supporting an environment of continuous improvement across all our communications.

We evaluate our communications in a number of ways:

Media monitoring - We will operate a mainstream media monitoring system which records all media coverage for the council. We will monitor both the quantity and quality of media coverage. For example, we consider an item's tone and the council's share of voice in any coverage.

Social media monitoring - We use social media monitoring software including Hootsuite to manage our presence on social media and to provide useful analytics data. This information along with information on social media interactions will be reported to Corporate Management Team (CMT) quarterly alongside the Compliments & Complaints summary reports to CMT.

Website analytics - We use SiteImprove to record and analyse visitor traffic on the council website. Analytics data is used to monitor demand and usage of content and provide reports for service areas. This can be used to adjust or update content to ensure it fully meets the needs of visiting users.

Reputation surveys - The district wide Resident Survey measures overall satisfaction with the Council as well as trends in how well informed people feel about the council. We will continue to use the results of the survey to identify changing trends in customer behaviour and aspirations so that we can adapt our communications accordingly.

We conduct an annual staff survey which includes a section on our internal communications. We will use the results of the survey to gain feedback on the effectiveness of our communications and identify emerging channels.

GOVERNANCE OF OTHER POLICIES AND GUIDANCE:

This strategy should be read in conjunction with other policies and guidance owned by Communications:

- **Campaigns Plan** – An annual work programme of communications and marketing campaigns.
- **Media protocol** – this ensures that staff are clear about their responsibilities if asked to comment to the media.
- **Social media protocols** - Social media guidance for councillors and lead members.
- **Brand guidelines including accessibility** – how and where we use the council's brandmarks, colour palette, fonts and how to ensure our marketing material is accessible.
- **Accessibility Statement** – statutory page on the website detailing website accessibility compliance
- **Corporate writing style guide** – The council adopts the Government Digital Service style guide which guides the style, spelling and grammar conventions for all content published on our communication platforms. It can be found at [GOV.UK](https://gov.uk), arranged alphabetically.

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Task Name	Bucket Name	Start date	Due date	Checklist Items	Labels
Community Energy Fund Solar Canopy project	Sustainability, Climate Change	01/09/2024		Comms support required - ongoing project;Awaiting further information	
EV Charging launch	Regulatory Services	01/10/2024		Posters;Ongoing project;Social	Parking
Residents Survey 24-25	Customer Experience	01/10/2024	31/03/2025	Press release;Consultation;Advertisements	Comms and Digital
Play Strategy Consultation	Leisure Services	06/12/2024	30/04/2025	Consultation;Sharing of	
Parking scheme consultation - Primrose Hill	Regulatory Services	17/01/2025		Consultation;Comms support	Parking
Aquadrome Pedestrian Bridge	Aquadrome project	20/01/2025	30/04/2025	Press release;Consultation;Social media;Opening - soft launch	
Parkinson's project	Leisure Services	22/01/2025	01/01/2026	Comms support	
Planning Enforcement Plan	Regulatory Services	31/01/2025		Comms support - awaiting further	Planning
Taxi Policy amendments	Regulatory Services	31/01/2025		Social media;Consultation;Comms support;Awaiting further information	Licensing
Wildplay Activity Sessions	Leisure Services	17/02/2025	31/10/2025	Social media;Posters	
Play Ranger term time sessions	Leisure Services	17/02/2025	01/11/2025	Social media;Newsletter	
May Bank Holiday collection changes	Sustainability, Climate Change	03/03/2025	30/05/2025	Social media;Calendar;Newsletters	
Warm Homes Local Grant Funding	Sustainability, Climate Change	25/03/2025		Press release;Ongoing promotion required;Social media;Website	
Trade food waste collections	Sustainability, Climate Change	31/03/2025	31/03/2025	Comms support - awaiting	
Healthy Hub videos	Strategy and Partnerships	01/04/2025	30/04/2025	Videos	
Parking scheme consultations	Regulatory Services	01/04/2025		Comms support - awaiting further	Parking
Fast Followers - completion of project	Sustainability, Climate Change	07/04/2025	30/06/2025	Comms support	
Promotion of TRDC search services rather	Regulatory Services	28/04/2025		Comms support - awaiting further	Land Charges
Service Plan Promotion	Strategy and Partnerships	01/05/2025	01/05/2025	Social Media/Comms	
Batchworth Neighbourhood Plan Referend	Planning Policy & Conservation	01/05/2025	05/05/2025	Website updates - awaiting	
Tea Dance	Watersmeet	01/05/2025	17/06/2025	Press release;Social media;Posters	
70s Disco	Watersmeet	01/05/2025	14/06/2025	Social media;Press release;Posters	
Updating letter templates	Regulatory Services	21/05/2025	30/06/2025	Comms guidance required	
Great Big Green Week	Sustainability, Climate Change	27/05/2025	15/06/2025	Comms support	
Publication of Draft Statement of Account	Finance	30/05/2025	30/05/2025	Website	
Tour de Ricky stall	Sustainability, Climate Change	31/05/2025	31/05/2025	Event kit booked	
Shavuot (Pentecost Festival of weeks)	Multi faith events	01/06/2025	01/06/2025		
Pride Month	Strategy and Partnerships	01/06/2025	30/06/2025	Social media;News story;Photo of	Flag Raising;Awareness Day
Gypsy Roma and Traveller Month	Strategy and Partnerships	01/06/2025	30/06/2025	Internal emails;Worksheet	Awareness Day
Active Parks	Leisure Services	01/06/2025	31/08/2025	Social media;Newsletter	

Volunteers Week	Strategy and Partnerships	02/06/2025	06/06/2025	Photo;Social Media	
Eid-ul-Adha	Multi faith events	06/06/2025	06/06/2025		
Mens Health Week	Strategy and Partnerships	09/06/2025	15/06/2025	Comms support - funding dependent	Awareness Day
Carers Week	Strategy and Partnerships	09/06/2025	15/06/2025	Social media	Awareness Day
World Elder Abuse Awareness Day	Strategy and Partnerships	15/06/2025	15/06/2025	Comms support	Awareness Day;Community Safety
Refugee Week	Strategy and Partnerships	16/06/2025	22/06/2025	News story ;Poster;Podcast;Pictures	Awareness Day
Clean Air Day	Sustainability, Climate Change	20/06/2025	20/06/2025	Comms support;Social media -	
ASB Week	Strategy and Partnerships	30/06/2025	06/07/2025	Social Media ;Press	Awareness Day;Community Safety
Ashura	Multi faith events	05/07/2025	05/07/2025		
South Asian Heritage Month	Strategy and Partnerships	16/07/2025	17/08/2025	Comms support - if agreed	
Summer free swim and gym	Leisure Services	28/07/2025	29/08/2025	Social media;Newsletter	
Leisure Summer activities	Leisure Services	28/07/2025	22/08/2025	Newsletter;Social media	
Play Ranger holiday sessions - Summer	Leisure Services	28/07/2025	22/08/2025	Newsletter;Social media	
Playscheme (Summer)	Leisure Services	28/07/2025	22/08/2025	Social media;Newsletter	
Krishna Janmashtami	Multi faith events	15/08/2025	15/08/2025		
VJ Day - 80th Anniversary	Strategy and Partnerships	15/08/2025	15/08/2025	Flag raising;Website - events page	Flag Raising;Awareness Day
Herts Pride	Strategy and Partnerships	30/08/2025	30/08/2025	Promotion of Herts Pride	
Council Performance Promotion	Strategy and Partnerships	31/08/2025	31/08/2025	Social media	
East and South East Asian Heritage Month	Strategy and Partnerships	01/09/2025	30/09/2025	Internal circulation;Worksheet	Awareness Day
Crucial Crew	Strategy and Partnerships	01/09/2025	01/09/2025	Photos;Press Release;Social Media	
Know Your Numbers	Strategy and Partnerships	01/09/2025	30/09/2025	Social media;Comms support -	Awareness Day
70s Bingo	Watersmeet	01/09/2025	23/10/2025	Press release;Posters;Social media	
Beauty and the Beast Pantomime	Watersmeet	01/09/2025	31/12/2025	Video;Social media;Posters;Press	
World Suicide Prevention Day	Strategy and Partnerships	10/09/2025	10/09/2025	Social Media;Internal	Awareness Day
End Digital Poverty Day	Strategy and Partnerships	12/09/2025	12/09/2025	Social media;Internal	Awareness Day
National Inclusion Week	Strategy and Partnerships	15/09/2025	21/09/2025	Video Campaign;Social media	Awareness Day
Sharad Navratri	Multi faith events	22/09/2025	22/09/2025		
Rosh Hashanah	Multi faith events	22/09/2025	22/09/2025		
Yom Kippur (Day of Atonement)	Multi faith events	01/10/2025	01/10/2025		
Burglary & Home Security Awareness	Strategy and Partnerships	01/10/2025	31/10/2025	Social media;News story	
Stoptober	Strategy and Partnerships	01/10/2025	31/10/2025	Posters;Social Media Re-circulation	
Black History Month	Strategy and Partnerships	01/10/2025	31/10/2025	Comms support - if agreed to	Awareness Day
Sukkot (Tabernacles)	Multi faith events	06/10/2025	06/10/2025		
National Customer Service Week	Customer Experience	06/10/2025	10/10/2025	Internal comms;Social media	Customer Services
World Mental Health Day	Strategy and Partnerships	10/10/2025	10/10/2025	News story ;Social media	Awareness Day
Hate Crime Awareness Week	Strategy and Partnerships	12/10/2025	19/10/2025	News story ;Social media	Awareness Day

Shemini Atzeret	Multi faith events	13/10/2025	13/10/2025		
Simchat Torah	Multi faith events	14/10/2025	14/10/2025		
World Menopause Day	Strategy and Partnerships	18/10/2025	18/10/2025	Comms support - funding dependent	Awareness Day
Diwali (Divali, Deepavali)	Multi faith events	20/10/2025	20/10/2025		
Halloween & Fireworks Message	Strategy and Partnerships	31/10/2025	05/11/2025	News story;Social media	
Islamaphobia Awareness Month	Strategy and Partnerships	01/11/2025	30/11/2025	Comms support	Awareness Day
Transgender Awareness Month	Strategy and Partnerships	01/11/2025	30/11/2025	Recirculate hate crime	Awareness Day
Purple Tuesday	Strategy and Partnerships	04/11/2025	04/11/2025	Internal circulation;Worksheet	
International Men's Day	Strategy and Partnerships	19/11/2025	19/11/2025	News story ;Social media;Internal	Awareness Day
Birthday of Guru Nanak	Multi faith events	24/11/2025	24/11/2025		
16 Days of Activism	Strategy and Partnerships	25/11/2025	10/12/2025	Social media;Internal	
White Ribbon Day	Strategy and Partnerships	25/11/2025	25/11/2025	Flag Raising;Social media;News	Flag Raising;Awareness Day
Orange the World	Strategy and Partnerships	27/11/2025	27/11/2025	Press release/ News story;Social	Awareness Day
12 Days of Christmas (Safety)	Strategy and Partnerships	01/12/2025	12/12/2025	Social media;Poster;Internal	Healthy Hub;Community Safety
12 Days of Christmas (Home Security)	Strategy and Partnerships	01/12/2025	13/12/2025	Internal Communications;Social	Community Safety
Fund Raising for Domestic Abuse	Strategy and Partnerships	05/12/2025	05/12/2025	Social media/ Comms support;Internal	
Hanukkah, or Chanukah in Hebrew	Multi faith events	14/12/2025	14/12/2025		
Domestic Abuse Christmas Awareness	Strategy and Partnerships	23/12/2025	23/12/2025	Social media;Internal	
Christmas Day	Multi faith events	25/12/2025	25/12/2025		
Epiphany	Multi faith events	06/01/2026	06/01/2026		
Ramadan month begins	Multi faith events	17/02/2026	17/02/2026		
Planning Validation Checklist Consultation	Regulatory Services	01/06/2026		Consultation	Planning
Abbots Langley Neighbourhood Plan Cons	Planning Policy & Conservation			Press Release;Consultation	
Autumn Staff Day	Customer Experience			Planning meeting required	
Community Conversations Initiative	Sustainability, Climate Change		14/07/2025	Comms support required - awaiting	
Renters Rights Bill	Housing			Comms support - awaiting more	
Youth Council	Committee + Elections			Comms support - awaiting further	
Trade businesses - new price update	Sustainability, Climate Change		20/01/2025	Awaiting information	
Local Plan	Planning Policy & Conservation		31/12/2026	Video;Consultation;Press release	
British Red Cross Building	Property			Comms support - ongoing project	
Cost of living Homelessness Prevention Pro	Housing			Comms support - awaiting further	
Budget Preparation and Consultation	Finance		01/12/2025	Comms support - further information will be provided once budget agreed	
Climate Change Action Plan - update	Sustainability, Climate Change		30/09/2025		
Transition Streets and Retrofit One Stop S	Sustainability, Climate Change		30/06/2025	Social media - transition streets	

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Equality impact Assessment

Project Information	
Project Name <i>This should clearly explain what service / policy / strategy / change you are assessing</i>	Three Rivers District Council Communications Strategy 2025-2028
Service Area <i>Main team responsible for the policy, practice, service or function being assessed</i>	Customer Experience
EIA Author <i>Name and Job Title</i>	Judy Simpson, Marketing & Campaigns Manager
Date EIA drafted	19 May 2025
ID number <i>This will be added by the Strategy and Partnerships Team</i>	CE001

Executive summary	
Focus of EIA <i>A member of the public should have a good understanding of the policy or service and any proposals after reading this section.</i> <i>Please use plain English and write any acronyms in full first time - eg: 'Equality Impact Assessment (EIA)'</i> <i>This section should explain what you are assessing:</i> <ul style="list-style-type: none"> <i>If the EIA is attached to a report, summarise the report.</i> <i>Provide information on whether any of the following communities could be affected by the policy, practice, service or function, or by how it is delivered?</i> <i>(age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) in addition, TRDC recognises other communities may be vulnerable to disadvantage, this includes carers, people experiencing domestic abuse, substance misusers, homeless people, looked after children, (ex) armed forces personnel.</i> 	<p>A report on the draft Communication Strategy 2025-2028 for Three Rivers District Council, outlining the strategic approach to communications, the channels utilised, breadth of content produced and audiences targeted.</p> <p>The aim of this strategy is to deliver a first class, effective and efficient communications service for Three Rivers District Council using a multi-channel approach to reach the wide variety of customers and stakeholders we serve, including residents, members, employees, businesses, community partners and visitors to the district.</p> <p>The strategy includes the vision for communications, including clear focus, clear objectives, specific actions and measures impact and outcomes.</p> <p>The strategy outlines the role of communications, the audiences, channels, and structure of the department. It also outlines the progress made at transforming the department and its strategy since 2019, and what the next steps are for continuing what has been establish as a dramatic departure from the processes and approach that came before.</p> <p>The issues and mitigating actions relate to the outputs of the Communications Plan instead of the strategy.</p>

Mitigations		
Protected Characteristic	Potential Issue <i>Against each protected characteristics, make a frank and realistic assessment of what issues may or do occur</i>	Mitigating Actions <i>How can the negative impacts be reduced or avoided by the mitigating measures? Is further engagement with specific communities needed? Is more research or monitoring needed? Does there need to be a change in the proposal itself?</i>
Age	<ol style="list-style-type: none"> 1. Older audiences may be less familiar with digital platforms 2. Language or references may be too informal or culturally irrelevant to certain age groups 3. Font size, visual contrast may not accommodate age-related impairments ie vision, hearing 4. Younger audiences may ignore traditional media ie print, email 	<ol style="list-style-type: none"> 1. Use a mix of traditional and digital platforms to reach different age demographics 2. Use clear jargon-free inclusive language that avoids slang or generational references 3. Follow accessibility guidelines and adjust font and contrast where necessary 4. Use of social media and sharing of comms to partners working directly with young people. Ensure imagery and examples include a variety of age groups to promote inclusivity
Disability	<ol style="list-style-type: none"> 1. Avoid communications that rely on visuals, audio or complex formats that are inaccessible to people with visual, hearing, cognitive or motor impairments 2. Not offering materials in alternative formats ie screen reader friendly 3. Communications may portray people with disabilities in a stereotypical or patronising way 	<ol style="list-style-type: none"> 1. Apply accessible standards for all digital content 2. Offer materials in multiple formats ie large print 3. Feature people with disabilities authentically by selecting appropriate imagery and copy 4. Ensure all communications are

	<p>4. Information may lack accessibility details</p>	<p>accessible by design, not as an afterthought</p> <p>Provide options for engagement that removes barriers, not just accommodates them</p>
Gender reassignment (or affirmation)	<p>1. Using incorrect names or pronouns</p> <p>Avoid terms like 'ladies and gentlemen' or binary assumptions which may exclude or erase non-binary and transgender people</p> <p>2. Invasive references to gender reassignment or transition can be offensive and violate privacy</p> <p>3. Absence of inclusive guidelines or visible support ie pronouns in signatures may deter engagement</p>	<p>1. Avoid gendered language and use terms like 'people of all genders' where appropriate</p> <p>2. Ensure systems and databases respect individuals' correct names and pronouns</p> <p>Offer opportunities for people to self-identify</p> <p>3. Train teams on inclusive language, trans awareness and how to avoid microaggressions or assumptions</p>
Pregnancy or maternity	n/a	n/a
Race	<p>1. Communications may feature mostly white or homogeneous imagery and voices, which can marginalize racially diverse audiences</p> <p>2. Messaging may include language, references or tone that is offensive, appropriative, or dismissive of different cultural contexts</p> <p>3. Communications may reinforce harmful racial stereotypes, intentionally or unintentionally, through wording, images or character roles</p> <p>4. Phrasing that assumes a white or Western-centric norm can alienate people from other racial or ethnic backgrounds</p>	<p>1. Use imagery, voices, and stories that reflect racial and ethnic diversity authentically</p> <p>2. Review all communications to identify and eliminate bias, stereotypes, or culturally insensitive references.</p> <p>3. Involve racially diverse stakeholders in message development, review processes, and decision-making.</p> <p>4. Avoid phrases or metaphors with racially charged or colonial histories</p>

	5. Ignoring racial disparities in content, messaging, or strategy can be seen as complicit	5. Where appropriate, communicate openly about how your organisation addresses racial equity or supports affected communities
Religion or belief	<ol style="list-style-type: none"> 1. Communications may inadvertently reinforce harmful stereotypes about certain religious groups or fail to challenge misconceptions 2. Not accommodating religious observances or failing to acknowledge holidays and practices can alienate religious groups 3. Using language, imagery, or symbols that are culturally or religiously inappropriate or offensive 	<ol style="list-style-type: none"> 1. Avoid assuming a particular religious belief or practice. Instead, use inclusive terms like 'people of all faiths' 2. Include a calendar of religious festivals within the plan 3. Ensure your messaging is free from clichés or harmful assumptions about any religion. Include positive and accurate portrayals of diverse religious communities
Sex	<ol style="list-style-type: none"> 1. Many communications still assume a binary sex framework (male/female), which excludes intersex individuals and those with atypical chromosomal variations 	<ol style="list-style-type: none"> 1. Use inclusive language like 'people of all sexes'
Sexual Orientation	<ol style="list-style-type: none"> 1. Communications may inadvertently exclude or overlook individuals who identify as lesbian, gay, bisexual, queer, or other sexual orientation 2. Imagery, language, or examples may omit LGBTQ+ individuals, creating a lack of visibility or reinforcement of heteronormative standards. 3. Not recognising the full spectrum of sexual orientations, such as bisexual, 	<ol style="list-style-type: none"> 1. Use inclusive language that recognises all sexual orientations. 2. Ensure that LGBTQ+ individuals are represented in imagery, stories, and examples in a respectful way 3. Provide training for staff and team members on LGBTQ+

	pansexual, asexual, or other orientations beyond lesbian and gay	terminology, respectful behaviour, and how to support an inclusive environment.
Marriage and Civil Partnership	n/a	n/a
The council recognises other communities may be vulnerable to disadvantage, this includes carers, people experiencing domestic abuse, substance misusers, homeless people, looked after children and care leavers, (ex) armed forces personnel.		Communication should be inclusive, respectful and clear in its language.

Actions Planned

In this section you can add information on additional or proactive steps you are taking that enhance equity, engagement or equality of access to services, as well as those mitigating actions identified in the section above that will be undertaken.

The Equality Duty is an ongoing duty: policies must be kept under review, continuing to give 'due regard' to the duty. If an assessment of a broad proposal leads to more specific proposals, then further equality assessment and consultation are needed.

This plan will ensure that the communication strategy will:

- Be inclusive and respectful to all customers and stakeholders we serve, including residents, members, employees, businesses, community partners and visitors to the district
- Tailoring language, tone, and content to resonate with diverse groups ensures everyone understands key information
- Avoids jargon and uses plain English, or translates content where needed
- Have accessible format options:
 - Providing information in multiple formats as appropriate
 - Use screen reader technology online with accessible design documents
- Make use of multiple channels:
 - Offer offline options (e.g. printed materials, phone lines, face-to-face briefings where appropriate in order to help reach older people, digitally excluded communities or those with limited access to technology)
- Allow opportunities for all services to ask questions, provide feedback, or raise concerns in order to identify if a particular group is disproportionately affected or confused by the messaging

Additional Information

Space to provide any additional information in relation to protected characteristics or equity, diversity, equality and inclusion.

Sign off:

Equalities Lead Officer	Date
Shivani Davé	20/05/2025

TRDC Climate and Sustainability Impact Assessment

This toolkit is a self-assessment to help officers think about how their policies, projects, procurements, commissioning and services can align with Three Rivers' Climate Emergency and Sustainability Strategy. It also supports report authors to draft the environmental implications section on decision reports, and procurement strategy reports.

How to use the tool

The self-assessment is intended to help officers reflect critically on their project or service's environmental impact. It is a reflective tool, not a framework for approving or rejecting a decision, so it will work best if each question is considered honestly and carefully.

We envision this tool will be used early in the design of a project/policy/procurement to identify areas where environmental harms can be mitigated, and environmental benefits enhanced. If you would like advice, please discuss with your Head of Service, and contact the Climate and Sustainability Team if necessary. Once you are happy that your proposal is optimised, then complete this form, and copy the results in each section in to your decision report (committee/synopsis report) where applicable.

The next tab presents a set of questions about the proposal on a range of sustainability criteria. Each answer is colour-coded to indicate its environmental impact as below:

Colour code	Recommendation
Dark green (4)	Strong positive impacts for sustainability. Recommendation to proceed as is with this aspect.
Light green (3)	Some positive impact for sustainability. Recommendation to further enhance this aspect where possible and proceed.
Yellow (2)	Some negative impacts sustainability. Recommendation to review these aspects and find mitigations where possible.
Red (1)	Considerable inconsistency with the council's sustainability objectives. Strong recommendation to review these aspects and find mitigations.
Grey (0)	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.

Once you've selected your answer in the "Impact" column (C), then give the relevant score in the "Score" column (E). Higher scores indicate more sustainable proposals.

Against each area, the assessment presents prompts to highlight best practice suggestions and enable consideration of how negative impacts could be lessened on a project.

This assessment was inspired by Jim Cunningham at Hammersmith and Fulham Council and developed by officers of Three Rivers District Council.

Version

Date



TRDC Climate and Sustainability Impact Assesment

Score / Colour Code	Impact and Recommendation
Dark green (4)	Strong positive impacts for sustainability. Recommendation to proceed as is with this aspect.
Light green (3)	Some positive impact for sustainability. Recommendation to further enhance this aspect where possible and proceed.
Yellow (2)	Some possible negative impacts for sustainability. Recommendation to review these aspects and find mitigations where possible.
Red (1)	Considerable inconsistency with the council's sustainability objectives. Strong recommendation to review these aspects and find mitigations.
Grey (0)	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.

Guidance for use

Please answer all questions from the drop-down options in the 'impact' column (C), including 'not applicable' as needed.

Please email your completed copy of the form to
Joanna.Hewitson@threerivers.gov.uk.

Key to the colour coding of answers is given at the top of the page.

Name of project/policy/procurement and date		Communications Strategy Report
Brief description (1-2 sentences):		<p>A report on the draft Communication Strategy 2025-2028 for Three Rivers District Council, outlining the strategic approach to communications, the channels utilised, breadth of content produced and audiences targeted.</p> <p>The aim of the strategy is to deliver a first class, effective and efficient communications service for Three Rivers District Council using a multi-channel approach to a wide variety of customers and stakeholders we serve, including residents, members, employees, businesses, community partners and visitors to the district.</p>

Homes, buildings, infrastructure, equipment and energy					
Question	Impact (select from list)	Score 1 to 4)	Justification or mitigation	Impact (select from list)	Revised Score (1-4)
1 What effect will this project have on overall energy use (electricity or other fuels) e.g. in buildings, appliances or machinery?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0
2 What effect will this project have on the direct use of fossil fuels such as gas, petrol, diesel, oil?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0
3 Does this project further maximise the use of existing building space? E.g. co-locating services; bringing under-used space into use; using buildings out-of-hours	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
4 Will any new building constructed or refurbished be highly energy efficient in use? (e.g. high levels of insulation, low energy demand per sq. m., no servicing with fossil fuels such as gas heating, EPC "A" or BREAM "excellent").	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0
5 Does this make use of sustainable materials / inputs in your project? E.g. re-used or recycled construction materials; timber in place of concrete	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0
6 Does this use more sustainable processes in the creation of the project? E.g. modular and off-site construction; use of electrical plant instead of petrol/diesel,	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0
7 Will this increase the supply of renewable energy? e.g. installing solar panels; switching to a renewable energy tariff	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
8 Do any appliances or electrical equipment to be used have high energy efficiency ratings?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
Average Score		0.00			3.00

Ways to optimise sustainability and work towards net zero carbon:

- Insulate buildings to a high standard.
- Include energy efficiency measures when carrying
- Replace gas boilers with renewable heating, such as heat pumps. Consider District Heat Networks where appropriate.
- Construct new buildings to Passivhaus standard.
- Design and deliver buildings and infrastructure with lower-carbon materials, such as recycled material, wool- or hemp-based insulation, and timber frames.
- Use construction methods that reduce overall energy use, such as modular, factory-built components, or use of electrical plant on-site.
- Install solar panels or other renewable energy generation, and consider including battery storage.
- Switch to a certified renewable energy provider e.g. utilise power purchase agreements (PPA)
- Use energy-efficient appliances.
- Install low-energy LED lighting.
- Install measures to help manage building energy demand, such as smart meters, timers on lighting, or building management systems.

TRDC Climate and Sustainability Impact Assesment

Score / Colour Code	Impact and Recommendation
Dark green (4)	Strong positive impacts for sustainability. Recommendation to proceed as is with this aspect.
Light green (3)	Some positive impact for sustainability. Recommendation to further enhance this aspect where possible and proceed.
Yellow (2)	Some possible negative impacts for sustainability. Recommendation to review these aspects and find mitigations where possible.
Red (1)	Considerable inconsistency with the council's sustainability objectives. Strong recommendation to review these aspects and find mitigations.
Grey (0)	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.

Travel					
Question	Impact	Score (0-4)	Justification or mitigation	Impact (select from list)	Revised Score (0-4)
9 Reducing travel: what effect will this project have on overall vehicle use?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0
10 Will this project use petrol or diesel vehicles or EV, hybrid?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0
11 Will this support people to use active or low-carbon transport? E.g. cycling, walking, switching to electric transport	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0
12 Will it be easily accessible for all by foot, bike, or public transport, including for disabled people?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0
13 Has the project taken steps to reduce traffic? Using e-cargo bikes; timing activities or deliveries to be outside peak congestion times	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0
Average Score		0.00			0.00

0

Goods and Consumption					
Question	Impact	Score (0-4)	Justification or mitigation	Impact (select from list)	Revised Score (0-4)
14 Has this project considered ways to reuse existing goods and materials to the greatest extent possible, before acquiring newly manufactured ones?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
15 Does it reduce reliance on buying newly manufactured goods? E.g. repair and re-use; sharing and lending goods between services or people; leasing or product-as-a-service rather than ownership	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0
16 Does it use products and resources that are re-used, recycled, or renewable?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
17 Does it enable others to make sustainable choices within their lifestyles, or engage people about this?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
18 Is there a plan to reduce waste sent to landfill in manufacture?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
19 Is the material used able to be re-used, re-purposed, or recyled at end of its life?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
20 Has it taken steps to ensure any food it offers is more sustainable? E.g. less and high-quality (high welfare) meat and dairy; minimises food waste; seasonal produce; locally sourced.	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
Average Score		0.00			0.00

Ways to optimise sustainability and work towards net zero carbon:

- Reduce the need to travel e.g. through remote meetings, or rationalising routes and rounds.
- Share vehicles or substitute different modes of travel, rather than procuring new fleet.
- Specify electric, hybrid, or most fuel efficient vehicles for new fleet or for services involving transport.
- Support users and staff to walk, cycle, or use public transport e.g. with cycle parking, training, incentives.
- Use zero-emission deliveries
- Model and mitigate the project's effect on traffic and congestion e.g. retiming the service or deliveries

Ways to optimise sustainability and work towards net zero carbon:

- Procure goods through sharing, leasing, or product-as-a-service models rather than ownership.
- Use pre-owned and reconditioned goods, and reduce reliance on procuring new goods.
- Use recycled materials, and procure items that can be reconditioned or recycled at end-of-life.
- Use lifecycle costing in business cases to capture the full cost of operation, repair and disposal of an item.
- Ensure meat and dairy is high-quality, high-welfare.
- Design waste, including food waste, out of business models e.g. separating (and composting) food waste; replacing single-use items with reusable items.
- Use contact points with residents, community groups and businesses to engage and enable them to adopt low-waste, low-carbon behaviours.

TRDC Climate and Sustainability Impact Assesment

Score / Colour Code	Impact and Recommendation
Dark green (4)	Strong positive impacts for sustainability. Recommendation to proceed as is with this aspect.
Light green (3)	Some positive impact for sustainability. Recommendation to further enhance this aspect where possible and proceed.
Yellow (2)	Some possible negative impacts for sustainability. Recommendation to review these aspects and find mitigations where possible.
Red (1)	Considerable inconsistency with the council's sustainability objectives. Strong recommendation to review these aspects and find mitigations.
Grey (0)	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.

Ecology					
Question	Impact	Score (0-4)	Justification or mitigation	Impact (select from list)	Revised Score (0-4)
21What effect does this project have on total area of non-amenity green/blue space? (Amenity green space = playing fields, play areas, sporting lakes etc. Non-amenity= e.g. woodland, grassland, wetland,	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
22Does the project create more habitat for nature? E.g. native plants, trees, and flowers	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
23Does it make changes to existing habitats and have a negative impact on nature? <i>E.g. use of pesticides, reduced extent and variety of plants, planting non-native species</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
24Does it help people understand the value of biodiversity, and encourage residents to support it in their private and community spaces?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
Average Score		0			0
Adaptation					
Question	Impact	Score (0-4)	Justification or mitigation	Impact (select from list)	Revised Score (0-4)
25Does any planned project, construction or building use include measures to conserve water?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
26Does anythe project , consider how to sustainably protect people from extreme weather?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
27Has any planned building work or infrastructure considered how to mitigate flood risk? <i>E.g. Sustainable Drainage Systems (SuDS); de-paving areas; green roofs</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
28Does any planned infrastructure or building work increase the overall footprint of hard surfacing? (as opposed to green or permeable surfacing)	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
29Has the project considered its own resilience to future extreme heat, flood risk, or water shortage?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this	0
Average Score		0.0			0.00
Engagement and Influence					
Question	Impact	Score (0-4)	Justification or mitigation	Impact (select from list)	Revised Score (0-4)
30Does this project raise awareness and understanding of the climate and ecological emergency, and the steps that people can take?	Strong positive impacts for sustainability. Recommendation to proceed as is with this aspect.	4	The Communications Strategy will support the planned promotional activity for Climate and Sustainability.	Strong positive impacts for sustainability. Recommendation to proceed as is with this aspect.	4
Average Score		4			4
Total Overall Average Score		4.00			4.0

Ways to optimise sustainability and work towards net zero carbon:
(Seek advice from Landscapes Team if required)

- Avoid converting green space to hard surfacing.
- Use underutilised space for planting, such as green roofs and walls.
- Plant native plants and perennials, rather than non-native ornamental species, to encourage biodiversity.
- Reduce trimming of grass and hedges, and avoid use of synthetic pesticides.
- Provide space for animals e.g. long grass areas, bird boxes, bat boxes, 'insect hotels', ponds, hedgehog hides and passages, log piles
- Consider the ecological impacts from manufacture

Ways to optimise sustainability and work towards net zero carbon:

- Install water-saving devices in taps, showers and toilets
- Re-use grey water in new developments
- Capture and re-use rainwater where possible e.g. water butts for use in car washing, watering garden, toilets
- Ensure all new building or refurbishment (especially of homes) models and mitigates future overheating risk, with adequate ventilation and shading
- Avoid increasing areas of hard surfacing.
- Convert hard surfacing to green and permeable surfacing where possible, and install Sustainable Drainage systems (SUDS).
- Plant drought-tolerant plants and mulch landscapes to avoid water loss through evaporation.

Ways to optimise sustainability and work towards net zero carbon:

- 'Make every contact count', by using contact points with residents, businesses and community groups to promote understanding of the climate emergency.

Climate and Sustainability Impact Assessment Summary	
Homes, buildings, infrastructure, equipment and energy	0.00
Travel	0.00
Goods and Consumption	0.00
Ecology	0.00
Adaptation	0.00
Engagement and Influence	4
Total Overall Average Score	4.0

Now assesment is compelete copy and paste box into your business case, committee report. (under environmental implications 6).Whole assesment can be an appendix. Procurement tenders are expected to submit complete report with application.

TRDC Climate and Sustainability Impact Assesment

Score / Colour Code	Impact and Recommendation
Dark green (4)	Strong positive impacts for sustainability. Recommendation to proceed as is with this aspect.
Light green (3)	Some positive impact for sustainability. Recommendation to further enhance this aspect where possible and proceed.
Yellow (2)	Some possible negative impacts for sustainability. Recommendation to review these aspects and find mitigations where possible.
Red (1)	Considerable inconsistency with the council's sustainability objectives. Strong recommendation to review these aspects and find mitigations.
Grey (0)	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.

List 1

Strong positive impacts for sustainability. Recommendation to proceed as is with this
Some positive impact for sustainability. Recommendation to further enhance this aspect
Some possible negative impacts for sustainability. Recommendation to review these aspects
Considerable inconsistency with the council's sustainability objectives. Strong recommendation to reject
Neutral or not applicable. Recommendation to consider how benefits could be achieved

Neutral or not applicable. Recommendation to consider how benefits could be achieved
Strong positive impacts for sustainability. Recommendation to proceed as is with this
Some positive impact for sustainability. Recommendation to further enhance this aspect
Some possible negative impacts for sustainability. Recommendation to review these aspects
Considerable inconsistency with the council's sustainability objectives. Strong recommendation to reject

Ok -
Light green (3)
Yellow (2)
Red (1)
Grey (0)

	List 2	List 3
4	No	No
3	To some extent	N/A
2	N/A	
-1		
0	Yes	Yes
0		
4		
3		
2		
-1		

Strong positive impacts for sustainability. Recommendation to proceed as is with
Some positive impact for sustainability. Recommendation to further enhance this
Some possible negative impacts for sustainability. Recommendation to review the
Considerable inconsistency with the council's sustainability objectives. Strong re
Neutral or not applicable. Recommendation to consider how benefits could be act

this aspect.
aspect where possible and proceed.
ase aspects and find mitigations where possible.
commendation to review these aspects and find mitigations.
ieved in this area, but otherwise proceed.

Policy & resources COMMITTEE

21/07/2025

Corporate Compliments & Complaints Policy
and Vexatious & Unreasonable Customer
Behaviour Policy

POLICY AND RESOURCES COMMITTEE

PART I

CORPORATE COMPLIMENTS & COMPLAINTS POLICY

AND

VEXATIOUS & UNREASONABLE CUSTOMER BEHAVIOUR POLICY

(ADCCC)

1 Executive Summary

- 1.1 This report seeks approval for the updated Corporate Compliments & Complaints Policy and the accompanying policy on managing Vexatious & Unreasonable Customer Behaviour.
- 1.2 The updated Compliments & Complaints Policy ensures greater clarity, consistency, and transparency in how complaints are handled across the council. It aligns with current best practice and recent changes to the Local Government and Social Care Ombudsman (LGSCO) guidance, set out in the Complaint Handling Code. It aims to strengthen accountability and clarifies what constitutes a complaint versus other forms of feedback, service requests, or appeals. The policy also introduces clearer timelines, roles, and escalation routes, improving the customer experience and supporting early resolution.
- 1.3 The Vexatious & Unreasonable Customer Behaviour Policy replaces the Vexatious & Unreasonable Complaints Policy clarifying the scope of the policy to cover all customer contact not just complaints. It sets out a fair and proportionate approach to managing customer interactions that are persistent, abusive, or disproportionate, which can undermine effective service delivery and impact staff wellbeing.

2 Recommendation

- 2.1 That: Policy & Resources Committee agree the updated Corporate Compliments & Complaints Policy and the new Vexatious & Unreasonable Customer Behaviour Policy to replace the Vexatious & Unreasonable Persistent Complaints Policy.

3 Details

- 3.1 Specific updates to the Corporate Compliments & Complaints Policy include:
 - 3.1.1 Updated format to new brand style.
 - 3.1.2 Reworded introduction and aims of the policy to include reference to LGSCO.
 - 3.1.3 Updated definition of a complaint.
 - 3.1.4 Extended time limit to allow customers to submit a complaint up to 12 months after the issue, an increase from 90 days.

- 3.1.5 Extend the time limit for stage two responses from 10 working days to 15 working days. This is still 5 working days shorter than LGSCO guidance for stage two responses.
- 3.1.6 Clearer description of the complaint's stages.
- 3.1.7 Section added to consider accessibility and offer to assist customers with making a complaint if needed.
- 3.1.8 Instructions added on what customers should include in their complaint.
- 3.1.9 Removal of specific Senior Leadership Team (SLT) roles and stated as SLT.
- 3.1.10 Update to anonymous complaints section confirming that the council may still investigate in some situations but will not provide a response.
- 3.1.11 Examples of remedies added.
- 3.1.12 Section on reporting and learning added.
- 3.1.13 Inclusion of the statement that complaints data is published on the council's website.
- 3.2 Specific updates to the Vexatious & Unreasonable Customer Behaviour Policy include:
 - 3.2.1 Clarification of the scope of the policy that it applies to all customer contact, not just complaints.
 - 3.2.2 Aligning our interpretation with the LGSCO interpretation of unreasonable behaviour.
 - 3.2.3 Including accessibility and equality considerations when implementing contact restrictions.
 - 3.2.4 Inclusion of the Corporate Complaints Officer to implement contact restrictions.
- 4 Options and Reasons for Recommendations**
 - 4.1 To update the policies to align with the LGSCO complaint handling code and to provide greater clarity and transparency on the council's complaints process and managing unreasonable customer behaviour.
- 5 Policy/Budget Reference and Implications**
 - 5.1 The recommendations in this report are not within the council's agreed policy as the report intends to update the council's complaint handling policy and how the council manages unreasonable customer behaviour.
 - 5.2 The recommendations in this report are within the council's agreed budgets.
- 6 Staffing, Environmental, Community Safety, Public Health, Risk Management and Health & Safety Implications**
 - 6.1 None specific.
- 7 Financial Implications**

- 7.1 None specific.

8 Legal Implications

- 8.1 While there are no legal implications arising out of this report, it should be noted that the LGSCO issued a Complaint Handling Code to local councils under its powers to issue advice and guidance under section 23(12A) of the 1974 Local Government Act. This means councils should demonstrate they have considered the Code when developing policies and procedures and responding to individual complaints. The Code sets out the expectations for complaint handling as well as scrutiny and oversight by senior officers and elected officials. The LGSCO have also issued good practice guides to support effective complaint handling.

9 Equal Opportunities Implications

- 9.1 An equalities impact assessment has been completed.
- 9.2 An additional section has been added to the Corporate Compliments & Complaints policy stating that customers can request assistance from the council to make a complaint.
- 9.3 An additional section has been added to the Vexatious & Unreasonable Customer Behaviour policy stating that before any contact restrictions are applied consideration must be given to whether the customer has any disability, health, vulnerability or communication difficulty affecting their behaviour.

10 Environmental Implications

- 10.1 A Sustainability impact assessment has been completed.
- 10.2 The council proactively promotes the use of digital channels to make a complaint, however making a complaint needs to be accessible for all and so complaints must be accepted via phone, by letter or in person.

11 Customer Services Centre (CSC) Implications

- 11.1 CSC have responsibility for managing the complaints process and holding complaint data. The responsibility for investigating and responding to complaints is with the relevant Service Manager or Head of Service.

12 Communications and Website Implications


- 12.1 Approved policies will be published on the council's website.

13 Risk and Health & Safety Implications

- 13.1 The Council has agreed its risk management strategy which can be found on the website at <http://www.threerivers.gov.uk>. In addition, the risks of the proposals in the report have also been assessed against the Council's duties under Health and Safety legislation relating to employees, visitors and persons affected by our operations. The risk management implications of this report are detailed below.
- 13.2 The subject of this report is covered by the Customer Experience service plan(s). Any risks resulting from this report will be included in the risk register and, if necessary, managed within this plan.

Nature of Risk	Consequence	Suggested Control Measures	Response (tolerate, treat, terminate, transfer)	Risk Rating (combination of likelihood and impact)
Poor handling of complaints	Reputational damage, loss of trust	Escalation process, CMT and Member oversight	Treat	6
Increase in complaints due to greater awareness	Higher workload, slower response times, greater referral to the LGSCO	Clear policy scope, manage expectations	Tolerate	6
Unreasonable customer behaviour	Stress for staff, misuse of resources	Support for staff, implementation of contact restrictions	Treat	6

13.3 The above risks are scored using the matrix below. The Council has determined its aversion to risk and is prepared to tolerate risks where the combination of impact and likelihood scores 6 or less.

Very Likely  Likelihood Remote	Low 4	High 8	Very High 12	Very High 16
	Low 3	Medium 6	High 9	Very High 12
	Low 2	Low 4	Medium 6	High 8
	Low 1	Low 2	Low 3	Low 4
	Impact Low -----> Unacceptable			

Impact Score
4 (Catastrophic)
3 (Critical)
2 (Significant)

Likelihood Score
4 (Very Likely (≥80%))
3 (Likely (21-79%))
2 (Unlikely (6-20%))

1 (Marginal)

1 (Remote (≤5%))

- 13.4 In the officers' opinion none of the new risks above, were they to come about, would seriously prejudice the achievement of the Strategic Plan and are therefore operational risks. The effectiveness of the management of operational risks is reviewed by the Audit Committee annually.

Report prepared by: Josh Sills – Head of Customer Experience

Data Quality

Data sources:

Self-Assessment against LGSCO complaint handling code

LGSCO Complaints Handling Code

Data checked by:

Mandy Baker – Customer Services Manager

Data rating:

1	Poor	
2	Sufficient	X
3	High	

Background Papers

- Corporate Compliments & Complaints Policy – September 2023
- Vexatious & Unreasonably Persistent Complaints Policy – September 2023

APPENDICES / ATTACHMENTS

1. Corporate Compliments & Complaints Policy – June 2025
2. Vexatious & Unreasonable Customer Behaviour Policy – June 2025

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CORPO Complimen Complaints

June 2025

1. Introduction

- 1.1 At Three Rivers District Council, we aim to provide high quality services to our customers. However, we recognise that sometimes things can go wrong. We value feedback and use it to improve our services.
- 1.2 The council considers compliments, comments and complaints as opportunities to learn and enhance our services.
- 1.3 This policy outlines how we handle complaints, what customers can expect, and how we align with the Local Government and Social Care Ombudsman (LGSCO) guidance on good complaint handling.

2. Scope

- 2.1 This policy covers all services the council provides with a few notable exceptions.
- 2.2 The council is not able to except complaints where the matter is subject to other proceedings or investigation, where an alternative right of appeal exists or where a complaint has already been considered, such as:
 - Any matters already subject to or being considered by a civil or criminal court, tribunal, or via judicial review
 - Any matters where a court or tribunal has already ruled
 - Any matters where action being taken by or on behalf of any police authority in connection to the investigation or the prevention of crime
 - Any matters that are better handled via insurance claims
 - Any matters where there is a statutory right of appeal to a government minister or Secretary of State
 - Specific examples include:
 - Disputes over the issue of parking tickets are dealt with initially by the council's parking contractor, Hertsmere Borough Council, and a right of appeal then exists to the National Parking Adjudication Service.
 - Disputes over Housing Benefit claims can be dealt with by the Benefits Appeals Service.
 - Disputes about Council Tax liability can be dealt with by the Hertfordshire Valuation Tribunal.
 - Data protection, GDPR or Freedom of Information complaints, which can be escalated to the Information Commissioners Office (ICO)

- Complaints about councillors are handled under the Councillors' Code of Conduct and should be referred to the council's Monitoring Officer
- Any matters that have already been fully investigated, where the complaint has completed all stage of the council's corporate complaints process or been decided by the Local Government & Social Care Ombudsman (LGSCO) will not be re-investigated

3. Aims of the policy

3.1 Our compliments and complaints policy aims to:

- Provide our customers and residents with a well-publicised and easily accessible method of expressing feedback
- Offer a prompt and fair resolutions to problems
- Ensure consistency of approach to all complaints across all council services
- Record, monitor and analyse compliments and complaints to improve service quality
- Ensure all staff understand the importance of handling complaints effectively

4. What is a compliment?

- 4.1 The council defines a compliment as positive customer feedback on the way a service has been delivered or the way a member of staff has conducted themselves.
- 4.2 Compliments are an important part of the way the council monitors its performance and service delivery.
- 4.3 Compliments are recorded and shared with the relevant member of staff, Head of Service and Senior Leadership Team to encourage best practice across the organisation.

5. What is a complaint?

5.1 The LGSCO define a complaint as:

“an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals.”

5.2 The council interprets this to be when:

- We have failed to do something we should have done
- We have done something we should not have done
- We provide a service, but it is below a reasonable standard
- We take too long to do something
- We treat a person unfairly
- Our staff or contractors have behaved inappropriately

6. What is not a complaint?

6.1 A complaint should not be confused with a service request. A service request is:

“a request that the council provides or improves a service, fixes a problem or reconsiders a decision”.

6.2 Examples of service requests include:

- Reporting a missed bin
- Reporting an abandoned vehicle
- Reporting anti-social behaviour

7. Before making a complaint

7.1 Before making a complaint, customers are encouraged to get in touch with the relevant service to let them know about their concerns. It may be a problem that can be resolved quickly without needing to use the complaints policy. We would suggest you search our services list on our website to find the specific request form where appropriate. These can be accessed at www.threerivers.gov.uk

8. Making a complaint and accessibility

8.1 The quickest and easiest way to make a complaint is by using the online complaints form on our website.

8.2 If access to our website is not possible, a complaint can be made in one of the following ways:

- By email: enquiries@threerivers.gov.uk
- By telephone: 01923 776611
- In person at the Visitor Centre at Three Rivers House
- By letter addressed to: Complaints, Three Rivers District Council, Three Rivers House, Northway, Rickmansworth, WD3 1RL

8.3 We are committed to making our complaints process accessible to all. If you require assistance in making a complaint, then please contact the council by one of the methods above.

9. Time limits

- 9.1 Complaints should be made within 12 months of the issue occurring. If a complaint is received after this time, it would not be accepted unless there are exceptional mitigating circumstances. This is because it is very difficult to effectively investigate historic issues.

10. Complaints process

- 10.1 There are two stages to our complaints process.
- At Stage One we aim to acknowledge your complaint within 3 working days and investigate and respond to your complaint within **10 working days**.
 - At Stage Two we aim to acknowledge your escalation request within 3 working days and investigate and respond to your complaint within **15 working days**.
- 10.2 If an email address is not provided, acknowledgement and response may fall outside these timescales.
- 10.3 There may be occasions when the above timescales are not able to be met. In these cases, we will advise you when you can expect a full reply and include the reason for the delay.
- 10.4 Most complaints will be responded to under Stage One of the process in the first instance, however the Corporate Complaints Officer or a member of the Senior Leadership Team may decide, in exceptional circumstances, the matter is appropriate to move directly to Stage Two of the process.

11. Stage One - Departmental level

- 11.1 The Head of Service or Service Manager of the department that you are dealing with will arrange for your complaint to be investigated by an appropriate officer who will then respond to you directly. We expect to be able to resolve most of our complaints at Stage One.
- 11.2 In your complaint you should include:
- What the issue is
 - When and where it occurred
 - Any impact it is having on you or others
 - Any previous attempts to resolve the issue
 - What you would like the council to do to resolve the issue

12. Stage Two - Executive level

- 12.1 If you are dissatisfied with the Stage One response you can request a Stage Two review.
- 12.2 You must make this request within 30 calendar days of the date of the

Stage One response. If you have not responded within this timescale, the complaint will be closed.

12.3 In your request for review you need to state:

- What aspects of the Stage One response were you not satisfied with
- What outcome you would like

12.4 The review will be conducted by a member of the council's Senior Leadership Team. If the Stage One is conducted by a member of the Senior Leadership Team then a different member will conduct the Stage Two review to ensure impartiality.

12.5 Once a response has been sent following the review at Stage Two, this marks the end of the council's complaints process.

12.6 If you are still unhappy with the outcome after the Stage Two review, then you can refer your complaint to the Local Government & Social Care Ombudsman.

13. The Local Government & Social Care Ombudsman (LGSCO)

13.1 The LGSCO is an independent body appointed by the Government to look into complaints against certain authorities.

13.2 The best way to make a complaint is via the [LGSCO website](#) which has an online form. For telephone help, you can call an LGSCO adviser, who will listen to you and say whether the LGSCO can consider your complaint. You can call 0300 061 0614 between the hours of 10.00am - 4.00pm, Monday to Friday (except public holidays).

14. Anonymous complaints

14.1 We will not routinely investigate anonymous complaints. However, we may decide to investigate if they raise serious concerns about service failure, misconduct or public safety.

14.2 If no contact details are provided, we will not be able to provide a response in any circumstance.

15. Vexatious and unreasonably persistent complaints

15.1 Where we consider a complaint to be vexatious or unreasonably persistent, we may, at any point in the process, refer it to the Vexatious & Unreasonable Customer Behaviour Policy, which will supersede the Corporate Compliments & Complaints Policy.

15.2 Full details of our Vexatious & Unreasonable Customer Behaviour Policy can be found on our website.

16. Remedies

16.1 Our approach follows the LGSCO's advice on remedies which states:

“The remedy needs to be appropriate to the injustice and should as far as possible put the complainant in the position they would have been in but for the maladministration.”

16.2 Examples of remedies may include:

- Apologising
- Acknowledging where things have gone wrong
- Providing an explanation, assistance or reasons
- Taking action if there has been delay
- Reconsidering or changing a decision

17. Reporting and learning

17.1 The council's Corporate Complaints Officer has responsibility for this policy on behalf of the Chief Executive. The Council's Corporate Complaints Officer is the Head of Customer Experience.

17.2 The Corporate Complaints Officer will monitor the number of complaints across the council identifying trends and key learning to improve performance and report them to the Corporate Management Team on a quarterly basis. Complaints data will also be published on the council's website.

17.3 All staff are responsible for being aware of what constitutes a complaint, so they can take a complaint in the first instance. This is to ensure that all complaints are registered and monitored, and customers can easily make a complaint.

17.4 The council's complaints handling performance is reported to the Corporate Management Team and the Joint Leadership Team annually for elected councillor oversight and governance.

18. Feedback on the complaints process

18.1 After we have completed our investigation into your complaint, we may write to you and ask that you complete a satisfaction survey to comment on how we handled your complaint. These satisfaction surveys will help us to monitor how we are performing.

19. General conduct during complaints

19.1 We understand that making a complaint can sometimes be frustrating, however we would ask that you treat our staff with courtesy and respect when we are dealing with your complaint. Abusive or threatening behaviour will not be tolerated. Any person acting in this way will have their complaint terminated immediately.

20. Other Support

20.1 You can contact your local councillor at any stage of the complaints process. Contact details of councillors are available on our [website](#).

20.2 You can also get free and impartial advice from Citizens Advice Service. Visit www.citizensadvice.org.uk

21. Policy Review

21.1 This policy will be reviewed every 3 years or sooner if required by changes in legislation, Ombudsman guidance or council procedures.

Policy review date:	June 2025
Policy reviewed by:	Head of Customer Experience
Summary of any amendments or updates:	<ul style="list-style-type: none">• Updated content to comply with the LGSCO Complaint Handling Code to be adopted by April 2026.• Updated style and format.

Next policy review: June 2028

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Vexatious Unreasonable Customer behaviour

June 2025

1. Introduction

- 1.1. This policy sets out how the council will manage customer contact that is unreasonable, persistent or vexatious. It ensures staff are protected from unacceptable behaviour and that the council resources are used fairly and efficiently while maintaining a commitment to high quality customer service.
- 1.2. This is not the council's corporate complaints policy. Customers wishing to make a complaint should refer to our Corporate Compliments and Complaints policy which is available on the council's website.

2. Scope

- 2.1. This policy applies to all individuals who contact the council, including residents, service users, businesses and third parties acting on behalf of others. It covers all channels of communication including phone, email, social media, face to face contact and letters.
- 2.2. This policy also applies when managing complaints. We are committed to dealing with all complaints fairly, comprehensively, and in a timely manner. In the majority of cases customers are seeking a resolution or understanding of an issue and are cooperative in the process, however in a minority of cases, people demonstrate unreasonable behaviour or pursue their complaint in a way which can either impede the investigation of their complaint or can have significant resource issues for the council. This can happen either while their complaint is being investigated, or once the council has finished dealing with the complaint.
- 2.3. We will not normally limit the contact customers have with the council or council staff unless there is good reason to do so.
- 2.4. We do not expect staff to tolerate unreasonable behaviour by customers, or any customer. Unreasonable behaviour includes behaviour, which is abusive, offensive or threatening and may include:
 - Using abusive or foul language in emails, letters, on the telephone or face to face
 - Making personal comments about staff
 - Any form of intimidating or threatening behaviour
- 2.5. Raising legitimate queries or criticisms of service delivery or a complaints process as it progresses, for example if agreed timescales are not met, should not in itself lead to the enquiry or complaint being regarded as vexatious.
- 2.6. Similarly, the fact that a customer is unhappy with the outcome of a complaint and seeks to challenge it once, or more than once, should not necessarily cause them to be labelled unreasonably persistent.

3. Aim of this policy

- 3.1. The aim of this policy is to ensure that all customer contact is managed in a consistent, fair, and proportionate manner. It sets out how the council will identify and respond to unreasonable, persistent, or vexatious behaviour, and what actions may be taken to manage such contact appropriately.

4. Definitions

- 4.1. We have aligned our interpretation of "*unreasonable customer behaviour*" and "*unreasonable persistent complaints*" with the Local Government and Social Care Ombudsman's (LGSCO) guidance.
- 4.2. A complaint or contact may be considered unreasonable or vexatious if, due to its frequency or nature, it hinders the council's ability to address the issue or impacts the ability to serve others effectively.
- 4.3. Features of an unreasonably persistent and/or vexatious complaint or behaviour include (but are not limited to) the following:
- There are insufficient or no grounds for the complaint and it is made only to disrupt and antagonise
 - There are no specified grounds for the complaint despite offers of assistance
 - The customer refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved
 - The complaint is about issues not within the power of the council to investigate, change or influence (examples could be a complaint about a private car park, or something that is the responsibility of another organisation) and where the customer refuses to accept this
 - The customer insists on the complaint being dealt with in ways which are incompatible with the complaints process or with good practice (insisting, for instance, that there must not be any written record of the complaint or insisting the complaint is only dealt with by the Chief Executive)
 - There appears to be groundless complaints about the staff dealing with the customer, or an attempt to have them dismissed or replaced
 - There is an unreasonable amount of contact with the council, by any means, in relation to a specific complaint or complaints for example when chasing emails are sent, after the customer has been told they will receive a response in x number of days
 - There are persistent and unreasonable demands or expectations of staff and/or the complaints process for example a customer who insists

on immediate responses to numerous, frequent and/or complex letters, telephone calls or emails

- Attempts to harass, verbally abuse or otherwise seek to intimidate staff by use of foul, inappropriate, offensive or discriminatory language
- Subsidiary or new issues are raised whilst a complaint is being addressed that were not part of the original complaint
- There is a change to the substance or basis of the complaint without reasonable justification whilst the complaint is being addressed
- The customer denies statements he or she made at an earlier stage in the complaint process
- The customer electronically records meetings and conversations without the prior knowledge and consent of the other person involved
- The complaint is the subject of an excessively broad approach; for instance, the complaint is not only submitted to the council, but at the same time to a Member of Parliament, other councils, elected councillors of this and other councils, the council's independent auditor, the Monitoring Officer, other bodies such as the Information Commissioners Office (ICO), the police, solicitors, and/or the Local Government and Social Care Ombudsman
- The customer refuses to accept the outcome of a decision or the complaints process after its conclusion, repeatedly arguing the point, complaining about the outcome, and/or denying that an adequate response has been given
- The same complaint is made repeatedly, perhaps with minor differences, after the complaints process has been concluded and where the customer insists that the minor differences make these 'new' complaints which should be put through the full complaints process
- The complaint is submitted and persistently pursued through different council departments at the same time
- The complaint remains 'active' through the customer persisting in seeking an outcome which we have explained is unrealistic for legal, policy or other valid reasons
- Documented evidence is not accepted as factual by the customer
- The complaint relates to an issue based on a historic and irreversible decision or incident

5. Imposing restrictions

- 5.1. In the first instance the manager investigating the complaint or issue will consult with their Head of Service or relevant member of the Senior Leadership Team prior to issuing a warning to the customer. The manager will contact the customer in writing either by email or by letter to explain why this behaviour is causing concern and ask the customer to change their behaviour. The manager will explain the actions that the council may take if the behaviour does not change.
- 5.2. If the disruptive behaviour continues, a member of the Senior Leadership Team or the Corporate Complaints Officer will issue a letter or email to the customer advising them of how they will be allowed to contact the council in future will be restricted.
- 5.3. Any restriction that is imposed on the customer's contact with the council will be appropriate and proportionate and the customer will be advised of the period the restriction will be in place for. In most cases restrictions will apply for between three and twelve months but in exceptional cases may be extended. In such cases the restrictions would be reviewed on a six-monthly basis.
- 5.4. Restrictions will be tailored to deal with the individual circumstances of the customer and may include:
 - Requiring contact to take place with one named member of staff only
 - Restricting contact to specified days / times / duration
 - Ending telephone calls or appointments where behaviour becomes unacceptable.
 - Requiring any personal contact to take place in the presence of an appropriate witness
 - Banning the customer from making contact by telephone except through a third party e.g. solicitor / councillor / friend acting on their behalf
 - Banning the customer from sending emails to individual and/or all council officers and insisting they only correspond by letter. This may include blocking emails if necessary
 - Banning the customer from accessing any council building except by appointment
 - Informing the customer that the council will not reply to or acknowledge any further contact from them on the specific subject or matter
 - Informing the customer that any further complaints from them will only be considered if a member of the Senior Leadership Team or the Corporate Complaints Officer agrees that it warrants investigation

5.5. When the decision has been taken to apply this policy to a customer, a member of the Senior Leadership Team or the Corporate Complaints Officer will contact the customer in writing to explain:

- Why the council has taken the decision
- What action the council is taking
- The duration of any restrictions
- The right of the customer to contact the Local Government and Social Care Ombudsman about the fact that their complaint or behaviour has been treated as vexatious / unreasonably persistent

5.6. Where a customer continues to behave in a way which is unacceptable, the council may decide to refuse all contact with the customer and stop any investigation into their complaint.

5.7. Where the behaviour is extreme or it threatens the immediate safety and welfare of staff, the council will consider other options, including:

- Implementing contact restrictions immediately without warning
- Reporting the matter to the police or taking legal action

5.8. In such cases, the council may not give the customer prior warning of that action.

6. New complaints from previously restricted customers

6.1. New complaints that are substantially different from previous issues will be considered on their own merits. A member of the Senior Leadership Team or the Corporate Complaints Officer will determine whether any existing restrictions remain appropriate.

6.2. The fact that a customer has previously been subject to this policy, and any restrictions imposed, will be recorded and shared with relevant staff as necessary.

7. Record keeping

7.1. Adequate records will be retained by the appropriate manager with the details of the case and the action that has been taken. A central record will be maintained by the Customer Service Centre setting out:

- The name and address of each customer who is classified as abusive, vexatious or persistent
- When the restriction comes into force and ends
- What the restrictions are
- When the customer and departments were advised

8. Equality and accessibility considerations

8.1. Before applying this policy, the council will consider whether the behaviour may be the result of a vulnerability or health condition, disability

or communication difficulty. In such cases reasonable adjustments will be considered.

9. Right to review

- 9.1. The decision by a member of the Senior Leadership Team or the Corporate Complaints Officer under this policy is final and there is no right to internal review or appeal as part of this policy.
- 9.2. If you are unhappy with the decision, then you may wish to refer your complaint to the Local Government & Social Care Ombudsman.

10. The Local Government & Social Care Ombudsman (LGSCO)

- 10.1. The LGSCO is an independent body appointed by the Government to investigate complaints against certain authorities.
- 10.2. The best way to make a complaint is via the LGSCO website www.lgo.org.uk which has an online form. For telephone help, you can call an LGSCO adviser, who will listen to you and say whether the LGSCO can consider your complaint. You can call 0300 061 0614 between the hours of 10.00am - 4.00pm, Monday to Friday (except public holidays).

11. Policy review

- 11.1. This policy will be reviewed every 3 years or sooner if required by changes in legislation, Ombudsman guidance or council procedures.

Policy review date:	June 2025
Policy reviewed by:	Head of Customer Experience
Summary of any amendments or updates:	<ul style="list-style-type: none">• Inclusion of the Corporate Complaints Officer to contact customers and implement restrictions under this policy.• Scope of policy description clarified to include all customer contact not just complaints.• Change of policy title from Vexatious and Unreasonably Persistent Complaints Policy to Vexatious & Unreasonable Customer Behaviour Policy.

Next policy review: June 2028

Three Rivers District Council

Policy & Resources Committee Report

21 July 2025

PART I

**Draft Rickmansworth Conservation Area Appraisal
(DoF)**

1 Summary

- 1.1 This report seeks Member agreement of the consultation draft of the Rickmansworth Conservation Area Appraisal and Management Plan

2 Details

- 2.1 Three Rivers District Council has a duty under the Planning (Listed Building and Conservation Areas) Act 1990 (The Act) to designate as conservation areas any “areas of special architectural or historic interest, the character or appearance of which it is desirable to preserve or enhance.” The Act also requires the Council to keep conservation areas under review and to formulate and publish from time to time proposals for their preservation and enhancement.
- 2.2 There are 22 conservation areas in Three Rivers, which were designated due to having been deemed to have a special architectural or historic interest, the character or appearance of which it is desirable to preserve or enhance.
- 2.3 The aims of a conservation area appraisal are to:
- set out the special architectural and historic interest of the conservation area and to describe the special character and appearance that it is desirable to preserve or enhance;
 - examine the existing boundaries of the conservation area and consider the potential for other areas to be included and, if appropriate, where existing areas should be excluded; and
 - identify areas subject to pressure for change that would be adverse to the character and appearance of the conservation area as a result of permitted development and identify any areas where the removal of permitted development rights would safeguard the essential character and appearance of the area.
- 2.4 The process for undertaking a conservation area appraisal involves several stages. Initially the existing document needs to be reviewed, followed by a survey of the conservation area involving looking at recent planning applications, what has changed in terms of development, what are the pressures for change, and whether the boundaries of the conservation area need to be renewed. There would then be a consultation period for the appraisal document. The final document then needs to be approved by Members.
- 2.5 At the General Public Services and Economic Development Committee on 19 March 2024 it was agreed that the Rickmansworth Conservation Area Appraisal would be the first appraisal to be updated under the conservation area appraisal programme as it was the oldest appraisal in the District.

- 2.6 The consultation draft was initially timetabled to be brought to committee in October 2024, however due to work on the Local Plan being prioritised and availability of consultants this has been delayed.
- 2.7 As the conservation service is outsourced to Place Services, it is they who were commissioned to undertake the appraisal as agreed at committee in March 2024.
- 2.8 The draft Rickmansworth Conservation Area Appraisal can be viewed in Appendix 1. It considers how Rickmansworth developed its building styles, forms, materials, scale, density, roads, footpaths, streetscapes, open spaces, views, landscape, landmarks, and topography. These qualities form the key characteristics of the area and help us to understand the potential impact future developments may have upon the significance of the heritage assets and the character and appearance of the conservation area.
- 2.9 An important aspect of the appraisal process is considering where conservation area boundaries should be drawn. Through this process there are proposed additions to be included within the boundary as well as some removals that are no longer proposed to remain within the boundary. The proposed boundary changes can be viewed in the appraisal (Appendix 1)
- 2.10 Proposed additions:
- The Telephone Exchange, Rectory Lane. Telephone exchanges have recently been the subject of greater consideration by the C20 Society, and architect's drawings of the building dating to 1937 are held at the BT Archives. This building is of historic and architectural interest, and so is considered worthy of inclusion within the boundary.
 - There are three locally important buildings at the station, highlighting the important role these buildings and structures played in the development of Rickmansworth and Metro-land urban expansion. The station and its associated buildings are of historic and architectural interest and merit inclusion within the conservation area.
- 2.11 Proposed reductions:
- The reduction of the boundary was proposed to exclude The Cloisters, developed in the 1920s/30s, would benefit the special interest of the conservation area by removing buildings that make a neutral contribution. This area is a pleasant residential side street, with wide grass verges and mature trees lining the streets. The buildings are of mixed date and architectural styles, with mock Tudor and 1920s/30s styles, and some later infill. The historic character has been compromised due to small cumulative changes over time. The inclusion of the Cloisters would therefore dilute the special interest of the conservation area. At this stage the Cloisters has not been removed and the consultants have added this as an additional character area within the appraisal.
 - The northernmost area of the High Street is recommended for reduction to exclude modern flats Cloisters Court, Fellowes House, Middlemarch Lodge, Walkers House, Woodman House, 14-16 High Street, and modern development relating to the St Joan of Arc School. These buildings are larger scale modern flats and educational buildings and make a neutral contribution to the historic character of the High Street.

Including them within the boundary creates a diluted sense of place at a key gateway into the conservation area, and it is not until reaching the listed school and locally important building Number 18 High Street that you see a historic building to mark the historic character.

- The Council Car Park is of no historic or architectural special interest and so is recommended for exclusion.
- The maisonette flats at 1-4 Salters Close have replaced an earlier building on the same plot. They are modern neutral buildings, located on the edge of the conservation area boundary, and are therefore recommended for removal.
- Batchworth House and Riverside Lodge are two large scale modern developments. They make a neutral/negative contribution to the special interest of the conservation area and are located on a prominent gateway into the area. Therefore, it is recommended that their removal would create a stronger entrance to the area, beginning instead at the Grade II listed St Mary's Church.
- The area of woodland to the south of Taylor's Cut is recommended for removal. Paragraph 72 of Historic England's Advice Note 1 states that "*conservation area designation is not generally an appropriate means of protecting the wider landscape*"; it is considered that the woodland forms part of the wider landscape setting of the conservation area. It is proposed that the boundary is drawn tightly around Taylor's Cut, which holds interest as a historic man-made cut, forming part of the water network connecting Rickmansworth to the River Colne and Grand Union Canal, and the grounds of Grade II listed The Bury. At this stage the land south of Taylor's cut has not been removed from the appraisal as it is considered to contribute to this part of the conservation area.

2.12 The appraisal identified several buildings that could potentially be considered for inclusion on the council's list of locally important buildings (often referred to as the 'local list'). These were included on the basis of a combination of the following criteria: architectural style, streetscape quality, landmark quality, function and historic interest. The buildings identified for consideration on the local list were:

- Western Pub, 205 High Street
- Baptist Church, High Street
- Telephone exchange, Rectory Road
- Gable House, 40 High Street
- 163 High Street
- 28 Church Street
- Former Barclays Bank, 6 Church Street

2.13 Whether these buildings are included on the local list will form a separate exercise and is not the role of the conservation area appraisal to determine.

- 2.14 The public consultation will be for 6 weeks hosted on the Council's 'have your say' platform. Place Services will support the consultation by attending an in person event/exhibition where residents can drop in and view posters about conservation areas in general and about Rickmansworth together with hard copies of the appraisal and corresponding maps. They will have the opportunity to ask officers and consultants questions.

3 Options and Reasons for Recommendations

- 3.1 The Planning (Listed Buildings and Conservation Areas) Act 1990 enables Local Authorities to draw up and publish proposals for the preservation and enhancement of Conservation Areas in their Districts, and to consult the local community about these proposals. Public support for Conservation Areas as places that give identity to people and communities is well established.
- 3.2 The 19 March 2024 General Public Services and Economic Development Committee agreed that the Rickmansworth Conservation Area Appraisal be updated.
- 3.3 As part of the consultation process, Place Services will write to all properties within and adjacent to the Conservation Area asking for comments on the contents of the appraisal. The Council will take into account any comments received and amend the appraisal as appropriate. The comments, together with the final versions of the appraisal will be presented to a future meeting of the General Public Services and Economic Development Committee for adoption. Once adopted the appraisal will be used by the Council as a material consideration when determining planning applications and may also be used by the Planning Inspectorate in the case of appeals.

4 Policy/Budget Reference and Implications

- 4.1 The recommendations in this report are within the Council's agreed policy and budgets.
- 4.2 The recommendations in this report relate to the achievement of the following performance indicators:
- ESD05: Percentage of conservation areas with an up to date character appraisal.
- 4.3 The impact of the recommendations on this/these performance indicator(s) is: It will increase the number of conservation areas with up to date character appraisals.

Equal Opportunities, Staffing, Environmental, Community Safety, Public Health, Customer Services Centre, Communications & Website Implications

None specific.

5 Financial Implications

- 5.1 £20,000 in reserves has been agreed to cover the Rickmansworth and Sarratt (Church End) conservation area Appraisals.

6 Legal Implications

- 6.1 Conservation Areas were introduced by the Civic Amenities Act 1967. The power to designate is now included in the Planning (Listed Buildings and Conservation Areas) Act 1990. It is the duty of the Local Planning Authority to decide which parts of the area they administer are areas of special architectural or historic interest, the character and appearance of which is desirable to enhance through formal designation. The Act also requires the Council to keep conservation areas under review and to formulate and publish from time to time proposals for their preservation and enhancement

7 Risk and Health & Safety Implications

- 7.1 The Council has agreed its risk management strategy which can be found on the website at <http://www.threerivers.gov.uk>. In addition, the risks of the proposals in the report have also been assessed against the Council's duties under Health and Safety legislation relating to employees, visitors and persons affected by our operations. The risk management implications of this report are detailed below.
- 7.2 The subject of this report is covered by the Planning Policy and Conservation service plan(s). Any risks resulting from this report will be included in the risk register and, if necessary, managed within this/these plan(s).

Nature of Risk	Consequence	Suggested Control Measures	Response (tolerate, treat, terminate, transfer)	Risk Rating (combination of likelihood and impact)
The area of special architectural and historic interest would be under threat from unsympathetic development proposals	Deterioration and loss of the district's historic environment	Keep the conservation area appraisal as up to date as possible	Tolerate	3

- 7.3 The above risks are scored using the matrix below. The Council has determined its aversion to risk and is prepared to tolerate risks where the combination of impact and likelihood scores 6 or less.

Very Likely Likelihood	Low 4	High 8	Very High 12	Very High 16
	Low 3	Medium 6	High 9	Very High 12
	Low 2	Low 4	Medium 6	High 8

	Low 1	Low 2	Low 3	Low 4
	Impact Low -----> Unacceptable			

Impact Score

4 (Catastrophic)
3 (Critical)
2 (Significant)
1 (Marginal)

Likelihood Score

4 (Very Likely (≥80%))
3 (Likely (21-79%))
2 (Unlikely (6-20%))
1 (Remote (≤5%))

- 7.4 In the officers' opinion none of the new risks above, were they to come about, would seriously prejudice the achievement of the Strategic Plan and are therefore operational risks. The effectiveness of the management of operational risks is reviewed by the Audit Committee annually.

8 Recommendation

- 8.1 That: Members agree the draft Rickmansworth Conservation Area Appraisal for consultation.

Report prepared by: Marko Kalik, Head of Planning Policy and Conservation

APPENDIX 1 – Rickmansworth Conservation Area Appraisal

Rickmansworth Conservation Area

Character Appraisal and Management Plan



Rickmansworth Conservation Area

Character Appraisal and Management Plan

Project Details

Project Number: F3354

Client: Three Rivers District Council

Address: Three Rivers House, Northway, Rickmansworth, WD3 1RL

Quality Assurance – Approval Status

Issue: Consultation Draft – Version 2

Date: 10/07/2025

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1. Introduction

1.1. The Conservation Area Appraisal

1.1.1. Rickmansworth is located within the Three Rivers District. It was first designated as a conservation area in 1974.

1.1.2. This appraisal considers how Rickmansworth developed, its building styles, forms, materials, scale, density, roads, footpaths, streetscapes, open spaces, views, landscape, landmarks, and topography. These qualities form the key characteristics of the area and help us to understand the potential impact future developments may have upon the significance of the heritage assets and the character and appearance of the conservation area.

1.1.3. This appraisal should be used as a baseline to inform future change, development, and design with regard to the sensitivities of the conservation area and its unique character. Planning applications that demonstrate an understanding of the character of a conservation area are more likely to produce appropriate design and positive outcomes for agents and their clients.

1.1.4. The content of this appraisal aims to highlight significant features which contribute to the special interest of the conservation area. The omission of, or lack of reference to, a particular building or feature does not imply it is insignificant. The true significance of any feature or building may only be fully identified when it undergoes the rigorous assessment required by an individual planning application.

1.2. Summary of Special Interest

1.2.1. The conservation area holds historic and architectural significance due to its evolution from a medieval village into a thriving town, shaped by historic industry and transport. Rickmansworth's medieval origins remain visible through its street patterns, historic buildings, and waterways, preserving its distinct character.

1.2.2. The area features a range of historic buildings from the fifteenth to twentieth century, with its medieval core centred around the church. Key landmarks, including the Grade II listed Church, Basing House, Joan of Arc School, and the locally important building the railway station, contribute to its architectural significance. Many earlier timber-framed buildings are concealed beneath brick facades, such as the fifteenth century Old Vicarage on Church Street, adding to the architectural variety. Common materials used in the construction of Victorian terraced railway workers' housing include yellow stock brick, slates, and render, further defining the distinctive residential character of the conservation area.

1.2.3. Whist predominantly urban in character, water is a prominent feature throughout the conservation area, with elements such as the canal, rivers, town ditches, and water meadows contributing to its unique character and setting.

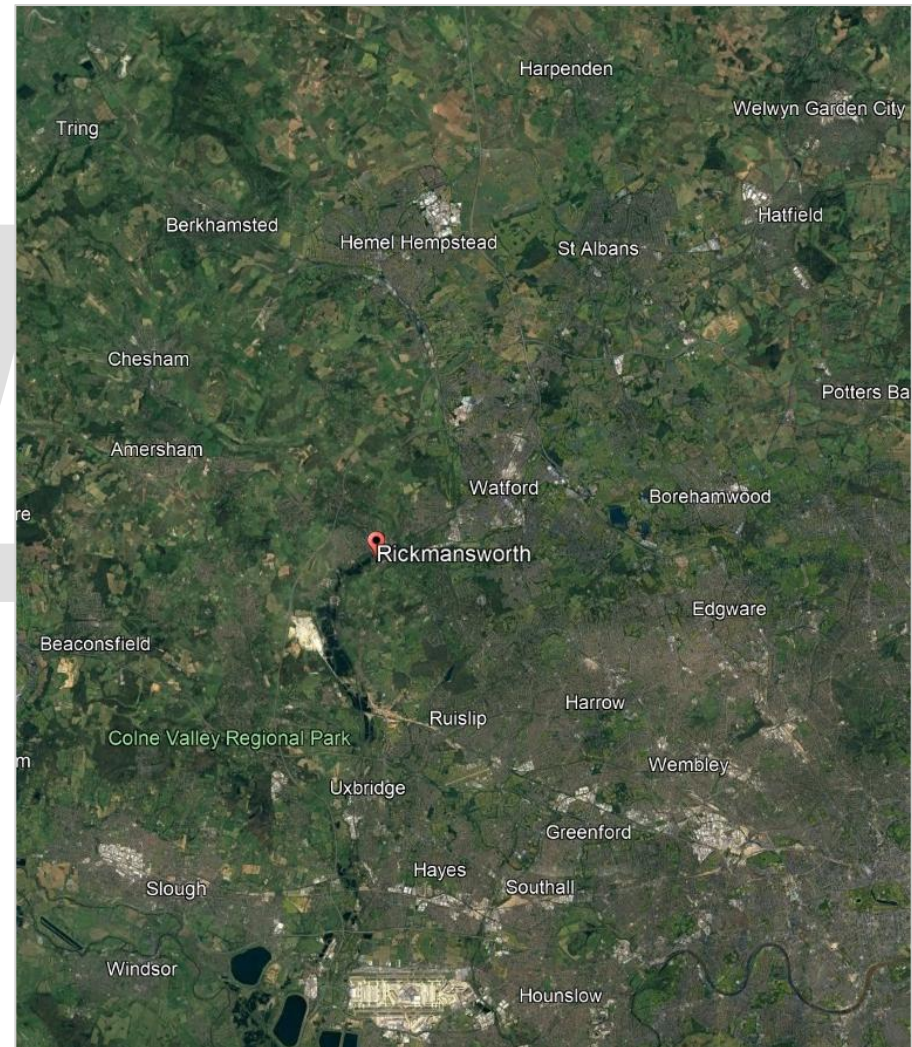
1.2.4. The mid-nineteenth century arrival of the railway dramatically influenced the development of Rickmansworth, leading to a decline in canal-based commerce and the expansion of residential areas.

1.3. Location and Topography

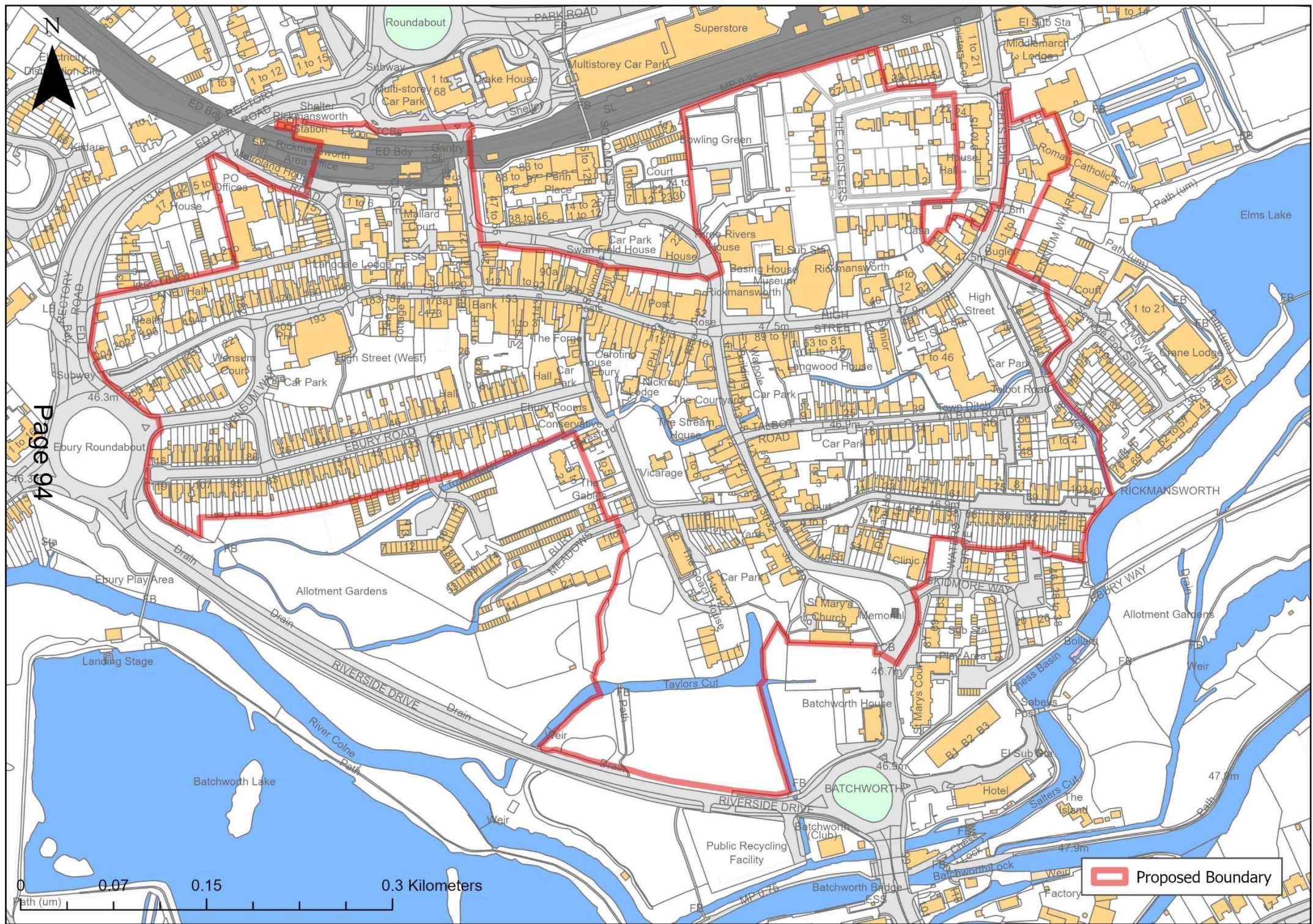
1.3.1. Rickmansworth town is located approximately 17 miles north-west of London, at the centre of a network of transport routes. It sits at the confluence of the River Chess and the River Colne, with the Grand Union Canal to the south and Metropolitan Line and Chiltern Railway line above. The M25 passes to the west of the town.

1.3.2. The area has a varied and gently undulating topography, due to the river valleys. The area slopes down towards the River Colne.

1.3.3. The underlying geology of the area is predominantly a mixture of chalk bedrock from the Cretaceous period, overlaid in places by glacial deposits, alluvium, and river gravels, particularly near riverbanks. This geological makeup has influenced both land use and local industry, historically supporting rich agriculture, milling, and gravel extraction.



Location of Rickmansworth within wider context (Google Earth)



1.4. The Conservation Area Boundary

Justification

1.4.1. The Rickmansworth Conservation Area boundary has been drawn to include the areas considered to be of special historic and architectural interest, comprising:

- The High Street
- Church Street
- The Station
- Residential streets such as Ebury Road and Talbot Road

1.4.2. These areas contain the highest concentration of historic buildings and spaces, which contribute to the character and appearance of the conservation area. These areas are discussed further within Section 5.4.

1.4.3. An important aspect of the appraisal process is considering where a conservation area boundary should be drawn (or re-drawn as part of the subsequent reviews).¹ Proposed changes are outlined below.

Proposed Additions

1.4.4. Situated in Rectory Lane is the Telephone Exchange, behind the Royal Mail Rickmansworth Delivery Office. It has the code LWRIC and serves 10,884 residential and 600 non-residential premises in Rickmansworth and surrounding areas. Telephone exchanges have recently been the subject of greater consideration by the C20 Society, and architect's drawings of the building dating to 1937 are held at the BT Archives (and available to view online).² This building is of historic and architectural interest, and so is considered worthy of inclusion within the boundary.

1.4.5. There are three locally important buildings at the station, highlighting the important role these buildings and structures played in the development of Rickmansworth and Metro-land urban expansion. The station and its associated buildings are of historic and architectural interest and merit inclusion within the conservation area. Until 1961, Rickmansworth Station was the changeover point from steam to electric locomotives for Metropolitan Line trains from Aylesbury to London, and now forms a key landmark of the area.

¹ Historic England Advice Note: Conservation Area Appraisal, Designation and Management (2019)

² Architect's Drawing of Rickmansworth Hertfordshire Sorting Office, Garage and Telephone Exchange, Finding Number TCE 361/ARC 877, BT Archives

Proposed Reductions

1.4.6. The reduction of the boundary to exclude Numbers 37 – 51, The Cloisters is recommended, to remove the row of modern buildings that make a neutral contribution to the area. They instead form a part of its setting, showcasing the continued small scale residential development in the area.

1.4.7. The northernmost area of the High Street is recommended for reduction to exclude modern flats Cloisters Court, Fellowes House, Middlemarch Lodge, Walkers House, Woodman House, 14-16 High Street, and modern development relating to the St Joan of Arc School. These buildings are larger scale modern flats and educational buildings and make a neutral contribution to the historic character of the High Street. Including them within the boundary creates a diluted sense of place at a key gateway into the conservation area, and it is not until reaching the listed school and locally important building Number 18 High Street that you see a historic building to mark the historic character. By reducing the boundary, these neutral, larger scale buildings would instead form part of the setting of the conservation area, which could be better appreciated by being more tightly drawn around historic development. It is recommended that the boundary wall of the school is kept within the conservation area, as this forms part of the plot of the listed building and makes a positive contribution to the street scape.

1.4.8. The maisonette flats at 1-4 Salters Close have replaced an earlier building on the same plot. They are modern neutral buildings, located on the edge of the conservation area boundary, and are therefore recommended for removal.

1.4.9. Batchworth House and Riverside Lodge are two large scale modern developments. They make a neutral/negative contribution to the special interest of the conservation area and are located on a prominent gateway into the area. Therefore, it is recommended that their removal would create a stronger entrance to the area, beginning instead at the Grade II listed St Mary's Church. The church is surrounded by a green churchyard with a Grade II listed War Memorial and is prominent in views south along Church Street. It makes a strong contribution to the special interest of the area, and removing neutral buildings to its south would emphasise its contribution as a historic gateway to the conservation area. This would also create distance between the conservation area and Batchworth roundabout/Riverside Drive, which make a negative contribution to the way the conservation area is experienced. Batchworth House and Riverside Lodge would form part of the setting of the conservation area.

2. Planning Policy Context

2.1. Planning Policy and Guidance

2.1.1. Conservation areas are designated by the Local Planning Authorities as areas of special architectural and historic interest. The designation process includes detailed analysis of the proposed conservation area and adoption by the Local Planning Authority.

National Policy

2.1.2. The national legislative framework for the conservation and enhancement of conservation areas and listed buildings is set out in the Planning (Listed Buildings and Conservation Areas) Act 1990.

2.1.3. Section 69 of this act requires Local Planning Authorities to designate areas which they consider to be of architectural and historic interest as conservation areas, and Section 72 requires that special attention should be paid to ensuring that the character and appearance of these areas is preserved or enhanced. Section 71 also requires the Local Planning Authority to formulate and publish proposals for the preservation and enhancement of these areas.

2.1.4. National Planning Policy in relation to the conservation and enhancement of heritage assets is outlined in Chapter 16 of the Government's National Planning Policy Framework, or NPPF (December 2024). The NPPF highlights good design as one of twelve core principals of sustainable development. Sustainable development relies on sympathetic design, achieved through an understanding of context, along with an appreciation of the

immediate and larger character of the area in which new development is sited.

Local Policy

2.1.5. Local Planning Policy is set out within Three Rivers District Council's Development Plan, consisting of Core Strategy (2011) Development Management Policies (2013) and Site Allocations (2014). (2011).

2.1.6. The Plan recognises that *'Three Rivers has a rich historic environment including many historic buildings, archaeological sites, historic structures, historic landscapes, spaces and conservation areas. It will be important to conserve heritage assets and their settings through appropriate control of development but also to enhance the historic environment where opportunities arise.'*

2.1.7. The Plan addresses heritage assets through Strategic Objective 10, which seeks to conserve and enhance the historic environment. Policy PSP1 supports sustainable development of Rickmansworth while protecting its historic character. Core Policy CP12 promotes high-quality design that respects local heritage, ensuring new development contributes positively to the town's built environment. Additionally, Policy DM3 specifically addresses the historic built environment, identifying heritage assets such as listed buildings, locally listed buildings, conservation areas, ancient monuments, historic parks and gardens, and sites of archaeological interest. This policy underscores the importance of preserving these assets, recognising their contribution to the district's unique character and history.

2.2. Designation of the conservation area

2.2.1. Rickmansworth was designated as a conservation area in 1974 and extended in 1980 to include the Victorian development of the town. It is likely that The Cloisters was included via the boundary review in 1993. *[Add further details on any boundary changes following Consultation].*

2.3. Article 4 Direction

2.3.1. An Article 4 Direction refers to a specific planning tool used by local authorities to restrict certain types of development that would otherwise be permitted under "permitted development rights." These rights allow property owners to carry out certain changes to their properties without needing to apply for full planning permission.

2.3.2. The Article 4 Direction removes some or all of these rights, meaning property owners must seek full planning permission before proceeding with specific types of development. There is an Article 4 Direction to preserve town centre uses relating to Rickmansworth Town Centre, which came into force on 23rd September 2023.

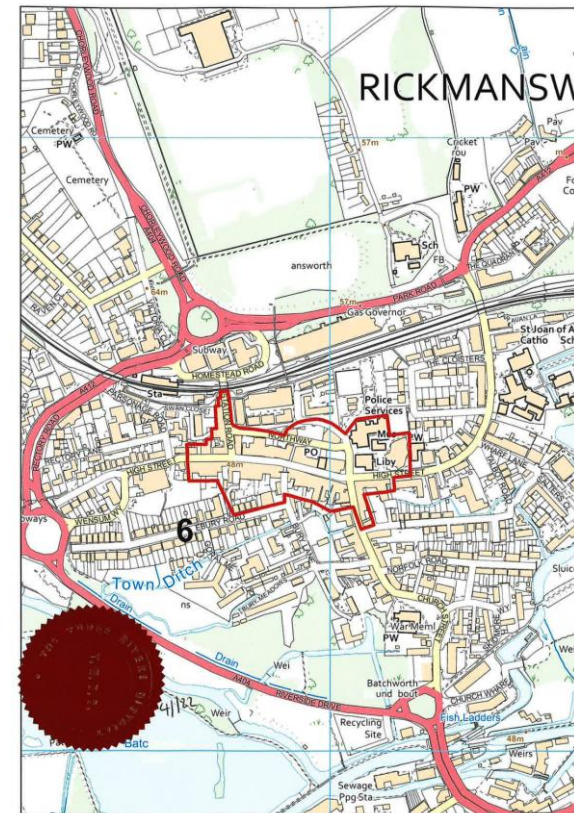
2.3.3. In part of the conservation area, Rickmansworth Town Centre, an Article 4 Direction applies to:

- Changes of use (e.g. from commercial to residential)

2.3.4. The effect of the Directions means that a change of use from a town centre use to residential and an office use to residential in the location shown on the map opposite would

require planning permission and would be assessed by the Council against Local Plan policies.

2.3.5. These restrictions are designed to protect the vitality of the town centre. To find out more, seek further guidance from Three Rivers District Council, who have detailed information on the exact areas and types of development affected by the Article 4 Direction in the town centre.



Map showing extent of Article 4 coverage

3. Heritage Assets

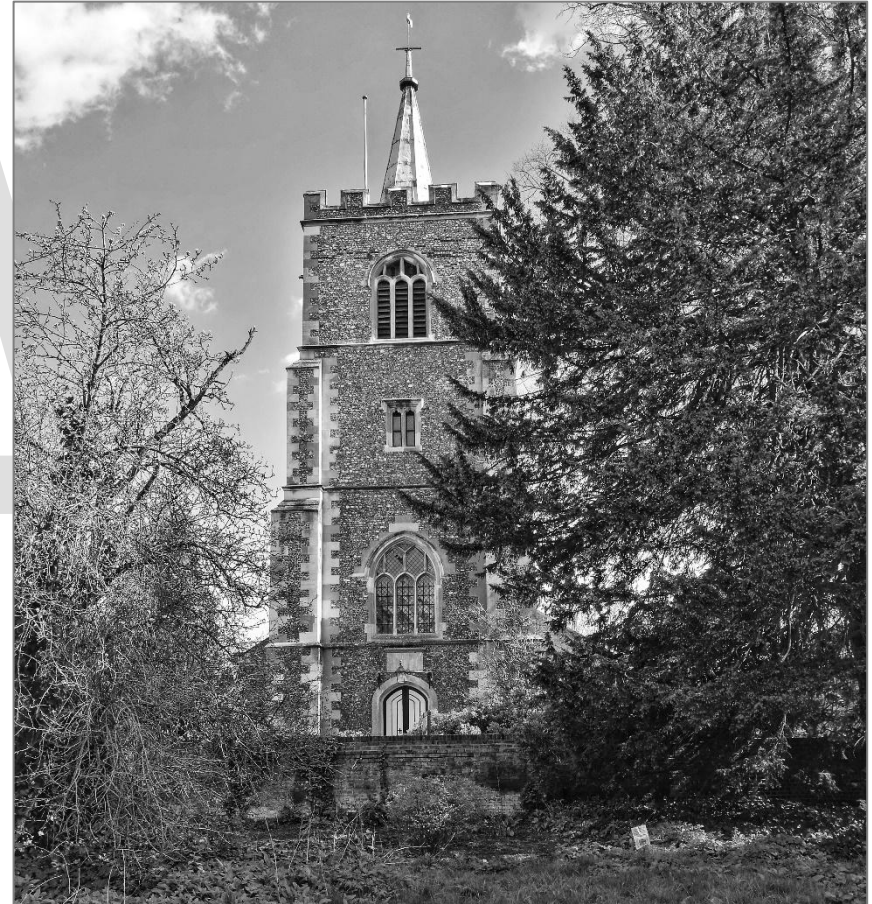
3.1. Designated Heritage Assets

3.1.1. The conservation area itself is a designated heritage asset. There are 25 further designated heritage assets within the Rickmansworth Conservation Area boundary, all Grade II listed, including the magnificent St Mary's Church designed by Sir Arthur Blomfield, a range of residential properties, public houses, tombs, monuments, a war memorial, and a K6 telephone kiosk.

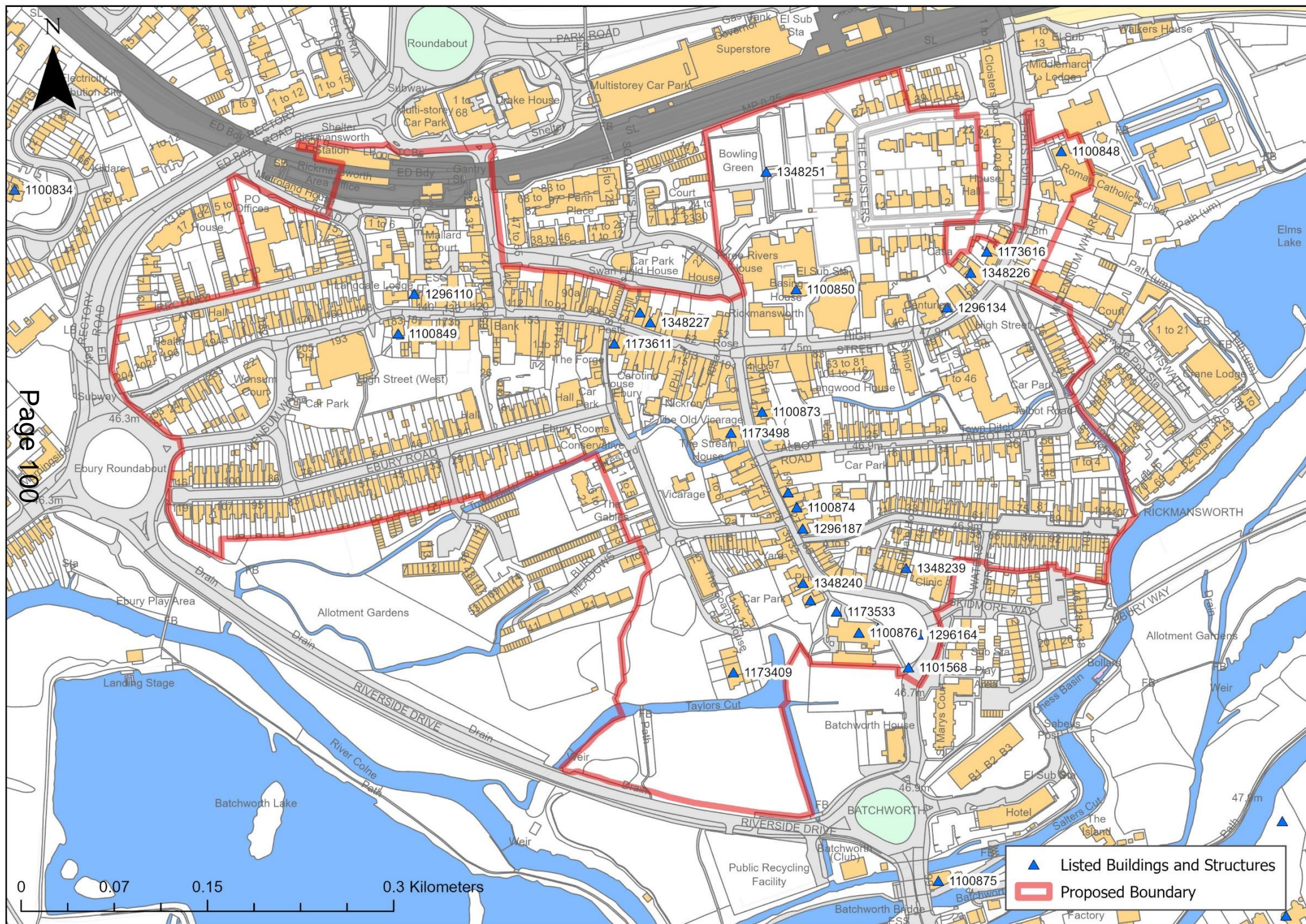
3.1.2. These buildings and structures have been listed due to their special historic and architectural interest under Section 1 of the Planning (Listed Buildings and conservation areas) Act 1990. Further information about the listing process can be found on the Historic England website at <https://historicengland.org.uk/>.

3.1.3. Listed buildings are protected by government legislation and there are policies in place to ensure that any alterations to a listed building will not adversely affect its special architectural interest. It is still possible to alter, extend or demolish a listed building, but this will require listed building consent and sometimes planning permission.

3.1.4. A full list of all the designated heritage assets within the conservation area is included in Section **Error! Reference source not found.** and they are shown on the map overleaf. Prominent listed buildings are also highlighted in the description within 5.2, where they make a special contribution to the historic character of each area.



The Grade II Listed St Mary's Church (image kindly supplied by Ian Wood)



3.2. Non-Designated Heritage Assets

3.2.1. All buildings, features, and planned landscapes within a conservation area make a contribution to its significance. These can be measured on a sliding scale of positive, to neutral, to negative contributors.

3.2.2. Heritage assets are defined in the National Planning Policy Framework (NPPF) as *‘a building, monument, site, place, area or landscape identified as having a degree of significance meriting consideration in planning decisions, because of its heritage interest’*.

3.2.3. Not all heritage assets are designated, and although a building may not be included on the list, this does not mean it is of no heritage value. Buildings and other smaller features of the built environment such as fountains, railings, signs, and landscaping can make a positive contribution to the appreciation of an area’s historic interest and its general appearance.

3.2.4. Local listing is an important tool for local planning authorities to identify non-listed buildings and other heritage assets which make a positive contribution to the locality. A number of buildings and structures have been identified on Rickmansworth’s *List of Locally Important Buildings* as they are considered to be good examples of their type or architectural style, demonstrating

local design features, are relatively complete in their survival and illustrate the history of the settlement.

3.2.5. A full list of non-designated heritage assets within the conservation area is included within Section 8.4 and they are shown on the map on page 15.

3.2.6. As part of the appraisal of the conservation area, this document has identified heritage assets, which make a positive contribution to the conservation area and should be considered for inclusion in the list of locally important buildings in the future. They should be considered as non-designated heritage assets.

3.2.7. The following buildings are considered to have sufficient architectural interest for further assessment for their inclusion in the list of locally important buildings, as based on the Council’s criteria.³

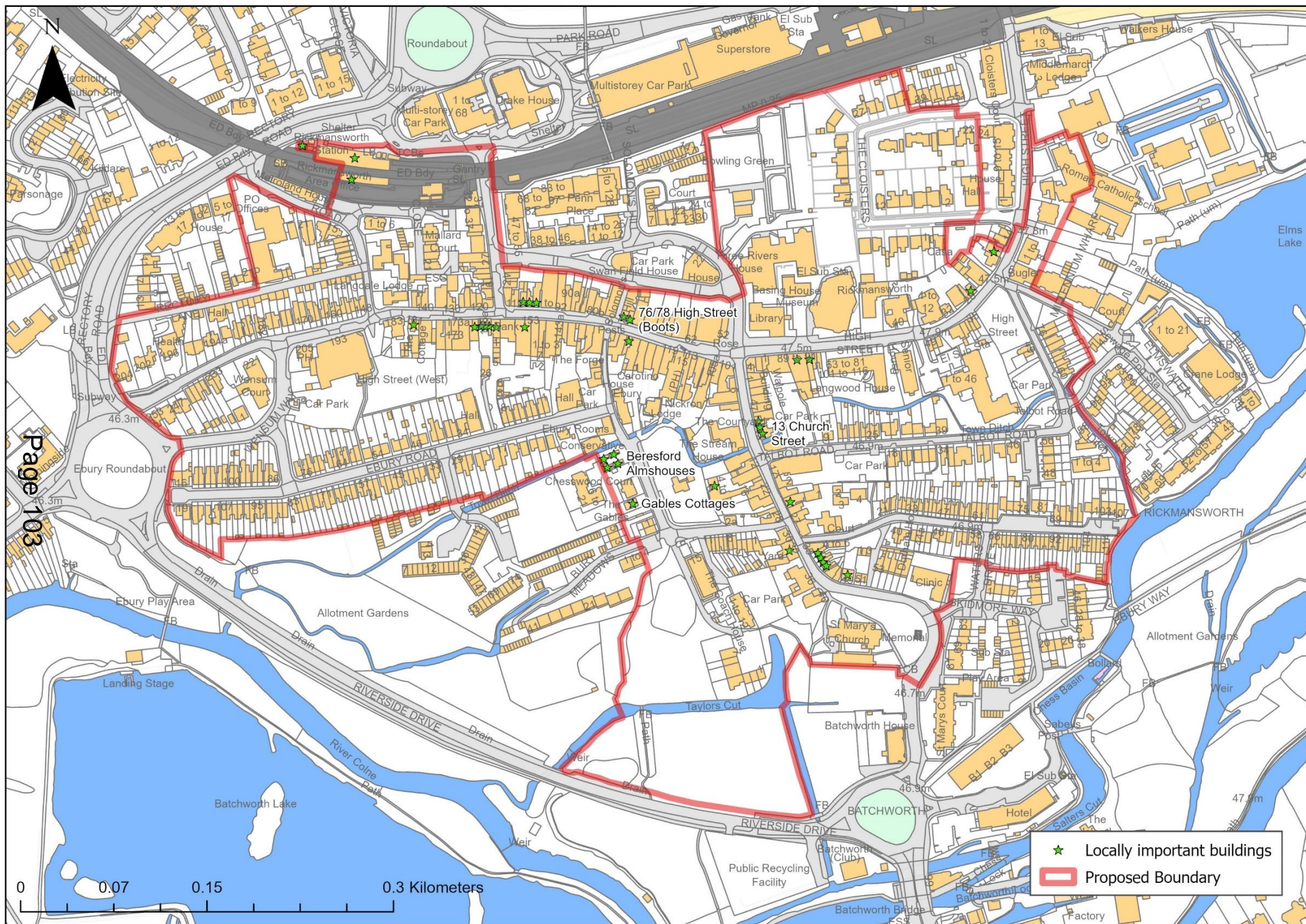
³ [https://cdn.threerivers.gov.uk/files/2023/01/d6b69000-9e59-11ed-8d80-6dc425ce7e94-criteria-locally-important-buildings \(1\).pdf](https://cdn.threerivers.gov.uk/files/2023/01/d6b69000-9e59-11ed-8d80-6dc425ce7e94-criteria-locally-important-buildings (1).pdf)

Table of identified locally important buildings

Building	Criteria
Western Pub, 205 High Street	<i>Architectural style, function, and historic interest</i>
Baptist Church, High Street	<i>Architectural style, function, and historic interest</i>
Telephone Exchange	<i>Architectural style, function, and landmark quality</i>
40 High Street, Gable House	<i>Architectural style and historic interest</i>
163 High Street	<i>Architectural style, streetscape quality</i>
28 Church Street	<i>Architectural style, historic interest, streetscape quality</i>
Barclays Bank 6 Church Street	<i>Architectural style, function, streetscape quality</i>

3.3. Archaeological Potential

Awaiting HER Search results.



4. Historical Development

4.1. Introduction

4.1.1. The following section provides an overview of the history of Rickmansworth Conservation Area and the surrounding area.



Rickmansworth, Church Street 1897

4.2. Timeline

Prehistory (-500000 BCE – 43 AD)

4.2.1. The rich valleys of Rickmansworth have attracted settlers for centuries. The earliest settlers left fragments of worked flint and bone as evidence of their existence, between the Ice Ages.

Roman (43 – 410 AD)

4.2.2. The Romans settled in the River Valleys around this area, with evidence of villas at Latimer and Sarratt in the Chess Valley and Moor Park and Sandy Lodge in the Colne Valley.

Early Medieval (411 – 1065 AD)

4.2.3. It is from Saxon times that Rickmansworth gets its name. In the year 793 King Offa, King of Mercia, granted the Abbey of St Alban Forest land to the southwest of the abbey. There has been a settlement at Rickmansworth since at least 796 when King Ecgfrith, co-King of Mercia and the son of King Offa, granted the lands here to the



King Offa donates land in the Rickmansworth area to the Abbot of St Albans, 793AD (Three Rivers Museum)

Benedictine Abbey at St Albans. This was known as the 'Pynesfield Charter', which gave five farmsteads to the Abbey. The manors of 'Rickmersworth', the Moor, and Crokesley were part of the Abbey endowment.

Medieval (1066 – 1540 AD)

4.2.4. The village of 'Rickmersworth' is recorded in the Domesday book of 1086. It was during this period that the settlement rose to the status of Market Town. During the reign of King Henry III, Rickmansworth became a town by Royal Charter and was permitted to hold a market every Wednesday, which later moved to Saturdays.

4.2.5. There is a record of the church in the early thirteenth century, and the historic core of the town included buildings such as the Bury Manor House, dating back to 1325,⁴ and the Old Vicarage, a former cross wing house part of which dates back to c.1460. The Feathers, 36 Church Street, is another notable early building, occupying a timber framed fifteenth century hall house and inn.

4.2.6. The late medieval town ditch is another key feature from this period. It was originally a field drainage system that ran from the River Chess to the River Colne and was later used as a sanitary channel.

⁴ The old hearth-stone was found with the mason's mark and the date 1325.

Post-Medieval (1541 – 1901 AD)

4.2.7. Although the Bury has a rich history, the present building is a Tudor structure with interior work of later date. It is the most ancient of the big houses of 'Rickmersworth', and was used by Ridley, Bishop of London.

4.2.8. The proximity of the two rivers provided an important power supply for the cloth and print industries which grew up around the town and surrounding area. Watercress was also cultivated here to supply London markets, providing another important industry for the town.

4.2.9. A notable dissenter associated with Rickmansworth was William Penn, the Quaker (1644 – 1718). For the first 5 years of his married life with Miss Springett of King John's Farm in Chorleywood he resided in Basing House. Basing House stands on the site of a much older monastic building. Penn oversaw the founding of the American Commonwealth of Pennsylvania as a refuge for religious minorities of Europe.⁵

4.2.10. The Coach and Horses is a traditional pub that dates back to at least 1722. It was originally part of the Salter's Brewery, when in 1741 Samuel Salter purchased the site. This evolved into a prominent local brewery which eventually outgrew the pub site and was rebuilt on the other side of the road, now St Joan of Arc

School. The brewery supplied beer to pubs in the area for over 170 years, until it was closed in 1926.

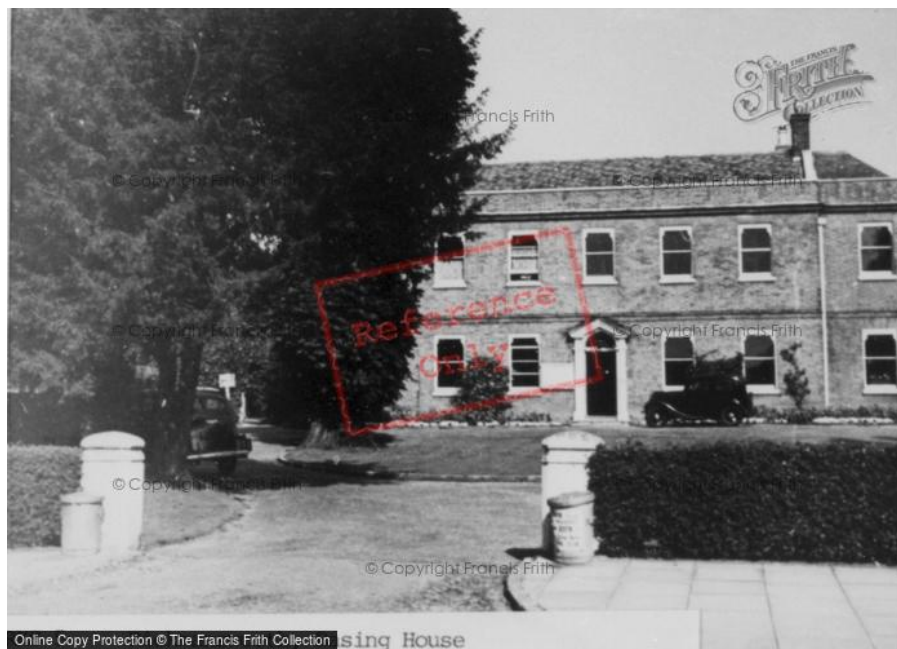
4.2.11. The early nineteenth century saw the construction of the Grand Union Canal located to the south of the conservation area, and with it an increase in industry. The Grand Union Canal is a 137-mile-long canal that runs through England, connecting London and Birmingham. It was formed between 1894 and 1929 by merging several independent waterways.

4.2.12. In October 1862 a railway line connecting Rickmansworth to Watford was opened by Lord Ebury, with interchange sidings being provided adjacent to the canal. However, the railway was not a success and closed four years later.

4.2.13. The Metropolitan line, the first underground railway in the world, arrived in Rickmansworth in 1887, providing a line into London and resulting in commuters. The line was electrified in 1925, although steam trains were still used to travel north from Rickmansworth until 1961.⁶

⁵ Tolles, F. B.. "William Penn." Encyclopedia Britannica, January 3, 2025. <https://www.britannica.com/biography/William-Penn-English-Quaker-leader-and-colonist>.

⁶ Railway Archive, All Change at Rickmansworth, 2025. www.railwayarchive.org.uk



Rickmansworth, Basing House c.1950 Photo ref: R33005 (needs permissions)

Basing House

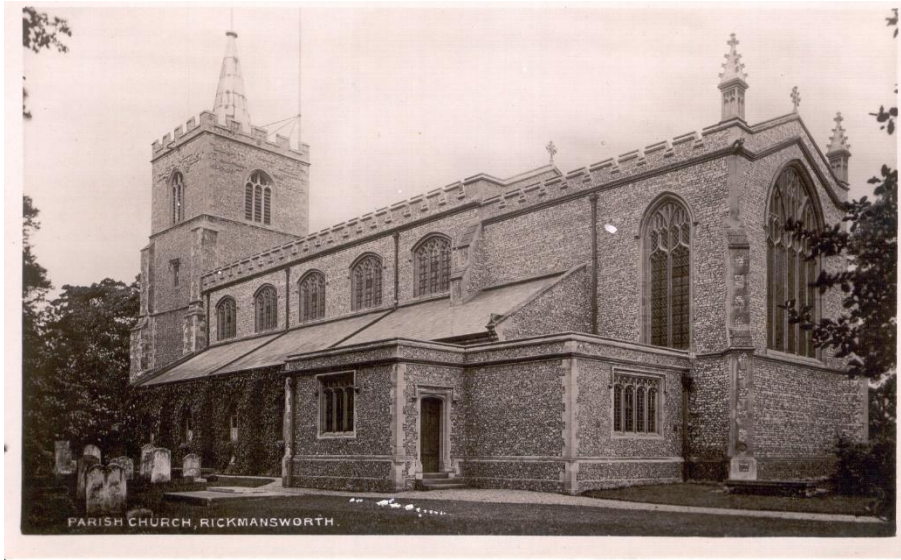
The present Basing House was built in 1740. It is possible, however, that part of the house in which William Penn lived is incorporated in the present building. Set back slightly at each end is a late-nineteenth century single bay extension in slightly darker brick. The building is Grade II listed and was the headquarters of the Three Rivers District Council until 1991, before being used by the Three Rivers Museum Trust.



Rickmansworth, The Bury c.1965 Photo ref: R33073 (needs permissions)

The Bury

The Bury in Rickmansworth, Hertfordshire was a manor house that was the seat of the Manor of Rickmansworth until 1741. It was built in the early seventeenth-century in brick and timber. The Manor has a rich history, including connections to the Crown, the Fotherley family, and the Taylor family. In the first half of the eighteenth century the house was much altered, and the west side was re-fronted; during the nineteenth century it was considerably repaired. It is Grade II listed, and currently subdivided into residential units.



Parish Church of Rickmansworth c1900-1905 (needs permission from Hertford Museum)

St Mary's Church

St Mary's Church has a rich history dating back to the thirteenth century, however, the current building we see today was built in the nineteenth century after the previous church was pulled down. The Grade II listed church is the outcome of two major rebuilds in the 1800s, as it was rebuilt in 1826 and rebuilt again by Sir Arthur Blomfield in 1890. The west tower is the exception and has survived from the seventeenth century.

Modern (1902-Present)

4.2.14. In the early 1900s, Rickmansworth was a growing town. The St Joan of Arc Catholic School was founded in 1904 by the Filles de Jesus (Daughters of Jesus). The main house of the school was previously The Elms, once the residence of renowned Victorian novelist George Eliot (pen name of Mary Ann Evans).

4.2.15. By the late 1920s, Rickmansworth had been expanded by Metro-land development, providing housing for commuters.

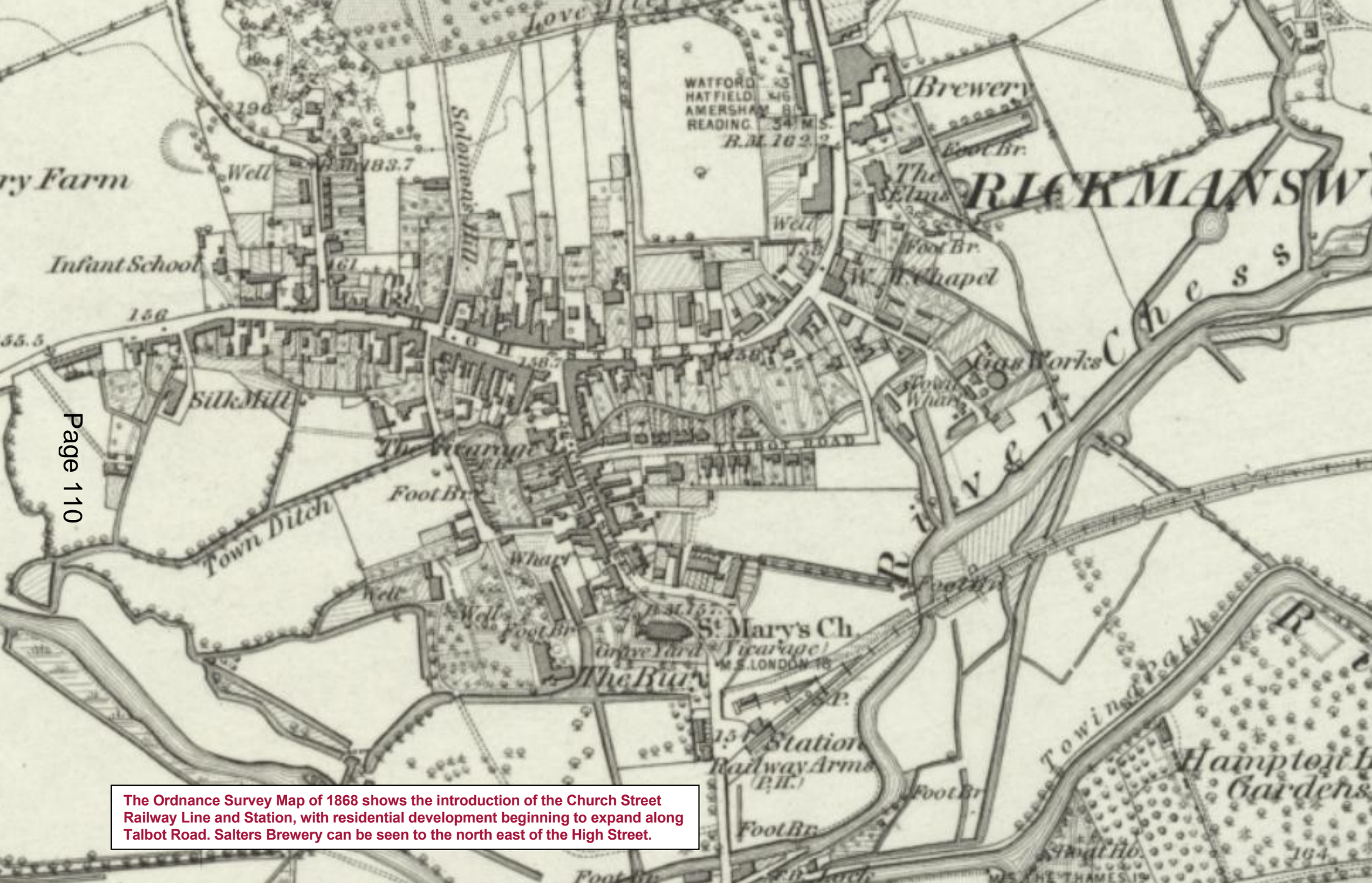
4.2.16. In 1930, the Rickmansworth Urban District Council bought Basing House, which had been the home of William Penn, and converted it into its offices and meeting place.

4.2.17. The A404 road was originally opened in 1961, and Riverside Drive was built in the late 1960s. This severed the town from its open landscape to the south and led to the relocation of the war memorial (to the churchyard) and the Lion and Eagle sculpture, now set in the Rose Garden opposite the entrance to Three Rivers House (which was built in 1991).

4.2.18. The Public Library was built in 1968, and Watersmeet in 1972, to the south of Basing House.

4.2.19. By the 2001 census, Rickmansworth had a population of 14,571. The town now has a variety of manufacturing and service industries. Due to its location, it also acts as a commuter base for people working in London.

The Tithe Map of 1838 shows dense development within the historic core of Rickmansworth, surrounded by fields and the canal network.



Page 110

The Ordnance Survey Map of 1868 shows the introduction of the Church Street Railway Line and Station, with residential development beginning to expand along Talbot Road. Salters Brewery can be seen to the north east of the High Street.



By the time of the 1899 Ordnance Survey Map, the railway line and station had relocated to the north of Rickmansworth Town. Residential development has continued to expand along Talbot Road, Norfolk Road and Rectory Road.



Rickmansworth, Water Splash c.1965 Photo ref: R33049, which was culverted following the harsh winter in 1963. The distinctive frontage of the Grade II Listed Almshouses can be seen on the right (needs permission)

5. Assessment of Significance

5.1. Architectural and Historic Interest

5.1.1. Conservation areas are designated due to their special architectural or historic interest. Many conservation areas have both architectural and historic interest although the level of each varies. These values can be summarised as:

5.1.2. **Architectural interest:** An interest in the art or science of the design, construction, craftsmanship and decoration of buildings and structures.

5.1.3. **Historic interest:** An interest in past lives and events.⁷

5.1.4. Further information regarding how historic and architectural interest is assessed can be found in *Statements of Heritage Significance: Analysing Significance in Heritage Assets Historic England Advice Note 12*, published by Historic England (2019).

5.1.5. The historic and architectural special interest of Rickmansworth Conservation Area is derived from its development from a medieval village, based on the natural resources and access to navigable waterways, and its evolution through the post-medieval period due to changes in industry and transport. Significant traces of the medieval settlement of Rickmansworth and its setting are still legible. Historic buildings, the cuts and

canals, and the railway distinguish the conservation area from its surrounding areas. Despite large scale twentieth and twenty-first-century developments in the surrounding area, the historic core is legible through the street pattern and surviving buildings and character. As a result, Rickmansworth's inherent form and pattern of development has not been diluted. The extent of the early settlement is still clearly defined by the surviving historic buildings, streets, lanes, alleys and spaces, which provide evidence of the area's historic character and a gradual evolution over the centuries with the addition of canal and railway networks.

5.1.6. Despite continued development, Rickmansworth has a range of attractive historic buildings ranging in date from the fifteenth to the twentieth century. The medieval core of the village, centred on the Church of St Mary, and the Victorian expansion towards the north, east and west provide the form of the conservation area.

5.1.7. The historic core of the town was and remains the commercial buildings on Church Street, the High Street, and the tightly knit residential buildings along Ebury Road, Norfolk Road and Talbot Road. The principal historic buildings within the conservation area include the Grade II listed Church, Grade II listed Basing House, Grade II listed Joan of Arc School, and the locally important building the station, which are significant to the special architectural interest of the area. These are all landmark

⁷ Paragraph 006, ref: 18a-006-20190723, 'Historic Environment', *National Planning Policy Guidance*, 2019.

buildings and have a positive effect on the character and appearance of the area.

5.1.8. The arrival of the railway in the mid-nineteenth century had a considerable impact on Rickmansworth. The canal-based wharf and commercial activities gradually reduced while more houses were built to the south of the village, which shaped the development of the town.

5.1.9. Overall, the character and appearance of Rickmansworth are derived from its historic buildings, streets, and spaces, providing a strong sense of place.

5.2. Building Significance

5.2.1. Where visible from areas of public realm, the buildings within the Rickmansworth Conservation Area have been assessed for the contribution they make to the area's significance, whether positive, neutral or negative.

5.2.2. The map on page 26 should be read in conjunction with the key notes opposite. These outline the broad descriptions of positive, neutral and negative attributed to buildings within the conservation area. It should be noted that just because a building is positive it does not mean it cannot be enhanced. Some positive buildings may have intrusive aspects (such as inappropriate windows) and are addressed in the Management Plan. The buildings identified as 'Positive with opportunity for enhancement' tend to have more bespoke or fundamental issues that are not generally observed or widespread across the area.



Positive: These are buildings that have been identified as positive contributors to the character or appearance of the conservation area. Whilst identified as positive there are likely to be enhancements which can be made to better reveal the architectural interest of the building and improve its contribution to the character and appearance of the conservation area. These general enhancements are noted in the Management Plan in Section 7. One example would be the replacement of windows where the buildings have uPVC and reinstating sympathetic traditional shopfronts. The upgrade of these items would be beneficial as a general rule.



Positive with opportunity for enhancement: These are buildings which have been highlighted as they are positive contributors, however, they have been compromised due to intrusive alterations or additions. These buildings can be enhanced through the removal, replacement or redesign of intrusive or unsympathetic alterations.



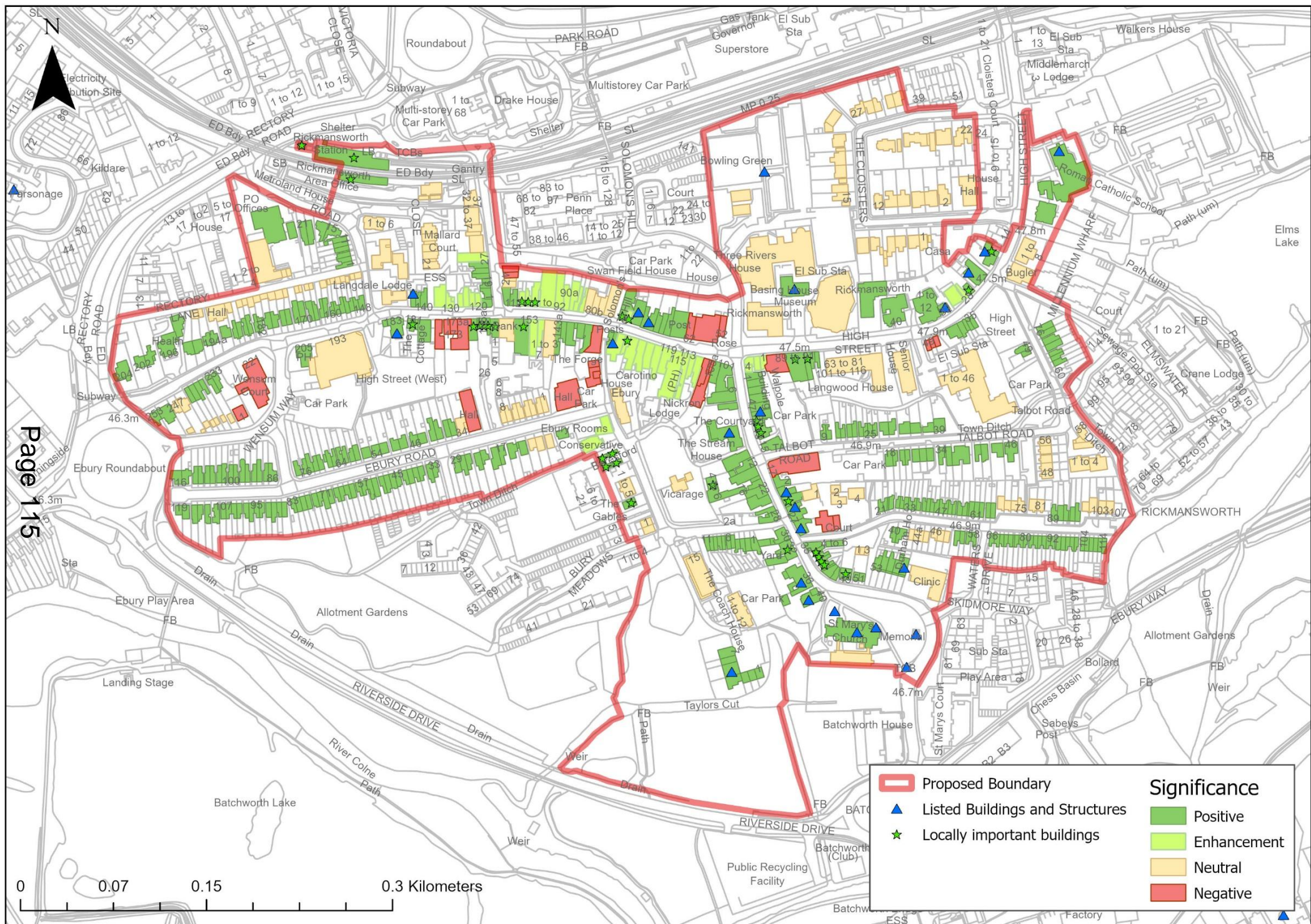
Neutral: These buildings make no beneficial or adverse contribution to the character or appearance of the conservation area.



Negative: These buildings make an adverse or intrusive contribution to the character or appearance of the conservation area.



Other: It was not possible to view these buildings from the public realm or ascertain their contribution to the conservation area.






5.3. Views



5.3.1. The views included in this assessment are a selection of key views; this list is not exhaustive and there may be other views of significance. Any proposals for development within the conservation area, or its environs, should consider the views identified within this section and any others which may be relevant or highlighted as part of a bespoke assessment of that proposal.



5.3.2. Views are discussed in the table below.





5.3.3. The criteria used when identifying views is included below:

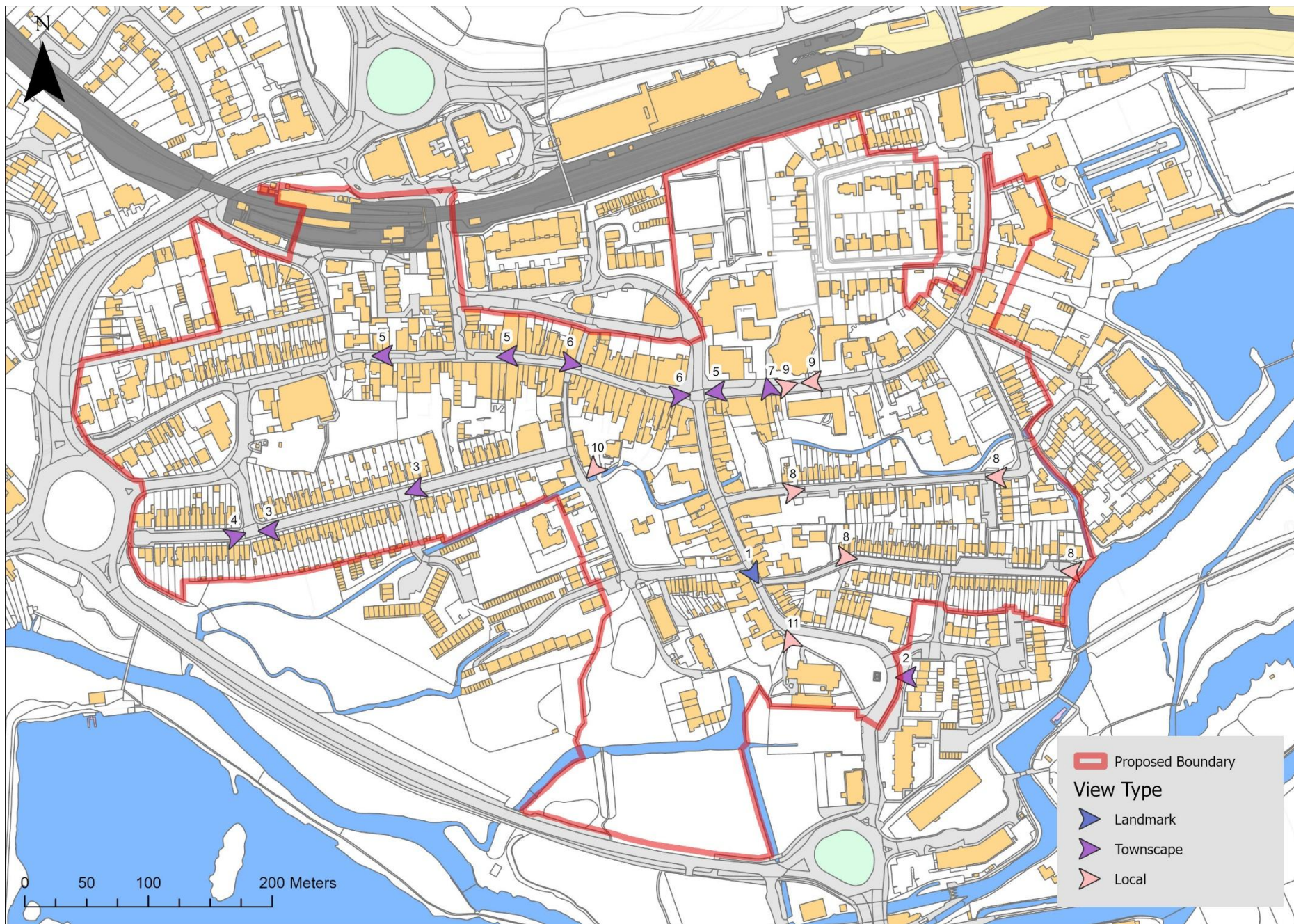
- **Landmark View:** these are considered to be "key views" or "vistas" that are of a high visual quality and/or historic significance, and significantly contribute to the ability to appreciate the area's character, appearance and historic and/or architectural interest. They may include prominent landmarks, unfolding views, and important sightlines both within the conservation area and its setting.
- **Important Townscape View:** these views provide important sightlines along streets and spaces within the conservation area. They make a positive contribution to the way the character and appearance of the conservation area is experienced.
- **Local View:** these may be attractive views within the conservation area, and may include historic facades, street patterns, and/or highlight pedestrian experiences of the area.

View Number	View Description	View Type	Reason for Selection	Thumbnail
1	View South along Church Street	Landmark View	<p>The view south along Church Street is a dramatic enclosed view and represents the Landmark View within the conservation area. It should be considered a very important view in considering any proposed changes to the buildings and spaces featuring in the view.</p> <p>It takes in the church tower, Priory, Feathers Pub and other historic buildings, with trees forming a backdrop. In this view the historic development of the area can be well appreciated due to the multi-phase historic building stock. The view permits an understanding of the area's special architectural and historic interest.</p>	
2	St. Mary's Church Facing west towards the church	Important Townscape Views	<p>In this view the special interest of the church can be appreciated.</p> <p>The view takes in a number of heritage assets, including the listed war memorial, with curved retaining wall, and well-landscaped churchyard with glimpses of St Mary's Church behind.</p>	
3	Ebury Road Kinetic views facing west	Important Townscape Views	<p>This view allows for appreciation of the residential character of Ebury Road.</p> <p>Facing west at junction of 'Goral Mead', the curve in the road allows views of the well-proportioned streetscape and roofscape of the primarily red brick and rendered houses. Most chimneys have been retained, there are no front dormers visible and only limited use of front rooflights.</p>	

			<p>Continuing west to junction with Ebury Approach, there are more elaborate gable fronted white rendered houses on the southern side, with the view terminated by mature trees (which are more visible in summer views).</p> <p>The kinetic views along Ebury Road permit an appreciation of the area's historic residential expansion and its architectural interest.</p>	
4	Ebury Road junction with Ebury Approach facing east	Important Townscape Views	<p>Similar to the view above, this viewpoint allows a more linear view terminated by larger modern buildings at the junction with Bury Lane in which the area's historic residential development and architectural interest can be appreciated.</p>	
5	High Street Kinetic Views facing west	Important Townscape Views	<p>The historic and architectural interest of the conservation area and commercial character of the High Street can be appreciated in this view.</p> <p>This view includes an imposing red brick gable fronted building in the foreground on the southern side of the High Street (Nos. 153 to 163), contrasting with the more varied and angular Gothic Revival buildings on the northern side at No. 106 through to 142. Residential development and mature street trees are visible in the background.</p> <p>Outside M&S and 'The Western' Pub, this view provides an interesting transition between commercial and residential uses in which the historic development and uses of the conservation area can be understood. This viewpoint has a wider vantage point at the junction with Wensum Way on the northern side</p>	

			which takes in houses with attractive painted gable features, although Wensum Court detracts from the view.	
6	High Street Kinetic Views facing east	Important Townscape Views	<p>The historic and architectural interest of the conservation area and varied commercial character of the High Street can be appreciated in this view. Facing east by Boots this view takes in attractive shopfronts at Boots and WH Smith and a varied townscape terminated by Odeon Parade at the junction with Church Street and Northway.</p> <p>Moving further east to the junction, this is a very open vantage point due to the junction itself and the set back of buildings from the road.</p> <p>The view is well contained by Odeon Parade at the junction, which is three storeys in height and has a distinct curvilinear, twentieth century design. However, this view lacks coherence due to the lower buildings set back from the road on the northern side of the junction including Rickmansworth Library.</p>	
7	View towards Basing House	Important Townscape Views	<p>This view provides an appreciation of the grade II listed Basing House and its forecourt. It is a contained view, terminating with the historic Basing House.</p> <p>This view could be improved by alterations to the public realm in the foreground, to enhance appreciation of this historic building.</p>	

8	Talbot Road and Norfolk Road	Local Views	These viewpoints provide longer views along these roads in both directions. They showcase the character and rhythm of residential, terraced development, highlighting the character and appearance of the conservation area.	
9	Views East and West from outside Watersmeet Theatre	Local Views	These viewpoints take in the character and appearance of the High Street, including a number of heritage assets. The Baptist Church and No. 40 Gable House in the foreground to the left of the view have distinct architectural detailing which contributes to the architectural interest of the area and are set amongst mature trees, positively contributing to the area's character.	
10	Bury lane facing west	Local Views	This view provides the opportunity to take in a number of features that positively contribute to the conservation area, including the Town Ditch, railings and the locally important Beresford Almshouses.	
11	Church Street Facing North	Local Views	<p>The view north along Church Street is attractive due to the historic building stock lining the street and the curve of the road. It also takes in the historic core of the settlement contributing to the ability to appreciate the area's special architectural and historic interest.</p> <p>This view is more linear and lacks the landmark quality of the view facing south.</p>	



Map showing identified views within the conservation area

5.4. Character Areas

5.4.1. As part of this appraisal, Rickmansworth Conservation Area has been divided into five Character Areas:

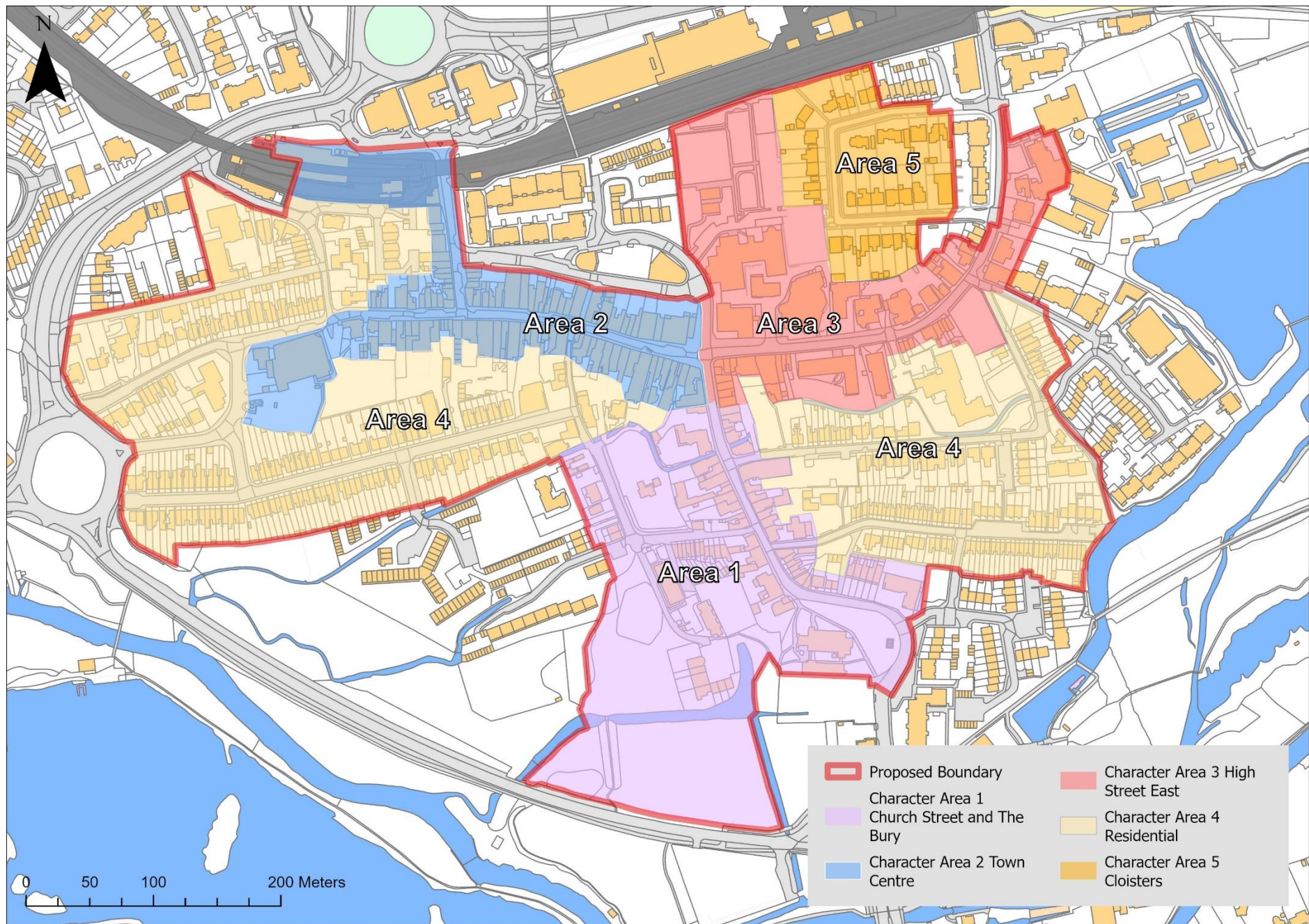
1. Character Area One: Church Street and the Bury
2. Character Area Two: Town Centre
3. Character Area Three: High Street East
4. Character Area Four: Residential Areas - East and West
5. Character Area Five: The Cloisters

5.4.2. The areas have been determined by building typology, historical development, land use and appearance. Many of the defining characteristics of each character area are present and repeated in other parts of the conservation area, which emphasises the coherent character and significance of the conservation area. The following descriptions are not exhaustive, aiming instead to provide accessible accounts of each character area, which will allow for an informed understanding of the conservation area's special interest and defining features.

5.4.3. Prevailing architectural styles, building materials, spatial planning, landscaping, and boundary materials are detailed in the description of each character area to highlight their special architectural and historic value. Photographs are included to aid the descriptions, providing examples where appropriate to inform the understanding of this document.



A view east along the High Street, showing the boundary between the residential character area (left) and commercial high street character area (right)

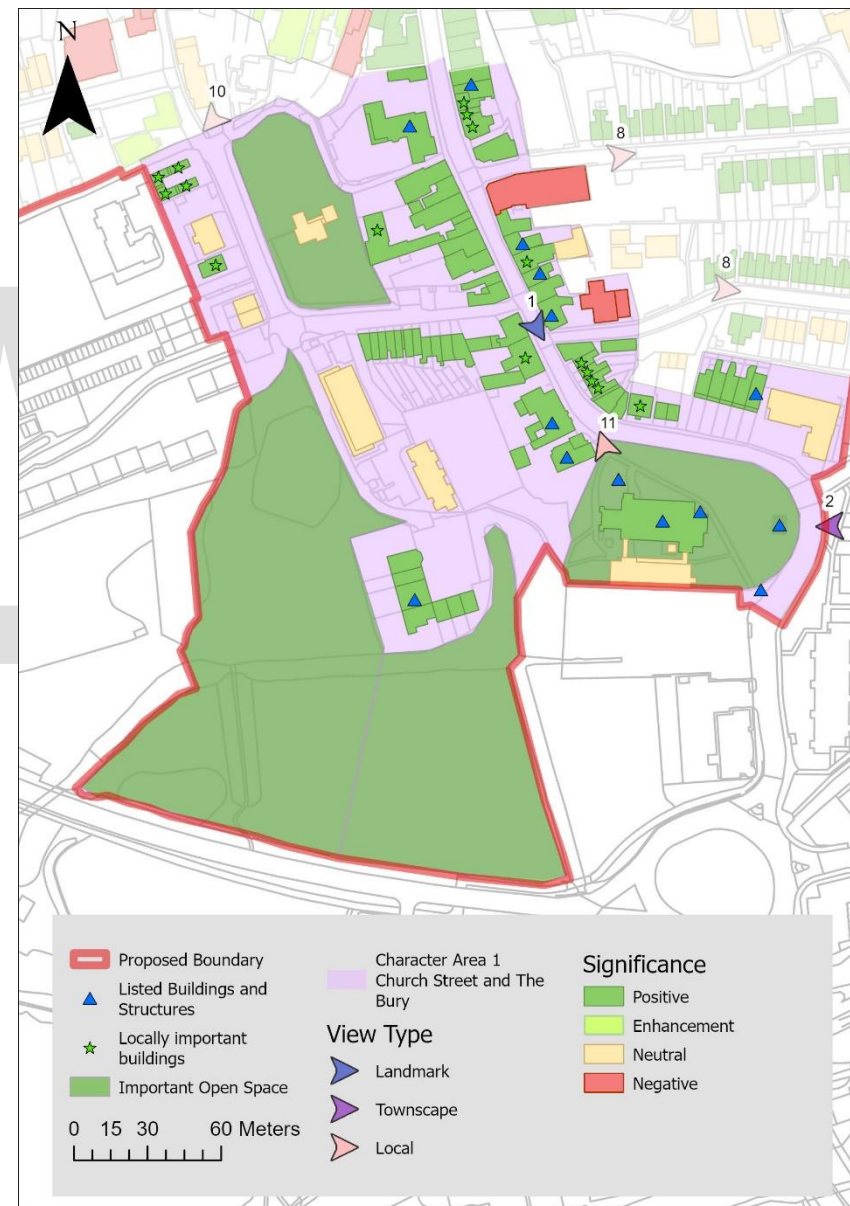


Map showing the four character areas identified within the conservation area

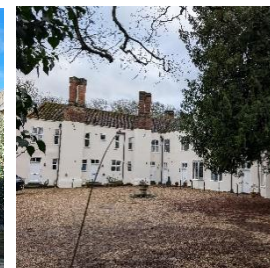
Character Area One: Church Street and the Bury

Summary

5.4.4. This is the most historic Character Area, located in the southern part of the historic settlement. It has the highest concentration of nationally listed buildings, with several along Church Street including the Parish Church of St Mary's, the most important landmark building within Rickmansworth. It also includes the Grade II listed The Bury, which has a secluded and semi-rural character, and Bury Lane, which contains several historic buildings and is marked by extensive and attractive green landscaping, particularly around the perimeter of the Vicarage.



Map showing key features within Character Area One



Description

5.4.5. The churchyard of St Mary's Church forms the entrance point into the conservation area from the south, with a K6 red telephone kiosk just beyond the boundary. The churchyard is contained by a curved brick perimeter wall and contains extensive green landscaping and a war memorial visible from Church Street. The church, War Memorial and kiosk are all Grade II listed. The church itself was remodelled during the nineteenth century, but the west tower dates from the seventeenth century and is distinguished by its use of flint and short 'Hertfordshire spike' spire, both characteristic of Hertfordshire churches and attributed to a lack of local building stone.

5.4.6. The southern section of Church Street that curves around the churchyard on the eastern side consists primarily of nineteenth century terraces in residential use, including the Grade II listed Nos. 53-61.

5.4.7. The Priory (grade II listed) has historic associations with the Church and has an exposed timber frame, although there are clear later additions including a modern tiled roof.

5.4.8. Church Street is primarily made up of historic buildings, many originally houses now in commercial use, with fifteenth or sixteenth century origins often with concealed timber frames. Typical building materials are various historic bricks or render finishes with roofs in red tiles or dark slates. There are also several historic shopfronts still in use.

5.4.9. The view south along Church Street, taking in the church tower, Priory and Feathers Pub and other historic buildings, with trees forming a backdrop, is a dramatic enclosed view and represents the landmark view within the conservation area.

5.4.10. At the northern end of Church Street, near the junction with High Street and Northway, the older core clearly gives way to Victorian and later development.

5.4.11. To the west off Church Street, the area around The Bury and Bury Lane has a distinct character. It contains some attractive terraced houses, many of which have retained historic windows (although a number have inappropriate replacements) and there is lush greenery on the northern side. The Grade II listed Bury is a large house with sixteenth century origins. It has now been subdivided and shows signs of incremental change. Its grounds have been diminished by recent larger developments on Bury Lane, but a historic boundary wall with an unusual brick pattern has been retained on Bury Lane.

5.4.12. The mature trees within the gardens of The Bury and the Vicarage to its north combined with a lack of traffic, help to create a tranquil atmosphere which contrasts strongly with the busier Church Street and High Street. The west of Bury Lane running north-south contains some modern buildings interspersed with historic buildings of interest. This includes the locally important building 'The Gables' and the late-Victorian Beresford Almshouses, which has a distinct U-shaped plan and windows in octagon-shaped frames with colour insets. The Town Ditch and jubilee railings, both of which are historic features, sit at the junction with Ebury Road

5.4.13. The Conservative Club building and Ebury Rooms, immediately north of the town ditch are of later nineteenth/early twentieth century origin, although they have been diminished by unsympathetic modern windows. At the junction with Ebury Road the character gives way to more modern and higher density development on Bury Lane, Ebury Road and Gilliat Row.

Layout and Land Usage

- Church Street is primarily commercial, while Bury Lane is residential.
- St Mary's Church terminates the road and is ecclesiastical in use.

Landscaping and Open Spaces/Public Realm

- St Mary's Churchyard and open space adjacent to the Bury, both of which are accessible via Public Rights of Way.
- Plentiful landscaping within the grounds of the Vicarage on Bury Lane.
- The Town Ditch also runs across Bury Lane.
- Bury Grounds and Taylor's Cut, comprising the historic grounds once associated with the Bury House, now including green space and the woodland, with pathways cutting through.



Path leading to the Bury

Landmark and Key Buildings

- Designated: St Mary's Church (Grade II), The Priory (Grade II), The Bury (Grade II)
- Non-designated: Beresford Almshouses on Bury Lane

Building Materials

- Roofs: mixture of traditional clay and modern concrete tiles and natural slate.

- Walls: generally red and stock brick or render, some timber framing along Church Street. St Mary's Church is finished in flint.
- Windows and Doors: predominantly timber (sash with some casement) to upper floors on Church Street, with some traditional shopfronts. Leaded lights can be found on the Priory. Many historic timber windows on Bury Lane have been replaced with modern uPVC, which are also found on newer buildings. Distinctive octagonal framing can be seen on the Beresford Almshouses.
- Doors are generally of a simple timber design.

Boundary Treatments

- Low boundary walls to houses, few formal boundary treatments to commercial buildings. Boundary wall to The Bury has distinct brick pattern.



'Crinkle' wall outside the Bury

Views

- Landmark View: South along Church Street (View 1)
- Important Townscape View: Facing west towards St. Mary's Church (View 2)
- Local Views: Church Street facing north (View 11), and Bury Lane facing west (View 10)

Summary of Strengths and Sensitivities

Strengths

- The most historic part of the settlement, containing a high proportion of nationally listed buildings, many of which have fifteenth and sixteenth century origins.
- St Mary's Church is the most important landmark building, the vista south along Church towards the Church is the conservation area's Landmark View.
- Use of attractive traditional materials, with many timber windows retained.
- A high proportion of accessible, landscaped open space in St Mary's Churchyard and The Bury and a tranquil atmosphere on Bury Lane with plentiful street trees.

Sensitivities

- Narrow footpaths along sections of Church Street and heavy traffic generally make it more difficult to appreciate the historic environment.
- Some less attractive modern infill development and unsympathetic uPVC replacement windows to older buildings on Bury Lane.
- Some street furniture requiring replacement.
- Town Ditch on Bury Lane has poor quality public realm including railings.



Character Area Two: Town Centre

Summary

5.4.14. This character area comprises the High Street, Station Road and Rickmansworth Station. The High Street is primarily of nineteenth century origin, with a few earlier buildings. It is a well-used retail centre, containing some historic buildings and good quality shopfronts. However, the High Street also contains several poorer quality modern buildings, and the quality of shopfronts is mixed, with the many poorer quality ones detracting from the historic character of the area. This character area has the highest potential for improvement.

5.4.15. Station Road contains several attractive historic buildings adjacent to the High Street followed by less distinguished modern development further north towards the railway bridge.

5.4.16. The station itself contains three locally listed important structures, including the main station building, which is of a typical Metroland style and points to the town's growth during the railway era.



Map showing key features within Character Area 2



Description

High Street

5.4.17. The High Street is well used, with high occupancy levels and has a good variety of independent and national retailers. It has a dynamic atmosphere, and a sense of movement. Restrictions on traffic during weekends have been brought in to encourage pedestrian flow. However, it is relatively narrow with limited space for pedestrians which creates a sense of crowding. There is no focal point per se within the High Street itself and little space for public realm improvements, although the streetlamps and standing signs have a black colour theme and are of relatively good quality.

5.4.18. There are only four pre-nineteenth century buildings, all of which have sixteenth and seventeenth century origins with later alterations. These comprise four of the five nationally listed buildings on the central High Street (all Grade II listed). These include No. 133 High Street which has exposed timber framing along its flank wall, No. 72, 72A and 72B towards the eastern end of the High Street, and No. 142 and 144 and the nearby Fox and Hounds Pub at the far western end.

5.4.19. The High Street is primarily nineteenth century in character and the gentle curve in the road provides an enclosed view of building frontages, with attractive architectural details including pitched roofs, prominent chimneys, front dormers and oriel windows. Building materials are primarily red brick, stone dressings and render. There are some Gothic Revival buildings, typical of a high street of this era, which are of architectural interest.

5.4.20. Some modern infill developments have an excessively horizontal emphasis and a flat imposing appearance, detracting from the rhythm of the streetscape. These include No. 173 on the

southern side, and No. 58-60 (Iceland) at the junction with Church Street/Northway. The former NatWest at No. 159 High Street, while clearly a modern infill, has a more vertical emphasis and so has a neutral impact on local character.

5.4.21. The locally important buildings are located at No. 104-106 & 108-110 High Street is an attractive and particularly prominent building due to its Gothic Revival timber exterior and prominent chimneys, although it appears to require some maintenance at upper floor levels and has poor quality shopfronts.

5.4.22. Boots at No. 76-78, (locally important building) is also built in a Gothic Revival style and is also notable for an attractive shopfront and signage. Other good shopfront examples include WH Smith at No. 74 (Grade II listed), which has a traditional shopfront and painted metal awning equipment and Specsavers at No. 127, which has a good shopfront signage and a distinctive curved upper floor bay window. Sewells Gardner at No. 165 is a recent example of a good quality shopfront.

5.4.23. However, there are many other shopfronts on the High Street which are excessively large, and of inappropriate design and colour which are not in keeping with local character and actively detract from the conservation area, which will be addressed in the Management Plan in Section 7.

5.4.24. Towards the western end of the commercial High Street there is a gentle transition to residential development, despite the presence of the bulky and modern M&S building.

Rear of the High Street North and South (including Northway)

5.4.25. These areas immediately to the rear of the High Street to the north and south have a practical service and ancillary function and this character should be retained on the more prominent service area on Northway. There has been residential development behind the High Street to the south adjacent to Ebury Road/Gilliat Row.

Station Road and Rickmansworth Station

5.4.26. The gradient is generally flat, but slopes upward at Station Road heading north towards the station. The corner buildings are well proportioned, with those on the western side featuring attractive gable front buildings, with arched windows and terracotta decoration. Further north, at the junction with Northway, the character changes markedly with modern flatted development leading to the railway bridge and pedestrian underpass. Station Road then terminates at the modern and bulky Swan House which is outside the conservation area.

5.4.27. The railway has divided Rickmansworth from its wider setting including the former Rickmansworth Park House to the north. However, the railway has also contributed to its importance and growth during the nineteenth and twentieth centuries. The station building therefore has historic significance, along with architectural interest due to its characteristic Metropolitan Line style. It is a locally important building along with two other structures at the station. The bridge with pedestrian arches is also a notable positive feature, and a gateway into the conservation area. Passing trains can be seen along the bridge from the conservation area, adding to its railway character.

Layout and Land Usage

- Primarily nineteenth century retail parades, heights from 2 to 4 storeys, with residential upper floors.
- The Character Area also includes the railway station and associated infrastructure.

Landscaping and Open Spaces/ Public Realm

- Some small planters, but otherwise no green landscaping with limited scope for this due to the narrow width of the street.

Landmark and Key Buildings

- Designated: WH Smith Building at No.74 High Street (Grade II)
- Non-designated: 106 High Street, The Western pub at 205 High Street, Railway Station, Telephone Exchange Building at Rectory Lane

Building Materials

- Roofs: primarily plain clay tiles, with some natural slates.
- Walls: varied, mainly red brick and render, with some timber framed buildings.
- Windows and Doors: primarily modern shopfronts with some more traditional in appearance. Mainly modern uPVC windows at upper floors with some sash and casement timber windows.

Boundary Treatments

- Generally, boundary treatments to the front are absent due to the town centre location, although there are some rear boundary walls, generally in brick.

Views

- Important Townscape Views: Kinetic views along the High Street facing east and west (Views 5 and 6)

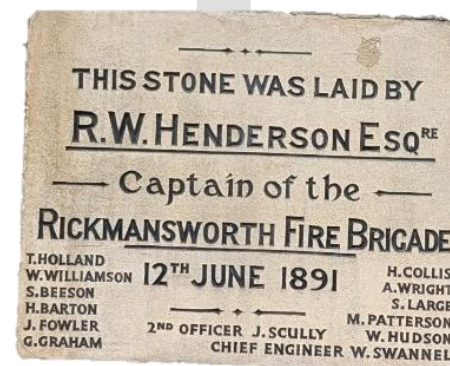
Summary of Strengths and Sensitivities

Strengths

- Well used retail centre, with good occupancy levels.
- Contains a good collection of nineteenth century buildings with architectural detailing and coherent building line.

Sensitivities

- Modern shopfronts and signage on High Street.
- Some unsympathetic infill buildings along the High Street.
- Lack of public realm or focal point.



Character Area Three: High Street East

Summary

5.4.28. This is a varied character area, with a mixture of twentieth and twenty first century buildings on the western side nearer the town centre. It also contains an interesting cluster of historic buildings as the High Street curves north, including three nationally listed and two locally important buildings. The conservation area terminates in the north at the Grade II listed Joan of Arc School. The pattern of development in this character area is fragmented, with many larger modern buildings interspersed with historic buildings, which contrasts with the more uniform styles and clear patterns of development in the other character areas.



Map showing key features within Character Area Three



Description

5.4.29. Arriving from the south or west, this Character Area commences at the junction of High Street with Church Street and Northway. There is a relatively strong horizontal emphasis in the building design, due to the extent of modern development heading east from the junction. The former Odeon Parade has a distinct curved, 1930's design although the replacement of metal upper floor windows in recent years has unfortunately detracted from its appearance. The name relates to the now demolished Odeon cinema, replaced by an office building at No. 93-95 High Street.

5.4.30. There are two finer grained stretches of historic buildings on the southern side at Nos. 83-91 and Nos. 35 to 43 respectively. Although none are nationally or on the list of locally important buildings, they are generally well proportioned and reflect the historic pattern of development, are finished in traditional materials and make a positive contribution to the area's significance.

5.4.31. Aside from this, the southern side of High Street East is characterised by more bulky modern buildings including Langdon House and Hutchings Lodge. This modern development is interrupted by Talbot Road Car park, which detracts from the area's character and appearance.

5.4.32. The northern side of High Street East contains several civic buildings including the Library and Watersmeet Theatre which have a very clear post-war civic design and building materials. The library and theatre are set well back from the road, which is at odds with the prevailing pattern of development but does reflect their importance as public buildings.

5.4.33. The Grade II listed Basing House sits behind these two buildings. It has a Georgian character although with clear later

alterations and now operates as Rickmansworth Museum. The space between the three buildings comprises parking, access areas and some lower quality public realm. Along with the frontage to the library and theatre, this area has the potential for public realm improvements. The Council offices at Three Rivers House directly adjoins Basing House to the rear/north. Behind this there is a Community Garden & Orchard and Rickmansworth Bowls Club, creating a pleasant green enclave.

5.4.34. The Baptist Church and Gable House at No. 40 High Street are both of historic and architectural interest and prominent in views when heading east. Gable House was originally a school, built in the nineteenth century and is finished in brick with ornate chimneys and gables.

5.4.35. As the High Street curves north, the northern side has a historic cluster of buildings: three nationally Grade II listed, (The Hour House at No. 32, The Coach and Horses Pub and 20 High Street) and two locally important buildings (No. 18 and 24-26 High Street respectively). The Coach and Horses and 20 High Street are prominently sited on the corner and No. 20 is notable due to its exposed timber framing and historic brickwork.

5.4.36. The neutral and larger scale built character on the southern side continues until reaching the Joan of Arc School. The Grade II listed school building was originally a house and has a distinctive Georgian character. It is set amongst other historic red-brick buildings and attractive green landscaping, forming a clear end point to the conservation area.

5.4.37. There is modern development beyond this until the visual termination point of the railway bridge to the north, which although outside the boundary, is of sufficient historic and architectural

interest to be considered for local listing and forms an important feature in the setting of the conservation area.

Layout and Land Usage

- This character area has a varied layout with more modern lower density stand-alone buildings and some higher density historic elements. The usage includes a mixture of civic and educational uses, retail and some residential.

Landscaping and Open Spaces/ Public Realm

- There are some areas of public realm with planters etc. and landscaping to the Library and Theatre.
- There are a high number of mature street trees which enhance the area's character.
- The car park at the junction of Talbot Road makes a neutral contribution to the character and appearance of the area.

Landmark and Key Buildings

- Designated: Basing House (Grade II), Joan of Arc School (Grade II)
- Non-designated: Odeon Parade, Baptist Church, Gable House

Building Materials

- Roofs: a mixture of traditional clay and modern concrete tiled and natural slate roofs, and modern flat roofs.
- Walls: a variety of bricks in terms of age and colour, predominantly red brick with some stock brick, and limited use of render.

- Windows and Doors: many of the older buildings retain timber windows (predominantly sash), with some uPVC replacements.

Boundary Treatments

- Properties are generally open to the front with a small number of low brick walls or hedges.

Views

- Important Townscape View: View towards Basing House (View 7)
- Local Views: Views East and West from outside Watersmeet Theatre (View 9)

Summary of Strengths and Sensitivities

Strengths

- An open feel to the area with wider pavements particularly on the northern side, and mature street trees.
- Strong landmark building at Odeon Parade, although its architectural interest has been compromised by replacement windows.
- Some interesting and varied historic buildings scattered through the character area including Basing House and Joan of Arc School which contribute to both the area's historic and architectural interest.

Sensitivities

- Townscape has been fragmented by the introduction of Northway and modern buildings north of this junction.
- A high number of larger modern buildings which are not in keeping with the traditional, finer grained townscape found elsewhere in the conservation area.
- Prominent surface car park at Talbot Road/High Street junction which creates a gap in the streetscene.
- Potential for public realm improvements, particularly at the junction with Church Street / Northway, near Basing House and at Talbot Road/High Street Car Park.

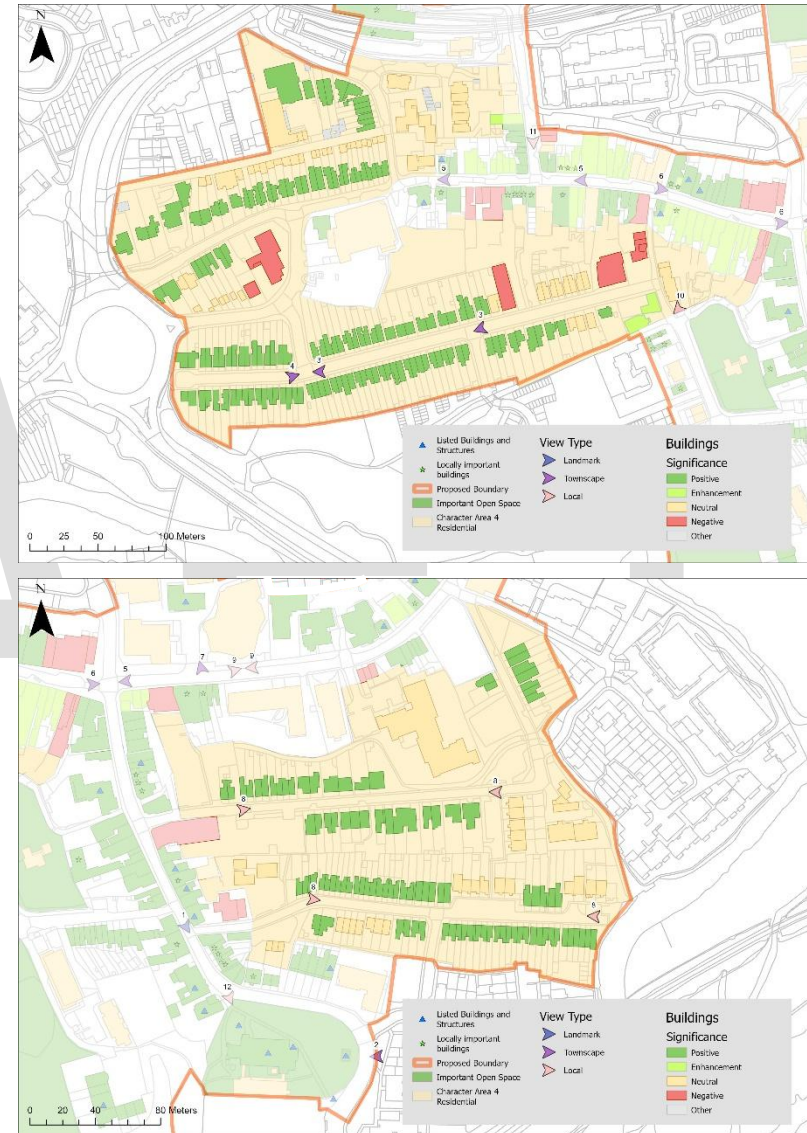


Character Area Four: East and West Residential Areas

Summary

5.4.38. This Character Area encompasses two primarily residential sub-areas, which were developed during the later nineteenth and early twentieth centuries. While they contain no nationally listed buildings, the houses are relatively uniform and coherent in their built form, with attractive architectural features. There is a sense of intimacy, due to the compact form, lack of through traffic and relatively narrow streets, terminated by attractive green landscaping at the edge of the settlement.

5.4.39. The streetscene is diminished to some degree by surface level car parks and modern infill development. Many houses have historic timber sliding sash windows, although these have started to be replaced with uPVC windows, which detracts from the character and is addressed within the Management Plan.



Maps showing key features within character area 4 (east and west)



Description

East

5.4.40. The entrance to Talbot Road from Church Street in the west is marked by car parks on both sides and the bulky Talbot House, which detract from the character of the area. The low wall and planting mitigate the impact of the car park on the southern side to some extent.

5.4.41. The main east-west stretch of Talbot Road is characterised by terraced houses, generally finished in red brick or stock brick with red brick banding, with some use of white render. Decorative features including white lintels to doors and windows, gauged arches and/or keystone features, bay windows and shutters, and open porches. Doors are generally simple, often with a clear-glass fanlight above. The roofscapes are uniform, even on infill development. There are visible chimneys on the older houses and roofs are generally finished in natural slate with some use of clay or modern concrete tiles. Boundary treatments are generally low walls, hedges or absent altogether. The terraced houses contribute positively to the historic and architectural interest of the area.

5.4.42. The Town Ditch is an attractive and historic green feature at the eastern end of Talbot Road, although the railings appear rusty and poorly maintained. The larger apartment building at Hutchings Lodge detracts from the area's character but provides attractive green landscaping which enhances the streetscape. A further mews development at the eastern corner, although clearly a modern infill, is appropriate in terms of scale and materials. The two car parks at the corner detract from the built character.

5.4.43. A modern enclosed porch is noted at No. 25, which detracts from the uniformity of the building line. A small modern infill at Nos. 26-30 mirrors the scale of the adjacent houses but has modern detailing and is slightly out of keeping with the streetscene.

5.4.44. Norfolk Road is immediately parallel to Talbot Road, and its eastern access from Church Street is also marked by open car parks. Its built form is similar to that of Norfolk Road, although there is more frequent use of decorative features including bay windows, decorative door and window lintels, terracotta horizontal banding and terracotta roof ridges. The use of stock brick with red brick quoins and window surrounds is noted on the row from No. 45 -53. Some of the other houses are plainer in detailing but all still contribute positively to the historic and architectural interest of the area.

5.4.45. Modern infill houses are noted at No. 44a to 44c on the southern side and at No. 69 to 83 on the northern side, which also has a set-back building line and on-street parking. This detracts from the historic pattern of development due to the design and siting.

5.4.46. Many of the houses on Talbot Road and Norfolk Road still contain traditional timber windows and the loss of these has detracted from the prevailing well-preserved historic character. The roofscapes on both streets are uniform, generally gable ended and finished in natural slate, with visible chimneys.

West

5.4.47. In High Street West, the residential area commences at the junction with Parsonage Road on the northern side. The houses on this side are elevated slightly above street level and set back from the road, with low boundary walls and smaller front gardens. There is a relatively uniform and attractive built scale and roofscape, with dark slate roofs and prominent chimneys. There is an attractive group of six semi-detached houses at No. 182 to 192, finished in stock brick with decorative white painted barge boards and roof finials to the front gables and porches.

5.4.48. On the southern side the large M&S building marks the end of the retail street. It is set back from the road and has well-maintained planters outside. This is followed by 'The Western' Pub formerly a house, which acts as a landmark to the start/end of the commercial area of town. The residential area commences with Wensum Court, a large flat-roofed modern block of flats, which detracts from the character due to its scale and design.

5.4.49. There are some simple brick terraced houses on the southern side of the High Street which make a positive contribution to the area. Moving west the houses are generally larger, detached or semi-detached and set back from the street, with some Victorian houses on the northern side, with one now converted to a care home. The High Street terminates with a pedestrian underpass with modern railings and a high brick wall bordered by mature trees.

5.4.50. Parsonage Road, which runs north from the junction by M&S is marked by extensive modern development on the eastern side, although the western side has a good group of red brick Victorian houses with decorative pointing in lighter brick. Nos. 15

and 17 have distinctive ground floor round windows, although the character of these houses has been slightly diminished by large front rooflights.

5.4.51. Rectory Lane acts as a back street to houses on High Street West, containing garages and outbuildings, including a workshop with a distinct glazed roof. The Telephone Exchange behind the Royal Mail Delivery Office is an imposing twentieth century brick building with prominent horizontal metal windows.

5.4.52. Along with High Street West, Ebury Road is the other main residential street in the west of the town. The eastern end at the junction with Bury Lane (including 'Gilliat Row') contains a small grouping of modern houses, a Scout Hut, a British Legion Building and open car parks on both sides. This section of the street detracts from the character of the conservation area due to its utilitarian built form. The main section of Ebury Road heading west is of historic and architectural interest characterised by shorter rows of houses, some with better quality brick with decorative detailing at the front, with stock brick visible to sides. Other houses are rendered at the upper floors with lower floors finished in stock brick. Many houses feature projecting bays at ground floor, projecting porches with painted wooded eaves brackets and use of decorative white lintels above windows.

5.4.53. The houses are slightly set back from the road with low walls and brick piers, some with low railings and metal gates. Some have pathways in black and white or red and white patterned tiles, although the majority are plain concrete. The curve in the road heading west creates an interesting vista, which terminates with a low boundary wall and green landscaping, which in long views screens the busy Ebury Roundabout beyond.

Layout and Land Usage

- Medium-high density residential streets running east-west on the edge of the historic settlement.

Landscaping and Open Spaces/ Public Realm

- The Town Ditch, an important historic feature, runs along Talbot Road in the east.
- Plentiful street trees at the edge of the historic settlement.
- There are no public open spaces, except for two benches beside the car park on Talbot Road. Private open spaces are limited to small gardens.



**View along Talbot Rd
of the Town Ditch**

Landmark and Key Buildings

- There are no landmark or key buildings in this character area primarily due to the uniform nature of the houses.

Building Materials

- Roofs: traditional natural slate, with some clay plain tiles, with some modern concrete replacements.
- Walls: generally red and stock brick with some render and a smaller number of pebble-dashed houses.
- Windows and Doors: windows are generally two or four light sliding sashes, with a small number of casements on later houses.



**Stock brick and render
with timber sash
windows and panelled
timber doors**

Timber windows are still common, with some replacements in uPVC. Simple wooden doors are generally used, some with a clear-glazed fanlight above.

Boundary Treatments

- Generally low brick walls or hedges, some with no boundary treatment. Houses generally have a small front garden.

Views

- Important Townscape View: Ebury Road, Kinetic views heading east and west (Views 4 and 3).
- Local Views: Longer views along Talbot Road and Norfolk Road in both directions (View 8).

Summary of Strengths and Sensitivities

Strengths

- Uniform largely nineteenth century townscape with some degree of variation through architectural detailing and modern changes.
- Use of attractive traditional materials and details including timber windows.
- Tranquil atmosphere with views terminated with plentiful street trees.

Sensitivities

- Uniformity of the historic townscape has been eroded in places by some poorly sited/designed infill development and car parks.
- Gradual loss of timber windows to inappropriate uPVC replacements.
- The eastern end of Ebury Road at the junction with Bury Lane has a small grouping of modern houses, a Scout Hut, a British Legion Building and open car parks, which detract from the historic character of the area.



Character Area Five: The Cloisters

Summary

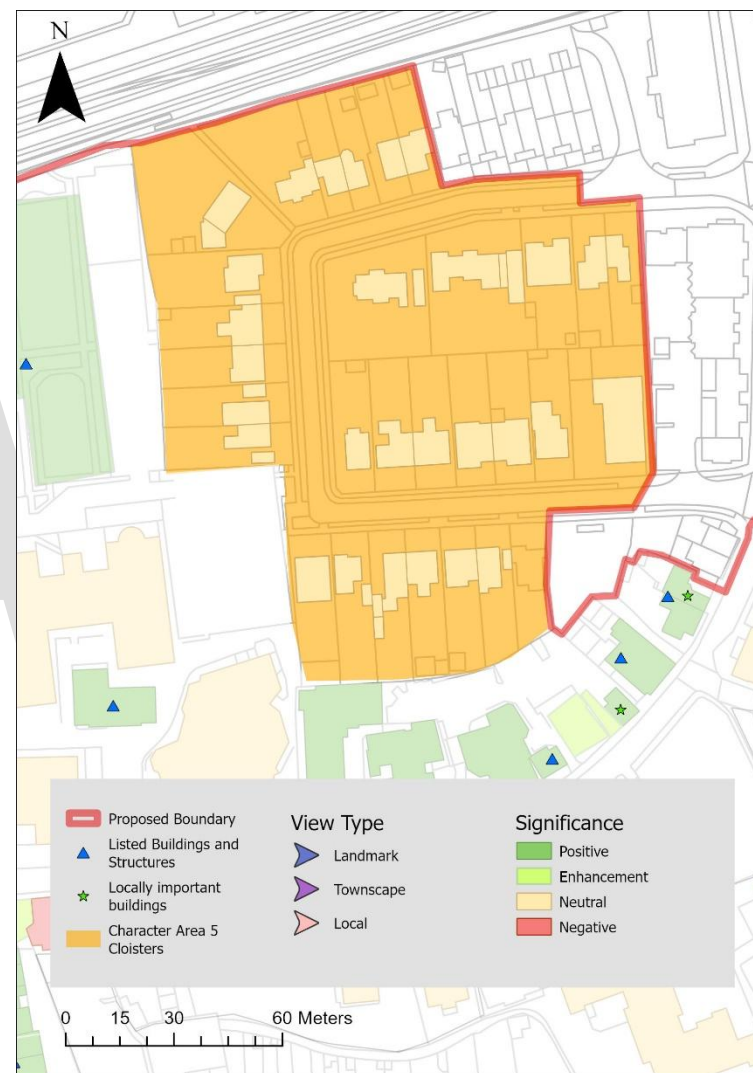
5.4.54. This Character Area includes buildings of mixed date and architectural styles, ranging from mock Tudor and 1920s/30s styles, with some later infill.

5.4.55. The residential character of this area is derived from the green streetscape, with wide grass verges, mature street trees, and generous front garden plots. The historic architectural character has been compromised due to small cumulative changes over time; for example, the majority of historic windows and doors have been lost to modern plastic replacements. Overall, these buildings make a neutral contribution to the area, but together make a pleasant group of twentieth-century development.

5.4.56. As with other residential streets within the Conservation Area, there is a sense of intimacy and enclosure, due to the lack of through traffic and greenery.

Description

5.4.57. The entrance to The Cloisters from the south is marked by the start of the residential development, and the red brick Cloisters Hall. The initial stretch of housing consists of inter-war semi-detached homes. They have pebble-dashed walls and white render, red brick detailing, traditional hung tiles, and characteristic bay windows. Some front gardens have been paved to provide parking spaces, which detracts from the character. However, the overall impression still remains distinctly green, thanks to the wide grass verges, mature street trees, and the terminating view of trees at the end of the street, providing screening from the Council car park.



Maps showing key features within character area 5

5.4.58. These wide verges and street trees lead the eye along the street. The houses are set back, and the curve in the road heading around to the north creates an interesting vista, with buildings revealing themselves as you progress along the street.



Mature tree outside No. 18

5.4.59. Continuing to the north, the street is characterised by further semi-detached properties, generally pebble-dashed, with red brick detailing and hanging tiles in the Arts and Crafts style.

5.4.60. Heading east back towards the High Street is a stretch of wide rendered and mock-Tudor properties. While many have lost their traditional features, as with the remainder of the area, they are distinctive as a group. Their front boundaries have been removed to provide parking.

Layout and Land Usage

- Medium-high density residential streets laid out in a crescent route off the High Street.

Landscaping and Open Spaces/ Public Realm

- Plentiful street trees line the wide grass verges.
- Private open spaces are limited to moderately sized front gardens. Some have been paved over to make space for parking, which detracts from the verdant character.

Landmark and Key Buildings

- There are no landmark or key buildings in this character area primarily due to the uniform nature of the houses.

Building Materials

- Roofs: traditional natural slate, with some clay plain tiles, with the majority being modern concrete replacements.
- Walls: render and a smaller number of brick and pebble-dashed houses. Some mock timber and hanging tiles throughout the area.
- Windows and Doors: windows and doors are generally modern replacements.

Boundary Treatments

- Generally low brick walls or hedges, some with no boundary treatment. Some examples of taller, close board fencing, which detract from the streetscape. Houses generally have a front garden, although some have been paved over.



Mock Tudor housing with paved front gardens

Summary of Strengths and Sensitivities

Strengths

- Wide grass verges, street trees, and garden plots create a verdant residential character, which feels enclosed from the adjacent High Street.
- Uniformity of semi-detached, mid-twentieth century properties.

Sensitivities

- Loss of traditional features and materials, such as timber windows to inappropriate uPVC replacements, roof tile replacements, and front door/garage door replacements.
- Loss of front boundary treatments and gardens to accommodate parking. Introduction of modern boundary treatments, such as high close board fencing, also detracts from the historic character.
- Small-scale development, such as additional porches and garage conversions, altering the historic character and resulting in the incremental loss of traditional materials.



View north along The Cloisters

5.5. The Setting of Rickmansworth Conservation Area

Guidance

5.5.1. The NPPF describes the setting of a heritage asset as: *The surroundings in which a heritage asset is experienced. Its extent is not fixed and may change as the asset and its surroundings evolve. Elements of a setting may make a positive or negative contribution to the significance of an asset, may affect the ability to appreciate that significance or may be neutral.*

5.5.2. Historic England Good Practice Advice Note on the Setting of Heritage Assets (2017) indicates that the setting of a heritage asset is the surroundings in which the asset is experienced; *“Where that experience is capable of being affected by a proposed development (in any way) then the proposed development can be said to affect the setting of that asset”.*

5.5.3. Historic England's advice note on setting includes a: *“(non-exhaustive) check-list of potential attributes of a setting that may help to elucidate its contribution to significance”.* As the advice note states, *“only a limited selection of the attributes listed will be of a particular relevance to an asset.”* This checklist has been used to inform this assessment.

Contribution of setting

5.5.4. The setting of the Rickmansworth Conservation Area contributes to an understanding and appreciation of the town's historic character and appearance. The conservation area's relationship with its surrounding landscape, infrastructure, and

development contributes to its unique special historic and architectural interest.

Canal and Water Network

5.5.5. Rickmansworth's canals and waterways are central to its historical development. The Grand Union Canal, located to the south of the conservation area, facilitated historic trade and commerce. The network of rivers and canals also contribute to the aesthetic value of the town, with scenic views that enhance the historic landscape. Protecting these waterways, and the legibility of their connection to the town, enhances our understanding of the historic development of the conservation area.



The Grand Union Canal, Batchworth Lock

Railway

5.5.6. The presence of the railway significantly influenced Rickmansworth's evolution, particularly in terms of its relationship to London and surrounding areas. The railway, as a gateway to the town, serves not only as a functional transport hub but also as an integral part of the town's historic development. It is a way that many visitors first experience the conservation area.



The station and railway beyond

Road Network Surrounding the Historic Core

5.5.7. The road network encircling Rickmansworth's historic core contributes to its setting. Although roads like the A404 and other surrounding routes make a negative contribution by severing the historic core of the town with its surrounding landscape and creating noise pollution, they do also help to preserve the integrity of the town centre by diverting traffic around the town and creating a sense of containment to the historic core. The careful management of these roads helps to maintain the distinct character of the historic core.

Historic Manors and Parks

5.5.8. Rickmansworth's historic manors and parks are vital components of its setting. Notably, The Bury, a grand manor house, once held land across the area and was farmed for the Abbots of St Albans. This creates a historic connection between the Manor and its wider former demise.

5.5.9. To the north of the conservation area is Rickmansworth Park, and the south is Moor Park (now a golf course); these green spaces also form an important part of the town's historic setting. They not only add to the aesthetic appeal of Rickmansworth but also remind us of its past as a rural and semi-rural community.

Development Beyond the Historic Core

5.5.10. While the historic centre of Rickmansworth remains largely protected, development beyond this area has had an impact on the town's broader setting. Modern development around the conservation area has changed the town's character, but it also highlights the importance of careful planning to ensure that new buildings are sympathetic to, rather than overpower, the historic character of the conservation area.



Modern development to the south of the conservation area, which impacts views to and from the church



View of new development in the setting of the conservation area, visible from within the area beyond the roofline of the Almshouse

6. Opportunities for Enhancement

6.1. Overview

6.1.1. This section addresses the key issues which threaten the special historic and architectural interest of Rickmansworth Conservation Area and identifies the opportunities for improvement.

6.1.2. The list is in no way exhaustive, and neither are the opportunities identified unique to Rickmansworth with many being shared with other conservation areas. These opportunities have been identified due to the impact they have on the special historic and architectural interest of the conservation area, and the scope to make positive changes to enhance the conservation area.⁸

6.2. Opportunities

Access and gateways

- Rickmansworth train station is located only 200m north of the town centre. However, the pedestrian route from the railway station to the town centre is poorly signposted and moves through an underpass with low levels of visibility. There is the opportunity to enhance this gateway pedestrian experience of the conservation area through waymarking, lighting, public art etc.

- Access to the town centre from High Street and Church Street leads you to the town library and the potential 'civic square'. This location bookends the High Street retail uses and is considered to be a key public realm space in the town and could be better waymarked.

Public Realm

Key Spaces

- There is an area of public realm space at the frontage of the library, Watersmeet Theatre and the access road to Basing House. There are some existing public realm elements here, including grass and mature trees, a wooden planter and signboard. However, due to the width of the pavement this area presents opportunities for enhancement of public realm. This could be in the form of improved hard and soft landscaping, information, public art etc.

Street Furniture

- Street furniture is inconsistent throughout the area, and in varying materials and condition.
- In Church Street, some street furniture is in a noticeably poorer condition, such as a disused, rusting lamppost at the junction with Norfolk Road.

Surfacing

- Inconsistent surfacing is used across the conservation area, in varying condition.

⁸ Many of these opportunities are also addressed within the Rickmansworth Town Centre Concept Plan 2023, which addresses specific improvements to the High Street.

- Along the High Street is the greatest variation of surfacing, with paving setts demarcating pedestrian crossings and loading/parking bays. The main pavement is pre-cast concrete flagstones.
- There is scope to upgrade surfacing to respond to the historic core. Use of consistent design and colour would develop a unified sense of place.

Pedestrian experience

- Options to improve the pedestrian experience could be considered on the narrow pavements of Church Street and by creating enhancing pedestrian experience of the High Street.
- The underpass near the station provides a space for improvement, creating a sense of local pride and identity, through a mural for example.

Town Ditch railing

- The Town Ditch is an attractive green feature at the eastern end of Talbot Road, although the railings appear rusty and poorly maintained.
- Railings to the Town Ditch on Bury Lane are an incongruous mixture of styles. Repair of the older railings and more suitable replacement for the existing modern railings for this could be an enhancement.

Shopfronts

- Shopfronts are an important design consideration and sensitivity for historic town centres. There is a mixture in the

quality of shopfronts in Rickmansworth, with many shopfronts being not well designed. This is an area for potential improvement.

Positive examples of shopfronts

- Boots, WH Smith, Sewell & Gardner, and Specsavers have well-maintained historic or sympathetic modern shopfronts.

Road signage

- The mixture of signage within the conservation area creates a cluttered appearance, particularly on the High Street.
- In the town centre signage should be limited due to space constraints, although good elements should be retained, such as existing metal signposts.

Car Parking



High Street and Talbot Road Car Park

- There are several smaller surface car parks in residential areas which detract from the local character and streetscene.
- The car park at the junction of Talbot Road and High Street (East) is prominently sited with minimal landscaping, which undermines the urban grain, although this has been slightly mitigated in some instances through use of good boundary treatments (Talbot Road west).
- Where car parks are set within dense urban form, any proposed redevelopment should reflect local scale and character. This is particularly important in the residential areas. If car parks are retained, potential for improved landscaping should be explored.

Quality of New Design

- Infill development has taken place with varying degrees of success.
- There is more scope for creativity or landmark buildings in areas with a fragmented pattern of development such as High Street East, but even here building heights are generally limited to four storeys and prevailing building heights should be taken into account in decision making.

Town Centre Frontages

- There could be opportunity for modifications to modern buildings particularly to the rear on the southern side of the High Street.
- Prevailing building height along the High Street is three storeys. Greater building heights should only be considered in exceptional circumstances, and where high quality design is proposed.

Town Centre/Rear of High Street Back-land Development

- The back-land locations have a practical function as service areas to the High Street, and as access points to upper floor accommodation. However, they do have the potential to impact the character of the High Street.
- There has been extensive development to back-land sites to the south of the High Street including adjacent to Ebury Road/Gilliat Row. This is generally relatively screened from sensitive views. However, future backland development should be appropriate to the character and appearance of the town centre.
- The rear of the High Street properties along Northway are much more open and visible, so development should be of an ancillary character here to avoid harmful impacts on important buildings.

Maintenance

- Many of the buildings and spaces across the conservation area have been impacted by a gradual decline in their condition due to lack of ongoing maintenance.
- There are examples of maintenance issues across the area which are common to historic buildings, such as the deterioration of paintwork, timber rot, and loss of historic features.
- Upper residential sections of the retail buildings were often found to be in a poorer condition, such as peeling paint on doors and windows, moss and vegetation damage to rainwater goods, an overall weathered appearance and some damage to brick work.

- Due to the layout of streets and scale of buildings along the High Street, there are many views of the rears of properties. The rears of properties have often experienced incremental changes and are in poorer condition than the main facades. These areas would benefit from general and ongoing maintenance.

Inappropriate Alterations

Windows

- Many of the houses in the residential areas still contain traditional timber windows. However, these have started to be replaced with uPVC windows which has detracted from the prevailing well-preserved traditional character.

Porches

- Modern porches can have a negative impact to a streetscape, as they introduce modern building materials and form, and break the rhythm of uniform terraced housing. An example of a modern enclosed porch is noted at No. 25 Talbot Road. The addition of enclosed porches is not in keeping with the original character of these houses and further front additions will result in a gradual erosion of the regular building line, harming the area's character and appearance. Any further porches should be resisted in the Character Area Four: East and West Residential Areas.

Pathways

- In Ebury Road several of the houses have patterned tile pathways either in red and white or black and white square tiles. In most cases these have been replaced with less attractive modern materials.
- Returning historic pathways to their original Victorian/Edwardian materials would enhance the character and appearance of the conservation area.

Neutral/Negative Contributors

- There have been pockets of inappropriate modern development within the conservation area. Where it does exist, it typically comprises of blocks of flats, which introduce uncharacteristic massing and materials into the area. Examples of incongruous buildings are shown on the map of Building Significance in Section 5.2.
- Neutral or negatively contributing spaces present a key opportunity for enhancement including softening their visual impact by landscaping and screening (planting) or through their future redevelopment into more appropriately designed buildings.

7. Management Proposals

7.1. Overview

7.1.1. The Management Plan sets out the conservation aims and objectives for the Rickmansworth Conservation Area and a framework for guiding change. The Plan first sets out overarching Principles which will guide the preservation and enhancement of the character and appearance of the conservation area.

7.1.2. Section 7 provides management recommendations for all users to ensure the conservation area is preserved and, where possible, enhanced. It will also provide a basis for Three Rivers District Council when considering any changes and future development within the conservation area and its setting.

PRINCIPLES

To preserve and enhance the special architectural and historic interest of the conservation area

To ensure the protection of Listed and Locally Important Buildings within the conservation area

To promote sympathetic and sustainable change, while ensuring that new development responds to the special character of the conservation area

Seek to enhance and protect historic shop fronts and promote high-quality new signage and shopfronts within the High Street character areas

To preserve key views of the Parish Church

To prevent the gradual loss of historic fabric and architectural detailing within residential character areas

To promote awareness of the conservation area

To enhance the way the conservation area is experienced

7.2. Development Management Tools

7.2.1. This section covers the range of tools that help Local Authorities to manage development within conservation areas effectively. These tools will support sustainable growth and manage change while also maintaining the special interest of the Rickmansworth Conservation Area.

Character Appraisal and Management Plan

7.2.2. The Conservation Area Appraisal and Management Plan will become a material consideration when assessing planning applications, listed building consents, and appeals for proposed works, with Three Rivers District Council using it as an evidence base for concluding whether the proposals are sympathetic to the conservation area.

7.2.3. The conservation area boundary has been revised within this appraisal in accordance with legislation, the NPPF (2024) and *Historic England Advice Note 1: conservation area Appraisal, Designation and Management* (2018).

7.2.4. The boundary should continue to be assessed as part of future reviews of the Management Plan to ensure it is robust and adequately protects the significance of the area. The Conservation Area Appraisal and Management Plan should be reviewed every ten years to monitor change and inform management proposals.

Heritage Statements, Heritage Impact Assessments, and Archaeological Assessments

7.2.5. **All** applications within the conservation area and its setting require an appropriately detailed and sufficient Heritage Statement. Any application without a Heritage Statement should not be validated.

7.2.6. This is in accordance with Section 16 of the NPPF, which states that applicants must describe the significance of any heritage assets affected, including any contribution made by their setting. The level of detail should be proportionate to the assets' importance and no more than is sufficient to understand the potential impact of the proposal on their significance.

7.2.7. The key views analysed within this document are in no way exhaustive. The impact of any addition, alteration or removal of buildings, structures, trees or highways on key views should be considered to aid decision making. This includes development outside the conservation area. Where appropriate, views must be considered within Design and Access Statements or Heritage Statements. This should be in accordance with Historic England's *The Setting of Heritage Assets: Historic Environment Good Practice Advice in Planning Note 3* (2017). Applications which fail to have assessed any impact upon views and the significance of relevant heritage assets should not be validated.

Locally Important Buildings

7.2.8. There are a number of key positive, unlisted buildings throughout the conservation area which are of architectural and historic interest, and many are valuable assets to the local community. Three Rivers District Council currently maintains a thorough list of Locally Important Buildings, which can be found on the Council's [website](#).

7.2.9. Locally Important Buildings within the conservation area are also included within [Section 3.2](#) Non-Designated Heritage Assets.

7.2.10. This document has identified further buildings and features with potential for inclusion on the list, outlined in Section 3.2. These could be considered within future local list reviews and assessments. The identified buildings should be considered as non-designated heritage assets.

Article 4 Directions

7.2.11. An Article 4 Direction has been in place covering Rickmansworth town centre since September 2023. A map of the area covered by the Direction is included within Section 2.3.

7.2.12. The Article 4 Direction overs conversion from town centre and office uses to residential. This is to prevent the loss of town centre uses. Details on these additional controls can be found on the Council's [website](#).

7.2.13. In granting or refusing planning permission consideration is given to the proposed works to ensure they preserve, or where possible enhance, the special interest of the conservation area.

7.2.14. An extension to the Article 4 Direction could be considered to restrict further alterations within residential areas under permitted development, including extensions or alterations to elevations fronting a road (including side elevations on corner properties), creation of hard surfaces, and removal and replacement of front boundary walls, and the installation of satellite dishes on the front of houses.

Enforcement

7.2.15. Where the necessary permission has not been sought for alterations, such as alterations which are not contained within the General Permitted Development Order or are restricted by the Article 4 Direction, the Local Planning Authority's powers of enforcement can be considered. This will assist in reinstating any lost character and appearance or architectural features that may have had a negative cumulative effect on the conservation area, as well as avoiding a precedent being set for similar, uncharacteristic, and unsympathetic works.

7.2.16. Where appropriate, it is recommended that enforcement action is taken against infringements of the existing Article 4 Direction to ensure it remains effective in managing change.

7.3. Maintenance and Condition

7.3.1. Many of the buildings and spaces across the conservation area have been impacted by a gradual decline in their condition which would be mitigated with ongoing maintenance. Historic England defines maintenance within *Conservation Principles*⁹ as “*routine work necessary to keep the fabric of a place in good order*”. The importance of preventative maintenance cannot be over-emphasised, as ongoing maintenance can not only limit, or even prevent, the need for repairs later, it will avoid the loss of original fabric and is cost-effective.¹⁰

7.3.2. There are examples of maintenance issues across the area, which are common to historic buildings and conservation areas, such as the deterioration of paintwork, timber rot, and loss of historic features.

7.3.3. Basic maintenance and repair should be undertaken considerably and should match the appearance and materials used in the original. Recommended basic maintenance includes:

- Regular clearing of debris in gutters and rainwater pipes;
- Pruning of vegetation and trees, particularly those close to buildings;
- Re-fixing loose roof tiles or slates; and
- Regular repainting of external timber with appropriate paint.

7.3.4. Further advice for homeowners is provided by Historic England and the Society for the Protection of Ancient Buildings via their websites.

Terraced housing

7.3.5. Terraced housing makes a key contribution to the character and appearance of the conservation area. Throughout the area, small incremental changes have impacted the historic character of these terraced rows, through the loss of windows, doors, boundary treatments, loft conversions, façade rendering or painting, and satellite dishes. There is an opportunity to provide better awareness of the importance of historic terraces to local property owners and demonstrate the impact that inappropriate changes can have to a building and the wider conservation area. Historic England, for example, provides guidance on Changes to Historic Terraced Housing, which addresses the key issues relating to changes to buildings of historic significance, and provides a useful resource for property owners to consider.¹¹

7.3.6. In many cases, rows of terraced houses have been impacted by the varying approaches to elements that contribute to the character of the streetscape, such as historic doors and windows, additional porches, extensions and rooflights, and loss of original pathways and boundary treatments. An Article 4 Direction in those residential streets to restrict alterations that may

⁹ <https://historicengland.org.uk/advice/constructive-conservation/conservation-principles/>

¹⁰ Preventative Maintenance (spab.org.uk)

¹¹ <https://historicengland.org.uk/advice/your-home/improvement/terraced-housing/>

impact their architectural interest could be considered. Original features should be preserved or reinstated wherever possible.

Chimneys

7.3.7. Chimneys are an extremely important feature of the conservation area, particularly on terraced buildings within Character Area Four: East and West Residential Areas. They are an attractive element of the historic roofscape and contribute to a sense of place here. They should be maintained in line with the Society for the Protection of Ancient Building's guidance on their [website](#), ensuring that repairs are like-for-like. Permission could be required for the demolition or alteration of an existing chimney or for the erection of a new one

Historic windows, doors, and porches

7.3.8. A key concern across the majority of the conservation area is the alterations to windows, doors and porches. The replacement of timber windows with inappropriate uPVC or other modern windows can impact the historic character of a building, and the contribution they make to the appearance of the conservation area.

7.3.9. Historic England's [Traditional Windows Their Care, Repair and Upgrading \(2017\)](#) advises that *"the loss of traditional windows from our older buildings poses one of the major threats to our heritage. Traditional windows and their glazing make an important contribution to the significance of historic areas. They are an integral part of the design of older buildings and can be important artefacts in their own right... The distinctive appearance of historic hand-made glass is not easily imitated in modern glazing."* The loss of historic joinery such as sash and casement windows and panelled doors results in a degree of harm to the

significance of an historic building, and the loss of crown or other early glass can also cause harm to the significance of buildings. Historic England's 2017 advice recommends that *"surviving historic fenestration is an irreplaceable resource which should be conserved and repaired whenever possible"*.

7.3.10. Further loss of timber windows should be resisted and where replacements are necessary, these should be timber windows of a similar style to the existing. Slimline double glazing or vacuum glazing may be acceptable and improve thermal performance. uPVC replacements should be resisted due to their thicker and clearly modern profile and finish, which detracts from historic character and architectural interest.

7.3.11. Where draughts are causing an issue, the repair and refurbishment of windows and doors can improve thermal performance. Please see Section 7.4 for more information on [Energy efficiency](#).

7.4. Managing Future Change

This section addresses the management of future change within the conservation area. It seeks to ensure that new development, including shopfronts, is designed sensitively, respecting the existing historic character, scale and materials while allowing for high-quality, sustainable growth and enhancements which will preserve or enhance the conservation area's special interest.

New Development

7.4.1. There are some sites in the conservation area which, if sensitively redeveloped, could enhance the character and appearance of the conservation area. Opportunities for new development would primarily result from the redevelopment of

sites which do not currently contribute to the area's special interest. These sites have been identified in Section 5.2 of this document.

7.4.2. To be successful, any future development needs to be mindful of the local character and appearance of the conservation area, while addressing contemporary issues such as sustainability.

7.4.3. Successful new development will:

- Relate to the geography and history of the place;
- Positively respond to the historic pattern of existing development and routes through and around it (including public footpaths);
- Respect important views;
- Respond to the scale of neighbouring buildings;
- Use local, traditional, and high-quality materials; and
- Use high quality building methods that respond to existing buildings in the area.

7.4.4. Three Rivers District Council will guide development in a positive manner by:

- Engaging with developers at an early stage through the pre-application process to ensure modern development is high quality in design, detail, and materials, that responds to the existing built environment.

- Ensuring large scale development schemes are designed to be sympathetic with the established character of the area. The choice of materials and the detailed design of building features are important in making sure it is appropriate to a conservation area.
- Seeking opportunities for developers to make a positive contribution to the wider historic environment through Section 106 Agreements where appropriate.

Energy efficiency

7.4.5. In 2019 Three Rivers District Council declared a climate emergency which committed the Council to tackling climate change. It is important to understand and address the challenges that the historic environment faces in a period of climate-uncertainty. Historic England are undertaking research into the role that cultural heritage and historic buildings can play in climate change mitigation and adaptation, and have produced a suite of guidance documents which support in decision making:

- Historic England, *Adapting Historic Buildings for Energy and Carbon Efficiency* (2024)
- Historic England, *Energy Efficiency and Traditional Homes* (2020)
- Historic England, *Energy Efficiency and Historic Buildings: How to improve energy efficiency* (2018)

7.4.6. These guidance documents should be used and promoted within the conservation area to ensure that the balance between sustainability benefits and harm to significance is carefully considered, using a holistic 'whole building' approach

when tackling these issues. Historic England have further information on the benefits of this approach on their [website](#).

7.4.7. A common ‘quick fix’ within traditional buildings can be addressing draughts. The repair and refurbishment of windows can improve the thermal performance of historic windows in the first instance, along with the use of shutters and heavy curtains. Alternatively, modern technology allows for well-designed secondary glazing; special timber casements that can be constructed and fixed to the interior of the frame using sections and mouldings to match the primary glazing. These less intrusive methods are advisable within the conservation area; however, it is recommended that advice is sought from the Three Rivers District Council before any changes to windows, doors, or porches are made to ensure the optimum solution is reached.

Tall Buildings

7.4.8. The approach to tall buildings in the conservation area aligns with [Historic England Advice Note 4 Tall Buildings](#).

7.4.9. Tall buildings are defined by the nature of existing character and appearance. In accordance with the local character of Rickmansworth, building heights should take the context of the conservation area into account. Some sites can accommodate tall buildings, which may have a positive impact as part of a wider regeneration scheme, for example. There will also be sites that are inherently unsuitable for tall buildings due to the harm they would cause to the significance of heritage assets.

7.4.10. It is important to have a good understanding of the significance of any heritage assets that may be affected by a proposal for tall buildings, as well as the character of the place, at the earliest possible stage. This includes the conservation area, as

well as designated and non-designated heritage assets within it and its setting. This understanding will help to ensure that the height of new developments respect the established townscape.

7.4.11. Proposals must carefully consider their impact on key views, heritage assets, and the wider setting of the conservation area, as outlined in Historic England’s guidance. Any development should demonstrate a clear understanding of scale, proportion, and townscape sensitivity, ensuring that new buildings integrate harmoniously without overwhelming the area’s historic fabric.

Shop Frontages

7.4.12. The conservation area contains a number of historic shop frontages which make a positive contribution to the area, predominantly located within the High Street. While many have retained their historic character, some are in need of maintenance and repair and have undergone unsympathetic alterations.

7.4.13. Features of interest might include the original shop window and joinery, the traditional shop surround with fascia, pilasters and cornice, or other features such as tiles or signage. These features should be retained and repaired where possible, and should not be removed, covered, or altered. Repair and reinstatement of damaged or missing features will be encouraged. The general principles of shop design are to carefully consider:

- Windows
- Traditional details (pilasters, brackets, fascias etc.)
- Stall risers
- Materials
- Security (grilles, shutters etc.)

- Awnings, canopies and blinds
- Signs and advertising

7.4.14. Planning permission is usually required for changes to shopfronts. Proposals relating to historic shopfronts will be required to be of a high quality, retaining any surviving traditional features and contributing to an overall improvement in terms of character and appearance.

7.4.15. The Batchworth Neighbourhood Plan is supported by the [Rickmansworth Town Centre Concept Plan](#) (2023). Within Section 4.5 of the Concept Plan is shopfront guidance which should be followed.

Views and setting

7.4.16. Some buildings and spaces fall outside the conservation area as they do not directly contribute to its historic or architectural interest, however, they form an important part of the wider area and contribute to its setting (refer to Section 0 for further detail).

7.4.17. Redevelopment or alteration to these buildings and spaces outside the conservation area's boundary must carefully consider any potential impacts on the conservation area's significance, including the uniformity of groups of buildings within the setting of the conservation area. Developments should be sensitively designed to better reveal the significance of the conservation area where possible.

7.4.18. The key views analysed in Section 5.3 of this document are in no way exhaustive. The impact of any addition, alteration or removal of buildings, structures, trees, or highways on key views should be considered to aid decision making. Where appropriate, views should be considered within Design and Access or Heritage

Statements, which may be required for an application to be validated. This should be in accordance with Historic England's *Good Practice Advice in Planning Note 3: The Setting of Heritage Assets* (2017).

7.5. Public Realm and Highways

7.5.1. The management of the public realm spaces, highways, and access within the conservation area aims to preserve its historic character while ensuring safe and efficient movement for pedestrians and vehicles. This includes maintaining appropriate street surfaces, signage, and street furniture, managing traffic flow to reduce impact, and improving accessibility for all users in a way that is sensitive to this historic environment.

7.5.2. The proliferation of car parking and busy traffic routes through the conservation area are key issues and any opportunities to reduce these should be taken. It is understood that parking directly in the town centre is appreciated by many locals and businesses. Therefore, a balance should be struck by retaining some parking in the High Street while reducing or better screening some of the most intrusive areas of parking and providing better pedestrian links to parking close to the town centre.

Access and Integration

7.5.3. The conservation area has two fairly busy roads running through the centre. This results in fluctuating traffic levels throughout the historic core with some issues of parking. The conservation area is easily accessed by public transport, foot and vehicle. Improvement to the management of traffic and enhancement of pedestrian ways could enhance the area,

including slowing down traffic and upgrades to the cycle network and footpaths.

7.5.4. Developing and linking public footpaths within the town centre to those outside of town, such as Rickmansworth Park, would help encourage visitors into the centre of town, boosting local business and promoting the heritage of the town.

Advertisements

7.5.5. Advertising lettering and signs used in excess of the name of the business and the service or goods supplied should be limited within the conservation area. In the majority of cases, it should be discouraged. Where it is incorporated into a shopfront, it must be designed with particular regard to the form and elevations of the building. If window-area is not necessary for display of goods or lighting it should not be obscured with posters and or laminated prints which creates a 'dead frontage'.

7.5.6. Advertisements are subject to a separate consent process under the Town and Country Planning (Control of Advertisements) (England) Regulations 2007. Restricting deemed consent for advertisements or creating Area of Special Advertisement Control could be considered as this would allow more greater control over advertisements within the conservation area and ensure new and replacement signage on retail and commercial buildings is sympathetic to the character and appearance of the area.

Car Parking

7.5.7. There are a number of surface car parks within the conservation area. These currently make a negative contribution to the character and appearance of the area. They are, however, useful in alleviating on-street parking. The impact of car parks

should be minimised as far as possible, through the use of sympathetic materials (for signage, benches, bollards etc) and by screening using planting.

Street Furniture

7.5.8. Collaboration between the Highways Department and Local Planning Authority should ensure the maintenance and replacement programme for street furniture (including lampposts) and hard surfacing reflects the character and local distinctiveness of the conservation area and promotes consistency.

Tree Management

7.5.9. Trees play a vital role to the character and appearance of the conservation area. In line with the Town and Country Planning Act, all trees in conservation areas are afforded protection. Trees which have a trunk diameter of more than 75mm, at a height of 1.5m from the ground, may not be felled or lopped unless six weeks written notice has been given to the Council.

7.5.10. Further information on trees and Tree Protection Orders is available from the [Council's website](#).

7.5.11. It is also considered that any prominent trees, street trees, and trees with amenity value on private land throughout the conservation area should be monitored and maintained appropriately. This will ensure the symmetry along tree lined streets and visual rhythm, as well as maintain the green character of the area. Any tree that makes a positive contribution to the area should be retained, maintained and, if felled (only if dead, dying or dangerous) replaced with an appropriate new tree.

7.6. Cultural Heritage

This section addresses the cultural heritage of the conservation area, which is an integral part of its identity. The management plan seeks to preserve and enhance Rickmansworth's heritage by supporting community engagement.

Public Resources

7.6.1. The cultural historic significance of Rickmansworth makes a key contribution to the conservation area. Currently, there is a museum and the Rickmansworth Historical Society, which are both located within the area and are considered to be stakeholders of the conservation area. These groups should continue to be supported as they work to promote the history and importance of Rickmansworth.

Heritage Interpretation

7.6.2. Other than the museum, there is currently no interpretation (information boards, signage, interactive QR codes etc.) within the conservation area aimed at improving understanding and awareness. This would be an effective way to improve awareness and re-establish the identity of Rickmansworth as a historic settlement.

7.6.3. Interpretation could be established in the key spaces and gateways identified in section 6.2 (the forecourt of Basing House, and the station and underpass).

8. Appendices

8.1. Bibliography

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8.2. Legislation, Policy and Guidance

LEGISLATION/POLICY/GUIDANCE	DOCUMENT	SECTION/POLICY
Primary Legislation	Planning (Listed Buildings and conservation areas) Act 1990	66: General duty as respects listed buildings in exercise of planning functions. 72: General duty as respects conservation areas in exercise of planning functions.
National Planning Policy	Ministry of Housing, Communities & Local Government. National Planning Policy Framework. London: UK Government, 2024.	Section 16; Annex 2
National Guidance	Ministry of Housing, Communities & Local Government. <i>National Planning Practice Guidance</i> . London: UK Government, 2014.	ID: 18a
National Guidance	Historic England, <i>Conservation Area Appraisal, Designation and Management Historic England Advice Note 1</i> . Second Edition. Swindon: Historic England, 2019.	

National Guidance	Historic England, <i>The Setting of Heritage Assets Historic Environment Good Practice Advice in Planning Note 3</i> . Second Edition. Swindon: Historic England, 2017.	
National Guidance	Historic England, <i>High Streets for All</i> (2018) Advice for Highway and Public Realm Works in Historic Places	
National Guidance	Historic England (2020) <i>Conserving Georgian and Victorian Terraced Housing</i>	
National Guidance	Historic England (2017) <i>Traditional Windows Their Care, Repair and Upgrading</i>	
National Guidance	Historic England (2024) <i>Adapting Historic Buildings for Energy and Carbon Efficiency</i>	
National Guidance	Historic England (2018) <i>Energy Efficiency and Historic Buildings: How to improve energy efficiency</i>	
National Guidance	Historic England (2020) <i>Energy Efficiency and Traditional Homes</i>	
Local Supplementary Planning Document	Three Rivers District Council Core Strategy (2011)	PSP1, CP1, CP7, CP12, DM3
Local Supplementary Planning Document	Batchworth Neighbourhood Plan (2023-2038)	

8.3. List of All Designated Heritage Assets within the Conservation Area

List Entry Number	Address	NGR	Grade	Date of Designation
1100848	ST JOAN OF ARCS CONVENT HIGH SCHOOL	TQ 06293 94608	II	26/07/1951
1100849	THE FOX AND HOUNDS PUBLIC HOUSE	TQ 05759 94461	II	03/10/1985
1100850	BASING HOUSE	TQ 06079 94497	II	26/07/1951
1100873	7 AND 9, CHURCH STREET	TQ 06052 94398	II	03/10/1985
1100874	25 AND 27, CHURCH STREET	TQ 06080 94321	II	23/01/1975
1100876	CHURCH OF ST MARY	TQ 06130 94220	II	26/07/1951
1101568	K6 TELEPHONE KIOSK OUTSIDE ST MARY'S CHURCH	TQ 06170 94192	II	23/11/1987
1173409	THE BURY	TQ 06029 94188	II	26/07/1951
1173487	THE CHEQUERS RESTAURANT	TQ 06073 94333	II	03/10/1985

1173498	THE OLD VICARAGE	TQ 06027 94381	II	27/07/1972
1173533	PAIR OF CHEST TOMBS WITH FLUTED CORNER PIERS ABOUT 10 METRES NORTH OF CHURCH OF ST MARY	TQ 06112 94237	II	03/10/1985
1173611	133, 133A AND 133B, HIGH STREET	TQ 05933 94453	II	03/10/1985
1173616	20, HIGH STREET	TQ 06233 94527	II	03/10/1985
1296110	142 AND 144, HIGH STREET	TQ 05772 94493	II	03/10/1985
1296134	THE HOUR HOUSE	TQ 06201 94482	II	03/10/1985
1296164	WAR MEMORIAL ABOUT 40 METRES EAST OF CHURCH OF ST MARY	TQ 06178 94219	II	03/10/1985
1296187	29-33 Church Street	TQ06085 94304	II	23/01/1975
1296195	THE PRIORY	TQ 06091 94246	II	03/10/1985

1348226	THE COACH AND HORSES PUBLIC HOUSE	TQ 06220 94510	II	03/10/1985
1348227	72, 72A AND 72B, HIGH STREET	TQ 05962 94470	II	03/10/1975
1348239	53-61, CHURCH STREET	TQ 06168 94272	II	01/03/1982
1348240	THE FEATHERS PUBLIC HOUSE	TQ 06085 94260	II	14/08/1974
1348241	WILSON MONUMENT IMMEDIATELY NORTH OF CHANCEL OF CHURCH OF ST MARY	TQ 06145 94224	II	03/10/1985
1348251	WAR MEMORIAL STATUE	TQ 06055 94592	II	03/10/1985
1390746	74, HIGH STREET	TQ 05954 94478	II	24/05/2004

8.4. List of All Locally Important Buildings within the Conservation Area

Name	Address	Building Type
Beresford Almshouses	Bury Lane	Almshouse
Gables Cottages	Bury Lane	House
11 Church Street	Church Street	House
11a Church Street	Church Street	House
13 Church Street	Church Street	House
23 Church Street	Church Street	House
32 Church Street	Church Street	House
37 Church Street	Church Street	House
39 Church Street	Church Street	House
41 Church Street	Church Street	House
43 Church Street	Church Street	House
49 Church Street	Church Street	House
The Old Forge (r/o 14-16 Church Street)	Church Street	House
18 High Street	High Street	House
24/26 High Street	High Street	House

76/78 High Street (Boots)	High Street	Shop
87 High Street	High Street	Shop
89/91 High Street	High Street	Shop
104 High Street	High Street	Shop
106 High Street	High Street	Shop
108/110 High Street	High Street	Shop
129 High Street	High Street	Shop
The Hogshead P.H.	High Street	Public house
163 High Street (Victoria Pharmacy)	High Street	Shop
165 High Street	High Street	Shop
165a High Street	High Street	Shop
167 High Street	High Street	Shop
169 High Street	High Street	Shop
181 High Street	High Street	Shop

8.5. Frequently Asked Questions

What is a conservation area?

Conservation areas are designated by the Local Planning Authority as areas of special architectural and historic interest. There are many different types of conservation areas, which vary in size and character, and range from historic town centres to country houses set in historic parks. Conservation area designation introduces additional planning controls and considerations, which exist to protect an area's special character and appearance and the features that make it unique and distinctive. Although designation introduces controls over the way that owners can develop their properties, it is generally considered that these controls are beneficial as they preserve and/or enhance the value of properties within conservation areas.

The 1990 Planning (Listed Buildings and Conservation Areas) Act specifies the general duty of Local Authorities, in the exercise of planning functions (Section 72). The 1990 Act states that special attention shall be paid to the desirability of preserving or enhancing the character or appearance of a conservation area.

The National Planning Policy Framework regards conservation areas as '*designated heritage assets*'.

How are conservation areas designated and managed?

The designation process includes detailed analysis of the proposed conservation area and adoption by the Local Planning Authority. As set out by Section 69(2) of the 1990 Act, a review process should be periodically undertaken, and the conservation area assessed to safeguard that it retains special architectural or historic interest. Threats can be identified, and the boundary reviewed, to ensure it is still relevant and appropriate.

This conservation area is supported by an appraisal and management plan. The appraisal describes the importance of an area in terms of its character, architecture, history, development form and landscaping. The management plan, included within the appraisal, sets out various positive proposals to improve, enhance and protect the character and appearance of the conservation area.

How can I find out if I live in a Conservation Area?

Boundary maps of conservation areas can be found on your Local Planning Authority website. You can also contact your Local Planning Authority directly to find out if you reside within a conservation area. Three Rivers District Council maintains a webpage with further information of all the conservation areas within the district. For further information, please visit the Council's [website](#).

What are the Council's duties regarding development in conservation areas?

The Local Authority must follow the guidance in the National Planning Policy Framework (NPPF) and the National Planning Practice Guidance (NPPG). These set out in clear terms how development proposals within conservation areas should be considered on the basis of whether they conserve the area's significance. Section 72(1) of the Planning (Listed Buildings and Conservation Areas) Act 1990 must also be followed with special attention paid to proposals preserving and enhancing the character and appearance of the area. Applications which fail to preserve or enhance the character or appearance of the Conservation Area are likely to be refused as a result. The Local Authority's Local Plan also typically includes a specific policy on conservation areas.

What is an Article 4 Direction?

Under the provisions of the Town and Country Planning (General Permitted Development) Order 2015, certain minor works, such as domestic alterations, can normally be carried out without planning permission. However, some conservation areas are covered by an Article 4 Direction, which brings certain types of development back under the control of a Local Planning Authority. This allows potentially harmful proposals to be considered on a case-by-case basis through planning applications. Article 4 Directions are used to control works that could threaten the character or appearance of an area, and a planning application may be required for development that would otherwise have been permitted development. Historic England provides information on Article 4 Directions on their [website](#).

Article 4 Direction was applied to Rickmansworth Town Centre in 2023, and proposals have been made within the Management Plan within this document for its review and possible extension.

Do I need permission to alter a property in a conservation area?

Alterations or extensions to buildings in the conservation area will generally need planning permission. Your Local Authority will provide advice as to how to proceed.

Part of the conservation area also has an Article 4 Direction, which relates to alterations such as alterations and enlargements, alterations to roofs and chimneys, additions of porches, outbuildings, hard surfacing, the maintenance, enhancement or demolition of boundary treatments, satellite dishes, and the painting, rendering or cladding of external walls.

Do I need to make an application for routine maintenance work?

If routine maintenance works are to be carried out using authentic materials and traditional craft techniques, on a like-for-like basis, it is unlikely that you will need to apply for permission. However, it is strongly

recommended that you contact the Local Planning Authority for clarification before commencing any works. The use of a contractor with the necessary skills and experience of working on historic buildings is essential. Inappropriate maintenance works and the use of the wrong materials will cause damage to the fabric of a historic building.

Will I need to apply for permission for a new or replacement garage, fence, boundary wall or garden structure?

Any demolition, development or construction in conservation areas will generally need planning permission. A replacement boundary, garage, or greenhouse will need to be designed with the special historic and architectural interest of the conservation area in mind. The Article 4 Direction covering part of Rickmansworth Town Centre has removed Permitted Development Rights for the alteration, replacement or construction of boundary treatments and outbuildings which front a public thoroughfare (defined as a highway, waterway, or open space) so planning permission will be required. The Three Rivers planning department will provide advice as to how to proceed with an application.

Can I demolish a building in a conservation area?

Demolition or substantial removal of part of a building within a conservation area will usually require permission from the Local Planning Authority. It is important to speak to them before beginning any demolition works, to clarify if permission is required.

Can I remove a tree within a conservation area?

If you are thinking of cutting down a tree or doing any pruning work, the Local Planning Authority must be notified 6 weeks before any work begins. This enables the authority to assess the contribution the tree makes to the character of the conservation area and, if necessary, create a Tree Preservation Order (TPO) to protect it. Consent will be required for any works to trees that are protected. Further information on TPOs can be found on Historic England's [website](#). You can apply to carry out works to a tree in a conservation area [here](#).

How do I find out more about a Conservation Area?

Historic England's website has information on conservation areas and their designation. Further information on the importance of conservation areas, and what it means to live in one, can also be accessed via their [website](#).

Historic England has also published an [advice note](#) called *Conservation Area Designation, Appraisal and Management* which sets out advice on the appraisal of conservation areas and managing change in conservation areas, and has been used in the preparation of the following appraisal.

In addition, Local Planning Authorities have information on the conservation areas within their boundaries available on their websites.

They will have information pertaining to when the conservation area was designated, how far it extends and the reason for its designation.

What is "setting"?

The "setting" of a conservation area refers to the surrounding environment in which the area is experienced, including the landscape, streetscape, and views that contribute to its overall character and historic significance. It essentially encompasses the wider context that helps define the special qualities of the conservation area itself; it does not just relate to buildings, but also the spaces around them.

Historic England's [The Setting of Heritage Assets Planning Note 3](#) produces further guidance.

8.6. Glossary

Term	Description
Archaeological interest	There will be archaeological interest in a heritage asset if it holds, or potentially may hold, evidence of past human activity worthy of expert investigation at some point. Heritage assets with archaeological interest are the primary source of evidence about the substance and evolution of places, and of the people and cultures that made them.
Conservation (for heritage policy)	The process of maintaining and managing change to a heritage asset in a way that sustains and, where appropriate, enhances its significance.
Designated heritage asset	A World Heritage Site, Scheduled Monument, Listed Building, Protected Wreck Site, Registered Park and Garden, Registered Battlefield or conservation area designated under the relevant legislation.
Heritage asset	A building, monument, site, place, area or landscape identified as having a degree of significance meriting consideration in planning decisions, because of its heritage interest. Heritage asset includes designated heritage assets and assets identified by the Local Planning Authority (including local listing).
Historic environment	All aspects of the environment resulting from the interaction between people and places through time, including all surviving physical remains of past human activity, whether visible, buried or submerged, and landscaped and planted or managed flora.
Historic environment record	Information services that seek to provide access to comprehensive and dynamic resources relating to the historic environment of a defined geographic area for public benefit and use.
Local List	Local listing is a concept that is designed to ensure that the historic and architectural interest of buildings that are of local importance but do not meet the criteria for being nationally listed is taken account of during the planning process. Local lists can be used to identify significant local heritage assets to support the development of Local Plans.

Non-Designated heritage asset	Non-designated heritage assets are buildings, monuments, sites, places, areas or landscapes identified by plan-making bodies as having a degree of heritage significance meriting consideration in planning decisions, but which do not meet the criteria for designated heritage assets. Only a minority of buildings have enough heritage significance to merit identification as non-designated heritage assets.
Setting of a heritage asset	The surroundings in which a heritage asset is experienced. Its extent is not fixed and may change as the asset and its surroundings evolve. Elements of a setting may make a positive or negative contribution to the significance of an asset, may affect the ability to appreciate that significance or may be neutral.
Significance (for heritage policy)	The value of a heritage asset to this and future generations because of its heritage interest. That interest may be archaeological, architectural, artistic or historic. Significance derives not only from a heritage asset's physical presence, but also from its setting.

DRAFT

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Policy and Resources Monday, 7 July 2025

PART I

Data Management Policies (ADCCC)

1 Summary

- 1.1 This covering report is submitted for consideration and approval of the attached policies:
- Data Protection Policy (update to existing policy)
 - Privacy Policy (new)
 - Subject Access Request (SAR) Policy (previously contained within the Data Protection Policy)
 - Freedom of Information (FOIA) and Environmental Information Regulations (EIR) Policy (replaces current FOIA guidance for staff)
 - Data Retention Policy (update to existing policy)
 - Special Category Personal Data and Criminal Offence Data Policy (new)
- 1.2 These documents aim to ensure compliance with legal obligations, enhance transparency, and protect the rights of individuals regarding their personal data.
- 1.3 The attached policies collectively reinforce the council's commitment to data protection and transparency and are updated version of previous overarching Data Protection and Privacy policies.
- 1.4 The additional policies have been developed to provide Officers with more comprehensive guidance and a clear point of reference. These policies are designed to support Officers in effectively carrying out their responsibilities and to ensure that the Council fully complies with its legal and regulatory obligations. This includes responsibilities under Subject Access Requests (SARs), the Freedom of Information Act (FOIA), the Environmental Information Regulations (EIR), data retention requirements, and the handling of special category personal data.
- 1.5 Together they provide a framework for handling personal data responsibly and in compliance with the UK General Data Protection Regulation (UK GDPR), and the Data Protection Act 2018.
- 1.6 This report seeks approval for the adoption and implementation of these policies to ensure the council meets its statutory obligations and maintains public trust.
- 1.7 The initial draft documents were submitted to Sharpe Pritchard LLP for review and feedback. Following their review, the firm provided detailed comments and suggestions regarding various aspects of the documents. These comments were carefully considered and incorporated into the revised versions of the documents submitted with this report, including the creation of the standalone Special Category Personal Data and Criminal Offence Data Policy.

2 Recommendation

That:

- 2.1 The option detailed at 4.1 is selected.
- 2.2 The Committee agrees to give delegated Authority to Associate Director of Corporate, Customer and Community to authorise minor changes to the policy, such as terminology, clarification, or administrative corrections with no significant impact.
- 2.3 That public access to the report be immediate.

Report prepared by: Phil King (Data Protection and Resilience Manager)

3 Details

- 3.1 Data Protection Policy: Establishes the principles for collecting, processing, and storing personal data, ensuring compliance with relevant legislation and promoting data security within the council.
- 3.2 Privacy Policy: Describes how the council collects, uses, and protects personal data, ensuring that individuals are informed about their rights and the council's data practices.
- 3.3 Subject Access Request (SAR) Policy: Outlines the procedures for individuals to request access to their personal data held by the council, ensuring timely responses and adherence to the statutory timeframe.
- 3.4 Freedom of Information (FOI) and Environmental Information Regulations (EIR) Policy: Details how the council will respond to requests for information, balancing transparency with the need to protect sensitive information.
- 3.5 Data Retention Policy: Sets out the guidelines for retaining and disposing of data in compliance with legal requirements, thereby minimising risks associated with data retention.
- 3.6 Special Category Personal Data and Criminal Offence Data Policy: Defines the procedures for processing sensitive personal data, including health, racial, or criminal offence data, ensuring compliance with data protection laws such as UK GDPR. It outlines the legal basis for processing such data and implements robust security measures to protect against unauthorised access or misuse.
- 3.7 Separate procedures are available for staff to support them in complying with these policies

4 Options and Reasons for Recommendations

- 4.1 Approve the Attached Policies as Presented.
 - 4.1.1 Ensures compliance with legal obligations and best practices in data protection.
 - 4.1.2 Builds public trust and demonstrates the council's commitment to safeguarding personal data.
- 4.2 Approve the Policies with Amendments.

4.2.1 Allows customisation to better fit the council's needs while still meeting legal requirements.

4.2.2 Risks delaying implementation and could create compliance gaps if amendments compromise core principles.

4.3 Reject the Policies.

4.3.1 Exposes the council to legal risks, including significant fines for non-compliance.

4.3.2 Undermines public confidence in the council's ability to manage personal data and could lead to inconsistent practices.

5 Policy/Budget Reference and Implications

5.1 The implementation of these policies aligns with the Council's Corporate objective to "*Provide responsive and responsible local leadership*".

5.2 There are no additional costs associated with training staff to comply with these policies so can be considered within the existing budget.

6 Financial Implications

6.1 The Information Commissioner's Office (ICO) can impose fines of up to £17.5m or 4% of annual global turnover (whichever is higher) for serious breaches of data protection laws. This could pose a significant financial risk for the council in the event of a data breach.

7 Legal Implications

7.1 Compliance with UK GDPR and the Data Protection Act 2018 is mandatory. Failure to implement these policies could result in legal action and financial penalties.

8 Equal Opportunities Implications

8.1 The policies ensure that all individuals are treated equally regarding access to their data and information, promoting fairness and inclusivity.

9 Staffing Implications

9.1 Staff training will be necessary to ensure understanding and compliance with the new policies.

9.2 No additional staffing resource is needed to comply with the policies.

10 Communications and Website Implications

10.1 The council's website will need to be updated to reflect the new policies, ensuring public access to information regarding data protection practices.

11 Risk and Health & Safety Implications

11.1 Implementation of these policies will help mitigate risks associated with data breaches, ensuring that the council has robust processes in place.

12 Environmental, Community Safety, Public Health and Customer Services Centre Implications

12.1 None specific.

APPENDICES / ATTACHMENTS

Data Protection Policy 2025 – 2028

Privacy Policy 2025 – 2028

Subject Access Request Policy 2025 – 2028

FOI and EIR 2025 – 2028

Data Retention Policy 2025 – 2028

Special Category Personal Data and Criminal Offence Data Policy 2025 – 2028

Three Rivers District Council

Data Protection Policy

2025 - 2028

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1. Introduction

Three Rivers District Council (the Council) is committed to protecting the privacy and security of personal data. This Data Protection Policy outlines how the Council collects, uses, stores, and protects personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018) (together referred to as the 'Data Protection Legislation').

2. Scope

This policy applies to all employees, contractors, agents, volunteers, and other individuals who handle personal data on behalf of the Council. It covers all personal data the Council processes, regardless of the medium in which it is held or whether it relates to past or present employees, contractors, agents, volunteers, or any other Data Subject.

3. Definitions

Data Breach: Any act or omission that compromises the security, confidentiality, integrity or availability of personal data or the physical, technical, administrative or organisational safeguards that we or our third-party service providers put in place to protect it. An accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data is a Data Breach.

Data Controller: The entity that determines the purposes and means of processing personal data.

Data Processor: The entity that processes personal data on behalf of the Data Controller.

Data Subject: A living identified or identifiable individual whose personal data is being processed by the Council.

Joint Controller: If two or more Data Controllers jointly determine the purpose and means of Processing the same personal data, they are joint controllers.

Personal data: Any information identifying a Data Subject or information relating to a Data Subject that we can identify (directly or indirectly) from that data alone or in combination with other identifiers we possess or can reasonably access, including Special Category Data.

Processing or Processes: Any operation or set of operations performed on personal data, whether or not by automated means.

Special Category Data: Personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning health, or data concerning a natural person's sex life or sexual orientation.

4. Data Protection Principles

The Council adheres to the following principles when Processing personal data: **Lawfulness, Fairness, and Transparency:** personal data must be Processed lawfully, fairly, and in a transparent manner.

Purpose Limitation: personal data must be collected for specified, explicit, and legitimate purposes and not further Processed in a manner incompatible with those purposes.

Data Minimisation: personal data must be adequate, relevant, and limited to what is

necessary for the purposes for which it is Processed.

Accuracy: personal data must be accurate and, where necessary, kept up to date.

Storage Limitation: personal data must be kept in a form which permits identification of Data Subjects for no longer than is necessary for the purposes for which the personal data is Processed.

Integrity and Confidentiality: personal data must be Processed in a manner that ensures appropriate security, including protection against unauthorised or unlawful Processing and against accidental loss, destruction, or damage, using appropriate technical or organisational measures.

Accountability: An overarching principle that the Council is responsible for and must be able to demonstrate compliance with these principles.

5. Lawful Basis for Processing

The Council will only Process personal data where there is a lawful basis for doing so. The lawful bases include:

- The Data Subject has given their consent.
- The Processing is necessary for the performance of a contract with the Data Subject.
- To meet our legal compliance obligations.
- To protect the Data Subject's vital interests.
- Performance of a task carried out in the public interest or in the exercise of official authority
- Legitimate interests allow the Council or a third party to Process personal data for purposes deemed necessary, provided they do not override the Data Subject's rights or freedoms.
- For Special Category Data, legitimate interests alone are not enough. Additional legal conditions, such as explicit consent or public interest, must be met.
- Processing of Special Category Data or criminal conviction data also requires extra safeguards to ensure the protection of Data Subject's rights.

6. Rights of Data Subjects

Data Subjects have the following rights regarding how TRDC handles their personal data:

Right to be informed: Data Subjects have the right to be informed about the collection and use of their personal data the Council holds. This will usually be in electronic form if the Data Subject has made the request electronically, unless they agree otherwise.

Right of access: Data Subjects have the right to access their personal data the Council holds and obtain information about how it is Processed, including through a Subject Access Request (SAR), which allows Data Subjects to request a copy of their personal data held by the Council.

Right to rectification: Data Subjects have the right to have inaccurate personal data corrected or completed if it is incomplete. Where the Council has disclosed the personal data to a third party it must also inform that third party of the right to rectification where possible.

Right to erasure: Data Subjects have the right to have their personal data erased in certain circumstances.

Right to restrict Processing: Data Subjects have the right to request the restriction or suppression of their personal data in certain circumstances.

Right to data portability: Data Subjects have the right to obtain and reuse their personal data for their own purposes across different services.

Right to object: Data Subjects have the right to object to the Processing of their personal data in certain circumstances.

Rights in relation to automated decision-making and profiling: Data Subjects have the right not to be subject to a decision based solely on automated processing, including profiling and using algorithms, which produces legal effects or significantly affects them.

7. Data Collection

Personal data must be collected only for specified, explicit and legitimate purposes. It must not be further Processed in any manner incompatible with those purposes. The Council collects personal data for a variety of purposes.

Service delivery: To provide services to residents, businesses, and visitors.

Human resources management: To manage employment relationships, including recruitment, payroll, performance management, and employee development.

Financial transactions: To process payments, grants, and other financial activities.

Community engagement: To involve residents in Council decision-making and community activities.

Legal compliance: To fulfil legal obligations and exercise statutory functions.

Public health and safety: To protect the health, safety, and welfare of the public.

The Council collects various types of personal data, including:

Contact information: Name, address, telephone number, email address.

Demographic information: Age, gender, marital status.

Identification information: National Insurance number, passport number, driving licence number.

Employment information: Job title, employment history, qualifications, performance records.

Financial information: Bank account details, payment history, tax information.

Health information: Medical history, health status, disabilities.

Communication records: Correspondence, call recordings, emails.

Visual images: Photographs, CCTV footage.

Should the Council wish to use personal data for a new or different purpose from that for which it was obtained, the DPO will provide advice on how to do this in compliance with both the Data Protection Legislation and this policy.

8. Data Processing

The Council Processes personal data for the following activities:

Service provision: Managing and delivering Council services to residents and businesses.

Administrative tasks: Record-keeping, correspondence, report generation.

Decision-making: Assessing eligibility for services, benefits, and grants.

Communication: Informing residents about council activities, events, and services.

Compliance: Ensuring adherence to legal and regulatory requirements.

Monitoring and enforcement: Investigating complaints, conducting audits, enforcing regulations.

Research and analysis: Conducting surveys, evaluating programs, improving services.

Processing Special Category Data requires additional safeguards due to its sensitive nature. The Council will only Process Special Category Data when:
Explicit consent has been obtained from the Data Subject.

Processing is necessary for employment, social security, or social protection law.

Processing is necessary to protect the vital interests of the Data Subject or another person where the Data Subject is physically or legally incapable of giving consent.

Processing is allowed by a not-for-profit organisation with a political, philosophical, religious, or trade union purpose, as long as it pertains to members or former members and is not disclosed outside the organisation with the Data Subject's consent.

Processing relates to personal data which are manifestly made public by the Data Subject.

Processing is necessary for legal claims or whenever courts are acting in their judicial capacity.

Processing is necessary for reasons of substantial public interest, based on domestic law, proportionate to the aim, and with safeguards to protect the Data Subject's rights and interests.

Processing is necessary for preventive or occupational medicine, employee capacity assessment, medical diagnosis, healthcare provision, or management of health/social care services, based on domestic law or a contract with a health professional, and subject to relevant conditions and safeguards.

Processing is necessary for public health reasons.

Processing is necessary for archiving purposes in the public interest, scientific or historical research, or statistical purposes.

9. Data Security

The Council implements appropriate technical and organisational measures to protect personal data against unauthorised or unlawful Processing, access, loss, destruction, or damage. These measures include:

Access controls: Only authorised personnel have access to personal data.

Encryption: personal data is encrypted where necessary to protect its confidentiality.

Network security: Firewalls, intrusion detection systems, and other security measures are in place to protect the Council's network.

Physical security: personal data is stored in secure facilities with access controls.

Training and awareness: Employees receive regular training on data protection and security.

Incident response: Procedures are in place for responding to Data Breaches and security incidents.

The Council will follow all procedures and technologies we put in place to maintain the security of all personal data from the point of collection to the point of destruction. The Council may only transfer personal data to third-party service providers who agree to comply with the required policies and procedures and who agree to put adequate measures in place, as requested.

10. Data Retention

The Council maintains a Data Retention Policy that outlines the retention periods for different categories of personal data. The retention periods are based on:

Legal and regulatory requirements: Compliance with statutory obligations and guidelines.

Business needs: Operational requirements for service delivery and administration.

Contractual obligations: Terms and conditions of contracts and agreements.

Data Subject rights: Balancing the need for data retention with the rights and expectations of Data Subjects.

The Council will ensure that when personal data is no longer needed for specified purposes, it is deleted or anonymised in accordance with the Council's Data Retention Policy.

11. Data Disposal

The Council ensures that personal data is disposed of securely to prevent unauthorised access, loss, or misuse. You will take all reasonable steps to destroy or erase from the Council's systems all personal data that we no longer require in accordance with the Council's applicable policies. Secure disposal methods include:

Shredding: Paper documents are shredded using cross-cut shredders to render them unreadable.

Incineration: Sensitive documents are incinerated in a controlled environment to ensure complete destruction.

Secure Deletion: Electronic records are securely deleted using software that overwrites data to prevent recovery.

Degaussing: Magnetic media, such as hard drives and tapes, are degaussed to erase data.

Physical Destruction: Storage devices, such as hard drives and USB drives, are physically destroyed to prevent data retrieval.

Special Category Data requires additional safeguards during disposal. The Council will: Ensure Special Category Data is separated from other records during disposal.

Use higher security measures, such as incineration or physical destruction, for Special Category Data.

Maintain records of the disposal process, including the date, method, and personnel involved.

12. Data Breach Management

All employees, contractors, and third-party users must report any suspected Data Breach to the Data Protection Officer immediately.

A data breach is defined as; '*a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data, transmitted, stored or otherwise processed*'.

In the event of a Data Breach, the Council will:

Contain and mitigate the Data Breach: Take immediate steps to contain the Data Breach and mitigate its impact.

Assess the risk: Evaluate the risks to Data Subjects and the severity of the Data Breach.

Notify the ICO: Notify the Information Commissioner's Office within 72 hours if the Data Breach poses a risk to Data Subjects' rights and freedoms.

Notify Data Subjects: Inform affected Data Subjects without undue delay if the Data Breach is likely to result in a high risk to their rights and freedoms.

Review and Improve: Investigate the cause of the Data Breach and implement measures to prevent recurrence.

13. Data Sharing and Transfers

The Council will only share personal data with third parties when a lawful basis from the legislation can justify that sharing, where it is necessary to achieve a clear purpose and, with that purpose in mind, it is fair and proportionate to do so.

The Council may share personal data with third parties, including:

- Government bodies and regulatory authorities
- Law enforcement agencies
- Service providers and contractors
- Partner organisations

Data sharing will be conducted in accordance with Data Protection Legislation and the Council's data sharing agreements, ensuring that appropriate safeguards are in place to protect the personal data.

Purpose: Data Sharing Agreements (DSAs) outline the terms under which personal data is shared between organisations, ensuring both parties understand the purpose of the data sharing, including the aims of the data sharing and the benefits it will bring.

Legal Compliance: DSAs must comply with Data Protection Legislation, specifying the lawful basis for data sharing and ensuring the rights and freedoms of Data Subjects are protected.

Transparency: We must provide privacy notices to Data Subjects explaining who their personal data will be shared with.

Roles and Responsibilities: The DSA clearly defines whether the parties involved are Data Controllers or Joint Controllers and outlines their respective responsibilities and obligations.

Security Measures: DSAs must include provisions on how the personal data will be

secured, specifying technical and organisational measures to prevent unauthorised access or Data Breaches.

Data retention and disposal: DSAs should define how long the shared personal data will be retained and outline the processes for securely disposing of personal data once it is no longer required.

Oversight by the DPO: All DSAs must be approved by the DPO, who maintains a register of these agreements and monitors compliance.

The Council uses Data Processors to process personal data on behalf of the Council. These could be service providers and contractors. When using Data Processors, the Council will ensure it complies with Data Protection Legislation:

Data Processing Agreement: Data processing agreements (or data protection clauses in contracts) must meet the requirements of Article 28 of the UK GDPR and set out specific requirements, including requirements to only process personal data on the instruction of the Council as the Data Controller.

Security Measures: Ensuring Data Processors provide sufficient guarantees of the appropriate technical and organisational measures they will put in place to protect personal data.

The Council will not transfer personal data outside the UK unless:
The destination country provides an adequate level of data protection as determined by the UK government.

Appropriate safeguards are in place, such as standard contractual clauses or binding corporate rules.

The transfer is necessary for the performance of a contract, with the Data Subject's consent, or for other specified reasons permitted by law.

Contractors of the Council will not transfer personal data outside of the UK, without prior agreement

14. Data Protection Impact Assessments

The Council will conduct Data Protection Impact Assessments (DPIAs) for Processing activities that are likely to result in a high risk to Data Subjects' rights and freedoms.

The DPIA process involves:

Identifying the need: Determining when a DPIA is required.

Describing the Processing: Outlining the nature, scope, context, and purposes of the Processing.

Assessing necessity and proportionality: Evaluating whether the Processing is necessary and proportionate to achieve its aims.

Identifying and assessing risks: Identifying potential risks to Data Subjects and assessing their likelihood and severity.

Mitigating risks: Identifying measures to mitigate identified risks.

Documenting and reviewing: Documenting the DPIA and reviewing it regularly.

15. Training and Awareness

The Council provides regular training and awareness programs to ensure that

employees understand their responsibilities under Data Protection Legislation and this policy. The e-learning the Council provide to all staff is mandatory and is recertified every two years. Training covers topics such as:

- Data protection principles
- Data Subject rights
- Data security
- Incident response
- Data sharing and transfers

16. Monitoring and Audit

The Council regularly monitors and audits its data protection practices to ensure compliance with this policy and relevant laws. This includes:

- Regular reviews of personal data Processing activities.
- Audits of personal data security measures.
- Monitoring of personal data access and usage.
- Compliance checks against data protection laws.

17. Record Keeping

The Council maintains comprehensive records of its Processing activities in the form of a record of processing activities, including details of:

- Purposes of Processing.
- Categories of Data Subjects and personal data.
- Recipients of personal data.
- Retention periods.
- Data protection impact assessments.
- Data sharing and data processing agreements.

18. Responsibilities

Data Protection Officer: The Council has appointed a Data Protection Officer (DPO) who is responsible for overseeing this policy and ensuring compliance with Data Protection Legislation. Please contact the DPO with any questions about the operation of this policy or Data Protection Legislation, or if you have any concerns this policy is not being, or has not been, followed.

Deputy Data Protection Officer: This Officer will support the Data Protection Officer in their role as well as colleagues across the Council with advice and practical guidance.

Employees: All Council employees, including agency staff, who handle or collect personal data are responsible for ensuring their own compliance with the Data Protection Legislation. Employees must ensure that personal data is securely stored and processed in accordance with Data Protection Legislation, this policy, and the Staff Code of Conduct.

Heads of Service, Managers, and Team Leaders: Are responsible for ensuring that Council staff, volunteers, and work experience students under their supervision comply with the Data Protection Legislation, this policy, and are provided with appropriate training and inductions.

Failure to comply with this policy by any employee may result in disciplinary action, up to and including dismissal, and could also lead to criminal prosecution under Data Protection Legislation, as well as potential civil liability for compensation claims.

Elected Members: All elected members who handle or collect personal data are individually responsible for ensuring compliance with Data Protection Legislation. Elected members must ensure that personal data is securely stored and processed in

accordance with the Data Protection Legislation, this policy, and the Members' Code of Conduct.

Failure to comply with this policy by any elected member may result in formal action and could lead to criminal prosecution under Data Protection Legislation, in addition to potential civil liability for compensation claims.

19. Complaints

Data Subjects who have concerns about the way the Council is handling their personal data can raise a complaint with the DPO or directly with the UK data protection regulator, the Information Commissioner's Office (ICO).

Complaints can be made via [the Corporate Compliments or Complaints policy](#).

Complaints should be submitted for the attention of the DPO and will be acknowledged within five working days. The DPO will investigate the complaint and respond within 30 days.

If the complainant is not satisfied with the response, they may escalate the complaint to the ICO.

Contact Information for ICO:

Email: icocasework@ico.org.uk

Telephone: 0303 123 1113

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF,

Website: <https://ico.org.uk/>

20. Policy Review

This policy will be formally reviewed every three years or when there are significant changes to data protection laws or the Council's processing activities.

Three Rivers District Council

Privacy Policy

2025 - 2028

1. Introduction

Welcome to the Three Rivers District. This privacy policy explains how we collect, use, disclose, and safeguard your personal data when you visit our website or interact with our services. We are committed to protecting your privacy and ensuring that your personal data is handled in a safe and responsible manner.

2. Data Controller

Three Rivers District Council ("we", "our", "us") is the data controller responsible for your personal data. Our contact details are:

Email	enquiries@threerivers.gov.uk
Phone	01923 776611
Address	Three Rivers House, Northway, Rickmansworth WD3 1RL

3. Personal Data We Collect

We may collect and process the following categories of personal data about you: Personal, Demographic, and Family Information: Name, address, email address, phone number, date of birth, gender, age, family structure, and social circumstances.

Financial and Transactional Data: Bank details, payment information, financial records, and information about purchased or subscribed goods and services.

Service and Interaction Data: Records of your interactions with our services, including complaints, enquiries, service preferences, and data collected via cookies or tracking technologies.

Technical and Device Information: IP address, browser type, operating system, and other device-related technical data.

Employment, Education, and Licenses: Employment history, professional qualifications, education details, student or pupil records, and licenses, permits, or certifications held.

Lifestyle, Housing, Criminal History and Visual Data: Living conditions, housing needs, lifestyle habits, photographs, videos, personal appearance, and behavioural characteristics.

Business and Case Records: Information about business activities, case files, correspondence, and outcomes of interactions or disputes with us.

4. Special Category Personal Data We Collect

We may collect and process the following special categories of personal data about you:

Race and Ethnic Origin: Information about your racial or ethnic background.

Political and Religious Beliefs: Details of your political opinions, religious beliefs, or affiliations.

Trade Union Membership: Information about your membership in any trade union.

Genetic and Biometric Data: Genetic information and biometric data, such as fingerprints or facial recognition, where used for identification purposes.

Health Information: Data related to your physical or mental health, including medical history or conditions.

Sexual Life and Orientation: Information about your sex life or sexual orientation.

5. Privacy Notices

To ensure transparency and compliance with data protection laws, we provide privacy notices that detail how your personal data is collected, used, and shared.

Privacy notices are documents that inform individuals about how their personal data will be processed by us. They include information such as:

- The types of personal data we collect.
- The purposes for which we use the personal data.
- The legal basis for processing the personal data.
- Who we share your personal data with.
- How long we retain your personal data.
- Your rights concerning your personal data, including access, rectification, and erasure.

Our privacy notices are available on our website and/or provided directly to individuals when we collect their personal data. It is important that individuals review these notices to understand their rights and how their personal data will be used.

6. How We Use Your Personal Data

We use the personal data we collect in the following ways:

Service Delivery: To provide, manage, and improve our services.

Customer Support: To respond to your enquiries and provide support.

Legal Obligations: To comply with legal obligations and regulations.

Communications: To send you information about our services, updates, and changes.

Consultations and Surveys: To gather your opinions and feedback to improve our services.

Security and Fraud Prevention: To protect our systems and data from unauthorised access or abuse.

7. Legal Basis for Processing Your Personal Data

We process your personal data based on the following legal grounds:

Consent: When you have given us explicit consent to process your personal data for specific purposes.

Contractual Necessity: When the processing is necessary to perform a contract with you or take steps at your request before entering into a contract.

Legal Obligation: When we need to comply with a legal obligation.

Public Task: When the processing is necessary for us to perform a task in the public interest or in the exercise of official authority.

Legitimate Interests: When the processing is necessary for our legitimate interests or those of a third party, provided your interests and fundamental rights do not override those interests.

8. Legal Basis for Processing Your Special Category Personal Data or Criminal Conviction Data

When we process your special category personal data or criminal conviction, we must

satisfy further conditions of the UK GDPR and the Data Protection Act 2018. Our privacy notices set out the specific conditions we use.

9. Data Sharing

We may share your personal data with:

Service Providers: Third-party companies that provide services on our behalf.

Government Agencies: When required by law or to protect our legal interests.

Emergency Services: To protect vital interests in emergency situations.

Partners: Organisations we collaborate with to deliver services.

10. Data Security

We take reasonable steps to protect your personal data from loss, misuse, unauthorised access, disclosure, alteration, and destruction. These measures include:

Technical Protections: Encryption, firewalls, and secure servers.

Organisational Protections: Access controls, staff training, and data protection policies.

11. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Further details are published in our Data Retention Policy.

12. Your Rights

You have the following rights regarding your personal data:

Access: To request a copy of the personal data we hold about you.

Rectification: To request correction of inaccurate or incomplete data.

Erasure: To request deletion of your personal data in certain circumstances.

Restriction: To request restriction of processing your personal data.

Objection: To object to the processing of your personal data where we are relying on legitimate interests.

Portability: To request the transfer of your personal data to another party.

Automation: To not be subject to a decision based solely on automated processing.

You have the right to complain to us if you think we have not complied with our obligation for handling your personal data. Any complaint must be made in writing to our data controller.

If you are not satisfied with our response, you have the right to complain to the Information Commissioner's Office (ICO). You can [report a concern by visiting the ICO website](#).

13. Details for International Transfers

It may sometimes be necessary to transfer personal data overseas. When this is needed, personal data may be transferred to countries or territories around the world. Any transfers made will be in full compliance with all aspects of the data protection laws.

14. Changes to This Policy

We may update this privacy policy from time to time. We will notify you of any significant changes by posting the new policy on our website.
This privacy policy will be formally reviewed every three years.

Three Rivers District Council

Subject Access Request Policy

2025 - 2028

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1. Introduction

Three Rivers District Council (the Council) is committed to protecting the privacy rights of individuals in accordance with the Data Protection Act 2018 (DPA 2018) and the UK General Data Protection Regulation (UK GDPR), together referred to as the Data Protection Legislation. This policy outlines the procedures for handling Subject Access Requests (SARs) to ensure compliance with the Data Protection Legislation while ensuring transparency and upholding the rights of individuals regarding their Personal Data.

2. Scope

This policy applies to all employees, councillors, volunteers, contractors, and agents working for or on behalf of the Council who process Personal Data as part of their roles. It covers all Personal Data processed by the Council, regardless of the format in which it is held. This policy only applies when the Council acts as the Data Controller and not when the Council acts as the Data Processor.

3. Definitions

Data Controller: The entity that determines the purposes and means of processing Personal Data.

Data Processor: The entity that processes Personal Data on behalf of the Data Controller.

Data Subject: The identified or identifiable natural person to whom the Personal Data collected and processed by the Council relates.

Personal Data: Any information relating to an identified or identifiable Data Subject.

Subject Access Request: A request made by a Data Subject to access their Personal Data held by the Council.

4. Legal Basis

Under the UK GDPR, Data Subjects have the right to access their Personal Data held by the Council. This policy ensures that the Council meets its legal obligations by providing a structured approach to handling Subject Access Requests.

5. Rights of the Data Subject

Under UK GDPR, Data Subjects have the right to:

- Know if their Personal Data is being processed.
- Access their Personal Data.
- Be informed of the purposes of the processing, the categories of Personal Data concerned, and the recipients of the Personal Data.
- Request correction or erasure of their Personal Data.
- Restrict processing of their Personal Data.
- Receive a copy of certain Personal Data or transfer that Personal Data to another Data Controller.
- Object to Personal Data processing.

6. Making a Subject Access Request

Subject Access Requests can be submitted via our online portal, in writing, via email, via social media or verbally. Upon receipt, requests will be directed to the Data Protection Officer (DPO).

Requests should include:

- The Data Subject's full name and contact details.
- Any information that will assist in locating the requested Personal Data (e.g.,

specific departments, relevant time periods).

7. Identification and Verification

To ensure the protection of Personal Data, the Council will verify the identity of the requester before processing a Subject Access Request. Acceptable forms of identification include:

- Passport.
- Driver's License.
- Utility Bill (dated within the last three months).
- Birth Certificate.
- Any other form of identification deemed appropriate by the Data Protection Officer.

If the requester is acting on behalf of the Data Subject, the Council will also require written authorisation from the Data Subject and proof of the requester's identity.

8. Handling a Subject Access Request

Upon receipt of a Subject Access Request, the following steps will be taken:

Acknowledge Receipt: The Council will acknowledge the request within 3 working days, confirming receipt and outlining the next steps.

Verify Identity: The Council will verify the identity of the requester. If the identity cannot be verified, the Council will request additional identification.

Clarify Request (if necessary): If the request is ambiguous or too broad, the Council will contact the requester for clarification. The processing period may be paused until clarification is received.

Data Retrieval: The DPO will coordinate with relevant departments to retrieve the requested Personal Data. All efforts will be made to locate and collate the Personal Data fully and accurately.

Review Data: The DPO will review the Personal Data to ensure it does not include information on third parties or information that is exempt from disclosure, redacting or not supplying information as appropriate. Where redactions are made, the Council will ensure that these cannot be technically undone and that there is not hidden data, for example in spreadsheets.

Respond: The Council will provide the information in a concise, transparent, and easily accessible form within one calendar month of receipt of the request. If the request is complex, an extension of up to two additional months may be applied, with notification to the requester.

9. Format of Responses

The Council will provide the information in the format requested by the Data Subject, if possible. This may include:

- Electronic copies (e.g, PDF).
- Printed copies.
- On-screen inspection at the Council offices.

10. Exemptions

The Council may refuse to comply with a Subject Access Request if it is manifestly unfounded, excessive, or if an exemption applies. The Data Subject will be informed of the reason for refusal and their right to complain to the Information Commissioner's Office (ICO). Contact details for the ICO can be found below.

Certain Personal Data is exempt from disclosure under the UK GDPR and the Data Protection Act 2018. Exemptions may include, but are not limited to:

- Information that identifies third parties without their consent.
- Data related to crime prevention and investigation if disclosure would prejudice the prevention or detection of crime.
- Confidential references given or received by the Council.
- Information subject to legal professional privilege.
- Data processed for research, historical, or statistical purposes where it would prevent or seriously impair the achievement of the purposes.

11. Fees

In most cases, the Council will not charge a fee to respond to Subject Access Requests. This policy ensures that individuals can exercise their rights to access Personal Data without financial barriers. However, if a request is found to be manifestly unfounded or excessive—often due to being repetitive or requiring a disproportionate amount of time or resources—the Council may impose a reasonable fee rather than reject the request. This fee will be calculated based on actual administrative costs incurred in processing the request, ensuring transparency in the calculation.

The Council will provide a breakdown of any fees, detailing the staff time and material costs involved. Prior to proceeding with the request, the requester will be informed of these fees, allowing them to make an informed decision about whether to continue. Payment procedures will be clearly outlined, including accepted payment methods and any timelines for payment. Importantly, requesters have the right to appeal any fee decisions if they believe the charges are unjustified or excessive, providing an additional layer of fairness in the process.

12. Record Keeping

The Council will maintain a detailed record of all Subject Access Requests received, including:

- Name of applicant.
- Date of receipt.
- Date of acknowledgment.
- Date of response.
- Nature of the data provided.
- Any communications with the requester.
- Any exemptions applied.
- Time taken to fulfil.

These records will be kept securely and in compliance with UK GDPR principles.

13. Data Subject Rights

In addition to the right to access their Personal Data, Data Subjects have other rights under UK GDPR, including:

- The right to rectification.
- The right to erasure (right to be forgotten).
- The right to restrict processing.
- The right to data portability.
- The right to object to processing.
- Rights in relation to automated decision making and profiling.

The Council will provide information on how Data Subjects can exercise these rights in our privacy notices.

14. Data Security

The Council is committed to ensuring the security of Personal Data. All staff are trained on data protection principles and the importance of data security. This is recertified bi-annually.

Appropriate technical and organisational measures are in place to protect Personal Data from unauthorised access, alteration, disclosure, or destruction.

15. Training and Awareness

All employees involved in the collation of Subject Access Requests will be trained to do so, with guidance and final oversight coming from the DPO.

16. Complaints

If a Data Subject is not satisfied with the response to their Subject Access Requests, they have the right to make a complaint via the [Councils Corporate Compliments & Complaints Policy](#).

The complaint will be reviewed by a senior member of staff who was not involved in the original decision. The Council will aim to reply to the complaint within 20 working days. If the Data Subject remains unsatisfied, they have the right to lodge a complaint with the UK data protection regulator, the Information Commissioner's Office (ICO).

Contact Information for ICO:

Email: icocasework@ico.org.uk

Telephone: 0303 123 1113

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: <https://ico.org.uk/>

17. Monitoring and Review

This policy will be formally reviewed every three years or when there are significant changes in the law or Council procedures.

The Council will monitor compliance with this policy and the effectiveness of its procedures for handling Subject Access Requests.

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Three Rivers District Council

Freedom of Information Act and Environmental Information Regulations Policy

2025 - 2028

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1. Introduction

This policy outlines the procedures that Three Rivers District Council (Council) will follow when handling requests under the Freedom of Information Act 2000 (FOIA) and the Environmental Information Regulations 2004 (EIR). The Council is committed to promoting transparency, accountability, and public engagement by ensuring access to information in compliance with both FOIA and EIR requirements.

2. Scope

This policy applies to all employees, councillors, volunteers and contractors working for or on behalf of Three Rivers District Council. It covers all recorded information held by the Council, regardless of format, including;

- Emails.
- Minutes of meetings.
- Agendas.
- Reports.
- Research.
- Any other document or data.

This policy does not cover requests from individuals to receive copies of their personal data (a subject access request). If the Council receives a subject access request, that must be handled in accordance with the Council's Subject Access Request Guidance and the Subject Access Request Policy.

3. Definitions

Applicant: The individual or organisation making the FOIA or EIR request.

EIR Request: A request by an Applicant for access to recorded information held by the Council that specifically relates to the environment under the EIR. This includes information on the state of the environment, such as air, water, land, and biodiversity, as well as activities or policies that may impact these elements, in accordance with the EIR.

FOIA Request: A request by an Applicant for access to recorded information held by the Council under the FOIA.

Information Commissioner's Office (ICO): The UK's independent body set up to uphold information rights.

Request: Either an EIR Request or a FOIA Request.

4. Legal Basis

Under both the FOIA and the EIR, individuals have the right to request access to information held by public authorities. The Council is legally obligated to respond to these Requests within 20 working days. However, if the 'public interest test' applies to the information requested under a FOIA, the Council should respond within a reasonable timeframe, considering the circumstances, and no later than an additional 20 working days.

Additionally, if the Council reasonably believe that an EIR Request is complex and voluminous and therefore it would not be practical to respond within 20 working days, the Council can extend this period up to 40 working days. This should only be done in exceptional circumstances.

Both FOIA and EIR are supported by key Codes of Practice to ensure good handling and management of information:

- Access Code (Section 45): Provides guidelines to public authorities for good practice in handling requests under FOIA, including how to process and respond to them fairly and within legal timeframes.
- Lord Chancellor's Code (Section 46): Outlines best practices for records

management, ensuring information is properly stored, maintained, and retrievable. This Code applies to both FOIA and EIR, emphasising the importance of good record-keeping across all types of Requests.

The Council is committed to adhering to these Codes to ensure compliance, transparency, and effective handling of all Requests.

5. Making a FOIA or EIR Request

FOIA/EIR Requests must be made in writing and can be submitted via post, email, or through the Council's online portal.

Requests should include the Applicant's name and contact details, and a clear description of the information requested.

6. Processing a FOIA or EIR Request

Acknowledgment: The Council will acknowledge receipt of a FOIA or EIR Request within 3 working days.

Clarification: If the Request is unclear, the Council will promptly contact the Applicant for clarification. This applies to both FOIA and EIR Requests, and the response time will pause until clarification is received.

Timeline: The Council will respond to FOIA and EIR Requests within 20 working days from receipt. Under EIR, the response period can be extended to 40 working days for complex and voluminous EIR Requests where it is not practical to respond within 20 working days. For FOIA Requests, this 20-working day period can be extended to a reasonable timeframe, with a maximum extension of an additional 20 working days if the public interest test applies to the information requested.

Search and Retrieval: The Council will make reasonable efforts to locate the requested information for both FOIA and EIR Requests. This includes:

- Searching electronic databases.
- Consulting relevant departments.
- Reviewing physical files and archives.

Reviewing Information: The Council will review the located information to determine if any exemptions (FOIA) or exceptions (EIR) apply. This includes:

- Identifying any personal data that needs to be redacted. Where redactions are made, the Council will ensure that these cannot be technically undone and that there is not hidden data, for example in spreadsheets.
- Assessing any information that may harm public interests or the environment if disclosed.
- Considering any other relevant exemptions (FOIA) or exceptions (EIR) that may justify withholding information.

Response: The response will include:

- confirmation of whether the information is held; and
- the requested information; or
- an explanation of any exemptions (FOIA) or exceptions (EIR) applied, along with reasons for withholding the information; or
- a refusal notice explaining why the information cannot be provided and citing the relevant exemptions (FOIA) or exceptions (EIR); and
- details of the Council's Complaints Procedure if the Applicant is dissatisfied with the outcome.

7. Refusal of Requests

The Council may refuse to process a Request if:

- There is an absolute or qualified exemption.
- It is vexatious or repeated.
- It exceeds the cost limit of £450.
- Is a request for unstructured personal data.
- Is otherwise exempt under the Freedom Of Information Act 2000.

A refusal notice will be issued, outlining the reasons for refusal and the Applicant's right to appeal.

8. Appropriate Limit and Provision of Advice and Assistance

The Council is obligated to assist Applicants in line with the FOIA and EIR by providing advice and assistance where necessary. Under the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, the Council can refuse a request if it exceeds the appropriate cost limit of £450 (equivalent to 18 hours of officer time). This limit includes time spent locating, retrieving, and extracting the information.

If a Request is likely to exceed this limit, the Council will issue a refusal notice and provide the Applicant with advice and assistance, as required under Section 16 of the FOIA and Regulation 9 of the EIR. This may include suggesting ways to narrow the scope of the Request to bring it within the cost limit or advising on other sources where the information might be obtained more easily.

The Council will take into account the time required for tasks such as:

- Determining if the information is held.
- Locating the relevant information.
- Retrieving and extracting the information.

The aim is to ensure that Requests can be processed within a reasonable time and at minimal cost to public resources, while still promoting access to information.

9. Single Point of Contact and Vexatious Requests

In certain circumstances, the Council may designate a Single Point of Contact (SPOC) for individuals or organisations submitting multiple or complex requests. This ensures efficient communication and management of Requests.

A SPOC can be used where there is a history of frequent or overlapping Requests, which may place an undue burden on Council resources. This measure helps ensure that the Council can manage Requests in a balanced and resource-efficient manner while maintaining transparency and fairness in providing access to information.

Vexatious Requests

The Council has the right to refuse to process a Request if it is deemed vexatious under the FOIA or EIR. A Request is considered vexatious if it places an unreasonable demand on the Council's resources, is intended to cause disruption or annoyance, or lacks any serious purpose or value. Factors that may lead to a Request being considered vexatious include:

- The burden placed on the Council to respond, especially if the Request is part of a series of Requests that are overly repetitive or unfocused.
- The intent behind the Request, such as if it appears to be aimed at harassing or undermining the Council's functions.
- The frequency of Requests, particularly if the same information is repeatedly Requested, or if Requests are submitted in quick succession without justifiable cause.
- The content of the Request, for example, if it contains abusive or threatening language.
- If a request has previously been addressed and no new substantial information is being sought.

Refusal of Vexatious or Repeated Requests

If a Request is deemed vexatious or repeated, the Council may issue a refusal notice. This notice will clearly outline the reasons for refusal, and it will inform the applicant of their right to appeal the decision, including the option to escalate the matter to the ICO if they are dissatisfied with the Council's response.

[The Councils Vexatious Unreasonably Persistent Complaints policy can be found here.](#)

10. Exemptions and Exceptions

Certain information is exempt from disclosure under the FOIA and the EIR. In FOIA, these are referred to as exemptions, whereas in EIR, they are called exceptions. Exemptions and exceptions are categorised as either absolute or qualified, depending on the need to apply a public interest test.

Absolute Exemptions (FOIA) / Exceptions (EIR)

Exemptions and exceptions where there is no obligation to disclose, including:

- Information accessible by other means
- Court records
- Personal data (covered under the Data Protection Act 2018 and UK GDPR)
- Information provided in confidence
- Environmental information (covered under EIR for specific exemptions)

Qualified Exemptions (FOIA) / Exceptions (EIR)

Qualified exemptions and exceptions require a public interest test to determine whether withholding the information outweighs the public interest in its disclosure. These include:

- Information intended for future publication
- Commercial interests
- Public safety
- Law enforcement
- Health and safety
- Legal professional privilege
- Environmental information under specific EIR exceptions, such as information on endangered species or emissions

For both FOIA and EIR, a public interest test is required to assess whether it is in the public's interest to release the information or to withhold it.

11. Fees and Charges

In most cases, the Council will not charge a fee to respond to FOIA or EIR Requests. However, if responding requires significant resources, the Council may charge a fee based on the cost of locating, retrieving, and extracting the information.

- FOIA: If the cost exceeds the appropriate limit of £450 (equivalent to 18 hours of staff time at £25 per hour), the Council may refuse the Request or ask the Applicant to refine it.
- EIR: While no specific cost limit applies, the Council may charge a reasonable fee for the provision of environmental information if significant staff time is required.

The Applicant will be informed of any fees before the information is provided.

12. Publication Scheme

The Council maintains a publication scheme, detailing information routinely made available to the public, under both FOIA and EIR. This scheme is regularly updated and available on the Council's website, covering categories such as:

Who We Are and What We Do

- Information about the Council's structure, responsibilities, and functions.
- Details of Council members, committees, and departments.

What We Spend and How We Spend It

- Financial statements, budgets, and expenditure reports.
- Information on contracts and procurement.

What Our Priorities Are and How We Are Doing

- Strategic plans, performance indicators, and reports.
- Service standards and annual reviews.

How We Make Decisions

- Records of Council meetings, agendas, and minutes.
- Reports and papers considered by the Council.

Our Policies and Procedures

- Policies and procedures relating to the Council's functions and services.
- Codes of practice and guidelines.

Lists and Registers

- Public registers and lists held by the Council.
- Asset registers and information about public land and buildings.

The Services We Offer

- Information about the services provided by the Council.
- Leaflets, guidance, and newsletters.

13. Record Keeping

The Council will maintain detailed records for all FOIA and EIR Requests, including:

- Date of receipt
- Date of acknowledgment
- Date of response
- Name of Applicant
- Nature of the information provided
- Any communications with the Applicant
- Any exemptions (FOIA) or exceptions (EIR) applied
- Time taken to fulfil

These records will be securely maintained in compliance with data protection principles.

14. Data Protection Considerations

While responding to FOIA and EIR Requests, the Council will ensure compliance with the Data Protection Act 2018 and UK GDPR. Personal data will be protected, and necessary redactions made to prevent unauthorised disclosure of personal information.

15. Training and Awareness

All employees involved in the collation of FOIA and EIR Requests will receive appropriate training, with guidance and final oversight provided by the Freedom of Information Officer.

16. Internal Review

If an Applicant is dissatisfied with the Council's response to their FOIA or EIR Request, they may request an internal review within 40 days of receiving the refusal notice. The internal review will be conducted by a senior officer not involved in the original decision. The Council has 40 working days to complete the review.

17. Complaints and Appeals

If an Applicant is not satisfied with the response to their internal review, they have the right to file a complaint [via the Council's Corporate Compliments & Complaints Policy](#).

A senior member of staff, not involved in the original decision, will review the complaint. The Council will aim to respond to complaints within 20 working days.

If the Applicant remains dissatisfied after the complaint process, they have the right to escalate the matter to the Information Commissioner's Office (ICO) for an independent

review.

Contact Information for the ICO:

- Email: icocasework@ico.org.uk
- Telephone: 0303 123 1113
- Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Website: <https://ico.org.uk/>

18. Monitoring and Review

This policy will be formally reviewed every three years or when there are significant changes in the law or Council procedures.

The Council will monitor compliance with this policy and evaluate the effectiveness of its procedures for handling Requests to ensure they meet the required standards.

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Three Rivers District Council

Data Retention Policy

2025 - 2028

1. Introduction

Three Rivers District Council is committed to managing and storing information in a manner that complies with legal requirements and supports our operational needs. The purpose of this Data Retention Policy and Scheme is to ensure that Three Rivers District Council retains necessary information for as long as it is required to fulfil our operational, legal, and regulatory requirements. This policy outlines the guidelines and principles for the retention, storage, and disposal of data and outlines how long we keep different types of records and the procedures for their safe disposal.

2. Scope

This policy applies to all data and records created, received, or maintained by Three Rivers District Council in both electronic and paper formats. It covers all departments and services provided by the Council. It applies to both personal data and non-personal data. In this policy we refer to this information and these records collectively as “data”.

3. Objectives

Through this policy, and our data retention practices, we aim to meet the following objectives:

- Ensure compliance with relevant legal and regulatory requirements.
- Provide clear guidelines on data retention periods.
- Promote efficient and systematic control of records.
- Ensure that data is available when needed.
- Prevent premature destruction of data.
- Facilitate the safe and secure disposal of data.
- Safeguard sensitive or confidential information from unauthorised access or disclosure.
- Mitigate risks associated with data breaches, privacy violations, or non-compliance.
- Facilitate effective records management practices, including organisation, indexing, and retrieval.
- Support Council services in decision-making by ensuring access to historical data.
- Reduce storage costs and optimise resource utilisation by eliminating unnecessary or obsolete records.
- Demonstrate accountability and transparency in handling and disposing of sensitive information.
- Foster trust and confidence among stakeholders, including customers, partners, and regulatory agencies, by adhering to data retention best practices.
- Establish a framework for regular review and update of retention policies to align with legal requirements and business needs.
- Enhance overall data governance and compliance instilling standardised procedures and protocols for managing data throughout its lifecycle.

4. Principles

Through this policy, and our data retention practices, we will meet the following commitments:

Minimisation: Only data that is necessary for specific purposes will be collected.

Retention Periods: Data will be retained for as long as necessary to fulfil those purposes.

Security: Data will be stored securely during its retention period.

Disposal: Data will be disposed of securely and in accordance with legal requirements.

Transparency: Clear and accessible information will be provided to individuals

regarding the purposes for which their data is collected, retained, and disposed of.

Accountability: Responsibility for ensuring compliance with data retention policies and procedures will be clearly assigned and upheld throughout the organisation.

Accuracy: Efforts will be made to ensure that retained data is accurate, up-to-date, and relevant for the intended purposes.

Accessibility: Individuals will have the right to access and review their data retained by the organisation, as well as request corrections or deletions where necessary.

Data Integrity: Measures will be implemented to safeguard the integrity of retained data, including protection against unauthorised modification, corruption, or loss.

Lawfulness: Data will only be retained where permitted by law for legitimate purposes.

Proportionality: The extent and duration of data retention will be proportionate to the purposes for which the data was collected and the associated risks and benefits.

5. Responsibilities

Data Owners: Ensure data is retained and disposed of according to this policy.

IT Department: Implement and manage technical controls for data retention and disposal.

All Staff: Comply with this policy and any specific instructions from the Data Protection Officer (DPO), IT Department and Legal Department.

6. Data Retention Schedule

The following schedule provides some examples of retention periods for various types of data, which will be adhered to at both Council and service levels. This list is not exhaustive. These retention periods are based on relevant legislation or accepted best practices.

Type of Record	Minimum Retention Period	Reference
Administrative Data		
Correspondence (general)	6 years	Local Government Act 1972
Council Meeting Minutes and Agendas	Permanent	Local Government Act 1972
Councillor Declarations of Interest	2 years from the end of a Councillor's term	Localism Act 2011
Documents provided to the "Proper Officer"	Permanent	Local Government Act 1972
Public Consultation Records	3 years	Local Government Act 2000
Financial and Human Resources Data		
Accounts and Financial Statements	7 years	<i>Recognised best practise</i>
Grants and Funding	7 years from the conclusion of their use	Charity Commission guidelines
Invoices and Receipts	7 years	Value Added Tax Act 1994
Bank Statements	7 years	Financial Services and Markets Act 2000
Employee Records	6 years after	<i>Recognised best practise</i>

	employment ends	
Payroll Records	7 years	The Income Tax (Pay As You Earn) Regulations 2003
Legal and Regulatory Data		
Contracts and Agreements	6 years after termination	Limitation Act 1980
Election Records	6 years	Representation of the People Act 1983
Freedom of Information (FOI) Requests	6 years after the request is closed	<i>Recognised best practise</i>
Health and Safety Records	5 years	Health and Safety at Work Act 1974
Legal Cases and Disputes	6 years after case resolution	Limitation Act 1980
Risk Assessments	5 years	Management of Health and Safety Regulations 1999
Service-Specific Data		
Asset Management Records	Permanent	Local Government Act 1972
Climate Change	5 years	Climate Change Act 2008
Community Engagement Records	5 years	Local Government Act 2000
Council Tax Records	7 years	Local Government Finance Act 1988
Housing Applications and Records	6 years after last contact	Housing Act 1985
Planning Applications and Permissions	Permanent	Town and Country Planning Act 1990
Property Records	Permanent	Land Registration Act 2002
Licensing Records	6 years after expiration	Licensing Act 2003
IT and Technical Data		
System Logs	1 year	<i>Recognised best practise</i>
Backups	1 year	<i>Recognised best practise</i>
User Access Records	1 year	<i>Recognised best practise</i>

7. Data Storage

Electronic Records: Stored in safe and secure databases, cloud services, and file systems with appropriate access controls.

Paper Records: Stored in secure physical locations with controlled access.

8. Data Encryption:

Electronic records containing sensitive or confidential information will be encrypted both in transit and at rest to mitigate the risk of unauthorised access or data breaches.

9. Data Backup

Regular backups of electronic records will be performed to ensure data resilience and availability in the event of system failures, disasters, or cyber-attacks.

Backup data will be stored safely and securely, with appropriate encryption and access controls, to prevent unauthorised access or tampering.

10. Data Disposal

Electronic data will be deleted using secure erasure methods to ensure data cannot be recovered.

Paper Data will be shredded or otherwise destroyed to ensure data cannot be reconstructed.

11. Compliance and Monitoring

Periodic reviews of data retention practices will be conducted to assess the ongoing relevance, accuracy, and necessity of retained data, and to ensure compliance with changing legal or regulatory requirements.

Retained data that is no longer required for legitimate business purposes will be promptly identified and securely disposed of in accordance with the data retention policy.

Regular audits will be conducted to ensure compliance with this policy. These audits will involve reviewing data retention practices, assessing the adequacy of data security measures, and verifying that all staff members are adhering to this policy.

Any breaches of this policy must be reported to the DPO immediately. A breach can include, but is not limited to, unauthorised access, loss of data, or failure to comply with the data retention schedule.

Upon receiving a report of a breach, the DPO will initiate an investigation within 24 hours. The investigation will include:

- Assessing the nature and scope of the breach: This will involve determining what data was compromised, how the breach occurred, and the potential impact on affected individuals.
- Identifying responsible parties: Understanding who was involved in the breach and any underlying factors contributing to the incident.

Following the investigation, the DPO will recommend actions to remedy the breach, which may include:

- Immediate corrective actions: These could include measures such as restricting access to compromised data, securing data storage systems, or informing affected individuals if necessary.
- Review and update of policies and procedures: Depending on the investigation's findings, policies and procedures may need to be revised to prevent future breaches. This can include additional staff training or enhanced security protocols.

All remedial actions should be completed within a timeframe of 30 days from the conclusion of the investigation, unless otherwise specified by the DPO based on the severity and complexity of the breach.

If a breach poses a risk to the rights and freedoms of individuals, the DPO will report the breach to the relevant supervisory authority within 72 hours of the Council becoming aware of it, in accordance with applicable data protection laws. Additionally, if necessary, affected individuals will be informed without undue delay.

All breaches and remedial actions taken will be documented. This documentation will be maintained for a period of at least three years and will be available for review by regulatory authorities as needed.

12. Training and Awareness:

Regular training will be available to all staff members to ensure understanding of data retention policies, procedures, and their respective roles and responsibilities.

Training will also cover the importance of data protection, privacy, and security measures to mitigate risks associated with data retention and disposal.

13. Contact Information

For questions or more information about this policy, please contact the [Data Protection Officer](#).

14. Monitoring and Review

This policy will be formally reviewed every three years or when there are significant changes in the law or Three Rivers District Council procedures.

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Three Rivers District Council

Special Category Personal Data and Criminal Offence Data Policy

2025 - 2028

1. Introduction

This policy outlines Three Rivers District Council's approach to the handling, processing, storage, and safeguarding of Special Category Personal Data and Criminal Offence Data. These types of data are considered more sensitive, and as such, require enhanced protection measures in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. The Council is committed to upholding the principles of data protection and ensuring the confidentiality, integrity, and security of all personal data under its control.

2. Scope

This policy applies to all employees, departments, elected Members, third-party contractors, and any external partners engaged by the Council who have access to or handle Special Category Personal Data or Criminal Offence Data on behalf of the Council. This includes data collected directly from individuals, as well as data received from third parties or generated as part of the Council's operational activities.

This policy also applies to digital, physical, and paper records containing Special Category Personal Data and Criminal Offence Data.

3. Definitions

Special Category Personal Data: Personal data that is more sensitive and requires additional protection. This includes, but is not limited to, data concerning

- racial or ethnic origin
- political opinions
- religious or philosophical beliefs
- trade union membership
- genetic data
- biometric data
- health data
- data concerning a person's sex life or sexual orientation.

Criminal Offence Data: Data related to the commission or alleged commission of criminal offenses, including convictions and related security measures.

4. Legal Basis for Processing

Under the UK GDPR, the processing of Special Category Personal Data and Criminal Offence Data must have a lawful basis. The Council will only process such data where: Special Category Personal Data: Processing is necessary for the performance of obligations in employment, social security, or social protection law; protection of vital interests; consent; or other legitimate public interest purposes, as specified in Article 9 of the UK GDPR.

Criminal Offence Data: Processing is necessary for carrying out obligations under UK law, including the prevention or investigation of crime, as detailed in Article 10 of the UK GDPR and the Data Protection Act 2018.

5. Data Security and Confidentiality

The Council is committed to ensuring that Special Category Personal Data and Criminal Offence Data are processed securely to protect against unauthorised or unlawful processing, accidental loss, destruction, or damage. Appropriate technical and organisational measures will be implemented to ensure data security, including:

- Encryption
- Access controls
- Regular data audits
- Data pseudonymisation and anonymisation (where appropriate)

Access to Special Category Personal Data and Criminal Offence Data will be restricted to authorised personnel who require access in the course of their duties.

6. Data Retention

Special Category Personal Data and Criminal Offence Data will only be retained for as long as necessary to fulfil the purpose for which it was collected and in accordance with the Council's retention schedule. Once this period has elapsed, the data will be securely disposed of, in line with the Council's Data Retention Policy.

7. Data Subject Rights

Individuals have specific rights under the UK GDPR regarding their personal data, including:

- Right to access
- Right to rectification
- Right to erasure ("right to be forgotten")
- Right to restrict processing
- Right to data portability
- Right to object to processing

In cases involving Special Category Personal Data and Criminal Offence Data, the Council may not be able to comply with some rights (e.g., the right to erasure) in certain circumstances due to legal obligations or reasons of public interest. However, requests from individuals will be handled in accordance with the UK GDPR.

8. Sharing and Disclosure of Data

Special Category Personal Data and Criminal Offence Data may only be shared with third parties where it is necessary and lawful to do so. All third-party recipients of such data must agree to implement appropriate safeguards and ensure the data will be processed in compliance with the UK GDPR.

Third-party sharing may occur in the following circumstances:

- When required by law or regulatory bodies
- When necessary to fulfil public interest functions
- When necessary to perform a contract with the data subject or to protect vital interests

The Council will assess each request for data sharing on a case-by-case basis to ensure compliance with data protection laws.

9. Training and Awareness

The Council will provide appropriate training to all staff handling Special Category Personal Data and Criminal Offence Data to ensure they understand the importance of data protection and their responsibilities under this policy. This training will be reviewed and updated regularly.

All staff members involved in the processing of Special Category Personal Data and Criminal Offence Data must:

- Be familiar with this policy and understand their obligations under the UK GDPR.
- Ensure that data is processed securely and in compliance with this policy.
- Report any data protection concerns or breaches immediately to the Data Protection Officer.
- Complete mandatory data protection training to understand the importance of data privacy and security.

10. Data Breaches and Incident Management

In the event of a data breach involving Special Category Personal Data or Criminal

Offence Data, the Council will:

- Immediately notify the Data Protection Officer and initiate the data breach management procedures.
- Assess the severity and potential impact of the breach on individuals and take appropriate action, including informing affected individuals if the breach is likely to result in high risks to their rights and freedoms.
- Notify the Information Commissioner's Office (ICO) within 72 hours of the Council being notified where required and provide them with full details of the breach.
- Mitigate the risks of the breach by implementing corrective actions and strengthening security measures.

11. Contact Information

For questions or more information about this policy, please contact the [Data Protection Officer](#).

12. Monitoring and Review

This policy will be formally reviewed every three years or when there are significant changes in the law or Three Rivers District Council procedures.

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COMMITTEE REPORT

21/07/2025

POLICY AND RESOURCES COMMITTEE
21 JULY 2025

PART I

**PARKING SERVICES AND PARKING ACCOUNT UPDATE INCLUDING THE
PROPOSED EXTENSION OF THE PARKING ENFORCEMENT CONTRACT
(DoF)**

1 Summary

- 1.1 This report provides an update on the Council's Parking Service including the parking account and the parking enforcement service and requires a decision to proceed with continuing the parking service with Hertsmere BC.
- 1.2 The last report on the Parking Account was presented to the IHED Committee in January 2023 ([05 23 01 17 IHED i - Parking Account report.pdf \(threerivers.gov.uk\)](#)).
- 1.3 The report also seeks a decision on amending a Traffic Regulation Order to enable parking at the Three Rivers House car parks to be managed.

2 Recommendation

- 2.1 That Members resolve to AGREE to:
 - i) Progress the extension of the Parking Enforcement Partnership with Hertsmere BC, as outlined in the table at paragraph 3.5, for a further 3 year period involving the delegation of the parking enforcement function to HBC pursuant to S101 of the Local Government Act 1972 (and all other powers so providing). The final details to be delegated to the Director of Finance, in consultation with the relevant Lead Members, to ensure implementation in advance of 1 April 2026.
 - ii) Amendments to the Traffic Regulation Order affecting the Three Rivers House car parks enabling the use of spaces for tenant permits. The implementation, including statutory processes, is delegated to the Director of Finance in conjunction with the Lead Member.

Report prepared by: Kimberley Rowley - Head of Regulatory Services

3 Details

- 3.1 In 2015 work commenced on reviewing the Council's parking account due to a deficit in income and expenditure. At the time the parking service was costing the Council/taxpayer approximately £180k per annum. Early reports in 2015/16

identified parking recharges and car park business rates as falling into the Account although subsequent cost exercises have not included these figures/calculations. However, since January 2023 for the purposes of the Parking Account the relevant budget includes all income into the service, parking costs including for the parking enforcement service and employees (budget code 1400) in addition to business rates and rent. In addition it now (from 2023/24) includes car park maintenance costs (7833) to provide a full overview of the account.

- 3.2 The objective of the review was to balance the parking account or introduce a level of surplus which would then be used to enhance the parking services or more widely used for other parking and transport related measures.
- 3.3 Balancing the parking account would bring the Council into compliance with Government requirements (cited in Statutory Guidance) that the civil enforcement of parking controls by local authorities should not be subsidised by the taxpayer. However, parking legislation states, 'if an authority make a surplus on its on-street parking charges and on and off-street parking enforcement activities it must use the surplus in accordance with legislative restrictions in the Road Traffic Regulation Act 1984 (as amended).' These restrictions essentially advise that onstreet income is ring fenced for parking services. Off-street income can be used for parking and transport related services within the wider corporate remit. However, parking income targets should not be set.
- 3.4 Any surplus arising from parking charges and income can be used to meet a deficit or be spent on parking services with off-street income used more widely to balance the parking account (for example inclusive of aspects such as car park maintenance costs, Officer salaries). Surplus income can also be used to balance previous deficits in the parking service.
- 3.5 A series of reports on the Parking Account were presented to the relevant Committees between 2015 and 2018 detailing measures to reduce the deficit in the parking account to enable the retention and improvement of existing parking services. In addition, Officers investigated concerns that many Council car parks had reached capacity and there was an absence of short term churn. The agreed measures included increasing parking fees and charges in addition to the introduction of short term charging in the Council's short term car parks in Rickmansworth. **Appendix 1** details the parking measures agreed and implemented between 2016-2022 with the objective of maintaining and improving the Council's parking services.
- 3.6 Agreement was also given to produce a Parking Strategy to identify parking proposals with an income stream but this work has ceased following concerns raised by Members on a number of the measures progressed by Officers.
- 3.7 A number of other measures were also investigated but a decision was decided not to progress or continue to investigate. This has included:

- **proposed pilot scheme to offer local worker permits for employees of local businesses; and review of business permits, specifically in Rickmansworth long term car parks.**

This was developed into an investigation that resulted in initial scoping consultation in 2019, following a report into the full options in 2018. Officers investigated the potential dual use for local business employees (specifically those with addresses in the retail centres of Rickmansworth and Chorleywood)

in permit parking bays in existing Permit Parking Zones.

A report was presented to Committee which resolved to progress to initial consultation following surveys and other data collection. Following this initial public consultation exercise, which sought general views on the concept, this scheme was not progressed whilst feedback was considered and due to Member concerns on the impact on existing residents, as this investigation and initial proposal was intended to protect and increase capacity for residents.

No further progress has been undertaken but the committee decision is as yet unmet, with elements including increased and more efficient off-street parking not yet realised.

- **investigation of use and capacity of non-Rickmansworth car parks and potential to maximise the parking opportunities**

Work is continuing at the Community Way car park in Croxley Green as part of the now implemented Croxley Green area wide parking scheme and details of a new Traffic Regulation Order for the Ferry car park, Chorleywood have been publicised.

- **Area Wide Parking Schemes to be considered with permits**

As part of the annual Parking Programme, an area wide review of Rickmansworth West and Croxley Green was undertaken – Croxley Green CPZ was implemented in April 2021. The Rickmansworth West proposed parking scheme was delivered in December 2024. Both schemes involve new permits in a Controlled Parking Zone. In addition new on street parking machines have been introduced in certain roads around the station and shops in Croxley Green.

- 3.8 In more recent years it was agreed Officers proceed with the deletion of annual visitor permits and introduce a special carers permit; this has been implemented. Also to remove the concessions applied to permits. This is being currently progressed.
- 3.9 For the last two years an increase in permit fees was introduced as part of the fees and charges/budget setting process. Prior to 2024 permit prices (including residential permits and business permits) had not been increased for over 5 years. There has been no increase to the P&D parking costs since they were introduced in 2018.
- 3.10 Despite the above measures the Parking Account has not been in surplus in the last 5 years and remains in deficit. This deficit continues to increase with increasing costs of providing a parking enforcement service and in the past few years combined with more recent reductions in parking income as a result of the pandemic (further details below). This means the Council are not covering the costs of providing its parking enforcement service. The updated 2022 Statutory guidance for local authorities in England on civil enforcement of parking contraventions state that 'authorities will need to bear in mind that if their scheme is not self-financing, then they need to be certain that they can afford to pay for it from within existing funding. The Secretary of State will not expect either national or local taxpayers to meet any deficit'. This continued deficit means that the parking service is being subsidised from other Three Rivers DC budgets/services.

- 3.11 In conjunction with this Parking Review was a review of the Council's Parking Enforcement Service. Previously provided by Watford BC and a third party parking enforcement service provider, since April 2018 the service has been provided in Partnership with Hertsmere Borough Council. This five year Partnership was extended for a further three years in 2023/24 and expires March 2026.
- 3.12 Whilst work continues on the Parking Management Programme much of the other work identified in the original Parking Review has been completed or ceased. This was partly attributable to the pandemic which refocused priorities but has also led to changes in how the public and residents are using the Council's parking services. For example, with changes to working behaviours initiated as a result of the pandemic it was evident our CPZs were busier during the daytime with long term car parks in less demand on certain days of the week as employers/employees/commuters spent reduced time in their place of work. However, 3 years post pandemic we are seeing increased usage of all car parks and as part of the recently agreed Parking Management Programme Officers have committed to a review of the Rickmansworth CPZ and car parks (report agreed at GPSCS&I Committee in January 2025).
- 3.13 The table below provides an overview of the Parking Account over the past 5 years. During years 2020/21 and 2021/22 there was a significant impact on income due to the pandemic, albeit Government compensation funding totalling £269k (£216k for off street parking and £53k for off street parking) was paid to TRDC in 20/21 to mitigate this loss of income.

TABLE: Parking Account 2019-25

Decriminalised Parking	Actuals 2018/19	Actuals 2019/20	Actuals 2020/21	Actuals 2021/22	Actuals 2022/23	Actuals 2023/24	Actuals 2024/25
Expenditure							
Employees	51,335	64,489	79,163	81,743	79,152	53,990	93,680
Premises	66,636	76,909	128,640	103,683	109,859	110,466	110,466
Transport	1,239	2,197	2,494	2,478	2,383	1,357	2,122
Supplies and Services	16,603	6,994	668	1,962	1,729	2,619	3,556
Third Party Payments	403,664	369,297	382,988	429,262	449,574	522,278	610,416
Repairs and Maintenance costs	36,148	81,534	38,860	43,538	64,967	54,675	67,828
Total Expenditure	575,624	601,421	632,814	662,666	707,664	745,386	888,068
Income							
On Street Parking	- 14,861	- 13,993	- 1,999	- 7,492	- 7,748	- 11,674	- 20,727
Off Street Parking	- 223,678	- 212,144	- 61,814	- 150,907	- 177,631	- 222,350	- 233,556
PCN's	- 146,329	- 115,407	- 56,079	- 101,012	- 97,700	- 143,442	- 220,740
Permits	- 84,970	- 100,971	- 86,519	- 107,291	- 94,285	- 106,711	- 141,028
Other Parking Fees	- 20,488	- 18,941	- 44,488	- 41,393	- 29,955	- 45,988	- 89,704
Rent	- 3,271	- 3,271	- 3,194	- 3,195	- 3,195	- 3,185	- 3,185
Total Income	- 493,598	- 464,727	- 254,092	- 411,290	- 410,514	- 533,350	- 708,940
Net Cost of Service	82,027	136,694	378,722	251,376	297,150	212,036	179,127

NOTE: 2020/21 Income does not include Government 'Grants' for lost income during pandemic.

Premises/NNDR business rates

Repairs and Maintenance is B codes from 1400/1402 plus 7783 Car Park Restoration

Income (rent) is 1402 wayleaves/easements

3.14 The next table details the volumes of permits and suspensions/dispensations issued over the last 5 years to provide some comparison of volumes.

Issued Data:

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Resident Permits	911	982	1059*	932	1080	1585
Annual Visitor Permits *deleted from April 2024 and Special Carers Permit introduced	472	437	430	380	438	185 (renewals during the phase out period)
Visitor Voucher booklets (books of 10 vouchers)	838	658	626	881	1156	717
Business permits	57	42	59	45	73	54
DHV permits	101	86	76	141	110	103
Special Permits	-	-	-	-	-	16

*New Controlled Parking Zone was introduced in Croxley Green in March 2022 which will partly attribute to this increase in residents permits issued and also affecting the visitor permit numbers.

NOTE: Parking enforcement ceased for 2 periods during 21/22. All resident and annual visitor permits that were live during the lockdown periods when enforcement was suspended were extended by 3 months.

There is no discount on residential permits. Overs 60s currently receive a 50% discount on visitor permits and visitor vouchers

Blue badge holders currently can have one resident permit free of charge (The Committee decision dated January 2023 deleted these discounts. These agreed changes remain to be implemented).

- 3.15 It is evident from this data that resident permits and annual visitor permits numbers remained relatively stable for a few years with a slight reduction in business permits and day scratchcards, albeit this changed last year with the removal of annual visitor vouchers and a corresponding increase in residents permits (many of which are second permits). In addition, it should be noted Croxley Green CPZ came into effect in March 2022 and Rickmansworth West in December 2024 and those schemes would have increased numbers of residential permits purchased.
- 3.16 In 2024/25 there has also been a significant increase in PCNs issued. In addition to the Civil Enforcement service full complement of staff, there have been new large parking schemes implemented in recent years with the most recent scheme at Rickmansworth West continuing to result in a high number of PCNs. Additional enforcement overtime in Rickmansworth West and a refocus of out of hours deployment has also had an impact on PCN numbers and income. There have also been strategic changes to deployment which has also resulted in an increased coverage of 'areas of concern' and changes to the observation period for double yellow lines enforcement. It should be noted this income stream is likely to decline as PCN volumes decrease as motorists become educated around new restrictions and their implementation.
- 3.17 It has been the usage and subsequent income from car parks that has seen the most variation/decline in recent years but it is evident this is increasing again and in 2023/24 Pay and Display income for Off Street Car Parks met the budget and exceeded the identified budget in 2024/25. In 2023/24 and 2024/25 all budgeted income was met, however, this still results in a significant budget deficit in the Parking Account as parking enforcement costs and other costs continue to rise and it is expected this deficit between costs and income will continue to increase.
- 3.18 Members have previously been asked for and identified areas of specific parking concern and this has been raised with the Hertsmere Parking Services Manager and CEO Supervisor who considered some further focused and more regular 'out of hours' enforcement (6-9pm) would be beneficial. They have sought to provide this fortnightly, for an initial 2 month period, on a Friday and Saturday evening commencing at the start of June 2025. It covers the areas around the leisure centre in South Oxhey, the clearway in Moneyhill Parade and outside pubs and takeaways in Abbots Langley. Any further areas of concern identified are also visited. This additional enforcement is being monitored.

4 Options and Reasons for Recommendations

- 4.1 The Parking Account continues to be in deficit and considering the full array of costs and continued increase (inflationary) in the parking enforcement contract this is set to continue.
- 4.2 The forecast income across the parking service for 2025/2026 is currently £478,110. This has been varied in year during the last 5 years due to the pandemic, however, parking income across P&D parking and permits met the forecast income for the first time in 5 years in 2023/24 and exceeded revised budgets in 2024/25. Whilst new parking schemes with permits and P&D may require an increase in forecast budgets from 2025/26 this will not be anticipated to match the expected associated parking enforcement service contract and

other associated costs including line/signage maintenance and P&D machine revenue costs.

4.3 Parking Enforcement Partnership

The Parking Enforcement service/partnership with Hertsmere BC commenced in 2018 and will cease at the end of March 2026, at which time a new service will need to be considered. Officers consider the working relationship with Hertsmere BC has been positive and would wish to enter talks with Hertsmere BC to continue this service through a delegation pursuant to Sections 9EA(2) of the Local Government Act 2000, Regulations 6 of the Local Authorities (Arrangements for Discharge of Functions) (England) Regulations 2012, Sections 111, 112 and 113 of the Local Government Act 1972, Section 1 Localism Act 2011.

4.4 It was previously agreed that Officers continue to investigate the provision of a contract extension and following recent announcements of Local Government devolution and reorganisation it is now considered appropriate to continue this Partnership. Retaining this Partnership for a further 3 years retains existing systems and processes and provides a consistency in local knowledge and expertise built up over the past 8 years.

4.5 The proposed costs of the Partnership for the next 3 years from 1 April 2026 are detailed below:

Year (dates)	Proposed Cost
9 (year 25/26)	£568,677
10 (year 26/27)	£584,944
11 (year 27/28)	£597,501

4.6 It is proposed to extend the Partnership for a further 3 years.

4.7 There are currently 4 CEOs (including a supervisor) deployed Monday to Saturday 8am to 6.30pm (with a monthly out of hours evening and Sunday service) across the District. Recent overtime activity has also occurred as detailed above and will be monitored. Some additional overtime can continue within existing budgets. As new schemes are introduced enforcement deployment will be carefully considered to ensure appropriate coverage of the restrictions. It is estimated an extra enforcement officer would be approximately £40,000.

4.8 Three Rivers House parking:

In order to regularise the issuing of permits to tenants of Three Rivers House (TRH) it is proposed to amend the THREE RIVERS DISTRICT COUNCIL (OFF-

STREET PARKING PLACES) ORDER to allow tenant permits in the lower and upper deck of Three Rivers House car parks. This is necessary in order to secure tenants on the ground floor. Existing marked spaces including for Councillors at the front of Three Rivers House would also be reviewed and consolidated.

- 4.9 TRH car park is a staff car park Monday to Friday 8am to 4.30pm, reverting to a public short stay car park after 4.30pm, and available to the public at weekends.
- 4.10 Permit spaces for TRH tenants would generally be available only during existing staff hours but there maybe a requirement to extend the use of specific parking spaces into evenings and weekends. The provision of permit parking forms part of the facilities offered to potential TRH tenants. This enables the council to negotiate suitable lease agreements and generate a revenue from the improved utilisation of Three Rivers House.
- 4.11 In seeking any changes to the TRO and utilising parking spaces for permit holders regard would be had to the existing parking and that being retained for staff and public. For tenants regard would be had to the parking standards for development as set out at Appendix 5 of the Development Management Policies LDD. Whilst this is a planning policy it indicates the floorspace to car parking ratios that would be considered appropriate. It should be noted that Appendix 5 sets out that the standards may be adjusted according to which zone the proposed development is in, with zones influenced by levels of accessibility. The car park is within Zone 2, where 25-50% of indicative demand based standard may be appropriate, allowing a further reduction from the standard. This is in the context of a car park serving a building in a town centre location with other staff car parking areas located on the lower deck and within the Rose Garden car park.

5 Policy/Budget Reference and Implications

- 5.1 The recommendations in this report are within the Council's agreed policy. The purpose of the proposals are to confirm an extended parking enforcement service and to enable the Council to meet its legal requirements to ensure the taxpayer does not subsidise the costs of parking enforcement. Budgets will be identified and monitored accordingly.

6 Community Safety, Public Health, Environmental, Customer Services Centre and Health & Safety Implications

- 6.1 None specific.

7 Financial Implications

- 7.1 Section 55(4) of the Road Traffic Regulation Act 1984 sets out that any deficit on the parking account must be made good out of the general fund. Where surpluses are generated, this can be used to support investment in infrastructure. The parking account continues to run at an annual deficit. In proposing parking changes it is important that the Council considers options to bring the parking into balance to ensure compliance with the [Statutory guidance for local authorities in England on civil enforcement of parking contraventions](#)

(updated October 2022) that the civil enforcement of parking controls by local authorities should be self financing or alternatively the LA can afford to pay for it from within existing funding. The Secretary of State will not expect either national or local taxpayers to meet any deficit.

7.2 The Council needs to consider options to generate a surplus in order to facilitate investment as set out in Section 55(4) of the Road Traffic Regulation Act 1984.

7.3 The costs of the parking enforcement service with Hertsmere BC, which commenced in April 2018, are currently £551,650. In addition, Hertsmere BC are paid an annual surplus payment (75/25 split) if income exceeds an agreed baseline cost. This baseline income, which was initially £362,000, increased to £405,000 in 2023/24 and is expected to increase again in 2024/25 due to the implementation of Rickmansworth West parking scheme. In the current proposals this annual surplus payment remains.

7.4 The proposed costs for the service over the next 3 years would be:

Partnership Year	TRDC PARKING PARTNERSHIP SLA YEARS 9-12 (Estimates)					
	Year 9		Year 10		Year 11	
	%uplift Y8-Y9	Forecast	%uplift Y9-Y10	Forecast	%uplift Y10-Y11	Forecast
Basis						
Financial Year	2026-2027		2027-2028		2028-2029	
Contract Direct Costs						
Staff Costs	4.0%	£426,146	2.8%	£438,077.83	2.0%	£446,839
Non Staff RPI	3.6%	£55,775	3.4%	£57,671.54	3.2%	£59,517
Total Direct Costs	3.8%	£481,921	2.8%	£495,749	2.1%	£506,356
HBC Overheads	3.8%	£86,746	2.8%	£89,235	2.1%	£91,144
Total Cost to TRDC	£21,627	£568,667	£16,318	£584,984	£12,516	£597,501
ESTIMATED BASIS-SOURCE:OBR- HBC use RPI, CPI+CPI/RPI Gap used if no RPI, Forecast wage growth = Staff Cost						
	Source OBR		Source OBR		Source OBR	

8 Legal Implications

8.1 The service provided by HBC would involve a Lead Authority shared-service approach. The service would be secured through a delegation of the parking enforcement function and detailed in a Service Level Agreement between the 2 Authorities. The service would be run as a partnership arrangement through a Section 101 delegation of the TRDC function to HBC. As part of the delegation of function, the public procurement regime would not apply in these circumstances.

8.2 There is a general duty for the Council to exercise its traffic order making function to secure the provision of suitable and adequate parking facilities on and off the highway.

8.3 In pursuing any changes to Traffic Regulation Orders due statutory processes will be followed.

8.4 Under Article 7, Part 2 of the Three Rivers District Council's Constitution, the Lead Member is able to make all decisions in respect of the areas of responsibility provided those decisions falls within its allocated budgets and agreed policies.

9 Equal Opportunities Implications

9.1

Has a relevance test been completed for Equality Impact?	Yes
Did the relevance test conclude a full impact assessment was required?	No

10 Staffing Implications

- 10.1 The proposals would be reviewed and implemented by existing TRDC staff and supported by our parking enforcement service provider, Hertsmere BC.

11 Communications and Website Implications

- 11.1 Any changes agreed would be publicised using existing communication platforms. All necessary changes to Traffic Regulation Orders would follow the required statutory processes.

12 Risk and Health & Safety Implications

- 12.1 The Council has agreed its risk management strategy which can be found on the website at <http://www.threerivers.gov.uk>. In addition, the risks of the proposals in the report have also been assessed against the Council's duties under Health and Safety legislation relating to employees, visitors and persons affected by our operations. The risk management implications of this report are detailed below.
- 12.2 The subject of this report is covered by the Regulatory Services Plan. Any risks resulting from this report will be included in the risk register and, if necessary, managed within this/these plan(s).
- 12.3 The subject of this report is covered by the Regulatory Services Plan. Any risks resulting from this report will be included in the risk register and, if necessary, managed within this/these plan(s).

Nature of Risk	Consequence	Suggested Control Measures	Response (tolerate, treat, terminate, transfer)	Risk Rating (combination of likelihood and impact)
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Parking Enforcement service is not extended	Road safety and parking concerns from lack of parking enforcement; reputational damage; reduced income from PCNs and permit administration.	Extend the existing service or find an alternative provider	Treat	8
Number of Parking Civil Enforcement Officers increased	Improved deployment; increased costs of service not within identified budgets	Maintain existing deployment levels	Treat	6
Changes to TRO are not supported	Objections received; reputational damage.	Statutory processes will be followed including public consultation.	Tolerate	6-8

12.4 The above risks are scored using the matrix below. The Council has determined its aversion to risk and is prepared to tolerate risks where the combination of impact and likelihood scores 6 or less.

Likelihood Very Likely  Remote	Low 4	High 8	Very High 12	Very High 16
	Low 3	Medium 6	High 9	Very High 12
	Low 2	Low 4	Medium 6	High 8
	Low 1	Low 2	Low 3	Low 4



Impact Score	Likelihood Score
4 (Catastrophic)	4 (Very Likely (≥80%))
3 (Critical)	3 (Likely (21-79%))
2 (Significant)	2 (Unlikely (6-20%))
1 (Marginal)	1 (Remote (≤5%))

- 12.5 In the officers' opinion none of the new risks above, were they to come about, would seriously prejudice the achievement of the Strategic Plan and are therefore operational risks. The effectiveness of the management of operational risks is reviewed by the Audit Committee annually.

Data Quality

Data sources:

Hertsmere BC Parking Partnership

Data checked by:

Kimberley Rowley, Head of Regulatory Services

Data rating:

1	Poor	
2	Sufficient	X
3	High	

Background Papers

APPENDICES:

APPENDIX 1: Appendix 1 details the parking measures agreed and implemented from 2016 to 2022 with the objective of maintaining and improving the Council's parking services.

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Appendix 1: Review of Parking Services Fees and Charges 2016-2022

Description	Date came into force	Comments
Increase in permit prices	18 April 2016	<p><u>Residents permits</u></p> <p>Increased minimally in March 2011.</p> <p>In March 2016 SDP&T agreed:</p> <p>Increase in cost of first and second residents' permits</p> <p>First permit increased from £44-50 to £60</p> <p>From £25 to £30</p> <p>Second permits increased from £25 to £55</p> <p>From £100 to £110</p> <p>The first Permit costs £60, second Permit costs £110 in Zones A, A1, B, C, C1, E, BED, RG, NS, GS and NL.</p> <p>The first Permit costs £30, second Permit costs £55 in Zones CG, D, OW, OZ and W.</p> <p>A second permit is not available for Zones BED and E.</p> <p><u>Annual Visitor permits</u></p> <p>Charge introduced 2011, previously free. Increased in March 2013 from £25 to £30</p> <p>Annual permits increased from £30 to £50 (March 2016 SD,P&T)</p> <p>Each household is eligible for one visitor permit. These cost £50 each in Zones A, A1, B, C, C1, D, E, BED, RG, NS, GS, NL, OW, OZ and W.</p> <p>Visitor permits are not available for Zones BED, CG, E and RG.</p> <p><u>Business permits</u></p> <p>All same price when introduced in 2004 at £240.</p>

		<p>Rickmansworth permit price increased from £240 to £540 including VAT (agreed SD,P&T March 2016)</p> <p>All price changes implemented from 18 April 2016.</p>
Increase in price of dispensations	1 October 2016	<p>Introduced July 2001 when TRDC took responsibility for on street parking enforcement.</p> <p>Initially a full day charge was £10 per vehicle/day, increased April 2011 to £20 per vehicle/day, £10 for half day restriction and £2 on 1 hr restriction.</p> <p>Agreed in June 2016 SPD&T to increase from £20 per day to £30 with no concessions</p> <p>Price changes implemented on 1 October 2016</p>
Increase in price of DHV permits	1 October 2016	<p>Introduced in 2004 at same time as Rickmansworth CPZ. From 2008 price was £10 per permit and increased to £20 in April 2011.</p> <p>Agreed in June 2016 SPD&T to increase charges to £25 for five permits and £55 thereafter</p> <p>Price changes implemented from 1 October 2016</p>
Increase in price of long-term parking tariff	14 November 2016	<p>This charge was increased in 2006 from £2.50 to £3. South Oxhey Station Approach car park was £2</p> <p>Agreed in June 2016 SPD&T price increased from £3 to £4 and from £2 to £4 in South Oxhey.</p> <p>Price change implemented from 14 November 2016 following publication of Notice of Variation in press.</p>
Increase in price of suspensions	1 December 2016	<p>Agreed in November 2016 increase from £20 per day to £30 with no concessions</p> <p>Price change implemented from 1 December 2016</p>

Increase in price of annual P& D permits	16 November 2016	<p>Originally £780 based on long stay P&D tariff of £3 per day, but this increased from 14 November 2016 to £4 per day. Members agreed at Nov 2016 SD,P&T Committee to increase to £1080 (equivalent of new P&D tariff)</p> <p>Price change implemented from 16 November 2016</p>
Introduction of charges in the Rickmansworth short term car parks	April 2018	<p>First hour FREE</p> <p>Second hour £1</p> <p>Third hour £2.50</p> <p>Fourth hour £4</p>
New season tickets in Winton Approach, Croxley Green and in the Ferry Car Park, Chorleywood		<p>Formal season tickets have been introduced at a charge of £750 for an annual permit. These were launched in March 2020 but have not so far been taken up, reflecting overall low demand for commuter parking. Due to be relaunched in the new financial year.</p>

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Equality impact Assessment

Project Information	
Project Name <i>This should clearly explain what service / policy / strategy / change you are assessing</i>	Proposal for revisions to a Traffic Regulation Order to allow changes to parking controls at existing parking bays at Three Rivers House, Rickmansworth.
Service Area <i>Main team responsible for the policy, practice, service or function being assessed</i>	Transport and Parking Projects
EIA Author <i>Name and Job Title</i>	Kimberley Rowley, Head of Regulatory Services
Date EIA drafted	4 July 2025
ID number <i>This will be added by the Strategy and Partnerships Team</i>	

Executive summary	
Focus of EIA <i>A member of the public should have a good understanding of the policy or service and any proposals after reading this section.</i> <i>Please use plain English and write any acronyms in full first time - eg: 'Equality Impact Assessment (EIA)'</i> <i>This section should explain what you are assessing:</i> <ul style="list-style-type: none"> <i>If the EIA is attached to a report, summarise the report.</i> <i>Provide information on whether any of the following communities could be affected by the policy, practice, service or function, or by how it is delivered?</i> <i>(age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) in addition, TRDC recognises other communities may be vulnerable to disadvantage, this includes carers, people experiencing domestic abuse, substance misusers, homeless people, looked after children, (ex) armed forces personnel.</i> 	<p>Parking controls are imposed via a Traffic Regulation Order on parking bays. The revision to the existing TRO will allow changes in the use and management of the parking bays at Three Rivers House. This will affect existing users ie staff of TRDC as the bays will be in wider use for use by tenants. The changes will also reduce parking space in the TRH car parks for the public in the evenings and at weekends.</p> <p>All staff, TRH tenants and the public will need to comply with the parking restrictions. Whilst disabled bays are not to be provided specifically as part of these works there is disabled blue badge provision in the immediate vicinity. The changes to the TRO will follow a statutory process which includes public consultation.</p> <p>No positive or negative impacts are foreseen on the basis of protected characteristics. It is therefore concluded that a full EIA is not required</p>

Mitigations		
Protected Characteristic	Potential Issue <i>Against each protected characteristics, make a frank and realistic assessment of what issues may or do occur</i>	Mitigating Actions <i>How can the negative impacts be reduced or avoided by the mitigating measures? Is further engagement with specific communities needed? Is more research or monitoring needed? Does there need to be a change in the proposal itself?</i>
Age		
Disability		
Gender reassignment (or affirmation)		
Pregnancy or maternity		
Race		
Religion or belief		
Sex		
Sexual Orientation		
Marriage and Civil	Page 253	

Partnership		
The council recognises other communities may be vulnerable to disadvantage, this includes carers, people experiencing domestic abuse, substance misusers, homeless people, looked after children and care leavers, (ex) armed forces personnel.		

Actions Planned
<p><i>In this section you can add information on additional or proactive steps you are taking that enhance equity, engagement or equality of access to services, as well as those mitigating actions identified in the section above that will be undertaken.</i></p> <p><i>The Equality Duty is an ongoing duty: policies must be kept under review, continuing to give 'due regard' to the duty. If an assessment of a broad proposal leads to more specific proposals, then further equality assessment and consultation are needed.</i></p> <p>Preparation and implementation of the TRO will be kept under review with any issues considered as they arise.</p>

Additional Information
<p><i>Space to provide any additional information in relation to protected characteristics or equity, diversity, equality and inclusion.</i></p>

Sign off:

Equalities Lead Officer	Date
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Equality impact Assessment

Project Information	
Project Name <i>This should clearly explain what service / policy / strategy / change you are assessing</i>	Extension of the Parking Services Parking Enforcement Partnership with Hertsmere BC.
Service Area <i>Main team responsible for the policy, practice, service or function being assessed</i>	Transport and Parking Projects
EIA Author <i>Name and Job Title</i>	Kimberley Rowley, Head of Regulatory Services
Date EIA drafted	4 July 2025
ID number <i>This will be added by the Strategy and Partnerships Team</i>	RS006

Executive summary	
Focus of EIA <i>A member of the public should have a good understanding of the policy or service and any proposals after reading this section.</i> <i>Please use plain English and write any acronyms in full first time - eg: 'Equality Impact Assessment (EIA)'</i> <i>This section should explain what you are assessing:</i> <ul style="list-style-type: none"> <i>If the EIA is attached to a report, summarise the report.</i> <i>Provide information on whether any of the following communities could be affected by the policy, practice, service or function, or by how it is delivered?</i> <i>(age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) in addition, TRDC recognises other communities may be vulnerable to disadvantage, this includes carers, people experiencing domestic abuse, substance misusers, homeless people, looked after children, (ex) armed forces personnel.</i> 	<p>The Parking Enforcement service/partnership with Hertsmere Borough Council commenced in 2018 and will cease at the end of March 2026, at which time a new service will need to be considered. Officers consider the working relationship with Hertsmere BC has been positive and propose to extend this service through a delegation pursuant to Sections 9EA(2) of the Local Government Act 2000, Regulations 6 of the Local Authorities (Arrangements for Discharge of Functions) (England) Regulations 2012, Sections 111, 112 and 113 of the Local Government Act 1972, Section 1 Localism Act 2011.</p> <p>The existing Compliance Management and Business Processing specification between parties will be reviewed but it currently states:</p> <p>Equality and Diversity</p> <p><i>The Service Provider shall be committed to the application of the Equality Act in the principles set out in the Council's policies which can be found on the Council's website.</i></p> <p><i>The Service Provider has a legal duty to promote fairness, eliminate unlawful discrimination and promote good relations between people. The Service Provider is to be committed to these principles and will promote equality of opportunity and will treat all staff fairly and responsibly.</i></p> <p><i>The purpose of the Equality and Diversity Policies is to remove barriers to equal opportunities and to prevent any form of discrimination regardless of an individual's ability, age, responsibility for children or other dependents, gender, disability, gender reassignment, marital status, political or religious belief or non-belief, race, colour, national or ethnic origin, sexual orientation, trade union membership or activity, or any combination.</i></p>

	<p><i>The Service Provider shall recognise that the provision of equal opportunities in the workplace is good management practice.</i></p> <p><i>The Service Providers policy shall help all employees to develop their full potential and the talents and resources of the workplace will be fully utilised to maximise the efficiency of the Service Provider.</i></p> <p>No positive or negative impacts are foreseen on the basis of protected characteristics. It is therefore concluded that a full EIA is not required</p>
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Mitigations		
Protected Characteristic	Potential Issue <i>Against each protected characteristics, make a frank and realistic assessment of what issues may or do occur</i>	Mitigating Actions <i>How can the negative impacts be reduced or avoided by the mitigating measures? Is further engagement with specific communities needed? Is more research or monitoring needed? Does there need to be a change in the proposal itself?</i>
Age		
Disability	Enforcement of disabled blue badge spaces will not occur if there are no enforcement agents secured. Hertsmere BC have demonstrated previous enforcement of these spaces.	<p>Parking enforcement will have a positive impact on this characteristic as regular enforcement of disabled parking provision will occur, supporting access to users where these bays may currently be abused. TRDC has a number of designated disabled parking bays within their public car parks and within Controlled Parking Zones.</p> <p>Enforcement will also take place where vehicles are obstructing a footway and crossing point with parking restrictions in place. Enforcement of this offence will support access on footways and at crossing points to persons with mobility or visual impairment.</p>
Gender reassignment (or affirmation)		
Pregnancy or maternity		
Race		

Religion or belief		
Sex		
Sexual Orientation		
Marriage and Civil Partnership		
The council recognises other communities may be vulnerable to disadvantage, this includes carers, people experiencing domestic abuse, substance misusers, homeless people, looked after children and care leavers, (ex) armed forces personnel.		

Actions Planned	
<p><i>In this section you can add information on additional or proactive steps you are taking that enhance equity, engagement or equality of access to services, as well as those mitigating actions identified in the section above that will be undertaken.</i></p> <p><i>The Equality Duty is an ongoing duty: policies must be kept under review, continuing to give 'due regard' to the duty. If an assessment of a broad proposal leads to more specific proposals, then further equality assessment and consultation are needed.</i></p> <p>Preparation and implementation of the specification and SLA with Hertsmere BC will be kept under review with any issues considered as they arise.</p> <p>The service and SLA will then be kept under review at regular contract meetings.</p>	

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Additional Information
<i>Space to provide any additional information in relation to protected characteristics or equity, diversity, equality and inclusion.</i>

Sign off:

Equalities Lead Officer	Date
Shivani Dave	10/07/2025

Committee Report Local Cycling and Walking Infrastructure Plan (LCWIP)



PART I

Adoption of the Local Cycling and Walking Infrastructure Plan (LCWIP) (DoF)

1 Summary

- 1.1 Following consideration of a draft LCWIP at GPSCS&I Committee in October 2024 Officers have made further amendments and redrafted the LCWIP for adoption (**Appendix A**). This updated document reflects the previously agreed amendments detailed at GPSCS&I which were based on the analysis of the response to the public consultation (held 22 May to 17 July 2023).
- 1.2 The LCWIP is a 10-year plan which enables Three Rivers district to benefit from central government funding to improve walking and cycling routes.

2 Background – Initial Development

- 2.1 The LCWIP is a new, strategic approach to planning sustainable active travel networks, developed to support the aims and objectives of the National Cycling and Walking Investment Strategy and required to enable the local Highway, Traffic and Transport Authority, the County Council, to apply for national funding for these routes.
- 2.2 The LCWIP process enables the identification of cycling and walking improvements required at the local level. The process enables a long-term approach to developing local cycling and walking networks over a ten-year period and is a vital component of the Government's strategy to increase the number of trips made by both forms of active travel.
- 2.3 The LCWIP is a 10-year plan which, once adopted, will be delivered jointly by Hertfordshire County Council and Three Rivers District Council.
- 2.3 The TRDC LCWIP has been developed jointly with the County Council (a requirement) since 2020.
- 2.4 At the early stages, the TRDC LCWIP was also developed jointly with Watford Borough Council (a logical partner given the distribution of settlements in the District around the Watford conurbation, and a partner which was required by the County Council). Watford Borough Council and TRDC then progressed their plans separately with Watford Borough Council adopting their LCWIP in 2022.
- 2.5 Two Watford Borough Council routes cross into Three Rivers district which are shown on the map as route W17 and route W6.
- 2.6 Other neighbouring Local Authorities have been consulted as part of the LCWIP process as were a range of relevant stakeholders, including all District Council (and other partner Local Authority) Members.

3 Background – Public Consultation

- 3.1 The TRDC LCWIP was approved for public consultation by the Infrastructure, Housing & Economic Development Committee on the 11 October 2022 with 5 proposed

priority cycle route improvements and 5 proposed priority walking route improvements.

3.2 Three documents were provided for the public consultation providing an overview of the TRDC LCWIP:

3.2.1 Local Cycling and Walking Infrastructure Plan: this detailed 78-page report detailed the background of how the strategic routes have been assessed and proposed. This covered both Watford and Three Rivers districts and their associated LCWIPs.

3.2.2 Three Rivers Local Cycling and Walking Infrastructure Executive Summary: This shorter report focused on providing an overview of the LCWIP and the proposed interventions in Three Rivers district.

3.2.3 Appendix A: This document provided a detailed look at each of the proposed interventions and what specific improvements could be made.

3.3 The consultation requested feedback on the 5 priority cycle routes and 5 priority walking routes identified. Potential future routes were included in the report to provide context but were not specifically asked to be commented upon.

3.4 The LCWIP public consultation was conducted from the 22 May to the 17 July 2023 led by the County Council in partnership with TRDC. Participants were given multiple ways to provide feedback and a total of 1,542 responses were received across all methods.

3.5 In-person engagement sessions were also held to facilitate direct interaction between residents and council officers.

3.6 Officers from Hertfordshire County Council and Three Rivers District Council investigated concerns raised in the public consultation as well as other suggestions and proposed alternative routes. This included further consultation with officers from the Highways service and site visits.

3.7 Given the concern raised on the Chorleywood proposals it was decided to invite Chorleywood Residents Association and Chorleywood Parish Council to a meeting to discuss the LCWIP in Chorleywood and possible alternative options. A meeting was held on the 19 September 2024 with Chorleywood Residents Association, Chorleywood Parish Council and Ward Councillors which focused on the Chorleywood area and routes 8 and 14. A key outcome of this meeting was the support of a route down Green Street which would later be reviewed and added to the final document.

3.8 Hertfordshire County Council completed an analysis of the responses to the public consultation and a summary of this was presented to General Public Services, Community Safety & Infrastructure Committee on the 15 October

2024. The Committee report with an overview of the consultation responses can be found at **Appendix B**.

3.9 At the General Public Services, Community Safety and Infrastructure Committee meeting on 15 October 2024, members resolved to:

i. That the Committee notes the report and approves the proposed changes as a result of the public consultation and further investigations detailed in the table below:

Route	Description of Route	Agreed Amendment
2	Watford via Croxley Green A412 High Street	None at this stage. to Rickmansworth
3	Ebury Road, parallel with Uxbridge Townfield Road and then next to A412	include the alternative route through alongside Fire station.
8	A404 route between Rickmansworth Station and Chorleywood	Route across the common and alternative one way along Common Road to be removed, consider extending route along the A404 to Clement Danes school.
14	Starts on Stag Lane in Chorleywood and comes out via Shepherds Lane towards William	Remove modal filter but maintain the minor junction improvements and look at slowing vehicle speeds to improve conditions for cycling. Penn Leisure Centre
21	Chalfont Road to towards Denham	None at this stage. and
7	Not a priority LCWIP route, this is a TRDC local route	Route to remain as local cycling route but modal filter to be removed as not supported.
Walking	5 routes in South Oxhey	None at this stage. Routes

ii. That Officers continue to pursue the LCWIP for presentation of a Plan for adoption at a future Committee meeting.

3.10 Following this Committee meeting Officers amended the LCWIP to include the above changes. In addition, as a result of requests from this Committee meeting, officers from TRDC and HCC investigated the extension of route 8 further along the A404 and down Green Street, Chorleywood. The route was considered viable and has now been added to the LCWIP.

4 Options and Reasons for Recommendations

4.1 Officers have redrafted the LCWIP, taking into account comments received from the public consultation. This can be viewed as **Appendix A**. This updated document reflects the agreed amendments from the General Public Services, Community Safety and Infrastructure Committee meeting on 15 October 2024 (see details in the table at para **3.9** above). These amendments were based on the analysis of the response to the public consultation.

4.2 The redrafted document also includes an extension of route 8 further West along the A404 and down Green Street, Chorleywood.

4.3 The LCWIP aims to provide safe and accessible routes in the district which enables residents to choose walking, wheeling or cycling. Each route connects two or more key destinations including local settlements, schools and educational sites, employment areas and community facilities. This aligns with

our corporate objective to “Facilitate the design and implementation of sustainable, low carbon, infrastructure”.

- 4.4 The LCWIP includes 'strategic' cycle routes, which in the Three Rivers district are focussed on the key corridors identified by the tools required to be used for this process.
- 4.5 The District Council's local cycle route network will be retained as a non-strategic 'local network' which is nevertheless essential to increasing cycling as it comprises routes that the County Council has suggested could be considered as 'feeder' routes to the Strategic Cycling Network.
- 4.6 The identified interventions on routes remain indicative suggestions at this stage. Once the LCWIP has been adopted, each route will be subject to further detailed design review and further public consultation.
- 4.7 Adoption of the LCWIP will enable future cycling and walking projects to be identified and prioritised in the district and will enable Three Rivers District Council to lever additional external funding.
- 4.8 Further changes to the LCWIP will result in delaying its adoption and delaying the ability to begin seeking funding for the improvement of cycling and walking routes in Three Rivers district.
- 4.9 Abandonment of the LCWIP may result in schemes in Three Rivers district being ineligible for central government funding resulting in minimal improvements in cycling and walking routes in Three Rivers district.

5 Policy/Budget Reference and Implications

- 5.1 The recommendations in this report are within the Council's agreed policy and budgets and will wherever possible be delivered through external funding. The relevant policy is entitled Corporate Framework 2023-2026. Further details are included in the Regulatory Services Service Plan.
- 5.2 The recommendations in this report relate to the achievement of the following performance indicators:

- Delivery and implementation of a Cycling and Walking Strategy

6 Legal, Equal Opportunities, Community Safety, Public Health, Customer Services Centre

- 6.1 None specific

7 Financial

- 7.1 The delivery and adoption of the LCWIP is within existing budgets. The proposed Plan purely sets out a Policy perspective and does not commit the District Council to deliver any of its proposed schemes. Any proposals not provided for within current budgets will be brought forward for consideration as part of the normal budget process.

8 Staffing Implications

- 8.1 The Principal Sustainable Transport Officer within the Transport and Parking team oversees the development of the LCWIP in partnership with officers from Hertfordshire County Council. This project is not expected to require additional staffing resources outside of the Transport and Parking team.

9 Climate Change and Sustainability Implications

9.1 The LCWIP referenced in this report will support the transition to sustainable forms of travel in the district, reduce emissions to net-zero carbon and increase sustainability across a wide range of areas. Progression of this Plan will contribute to the completion of safer, more attractive routes for all people to cycle and walk. Each route connects two or more key destinations including local settlements, schools and educational sites, employment areas and community facilities.

10 Communications and Website Implications

10.1 The project will be managed using existing resources, staffing and communications support.

11 Risk and Health & Safety Implications

11.1 The Council has agreed its risk management strategy which can be found on the website at <http://www.threerivers.gov.uk>

11.2 The subject of this report is covered by the Regulatory Services plan. Any risks resulting from this report will be included in the risk register and, if necessary, managed within this plan.

Nature of Risk	Consequence	Suggested Control Measures	Response (tolerate, treat, terminate, transfer)	Risk Rating (combination of likelihood and impact)
Infrastructure Plan not adopted due to public lack of support	Schemes within the District could potentially be ineligible for central government funding	The plan was developed to a high standard using input and review from multiple expert and local groups, Councillors and organisations to ensure potential concerns are addressed.	Tolerate	3

12 Recommendation

12.1 It is recommended that:

- i. Members agree the Local Cycling and Walking Infrastructure Plan (LCWIP) attached at Appendix A is agreed and adopted.

Report prepared by: Tom Rankin, Principal Sustainable Travel and Transport Officer

APPENDICES

Appendix A: Local Cycling and Walking Infrastructure Plan (including appendices)

Appendix B: LCWIP Public Consultation Report - General Public Services, Community Safety & Infrastructure Committee, 15 October 2024

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Three Rivers District Local Cycling and Walking Infrastructure Plan



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Appendix

- Appendix A - Key Destinations
- Appendix B – Detailed District Cycle Route Map
- Appendix C – Glossary of Potential Route Interventions
- Appendix D – Policy Context

1 Introduction

This Local Cycling and Walking Infrastructure Plan (LCWIP) covers Three Rivers district and has been developed by Hertfordshire County Council (HCC) and Three Rivers District Council (TRDC).

This document was originally developed in partnership with Watford Borough Council as a joint document to study cycling and walking routes across both district areas. However, Watford Borough Council and Three Rivers District Council have since progressed their LCWIP separately. An LCWIP focussing on routes and schemes within Watford Borough was finalised in early 2022 and approved and adopted in March 2022.

1.1 LCWIP background

In April 2017, the Department for Transport (DfT) published the first National Cycling and Walking Investment Strategy (CWIS).¹

The CWIS is based around the ambition to make cycling and walking ‘the natural choices for shorter journeys, or as part of longer journeys’. The strategy is seeking to support the transformation of local areas where the dominance of the motorised vehicle will be reduced to tackle congestion, support local economies, and improve physical and mental health.

The CWIS identified short to long term objectives for cycling and walking with short term targets focusing on increased journeys by active modes including an increase in the percentage of children that walk to school. Short term safety targets have also been identified which will reduce the rate of cyclists killed or seriously injured on England’s roads.

Table 1.1 presents the long term (by 2040) DfT aspirations relating to cycling and walking.

Table 1.1 DfT Cycling and Walking Long Term Aspirations

Government Ambition	Objectives
Better Safety – ‘A safe and reliable way to travel for shorter journeys’	Streets where cyclists and pedestrians feel they belong and are safe Better connected communities Safe traffic speeds, with low-speed limits where appropriate Cycle training opportunities for all children
Better Mobility – ‘More people cycling and walking – easy, normal and enjoyable’	More high-quality cycling facilities. More urban areas that are considered walkable. Rural roads which provide improved safety for cycling and walking. More networks of routes around public transport hubs and town centres. Better links to schools and workplaces. Technological innovations that can promote more and safer cycling and walking. Behaviour change opportunities to support increased walking and cycling. Better integrated routes for those with disabilities or health conditions.
Better Streets – ‘Places that have cycling and walking at their heart’	Places designed for people of all abilities and ages. Improved public realm. Better planning for walking and cycling. More community-based activities such as led rides. A wider green network of paths, routes, and open spaces.

Source: Department for Transport Local cycling and walking infrastructure plans technical guidance

¹https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/603527/cycling-walking-investment-strategy.pdf

To achieve the objectives set out within the CWIS, it is imperative that local bodies across England develop high quality cycling and walking infrastructure to encourage mode shift towards active modes. To achieve the Government's ambition to normalise both modes of active travel, guidance has been developed to support local authorities to produce Local Cycling and Walking Infrastructure Plans (LCWIP).

LCWIPs are a new, strategic approach developed to support the aims and objectives of CWIS. The LCWIP process enables the identification of cycling and walking improvements required at the local level. The process enables a long-term approach to developing local cycling and walking networks, ideally over a 10-year period, and form a vital component of the Government's strategy to increase the number of trips made by both forms of active travel.

The key outputs of LCWIPs are²:

- A network plan for walking and cycling which identifies preferred routes and core zones for further development.
- A prioritised programme of infrastructure improvements for future investment
- A report which sets out the underlying analysis carried out and provides a narrative which supports the identified improvements and network

Figure 1.1 shows the key benefits of local bodies developing a strategic approach to cycling and walking infrastructure through LCWIPs.

Figure 1.1 Benefits of the LCWIP Process

Identify cycling and walking infrastructure improvements from quick wins to long term aspirational schemes
Integrate LCWIP into local planning policy and strategies to ensure cycling and walking infrastructure is at the forefront of the transport network
Provide a case for future funding for walking and cycling infrastructure

Source: Mott MacDonald

²https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/607016/cycling-walking-infrastructure-technical-guidance.pdf

1.2 The LCWIP process

The recommended process for creating an LCWIP is set out in the LCWIP Guidance from DfT, and comprises six stages, outlined in Table 1.2. This broadly reflects the process undertaken for Three Rivers district. This report follows this structure and explains how it has been applied in the development of this document.

Table 1.2 The LCWIP Process

Stage	Name	Description
1	Determining Scope	Establish the geographical extent of the LCWIP, and arrangements for governing and preparing the plan.
2	Gathering Information	Identify existing patterns of walking and cycling and potential new journeys. Review existing conditions and identify barriers to cycling and walking. Review related transport and land use policies and programmes.
3	Network Planning for Cycling	Identify origin and destination points and cycle flows. Convert flows into a network of routes and determine the type of improvements required.
4	Network Planning for Walking	Identify key trip generators, core walking zones and routes, audit existing provision and determine the type of improvements required.
5	Prioritising Improvements	Prioritise improvements to develop a phased programme for future investment.
6	Integration and Application	Integrate outputs into local planning and transport policies, strategies, and delivery plans.

Source: LCWIP Technical Guidance for Local Authorities, DfT, April 2017

2 LCWIP Stage 1 – Determining Scope

2.1 Overview

Taking advantage of the strong geographical links between Watford borough and Three Rivers district, this LCWIP began as a joint document for the two authorities – allowing the development of a cohesive active travel network.

However, Watford Borough Council and Three Rivers District Council have since progressed their LCWIP separately. An LCWIP focussing on routes and schemes within Watford Borough was finalised in early 2022 and approved and adopted in March 2022.

This LCWIP will represent the Three Rivers district routes and associated links to adopted Watford borough routes.

This LCWIP includes a study detailing the existing walking and cycling networks and the existing infrastructure, to inform a programme of walking and cycling network improvements.

2.2 Objectives

In addition to the production of an LCWIP setting out the strategic walking and cycling networks in the study area, the following supplementary objectives and aspirations were identified by the HCC and TRDC at the project inception meeting on 6 April 2020:

- The LCWIP needs to build up ‘a bigger picture’ of the cycling network to ensure that local areas are ultimately connected into the strategic LCWIP network.
- A ‘whole network’ approach to ensure that the network is completely joined up.
- Any routes should enhance the existing local route network throughout Three Rivers district.

2.3 Geographical Extent

The LCWIP is for TRDC local authority. TRDC sits within the County of Hertfordshire, with the County Council responsible for the management of the highway network.

Three Rivers District is located on the West of the study area and has more suburban and rural characteristics with strategically important transport corridors. Both Three Rivers and Watford have high transport accessibility with a high proportion of commuter travel.

When defining the geographical scope of the LCWIP, origins and destinations within a reasonable cycling distance (approximately 5km) have been included. Therefore, some of these origins and destinations are beyond the immediate local authority boundaries.

Figure 2.1 sets out the geographical extents of the LCWIP.

Three Rivers & Watford

Indicative Study Area

- Three Rivers District Boundary
- Watford Borough Boundary
- Potential 5km area of influence for LCWIP
- Major Urban Settlements

The map displays the Three Rivers District (outlined in green) and Watford Borough (outlined in brown). Major urban settlements are shaded in grey. A dashed blue line indicates the potential 5km area of influence for the LCWIP. The map includes labels for various towns and villages, as well as major roads and water features.

2.4 Governance Structure

Figure 2.2 Governance Structure



2.5 Consultation Approach

Engagement with the public and local stakeholders is an important element of developing a robust LCWIP. Feedback from members of the public, local authority officers, councillors, and stakeholder groups is a vital way of incorporating local experience into the plan.

Several stages of consultation and stakeholder engagement were held during the development of the LCWIP of which an overview is provided below:

October 2020 – An introductory workshop was held with key stakeholders, setting out the context for the work, the process of the LCWIP, and outlining the work completed as part of LCWIP stages 1 and 2, and introducing the emerging walking and cycling networks.

October 2021 – An update workshop was held with key stakeholders on the Three Rivers network planning stages, including an overview of the pre-prioritisation process, and discussion of the audited routes in both areas.

October 2022 – The draft LCWIP was taken to the TRDC Infrastructure, Housing & Economic Development Committee where it was approved to be taken to public consultation. The report outlined the process of the LCWIP and the indicative cycle routes and the consultation approach.

22 May 2023 to the 17 July 2023 – A public consultation was held to encourage residents, businesses, and stakeholders to provide feedback on the draft LCWIP document and proposed priority cycling routes. Participants were given multiple ways to provide feedback and a total of 1,542 responses were received across all methods. In-person engagement sessions were also held during this time to facilitate direct interaction between residents and council officers including:

- 28th May 2023 Rickmansworth Market Day
- 25th June 2023 Rickmansworth Market Day
- 4th July 2023 Public consultation briefing with Chorleywood Residents Association, Chorleywood Parish Council and local members.
- 8th July 2023 Chorleywood Village Day

September and October 2024 – Council officers engaged further with stakeholders of the Chorleywood area including District Councillors, Chorleywood Parish Council and Chorleywood Residents Association.

October 2024 – A report was brought to the TRDC General Public Services, Community Safety & Infrastructure committee to provide an update following the LCWIP public consultation and to agree changes to the routes based on the analysis of the public consultation.

July 2025 – An updated LCWIP with changes made following the public consultation and the further engagement with Chorleywood stakeholders was brought to the TRDC Policy and Resources committee and Full Council for adoption.

The engagement throughout the process has allowed the project team to better understand the views of the people who are likely to use the networks under development and gather local knowledge on routeing and prioritisation. The LCWIP has been amended to reflect the feedback from all consultation. To find out more about the feedback and subsequent changes view:

- 4.10 Consultation – Cycle Route Feedback
- 5.7 Consultation - Walking Route Feedback

3 LCWIP Stage 2 – Gathering Information

3.1 Policy context

In developing this LCWIP, we considered a total of 10 policy documents at the national, county, and district levels. Table 3.1 will summarise all 10 policy documents and for each one; it will provide the name, publisher, date published, policy level, and a description highlighting its relevance to the LCWIP.

Any additional information required to understand the implications of the policy documents for this LCWIP will be provided separately in Appendix D – Policy Context, which will also include links to all policy documents for further reference.

Table 3.1 Policy Documents Considered During Development

Document	Publisher and Date Published	Policy level	Description
Local Cycling and Walking Infrastructure Plans: Technical Guidance for Local Authorities	Department for Transport (DfT) 2017	National	Provides a framework for developing strategic walking and cycling networks, including data collection processes.
Cycling and Walking Investment Strategy (CWIS)	Department for Transport (DfT) 2017	National	Aims to double cycling trips and reverse the decline in walking trips by 2025, promoting benefits like cheaper travel and better health.
Local Transport Plan 4	Hertfordshire County Council (HCC) 2018-2031	County	Identifies several corridors impacting Three Rivers, including the Aylesbury-Watford-London Corridor and the A414 Corridor, aiming to improve transport connectivity, reduce congestion, and promote sustainable travel modes.
South West Hertfordshire Growth and Transport Plan (SWGTP)	Hertfordshire County Council (HCC) 2019	County	Emphasises enhancing cycling and walking infrastructure in Three Rivers, with projects like Ebury Way improvements and new cycle links in Rickmansworth, supporting sustainable development and healthier communities.
Sustainable Modes of Travel Strategy	Hertfordshire County Council (HCC) 2024/25	County	Focuses on promoting sustainable travel to schools in neighbouring areas like Watford and St Albans, indirectly impacting Three Rivers by improving road safety and developing school travel plans.
Hertfordshire Place and Movement Planning and Design Guide	Hertfordshire County Council (HCC) (2023)	County	Provides a technical approach to managing road user interfaces and translating LTP4 policies into practice, mentioning the Three Rivers' Preferred Local Plan Lower Housing Growth Option to protect Green Belt land.

A414 Corridor Strategy	Hertfordshire County Council (HCC) 2019	County	Focuses on improving transport connectivity and reducing congestion in Three Rivers, particularly in Leavesden, Abbots Langley, and South Oxhey, through a Mass Rapid Transit system and enhanced cycle and pedestrian routes.
Maintenance for Active Travel Strategy	Hertfordshire County Council (HCC) 2019	County	Outlines how highway maintenance programs can support active travel by maintaining infrastructure standards, indirectly benefiting Three Rivers.
South West Hertfordshire Cycle Study	Hertfordshire County Council (HCC) 2013	County	Identifies gaps in the cycling network and areas for improvement in Three Rivers based on cycle audits, supporting the wider HCC Active Travel Strategy.
Three Rivers District Council Local Plan	2011 Under review	District	The current Local Plan is in the process of being updated, with the council preparing a new Local Plan which will provide the planning policies and proposals for future sustainable growth in the district up to 2041.

3.2 Other Scheme Developments

Table 3.2 summarises some of the recent major scheme developments in Three Rivers district. These proposals are considered in the network development in LCWIP stages 3 and 4.

Table 3.1 Other Scheme Developments

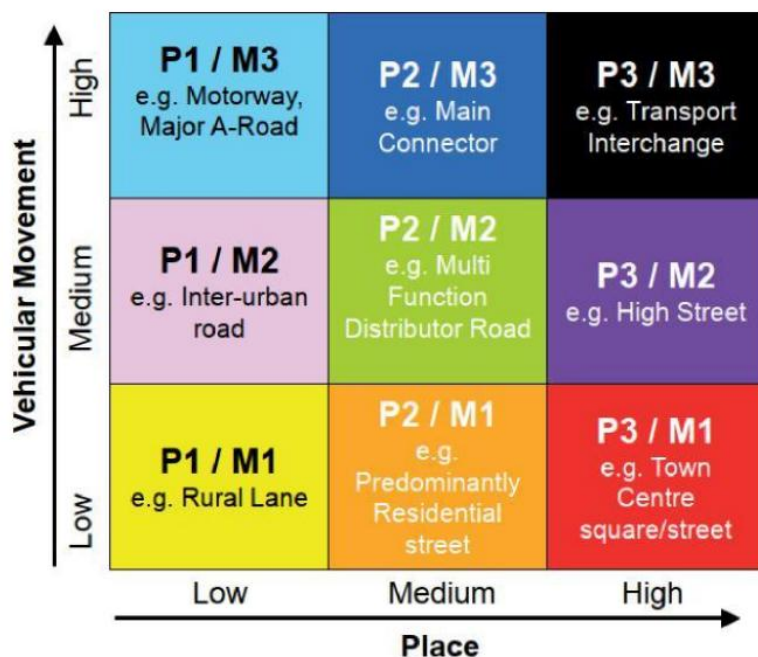
Scheme Name	Details	Status
Cycle Hire	The Beryl Bike Share scheme now operates in Watford, providing 24/7 access to hire bikes around the borough. The scheme has been extended into Croxley Green in Three Rivers. The scheme provides both traditional and e-bikes, which are bookable via the Beryl app.	Commenced

3.3 Adoption of the Place & Movement Approach

HCC has adapted Transport for London's (TfL) Street Types matrix⁶ to develop a Place and Movement matrix as a way of categorising each section of the highway by the needs of different roads users by understanding how people interact with the space around them.

HCC has created nine categories based on factors such as road type and rural or urban areas. Modifications to the TfL matrix have been undertaken to reflect the more diverse nature of Hertfordshire's highway networks, such as 'Rural Lane', this is shown in Figure 3.1.

Figure 3.1 Hertfordshire Place and Movement Matrix



Source: Hertfordshire County Council, Adoption of Place and Movement Approach

All of HCCs highway network has been categorised into these nine categories. This was then validated through a series of workshops involving officers from different services across the Highways Department.

Through categorising the highways network, a standard design toolkit can be developed for each of the nine categories. Appropriate design solutions are incorporated into the new version of the 'Roads in Herts' design guide that is currently under review.

This approach is also being used to support the Highway strategy work through identifying where there are 'clash points' of differing movements and place functions. User prioritisation is being reviewed at these sections of the highway and helps to inform scheme identification for these areas.

This categorisation has helped to inform the network assessments in section 4.

3.4 Other LCWIPs

When developing an LCWIP for Three Rivers it is important to understand if there are any neighbouring authorities that have developed or are developing an LCWIP. This will establish if there are any plans to connect walking and cycling routes into the area, ensuring there is consistency across the local network.

During the initial development of this LCWIP, there were no completed and published LCWIPs for neighbouring local authorities or boroughs to Three Rivers, nor were there any TfL Cycleway schemes connecting the London Boroughs of Hillingdon or Harrow to the study area.

Two adopted LCWIPs were identified within a 20-mile proximity to Three Rivers, these being LCWIPs for Aylesbury Garden Town and Stevenage, but these were not considered to impact on this document.

Since the initial development of this LCWIP (in 2020), Stevenage, Watford, Welwyn and Hatfield, North Herts and

St Albans have adopted LCWIPs within Hertfordshire County. East Herts, Hertsmere and Dacorum LCWIP's are currently being developed.

3.5 Baseline Travel and Transport Context

Understanding how people travel within Hertfordshire, specifically in Watford and Three Rivers is an important aspect of developing the LCWIP. This can provide an understanding of the most popular modes of travel within and outside of the boroughs. This section brings together publicly available information on existing travel patterns within Hertfordshire.

The LTP4 indicates that Hertfordshire's population is estimated to grow to 1.43 million people by 2039, up from 1.18 million people in 2016, an increase of 21% in 23 years. Household growth is also predicted to grow in each of the ten districts within Hertfordshire, with significant housing development planned. This is in addition to housing development planned in neighbouring authorities, such as Aylesbury Vale, Luton, Central Bedfordshire, South Cambridgeshire, Enfield, and Barnet.

Data from the wider county of Hertfordshire shows that many shorter journeys are undertaken on foot, with a small proportion undertaken by bike, but a significant minority of short journeys are undertaken by car, suggesting that with appropriate network improvements through the LCWIP, there is scope for several of these short journeys to shift to active modes.

3.5.1 Travel to Work

118,000 Hertfordshire residents work in Greater London, with 51% of these residents travelling there by rail or tube. The proximity of Hertfordshire to London is an important aspect of understanding travel to work within the county, with many people commuting into London, particularly from St Albans, Watford, Cheshunt, Harpenden, Welwyn Garden City, Hemel Hempstead, Borehamwood, and Stevenage. Prior to the pandemic, much of the county's rail network operated at full capacity at busy times due to the high demand.

The 2021 Census collected travel to work data by mode and by district. This is shown in Table 3.3. It is clear in Three Rivers district that driving in a car or van to work is the most common mode of travel to work. Travel to work by rail/underground is the next most popular mode, which is expected due to the number of commuters into London. There are low levels of cycling journeys.

Table 3.2 2021 Census travel to work mode

Location		Work mainly at or from home	Underground, metro, light rail, tram	Train	Bus, minibus, or coach	Taxi	Motorcycle, scooter or moped	Driving a car or van	Passenger in a car or van	Bicycle	On foot	Other
	Number	19,608	1,698	1,101	491	153	165	19,817	1,170	403	1,948	395
Three Rivers	Rounded %	42%	4%	2%	1%	0%	0%	42%	3%	1%	4%	1%

Source: 2021 Census – Travel to Work, England and Wales

3.5.2 Existing Cycle Network

Five National Cycle Network (NCN) routes pass through Hertfordshire - NCN 1, 6, 12, 57 and 61 - however, some are incomplete and are a mixture of quality and type. NCN 6 is the only route which passes through Three Rivers district, following the Ebury Way. The route is largely off-road through the study area.

These routes link with urban and rural cycle links within the county. There are two waterways in Hertfordshire which are cyclable, including the Grand Union Canal in the Three Rivers area. They are used predominantly for leisure purposes for both pedestrians and cyclists.⁸ HCC has produced a cycle network map for the County - see Figure 3.5⁹ focussing mainly on leisure routes, rather than cycle routes for utility journeys.

Three Rivers District Council have a local route network which will remain and has been referenced in this document. A high-level assessment of the extent and quality of the existing cycle network is set out in Chapter 4.

⁸ <https://www.hertfordshire.gov.uk/media-library/documents/about-the-council/consultations/tp4-local-transport-plan-4-complete.pdf>

⁹ <https://www.hertfordshire.gov.uk/media-library/documents/public-health/health/cycle-routes-in-hertfordshire-map.pdf#>

Source: Hertfordshire County Council - <https://www.hertfordshire.gov.uk/media-library/documents/public-health/health/cycle-routes-in-hertfordshire-map.pdf#>

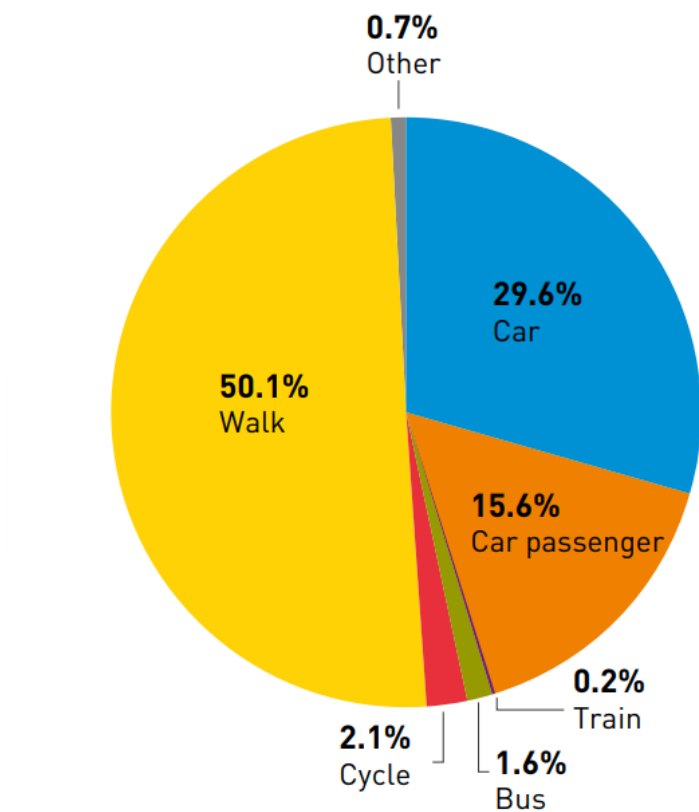


3.5.3 Cycling Trends

The 2024 Hertfordshire Traffic and Transport Data Report indicates that current cycling mode share is 2.1% for all trips that are less than 3 miles in length in Hertfordshire. The is slightly higher than the mode share of 2.0% in 2018, see table 3.7.

HCC has set out ambitious cycle targets for all trips under 3 miles, these being 8% by 2026, and 11% by 2031, as shown below in Table 3.7.

Figure 3.3 Journeys less than 3 miles 2022



Source: 2022 HCTS Executive Summary

Table 3.3 HCC Cycle targets

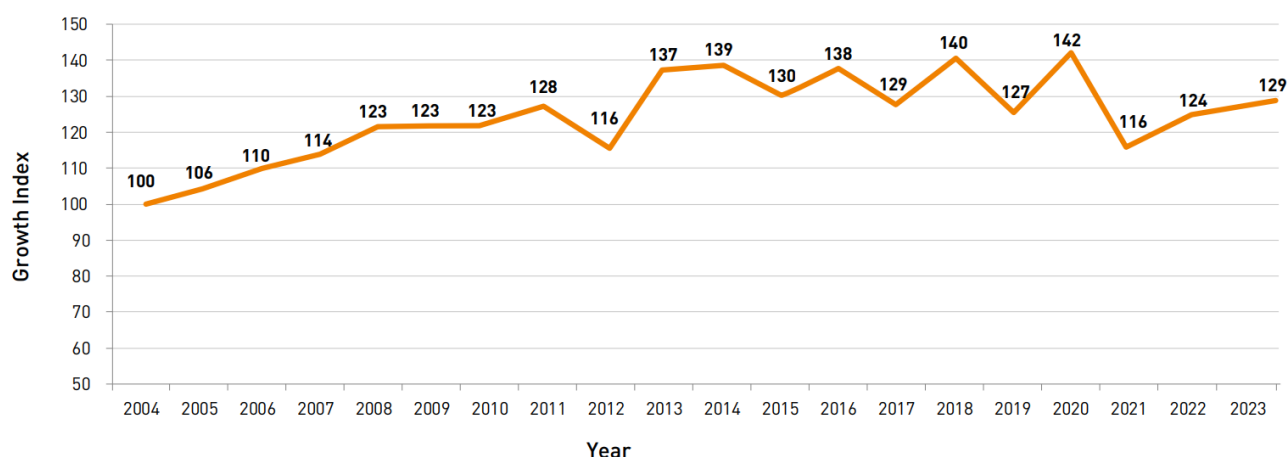
Source: 2022 HCTS Executive Summary

Performance Indicator	2018 Current Level	2022 Current Level	2021 Target	2026 Target	2031 Target
% of all trips (under 3 miles) made by cycling	2.0%*	2.1%	5%	8%	11%

Figure 3.7 shows the cycle level trends for Hertfordshire since 2004 when cycle monitoring was first introduced. Cycling has increased at the HCC monitoring sites since 2004 and are 20% busier now.

¹⁰ 2024 Hertfordshire Traffic and Transport Data Report

Figure 3.4 Cycle Level Trends in Hertfordshire



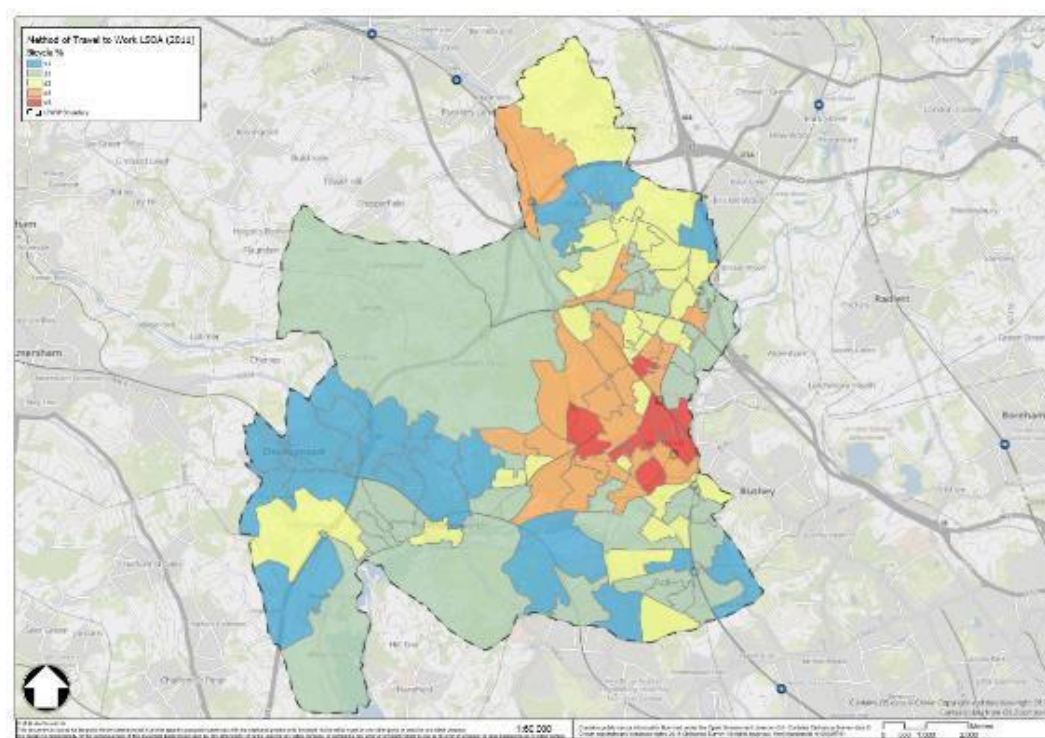
Source: Hertfordshire Traffic and Transport Data report

Cycle to work mode share in Three Rivers

Figure 3.9 sets out a summary of the cycle to work mode share from the 2011 Census broken down to Lower Layer Super Output Areas (LSOA). This shows that there is a wide variation between 0 and 5% cycle mode share in specific LSOA areas across Three Rivers area. Cycle to work share is highest (4-5%) in LSOA areas around Croxley Park, and Nash Mills/Kings Langley. Cycle to work mode share is particularly low in the Three Rivers settlements of Rickmansworth (3%), Carpenders Park (2%) and Chorleywood (1%).

3.5.4 Walking Trends

Figure 3.5 Cycle to work mode share

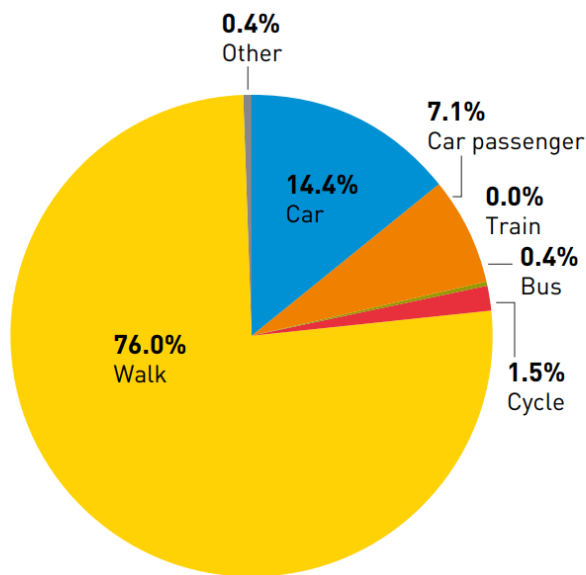


Source: Census 2011

The 2024 Hertfordshire Traffic and Transport Data Report suggests that in 2022, journeys of less than 1 mile were mostly undertaken on foot (76%), with 21.5% of journeys less than 1 mile undertaken by car (see Figure 3.8).

HCC has set out targets for of achieving 77% of all trips less than 1 mile to be undertaken by walking across the whole of Hertfordshire. Although the 2018 baseline was 76.3% (see Table 3.8), there were some local authorities across Hertfordshire with significantly lower mode shares, impacting the overall statistic.

Figure 3.6 Mode share of journeys less than 1 mile in length in Hertfordshire



Source: Hertfordshire Traffic and Transport Data report

Table 3.4 HCC walking targets

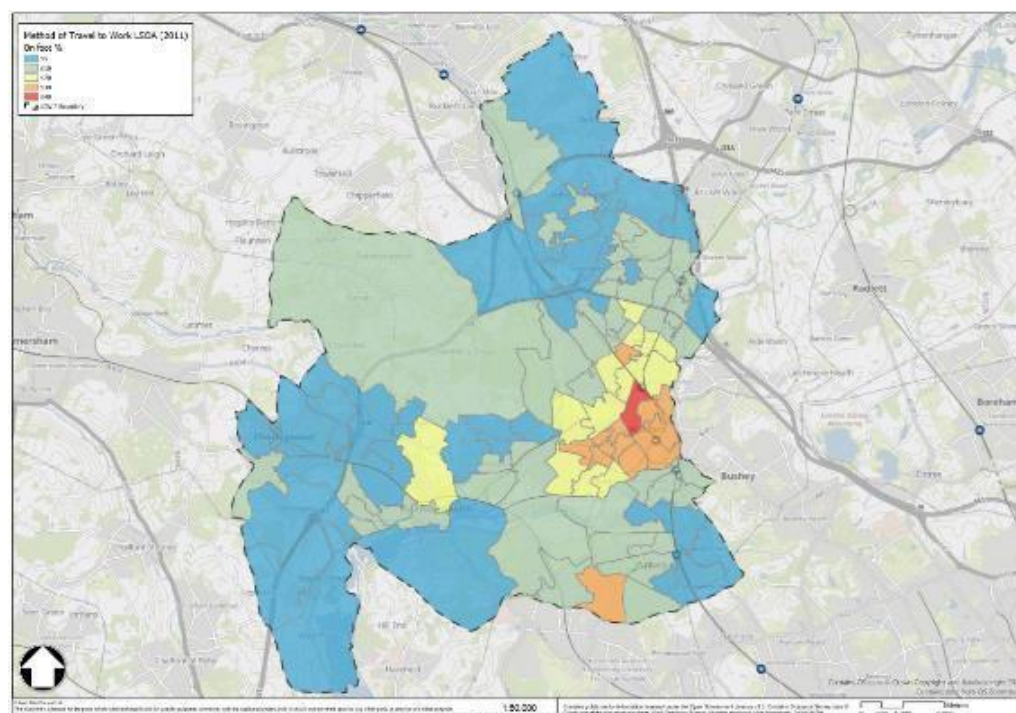
Performance Indicator	2018 Current Level	2022 Current Level	2026 Target	2031 Target
% of all trips (under 1 mile) made by walking	76.3%	76.0%	73%	77%

Source: Hertfordshire Traffic and Transport Data report

Walk to work mode share in Three Rivers

Figure 3.10 sets out a summary of the walk to work mode share from the 2011 Census broken down to LSOA. The Eastbury LSOA has the highest share (30%). Rickmansworth (c20%). Carpenders Park and Chorleywood LSOAs typically have 10% or lower walk to work mode share.

Figure 3.7 Walk to work mode share



Source: Census 2011

¹² 2019 Hertfordshire Traffic and Transport Data Report

4 LCWIP Stage 3 - Network Planning for Cycling

This section sets out the findings from the evidence collected and analysed for the information gathering information stage of the LCWIP (Stage 2). These findings aid in the identification and prioritisation of a cycling network in Three Rivers district.

4.1 Propensity to Cycle Tool

The LCWIP guidance recommends that the Propensity to Cycle Tool (PCT) is used as one method to understand the potential for cycling alongside other locally important evidence.

The PCT¹³ is a DfT tool which shows the current and potential future distribution of commuter cycling trips under different growth scenarios. It estimates the amount of cycling in an area along straight desire lines (trip distribution) as well as allocating cycling trips to specific routes (trip assignment). The PCT uses open-source data, such as the census.

The PCT, while a useful tool, has limitations and outputs should be interpreted as an indicative representation of potential demand only. The data underpinning it is for example based on the 2011 census journey to work data and so does not take into account other journey types such as leisure trips. Proposed future development sites are also not included, so collectively this means that future demand for cycling is likely to be underestimated both in quantum and in distribution. The PCT is therefore used as just one input tool for the LCWIP.

Within the PCT, several different scenarios have been developed for commuting trips by cycle. These scenarios are summarised in Table 4.1 below.

The outputs from the PCT are expressed in terms of one-way daily cycling flows, and the outputs can be shown as:

- Straight Lines - representing the desire lines or origin-destination pairs. Each line has information showing the distance between the origin-destination point, how many commuters in total take this route, how many of these commuters currently cycle and what the propensity for cycling is.
- Route Network – aggregates all the cycling flows using the fastest legally cyclable routes (or alternative quieter streets) derived from Cyclestreets journey planner). This prioritises the fastest and most direct routes which have greatest potential for cycling. Using the LSOA's provides a higher accuracy in the detail of the origins and destinations.

Table 4.1 PCT Scenarios

PCT Scenario	Details
Government Target	The Government Target scenario models a doubling of cycling nationally, corresponding to the proposed target in the English Department for Transport's draft Cycling Delivery Plan to double cycling in England between 2013 to 2025
Go Dutch	The Go Dutch scenario is an ambitious vision for what cycling in England and Wales could look like. People in the Netherlands make

¹³ <https://www.pct.bike/>

PCT Scenario	Details
	28% of trips by bicycle, fifteen times higher than the figure of 1.6% in England and Wales. In addition, cycling in England and Wales is skewed towards younger, male cyclists. By contrast in the Netherlands cycling remains common into older age, and women are more likely to cycle than men. This means that the difference between England and the Netherlands is particularly large for women and older people.
Ebikes	The Ebikes scenario models the additional increase in cycling that would be achieved through the widespread uptake of electric cycles ('ebikes'). This scenario is built as an extension of the Go Dutch scenario, making the further assumption that all cyclists in the Go Dutch scenario own an ebike. It builds on the Go Dutch scenario by applying three additional ebikes scaling factors to account for the increased willingness of ebike users to cycle long distance, hilly and simultaneously long distance and hilly routes.
Gender Equality	<p>In the 2011 Census, women accounted for 48% of all English and Welsh commuters but only 27% of all cycle commuters. This gender disparity is seen across the country, with no local authority having a proportion of female cyclists greater than 50%. Places in England and Wales with higher overall levels of commuter cycling also tend to have smaller gender inequalities in commuter cycling.</p> <p>It does not use distance and hilliness data to model propensity to cycle. Instead, it assumes that male propensity to cycle remains unchanged – i.e. there is no change in the number of male cycle commuters – and that female propensity to cycle rises to match male propensity. This scenario has the greatest relative impact in areas where the rate of cycling is highly unequal across gender</p>

Source: Propensity to cycle tool

For the purposes of the Three Rivers LCWIP, the 'Government Target' and 'Go Dutch' scenarios have been used. This combination helps to illustrate the most likely local scenario for potential cycle demand, and what could be achieved with high levels of ambition and mode share.

4.2 Propensity to Cycle Analysis

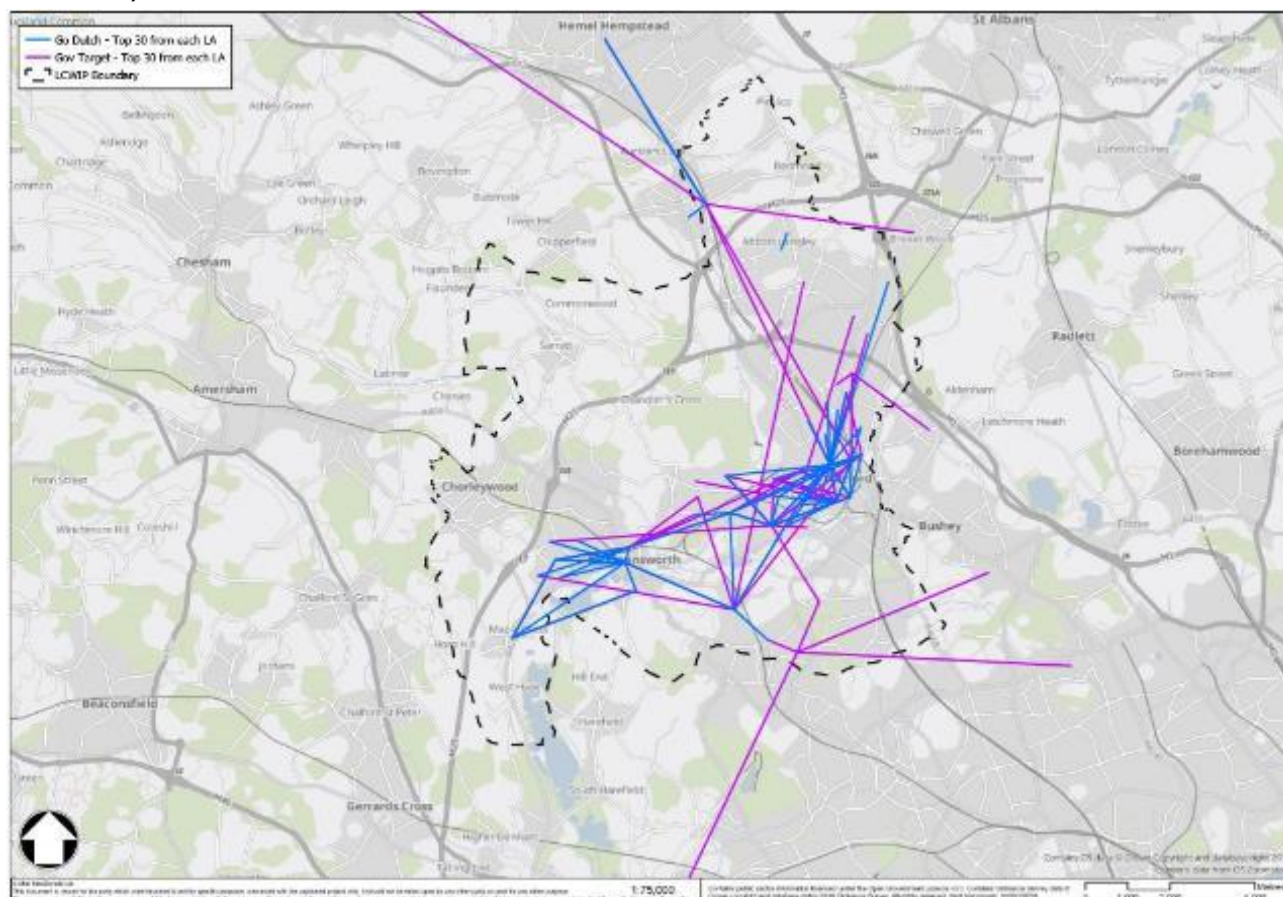
Trip distribution

The PCT has been used to show where existing cycle trips are and where there is potential to increase cycle trips to replace short trips made by other transport modes.

Figure 4.1 below shows, for each authority, the straight 'desire' lines when the Government Target and the Go Dutch scenarios are modelled in the PCT.

Within Three Rivers, there are key desire lines into and out of Rickmansworth in particular, but there are also desire lines from Kings Langley/Nash Mills, Eastbury and Moor Park. There are a number of desire lines linking to external areas from Three Rivers, notably Watford, Hemel Hempstead, Berkhamsted, Bushey, Stanmore, and North Hillingdon.

Figure 4.1 PCT Outputs for Watford and Three Rivers (Go Dutch and Government Target assignment scenarios)



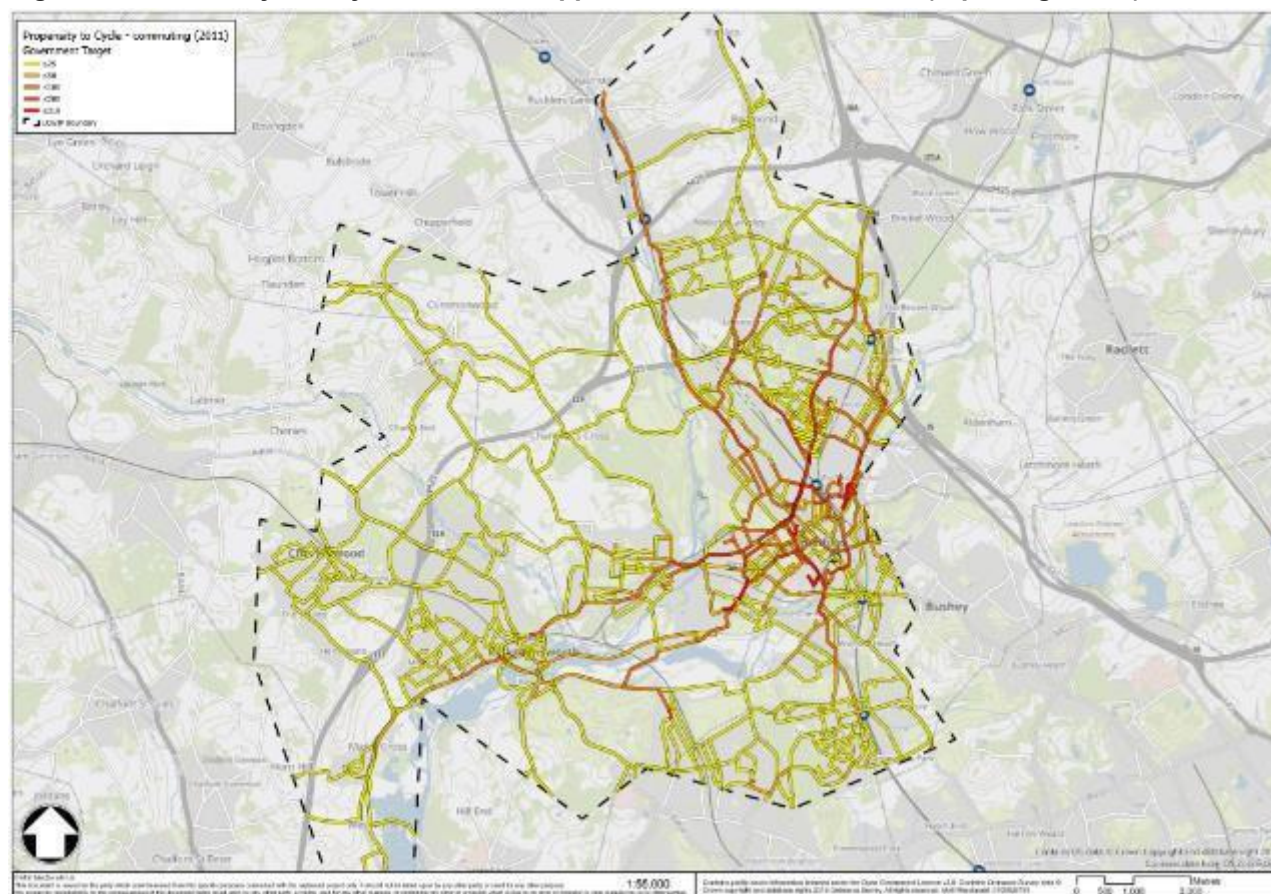
Source: Mott MacDonald, Propensity to Cycle Tool

Trip assignment

Figure 4.2 below matches these desire lines onto the existing road network in Watford and Three Rivers. This shows particular hotspots of cycling potential:

- West - east demand between Rickmansworth and Watford Centre via Croxley and West Watford (A412 and Tolpits Lane)
- N North-south demand between North Watford and Watford Centre (A412)
- North-south demand between Garston and Watford Centre
- North-south demand between Leavesden and Watford Centre
- North-south demand between Kings Langley/ Nash Mills and Watford Centre (A411)

Figure 4.2 PCT Analysis - cycle demand mapped onto the route network (trip assignment)



Source: Mott MacDonald, Propensity to Cycle Tool

4.3 Origin and Destination Analysis

This section sets out the analysis of the origins and destinations in and around Three Rivers, including the method used.

Origins are identified as trip attractors, which are largely residential areas. LSOA residential population weighted centroids were selected to represent existing residential areas in Three Rivers. In addition, new and draft allocated development sites have also been taken into consideration. Any developments planned to provide over 50 dwellings have been included in this analysis.

Destinations have been identified as trip attractors, which include the following:

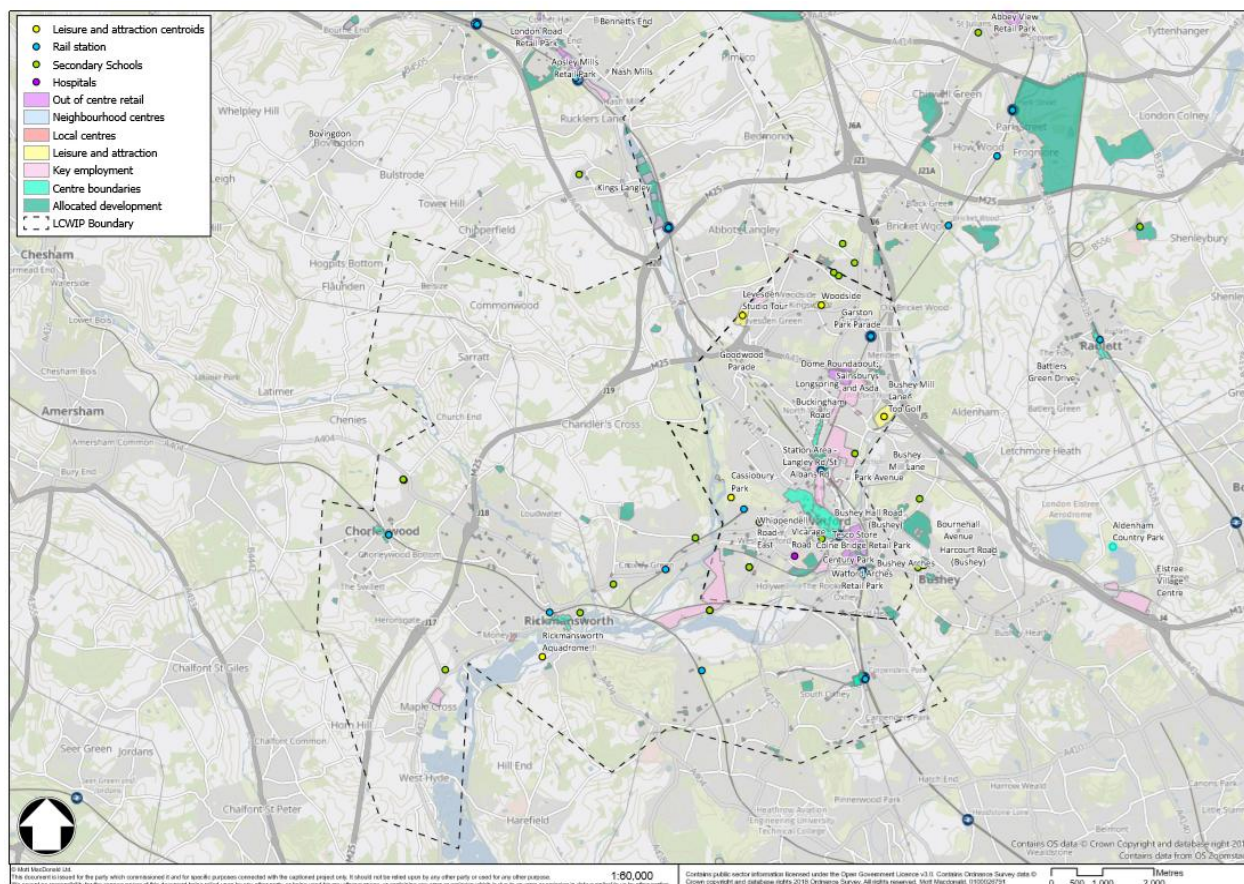
- Town and district centres.
- Employment sites, business parks or large employers.
- Secondary schools.
- Hospitals with accident and emergency departments.
- Retail facilities including out of town sites; and
- Leisure, including major visitor attractions such as Warner Brothers Studios.

The identification of origins and destinations has been developed through an iterative process with officers at HCC and TRDC.

The information was initially provided as GIS polygons of the origin and destination points, which has then been sense checked by the project team and supplemented with further information including local promotional maps. For the purposes of the analysis, the geographical centre of a development has then been used as the origin point.

A full list of agreed key destination points assumed is set out in Appendix A. Figure 4.3 shows a summary of the origins and destinations in Watford and Three Rivers.

Figure 4.3 Key trip origins and destinations in Watford and Three Rivers (December 2021)



Source: Mott MacDonald

4.3.1 Identified cycling corridors

Figure 4.4 shows the origins connected to destinations, and the representation of potential cycling corridors. This analysis has been undertaken using a GIS model, based on the following assumptions:

Every origin connects to every destination within a 5km distance (approximately a 25-minute cycle) which is considered a reasonable cycle distance. The exception is at local centres, hospitals, and rail stations where there is an assumption that an individual would typically travel to the closest of these amenities¹⁴.

Origins and destination corridors are shown in blue and purple on the map, with key corridors of demand shown in red. The blue lines show the connections between existing origins and

¹⁴ Approach agreed at scoping stage.

destinations, with the purple showing connections from allocated developments and destinations. The key corridors, shown in red, were identified by looking at the trends from the desire lines. Where a number of desire lines appeared to travel in a similar direction, this was seen as a key corridor, which was then sketched onto the map.

Figure 4.4 Connecting origins and destinations



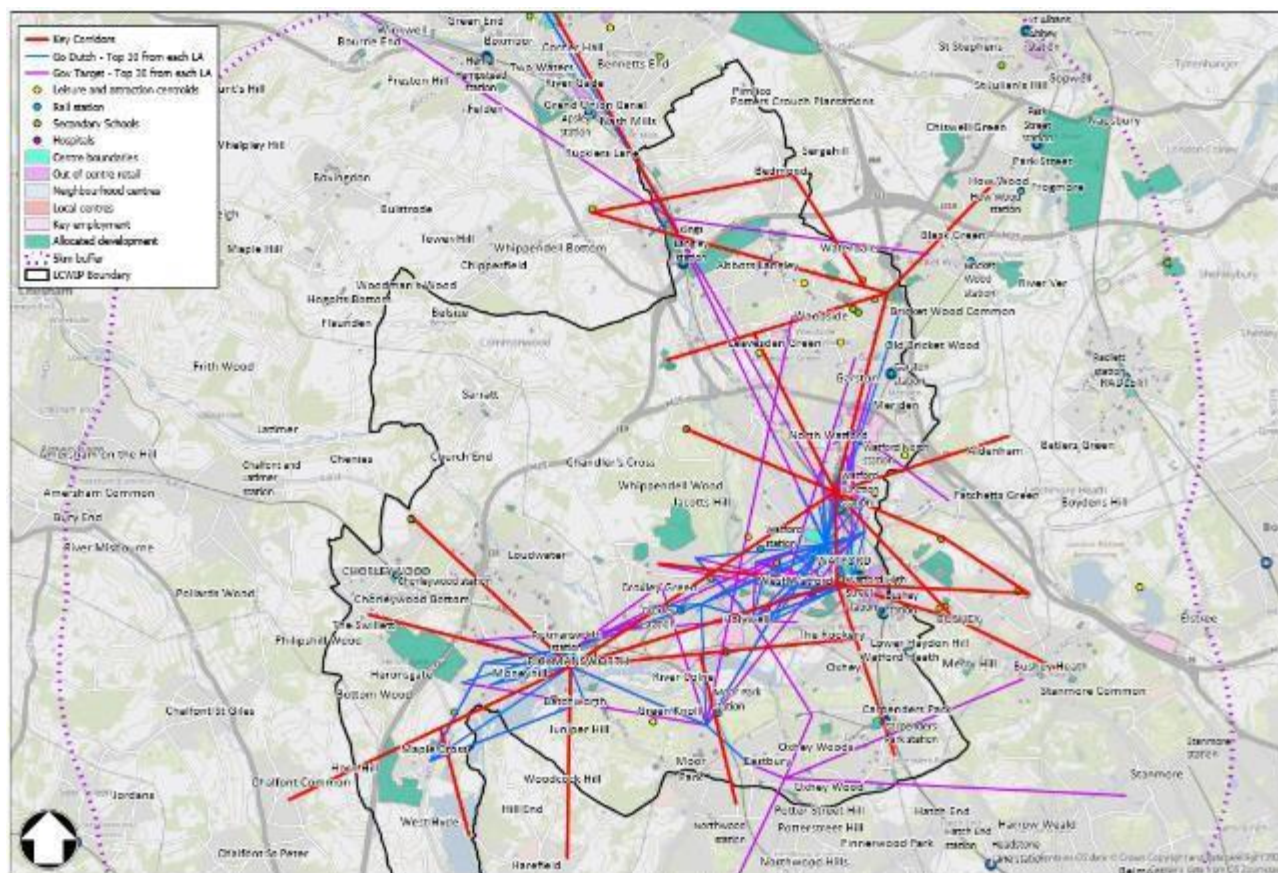
Source: Mott MacDonald

4.3.2 Key cycling corridors

Figure 4.5 shows a summary of the key corridors identified for Three Rivers based on this origin and destination analysis. The key corridors of demand are focussed in particular into and out of Rickmansworth, and Garston.

In addition, the PCT outputs drawn from the previous section are also shown to provide a comparison between the datasets. The PCT demand shows additional desire lines north-south which were not designated as a key corridor. It should be noted, the PCT shows only commuting trips, whereas the origin-destination analysis takes into consideration a wider spread of trips, including commuting, travel to school, leisure and shopping.

Figure 4.5 Identification of key corridors of demand



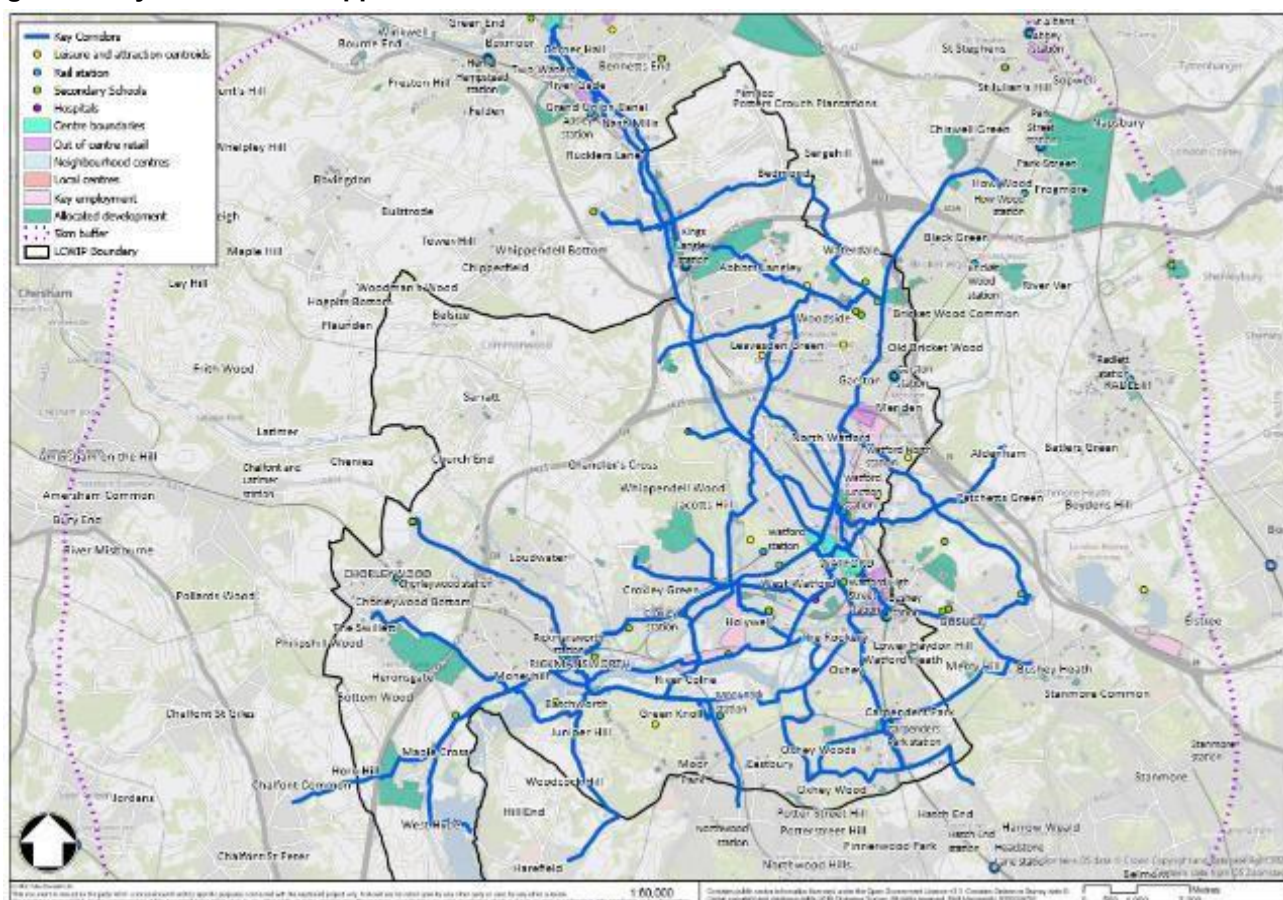
Source: Mott MacDonald

4.3.3 Cycle corridors and the road network

The corridors identified by the PCT analysis in section 4.1 and the origin-destination analysis in 4.2 have been mapped onto the road and path network in GIS using the shortest possible route, to illustrate what the straight-line network would look like when mapped to the road network across Three Rivers (see Figure 4.6). It should be noted that these initial outputs are purely indicative at this stage, with the exact alignments of shortlisted priority routes determined in the next stages of the LCVIP.

The network identified in Figure 4.6, and the process to arrive at this network, was presented at stakeholder engagement sessions (in June 2021). Stakeholders included elected representatives, local groups with an interest in walking and cycling; and national and regional statutory consultees and NGOs, identified in the Stakeholder Engagement Plan. These workshops allowed stakeholders to feed back on the draft proposed Networks and the background data used to inform the draft network of proposed routes.

Figure 4.6 Cycle demand mapped onto the network



Source: Mott MacDonald

4.4 Pre-prioritisation

The LCWIP process includes an element of prioritisation, in recognition of the long-term nature of the LCWIP, and that it will not be feasible to improve all routes in the immediate future.

As a large number of routes were identified through the network planning process, the decision to 'pre-prioritise' the network was taken at LCWIP stage 3, allowing the more detailed work to focus on those higher priority routes. The rationale for this pre-prioritisation was that:

- Assessing/auditing all routes would be time-consuming and would likely extend the programme and budget required significantly.
- There is unlikely to be sufficient future funding available to implement all routes over the short term, therefore there is a need to focus on those that will provide the most benefit.

Therefore, the purpose of pre-prioritisation is to identify the routes that are most likely to score highly in stage 5, so that time and effort is focused on auditing and assessing those routes that will provide the most benefit. It is envisaged that all routes will eventually be audited and assessed but this will need to be undertaken over time as part of future iterations of the LCWIP, and as funding becomes available.

4.4.1 Methodology

The LCWIP Guidance recommends three elements should be considered when looking at the prioritisation of schemes.

- Effectiveness
- Policy
- Deliverability

The effectiveness and policy aspects of prioritisation were considered in the pre-prioritisation exercise.

A number of datasets were gathered to inform the effectiveness of the routes, these datasets were decided upon by TRDC and informed by Mott MacDonald:

- Indices of multiple deprivation (IMD)
- PCT Government Target
- HCC's Place and Movement dataset
- Key severance factors (major roads, rail, waterways)

All of the above datasets were analysed in GIS and scored on the basis of how effective improvements to the cycle network would be in improving these aspects of the route.

The IMD dataset is classified by Lower Super Output Area (LSOA) and therefore covers the whole LCWIP area. The areas with higher indicators of deprivation are considered a higher priority.

The PCT was used to establish the links which could potentially attract the largest numbers of users for both commuting and school travel.

The Place and Movement scores for links proximate to the routes were assessed, with P2 and P3 links – those with a higher Place function – given a higher priority.

Severance was assessed through the number of severance points per kilometre on links, with sections overcoming the greatest number of severance points scoring most highly.

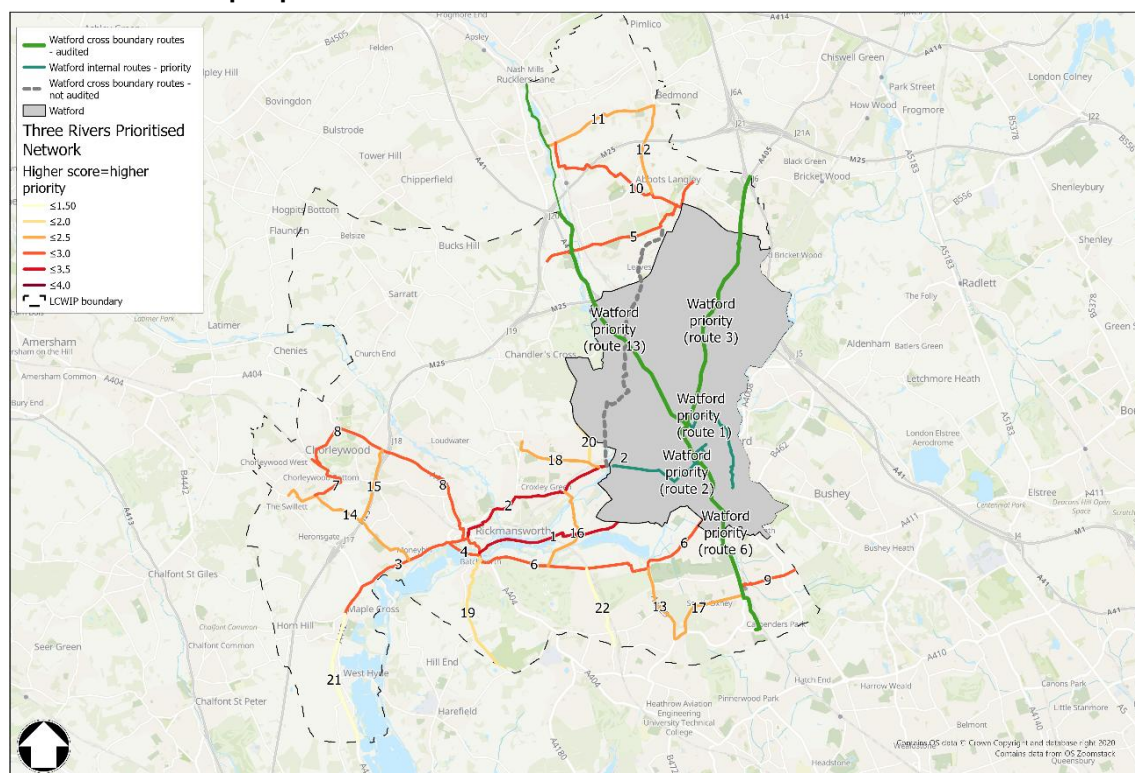
The proposed cycle network was broken into sections, a new section was created at every junction. For each section, a score was calculated for each of the four datasets. A final score was then derived for each section based on the cumulative score of all datasets.

In order to form routes out of the sections, the highest scoring section was selected first. The adjacent sections were included as part of the route until it came to a logical end. This means that the priority of the route at a different point can be much lower than the highest priority section. The next priority section was then selected to create the next priority route.

4.4.2 Pre-prioritisation Routes

The pre-prioritisation of the strategic cycling network was undertaken in Three Rivers, providing a network across the local authority areas. The pre-prioritisation results for Three Rivers are shown in Figure 4.8.

Figure 4.7 Three Rivers pre-prioritisation routes



Source: Mott MacDonald

4.5 Priority Cycling Routes

Following the pre-prioritisation process outlined in Section 4.4, a more detailed assessment was undertaken to identify the highest priority routes for further development. This next stage involved a structured evaluation of all routes using a multi-criteria assessment framework. Officers ranked all routes based on the following criteria:

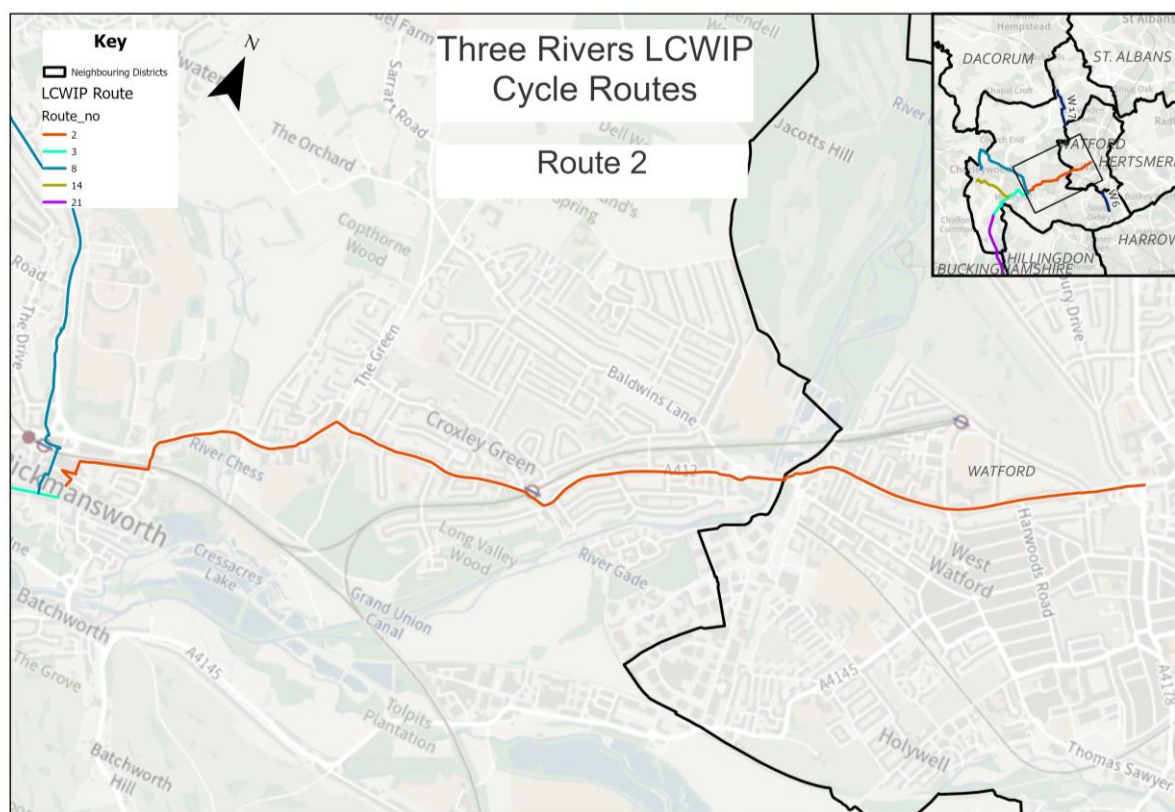
- **Effectiveness and policy ranking:** building on the datasets and policy alignment considered in the pre-prioritisation stage, as outlined in Section 4.4.1. This included reference to datasets such as Indices of Multiple Deprivation (IMD), the Propensity to Cycle Tool (PCT), and Place and Movement scores.
- **Technical feasibility:** assessing the practical deliverability of each route.
- **Overall support for the scheme:** considering stakeholder and public support.
- **Alignment with known funding or existing schemes:** evaluating how well each route fits with current or upcoming funding opportunities and related infrastructure projects.

Each route was scored against these criteria, and the scores were combined to produce an overall ranking. This process enabled a transparent and evidence-based selection of the most promising routes for investment. As a result of this assessment, five routes were prioritised for the Three Rivers district. These are detailed below as Routes 2, 3, 8, 14, and 21, and are illustrated in the maps that follow.

Further information on this process is detailed in section 6.

Route 2 - Watford via Croxley Green A412 to Rickmansworth High Street

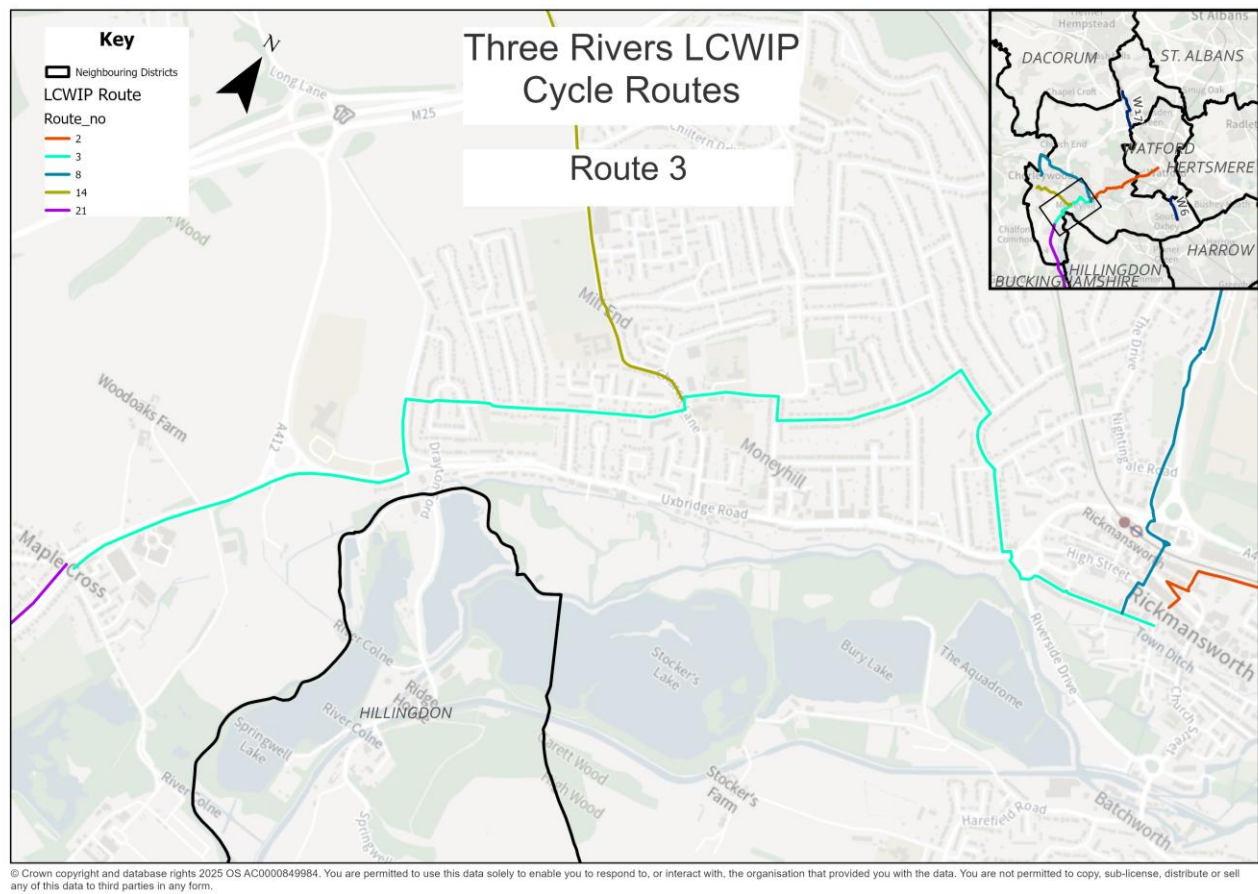
Figure 4.8 LCWIP priority route 2 overview



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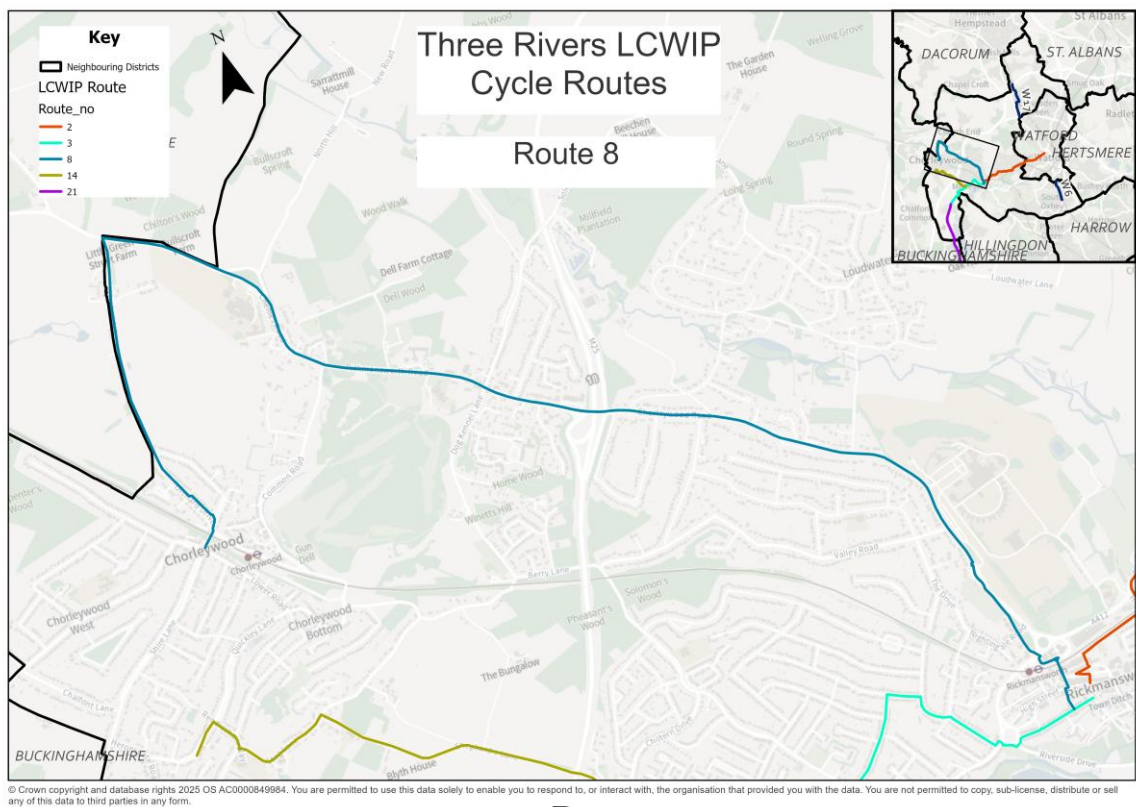
Route 3 – Ebury Road, parallel with Uxbridge Road and then next to A412

Figure 4.9 LCWIP priority route 3 overview



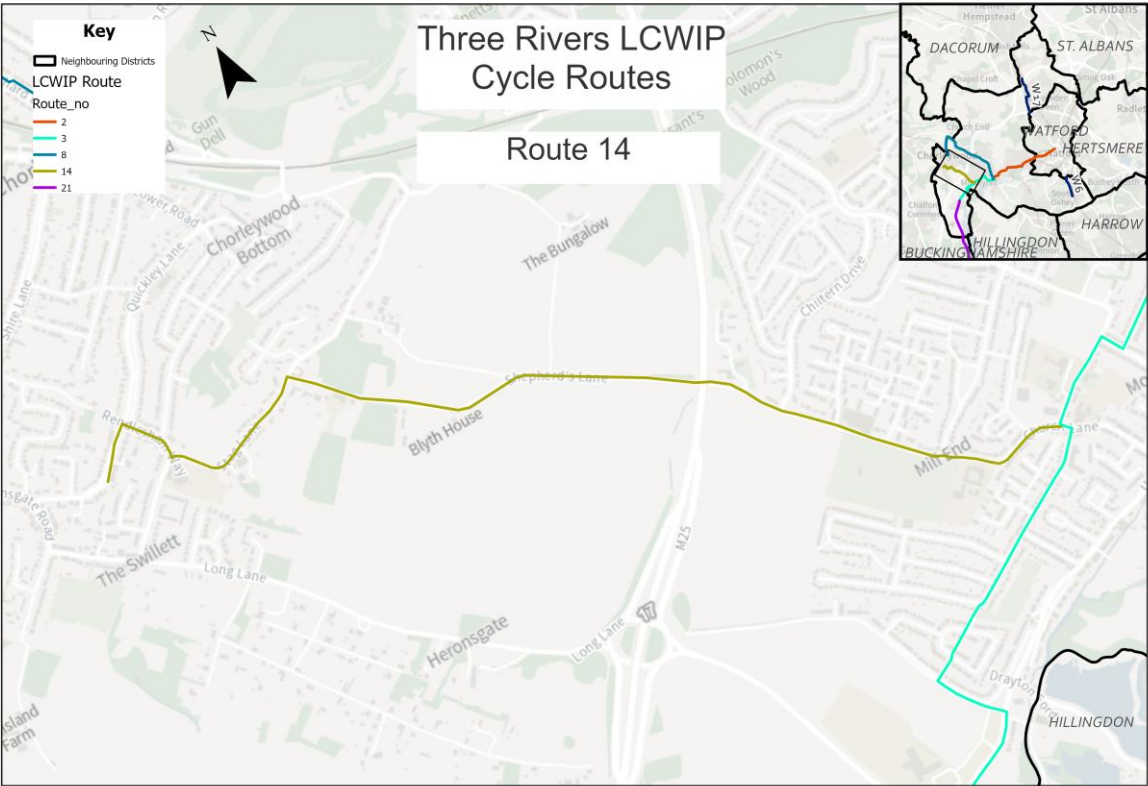
Route 8 - A404 route between Rickmansworth Station and Chorleywood

Figure 4.10 LCWIP priority route 8 overview



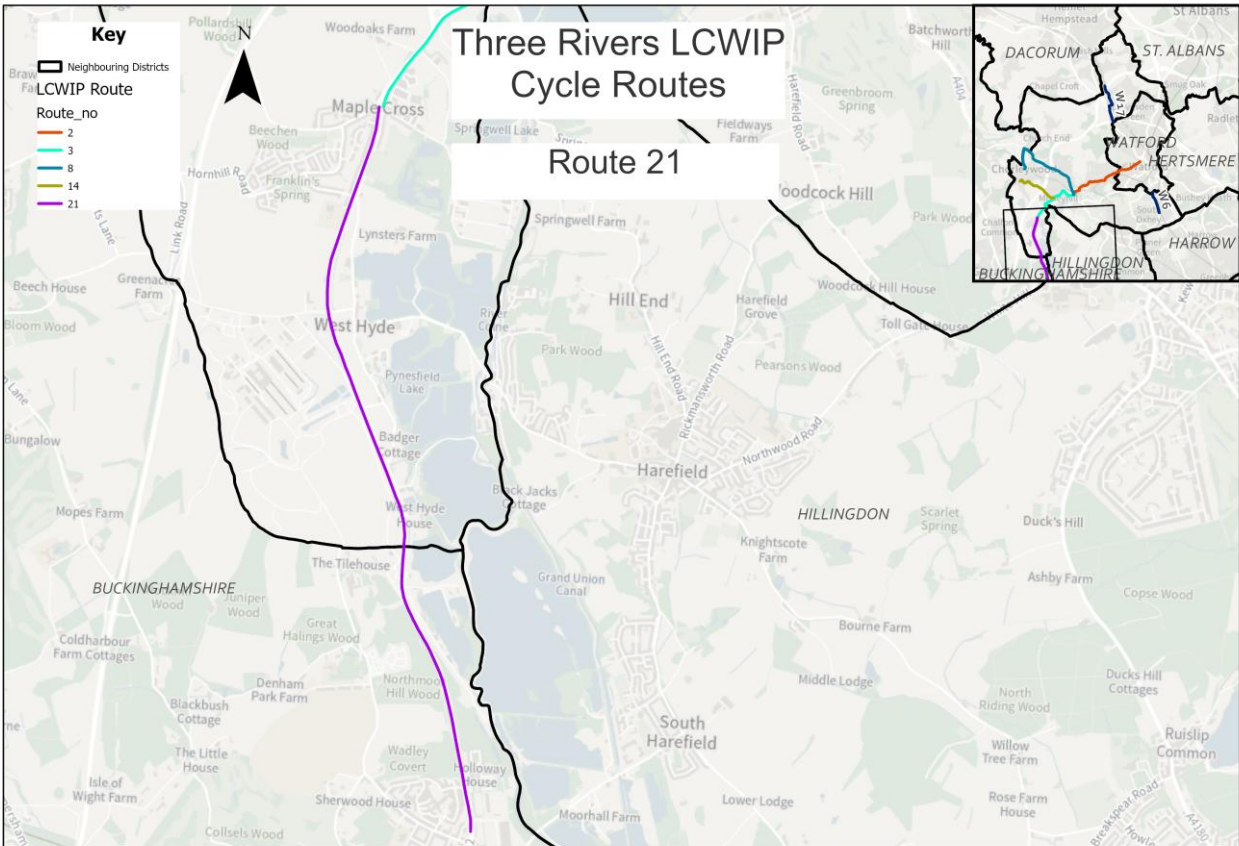
Route 14 – Starts on Stag Lane in Chorleywood and comes out via Shepherds Lane towards William Penn Leisure Centre

Figure 4.11 LCWIP priority route 14 overview



Route 21 – Chalfont Road to towards Denham and Buckinghamshire border

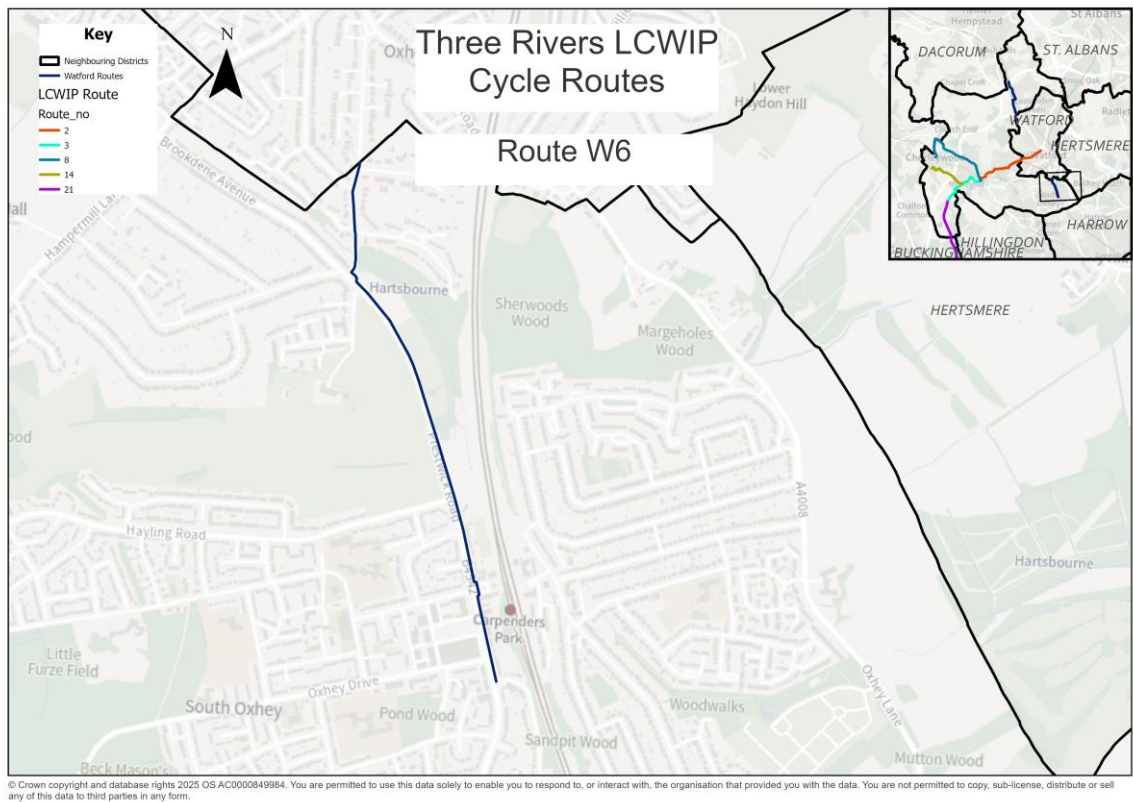
Figure 4.12 LCWIP priority route 21 overview



Two routes from the Watford Borough Council LCWIP also cross into Three Rivers district which are outlined below as routes W6 and W17.

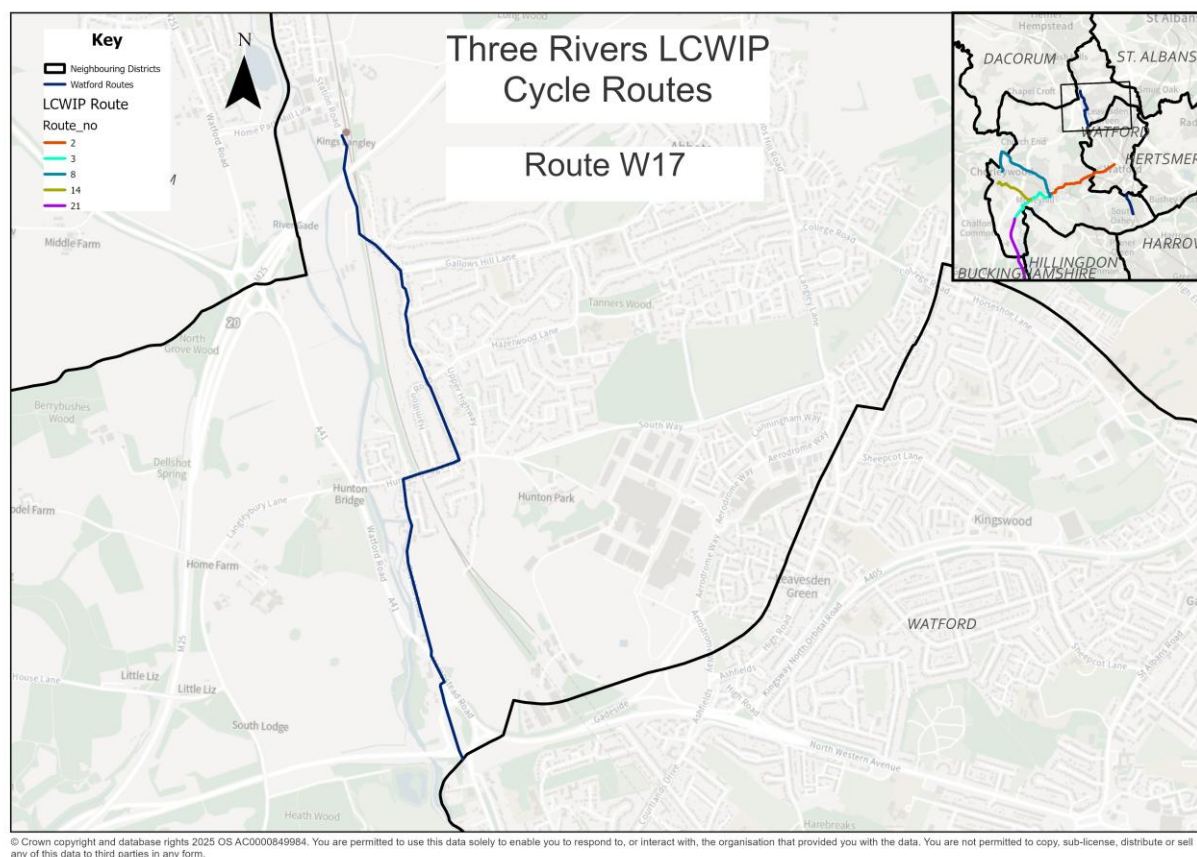
Route W6 – Along Green Lane and Prestwick Road towards Carpenders Park train station

Figure 4.13 Watford LCWIP priority route W6 overview



Route W17 – Along Old Mill Road, Lauderdale Road and Gallows Hill towards Kings Langley train station

Figure 9



4.6 Primary, Secondary and Local Routes

Other routes identified in the pre-prioritisation process but not chosen as a priority route will remain under consideration and may be progressed later or through separate workstreams. These are marked as 'primary' and 'secondary' routes on the map below.

All routes are also supported by Three Rivers District Council designated routes which have been chosen for providing key local connections from the strategic cycling network. As with all routes, these may not currently be safely passable by bicycle, but by designating these routes, it indicates an ambition to explore possible improvements. These are marked as 'local' routes which show on the map below.

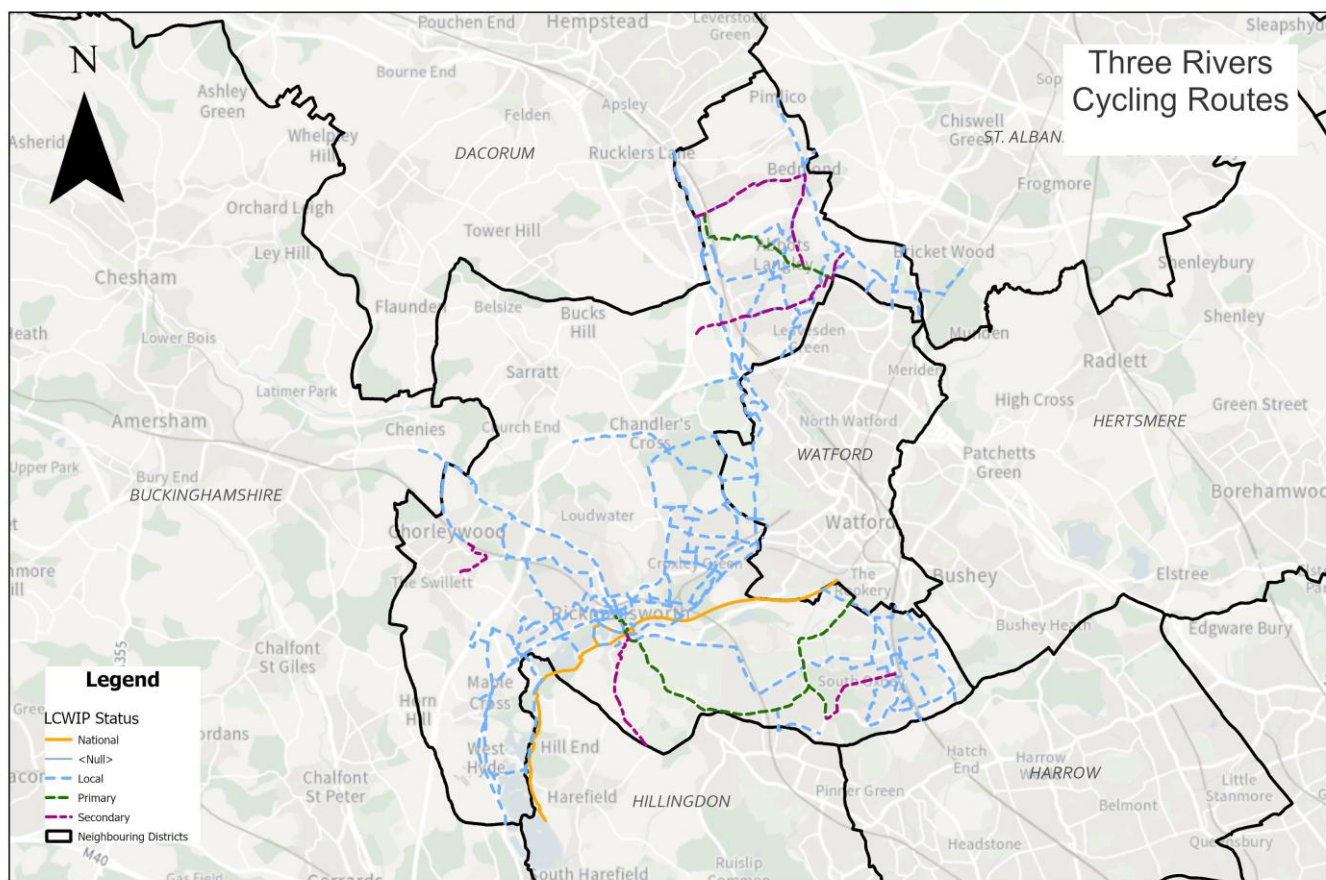
These are shown in more detail in Appendix B – Detailed District Cycle Route Map

4.7 National Cycle Network routes

The Ebury Way route, has been distinctly marked as the only National Cycle Network route in Three Rivers district. This is a higher profile route and was not selected for prioritisation. Although the need for resurfacing the route and vegetation cutback is noted, no significant work on interventions is needed so improvements to this route are being progressed separately. These are marked as a 'national' route on the map below.

This is shown in more detail in Appendix B – Detailed District Cycle Route Map

Figure 4.16 – District Cycle Route Map Overview



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4.8 Route Selection Tool

Each of the prioritised routes has been assessed using the LCWIP Route Selection Tool¹⁵ (RST) which scores the route against five key criteria:

- **Directness:** How direct a cycle route is in relation to the route travelled by private motor vehicles.
- **Gradient:** How steep a route is.
- **Safety:** How safe a route is, taking account of separation between cyclists and vehicles and motor vehicle speed and volumes.
- **Connections:** The number of points at which a route can be joined.
- **Comfort:** How comfortable the space is for cycling based on width and surface treatment.

The RST also considers the number of junctions along the route considered to be particularly hazardous or unattractive for cyclists, usually due to high traffic volumes or speeds, and a lack of separated cycling facilities. These are defined as ‘critical’ junctions.

The RST was applied firstly to consider the baseline conditions across the five criteria, with each route broken down into sections of distinct character. An overall baseline score of 0-5 for each criterion across the route is established.

The route is then re-assessed based on the potential conditions across the five criteria – scoring the route sections on the basis that they were improved, where possible, to standards identified in the DfT’s Local Transport Note 1/20 (LTN 1/20) – the latest design guidance for cycle infrastructure. More detail on the LTN 1/20 principles is provided in section 4.9.

DfT’s LCWIP Guidance states that the aim is to achieve a score of at least three and significantly reduce the number of critical junctions, potentially removing these completely.

Owing to COVID-19 restrictions the initial RST assessment was largely desktop based with assessment sheets completed remotely using online mapping and satellite imagery. However, spot checks were undertaken on site in June 2021 at locations where information was not readily available, or more detail was required to complete the audits.

Scores were assigned using the DfT's LCWIP Route Selection Tool, with gradient calculated using online mapping as recommended in this guidance. In cases where traffic data was not available for a specific street the road characteristic has been used as a proxy for daily vehicle flows. Speed limit was based on the posted speed limit for all routes.

The summary of the baseline audits is shown in Table 4.3. The scores for the five core design principles are a function of the conditions across the whole route. The number of critical junctions on each route are also listed.

Table 4.2 Three Rivers baseline results audits summary

Route No.	Name	Directness	Gradient	Safety	Connectivity	Comfort	Critical Junctions (no)
2	Rickmansworth - Watford A412	5.0	2.6	1.7	4.6	1.3	5
3	Rickmansworth – West	5.0	4.3	2.3	5.0	1.6	0
8	Rickmansworth – Chorleywood	5.0	2.9	0.7	4.6	0.6	3
14	Shepherds Lane	5.0	3.1	1.5	4.2	2.1	1
21	Maple Cross South	5.0	5.0	0.6	3.4	1.0	3

The prioritised routes in Three Rivers generally follow the main corridors of movement – meaning high scores for the directness of the routes, but lower safety scores due to higher traffic volumes and speeds on these major routes. Lower comfort scores reflect the fact that cyclists currently move with general traffic on several higher traffic sections of the routes.

¹⁵ <https://www.gov.uk/government/publications/local-cycling-and-walking-infrastructure-plans-technical-guidance-and-tools>

4.9 Types of cycling interventions

The Department for Transport's (DfT) Local Transport Note (LTN) 1/20 Cycle Infrastructure Design guidance¹⁶ was introduced in 2020 and should be referred to for detail on cycling infrastructure.

LTN 1/20 states that cycling infrastructure should meet five core design principles as follows:

- **Coherent:** Routes are consistent and simple to follow from origin to destination.
- **Direct:** Routes are at least as direct as those for private vehicles and do not require cyclists to stop and start at junctions.
- **Safe:** Infrastructure should be safe, and people should feel safe using it.
- **Comfortable:** Good quality, wide routes.
- **Attractive:** Infrastructure is well designed.

In addition, the guidance provides more specific principles including:

- Cycle infrastructure should be inclusive and usable by people of all ages and abilities.
- Cycles must be treated as vehicles and not as pedestrians with physical separation provided between pedestrians and cyclists, including at junctions.
- Physical separation from high traffic volumes, including at junctions.
- Widths should cater for high growth and non-standard cycles.
- All highway schemes should include consideration of opportunities to improve provision for cycling.
- Schemes should be more than cosmetic public realm schemes and include restrictions to traffic or reallocation of road space.
- Cycle infrastructure should form a connected and holistic network.
- Cycle parking should be included in large schemes.
- Schemes must be legible and understandable.
- Clear and comprehensive wayfinding should be provided.
- Flagship infrastructure such as new cycle bridges should form part of a joined-up network.
- Schemes should be properly maintained which is as important as the infrastructure itself.
- Surfaces must be smooth and durable.
- Trials may be important in making sure a permanent scheme works from the start; however, good design is still required for trial schemes to maximise their chances of success.
 - Access controls such as barriers should not be used.
 - Lower cost, pragmatic schemes such as bollards to close a road are preferred where they can be effective.
 - Routes must be direct and logical.
 - Cycle routes should be comfortable to ride, minimising the need to stop and start and the need for traffic calming with vertical deflection (e.g. speed humps).
 - Schemes must be consistent and not switch between different types of provision such as carriageway lane and footway.

¹⁶ <https://www.gov.uk/government/publications/cycle-infrastructure-design-ltn-120>

The fact that the LTN 1/20 guidance was introduced so recently means that, in common with most of the country, much existing cycling infrastructure in the study area would not meet the latest requirements. The prioritisation of interventions in the LCWIP process takes account of which improvements are most urgently required.

The level of design for the LCWIP is necessarily high-level. For example, at this stage, the plans indicate where there is potential for protected cycle facilities; however, the exact nature of the facility would be subject to further design work and will be subject to circumstances specific to the route. Types of facility include:

- Hybrid stepped track.
- Kerb separated track.
- Separation provided by locating parking on the outside of the cycle lane (note LTN 1/20 also recommends kerb or light separation).
- Bi-directional track.
- Light separation such as wands, as have been used in the recent temporary schemes. It is, however, recommended that the type of design is consistent within each scheme.

A glossary of possible interventions can be found in Appendix C.

4.10 Identified cycling interventions

In identifying measures, the interventions that have been suggested reflect the aspirations outlined in LTN 1/20. This is necessary in order to provide the quality of infrastructure that will have the greatest chance of achieving mode shift.

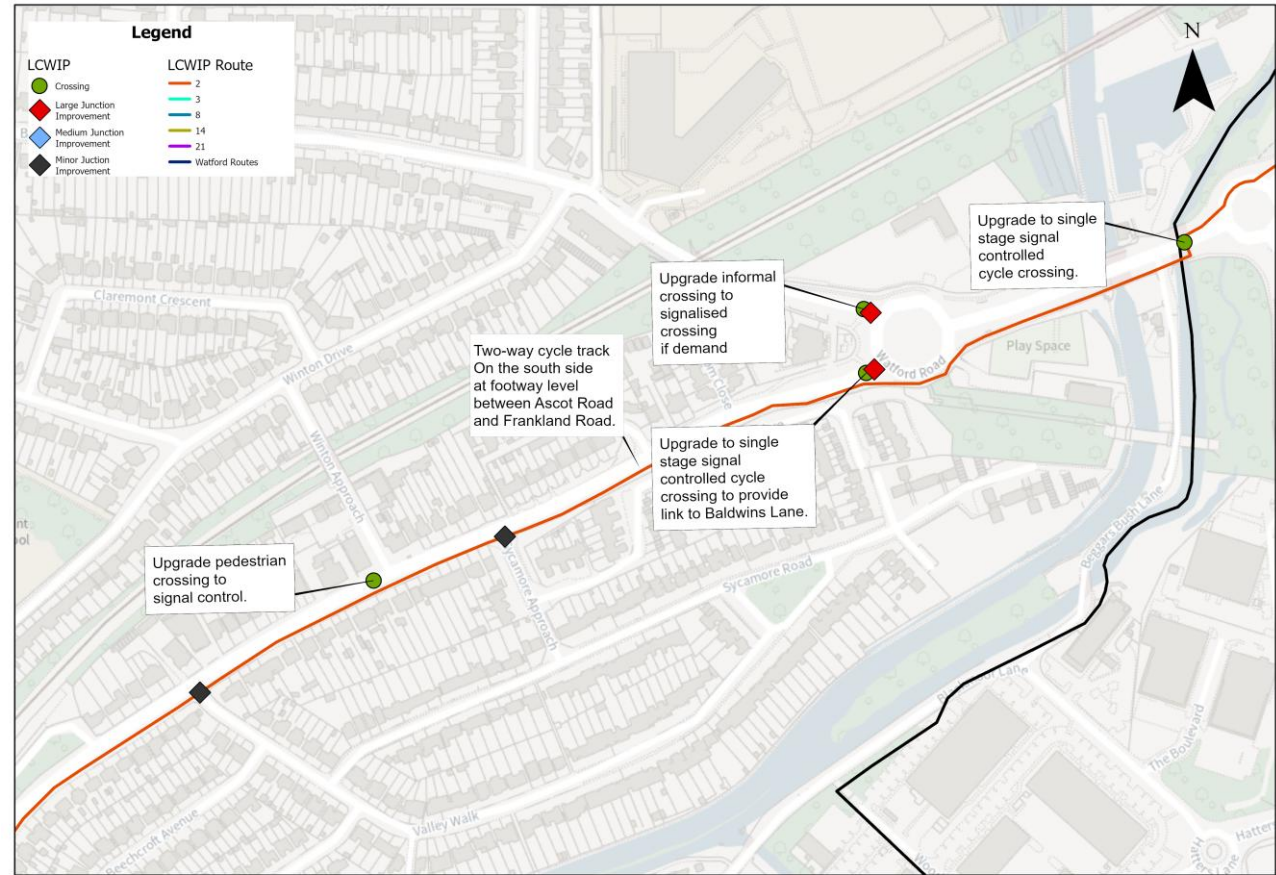
The LCWIP is intended to provide a high-level overview of potential designs only. The deliverability of the schemes has been considered; however, in all cases, the measures identified will need to be subject to a full feasibility assessment, safety review and detailed consideration of the impacts on other road users, including buses and emergency vehicles. On some sections of the routes, very constrained pinch points have been identified where we are unable to recommend potential interventions at this stage – in these cases further study is required to identify potential solutions for continuing the cycle route. The deliverability of the schemes is considered in LCWIP Stage 5 – Prioritising Improvements.

The measures proposed focus on the main links and junctions. In addition, it is recommended that the following interventions be included when designing schemes in more detail:

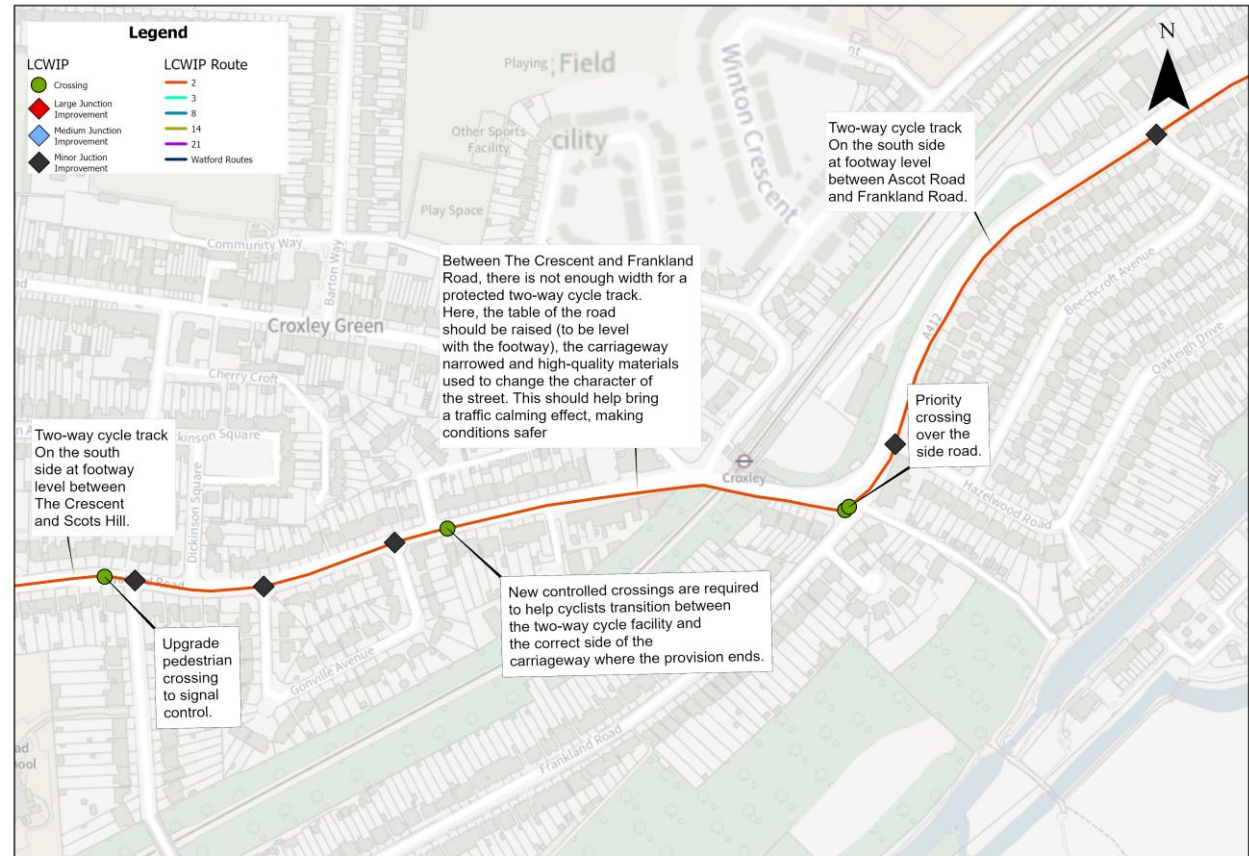
- Side road entry treatments, including priority for cyclists, reducing radii and providing raised tables or continuous footways for pedestrians. The plans provide some examples; however, as it is recommended that this would be a standard design consideration, the majority of locations are not highlighted.
- Traffic management measures, such as traffic filtering, to support the introduction of cycle schemes on strategic routes and to create low-traffic connector routes through residential areas. These may include modal filters (a method of traffic filtering that restricts through motor traffic while allowing access for cyclists and pedestrians), banned turns, or one-way systems. Some potential examples are provided; however, it is recommended that these measures be given wider consideration during the design development stage. For more info, please see Appendix C.
- Permitting of two-way cycling on one-way streets to improve permeability to and from the core network, subject to individual safety assessment.
- Signalised junctions should be reviewed on a case-by-case basis at feasibility stage, but dedicated signal stages for cycles should be the first consideration in most cases, with other options considered during the review, depending on space, junction capacity and safety factors.
- Cycle parking, including secure storage in residential areas and at destinations. Signage and wayfinding to provide for easy understanding of cycle facilities for cyclists, pedestrians, and other road users, especially at more complex junctions, and to provide navigation and route reassurance. Redundant signage – particularly ‘Cyclists Dismount’ – should be removed.
- Decluttering of spaces to provide suitable useable widths and remove obstructions where possible should be carried out on all routes.

The indicative interventions on the 5 priority routes are shown below.

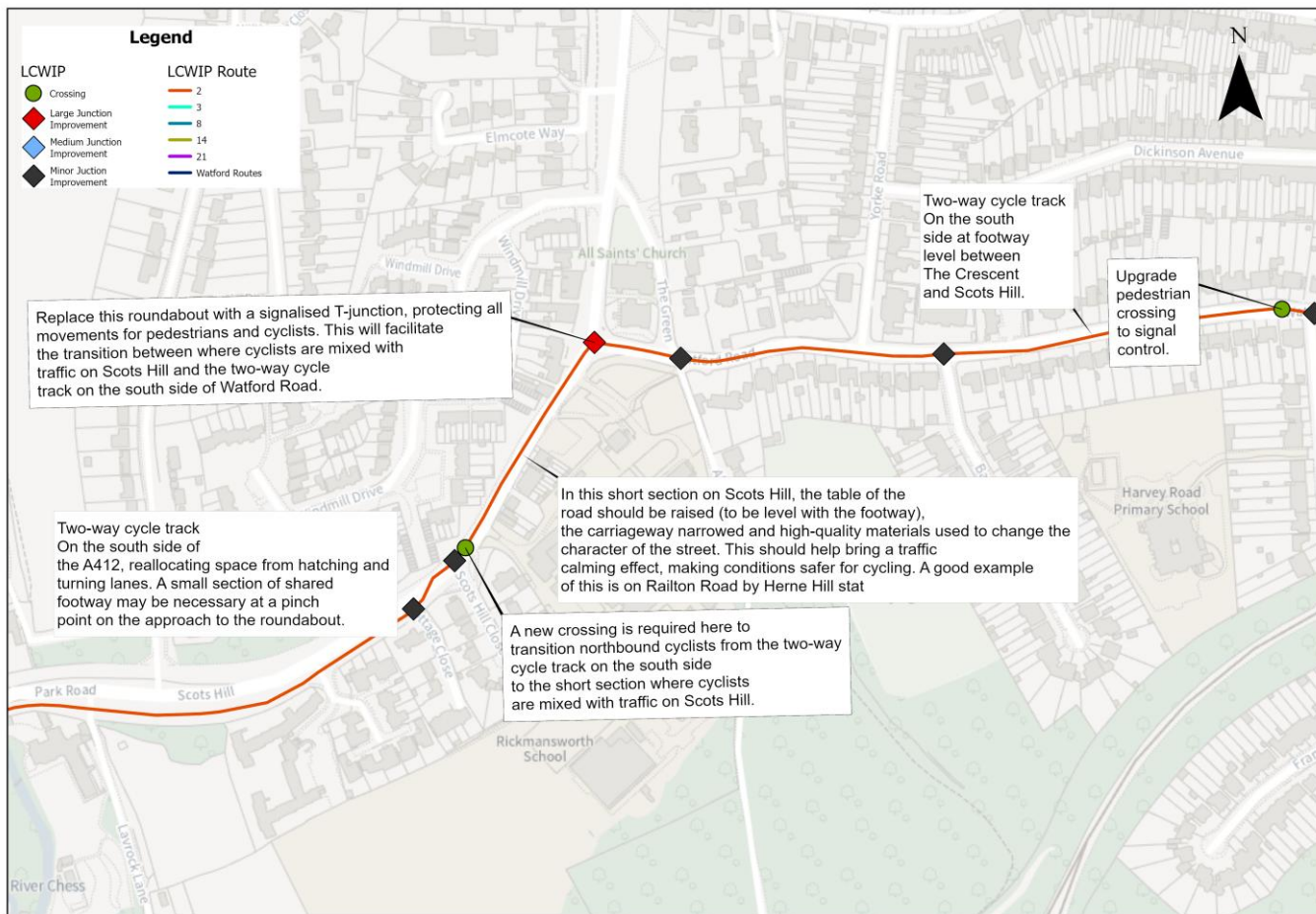
Route 2 - Watford via Croxley Green A412 to Rickmansworth High Street



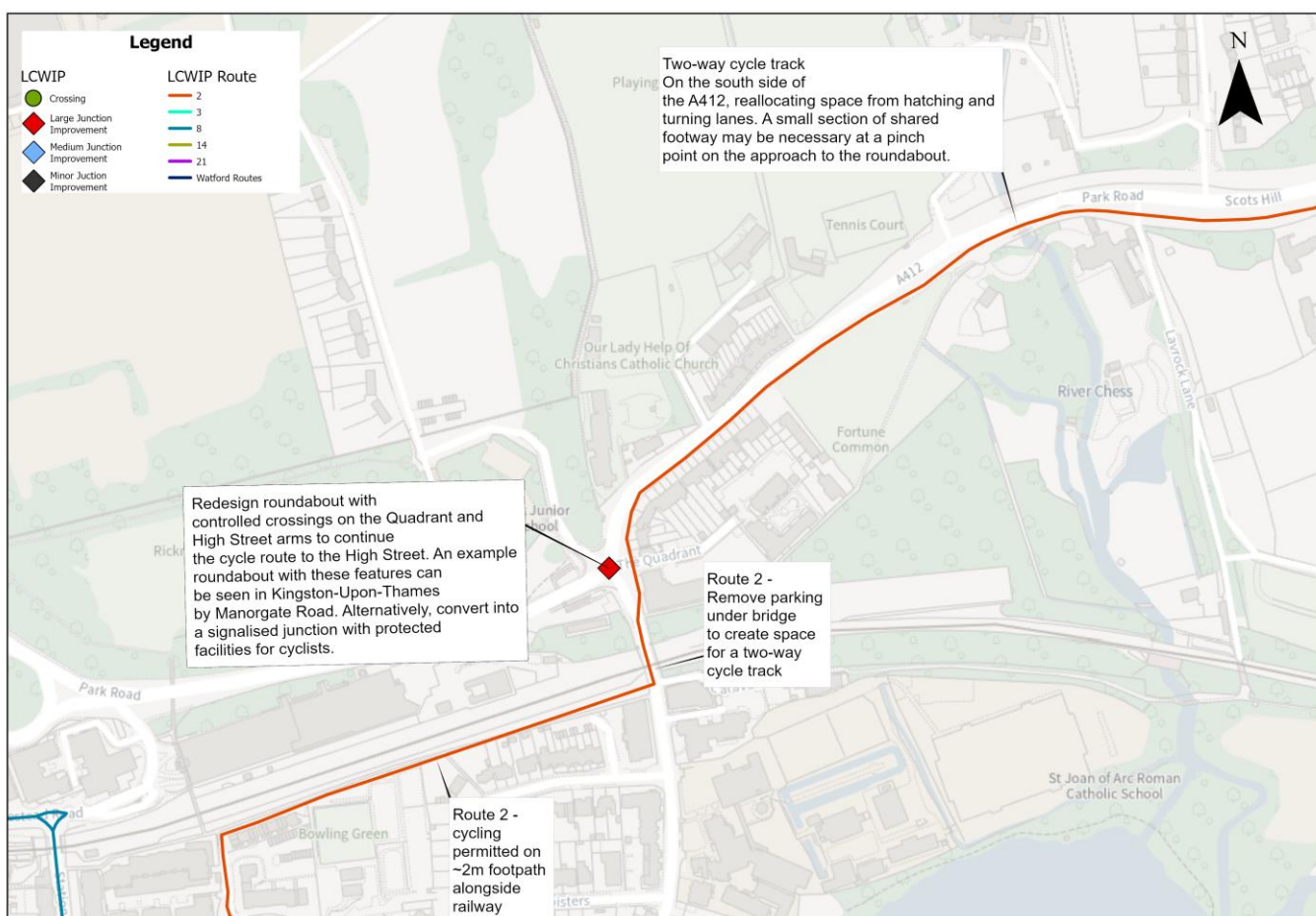
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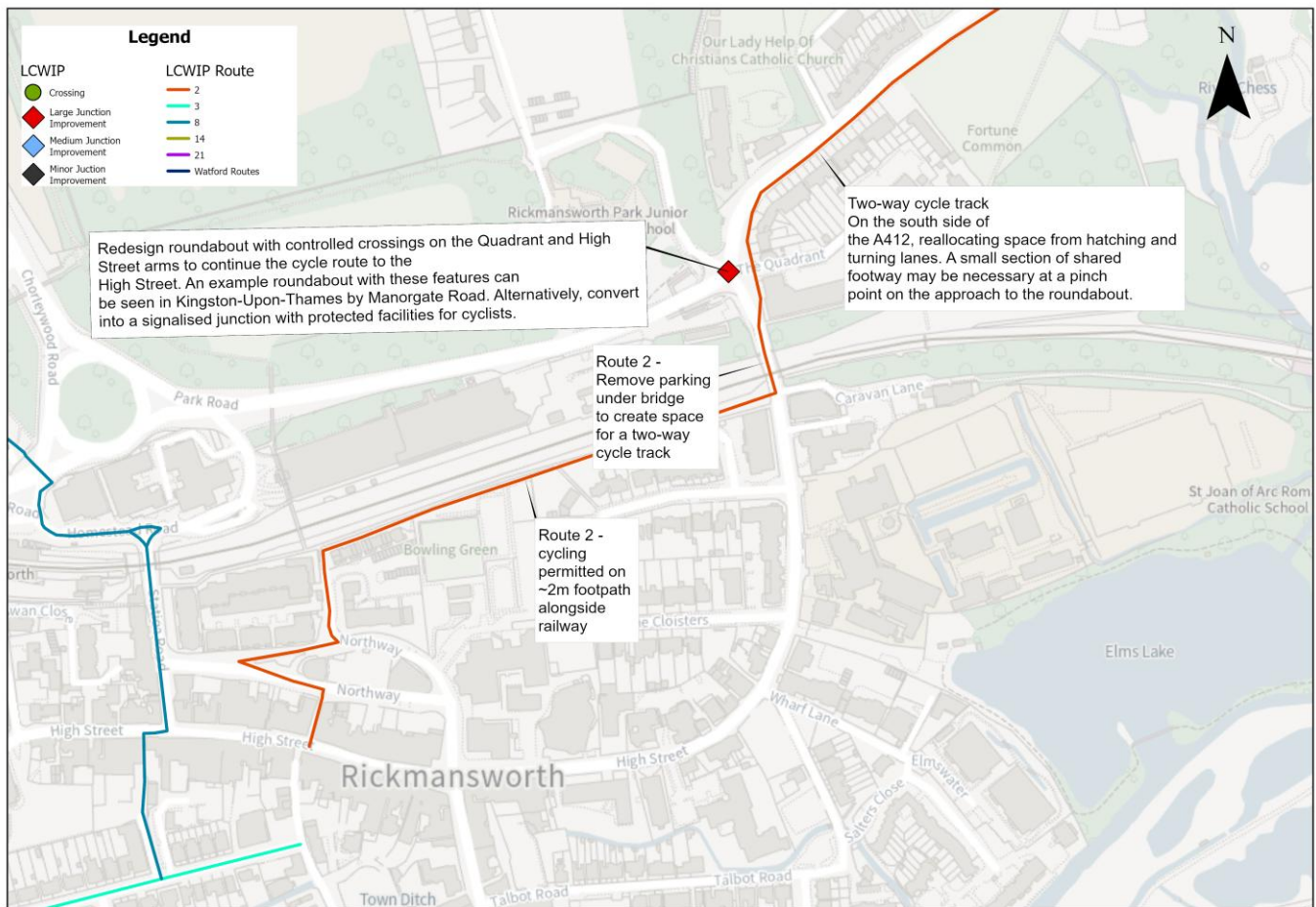
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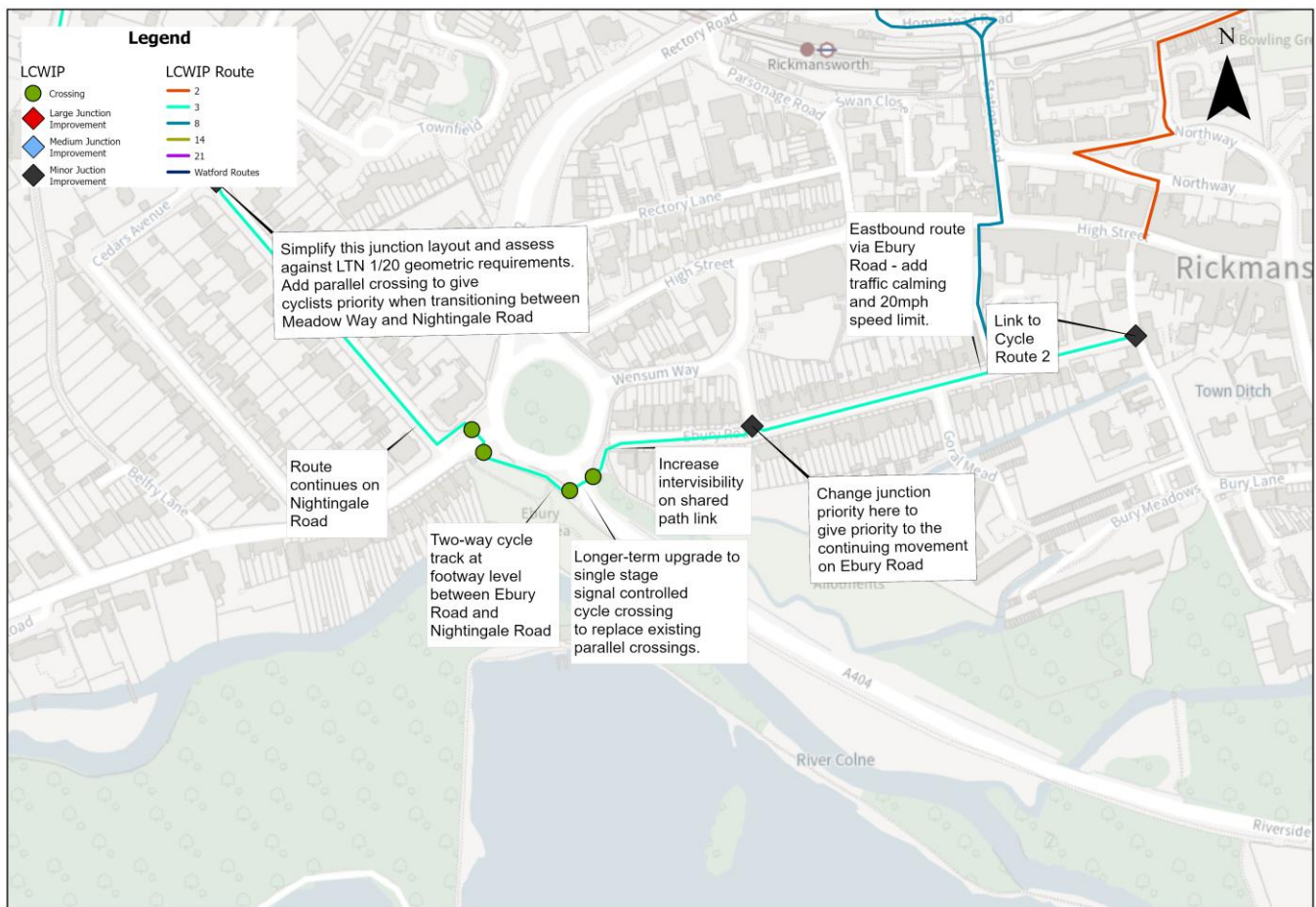
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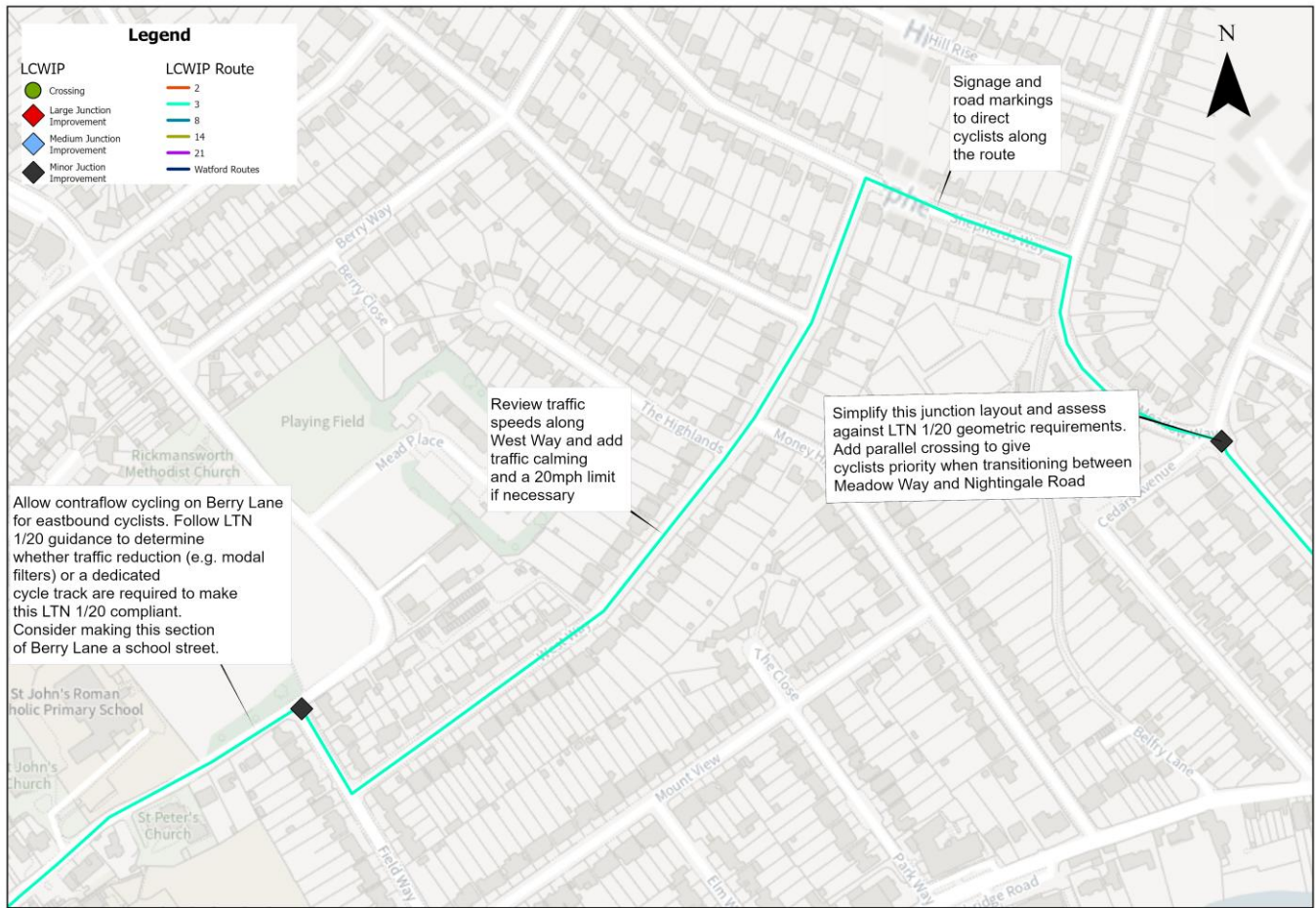


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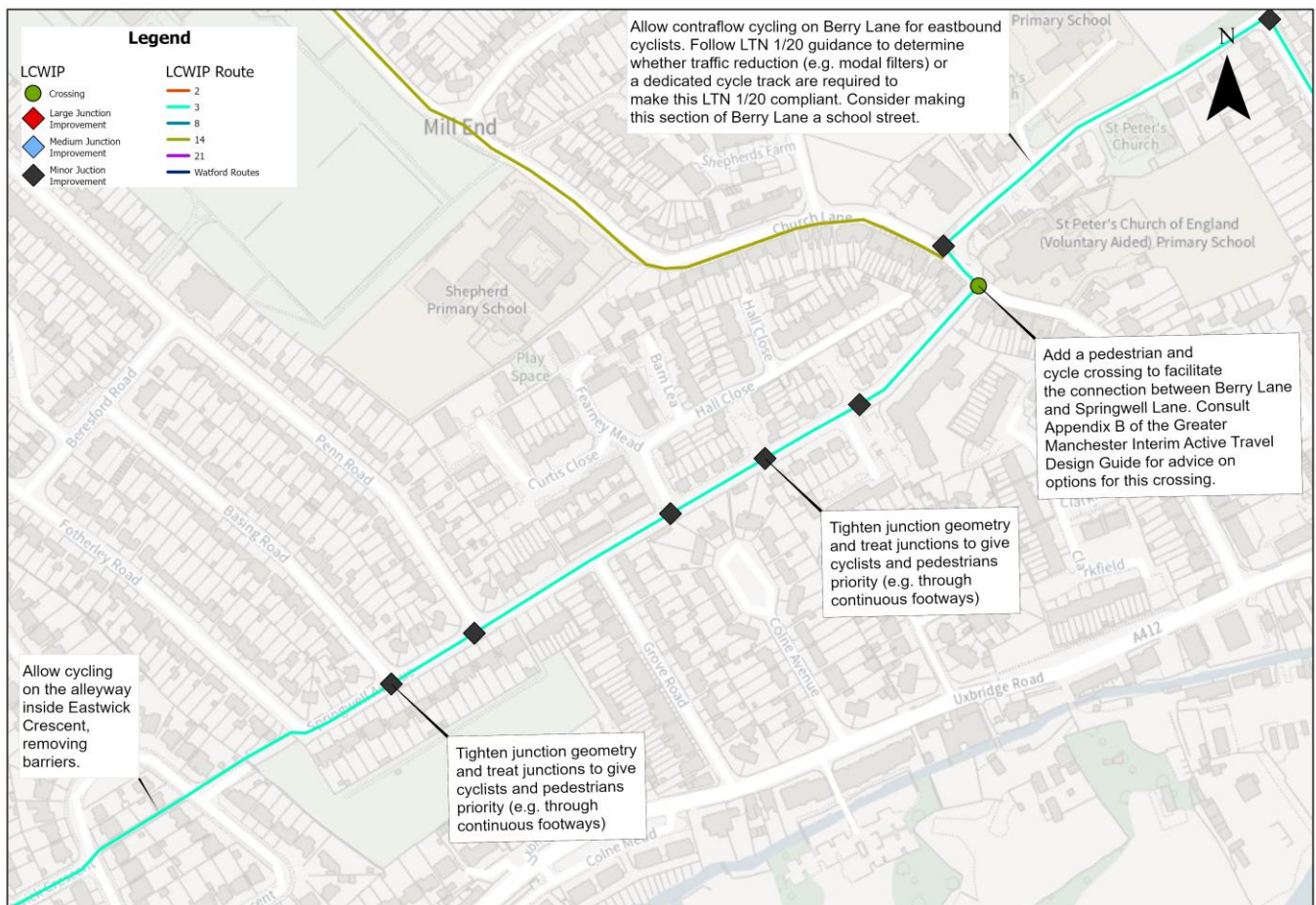


Route 3 – Ebury Road, parallel with Uxbridge Road and then next to A412

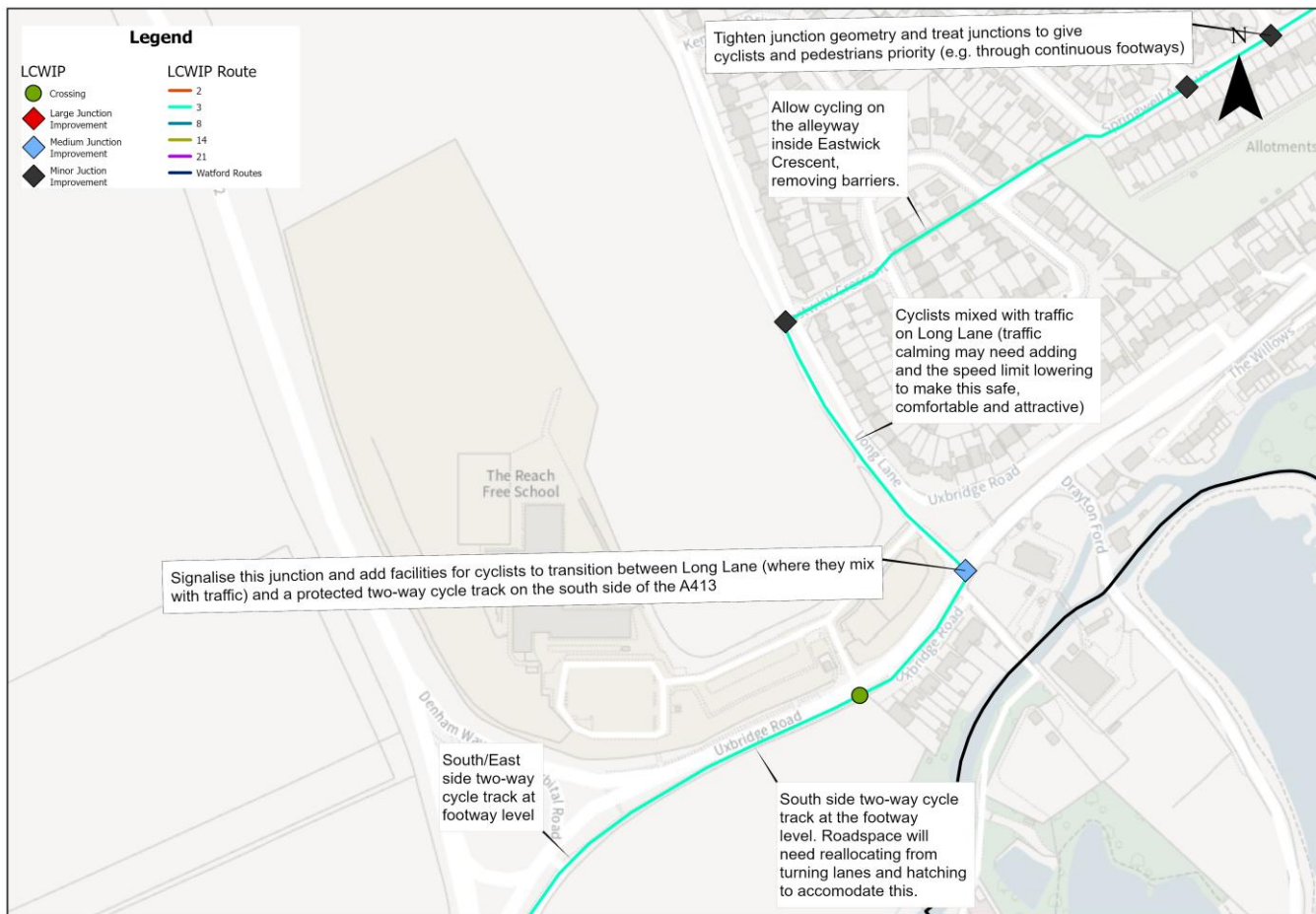




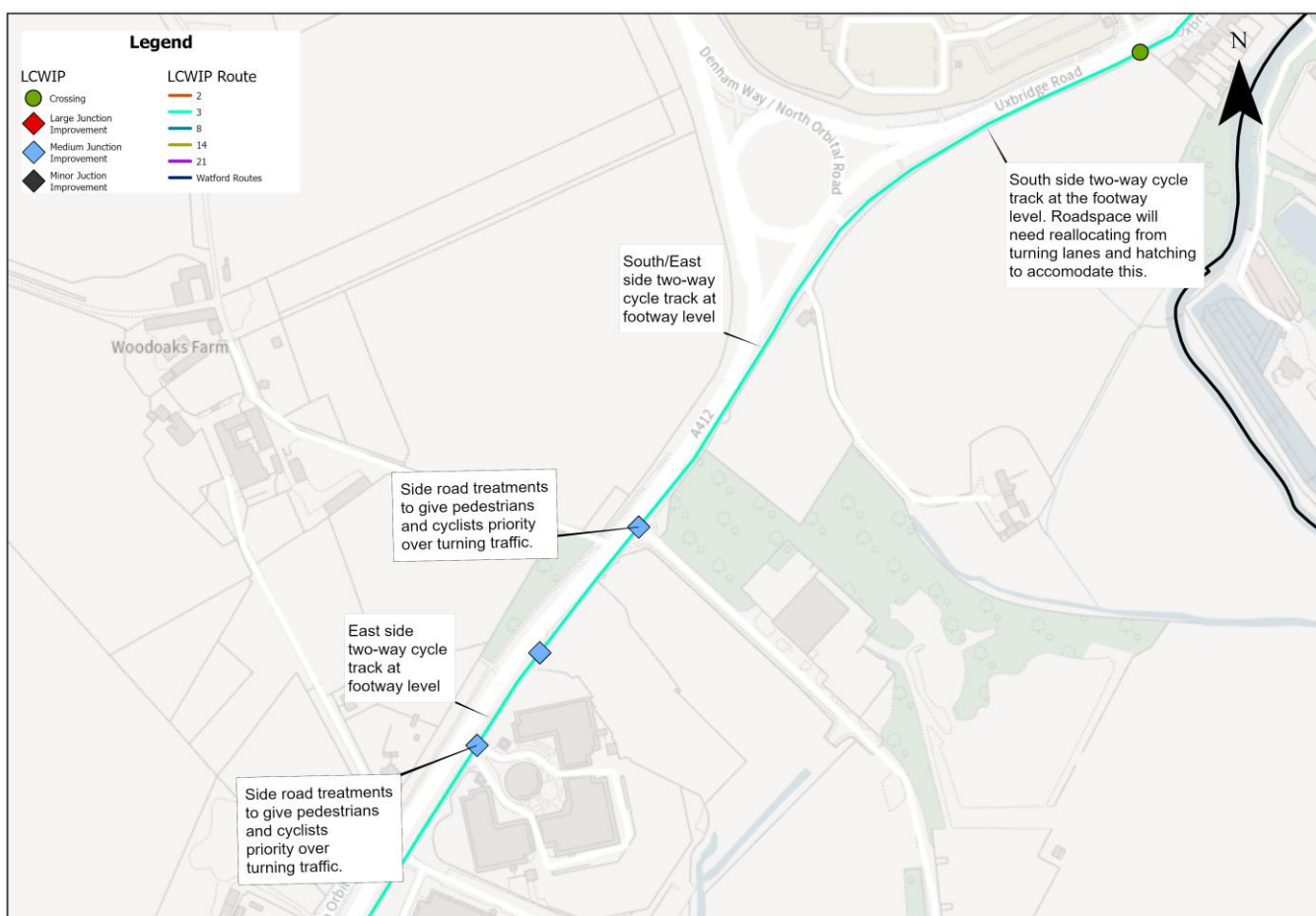
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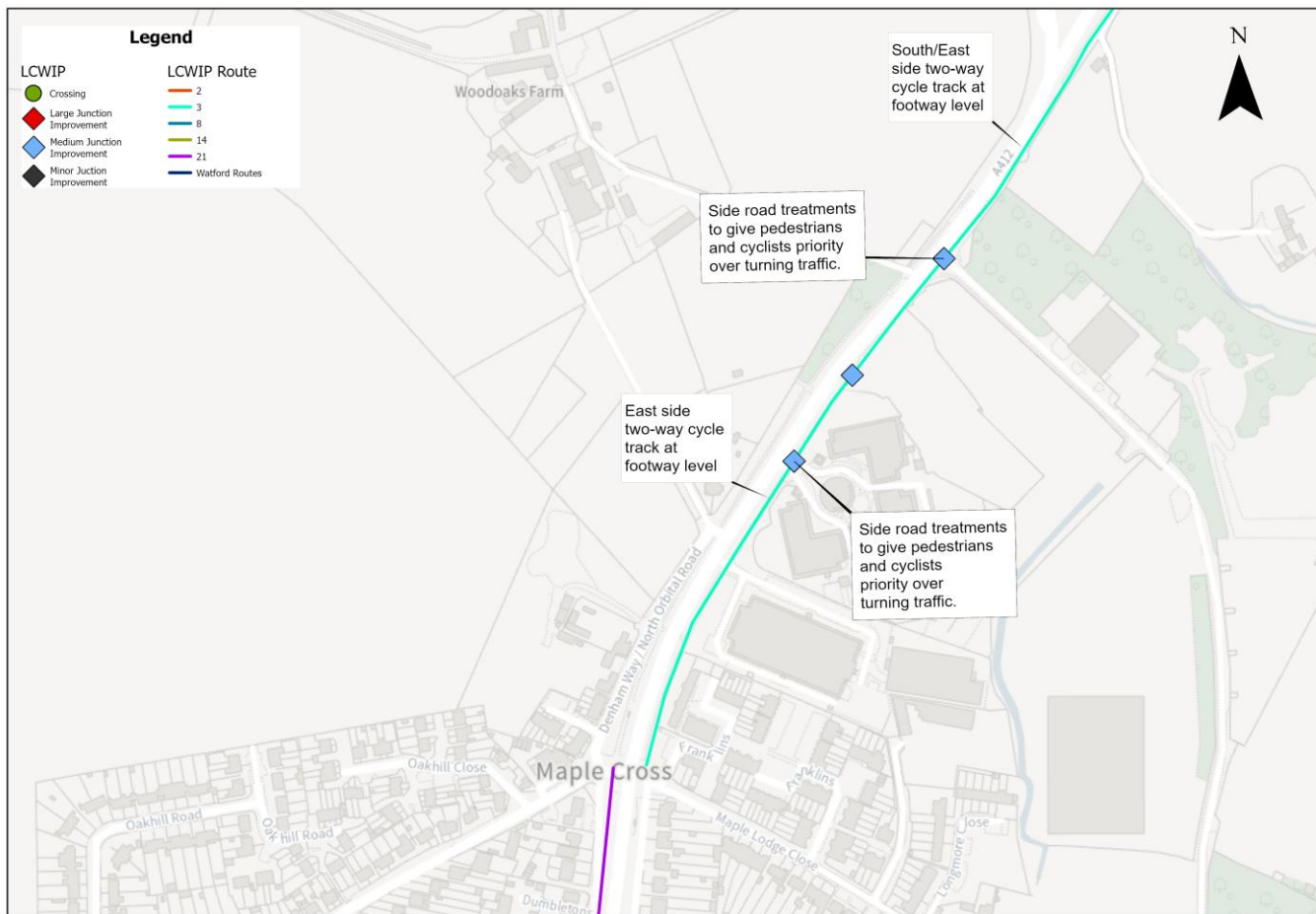
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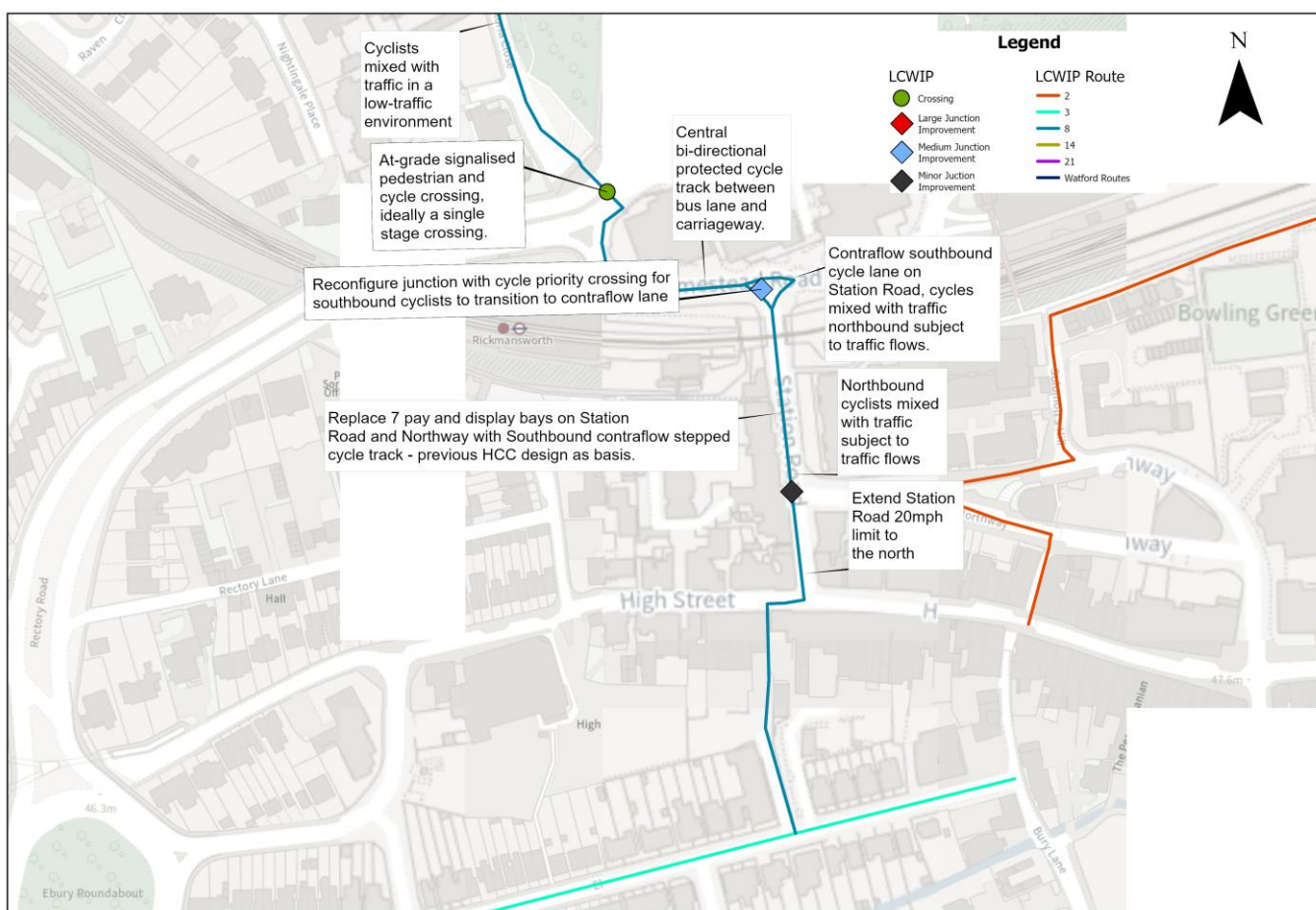
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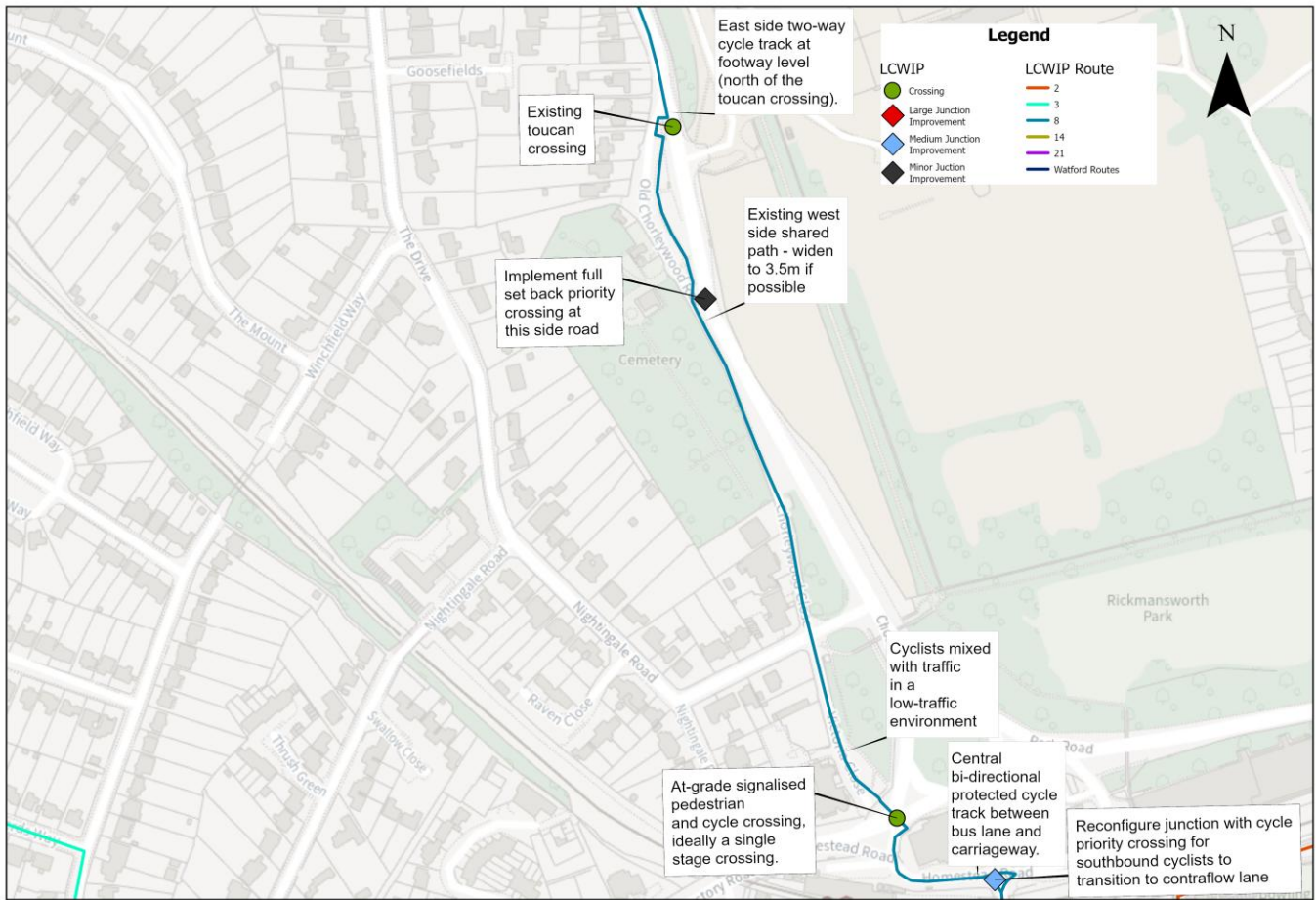


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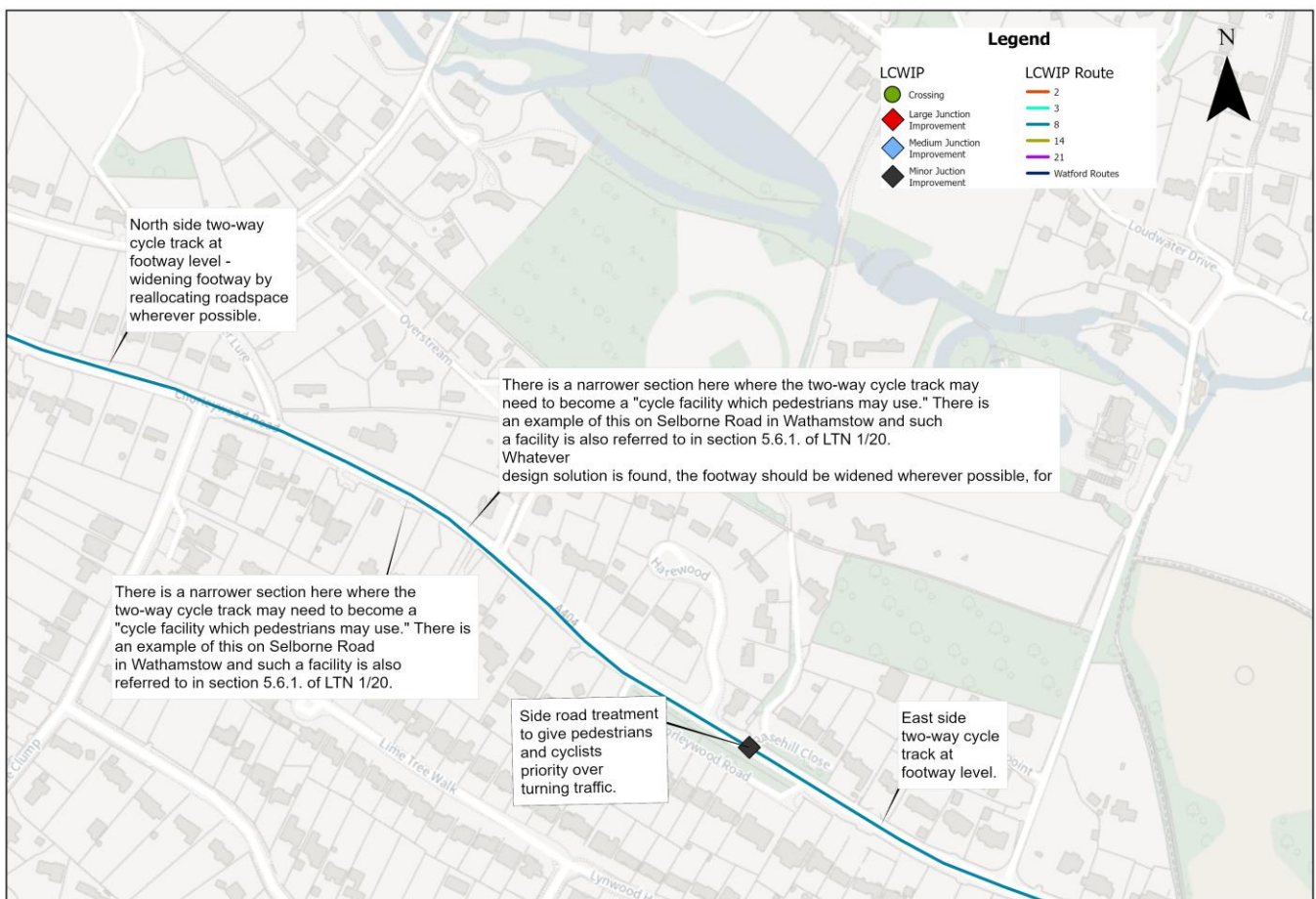


Route 8 - A404 route between Rickmansworth Station and Chorleywood

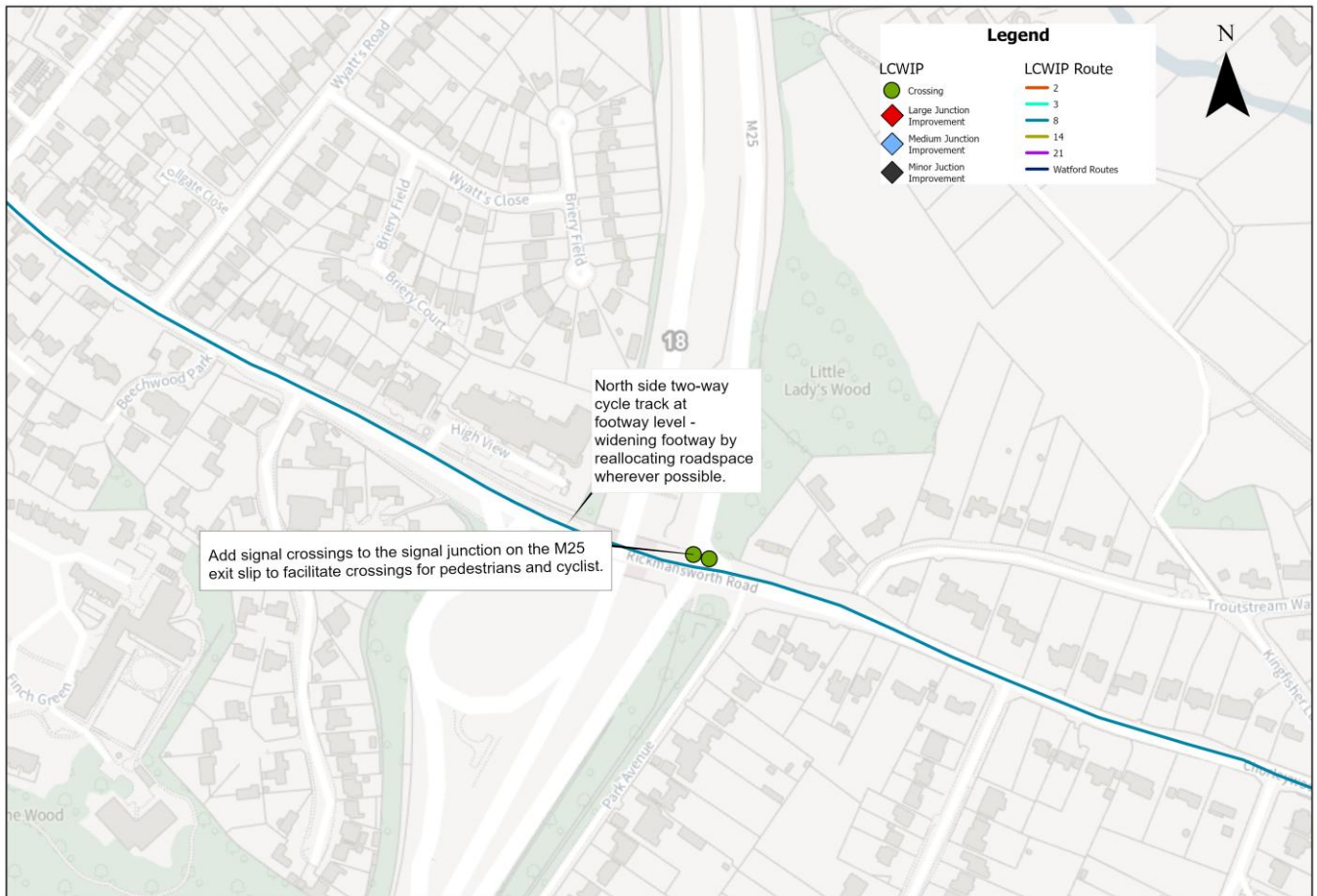




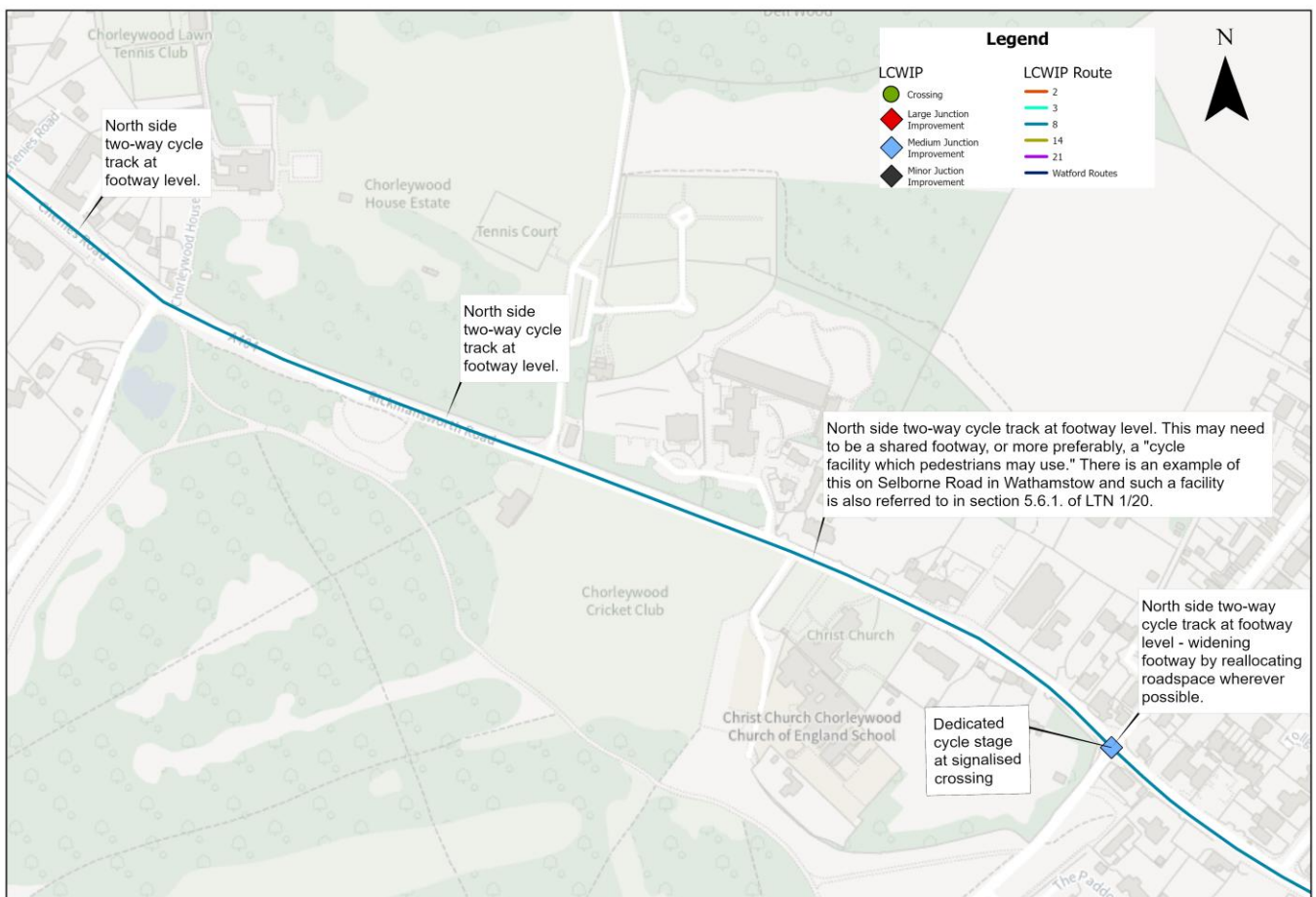
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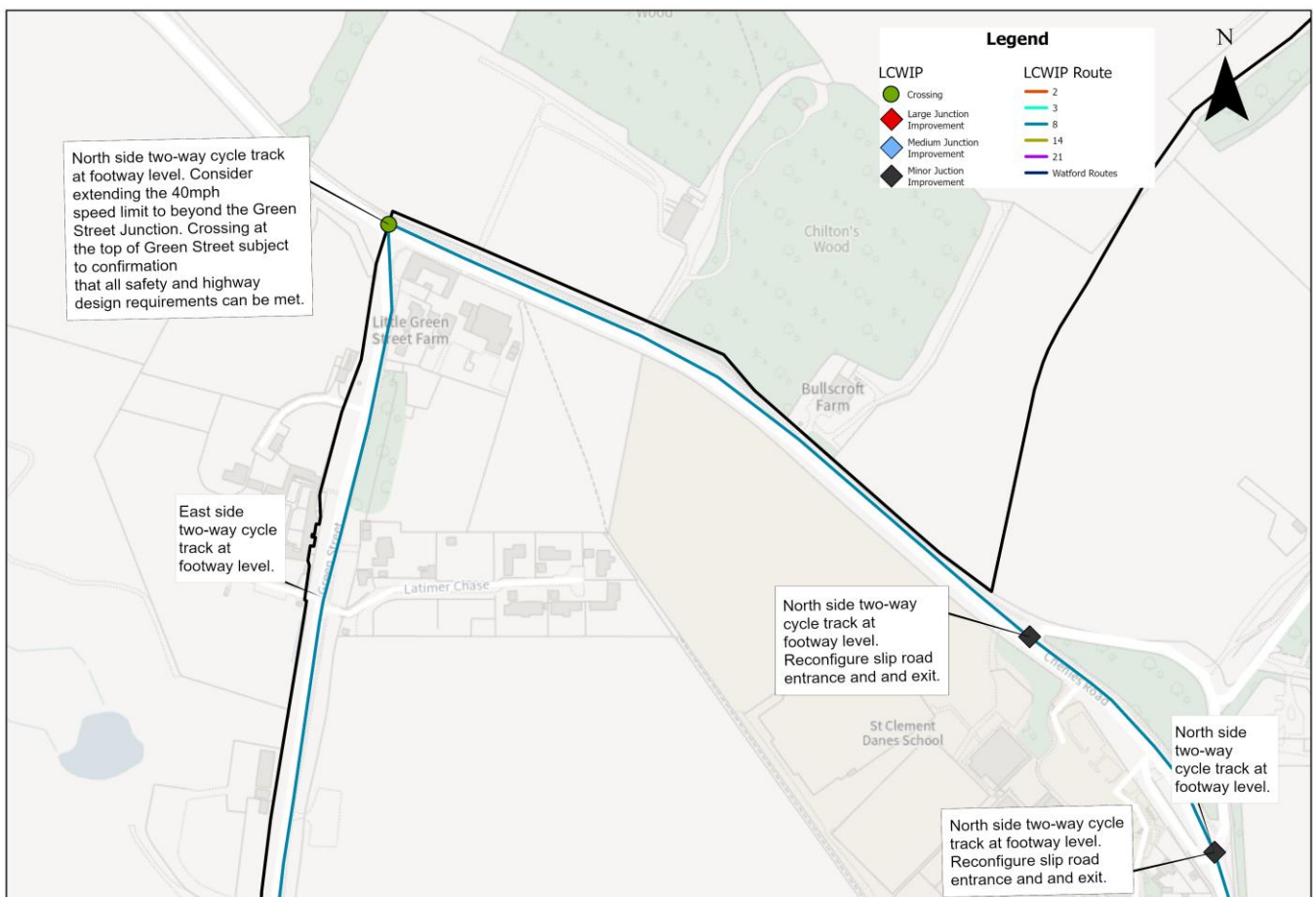
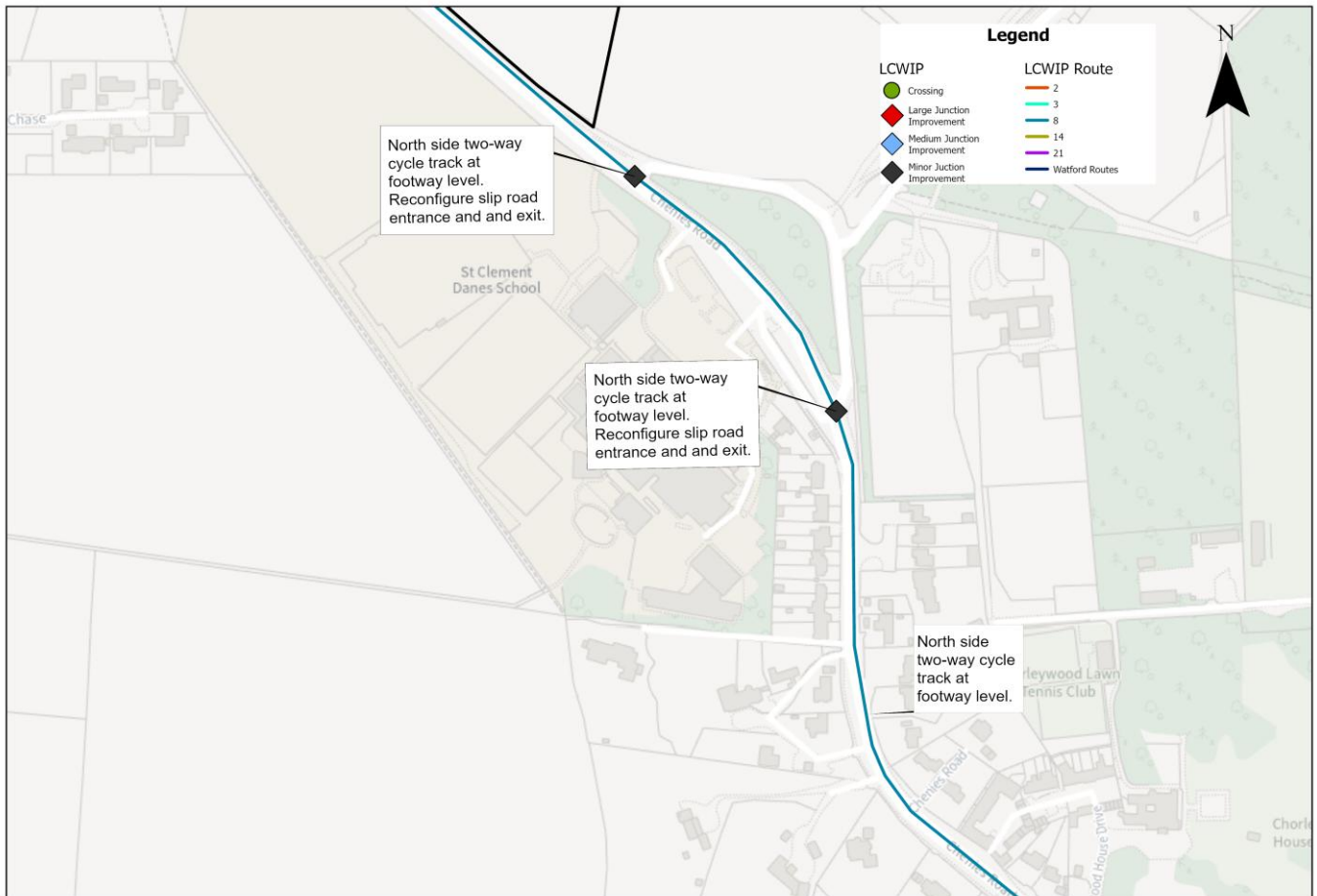
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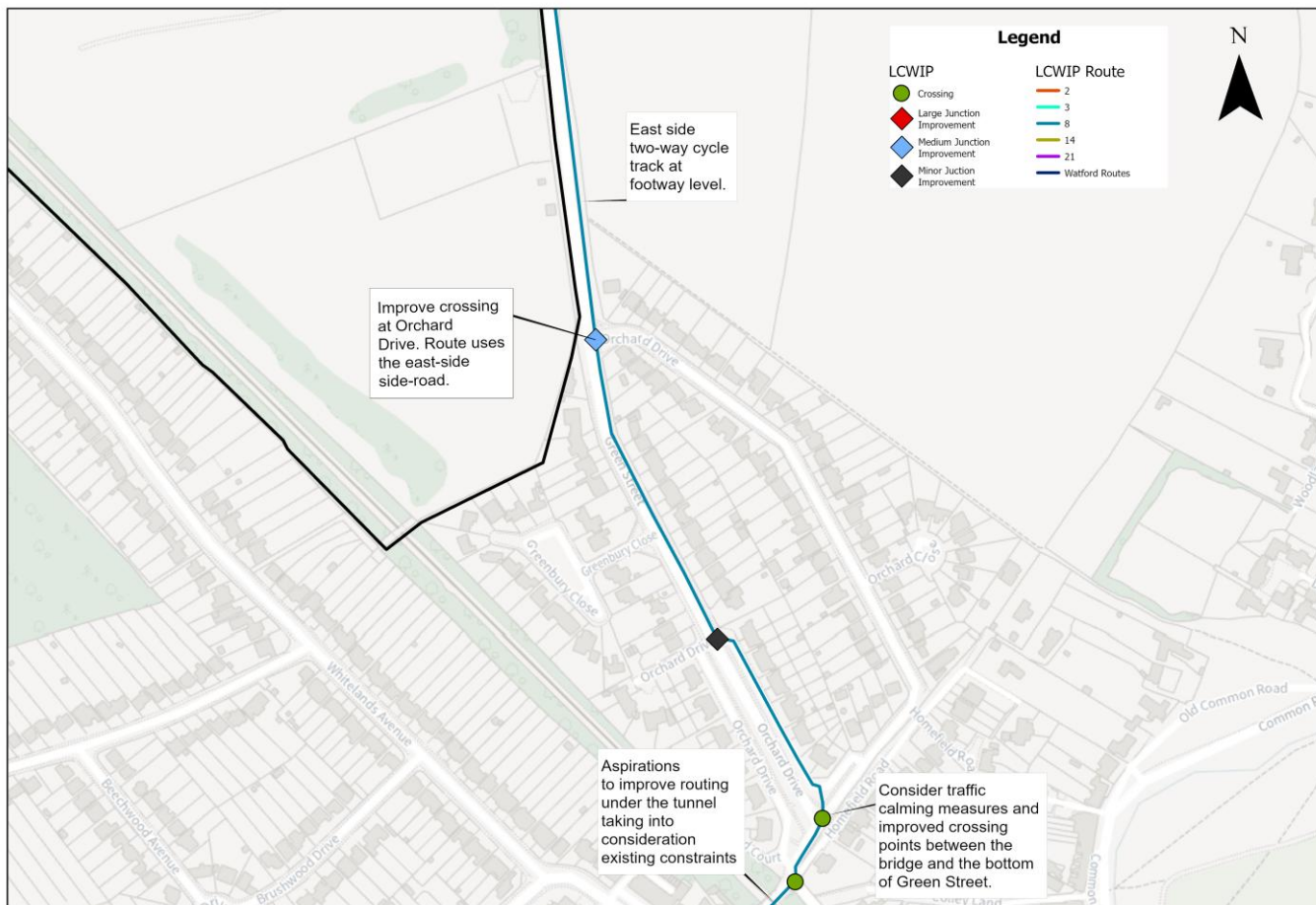


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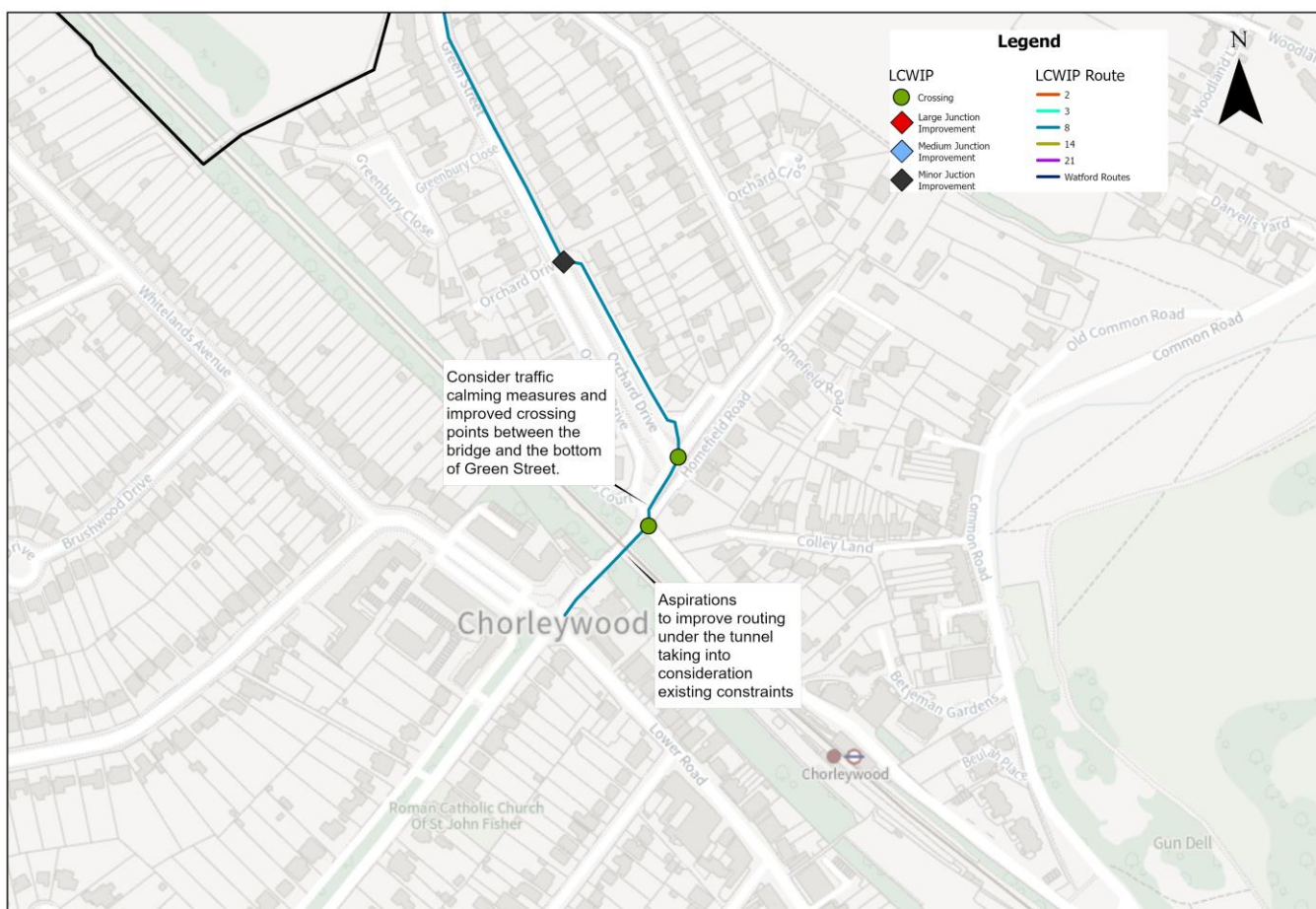


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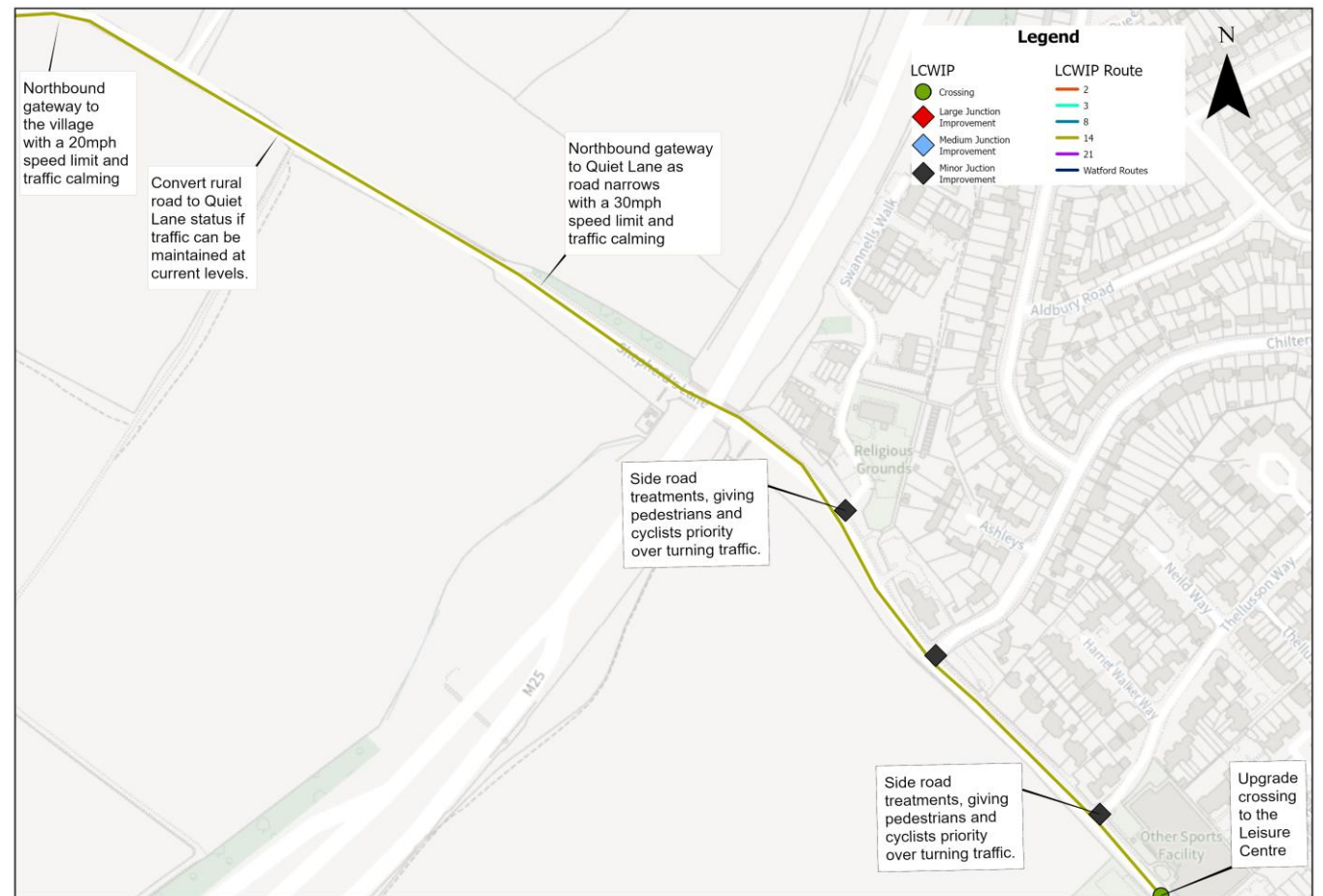
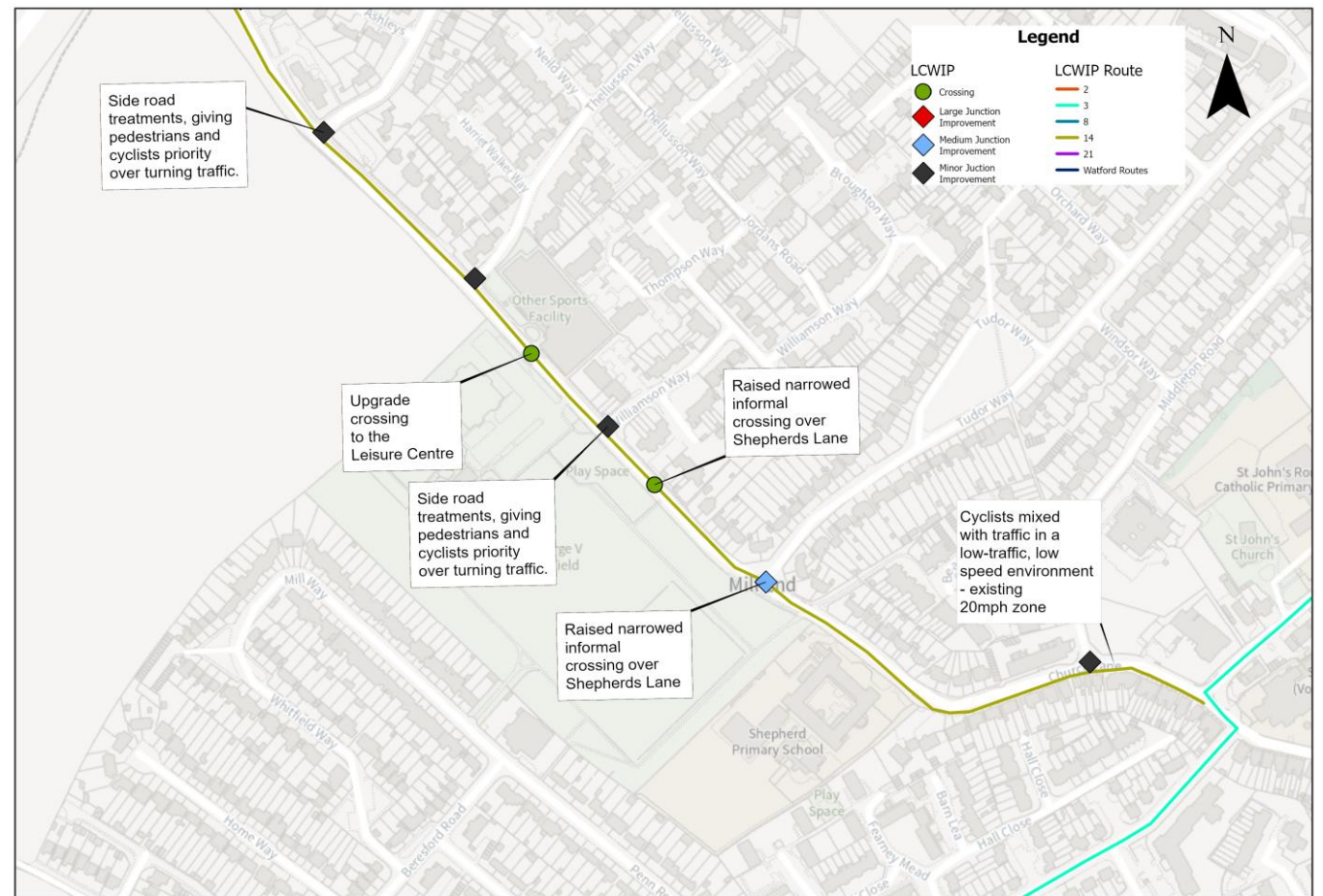


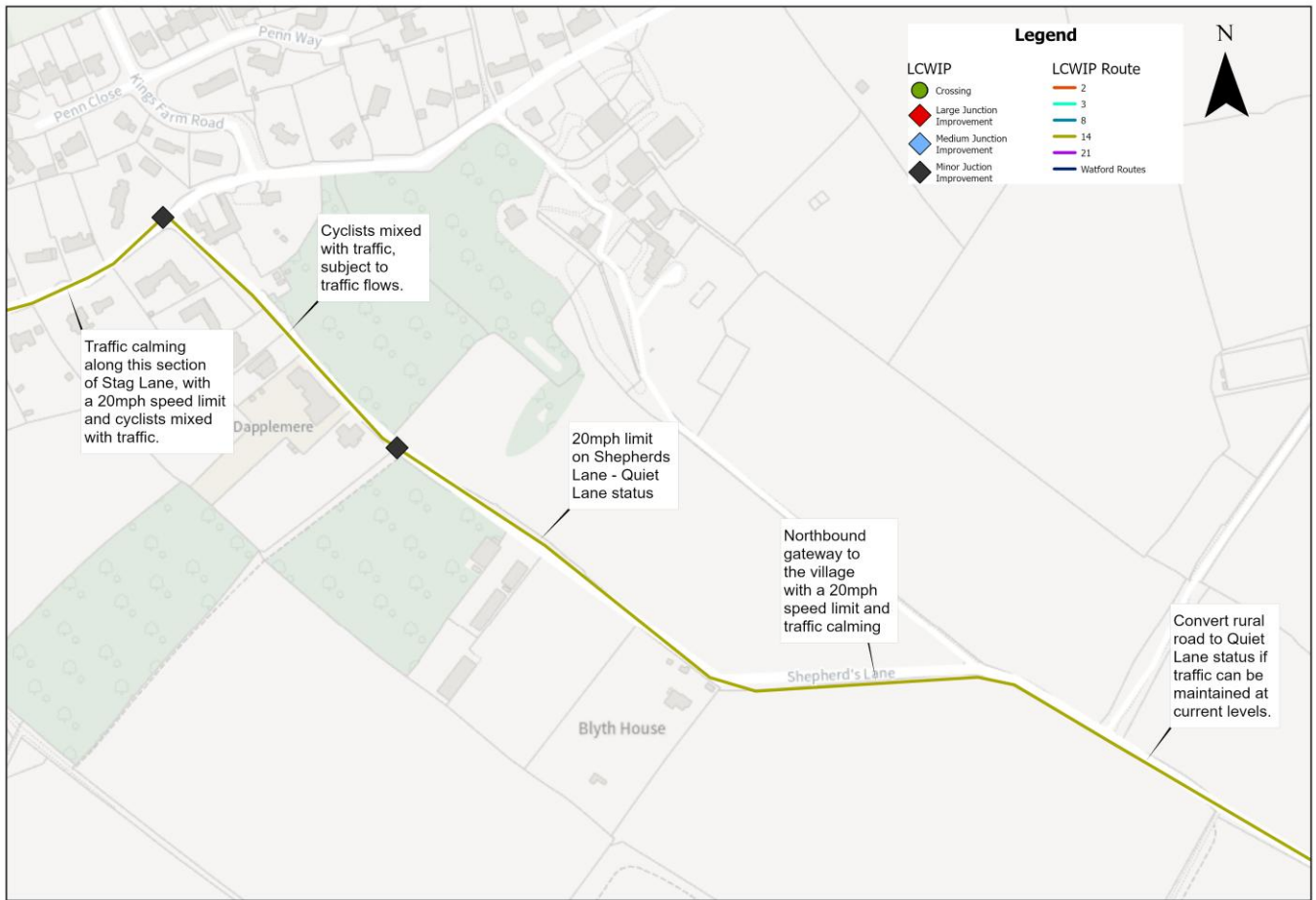
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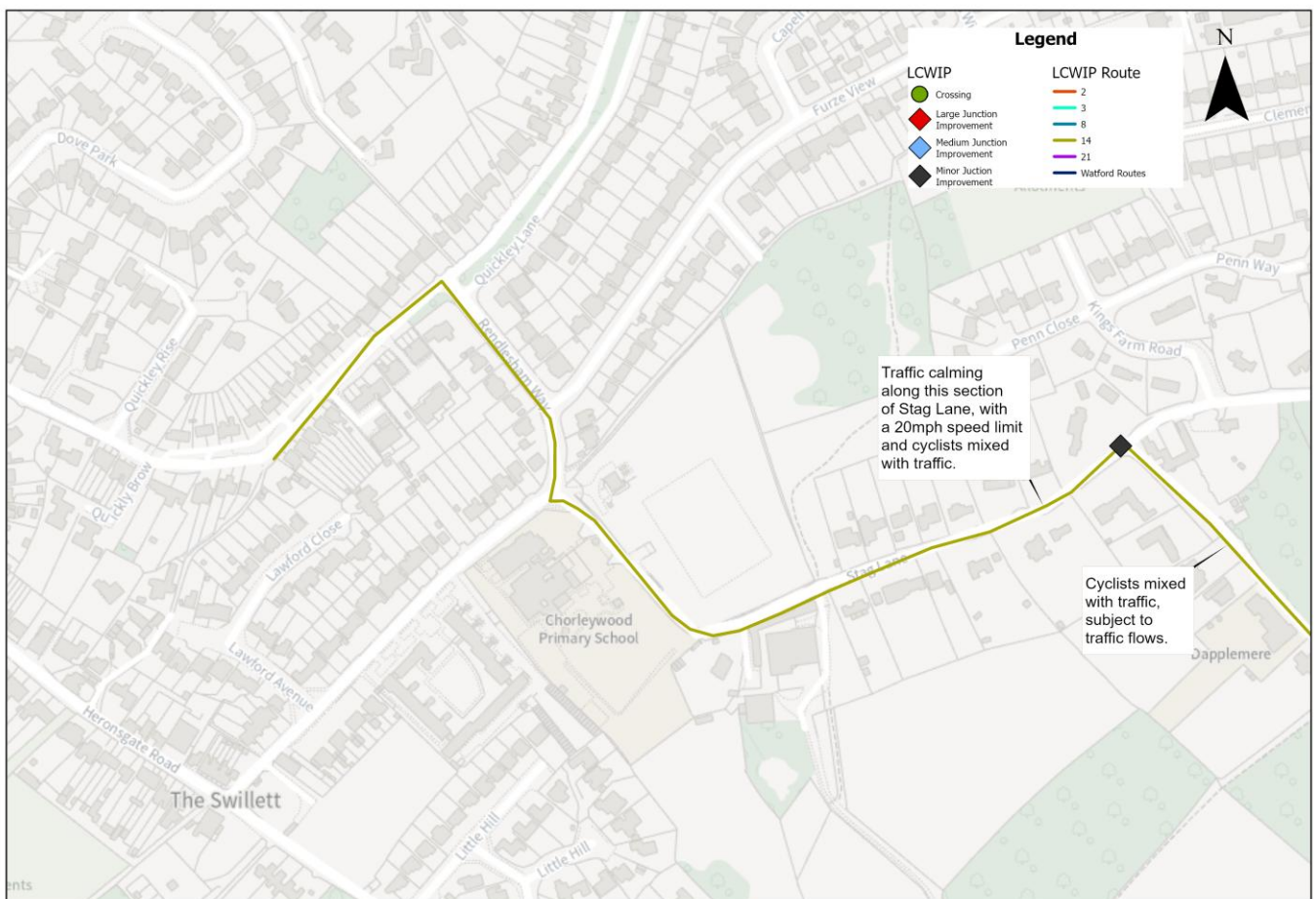
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Route 14 – Starts on Stag Lane in Chorleywood and comes out via Shepherds Lane towards William Penn Leisure Centre



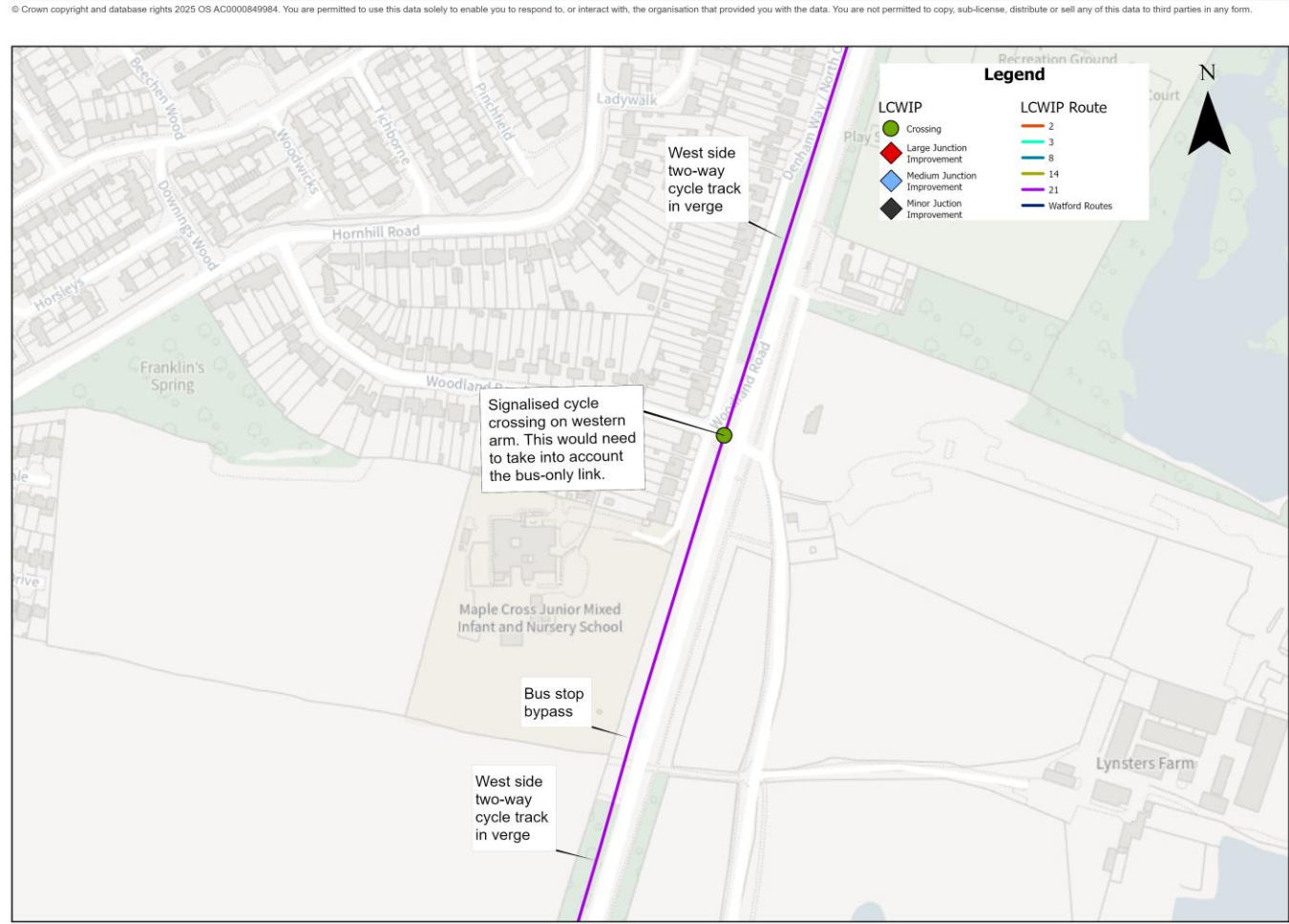
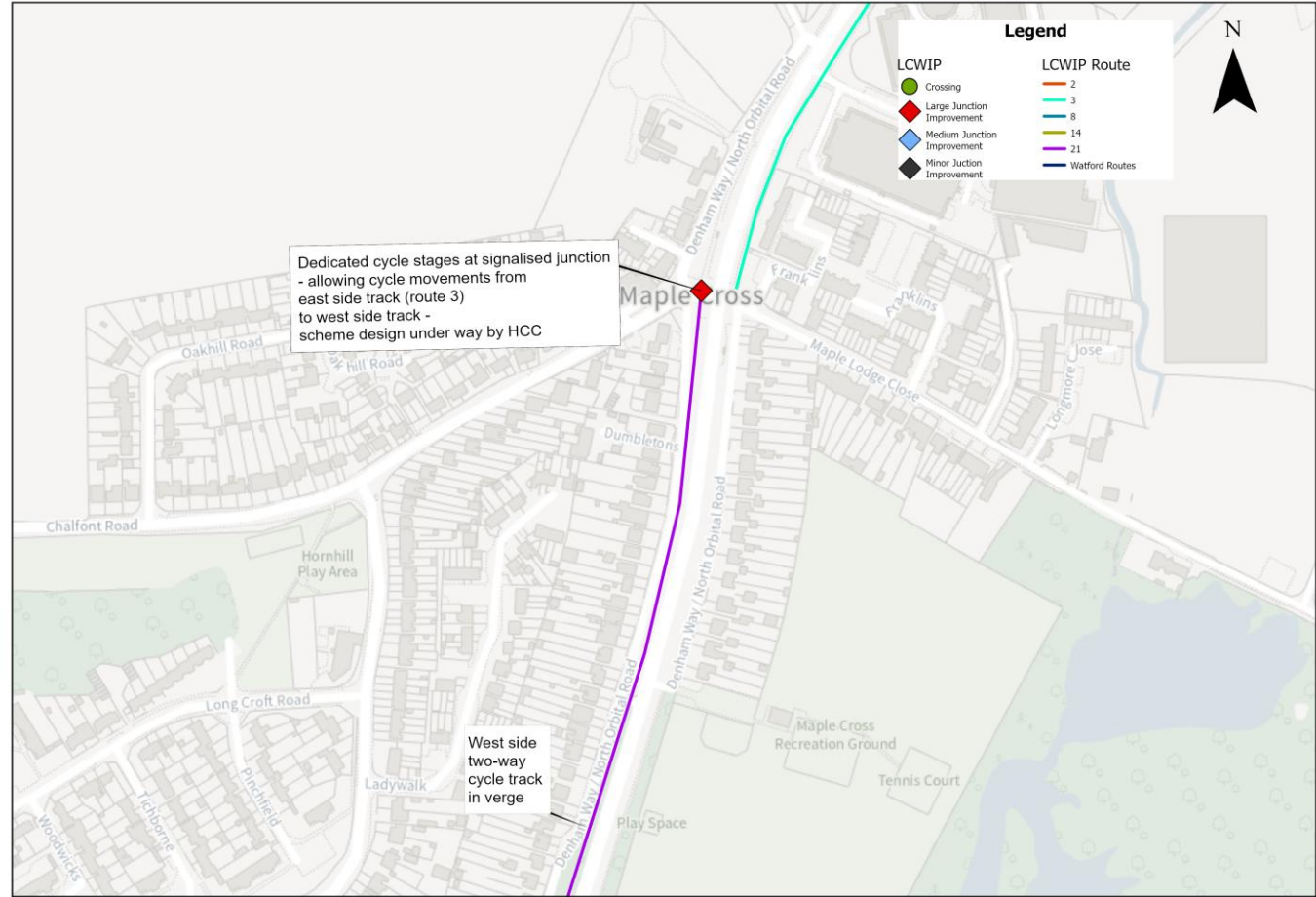


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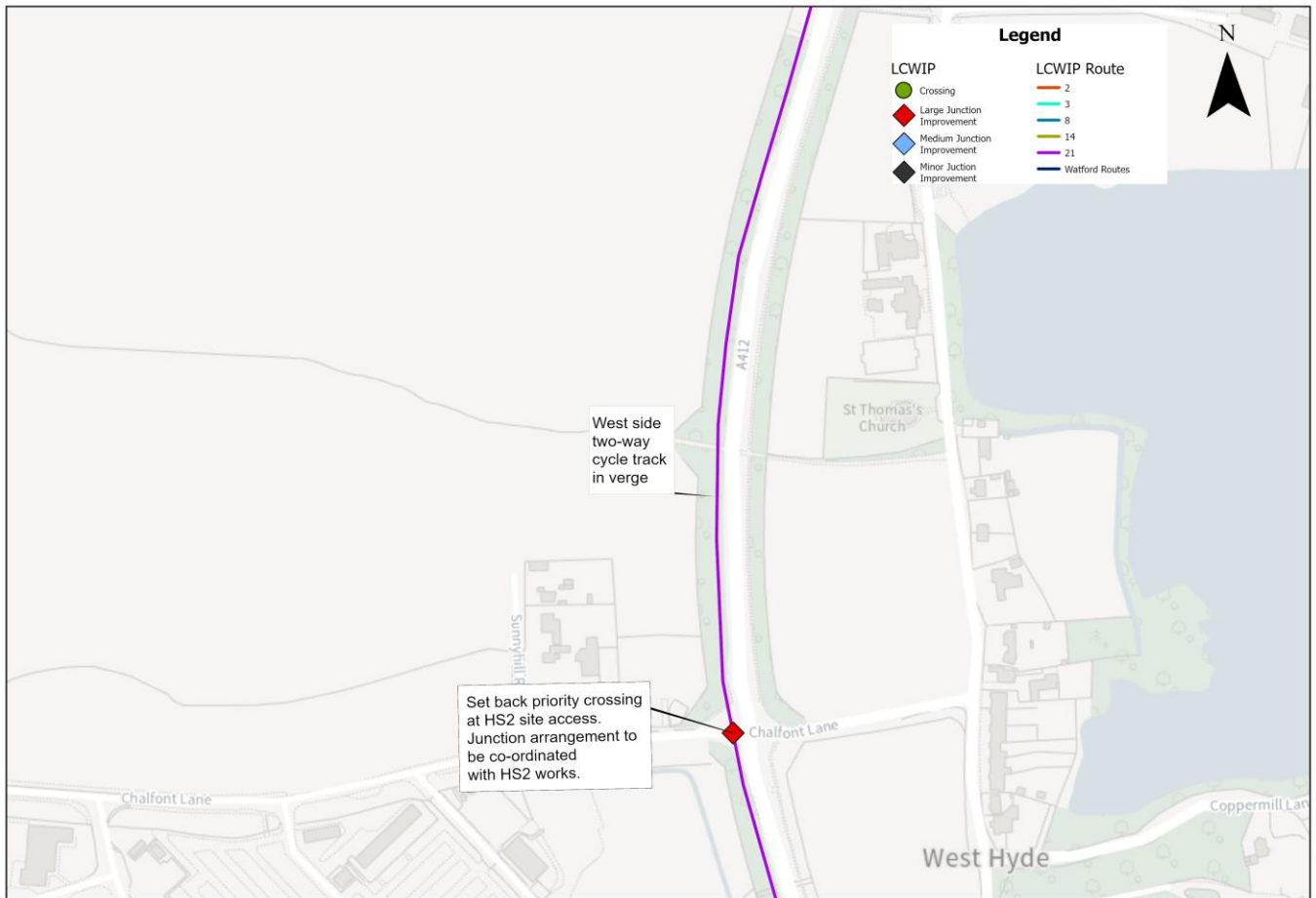


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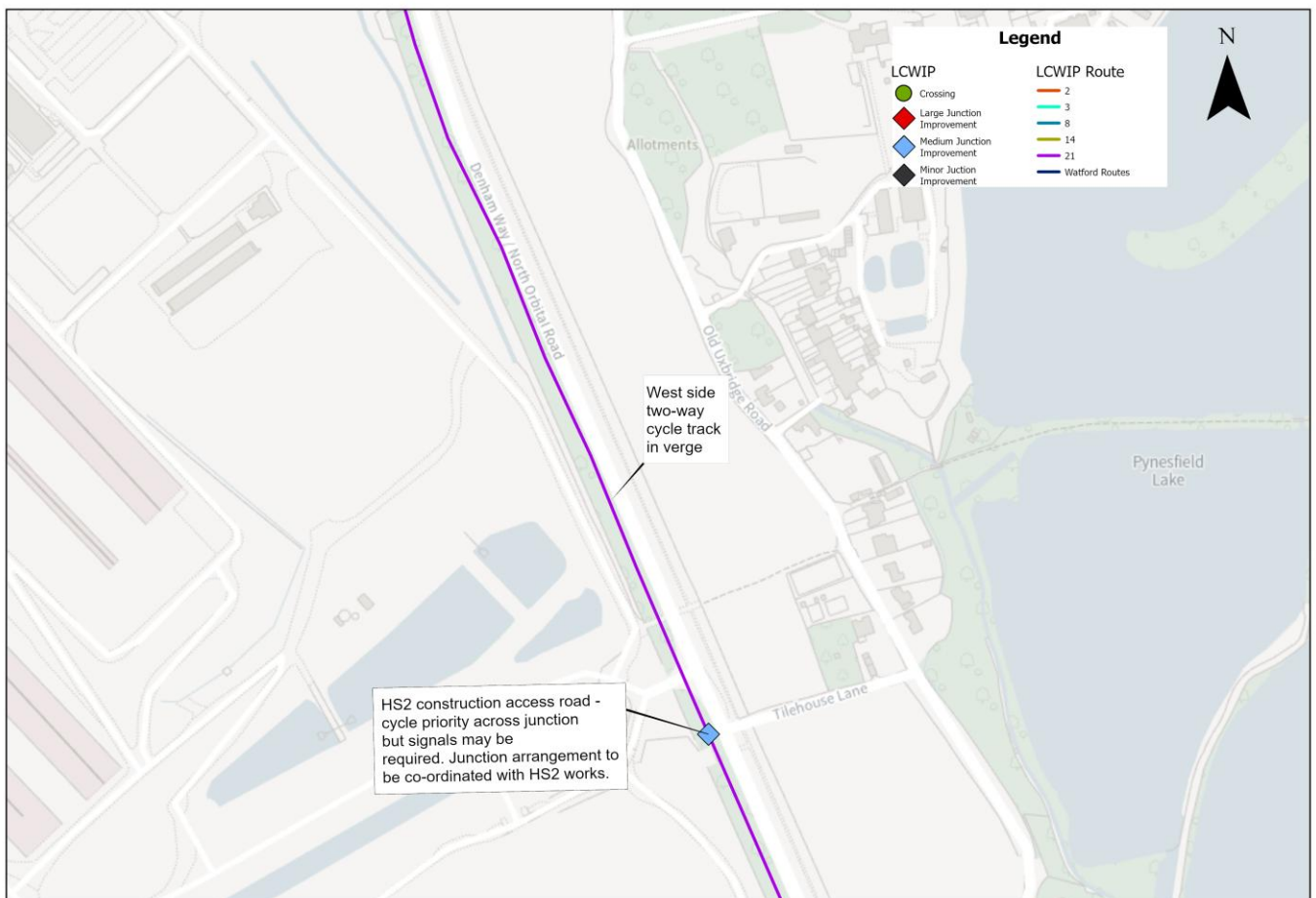
Route 21 – Chalfont Road to towards Denham and Buckinghamshire border



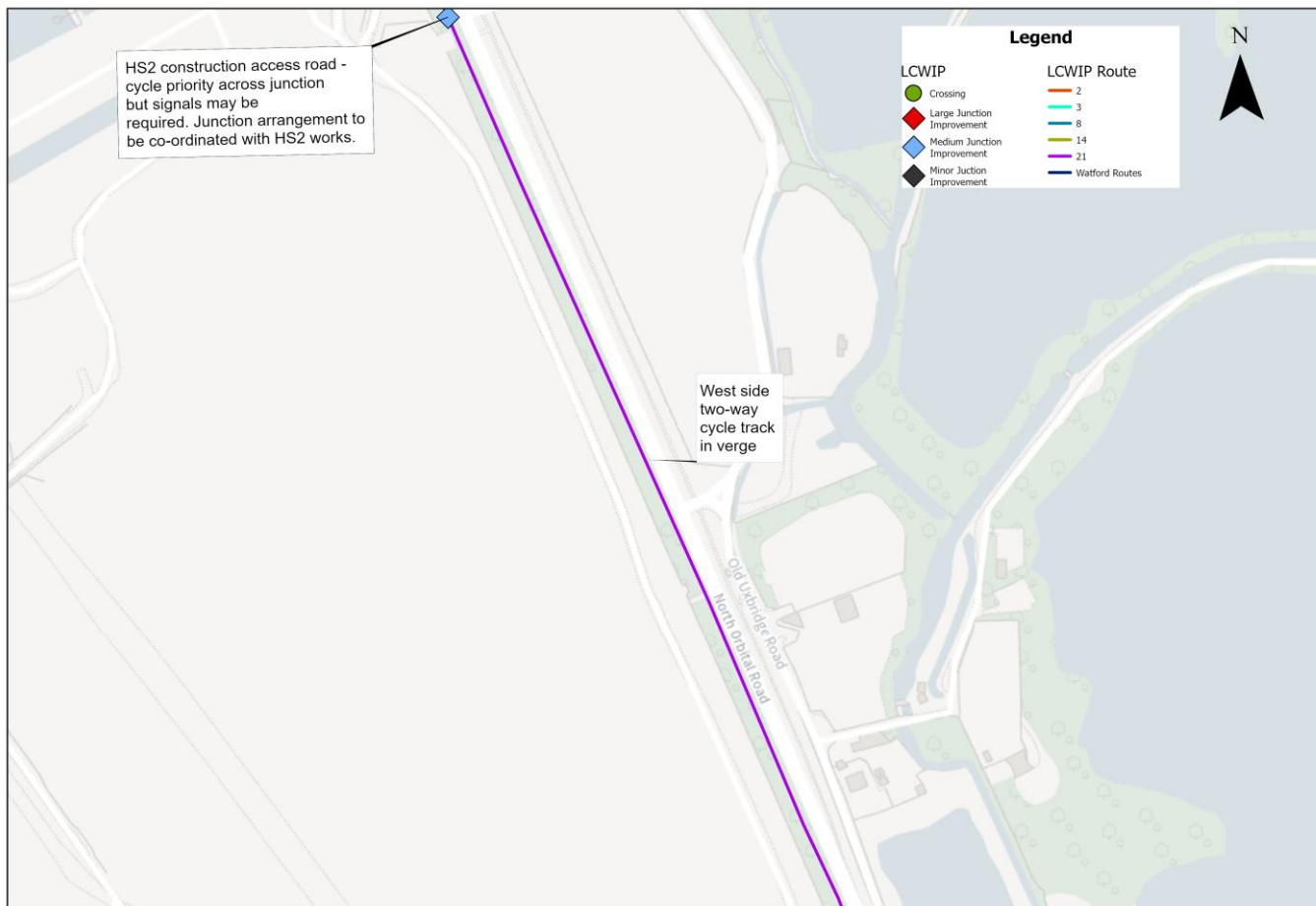
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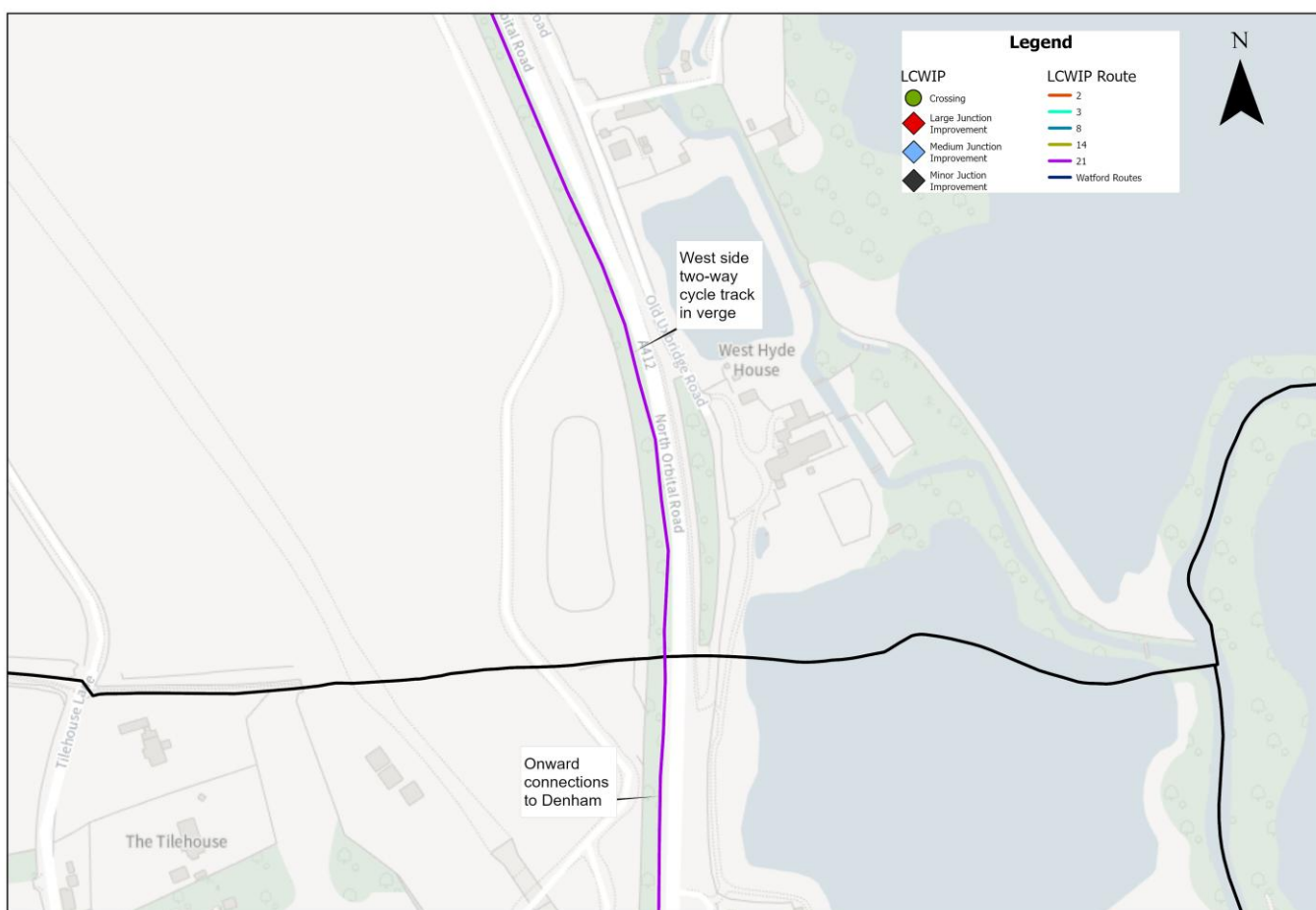
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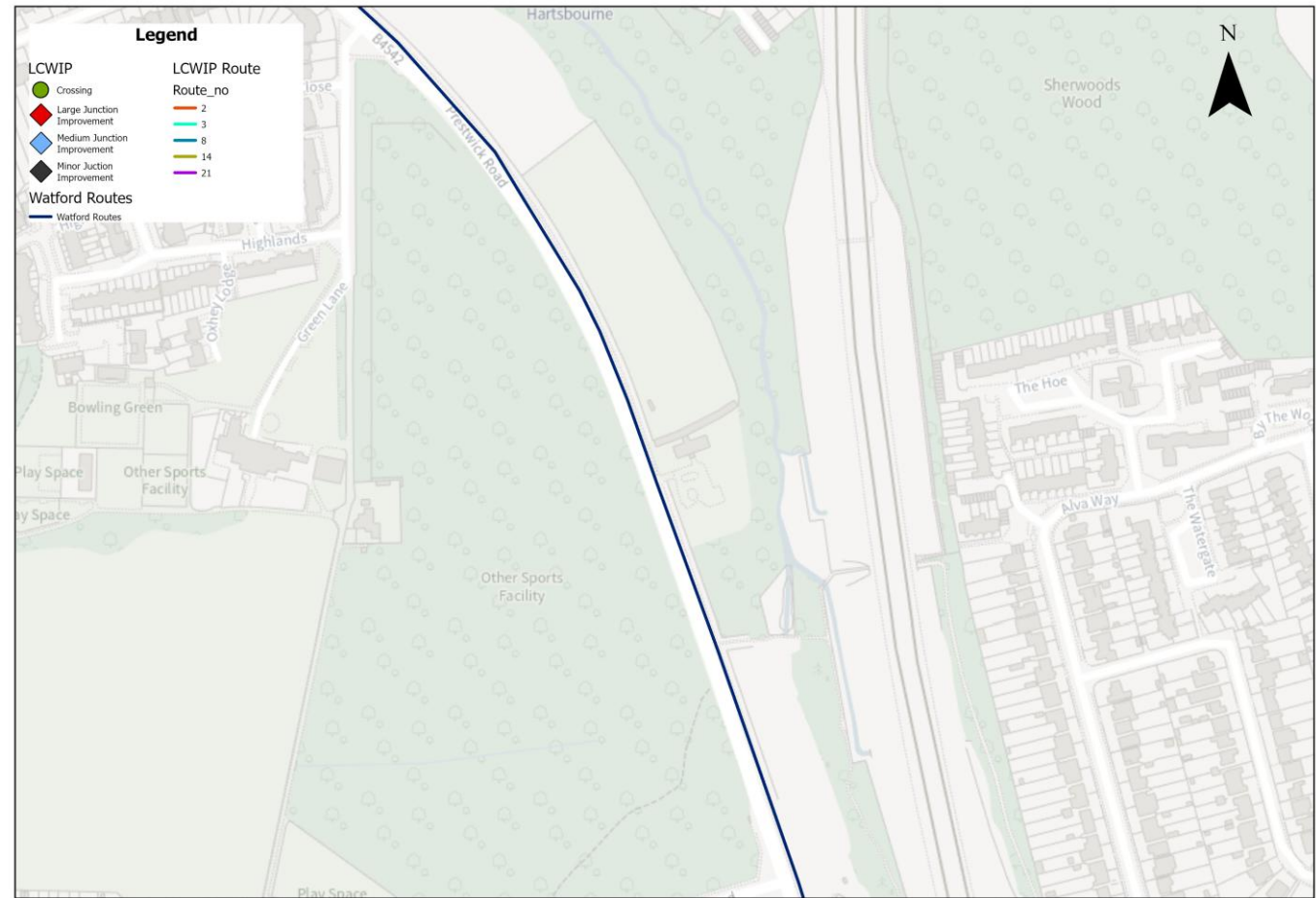
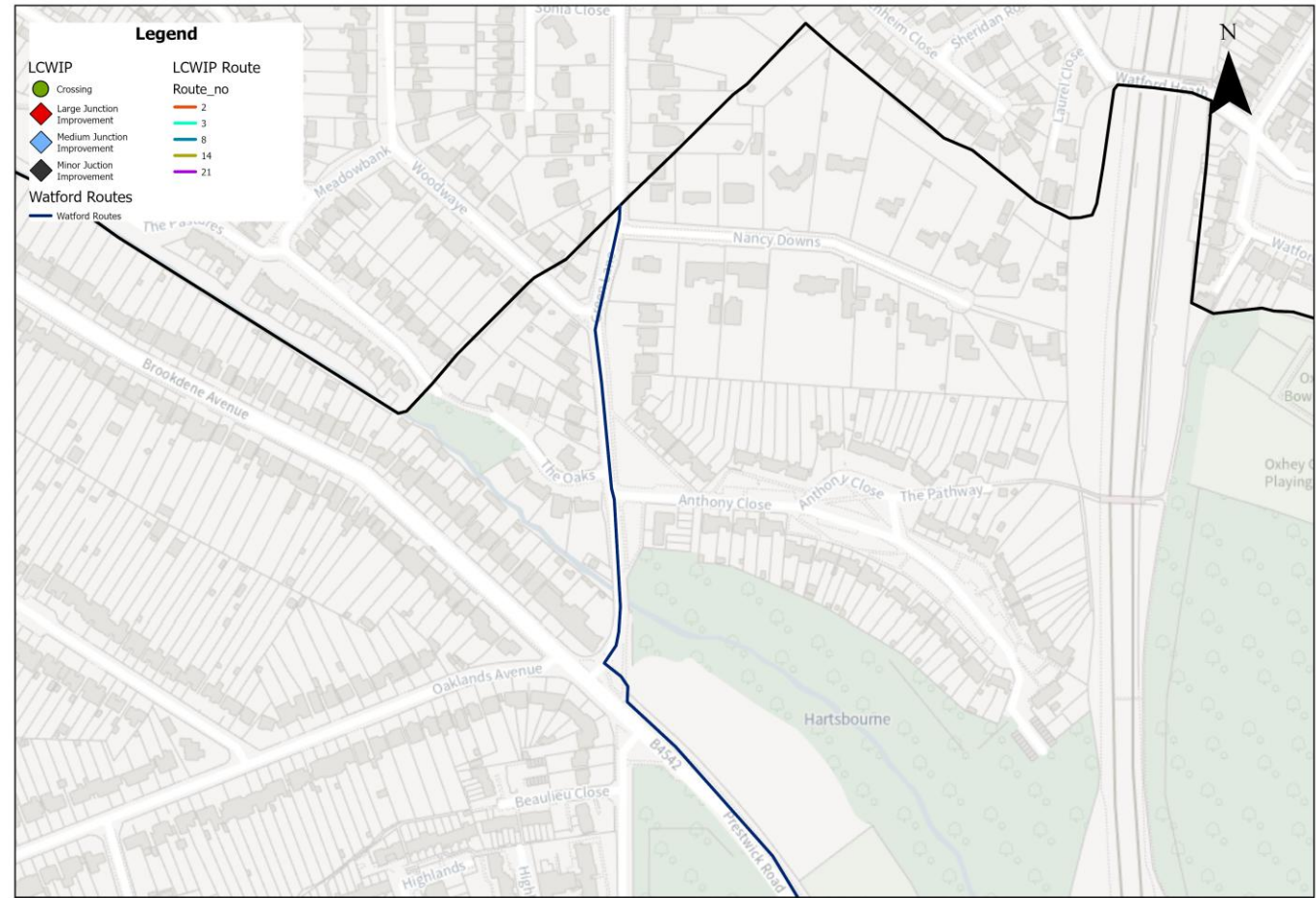


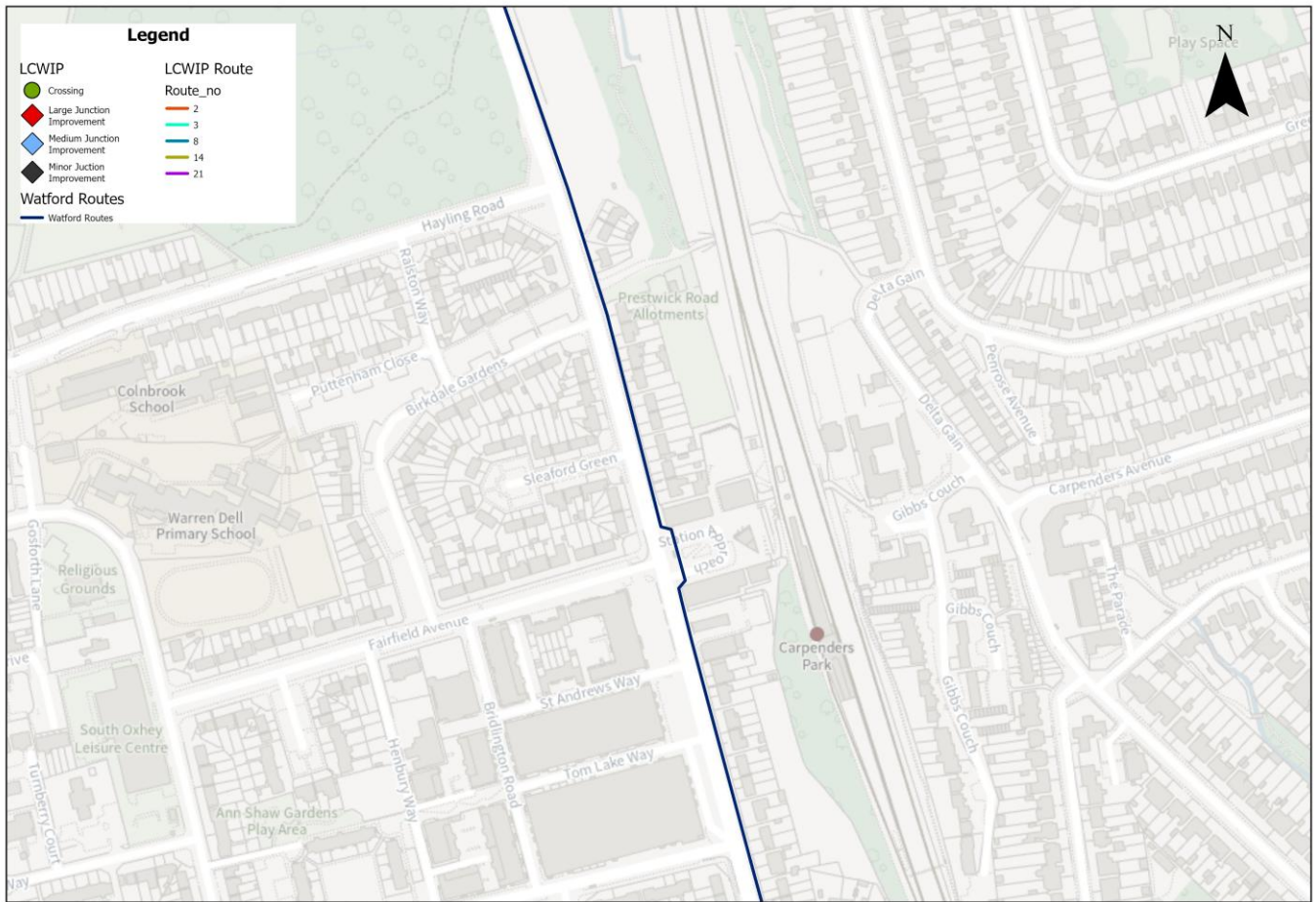
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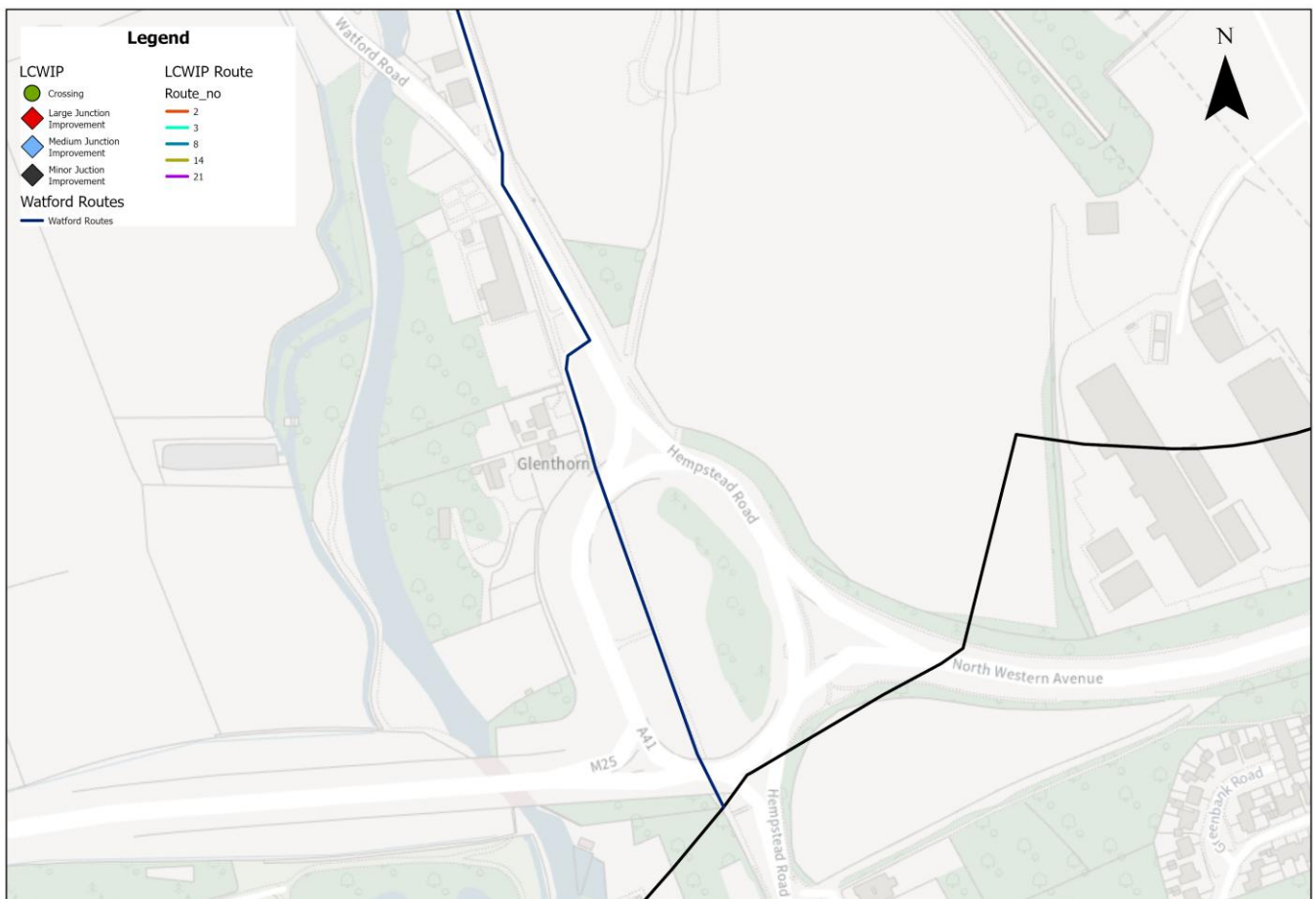
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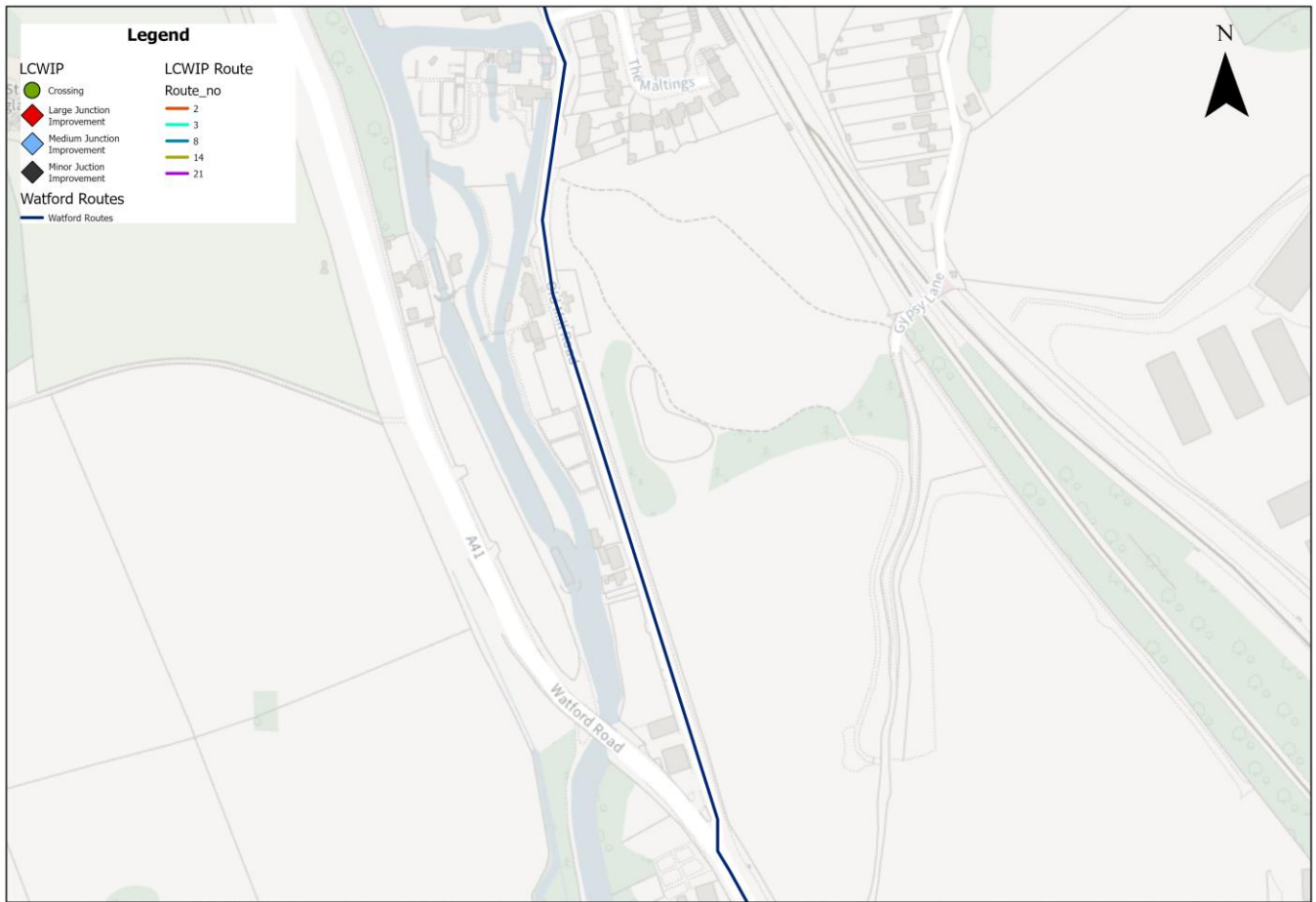


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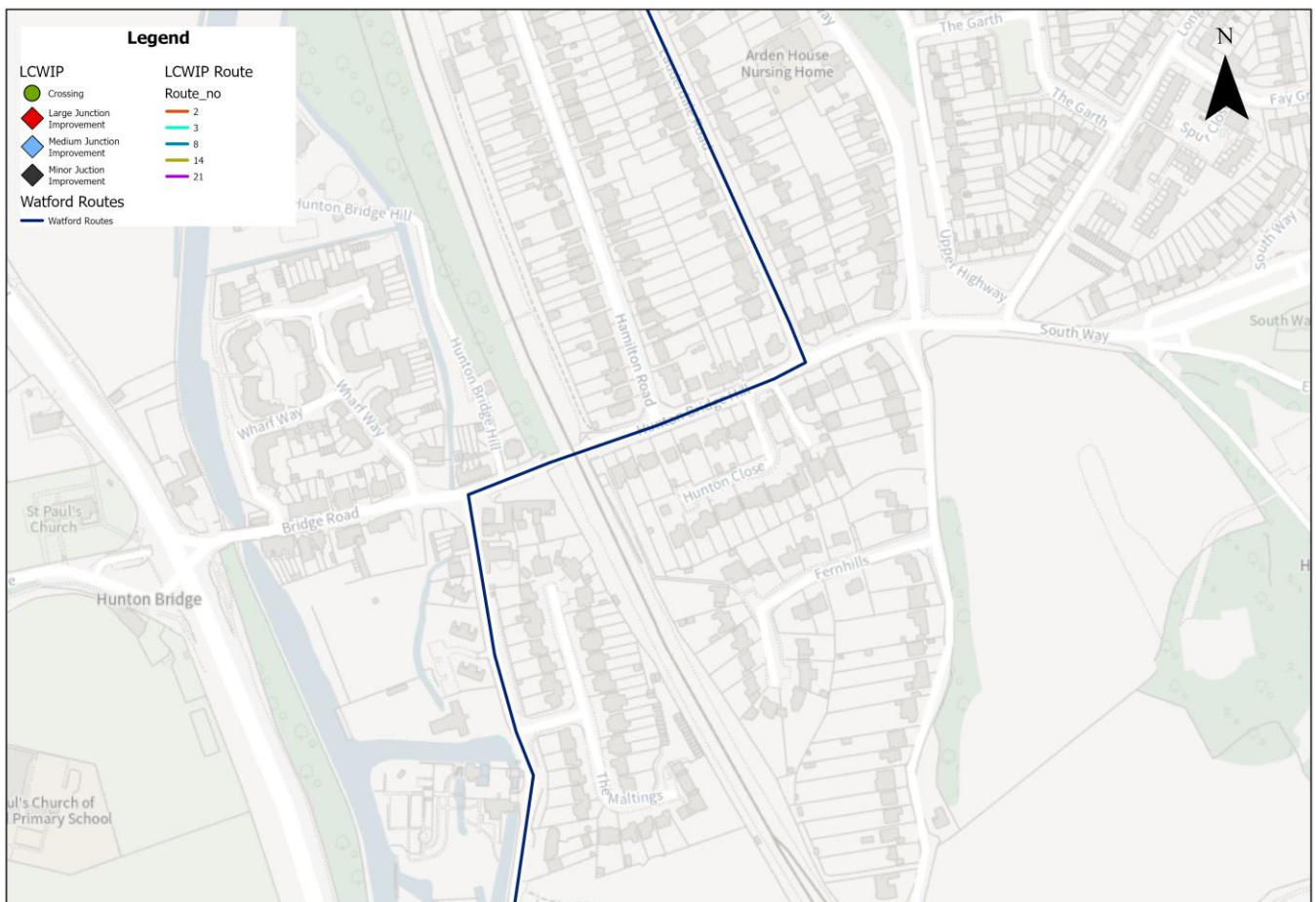
Watford Route W17



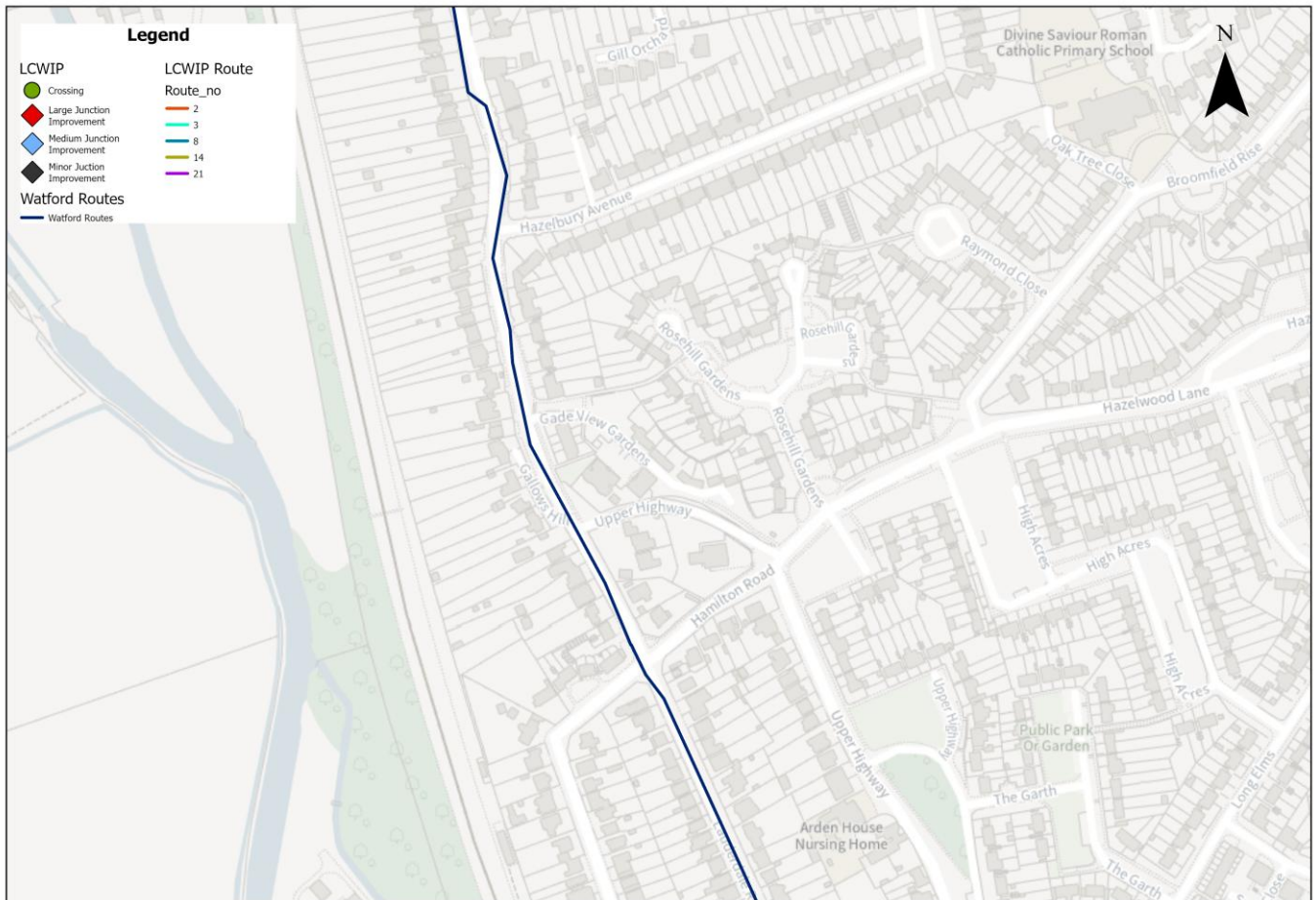
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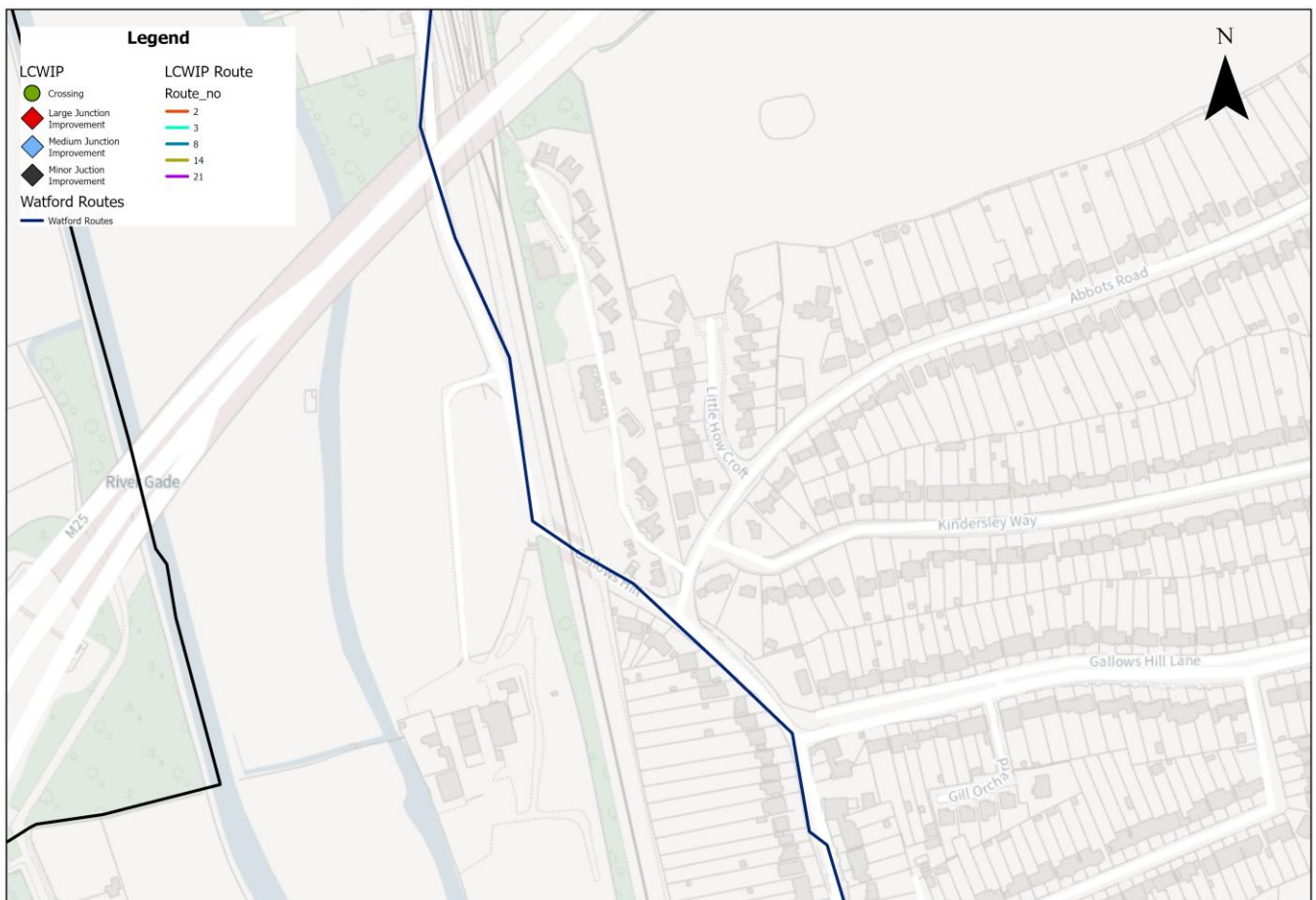
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4.11 Route Score Improvement

Table 6.2 provides the revised RST (Route Selection Tool) scores assuming the measures identified are implemented along these cycle routes. This indicates that there is significant potential to address the current issues and provide high quality cycle routes. There is expected to be scope to introduce facilities which can achieve at least the minimum standard against most criteria. It is acknowledged that on some links there are existing cycle facilities, and while these may not provide the highest level of service, they may provide a useable cycle link. Where links like this exist, further improvement here may be considered as a longer-term goal. This is considered in the Stage 5 Prioritisation process where the local priorities and acceptability are scored.

Table 4.3 RST results summary (with interventions)

Route No.	Name	Score	Directness	Gradient	Safety	Connectivity	Comfort	Critical Junctions (no)
		Existing Score	5.0	2.6	1.7	4.6	1.3	5
2	Rickmansworth – Watford A412	Potential Score	5.0	2.6	4.8	4.6	2.7	0
		Existing Score	5.0	4.3	2.3	5.0	1.6	0
3	Rickmansworth – West	Potential Score	5.0	4.3	4.9	5.0	3.2	0
		Existing Score	5.0	2.9	0.7	4.6	0.6	3
8	Rickmansworth – Chorleywood	Potential Score	5.0	2.9	4.2	4.6	2.3	0
		Existing Score	5.0	3.1	1.5	4.2	2.1	1
14	Shepherds Lane	Potential Score	5.0	3.1	3.2	4.2	3.2	0
		Existing Score	5.0	5.0	0.6	3.4	1.0	3
21	Maple Cross South	Potential Score	5.0	5.0	4.2	3.4	3.0	0

4.12 Consultation – Cycle Route Feedback

The LCWIP and associated routes have been amended following the consultation detailed in section 2.5. A summary of the feedback received on cycle routes and the response has been included in the table below.

Table 4.4 Cycle Route feedback and responses summary

Route 2 – Rickmansworth Watford A412

Comment	Response
Suggestion for Caravan Lane and Ebury Way as alternatives.	Caravan Lane and Ebury Way are leisure routes, not suitable for all users.
Parallel routes like Frankland Rd proposed.	Frankland Rd deviates too far from desire line.
Concerns about 2-way tracks and access.	2-way tracks are viable with dropped kerbs; details to be addressed in feasibility.
Footpath 30 too narrow; alternative via The Cloisters or High Street.	Alternatives noted; feasibility to explore options.
Requesting this route should be given highest priority within the LCWIP.	Acknowledged.
Signalising the junction A412/Scots Hill could interfere with traffic lights at the crossing nearest to Rickmansworth School.	Acknowledged.
Suggestion to implement speed humps on approach to existing crossing location on Scots hill to reduce speed rather than change to signals.	Acknowledged.
Concerns raised about the conflict between pedestrians and cyclists at the alleyway running between the High Street to Station Road, (behind Cloisters) due to the restrictive width.	Acknowledged.
A suggested alternative route along Lavrock Lane/Caravan Lane, instead of across Fortune Common, which cyclists already use as a route into the High Street. This is an existing TRDC Local route.	Caravan Lane is considered a leisure route, not suitable for all users and not as direct.
The route improves links to Watford and Rickmansworth from Croxley Green but does not suggest connecting to routes within Croxley Green.	Local routes identified in Croxley intersect with the priority route.
Cycle UK - Consider limitations of cycle route using Fortune Common due to width restriction of path at rear of flats, suggest two-way cycle way on south side of Park Road.	Incorporated into proposals
Cycle UK – Park Road/Watford Road junction operating with cycle lane – options to consider. Cross route over and investigate via Windmill Drive link to north side of Watford Road Obtain land around Rickmansworth school with crossing provided further Watford Road, Change to T junction iso roundabout	Junction proposal to T junction
WSP – feasibility of Croxley Green proposals due to width restrictions. Consider using Frankland Road/ Harvey Road for cycle route	Not taken forward, Frankland Rd deviates too far from desire line.
WSP – feasibility of Croxley Green proposals due to width restrictions. Consider raised table along Watford Road and change character of the area allowing for cycling with traffic.	Incorporated into proposals

Route 3 – Rickmansworth West

Comment	Response
General support but corridor is constrained.	Constraints acknowledged; further study needed.
Suggestion to use housing estate near Moneyhill Parade.	Route amended to use housing estate.
One-way section on Berry Lane; route not direct.	Acknowledged.
Townfield and Rectory Road path suggested.	Feasibility to explore Townfield route.
Footpath 65 needs improvement.	FP65 to be addressed outside LCWIP.
Long wait at Riverside Drive crossing.	Signal phasing to be addressed outside LCWIP.
The Path between Springwell Avenue and Colne Avenue needs widening for cycling.	Acknowledged.

During peak periods of travel there is congestion along Berry Lane which is a key route between Rickmansworth and Chorleywood.	Acknowledged.
The Route should be directed through the High Street to bring additional people to shop, buy a coffee and dwell.	Acknowledged.
This provides a good route travelling west towards Mill End from Rickmansworth, but Berry Lane is currently one way so cyclists cannot cycle in the opposite direction.	Acknowledged.
An alternative route suggestion was proposed from Nightingale Road to Townfield.	Acknowledged.
Cycle Uk – Identifying alternatives to Uxbridge Road route due to width restrictions and traffic volume. Through Aquadrome but would this be year round route due to lighting restrictions. Through Money Hill residential area, consideration needed around gradient of route.	Money Hill routing incorporated in plans.

Route 8 – Rickmansworth to Chorleywood

Comment	Response
Strong opposition to using Chorleywood Common.	Remove routes on or near Chorleywood Common.
Common Road one-way not suitable due to buses.	Common Road one-way removed due to bus use.
Colley Land suggested but steep and narrow.	Colley Land not viable.
Speed concerns near Clement Danes.	Speed zone and crossing to be considered in feasibility.
Suggestion to widen footpath at Station Approach/Shire Lane.	Widening and signalling bridge not viable.
Suggested crossing opposite Parish Council.	Speed zone and crossing to be considered in feasibility.
Route along edge of common proposed.	Edge-of-common route also removed.
Extension down A404 and Green Street supported by Chorleywood stakeholders.	Extension down A404 and Green Street accepted.
Support for a continuous route along A404 on the west side to the M25.	Acknowledged.
Extend the route along the A404 to St Clement Danes for a safe cycle route to the school from Chorleywood.	Acknowledged.
Request to move cycle path location adjacent to Common road - less intrusive.	Acknowledged.
Chorleywood common is part of a conservation area.	Acknowledged.
Encouraging cycling across the common would destroy wildlife and habitat.	Acknowledged.
Alternative to Common Road would create more traffic and pollution.	Acknowledged.
Common Road is a bus route and relied upon by the elderly residents.	Acknowledged.
This proposal will lead to a significant increase in traffic accessing Chorleywood to use Green Street.	Acknowledged.
Cycle UK – considering issues with width restrictions Chorleywood Road. Consider East side two-way cycle track with thought of how shared use can be accommodated for narrow sections.	Incorporated into proposals
Extension to Green Street if The Common option is removed. Speed reduction needs to be removed Crossing required Options for segregated cycle facility presented	Incorporated into proposals

Route 14 – Shepherds Lane

Comment	Response
Modal filter under M25 opposed.	Modal filter removed.
Alternative via gravel paths on north side of M25.	Bridleway 19 flagged for future development.
Concerns about buses, footway parking, and traffic.	Further study needed for junctions, crossings, and speed.
Modal filter will significantly increase traffic on alternative routes.	Modal filter removed.
Modal filter will impact access to William Penn Leisure Centre.	Modal filter removed.
Suggestion to allow car access but reduce speeds.	Acknowledged.
Add speed humps to keep speeds under 20mph.	Acknowledged.

Modal filter would gridlock Long Lane during M25 issues.	Modal filter removed.
Berry Lane would be overburdened.	Acknowledged.
Catnips Farm access issues for large vehicles.	Acknowledged.
Suggest width and speed restrictions instead of modal filter.	Acknowledged.
Suggest upgrading adjacent footpaths/bridleways as alternatives.	Acknowledged.

Route 21 – Maple Cross

Comment	Response
General support.	Acknowledged.
Alternative via Old Uxbridge Rd proposed.	Main road preferred for connectivity.
Request for onward connections to Buckinghamshire.	Acknowledged.
Improve crossing points.	Acknowledged.
Suggest continuous cycle track on one side.	Acknowledged.

Route 7 – Chorleywood Bottom (Secondary Route)

Comment	Response
Opposition to modal filter on Shepherds Bridge.	Modal filter removed.
Suggestion to signalise bridge.	Signalising not feasible due to highway conflicts.

5 LCWIP Stage 4 - Network Planning for Walking

This section sets out the process for identifying core walking zones across the LCWIP area and identifying the most appropriate areas for walking interventions. It should also be noted that walking improvements will also be made alongside the cycling improvements across the strategic network identified in section 4.

5.1 Core Walking Zones

The first stage of the development of a walking network is to identify the Core Walking Zones (CWZ). The LCWIP guidance recommends that:

- CWZs should consist of a number of walking trip generators that are located close together - such as a town centre or business parks.
- An approximate five-minute walking distance of 400m should be used as a guide to the minimum extents of CWZs.
- All pedestrian infrastructure should be deemed as important within the CWZs.
- Once the CWZs have been identified, the important pedestrian routes (key walking routes) that serve them should then be located and mapped.

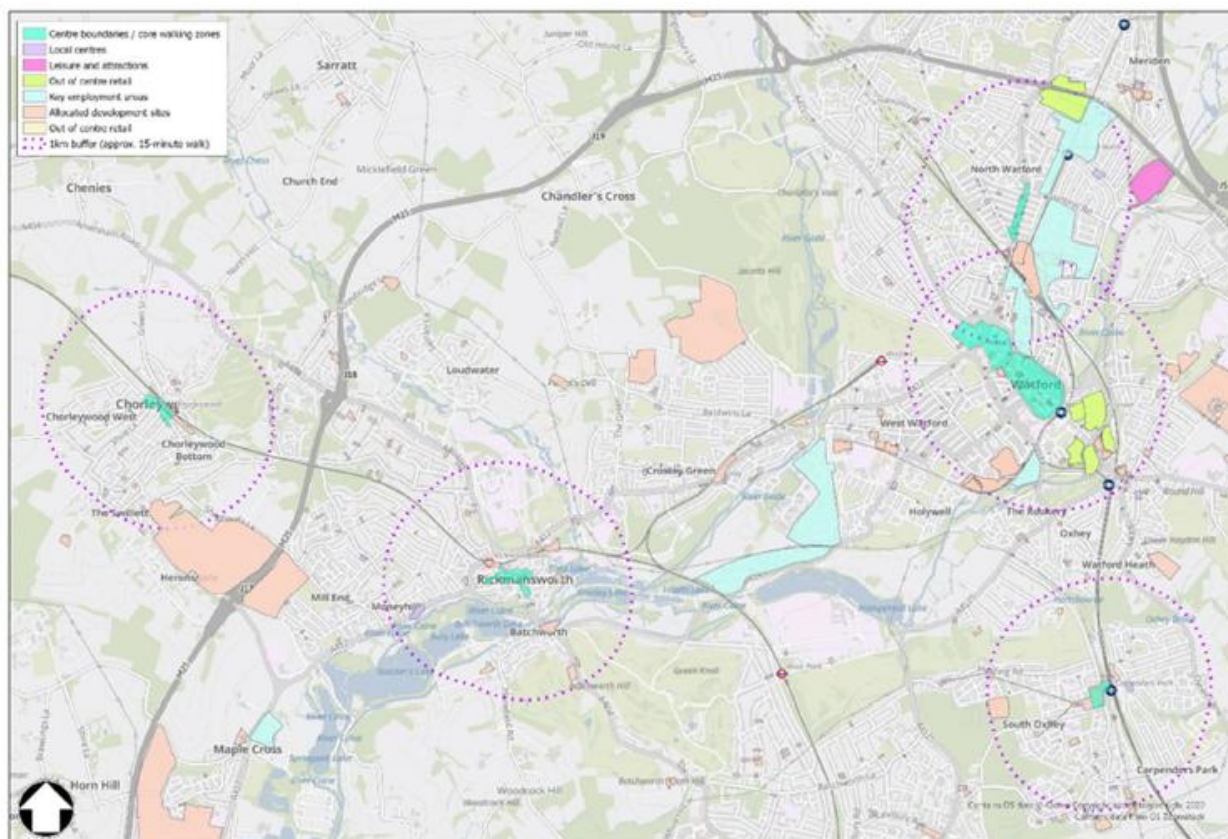
The origin and destination analysis undertaken in section 4 has helped to identify the key walking trip generators in Three Rivers district. From this analysis the following CWZs have been identified, these are shown in Figure 5.1:

- Rickmansworth Town Centre
- Carpenders Park
- Chorleywood

These CWZs align with the designation of these locations in Three Rivers as 'designated key centres' within the district, and therefore these have been assigned as the initial set of core walking zones. It is envisaged that as the LCWIP is revised, more core walking zones will be identified to help to create a more comprehensive, coherent walking network.

It was agreed by council officers that the extents of the important routes that serve the CWZs should be within 1km of the CWZs. These extents are visible on Figure 5.1.

Figure 5.1 Core Walking



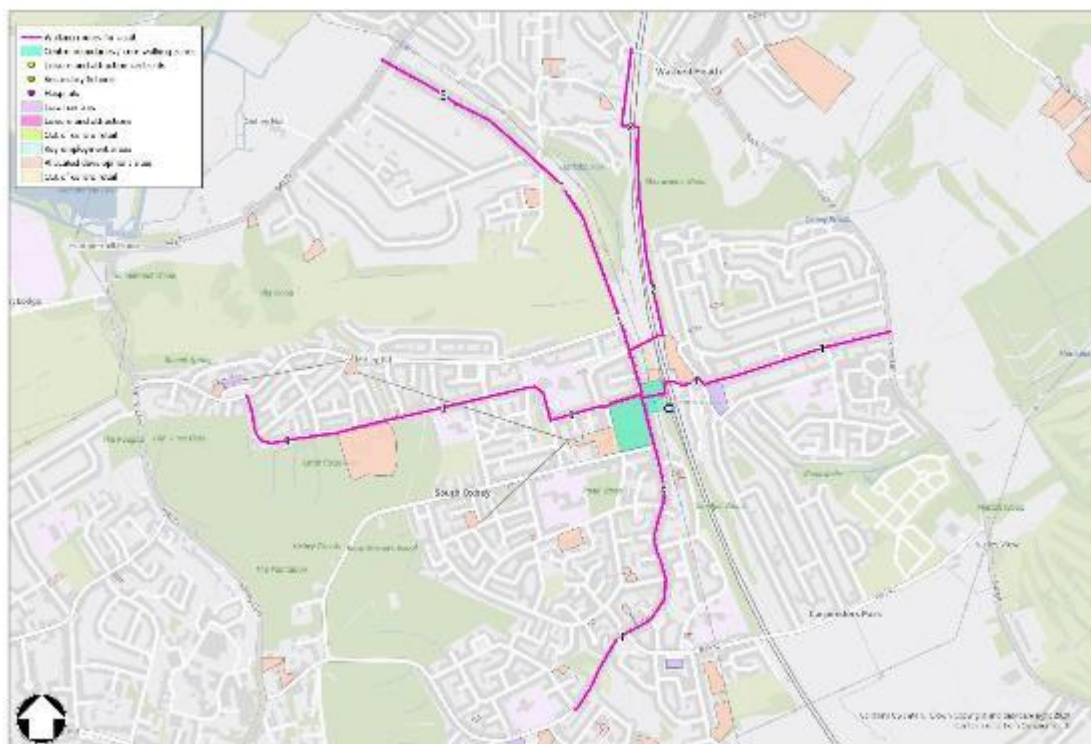
Source: Mott MacDonald

5.2 Priority Walking Routes

Carpenders Park was identified by TRDC as the local priority CWZ. Five priority walking routes connecting Carpenders Park were identified as priorities. These routes connect the station to a number of residential areas, development sites and key destinations such as schools. Figure 5.3 shows the identified key walking routes, and can be summarised as follows:

- Walking Route 1 – Carpenders Park Station to Hayling Rd
- Walking Route 2 – Carpenders Park Station to Watford Heath
- Walking Route 3 – Prestwick Rd (South) Carpenders Park Station to Greenfields School
- Walking Route 4 – Carpenders Park Station to Oxhey Lane
- Walking Route 5 – Prestwick Rd (North) Carpenders Park Station to Hampermill Lane

Figure 5.2 Key walking routes around South Oxhey and Carpenders Park



Source: Mott MacDonald

5.3 Walking Route Audit Tool

Using the Department for Transport's (DfT) Walking Route Audit Tool (WRAT), on-site audits were undertaken on the agreed routes by trained WSP and HCC personnel. The WRAT assesses existing pedestrian infrastructure against five core design outcomes: attractiveness, comfort, directness, safety, and coherence. It considers the needs of all users, including vulnerable pedestrians such as older adults, people with visual or mobility impairments, and those using buggies or walking with children. The audit process also integrates safety inclusion assessments with a gender-inclusive lens, helping to identify targeted infrastructure improvements.

A summary of the WRAT baseline audits is shown in Table 5.1, with the scores reflecting existing conditions across each route. These assessments informed the development of walking infrastructure improvement plans, which were subsequently integrated with cycling infrastructure proposals.

Table 5.1 Three Rivers Key walking routes - Existing WRAT results summary

Route No.	Name	Attractiveness %	Comfort %	Directness %	Safety %	Coherence %	Overall score %
1	Carpenders Park Station to Hayling Rd	74	32	81	89	0	61
2	Carpenders Park Station to Watford Heath	46	55	71	33	50	54
3	Prestwick Rd (South) Carpenders Park Station to Greenfields School	44	50	81	67	0	56
4	Carpenders Park Station to Oxhey Lane	67	60	75	83	50	68
5	Prestwick Rd (North) Carpenders Park Station to Hampermill Lane	45	54	70	78	50	60

The Three Rivers walking routes are generally direct – with fewer busy roads meaning that desire lines are well catered for. The lower traffic volumes and speeds are also reflected in the higher safety scores – although the lack of natural surveillance on route 2 impacts on this safety score. The lower comfort scores are a result of poorer path

condition, and particularly on route 1, where there is footway parking. The coherence scores are generally low, reflecting the lack of dropped kerbs and tactile paving on some routes.

5.4 Types of walking interventions

Whilst design guidance for walking schemes is more limited than for cycle design guidance, the CIHT Designing for Walking guidance¹⁷ provides a good framework for the principles to apply. Well-designed walking facilities should enable walking journeys and improve the experience of those already walking by following desire lines, being clutter-free and being legible to all users. They should take into account the volumes of people walking along the streets (actual or desired) or crossing the streets and should take into account the needs of all users. The specific design solutions will therefore depend on a variety of considerations.

Potential interventions could include:

- Increasing the width of footways
- Public realm improvements, including:
 - Continuous level footways
 - Raised tables.
- Provision of high-quality street furniture and provision of benches
- Improving of pedestrian facilities at traffic signal junctions, including:
 - Additional pedestrian crossings
 - Reduction in crossing distances
 - Changing ‘staggered’ to ‘straight across’ pedestrian crossings.
- Street lighting improvements
- Decluttering and maintenance
- Dropped kerbs and tactile paving.
- Wayfinding
- Measures to assist with access to/by other modes – i.e. bus stops, stations, disabled parking.
 - Area wide treatments such as Low Traffic Neighbourhoods.

¹⁷ https://www.ciht.org.uk/media/4460/ciht_-_designing_for_walking_document_v2_singles.pdf

Provision should aim to achieve good design outcomes for pedestrians – routes should be attractiveness, comfort, directness, safety, and connectivity. See section 4.1 for further details.

There is some overlap between the cycle network and walking routes and measures proposed for cycling, such as junction improvements, can clearly also benefit pedestrians. It is recommended that all cycle schemes consider the needs of pedestrians and incorporate design measures that will benefit pedestrians as well as cyclists.

5.5 Identified Walking Interventions

In identifying measures for walking, Mott MacDonald has sought to reflect the principles outlined in CIHT's Designing for Walking guidance. This is necessary to provide the quality of infrastructure that will have the greatest chance of achieving mode shift.

As with the cycling interventions, the LCWIP is intended to provide a high-level overview of potential walking designs only. Effort has been made to consider the deliverability of schemes. However, in all cases, the measures identified will need to be subject to a full feasibility assessment, safety review and detailed consideration of the impacts on other road users, including buses and emergency vehicles. WBC, TRDC and HCC may wish to consider deliverability and acceptability during the prioritisation process in LCWIP Stage 5.

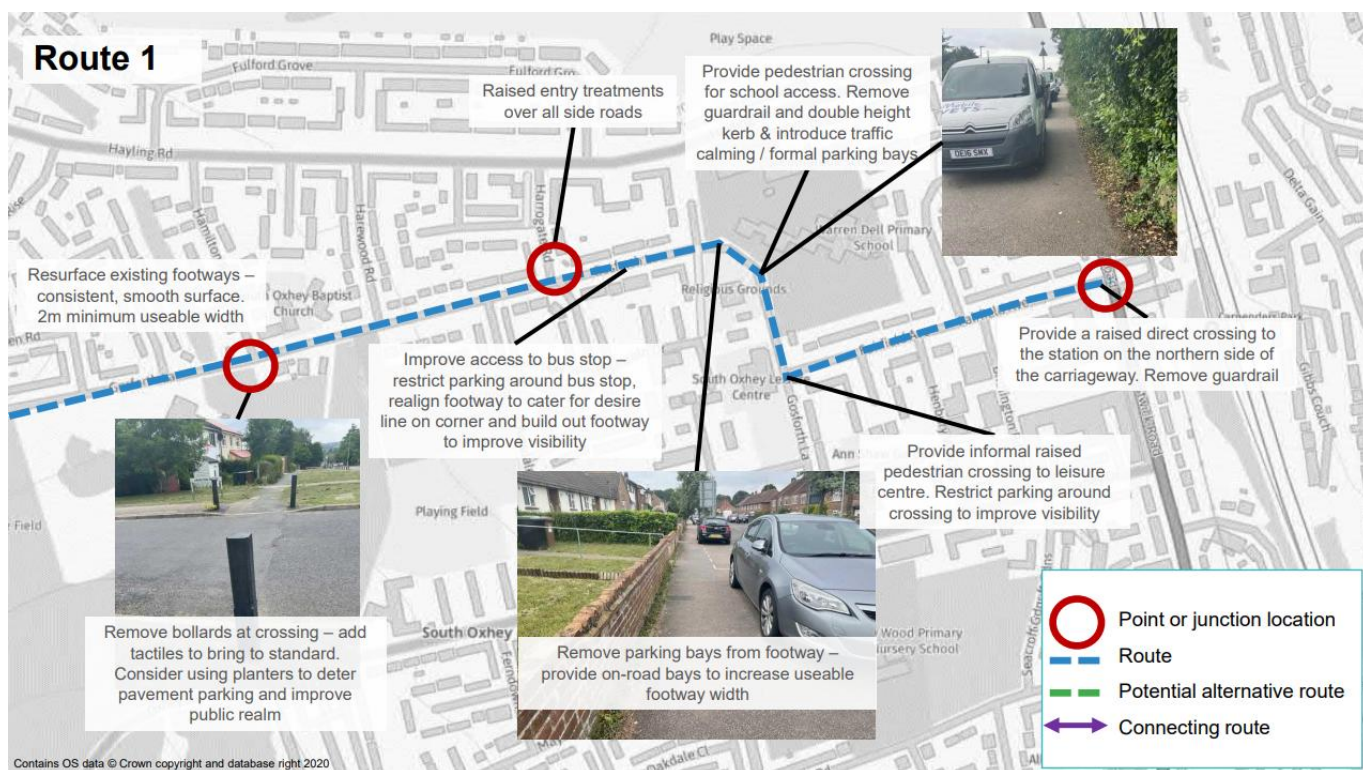
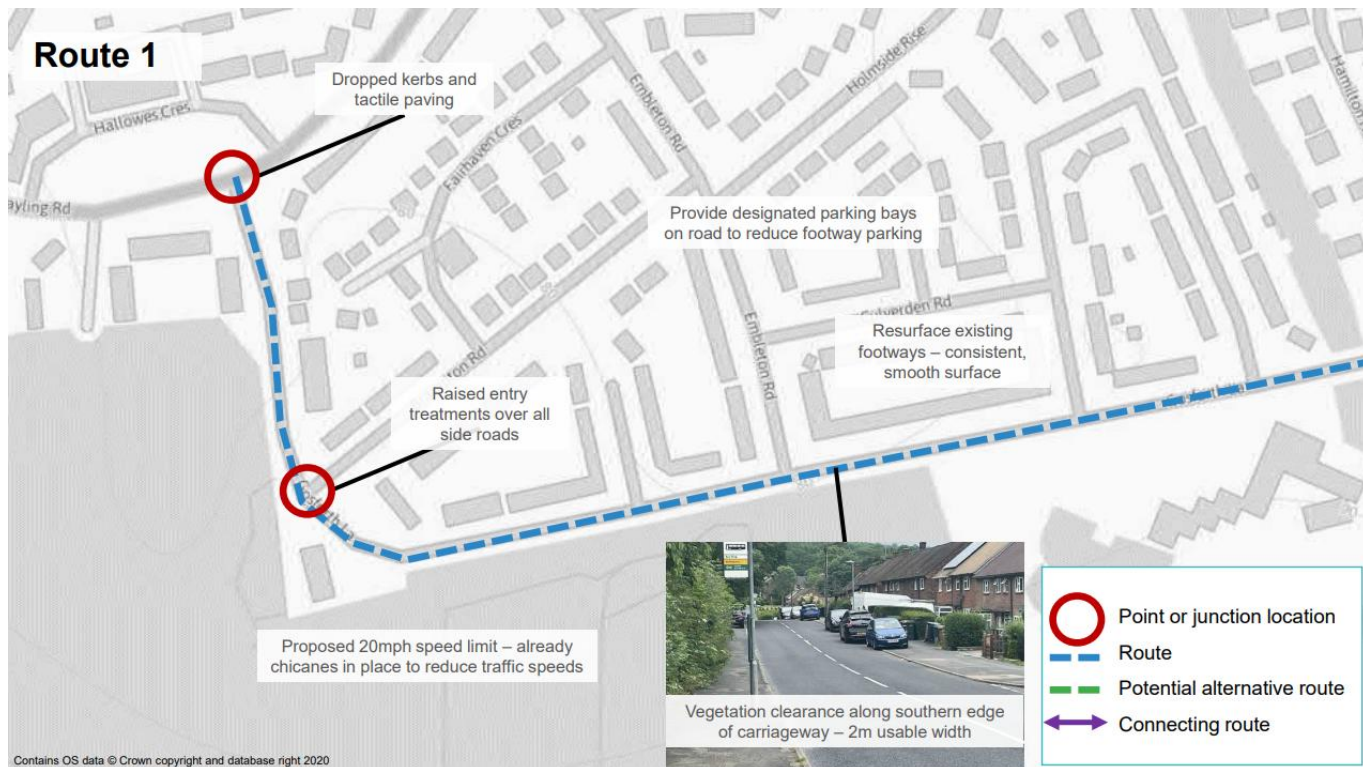
The measures proposed focus on the main links and junctions. In addition, it is recommended that the following interventions and measures are also considered, with consideration given to the urban or rural nature of the local environment:

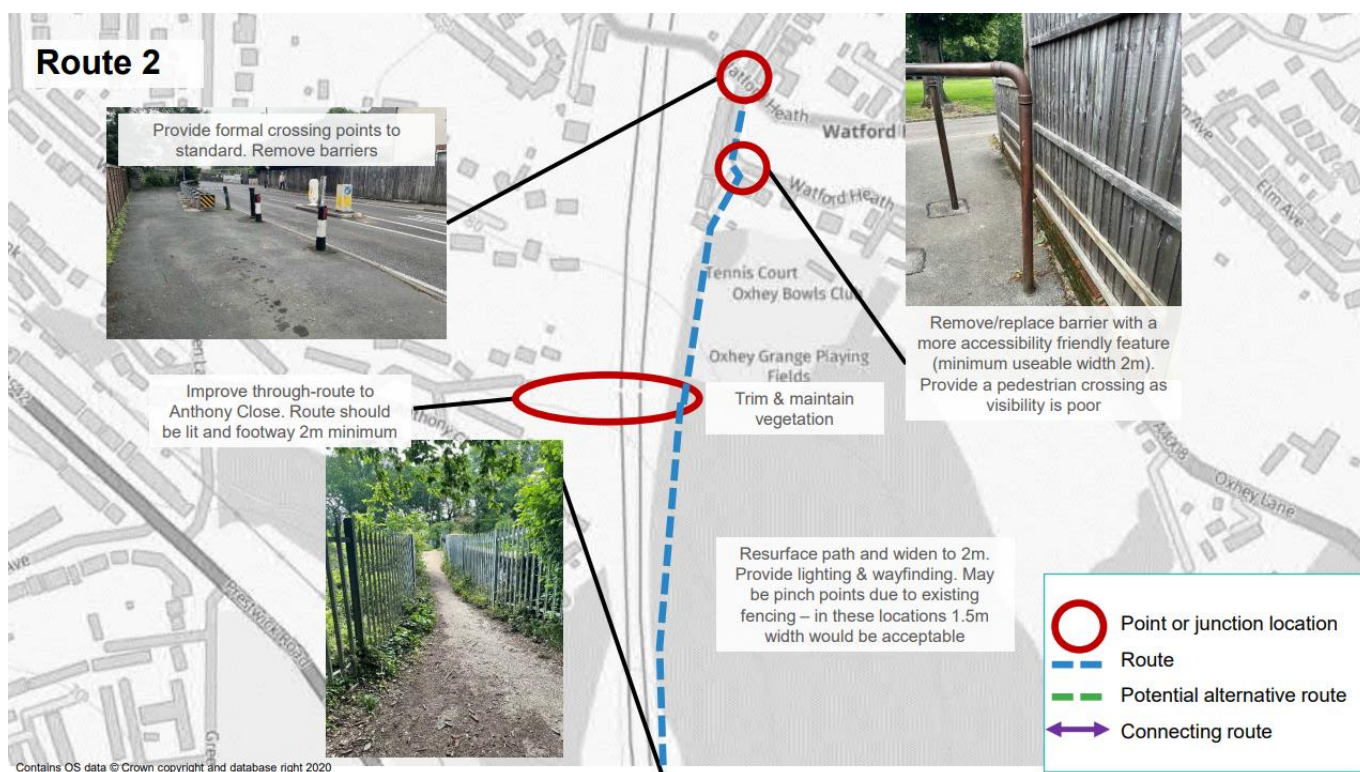
- Usable footway widths of at least two metres in all locations. Where there is high footfall, such as in the town centre, this should be increased further.
- Crossings should be single stage to reduce pedestrian crossing times. Where this is not feasible due to the number of traffic lanes, pedestrian wait times should be minimised and green man time should be maximised.
- Footways should be maintained to the same standard they were designed to. If any works are undertaken, the surface should be replaced to the same standard it was designed to.
- Side road entry treatments, including reducing radii and providing raised tables or continuous footways. These are noted in some circumstances however, it is recommended that this would be a standard design consideration.
- Tactile paving and dropped kerbs should be provided at all points pedestrians are expected to cross the road.
- Car parking should be restricted around formal and informal pedestrian crossing points, and where pedestrian movement is higher (e.g., around bus stops).
- General upkeep and maintenance of the pedestrian environment should be ongoing to ensure the quality of the route does not deteriorate. This includes litter picking, ongoing maintenance of street furniture and surfaces e.g., removal of graffiti on walls, as well as trimming vegetation to maintain useable footway widths and to preserve visibility.

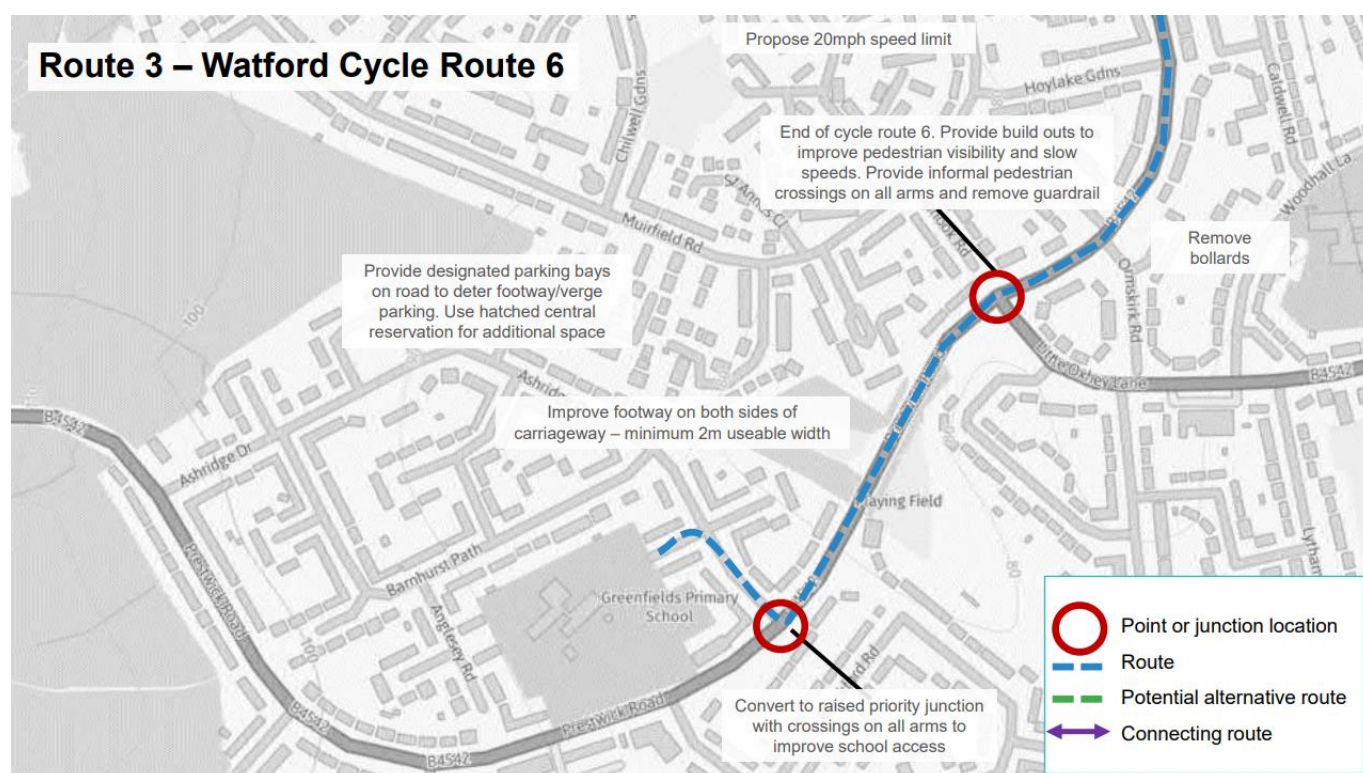
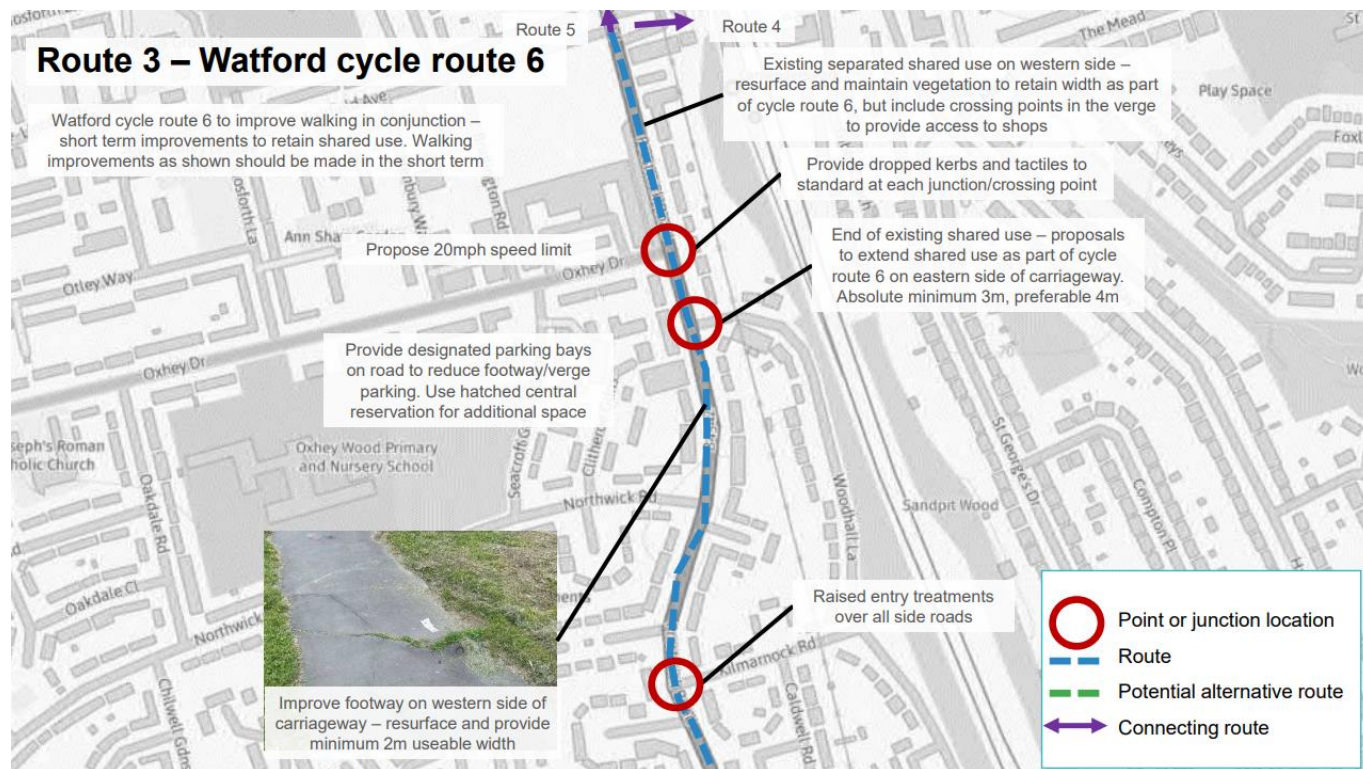
Routes that scored over 70% in the WRAT assessment are not considered to need additional interventions to bring them to a suitable standard.

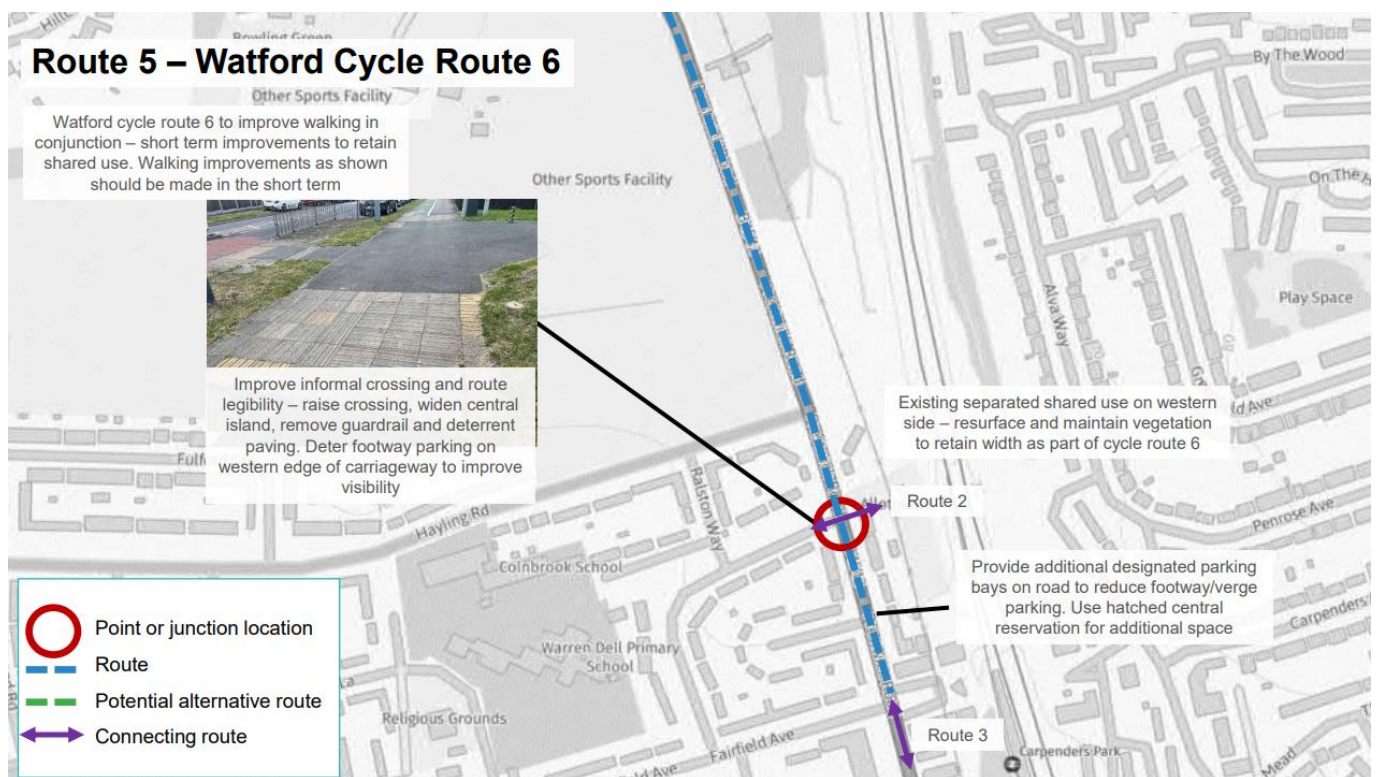
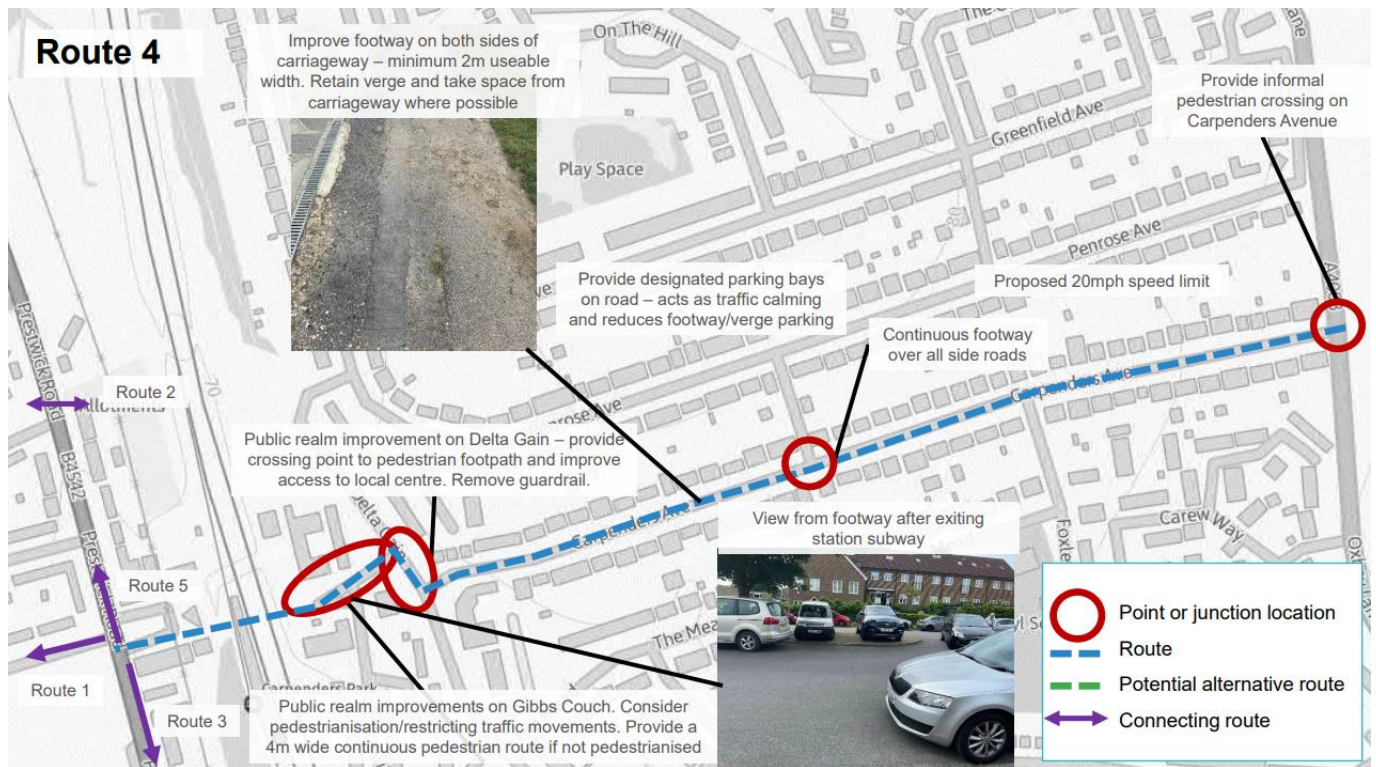
Potential interventions have been created for the walking routes which scored less than 70% when using the WRAT. However, in many cases it has not been possible to address issues associated with the volume of traffic on the adjacent highway. Reducing traffic on these walking routes would significantly improve the pedestrian environment.

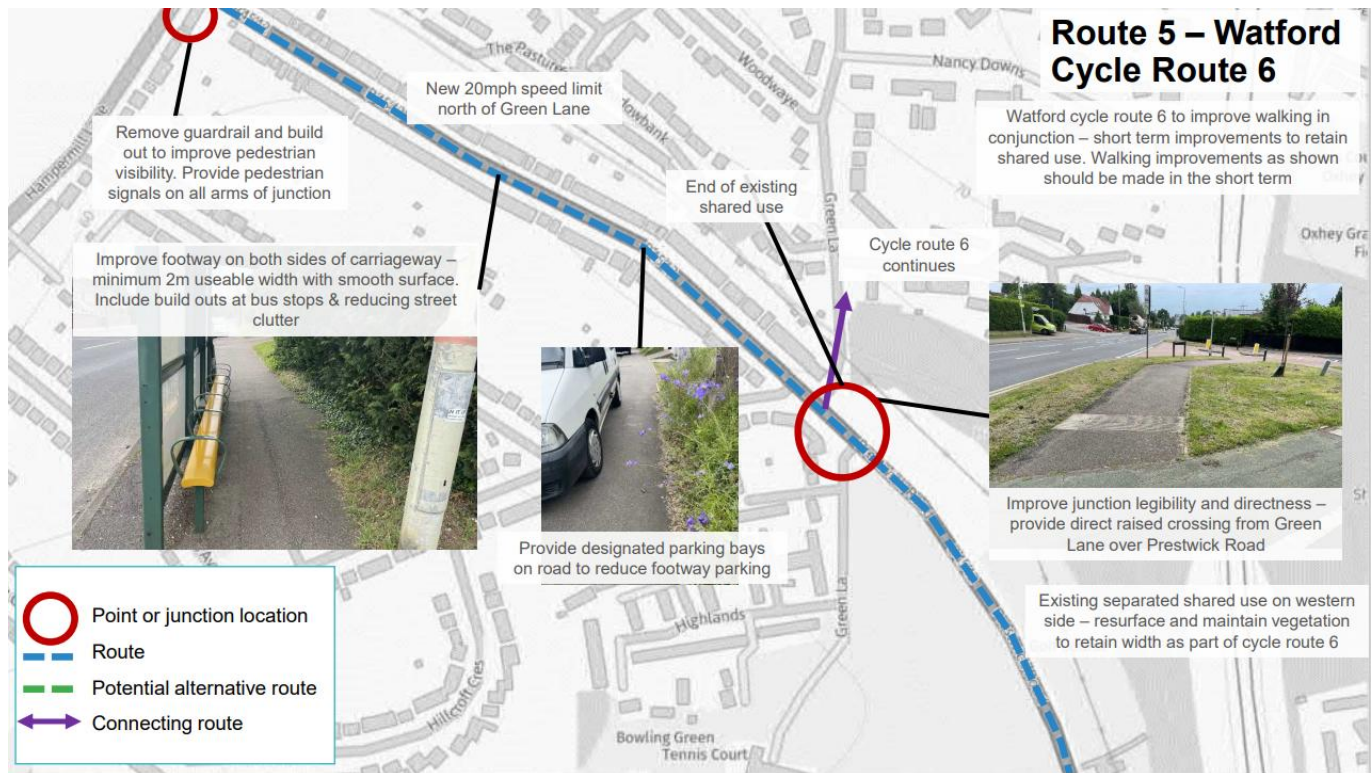
The indicative interventions on the 5 priority routes are shown below.











5.6 Route Score Improvement

Table 6.5 provides the revised WRAT scores assuming the measures identified are implemented along the key walking routes.

Table 5.2 Key walking routes - WRAT results summary (with interventions)

Route No.	Name		Attractiveness %	Comfort %	Directness %	Safety %	Coherence %	Overall score %
1	Carpenders Park Station to Hayling Rd	Existing	74	32	81	89	0	61
		Potential	95	43	92	97	100	79
2	Carpenders Park Station to Watford Heath	Existing	50	55	71	33	50	54
		Potential	83	91	86	67	100	83
3	Prestwick Rd (South) Carpenders Park Station to Greenfields School	Existing	44	50	81	67	0	56
		Potential	88	91	81	83	100	87
4	Carpenders Park Station to Oxhey Lane	Existing	67	60	75	83	50	68
		Potential	92	85	100	83	100	90
5	Prestwick Rd (North) Carpenders Park Station to Hampermill Lane	Existing	45	54	70	78	50	60
		Potential	82	86	90	83	100	86

5.7 Consultation - Walking Route Feedback

Relatively few comments on the walking routes were received from early stakeholders, but the importance of considering disabled users, including people with dementia, was raised. Changes intended to improve conditions for cyclists should not disadvantage people with disabilities.

In the public consultation, no comments were received on the walking routes across any of the platforms.

6 LCWIP Stage 5 - Prioritising Improvements

Stage 5 of the LCWIP guidance outlines the approach to prioritising improvements and/or routes. The purpose of prioritisation is to understand the relative importance of each route and how this will lead to the network being developed over time. This process is not intended to delete or discount any routes or improvements, merely to assign it a programme entry against the short, medium, and long-term timescales within the LCWIP.

The LCWIP guidance around prioritisation is limited as it allows authorities to be flexible with the prioritisation process as it should look to meet the individual requirements of each Local Authority. However, the guidance does suggest that three broad factors are used to help understand priorities and these are:

- Effectiveness – the impact on increasing levels of cycling and walking
- Policy – how the scheme meets/addresses key local policy objectives
- Deliverability – how deliverable the scheme is, public acceptability, risk, and constraints

It is suggested that whole routes should be prioritised rather than individual interventions or improvements as that ensures that the whole route is delivered rather than incremental improvements across multiple routes over time. Primarily routes should first be prioritised by their ability to increase levels of walking and cycling, however other key factors are also important such as alignment to other schemes/funding streams and deliverability. The approach to prioritisation in this case has been modified as described in section 4.4, with the Effectiveness and Policy aspects considered in the pre-prioritisation stage.

6.1 Methodology

The pre-prioritisation processes utilised mostly quantitative and available data to prioritise the routes, however the criteria around deliverability are in general more qualitative and are based on the best information/knowledge available at the time. But as noted previously this process is merely to provide an order to delivery rather than removal of any routes. The criteria agreed with the client team are outlined in Table 7.1 and have been used to inform the prioritisation of the walking and cycling routes.

Table 6.1 Deliverability Criteria

Criteria	How measured/assessed
Technical feasibility	Assessment of feasibility based on following key factors: <ul style="list-style-type: none">• Can it be implemented within the highway boundary?• Does it require additional approvals/negotiations (i.e., other landowners)• Are there any environmental and/or heritage considerations
Scheme support	How likely is the scheme to be supported by the public and Political Members
Alignment with funding streams and/or other schemes	Assessed against: <ul style="list-style-type: none">• Potential alignment/integration with another scheme/development• Potential for funding/funding stream identified (S278/CIL/EATF/LTP/FHSF etc)

6.2 Assessment

Routes have been prioritised based on these criteria, with the technical assessment based on the high-level interventions proposed in this report and the scheme support and alignment with funding criteria assessed by local authority officers.

The overall ranking of the cycling and walking routes for Three Rivers are shown in Table 7.4 and Table 7.5. These prioritisation rankings take into account all aspects of the prioritisation, including the Effectiveness and Policy aspects considered in the pre-prioritisation.

Prioritisation for the remainder of the cycle routes within the network remains as indicated following the initial pre-prioritisation process, as at this stage, no further assessment has been undertaken on these routes. Once these routes are developed further, they can be prioritised in a similar manner to the top 5 routes as shown below.

Table 7.4: Three Rivers Cycle Route Prioritisation

Prioritisation Status	Route Number	Route	Rank
Priority Route	2	Rickmansworth - Watford	1
Priority Route	3	Rickmansworth - West	2
Priority Route	21	Maple Cross South	3
Priority Route	14	Shepherds Lane	4
Priority Route	8	Rickmansworth - Chorleywood	5
Non-Priority Route	4	A404 Rickmansworth	
Non-Priority Route	5	South Way	
Non-Priority Route	6	Rickmansworth - Bushey	
Non-Priority Route	7	Chorleywood connection	
Non-Priority Route	9	Carpenders Park link	
Non-Priority Route	10	Abbots Langley (Horseshoe Lane)	
Non-Priority Route	11	Toms Lane	
Non-Priority Route	12	Bedmond Road	
Non-Priority Route	13	A4125 South Oxhey	
Non-Priority Route	15	M25 Verge	
Non-Priority Route	16	Tolpits Lane connection	
Non-Priority Route	17	Oxhey Drive	
Non-Priority Route	18	Baldwins Lane	
Non-Priority Route	19	Harefield Road	
Non-Priority Route	20	Rouseburn Lane	
Non-Priority Route	22	Moor Park Lane	

Table 7.5: Three Rivers Walking Route Prioritisation

Prioritisation Status	Route Number	Route	Rank
Priority Route	1	Carpenders Park Station to Hayling Rd	1
Priority Route	2	Carpenders Park Station to Watford Heath	2
Priority Route	3	Prestwick Rd (South) Carpenders Park Station to Greenfields School	3
Priority Route	4	Carpenders Park Station to Oxhey Lane	4
Priority Route	5	Prestwick Rd (North) Carpenders Park Station to Hampermill Lane	5

7 LCWIP Stage 6 - Integration and Application

Stage 6 of the LCWIP involves the integration of the findings into the wider policy context of the local authorities and embedding the network plans into future schemes and projects.

7.1 Timescales and Review

The LCWIP sets out the ambition for the strategic walking and cycling networks in Three Rivers district over the course of the next 10 years. The prioritisation exercise has shown that some elements will likely be brought forward ahead of others, allowing the local authorities to integrate the improvements with other planned works most effectively, and deliver on the council's priorities.

While this version of the LCWIP reflects the current position and ambition for the networks, the document does not stand still. As local and national circumstances change the local requirements for infrastructure will also need to be updated. The LCWIP guidance suggests as a guide that the document is refreshed every four to five years, or if there is a significant shift in local circumstances or funding.

7.2 Funding

The LCWIP will position the local authorities effectively to take advantage of future funding opportunities – indications from central government in 2021 have indicated that, while not a requirement, an adopted LCWIP will be increasingly important for local authorities bidding for active travel funds in the future.

The network plans and supporting documents show a clear commitment to improvements on the routes and will also support the direction of funding from other sources, providing a resource for developers to understand routes that may be funded or improved to facilitate future development.

7.3 Policy Integration and Application

The integration of the LCWIP into local policy is crucial for the success of the network. The LCWIP will support other local policy positions, particularly the Hertfordshire Local Transport Plan. As well as supporting transport policies, the plan will also support leisure plans such as the Public Rights of Way Improvement Plan, and health and wellbeing policies.

The LCWIP guidance suggests that the LCWIP could be incorporated into a Supplementary Planning Document (SPD) to provide more guidance to adopted policies in the Local Plan, strengthening its status with developers.

Informing key Council personnel of the LCWIP and its aims will help identify opportunities for elements of the plan to be brought forward in tandem with other schemes led by different parts of the council, potentially accelerating delivery.

Appendix A – Key destinations

1 Out of town retail

Waterfields Retail Park
Watford Arches Retail Park
Colne Bridge Retail Park
Century Park
London Road Retail Park
Apsley Mills Retail Park
Abbey View Retail Park
Dunelm & Wickes, London Road (London Road) B&Q,
Two Waters Road (Corner Hill)
London Road / Two Waters Way (Two Waters West)
Jarman Fields
Dome Roundabout; Sainsburys and Asda
Tesco Store

2 Leisure

Jarman Fields
Woodside
Bushey Mill Lane - Top Golf
Warner Bros. Studio Tour
Cassiobury Park
Rickmansworth Aquadrome
Aldenham Country Park
Leavesdon Country Park
Grove Park
Moor Park

3 Rail stations

Chorleywood London Underground Station, Chorleywood Station Croxley
London Underground Station
Watford High Street Station
Watford Junction Station
Watford North Station
Watford London Underground Station
Carpenders Park Station
Moor Park London Underground Station
Radlett Station
Garston Station
Rickmansworth London Underground Station,
Rickmansworth Station
Bushey Station

Park Street Station
Hemel Hempstead Station
Apsley Station
King's Langley Station
Bricket Wood Station
How Wood Station
St Albans Abbey Station

4 Secondary schools

Adeyfield
Parmiter's
Cavendish (The)
Hemel Hempstead (The)
Bushey Academy (The)
Watford Grammar School for Girls Westfield
Community Technology College St
Michael's Catholic High
Garston Manor
Marlborough School Science College St
Joan of Arc Catholic
Kings Langley
Rickmansworth Bushey
Meads
Francis Combe Academy St
Clement Danes Queens'
Longdean
Astley Cooper (The)
Watford Grammar School for Boys Falconer
Watford UTC
Reach Free School (The)
Westfield Academy Harperbury
Free School Croxley Danes
Reach Free School (The)
Adeyfield
Laureate Academy
Croxcley Danes

5 Key employment

Maylands Business Park, Hemel Hempstead
Whiteleaf Road, Hemel Hempstead
Bourne End Mills, Bourne End Park Lane, Hemel Hempstead
Doolittle Meadows, Hemel Hempstead The Waterfront, Elstree
Centennial Park, Elstree

The Rivers Office Park, Maple Cross Home Park Estate, Kings Langley Kingley Park, Kings Langley Ovaltine, Kings Langley
Kings Park, Kings Langley
Abbots Business Park, Kings Langley Levesden Park, Watford
Clarendon Road / Station Road / Bridle Path, Watford Greycaine Road / Odhams / Sandown Road, Watford
Imperial Way / Colonial Way, Watford
Watford Business Park, Watford
Wiggenhall Road / Fishers / Trade City, Watford Moor Park Industrial Centre, Watford
Clancy Docwra Thames Water

6 Neighbourhood centres

Garston Park Parade Goodwood Parade Longspring
Station Area - Langley Rd/St Albans Rd Buckingham Road
Bushey Arches Vicarage Road Whippendell Road East Adeyfield
Apsley Bennetts End Boxmoor Bovingdon Maylands Chaulden Gadebridge Grovehill
Highfield (Bellgate) Highfield (The Heights) Kings Langley Leverstock Green Nash Mills
Warners End
Harcourt Road (Bushey) Bushey Hall Road (Bushey) Elstree Village Centre Aldenham Road
Bournehall Avenue Bushey Mill Lane Park Avenue Battlers Green Drive Verulamium Estate

7 Main centres

Watford Watford North Abbots Langley Chorleywood Rickmansworth South Oxhey
Hemel Hempstead
Hemel Hempstead Old Town Radlett
Bushey Bushey Heath

8 Local centres

Croxley Green (Watford Road) Croxley Green (New Road) Mill End (Money Hill Parade)
2-8 Chalfont Road, Maple Cross 57-63 High Street, Bedmond
61-65 Station Road, Kings Langley
15 Bridge Road and 5 Old Mill Road, Hunton Bridge 17-22 School Mead, Abbots Langley
5-7a and Sherwood News, College Road, Abbots Langley 1-14 Katherine Place, Abbots Langley
Sarratt Post Office, The Green, Sarratt
41-55 and 295-309 Baldwins Lane, Croxley Green 193-197 Watford Road, Croxley Green
4-12 Scots Hill, 1-3 The Green and 1-4 New Parade, Croxley Green 1-11 Tudor Parade, Mill End / Berry Lane, Mill End
68-82 Church Lane, Mill End 2-28 Main Avenue, Moor Park
10-24 Hallowes Crescent, South Oxhey 305-317 Prestwick Road, South Oxhey
1-18 The Parade, Delta Gain, Carpenters Park 18-48 Little Oxhey Lane, South Oxhey
46-52 Heronsgate Road, Heronsgate 2-4 Station Approach, Chorleywood
Wyatts House and Shell Filling Station, Rickmansworth Road, Chorleywood The Brow
Euston Avenue Leavesden Road Langley Way Orbital Crescent The Gossamers Tolpits Lane Tudor Avenue
Villiers Road Horseshoe Lane

Whippendell Road / Ascot Road St Johns Road

St James Road Harwoods / Hagden Lane Haines Way

Watford Fields North Approach Eastbury Road Woodhall Farm

34-41a Abbey Avenue, St Albans 23-39a Vesta Avenue, St Albans

28-38 Abbots Avenue West, St Albans 81-97 Old Watford Road, Bricket Wood

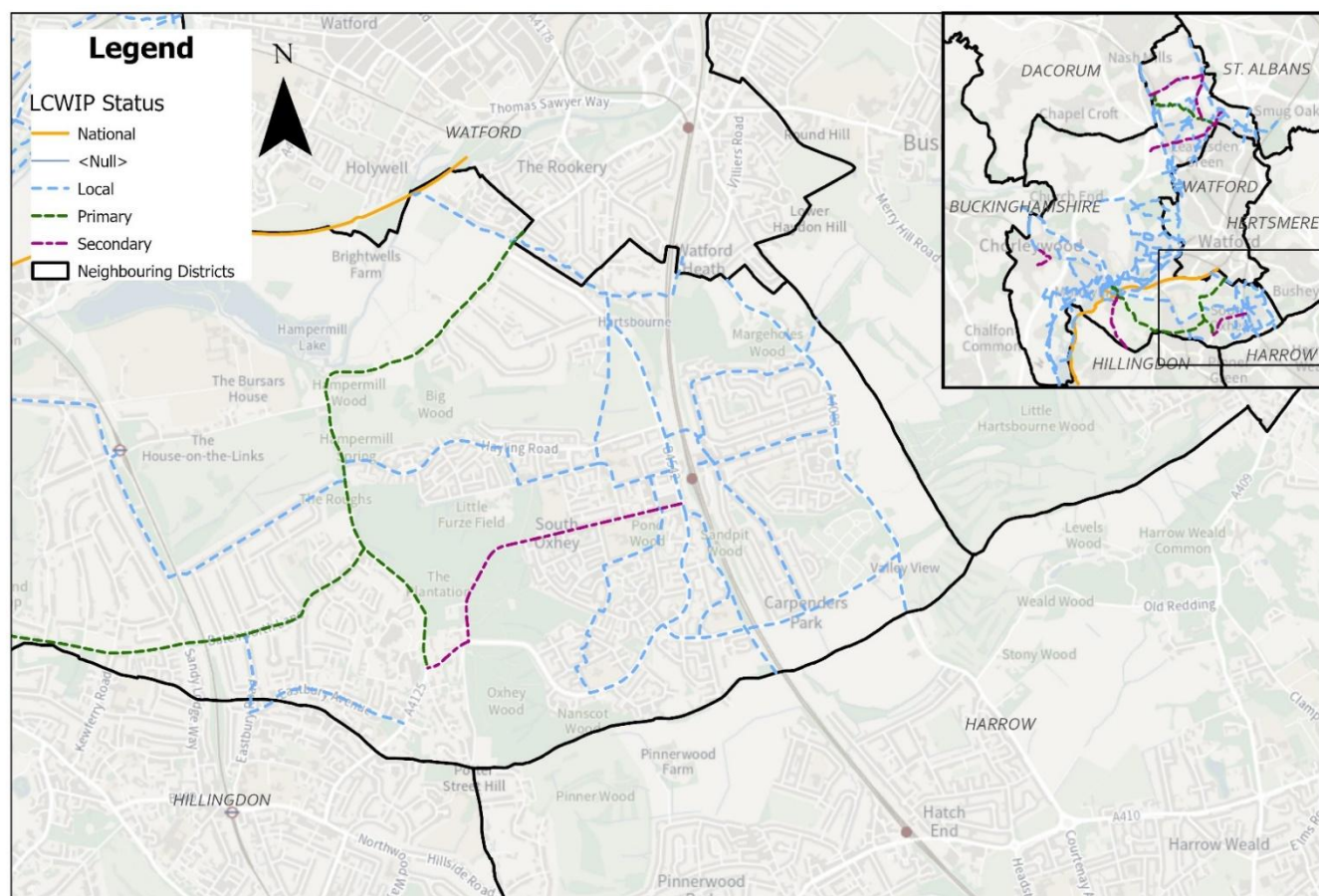
95-127 Oakwood Road, Bricket Wood

19-27 Blackboy Wood, Bricket Wood

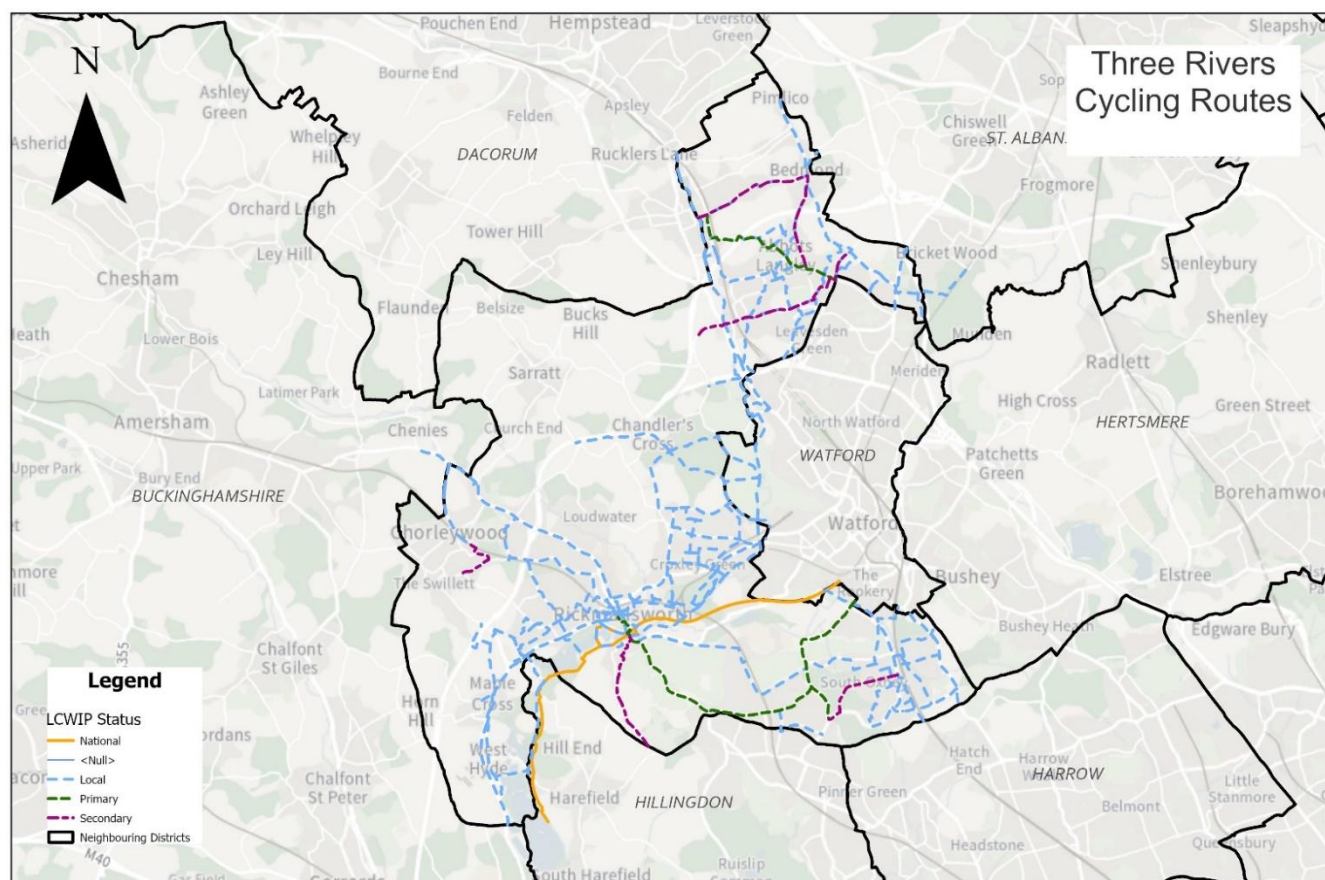
2a Tippendell Lane; 301-305, 337 & 192-204 Watford Road, Chiswell Green 2-30 How Wood

69-71, 68-76 & land south of 84 Park Street; 1-2 Park Street Lane, Park Street

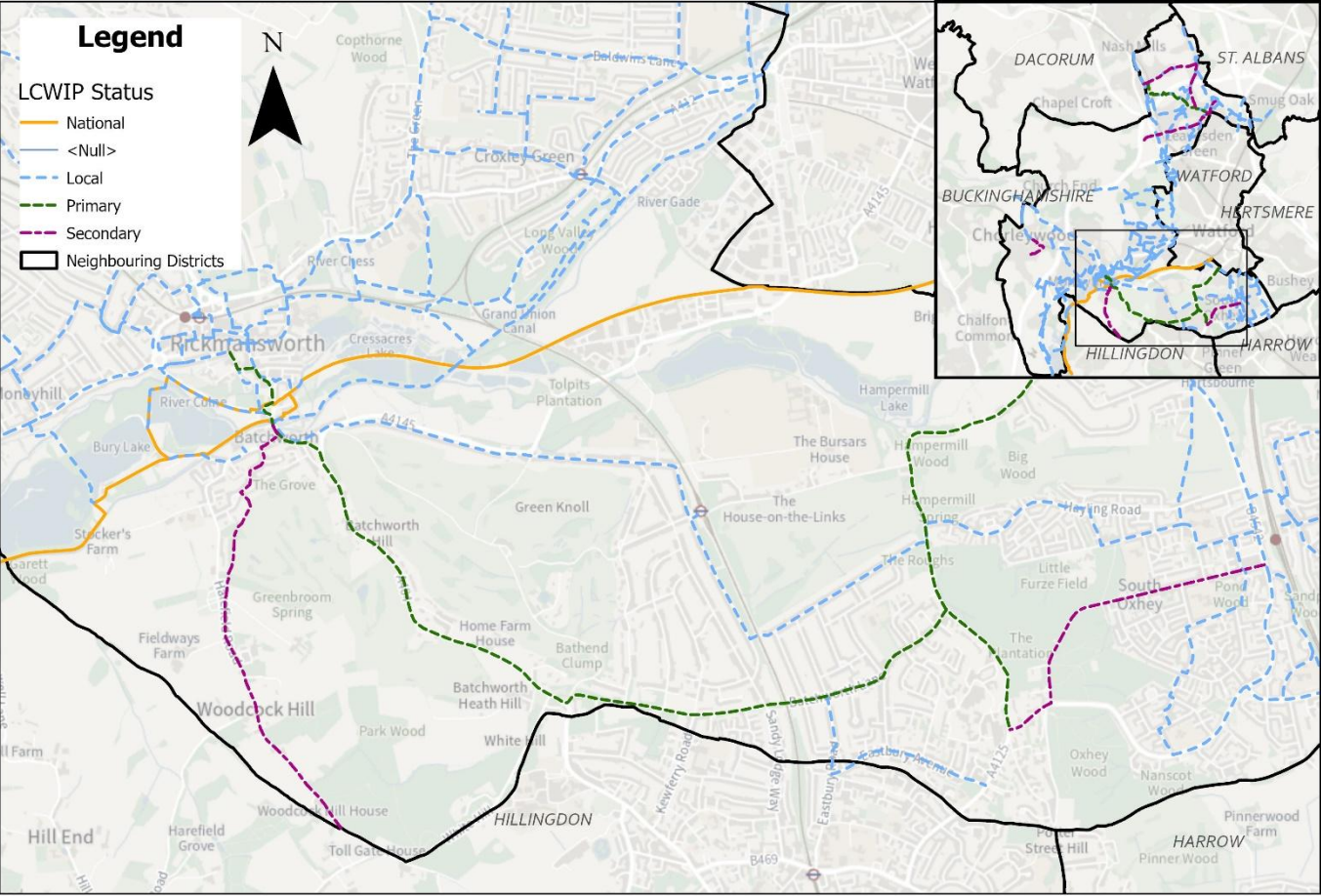
APPENDIX B – Detailed District Cycle Route Map



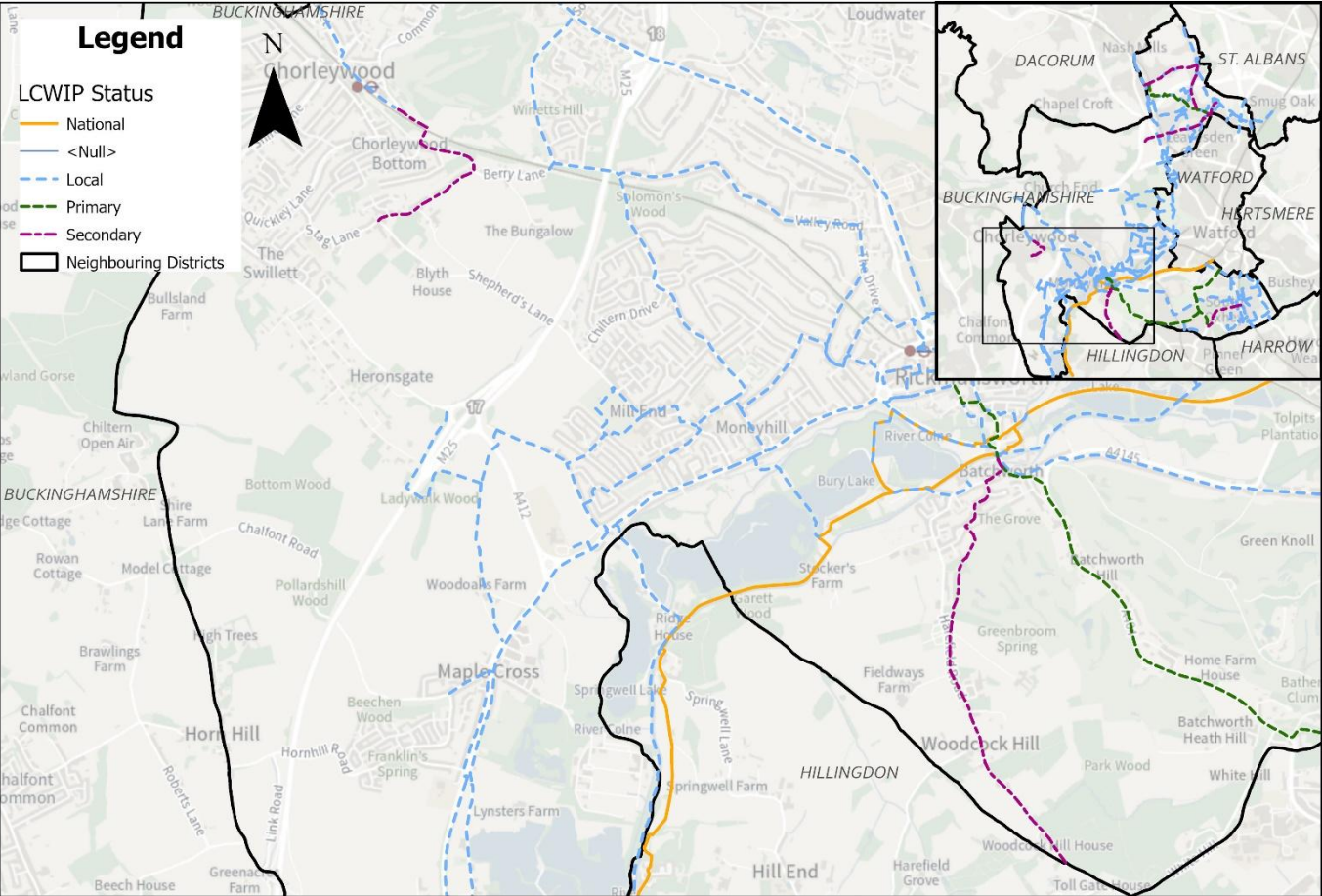
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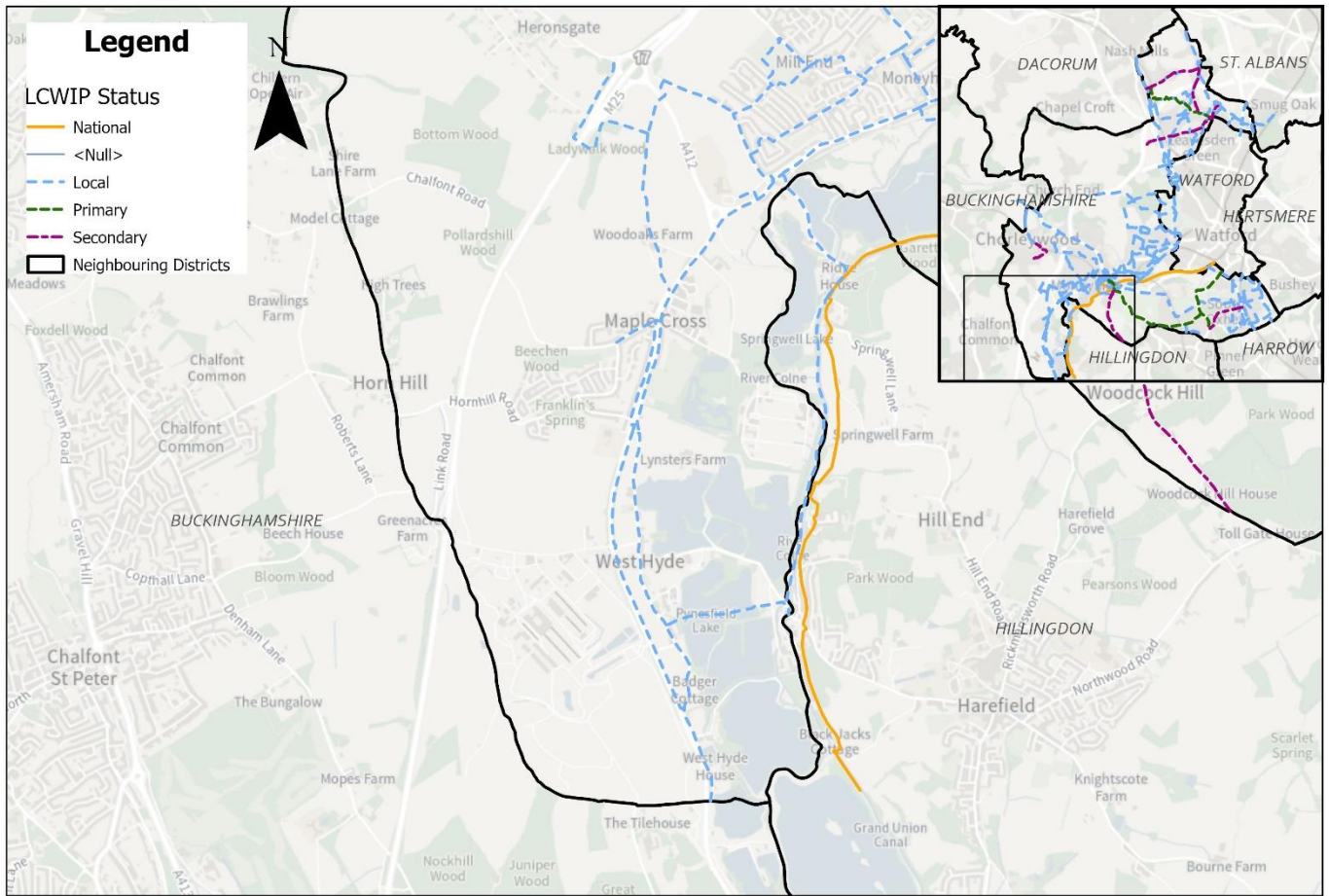
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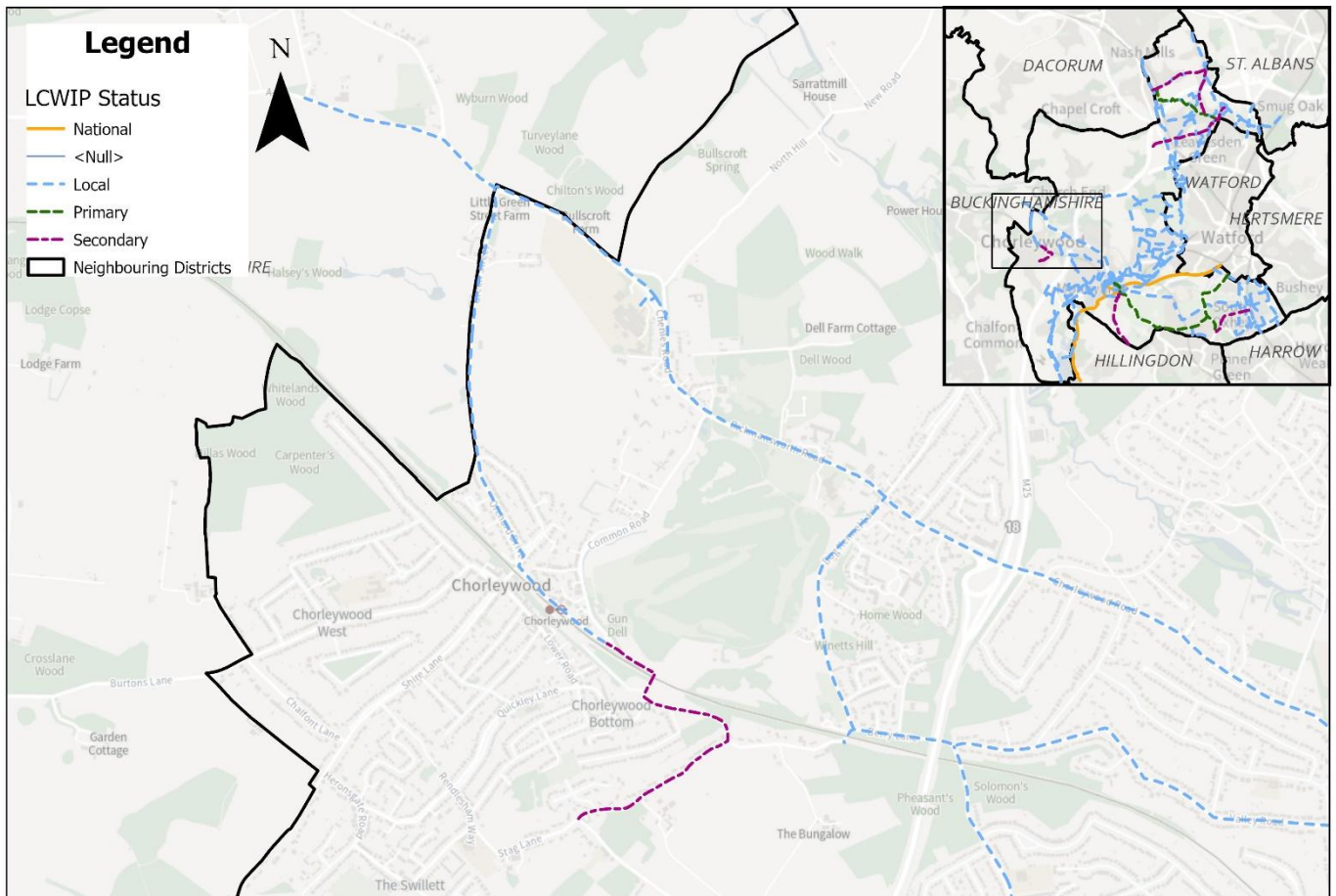
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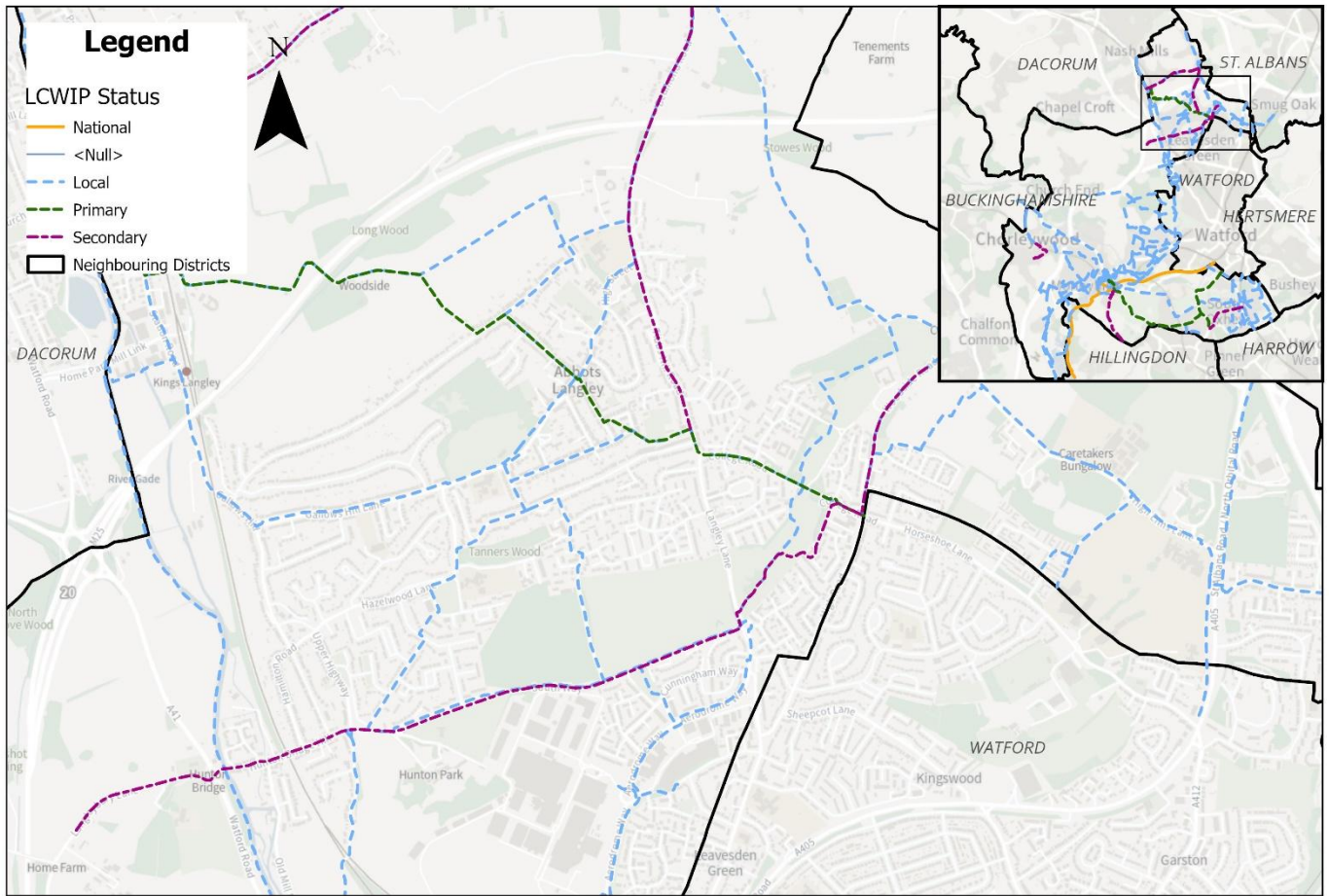
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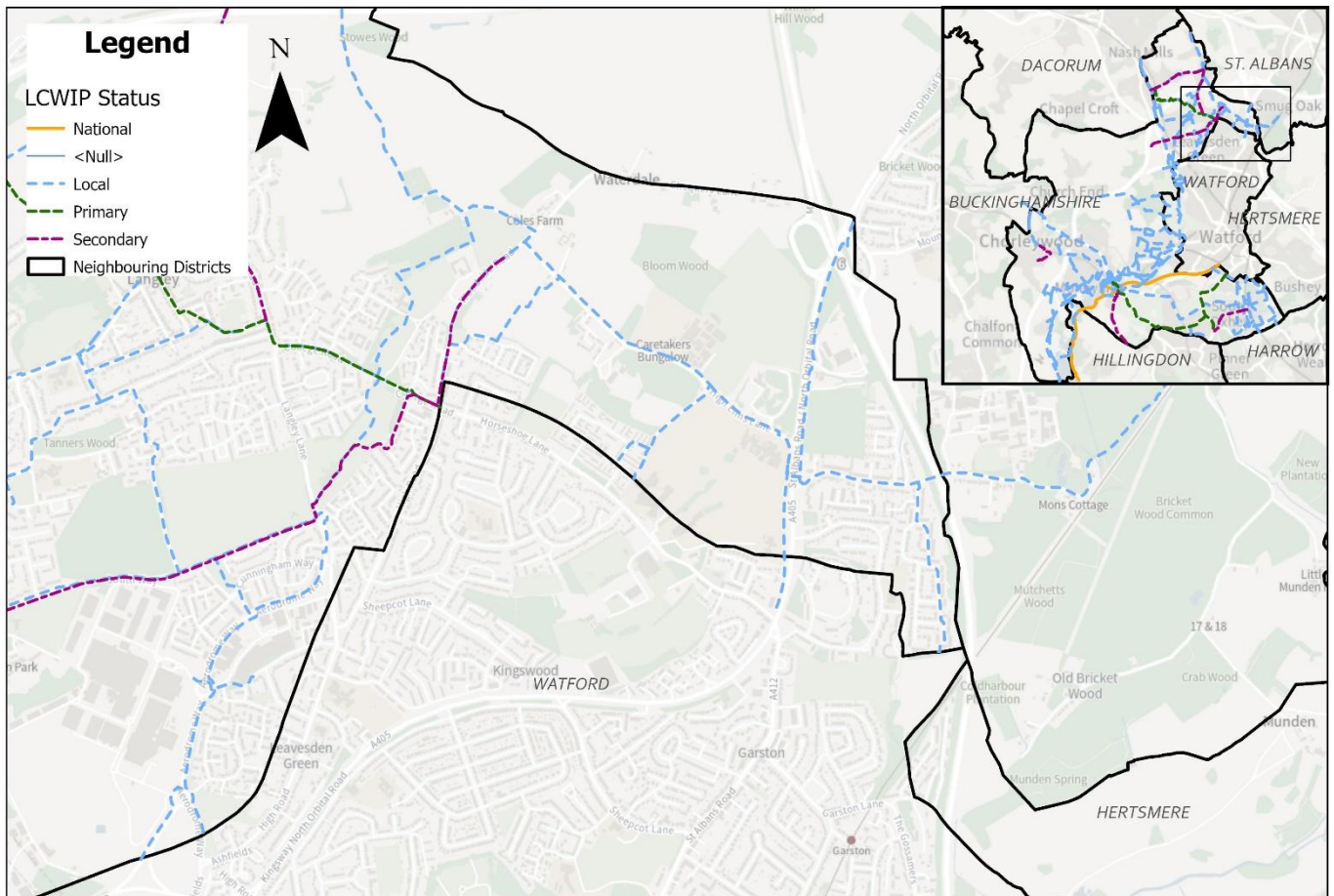
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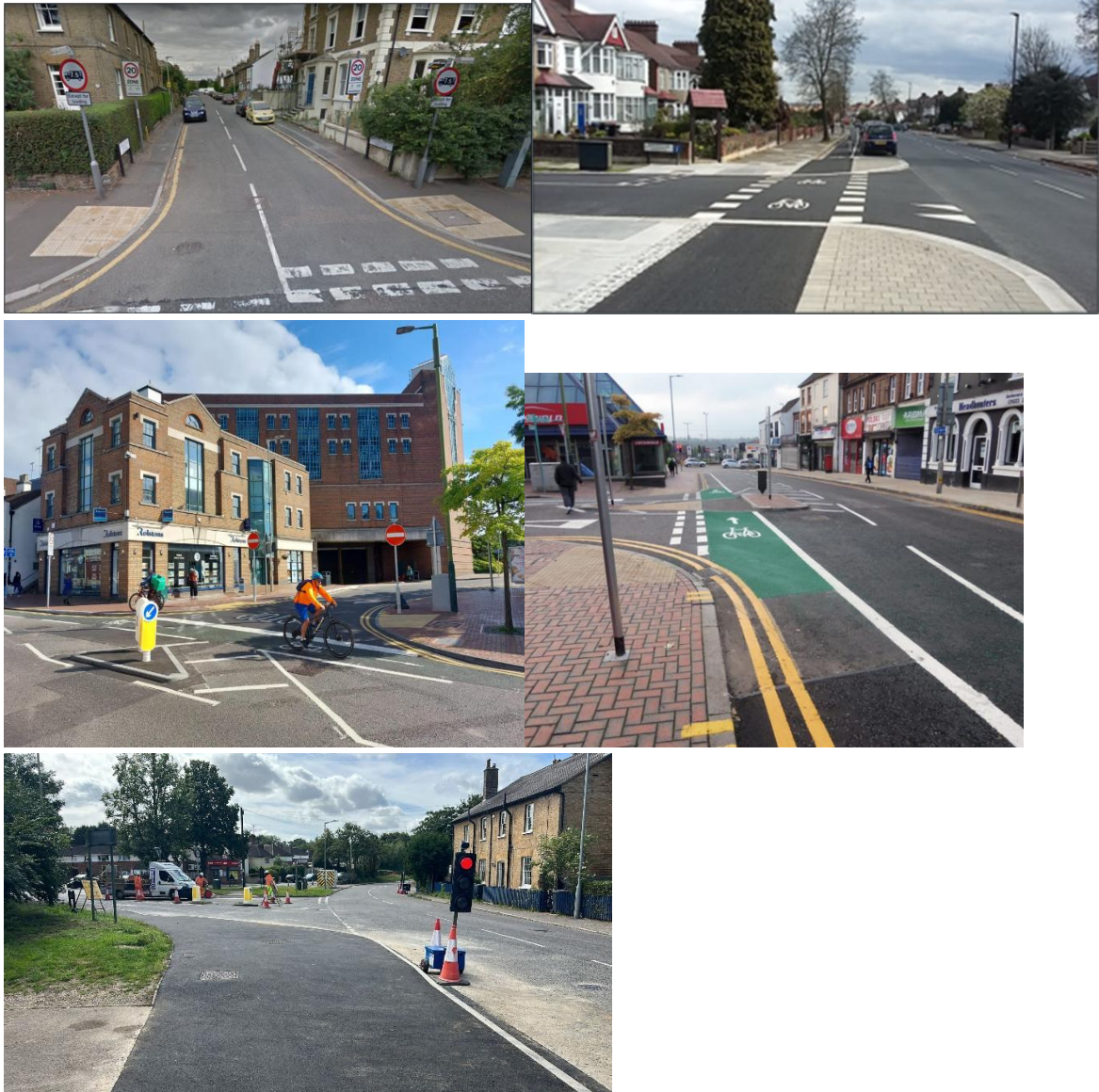
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Appendix C – Glossary of Potential Route Interventions



1. Minor Junction Improvements:

- At side roads: where a need for minor junction improvements has been identified at side roads, this typically denotes a need to build out the footways (to tighten junction geometry, reduce turning speeds and shorten crossing distances) and add dropped kerbs and/or tactile paving where missing. In some cases, it might be good to consider additional measures, such as banned turns, raised tables, continuous footway or cycleway crossings or modal filters.
- At mini roundabouts: where a need for minor junction improvements has been identified at junctions which are currently mini roundabouts, this denotes a review against LTN 1/20 guidance and potentially tightening of the junction geometry and/or improving the crossing facilities. In some cases, especially where there are double mini roundabouts it may be better to simply replace them with unsignalised priority T-junctions.



2. Medium junction improvement: at mid-size junctions, improvements typically denote a need for pedestrian crossings and protected cycle infrastructure on all arms. In some cases, this might mean signalling the junction.



3. Large junction improvement: at large junctions where a need for junction improvements has been identified, this typically denotes a need for pedestrian crossings and protected cycle infrastructure on all arms. At particularly large junctions this might mean a Dutch-style roundabout (with parallel crossings on each arm) or a signalised 'CYCLOPS' style junction (as have been installed in Manchester in recent years). Some large junctions which are roundabouts may need converting to signalised crossroads or other forms of signalised junction to be able to provide the required improvements to pedestrians and cyclists.



Proposed Dutch style cycle and pedestrian friendly roundabout for Boundary Way Hemel Hempstead

4. New / improved pedestrian crossing: where these are included in the plans, this denotes providing new priority (controlled) crossings for pedestrians to reduce severance or improving existing crossings. In some cases, this might mean installing new zebra or signalised pedestrian crossings. In other cases, this may refer to improving an existing crossing, for example by increasing the green time available at signalised crossings or replacing informal traffic island crossings with zebra crossings. This has the added benefit of reducing pinch points on the carriageway for cyclists.



5. New / improved pedestrian + cyclist crossing: where these are included in the plans, this denotes providing new priority (controlled) crossings for pedestrian and cyclists. In some cases, this might mean installing a new parallel crossing, or a new signalised pedestrian and cycle crossing (ideally not toucan crossings as these rely on shared use which is discouraged in LTN 1/20). In other cases, it might mean improving an existing crossing, for example by upgrading a zebra crossing to a parallel crossing which cyclists can also use.



6. Traffic Management Measures: traffic calming denotes adding cycle-friendly traffic calming features to streets and/or reducing speed limits to safe levels for cyclists following LTN 1/20 guidance. Where traffic calming features are considered, these should be cycle friendly (e.g., narrowing traffic lanes and carriageways, removing centre lines, or raising tables). Additional measures could include parking restrictions, resurfacing and gulley cover replacement. Some traffic-calmed streets may also be suitable for contraflow cycling (either with or without cycle lanes/tracks) – this has been indicated on the plans where it may be especially useful for the cycle network. Areas in which traffic filtering is suggested are areas in which there's a need for reduced traffic volumes and/or speeds. Methods of implementing this include traffic filtering using modal filters, banned turns, or one-way systems.





7. Footway improvements: this could refer to a number of different types of footway improvement. It could denote ensuring footways have 1.5m clear width to allow wheelchairs and buggies to pass, widening and/or relocation of permanent/temporary footway obstructions as necessary (including footway parking). It could also denote resurfacing to fix surface issues (patching, trenching, uneven surfaces, trip hazards), lighting improvements, and/or the removal of excess bollards, guard railing and vegetation.



8. Segregated cycleway: this denotes the addition of LTN 1/20 compliant segregated cycle facilities such as kerb-segregated tracks, stepped cycle tracks, footway level tracks, off-road cycle tracks or lightly segregated cycle lanes (whichever is judged most suitable in feasibility design). It also includes the necessary traffic calming and speed limit changes need to make the route LTN 1/20 compliant, as well as bus stop redesign (i.e., to bus stop bypass or shared use bus border) resurfacing, wayfinding, and gulley cover replacement as necessary.



9. Shared use: A shared use path is a path that is designed for both pedestrians and cyclists to use, and can be created from new or existing footpaths. Shared use paths can be segregated or unsegregated.



10. Mixed traffic: Where cyclists are on-carriageway, mixed with other roads users. It should be noted that this is only appropriate where speeds and vehicle numbers are low and other existing or proposed traffic management, and calming measures are in place.



APPENDIX D – Policy Context

1 Local Cycling and Walking Infrastructure Plans: Technical Guidance for Local Authorities

- **Publisher:** Department for Transport (DfT)
- **Date Published:** 2017
- **Policy Level:** National
- **Additional details:** provides the framework for undertaking strategic walking and cycling network developments, including the six-stage process this LCWIP follows, and the type and nature of data collected and used as part of the process.

2 Cycling and Walking Investment Strategy (CWIS)

- **Publisher:** Department for Transport (DfT)
- **Date Published:** 2017
- **Policy Level:** National
- **Additional details:** outlines ambitious targets up to 2025 including a doubling of cycling trip stages each year whilst also reversing the year-on-year decline in walking trip stages. The benefits of doing this are stated as potentially leading to cheaper travel and better health, increased productivity for business and increased footfall in shops. Along with lowering congestion, better air quality, and vibrant, attractive places and communities.

3 Local Transport Plan 4 (LTP4)

- **Publisher:** Hertfordshire County Council (HCC)
- **Date Published:** 2018-2031
- **Policy Level:** County
- **Additional details:** The key policy document guiding transport strategy in Three Rivers is Hertfordshire's Local Transport Plan 4 (LTP4) for 2018 to 2031. This sets out how transport can play a positive role in the future development of Hertfordshire, through improving economic growth, public health, meeting housing needs and having a sustainable impact on the environment.

The key challenges and opportunities identified on the LTP are:

- there is predicted to be a 21% increase in population by 2039 (Some 250,000 extra people) which will likely increase the demand for transport and travel over time.
- improving transport can support economic growth, support regeneration, and improve the health and wellbeing of the population and environment.
- transport has an important role in tackling health issues such as obesity and air pollution, and in improving overall quality of life.
- the solutions to these issues must be delivered against a backdrop of public spending pressures.

The LTP sets out objectives across three themes of People, Place and Prosperity. The LTP objectives which the LCWIP can most effectively support are:

- Enhance connectivity between urban centres in Hertfordshire.

- Improve accessibility between employers and their labour markets.
- Enhance the quality and vitality of town centres.
- Reduce carbon emissions.
- Make journeys and their impact safer and healthier; and
- Modal shift and encouraging active travel.

The key supporting strategies are:

- Active Travel Strategy
- Sustainable Modes of Travel Strategy 24/25

The flagship transport improvements are:

- Sustainable Travel Towns
- East-West Mass Rapid Transit System (HERT) connecting towns along the A414 corridor with links to Watford via the Abbey Line.

The strategic transport Improvements for Watford and Three Rivers are:

- Use of the former Croxley Rail Link as a public transport corridor.
- Cycling infrastructure improvements for Rickmansworth and Watford.

In terms of transport context and issues for Hertfordshire, the following were identified:

- Strong north-south transport network but weaker east-west links, especially for passenger transport.
- High level of cross-boundary commuting, including 118,000 Hertfordshire residents working in London.
- Complex movement patterns due to numerous medium-sized urban areas.
- Significant road congestion and capacity constraints on the rail network.
- Potential to improve the attractiveness of walking, cycling, and bus use, encouraging more car users to switch modes.
- Forecasted 18% increase in peak hour car trips by 2031, impacting the environment and quality of life, and increasing pressure on highway capacity.
- Future rail lines are expected to be over capacity.

As for the approach to tackling the identified issues, the following were identified:

- Support for walking, cycling, and passenger transport.
- Behaviour change initiatives and traffic demand management.
- Infrastructure provision to cater for increased motor traffic.

As for the transport user hierarchy, the following were identified:

- Prioritises pedestrians and cyclists, followed by passenger transport users, powered two-wheeler users, and other motor vehicle users.
- Emphasises reducing travel demand, addressing vulnerable road user needs, and supporting sustainable transport modes.

As for the active travel context and issues, the following were identified:

- High walking mode share for trips less than 1 mile (76.5%), but significant potential to increase cycling activity given the low current mode share.
- Barriers to walking and cycling include safety, infrastructure, social attitudes, weather, journey purpose, topography, health, and lack of knowledge or training.
- Variable provision of cycling infrastructure, with many areas having patchy and broken linkages.
- Opportunities to improve cycling infrastructure as endorsed by the Government's Cycling and Walking Investment Strategy (CWIS).

The LCWIP supports these policies by developing key routes and improving safety for all active travel users.

4 South West Hertfordshire Growth and Transport Plan (SWGTP)

- **Publisher:** Hertfordshire County Council (HCC)
- **Date Published:** 2019
- **Policy Level:** County
- **Additional details:** Hertfordshire is experiencing significant levels of housing and employment growth, impacting the transport system in the short, medium, and long term. The Growth and Transport Plan (GTP) has been developed as a sub-county transport planning approach with South West Hertfordshire being the sub-area. The purpose of the document is to promote a shift away from private vehicles towards more sustainable modes of transport and improved modal choice. The South West Hertfordshire GTP supersedes the South West Hertfordshire Transport Plan.

Seven objectives have been developed for the South West Hertfordshire GTP:

- Support sustainable economic growth in South West Hertfordshire through improving sustainable modes of travel.
- Ensure new infrastructure is resilient to future change.
- Provide greater attractiveness and choice of alternatives to the private car with better network resilience.
- Improve health and quality of life through reduced noise and pollution.
- Encourage walking and cycling networks to improve the environment and create vibrant communities.
- Improve the safety and perception of safety for walking and cycling.
- Reduce transport emissions through embracing new technologies and encouraging sustainable travel modes.

The Local Cycling and Walking Infrastructure Plan (LCWIP) process can help deliver on all seven objectives through the planning and development of improved, safe cycling and walking networks that will promote mode shift and sustainable travel.

The GTP includes a number of active travel proposals contained within 'packages' of interventions, with several of these falling within the Three Rivers LCWIP area:

- St Albans to Watford Corridor: Enhanced cycling facilities along the A405 linking St Albans and Leavesden.
- Western Gateway (Watford): Enhanced cycleways and facilities linking the Western Gateway area

to Watford Junction.

- Watford-Hemel Hempstead: Enhanced cycleways and facilities along the Grand Union Canal Towpath and the A411 from Hemel Hempstead to Watford town centre. Watford Junction and Town Centre public realm enhancements.
- Watford Central: Significant public realm enhancements and improvements to movement and permeability for sustainable modes on Watford Ring Road. Improved walking and cycling environment on routes to Watford Junction Station and a new foot, cycle, and bus link bridge at Colonial Way.
- Watford South: Cycling links in Oxhey, South Oxhey, Carpenders Park, and Bushey.
- Rickmansworth: Enhanced cycleways and facilities towards Rickmansworth railway station and town centre.

5 Sustainable Modes of Travel Strategy

- **Publisher:** Hertfordshire County Council (HCC)
- **Date Published:** 2024/25
- **Policy Level:** County
- **Additional details:** While this document does not explicitly target the Three Rivers district, it includes broader strategies and initiatives that impact neighbouring areas like Watford and St Albans. These strategies focus on promoting sustainable travel to schools, developing school travel plans, and improving road safety education. The document provides the council's vision to increase opportunities for children and young people to travel to, from, and between schools and colleges by sustainable modes in line with the Education and Inspections Act 2006, which places a requirement upon local authorities to promote said travel methods.

6 Hertfordshire Place and Movement Planning and Design Guide

- **Publisher:** Hertfordshire County Council (HCC)
- **Date Published:** 2023
- **Policy Level:** County
- **Additional details:** a technical approach intended to recognise the needs of different road users in Hertfordshire and manage the interfaces between them. It intends to provide a way of looking at the appropriate function of any section of highway and a basis for deciding which activities should be prioritised. In doing so, it aims to provide a means to translate LTP4 policies into practice. The document also mentions the "Three Rivers' Preferred Local Plan Lower Housing Growth Option" which aims to protect more Green Belt land with key implications for the area.

7 A414 Corridor Strategy

- **Publisher:** Hertfordshire County Council (HCC)
- **Date Published:** 2019
- **Policy Level:** County
- **Additional details:** The A414 corridor is an east-west multi-modal corridor extending from Hemel Hempstead to the M11 through Hertfordshire, including the A405 link to Watford in the north of the LCWIP study area. The corridor experiences traffic congestion on sections of the road, and poor public transport,

walking, and cycling provision increases dependency on private vehicles. Planned growth of new homes and jobs will create additional travel demand on this section of the network. A £1.8bn package of interventions has been proposed, which includes enhancing walking and cycling links and improving the urban realm.

Eleven objectives have been developed for the Corridor Strategy. The ones which align with the LCWIP include:

- Support sustainable growth: Improving provision for journeys made by public transport and bicycle.
- Improve inter-urban connectivity: Ensuring consistency of travel options from different modes between links.
- Enable modal shift to active travel: Improving infrastructure and routes for active travel to be a more attractive alternative to the private car for shorter distance trips.

8 Maintenance for Active Travel Strategy

- **Publisher:** Hertfordshire County Council (HCC)
- **Date Published:** 2019
- **Policy Level:** County
- **Additional details:** outlines how routine or ad hoc highway maintenance programmes may contribute to the uptake of active travel, by ensuring that existing infrastructure is kept to the appropriate standards and new infrastructure suitably maintained to ensure a long, efficient lifecycle.

9 South West Hertfordshire Cycle Study

- **Publisher:** Hertfordshire County Council (HCC)
- **Date Published:** 2013
- **Policy Level:** County
- **Additional details:** the vision set out within the Southwest Hertfordshire Cycle Study 2013 is for: “a sustainable, innovative transport system that seeks to make travel within Southwest Herts area easier through the full utilisation of different transport modes and the better management of the existing network.” As for the benefits of increased cycling, increasing levels of cycling within southwest Hertfordshire are expected to:
 - Reduce levels of congestion, especially localised congestion related to shorter journeys.
 - Improve levels of health and tackle obesity, particularly within children.
 - Help to reduce levels of carbon emissions and improve quality of life.

The cycle study supports the wider HCC Active Travel Strategy and aligns with the Local Cycling and Walking Infrastructure Plan, which aims to enhance cycling and walking routes across Hertfordshire. The cycle audits have taken into account stakeholder aspirations, ensuring that the proposed cycle schemes align with the needs and goals of the local community.

10 District

- **Publisher:** Three Rivers District Council Local Plan
- **Date Published:** 2011
- **Policy Level:** District
- **Additional details:** the current Local Plan is in the process of being updated, with the council preparing a

new Local Plan which will provide the planning policies and proposals for future sustainable growth in the district up to 2041

Where available, the links to the policy documents mentioned in this Appendix are provided below:

- 1. [Local Cycling and Walking Infrastructure Plans: Technical Guidance for Local Authorities](#)
- 2. [Cycling and Walking Investment Strategy \(CWIS\)](#)
- 3. [Local Transport Plan 4](#)
- 4. [South West Hertfordshire Growth and Transport Plan \(SWGTP\)](#)
- 5. [Sustainable Modes of Travel Strategy](#)
- 6. [Hertfordshire Place and Movement Planning and Design Guide](#)
- 7. [A414 Corridor Strategy](#)
- 8. Maintenance for Active Travel Strategy: not available as currently under review
- 9. South West Hertfordshire Cycle Study: not available
- 10. [Three Rivers District Council Local Plan](#)

Three Rivers District Council

Committee Report
Local Cycling and Walking
Infrastructure Plan (LCWIP) Update

Date: 26/09/2024

PART I

Local Cycling and Walking Infrastructure Plan (LCWIP) Update 1 Summary

1.1 This draft report provides an update on the LCWIP project including the key findings from the public consultation held between the 22 May to the 17 July 2023.

2 Background

2.1 The LCWIP is a new, strategic approach to planning sustainable active travel networks, developed to support the aims and objectives of the National Cycling and Walking Investment Strategy and required to enable the local Highway, Traffic and Transport Authority, the County Council, to apply for national funding for these routes.

2.2 The LCWIP process enables the identification of cycling and walking improvements required at the local level. The process enables a long-term approach to developing local cycling and walking networks over a ten-year period and is a vital component of the Government's strategy to increase the number of trips made by both forms of active travel.

2.3 The TRDC LCWIP has been developed jointly with the County Council (a requirement) and Watford Borough Council (a logical partner given the distribution of settlements in the District around the Watford conurbation, and a partner which was required by the County Council). Other neighbouring Local Authorities have been consulted as part of the LCWIP process as were a range of relevant stakeholders, including all District Council (and other partner Local Authority) Members.

2.4 The TRDC LCWIP was approved for public consultation by the Infrastructure, Housing & Economic Development Committee on the 11 October 2022 with 5 proposed priority cycle route improvements and 5 proposed priority walking route improvements.

2.5 Three documents were provided for the public consultation giving an overview of the LCWIP proposal which have been detailed in 2.5.1 to 2.5.3. The consultation requested feedback on the 10 priority routes identified. Potential future routes were included in the report to provide context but were not specifically asked to be commented upon.

2.5.1 Local Cycling and Walking Infrastructure Delivery Plan: this detailed 78-page report detailed the background of how the strategic routes have been assessed and proposed. This covered both Watford and Three Rivers districts and their associated LCWIPs.

2.5.2 Three Rivers Local Cycling and Walking Infrastructure Executive Summary: This shorter report focused on providing an overview of the LCWIP and the proposed interventions in Three Rivers district.

2.5.3 Appendix A: This document provided a detailed look at each of the proposed interventions and what specific improvements could be made.

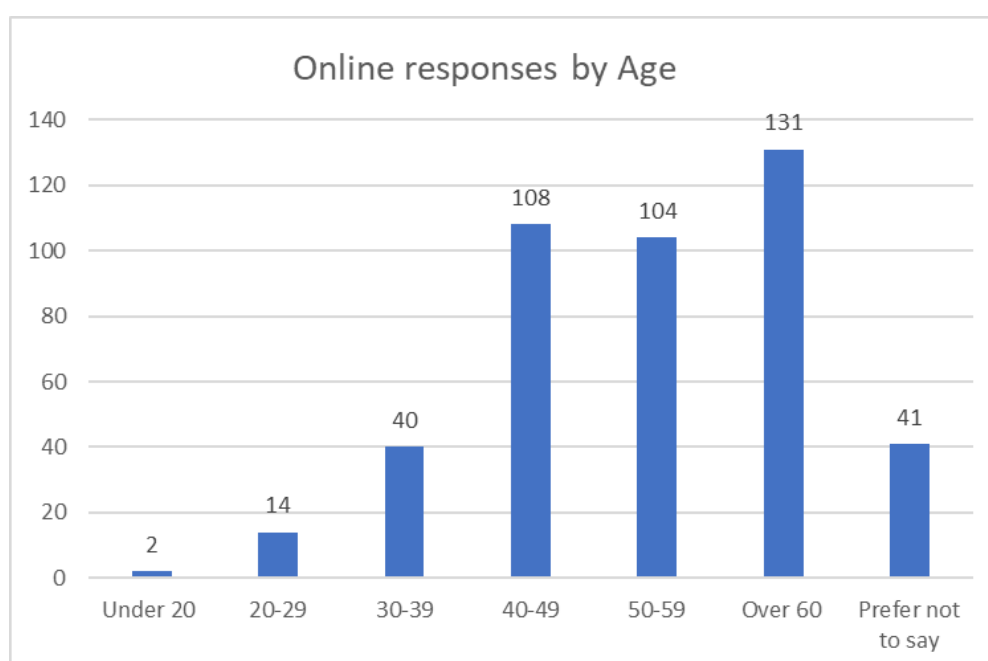
2.6 The LCWIP public consultation ran from the 22 May to the 17 July 2023 led by Hertfordshire County Council (HCC) in partnership with Three Rivers District Council (TRDC).

3 Overview of the Public Consultation Report

3.1 The consultation closed on the 17 July 2023. Participants were given multiple ways to provide feedback and a total of 1,542 responses were received across all methods. In-person engagement sessions were also held to facilitate direct interaction between residents and council officers.

3.2 Hertfordshire County Council completed an analysis of the responses to the public consultation and have recently shared this draft report with Three Rivers District Council which is summarised below.

3.3 There was a disparity with the age distribution of online respondents with those in the age groups 40-49, 50-59 and over 60 made up 78% of respondents or 343 of the total 440 respondents. This is indicated in the graph below.



3.4 Responses to the consultation were predominantly from Chorleywood, accounting for 55% of online responses and approximately 90% of email responses.

3.5 The majority of comments received in the consultation were in relation to concerns around congestion caused by implementing all routes followed by increased pollution caused by diverted traffic using alternative routes. These concerns are mostly related to the proposed modal filter on route 14 which is proposed to be removed from the proposed interventions.

4 Overview of the Route Specific Feedback from the Public Consultation Report

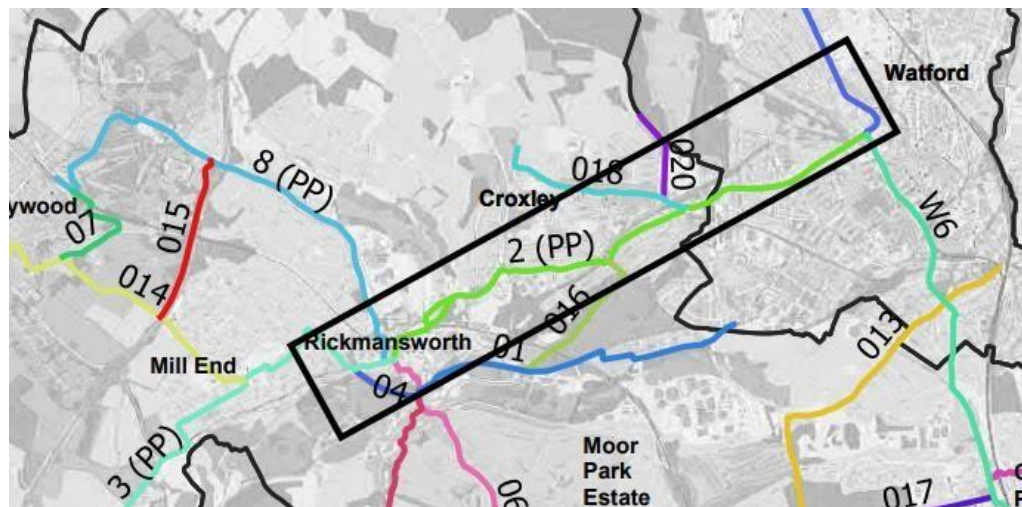
4.1 The table below shows the number of comments made specific to a route.

Route	No. of comments	In support	Neutral	Object
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Route 2 - Watford via Croxley Green A412 to Rickmansworth Highstreet	6	2	3	1
Route 3 - Ebury Road, parallel with Uxbridge Road and then past Woodoaks Farm on A412	9	4	3	2
Route 8 - Chorleywood Train Station across the common and down the A404	129	6	32	91
Route 14 - Starts on Stag Lane in Chorleywood and comes out via Shepherds Lane towards William Penn LC	143	4	38	101
Route 21 - Maple Cross, on the end of route 3 along A412	3	2	1	0
route 7 - Chorleywood Bottom (not priority route)	127	4	32	91

4.2 An overview of the feedback received of each route is detailed below.

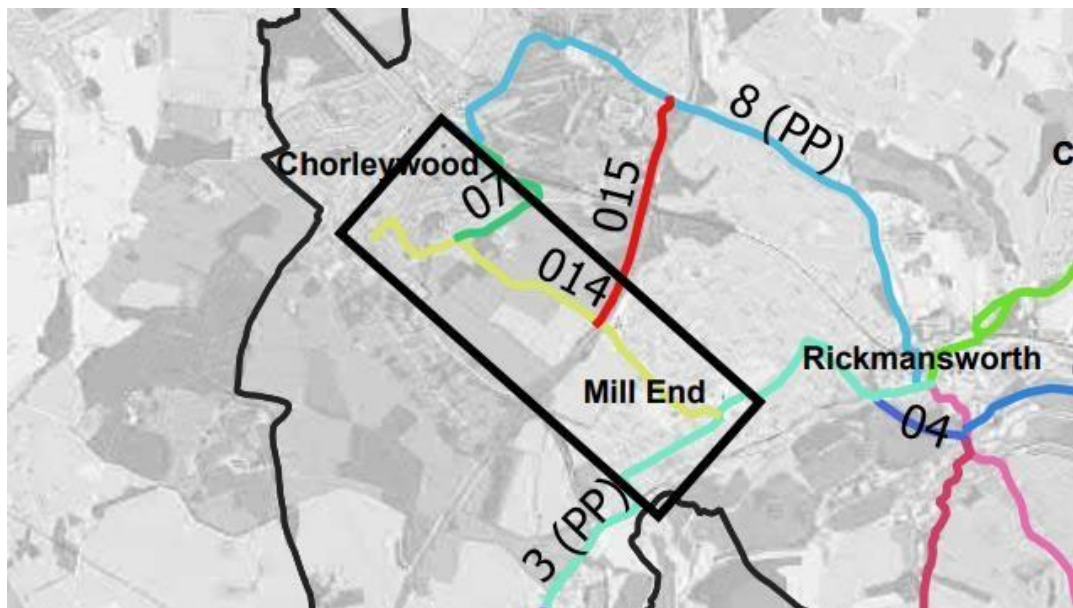
4.2.1 **Route 2 - Watford via Croxley Green A412 to Rickmansworth Highstreet:** There were few comments received for route 2 and overall, they were positive towards the proposal.



4.2.2 **Route 3 - Ebury Road, parallel with Uxbridge Road and then past Woodoaks Farm on A412:** The main comments received on route 3 were focused on the current one-way section on Berry Lane and that the route is not direct. The cycle route leaves Uxbridge Road to continue along Nightingale Road, due to highway width restrictions along Uxbridge Road. Due to house frontages and on street parking meaning there is no scope to increase space and provide cycling infrastructure on the Uxbridge Road.



4.2.3 Route 14 - Starts on Stag Lane in Chorleywood and comes out via Shepherds Lane towards William Penn LC: This route received the highest number of comments, mostly against the proposed modal filter on Shepherds Lane under the M25 motorway.

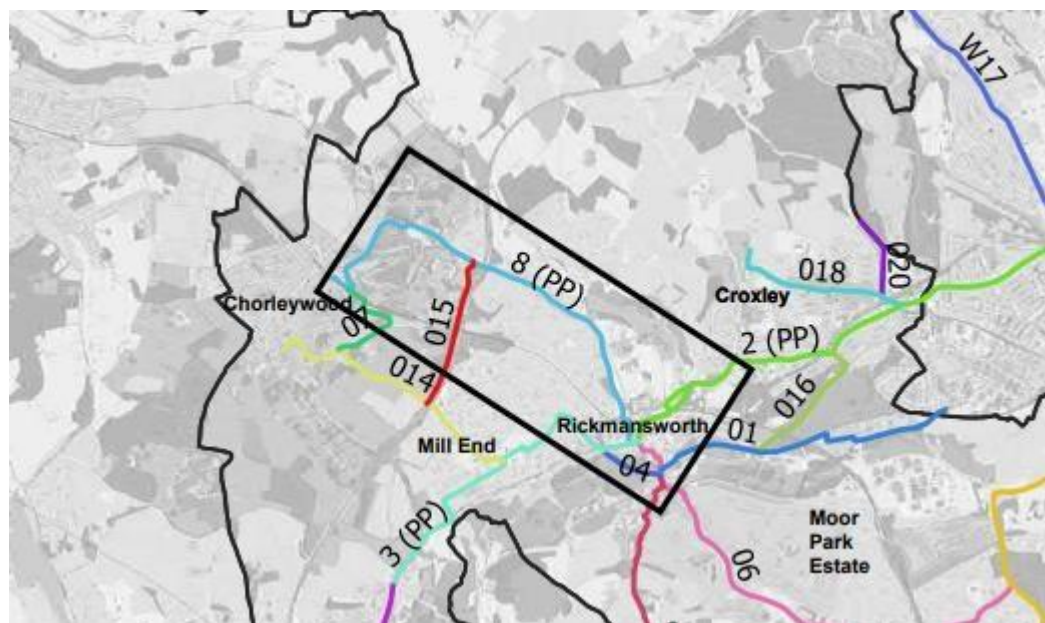


4.2.4 Route 21 - Maple Cross, on the end of route 3 along A412: Comments received on this route were positive with requests for on onward connections to be provided into Buckinghamshire. Additional comments received were looking at the route in more detail which would be looked at in further detail during later stages of design.



4.2.5 **Route 8 - Chorleywood Train Station across the common and down the A404:**

The route faced strong opposition against using Chorleywood Common and more generally making Common Road one way and the resulting congestion in Chorleywood.



4.2.6 **5 proposed walking routes in South Oxhey:** No comments were received on the walking routes across any of the platforms.

4.2.7 **Other:** Further comments were received on route 7. The route runs along Chorleywood Bottom, with a modal filter being suggested on Shepherds Bridge. This route is part of TRDC local cycling network and although was feature on the map was not one of the priority routes and not part of this consultation. However, comments were received and were not in support of this proposal. An alternative suggestion to signalise the bridge instead was investigated and not deemed feasible due to highway conflicts that would be created.



5 Post Consultation Review

5.1 Following a review of the LCWIP feedback, officers from Hertfordshire County Council and Three Rivers District Council investigated concerns raised as well as other suggestions and proposed alternative routes. This was done in consultation with highways via site visits and meetings. A more detailed review of this work can be viewed in Appendix 1: Summary of Proposed Changes.

5.2 Given the concern raised on the Chorleywood proposals it was decided to invite Chorleywood Residents Association and Chorleywood Parish Council to a meeting to discuss the LCWIP in Chorleywood and possible alternative options. A meeting was held on the 19 September 2024 with Chorleywood Residents Association, Chorleywood Parish Council and Ward Councillors which focused on the Chorleywood area and routes 8 and 14.

Representatives from Hertfordshire County Council and Three Rivers District Council provided an update on the LCWIP development and the proposed next steps. The attendees were informed of the route changes proposed below in 5.3 such as the removal of the modal filter on route 14 and the removal of the use of the common and Common Road for route 8.

Representatives from Chorleywood Residents Association and Chorleywood Parish Council suggested alterations to routes 8 and 14. These suggestions will be reviewed by officers for inclusion prior to the LCWIP final version being agreed or as part of local route developments.

5.3 Hertfordshire County Council and Three Rivers District Council propose to progress the LCWIP development to the next stage by making the necessary amends to the routes based on the consultation review. The table below shows the proposed changes to the LCWIP routes:

Route	Description of Route	Proposed Changes
2	Watford via Croxley to Rickmansworth High Street	None at this stage.
3	Rickmansworth to Denham Way via Nightingale Road and Springwell Avenue	Include the alternative route through Townfield alongside Fire station.
8	Rickmansworth Station across the common to Chorleywood Station	Route across the common and alternative one way along Common Road to be removed, consider extending route along the A404 to Clement Danes school.
14	Stag Lane and Shepherds Lane, Mill End	Remove modal filter but maintain the minor junction improvements and look at slowing vehicle speeds to improve conditions for cycling.
21	Chalfont Road to towards Denham and Bucks border	None at this stage.

7	Not a priority LCWIP route, this is a TRDC local route	Route to remain as local cycling route but modal filter to be removed as not supported.
Walking Routes	5 routes in South Oxhey	None at this stage.

6 Options and Reasons for Recommendations

6.1 There has been a significant level of response on the draft LCWIP with many comments received by email, online survey and through the engagement events. Whilst there is some public support for encouraging and increasing cycle and walking provision in Three Rivers district this is less evident in specific areas where the proposed routes (and route interventions) have raised significant objection. This is most evident in Chorleywood where the modal filter and use of the common and Common Road saw significant objection.

6.2 More generally the routes outside Chorleywood have received less comment and are more supported albeit some alternatives/suggestions have required investigation. Notwithstanding these, it is suggested the majority of these routes (outside Chorleywood) remain as proposed in the draft LCWIP, as detailed in the table above.

6.3 Whilst the identified interventions on routes are only high levels suggestions at this stage, it is proposed the route in Chorleywood will be amended to remove the modal filter on route 14. However, improvements along Shepherds Lane will remain to improve access to the leisure centre, schools, park and residential areas. Route 8 across the common and alternative one way along Common Road will be also removed.

6.4 Continuing discussions with Chorleywood outside of the LCWIP development will allow Officers to understand how and if cycling provision can be supported here. If further route suggestions come forward, these may be included within our local routes or as a possible amendment to the LCWIP during the technical stage prior to adoption as noted in 6.6.

6.5 Approval to continue developing the LCWIP taking into account the public consultation responses and the proposed changes detailed above will allow officers and partners to work together to redraft an LCWIP ready for adoption and to begin seeking funding for the improvement of cycling and walking infrastructure in Three Rivers district.

6.6 Other proposed routes deemed viable may be included as part of an amendment to the LCWIP during the technical development stage such as the suggestions to extend route 8 along the A404 to Clement Danes school.

7 Policy/Budget Reference and Implications

7.1 The recommendations in this report are within the Council's agreed policy and budgets and will wherever possible be delivered through by external funding. The relevant policy is entitled Corporate Framework 2020-2023 and was published on 18 September 2020. Further details are included in the Regulatory Services Service Plan.

7.2 The recommendations in this report relate to the achievement of the following performance indicators:

- Delivery and implementation of a Cycling and Walking Strategy

8 Legal, Equal Opportunities, Community Safety, Public Health, Customer Services Centre

8.1 None specific

9 Financial

9.1 The delivery and adoption of the LCWIP is within existing budgets. The proposed Plan purely sets out a Policy perspective and does not commit the District Council to deliver any of its proposed schemes. Any proposals not provided for within current budgets will be brought forward for consideration as part of the normal budget process.

10 Staffing Implications

10.1 The vacant role of Principal Sustainable Transport Officer was filled in July 2024 providing the staffing resource to oversee the development of the LCWIP. This project is not expected to require additional staffing resources outside of the Transport and Parking team. Officers are continuing to closely work with HCC Officers to finalise a LCWIP for the District.

11 Climate Change and Sustainability Implications

11.1 The LCWIP referenced in this report will support the transition to sustainable forms of travel in the district, reduce emissions to net-zero carbon and increase sustainability across a wide range of areas. Progression of this Plan will contribute to the completion of safer, more attractive routes for all people to cycle and walk. Each route connects two or more key destinations including local settlements, schools and educational sites, employment areas and community facilities.

12 Communications and Website Implications

13 The project will be managed using existing resources, staffing and communications support.

14 Risk and Health & Safety Implications

14.1 The Council has agreed its risk management strategy which can be found on the website at <http://www.threerivers.gov.uk>

14.2 The subject of this report is covered by the Regulatory Services plan. Any risks resulting from this report will be included in the risk register and, if necessary, managed within this plan.

Nature of Risk	Consequence	Suggested Control Measures	Response <i>(tolerate, treat, terminate, transfer)</i>	Risk Rating <i>(combination of likelihood and impact)</i>
Infrastructure Plan not adopted due to public lack of support	Schemes within the District could potentially be ineligible for central government funding	The plan was developed to a high standard using input and review from multiple expert and local groups, Councillors and organisations to ensure potential concerns are addressed.	Tolerate	3

15 Recommendation

15.1 It is recommended that:

i) Members note the report and approve the proposed changes as a result of the public consultation and further investigations detailed in the table below:

Route	Description of Route	Proposed Changes
2	Watford via Croxley to Rickmansworth High Street	None at this stage.
3	Rickmansworth to Denham Way via Nightingale Road and Springwell Avenue	Include the alternative route through Townfield alongside Fire station.
8	Rickmansworth Station across the common to Chorleywood Station	Route across the common and alternative one way along Common Road to be removed, consider
		extending route along the A404 to Clement Danes school.
14	Stag Lane and Shepherds Lane, Mill End	Remove modal filter but maintain the minor junction improvements and look at slowing vehicle speeds to improve conditions for cycling.
21	Chalfont Road to towards Denham and Bucks border	None at this stage.
7	Not a priority LCWIP route, this is a TRDC local route	Route to remain as local cycling route but modal filter to be removed as not supported.
Walking Routes	5 routes in South Oxhey	None at this stage.

ii) Officers continue to pursue the LCWIP for presentation of a Plan for adoption at a future Committee meeting.

Report prepared by: Tom Rankin, Principal Sustainable Travel Planner and Transport Officer

Background Papers

- **Local Cycling and Walking Infrastructure Delivery Plan (document from the LCWIP public consultation) □ Three Rivers Local Cycling and Walking Infrastructure Executive Summary (document from the LCWIP public consultation) □ Appendix A (document from the LCWIP public consultation)**

APPENDICES / ATTACHMENTS

- **Appendix 1: Summary of Proposed Changes**

Appendix 1: Summary of Proposed Changes

Related Route	Location	Suggestion	Review	Amendment to document
	Long Lane, Chorleywood	Long Lane to be investigated as to whether signage can be amended, camera enforcement would be an option. Sat nav diversions can be avoided.	Understand use of Long Lane by HGV's is long standing issue, to be progressed within HCC outside of the LCWIP	No
8	Colley Land, Chorleywood	Need to review Colley Land and access if this is a possible alternative route to line up with crossing and route around the common.	After site visit, agreed that Colley Land is not a suitable alternative. Route is steep and narrow and limited options to improve.	No
7 (not priority route)	Railway Bridge on Chorleywood Bottom	Shepherds Bridge, Chorleywood Bottom modal filter possible change to a signalised option instead. (Route 7) This could allow shuttle running and for cyclists and vehicles to use it.	On design review with both Road Safety and HIG Lead this is not possible due to space constraints, conflict between vehicles, pedestrian and cyclists. Signalising both Shire Lane and Chorleywood Bottom would not be viable.	No
	Green Street, Chorleywood	Green Street, improve existing infrastructure, get vegetation cut back and maintained. Flag for future development.	Agree with maintenance of existing shared footway. Flag for future development opportunities. Potential for Route 8 to be extended to Clement Danes School	Yes

14	Shepherds Lane by M25	Modal filter is not possible at this location due to farm, leisure centre and schools.	Support removal of modal filter given constraints. Look at tightening junctions, improving crossings and lowering speed along Shepherds Lane. Remove modal filter from LCWIP	Yes
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14	Stag Lane, Bridleway 19, Chorleywood	Stag Lane, Bridleway 19 as an alternative to get to Mill End and Rickmansworth.	RoW aware of a potential planning application for the area which could provide an opportunity to upgrade the bridleway and provide footpath to the primary school along Stag Lane. Add to LCWIP if a planning application is received, flag for future development of footpath and links to RoW network (bridleway 19).	Yes
8	Common Road, Chorleywood	Common Road one way alternative to the route across the Common (Route 8) from the LCWIP.	No issues raised by PTU during consultation. Buses 336 stops on Common Rd 9 times a day monfri and 7 times on Saturday. Not suitable as one way route due to bus frequency and diversion needed. Remove One way alternative to route 8.	Yes
	Rickmansworth Train Station	No step free access at Rickmansworth Station.	Review step free access programme to stations with TfL. For progression outside of the LCWIP process.	No

8	A404, St. Clement Danes School	Outside Clement Danes address speed as currently 40mph	Possible consideration for school zone but unlikely given the current nature of the road, it's unlikely this would meet speed management criteria for 20's without considerable changes to road layout. This would be looked at as part of any possible extension of route 8 to Clement Danes.	To be looked at should route 8 be extended to Clement Danes.
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8	Station approach/Shire Lane, Chorleywood	Widen footpath and add signals to the railway bridge at Station approach/Shire Lane	On design review with both Road Safety and HIG Lead this is not possible due to space constraints, conflict between vehicles, pedestrian and cyclists. Signalising both Shire Lane and Chorleywood Bottom would not be viable.	No
8	A404	Potential crossing on Rickmansworth Rd, A404 opposite the Parish Council Offices	Discussed crossing here with Road Safety, Lower speed limit would need to be extended to cover crossing. This would help facilitate the route across the common. (As this is proven difficult and unsupported, The route across the common (section of Route 8) will be removed and look to extend the route to Clement Danes instead.	To be looked at should route 8 be extended to Clement Danes

	Various Train Stations	Add in desirable locations for secure bike storage. From Bike Theft data, would suggest secure cycle storage needed at Chorleywood Train Station, Rickmansworth Town Centre and train station. South Oxhey Parade and Carpenders Park station	Suitable locations to be agreed with TRDC. Appendix of locations could be added. Potential issues with existing bike storage and ASB, call for CCTV- be mindful of this when considering future sites. Discuss EV bike charging possibilities. Considering additional cycle parking at Chorleywood but limited opportunities at expense of parking bays. No evidence of	Yes
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			pressure for EV bike charging	
8	Common Road, Chorleywood	Common Road Route 8 one way option to be removed, look at option to replace with the route around the edge of the common alongside the road.	This has been investigated and unlikely to be a viable option as would still require being on the Common and this is unsupported. Remove routes in or around the common.	Yes
6 (not priority route)	Moor Park	Local route through Moor Park has been identified as through private estate and not for public access.	Check local route, public have right to pass over private estate roads to access station.	No

2	Park Road/ High Street, Rickmansworth	Link from Route 2 at Park Rd roundabout to the High Street, Footpath 30, concerns over pedestrians and cyclists being encouraged to use narrow footpath.	Footpath is narrow. Alternative route via cloisters would require ramp to address steps to the district offices car park, not ideal but there is existing painted cycle lane on the Cloisters. For alternative along High Street it would require removal of parking which is unlikely to be supported by members. Consider ending route at Park Rd Roundabout with High Street and leaving it up to people to make their own way from here?	No
19	Rickmansworth	Look at upgrading towpath surfacing and canal path connections to Aquadrome. Believe some work ongoing with Sustrans and Aquadrome access. Also, where route 19 could use towpath instead. Towpaths need to be highlighted in LCWIP - Canals and river Trust.	HCC aware of Sustrans approach. TRDC would encourage towpath improvements linking NCN6 with Ebury Way but recognise limitations around Batchworth Lock.	Yes

6	The Oaks/ Eastbury Road, Oxhey Hall	Review route through The Oaks to Eastbury Road, Possibility of this as a cycle route connecting to the Ebury Way. On desktop review, looks to be going through residential roads and short sections of footpath which connect them.	Discuss with HCC. Potential alternative but may be concerns from residents. This route was reviewed during site visit. Route is suitable to be used and requires better signage. The route was well used during site visit. There is lighting that also lines the footpath. Would require widening as overgrown vegetation there but on site visit seems a viable option to connect to the Ebury way. Add as a link to Ebury Way.	Yes
		Batchworth Bridge lighting issues to relevant team for assessing.	Future towpath feasibility study to be added to work programme. Batchworth Bridge issues raised previously with other HCC teams and will be progressed outside of the LCWIP process (Currently tied up in a petition). TRDC are having discussions with CRT re: Ebury Way entrance. Sustrans also have aspirations for Riverside Rd.	No – Work being carried out by HLB team to investigate options here.
	Rickmansworth High Street	Additional secure cycle parking in the High Street in appropriate locations to be discussed.	TRDC have recently replaced cycle stands at 3 different locations in High Street.	

3	Townfield, Rickmansworth	Alternative route for route 3 to use Townfield and path alongside of the Fire station on Rectory Road.	Townfield agreed as additional alternative route to be added to the LCWIP.	Yes
	Uxbridge Road, Mill End	Footpath 65 improvements Route from Uxbridge Road to Aquadrome.	Ongoing discussions with HCC RoW re FP65. To be progressed outside of the LCWIP process.	No
	Riverside Drive, Rickmansworth	Traffic light phasing on Riverside Drive, long wait for cyclists crossing	Refer to Signals team for review of phasing. To be progressed outside of the LCWIP process	No
21	Uxbridge Road/ Denham Way	Questions raised around the cycle route on the NW side of the Uxbridge Road when existing shared use cycling exists on SE side and room towards the Denham end to widen the path for increased provision. (refers to route 21)	Discussed at gateway meeting. This would be reviewed and considered at the next stage of design when route progressed.	No
	Oxhey Lane/A4008	Oxhey Lane/A4008, route to Bushey station.	Not viewed as strategic route	No
	A4125 Hampermill lane/ Sandy Lodge Lane	Improvement in pedestrian access from Oaklands Avenue, WD19, leading to the TFL Rail Station at Moor Park and to the footbridge over the Colne at Hampermill.	Not identified as a priority route. Footpath widths along Hampermill lane and safety are a wider HCC issue. Bridge on Watford Rural 002FP02	No
	Croxley Green	Suggest a cycle path on Croxley Green by removing strip of grass between footpath and road and widening path for cyclists and pedestrians.	The Green is common Land and unlikely to be supported/managed by CGPC	No

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