

POLICY AND RESOURCES COMMITTEE

NOTICE AND AGENDA

For a meeting to be held in the Penn Chamber, Three Rivers House, Northway, Rickmansworth on Monday, 1 December 2025 at 7.30 pm

Members of the Policy and Resources Committee:-

Councillors:

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

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

*Joanne Wagstaffe, Chief Executive
Friday, 21 November 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. 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.

3. DECLARATIONS OF INTEREST

To receive any declarations of interest.

4. FEES AND CHARGES 2026/27

(Pages 5
- 40)

That:

- Council is recommended to approve the Fees and Charges set out in the schedule at Appendix 1 to be effective from 12 January 2026
- Council is recommended to approve the Fees and Charges set out in the schedule at Appendix 2 to be effective from 1 April 2026
- Council is recommended to approve the Fees and Charges set out in the schedule at Appendix 3 to be effective from 1 April 2026
- Council is recommended to approve the Fees and Charges set out in the schedule at Appendix 4 to be effective from 1 April 2026
- Council is recommended to approve the Fees and Charges set out in the schedule at Appendix 5 to be effective from 1 April 2026

5. STRATEGIC RISK REGISTER 2025

(Pages
41 - 46)

That:

- Policy and Resources Committee agree the revised Strategic Risk Register (Appendix A), including the additional strategic risks identified.
- The Committee agrees to give delegated Authority to Associate Director of Corporate, Customer and Community to authorise minor changes to the register, such as terminology, clarification, or administrative corrections with no significant impact.

6. HOUSING ALLOCATIONS POLICY REVIEW 2025

(Pages
47 -
1258)

That:

- Committee to review, provide comment if required and agree the recommended changes to the council's Housing Allocations Policy for adoption.

7. SERVICE PLANS 2025-2028 PROPOSED AMENDMENTS

(Pages
1259 -
1274)

That:

- **Amendment 1 proposed – New CIL charging schedule:** Officers recommend that the update to the CIL charging schedule be included in the 2026-2029 service plans when there is officer resource and service budget available to cover the time and costs of completing the update, not in the current years' service plan.
- **Amendment 2 proposed – Commercial cinema to Watersmeet:** Officer recommendation is not to include the proposed amendments of exploring outsourcing Watersmeet to a commercial operator or any other operating model but instead to focus on delivering the existing Watersmeet business plan and to continue its current trajectory towards cost neutrality.
- **Amendment 3 proposed – Rescue Plan for Rickmansworth Aquadrome:** The proposed amendment is unnecessary as the Aquadrome Programme is already listed as a project within the Natural Infrastructure Service Plan and covers all aspects of the Aquadrome.
- **Amendment 4 proposed – Mitigate rise in fly tipping:** There is no evidence that this is the case. No changes have been made to Recycling Centre operations, and those being consulted on should, if brought in, bring forward a greater level of recycling so it does not need to be included in the service plan.
- **Amendment 5 proposed – Increase take-up of trade waste service:** Officer recommendation is not to include this as a project, as we already offer a service in line with Simpler Recycling.

8. SERVICE PLANS 2026-2029

(Pages
1275 -
1382)

That:

- Policy and Resources provide any comments or suggested amends to the 2026–2029 service plans. Final service plans will be approved by Council in conjunction with the budget.

Committee Decision on Public Access:-

1. Public access to report - immediate

- Revenues and Benefits
- Finance
- Committee, Elections and Legal
- Property and Major Projects
- Planning Policy and Conservation (Local Plan/Right To Build Register)
- Customer Experience (excluding Watersmeet)
- Strategy and Partnerships (Corporate Services)

- Regulatory Services (CIL, Land Charges)

9. OTHER BUSINESS - if approved under item 3 above

10. EXCLUSION OF PRESS AND PUBLIC

If the Committee wishes to consider the remaining item in private, it will be appropriate for a resolution to be passed in the following terms:-

“that under Section 100A of the Local Government Act 1972 the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined under paragraph X of Part I of Schedule 12A to the Act. It has been decided by the Council that in all the circumstances, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.”

(Note: If other confidential business is approved under item 3, it will also be necessary to specify the class of exempt or confidential information in the additional items.)

1. OTHER BUSINESS - IF APPROVED UNDER ITEM 3 ABOVE

To receive any declarations of interest.

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

Fees and Charges 2026/27 01/12/2025

Full Council

9 DECEMBER 2025

PART I - NOT DELEGATED

DISCRETIONARY FEES AND CHARGES (DoF)

Summary

- 1.1 The Council regularly reviews the level of fees and charges set for discretionary services and services where charges are set locally. Fees and Charges were last reviewed in Autumn 2024 with the latest charges introduced from 13 January 2025 and 1 April 2025.
- 1.2 Where the Council has discretion over the fee or charge, the Council aims to recover the full cost of delivering the service. As such, fees will usually increase in line with cost pressures.
- 1.3 A schedule of proposed fees and charges effective from 12 January 2026 is set out in Appendix 1 and a schedule of fees and charges effective from 1 April 2026 is set out in Appendix 2, 3, 4 and 5.

Recommendation

- 2.1 That:
 - Council is recommended to approve the Fees and Charges set out in the schedule at Appendix 1 to be effective from 12 January 2026
 - Council is recommended to approve the Fees and Charges set out in the schedule at Appendix 2 to be effective from 1 April 2026
 - Council is recommended to approve the Fees and Charges set out in the schedule at Appendix 3 to be effective from 1 April 2026
 - Council is recommended to approve the Fees and Charges set out in the schedule at Appendix 4 to be effective from 1 April 2026
 - Council is recommended to approve the Fees and Charges set out in the schedule at Appendix 5 to be effective from 1 April 2026

Details

- 3.1 Since fees and charges were last reviewed in Autumn 2024, there has been an increase in the cost of delivering services, including those where a charge is made for both statutory and discretionary services.
- 3.2 Garages have an occupancy rate of 94% which has been maintained between 2024/25 and 2025/26.
- 3.3 Garden Waste continues to increase on a cost recovery basis.

- 3.4 A review of Rickmansworth Business Parking Permits is planned in early 2026/27 and therefore there is no increase to these permits at this time.
- 3.5 Long term parking charges are being increased from £4 for 24hrs to £5. This revised charge remains in line with other parking spaces being provided by other providers in Three Rivers and will also allow a differentiation between short term and long term parking tariffs which will support management of our car parks specifically those that are in dual short and long term use. This tariff has not been increased since its introduction in 2018 and this first increase will support achieving a balanced Parking Account.
- 3.6 Licensing for Drivers fees held at no increase, pending a review of the fees.
- 3.7 Biodiversity Net Gain fees were agreed and introduced in July 2025 following approval at Policy & Resources Committee 9 June 2025, where it was agreed that a review is to take place after 12 months.
- 3.8 A discount is offered to charitable organisations on the Hire of Grounds fees.

Options and Reasons for Recommendations

- 4.1 Policy & Resources Committee is recommended to recommend to Council to adopt the proposed fees and charges for 2026/27.

Policy/Budget Reference and Implications

- 5.1 The recommendations in this report are not within the Council's agreed policy and budgets but will feed into the 2026/27 budget setting process.

Financial Implications

The increase in fees and charges is forecast to generate additional income of £57k in 2026/27, plus additional garage income of £33k and Garden Waste income of £58k. This will help to manage increased cost of service provision due to inflationary pressures during 2026/27. Increased income from revised fees and charges introduced from January 2026 will also help to reduce the budget pressure reported in 2025/26.

Legal Implications

- 7.1 Where the relevant statute sets out a fee or charge for the service in question, the Council does not have a discretion to alter that and nothing within this report will permit such a change.
- 7.2 Where the Council is providing a statutory service which the Council is mandated to provide or which the Council has a duty to provide, this is not subject to an authority to charge unless this is set out in the relevant statute and according such matters are not covered by this report or any associated charging policy.
- 7.3 There are specific powers to charge for services detailed throughout local government legislation as set out below:
- 7.4 The Local Government Act 2003 ("the 2003 Act") introduced a general power to charge for the provision of any discretionary service. The discretionary charging powers do not apply to services which an authority is mandated or has a duty to provide. However, councils can charge for discretionary services (that is, services they have power to provide but are not obliged or have a duty to provide

by law). In order to do so, the recipient of the discretionary service must have agreed in advance, to pay for the provision of such services. The 2003 Act power cannot be used where charging is prohibited or where another specific charging regime applies. Charging is limited to cost recovery and statutory guidance which the Council is required to have required to.

- 7.5 A local authority may be able to rely on the subsidiary powers under section 111 of the LGA 1972 to authorise the provision of a service to facilitate the discharge of a specific function. If reliance were to be placed on this power, it would be necessary to be satisfied that the function in question is incidental to the discharge of statutory functions of the Council. Where this is established, the local authority may charge under section 93 for that function-related service.
- 7.6 This power in relation to incidental services is subject to the restriction in S 93 that it cannot be used to raise income – i.e. you could not use it to generate a profit but could rely on it to charge equivalent to the costs of provision of the “service” which is incidental to the statutory function.
- 7.7 In relation to utilisation of the general power of competence in the Localism Act 2011(“LA 2011”), these charging provisions follow, very closely, the requirements of the 2003 Act to allow local authorities to charge up to full cost recovery for discretionary services. These provisions operate alongside rather than replace the Local Government Act 2003 powers.
- 7.8 The power to charge under the LA 2011 is subject to a duty to secure that, taking one financial year with another, the income from charges does not exceed the costs of provision. As with the 2003 Act powers, charging for things done in exercise of the General Power of Competence is not a power to make a profit from those activities.
- 7.9 With regard to the Edited Electoral Register the Council must ensure that the provisions of the Representation of the People (England & Wales) Regulations (RPR) 2001 - which set out, among other matters, the fees which may be charged regarding the edited register - are complied with.
- 7.10 Finally, where the introduction of new/alterd fees or charges requires consultation and/or engagement with affected users to have been undertaken prior to the proposed changes, officers will need to have satisfied themselves that the appropriate actions have been taken prior to bringing forward these proposals for members’ consideration.

Equal Opportunities Implications

- 8.1 The Equality Impact Assessment Relevance Test

Has a relevance test been completed for Equality Impact?	No
Did the relevance test conclude a full impact assessment was required?	No

Staffing Implications

- 9.1 There are no staffing implications arising from this report.

Environmental Implications

- 10.1 There are no environmental implications arising from this report.

Community Safety Implications

11.1 There are no community safety implications arising from this report.

Public Health implications

12.1 There are no public health implications arising from this report.

Customer Services Centre Implications

13.1 There are no customer services centre implications arising from this report.

Communications and Website Implications

14.1 The revised Fees and Charges, effective from 12 January 2026 and 1 April 2026 will be advertised on the Council's website and relevant service information.

Risk and Health & Safety Implications

15.1 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.

15.2 The subject of this report is covered by the finance 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)
Inaccurate estimates of fees and charges income and / or estimates of cost of delivering chargeable services	A budget pressure is created due to income shortfalls or increased expenditure	Budget levels realistically set and closely scrutinised	Fees and charges, including and surplus or loss are monitored through budget monitoring	4

15.3 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.

Likelihood	Low 4	High 8	Very High 12	Very High 16
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	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
	Low Impact 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%))

- 15.4 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 and financial risks are reported to each meeting of the Audit Committee.

Report prepared by: Sally Riley, Finance Business Partner

Data Quality

Data sources:

Fees and Charges schedule 2025/26

Data checked by:

Michelle Howell, Interim Head of Finance

Data rating:

1	Poor	
2	Sufficient	
3	High	✓

Background Papers

APPENDICES / ATTACHMENTS

- Appendix 1 – Discretionary and Locally Set Fees and Charges

- effective from 12 January 2026
- Appendix 2 - Discretionary and Locally Set Fees and Charges effective from 1 April 2026
- Appendix 3 – Cemeteries Fees and Charges effective from 1 April 2026
- Appendix 4 – Garages Fees and Charges effective from 1 April 2026
- Appendix 5 – Garages Fees and Charges effective from 1 April 2026

Three Rivers Fees and Charges Schedule - Discretionary and Locally Set from 12 January 2026

Service Area	Name of Fee or Charge	Description of Fee or Charge	Statutory or Discretionary	VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge from 12 January 2026 EXC VAT £	Proposed charge from 12 January 2026 INC VAT £
Parking	Pay & Display Charges	Long Term Tariff	Discretionary	Non Business	4.00	25.00%	5.00	5.00
		Short Term Tariff	Discretionary	Non Business	0.00	0.00%	0.00	0.00
				Non Business	1.00	0.00%	1.00	1.00
				Non Business	2.50	0.00%	2.50	2.50
				Non Business	4.00	0.00%	4.00	4.00
	Business Permits	Rickmansworth	Discretionary	Non Business	692.00	0.00%	692.00	692.00
		Rickmansworth West	Discretionary	Non Business	563.00	0.00%	563.00	563.00
		Chorleywood (Ferry Car Park)	Discretionary	Non Business	129.00	3.88%	134.00	134.00
			Discretionary	Non Business	257.00	3.50%	266.00	266.00
	Resident Permits	Zones A, A1, B, C, C1, E, BED, RG, NS, GS, NL, TX	Discretionary	Non Business	77.00	3.90%	80.00	80.00
			Discretionary	Non Business	142.00	3.52%	147.00	147.00
		Zones CG, D, OW, OZ and W	Discretionary	Non Business	39.00	3.85%	40.50	40.50
			Discretionary	Non Business	71.00	3.52%	73.50	73.50
		Zone RW	Discretionary	Non Business			75.00	75.00
			Discretionary	Non Business			138.00	138.00
	Special Permits		Discretionary	Non Business	57.00	3.51%	59.00	59.00
	Visitor Vouchers	All Zones	Discretionary	Non Business	16.00	3.13%	16.50	16.50
		Except CG, D, OW, OZ and W	Discretionary	Non Business	9.00	5.56%	9.50	9.50
	Doctor and Health Visitor Permits	Per permit	Discretionary	Non Business	33.00	3.03%	34.00	34.00
				Non Business	71.00	3.52%	73.50	73.50
	Replacement Permits	All Zones		Non Business	20.00	5.00%	21.00	21.00
	Motorcycle Permits	All Zones		Non Business	33.00	3.03%	34.00	34.00
	Suspensions and Dispensations	Suspensions and Dispensations	Discretionary	Non Business	34.00	4.41%	35.50	35.50
	Staff permits				103.00	3.88%	107.00	107.00
	Permit Refund Administration Fee				15.00	0.00%	15.00	15.00

Service Area	Name of Fee or Charge	Description of Fee or Charge			Statutory or Discretionary	VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge from 12 January 2026 EXC VAT £	Proposed charge from 12 January 2026 INC VAT £	
Leisure	Watersmeet - Hire Rates	Auditorium	Commercial	Mon-Fri (Theatre)	Discretionary	Standard Rated	232.50	3.23%	240.00	288.00	
				Sat-Sun (Theatre)	Discretionary	Standard Rated	260.00	3.21%	268.33	322.00	
				Mon-Fri (Cabaret)	Discretionary	Standard Rated	274.17	3.34%	283.33	340.00	
				Sat-Sun (Cabaret)	Discretionary	Standard Rated	315.00	3.44%	325.83	391.00	
			Not for Profit	Mon-Fri (Theatre)	Discretionary	Standard Rated	136.67	3.66%	141.67	170.00	
				Sat-Sun (Theatre)	Discretionary	Standard Rated	163.33	3.57%	169.17	203.00	
				Mon-Fri (Cabaret)	Discretionary	Standard Rated	197.50	3.38%	204.17	245.00	
				Sat-Sun (Cabaret)	Discretionary	Standard Rated	240.83	3.46%	249.17	299.00	
		Colne	Commercial	Mon-Fri	Discretionary	Standard Rated	55.00	4.55%	57.50	69.00	
				Sat-Sun	Discretionary	Standard Rated	75.00	3.33%	77.50	93.00	
			Not for Profit	Mon-Fri	Discretionary	Standard Rated	45.83	3.64%	47.50	57.00	
				Sat-Sun	Discretionary	Standard Rated	71.67	3.49%	74.17	89.00	
		Kitchen		Mon-Fri	Discretionary	Standard Rated	108.33	3.85%	112.50	135.00	
				Sat-Sun	Discretionary	Standard Rated	135.00	3.70%	140.00	168.00	
		Packages	New Package Rate	Week Hire Rate	Discretionary	Standard Rated	New Charge		6,000.00	7,200.00	
				3 Day Hire Rate	Discretionary	Standard Rated	New Charge		3,100.00	3,720.00	
				Colne Room Meeting Hire - 5 hour hire between 09:00 and	Discretionary	Standard Rated	New Charge		180.00	216.00	
		Watersmeet - Equipment / Staff	Microphone		Daily	Discretionary	Standard Rated	13.33	6.25%	14.17	17.00
					Weekly	Discretionary	Standard Rated	38.33	4.35%	40.00	48.00
			Radio Microphone		Daily	Discretionary	Standard Rated	20.00	4.17%	20.83	25.00
					Weekly	Discretionary	Standard Rated	57.50	4.35%	60.00	72.00
	Follow Spot			Daily	Discretionary	Standard Rated	26.67	6.25%	28.33	34.00	
				Weekly	Discretionary	Standard Rated	79.17	4.21%	82.50	99.00	
	Electric Piano			Daily	Discretionary	Standard Rated	35.83	4.65%	37.50	45.00	
				Weekly	Discretionary	Standard Rated	104.17	3.20%	107.50	129.00	
	Staging/Risers			Daily	Discretionary	Standard Rated	17.50	4.76%	18.33	22.00	
				Weekly	Discretionary	Standard Rated	51.67	3.23%	53.33	64.00	
	Portable Projector			Daily	Discretionary	Standard Rated	17.50	4.76%	18.33	22.00	
				Weekly	Discretionary	Standard Rated	51.67	3.23%	53.33	64.00	
	Digital Projector			Daily	Discretionary	Standard Rated	237.50	3.51%	245.83	295.00	
				Weekly	Discretionary	Standard Rated	711.67	0.00%	711.67	854.00	
	Baby Grand Piano		Daily	Discretionary	Standard Rated	260.00	3.21%	268.33	322.00		
			Weekly	Discretionary	Standard Rated	777.50	3.22%	802.50	963.00		
	Smoke Machine		Daily	Discretionary	Standard Rated	69.17	3.61%	71.67	86.00		
	Smoke Machine Fluid		Daily	Discretionary	Standard Rated	44.17	3.77%	45.83	55.00		

Service Area	Name of Fee or Charge	Description of Fee or Charge	Statutory or Discretionary	VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge from 12 January 2026 EXC VAT £	Proposed charge from 12 January 2026 INC VAT £	
Leisure	Watersmeet - Equipment /	Haze Machine	Daily	Discretionary	Standard Rated	52.50	4.76%	55.00	66.00
		Haze Machine Fluid	Daily	Discretionary	Standard Rated	34.17	4.88%	35.83	43.00
		DVD / TV	Daily	Discretionary	Standard Rated	43.33	3.85%	45.00	54.00
		Flip Chart	Daily	Discretionary	Standard Rated	10.00	8.33%	10.83	13.00
		Lectern	Daily	Discretionary	Standard Rated	10.00	8.33%	10.83	13.00
		Lighting/Stage Assistant	Per hour	Discretionary	Standard Rated	21.67	3.85%	22.50	27.00
		Sound Technician	Per hour	Discretionary	Standard Rated	30.83	5.41%	32.50	39.00
		Additional Stewards	Per hour	Discretionary	Standard Rated	15.83	5.26%	16.67	20.00
		Power Outlet Charge - For all outlets above 32amp Single Phase	Per Use	Discretionary	Standard Rated	New Charge		65.00	78.00
	Audio and AV Control PC	Per Use	Discretionary	Standard Rated	New Charge		20.00	24.00	
	Hire of Grounds	Small scale events (50 people and under)		Discretionary	Non Business	74.17	21.35%	90.00	90.00
		Medium scale events (51 - 100 people)		Discretionary	Non Business	220.83	24.53%	275.00	275.00
		Large scale events (100+ people)		Discretionary	Non Business	New Charge		550.00	550.00
		Damage deposit required for small, medium and large scale events		Discretionary	Non Business	865.83	3.25%	894.00	894.00
		Large scale event including up to 5 fairground rides		Discretionary	Non Business	New Charge		650.00	650.00
		Funfairs and Circuses	Operational day	Discretionary	Non Business	775.83	3.12%	800.00	800.00
			Any additional non-operational days	Discretionary	Non Business	210.83	18.58%	250.00	250.00
		Funfair and Circuses damage deposit		Discretionary	Non Business	1,528.33	3.25%	1,578.00	1,578.00
	Football pitch hire	Equipment package; 2 nets, net pins, 4 corner flags		Discretionary	Standard Rated	133.33	3.75%	138.33	166.00
		30 Week Hire	Adults	Discretionary	Standard Rated	1,910.00	3.23%	1,971.67	2,366.00
			Under 18s	Discretionary	Standard Rated	897.50	3.25%	926.67	1,112.00
			Under 12s	Discretionary	Standard Rated	419.17	3.38%	433.33	520.00
		15 week hire	Adult	Discretionary	Standard Rated	1,013.33	3.21%	1,045.83	1,255.00
			Under 18s	Discretionary	Standard Rated	485.00	3.26%	500.83	601.00
			Under 12s	Discretionary	Standard Rated	224.17	3.34%	231.67	278.00
		Occasional	Adult	Discretionary	Standard Rated	75.00	3.33%	77.50	93.00
			Under 18s	Discretionary	Standard Rated	50.83	3.29%	52.50	63.00
			Under 12s	Discretionary	Standard Rated	20.83	4.02%	21.67	26.00
		Tournament - Day Rate		Discretionary	Standard Rated	430.00	3.29%	444.17	533.00
	Filming	Up to one hour		Discretionary	Standard Rated	153.33	3.26%	158.33	190.00
		Between 1 and 4 hours		Discretionary	Standard Rated	458.33	3.27%	473.33	568.00
		Between 4 and 12 hours		Discretionary	Standard Rated	894.17	3.26%	923.33	1,108.00
		Between 12 and 24 hours		Discretionary	Standard Rated	1,322.50	3.21%	1,365.00	1,638.00
		Unit Base cost per day		Discretionary	Standard Rated	672.50	3.22%	694.17	833.00
		Filming damage deposit for 1 hour and over		Discretionary	Standard Rated	1,765.00	3.21%	1,821.67	2,186.00
		Filming administration fee		Discretionary	Non Business	New Charge		150.00	150.00

Service Area	Name of Fee or Charge	Description of Fee or Charge			Statutory or Discretionary	VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge from 12 January 2026 EXC VAT £	Proposed charge from 12 January 2026 INC VAT £
Leisure	Leavesden HIVE	Community rate (including schools and charities)	Per Hour		Discretionary	Standard Rated	16.00	4.17%	16.67	20.00
			Morning (9am-1pm)		Discretionary	Standard Rated	46.00	3.26%	47.50	57.00
			Afternoon (1pm-5pm)		Discretionary	Standard Rated	46.00	3.26%	47.50	57.00
			Evening (5pm-9pm) -		Discretionary	Standard Rated	37.00	3.60%	38.33	46.00
			Weekend Morning (9am-1pm)		Discretionary	Standard Rated	53.00	3.77%	55.00	66.00
			Weekend Afternoon (1pm-5pm)		Discretionary	Standard Rated	53.00	3.77%	55.00	66.00
			Weekend Evening (5pm-9pm)		Discretionary	Standard Rated	53.00	3.77%	55.00	66.00
		Commercial rate	Per Hour		Discretionary	Standard Rated	30.00	5.56%	31.67	38.00
			Morning (9am-1pm)		Discretionary	Standard Rated	74.00	3.60%	76.67	92.00
			Afternoon (1pm-5pm)		Discretionary	Standard Rated	74.00	3.60%	76.67	92.00
			Evening (5pm-9pm) -		Discretionary	Standard Rated	74.00	3.60%	76.67	92.00
			Weekend Morning (9am-1pm)		Discretionary	Standard Rated	90.00	3.70%	93.33	112.00
			Weekend Afternoon (1pm-5pm)		Discretionary	Standard Rated	90.00	3.70%	93.33	112.00
			Weekend Evening (5pm-9pm)		Discretionary	Standard Rated	104.00	3.37%	107.50	129.00
Regulatory	Local Land Charges & Fees	CON29 Residential			Discretionary	Standard Rated	84.17	9.90%	92.50	111.00
		CON29 Non Residential			Discretionary	Standard Rated	119.17	7.69%	128.33	154.00
		CON29 Additional Parcel (each)			Discretionary	Standard Rated	19.17	4.35%	20.00	24.00
		CON29O Each Enquiry (other than Question 22)			Discretionary	Standard Rated	19.17	4.35%	20.00	24.00
		CON29O Question 22			Discretionary	Standard Rated	38.33	17.39%	45.00	54.00
Land and Property	Street Naming & Numbering	New Postal Numbers Only		1 plot	Discretionary	Non Business	139.00	3.60%	144.00	144.00
				2 plots	Discretionary	Non Business	279.00	3.23%	288.00	288.00
				3-5 plots	Discretionary	Non Business	311.00	3.22%	321.00	321.00
				6-10 plots	Discretionary	Non Business	416.00	3.37%	430.00	430.00
				11-20 plots	Discretionary	Non Business	483.00	3.31%	499.00	499.00
				21-25 plots	Discretionary	Non Business	553.00	3.25%	571.00	571.00
				26-50 plots	Discretionary	Non Business	621.00	3.22%	641.00	641.00
				51-75 plots	Discretionary	Non Business	691.00	3.33%	714.00	714.00
				76-100 plots	Discretionary	Non Business	828.00	3.26%	855.00	855.00
				101-150 plots	Discretionary	Non Business	968.00	3.20%	999.00	999.00
				151-250 plots		Non Business	1,106.00	3.25%	1,142.00	1,142.00
				over 251 plots	Discretionary	Non Business	1,106.00	3.25%	1,142.00	1,142.00
		New Street and/or block names and postal numbers		Per street name	Discretionary	Non Business	276.00	3.26%	285.00	285.00

Service Area	Name of Fee or Charge	Description of Fee or Charge			Statutory or Discretionary	VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge from 12 January 2026 EXC VAT £	Proposed charge from 12 January 2026 INC VAT £	
Land and Property	Street Naming & Numbering	Conversion/subdivision or renumbering (that requires new postal numbers)		1 plot	Discretionary	Non Business	139.00	3.60%	144.00	144.00	
				2 plots	Discretionary	Non Business	279.00	3.23%	288.00	288.00	
				3-5 plots	Discretionary	Non Business	311.00	3.22%	321.00	321.00	
				6-10 plots	Discretionary	Non Business	416.00	3.37%	430.00	430.00	
				11-20 plots	Discretionary	Non Business	483.00	3.31%	499.00	499.00	
				21-25 plots	Discretionary	Non Business	553.00	3.25%	571.00	571.00	
				26-50 plots	Discretionary	Non Business	621.00	3.22%	641.00	641.00	
				51-75 plots	Discretionary	Non Business	691.00	3.33%	714.00	714.00	
				76-100 plots	Discretionary	Non Business	828.00	3.26%	855.00	855.00	
				101-150 plots	Discretionary	Non Business	968.00	3.20%	999.00	999.00	
				151-250 plots	Discretionary	Non Business	1,106.00	3.25%	1,142.00	1,142.00	
			over 251 plots	Discretionary	Non Business	1,106.00	3.25%	1,142.00	1,142.00		
			Adding/removal or amendment of a house/business name		Per Property	Discretionary	Non Business	139.00	3.60%	144.00	144.00
	Reissue of an official naming or numbering statement			Discretionary	Non Business	36.00	4.17%	37.50	37.50		
	Changing an existing street name			Discretionary	Non Business	N/A	N/A	N/A	N/A		
Economic & Sustainable Development	Right to Build Register	Part 1 Initial Registration Costs			Discretionary	Non Business	230.00	3.48%	238.00	238.00	
		Part 1 Annual Fee				Non Business	201.00	3.48%	208.00	208.00	
		Part 2 Initial Registration Costs				Non Business	230.00	3.48%	238.00	238.00	
Waste and Environmental Services	Trade waste and recycling	Return of bins following removal					Non Business	136.00	3.68%	141.00	141.00
		Additional charge for extra collection on a different day				Discretionary	Non Business	69.00	4.35%	72.00	72.00
		Admin charge for any changes to contract/invoicing				Discretionary	Non Business	41.00	4.88%	43.00	43.00
	Standard Commercial waste collection	Standard Commercial waste collection	6 monthly charge	140 litre	Discretionary	Non Business	243.00	3.29%	251.00	251.00	
				240 litre	Discretionary	Non Business	275.00	3.27%	284.00	284.00	
				360 litre	Discretionary	Non Business	362.00	3.31%	374.00	374.00	
				660 litre	Discretionary	Non Business	480.00	3.33%	496.00	496.00	
				1100 litre	Discretionary	Non Business	639.00	3.29%	660.00	660.00	
		Additional/ excess waste	140 litre	Discretionary	Non Business	17.00	5.88%	18.00	18.00		
			240 litre	Discretionary	Non Business	19.00	5.26%	20.00	20.00		
			360 litre	Discretionary	Non Business	22.00	4.55%	23.00	23.00		
			660 litre	Discretionary	Non Business	26.00	3.85%	27.00	27.00		
			1100 litre	Discretionary	Non Business	32.00	6.25%	34.00	34.00		
	Trade Sacks		For Customers with Access Problems		50 Sacks	Discretionary	Non Business	243.00	3.29%	251.00	251.00
	Standard - Second and More Collections	Per container	6 monthly charge	140 litre	Discretionary	Non Business	228.00	3.51%	236.00	236.00	
				240 litre	Discretionary	Non Business	261.00	3.45%	270.00	270.00	
				360 litre	Discretionary	Non Business	345.00	3.48%	357.00	357.00	
660 litre				Discretionary	Non Business	466.00	3.22%	481.00	481.00		
1100 litre				Discretionary	Non Business	623.00	3.21%	643.00	643.00		

Service Area	Name of Fee or Charge	Description of Fee or Charge			Statutory or Discretionary	VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge from 12 January 2026 EXC VAT £	Proposed charge from 12 January 2026 INC VAT £
Waste and Environmental Services	Recycling Containers - Mixed Recycling	Per container	6 monthly charge	140 litre	Discretionary	Non Business	£116.00	3.45%	120.00	120.00
				240 litre	Discretionary	Non Business	£131.00	3.82%	136.00	136.00
				360 litre	Discretionary	Non Business	£173.00	3.47%	179.00	179.00
				660 litre	Discretionary	Non Business	£229.00	3.49%	237.00	237.00
				1100 litre	Discretionary	Non Business	£304.00	3.29%	314.00	314.00
		Additional/ excess waste		140 litre	Discretionary	Non Business	13.00	7.69%	14.00	14.00
				240 litre	Discretionary	Non Business	14.00	7.14%	15.00	15.00
				360 litre	Discretionary	Non Business	15.00	6.67%	16.00	16.00
				660 litre	Discretionary	Non Business	17.00	5.88%	18.00	18.00
				1100 litre	Discretionary	Non Business	20.00	5.00%	21.00	21.00
	Mixed Rec. - Second and More Collections	Per container	6 monthly charge	140 litre	Discretionary	Non Business	100.00	4.00%	104.00	104.00
				240 litre	Discretionary	Non Business	116.00	3.45%	120.00	120.00
				360 litre	Discretionary	Non Business	159.00	3.77%	165.00	165.00
				660 litre	Discretionary	Non Business	215.00	3.26%	222.00	222.00
				1100 litre	Discretionary	Non Business	291.00	3.44%	301.00	301.00
	Pub Glass	Charge per 240 Litre Container	6 monthly charge	1 container	Discretionary	Non Business	131.00	3.82%	136.00	136.00
				2 containers	Discretionary	Non Business	173.00	3.47%	179.00	179.00
				3 containers	Discretionary	Non Business	229.00	3.49%	237.00	237.00
				4 containers	Discretionary	Non Business	304.00	3.29%	314.00	314.00
				5 containers	Discretionary	Non Business	304.00	3.29%	314.00	314.00
				6 containers	Discretionary	Non Business	434.00	3.23%	448.00	448.00
				7 containers	Discretionary	Non Business	475.00	3.37%	491.00	491.00
				10 containers	Discretionary	Non Business	606.00	3.30%	626.00	626.00
		Additional/ excess waste		1 container	Discretionary	Non Business	13.00	7.69%	14.00	14.00
				2 containers	Discretionary	Non Business	15.00	6.67%	16.00	16.00
				3 containers	Discretionary	Non Business	17.00	5.88%	18.00	18.00
				4 containers	Discretionary	Non Business	20.00	5.00%	21.00	21.00
				5 containers	Discretionary	Non Business	20.00	5.00%	21.00	21.00
				6 containers	Discretionary	Non Business	24.00	4.17%	25.00	25.00
				7 containers	Discretionary	Non Business	26.00	3.85%	27.00	27.00
				10 containers	Discretionary	Non Business	31.00	3.23%	32.00	32.00
	Charity Shops & Local Authority Funded Schools	Per container	6 monthly charge	140 litre	Discretionary	Non Business	213.00	3.29%	220.00	220.00
				240 litre	Discretionary	Non Business	223.00	3.59%	231.00	231.00
				360 litre	Discretionary	Non Business	285.00	3.51%	295.00	295.00
				660 litre	Discretionary	Non Business	332.00	3.31%	343.00	343.00
				1100 litre	Discretionary	Non Business	341.00	3.23%	352.00	352.00
		Additional/ excess waste		140 litre	Discretionary	Non Business	16.00	6.25%	17.00	17.00
				240 litre	Discretionary	Non Business	17.00	5.88%	18.00	18.00
				360 litre	Discretionary	Non Business	19.00	5.26%	20.00	20.00
				660 litre	Discretionary	Non Business	20.00	5.00%	21.00	21.00
				1100 litre	Discretionary	Non Business	21.00	4.76%	22.00	22.00

Service Area	Name of Fee or Charge	Description of Fee or Charge			Statutory or Discretionary	VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge from 12 January 2026 EXC VAT £	Proposed charge from 12 January 2026 INC VAT £	
Waste and Environmental Services	Charity Shops & Local Authority Funded Schools	Second and More Collections	6 monthly charge	140 litre	Discretionary	Non Business	198.00	3.54%	205.00	205.00	
				240 litre	Discretionary	Non Business	209.00	3.35%	216.00	216.00	
				360 litre	Discretionary	Non Business	269.00	3.35%	278.00	278.00	
				660 litre	Discretionary	Non Business	321.00	3.43%	332.00	332.00	
				1100 litre	Discretionary	Non Business	327.00	3.36%	338.00	338.00	
	Charge for Business - Where property is used for domestic and commercial purposes	Per container	6 monthly charge	140 litre	Discretionary	Non Business	210.00	3.33%	217.00	217.00	
				240 litre	Discretionary	Non Business	237.00	3.38%	245.00	245.00	
				360 litre	Discretionary	Non Business	331.00	3.32%	342.00	342.00	
				Additional/ excess waste	140 litre	Discretionary	Non Business	16.00	6.25%	17.00	17.00
					240 litre	Discretionary	Non Business	17.00	5.88%	18.00	18.00
	360 litre	Discretionary	Non Business		21.00	4.76%	22.00	22.00			
	Business - Where property is used for domestic and commercial purposes - Second and More Collections	Per container	6 monthly charge	140 litre	Discretionary	Non Business	192.00	3.65%	199.00	199.00	
				240 litre	Discretionary	Non Business	223.00	3.59%	231.00	231.00	
				360 litre	Discretionary	Non Business	273.00	3.30%	282.00	282.00	
	Business - Food recycling	Per container	6 monthly charge	23 litre	Discretionary	Non Business	3.00	33.33%	4.00	4.00	
				140 litre	Discretionary	Non Business	6.00	16.67%	7.00	7.00	
	Charities/ school fairs (one off events)	Delivery and Collection Charge			Discretionary	Non Business	61.00	3.28%	63.00	63.00	
			Per container	Charities	140 litre	Discretionary	Non Business	9.00	11.11%	10.00	10.00
		240 litre			Discretionary	Non Business	10.00	10.00%	11.00	11.00	
		360 litre			Discretionary	Non Business	12.00	8.33%	13.00	13.00	
660 litre		Discretionary			Non Business	13.00	7.69%	14.00	14.00		
1100 litre		Discretionary			Non Business	14.00	7.14%	15.00	15.00		
Commercial		140 litre	Discretionary	Non Business	11.00	9.09%	12.00	12.00			
		240 litre	Discretionary	Non Business	12.00	8.33%	13.00	13.00			
		360 litre	Discretionary	Non Business	15.00	6.67%	16.00	16.00			
		660 litre	Discretionary	Non Business	19.00	5.26%	20.00	20.00			
		1100 litre	Discretionary	Non Business	25.00	4.00%	26.00	26.00			
		One off Recycling collection			Discretionary	Non Business	No Charge	0.00%	No Charge	No Charge	

Service Area	Name of Fee or Charge	Description of Fee or Charge			Statutory or Discretionary	VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge from 12 January 2026 EXC VAT £	Proposed charge from 12 January 2026 INC VAT £
Waste and Environmental Services	Clinical Waste	Half Yearly Charge	Monthly Collection	Doctors Monthly	Discretionary	Non Business	N/A	N/A	N/A	N/A
				Dentists Monthly	Discretionary	Non Business	319.00	3.45%	330.00	330.00
				Funeral Directors Monthly	Discretionary	Non Business	443.00	3.39%	458.00	458.00
				Nursing Homes Monthly	Discretionary	Non Business	N/A	N/A	N/A	N/A
				Nurseries Monthly	Discretionary	Non Business	N/A	N/A	N/A	N/A
				Tattoolist / Chiropodist /	Discretionary	Non Business	273.00	3.30%	282.00	282.00
				Tattoolist / Chiropodist /	Discretionary	Non Business	167.00	3.59%	173.00	173.00
				Veterinary Surgeries Monthly	Discretionary	Non Business	N/A	N/A	N/A	N/A
			Fortnightly Collection	Doctors Fortnightly	Discretionary	Non Business	886.00	3.27%	915.00	915.00
				Dentists Fortnightly	Discretionary	Non Business	655.00	3.21%	676.00	676.00
				Funeral Directors Fortnightly	Discretionary	Non Business	886.00	3.27%	915.00	915.00
				Nursing Homes Fortnightly	Discretionary	Non Business	1,356.00	3.24%	1,400.00	1,400.00
				Nurseries Fortnightly	Discretionary	Non Business	1,001.00	3.30%	1,034.00	1,034.00
				Tattoolist / Chiropodist /	Discretionary	Non Business	545.00	3.30%	563.00	563.00
				Veterinary Surgeries Fortnightly	Discretionary	Non Business	1,738.00	3.22%	1,794.00	1,794.00
			Weekly Collection	Doctors Weekly	Discretionary	Non Business	1,766.00	3.23%	1,823.00	1,823.00
				Dentists Weekly	Discretionary	Non Business	1,300.00	3.23%	1,342.00	1,342.00
				Funeral Directors Weekly	Discretionary	Non Business	1,766.00	3.23%	1,823.00	1,823.00
				Nursing Homes Weekly	Discretionary	Non Business	2,260.00	3.23%	2,333.00	2,333.00
				Nurseries Weekly	Discretionary	Non Business	2,001.00	3.25%	2,066.00	2,066.00
				Tattoolist / Chiropodist /	Discretionary	Non Business	1,088.00	3.22%	1,123.00	1,123.00
				Veterinary Surgeries Weekly	Discretionary	Non Business	3,478.00	3.22%	3,590.00	3,590.00
	Contaminated bin from flats	240 litre			Discretionary	Non Business	56.00	3.57%	58.00	58.00
		360 litre			Discretionary	Non Business	New Charge		75.00	75.00
		660 litre			Discretionary	Non Business	104.00	3.85%	108.00	108.00
		1100 litre			Discretionary	Non Business	140.00	3.57%	145.00	145.00
		Return Fee			Discretionary	Non Business	71.00	4.23%	74.00	74.00
	Special Collections	1 to 3 Items			Discretionary	Non Business	62.00	3.23%	64.00	64.00
		Additional items			Discretionary	Non Business	24.00	4.17%	25.00	25.00
		Televisions, cookers, washing machines, tumble dryers, fridge/freezers			Discretionary	Non Business	62.00	3.23%	64.00	64.00
		Pianos			Discretionary	Non Business	185.00	3.24%	191.00	191.00
	Animal Control	Stray dog (these fees are charged in addition to the £25 statutory fee)	Handling		Discretionary	Non Business	128.00	3.91%	133.00	133.00
			Kennel fee		Discretionary	Non Business	27.00	3.70%	28.00	28.00
			Transportation		Discretionary	Non Business	64.00	4.69%	67.00	67.00

Service Area	Name of Fee or Charge	Description of Fee or Charge		Statutory or Discretionary	VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge from 12 January 2026 EXC VAT £	Proposed charge from 12 January 2026 INC VAT £
Waste and Environmental Services	Animal welfare licensing fees	New Applicant	Home Board	Discretionary	Non Business	362.00	3.31%	374.00	374.00
			Dog Day Care - Commercial	Discretionary	Non Business	340.00	3.24%	351.00	351.00
			Exhibit 1-5 species	Discretionary	Non Business	812.00	3.20%	838.00	838.00
			Exhibit 6 or more species	Discretionary	Non Business	1,041.00	3.27%	1,075.00	1,075.00
			Breeding - residential	Discretionary	Non Business	411.00	3.41%	425.00	425.00
			Breeding - commercial	Discretionary	Non Business	389.00	3.34%	402.00	402.00
			Kennels	Discretionary	Non Business	362.00	3.31%	374.00	374.00
			Cattery	Discretionary	Non Business	362.00	3.31%	374.00	374.00
			Hiring Horses	Discretionary	Non Business	270.00	3.33%	279.00	279.00
			Selling Pets (retail)	Discretionary	Non Business	362.00	3.31%	374.00	374.00
			Selling Pets (small)	Discretionary	Non Business	385.00	3.38%	398.00	398.00
			Combination Kennel & Cattery		Non Business	427.00	3.28%	441.00	441.00
			Franchises (home boarding)		Non Business	96.00	4.17%	100.00	100.00
			Grant per host		Non Business	245.00	3.27%	253.00	253.00
		Renewal application	Home Board		Non Business	274.00	3.28%	283.00	283.00
			Dog Day Care - Commercial		Non Business	274.00	3.28%	283.00	283.00
			Exhibit 1-5 species		Non Business	722.00	3.32%	746.00	746.00
			Exhibit 6 or more species		Non Business	873.00	3.21%	901.00	901.00
			Breeding - residential		Non Business	319.00	3.45%	330.00	330.00
			Breeding - commercial		Non Business	319.00	3.45%	330.00	330.00
			Kennels		Non Business	274.00	3.28%	283.00	283.00
			Cattery		Non Business	274.00	3.28%	283.00	283.00
			Hiring horses		Non Business	274.00	3.28%	283.00	283.00
			Selling Pets (retail unit)		Non Business	319.00	3.45%	330.00	330.00
			Selling Pets (small unit)		Non Business	297.00	3.37%	307.00	307.00
			Combination Kennel & Cattery		Non Business	410.00	3.41%	424.00	424.00
			Franchises (home boarding)		Non Business	96.00	4.17%	100.00	100.00
			Grant per host		Non Business	200.00	3.50%	207.00	207.00
		2 year licence	Home Board		Non Business	498.00	3.21%	514.00	514.00
			Dog Day Care - Commercial		Non Business	543.00	3.31%	561.00	561.00
			Breeding - residential		Non Business	592.00	3.21%	611.00	611.00
			Breeding - commercial		Non Business	637.00	3.30%	658.00	658.00
			Kennels		Non Business	566.00	3.36%	585.00	585.00
			Cattery		Non Business	566.00	3.36%	585.00	585.00
			Hiring Horses		Non Business	451.00	3.33%	466.00	466.00
			Selling Pets (retail unit)		Non Business	611.00	3.27%	631.00	631.00
			Selling Pets (small unit)		Non Business	544.00	3.31%	562.00	562.00
			Combination Kennel & Cattery		Non Business	708.00	3.25%	731.00	731.00
			Grant per host		Non Business	319.00	3.45%	330.00	330.00

Service Area	Name of Fee or Charge	Description of Fee or Charge		Statutory or Discretionary	VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge from 12 January 2026 EXC VAT £	Proposed charge from 12 January 2026 INC VAT £	
Waste and Environmental Services	Animal welfare licensing fees	3 year licence	Home Board		Non Business	722.00	3.32%	746.00	746.00	
			Dog Day Care - Commercial		Non Business	812.00	3.20%	838.00	838.00	
			Breeding - residential		Non Business	865.00	3.24%	893.00	893.00	
			Breeding - commercial		Non Business	955.00	3.25%	986.00	986.00	
			Kennels		Non Business	857.00	3.27%	885.00	885.00	
			Cattery		Non Business	857.00	3.27%	885.00	885.00	
			Hiring Horses		Non Business	627.00	3.35%	648.00	648.00	
			Selling Pets (retail unit)		Non Business	902.00	3.22%	931.00	931.00	
			Selling Pets (small unit)		Non Business	790.00	3.29%	816.00	816.00	
			Combination Kennel & Cattery	Discretionary	Non Business	1,005.00	3.28%	1,038.00	1,038.00	
		Grant per host	Discretionary	Non Business	438.00	3.42%	453.00	453.00		
		Other fees	Variation and transfer fee - no inspection	Discretionary	Non Business	23.00	4.35%	24.00	24.00	
			Variation and transfer fee - with inspection	Discretionary	Non Business	113.00	3.54%	117.00	117.00	
			Re-inspection - per hour	Discretionary	Non Business	45.00	4.44%	47.00	47.00	
			Dangerous wild animals	Discretionary	Non Business	506.00	3.36%	523.00	523.00	
	Removal of Dead Animals	Removal of dead animals (non-domestic)			Discretionary	Non Business	71.00	4.23%	74.00	74.00
	Nappy sacks	Price per sack		Discretionary	Standard Rated	0.60	0.00%	0.60	0.60	
		Price per roll		Discretionary	Standard Rated	15.00	0.00%	15.00	15.00	
		Postage		Discretionary	Non Business	5.00	0.00%	5.00	5.00	
	Bins at new developments	Per item	1110 litre	Discretionary	Non Business	380.00	0.00%	380.00	380.00	
			660 litre	Discretionary	Non Business	320.00	0.00%	320.00	320.00	
			360 litre	Discretionary	Non Business	46.00	4.35%	48.00	48.00	
			240 litre	Discretionary	Non Business	26.00	3.85%	27.00	27.00	
			140 litre	Discretionary	Non Business	22.00	4.55%	23.00	23.00	
			23 litre food pod	Discretionary	Non Business	7.00	14.29%	8.00	8.00	
			7 litre food caddy	Discretionary	Non Business	5.00	20.00%	6.00	6.00	
			Delivery of bins	Discretionary	Non Business	67.00	4.48%	70.00	70.00	
Memorial Bench	Modern Bench		Discretionary	Exempt	3,555.00	3.21%	3,669.00	3,669.00		
	Green Metal Bench - Include Arm Rests		Discretionary	Exempt	1,372.00	3.21%	1,416.00	1,416.00		
	Wooden/Metal Mix Bench		Discretionary	Exempt	1,216.00	3.21%	1,255.00	1,255.00		
	Plaques for benches		Discretionary	Exempt	344.00	3.49%	356.00	356.00		
Memorial Benches	Plastic/Resin Bench		Discretionary	Exempt	1,372.00	3.21%	1,416.00	1,416.00		
	Green Metal Bench - Include Arm Rests		Discretionary	Exempt	1,372.00	3.21%	1,416.00	1,416.00		
	Wooden/Metal Mix Bench		Discretionary	Exempt	1,216.00	3.21%	1,255.00	1,255.00		
Memorial Trees	Memorial Tree and Plaque		Discretionary	Exempt	2,057.00	3.21%	2,123.00	2,123.00		
Bench - Chorleywood House	Wooden bench, with arm supports and a back rest			Discretionary	Exempt	1,278.00	3.21%	1,319.00	1,319.00	
Admin fee to relocate a plaque						33.00	6.06%	35.00	35.00	
Extra line of text to update a memorial tree plaque						22.00	4.55%	23.00	23.00	

Service Area	Name of Fee or Charge	Description of Fee or Charge		Statutory or Discretionary	VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge from 12 January 2026 EXC VAT £	Proposed charge from 12 January 2026 INC VAT £	
Waste and Environmental Services	Fixed Penalty Notices	Fly Tipping	Section 33Environmental Protection Act 1990 -			Exempt	336.00	4.17%	350.00	350.00
			Section 33 Section 33Environmental Protection Act			Exempt	447.00	0.67%	450.00	450.00
		Domestic Duty of Care	Section 34 Environmental Protection Act 1990 -			Exempt	336.00	4.17%	350.00	350.00
			Section 34 Environmental Protection Act 1990			Exempt	447.00	0.67%	450.00	450.00
		Abandoning a vehicle	FPN fee				200.00	0.00%	200.00	200.00
			Early repayment FPN fee				150.00	0.00%	150.00	150.00
		Depositing litter	FPN fee				350.00	0.00%	350.00	350.00
			Early repayment FPN fee				200.00	0.00%	200.00	200.00
		Unauthorised distribution of litter	FPN fee				75.00	0.00%	75.00	75.00
			Early repayment FPN fee				50.00	0.00%	50.00	50.00
		Failure to produce waste carrier registration document	FPN fee				300.00	0.00%	300.00	300.00
			Early repayment FPN fee				200.00	0.00%	200.00	200.00
		Graffiti and fly posting	FPN fee				350.00	0.00%	350.00	350.00
			Early repayment FPN fee				200.00	0.00%	200.00	200.00
		Waste receptacles (placing the wrong items in your recycling boxes, brown bin	FPN fee				60.00	0.00%	60.00	60.00
			Early repayment FPN fee				40.00	0.00%	40.00	40.00
		Failure to produce waste transfer notes	FPN fee				300.00	0.00%	300.00	300.00
			Early repayment FPN fee				200.00	0.00%	200.00	200.00
		Breach of Community Protection Notice	FPN fee				100.00	0.00%	100.00	100.00
			Early repayment FPN fee				75.00	0.00%	75.00	75.00
		Littering from vehicles	FPN fee				350.00	0.00%	350.00	350.00
			Early repayment FPN fee				200.00	0.00%	200.00	200.00
		Nuisance vehicles	FPN fee				100.00	0.00%	100.00	100.00
			Early repayment FPN fee				60.00	0.00%	60.00	60.00
		Offence of breaching PSPO	FPN fee				100.00	0.00%	100.00	100.00
			Early repayment FPN fee				75.00	0.00%	75.00	75.00
		Street nameplates	Residents request to move	As per contractor price at time of request.			New Charge			
Housing	HMO Licence Fee	New Licence - Licence granted for 5 years		Flat rate		Exempt	1,000.00	3.20%	1,032.00	1,032.00
		Renewal		Flat rate		Exempt	750.00	3.20%	774.00	774.00
	High Hedges Fee	Fee for investigation into potential High				Exempt	502.00	3.39%	519.00	519.00
	Fit and Proper Person - Mobile Home Site	License granted for 5 years				Exempt	123.00	3.25%	127.00	127.00
	Immigration Inspection Fee					Exempt	126.00	3.97%	131.00	131.00

Service Area	Name of Fee or Charge	Description of Fee or Charge	Statutory or Discretionary	VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge from 12 January 2026 EXC VAT £	Proposed charge from 12 January 2026 INC VAT £
Legal	Property	Hourly rate for commercial transactions		Standard Rated	195.00	3.59%	202.00	242.00
		Lease Extension (Residential)		Standard Rated	769.17	3.23%	794.00	953.00
		Leases (Commercial)		Standard Rated	1,025.00	3.22%	1,058.00	1,270.00
		Leases (to voluntary groups etc)		Standard Rated	512.50	3.22%	529.00	635.00
		Licences (Gate/Garden)		Standard Rated	359.17	3.29%	371.00	445.00
		Licences (Grazing)		Standard Rated	359.17	3.29%	371.00	445.00
		Licences (complex)		Standard Rated	512.50	3.22%	529.00	635.00
		Licences to Assign		Standard Rated	461.67	3.32%	477.00	572.00
		Sundry transactions e.g Deed of		Standard Rated	512.50	3.22%	529.00	635.00
		Easements		Standard Rated	769.17	3.23%	794.00	953.00
		Sales of Land (based on value of land)		Standard Rated	769.17	3.23%	794.00	953.00
	Solicitor Fees	Trainee solicitors, paralegals and other fee earners	Hourly rate		Standard Rated	New Charge	139.00	166.80
		Other solicitors or legal executives and fee earners of equivalent experience	Hourly rate		Standard Rated	New Charge	197.00	236.40
		Solicitors and legal executives with over 4 years' experience	Hourly rate		Standard Rated	New Charge	242.00	290.40
		Solicitors and legal executives with over 8 years' experience	Hourly rate		Standard Rated	New Charge	288.00	345.60
	Planning	S106 Hourly rate		Standard Rated	262.50	9.71%	288.00	326.00
Environmental Health	EH - skin piercing/tattooist	Operator Registration (skin			83.00		85.90	
		Premises Registration (skin			245.00		253.60	
		Variation that requires a visit			70.00		72.50	
		Variation that doesn't require a visit			25.00		25.90	
Planning	S106 Monitoring Fee	Affordable housing financial		Non Business	294.17	3.34%	304.00	304.00
		Affordable housing financial		Non Business	567.50	3.26%	586.00	586.00
		Affordable housing on-site contribution,		Non Business	535.83	3.20%	553.00	553.00
		Affordable housing on-site contribution,		Non Business	651.67	3.27%	673.00	673.00
		Affordable housing on-site		Non Business	756.67	3.22%	781.00	781.00
		Affordable housing on-site contribution,		Non Business	861.67	3.29%	890.00	890.00
		Amendment to TRO to restrict ability to		Non Business	914.17	3.26%	944.00	944.00
		Other non-financial obligations		Non Business	315.00	3.49%	326.00	326.00
		Other financial obligations		Non Business	367.50	3.40%	380.00	380.00

Service Area	Name of Fee or Charge	Description of Fee or Charge	Statutory or Discretionary	VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge from 12 January 2026 EXC VAT £	Proposed charge from 12 January 2026 INC VAT £
Planning	BNG Monitoring Fee	Very Small site, low difficulty	Discretionary	Non Business	5,060.00	0.00%	5,060.00	5,060.00
		Very Small site, medium difficulty	Discretionary	Non Business	5,420.00	0.00%	5,420.00	5,420.00
		Very Small site, high difficulty	Discretionary	Non Business	7,170.00	0.00%	7,170.00	7,170.00
		Small site, low difficulty	Discretionary	Non Business	5,550.00	0.00%	5,550.00	5,550.00
		Small site, medium difficulty	Discretionary	Non Business	5,900.00	0.00%	5,900.00	5,900.00
		Small site, high difficulty	Discretionary	Non Business	7,580.00	0.00%	7,580.00	7,580.00
		Medium site, low difficulty	Discretionary	Non Business	6,900.00	0.00%	6,900.00	6,900.00
		Medium site, medium difficulty	Discretionary	Non Business	7,510.00	0.00%	7,510.00	7,510.00
		Medium site, high difficulty	Discretionary	Non Business	9,990.00	0.00%	9,990.00	9,990.00
		Large site, low difficulty	Discretionary	Non Business	10,640.00	0.00%	10,640.00	10,640.00
		Large site, medium difficulty	Discretionary	Non Business	11,890.00	0.00%	11,890.00	11,890.00
		Large site, high difficulty	Discretionary	Non Business	16,960.00	0.00%	16,960.00	16,960.00
		Very large site, low difficulty	Discretionary	Non Business	11,610.00	0.00%	11,610.00	11,610.00
		Very large site, medium difficulty	Discretionary	Non Business	13,830.00	0.00%	13,830.00	13,830.00
		Very large site, high difficulty	Discretionary	Non Business	20,430.00	0.00%	20,430.00	20,430.00
Regulatory	GIS Consultancy	GIS consultancy work	Discretionary	Non Business	New Charge		75.00	75.00

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Three Rivers Fees and Charges Schedule - Discretionary and Locally Set from From 1 April 2026

Service Area	Name of Fee or Charge	Description of Fee or Charge		Statutory or Discretionary	VAT	CurrentCharge EXC VAT 2025/26 £	Increase	Proposed charge 26/27 EXC VAT £	Proposed charge 26/27 INC VAT £	
Licensing	Drivers	New Private Hire & Hackney Carriage Driver Licence	1 year	Discretionary	Non Business	199.00	0.00%	199.00	199.00	
			2 year	Discretionary	Non Business	402.00	0.00%	402.00	402.00	
			3 year	Discretionary	Non Business	518.00	0.00%	518.00	518.00	
		Private Hire & Hackney Carriage Driver Renewal	1 year	Discretionary	Non Business	178.00	0.00%	178.00	178.00	
			2 year	Discretionary	Non Business	385.00	0.00%	385.00	385.00	
			3 year	Discretionary	Non Business	477.00	0.00%	477.00	477.00	
		Dual Driver	1 year	Discretionary	Non Business	232.00	0.00%	232.00	232.00	
			3 year	Discretionary	Non Business	612.00	0.00%	612.00	612.00	
		Dual Driver Renewal	1 year	Discretionary	Non Business	227.00	0.00%	227.00	227.00	
			3 year	Discretionary	Non Business	597.00	0.00%	597.00	597.00	
		Replacement Driver Licence			Discretionary	Non Business	14.00	3.57%	14.50	14.50
		Replacement platform title small (PH) and size 4 (HC)	Small (PH)	Discretionary	Non Business	4.00	0.00%	4.00	4.00	
			Size 4 (H)	Discretionary	Non Business	6.00	0.00%	6.00	6.00	
		Plate release key for plates			Discretionary	Non Business	2.00	0.00%	2.00	2.00
		Replacement Badge			Discretionary	Non Business	26.00	0.00%	26.00	26.00
		Enhanced Disclosure and Barring Service Certificate				Non Business	52.60	0.00%	52.60	52.60
		Change of Address/ Details			Discretionary	Non Business	32.00	3.13%	33.00	33.00
		Knowledge Test - 2nd to 5th attempt			Discretionary	Non Business	20.00	5.00%	21.00	21.00

Service Area	Name of Fee or Charge	Description of Fee or Charge	Statutory or Discretionary	VAT	CurrentCharge EXC VAT 2025/26 £	Increase	Proposed charge 26/27 EXC VAT £	Proposed charge 26/27 INC VAT £		
Licensing	Vehicles	Private Hire & Hackney Carriage New Vehicle Licence		Discretionary	Non Business	227.00	3.52%	235.00	235.00	
		Renewal Vehicle Licence		Discretionary	Non Business	190.00	3.68%	197.00	197.00	
		Change of Licence Holder		Discretionary	Non Business	56.00	3.57%	58.00	58.00	
		Change of Vehicle		Discretionary	Non Business	80.00	3.75%	83.00	83.00	
		Cherished Plate			Non Business	47.00	3.19%	48.50	48.50	
		Internal Plate Holder Replacement		Discretionary	Non Business	4.00	12.50%	4.50	4.50	
		Replacement External Plate		Discretionary	Non Business	33.00	3.03%	34.00	34.00	
		Replacement Internal Plate		Discretionary	Non Business	20.00	5.00%	21.00	21.00	
		Replacement Plate and Licence		Discretionary	Non Business	47.00	3.19%	48.50	48.50	
		Replacement Paper Licence		Discretionary	Non Business	14.00	3.57%	14.50	14.50	
		Replacement Bracket		Discretionary	Non Business	28.00	3.57%	29.00	29.00	
		Pins for bracket			Non Business	2.00	25.00%	2.50	2.50	
		No Smoking Sign			Non Business	2.00	25.00%	2.50	2.50	
		Door Stickers		Discretionary	Non Business	8.00	6.25%	8.50	8.50	
		Platform including yellow security button			Non Business	8.00	6.25%	8.50	8.50	
		Advertising		Discretionary	Non Business	32.00	3.13%	33.00	33.00	
		Change of Address/ Details		Discretionary	Non Business	32.00	3.13%	33.00	33.00	
		Exemption		Discretionary	Non Business	80.00	3.13%	82.50	82.50	
		Private Hire Operator	Operator Licence -1 Vehicle	5 year	Discretionary	Non Business	1,197.00	3.26%	1,236.00	1,236.00
				1 year	Discretionary	Non Business	240.00	3.33%	248.00	248.00
	Operator Licence - 2-4 Vehicles		5 year	Discretionary	Non Business	1,574.00	3.24%	1,625.00	1,625.00	
			1 year	Discretionary	Non Business	316.00	3.48%	327.00	327.00	
	Operator Licenece - 5-10 Vehicles		5 year	Discretionary	Non Business	2,139.00	3.23%	2,208.00	2,208.00	
			1 year	Discretionary	Non Business	429.00	3.26%	443.00	443.00	
	Operator Licence - 11+ Vehicles		5 year	Discretionary	Non Business	2,232.00	3.23%	2,304.00	2,304.00	
			1 year	Discretionary	Non Business	446.00	3.36%	461.00	461.00	
	Private Hire Operator Replacement Licence		Discretionary	Non Business	14.00	3.57%	14.50	14.50		
	Knowledge Test			Non Business	20.00	5.00%	21.00	21.00		
	Change of Address/ Details		Discretionary	Non Business	32.00	3.13%	33.00	33.00		
	Replacement Paper Licence		Discretionary	Non Business	14.00	3.57%	14.50	14.50		

Service Area	Name of Fee or Charge	Description of Fee or Charge			Statutory or Discretionary	VAT	CurrentCharge EXC VAT 2025/26 £	Increase	Proposed charge 26/27 EXC VAT £	Proposed charge 26/27 INC VAT £	
Licensing	Scrap Metal	Scrap Metal Licence Site 3yrs			Discretionary	Non Business	974.00	3.29%	1,006.00	1,006.00	
		Renewal of Scrap Metal Site Licence			Discretionary	Non Business	954.00	3.25%	985.00	985.00	
		Additional Site Licence			Discretionary	Non Business	628.00	3.34%	649.00	649.00	
		Scrap Metal Collectors Licence			Discretionary	Non Business	374.00	3.21%	386.00	386.00	
		Scrap Metal Collectors Renewal			Discretionary	Non Business	347.00	3.46%	359.00	359.00	
		Application to Vary Scrap Metal Licence			Discretionary	Non Business	202.00	3.47%	209.00	209.00	
		Change of Licencee Details			Discretionary	Non Business	20.00	5.00%	21.00	21.00	
		Change of Licenced Sites			Discretionary	Non Business	202.00	3.47%	209.00	209.00	
		Change of Site Manager			Discretionary	Non Business	20.00	5.00%	21.00	21.00	
		Collectors of Site Licence			Discretionary	Non Business	974.00	3.29%	1,006.00	1,006.00	
	Sexual Entertainment	Sexual Entertainment Venue			Discretionary	Non Business	1,037.00	3.28%	1,071.00	1,071.00	
		Fee on Grant of a Licence			Discretionary	Non Business	378.00	3.44%	391.00	391.00	
		Renewal of Sexual Entertainment Venue Licence			Discretionary	Non Business	1,031.00	3.20%	1,064.00	1,064.00	
		Major Variation of Sexual Entertainment Venue			Discretionary	Non Business	252.00	3.57%	261.00	261.00	
		Minor Variation of Sexual Entertainment Venue			Discretionary	Non Business	102.00	3.92%	106.00	106.00	
	Street Trading	Street Trading			Discretionary	Non Business	273.00	3.30%	282.00	282.00	
		Occasional Street Trading Consent			Discretionary	Non Business	70.00	3.57%	72.50	72.50	
		One Off Street Trading Consent			Discretionary	Non Business	31.00	3.23%	32.00	32.00	
		Renewal of Consent Fee			Discretionary	Non Business	250.00	3.20%	258.00	258.00	
	Special Treatment	Premises Registration						220.00	3.64%	228.00	228.00
		Operator Registration						70.00	3.57%	72.50	72.50
Licensing	Pavement Licences	Pavement Licence					500.00	0.00%	500.00	500.00	
		Renewal Fee					350.00	0.00%	350.00	350.00	
	Hypnotism licensing fee	Hypnotism Event fee for practitioners in a non-licensed			Discretionary		50.00		50.00	50.00	
	Pre application advice charging for premises and club premises licences	Per enquiry			Discretionary		75.00		75.00	75.00	
	Gambling	Small lottery change of officer					15.00		15.00	15.00	
	Street Trading	Replacement licence (due to loss/theft)					15.00		15.00	15.00	
Planning	Pre Application Fees	Householder Development		Pre application advice	Discretionary	Standard Rated	92.50	3.60%	95.83	115.00	
				Meeting	Discretionary	Standard Rated	149.17	3.35%	154.17	185.00	

Service Area	Name of Fee or Charge	Description of Fee or Charge			Statutory or Discretionary	VAT	CurrentCharge EXC VAT 2025/26 £	Increase	Proposed charge 26/27 EXC VAT £	Proposed charge 26/27 INC VAT £	
Residential Development (New builds and Conversions)					Follow up enquiry	Discretionary	Standard Rated	51.67	3.23%	53.33	64.00
		Residential Development (New builds and Conversions)	Single Dwellings including replacement dwellings	Pre application advice	Discretionary	Standard Rated	386.67	3.23%	399.17	479.00	
				Meeting	Discretionary	Standard Rated	149.17	3.35%	154.17	185.00	
				Follow up enquiry	Discretionary	Standard Rated	75.00	3.33%	77.50	93.00	
		2 to 5 dwellings	Pre application advice	Discretionary	Standard Rated	634.17	3.29%	655.00	786.00		
			Meeting	Discretionary	Standard Rated	230.83	3.25%	238.33	286.00		
			Follow up enquiry	Discretionary	Standard Rated	115.83	3.60%	120.00	144.00		
		6 to 10 dwellings	Pre application advice	Discretionary	Standard Rated	947.50	3.25%	978.33	1,174.00		
			Meeting	Discretionary	Standard Rated	338.33	3.20%	349.17	419.00		
			Follow up enquiry	Discretionary	Standard Rated	169.17	3.45%	175.00	210.00		
		10 to 24 dwellings	Pre application advice	Discretionary	Standard Rated	1,895.00	3.21%	1,955.83	2,347.00		
			Meeting	Discretionary	Standard Rated	676.67	3.20%	698.33	838.00		
			Follow up enquiry	Discretionary	Standard Rated	338.33	3.20%	349.17	419.00		

Service Area	Name of Fee or Charge	Description of Fee or Charge			Statutory or Discretionary	VAT	CurrentCharge EXC VAT 2025/26 £	Increase	Proposed charge 26/27 EXC VAT £	Proposed charge 26/27 INC VAT £
Planning	Pre Application Fees	Residential Development (New builds and Conversions)	25 to 49 dwellings	Pre application advice	Discretionary	Standard Rated	3,789.17	3.21%	3,910.83	4,693.00
				Meeting	Discretionary	Standard Rated	1,353.33	3.20%	1,396.67	1,676.00
				Follow up enquiry	Discretionary	Standard Rated	676.67	3.20%	698.33	838.00
			50 to 99 dwellings	Pre application advice	Discretionary	Standard Rated	6,150.00	3.21%	6,347.50	7,617.00
				Meeting	Discretionary	Standard Rated	1,353.33	3.20%	1,396.67	1,676.00
				Follow up enquiry	Discretionary	Standard Rated	676.67	3.20%	698.33	838.00
			100 to 199 dwellings	Pre application advice	Discretionary	Standard Rated	9,225.00	3.21%	9,520.83	11,425.00
				Meeting	Discretionary	Standard Rated	1,353.33	3.20%	1,396.67	1,676.00
				Follow up enquiry	Discretionary	Standard Rated	676.67	3.20%	698.33	838.00
		200 to 499 dwellings	Pre application advice	Discretionary	Standard Rated	12,300.00	3.20%	12,694.17	15,233.00	
			Meeting	Discretionary	Standard Rated	1,353.33	3.20%	1,396.67	1,676.00	
			Follow up enquiry	Discretionary	Standard Rated	676.67	3.20%	698.33	838.00	
		500+ dwellings	Pre application advice	Discretionary	Standard Rated	N/A	N/A	N/A	N/A	
			Meeting	Discretionary	Standard Rated					
			Follow up enquiry	Discretionary	Standard Rated					

Service Area	Name of Fee or Charge	Description of Fee or Charge			Statutory or Discretionary	VAT	CurrentCharge EXC VAT 2025/26 £	Increase	Proposed charge 26/27 EXC VAT £	Proposed charge 26/27 INC VAT £
Planning	Pre Application Fees	Non-residential development (including erection, alteration of plant or machinery on non-residential premises)	0-100sqm Floorspace (GFA)	Pre application advice	Discretionary	Standard Rated	386.67	3.23%	399.17	479.00
				Meeting	Discretionary	Standard Rated	149.17	3.35%	154.17	185.00
				Follow up enquiry	Discretionary	Standard Rated	75.00	3.33%	77.50	93.00
			101 to 500 sqm Floorspace (GFA)	Pre application advice	Discretionary	Standard Rated	634.17	3.29%	655.00	786.00
				Meeting	Discretionary	Standard Rated	230.83	3.25%	238.33	286.00
				Follow up enquiry	Discretionary	Standard Rated	115.83	3.60%	120.00	144.00
			501 to 1,000 sqm	Pre application advice	Discretionary	Standard Rated	947.50	3.25%	978.33	1,174.00
				Meeting	Discretionary	Standard Rated	338.33	3.20%	349.17	419.00
				Follow up enquiry	Discretionary	Standard Rated	169.17	3.45%	175.00	210.00
		1,001 to 5,000 sqm	Pre application advice	Discretionary	Standard Rated	1,895.00	3.21%	1,955.83	2,347.00	
			Meeting	Discretionary	Standard Rated	676.67	3.20%	698.33	838.00	
			Follow up enquiry	Discretionary	Standard Rated	338.33	3.20%	349.17	419.00	
		Over 5,000 sqm	Pre application advice	Discretionary	Standard Rated	3,789.17	3.21%	3,910.83	4,693.00	
			Meeting	Discretionary	Standard Rated	1,353.33	3.20%	1,396.67	1,676.00	
			Follow up enquiry	Discretionary	Standard Rated	676.67	3.20%	698.33	838.00	

Service Area	Name of Fee or Charge	Description of Fee or Charge		Statutory or Discretionary	VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge 26/27 EXC VAT £	Proposed charge 26/27 INC VAT £
Planning	Pre Application Fees	Change of Use of existing buildings or land with no increase in floorspace - (If change of use involves increases in floorspace then to be considered under relevant category)	Pre application advice	Discretionary	Standard Rated	256.67	3.25%	265.00	318.00
			Meeting	Discretionary	Standard Rated	135.83	3.68%	140.83	169.00
			Follow up enquiry	Discretionary	Standard Rated	68.33	3.66%	70.83	85.00
		Agriculture and Forestry buildings	465sqm and under	Pre application advice	Discretionary	87.50	3.81%	90.83	109.00
				Meeting	Discretionary	108.33	3.85%	112.50	135.00
				Follow up enquiry	Discretionary	54.17	4.62%	56.67	68.00
			466-540sqm	Pre application advice	Standard Rated	256.67	3.25%	265.00	318.00
				Meeting	Discretionary	135.83	3.68%	140.83	169.00
				Follow up enquiry	Discretionary	68.33	3.66%	70.83	85.00
			541sqm and over	Pre application advice	Standard Rated	666.67	3.25%	688.33	826.00
				Meeting	Discretionary	230.83	3.25%	238.33	286.00
				Follow up enquiry	Discretionary	115.83	3.60%	120.00	144.00

Service Area	Name of Fee or Charge	Description of Fee or Charge			Statutory or Discretionary	VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge 26/27 EXC VAT £	Proposed charge 26/27 INC VAT £
Planning	Pre Application Fees	Buildings and structures for equestrian purposes including stables, menage, riding schools	40sqm and under	Pre application advice	Discretionary	Standard Rated	87.50	3.81%	90.83	109.00
				Meeting	Discretionary	Standard Rated	108.33	3.85%	112.50	135.00
				Follow up enquiry	Discretionary	Standard Rated	54.17	4.62%	56.67	68.00
			41sqm and over	Pre application advice	Discretionary	Standard Rated	208.33	3.20%	215.00	258.00
				Meeting	Discretionary	Standard Rated	135.83	3.68%	140.83	169.00
				Follow up enquiry	Discretionary	Standard Rated	68.33	3.66%	70.83	85.00
		Erection gates, walls, fences or other means of enclosure (not householder); and the construction of car parks, service roads and other means of access to land	Pre application advice		Discretionary	Standard Rated	95.00	3.51%	98.33	118.00
					Meeting	Discretionary	135.83	3.68%	140.83	169.00
					Follow up enquiry	Discretionary	68.33	3.66%	70.83	85.00
		Advertisements	Pre application advice		Discretionary	Standard Rated	95.00	3.51%	98.33	118.00
					Meeting	Discretionary	135.83	3.68%	140.83	169.00
					Follow up enquiry	Discretionary	68.33	3.66%	70.83	85.00
			Pre application advice		Discretionary	Standard Rated	208.33	3.20%	215.00	258.00
		Telecommunications Development	Meeting		Discretionary	Standard Rated	108.33	3.85%	112.50	135.00
			Follow up enquiry		Discretionary	Standard Rated	54.17	4.62%	56.67	68.00

Three Rivers Fees and Charges Schedule - Cemeteries Set from 1 April 2026

Description of Fee or Charge		VAT	Current Charge EXC VAT 2025/26 £	Increase	Proposed charge from 1 April 2026 EXC VAT £	Proposed charge from 1 April 2026 INC VAT £
TRDC Resident	Purchase full plot	Exempt	1,276.00	3.21%	1,317.00	1,317.00
	Purchase full plot for cremated remains	Exempt	1,276.00	3.21%	1,317.00	1,317.00
	Purchase half plot	Exempt	639.00	3.29%	660.00	660.00
	Purchase full plot Woodland	Exempt	697.00	3.30%	720.00	720.00
	Purchase half plot Woodland	Exempt	348.00	3.45%	360.00	360.00
	Stillborn Child Interment	Exempt	No Charge	0.00%	No Charge	No Charge
	Child under 18 interment	Exempt	No Charge	0.00%	No Charge	No Charge
	Single Depth interment	Exempt	926.00	3.24%	956.00	956.00
	Double Depth interment	Exempt	1,130.00	3.27%	1,167.00	1,167.00
	Treble Depth interment	Exempt	2,147.00	3.21%	2,216.00	2,216.00
	Ashes interment	Exempt	396.00	3.28%	409.00	409.00
	Weekend interment rate	Exempt	1,371.00	3.21%	1,415.00	1,415.00
	Woodland Single Depth interment	Exempt	926.00	3.24%	956.00	956.00
	Woodland Ashes interment	Exempt	396.00	3.28%	409.00	409.00
	Tree & Bulb Contribution	Exempt	146.00	3.42%	151.00	151.00
	Permit for new memorial	Exempt	315.00	3.49%	326.00	326.00
	Permit to amend memorial	Exempt	109.00	3.67%	113.00	113.00
	Permit to add kerbing	Exempt	219.00	3.65%	227.00	227.00
	Memorial Plaque in Memorial Garden	Exempt	316.00	19.94%	379.00	379.00
	Transfer title on Deed	Exempt	91.00	3.30%	94.00	94.00

TRDC Non-resident	Purchase full plot	Exempt	3,825.00	3.22%	3,948.00	3,948.00
	Purchase full plot for cremated remains	Exempt	3,825.00	3.22%	3,948.00	3,948.00
	Purchase half plot	Exempt	1,916.00	3.24%	1,978.00	1,978.00
	Purchase full plot Woodland	Exempt	2,089.00	3.21%	2,156.00	2,156.00
	Purchase half plot Woodland	Exempt	1,042.00	3.26%	1,076.00	1,076.00
	Stillborn Child Interment	Exempt	No Charge	0.00%	No Charge	No Charge
	Child under 18 interment	Exempt	No Charge	0.00%	No Charge	No Charge
	Single Depth interment	Exempt	2,777.00	3.20%	2,866.00	2,866.00
	Double Depth interment	Exempt	3,387.00	3.22%	3,496.00	3,496.00
	Treble Depth interment	Exempt	6,440.00	3.21%	6,647.00	6,647.00
	Ashes interment	Exempt	1,185.00	3.21%	1,223.00	1,223.00
	Woodland Single Depth interment	Exempt	2,777.00	3.20%	2,866.00	2,866.00
	Woodland Ashes interment	Exempt	1,185.00	3.21%	1,223.00	1,223.00

Three Rivers Fees and Charges Schedule - Garages set from From 1 April 2026

Garage Site	2025/26 Weekly Rent	Proposed 2026/27 % increase	Proposed 2026/27 Weekly Rent	Proposed 2026/27 Weekly Incl VAT	Proposed 2026/27 Monthly inc VAT	Proposed 2026/27 Annual inc VAT
AINSDALE ROAD	£ 21.29	3.60%	£ 22.06	£ 26.47	£ 114.69	£ 1,376.27
ALEXANDRA ROAD	£ 22.95	3.60%	£ 23.78	£ 28.53	£ 123.64	£ 1,483.63
ANTHONY CLOSE	£ 22.47	3.60%	£ 23.28	£ 27.93	£ 121.04	£ 1,452.48
ASHLEYS	£ 20.10	3.60%	£ 20.82	£ 24.99	£ 108.28	£ 1,299.37
BALDWINS LANE	£ 25.31	3.60%	£ 26.22	£ 31.46	£ 136.34	£ 1,636.02
BARNHURST PATH	£ 22.47	3.60%	£ 23.28	£ 27.93	£ 121.04	£ 1,452.48
BELL CLOSE	£ 20.10	3.60%	£ 20.82	£ 24.99	£ 108.28	£ 1,299.37
BERESFORD ROAD	£ 19.02	3.60%	£ 19.70	£ 23.64	£ 102.45	£ 1,229.45
BLACKFORD ROAD	£ 21.29	3.60%	£ 22.06	£ 26.47	£ 114.69	£ 1,376.27
BLUEBELL DRIVE	£ 21.29	3.60%	£ 22.06	£ 26.47	£ 114.69	£ 1,376.27
BRADBURY	£ 21.05	3.60%	£ 21.81	£ 26.17	£ 113.42	£ 1,361.03
BREAKSPEARE ROAD	£ 26.73	3.60%	£ 27.69	£ 33.23	£ 144.01	£ 1,728.13
BUCKLANDS	£ 21.29	3.60%	£ 22.06	£ 26.47	£ 114.69	£ 1,376.27
BULLSLAND GARDENS	£ 26.73	3.60%	£ 27.69	£ 33.23	£ 144.01	£ 1,728.13
BUTTLEHIDE	£ 18.93	3.60%	£ 19.61	£ 23.54	£ 101.99	£ 1,223.88
CHILTERN DRIVE	£ 21.29	3.60%	£ 22.06	£ 26.47	£ 114.69	£ 1,376.27
CHURCH HILL	£ 22.47	3.60%	£ 23.28	£ 27.93	£ 121.04	£ 1,452.48
COPMANS WICK	£ 25.31	3.60%	£ 26.22	£ 31.46	£ 136.34	£ 1,636.02
COUNCIL COTTAGES	£ 25.31	3.60%	£ 26.22	£ 31.46	£ 136.34	£ 1,636.02
DUGDALES	£ 26.73	3.60%	£ 27.69	£ 33.23	£ 144.01	£ 1,728.13
EDINBURGH AVENUE	£ 19.02	3.60%	£ 19.70	£ 23.64	£ 102.45	£ 1,229.45
FLEETWOOD WAY	£ 21.29	3.60%	£ 22.06	£ 26.47	£ 114.69	£ 1,376.32
FROGMOOR COURT	£ 27.68	3.60%	£ 28.67	£ 34.41	£ 149.09	£ 1,789.09
GROVE CRESCENT	£ 26.73	3.60%	£ 27.69	£ 33.23	£ 144.01	£ 1,728.13
HALLOWES CRESCENT	£ 21.29	3.60%	£ 22.06	£ 26.47	£ 114.69	£ 1,376.27
HAMILTON ROAD	£ 21.29	3.60%	£ 22.06	£ 26.47	£ 114.69	£ 1,376.27
HARROGATE ROAD	£ 22.47	3.60%	£ 23.28	£ 27.93	£ 121.04	£ 1,452.48
HAYLING ROAD	£ 22.47	3.60%	£ 23.28	£ 27.93	£ 121.04	£ 1,452.48
HIGH STREET	£ 26.73	3.60%	£ 27.69	£ 33.23	£ 144.01	£ 1,728.13
HORSLEYS	£ 20.11	3.60%	£ 20.83	£ 25.00	£ 108.34	£ 1,300.07
HUBBARDS ROAD	£ 25.31	3.60%	£ 26.22	£ 31.46	£ 136.34	£ 1,636.02
JACKETTS FIELD	£ 25.54	3.60%	£ 26.46	£ 31.76	£ 137.61	£ 1,651.26
LITTLE OXHEY LANE	£ 22.47	3.60%	£ 23.28	£ 27.93	£ 121.04	£ 1,452.48
LONGCROFT ROAD	£ 18.93	3.60%	£ 19.61	£ 23.54	£ 101.99	£ 1,223.88
LOVATTS	£ 26.73	3.60%	£ 27.69	£ 33.23	£ 144.01	£ 1,728.13
MARKESTON GREEN	£ 21.29	3.60%	£ 22.06	£ 26.47	£ 114.69	£ 1,376.27
MONEYHILL COURT	£ 20.10	3.60%	£ 20.82	£ 24.98	£ 108.26	£ 1,299.15
MORRISTON CLOSE	£ 21.29	3.60%	£ 22.06	£ 26.47	£ 114.69	£ 1,376.27
NAIRN GREEN	£ 21.29	3.60%	£ 22.06	£ 26.47	£ 114.69	£ 1,376.27
OAKFIELD	£ 19.02	3.60%	£ 19.70	£ 23.64	£ 102.45	£ 1,229.45

OTLEY WAY	£ 21.29	3.60%	£ 22.06	£ 26.47	£ 114.69	£ 1,376.27
OWENS WAY	£ 26.73	3.60%	£ 27.69	£ 33.23	£ 144.01	£ 1,728.13
PARSONAGE CLOSE	£ 25.31	3.60%	£ 26.22	£ 31.46	£ 136.34	£ 1,636.02
PRESTWICK ROAD	£ 21.29	3.60%	£ 22.06	£ 26.47	£ 114.69	£ 1,376.27
QUICKWOOD CLOSE	£ 22.47	3.60%	£ 23.28	£ 27.93	£ 121.04	£ 1,452.48
ROSEHILL GARDENS	£ 24.36	3.60%	£ 25.24	£ 30.29	£ 131.26	£ 1,575.06
RYMAN COURT	£ 25.54	3.60%	£ 26.46	£ 31.76	£ 137.61	£ 1,651.26
SHERWOOD HOUSE	£ 26.73	3.60%	£ 27.69	£ 33.23	£ 144.01	£ 1,728.13
SKIDMORE WAY	£ 26.73	3.60%	£ 27.69	£ 33.23	£ 144.01	£ 1,728.13
ST LAWRENCE CLOSE	£ 25.31	3.60%	£ 26.22	£ 31.46	£ 136.34	£ 1,636.02
TIBBS HILL ROAD	£ 25.31	3.60%	£ 26.22	£ 31.46	£ 136.34	£ 1,636.02
TOMS LANE	£ 22.47	3.60%	£ 23.28	£ 27.93	£ 121.04	£ 1,452.48
TUDOR WAY	£ 22.47	3.60%	£ 23.28	£ 27.93	£ 121.04	£ 1,452.48
WHITFIELD WAY	£ 22.47	3.60%	£ 23.28	£ 27.93	£ 121.04	£ 1,452.48
WINDSOR WAY	£ 20.10	3.60%	£ 20.82	£ 24.98	£ 108.26	£ 1,299.15
WOODHALL LANE	£ 21.29	3.60%	£ 22.06	£ 26.47	£ 114.69	£ 1,376.27
WOODWICKS	£ 21.05	3.60%	£ 21.81	£ 26.17	£ 113.42	£ 1,361.03

Three Rivers Fees and Charges Schedule - Garden Waste set for services provided from 1 April 2026

Garden Waste	2025/26 Cost	Increase	2026/27 Cost
One Bin	70.00	2.50	72.50
One Bin (concessionary rate)	60.00	2.50	62.50
Second and third bins EACH (maximum of three, no concessions, no half yearly charge)	115.00	2.50	117.50
50% reduced rate from 1st October (first bin only)	35.00	1.25	36.25
50% reduced rate from 1st October (first bin only) (concessionary rate)	30.00	1.25	31.25

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Review of Strategic Risks

01/12/2025

POLICY AND RESOURCES COMMITTEE

PART I

Review of Strategic Risks (ADCCC)

1 Summary

- 1.1 This report gives details of progress against the Risk Treatment Plans for the Strategic Risks relating to the priorities identified in the Corporate Framework 2023-2026. It also provides recommendations for new strategic risks that have been identified.

2 Recommendation

That:

- 2.1 Policy and Resources Committee agree the revised Strategic Risk Register (Appendix A), including the additional strategic risks identified.
- 2.2 The Committee agrees to give delegated Authority to Associate Director of Corporate, Customer and Community to authorise minor changes to the register, such as terminology, clarification, or administrative corrections with no significant impact.

Report prepared by: Phil King, Data Protection and Resilience Manager

3 Details

- 3.1 The Council's Risk Management Strategy was approved by Full Council on 08 July 2025.
- 3.2 In accordance with the Strategy, the Policy and Resources Committee determines which of the Council's risks are 'strategic' and receives progress reports on their treatment. A strategic risk is defined as one that would seriously prejudice the achievement of the objectives of the Corporate Framework.
- 3.3 The risks on the Strategic Risk Register are aligned to the Objectives of the Corporate Framework 2023-2026:
- Provide responsive and responsible local leadership.
 - Expand our position as a great place to do business.
 - Support and enable sustainable communities.
 - Achieve net carbon zero and be climate resilient.
- 3.4 Two additional risks are proposed to be added to the Strategic Risk Register.
- 3.4.1 "*Local Government Reorganisation*", introduction of unitary local government by April 2028.
- 3.4.2 "*Failing to protect the Green Belt*", following a recommendation from the Risk Management Strategy being agreed at Full Council in 08 July 2025.
- 3.4.3 A risk owner and controls have been identified for both in the updated register. (Appendix A).

4 Options and Reasons for Recommendations

- 4.1 The Policy and Resources Committee is responsible for monitoring the treatment of strategic risks.

5 Policy/Budget Reference and Implications

- 5.1 The recommendations in this report are within the Council's agreed policy and budgets. The relevant policy is entitled Risk Management Strategy and was agreed on 08 July 2025.

6 Financial, Legal, Equal Opportunities, Staffing, Environmental, Community Safety, Public Health, Customer Services Centre, Communications & Website, Risk Management and Health & Safety Implications

- 6.1 None specific.

Data Quality

Data sources: Strategic Risk Register

Data checked by: Phil King

Data rating: Tick

1	Poor	
2	Sufficient	✓
3	High	

Background Papers

APPENDICES / ATTACHMENTS

Appendix A – Strategic Risk Register

Strategic Risk Register

Date risk added to register	Risk ref	Risk owner	Category	Risk description	Comment	Likelihood score (inherent)	Impact score (inherent)	Inherent risk score	Risk controls	Risk control owners	Likelihood score (residual)	Impact score (residual)	Residual risk score	Risk direction	Action plan	Action plan owners	Action plan completion dates	Comments on last risk review
Jan-21	ST01	Head of Planning Policy	Strategic	Failure to achieve the target of net additional homes	The 2024 update to the NPPF sets out that the aim of the Local Plan should be to meet an areas identified housing need. This should be informed by a local housing needs assessment, conducted using the standard method set out in national planning practice guidance to determine the minimum number of homes needed. As such, the Local Plan will need to be justified by robust evidence to clearly demonstrate why the standard method target cannot be met in full, and this will be closely scrutinised by the Inspector at examination.	4	4	16	Adopt new local plan as soon as possible with site allocations to meet housing targets.	Head of Planning Policy	3	3	9	➡	Local Plan Sub-Committee , Policy and Resources Committee and full Council have to agree Regulation 18, 19 and submission of the Local Plan in accordance with the Local Development Scheme	Head of Planning Policy	Dec-24	Reg. 18 consultation undertaken and number of representations received together with resourcing issues over the last year meant that Reg 19 stage has been delayed until Q4 of 2023. LDS has been updated to reflect the new Local Plan timetable.
Jul-14	ST07	Director of Finance	Strategic	The Medium term financial position worsens.	The Council has set its budget for 2025/26 and beyond. The budget is balanced for 2025/26 but the Medium Term Financial Plan is showing a total gap of £1.7M for years 2&3. This is due to taking a view of the impact of the Government's 'Fair Funding' reform and the business rate reset. Early forecast by LGFutures and Pixel show varying impacts on Three Rivers but taking a prudent view balances will allow a measured approach to savings. The Local Government Finance Settlement including actual figures is not due until just before Christmas.	3	3	9	The Council maintains a healthy level of balances and continues to actively monitor its budgets, taking action in year where necessary. Currently the Council is benefitting from a high level of interest income due to higher than anticipated interest rates and high levels of cash balances.	Head of Finance	3	2	6	➡	Regular budget monitoring reports to committees; Budgetary and Financial Risk Register reviewed and updated as part of the budget monitoring process; identification of budgetary pressure when reviewing the medium term financial plan during the budget setting process which includes a risk assessment for the prudent level of general balances and an assessment of financial resilience with reference to the CIPFA Financial resilience index.	Head of Finance / Heads of Service	Continuous	No changes since last review
Nov-21	ST08	Executive Head of HR and Organisational Development (WBC)	Strategic	Failure to retain or recruit well trained and experienced staff resulting in reduction of high quality services	Low morale, uncompetitive salary/terms and conditions. Bouyant local job market and competition from London authorities and other local organisations. Lack of career opportunities. Retirement and lack of succeseion planning	4	3	12	Monitoring of staff workloads, staff appraisals, staff satisfaction survey, benchmarking of salaries, consider market factor supplements. Each service area to develop succession planning. Increased risk due to local government reorganisation (cross reference with ST11 below)	Executive Head of HR and OD / Heads of Service	3	3	9	➡	Continue with existing risk controls and build on recent work on values and behaviours. The corporate culture ensures that staff are supported through the LGR process	Executive Head of HR and OD / Heads of Service	Ongoing	We will continue to monitor this risk. It has also been incorporated in all HR Business Partner's PDRs as a way of monitoring and managing the risk at a local level. Residual risk score has not changed since last review.
Nov-21	ST09	Associate Director of ICT and Shared Services (WBC)	Strategic	Loss of ict service to internal departments and therefore external customers and / or potential for financial or data fraud.	Lack of appropriate security controls, failure to report security breaches, lack of training for all staff to identify when a security incident has taken place, failure to remediate identified vulnerabilities, failure to patch systems appropriately, unsupported software in place	3	4	12	Systems regularly backed up. IT Health check conducted once a year and follow-up actions completed. All non-supported operating systems and third party software either removed or isolated from the network. Annual external audit focussing on Cybersecurity. Threat alerts and advice received from National Cyber Security Centre. Active member of South East Government Warning, Advisory and Reporting Point (SEGWARP)	Associate Director of ICT and Shared Services	2	4	8	➡	Increased all backup frequencies across all major systems. Threat management on desktops mitigated by implementation of Qualys as at December 2023	Head of ICT	Ongoing	<ul style="list-style-type: none">- ICT Information security group meets monthly- Regular phishing campaigns carried out organisation-wide- Cybersecurity awareness training (Phishing, Social Engineering) in mandatory training- ICT Healthcheck completed by MT1 Oct 2025- PSN compliance from Cabinet Office- Desktop refresh completed improving firmware resilience & including hardened image- Windows 10 removed from estate replaced by Windows 11 on all workstations- Office 2016 removed from estate- Windows updates - Servers patched quarterly, end user devices patched monthly- Working abroad controls in place - access restricted if abroad without a service request approved by line manager and also by ICT where the visited territories are considered safe.- Mobile Device Mgt via MS Intune - BYOD restricted to devices with Intune- Desktop vulnerabilities managed via Qualys and falling significantly- BullWall Ransomware product renewed to end of 2027- Mimecast email and web filtering- Incoming connections filtered by geolocation where necessary- Microsoft Entra (365) with MFA in place
Jan-24	ST10	Associate Director for Environment	Strategic	Failure to deliver net-zero carbon commitments	Failure to achieve net zero for Council operations by 2030, resulting in escalating energy costs, reputational risk, and lack of contribution the net commitment of the Climate Change Act 2008.Whilst progress is made on buildings, there are huge barriers in some areas:-Lack of viable business case for the switch to Air Source Heat Pump (ASHP) means new gas boilers will be installed at William Penn. The uncertainty over LGR and the huge cost of transitioning the fleet and installation of associated infrastructure, means fleet decarbonisation will not complete by 2030. Average maximum temperatures in the Southeast of England have increased by 1.5°C between 1961–1990 and 2015–2024. Some climate change effects are already locked in, so temperatures are likely to keep rising. Increased temperatures and frequency of extreme weather events pose serious risks to residents, infrastructure, food, water, and local wildlife. Failure to implement the actions of the resilience register means greater risk to delivery of council services and resident health and wellbeing.	4	4	16	To achieve net zero by 2030 for scope 1 council operations (gas, diesel/petrol), emissions will need to be offset as they are unlikely to be mitigated by 2030. An energy offsetting plan will be produced by March 2027, and all new biodiversity projects, which could be suitable, will be accounted for as offsets. To reduce district emissions and encourage the transition to electric a Local Energy Plan will be completed by March 2026. It will be shared with UK Power Networks and Regional Energy Strategic Planners to inform local, regional and national infrastructure requirements. It will include actions to speed up the transition to ASHP, increase uptake of renewables and pursue opportunities for heat networks. Maintain and ensure the resilience risk register actions are implemented to minimise impact of the changing climate to council services and for residents of Three Rivers.	Climate Change and Sustainability Strategy Officer	3	3	9	➡	Ensure the action plan is delivered and monitored bi-annually at the CGL Committee. The resilience risk register and associated actions are reviewed and monitored annually. Continue to seek grant opportunities. Work with natural infrastructure to ensure offsets are recorded effectively	Climate Change and Sustainability Strategy Officer	Ongoing	Residual risk score has not changed since last review
Mar-25	ST11	Director of Finance	Strategic	Local Government Reorganisation	The Government has announced its intention that remaining two-tier areas will have unitary government by April 2028. This may impact on budget decisions and loss of key personnel	4	3	12	Maintain current budget discipline. Ensure reserves remain at sustainable levels. Work across the County to understand the potential implications.	Head of Finance	4	2	8	➡	Three Rivers is actively working with the other Borough/Districts and the County to understand the potential implications of local government reorganisation.	Chief Executive/ Director of Finance	Continuous	New Risk
Oct-25	ST12	Head of Planning Policy	Strategic	Failure to protect the Green Belt	The Council recognises the importance of the Green Belt and the detrimental impact building on it would have, without necessary controls. Any planning applications refused on green belt grounds may go to appeal which will incur costs to the Council and still may be ruled in favour of the applicant.	4	4	16	The Council has carried out four reviews of the Green Belt to identify areas that could be classified as potential Grey Belt, and to highlight areas of Green Belt considered of fundamental importance. The fourth review identified areas where development would fundamentally undermine the importance of the Green Belt. These reviews will guide decisions on site allocations in the Local Plan and support planning application assessments.	Head of Planning Policy	3	3	9	➡	The Council will continue to prioritise brownfield development.	Head of Planning Policy	Continuous	New Risk

Risk Management scoring matrix

	LIKELIHOOD			
IMPACT	1 Remote (≤5%)		3 Likely (21-79%)	4 Very Likely (≥80%)
4 Catastrophic	4 LOW		12 VERY HIGH	16 VERY HIGH
3 Critical	3 LOW		9 HIGH	12 VERY HIGH
2 Significant	2 LOW		6 MEDIUM	8 HIGH
1 Marginal	1 LOW		3 LOW	4 LOW

Impact Classification	Service disruption		Reputation	Failure to meet legal obligation	People
4 Catastrophic Impact	Total loss of service		Adverse national media coverage / many complaints	Litigation, claim or fine >£500k	Fatality of one or more clients or staff
3 Critical Impact	Significant service disruption		Adverse local media coverage / several complaints	Litigation, claim or fine £100k - £500k	Serious injury, permanent disablementof one or more clients or staff
2 Significant Impact	Service disruption		Local public interest / some complaints	Litigation, claim or fine £25k - £100k	Major injury to an individual
1 Marginal Impact	Minor service disruption		Isolated complaints	Litigation, claim or fine <£25k	Minor injury to less than 5 people

Housing Allocations Policy Review 2025

Policy and Resources Committee 1/12/2025

POLICY AND RESOURCES COMMITTEE

Housing Allocations Policy Review 2025

(ADCCC)

PART I

1 Summary

- 1.1 The council's Housing Allocations Policy sets out how the council will allocate social/affordable rented accommodation, via the council's Housing Register.
- 1.2 Committee is asked to review and provide comment on the changes recommended to the council's Housing Allocations Policy if required, and adopt this updated Policy.
- 1.3 The updated Policy can be found at Appendix Six.
- 1.4 A detailed comparison document outlining the changes recommended to the Policy and the justification for these recommended changes can be found at Appendix Three.
- 1.5 The full results of the six-week public consultation on the proposed changes can be found in the Appendices.

2 Recommendation

- 2.1 For Committee to review, provide comment if required and agree the recommended changes to the council's Housing Allocations Policy for adoption.

3 Details

- 3.1 Certain changes to the Policy are required, due to updated Government guidance within the sector and legislative reform.
- 3.2 Other changes have been recommended that aim to provide additional clarity to our customers, improve officer efficiency and to adopt best practice for specific cohort/s engaging with the council's Housing Service.
- 3.3 Following agreement from the General Public Services, Community Safety and Infrastructure Committee on 1 July 2025, a six-week public consultation was launched on the proposed changes on 14 July 2025, with a finishing date of 26 August 2025.
- 3.4 This consultation was conducted in collaboration with the council's Communications team and was undertaken via the council's 'Have your say' platform.
- 3.5 The consultation was promoted via the council's website and our social media channels. An additional budget was provided by Housing Services to boost the promotion of the consultation on our social media channels in the first and last week of the consultation.

- 3.6 In addition to this, flyers were created and posted on the council's notice boards in the district and the consultation was advertised on the screens located within the council's Visitors Centre.
- 3.7 In line with our statutory obligations, the consultation was circulated to multiple partners (all registered providers within the district) and the parish councils within the district.
- 3.8 The consultation was also circulated to all members of the council's Antisocial Behaviour Action Group (ASBAG) via email on 11 August 2025. Members of this group include registered providers, NHS partners, support services (Hertfordshire MIND and Change Grow Live) and Hertfordshire Constabulary.
- 3.9 The consultation received 392 visits to the page and 154 responses.
- 3.10 This represents a significant increase in the response rate from previous consultations undertaken by the council's Housing Service. In comparison, the five-week public consultation conducted prior to the adoption of the council's Housing, Homelessness and Rough Sleeping Strategy 2023-28 achieved only 13 responses from the public.
- 3.11 The following changes were not required to be consulted upon; these are as follows –
- 3.11.1 The council's Domestic Abuse Caseworker post is now specifically mentioned within the relevant sections of the Policy. (5.2)
- 3.11.2 The council's Senior Housing Options Officer post that is referenced within the Policy no longer exists and has been replaced by the council's Housing Solutions Manager. Therefore, any reference to this title has been removed and replaced with the new post title.
- 3.11.3 Section 1.5 of the Policy states that the service standards that you can expect from the council's Housing Service can be found on the council's website. These service standards are no longer listed on the website, therefore, the section has been removed.
- 3.11.4 Section 2.2.3 of the Policy (Housing Need) has been updated to adhere with our current procedure regarding the process of the potential award of medical banding. This addition confirms to customers that following any recommendation of medical priority banding by the council's independent medical advisor to be awarded to an application, any decision to award medical priority banding will be taken by the council's Housing Solutions Manager.
- 3.12 Therefore, the consultation focused upon the following changes proposed to the strategy, with the following results achieved (in bold) -
- 3.12.1 The council will retain the local connection criteria for customers supporting family members with significant care or support needs within the district as set out within the current Policy. However, we have introduced a new requirement to this criteria that the customer must be able to demonstrate to the council that the distance they currently travel to provide this care and support is unreasonable, or creates a barrier to delivering effective care or assistance. (2.2.1) **(84.2% of consultees Strongly Agree/Agree to the proposed change)**
- 3.12.2 Within the current Policy the exemptions to the local connection criteria for certain Armed Forces veterans (and family members) and all other cohorts are listed within Section 2.2.1.

The new Policy contains a new Section (2.2.2 – Armed Forces Exemptions) that lists updated exemptions specifically for Armed Forces veterans. These exemptions to the local connection criteria for Armed Forces veterans have been updated in line with Government guidance. **(81.7% of consultees Strongly Agree/Agree to the proposed change)**

- 3.12.3 The exception for customers aged 60 years or over with a local connection to require no housing need to join the council's Housing Register to bid for sheltered accommodation remains, however, the age limit has been lowered to aged 55 or over. This reflects the fact that most Registered Providers now advertise available sheltered accommodation within the district to those aged 55 or over. (2.2.3) **(63.5% of consultees Strongly Agree/Agree to the proposed change)**
- 3.12.4 For the council to consider an application to the council's Housing Register from a customer who owns a property but are experiencing financial difficulty, a requirement has been introduced to ensure this customer is engaging with the council's Housing Options team. (2.2.4) **(84.3% of consultees Strongly Agree/Agree to the proposed change)**
- 3.12.5 Section 3.8 of the Policy (Home Visits) has been amended to confirm to customers that any visit to their property may be conducted as a scheduled visit, at short notice or unannounced. If the customer is unavailable for a scheduled visit if required, any offer of accommodation will be subject to reconsideration. Clarification has been added to ensure that customers are aware that access to all areas of the property must be granted during any home visit conducted. **(76% of consultees Strongly Agree/Agree to the proposed change)**
- 3.12.6 Certain Armed Forces veterans, who as per legislation must be awarded reasonable preference (4.1), will be awarded a Band C priority on the council's Housing Register. (4.2) **(88% of consultees Strongly Agree/Agree to the proposed change)**
- 3.12.7 In addition to the customers currently listed within section 4.2 of the Policy who may receive additional priority on the council's Housing Register if certain criteria are filled, a customer who has served in the Armed Forces who has joined the Housing Register as they have a housing need, however, are not currently homeless, will be awarded additional priority.

This priority will be awarded by backdating their band start date by 2 years. **(83% of consultees Strongly Agree/Agree to the proposed change)**
- 3.12.8 Additional clarification has been added to help customers understand the affordability criteria set by our Registered Providers and a requirement added for customers that evidence of the benefit entitlement required to cover the rent of a property with an extra bedroom is provided to the council before the household is able to bid on a property with an extra bedroom to their requirement. (5.10) **(87.4% of consultees Strongly Agree/Agree to the proposed change)**
- 3.12.9 If medical priority is granted for ground floor accommodation, the customer who has been granted this priority will only be considered for accommodation of this type (no external or internal stairs) (5.11) **(91.8% of consultees Strongly Agree/Agree to the proposed change)**
- 3.12.10 Following the introduction of new Government legislation, the council propose that care leavers under the age of 25 will be exempt from any local connection

qualifying criteria. **(65.6% of consultees Strongly Agree/Agree to the proposed change)**

- 3.13 It is important to note that the results of the consultation indicate that the changes that have been proposed to the council's Housing Allocations Policy have been well supported.
- 3.14 As part of the consultation, consultees were provided the opportunity to provide comment on each of the changes proposed to the Policy. These comments have been considered and are available for review within the appendices. The demographics of the consultees are also available within this document.
- 3.15 Following the results from the survey and the consideration of the comments provided, no further changes or additions are required to the proposed changes to the Policy.
- 3.16 Therefore, the only changes to the Policy are those that are detailed within this report and can be found in the comparison document at Appendix Two.

4 Options and Reasons for Recommendations

- 4.1 It is recommended that the Committee agree the updated Housing Allocations Policy.

This will ensure that the council are compliant with updated legislation and Government guidance, able provide additional clarity to our customers, improve Officer efficiency and adopt best practice for specific cohort/s engaging with the council's Housing Service.

5 Policy/Budget Reference and Implications

- 5.1 The recommendations in this report are within the council's agreed policy and budgets.
- 5.2 The recommendations in this report relate to the achievement of the following performance indicators.
 - 5.2.1 HN01 – Maximum number of households living in temporary accommodation on the last day of the quarter.
 - 5.2.2 HN03 – Maximum number of households in temporary accommodation throughout the year.
 - 5.2.3 HN06 – Promote access to the private sector lettings in order to prevent and relieve homelessness.
 - 5.2.4 HN11 – Percentage of households prevented or relieved from homelessness.
- 5.3 The impact of the recommendations on this/these performance indicator(s) is:

The implementation of the council's Housing Allocations Policy and the allocation of the available social housing within the district has a direct impact on the achievement of the above performance indicators. The Policy enables the council to allocate social housing to households most in need, including those who are currently homeless and placed within temporary accommodation by the council. The updated Policy supports the delivery of the council's Corporate Framework by ensuring that our residents have access to good quality housing and our most vulnerable residents are supported.

Financial, Staffing, Environmental, Community Safety, Public Health, Customer Services Centre, Risk Management and Health & Safety Implications

None specific.

6 Legal Implications

- 6.1 The Housing Act 1996 (Part 6), as amended by the Homelessness Act 2002 and Localism Act 2011, requires local authorities to have an allocations policy for determining priorities and for defining the procedure to be followed in allocating housing accommodation.
- 6.2 Local housing authorities ('housing authorities') in England are required under s.169 of the Housing Act 1996 ('the 1996 Act') to have regard to statutory guidance when exercising their functions under Part 6 of the 1996 Act.
- 6.3 Therefore, approval of an updated Housing Allocations Policy will ensure that the council is compliant with relevant legislation and adhere to current Government guidance.
- 6.4 The updated Policy does not introduce any new process for personal data management. All information will continue to be managed in line with UK GDPR and the Data Protection Act 2018

7 Equal Opportunities Implications

- 7.1 An Equality Impact Assessment (EIA) is contained within the appendices for this report. It is not anticipated that the updated Policy will have any negative impact on the groups with protected characteristics, with some positive impacts on some groups listed.

8 Communications and Website Implications

- 8.1 Subject to approval, the update Policy will take effect from 2 December 2025. The Service will update all internal procedures and notify our partners (including registered providers).
- 8.2 Communications support will be required to update the Policy version available on the website following adoption of the updated Policy. Further support will be required from Communications to ensure that once the updated Policy is adopted, this is communicated effectively to customers.
- 8.3 The Policy will be reviewed in three years' time, or sooner, if required by significant legislative changes.

9 Risk and Health & Safety Implications

- 9.1 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.
- 9.2 The subject of this report is covered by the Housing Services 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 council do not adopt an updated Housing Allocations Policy.	The council's Housing Allocations Policy would be out of date therefore, not compliant with current legislation and lack adherence to updated Government guidance.	For council to adopt an updated Housing Allocations Policy	Tolerate	2

- 9.3 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%))

- 9.4 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: Jason Hagland, Strategic Housing Manager

Data Quality

Data sources:

N/A

Data checked by:

N/A

Data rating:

N/A

APPENDICES / ATTACHMENTS

EIA assessment

SIA Assessment

Housing Allocations Policy 2025 Post consultation comparison Document

Consultation Responses

Consultation Comments and demographics

Housing Allocations Policy 2025 - Final

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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		Housing Allocations Policy Review 2025
Brief description (1-2 sentences):		Report prepared to provide recommended updates to the council's Housing Allocations Policy. This policy guides how the council will allocate social housing available within the district and the priorties awarded to eligible cohorts.

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		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		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		#DIV/0!			#DIV/0!

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)
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
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
Will this support people to use active or low-carbon transport? <i>E.g. cycling, walking, switching to electric transport</i>	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
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
Has the project taken steps to reduce traffic? <i>Using e-cargo bikes; timing activities or deliveries to be outside peak congestion times</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 area, but otherwise proceed.	0
Average Score		#DIV/0!			#DIV/0!

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

Goods and Consumption					
Question	Impact	Score (0-4)	Justification or mitigation	Impact (select from list)	Revised Score (0-4)
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
Does it reduce reliance on buying newly manufactured goods? <i>E.g. repair and re-use; sharing and lending goods between services or people; leasing or product-as-a-service rather than ownership</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 area, but otherwise proceed.	0
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
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
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 area, but otherwise proceed.	0
Is the material used able to be re-used, re-purposed, or recycled 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
Has it taken steps to ensure any food it offers is more sustainable? <i>E.g. less and high-quality (high welfare) meat and dairy; minimises food waste; seasonal produce; locally sourced.</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
Average Score		#DIV/0!			#DIV/0!

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? E.g. use of pesticides, reduced extent and variety of plants, planting non-native species	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		#DIV/0!			#DIV/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? E.g. Sustainable Drainage Systems (SuDS); de-paving areas; green roofs	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		#DIV/0!			#DIV/0!
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?	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		#DIV/0!			#DIV/0!
Total Overall Average Score		#DIV/0!			#DIV/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.

Climate and Sustainability Impact Assessment Summary	
Homes, buildings, infrastructure, equipment and energy	#DIV/0!
Travel	#DIV/0!
Goods and Consumption	#DIV/0!
Ecology	#DIV/0!
Adaptation	#DIV/0!
Engagement and Influence	#DIV/0!
Total Overall Average Score	#DIV/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.

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.

Equality impact Assessment

Project Information	
Project Name	Housing Allocations Policy 2025 update
Service Area	Housing Services
EIA Author	Jason Hagland – Strategic Housing Manager
Date EIA drafted	02/10/2025
ID number	HS003

Executive summary	
Focus of EIA	<p>The council's Housing Allocations Policy sets out how the council will allocate social/affordable rental accommodation via the council's Housing Register.</p> <p>The Policy will set out the local connection criteria the council the council require for joining the council's Housing Register and how eligible cohorts are prioritised for a nomination to a suitable property.</p> <p>An adopted updated Policy ensures that the council are compliant with updated legislation and Government guidance, able provide additional clarity to our customers, improve Officer efficiency and adopt best practice for specific cohort/s engaging with the council's Housing Service.</p>

Mitigations		
Protected Characteristic	Potential Issue	Mitigating Actions
Age	Positive impact.	<p>Care leavers under the age of 25 will be exempt from the local connection criteria required to join the council's Housing Register.</p> <p>Older applicants (aged over 55) who have a local connection to join the council's Housing Register can join the Housing Register without a housing need, to enable them to bid on suitable properties that are reserved for those over this age (sheltered accommodation).</p>
Disability	Positive impact.	Properties with specific adaptations for disabled occupants

		will be prioritised for those who require them.
Gender reassignment (or affirmation)	Nil impact.	Nil required
Pregnancy or maternity	Nil impact.	Unborn children are considered to be part of household four weeks prior to the due date.
Race	Nil impact.	Nil required. Policy is based on need.
Religion or belief	Nil impact.	Nil required. Policy is based on need.
Sex	Nil impact.	Nil required. Policy is based on need.
Sexual Orientation	Nil impact.	Nil impact. Policy is based on need.
Marriage and Civil Partnership	Nil impact.	Nil impact. Policy is based on need.
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	Positive impact.	Domestic Abuse Caseworker provided to those who are victims of domestic abuse engaging with the service. Armed Forces veterans awarded additional priority and backdated priority. Armed Forces veterans and household members are exempt from local connection criteria.

personnel.		
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Actions Planned		
<p>Ongoing monitoring of the Policy and decisions with reference to this Policy will be undertaken to ensure that there continue to be negative impact to those with protected characteristics.</p>		

Additional Information		
Nil		

Sign off:

Equalities Lead Officer	Date
Shivani Davé	03/10/2025

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Housing Allocations Policy comparison document

Brief table detailing the changes between the existing and proposed policies

Allocations Policy 2022	Allocations Policy 2025	Rationale for change
<p>1.5 Service Standards</p> <p>The service you can expect from our Housing Team can be found on the Council's website.</p>	To be deleted.	Service standards are no longer posted on the council's website.
<p>2.2.1 Local Connection</p> <p>To be considered as having a local connection to TRDC, at least one of the following criteria must apply:</p> <ul style="list-style-type: none"> • have current residence (by choice) in the district and have lived in the district for at least five of the last six years, excluding any time spent in temporary accommodation. This requirement applies at the point of application and the point of offer; • have an immediate family member (parents, adult children, adult siblings) who is currently resident and has continuously been a resident within the district for at least ten years. The customer must have a relationship with that family member and a need for their support or to provide support to that family member. <p>The Council would consider a need for support to be a formal care requirement, significant childcare needs or the need to assist in the care of a child with high complex needs. This requirement applies at the</p>	<p>2.2.1 Local Connection</p> <p>To be considered as having a local connection to TRDC, at least one of the following criteria must apply:</p> <ul style="list-style-type: none"> • have current residence (by choice) in the district and have lived in the district for at least five of the last six years, excluding any time spent in temporary accommodation. This requirement applies at the point of application and the point of offer; • have an immediate family member (parents, adult children, adult siblings) who is currently resident and has continuously been a resident within the district for at least ten years. The customer must have a relationship with that family member, a need for their support or to provide support to that family member and must demonstrate that the distance they currently travel to provide this support is unreasonable or creates a barrier to delivering effective care or assistance. <p>The Council would consider a need for support to be a formal care requirement, significant childcare needs, the need to assist in the care of a child with high complex needs. This</p>	<p>The Council will retain local connection criteria for those supporting long-standing family members in the district. A new procedure will assess if applicants living nearby qualify, considering travel distance, transport access, and level of support provided.</p>

point of application and the point of offer.	requirement applies at the point of application and the point of offer.	
<p>The following are listed in Section 2.2.1 of the Policy as having an exemption to the local connection criteria -</p> <ul style="list-style-type: none"> those who are currently serving in the Regular Armed Forces or who were serving in the Regular Forces at any time in the five years preceding their application for an allocation of social housing; bereaved spouses or civil partners of those serving in the Regular Forces where (i) the bereaved spouse or civil partner has recently ceased, or will cease, to be entitled to reside in Ministry of Defence accommodation following the death of their Service spouse or civil partner, and (ii) the death was wholly or partly attributable to their service; serving or former members of the Reserve Armed Forces who are suffering from a serious injury, illness or disability which is wholly or partly attributable to their service; • a member or former member of the Regular Armed Forces and the application is made within five years of discharge (includes bereaved spouses and civil partners leaving accommodation provided by the Ministry of Defence following the death of their partner); a divorced or separated spouse or civil partner of a Regular Armed Forces member who needs to move out of 	<p>Section 2.2.2 Armed Forces Exemptions</p> <p>All Armed Forces veterans, irrespective the length of Service or when this Service ended, are exempt from local connection criteria to join the council's Housing Register.</p> <p>This includes:</p> <ul style="list-style-type: none"> Current serving members of the Armed Forces; Former members of the Armed Forces; Bereaved spouses or civil partners of Armed Forces members, where the death was attributable to service; Adult children of serving Armed Forces members who need to move out of family accommodation. 	<p>The exemptions for Armed Forces members (and families) will be removed from Section 2.2.1 and a new section will be added (Armed Forces Exemptions) that clarify the exemptions to the local connection criteria for this cohort.</p> <p>These changes have been made to reflect new Government guidance on the local connection criteria for this cohort, released in December 2023.</p> <p>This updated guidance removes any reference to length of Service.</p>

<p>accommodation provided by the Ministry of Defence due to a relationship breakdown;</p> <ul style="list-style-type: none"> • an adult child of a serving Regular Armed Forces member who is no longer able to remain in family accommodation provided by the Ministry of Defence 		
<p>2.2.2 Housing Need –</p> <p>A customer may be considered to have a housing need if they or a member of their household has a medical condition or disability that is affected by their current housing situation. A customer will be required to complete an online medical form and provide supporting documentation dated within the last 12 months.</p> <p>Medical needs will be assessed and may be referred to an Independent Medical Advisor for a recommendation on whether medical priority should be awarded.</p>	<p>2.2.3 Housing Need –</p> <p>A customer may be considered to have a housing need if they or a member of their household has a medical condition or disability that is affected by their current housing situation. A customer will be required to complete an online medical form and provide supporting documentation dated within the last 12 months.</p> <p>Medical needs will be assessed and may be referred to an Independent Medical Advisor for a recommendation on whether medical priority should be awarded. Should a recommendation on medical priority be provided by the council's independent medical advisor, any decision to award medical priority to the application will be taken by the council's Housing Solutions Manager.</p>	<p>This additional text has been added to ensure alignment with our current procedures on the award of medical priority banding to a customer.</p>
<p>2.2.2 Housing Need –</p> <p>‘However, there is an exception for customers over 60 years of age with a local connection who do not have a housing need. These customers will only be considered for age restricted properties and only prioritised in Band E.’</p>	<p>2.2.3 Housing Need –</p> <p>‘However, there is an exception for customers over 55 years of age with a local connection who do not have a housing need. These customers will only be considered for age restricted properties and only prioritised in Band E.’</p>	<p>The age has been changed within this exception to 55 from 60.</p> <p>This reflects the fact that most Registered Providers will now accept those aged 55 and over for age restricted properties.</p>

<p>2.2.3 Home Ownership</p> <p>Most customers who own a property will not be considered to have a housing need as they have sufficient financial means to resolve their housing and will not qualify to join the housing register.</p> <p>Applications from customers who own a property but are experiencing financial hardship which may result in them losing their home will be considered on an individual basis.</p>	<p>2.2.4 Home Ownership</p> <p>Most customers who own a property will not be considered to have a housing need as they have sufficient financial means to resolve their housing and will not qualify to join the housing register.</p> <p>Applications from customers who own a property but are experiencing financial hardship which may result in them losing their home will be considered on an individual basis, however, these customers must be engaging with the council's Housing Options team.</p>	<p>The council may be able to prevent the homelessness of a customer who own's a property but are experiencing financial hardship which may result in them losing their home with early intervention.</p> <p>Therefore, to be considered for access to the Housing Register in these circumstances, it is appropriate to require the engagement from this customer with the Housing Service due to their threat of homelessness.</p>
<p>3.8 Home Visits</p> <p>A customer may be visited at their home prior to an offer to confirm their circumstances. Home visits may be conducted at short notice and the customer will have to ensure that they are available; otherwise, an offer of accommodation may not be made. If a customer does not have any settled accommodation, a visit may be made to the address provided on the application form.</p>	<p>3.8 Home Visits</p> <p>A customer may be visited at their home prior to an offer to confirm their circumstances. Visits can be scheduled, requested at short notice, or conducted unannounced. If a customer is unavailable for a scheduled visit, the accommodation offer will be subject to reconsideration. If a customer does not have any settled accommodation, a visit may be made to the address provided on the application form. These visits are essential, with access granted to all areas of the property as part of this verification process.</p>	<p>These visits already take place; this policy change simply clarifies that they may be unannounced. Verifying application details is essential to ensure accuracy, transparency, and that any housing offer is based on reliable information about the applicant's current circumstances.</p>
<p>4.2 Additional Priority</p> <p>For customers that must be awarded reasonable preference (4.1) and have urgent housing needs, they</p>	<p>4.2 Additional Priority</p> <p>The following customers that must be awarded reasonable preference (4.1) and have urgent housing needs, will</p>	<p>This section has been amended to align with new guidance; however, the Council is only</p>

<p>may also receive additional priority in the following circumstances:</p> <ul style="list-style-type: none"> • currently serving in the regular forces and suffering from a serious injury, illness or disability which is attributable to that service; • has formerly served in the regular armed forces; • has recently ceased or will cease to be entitled to reside in accommodation provided by the Ministry of Defence following the death of a spouse or civil partner who served in the regular forces and whose death was attributable to that service; • has served or is serving in the reserve forces and is suffering from a serious injury, illness or disability which is attributable to that service. 	<p>receive a Band C priority on the council's Housing Register –</p> <ul style="list-style-type: none"> • currently serving in the regular forces and suffering from a serious injury, illness or disability which is attributable to that service; • has formerly served in the regular armed forces; • has recently ceased or will cease to be entitled to reside in accommodation provided by the Ministry of Defence following the death of a spouse or civil partner who served in the regular forces and whose death was attributable to that service; • has served or is serving in the reserve forces and is suffering from a serious injury, illness or disability which is attributable to that service. 	<p>required to grant 'additional' priority.</p> <p>As part of our review into best practice for Armed Forces veterans engaging with the Housing Service, the Council propose granting a Band C priority to this cohort in these circumstances.</p>
<p>4.2 Additional Priority</p> <p>A customer may be awarded additional priority if one or more of the criteria below are met. This will be awarded by backdating their band start date by 12 months.</p> <ul style="list-style-type: none"> • For sole applications, a customer has been employed for at least 12 months for a minimum of 24 hours per week; • for joint applications, both customers have been employed for at least 12 months for a minimum of 37 hours per week; 	<p>4.2 Additional Priority</p> <p>A customer may be awarded additional priority if one or more of the criteria below are met. This will be awarded by backdating their band start date by 12 months.</p> <ul style="list-style-type: none"> • For sole applications, a customer has been employed for at least 12 months for a minimum of 24 hours per week; • for joint applications, both customers have been employed for at least 12 months for a minimum of 37 hours per week; 	<p>As part of our review into best practice for Armed Forces veterans engaging with the Housing Service, it is proposed to grant this additional priority, by backdating the band start date of a customer in this cohort, to recognise their service to the country.</p>

<ul style="list-style-type: none"> • a customer is unable to work due to medical issues and has been unable to work for the last 12 months. Evidence must be provided from the DWP that a customer is receiving the support component of ESA or they have proof from the DWP stating that they have been assessed and are unable to work. <p>As applications are verified at the point of offer, the onus will be on a customer to provide evidence of the above should it apply. If evidence is not provided a customer Housing Allocations Policy will not receive this additional priority. Customers will be advised of this requirement when making their online application. Backdates in priority will not be awarded should a customer not provide the necessary evidence when applicable.</p>	<ul style="list-style-type: none"> • a customer is unable to work due to medical issues and has been unable to work for the last 12 months. Evidence must be provided from the DWP that a customer is receiving the support component of ESA or they have proof from the DWP stating that they have been assessed and are unable to work. <p>A customer who has served in the Armed Forces who has joined the Housing Register as they have a housing need, however, are not currently homeless, will be awarded additional priority. This priority will be awarded by backdating their band start date by 2 years.</p> <p>As applications are verified at the point of offer, the onus will be on a customer to provide evidence of the above should it apply. If evidence is not provided a customer Housing Allocations Policy will not receive this additional priority. Customers will be advised of this requirement when making their online application. Backdates in priority will not be awarded should a customer not provide the necessary evidence when applicable.</p>	
5.2 Domestic Abuse	<p>The Domestic Abuse Caseworker role to be mentioned within Section 5.2 of the council's Housing Allocation Policy.</p> <p>Customers engaging with the Council's Domestic Abuse Caseworker who have experienced domestic abuse may be awarded welfare priority. Where appropriate, information may be requested</p>	To confirm to customers that the Council employs a specialist Officer to provide support to victims of domestic abuse engaging with the Council.

	from relevant professionals supporting a customer.	
<p>5.10 Extra Room for a Carer</p> <p>If an extra room is required for a carer, supporting documentation must be provided stating that a live in carer is required for the customer's care needs. This information must satisfy the Housing Supply Team. This may be referred to the Council's Independent Medical Advisor.</p>	<p>5.10 Extra Room for a Carer</p> <p>If an extra room is required for a carer, supporting documentation must be provided stating that a live in carer is required for the customer's care needs. This information must satisfy the Housing Supply Team. This may be referred to the Council's Independent Medical Advisor.</p> <p>If an additional bedroom is approved by the Housing Solutions Manager, the customer must provide evidence that they receive the benefits needed to cover its cost, to ensure affordability if they become benefit dependent. This evidence must be submitted before they can bid on larger properties.</p>	<p>This clarification has been added to help customers understand the affordability criteria set by our Registered Providers.</p> <p>Whilst a working household may be able to afford a larger property without any help from any benefit entitlement, Registered Providers will not accept a nomination for a property with an extra bedroom to the household's requirement unless that household is eligible to receive the relevant benefits to cover the rental amount.</p> <p>In the event that the household becomes benefit dependant in the future, without the correct benefit entitlement within the household, the extra rental amount required to cover the additional room in the property would not be provided, therefore, making the property unaffordable for the household.</p>
<p>5.11 Ground Floor Flats</p> <p>Priority for ground floor flats may be given to customers in Bands A to C with a medical need for ground floor accommodation. This will be clearly stated in the advert.</p>	<p>5.11 Ground Floor Flats</p> <p>Priority for ground floor flats may be given to customers in Bands A to C with a medical need for ground floor accommodation. This will be clearly stated in the advert.</p> <p>If priority is granted for ground floor accommodation, the customer will only be considered for</p>	<p>This additional text has been included to improve clarity for customers.</p> <p>The Council has had a number of applications where ground floor priority has been awarded to an application where the customer has attempted to debate with Officers that whilst they are unable to manage an external staircase, they are</p>

	accommodation of this type (no external or internal stairs)	able to manage internal staircase. The purpose of this priority is to identify those customers who require ground floor, step free accommodation, not those who 'may' be able to use internal stairs. Therefore, this addition is required.
The council's Senior Housing Options Officer is referred to throughout the Policy	Wherever this title is mentioned it has been changed to the council's Housing Solutions Manager.	Title changed to reflect the new title of this role .
No exception to the local connection criteria for care leavers	Care leavers under the age of 25 will have an exemption to the council's local connection criteria.	Added to ensure adherence to updated Government legislation

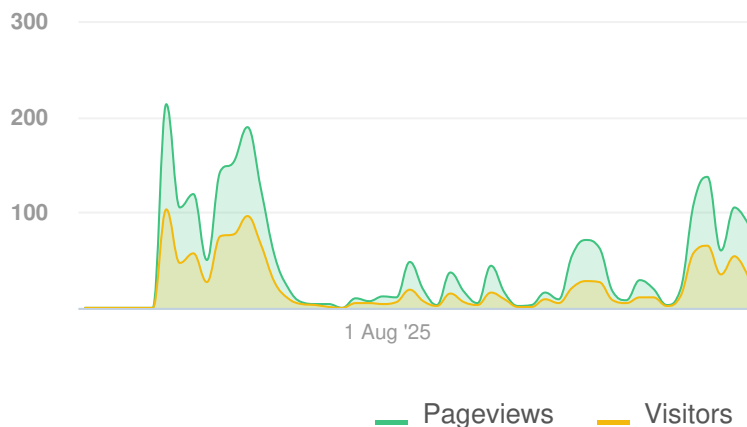
01 July 2025 - 26 August 2025

Have Your Say Three Rivers

Housing Allocations Policy 2025 Consultation



Visitors Summary

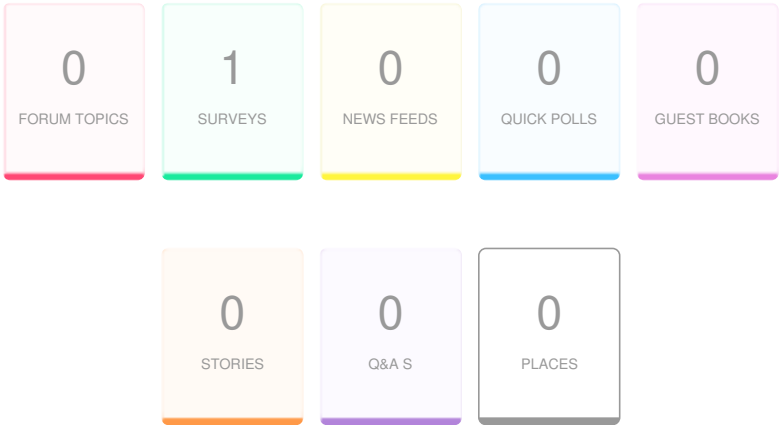


Highlights



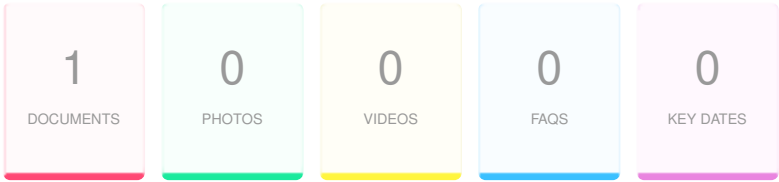
Aware Participants		926	Engaged Participants		154	
Aware Actions Performed		Participants	Engaged Actions Performed	Registered	Unverified	Anonymous
Visited a Project or Tool Page		926				
Informed Participants		476	Contributed on Forums	0	0	0
Informed Actions Performed		Participants	Participated in Surveys	4	0	150
Viewed a video		0	Contributed to Newsfeeds	0	0	0
Viewed a photo		0	Participated in Quick Polls	0	0	0
Downloaded a document		109	Posted on Guestbooks	0	0	0
Visited the Key Dates page		9	Contributed to Stories	0	0	0
Visited an FAQ list Page		0	Asked Questions	0	0	0
Visited Instagram Page		0	Placed Pins on Places	0	0	0
Visited Multiple Project Pages		331	Contributed to Ideas	0	0	0
Contributed to a tool (engaged)		154	Page 75			

ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	Housing Allocations Policy Consultation	Archived	392	4	0	150

INFORMATION WIDGET SUMMARY



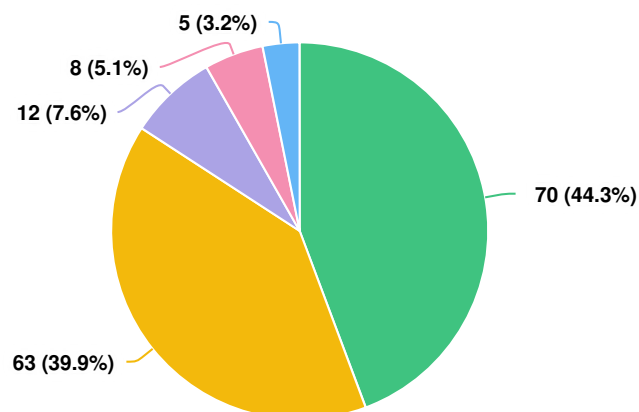
Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Document	Housing Allocations Policy 2025 - Draft	109	126
Key Dates	Key Date	9	10

ENGAGEMENT TOOL: SURVEY TOOL

Housing Allocations Policy Consultation

Visitors 392	Contributors 154	CONTRIBUTIONS 159
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The council is proposing to update the local connection requirement for applicants who are supporting close family members ...



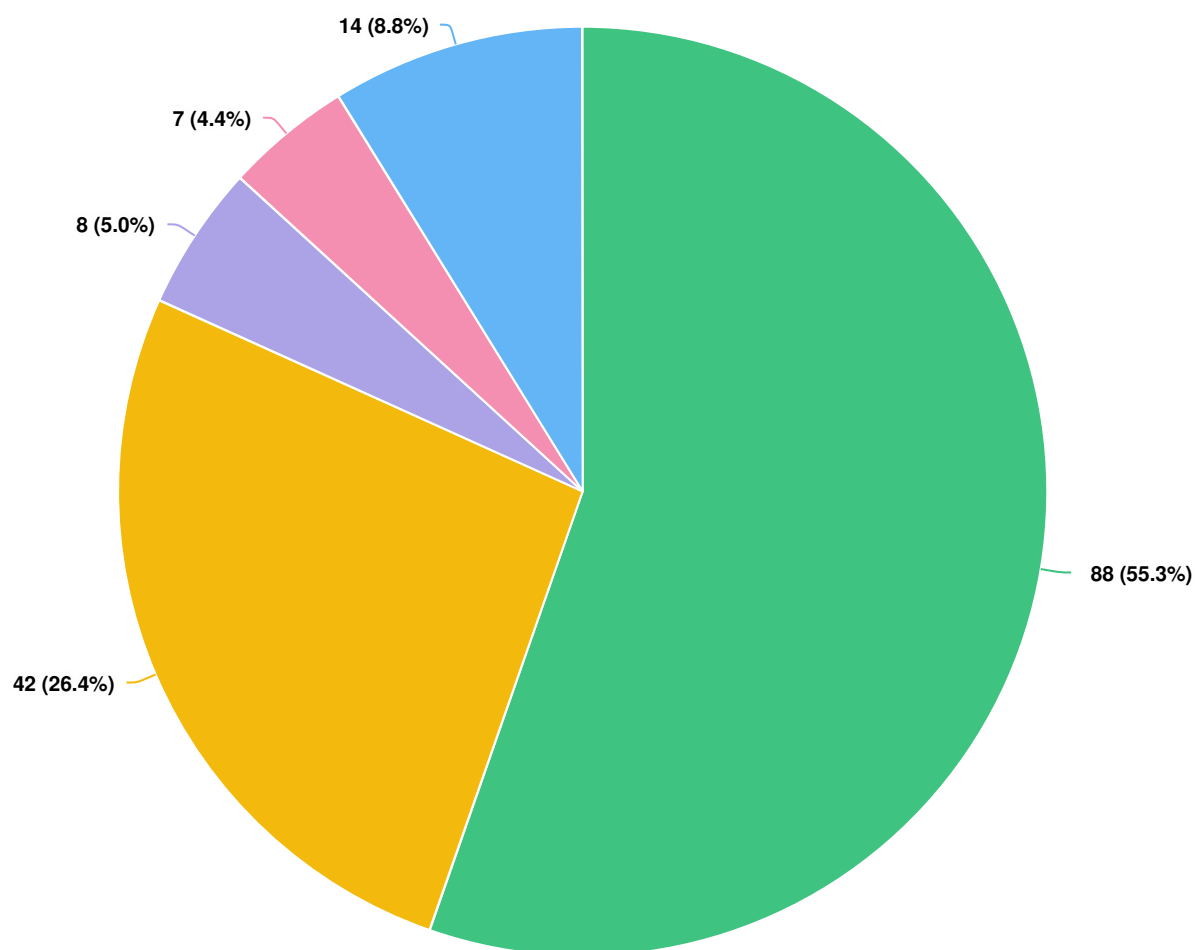
Question options

● Strongly Agree
 ● Agree
 ● Disagree
 ● Strongly Disagree
 ● Don't know/not applicable

Optional question (158 response(s), 1 skipped)

Question type: Radio Button Question

The council is proposing to update the exemptions to the local connection requirement for Armed Forces personnel and their families. In line with recent government guidance, the revised policy will exempt all current and former members of the Armed...



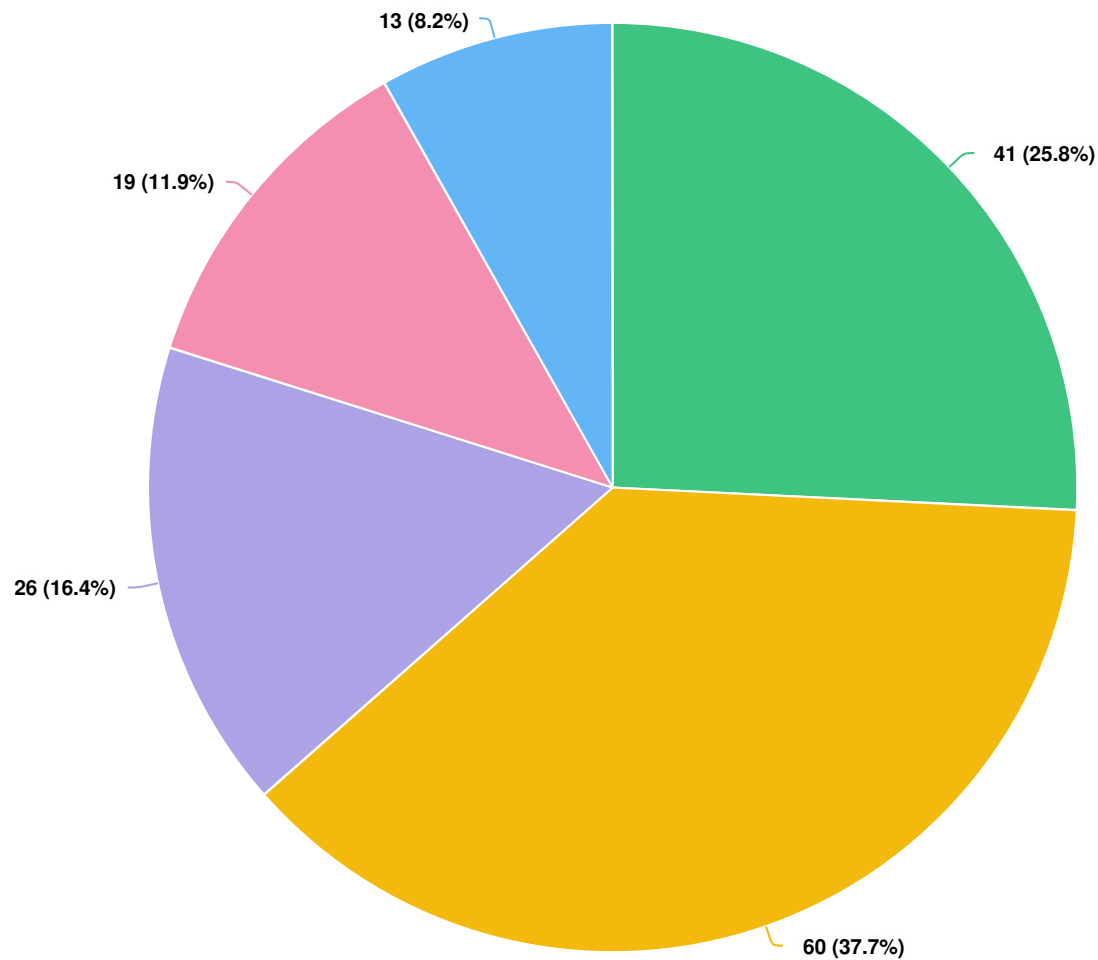
Question options

● Strongly Agree ● Agree ● Disagree ● Strongly Disagree ● Don't know/not applicable

Optional question (159 response(s), 0 skipped)

Question type: Radio Button Question

The council's current Housing Allocations Policy contains an exemption to requiring a housing need for those over the age of 60 (with local connection) to joining the council's Housing Register to bid on age restricted accommodation. The council ...



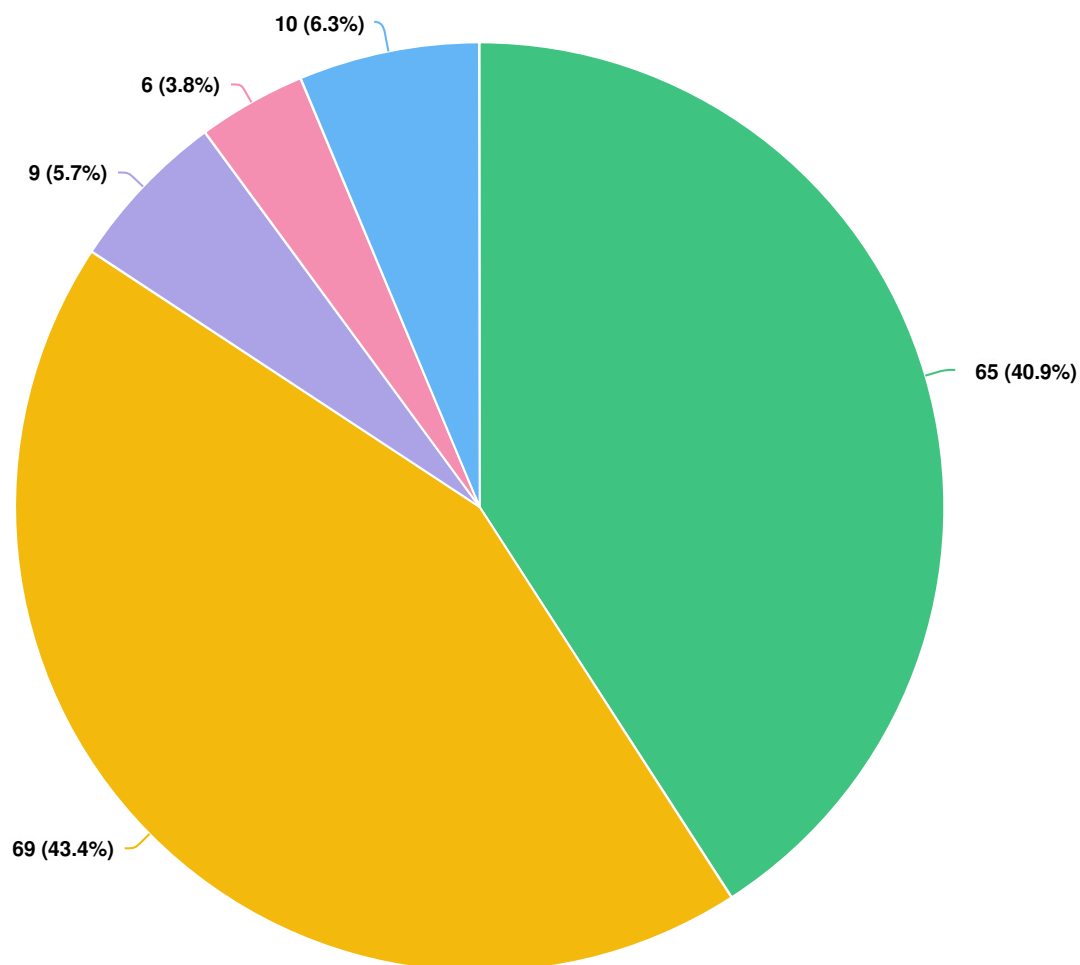
Question options

Strongly Agree Agree Disagree Strongly Disagree Don't know/not applicable

Optional question (159 response(s), 0 skipped)

Question type: Radio Button Question

The council's current Housing Allocations Policy states that applications from customers who own a property but are experiencing financial hardship, which may result in them losing their home, will be considered on an individual basis. The council p...



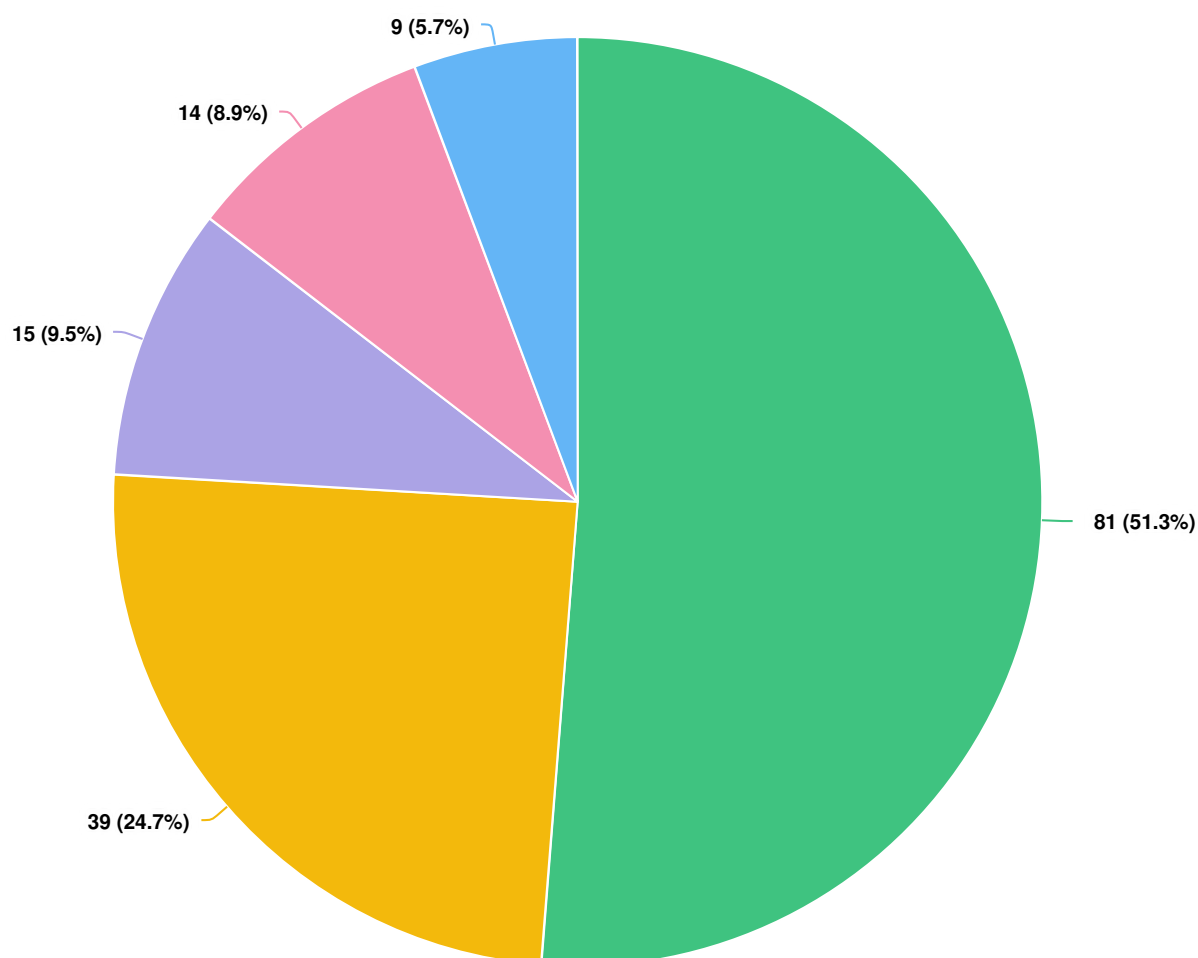
Question options

☒ Strongly Agree
 ☒ Agree
 ☐ Disagree
 ☐ Strongly Disagree
 ☐ Don't know/not applicable

Optional question (159 response(s), 0 skipped)

Question type: Radio Button Question

Section 3.8 of the council's current Housing Allocations Policy confirms to customers that they may be visited at their home, prior to an offer of accommodation, to confirm their circumstances. Customers are informed that these home visits may be c...



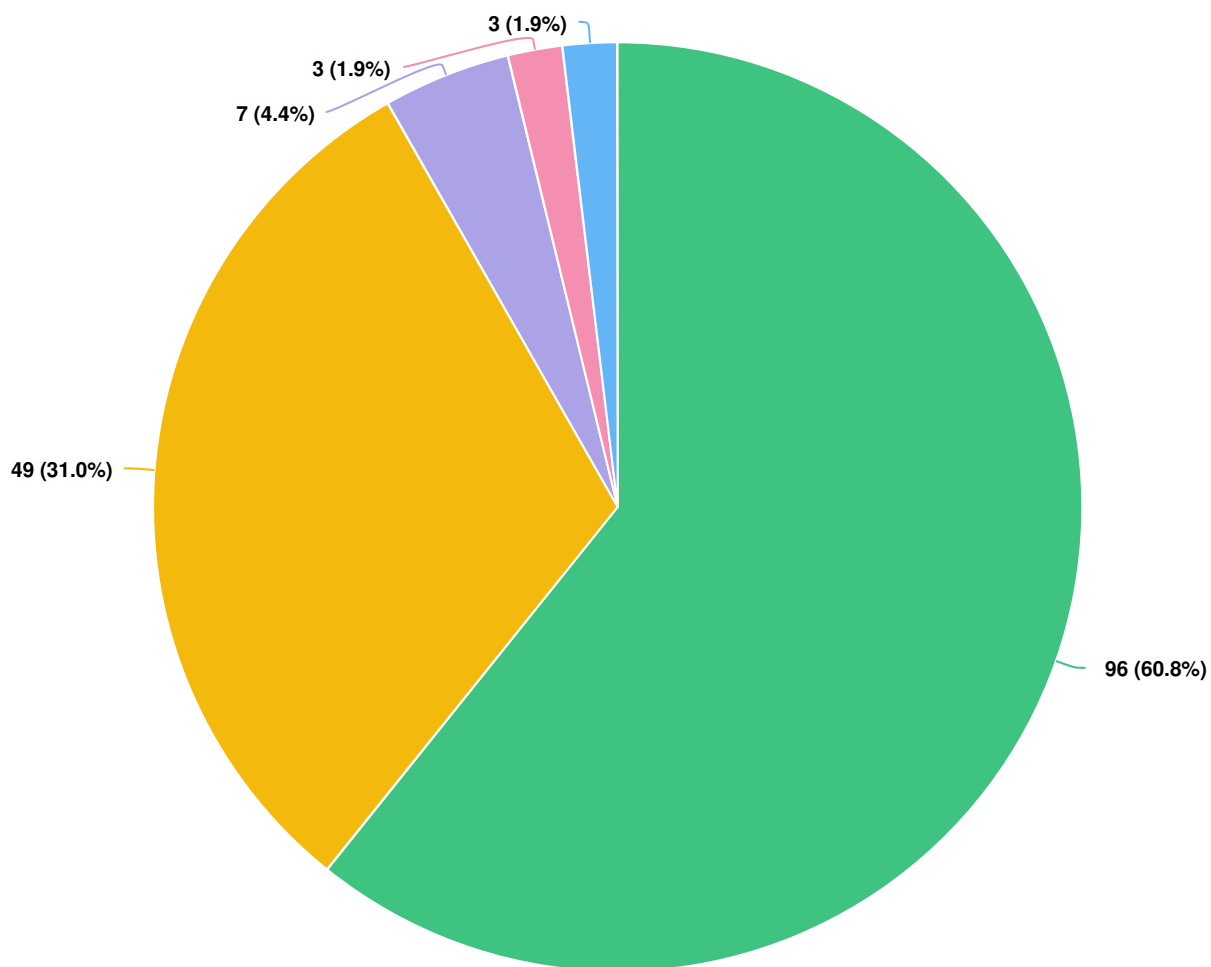
Question options

● Strongly Agree
 ● Agree
 ● Disagree
 ● Strongly Disagree
 ● Don't know/not applicable

Optional question (158 response(s), 1 skipped)

Question type: Radio Button Question

The council is proposing that customers who are awarded priority for ground floor accommodation due to medical needs will only be considered for properties with no internal or external stairs. This ensures that limited number of step-free propertie...



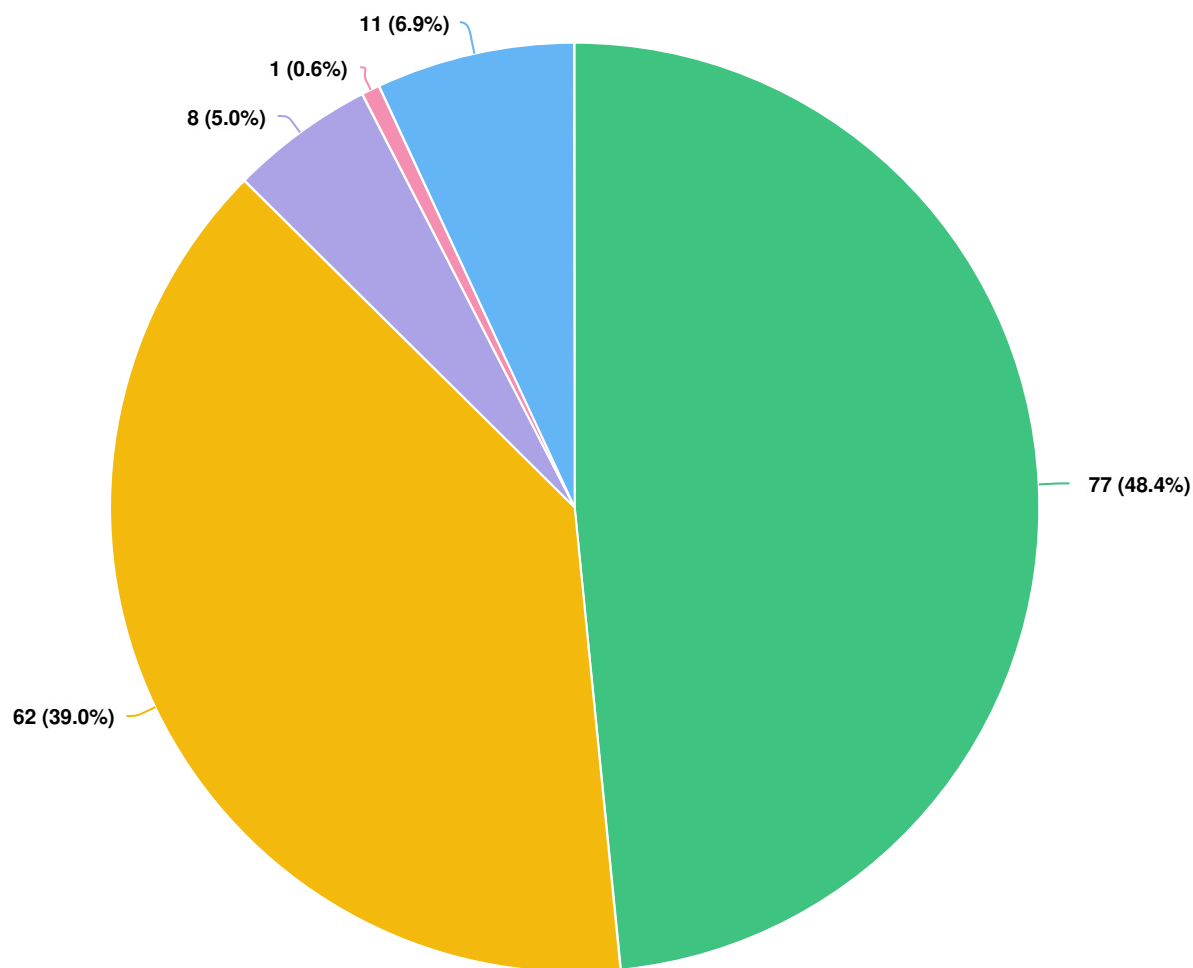
Question options

☒ Strongly Agree
 ☒ Agree
 ☐ Disagree
 ☐ Strongly Disagree
 ☐ Don't know/not applicable

Optional question (158 response(s), 1 skipped)

Question type: Radio Button Question

The council is proposing that customers, who are approved for an extra bedroom to their bedroom entitlement for a live-in carer, must provide evidence to the council that they receive the benefit allowance required to afford the increased rent char...



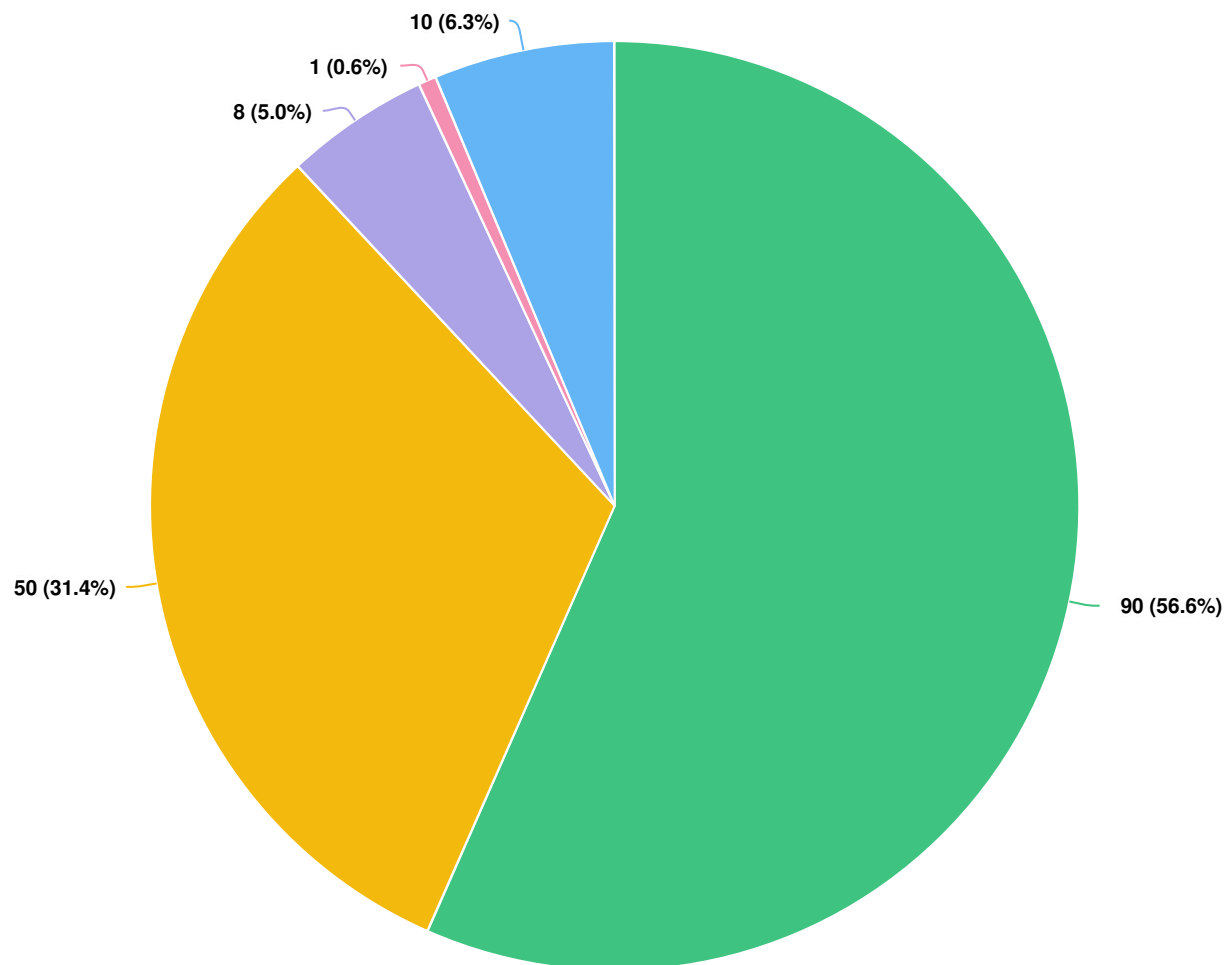
Question options

☒ Strongly Agree
 ☒ Agree
 ☐ Disagree
 ☐ Strongly disagree
 ☐ Don't know/not applicable

Optional question (159 response(s), 0 skipped)

Question type: Radio Button Question

The council is proposing that the following customers, that must be awarded reasonable preference (Section 4.1 of the Housing Allocations Policy) and have urgent housing needs, will be awarded a Band C priority on the council's Housing Register –cu...



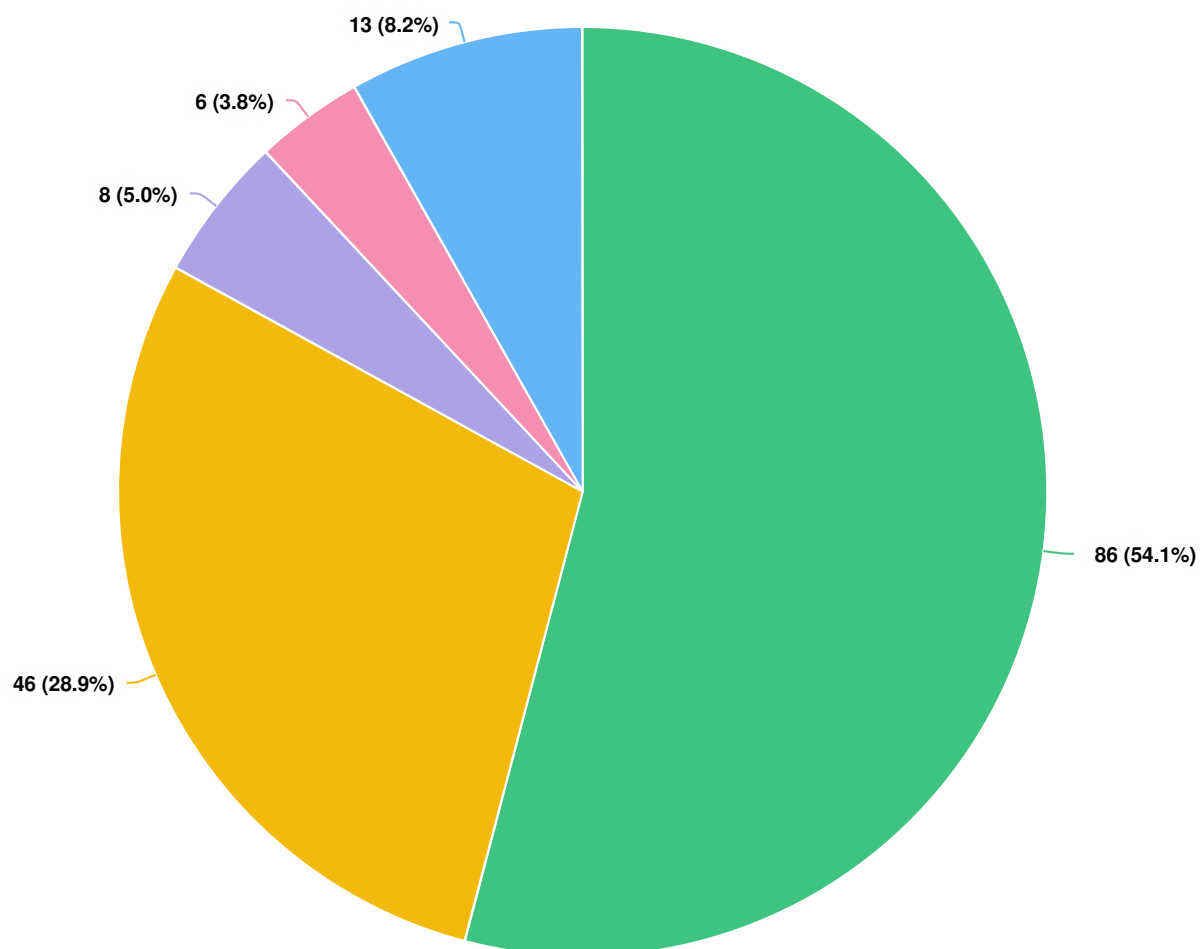
Question options

● Strongly Agree ● Agree ● Disagree ● Strongly Disagree ● Don't know/not applicable

Optional question (159 response(s), 0 skipped)

Question type: Radio Button Question

The council propose that Armed Forces veterans that have a housing need will be awarded additional priority on the council's Housing Register, via a two-year backdate of their band start date. This proposed change is to recognise the service that A...



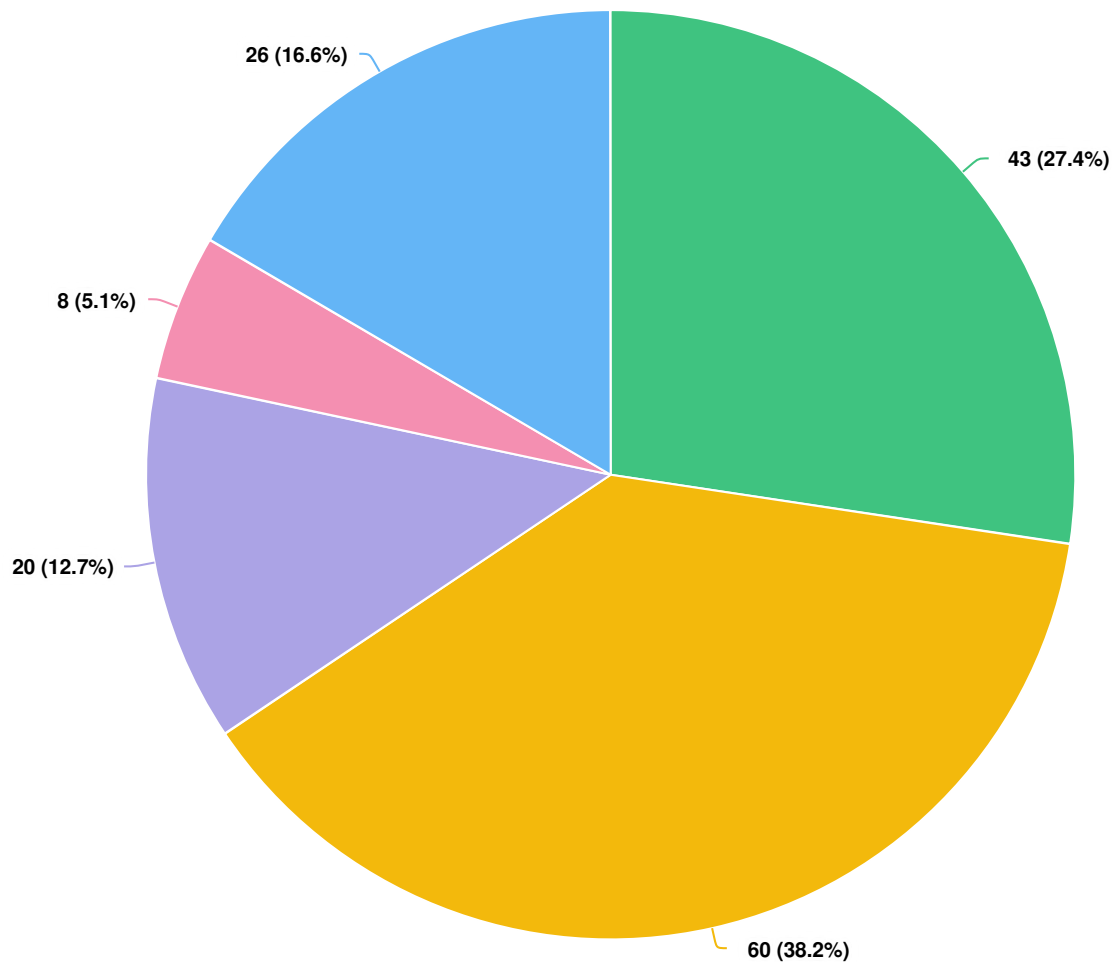
Question options

☒ Strongly Agree
 ☒ Agree
 ☐ Disagree
 ☐ Strongly Disagree
 ☐ Don't know/not applicable

Optional question (159 response(s), 0 skipped)

Question type: Radio Button Question

The council propose that care leavers under the age of 25 are exempt from the local connection qualifying criteria. This change is proposed following an introduction of new legislation by the government and is designed to ensure that barriers to sa...



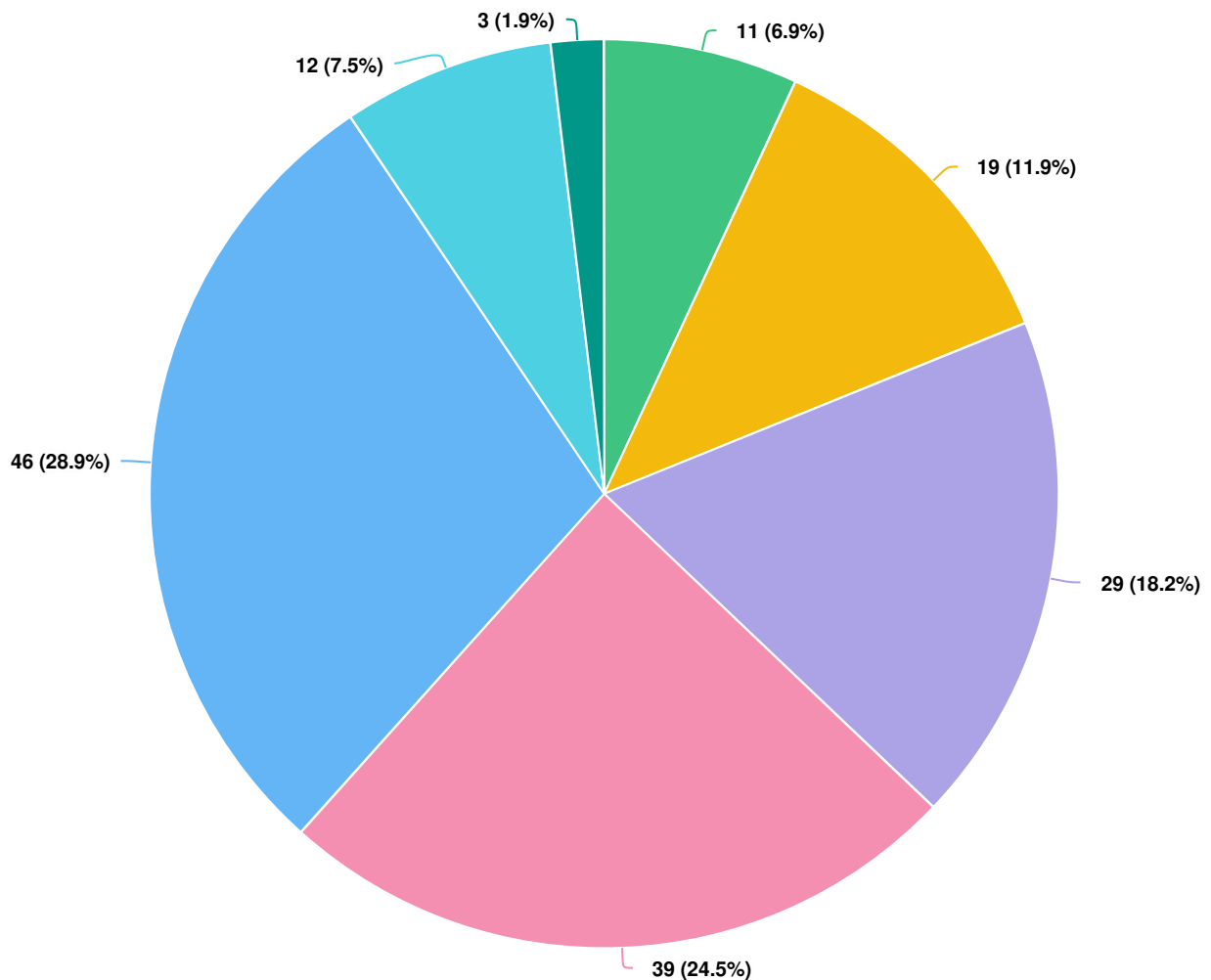
Question options

☒ Strongly Agree
 ☒ Agree
 ☐ Disagree
 ☐ Strongly Disagree
 ☐ Don't know/not applicable

Optional question (157 response(s), 2 skipped)

Question type: Radio Button Question

In which decade were you born?



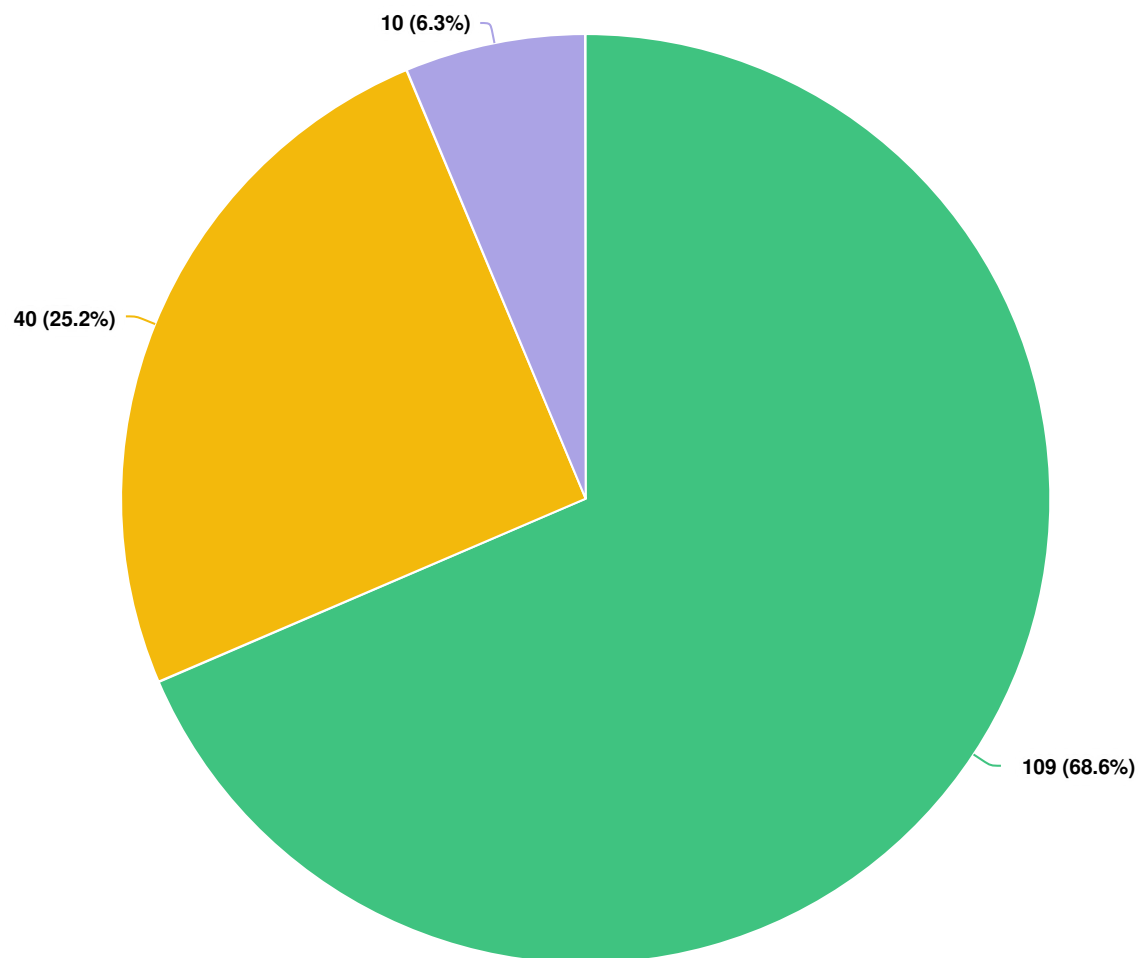
Question options

- 1990 - 1999 1980 - 1989 1970 - 1979 1960 - 1969 1950 - 1959 1940 - 1949
Prefer not to answer

Mandatory Question (159 response(s))

Question type: Dropdown Question

This question is about your gender identity. Do you identify as



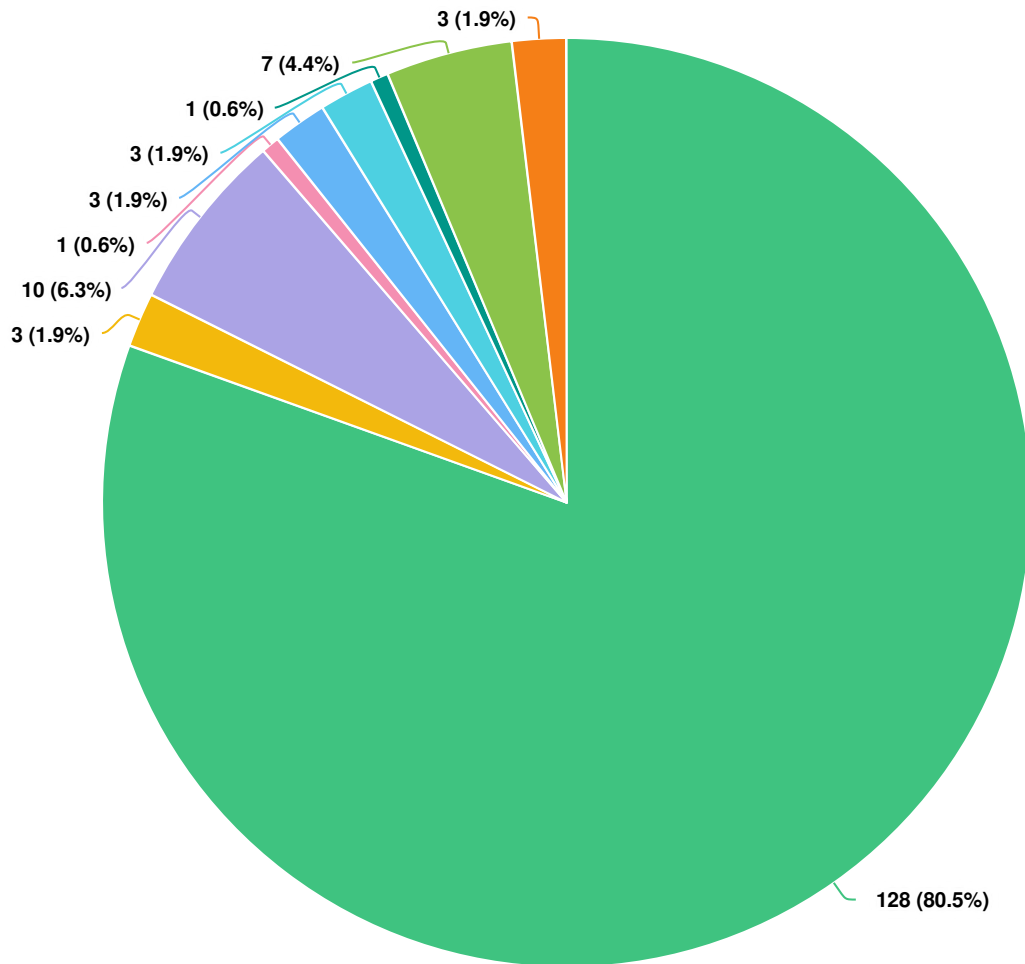
Question options

● Woman ● Man ● Prefer not to answer

Mandatory Question (159 response(s))

Question type: Dropdown Question

What is your ethnic group?



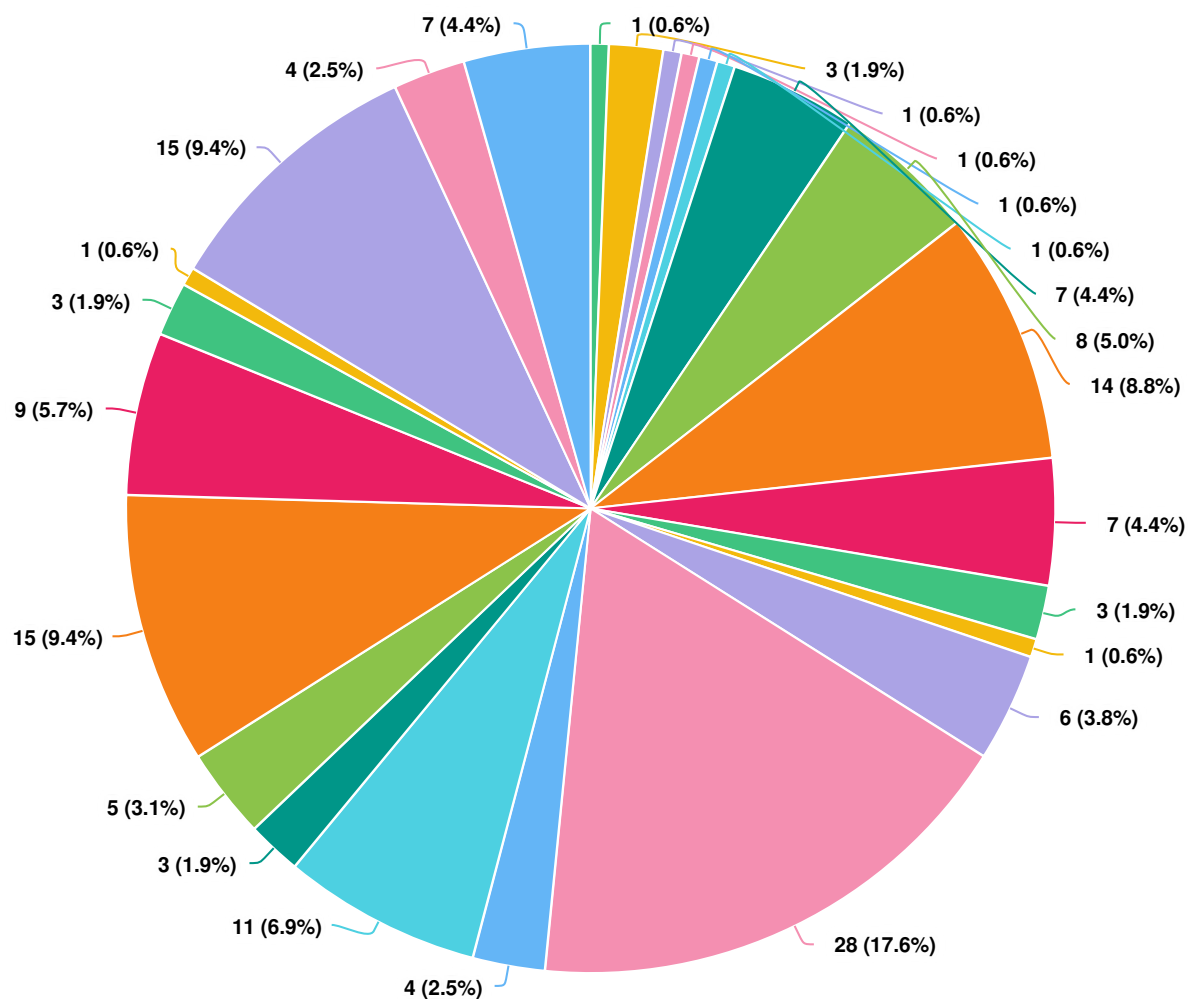
Question options

- White - British
 ● White - Irish
 ● White - Any other white background
 ● Mixed - White and Black Caribbean
- Mixed - Any other mixed background
 ● Asian or Asian British - Indian
 ● Black or Black British - Caribbean
- Prefer not to answer
 ● Other ethnic group

Mandatory Question (159 response(s))

Question type: Dropdown Question

Please select the beginning of your postcode



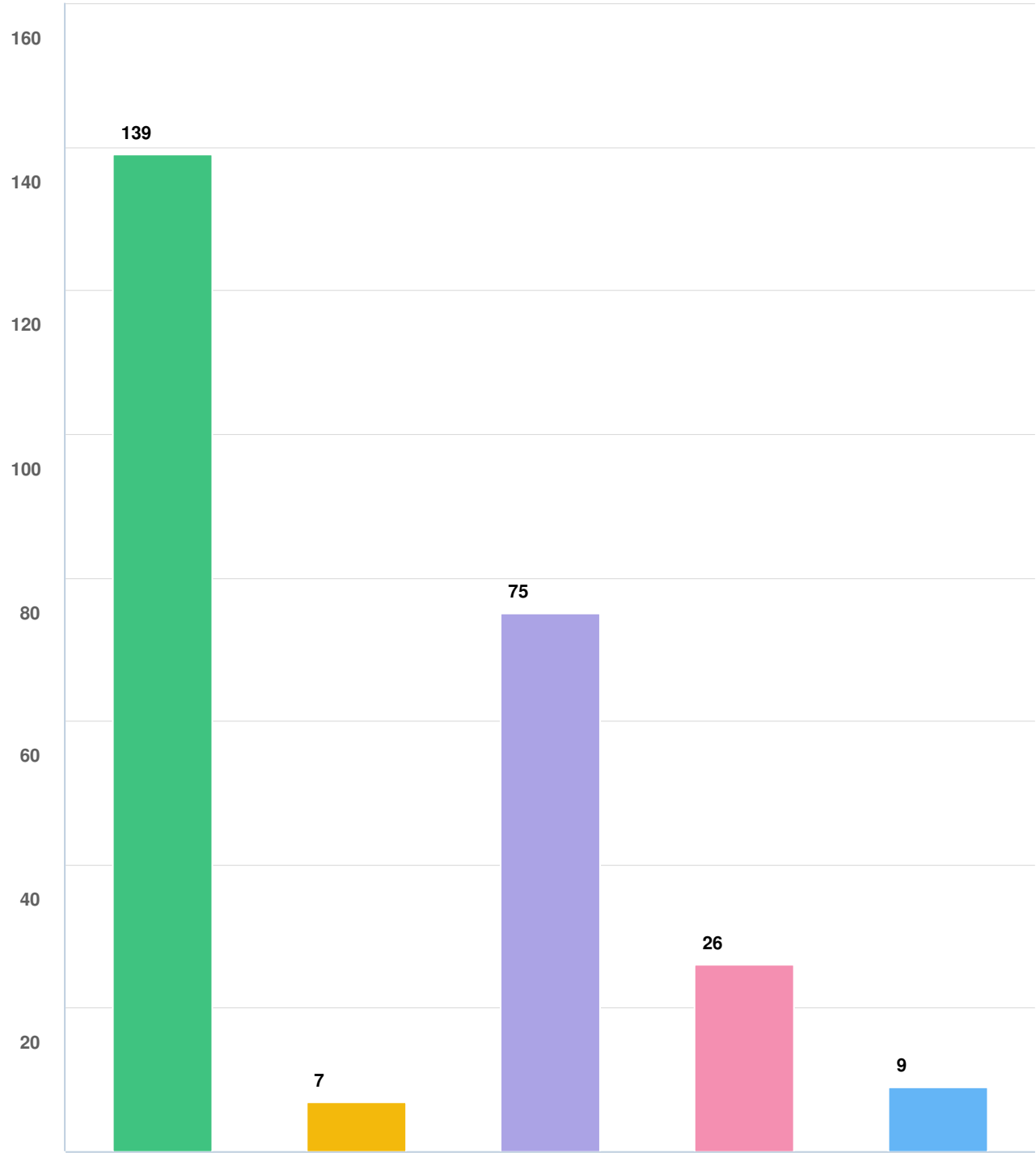
Question options

HA5 4 HA6 3 HP3 0 WD17 3 WD18 6 WD18 8 WD19 4 WD19 5 WD19 6
 WD19 7 WD25 0 WD25 7 WD3 1 WD3 3 WD3 4 WD3 5 WD3 6 WD3 7
 WD3 8 WD3 9 WD4 8 WD4 9 WD5 0 Prefer not to say I don't live in Three Rivers

Mandatory Question (159 response(s))

Question type: Dropdown Question

About me



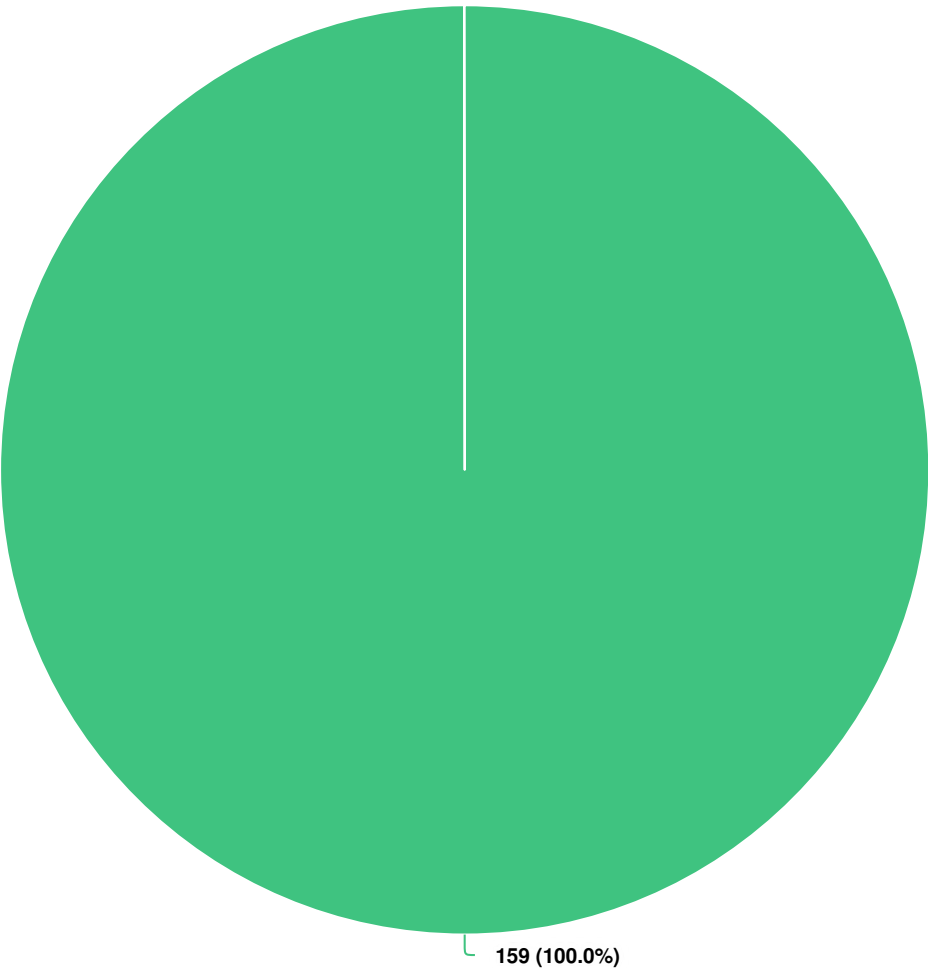
Question options

- I am a resident of Three Rivers
- I am a business owner in Three Rivers
- I own a property in Three Rivers
- I work in Three Rivers
- None of the above apply

Mandatory Question (159 response(s))

Question type: Checkbox Question

I agree to the Terms of Use and Privacy Policy for using Engagement HQ



Question options

I agree

Mandatory Question (159 response(s))
Question type: Radio Button Question

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SurveyTool:

Housing

Tool Status	Archived
Visitors	392
Contributors	154
Registered	4
Unverified	0
Anonymous	150
Admin	0
SUBMISSIONS	159

Date of
contribution

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Demographics Graphs Below

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Survey Responses Graph

****special characters like '&' will be removed***

The council is proposing to update the local connection requirement for applicants who are supporting close family	
Strongly Agree	70
Agree	63
Disagree	12
Strongly Disagree	8
Don't know/not applicable	5

The council is proposing to update the exemptions to the local connection requirement for Armed Forces personnel	
--	--

Strongly Agree	88
Agree	42
Disagree	8
Strongly Disagree	7
Don't know/not applicable	14

The council's current Housing Allocations Policy contains an exemption to requiring a housing need for those over	
Strongly Agree	41
Agree	60
Disagree	26
Strongly Disagree	19
Don't know/not applicable	13

The council's current Housing Allocations Policy states that applications from customers who own a property but are	
---	--

Strongly Agree	65
Agree	69
Disagree	9
Strongly Disagree	6
Don't know/not applicable	10

Section 3.6 of the council's current Housing Allocations Policy confirms to customers that they may be visited at	
Strongly Agree	81
Agree	39
Disagree	15
Strongly Disagree	14
Don't know/not applicable	9

The council is proposing that customers who are awarded priority for ground floor accommodation due to	
--	--

Strongly Agree	96
Agree	49
Disagree	7
Strongly Disagree	3
Don't know/not applicable	3

The council is proposing that customers, who are approved for an extra bedroom to their bedroom entitlement for a live-	
Strongly Agree	77
Agree	62
Disagree	8
Strongly disagree	1
Don't know/not applicable	11

The council is proposing that the following customers, that must be awarded reasonable preference (Section 4.1 of the	
---	--

Strongly Agree	90
Agree	50
Disagree	8
Strongly Disagree	1
Don't know/not applicable	10

The council propose that Armed Forces veterans that have a housing need will be awarded additional priority on	
Strongly Agree	86
Agree	46
Disagree	8
Strongly Disagree	6
Don't know/not applicable	13

The council propose that care leavers under the age of 25 are exempt from the local connection qualifying criteria	
--	--

Strongly Agree	43
Agree	60
Disagree	20
Strongly Disagree	8
Don't know/not applicable	26

In which decade were you born?	
1990 - 1999	11
1980 - 1989	19
1970 - 1979	29
1960 - 1969	39
1950 - 1959	46
1940 - 1949	12
Prefer not to answer	3

This question is about your gender identity. Do you identify as	
Woman	109
Man	40
Prefer not to answer	10

What is your ethnic group?	
White - British	128
White - Irish	3
White - Any other white background	10
Mixed - White and Black Caribbean	1
Mixed - Any other mixed background	3

Asian or Asian British - Indian	3
Black or Black British - Caribbean	1
Prefer not to answer	7
Other ethnic group	3

Please select the beginning of your postcode	
HA5 4	1
HA6 3	3
HP3 0	1
WD17 3	1
WD18 6	1
WD18 8	1
WD19 4	7
WD19 5	8

WD19 6	14
WD19 7	7
WD25 0	3
WD25 7	1
WD3 1	6
WD3 3	28
WD3 4	4
WD3 5	11
WD3 6	3
WD3 7	5
WD3 8	15
WD3 9	9
WD4 8	3
WD4 9	1

WD5 0	15
Prefer not to say	4
I don't live in Three Rivers	7

About me	
I am a resident of Three Rivers	139
I am a business owner in Three Rivers	7
I own a property in Three Rivers	75
I work in Three Rivers	26
None of the above apply	9

I agree to the Terms of Use and Privacy Policy for using Engagement HQ	
I agree	159

DEMOGRAPHIC ANALYSIS of

****special characters like '&' will be removed***

About me	
I am a resident of Three Rivers	4
I am a business owner in Three Rivers	1
I own a property in Three Rivers	2
I work in Three Rivers	1

In which decade were you born?	
1980 - 1989	1
1960 - 1969	1
1950 - 1959	2

This question is about your gender identity. Do you identify as	
Woman	1
Man	2
Prefer not to answer	1

What is your ethnic group?	
White - British	1
White - Irish	1
Prefer not to answer	2

Please select the beginning of your postcode	
WD19 5	1
WD3 3	1
WD3 4	1
WD3 7	1

ing Allocations Policy Consul

Contributor
Login (Screen name)

Anonymous

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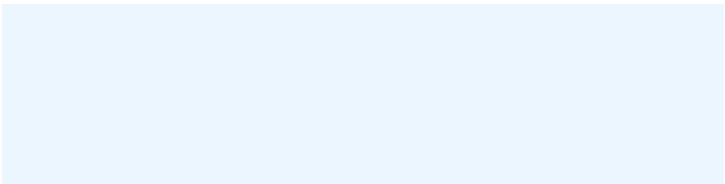
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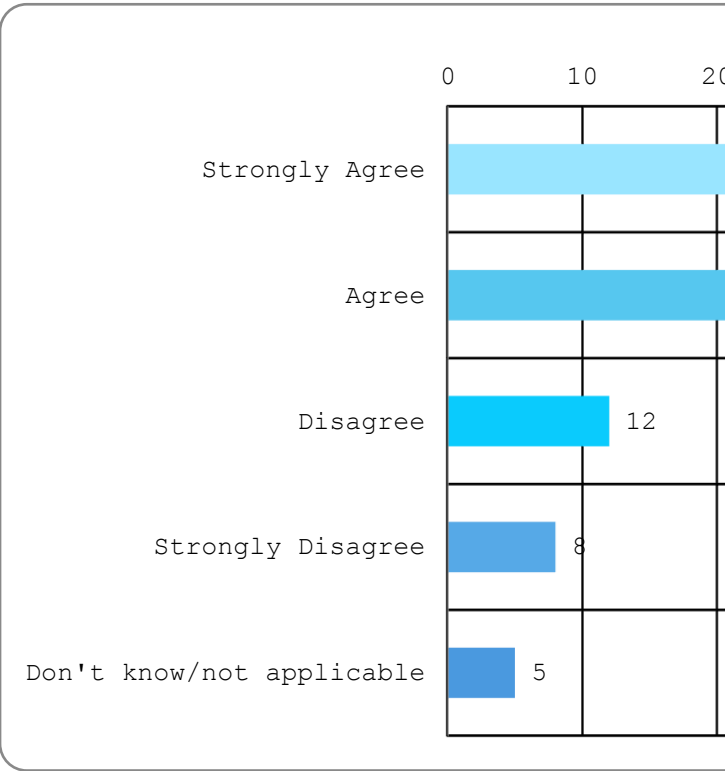
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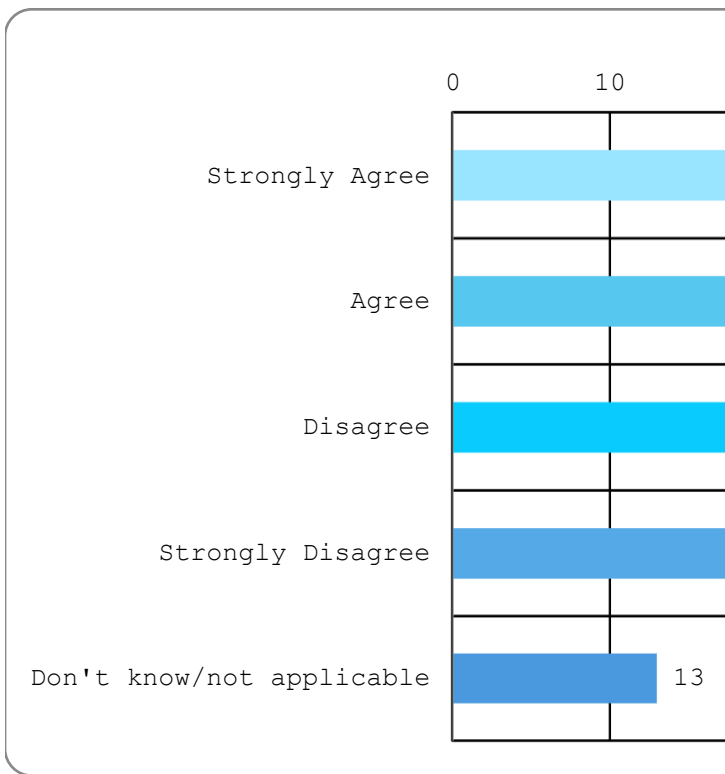
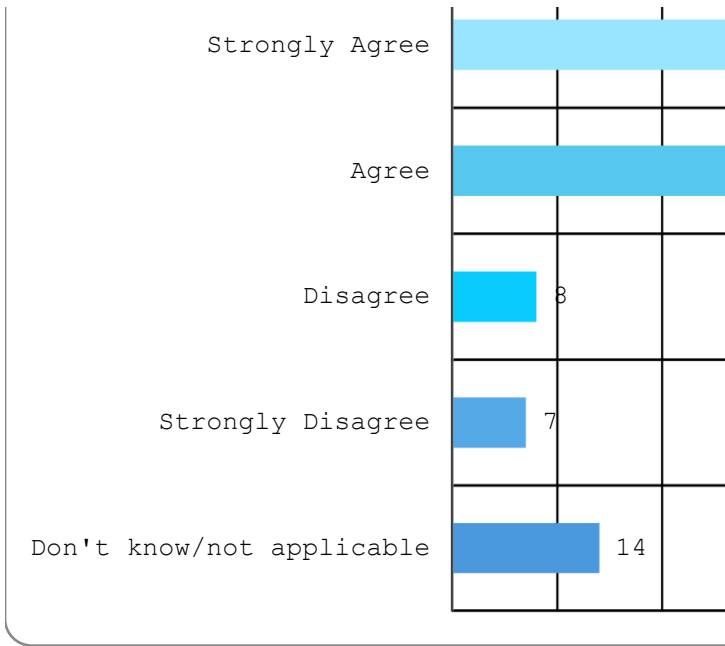
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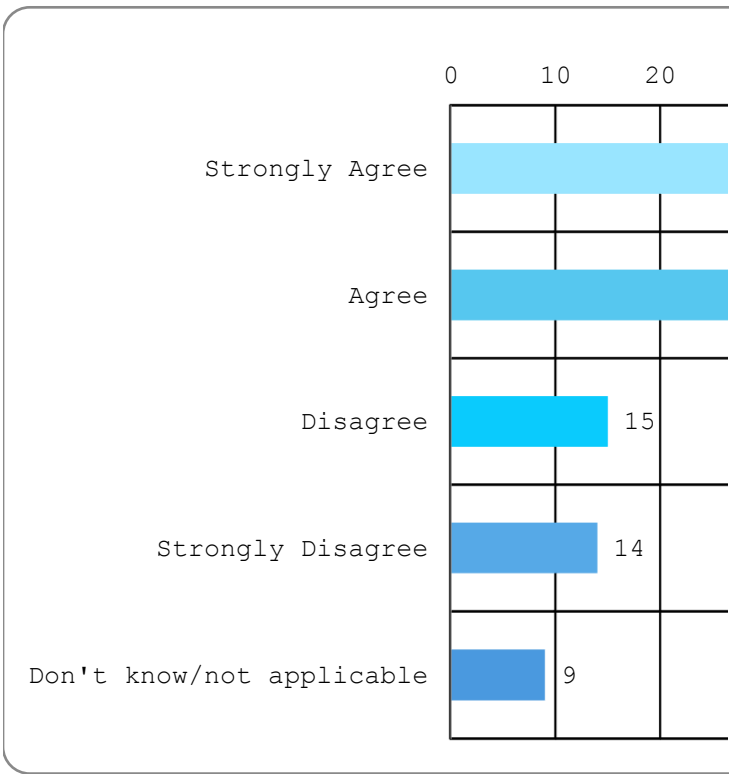
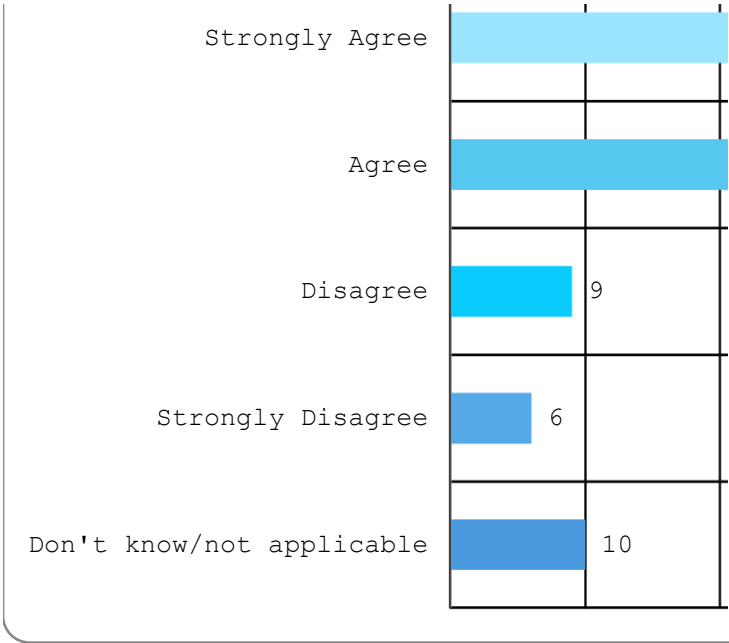
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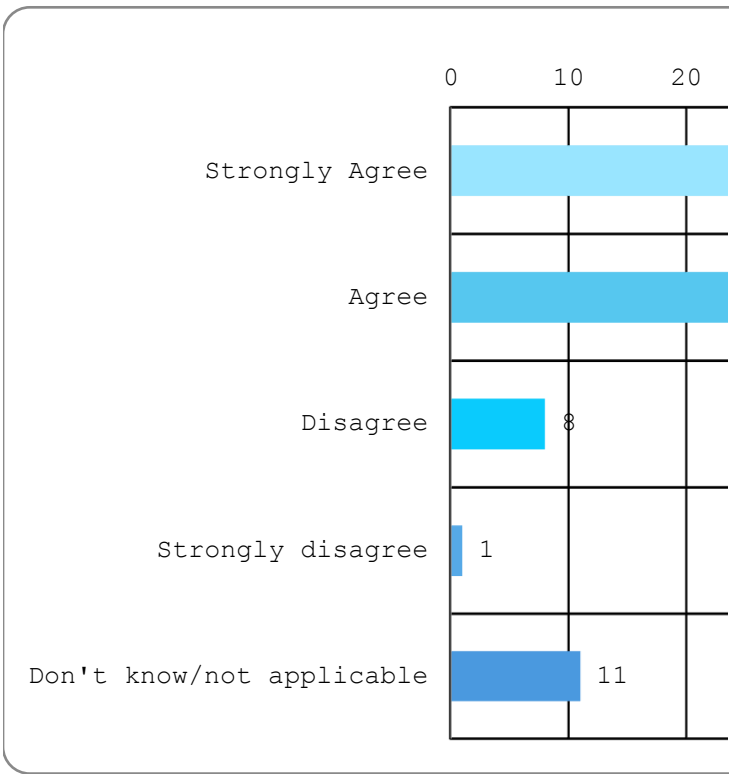
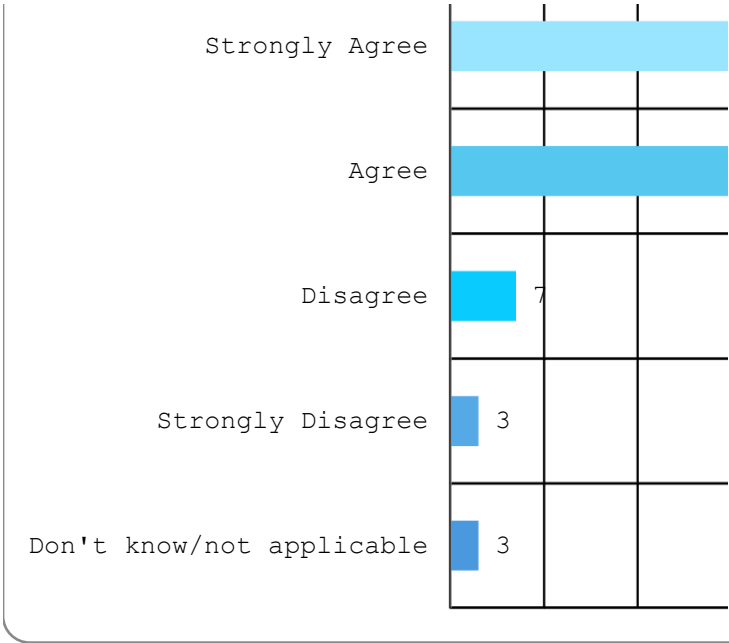


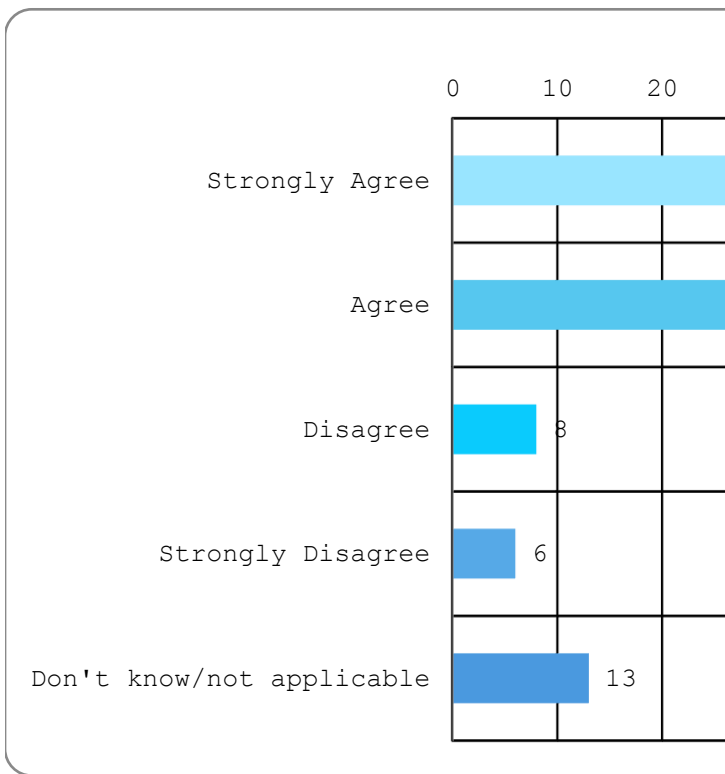
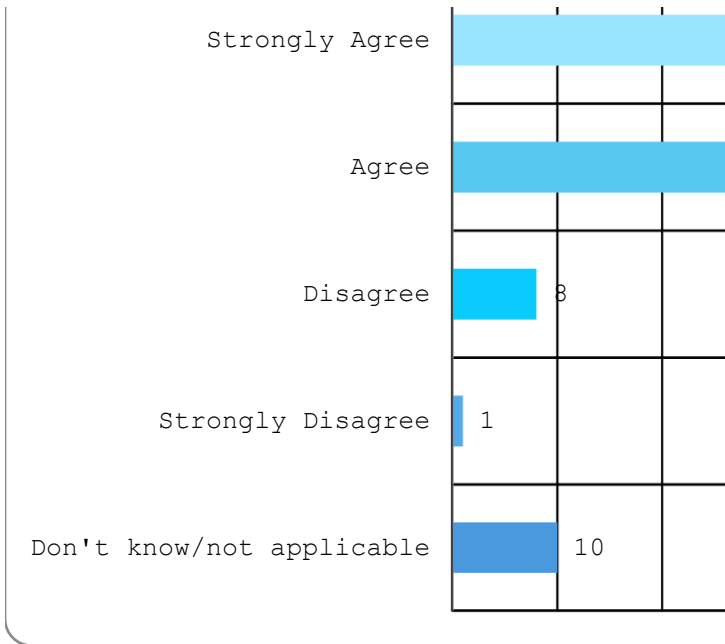
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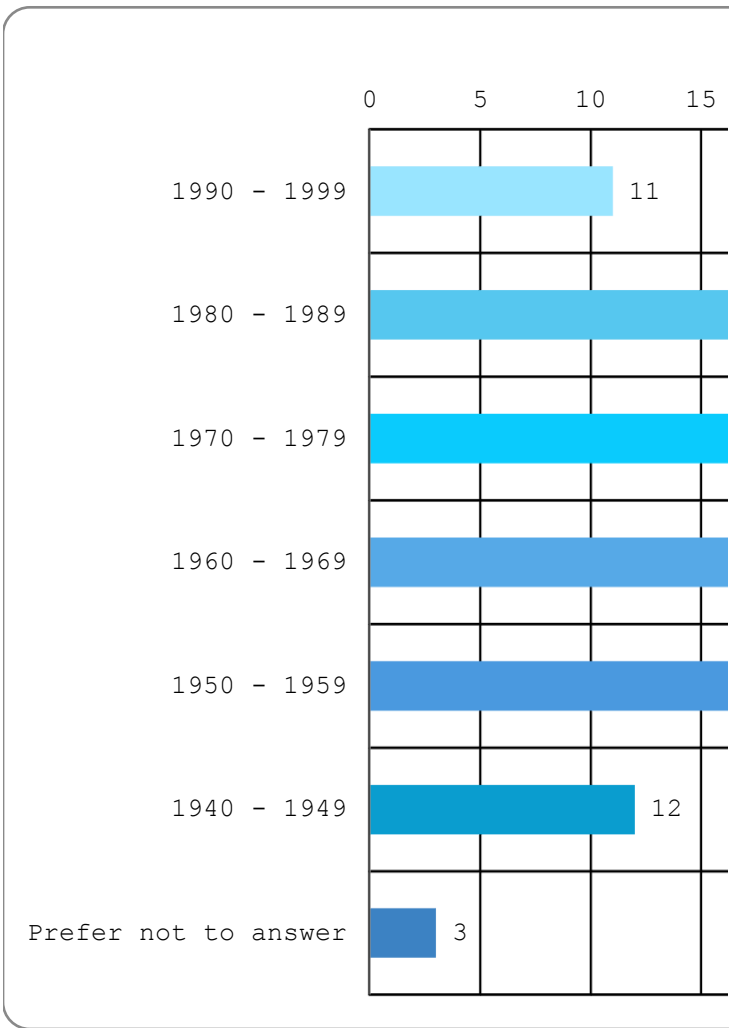
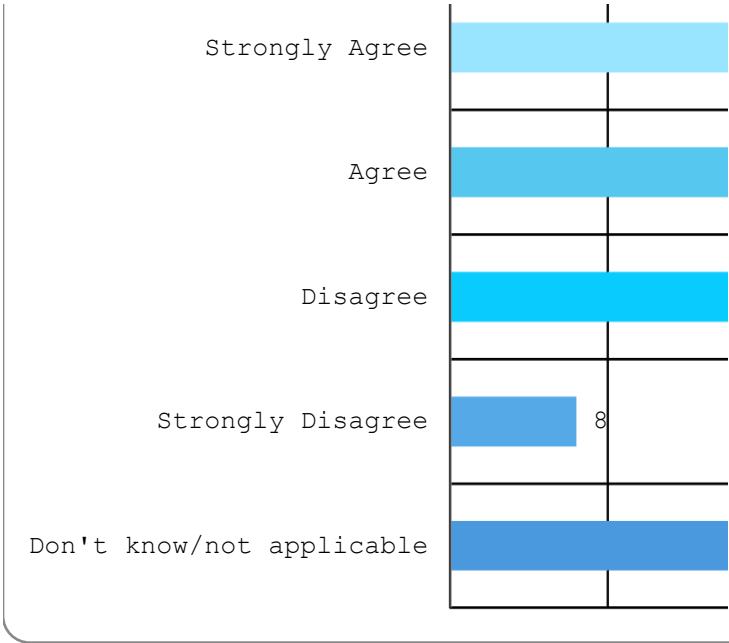


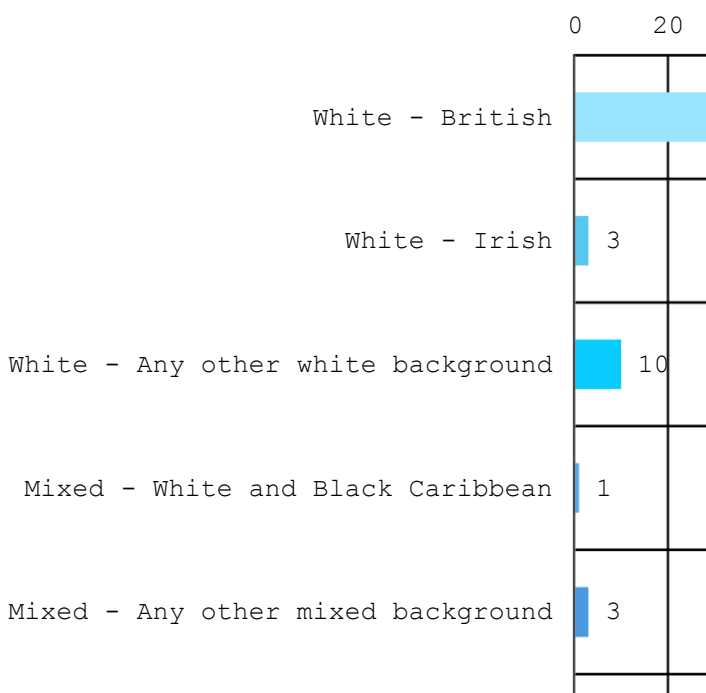
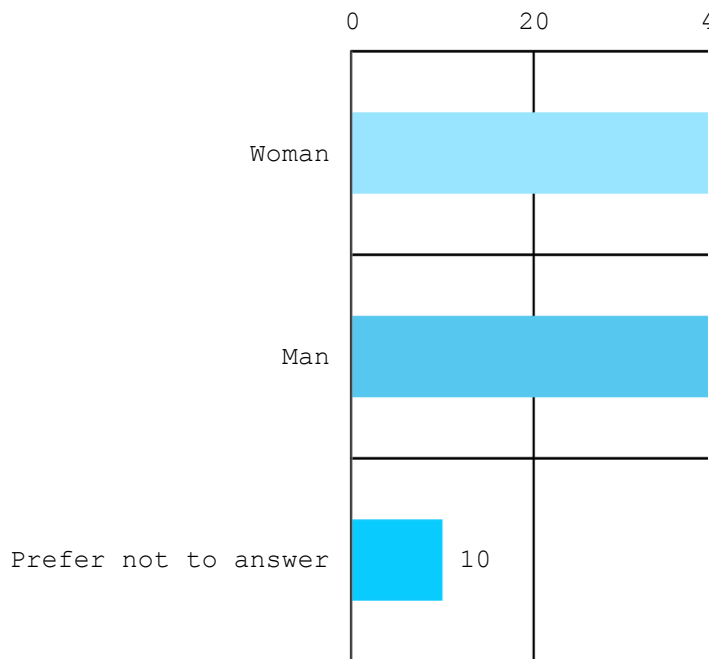


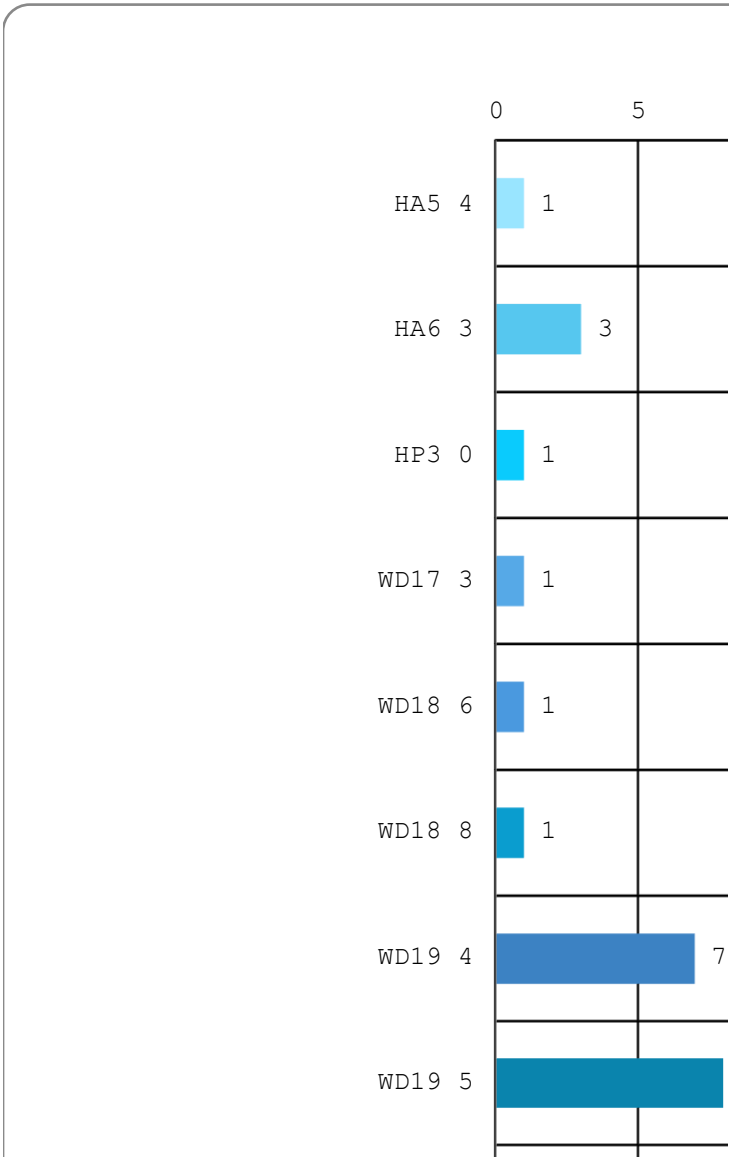
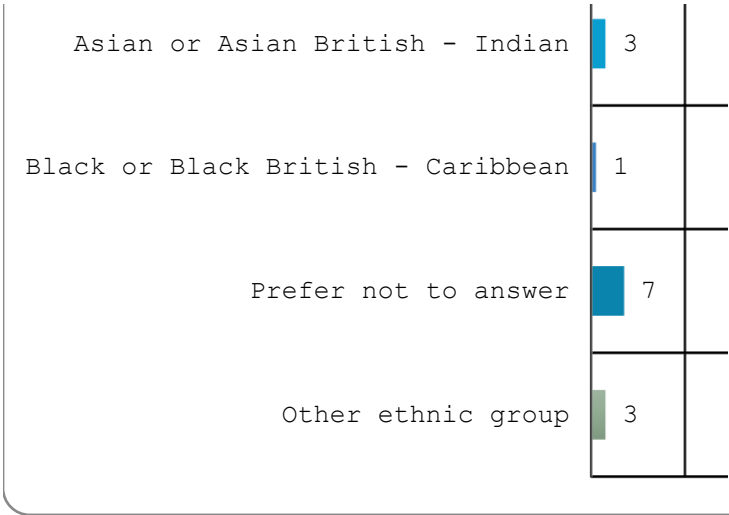


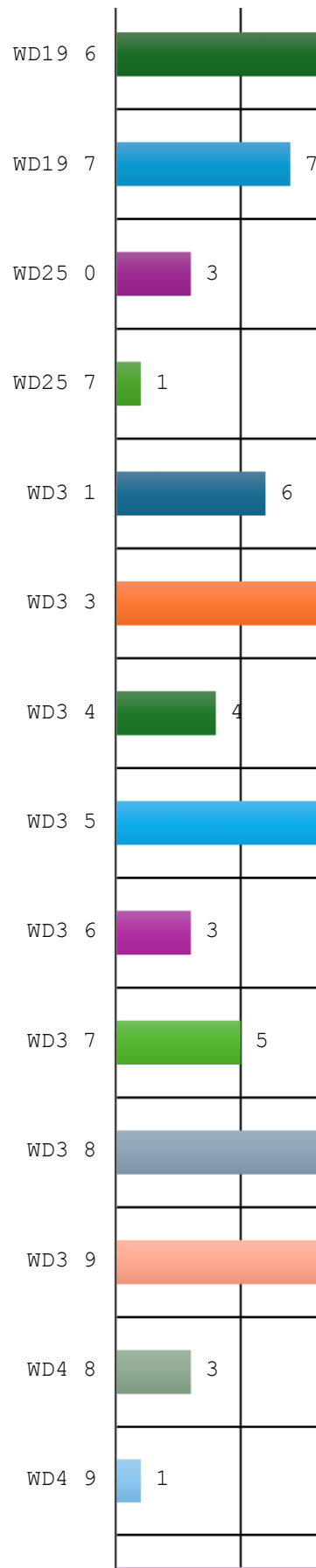


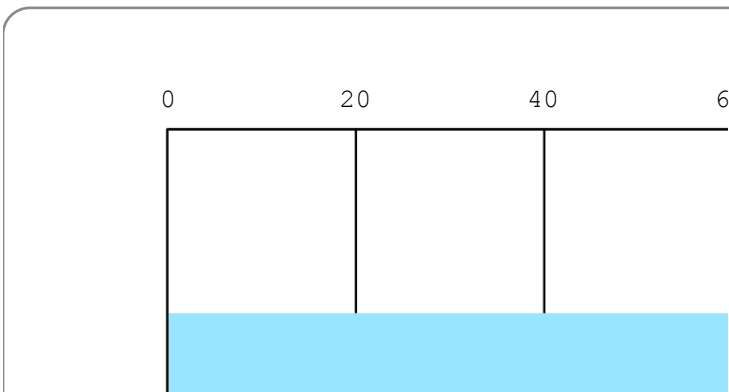
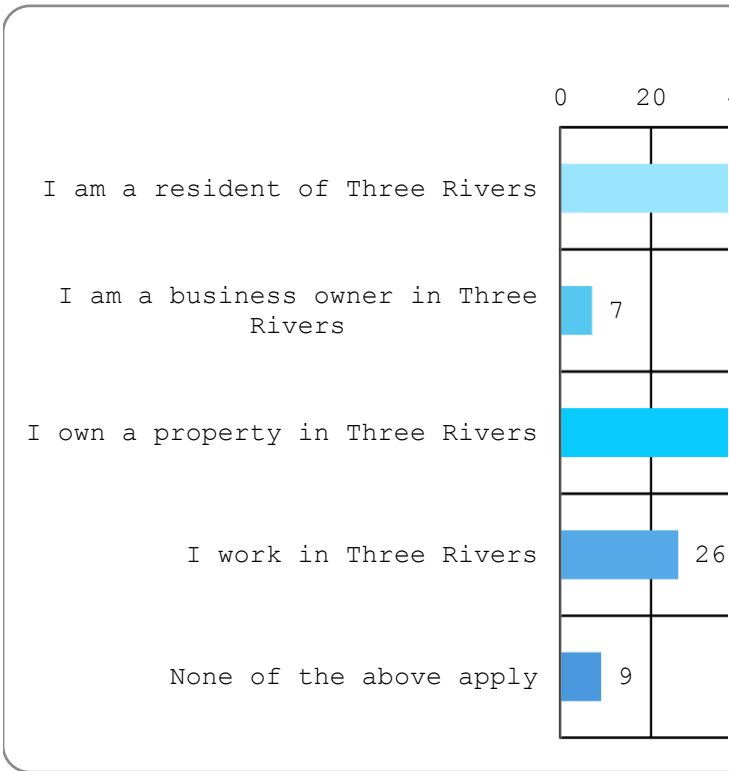
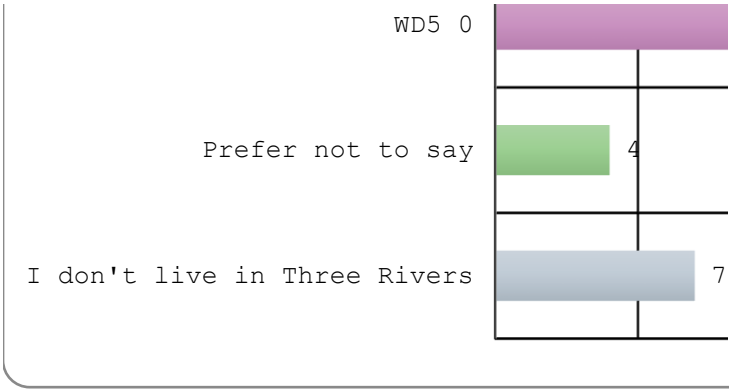








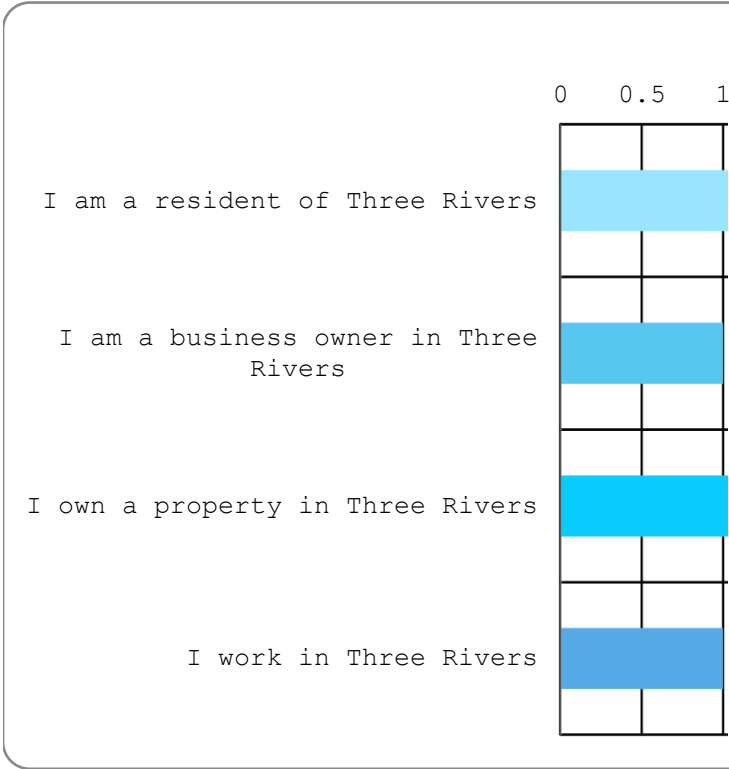


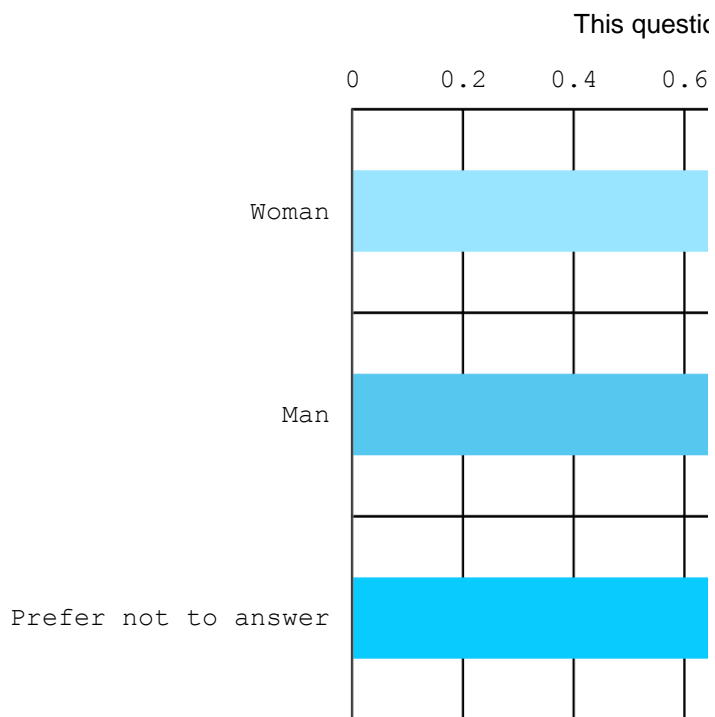
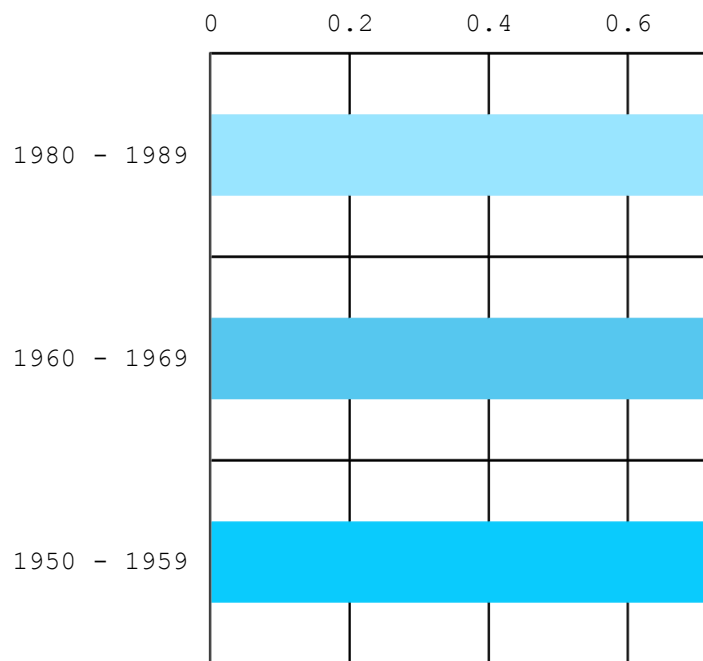


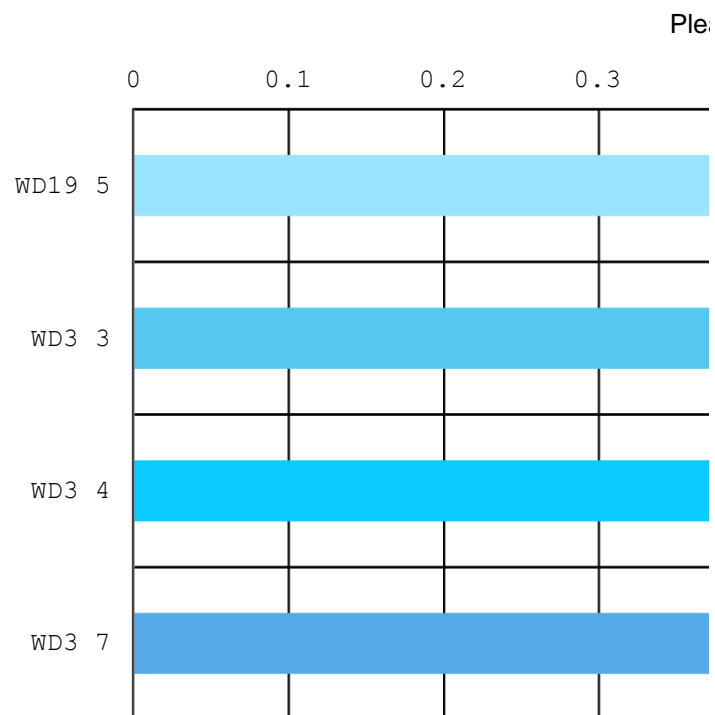
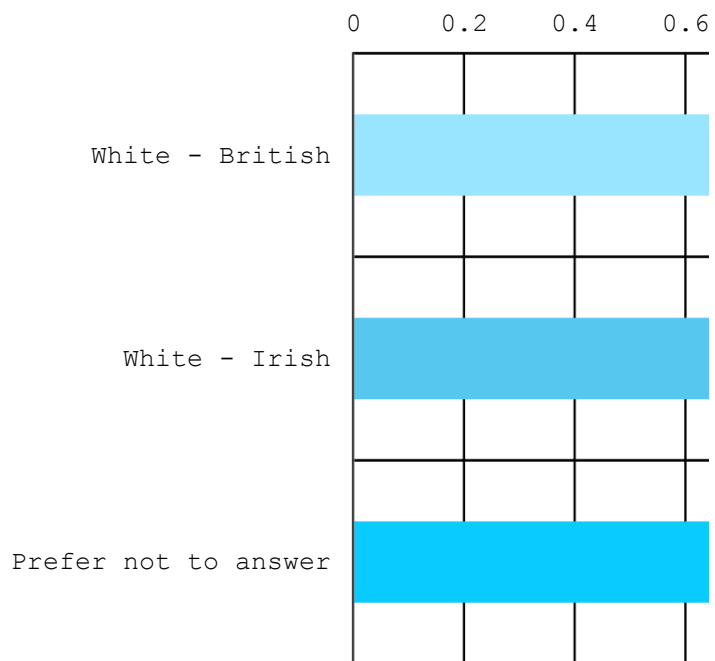
I agree			

of Contributors - Based on Sign-up

d from options







tation

Contributor Details	
Contributor Summary (Signup form Qs - Detailed breakup on the right >)	<p>The council is proposing to update the local connection requirement for applicants who</p> <p>Strongly Agree</p> <p>Agree</p> <p>Agree</p> <p>Strongly Agree</p> <p>Strongly Agree</p> <p>Strongly Agree</p> <p>Strongly Agree</p> <p>Agree</p>

Strongly Agree

Strongly Agree

Agree

Disagree

Strongly Agree

Strongly Agree

Strongly Agree

Agree

Don't know/not applicable

Agree

Strongly Agree

Strongly Agree

Agree

Strongly Agree

Strongly Agree

Agree

Don't know/not applicable

Agree

Agree

XXXXXXXXXX1950 - 1959;;Man;;;White - Irish;;;;;I
am a resident of Three Rivers;;;WD3 7;;

XXXXXXXXX;;;;;1980 - 1989;;Woman;;;White -
British;;;;;I am a resident of Three Rivers;;;WD3 3;;

Strongly Agree

Strongly Agree

Strongly Disagree

Don't know/not applicable

Strongly Agree

Agree

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Strongly Agree

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Agree

Strongly Agree

Agree

Agree

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Don't know/not applicable

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Strongly Agree

Strongly Agree

Strongly Agree

Strongly Agree

Disagree

;;;;;1950 - 1959;;Prefer not to answer;;;Prefer not
 to answer;;;;;I am a resident of Three Rivers, I own
 a property in Three Rivers;;;;WD3 4;;

Agree
Strongly Agree
Agree
Agree
Agree
Disagree
Agree
Agree
Strongly Agree
Strongly Agree

an;;;Prefer not to answer;;;I am a resident of
Three Rivers, I am a business owner in Three
Rivers, I own a property in Three Rivers, I work in
Three Rivers;;;WD19 5;;

Agree

Strongly Agree

Disagree

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Strongly Agree

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Strongly Agree

Agree

Strongly Disagree

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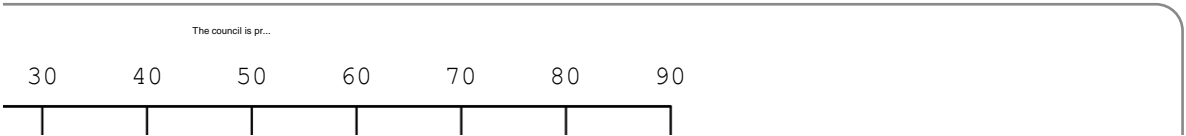
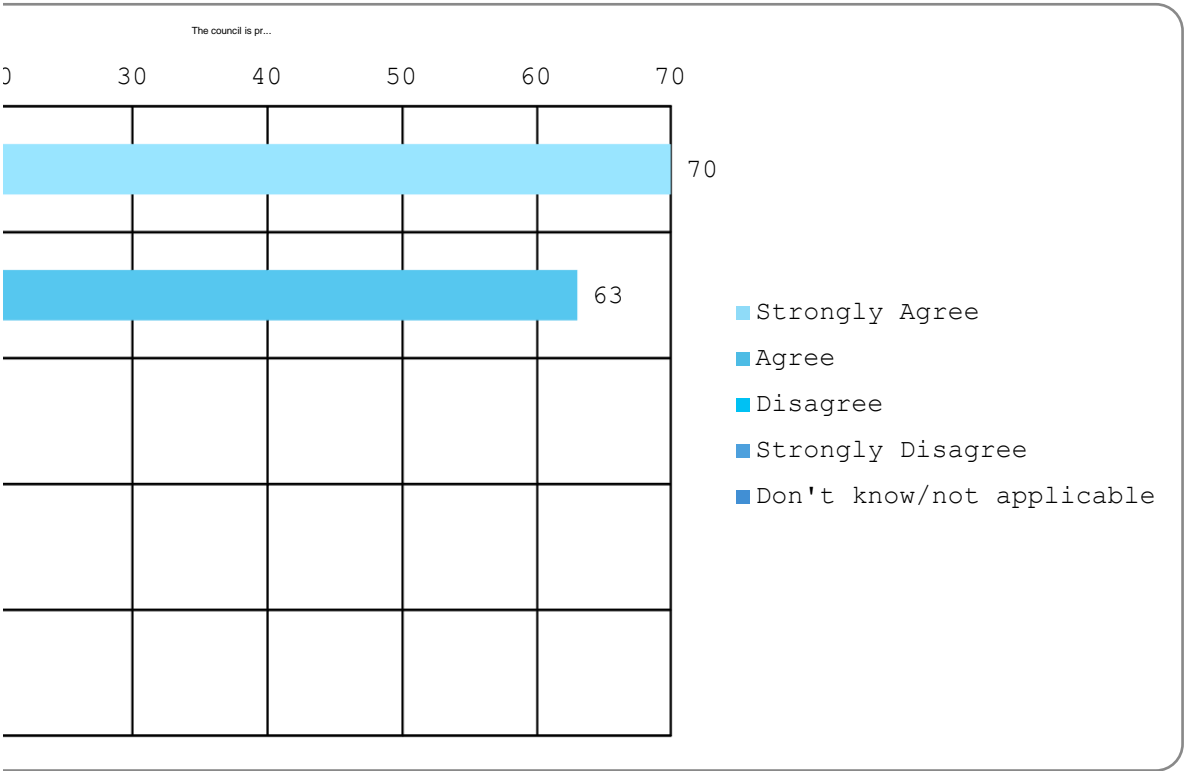
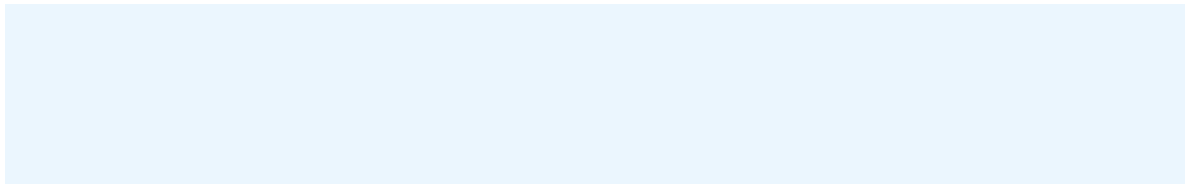
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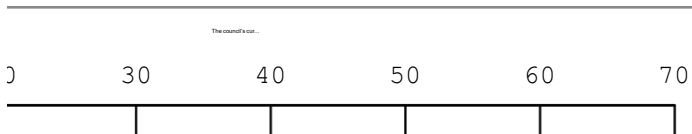
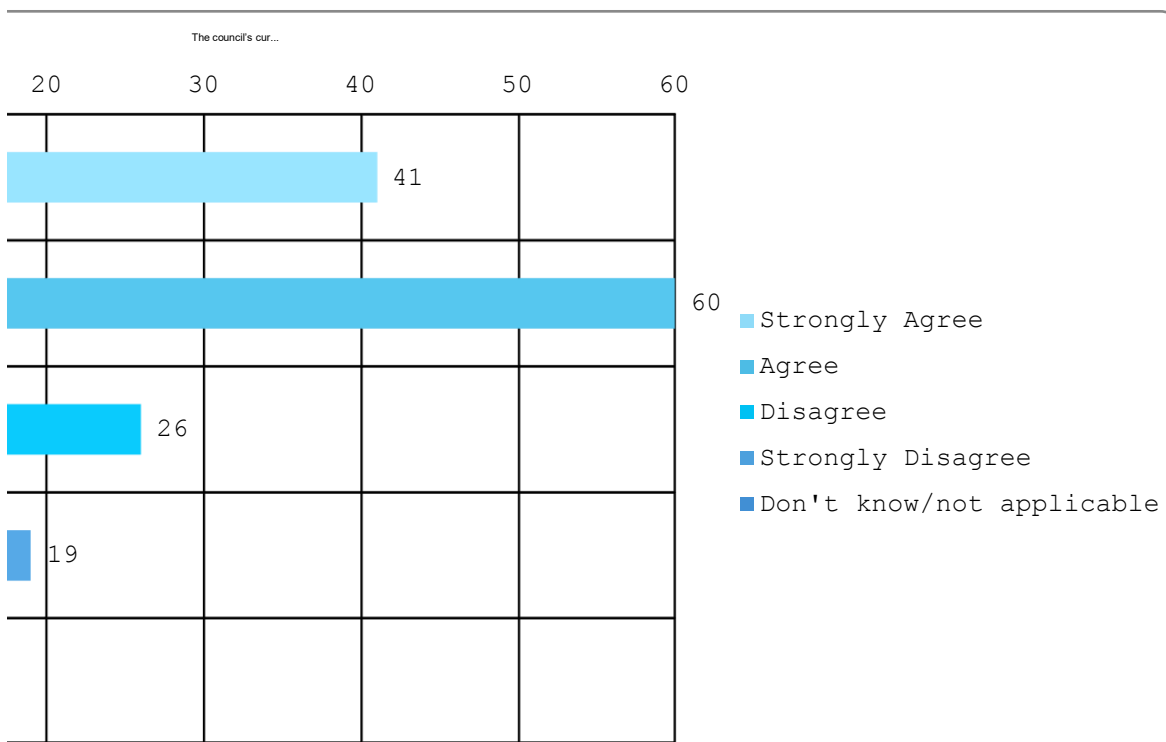
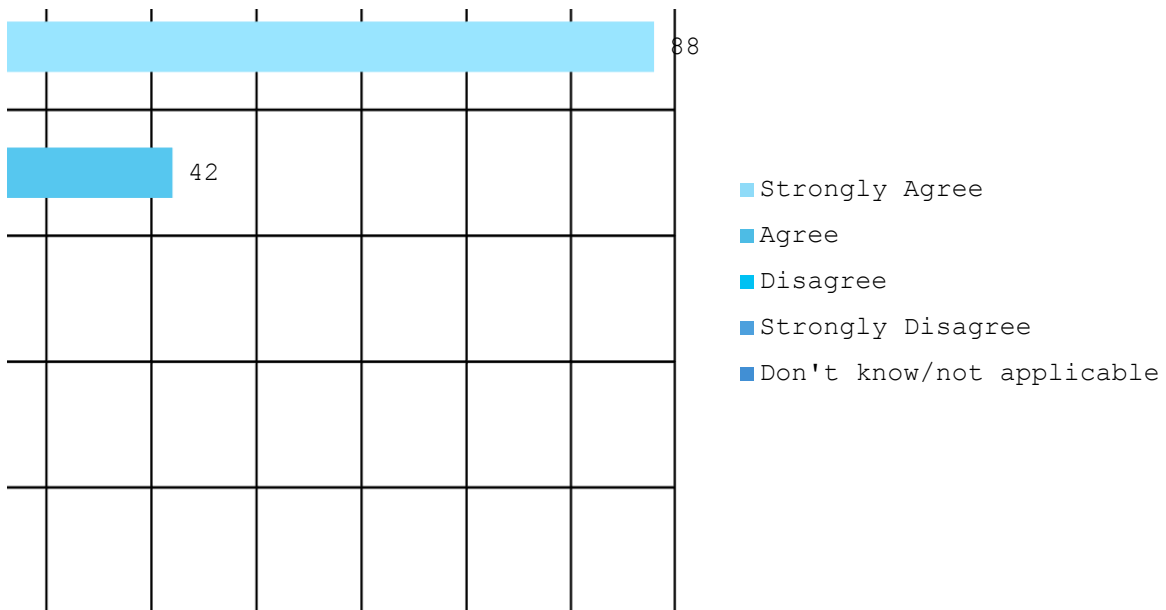
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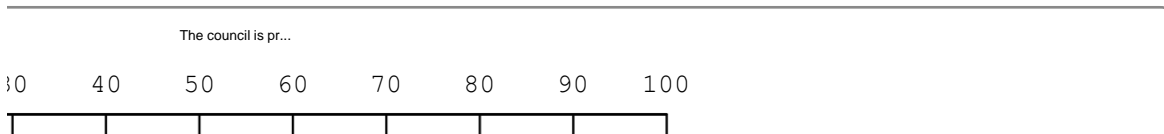
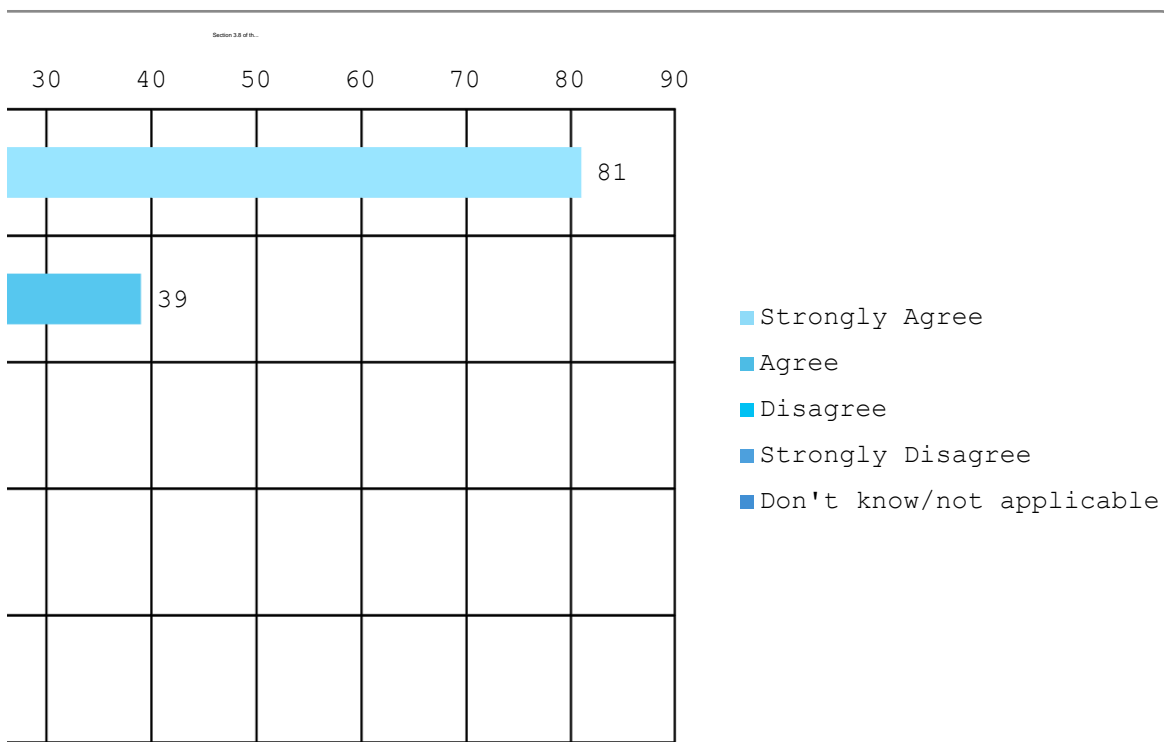
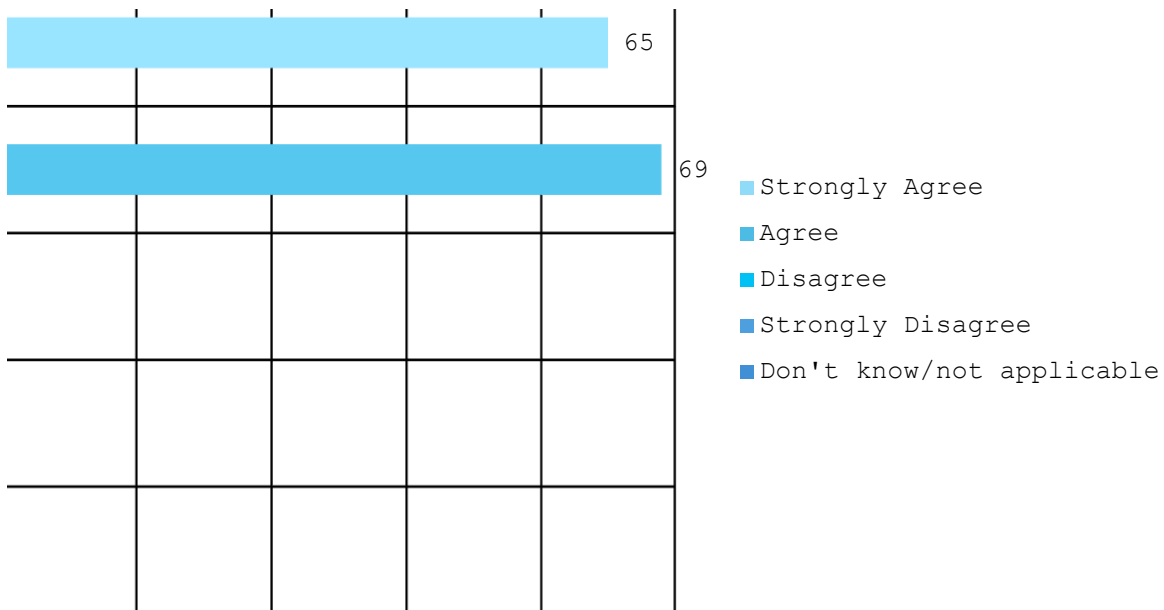
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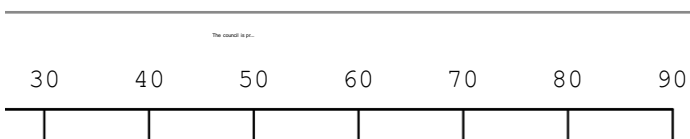
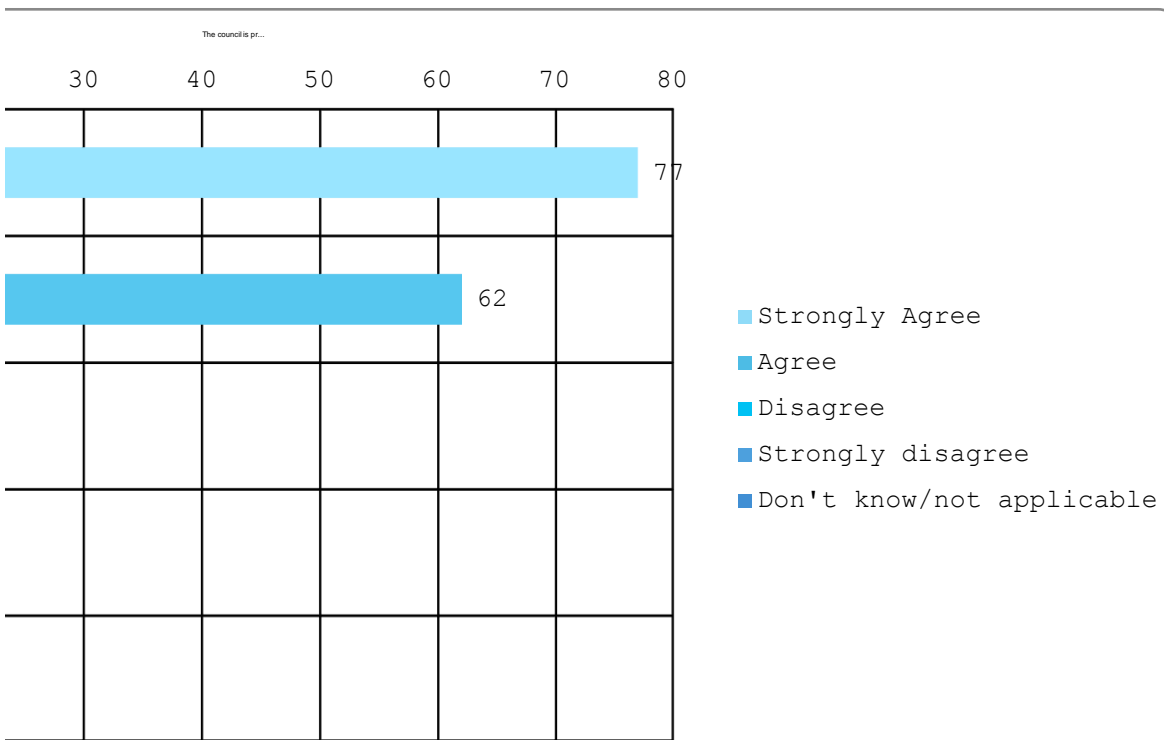
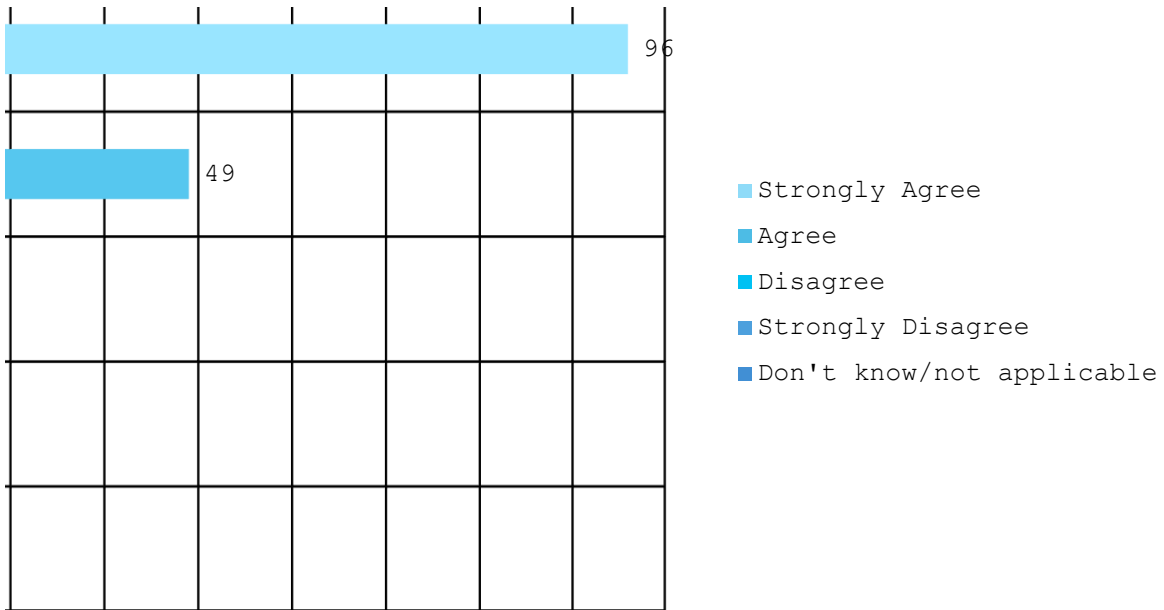
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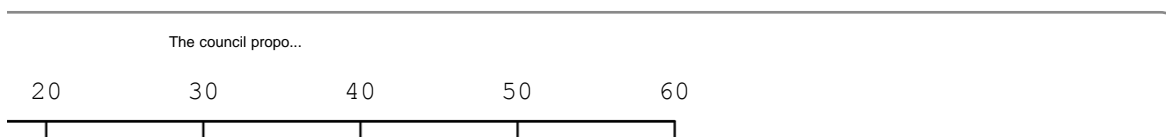
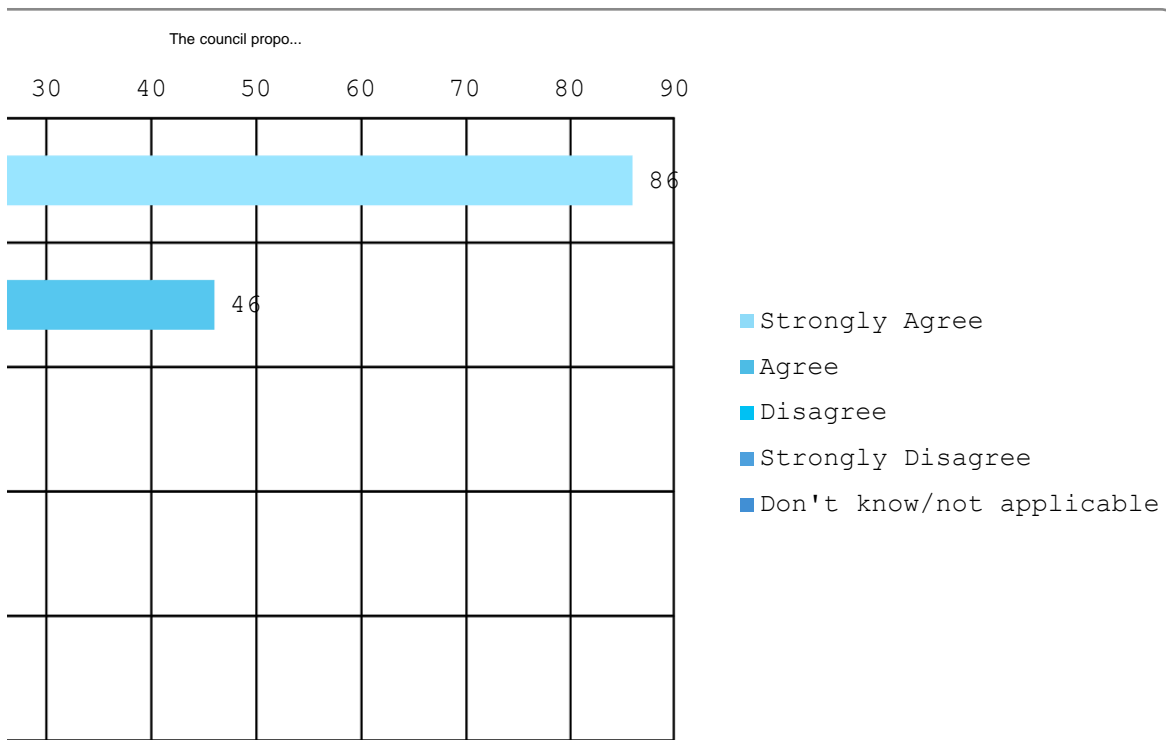
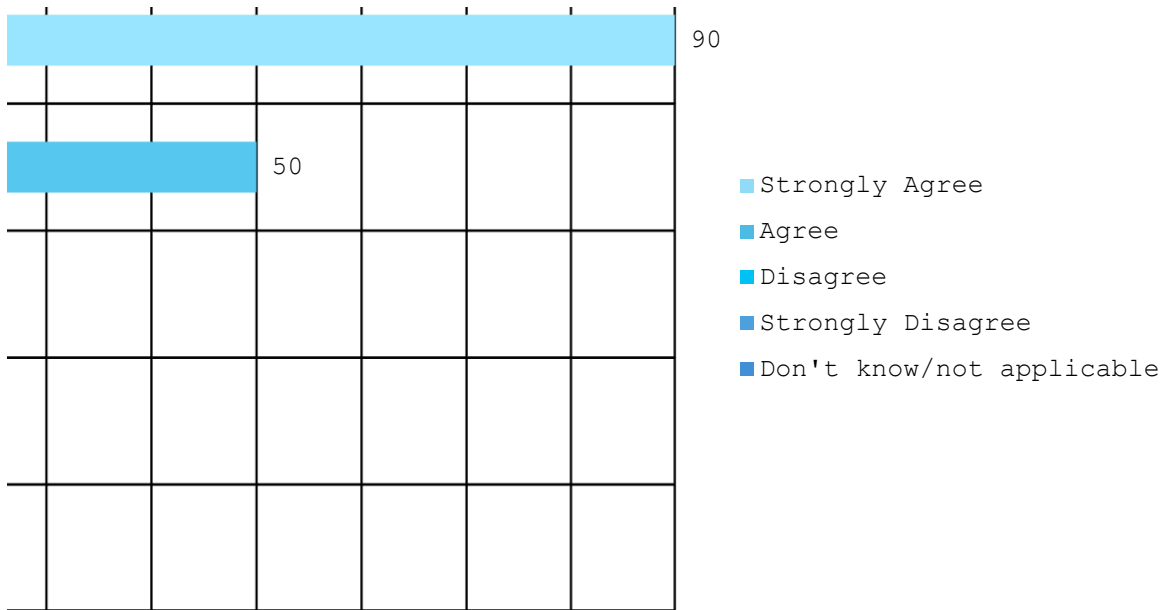
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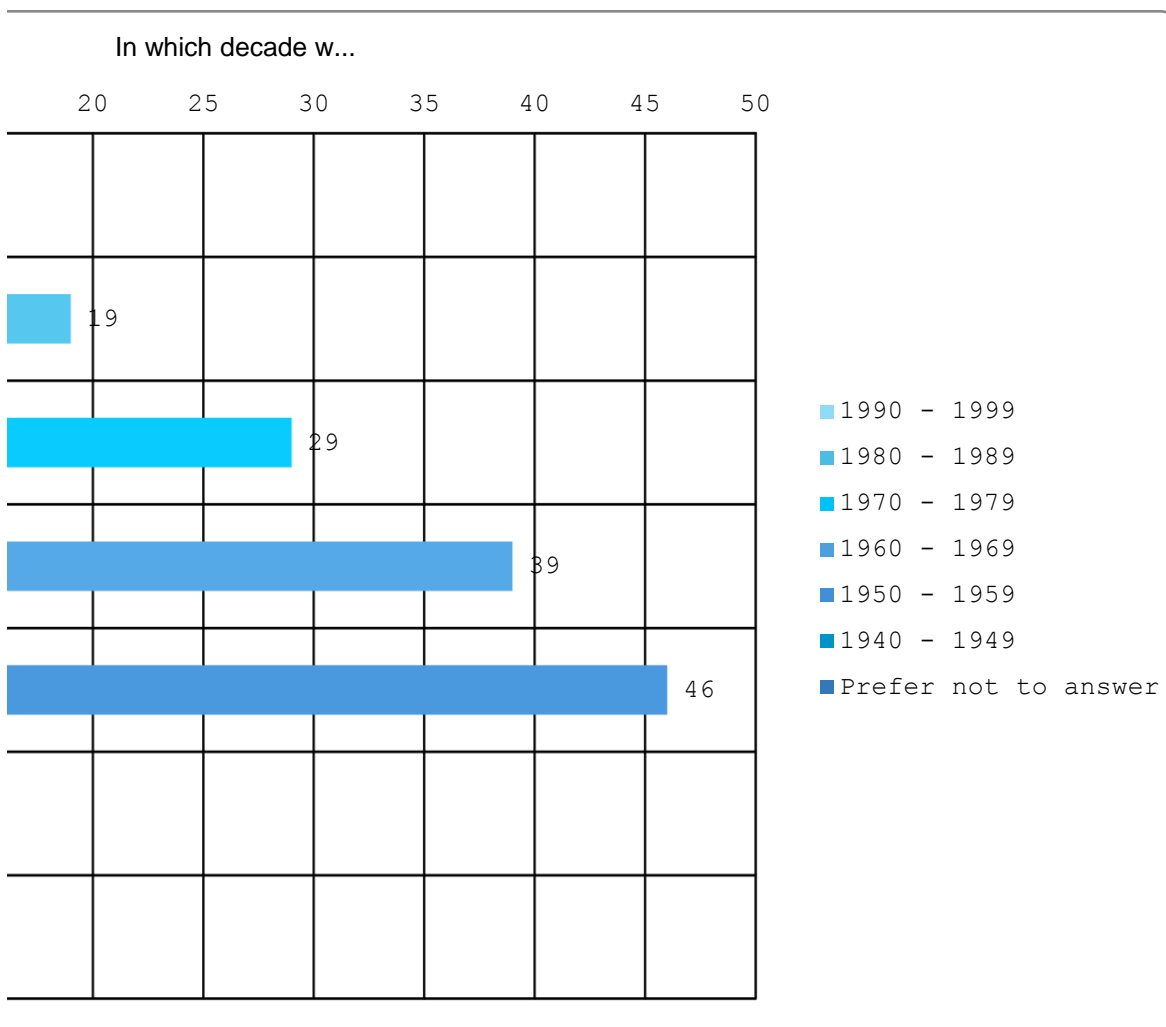
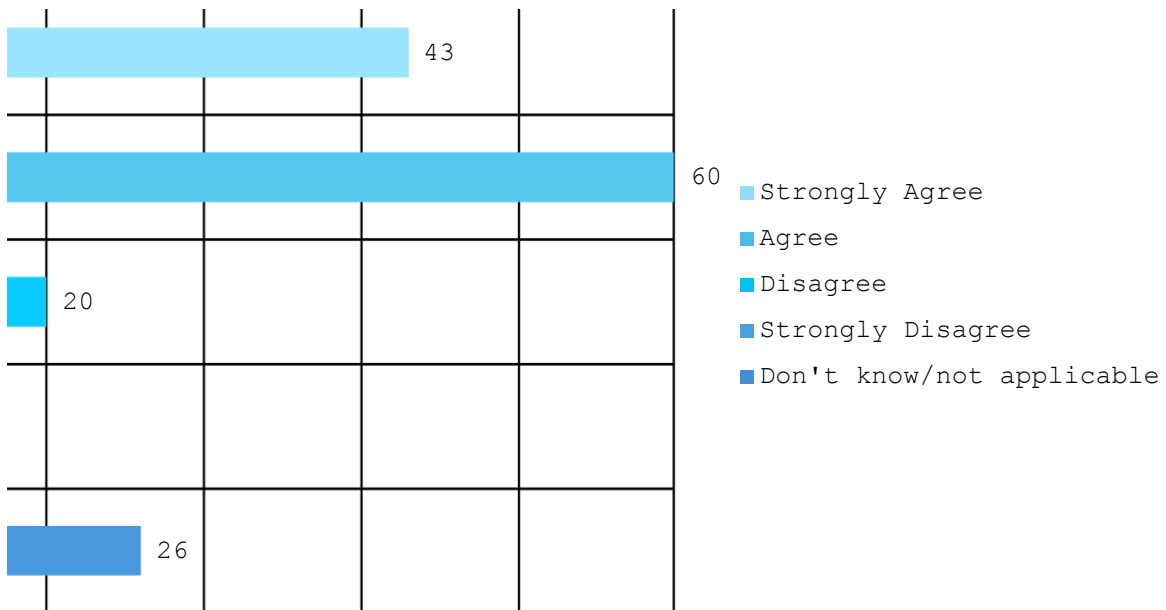






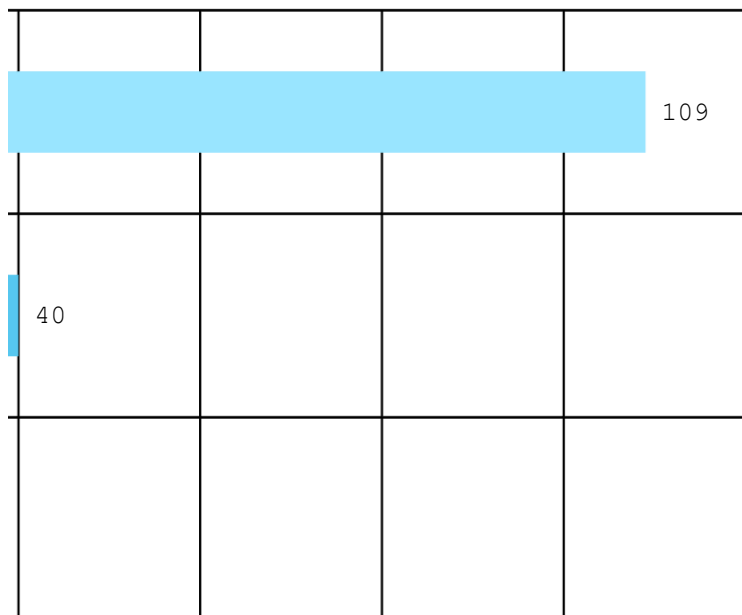






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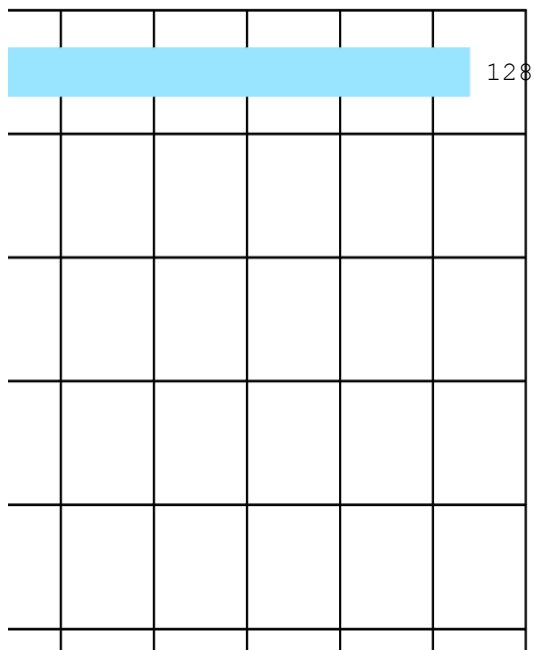
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- Woman
- Man
- Prefer not to answer

What is your ethn...

40 60 80 100 120 140



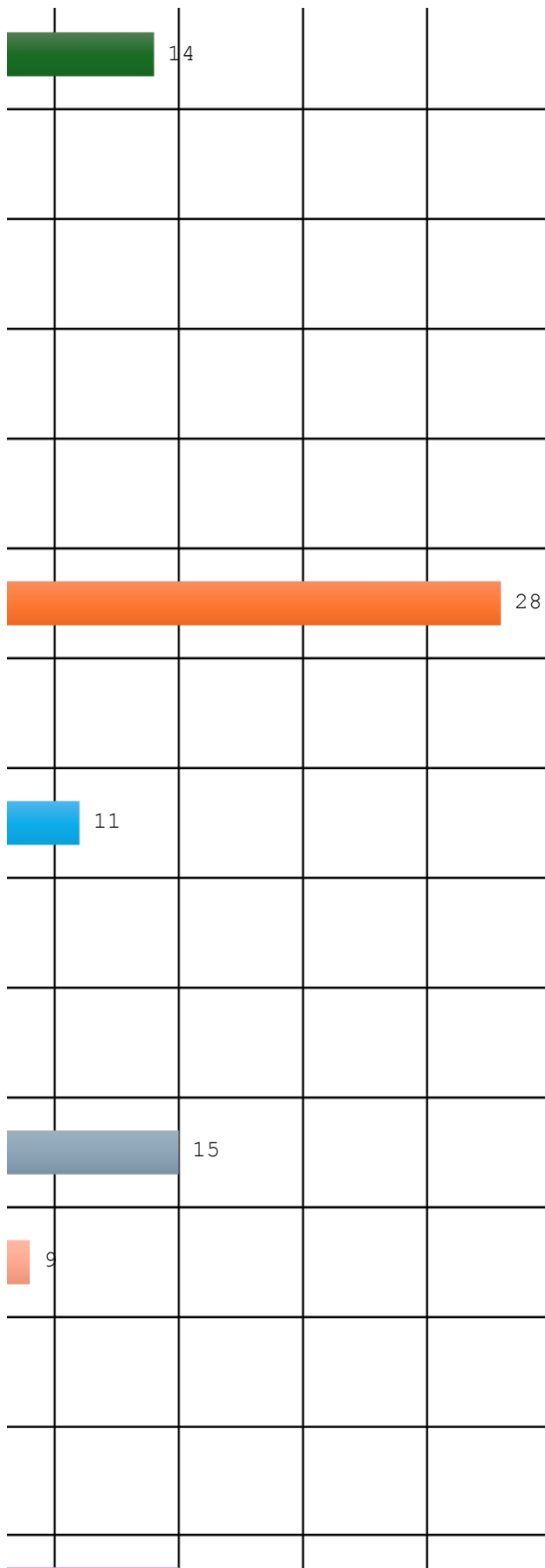
- White - British
- White - Irish
- White - Any other white background
- Mixed - White and Black Caribbean
- Mixed - Any other mixed background
- Asian or Asian British - Indian
- Black or Black British - Caribbean

- Prefer not to answer
- Other ethnic group

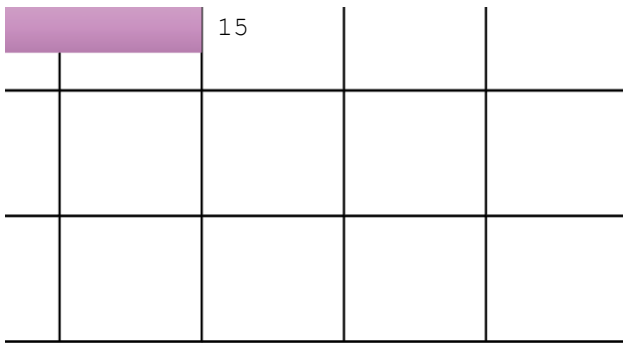
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8				

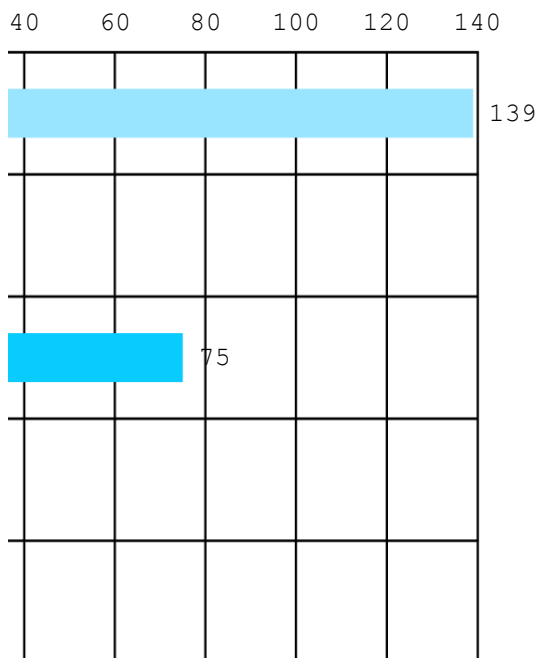
HA5 4



- HA6 3
- HP3 0
- WD17 3
- WD18 6
- WD18 8
- WD19 4
- WD19 5
- WD19 6
- WD19 7
- WD25 0
- WD25 7
- WD3 1
- WD3 3
- WD3 4
- WD3 5
- WD3 6
- WD3 7
- WD3 8
- WD3 9
- WD4 8
- WD4 9
- WD5 0
- Prefer not to say
- I don't live in Three Rivers

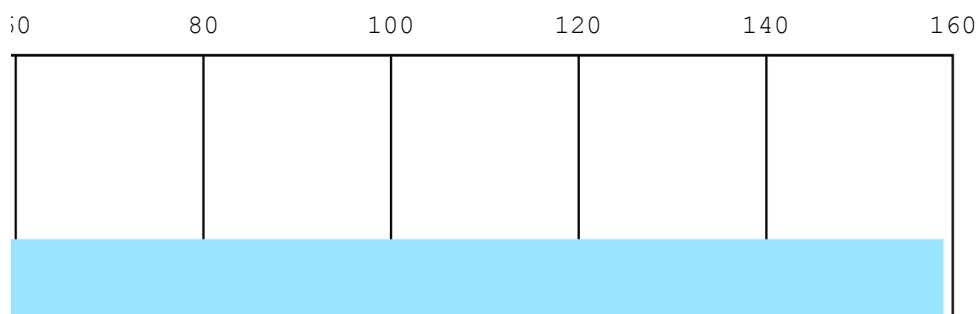


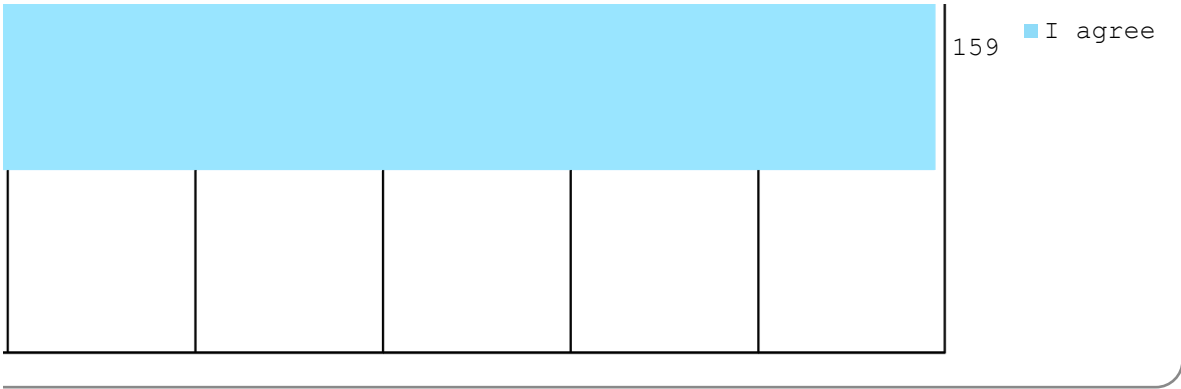
About me



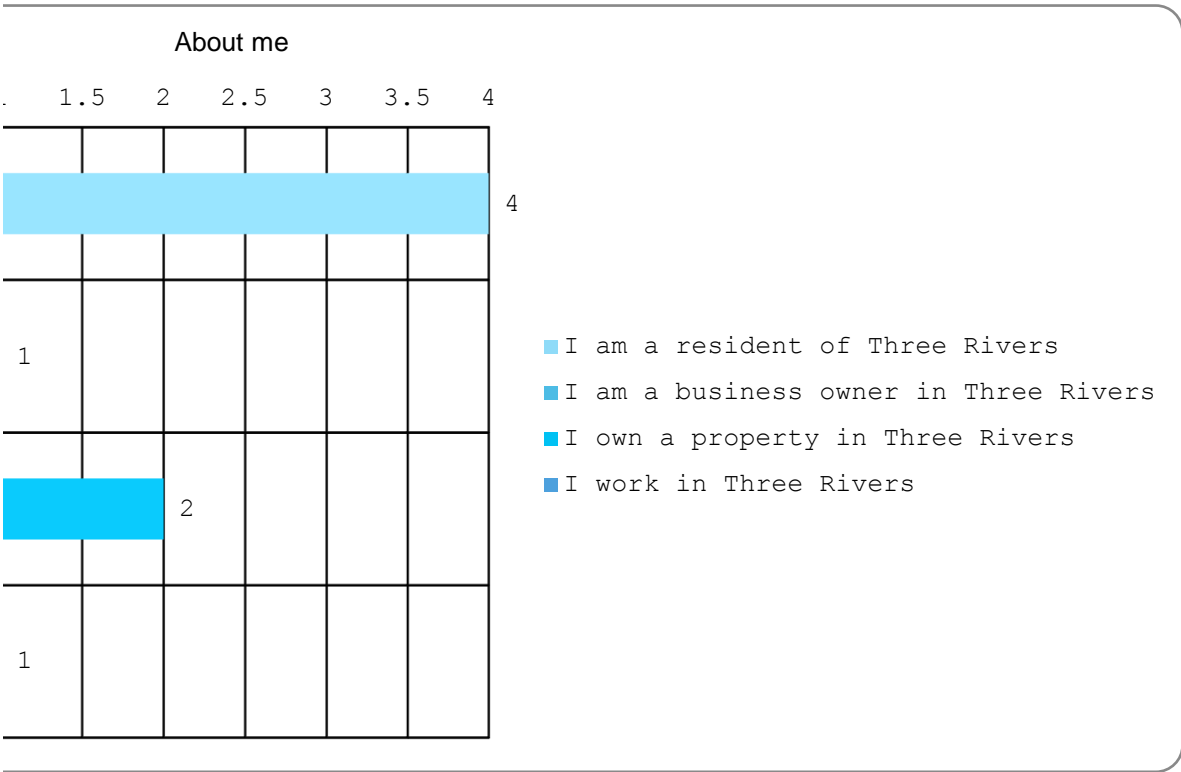
- ☐ I am a resident of Three Rivers
- ☐ I am a business owner in Three Rivers
- ☐ I own a property in Three Rivers
- ☐ I work in Three Rivers
- ☐ None of the above apply

I agree to the Te...

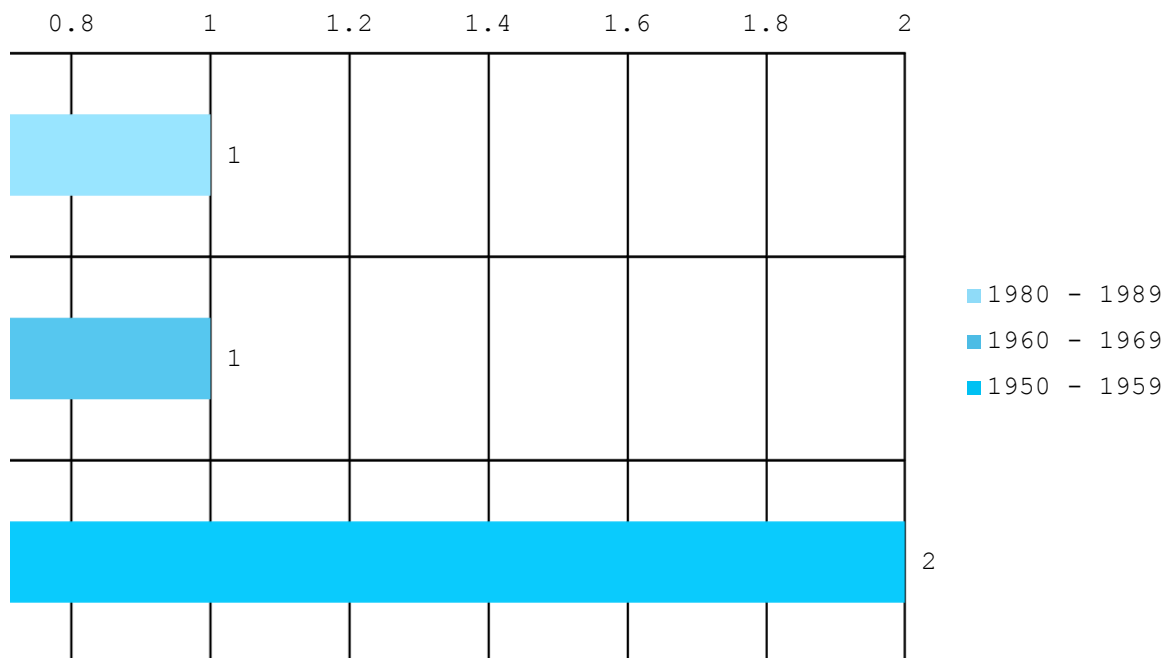




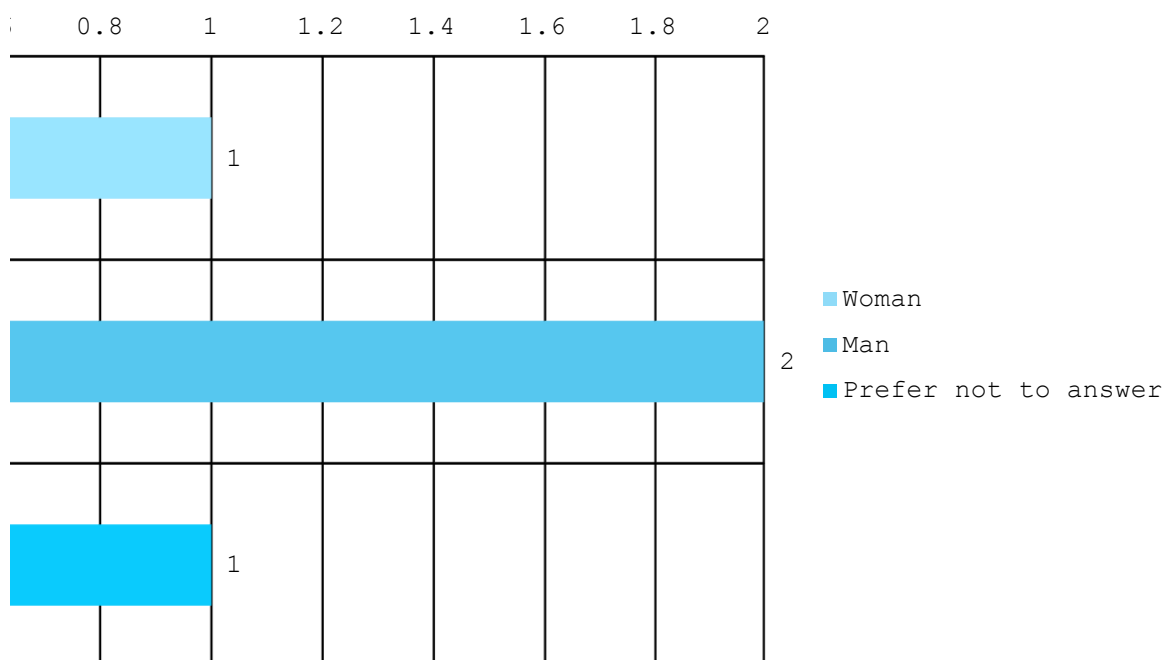
form responses

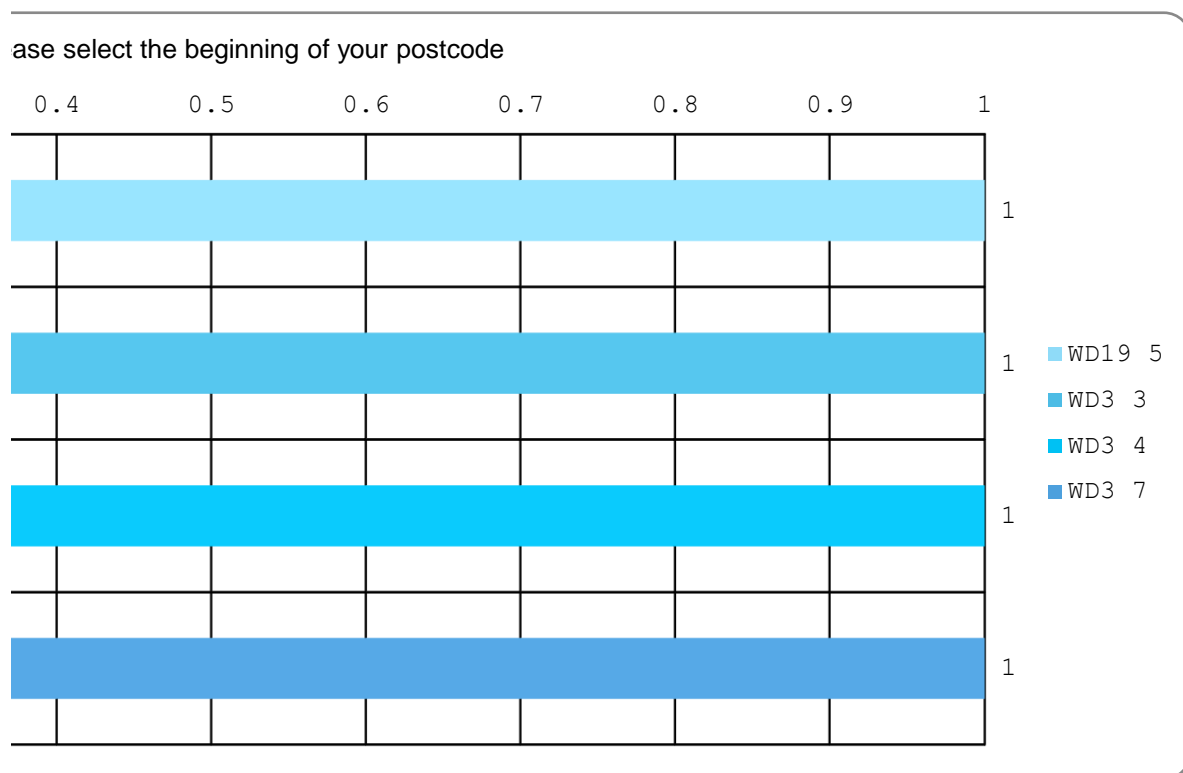
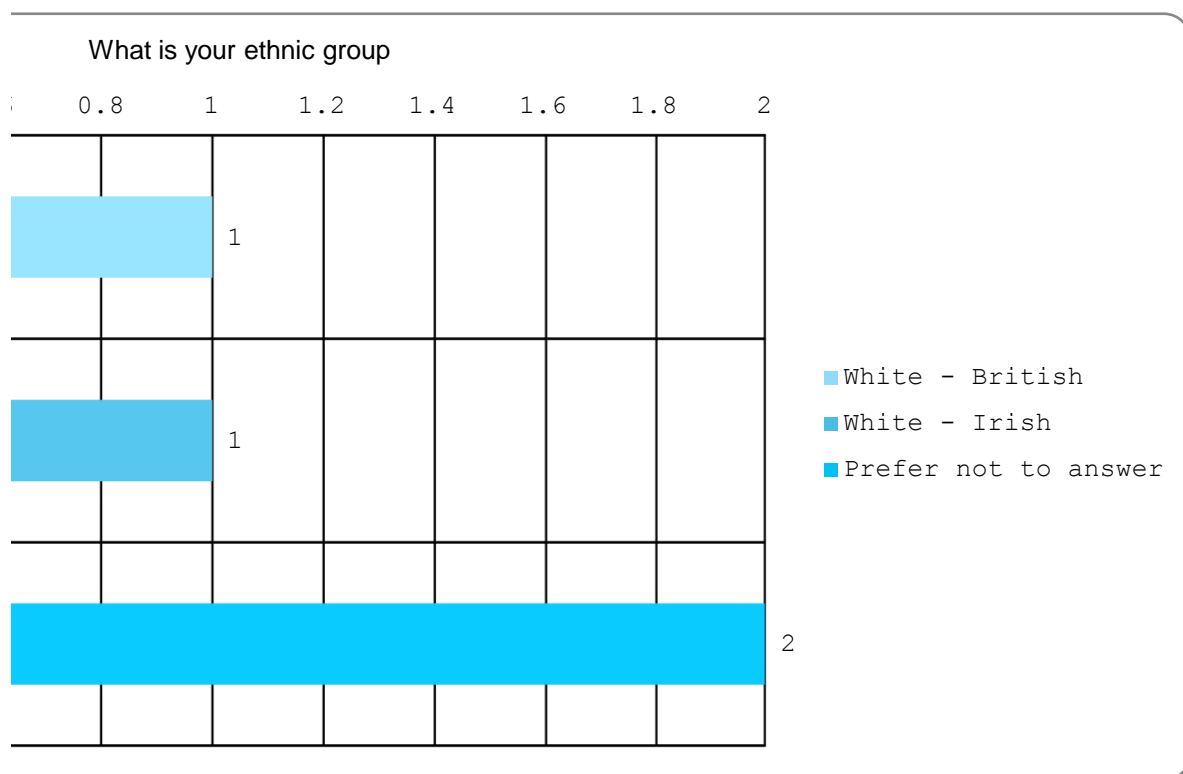


In which decade were you born



on is about your gender identity Do you identify as





01 July 2025

Please provide your comments on your answer to the above

A full assessment of the cared for persons needs is important when evaluating the carers support framework/requiriments. Both need to be done at the same time and with a view to any further deterioration in the cared for person's condition.

Local housing should be for local people and those facing genuine homelessness

I strongly agree that family's that are close and help to support each other should be able to live nearer than further apart. There are a lot of vulnerable people who need their support through family members. Hopefully to let them achieve a good start and a good life for their needs!

I am sure that people will try and abuse the scheme but it makes for family to look after family and save the state and any care compensation is likely to be less than if it were left to the state.

Because it might be hard for the person to travel to get to there relative and the cost.

I live over 30 minutes away from a family member who I am a full time carer for and there have been circumstances where I haven't been able to get to her or provide the care that I am suppose to be giving because of the distance

If the person genuinely needs support then great, families should be able yo live together to be able to help their loved, help reduce stress on care systems and to prevent loneliness. How you assess eligibility is crucial to ensure the need is real and if it is found to be false the housing should be taken back

care could be several times a day and travel times can vary during the day due to the heavy traffic around south oxhey

Only if the applicants and the family members being supported have lived in the district for at least 10 years.

I agree because south oxhey is an easily accessible place with parking and so carers can drive

Public transport is so poor these day that if relatives live else wear it could be difficult for people .

This proposal could be open to abuse, what checks would be undertaken to ensure the applicants were telling the truth about where they currently live.

I also think this should apply to those who live in the area already. So for instance my daughter has been in the waiting list with her child for 8 months and I'd like her close so I can help her with child care

It is important that families are encouraged to look after each other rather than rely on the State. The fewer barriers there are in this respect day to day the better

This should be verified in person and not simply accepted by written application. It is too important to simply accept a written application.

Seems reasonable

This. Is necessary, my daughter and my grandchild have to travel from Essex every Fri to help me as I have a very bad health problem , the journey on a Fri after school time is horrible for them, only to have to do the journey again on a Sun evening to return to their home for school and work on a Sun evening, they need to be able to relocate to this area for all concerned.

Give housing to local people who work! No illegals

Should need to prove that this is absolutely necessary.

Local born people should take priority over outsiders on the housing list. Should they need to return to look after loved ones then they must be able to show they can afford to do so in the first place. They will also need to give proof on what time they spend giving care and support to family.

Easy to say you are helping and accommodation then not deliver care

There's other greater priorities for housing

I trust that this claim is as it appears rather than a sneaky back door route for some other agenda. I trust you understand my cynicism.

Families need to live as close as possible to each other when there are caring or support needs. Carers don't have time to add travel time to an already very stressful job in addition to dealing with their own jobs, homes, children etc

If someone is supporting a close family member, they need to be able to do this easily.

This would probably balance out with some people moving to TRDC for support whilst others will move out to other areas for support.

This opens a floodgate of false cases. Who who check that care and support is actually care and support? it would increase demand is everyone who checks on a relative uses this to move to theee rivers

If it's essential care then they can mive in with who they have to care for not be handed a house to benefit someone else..

Important for childcare or to help look after elderly and disabled relatives

So important. More time travelling detracts from caring time.

Makes sense so that more care be provided by loved ones rather than depend on the council. This should only apply for current UK citizens.

As a parent to a 30 ish yr old adult wheelchair bound physically disabled child, that I live approximately 5 miles from, I go 2-3 times daily to give personal care as well as do errands for, attend appointments, clean their home, washing, ironing etc. I currently can drive but I'm getting older and I'm concerned for when I'm no longer able to do this, the buses to get there are unreliable and a mile for me to walk at my end and longer at his end. I feel upset that more

Providing these residents are tax paying g members of society and are here legally

Yes agree, especially if the 'carer' has been identified and receiving monies in relation to the care by DWP

Makes sense

It isn't clear what the proposal is . Very vague

Ensures people with genuine needs are prioritised

If the care is 'essential' there is no humanitarian alternative

This would make their difficult life a little easier.

Surely the person needing care should be moved closer to the carer?

Stop importanting the third world and destroying communitys

It's fair

As long as the current distance does seriously affect the genuine need

My niece wants to live in Croyley where I live as she has two children and I need to look after them so she can work. She won't be able to afford childcare on her minimum wage.

Reduces the impact on social care if family can assist

Too easy to say distance is a problem when it isn't

I think consideration would need to be given to mode of transport and whether the applicant themselves has any disability which would prevent them being able to travel in the same way as a non-disabled applicant.

It's so important for family carers to be close to the members they care for, it eases the hard work they do and will have less travelling on top of these duties

While we understand the intent to support carers, the proposal lacks clarity on what happens when the care need ends. Would the applicant retain their housing indefinitely? This could lead to long-term occupation without ongoing justification, potentially limiting availability for others in genuine need. We recommend clearer criteria and periodic review mechanisms to ensure continued eligibility.
I have put disagree as if they are able to travel to help then no housing is needed. Or once they no longer need to care for the person then they don't need to live in this area when housing is already at a shortage.

It is a humane and sensible policy

Providing care for elderly relatives enables many people to remain in their own home and not rely on or be a burden on public funds. Plus the relative remains in a familiar environment and retains a sense of independence.

My son became homeless with 2 children after a relationship breakdown and he had no help at all from the council. He has had to rent privately a very small bed sit. He was born in trdc grew up here and no one will help him.

Some types of care can be managed at a distance and if the carer drives but carers who need to be give high needs care and need to be on call should be helped with housyclose by

Move those needing support to an area cl8ser to their family would release housing stock in this area

A fair system

I have lived this with my parents who I needed to move to be near me

As parent and former school teacher of an adult child with disabilities, that currently lives in another area, I am unable to provide the care that I used to when I was younger and I am fearful for when I can no longer drive to help him on the days I do. I would love for him to be able to move closer to me so that I could help more rather than have to rely on social services.

Restricts competition

If you care for an old relative it helps to be near. Ideal would be living together.

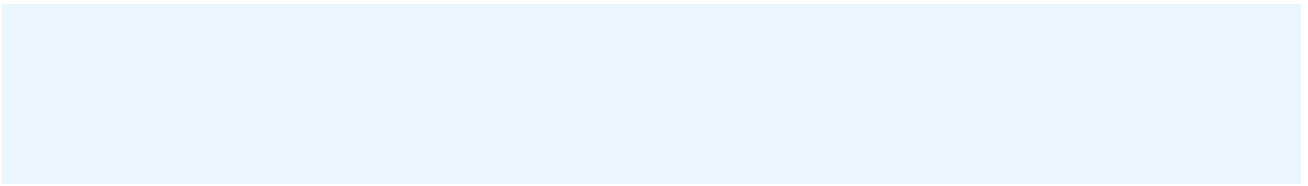
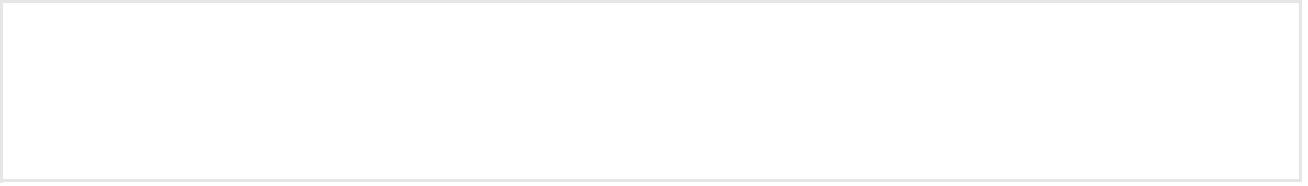
Agreed. But it can't be one rule for one demographic and another for a different demographic.

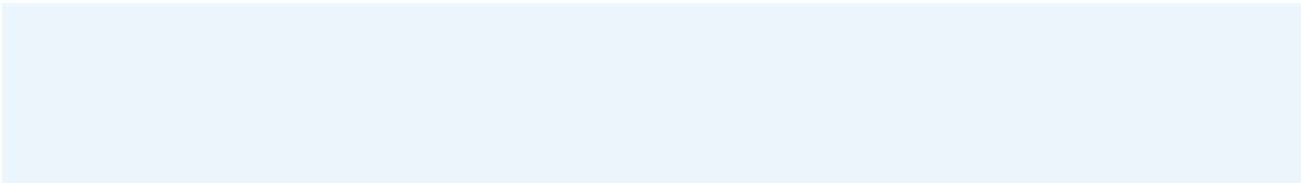
But only whilst the care or assistance is needed

Common sense

Strongly agree that those providing care should be given priority however the requirement to demonstrate needs to be created so that those who do not have access to online services are able to complete the required information. Do not make this harder for people who are providing care.

Whilst on the housing register, I personally had to provide much supporting documentation including letters from hospital and therapists to show why I needed to be near my mother who needed 24hr support. I also have chronic fatigue and as her carer, living too far away (I was offered accommodation miles away in Herts) would have exacerbated my symptoms. Being on the register is very stressful. A simpler process would have made it far less painful. However, you







The council is proposing to update the exemptions to the local connection requirement

Strongly Agree

Strongly Agree

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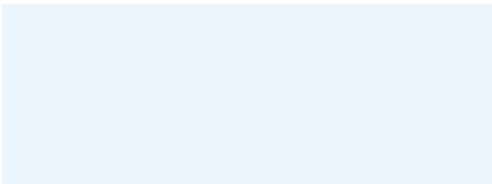
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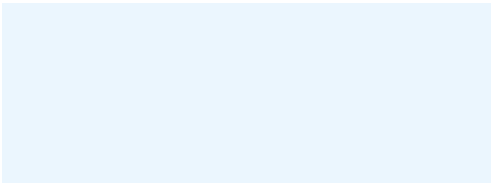
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Agree
Don't know/not applicable

Agree





to

Please provide your comments on your answer to the above

Any veteran or serving person and family should get prority

I don't know about exemptions for these service members but they need help and deserve help for what they do.

We should do more to support those who server the nation.

As Armed Forces and their families may need support when they leave the army . many veterans need a secure base to transit to civilian life and get employment

Armed Forces personnel should always go to the top of the list not only to get housing e.g. houses not flats, but to make sure if their family has always lived in the district, they are prioritised to also live in the district near their family. Armed Forces personnel should also have their time served to be included in the 'Right to Buy' criteria whether it is via the council or a housing association.

Ex armed forces use up large sums from health and social care budget. They usually have difficulties with addiction and other such problems.

This would help armed forces personnel .

Armed forces personnel have historically always been let down by local authorities

Whilst I have ultimate respect for those who have chosen to defend our country, in today's society, the profession should not be ranked higher than any others, particularly those who have worked in other areas of public service, when accessing specific societal benefits. Enabling this action leaves it unfair on others who wish to live in the area and who have close connections with the area and who may be suffering other, equal and even more disadvantage in living close to their

As a community we can demonstrate our support for our Armed Forces by offering them places of safety after their service has finished. I accept that this is difficult bearing in mind the parallel obligations to offer families of Croxley residents access to support their elderly relatives

They have had enough disruption to their family life whilst serving this country it is only fair that they should not be further disadvantaged.

Ex military myself and fully agree

Armed forces chose their career - not where to live!

Armed Forces personnel deserve all the support they can get. They should be addressed individually.

They should apply to an area where they have local connections.

We really need to look after our Armed Forces after they have served the country and especially if they were born local.

The armed forces need all the help they can get

I trust that there are no other unmentioned groups hiding within this exemption.

My husband served for 24 years although we never needed social housing. If someone serves for over 10 years I think this should be recognised and valued. Some only do one tour and unless they are medically discharged I dont think its enough time to expect privileges.

I feel our military should not have to struggle to be housed

All British veterans should be given priority. Top of the list !!!

Local connection needs to be above and no priority should be given to armed forces

If these armed forces veterans or still serving have tried to defend our country then they are priority over illegals or asylum seekers

As the daughter of a member of the army, we needed an exemption to ensure we were asked to continue to attend the schools we were currently attending. Children should not be penalised when their parents leave armed service. This is what would have happened to us if an exemption had not been in place.

But not a clear explanation

Armed forces should be top of queue!

Each individual case must be assessed on its merits

Forces personnel have stress every every time they are posted to a new location so it is only fair that they don't have it on retirement.

Ex military should always be looked af ter

About time

As they have served their country they should be exempt.

I am not sure that length of service should be totally disregarded, 20 years is much stronger than 1 year

It was due to my husband having been born and bred in TRDC that we were able to get social housing after he left the Royal Navy. It enabled him to be closer to his family (some who were elderly and of ill health at the time)

I have ex army in the family and the support they are given when they leave isn't good. If they get a chance to be housed near family this should be a top priority

I don't understand what this update means.

We fully support this exemption. It aligns with national guidance and appropriately recognises the service and mobility challenges faced by Armed Forces personnel and their families.

General Comments: Chorleywood Parish Council is deeply concerned about the retention of the fiveyear local connection threshold. We have seen a rise in office-to-residential conversions

I'm the ex wife of an army guy but divorced after twenty seven years with him.

I'm currently stuck in Cheshire although I grew up at number 12 Fuller Rd, north Watford. I'm not in a position to apply for social housing because I haven't lived in Hertfordshire since 1991 when I married and moved away. I would dearly love to move back home or ij the surrounding areas but all I get told is that there is no availability, or that I have no local connection despite my entire

Veterans are not looked after enough - your proposal provides some certainty. Love it!

They are placed in areas not of their choosing and their job Demands that they live on site

Th8s needs to be more specific. A veteran who served for 3 years should not be able to queue jump

Veterans look after us, we need to look after them/ simple

They have been prepared to give their lives to defend us. The families are moved around and they need to know their contribution is valued

Served country

I think it's like a job so you can travel or live far.

Agreed for veterans and uk born citizens only

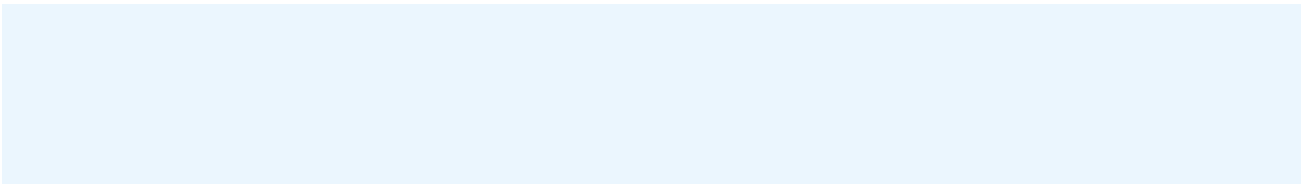
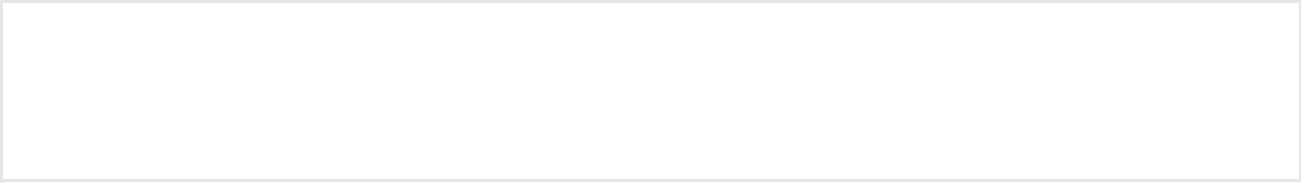
Those that have served for more than 10 years should qualify unless disabled

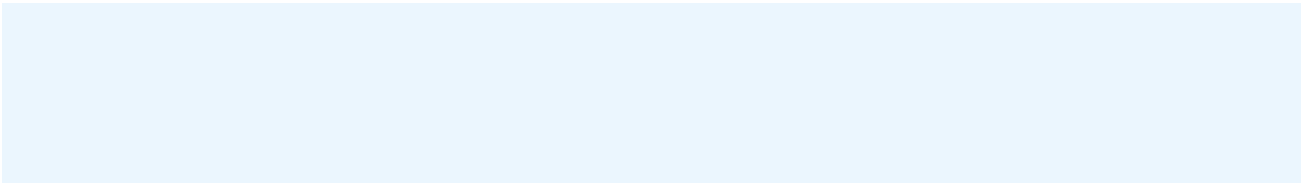
Don't see why change needed

I think this will help many people who have found themselves on the streets after leaving the army and the removal of the 5 year limit is a good thing

Why would they be disadvantaged if they need to apply to their local authority?

Those in the armed forces are not given enough support so I'd welcome this. I'd like this extend to single veterans too who still need to support parents / siblings ect. They also should be housed.





26 August 2025

The council's current Housing Allocations Policy contains an exemption to requiring a

Don't know/not applicable

Agree

Agree

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Strongly Agree

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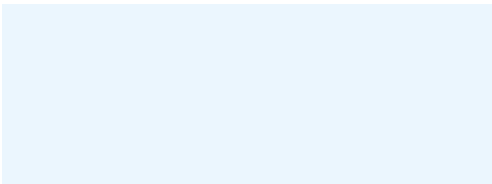
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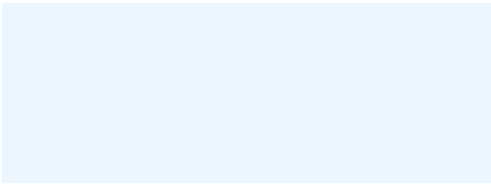
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Strongly Disagree







Please provide your comments on your answer to the above

In certain circumstances maybe even 50, for vulnerable people that really need housing!

It is seemingly the age used in the private sector.

Again as long as those aged 55 and over have lived in the district for at least 10 years.

There are already older residents living in unsuitable accommodation that might not have access to bib on properties .

People of all ages find themselves in housing difficulties, this proposal is just common sense.

I think that this limit is too young : even 60 is 6 years younger than the OAP entitlement age. People who are otherwise fit and healthy should be encouraged to rent in the private sectors. Obviously disabled people of any age are a special case

55 is not that old when people are healthy. It is a different matter if they are ill.

We have an ageing population. Surely we should be increasing the age not reducing it

Age is of no consequent

Surely age 55 means there are at least 10 days of working ahead nearby allowing private sector renting. I appreciate that many cases will need to be assessed individually.

Again we should aim to provide accommodation for our old age pensioners and others in the 55 to 60 . This could free up family homes for younger familys with children.

I'm expecting to need to move my elderly mother closer to where I live and she couldn't afford to buy

Sensible suggestion

At 55 its nice to feel safe, secure and settled although as the retirement age increases with people living longer, 55isnt really considered old any more. Im not sure on this one!

providing there are over 55 accommodation I feel this will support to free up homes for the younger people on the list

55 is not old now and 55 year olds are working and noisy and not suitable to be with 80 year olds

Unfortunately that issue is very concerning to me, having a disabled adult child under the age of 55, he still lives in a flat, that's not adapted to his wheelchair, and is unable to bid for properties suitable due to his age and this rule of age. I have an elderly family member (also many neighbours) that is physically fit living in an adapted bungalow in Abbots Langley village that they don't necessarily need as have no mobility issues. I do feel that the age should be lifted for those

I sort of agree but I am 65 and have worked DLL my life - a lot living in these schemes get so much help it's embarrassing

Should be linked to state pension age. I.e. currently 67.

Should be 70 plus as people are living longer!

As a 60 year old who may need this in the future I don't feel like 55 year old need to go into retirement homes when they should still be working.

Often have properties that can be difficult to let, so expanding the age criteria should assist with this

local connection is most important and the individual should be local not just wanting to live near family

We should be ensuring our older communities have access to housing where they feel safe and secure

Lowering the age threshold from 60 to 55 reflects current practice among Registered Providers and may help improve access to suitable housing for older residents. However, we recommend monitoring the impact on demand and availability.

It's 55 here in Cheshire West and Chester. I'm not 55 until next April and I don't even need adapted accommodation.

Will help those who are unable to work full time at these age.

Should be pension age. Raise it not lower.

Makes sense.

However some accommodation will not be available for single people

55 implies still of working age

55 year olds still
Work

Unless there is a disability why would this be necessary. Most of this age group will still be working

There are many local disabled people that are under 55 who would like to live independently from their families, why are they excluded? There are many bungalows that over 55's will have access to yet people in wheelchairs cannot get these properties of under 55, they are expected to go into a flat? Often being in a wheelchair leads to mental health issues due to lack of fresh air, isolation from neighbours etc. having a garden is much healthier for a wheelchair user. I have seen people

As retirement age is well above this no need

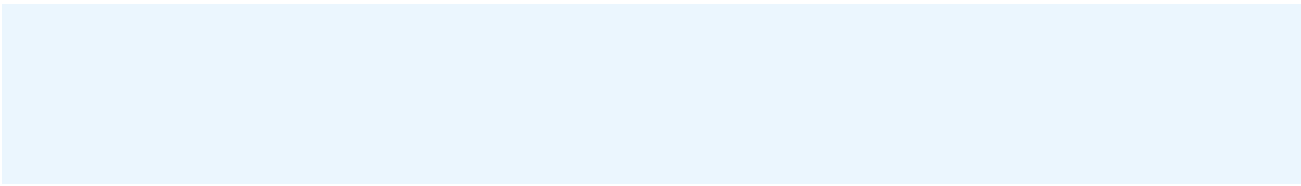
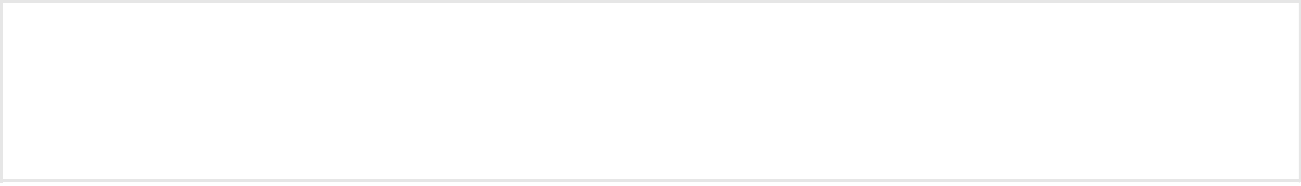
I think under 60 are not as needed

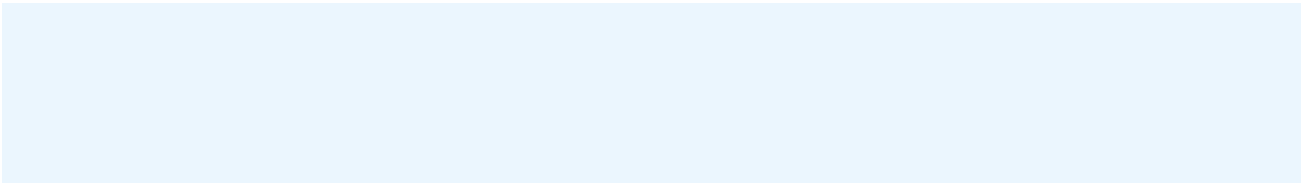
Should be raised to 70

Makes sense

Over 55's housing should be priorities for elderly residents (55 is NOT old!) or those with a specific need

I would have to see the stats. What percentage increase would there be in those bidding on age-restricted housing? Are you building more age-restricted properties? Not enough info. I suspect I may disagree with bringing down the age range.







The council's current Housing Allocations Policy states that applications from customers

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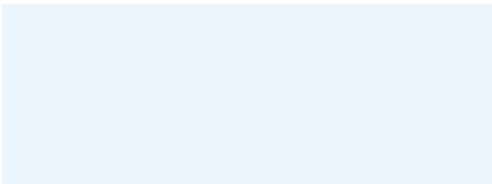
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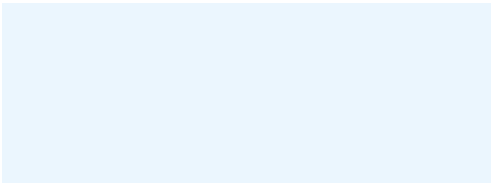
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Please provide your comments on your answer to the above

I kind of agree with this as I can imagine that this could be a big problem for a home owner, but so long as it is controlled by the three rivers and doesn't stop other people missing out on getting housing. Seems far for me.

It seems to make sense especially if it provides a home for the larger families.

Those who own their own homes should be supported to stay in their home as much as possible. The housing situation in this country should support English citizens to own property

housing option teams may be able to prevent homeless / loss of their property with early intervention

As long as those who own a property as being pro active in engaging with the council.

They should be treated like everyone else who wants to be housed .

This also makes common sense, but once again due diligence would be needed by the local authority to the true circumstances.

Too many people live in properties that are in excess size wise of their day to day needs. Such properties could be rented out on the open market to provide a rental income for people who wish to rent locally or for those who want to become resident landlords. Ideally properties that are too big to maintain should be sold. In the current housing crisis it does not make sense for family houses to be occupied by one person who in effect only needs a bedroom; bathroom; kitchen and

Proactive action to prevent people losing their home is a good thing.

Your housing team won't help

If someone is about to lose their home due to financial hardship they will be under enormous stress already without having to worry about if there is someone at the council they should be talking to first. It needs to be looked at on a compassionate case by case basis. Don't assume that everyone in that situation will know exactly what help they can get from the council.

They need to work to get over financial hardship- - not cry poor!

Help should be there for people in this possion..

Sensible suggestion

That just makes sense, after all, prevention is better than cure.

I think this should be the case with strong checks that applicants are being truthful. And money that has come from their property is used to rent privately first

They should be given financial help instead of being encouraged to sell

If there is a chance of them keeping their home, the better. Better if there are children involved as no upheaval, also keeps houses free for those in more need

Sometimes the loss of job can happen, and if there is not enough equity in a home to buy a smaller property then a person should be able to rent privately for some time until the savings are reduced, and only then join the housing register if they are a local born person (not someone who moved from London originally!)

No because as stated I am still working and get no help IF I suddenly had to find somewhere to live I would like to think I would get help

How will TRDC prevent the homelessness apart from signposting?

Can council help people remain in current accomodations
Sensible precaution
If feel that social / affordable housing should be prioritised to people already in social / affordable housing who wish or need to upsize or downsize as it will put another property back into the system for people who genuinely need it

The obvious answer would be for them to sell their home- maybe back to the council or pay a rental fee? It doesn't seem fair that they rely on council housing with an asset of great value

Surely this is the same thing.

Financial crisis is affecting many people and options to sell and repurchase are not as available or affordable

people should be encouraged to stay put not add to the housing list

More clarity would be needed on the definition of "actively engaging". Exemptions should be considered for those who are unable to engage due to disability.

Homeowners who are at risk of losing their homes need to engage with housing agencies as soon as possible to help their situation

Help before losing home is essential

Requiring engagement with the Housing Options team is a sensible step to ensure early intervention and appropriate support. It also helps ensure that applicants are actively seeking solutions before joining the Housing Register.

These people need to be helped once homeless like the rest of us that are unable to get on the housing list.

Another positive step

If the house is sold and the. Person has then money then it is unfair

This should have some means of controlling what type and size home they are offered. If mortgages can't be met how will rent be met.

Wanting a council

Property should have stringent rules - if they don't like it, find a property themselves

They need to try and sort the problem out as they own a home, they shouldn't need to have social housing.

Sometimes unemployment can be short lived, hours are cut at work, these people do need support to help them remain in their homes, even if it's a type of loan from the council with low or zero interest rate.

Assuming present property will be sold leaving finances

Prevention is best

Individual criteria should be laid out and explained it should also include criteria that uk citizens that pay uk tax are priority

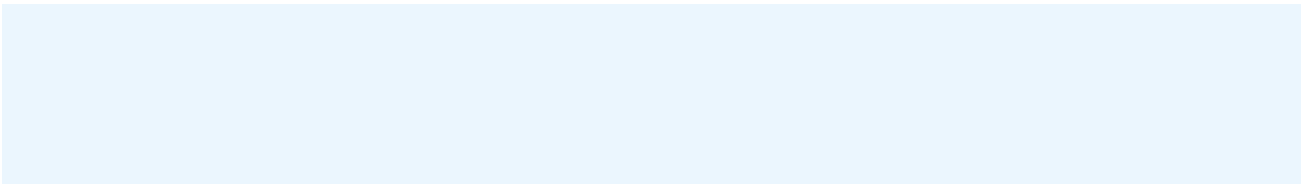
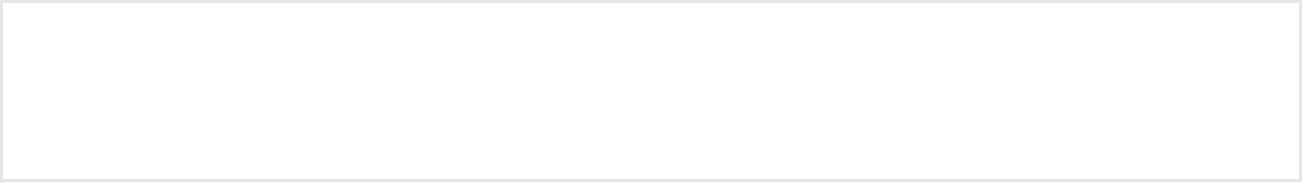
Sensible change

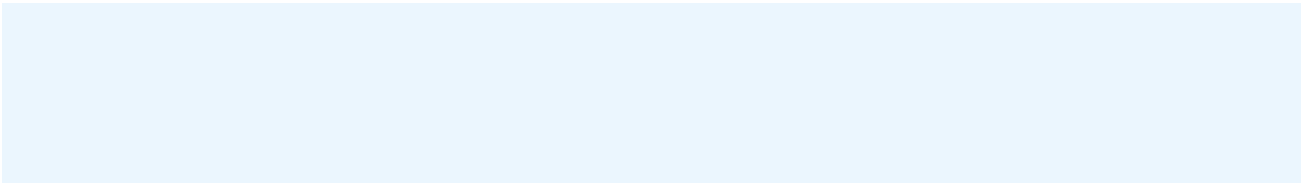
Don't understand wording of question

I do agree with this in principle however there needs to be a way of informing people of this process and not just on line. It needs to be distributed via newspapers and through the school networks. I am unhappy that you are using the word "customer" it feels very transactional, as if people are buying a service, when in reality they're in a vulnerable position and seeking help with something as fundamental as housing. For people at risk of losing their homes, "customer" comes

Don't disadvantage those that have paid their own way but fallen on hard times. The people that don't contribute anything to society are always prioritised & given all the help & resources

If council intervention means staying in your property, especially if you have children, it will be a benefit all round. Nobody wants to go through the housing system, it's unbelievably stressful and one of the worst times of mine and my child's life. Children need familiarity and stability, keeping them in their homes, I think, is preferable. (I have no idea what intervention you'd provide - an example would have been good)





Section 3.8 of the council's current Housing Allocations Policy confirms to customers
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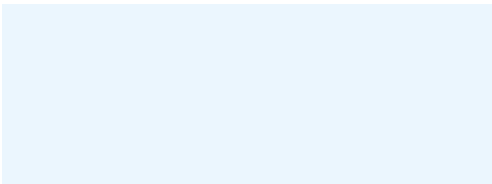
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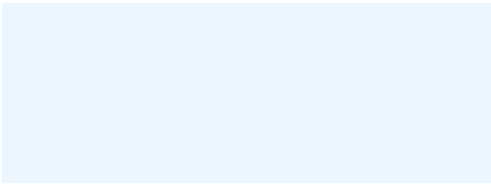
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Disagree





Please provide your comments to your answer to the above

The person you are visiting could have a drs or hospital appt or a long term commitment without any warning it would be wrong to then reconsider

It is not always possible to make yourself available at short notice - reasonable notice andd/or reasons for asking for another timeline should be considered

But have a caveat for those genuinely unable to meet T short notice

Don't have a problem with this!

Might cut down on the abuse of limited housing stock.

You should arrange visits as people could be at work when you arrive if unannounced and will lose out on a property just because they are working

We were visited when my daughter (& young son) were applying for housing, I don't see it as a problem if you're not hiding something, which we weren't

People should be made to prove circumstances

it is important to check they are living in their current accommodation and how the person is looking after the property

Anyone abusing the council property, involved in drugs or ASB should be evicted from a house to make way for more law abiding tenants.

So that the council can see that they respect there property and therefor would respect the property they are going into .

This is common sense,

This is a sledgehammer to crack a nut provision. Whilst the sentiment is correct its application is open to abuse and misuse by the council and jeopardises those people who seriously cannot be at the property at a short notice. There needs to be a much more robust policy in place which details and defines every element of this change and its impact. Without such detail being provided at the outset regarding this, this change must not be allowed through

I disagree with the lack of notice aspect but agree that people should grant access to all parts of their accommodation. Except in emergency at least 14 days notice should be given of a visit with a reminder notice 7 days before and then 1 day before. People should be allowed to have a neighbour or trusted friend with them when the visit takes place and be told in advance exactly what the purpose of the visit is. We do not live in "1984" ..at least yet!

It seems very harsh that because someone is not available at short notice that they lose an offer. Without knowing someones reason for unavailability that seems harsh. There may have been a medical emergency, family emergency or other good reason. It should be for them to prove beyond doubt to the officer the reason for absence in order to be given a chance.

People have to work so may not be available? You are encouraging people to not work

[illegible]

Stop letting people be choosy

Very often there are additional persons living at these properties. Unscheduled visits should made perhaps even at weekends.

If a person is working you just can not turn up unanounced you should make an appointment at an agreed time and date and outside of working hours if needed. Most people today can not just leave work when they want to they have to book time off in advance. Not everyone works from home like the council employees do these days. This might need a rethink. As it could be a waste of your resources if no one is in and time is money.

Don't let people play the system

We need to encourage people to be active. Not to stay home in case they get a visit

Sensible suggestion

This should be the case anyway to prevent scammers and fraudsters from acquiring social housing, potentially at the risk of someone with a more deserving and possibly genuine need. Otherwise, people are obviously going to prepare to make their situation look worse off than they are? If they see anything wrong with this, they obviously have something to hide.

I agree- many claim over crowding yet don't have those living there.
I do think consideration needs to be taken if there is disability. it would hugely unsettle my autistic son if people turned up unannounced

No notice should be given, then you'll see who exactly is living in the properties.

I'm sure you will take into account that people do work and you would know their working hours? Not fair if you turn up and they are on a shift at work and then you say they are not eligible
Totally agree as we have known this to be abused.

The council need to see the state of the accommodation these people live in So they know their property will be respond looked after

This will avoid /reduce possible fraudulent applications

If the person is unavailable for to ill health, this should not be held against them.

Stops people fraudulently claiming
Agree, but justified reason for not being available (eg family death, illness etc.) must always be taken into consideration.
Are people expected to be at home 24 hours a day?
i feel it should be taken into consideration of family circumstances. if the customers could be working or doing school pick up so should be scheduled. unless the council have a reason to believe foul play or deception.

We need to stop rentals being sub let and ensure that those need it are those that get in the list

Not sure that's fair; visits should be scheduled otherwise people are essentially home-bound and it's a waste of time if council workers turn up but no one is in the property

In some circumstances people may not be at their home all the time. They may be staying over with friends or family. Checks must be done to ensure they live where they say they do though.

I think it is important to assist on the tackling of social housing fraud, can gain a much better understanding of a customer if can see their home environment. Also assists with complaints and reviews if seen first hand.

important that they are living where they say they are and have the needs they say they have. Many, many years ago I knew someone who suddenly developed a major physical problem when she wanted better housing, strange she never told us at work about the problem, she lied in the Watford Observer interview

This seems like an unreasonable requirement. Are customers supposed to take time of work for an unannounced visit or risk not being housed?

We had no problem with a visit when my daughter was in the process, it will (hopefully) stop any false requests

What if the customer is working or vulnerable or at hospital appointments. Most people won't be home and don't always have immediate access to phones. Reasonable steps to contact first should be made.

I had an unscheduled visit from the housing allocation when I was homeless. I was staying at a

Those with mental health conditions such as anxiety could be put off applying for homes because unannounced visits could cause fear. Not everyone in need of social housing is unemployed and able to be home for short notice appointments, and you could cause financial issues for those who are self employed.

We understand the need for thorough verification, especially in cases of high demand and limited housing stock. However, we recommend that unannounced visits be used sparingly and only where there is a clear justification, to balance operational needs with respect for residents' privacy. Clear communication and safeguards should be in place to ensure fairness.

More notice needs to be given for people.

You must have a system or procedure that mitigates against abuse of the system.

Provision should be made if customers are employed and need to request time off from work, particularly at short notice. Unannounced visits are an obvious issue if customers are employed.

Confirmation of living conditions

As previous answer

People may be deterred from making false claims

People have commitments re jobs etc for hospital visits or pickin up/dropping kids so it shouldn't be held against them. I agree if they cannot meet at a scheduled appointment barring the above instances then they should be reconsidered.

In my previous job I knew of families who would evict their adult children in order for them to get a home, the children should go to a bedsit, but at night the children return home to their parents. Home visits should take place out of office hours as well as during day hours.

Hopefully avoids fraud

If they are genuine would be no problem

A scheduled appointment or unannounced visit is ok but to penalise people for not being home or available etc is just wrong. Everybody is entitled to a private home life.

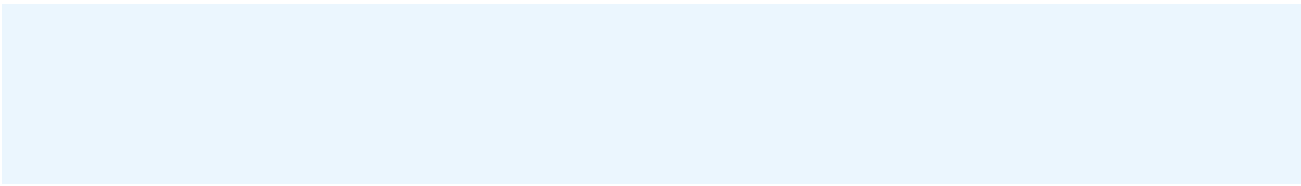
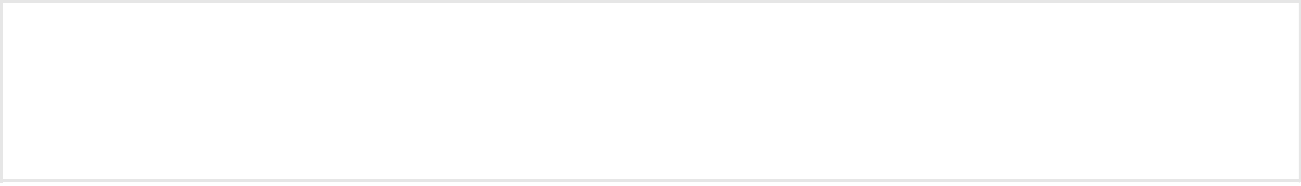
Very sensible

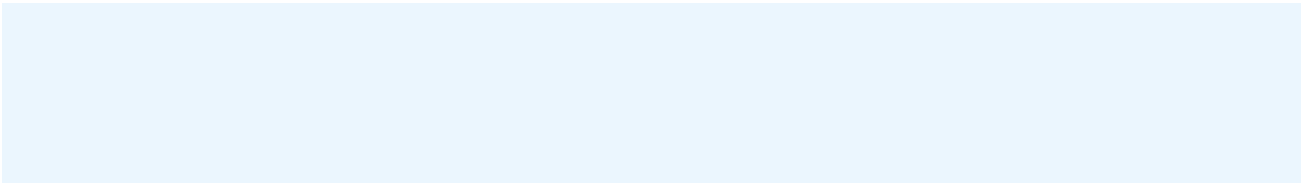
I strongly disagree with this proposed change. Expecting people to be available at short notice or for unannounced home visits is unrealistic and unfair. Many applicants will have jobs, caring responsibilities, medical appointments, or may simply be out shopping, exercising, or attending community activities. These are normal parts of daily life, and people should not be disadvantaged or risk losing an offer of housing simply because they are not at home at a particular moment.

For those who are genuine, an unannounced visit is an over-reach however, it may catch out those who are not genuine.

People also work and the idea that their boss may not let them have time off, putting them in further jeopardy is not fair. I'm on the fence about this one!

Notice must always be given and if possible an date agreed for the visit.





The council is proposing that customers who are awarded priority for ground floor
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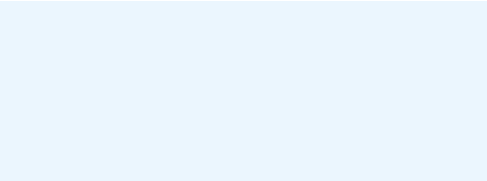
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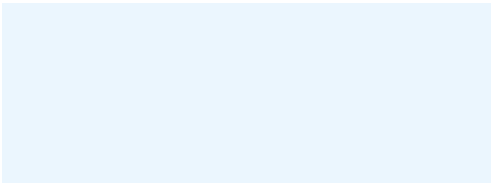
Agree

Agree

Strongly Agree

Agree





Please provide your comments on your answer to the above

As long as they are genuine

I would have thought that this proposition was already the same.

My wife is now afflicted in this way and there is very limited stock of such in any sector.

Makes sense to let applicants with needs to get properties that are accessible
This should be the case if there is proof that ground floor / step free properties are the only option.

medical information to verify they cannot climb stairs / also checking if their current accommodation shas stairs

There should be more provision of bungalows not just for the elderly but also for disabled people. From experience a lot of elderly people who are living alone but have difficulty with stairs want to maintain there independence and prefer a bungalow type dwelling rather than flats.

Having medical problems myself I was lucky to be offered a bungalow which has been a god send . I do know of people that have been stuck living in one room because of there disability .

Another common sense proposal

Agree provided that people's health is not likely to deteriorate in the immediate future ie 6 months or so
Seems fair.
Depends on the condition or disability

What about people who can only manage a few steps, ground floor would be best option but don't leave them on the list forever if no ground floor properties available.

You are making it too easy to con the Council

Sounds fine to me.

Sensible suggestion

That makes sense and is logical. Save the easy access homes for those who need them.

ground floor is lovely and whilst I agree that disabled people need them being high up makes it really difficult to swap a home. And I feel it can be taken advantage of. Why can't mums with children have ground floor? it's physically demanding brining kids up stairs with the pushchair too (because you can't keep it in the stairwell)

That's just obvious

Free up houses for families

Totally, the danger of lifts breaking, fire escapes are very concerning especially after the Grenfell tragedy, and ground floor properties should only accommodate those who are permanent wheelchair users.

Because if they struggle what's the point in making it worse for them

Agree, as we need to demonstrate making best use of stock to those customers requiring the need

As long as none Visible disability is also considered like Fibromyalgia which can lock people indoors unable to to get out using steps and stairs due to energy and muscle strength being critically reduced

Should only be physical disability, requiring walking frames, etc.

Step free accomodations are vital for some. They must not be taken unless registered disabled.

Level of need will be important

People may be able two manage a few stairs.

More must be done to match needs to housing stock- perhaps more frequent reviews of need would be helpful

If someone cannot walk upstairs they should not be given homes with stairs.

So often customers wish to move for medical reasons from a flat as struggle with communal stairs, but consider the stairs in a house to be different. Stairlifts can not always be fitted which would mean moving again. Should prevent customers attempting to acquire vast amount of medical evidence to increase banding just to move to a house from a flat

as long as the need is genuine

.

This doesn't stop others bidding on them, so why not just give additional priority to those awarded priority?

As long as there's enough properties

<p>This is a sensible and necessary change. Step-free properties are limited and should be reserved for those with genuine mobility needs. We support this approach to ensure fair and effective allocation.</p>
<p>This should only apply if there is enough properties available without stair access which is highly unlikely</p>

Sensible

More sense from you.

Essential to keep ground floor accommodation for physical disabilities

Too

Many people defraud government services to get preferred options. This needs to change with stricter controls

That makes absolute sense

Yes a change that is much needed. Having a disabled son living in a 5th floor flat, in a wheelchair, lifts broken and he was unable to go to work sometimes for many days because of poor lift servicing, this happened a lot.

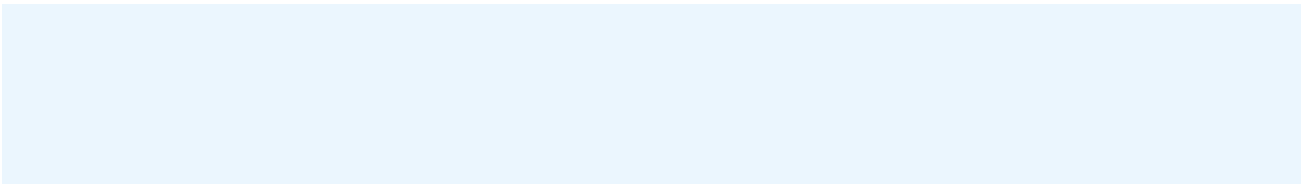
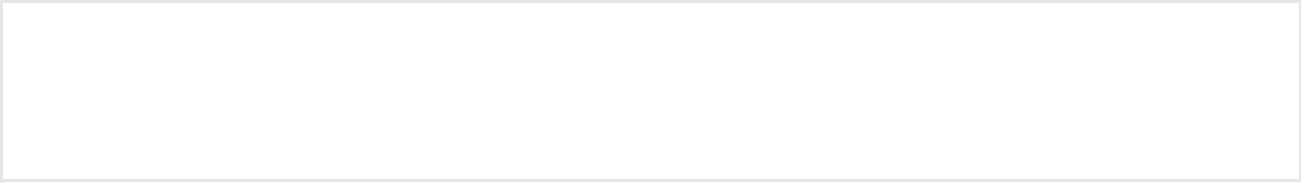
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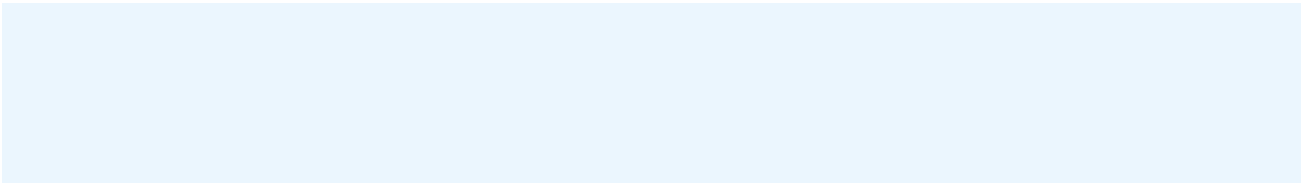
If people can't go up stairs they need property without it.

It would also help if social housing providers where not selling off bungalows (ie south oxhey attached at the end of row bungalows) for financial gain as these are the ideal no stair properties.

Sensible

Yep, you either can or can't do steps! I think even you have a condition that is intermittent but still a disability, you'd still need ground floor.





The council is proposing that customers, who are approved for an extra bedroom to their
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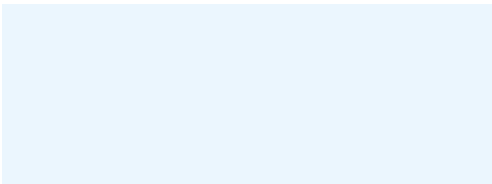
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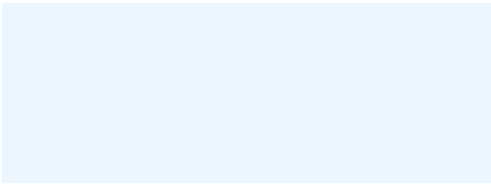
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Survey Response

Please provide your comments on your answer to the above

No comment,

This is yet another attempt to make sure that the system is not abused - which it is so many times.

rents increase / utility bills increase with the extra bedroom / carer so affordability and benefit payments must be assessed

What type of benefit allowance, there are many?

Some times when people are living with dementia they will need a night carer which puts a strain on the finances of the Partner as a lot of the time these carers are not free and not all benefits cover the extra cost .

This is another good p

If people are not entitled to a benefit allowance for a live in carer then presumably there is a doubt as to whether a live in carer is actually required ?

Seems fair.

Surely due diligence medical needs to be performed as there are many benefit cheats who will just game this system. It seems anyone can be a carer, more checks to be done to ensure they actually need a carer and extra bedroom!

Will be subject to lies and non deserving cases

Perhaps more attention should be paid to assisting people obtain work to contribute and lower their benefit entitlements.

Fine

Sensible suggestion

Again that is a logical proposal.

this makes sense. we need to be ensuring people can afford a larger property

If there is a cost then it should be covered as much as possible by the person needing help

Agree as sustainability of tenancy is important/vital for those families with care needs. Supports the Social care aspect

Are you checking also that they need a live in carer and can afford one
Stops fraudulent claims
Otherwise may be abused
Otherwise the Council will be liable.

You should not have to be on benefits to get a home.

Otherwise at risk of making their home unaffordable should they become benefit dependant

live in carer needs to be paid so how are they being paid and by who? A larger property needs to be paid for and the need for a live in carer must be genuine.

This will present a barrier for those who are currently not receiving housing allowance/housing benefit due to currently living with family etc.

Surely this is a given, the council cannot rely on what a resident says, evidence must be provided to show it's legit

This is a pragmatic step to ensure affordability and avoid tenancy issues. However, we recommend that the council provide clear guidance and support to applicants during this process to avoid delays or confusion.

Based on genuine needs of course.
Not sure

As previous answer

Allows people to stay in their own home

If the cost is higher then it makes sense to ensure that they can afford it

Again speaking from experience. A disabled person can often have a lot of equipment, a wheelchair, often a spare one too, walking frame, special seating, aids for the bathroom, a specialised bed, if a flat is small, the extra equipment can make the accessibility and movement around difficult, and it can be dangerous due to lack of space from transferring from wheelchair to sofa etc, sometimes a second bedroom is needed to store this extra equipment. Also, if they are a

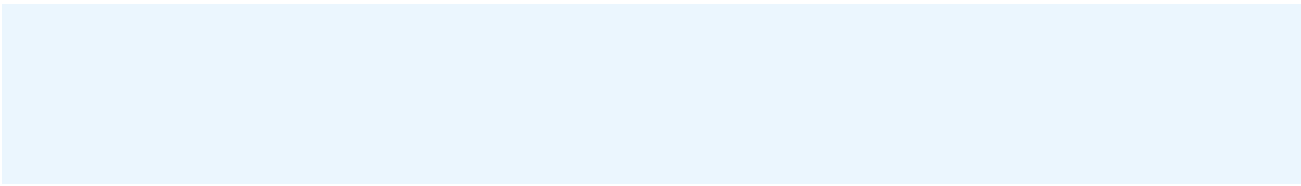
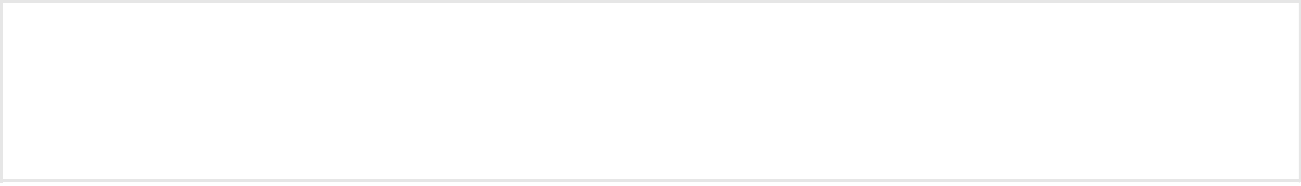
Prevents fraud

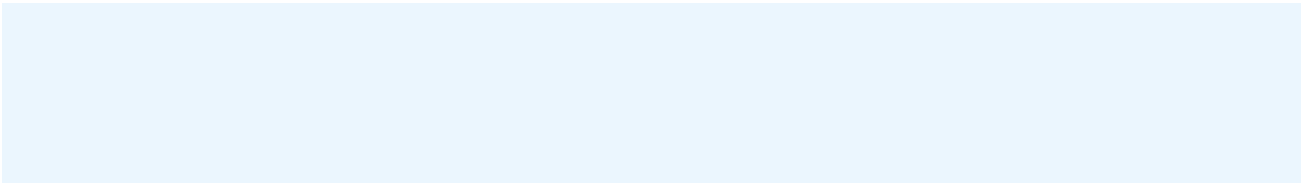
If you rent a property you must be able to pay

Your affordability rules are a joke

Sensible

I mostly agree but tough on those waiting for their disability claim to go through as these things take months. Again, I guess if it means genuine people only get housed.





The council is proposing that the following customers, that must be awarded reasonable
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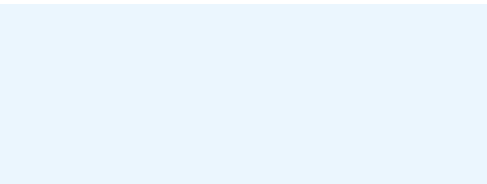
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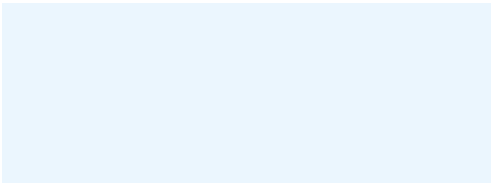
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Please provide your comments on your answer to the above

I agree,

They have earnt the right to receive special treatment by giving service to the nation.

Those who fight for the country deserve preference

agree with the new govt guidance

Armed Forces personnel must always have priority.

We need to support are armed forces .

A fair outcome for those who have served there country

I agree with this subject to the caveat that really the Ministry of Defence (which owns 1.4% of the UK land mass - 342,000 hectares of land within the UK) should be demonstrating that there is no land that it owns within say Hertfordshire or the 3 Counties of Beds Herts Bucks that could be used to create good quality accommodation for such veterans and their dependents
Seems fair
Illegal immigrants/refugees must not jump the queue ahead of veterans
What about mental illness?

Sounds far too restrictive, sounds like you will prioritise the partner of someone who was killed on duty over a person in identical circumstances who was eg killed off duty in a car accident. Why should it make any difference how the person was killed?

These people chose their careers - we should not be bailing g out these people

Disagree that any person that 'has formerly served in the armed forces' should be given priority.

Fine with me.

Yes but for point 2, again I think it should be set as having served for around 10 years or 3 tours or in the case of medical discharge if less time is served. Some people sign up and just do one tour or even get thrown out, say for failing a drugs test. This is not the same as someone who has served for a longer time. And yes, definitely support the wives finding themselves homeless following their husband's death. Top of the list for them!

Only if local connection. Should not go above someone with similar issues who has lived in Three Rivers or has family here who can support them in the area

If local and have family to help
Living nearby then yes.

I am not sure they should always come before everyone

They deserve support as long as the criteria is properly checked

Priortise those who have served for king and country.

Service personnel have been ignored for too long.

Yes people who have been in the armed forces should be prioritised. With how bad the housing lists are now days 'band C' is not very high.

People who have 2 children of opposite sex (1 over 10years) sharing should be awarded 'band C'. At the moment, people in 2 beds with 2 children are only awarded 'band D' with opposite sex and people with 2 children of the same sex (1 over 16years) are also given a 'band D', which i feel is

Absolutely without a doubt we should be doing this!

If someone has dies or been seriously injured serving their country should be looked after by us.

Following gov guidance

See above

We fully support this change. It aligns with national policy and appropriately recognises the service and sacrifices of Armed Forces personnel and their families.
You need to consider the ex spouses of the veterans who gave up their lives too. It's not all about the main veteran, it's about their immediate/ex families too. They need help after a divorce when faced with homelessness because their landlord is selling up or they have been trying to get housed but remain on band C and not considered "important!"

I'm surprised it's not already your policy if I'm honest.

Urgent need and support is essential

As my
Previous comment about veterans

We need to look after our ex servicemen and woman

People's contribution to the defence of this country should be acknowledged

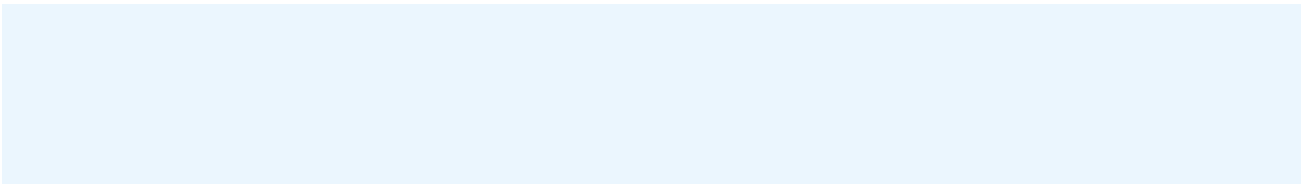
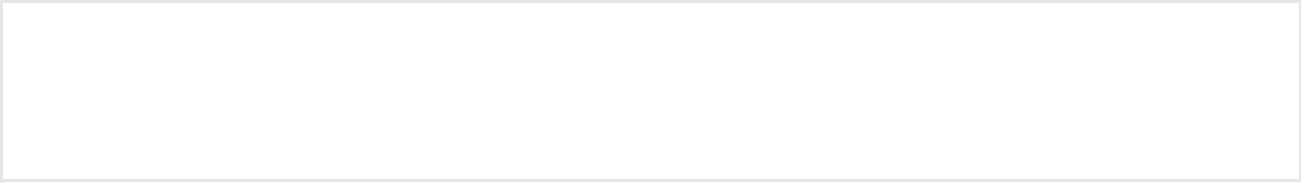
If they originally come from the Three Rivers area then they should be able to return to their roots. Many will have family to help and support them. We should do more to keep families together, this means less support is required from local council social services budget

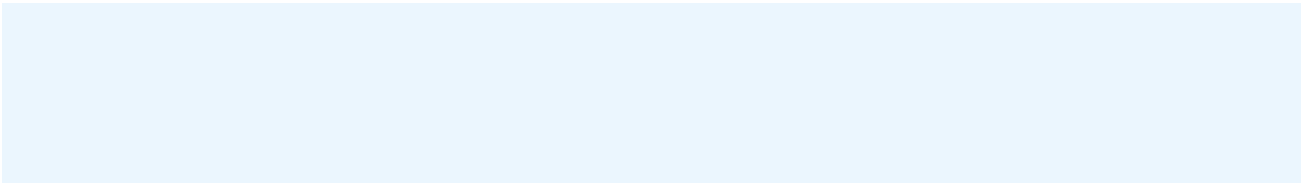
Served country

As long as band c criteria is above any band that would be awarded to foreign nationals or supposed asylum seekers.

Very sensible

Those who are willing to risk their lives or have received injury need compensating and this will go far to doing that. I hope this also extends to single people in the armed forces too as often, these guys end up on the streets!





The council propose that Armed Forces veterans that have a housing need will be
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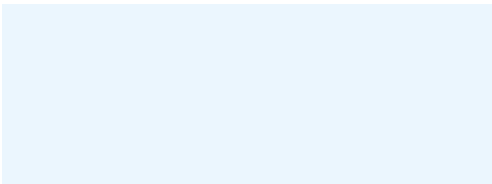
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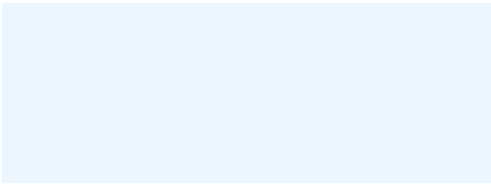
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Please provide your comments on your answer to the above
No comments!
as previous

Absolutely

That back date should also be available and included in their 'Right to Buy'.

To support our armed forces is vital .

See above

It does seem right to me that people who have volunteered to protect us are provided a "land fit of heroes"....there is an additional aspect that skilled ex service personnel have a lot to offer local communities for example caring voluntarily for our vulnerable; guiding our youngsters including our young homeless which is something I particularly support through my QuAlms Haus Community Land Trust initiative - giving UK's 136,000 young homeless aged 16-24 a hand up not just a hand
Seems fair

Why should ex members of the armed forces have priority over anyone else, look at everyone on a case by case basis.

NO - they chose their careers

We need to look after them first.

More than a doctor or nurse? Higher than someone in a domestic violence situation. Armed forces should be providing a future plan for ex armed forces. No priority or increase in band

Only if originally from the 3 rivers area

I know someone who did 10 weeks in the army and got thrown out still classed as a veteran so I wouldn't agree to him being housed

Again they deserve to be supported but the checks need to be vigorous to stop others not as needy getting priority

I see too many forces veterans homeless on the streets...

Answer as previously stated.

It's unclear if this would help solve the issue of ex servicemen and women living on the streets/ rough sleeping. It's a job and perhaps this is more relevant to post war scenarios, but not necessarily when we haven't fought a war on the ground in decades,

We should look after these people

Following Gov guidance

This is a fair and respectful recognition of veterans' contributions. It helps ensure timely access to housing and reflects the council's commitment to supporting those who have served.
See comment 17.

Bang on!

Essential support should be given

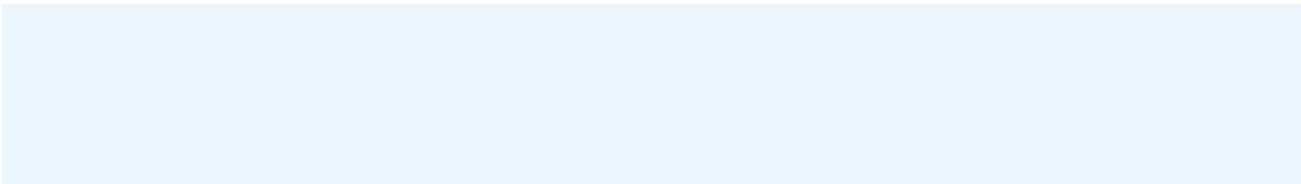
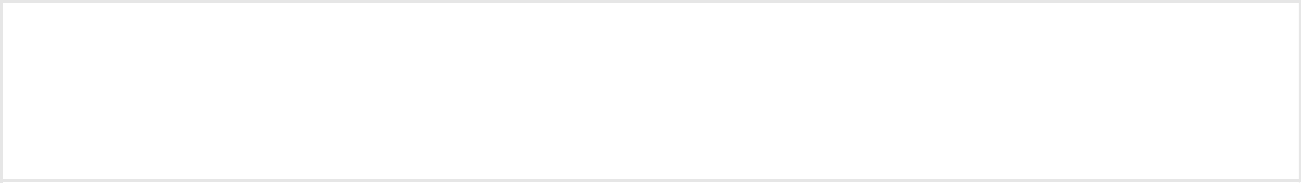
As per my previous comment about veterans

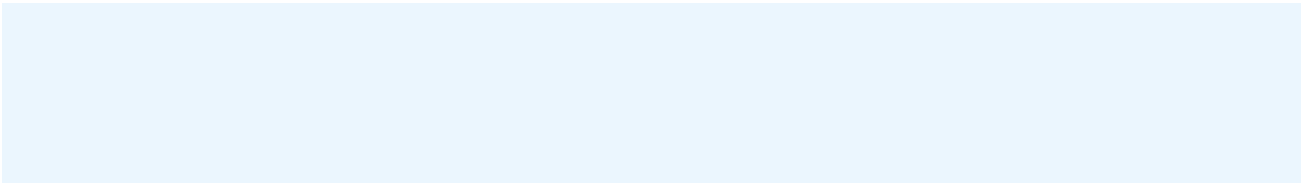
Only if they are born and grew up in the area

As above

Couldn't agree more

On the fence with this one. They should be eligible for housing but not sure about 2 year priority queue jump?. I think if they have received trauma or injury (inc PTSD) them perhaps yes, but general discharge? not sure?





The council propose that care leavers under the age of 25 are exempt from the local
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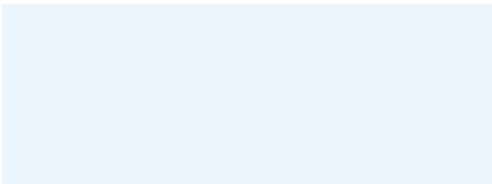
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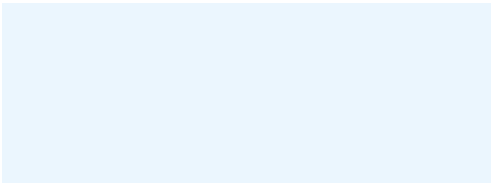
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Don't know/not applicable
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Don't know/not applicable
Don't know/not applicable

Strongly Disagree
Strongly Agree
Strongly Agree
Agree
Strongly Disagree
Agree
Disagree
Disagree
Disagree

Disagree





Please provide your comments on your answer to the above

Definitely better than them ending up homeless through no fault of their own

Appropriate support needs to be put in place for care leavers including rent to be taken at source to ensure care leavers don't fall into arrears

Don't know?

Pity more youngsters cannot get help

Often care leavers do not want to / should not live near relatives There should be a system where they do not have to go back to the area they came from

Not sure what is meant by 'Care Leavers'.

We need to support these people .

These vulnerable young adults deserve as much help as possible to enable them to transition from the care system to independence

Wow this is quite a difficult one. The starting point should be that each County whether that be through County Council or Unitary Authorities in the UK should offer accommodation to care leavers under the age of 25 within its boundaries. So Hertfordshire Care Leavers should be offered accommodation in Herts. if available or within the nearest County area. However, in many cases Care Leavers need for their own safety and future development need to be offered
Care leavers should be placed in an area they have some connection with through care residency, extended family or other reasons unless they have been drawn into a criminal gang and staying in that area would leave them open to criminal influence.

We are foster parents and care leavers get enough! The system needs to toughen up and stop giving these young poeple masses of free loaders

Should only apply to those with local connections.

Not sure about this question you need more details of what it covers.

At this age they need to know they have accommodation

Their only local connection may be a foster parent so having a local connection shouldn't be applicable for these young people.

Care leavers should stay where their local connections are for support otherwise they will be seeking support in our area. They should be given priority

Most vulnerable people from care need to a home and a start in life. Don't abandon them again

If the care leaver has been educated in the area then yes,

Not sure

The term care leavers is very broad and used to describe unaccompanied migrants . So whilst genuine care leavers I.e those who have been fostered or accommodated in a children home should be supported , it shouldn't be available for newly arrived migrants

Not qualified to comment.

Each case will need to be assessed individually.

On separate subject: there is no mention of those leaving prison; do local councils have any housing obligations?

Carers are needed so it is important to help them.

They can still live at home or rent privately like everyone else has to

Vulnerable group needing support

Single people need people they know around them

Being in care some sometimes mean being displaced and care leavers should not be disadvantaged by this.

Having supported care leavers, it's important they settle in the area they've been living, as long as that's what they want. Their support systems are in place, friendships have been formed, and education or employment will be at/near the current location

We support this exemption in principle, as it removes barriers for vulnerable young people. However, we recommend that the council monitor the impact of this change to ensure it does not unintentionally disadvantage other applicants with long-standing local ties.
Should not be done by age.

Makes sense
Young leavers are vulnerable and should receive continued support and best placement

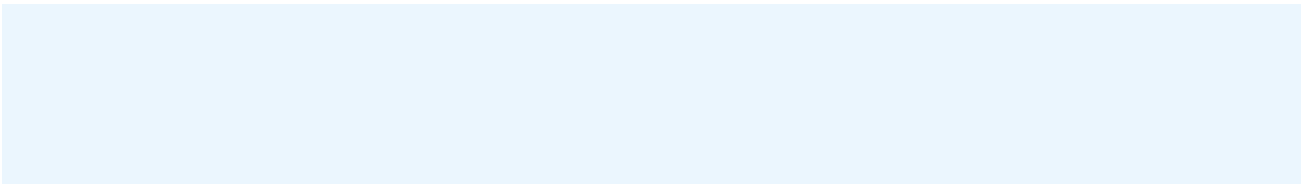
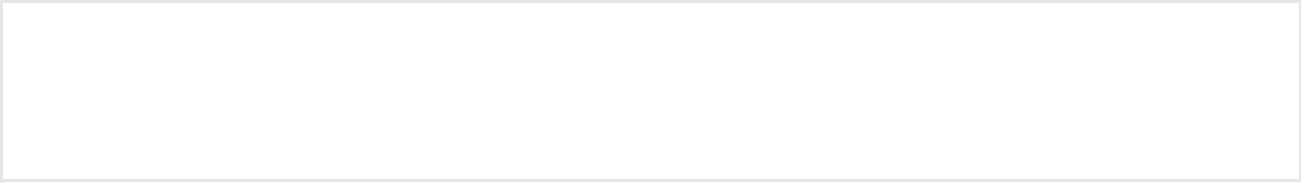
Agree- they need support

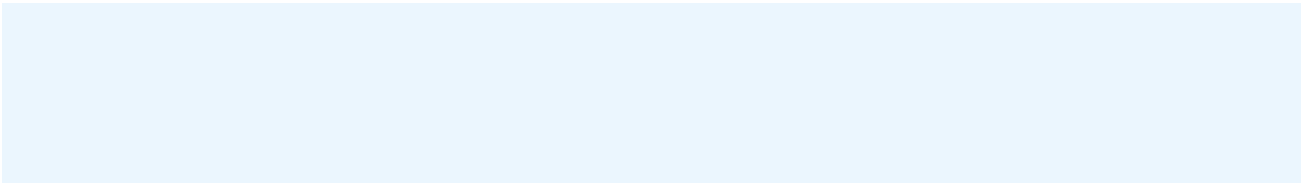
I absolutely agree they should have priority as they are vulnerable, however just being able to join whatever area is questionable in my opinion.

It is important for the care leavers to stay away from the areas they were removed from. They would have been removed for very good reasons, children are generally housed at least two counties away from their families. Having seen this in my job as a teacher, I feel that care leavers need to stay where they have gone to school, have support from foster families and friends, many will have already experienced enough trauma, they need to be where they can be safe

Why are they leaving care work??

Care leavers are extremely vulnerable and not only do they have a story of what got them onto care, I know that many still have a really tough time going through the care system and are open to abuse. Why put the vulnerable in an even worse position. They need help and support not abandonment !





If you are responding on behalf of an agency or organisation, please give details below

No

I am a private citizen but as a retired property solicitor of nearly 41 years experience am particularly interested in finding ways to help young underinvested homeless aged 16-25 from Eastern England through "Croxley : Green Business" an informal network

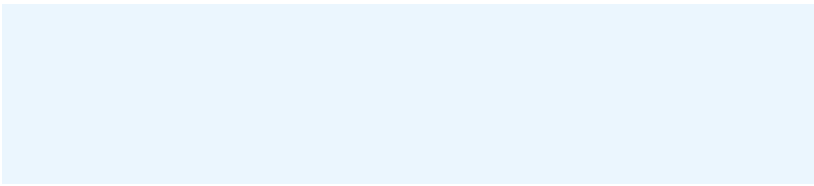
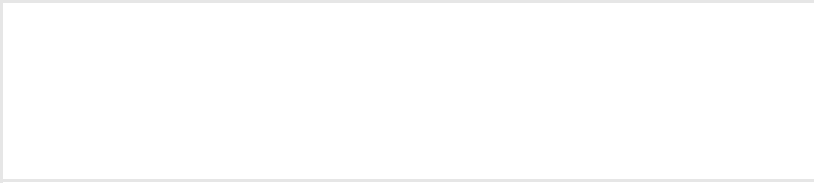
Myself

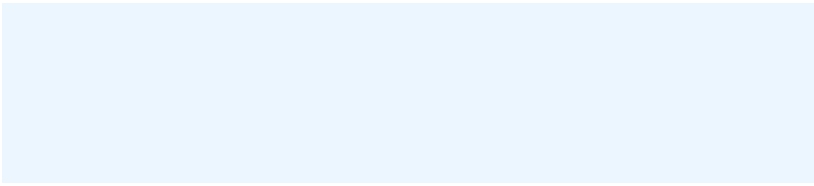
Three Rivers District Council Employee

No
Thrive Homes

No
N/a

Chorleywood Parish Council
No





In which decade were you born?	This question is about your gender identity. Do you identify as
1980 - 1989	Man
1960 - 1969	Woman
1950 - 1959	Woman
1950 - 1959	Woman
1980 - 1989	Man
1970 - 1979	Woman
1940 - 1949	Woman
1940 - 1949	Man

1980 - 1989	Woman
1980 - 1989	Woman
1980 - 1989	Man
1960 - 1969	Woman
1990 - 1999	Woman
1950 - 1959	Woman
1970 - 1979	Woman
1960 - 1969	Woman
1970 - 1979	Woman
1960 - 1969	Man

1970 - 1979	Woman
1940 - 1949	Woman
1950 - 1959	Man
1950 - 1959	Woman
1990 - 1999	Woman
1970 - 1979	Man
1950 - 1959	Woman
1940 - 1949	Woman
1980 - 1989	Man
1970 - 1979	Man

1970 - 1979	Man
1970 - 1979	Woman
1980 - 1989	Man
1970 - 1979	Woman
1950 - 1959	Man
1950 - 1959	Man
1980 - 1989	Woman
1970 - 1979	Woman
1960 - 1969	Woman
1980 - 1989	Woman

1970 - 1979	Woman
1970 - 1979	Man
1950 - 1959	Man
1980 - 1989	Woman
1950 - 1959	Woman
1950 - 1959	Man
1950 - 1959	Prefer not to answer
1940 - 1949	Man
1960 - 1969	Woman
1950 - 1959	Woman

1970 - 1979	Woman
1970 - 1979	Woman
1960 - 1969	Woman
Prefer not to answer	Prefer not to answer
1950 - 1959	Man
1950 - 1959	Man
1940 - 1949	Man
1950 - 1959	Woman
1960 - 1969	Woman
1960 - 1969	Woman

1960 - 1969	Woman
1950 - 1959	Woman
1950 - 1959	Woman
1960 - 1969	Woman
1990 - 1999	Woman
1950 - 1959	Woman
1960 - 1969	Woman
1950 - 1959	Woman
Prefer not to answer	Prefer not to answer
1970 - 1979	Woman

1960 - 1969	Woman
1980 - 1989	Man
1960 - 1969	Woman
1970 - 1979	Woman
1950 - 1959	Woman
1960 - 1969	Man
1950 - 1959	Man
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1960 - 1969	Man
1960 - 1969	Woman

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1960 - 1969	Woman
1950 - 1959	Woman
1950 - 1959	Woman
1950 - 1959	Woman
1950 - 1959	Woman
1960 - 1969	Man
1960 - 1969	Woman
1970 - 1979	Woman
Prefer not to answer	Prefer not to answer

1960 - 1969	Man
1960 - 1969	Woman
1950 - 1959	Woman
1950 - 1959	Man
1940 - 1949	Woman
1940 - 1949	Woman
1990 - 1999	Woman
1950 - 1959	Woman
1950 - 1959	Woman
1940 - 1949	Woman

1950 - 1959	Woman
1960 - 1969	Woman
1940 - 1949	Man
1980 - 1989	Man
1970 - 1979	Woman
1950 - 1959	Woman
1990 - 1999	Man
1960 - 1969	Woman
1960 - 1969	Man
1970 - 1979	Woman

1980 - 1989	Prefer not to answer
1950 - 1959	Woman
1980 - 1989	Woman
1990 - 1999	Woman
1980 - 1989	Woman
1990 - 1999	Woman
1950 - 1959	Woman
1950 - 1959	Prefer not to answer
1980 - 1989	Man
1950 - 1959	Man

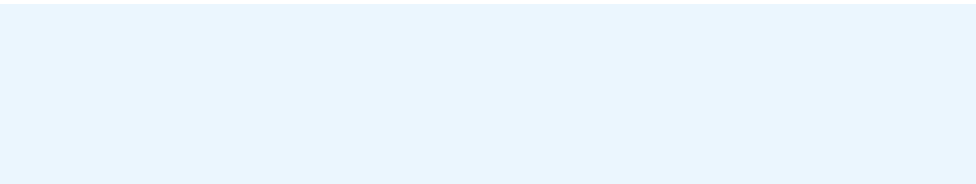
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1960 - 1969	Woman
1970 - 1979	Woman
1970 - 1979	Woman
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1980 - 1989	Prefer not to answer
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1990 - 1999	Woman
1970 - 1979	Woman
1970 - 1979	Woman

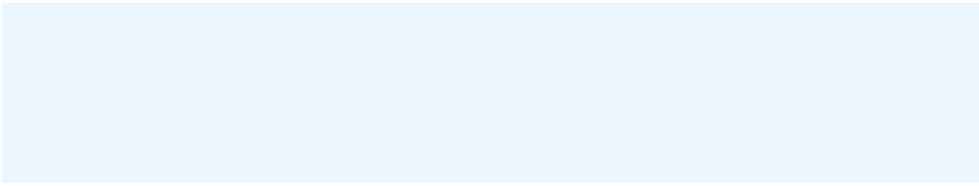
1950 - 1959	Woman
1950 - 1959	Woman
1950 - 1959	Man
1970 - 1979	Woman
1960 - 1969	Woman
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1970 - 1979	Woman
1950 - 1959	Woman

1960 - 1969	Woman
1950 - 1959	Woman
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1960 - 1969	Woman
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1960 - 1969	Woman
1950 - 1959	Woman
1960 - 1969	Woman
1980 - 1989	Prefer not to answer
1940 - 1949	Man

1960 - 1969	Man
1960 - 1969	Prefer not to answer
1990 - 1999	Man
1970 - 1979	Prefer not to answer
1990 - 1999	Woman
1960 - 1969	Woman
1960 - 1969	Man
1960 - 1969	Woman
1960 - 1969	Man
1970 - 1979	Woman

1950 - 1959	Man
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What is your ethnic group?
White - British
White - British
White - British
White - British
White - British
White - Any other white background
White - British
White - British

White - British
White - British
White - British
White - British
White - British
Mixed - Any other mixed background
White - British
White - British
White - British
White - British

White - British
White - British
White - British
White - Any other white background
Other ethnic group
White - British
White - British
White - British
White - British
White - British

White - British
White - British
White - British
White - British
White - British
White - Irish
White - British
White - British
Prefer not to answer
White - British

White - British
White - British
White - British
White - British
White - British
White - Irish
White - Any other white background
White - British
White - British
White - British

White - British

White - British

White - British

Prefer not to answer

White - British

White - British

White - British

White - British

White - British

White - British

White - British
White - British
White - Any other white background
White - British
White - British
White - British
White - Any other white background
White - British
Prefer not to answer
White - British

White - British
White - British
White - British
White - British
White - Any other white background
White - British
Asian or Asian British - Indian
White - British
White - British
White - British

White - British
Black or Black British - Caribbean
White - British
White - British
White - British
White - Any other white background
White - British
White - British
White - British
Prefer not to answer

Asian or Asian British - Indian
White - British
White - British
White - British
White - British
White - British
White - British
White - Any other white background
White - British
White - British

White - British

White - British

White - British

White - British

White - Irish

White - British

White - British

White - British

White - British

White - British

White - British
White - British
White - British
Other ethnic group
White - British
White - British
Mixed - Any other mixed background
Prefer not to answer
White - British
White - British

White - British
White - British
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White - British
White - Any other white background
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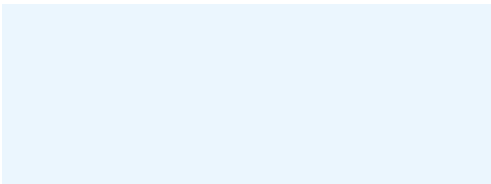
White - British

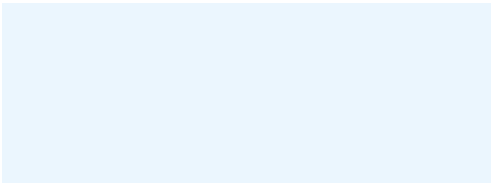
White - British

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White - British
White - British
White - Any other white background
Other ethnic group
Mixed - Any other mixed background

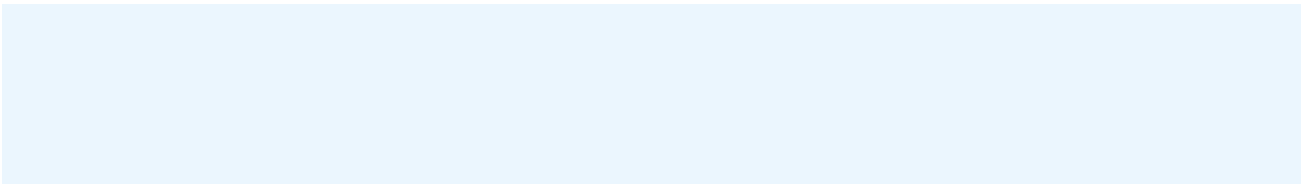
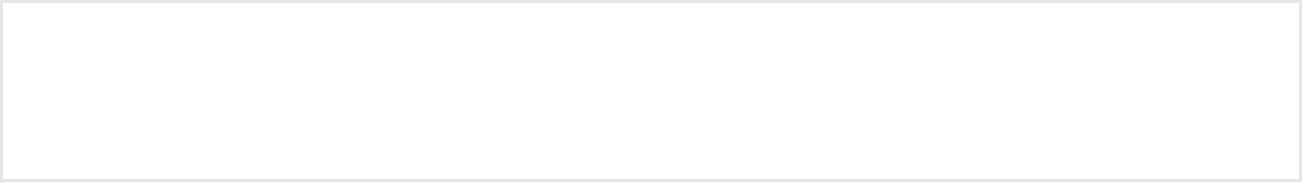
White - British
White - British
Asian or Asian British - Indian
Prefer not to answer
Mixed - White and Black Caribbean
White - British
White - British
White - British
White - British
White - British

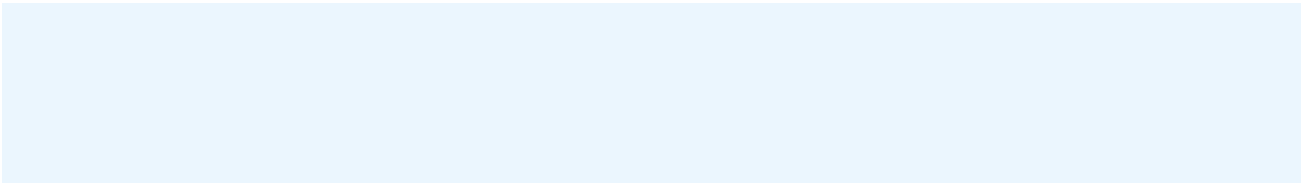
Prefer not to answer





None of your business





Please select the beginning of your postcode
WD3 8
WD5 0
WD3 7
WD19 4
WD3 8
WD3 6
WD19 6
HA6 3

WD3 8
Prefer not to say
WD19 7
WD19 6
WD3 9
WD3 8
WD19 6
WD19 6
WD3 8
WD19 7

WD19 6
WD19 6
WD19 6
HA6 3
WD19 7
WD19 5
WD5 0
WD3 8
WD5 0
WD19 6

WD3 1
WD3 3
WD3 9
WD5 0
WD3 3
WD3 7
WD3 3
WD3 5
WD19 5
WD3 8

WD19 5
WD3 8
WD3 8
WD3 7
WD3 8
WD3 3
WD3 9
WD3 9
WD3 9
WD3 3

WD3 9

WD17 3

I don't live in Three Rivers

WD3 5

WD3 1

Prefer not to say

WD3 1

WD19 5

WD3 5

WD3 3

WD3 3

WD3 3

WD3 3

WD3 3

WD3 3

WD3 3

WD3 3

WD5 0

WD3 4

WD3 3

WD3 8

WD4 8

I don't live in Three Rivers

WD5 0

WD5 0

WD3 6

WD3 4

WD5 0

WD5 0

WD4 8

WD5 0

I don't live in Three Rivers

WD3 9

WD5 0

WD3 3

WD3 1

WD3 3

WD19 7

WD5 0

WD3 4

WD19 5

WD25 7

WD3 7

WD3 5

WD3 1

WD25 0

WD3 3

WD3 9

WD19 4

WD19 6

WD3 3
WD3 5
WD3 1
WD18 6
WD18 8
WD5 0
WD3 5
WD3 3
Prefer not to say
I don't live in Three Rivers

WD19 7
WD19 5
WD19 7
WD19 4
I don't live in Three Rivers
WD19 6
WD3 8
Prefer not to say
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I don't live in Three Rivers

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I don't live in Three Rivers

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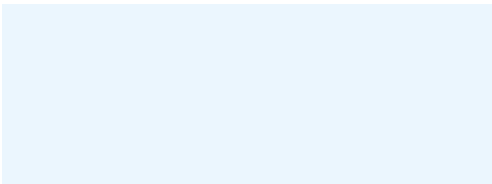
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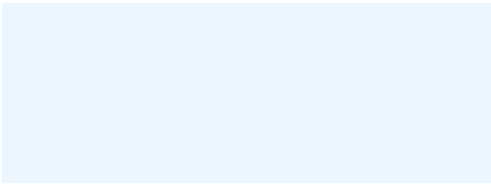
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WD19 7
WD25 0
WD19 6
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HA6 3
WD3 3
WD3 3
WD3 5

WD19 4





About me
I am a resident of Three Rivers, I own a property in Three Rivers
I am a resident of Three Rivers
I am a resident of Three Rivers, I own a property in Three Rivers
I am a resident of Three Rivers, I own a property in Three Rivers
I am a resident of Three Rivers
I am a resident of Three Rivers, I own a property in Three Rivers, I work in Three Rivers
I am a resident of Three Rivers
I am a resident of Three Rivers, I own a property in Three Rivers

I am a resident of Three Rivers, I own a property in Three Rivers, I work in Three Rivers

I work in Three Rivers

I am a resident of Three Rivers

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I am a resident of Three Rivers, I own a property in Three Rivers

I am a resident of Three Rivers

I am a resident of Three Rivers, None of the above apply

I am a resident of Three Rivers, I own a property in Three Rivers, I work in Three Rivers

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I am a resident of Three Rivers, I work in Three Rivers

None of the above apply

I am a resident of Three Rivers

I am a resident of Three Rivers

None of the above apply

I own a property in Three Rivers

I am a resident of Three Rivers, I own a property in Three Rivers

I am a resident of Three Rivers, I own a property in Three Rivers

I am a resident of Three Rivers, I own a property in Three Rivers, I work in Three Rivers

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I am a resident of Three Rivers, I own a property in Three Rivers

None of the above apply

I am a resident of Three Rivers

I am a resident of Three Rivers, I own a property in Three Rivers

I am a resident of Three Rivers, I am a business owner in Three Rivers, I own a property in Three Rivers, I work in Three Rivers

I am a resident of Three Rivers, I am a business owner in Three Rivers, I own a property in Three Rivers

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I own a property in Three Rivers

None of the above apply

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None of the above apply

I own a property in Three Rivers

I am a resident of Three Rivers

I am a resident of Three Rivers, I own a property in Three Rivers

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I am a resident of Three Rivers

I work in Three Rivers

I am a resident of Three Rivers

I am a resident of Three Rivers, I own a property in Three Rivers

I am a resident of Three Rivers, I own a property in Three Rivers

I work in Three Rivers

I work in Three Rivers

I am a resident of Three Rivers

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I am a resident of Three Rivers

I am a resident of Three Rivers, I own a property in Three Rivers

I work in Three Rivers

I am a resident of Three Rivers

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I am a resident of Three Rivers

I am a resident of Three Rivers, I own a property in Three Rivers

None of the above apply

I am a resident of Three Rivers, I am a business owner in Three Rivers, I work in Three Rivers

I am a resident of Three Rivers

I am a resident of Three Rivers, I work in Three Rivers

I am a resident of Three Rivers, I work in Three Rivers

I work in Three Rivers

I am a resident of Three Rivers

None of the above apply

I am a resident of Three Rivers

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None of the above apply

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I am a resident of Three Rivers

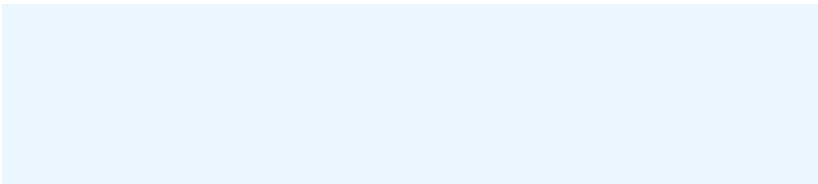
I am a resident of Three Rivers, I work in Three Rivers

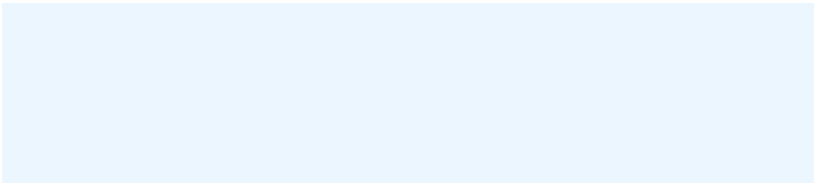
I am a resident of Three Rivers, I own a property in Three Rivers

I am a resident of Three Rivers

I am a resident of Three Rivers

I own a property in Three Rivers





I agree to the Terms of Use and Privacy Policy for using Engagement HQ	Usertype
I agree	AnonymousUser
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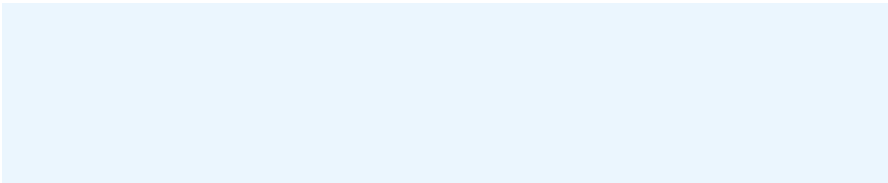
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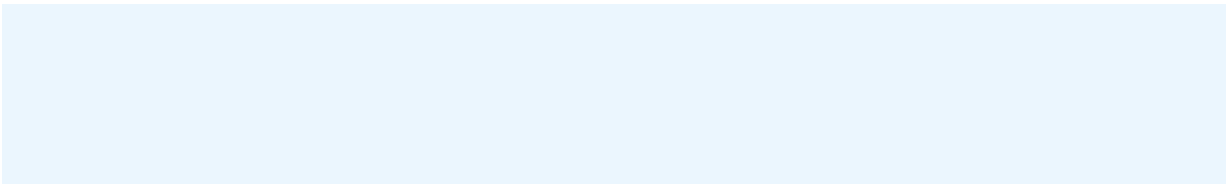
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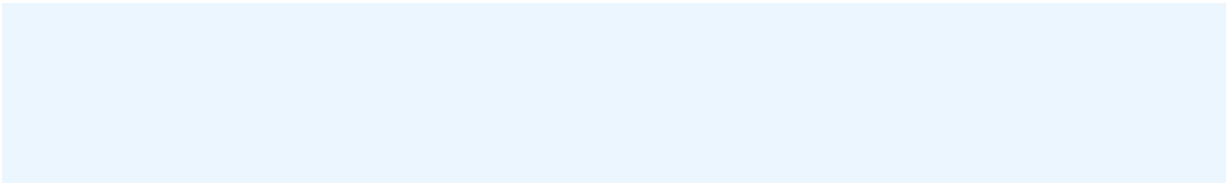
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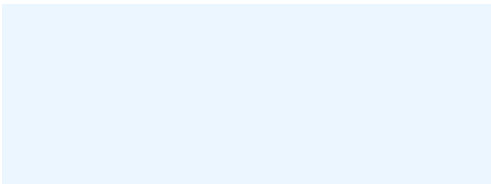
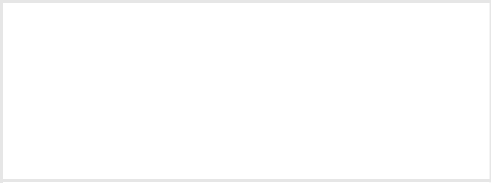


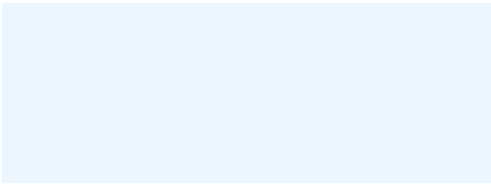


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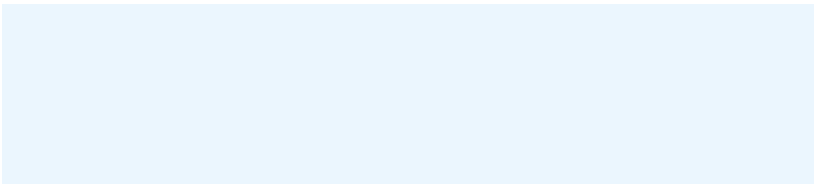
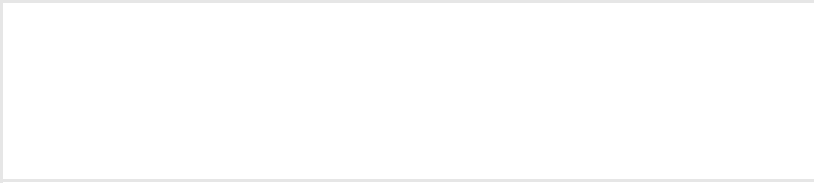
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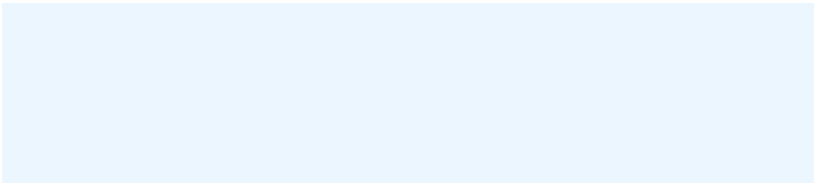
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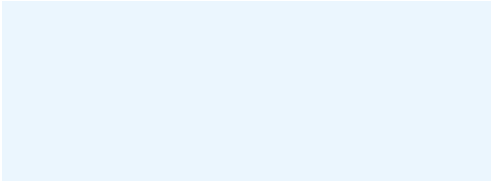
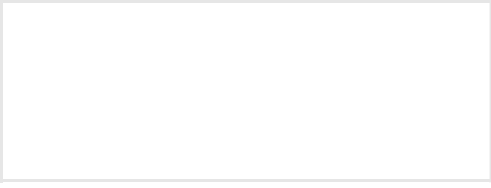


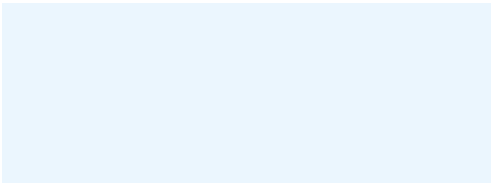
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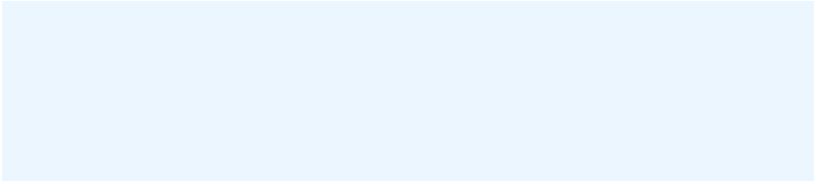
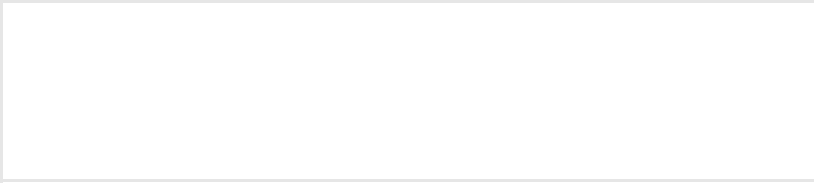
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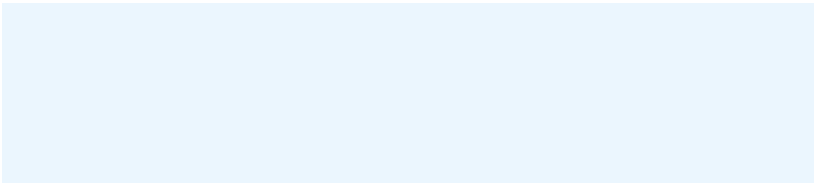
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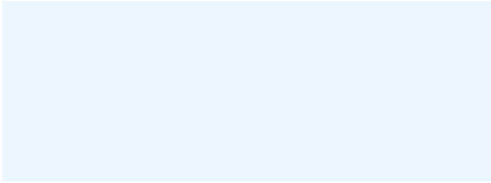
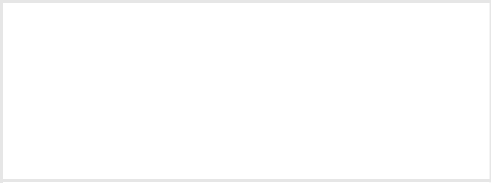


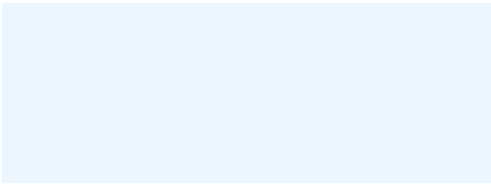
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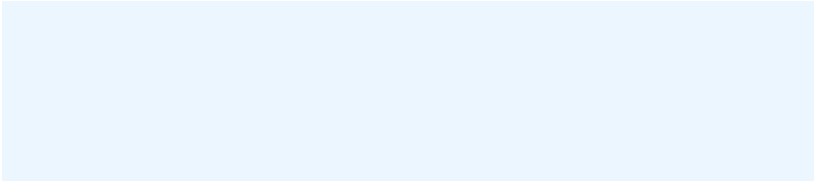
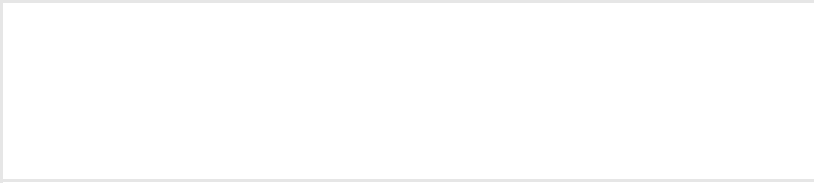
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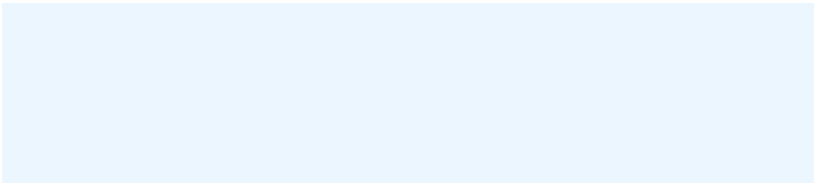




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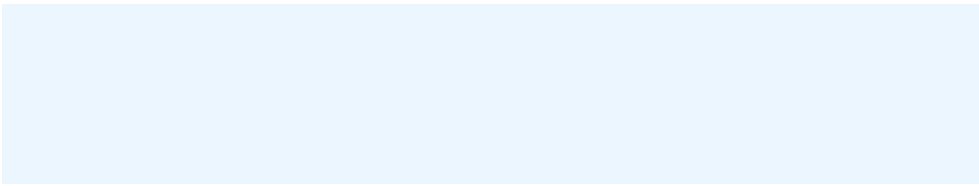


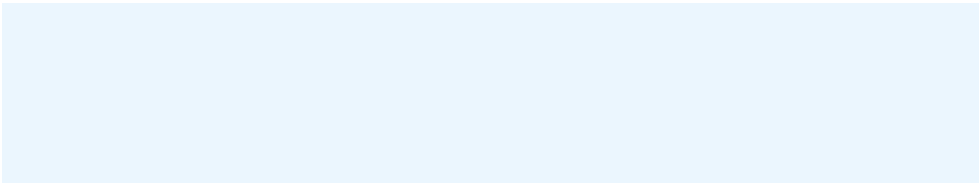


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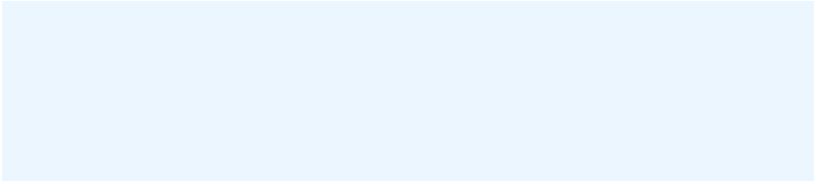
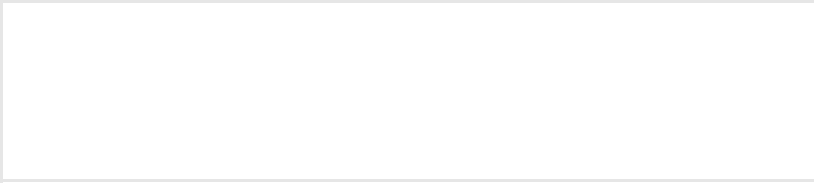
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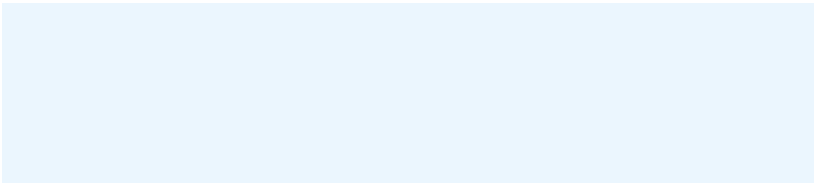
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Housing Allocations Policy

December 2025

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Definitions and Abbreviations

Application	An application to join the Three Rivers District Council Housing Register
CBL	Choice Based Lettings
DWP	Department for Work & Pensions
The Council	Three Rivers District Council
Customer	A customer in the context of this document is used to define a person making the application
The district	The Three Rivers district
Homeseeker	A customer who does not have an affordable housing tenancy
Household	The people who normally reside with the customer making an application and who might reasonably be expected to reside with the customer
Housing Panel	Decision making panel of senior officers within the Housing Service consisting of the Housing Operations Manager, the Housing Solutions Manager and other relevant officers if required.
RP	Registered Provider of social housing (e.g. a housing association). For the purposes of this document, any reference to a social housing tenancy does not include temporary accommodation
Transfer customer	A customer who holds an affordable housing tenancy within the Three Rivers district
TRDC	Three Rivers District Council
LLP	Local Lettings Policy
We/Us	Refers to Three Rivers District Council

1.0 Policy Overview

1.1 Introduction

Three Rivers District Council completed a large scale voluntary transfer to Thrive Homes in 2008. However, the council does maintain a housing register and has nomination rights to properties managed by registered providers in the district.

The council is committed to allocating all social and affordable housing within the district to those in most need. This policy sets out how we prioritise customers for registered provider homes based on a customer's circumstances and housing need. The banding criteria that is used to assess customers can be found in Appendix A.

The council operates a choice based letting (CBL) system which allows customers to select properties they are interested in by placing a bid. A customer's bedroom entitlement can be found in Appendix B. Properties are allocated in priority band and date order. Customers should apply to join the housing register online at: www.threerivers.homeconnections.org.uk.

Unfortunately, the demand for accommodation within the district significantly exceeds supply. Therefore, joining the housing register is not a guarantee that an offer of accommodation will be made and customers are encouraged to explore other housing options which may include:

- Low cost home ownership (covering current government schemes such as shared ownership, shared equity, starter homes, Right to Buy/Acquire and Help to Buy;
- Existing social tenants can access mutual exchange agents such as Home Swapper;
- Renting in the private sector.

This policy will be regularly reviewed to ensure it meets the stated aims and complies with relevant legislation and statutory guidance.

The legislation listed below will be taken into consideration when implementing this policy:

- Housing Act 1985
- Children's Act 1989
- Housing Act 1996 (as amended)
- Homelessness Act 2002
- Housing Act 2004
- Children's Act 2004
- Equality Act 2010
- Localism Act 2011
- Welfare Reform Act 2012
- Homelessness Reduction Act 2017
- Domestic Abuse Act 2021

For the purposes of this document, any reference to social housing tenancies does not include temporary accommodation

1.2 Aims and Objectives

The council's Housing Allocations Policy aims to:

- set out who is eligible and qualifies to join the housing register;
- set out how customers on the housing register are prioritised;
- ensure that allocations and assessments are transparent, simple and easy to understand and recognise diverse needs;
- provide customers with choice and give reasonable preference to those in housing need, taking account of individual circumstances and waiting time;
- make best use of all registered provider housing stock the council has nomination rights to and promoting sustainable communities.

1.3 Links to other Policies

The Housing Allocations Policy will work in parallel with a number of other key policies of the council. These include the strategies and policies listed below:

- The council's Corporate Framework;
- The Housing, Homelessness and Rough Sleeping Strategy;
- Private Rented Sector Offer Policy;
- Tenancy Strategy;
- Temporary Accommodation Placement Policy.

1.4 Equality and Diversity

The council is committed to promoting equality of opportunity in housing services and has procedures in place to ensure that all customers are treated fairly and without unlawful discrimination in line with the Equality Act 2010. An Equality Impact Assessment has been completed on this policy and has found that no customers are disadvantaged due to their protected characteristics.

2.0 Eligibility and Qualification

As a local authority, it is essential that all legal requirements are fulfilled that affect who housing is allocated to.

A customer must be both eligible (see 2.1) and satisfy the qualification criteria (see 2.2) to join the housing register. If a customer on the housing register ceases to be eligible or no longer qualifies, their housing register application will be cancelled. If a customer who has been offered a property ceases to be eligible or no longer qualifies, the allocation cannot continue.

2.1 Eligibility Test

To be eligible to join the housing register, a customer must:

- be 16 years of age or over;
- not be subject to immigration control or be a customer from abroad, except for those listed in Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006;
- be habitually resident in the common travel area (England, Scotland, Wales,

Ireland, Channel Islands and the Isle of Man).

Customers from abroad or subject to immigration control will be considered in line with the Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006 and chapter three of the Allocation of Accommodation: Guidance for Local Housing Authorities in England.

2.2 Qualification

As well as the eligibility criteria, a customer must also fulfil the qualification criteria set by the council. This means that they must:

- have a local connection to the district, as defined in 2.2.1;
- have a housing need, as defined in 2.2.2, 2.2.3, 2.2.4 and Appendix A.
- not have a history of unacceptable behaviour that would make them unsuitable to be a tenant as defined in 2.2.5;
- not have committed fraud by giving false information or withholding information as defined in 2.2.6.

2.2.1 Local Connection

To be considered as having a local connection to TRDC, at least one of the following criteria must apply:

- have current residence (by choice) in the district and have lived in the district for at least five of the last six years, excluding any time spent in temporary accommodation. This requirement applies at the point of application and the point of offer;
- have an immediate family member (parents, adult children, adult siblings) who is currently resident and has continuously been a resident within the district for at least ten years. The customer must have a relationship with that family member, a need for their support or to provide support to that family member and must demonstrate that the distance they currently travel to provide this support is unreasonable or creates a barrier to delivering effective care or assistance. The council will consider a need for support to be a formal care requirement, significant childcare needs, the need to assist in the care of a child with high complex needs. This requirement applies at the point of application and the point of offer.

There are some circumstances which mean that a customer may not need to meet the local connection criteria in order to qualify, these are as follows:

- a current registered provider tenant living within the district and the council has nomination rights for the property;
- a customer who needs to move through the 'Right to Move' (see 2.3 below);
- a victim of domestic abuse (see 5.2);
- if the requirement of a local connection may infringe equality and diversity legislation (e.g. Equality Act 2010). These applications will be considered on a case by case basis by the Housing Panel;
- a customer the council owes the main homelessness duty under Part VII of the Housing Act 1996 (as amended).
- Care leavers under the age of 25.

2.2.2 Armed Forces Exemptions

All Armed Forces veterans, irrespective the length of Service or when this Service ended, are exempt from local connection criteria to join the council's Housing Register.

This includes:

- Current serving members of the Armed Forces;
- Former members of the Armed Forces;
- Bereaved spouses or civil partners of Armed Forces members where (i) the bereaved spouse or civil partner has recently ceased, or will cease, to be entitled to reside in Ministry of Defence accommodation following the death of their Service spouse or civil partner, and (ii) the death was wholly or partly attributable to their service;
- Adult children of serving Armed Forces members who need to move out of family accommodation.
- Serving or former members of the Reserve Armed Forces who are suffering from a serious injury, illness or disability which is wholly or partly attributable to their service;
- A divorced or separated spouse or civil partner of a Regular Armed Forces member who needs to move out of accommodation provided by the Ministry of Defence due to a relationship breakdown.

This list is not exhaustive and the council's Housing Panel (3.11) has the ability to grant an exemption to the local connection criteria, on the grounds of exceptional circumstances, to an Armed Forces veteran or family member who may not wholly fulfil one of the above.

This will be considered on a case-by-case basis.

2.2.3 Housing Need

To qualify for the housing register a customer must have a housing need. This means that their current home does not meet their needs, as detailed in section 4.0 and Appendix A.

However, there is an exception for customers over 55 years of age with a local connection who do not have a housing need. These customers will only be considered for age restricted properties and only prioritised in Band E.

A customer may be considered to have a housing need if they or a member of their household has a medical condition or disability that is affected by their current housing situation. A customer will be required to complete an online medical form and provide supporting documentation dated within the last 12 months.

Medical needs will be assessed and may be referred to an Independent Medical Advisor for a recommendation on whether medical priority should be awarded. Should a recommendation on medical priority be provided by the council's independent medical advisor, any decision to award medical priority to the application will be taken by the council's Housing Solutions Manager.

2.2.4 Home Ownership

Most customers who own a property will not be considered to have a housing need as they have sufficient financial means to resolve their housing and will not quality to join the housing register.

Applications from customers who own a property but are experiencing financial hardship which may result in them losing their home will be considered on an individual basis, however, these customers must be engaging with the council's Housing Options team.

2.2.5 Financial Means

A customer may not qualify to join the housing register if they have the financial means to resolve their own housing need. Typically, a customer will not qualify if they meet either of the following thresholds, both at the point of application and the point of offer:

- have in excess of £16,000 in savings;
- have a total gross household income in excess of the figures listed below for the size of property required (in accordance with Appendix A).

One Bedroom Need	£34,560.00
Two Bedroom Need	£45,396.00
Three/Four Bedroom Need	£61,200.00

Customers will be excluded from the above thresholds if they fall into any of the following categories:

- a member or former member of the Armed Forces who has received a lump sum in compensation for an injury or disability sustained on active service;
- aged over 60 and prioritised in Band E for age restricted properties only;
- have a specific housing need and do not have the financial means to source a suitable property in the private rented sector or through home-ownership. For example if a customer requires a property with adaptations (such as a stair lift) that cannot be funded through other means.

2.2.6 Unacceptable Behaviour

Customers may not qualify to join the housing register if any member of their household is the perpetrator of unacceptable behaviour serious enough that would make them unsuitable as a tenant.

This can include where there is evidence that legal or other serious action has been taken against any member of a customer's household due to anti-social behaviour (ASB) within two years immediately before the date of application. This decision will be made by the Housing Panel, taking into consideration any of the below and all available information. This will include information provided by the Community Safety Partnership (CSP).

- Acceptable Behaviour Contract
- Community Protection Notices
- Legal Undertakings
- Anti-Social Behaviour Injunctions

- Premise Closure Order
- Criminal Behaviour Orders

2.2.7 False, Misleading or Withheld Information

Knowingly giving false or misleading information or withholding information is a Level Five offence. The Council may prosecute a customer found guilty of this offence and this may result in their housing application being cancelled.

False or misleading information can include:

- Giving false information;
- Not disclosing all information required;
- Customers not informing Housing Services of changes to their housing situation.

2.3 Right to Move

The Right to Move applies to existing social housing tenants seeking to transfer from another local authority area in England who satisfy 2.3.1 and also 2.3.2 or 2.3.3:

2.3.1 have reasonable preference under s.166A(3)(e) of the Housing Act 1996 (as amended) because of a need to move to the district to avoid hardship, and;

2.3.2 need to move due to employment in the district, or;

2.3.3 need to move to take up an offer of work (the customer must demonstrate that if they were unable to move to take up a job offer that it would cause them hardship).

The council needs to ensure that a customer has a genuine intention to take up the offer of employment. Evidence will need to be provided, such as contract of employment (12 months or more consisting of at least 16 hours a week), pay slips or a formal offer letter. We may contact the employer in order to verify the offer of employment. Voluntary work does not count for this purpose but an apprenticeship would qualify.

The council must also be satisfied that the required move is based on need, rather than wishes. The following factors would be taken into consideration:

- distance and/or time taken to travel between place of employment and home;
- employment opportunities available closer to home;
- contract length;
- personal factors which may be affected if a customer were unable to move;
- availability and affordability of transport.

This list is not exhaustive.

2.4 Arrears

A customer's housing register application may be made non-active if a customer has rent arrears or owes money to the council or a housing provider. This can include but is not limited to:

- owing court costs to a landlord;
- current or former tenant arrears owed to any landlord (private, council, registered provider) where there is no payment plan in place OR an acceptable payment plan

- is not being adhered to for at least 12 weeks;
- Council Tax arrears;
- monies owed to the council for any previous tenancy on the council's private rented sector scheme whereby there is not a payment plan in place or a payment plan is not being adhered to;
- any other monies owed to the council.

Discretion may be exercised in the following circumstances:

- an overpayment of housing benefit due to council or DWP error;
- arrears due to housing benefit payment being temporarily suspended.
- Serving or former members of the Regular Armed Forces or their former partners who have accrued mesne profit debt whilst in accommodation provided by the Ministry of Defence.

The above list is not exhaustive. The final decision will be made by the Housing Panel.

2.5 Deliberately Worsened Circumstances

If the council considers that a customer has deliberately changed their circumstances to gain extra priority on the housing register, they will be placed in the priority band they would have held before this change for a minimum of one year from the date of the change.

Examples of this can include but are not limited to:

- customers moving from already suitable accommodation;
- homeowners who transfer their property to another family member;
- customers who have disposed of assets which could have been used to secure housing;
- voluntarily moving into a property which results or will result in a customer becoming statutory overcrowded which is not a result of a natural increase in family size.

2.6 Household Members

Customers will be required to give details of all members of their household. In most cases, only someone who is living as part of the household on a permanent basis at the date of application (or children born after registration) and the date of offer will be considered part of their household.

Non dependent children (aged 21 or over and no longer in tertiary education or apprenticeship) will not be considered part of a household unless they are unable to live independently due to support or care needs.

Dependant adult relatives who have joined or already live in a customer's household because they are unable to live independently may be considered as part of their household. This is usually due to care or support needs or for other medical reasons. Such cases may be referred to the council's Independent Medical Advisor.

An unborn child will be considered part of a household four weeks prior to the due date.

2.7 Proof of Access to Children

When a customer has equal access rights to a child which could potentially lead to two

applications with the same child as a household member, the child will only be considered part of the household from the child's main and principle home. Proof of the child's main and principle home should be provided at the point of application and the point of offer.

2.8 Change of Circumstances

It is the responsibility of a customer to update the council if their housing circumstances have changed. A customer must complete a change of circumstances form online and their application will be reassessed.

3.0 Administration of the Housing Register

3 Bidding

Once an application has been assessed and made live, customers can bid on available properties through our Home Connections website.

3.1 Property Adverts

All properties advertised through Home Connections will be available to bid on for a specific time period.

3.2 Time Limited Bidding

Some priority Band A and Band B applications will be subject to time limited bidding. This means that there will be a timeframe for how long this priority will stand. This is because the council acknowledges the urgency of the situation. Each case will be reviewed on an individual basis and all customers should be aware of the following:

- a customer's housing application could be reassessed and a lower priority band may be awarded;
- the council may actively bid on a customer's behalf;
- any priority awarded may be extended with a further review date.

3.3 Approved Bidding

Some customers will be subject to approved bidding. Customers will still be able to bid for all properties, however the council will need to approve the bid as being suitable. This can include the location or type of property.

3.4 Direct Lets

On some occasions properties will be allocated through a direct let. A direct let means that a customer will not bid on properties but will receive an offer of suitable accommodation. A direct let made to a customer who the council owes a main homeless duty will be a final offer of accommodation.

Direct lets may also be used in the following circumstances:

- if a suitable property becomes available for a customer who requires significant adaptations;
- for customers in high risk priority groups such as fleeing from domestic abuse or UK Protected Persons Service (formerly witness protection). (see 5.0 for further details);

- exceptional circumstances as approved by the Housing Operations Manager or Strategic Housing Manager.

All direct lets will be considered on a case by case basis by the Housing Operations Manager or Strategic Housing Manager.

3.5 Allocations and Shortlisting

3.5.1 Shortlisting

The customer with the highest priority band who has bid for a property will typically be offered the property should this be suitable for their housing need.

If two customers who have bid for a property have the same priority band, the customer with the earliest band start date will be offered the property.

If two customers in the same priority band have the same priority band start date, the property will be offered to the customer for who the property is considered most suitable. The Housing Panel will make this decision.

Some properties may have additional criteria. These will usually be identified in the property advert. Examples include priority being given for customers with a medical need for a ground floor property (see 5.11)

3.5.2 Property Viewing

In some cases, more than one customer may be invited to view a property. Therefore, a viewing is not a guarantee of an offer of accommodation. If the property is offered to a customer, they will have a period of time in which to accept or decline this offer (this will usually be 24 hours)

3.6 Verifications

If a customer is successful in bidding, their application will be verified at the point of offer. There may situations in which an application may be verified at the point of application and the point of offer, specifically but not limited to applications made under 2.2.2 (medical) and 2.2.4. Should a customer exceed the limit of 2.2.4 or apply under medical grounds of 2.2.2, the application will be verified at the point of application and the point of offer.

A customer is required to provide the following for all household members:

- proof of identify: this includes passport or full birth certificate, proof of address, National Insurance number;
- proof of income, expenditure, savings and any interest in a property;
- proof of residency of children: this includes a full birth certificate, proof of receipt of Child Benefit, proof of receipt of Child Tax Credit or the child element of Universal Credit;
- proof of pregnancy;
- confirmation of immigration status and recourse to an allocation of social housing if relevant;
- medical evidence if this is relevant to a customer's need to move to alternative accommodation: this must be dated within the last 12 months;

- notice of eviction if relevant;
- Any other reasonable information relevant to customer's circumstances.

A home visit may be conducted if necessary (see 3.8)

When an offer is made, the above documents must be provided within 48 hours (unless there are exceptional circumstances). If the documents are not provided within this time period the offer will be withdrawn and the property offered to the next customer on the shortlist.

3.7 Home Visits

A customer may be visited at their home prior to an offer to confirm their circumstances. Visits can be scheduled, requested at short notice, or conducted unannounced. If a customer is unavailable for a scheduled visit, the accommodation offer will be subject to reconsideration. If a customer does not have any settled accommodation, a visit may be made to the address provided on the application form. These visits are essential, with access granted to all areas of the property as part of this verification process.

3.8 Withdrawal of Offers

In the following circumstances an offer of accommodation may be withdrawn from a customer by either the council or the registered provider:

- where there has been a change in the customer's circumstances;
- a customer is no longer eligible or do not qualify to remain on the housing register;
- a property has been offered in error;
- a customer could be at risk of harm following the allocation;
- a property is no longer available to let;
- a RP rejects a nomination by the council due to the customer not meeting the criteria of the RP's policies.

3.9 Refusing an Offer of Accommodation

If a customer has successfully bid and has been offered a property, as a principle of Choice Based Lettings they may refuse that offer without their priority on the housing register being affected. However, should three offers of accommodation be refused the customer may be contacted by the Housing Supply Team and their application to the Housing Register reviewed.

This does not apply to customers who are owed the main homelessness duty (see 5.1) or customers who are subject to time limited bidding (see 3.3)

The council will treat it as a refusal of an offer of accommodation by a customer, if they do not hear from the customer, following contact regarding a potential nomination, within 2 working days.

3.10 Housing Panel

The Housing Panel has the ability to grant a customer an exemption to the local connection criteria, on the grounds of exceptional circumstances. An exemption under these grounds will not be considered for any customer that has the means to facilitate

a mutual exchange of a social housing tenancy or the financial means to access the private rented sector in the district.

The Housing Panel also has the ability to consider other exceptional cases where an exception to the Council's Housing Allocations Policy may need to be made.

In some cases, the Housing Panel will have the ability to award additional priority to customers who have a welfare, care or support need or other social need that affects their housing.

3.11 Right to Request a Review

Customers have the right to request a review of certain decisions under the Housing Act 1996:

- if they do not qualify to join the housing register;
- if they are not eligible to join the housing register;
- the facts that were taken into account in considering whether to allocate you accommodation.

If the customer disagrees with one of the above decisions, they may request a review of this decision which must be done in writing to the Housing Operations Manager within 21 days. Reviews will be considered by an officer senior to the person who made the original decision within 56 days of the request being received and a written response will be sent stating the outcome of this review.

If the customer disagrees with a decision above made by the Housing Panel, they may request a review of this decision, which must be done in writing to the Strategic Housing Manager within 21 days. Reviews will be considered by the Strategic Housing Manager, independent of the Panel who made the original decision, within 56 days of the request being received and a written response will be sent stating the outcome of this review.

3.12 Cancelling an Application

An application can be cancelled by the council in the following circumstances:

- at the request of a customer;
- where a customer has not placed a bid for at least 12 months or has not responded to any other relevant correspondence within the specified time period;
- if a customer is no longer eligible or no longer qualifies to remain on the housing register;
- when a customer has been housed into suitable accommodation.

This list is not exhaustive.

If you wish to re-join the housing register at a later date this will be treated as a new application.

3.13 The Local Government Ombudsman

The Local Government and Social Care Ombudsman (LGSCO) looks at complaints about councils and some other authorities and organisations, including education admissions appeal panels and adult social care providers (such as care homes and

home care providers). The service is free, independent and impartial.

If a customer is not satisfied with the action the Council takes, they can complain to the ombudsman. This complaint must have been dealt with by the Council before contacting the ombudsman, using its internal complaints procedure. The LGSCO can be contacted at:

Advice line: 0300 061 0614
www.lgo.org.uk

3.14 Data Protection

Information held on a customer is confidential and will not be disclosed to any member of the public. This also applies to any information related to a customer's housing application. If a customer requires a family member or advocate to access information or speak on their behalf then the council will need written permission from the customer.

We seek to comply at all times with all data protection legislation and regulations.

In some circumstances, disclosure of a customer's information to other professionals or services may be necessary, for example to nominate a customer to a partner Housing Association. For further information please see our privacy notice on our website www.threerivers.gov.uk/egcl-page/privacy-notice

4.0 Priority Banding and Additional Priority

4.1 Reasonable Preference

There are five categories of customers to whom reasonable preference must be given. These are as follows:

- People who are homeless, as defined in Part 7 of the Housing Act 1996 (as amended). This includes homeless applicants who have been found not to be in priority need, and those who have not made an application under Part 7 but would have been found to be homeless if they had made an application;
- customers who are owed a duty under the following sections of the Housing Act 1996:
 - section 190(2) - eligible for assistance, homeless, in priority need and intentionally homeless
 - section 193(2) - eligible for assistance, homeless, in priority need and not intentionally homeless
 - section 195(2) - the prevention duty owed to persons who are eligible for assistance and threatened with homelessness;
- customers occupying insanitary or overcrowded housing, or otherwise living in unsatisfactory housing conditions;
- customers with a need to move on medical or welfare grounds, including grounds relating to a disability;
- customers who need to move to a particular area to avoid hardship to themselves or to others. This could include someone who needs to move to access specialist medical treatment or to provide care for a relative.

4.2 Additional Priority

A customer may be awarded additional priority if one or more of the criteria below are met. This will be awarded by backdating their band start date by 12 months.

- For sole applications, a customer has been employed for at least 12 months for a minimum of 24 hours per week;
- for joint applications, both customers have been employed for at least 12 months for a minimum of 37 hours per week;
- a customer is unable to work due to medical issues and has been unable to work for the last 12 months. Evidence must be provided from the DWP that a customer is receiving the support component of ESA or they have proof from the DWP stating that they have been assessed and are unable to work.
- A customer who has served in the Armed Forces who has joined the Housing Register as they have a housing need, however, are not currently homeless, will be awarded additional priority. This priority will be awarded by backdating their band start date by 2 years.

As applications are verified at the point of offer, the onus will be on a customer to provide evidence of the above should it apply. If evidence is not provided a customer Housing Allocations Policy will not receive this additional priority. Customers will be advised of this requirement when making their online application. Backdates in priority will not be awarded should a customer not provide the necessary evidence when applicable.

The following customers that must be awarded reasonable preference (4.1) and have urgent housing needs, will receive a Band C priority on the council's Housing Register:

- currently serving in the regular forces and suffering from a serious injury, illness or disability which is attributable to that service;
- has formerly served in the regular armed forces;
- has recently ceased or will cease to be entitled to reside in accommodation provided by the Ministry of Defence following the death of a spouse or civil partner who served in the regular forces and whose death was attributable to that service;
- has served or is serving in the reserve forces and is suffering from a serious injury, illness or disability which is attributable to that service.

4.3 Housing Need and Priority Banding

When a housing application has been assessed a customer will be awarded one of four priority bands between Band A and Band D, with Band A being the highest. If a customer's circumstances change their priority band will be reassessed.

The priority bands are designed to give customers with the greatest housing need greater priority for housing, while making best use of the available housing stock in the district.

A 'band start date' will be given to the customer. This will initially be the date of application. If a customer's housing circumstances change their band start date may change if the change results in a change in the priority awarded on the housing register. If a customer moves to a higher band, their 'band start date' will be the date of entering the new band. If a customer moves to a lower band, they keep their original

'band start date'.

5.0 Customers with Additional Requirements

5.1 Homeless Households

Following implementation of the Homelessness Reduction Act 2017 in 2018, there are now three stages to a homeless application;

- Prevention Duty (when a customer is threatened with homelessness within 56 days)
- Relief Duty (when a customer actually becomes homeless, this duty lasts for 56 days)
- Main Duty (if relief has not been possible and the customer is not intentionally homeless, a decision is required once the 56 day relief period has ended)

If a customer holds a local connection to the district for purposes of joining the housing register (see 2.2.1) during the Prevention Duty or Relief Duty, the council will bid on behalf of a customer for all suitable properties.

If the council accepts the main duty to provide a customer with secure accommodation, the Council will bid on behalf of a customer for all suitable properties.

A customer could also be offered suitable accommodation in the private rented sector. Any offer of suitable accommodation made to a homeless customer that is owed any of the above homeless duties, will be considered a final offer of accommodation.

If the council accepts a main duty to provide a customer with secure accommodation but the customer does not meet the housing register local connection criteria, they will be prioritised for an offer of accommodation in the private rented sector. Further details in the Private Rented Sector Offer Policy,

5.2 Domestic Abuse

The council will ensure customers who are suffering from domestic abuse and engaging with the council's Housing Options team:

- are given appropriate priority on the housing register;
- are not disadvantaged by any local connection qualifying criteria if they have fled to a refuge in another local authority area;
- are not disadvantaged by any local connection qualifying criteria if they have fled from another local authority area.
- will be referred to, and provided specialist support from by the council's Domestic Abuse Caseworker

Following the introduction of the UK Government's Domestic Abuse Act 2021, the legal definition for domestic abuse is defined as the following;

- Domestic abuse is any single incident, course of conduct or pattern of abusive behaviour between individuals aged 16 or over who are "personally connected" to each other as a result of being, or having been, intimate partners or family

members, regardless of gender or sexuality.

- Children who see, hear or experience the effects of the abuse and are related to either of the parties are also considered victims of domestic abuse.
- Behaviour is “abusive” if it consists of any of the following: physical or sexual abuse; violent or threatening behaviour; controlling or coercive behaviour; economic abuse; or psychological, emotional or other abuse. This includes incidences where the abusive party directs their behaviour at another person (e.g. a child). Economic abuse means any behaviour that has a substantial adverse effect on someone’s ability to acquire, use or maintain money or other property, or obtain goods or services.

For the full legal definition of domestic abuse, see [Part 1 of the Domestic Abuse Act 2021](#).

Customers engaging with the council’s Domestic Abuse Caseworker who have experienced domestic abuse may be awarded welfare priority. Where appropriate, information may be requested from relevant professionals supporting a customer.

5.3 UK Protected Persons Service (UKPPS)

The council supports the UK Protected Persons Service (formerly Witness Protection) and will consider referrals made to house protected persons at its discretion and in line with outward referrals made under the scheme. The decision to accept referrals is made by the Housing Operations Manager. Accepted referrals will not normally exceed one in any financial year. Any priority given may be reassessed if an offer of suitable accommodation is refused.

5.4 Multi-Agency Public Protection Arrangements (MAPPA)

Housing applications received from these customers will be considered in line with the MAPPA Herts Housing Protocol by the Housing Operations Manager and, if successful will be subject to approved bidding (see 3.4) as these cases are sensitive. The council will work with RPs to find suitable accommodation for such cases and all bids will need to be approved.

5.5 Move On and Leaving Care

The council have agreements with organisations that provide specialised housing. These organisations deal with vulnerable customers and young people leaving care or in supported living who require independent accommodation.

These customers are awarded priority on the housing register. The decision to award priority is made by the Housing Solutions Manager.

5.6 Sheltered and Age Restricted Housing

Sheltered and age restricted housing is designed for customers who are typically over the age of 60. The age restriction may vary and will be identified in a property advert.

5.7 Welfare Needs

The term ‘welfare’ encompasses care, support and other social needs. This may

include customers who need to move to a different locality in order to give or receive care, to access specialised medical treatment or customers recovering from the effects of domestic abuse.

The decision to award welfare priority is made by the Housing Panel.

5.8 Medical Assessments

Some customers may be able to receive additional priority if they or a member of their household has a medical condition or disability that is affected by their housing (see 2.2.2)

5.9 Adapted Properties

When the council advertises a property which has had significant adaptations the advert will clearly state if customers with a need for the adaptations will be given initial priority on this basis.

This means that a customer requiring adaptations will be prioritised over a customer who does not require adaptations even if they are in a higher band.

5.10 Extra Room for a Carer

If an extra room is required for a carer, supporting documentation must be provided stating that a live in carer is required for the customer's care needs. This information must satisfy the Housing Supply Team. This may be referred to the council's Independent Medical Advisor.

If an additional bedroom is approved by the Housing Solutions Manager, the customer must provide evidence that they receive the benefits needed to cover its cost, to ensure affordability if they become benefit dependent. This evidence must be submitted before they can bid on larger properties.

5.11 Extra Room for Medical Need

Priority for ground floor flats may be given to customers in Bands A to C with a medical need for ground floor accommodation. This will be clearly stated in the advert.

If priority is granted for ground floor accommodation, the customer will only be considered for accommodation of this type (no external or internal stairs).

5.12 Ground Floor Flats

Priority for ground floor flats may be given to customers in Bands A to C with a medical need for ground floor accommodation. This will be clearly stated in the advert.

6.0 Other Information

6.1 Allocations to Council Staff, Council Members or their Families

Staff of the council, their immediate family and elected members who require housing

through the council may apply in the same way as other customers. Their status should be disclosed on the application form at the time of applying.

If a customer is applying for housing or has made a successful bid as any of the above persons, the Housing Operations Manager or Strategic Housing Manager will be informed and must approve the shortlist letting prior to a formal offer being made.

6.2 Local Lettings Policies

Three Rivers District Council reserves the right to implement a Local Lettings Policy for new developments or to address issues on existing estates. These are used to ensure that communities are sustainable and contain an appropriate mix of households.

6.3 Lettings in Villages – Rural Exception Areas

Within Rural Exception Sites the aim will be to provide affordable homes for people with a need to live in the locality, or have a local connection to the community and therefore additional criteria will normally be necessary. These will be incorporated into a Local Lettings Policy or nominations agreement and will limit occupancy to people with close ties to, or employed in, the locality. A cascade approach to gradually widen the area of eligibility to occupy the dwellings will usually be acceptable to the council to ensure that occupants can always be found to fill that property. Rural exception sites which come under this description are Bedmond Village and Sarratt.

6.4 Lettings Covered by this Policy

This Allocations Policy sets out the procedures used by the council for allocating housing. Some Registered Providers maintain their own register and retain a small percentage of properties for their own tenants.

Registered Providers will offer different lengths of tenancies, some are lifetime tenancies but the majority are offered as flexible tenancies with a one year starter tenancy followed by a fixed-term tenancy.

There are also different rent levels set by the Registered Provider; the majority are either at social rent level or affordable rent which can be up to 80% of market rent.

Lettings that are not treated as allocations under this scheme include:

- mutual exchanges between tenants of a Registered Provider, whether by Deed of Assignment or by commencement of new tenancies (including those arranged via national schemes such as Home Swapper);
- succession of a tenancy following the death of a tenant;
- where an introductory tenancy, assured shorthold starter, or probationary tenancy becomes an assured or secure tenancy;
- where the Registered Provider uses their own allocation percentage to facilitate a management move or another allocation from their own waiting list;
- where a secure or assured tenancy is granted by court order under Matrimonial Causes Act 1973, Matrimonial and Family Proceedings Act 1984, or Children Act 1989; or
- where a tenancy is demoted by court order or where a demoted tenancy reverts

back to secure tenancy status.

Appendix A Banding Scheme

The banding structure described below provides for an assessment structure which officers can work within. They are not prescriptive however, and should the circumstances of a case require that exceptions are made to these bands, senior officers will use their discretion to make such a decision.

If a customer needs a property which is larger than the property they are currently living in, please refer to the Bedroom Eligibility Matrix below (Appendix B).

Band A

- Customers who need to move urgently because of a critical medical housing need, including emergencies, where a customer's current housing situation is so severely detrimental to their health.
- Customers needing to move where they are in immediate danger if they remain in their current home. This will need to be supported by corroborating evidence by the Police or UK Protected Persons Service.
- Customers who have a welfare, care or support need or other social need that affects their housing situation so severely that a move to alternative accommodation is necessary.
- Customers who have succession rights to a social housing tenancy who are required to move to another property and this is not possible through a management move.
- Tenants living in social housing in the district who need to move due to their current property being demolished or needing redevelopment.

Band B

- Customers who need to move because they have been assessed as having a serious medical need that is being affected by their current housing situation.
- Customers who have a serious welfare, care or support need or other social need that affects their housing to a degree that they need to move to alternative accommodation. This can include victims of domestic abuse (see section 5.2).
- Customers needing to move due to harassment. This will need to be supported by corroborating evidence by the Police. Other supporting information will be considered.
- Tenants who are living in social housing in the district and under-occupying by one or more bedrooms.
- Customers owed the Main Homelessness Duty (S193).
- Customers that need to move on from care or supported housing where a nominations agreement or protocol is in place.
- Customers who have been assessed as being statutory overcrowded where this is not the result of a deliberate act (see 2.5).
- Customers with composite need from Band C, one of which is medical priority

Band C

- Customers who have been assessed as having a moderate medical need that is being adversely affected by their current housing situation.

- Customers who have a moderate welfare, care or support need or other social need that affects their housing to a degree that they need to move to alternative accommodation.
- Customers living in accommodation for which an Improvement Notice or a Prohibition Notice has been served by Three Rivers District Council in relation to a Category 1 or 2 hazard in the customer's dwelling and the remedies needed to reduce the hazard will require the property to be vacated for a significant period of time or will make the property unsuitable for occupation by the customer.
- Social housing tenants living in a fully adapted property who no longer need these adaptations.
- Social housing tenants living in the district in general needs stock wishing to move into age-restricted accommodation.
- Customers with a priority need owed the Relief Duty by the council.
- Customers who are occupying a property which is subject to a Compulsory Purchase Order and are unable to secure suitable alternative accommodation.
- Currently serving in the regular forces and suffering from a serious injury, illness or disability which is attributable to that service
- Has formerly served in the regular armed forces
- Has recently ceased or will cease to be entitled to reside in accommodation provided by the Ministry of Defence following the death of a spouse or civil partner who served in the regular forces and whose death was attributable to that service.
- Has served or is serving in the reserve forces and is suffering from a serious injury, illness or disability which is attributable to that service
- Customers with composite need from Band D, one of which is medical priority.

Band D

- Customers who have been assessed as having a low medical need that is being adversely affected by their current housing situation.
- Customers who have a low welfare, care or support need or other social need that affects their housing to a degree that they need to move to alternative accommodation.
- Customers living in accommodation for which a Hazard Awareness Notice has been served by Three Rivers District Council in relation to a Category 1 or 2 hazard in the customer's dwelling and the remedies needed to reduce the hazard will require the property to be vacated for a significant period of time or will make the property unsuitable for occupation by the customer.
- Customers who have no fixed abode, including those that have received a non-priority need decision or intentionally homeless decision.
- Customers owed the Prevention Duty by the council.
- Customers without a priority need owed the Relief Duty by the council.
- Customers who qualify for the 'Right to Move'.
- Council staff leaving tied accommodation where there is a contractual agreement to provide accommodation.

Band E

- Customers who qualify through having a local connection and who have no housing need but are eligible for sheltered or older person's accommodation.

Appendix B Bedroom Eligibility Matrix

Household Size	Bedroom entitlement	Current Bedrooms			
		Without a bedroom	One bedroom	Two bedrooms	Three bedrooms
Single person	Bedsit or 1	D	-	-	-
Couple	1	D	-	-	-
One child	2	C	D	-	-
Two children of opposite sex both under 10		B	C	-	-
Two children of same sex both under 16		B	C	-	-
Two children of opposite sex (at least one child 10 or over)	3	B	C	D	-
Two children of same sex (at least one child 16 or over)		B	C	D	-
Three children		B	B	C	-
Four or more children	3+/4	B	B	C	D

SERVICE DELIVERY PLANS 2025-2028 PROPOSED AMENDMENTS

- **POLICY AND RESOURCES COMMITTEE**
(01/12/2025)

PART I

SERVICE DELIVERY PLANS 2025 – 2028 PROPOSED AMENDMENTS **(ADCCC)**

1 Summary

- 1.1 Service Plans for 2025-2028 were agreed at full council on 21st October 2025. It was also agreed that 5 proposed amendments from the 2025-2028 service plans would be referred back to P&R for discussion.

2 Recommendation

- 2.1 That:
- 2.2 **Amendment 1 proposed – New CIL charging schedule:** Officers recommend that the update to the CIL charging schedule be included in the 2026-2029 service plans when there is officer resource and service budget available to cover the time and costs of completing the update, not in the current years' service plan.
- 2.3 **Amendment 2 proposed – Commercial cinema to Watersmeet:** Officer recommendation is not to include the proposed amendments of exploring outsourcing Watersmeet to a commercial operator or any other operating model but instead to focus on delivering the existing Watersmeet business plan and to continue its current trajectory towards cost neutrality.
- 2.4 **Amendment 3 proposed – Rescue Plan for Rickmansworth Aquadrome:** The proposed amendment is unnecessary as the Aquadrome Programme is already listed as a project within the Natural Infrastructure Service Plan and covers all aspects of the Aquadrome.
- 2.5 **Amendment 4 proposed – Mitigate rise in fly tipping:** There is no evidence that this is the case. No changes have been made to Recycling Centre operations, and those being consulted on should, if brought in, bring forward a greater level of recycling so it does not need to be included in the service plan.
- 2.6 **Amendment 5 proposed – Increase take-up of trade waste service:** Officer recommendation is not to include this as a project, as we already offer a service in line with Simpler Recycling.

Report prepared by: **Katie Stacey, Policy & Performance Manager**

 Rebecca Young, Head of Strategy & Partnerships

3 Details

4 Amendment 1 proposed:

- 4.1.1 To add under 'Support and enable sustainable communities' in the Planning Policy part (p5) of the Planning Policy and Conservation Service Delivery Plan:
- 4.1.2 *Draft a new CIL charging schedule removing the £0 per square metre CIL charge for CIL Area C (Watford Rural Parish and Tolpits Lane) and otherwise reviewing the CIL charges across the district.*

4.2 Officer response

- 4.2.1 Officers do not consider delivering a new CIL charging schedule by June 2026 is possible without impacting the council's work on the Local Plan. Although the work would be undertaken with assistance from external consultants there would still be significant officer input required. This work would be undertaken by officers in the Planning Policy and Conservation service who are currently working to full capacity on progressing the Local Plan. The earliest realistic time frame is to commence work on the charging schedule following submission of the plan for examination. This would be dependent on the availability of government inspectors to undertake the Local Plan examination and how quickly they could be appointed. In the case that there is a fast turnaround then work on the CIL charging schedule would not be able to commence until after the examination is completed.
- 4.2.2 Officers were always committed to undertaking a review of the CIL charging schedule following submission of the Local Plan. This cannot be undertaken in the current financial year due Local Plan work taking priority, as such it is not proposed to be included in this year's Service Plan. It will, however, be included in next year's Service Plan.
- 4.2.3 Preparing a new CIL charging schedule takes several months. The draft CIL charging schedule needs to be prepared with evidence supporting it (2/3 months work), then it needs to be consulted on for 6 weeks and those responses considered (2/3 months work), then it needs to be examined by an Inspector and then formally adopted by the Council (another 3 months potentially).
- 4.2.4 The review could potentially commence in May 2026 if there is a delay to Local Plan examination due to lack of available Inspectors, which is quite possible. Otherwise, work would not commence until post Local Plan examination as officer time would be fully taken up on work supporting the examination process. In this case commencement likely wouldn't be until early 2027. Realistically, the CIL charging schedule review won't be complete until the 2027/28 financial year, subject to budget setting.
- 4.2.5 The estimated consultant costs of completing the CIL charging schedule would be circa £15,000, though this figure would need to be confirmed through the receipt of quotations from relevant consultants. The costs of examination would be in the region of £40,000 which mostly goes on the costs of the examiner and programme officer. As such in total it would be over £50,000 to complete the CIL charging schedule. This would need to be agreed in future budgets.

4.3 Amendment 2 proposed:

4.3.1 To add under 'Support and enable sustainable communities' in the Watersmeet part (p7) of the Customer Experience Service Delivery Plan:

4.3.2 *Improve the attractiveness and financial viability of Watersmeet, including exploring and, if possibly, bringing a commercial cinema or theatre operator to Watersmeet.*

4.4 Officer response

4.4.1 At a current net direct cost to the council of £26,000 in financial year 2024-25, Watersmeet already operates at a very efficient level for an arts and entertainment venue of its size, with many similar venues operating at a cost of between £100k-£300k per annum. Watersmeet is currently on track to deliver its existing business plan objective of continuing to reduce the cost to the council, having delivered a reduction for the past 3 years running, demonstrating the business plan is working and viable.

4.4.2 Handing control of the venue over to a commercial operator would introduce significant risks with very limited financial upside, if any at all.

4.4.3 Financial considerations

4.4.3.1 The council would still retain building ownership, landlord responsibilities, and likely capital investment costs in order to secure a commercial operator. There would be costs associated with transfer of management, including potentially a rent-free period and possibly the council paying a management fee to an operator to run the venue. Any of these scenarios would effectively negate any potential savings. It would be very unlikely to secure a deal where a commercial operator paid the council a fee as venues of under 1000 seats are notoriously difficult to operate profitably and Watersmeet is unlikely to be attractive to an experienced commercial operator, who would see it as high risk with limited potential financial reward. Opting for a smaller operator or charitable trust would deliver no benefit but would incur significant risk, as there would be no economies of scale or utilisation of centralised programming and marketing functions, an area that gives larger operators a competitive advantage.

4.4.4 Loss of community access and identity

4.4.4.1 Watersmeet's current balance of community hires and events, film and professional theatre would almost certainly be lost. A commercial operator's primary focus is on maximising ticket yield, and community events, local schools, amateur groups and charities could easily be priced out. If the council tried to impose restrictions on the commercial operator to counter this, it would likely end up having to pay a larger management fee to the operator.

4.4.5 Loss of Watersmeet's wider use for council activity

4.4.5.1 Watersmeet is currently used for a variety of council run events including, community engagement events, film screenings and the election count. The flexibility of having a venue at the disposal of the council at such close proximity to the council's head office would also be lost.

4.4.6 Reputational risk

4.4.6.1 Outsourcing such a visible and much-loved public venue would carry significant reputational risk for the council. Twenty years ago, Watersmeet was closed and then operated by a Trust which failed within a year and ultimately was brought back in-house and reopened. Despite being two decades ago, this is still

referenced by local people, demonstrating that decisions surrounding Watersmeet are remembered for a long time. If a commercial operator made programming changes, made significant increases to ticket prices or displaced local community groups the council would likely face public criticism and reputational damage that would far outweigh any marginal potential savings made.

4.4.7 Social value

- 4.4.7.1 Watersmeet's operating model currently supports volunteering, local employment for young people and work experience opportunities, all activities that are not captured in financial performance. A commercial operator would prioritise profitability and the volunteer model would likely present a considerable challenge for a commercial operator, as continuing with it limits a hard sell approach to secondary sales, but also in contrast, saves significant amounts in staff costs.

4.4.8 Cinema specific operator

- 4.4.8.1 Watersmeet currently operates a diverse programme, which includes cinema (screening around 50 films per year), flat floor community events, live theatre, hires and a popular pantomime. As a single plex cinema, profitability would be significantly limited for a commercial cinema operator as they would be restricted with the number of films that could be screened each day. An option could be to remodel the interior to create several smaller spaces but that would remove the venue's versatility and ability to present live theatre and other large events, displacing many local business users and community groups and making the space solely dedicated to cinema. The remodelling would attract significant costs and based on proximity to Watford would put Watersmeet in direct competition with two well known cinema operators.

4.4.9 Summary

- 4.4.9.1 Transferring Watersmeet to a commercial operator would:

- Deliver negligible or zero financial benefit
- Undermine community access and local identity
- Create significant potential reputational risk for the council
- Remove a valued cultural asset from direct public accountability

4.5 **Amendment 3 proposed:**

- 4.5.1 To add under 'Support and enable sustainable communities' in the of the Leisure and Natural Infrastructure Service Delivery Plan:

- 4.5.2 *Urgently deliver a rescue plan to save Rickmansworth Aquadrome, including but not limited to:*

- re-opening the Woodland Pathway
- restore and re-open the Ebury Play Area
- *revisit and revise the asbestos management plan to allow the holding of a Rickmansworth Festival of equivalent size to that before 2024.*

4.6 Officer response

- 4.6.1 The Aquadrome Programme is focused on delivering a sustainable solution for the site to ensure there is a balance between the site's main function as a flood plain and public access for leisure and recreation purposes. To ensure the sustainability of any solution implemented, this must be led by science to ensure that there is no adverse effect on the wider catchment area of the River Colne. At present, the estimated cost to deliver this programme is £5million. This is a significant level of funding and if successful in their bid to the National Lottery Heritage Fund (NLHF), will enable the Council to deliver from April 2027 onwards. These timescales are dictated by the NLHF and the council must adhere to the processes behind the bid submission. The NLHF requires a significant development period of the project, to ensure that whatever they agree to is both sustainable, science led and will result in a positive investment of their funds.
- 4.6.2 It is worth noting that despite these timescales, ongoing maintenance and improvements to the site continue, with substantial expenditure made in just the last 6 months, as outlined in the Aquadrome Programme Update report, presented to the Climate Change and Leisure Committee on the 15 October 2025.
- 4.6.3 The woodland pathway is structurally unsafe due to flood damage and that any interim repairs or remediation would be costly and likely to be temporary, due to the natural flooding of the River Colne in this section of the site. The council has a duty to use public funds wisely and to prioritise safety. As has been previously advised, the council is committed, through the Aquadrome Programme to ensure a long-term sustainable solution for this section of the site and that this will be led by science through the Hydrological Report, detailed design work and with stakeholder engagement. Any work to this section of the site will require approval from the Environment Agency by way of a Flood Risk Activity Permit, which has a current timescale of 6-9 months. The EA will only approve the FRAP based on hydraulic modelling, which can only be completed following the detailed design phase of the project. This is due to the proximity to the chalk stream, the Aquadrome being a flood plain and ensuring there are no adverse effects to flooding elsewhere within the catchment. All of this is already a consideration and a priority within the Aquadrome Programme.
- 4.6.4 Officer recommendation is that this addition is not necessary as the woodland pathway forms part of the Aquadrome Programme, which is already listed as a project within the Natural Infrastructure Service Plan.
- 4.6.5 The council is working with the contractor on a remediation plan to re-open Ebury Play area. This will only take place once the Japanese Knotweed has been successfully removed from the site.
- 4.6.6 Officer recommendation is that this addition is not necessary as the Aquadrome Programme is already listed as a project within the Natural Infrastructure Service Plan.
- 4.6.7 The duty to manage asbestos is set out in regulation 4 of the 'Control of Asbestos Regulations 2012' and is a key part of the council's requirements for HSE (Health and Safety Executive) compliance. As the council are aware of the existence of asbestos at the Aquadrome site it is required to have a plan to manage the site in accordance with the relevant legislation and regulations. Any decision relating to the festival taking place is, and remains, with the festival organisers and not the council.

4.6.7.1 It would therefore be irresponsible and negligent to revise the Asbestos Management Plan as outlined above.

4.6.7.2 Officer recommendation is to reject the inclusion of this within the Leisure and Natural Infrastructure Service Plan.

4.7 Amendment 4 proposed:

4.7.1 To add under 'Provide responsive and responsible local leadership' in the Waste and Street Cleansing part (p4) of the Waste and Environmental Protection Service Delivery Plan:

4.7.2 Mitigate the impact of the cuts proposed by Hertfordshire County Council to the service at its waste sites, especially the prohibition on unsorted black waste and charges for DIY waste.

4.8 Officer response

4.8.1 Officers are not aware of any evidence to support the statement that there will be a rise in fly tipping levels as a result of changes imposed by Herts County Council at their Household Recycling Centres. HCC can provide papers and research reports that demonstrate no-evidential link between any demand management measures at HWRCs and residents resorting to en-mass fly-tipping.

4.8.2 A report from WRAP (Waste and Resource Action Programme) conducted in 2021 also concluded that "comparison of fly tipping rates does not show that those local authorities that have introduced charges for some HWRC have higher fly tipping rates than those without charges. There is no reasonable interpretation of available evidence in Hertfordshire of historic changes in service provision at HWRC and an increase in fly tipping, e.g. reduction in opening hours, restriction of the amount of certain waste brought to the HWRC's."

4.8.3 Officers also feel that sorting of black bag waste is a positive step in ensuring that as much waste as possible is recycled and diverted away from landfill or incineration at higher cost to the tax payer.

4.9 Amendment 5 proposed:

4.9.1 To add under 'Expand our position as a great place to do business' in the Waste and Street Cleansing part (p4) of the Waste and Environmental Protection Service Delivery Plan:

4.9.2 *Improve the attractiveness of the Three Rivers' commercial trade waste service to increase take-up of the service and improve waste disposal in town and village centres.*

4.10 Officer response

4.10.1 TRDC already offers a trade waste and recycling service in line with Simpler Recycling requirements and best practice, including the recent introduction of food waste collections. Sufficient resource is already allocated to ensure that the service remains competitive and is a "service supplier of choice" in a waste collection market that is able to offer alternative services such as skips and compactors. It should also be noted that, should the Council's trade base increase there will, at some point, be a saturation tipping point, at which time significantly more revenue and capital funding would be required for new rounds,

which would take a considerable time to recoup. In addition, there may not be enough extra business to make this a viable option.

- 4.10.2 The Councils' two Environmental Enforcement Officers can, and do, visit businesses to ensure they have correct waste disposal arrangements in place and can take action against any business who do not.

5 Policy/Budget Reference and Implications

- 5.1 The recommendations in this report are not within the Council's agreed policy and budgets.

- 6 This report is not associated with any specific Key Performance Indicators (KPIs).

7 Financial Implications

- 7.1 The recommendations in this report are not linked to any specific budget allocation. Each proposed amendment has budget implications and would therefore, require additional budget discussions and approvals.

8 Legal Implications

- 9 None specific to this report. However, each amendment should be reviewed individually to determine the necessary legal implication should they be approved.

10 Equal Opportunities Implications

- 10.1 None specific to this report - an Equalities Impact Assessment should be undertaken dependent on the amendments if agreed.

11 Staffing Implications

- 11.1 None specific to this report – the individual proposed amendments would need to consider any staffing implications.

12 Environmental Implications

- 12.1 None specific to this report – a Sustainability Impact Assessment should be undertaken when required.

13 Community Safety Implications

- 13.1 None specific to this report.

14 Public Health implications

14.1 None specific to this report.

14.2

15 Customer Services Centre Implications

15.1 None specific to this report.

15.2

16 Communications and Website Implications

None specific to this report.

17 Risk and Health & Safety Implications

17.1 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.

17.2 The subject of this report is covered by 4 of the 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)
Service Plan delivery is delayed if amendments are approved due to financial constraints and further discussions necessary.	Work on other service requirements is on hold while amendment discussions continue including impact on the current budget.	P&R agree recommendation not to include proposed amendments.	Tolerate	3

17.3 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%))

- 17.4 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.

Data Quality

Data sources:

Data sources are specific to each amendment from the officer.

Data checked by:

Heads of service for each of their relevant proposed amendments.

Katie Stacey and Rebecca Yooung for the overall report.

1	Poor	
2	Sufficient	X
3	High	

Background Papers

APPENDICES / ATTACHMENTS

- I. Amendments to item 6b Final Service Plans Tables

Table 1

Corporate Framework Objectives	Project Title	Lead Officer	Project Description and Outcomes	Projected End Date	Internal / External Partners	Additional Capital or Revenue cost and/or saving
Provide responsive and responsible local leadership Support and enable sustainable communities	Update CIL charging schedule	Head of Planning Policy & Conservation	Update the CIL charging schedule to increase the £0 per square metre CIL charge for CIL Area C and otherwise review charging levels	June 2026	External consultants	Saving of circa £2m a year from 2027.

Table 2

Corporate Framework Objectives	Project Title	Lead Officer	Project Description and Outcomes	Projected End Date	Internal / External Partners	Additional Capital or Revenue cost and/or saving
Expand our position as a great place to do business Support and enable sustainable communities	Rickmansworth cinema	Leisure Services Manager	Improve the attractiveness and financial viability of Watersmeet, including exploring and, if possibly, bringing a commercial cinema or theatre operator to Watersmeet	June 2026 for scoping, June 2028 for opening	External consultants	TBC

Table 3

Corporate Framework Objectives	Project Title	Lead Officer	Project Description and Outcomes	Projected End Date	Internal / External Partners	Additional Capital or Revenue cost and/or saving
Provide responsive and responsible local leadership Support and enable sustainable communities	Rescue plan for Rickmansworth Aquadrome	Chief Executive	Urgently deliver a rescue plan to save Rickmansworth Aquadrome, including but not limited to: <ul style="list-style-type: none"> - re-opening the Woodland Pathway - restore and re-open the Ebury Play Area - revisit and revise the asbestos management plan to allow the holding of a Rickmansworth Festival of equivalent size to that before 2024 	March 2026	Wide variety of stakeholders	TBC

Table 4

Corporate Framework Objectives	Project Title	Lead Officer	Project Description and Outcomes	Projected End Date	Internal / External Partners	Additional Capital or Revenue cost and/or saving
Provide responsive and responsible local leadership	Mitigate rise in fly-tipping due to changes at waste centres	Environmental Strategy Manager	Object to Hertfordshire County Council's proposed ban on unsorted residual waste and charges for DIY waste, and in preparation for it, increase reactive fly-tipping service levels	Policy objection in October 2025, response after policy announced	HCC, others	TBC

Table 5

Corporate Framework Objectives	Project Title	Lead Officer	Project Description and Outcomes	Projected End Date	Internal / External Partners	Additional Capital or Revenue cost and/or saving
Expand our position as a great place to do business	Increase take-up of trade waste service	Environmental Strategy Manager	Conduct review and service improvement plan to improve take-up of trade waste service in line with best practice, reflecting the right of businesses to contract with a provider of their choice.	Review by September 2026, improvement plan by 2028	Businesses	TBC

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CUSTOMER EXPERIENCE Service Delivery Plan 2026 – 2029

Introduction

The service plans are a key component of Three Rivers District Council's corporate planning process. They describe our ambitions, priorities, targets and how each service area is working towards delivering the Councils' themes detailed in the Council Plan. They are reviewed and updated annually considering budgets, performance, internal and external factors, arising throughout the year.

Service Plans are monitored in the following ways:

- Through regular discussion between, service heads, managers and their teams.
- Key Performance Indicators are reviewed by the Corporate Management Team on a quarterly and annual basis.
- Mid-year review of service plans alongside Performance Development Reviews.

SERVICE OVERVIEW

The Customer Experience Service is a central corporate service encompassing how our customers interact and engage with the Council and all the services we provide. The service is specifically responsible for:

- Corporate Communications & Digital Services
- Customer Service Centre
- Watersmeet Theatre

In addition, the service is responsible for the Council wide implementation of the Customer Experience Strategy, which influences the way the Council interacts with its customers to deliver a first-rate customer service.

SERVICE OVERVIEW

Corporate Communications & Digital Services

Strategic coordination and day to day operational management of proactive and reactive communications both internal and external across all the Council's communications channels and platforms.

- Press office - point of contact for media enquiries
- Copywriting and promoting the Council's activity and messages
- Guardian of the Council's branding and style guide
- Managing the Council's social media accounts
- Development of the Customer Relationship Management platform and digital transformation
- Customer engagement, public consultation and data analysis
- Website, online services and intranet contract management and content updates

SERVICE OVERVIEW

Customer Service

Provision of a front-line customer enquiry and administrative service for the Council on behalf of all departments including:

- Operation of the Council's telephone contact centre, general enquiries email and face to face Visitor Centre at Three Rivers House and Healthy Hub services across the district
- To process, handle and manage online enquiries via the Council's website and email system
- Support all service departments in identifying and implementing service improvements with customer contact and engagement
- Management of Corporate Compliments & Complaints processes
- Contract Management of the Council's outsourced standby (out of hours emergency) service
- Provision of administrative support across Council services
- Administration for the Council's Freedom of Information (FOI) obligations
- Planning and coordination of council wide Learning & Development

SERVICE OVERVIEW

Watersmeet Theatre

Watersmeet serves as a cultural hub for all our communities through its programme of live theatre, music, comedy, children's performances, films and events.

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- The programme is designed to reflect the broad range of tastes and interests of local people
- To be a vibrant entertainment hub for the community
- The venue strives to provide financially viable and affordable arts entertainment and community hire facility for the residents of Three Rivers and beyond
- Watersmeet delivers an inclusive and engaging programme of events that appeals to a broad demographic

BUDGET

(Table to give topline financials. This will be added post the Service Plans and Budget being agreed at Full Council before being published.

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service’s contribution to the Council Plan Theme
	Corporate Communications & Digital Services
Healthy, safe and thriving communities	<p>The Communications and Digital Services Team supports a wide variety of community-based events and activities led by teams within the Council and across the district.</p> <p>The team promotes available funding and support to audiences across all its corporate channels.</p> <p>Surveys for customer engagement are produced by the service, including the Annual Residents’ Survey – which is also promoted and analysed by the team.</p> <p>The Council’s website has an accessibility tool, pages are regularly updated and is disability compliant (Regulation WAG2.2) scoring above the sector average.</p>
A green and sustainable future	<p>The Communications and Digital Services Team supports a wide variety of Council led environmental policies, initiatives, events and activities through innovative communications including video, audio, text and social.</p> <p>The service continues to improve digital access to Council services and digitalisation of paper forms, reducing the carbon footprint of both residents and the Council itself.</p> <p>The team promotes available grant funding and support around home and business energy efficiency to audiences across all its corporate channels.</p> <p>Surveys for customer engagement are produced by the digital service, including Annual Residents’ Survey – which is also promoted and analysed by the team.</p>

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
	Corporate Communications & Digital Services (continued)
A prosperous and vibrant district	<p>The Communications and Digital Services Team supports all economic development projects led by or involving the Council through promotional and technical activities.</p> <p>The service supports local business activities through work with partner organisations, including local chambers of commerce, the Local Enterprise Partnership, other local authorities as well as individual businesses. The service areas produce a Business Newsletter which residents and businesses can subscribe to in order to receive relevant content, in addition to regular content across the Council's corporate communications channels including the website, other newsletters and social media platforms.</p> <p>The Communications and Digital Services Team also supports the ongoing development of the Three Rivers Local Plan, through promotion of all key stages of the plan's lifecycle, include public consultations.</p>
A well-run council	<p>Promoting Council led initiatives and activities and ensuring proactive communications whilst reacting quickly and effectively to unforeseen events.</p> <p>Through proactive, innovative and diverse Council communications and digital services, the service area shows the Council Plan in action.</p> <p>Providing the Council's elected and corporate leadership with communications support for both internal and external platforms to reach a diverse audience across the district and further afield.</p> <p>Providing digital support to corporate leadership teams and elected members as required. Providing communications and digital support for internal communications including leading the regular large-scale Staff Day events and support external meetings between the Council and partner organisations.</p> <p>Surveys for customer engagement are produced by the digital service, including the Annual Residents' Survey – which is also promoted and analysed by the team.</p> <p>The Communications and Digital Services Team is instrumental in the development and transition towards Local Government Reorganisation, leading on corporate and internal communication and engagement and working hand in hand with partners across the county, district and borough councils.</p>

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
	Customer Services
Healthy, safe and thriving communities	<p>Provision of administrative support across Council services.</p> <p>Manage the Council's outsourced standby (out of hours emergency) service.</p> <p>Service signposting and regular attendance at the Healthy Hubs to assist customers to widen accessibility for the customer experience.</p>
A green and sustainable future	<p>Promoting the website and online services to all customers to reduce the need for customers to contact the Council through phone or email as the information is available to them directly.</p> <p>Ensuring customers are aware of the email notification service to reduce the need for hard copies of Council information and promotions thereby reducing postage costs.</p>
A prosperous and vibrant district	<p>The Customer Service Centre supports council departments by providing residents and businesses with a clear first point of contact. The team helps with enquiries about local services, opportunities, and events, ensuring that information is accessible to all. In doing so, the customer service team promotes inclusive communities, encourages participation, and supports the council's wider council plan.</p>
A well-run council	<p>Provide administrative support across Council services to assist Departments in delivering their service to customers.</p> <p>Review Compliments & Complaints policy and learning, implementing changes where necessary.</p> <p>Continue to invest in staff development and training and promote CSC Academy. Answering a variety of enquiries via phone, email and face to face regarding Council services.</p> <p>Continue to answer 90%+ of Council enquiries at first point of contact.</p> <p>Ensure call wait times are kept to a minimum, not exceeding 10 mins, improving experience for those who can only use phone contact. Responsible for ensuring that staff request for training and development once approved are booked. In addition, review and update e-Learning for council staff and manage mandatory training for staff to ensure that the council is compliant.</p>

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
	Watersmeet Theatre
Healthy, safe and thriving communities	<p>Delivering the film programme to include more frequent relaxed performances targeting neurodiverse customers, those with additional needs or with disabilities, and those with daytime childcare responsibilities.</p> <p>Delivering a programme that caters for minority groups and underrepresented communities in the district.</p> <p>Maintaining and developing the accessibility provision including, infrared hearing loop system, signed performances, relaxed performances, touch tours, and accessible lift and toilet.</p> <p>Providing local students with work experience opportunities allowing them to develop their knowledge of the industry.</p> <p>Encouraging schools to utilise the venue for their productions or to attend film screening day trips in order to provide a real-life theatre experience to their students.</p> <p>Inspiring local community groups to take advantage of the lower hire rates for charity organisations in order to increase their engagement with the community.</p>
A green and sustainable future	<p>Implementing the venue's sustainability delivery and route to net carbon zero plan.</p> <p>Continuing to invest in sustainable technologies, replacing end of life equipment and infrastructure with energy efficient alternatives.</p> <p>Giving emphasis to procuring sustainable products and sourcing from local suppliers.</p>
A prosperous and vibrant district	<p>Providing attractive packages to host local business events.</p> <p>Developing relationships with closed user groups such as the MOD to increase sales on those shows that are not performing as well as others. We can provide their employees exclusive access to special offers and discounts that are not generally available to the public who may have paid a higher price for their ticket.</p> <p>Working with other Council services to expand audience reach.</p> <p>Supporting local community and amateur theatre groups by offering affordable rates for multiday hires.</p> <p>Nurturing the relationship with the Friends of Watersmeet to extend volunteering.</p>
A well-run council	<p>Developing and enhancing customer touchpoints.</p> <p>Expanding package offers that turn a night out into an occasion.</p> <p>Achieving consistently high customer satisfaction results.</p> <p>Responding promptly to customer feedback.</p> <p>Continuing to invest in staff development and training.</p> <p>Delivering against the Customer Experience Strategy action plan objectives.</p>

PROJECTS

Council Plan Theme	Project Title	Project Description & Proposed Outcome(s)	Project Start Date (Month/Year)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
A well-run council	Podcast Platform	To develop a more regular podcast series highlighting the council's work across all service areas, for internal and external use. To trial and select the most suitable podcast editing and publishing platform.	April 2026	November 2026	<ul style="list-style-type: none"> Platform provider Guest speakers from diverse partner organisations 	No additional budget required.
A well-run council	Chatbot service on TRDC website	To develop a chatbot function on the main website to reduce the number of calls and emails to customer services at TRDC.	April 2026	December 2026	<ul style="list-style-type: none"> Orlo Byte 9 	No additional budget required.
A well-run council	Customer Experience Strategy	Existing	April 2026	Development of the next 3 year strategy	<ul style="list-style-type: none"> Internal 	Customer Experience Strategy

POLICIES AND STRATEGIES

These policies and strategies are scheduled to commence or undergo renewal in the 2026/27 financial year

Policy or Strategy	Name of Policy or Strategy	New or existing Policy or Strategy	Renewal date	Additional comments
Strategy	Customer Experience Strategy	Existing	April 2026	Development of the next 3 year strategy

KEY PERFORMANCE INDICATORS TO SUPPORT THE COUNCIL PLAN

Key Performance Indicators enable us to track how we are performing against our targets and over time. They are reviewed quarterly and/or annually to ensure accountability and to drive continuous improvement.

KPI Ref	KPI Title	2024/25 Actual	2025/26 Target	2026/27 Target	2027/28 Target	2028/29 Target
CX01	Number of subscribers to GovDelivery Service	45,355	48,000	51,500	55,385	59,260
CX02	Average customer satisfaction score for online services (score 1 - 5) 1= very unsatisfied, 5 = very satisfied	4.2	4.2	4.2	4.2	4.2
CX03	Percentage of customer enquires submitted via the portal My.ThreeRivers	40%	41%	42%	43%	44%
CX04	Percentage of calls with first point resolution	96%	90%	90%	90%	90%
CX05	Number of tickets sold for co-promoted live shows at Watersmeet (incl. pantomime)	23,679	24,000	24,500	25,000	25,500
CX06	Percentage of complaints received and fully upheld at stage one, stage two and ombudsman (LGSCO)	N/A	35%	32%	30%	30%

SERVICE VOLUMES

These are monitored internally by the individual service area and not reported on externally.

Description	Projected annual volume for 2026/2027	Estimated annual volume for 2027/28	Notes / explanation for estimated change
Completion of the Annual Residents' Survey	500	500	The 2026/27 Residents Survey follows a highly publicised LGR engagement survey, and will run for a shorter period than 2024/25/ This may have a negative impact on the number of completions – but is yet to be determined.
Total unique visits to website	292,500	313,000	<p>Improved communication across a broader range of channels is expected to reduce the need for audiences to access the website directly to obtain information. This supports the KPCX01 increasing subscriptions to GovDelivery newsletters.</p> <p>The planned introduction of live chat and chatbot functions over the next 18 months is also likely to influence visitor behavior. In parallel with these developments, continued monitoring of the website's bounce rate is recommended. The current bounce rate is 43.03%; by comparison, a rate of around 40% is generally considered healthy. A lower bounce rate indicates that visitors are engaging with the site and accessing multiple pages, while a higher bounce rate may suggest that users are not finding the information they require.</p>
Monitoring Call Wait times	1m 30s mean average wait time	1m 20s mean average wait time	Ensure call wait times are kept to a minimum, improving experience for those who can only use phone contact. The planned introduction of live chat and chatbot functions over the next 18 months is also likely to impact on call wait times.
Number of Subscriptions on GovDelivery Service (email notifications)	91,200	97,500	Annual numbers of subscriptions across all newsletters is continuing in a positive direction. However, a greater focus on boosting subscription to the council's residents' newsletter, which although it has grown by 2% could benefit from greater promotion to align its increase with those seen by the Bin Collections Newsletter. Watersmeet currently has 23,000 subscribers, which is included in the projected annual volumes for future years.

RISK MANAGEMENT

Our Risk Register Summary can be found [HERE \(Insert link to web page once live.\)](#)

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DEMOCRATIC SERVICES

Service Delivery Plan

2026 – 2029

Introduction

The service plans are a key component of Three Rivers District Council's corporate planning process. They describe our ambitions, priorities, targets and how each service area is working towards delivering the Councils' themes detailed in the Council Plan. They are reviewed and updated annually considering budgets, performance, internal and external factors, arising throughout the year.

Service Plans are monitored in the following ways:

- Through regular discussion between, service heads, managers and their teams.
- Key Performance Indicators are reviewed by the Corporate Management Team on a quarterly and annual basis.
- Mid-year review of service plans alongside Performance Development Reviews.

SERVICE OVERVIEW

Committee Services is a fundamental corporate service enabling the democratic process to run efficiently. Elections Management is a core service to facilitate the wider democratic process.

- Electoral Registration
- Website updating
- Committee administration
- Member Support

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BUDGET

- Electoral Services: TBC
- Committee administration: TBC

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service’s contribution to the Council Plan Theme
	Committee Administration
Healthy, safe and thriving communities	The committee team enables support and administration to the committees which makes decisions on how to support the wider community.
A green and sustainable future	The Service continues to improve digital access and digitalization of paper forms, reducing the carbon footprint of the council.
A prosperous and vibrant district	Administration of committees and support for local working groups.
A well-run council	Responsible for long term committee administration and the running of Committee meetings to a high standard.
	Electoral Services
Healthy, safe and thriving communities	Enabling democratic process to ensure a fair and supported community.
A green and sustainable future	Moving towards digitalization of papers forms, reducing the carbon footprint of the council.
A prosperous and vibrant district	Providing democratic resources to the district.
A well-run council	Enabling a true democratic representation of the council.

PROJECTS

Council Plan Theme	Project Title	Project Description & Proposed Outcome(s)	Project Start Date (Month/Year)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
Healthy Safe, and Thriving Communities	May 2026 Elections	Undertake the May 2026 Elections adhering to legislative frameworks	01/2026	05/2026	Whole council approach to elections	Within existing resource
Healthy Safe, and Thriving Communities	Annual Canvass	Undertake the Annual Canvass adhering to legislative frameworks	07/2026	12/2026	Nil	Within existing resource

KEY PERFORMANCE INDICATORS TO SUPPORT THE COUNCIL PLAN

Key Performance Indicators enable us to track how we are performing against our targets and over time. They are reviewed quarterly and/or annually to ensure accountability and to drive continuous improvement.

KPI Ref	KPI Title	2024/25 Actual	2025/26 Target	2026/27 Target	2027/28 Target	2028/29 Target
CM01	% of minutes/decisions, except for full Council, completed by Committee Services within 5 working days of the meeting to be circulated to officers for review. For full Council, % of minutes/decisions completed by Committee Services within 10 calendar days of the meeting to be circulated to officers and Group Leaders for review.	83%	85%	85%	85%	85%
ES01	Annual Canvass Return Rates	87%	92%	92%	92%	92%

SERVICE VOLUMES

These are monitored internally by the individual service area and not reported on externally.

Description	Projected annual volume for 2026/2027	Estimated annual volume for 2027/28	Notes / explanation for estimated change
Number of Electorate	66,301	68,000	Potential change to voting age from 18 to 16.
Postal vote refresh	11,014	10,000	Expecting a reduction due to the postal vote refresh exercise.

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RISK MANAGEMENT

Our Risk Register Summary can be found HERE [\(Insert link to web page once live\)](#)

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FINANCE SHARED SERVICES Service Delivery Plan 2026 – 2029

Introduction

The service plans are a key component of Three Rivers District Council's corporate planning process. They describe our ambitions, priorities, targets and how each service area is working towards delivering the Councils' themes detailed in the Council Plan. They are reviewed and updated annually considering budgets, performance, internal and external factors, arising throughout the year.

Service Plans are monitored in the following ways:

- Through regular discussion between, service heads, managers and their teams.
- Key Performance Indicators are reviewed by the Corporate Management Team on a quarterly and annual basis.
- Mid-year review of service plans alongside Performance Development Reviews.

SERVICE OVERVIEW

The Finance Service is part of the Shared Services arrangement for Three Rivers District Council and Watford Borough Council. The Director of Finance is the Section 151 Officer for Three Rivers District Council. The Head of Finance is Deputy Section 151 Officer for Three Rivers District Council and Watford Borough Council.

The service provides the organisational expert advice for the following strategic, statutory and transactional processes at Organisational, Service and Project level:

- Budget Setting and Realignment
- Financial Reporting
- Financial Monitoring
- Treasury Management
- Accounts Payable
- VAT
- Financial Systems
- Fraud
- Debtors/Accounts Receivable

SERVICE OVERVIEW

Our Promise to our Customers:

- We are trusted advisors who are professional and knowledgeable.
- We communicate clearly using language that is accessible to managers and the public.
- We are responsive to our customers' needs, with a focus on helping services to deliver their objectives.

Page 1302 All staff working within the service demonstrate the following core behaviours:

- Commitment to personal development and the development of others
- Commitment to continuous improvement
- Professionally curious – seeks out opportunities, and identifies and resolves risks and issues
- Maintain calm whilst under pressure
- Flexible and resilient

BUDGET

(Table to give topline financials. This will be added post the Service Plans and Budget being agreed at Full Council before being published.)

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service’s contribution to the Council Plan Theme
	Finance Services
Healthy, safe and thriving communities	The Finance service supports the delivery of the all themes within the Council Plan through the provision of robust financial advice, budget planning, budget reporting and creating a strong control environment for the Council’s financial transactions. The Finance service will support the financial analysis of the Local Government Reorganisation proposals for Hertfordshire and the development of a new unitary council under the agreed proposals.
A green and sustainable future	
A prosperous and vibrant district	
A well-run council	

PROJECTS

Council Plan Theme	Project Title	Project Description & Proposed Outcome(s)	Project Start Date (Month/Year)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
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No Corporate Projects in 2026/27
Continuous improvement projects are reported to CMT and CMB via the Shared Service Operations Board (SSOB)

POLICIES AND STRATEGIES

Policy or Strategy	Name of Policy or Strategy	New or existing Policy or Strategy	Renewal date	Additional comments
Strategy	Procurement Strategy	Existing	November 2026	N/A

KEY PERFORMANCE INDICATORS TO SUPPORT THE COUNCIL PLAN

Key Performance Indicators enable us to track how we are performing against our targets and over time. They are reviewed quarterly and/or annually to ensure accountability and to drive continuous improvement.

KPI Ref	KPI Title	2024/25 Actual	2025/26 Target	2026/27 Target	2027/28 Target	2028/29 Target
FN09	Accounts paid within 30 days	99.25%	98.5%	98.5%	98.5%	98.5%
FN15	% of Commercial income received	121%	100%	100%	100%	100%
FN16	General Balances are above the risk assessed level	£4.409m	>£2.0m	>£2.0m	>£2.0m	>£2.0m

SERVICE VOLUMES

These are monitored internally by the individual service area and not reported on externally.

Description	Three Rivers Projected annual volume for 2026/27	Three Rivers Estimated annual volume for 2027/28	Watford Projected annual volume for 2026/27	Watford Estimated annual volume for 2027/28	Notes / explanation for estimated change
Supplier Invoices paid	5,469	5,469	6,042	6,042	It is not anticipated that there will be an increase in volumes over the period of the service plan.
FPM Payment Vouchers paid	389	389	553	553	
New Suppliers raised	312	312	279	279	
Procurement card transactions	1,019	1,019	950	950	
Number of faster payments and chaps made out	301	301	303	303	
Number of transactions through the income management system (Aim) for all funds	98,885	98,885	140,989	140,989	
GL journals (not inc budget journals nor cashbook journals)	558	558	499	499	
Insurance claims	32	32	14	14	
National Fraud Initiative	277	277	377	377	

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RISK MANAGEMENT

Our Risk Register Summary can be found [HERE \(Insert link to web page once live\)](#)

LEGAL SERVICES Service Delivery Plan 2026 – 2029

Introduction

The service plans are a key component of Three Rivers District Council's corporate planning process. They describe our ambitions, priorities, targets and how each service area is working towards delivering the Councils' themes detailed in the Council Plan. They are reviewed and updated annually considering budgets, performance, internal and external factors, arising throughout the year.

Service Plans are monitored in the following ways:

- Through regular discussion between, service heads, managers and their teams.
- Key Performance Indicators are reviewed by the Corporate Management Team on a quarterly and annual basis.
- Mid-year review of service plans alongside Performance Development Reviews.

SERVICE OVERVIEW

Legal Services plays a vital role in supporting Three Rivers District Council to achieve its corporate priorities. The service provides professional, timely and cost-effective legal advice and representation to Members, officers and committees, ensuring that the Council operates lawfully, transparently and efficiently, ensuring lawful decision-making and promoting good governance and ethical standards.

Monitoring Officer

To handle Member code of conduct complaints, maintain the register of Members' interests and keep the constitution under review.

BUDGET

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Table to give topline financials. This will be added post the Service Plans and Budget being agreed at Full Council before being published.

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service’s contribution to the Council Plan Theme
	Legal Services
	<p>The Legal Services team provides professional, timely and cost-effective legal advice and support to the Council, its Members, and officers.</p> <p>Purpose:</p> <ul style="list-style-type: none">• Safeguard the Council’s legal position.• Support delivery of the Council’s corporate priorities.• Promote high standards of governance, transparency and accountability.• Reduce risk through proactive legal input into projects and decision-making. <p>Functions covered:</p> <ul style="list-style-type: none">• Governance and constitutional advice• Environmental Law• Planning and regulatory law (Licensing)• Contracts and procurement• Property and estates• Employment law and HR support• Litigation and enforcement (civil and criminal)• Freedom of Information, Data Protection and information governance support• Member and officer training

PROJECTS

Council Plan Theme	Project Title	Project Description & Proposed Outcome(s)	Project Start Date (Month/Year)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
A well run council	Review of Council Constitution	To complete the review of the constitution to ensure it is up to date and delegations and procedures are in line with current practices. Fully digitalised case management system	March 2026	June 2026	Members and Officers	N/A
A well run council	Regulation of Investigatory Powers Act (RIPA)	As Senior Responsible Officer under RIPA to review and maintain the Council's policy and procedure on RIPA	January 2026	June 2026	Fraud Team	N/A
A well run council	To continue to maintain a fully digitalised case management system – IKEN	Provide responsive and responsible local leadership	October 2025	January 2026	Legal Team	N/A

POLICIES AND STRATEGIES

Policy or Strategy	Name of Policy or Strategy	New or existing Policy or Strategy	Renewal date	Additional comments
Policy	Regulation of Investigatory Powers Act (RIPA) Policy	Existing Policy	November – December 2025	N/A
Strategy	To continue to maintain a fully digitalised case management system IKEN	Existing Strategy	N/A	N/A
Strategy	Review of Council Constitution	Existing Strategy	N/A	N/A

KEY PERFORMANCE INDICATORS TO SUPPORT THE COUNCIL PLAN

Key Performance Indicators enable us to track how we are performing against our targets and over time. They are reviewed quarterly and/or annually to ensure accountability and to drive continuous improvement.

KPI Ref	KPI Title	2024/25 Actual	2025/26 Target	2026/27 Target	2027/28 Target	2028/29 Target
LG01	To draft Enforcement / Stop / Breach of Condition Notices and Planning Contravention Notices within 5 working days of receiving full instructions	N/A	95%	95%	95%	95%

RISK MANAGEMENT

Our Risk Register Summary can be found [HERE \(Insert link to web page once live\)](#)

PLANNING POLICY & CONSERVATION Service Delivery Plan 2026 – 2029

Introduction

The service plans are a key component of Three Rivers District Council's corporate planning process. They describe our ambitions, priorities, targets and how each service area is working towards delivering the Councils' themes detailed in the Council Plan. They are reviewed and updated annually considering budgets, performance, internal and external factors, arising throughout the year.

Service Plans are monitored in the following ways:

- Through regular discussion between, service heads, managers and their teams.
- Key Performance Indicators are reviewed by the Corporate Management Team on a quarterly and annual basis.
- Mid-year review of service plans alongside Performance Development Reviews.

SERVICE OVERVIEW

The planning policy team produce the policies and plans which shape development in Three Rivers. In particular, the service is responsible for producing the Local Plan for the district. This plan forms the blueprint for how we will sustainably develop the district, including managing needs for housing, jobs and supporting infrastructure – for example, shops, community facilities, transport, open spaces, schools and healthcare. The Local Plan identifies possible sites for development and sets out the policies against which we assess planning applications.

The policy team also produce the Council's Annual Monitoring Report (AMR), which monitors the impact of the Council's Local Plan and planning policies. A key component of the AMR is the 5 Year Housing Land Supply update which calculates whether the pipeline of new houses through existing allocations and planning permissions is sufficient to supply 5 years' worth of housing against the government's annual housing target.

Guidance is provided to the local community to assist with their production of Neighbourhood Plans.

The council maintains the Right to Build Register, which is a list of individuals that have expressed an interest in building their own homes within the district/

The conservation service (currently provided by Place Services) advise on the protection and enhancement of the historic built environment. It is also responsible for updating the district's conservation area appraisals.

BUDGET

(Table to give topline financials. This will be added post the Service Plans and Budget being agreed at Full Council before being published.)

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
	Planning Policy
Healthy, safe and thriving communities	The local plan allocates land for development ensuring access to services, green spaces and infrastructure that promotes social cohesion and well being. It includes specific policies aimed at improving public health by promoting high quality design, protecting open spaces and encouraging active travel.
A green and sustainable future	The Local Plan shapes the district's development pattern, ensuring that housing needs and other economic, social, and environmental priorities are met. It prioritises low-carbon development, efficient land use, and sustainable transport. It allocates land in the most sustainable locations and encourages walking and cycling.
A prosperous and vibrant district	The local plan encourages economic growth and investment. The protection of employment areas and town centres through Article 4 Directions ensures that local businesses can thrive, supporting job creation and a strong local economy. The Self-build Register gives members of the local community an opportunity to build their own properties rather than relying on developers
A well-run council	The Local Plan's preparation follows a structured legislative process, including multiple stages of evidence gathering and public consultations, which exemplifies transparent and participatory leadership. Monitoring the performance of Local Plan policies through the preparation of the Annual Monitoring Report, ensures that the leadership remains accountable and responsive to the community needs. The council's 5 Year Housing Land Supply calculation and Housing Delivery Test Action Plan help measure the Council's performance in delivering much needed housing. Supporting preparation of Neighbourhood Plans empowers local communities, ensuring their needs and visions for development are recognized and integrated into broader strategic plans.

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service’s contribution to the Council Plan Theme
	Conservation
Healthy, safe and thriving communities	Historic buildings preserve cultural heritage, helping to create shared identity and pride.
A green and sustainable future	Protecting the historic built environment retains embodied carbon and reduces demolition waste. In terms of social sustainability preserving historic buildings helps maintain community identity and heritage, fostering a sense of place and belonging. The implementation of Article 4 Directions reflects a proactive approach to preserving the character of specific areas, demonstrating a commitment to sustainable development.
A well-run council	Provision of specialist comments on planning applications/appeals in relation to Heritage Assets (Listed Buildings, Conservation Areas), and Locally Listed Buildings. This service is outsourced to Place Services and paid for through the vacant Senior Planning and Conservation Officer Post. Designation of Conservation Areas and updating Conservation Area Appraisals. We are responsible for the designation of Conservation Areas which are defined by the National Planning Policy Framework as ‘designated heritage assets’. We maintain a List of Locally Important Buildings (Local List) (over 160 entries) which are important buildings or structures of historical, or architectural, interest to the local community. Inclusion on the List means that its conservation as a non-designated heritage asset is a material consideration when determining planning applications.

PROJECTS

Council Plan Theme	Project Title	Project Description & Proposed Outcome(s)	Project Start Date (Month/Year)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
All themes	Local Plan	Delivery of the council's local plan, allocating land for development and containing planning policies.	July 2017	Dec 2026	HCC External consultants assisting with evidence base: BNP Paribas, TRL Ltd, Exacom/ESRI, Lovell John, Place Services, Hatch Regeniris, Icen, SLR, WSP	TBC
All Themes	SW Herts JSP/ Herts SDS	Strategic plan prepared by TRDC, DBC, SADC, HBC and WBC. Sets high level strategic planning policies, broad areas for growth and infrastructure	Nov 2018	TBC – project may evolve into Herts-wide SDS under government's planning reforms	SW Herts JSP team, DBC, HBC, SADC, WBC and HCC External consultants assisting with evidence base: DLP, Arup, Havas, Icen	

PROJECTS

Council Plan Theme	Project Title	Project Description & Proposed Outcome(s)	Project Start Date (Month/Year)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
All themes	Rickmansworth Conservation Area Appraisal	Update to the Rickmansworth Conservation Area Appraisal	March 2026	Dec 2026	HCC	TBC
All themes	Review CIL Charging Schedule	Prepare new CIL Charging Schedule for the district, including evidence to justify fees included	May 2026	March 2027	Viability Consultants and Planning Inspectorate	Circa £50,000 cost

KEY PERFORMANCE INDICATORS TO SUPPORT THE COUNCIL PLAN

Key Performance Indicators enable us to track how we are performing against our targets and over time. They are reviewed quarterly and/or annually to ensure accountability and to drive continuous improvement.

KPI Ref	KPI Title	2024/25 Actual	2025/26 Target	2026/27 Target	2027/28 Target	2028/29 Target
PPC01	Net additional homes provided within the district each year	358	832	TBC	TBC	TBC
PPC02	Number of affordable homes delivered (gross) within the district each year	42	374	TBC	TBC	TBC
PPC03	Housing Land Supply (in years) compared to the National Planning Policy Framework requirement for Councils to provide a 5 year housing land supply'	TBC (currently 1.7)	5	5	5	5
PPC04	Percentage of new homes built on previously developed land	76%	60%	60%	60%	60%
PPC06	Percentage change in employment floorspace across the district	4%	5%	5%	5%	5%
PPC09	Vacancy rate for town and district centres (snapshot)	6%	<6%	<6%	<6%	<6%
PPC10	Produce 2 Conservation Area Appraisals a year	0	2	2	2	2
PPC12	Respond to planning policy requests from Development Management within 21 days	100%	100%	100%	100%	100%

SERVICE VOLUMES

These are monitored internally by the individual service area and not reported on externally.

Description	Projected annual volume for 2026/2027	Estimated annual volume for 2027/28	Notes / explanation for estimated change
Conservation advice on planning applications (outsourced)	200 applications	200 applications	Dependent on number of planning applications that impact heritage assets
Planning Policy advice	35 applications	35 applications	Dependent on number of planning applications and the number development management officers need policy support with
Consultation Responses for Local Plan consultation	20,000	N/A	No consultation currently scheduled for 2026/27 though responses will be processed in that year, no further consultation required post Regulation 19 stage as working to examination and adoption of Local Plan

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RISK MANAGEMENT

Our Risk Register Summary can be found [HERE \(Insert link to web page once live\)](#)

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PROPERTY SERVICES & MAJOR PROJECTS

Service Delivery Plan 2026 – 2029

Introduction

The service plans are a key component of Three Rivers District Council's corporate planning process. They describe our ambitions, priorities, targets and how each service area is working towards delivering the Councils' themes detailed in the Council Plan. They are reviewed and updated annually considering budgets, performance, internal and external factors, arising throughout the year.

Service Plans are monitored in the following ways:

- Through regular discussion between, service heads, managers and their teams.
- Key Performance Indicators are reviewed by the Corporate Management Team on a quarterly and annual basis.
- Mid-year review of service plans alongside Performance Development Reviews.

SERVICE OVERVIEW

The Property Services & Major Projects Team, part of the Finance Directorate, is at the forefront of managing and transforming the Council's land and property assets. As a dynamic and forward-thinking service, the team brings together Estates & Asset Management, Facilities Management, and Major Projects functions into a single, multi-disciplinary hub of professional expertise.

Over the next three years, the team will continue to lead on all property-related matters, ensuring that the Council's estate is not only well-managed and compliant, but also strategically aligned with the needs of our communities and the ambitions of the organisation, playing its role in providing a smooth transition as we move towards Local Government Reorganisation.

The team plays a vital role in managing the Council's investment and income-producing estate, while also ensuring that all assets are maintained safely and in full compliance with statutory and regulatory obligations. It also oversees a substantial garage estate and handles a wide range of resident-facing services, including lettings of commercial premises, land purchase enquiries, license requests, and general estates matters.

Operationally, the team underpins the smooth running of Council services by managing internal mail distribution, courier services, reprographics, scanning, printing, and a responsive repairs and maintenance function. Looking ahead, the team will continue to lead on major projects that shape the future of the District, including the next phase of the South Oxhey Regeneration Initiative, the acquisition and development of homes through the Local Authority Housing Fund, and the transformation of the corporate estate, including the better utilisation of Three Rivers House.

As a proactive and collaborative service, the team also supports other departments across the Council, adding value and expertise to a wide range of projects and initiatives. With a clear focus on innovation, efficiency, and community benefit, the Property Services & Major Projects Team is proud to be driving positive change across Three Rivers.

BUDGET

(Table to give topline financials. This will be added post the Service Plans and Budget being agreed at Full Council before being published.)

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service’s contribution to the Council Plan Theme
	Property Services & Major Projects
Healthy, safe and thriving communities	<ul style="list-style-type: none">• Developing and maintaining infrastructure that promotes sustainable living, such as energy-efficient buildings and facilities• Ensuring that council properties are managed in a way that supports local market and affordable housing initiatives• Implementing policies that encourage the use of renewable energy sources within council facilities and properties• Supporting the preservation of local natural and heritage assets, which contribute to the unique character and sustainability of communities
A green and sustainable future	<ul style="list-style-type: none">• Leading energy conservation and climate change initiatives through property management, supporting the Council's sustainability objectives• Implementing energy efficiency measures across council properties• Transitioning to renewable energy sources for heating and electricity• Conducting regular energy audits to identify areas for improvement and track progress towards carbon reduction goals• Promoting sustainable transport options for staff and visitors, including electric vehicle charging points and incentives for using public transport or cycling• Ensuring that council buildings and renovations adhere to high environmental standards, focusing on sustainable materials and design• Supporting the development and maintenance of green spaces to enhance biodiversity and provide natural carbon sequestration

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
A prosperous and vibrant district	<ul style="list-style-type: none">• Ensuring that all council-owned properties are used efficiently to attract and retain businesses• Assisting in the development of infrastructure that supports business growth• Making council properties more accessible to businesses by improving facilities and services• Simplifying administrative procedures related to property services and facilities to save businesses time and resources.• Collaborating with local businesses to understand their needs and how the council can support their growth• Encouraging sustainable practices in property management to appeal to environmentally conscious businesses
A well-run council	<ul style="list-style-type: none">• Developing strategic and operational leadership for property and facilities to ensure services are customer-focused and continuously improved• Managing the Council's property assets effectively, ensuring they are well-maintained and fit for purpose, aligning with community needs• Engaging with citizens to understand their needs and feedback, fostering a culture of trust and transparency• Collaborating with local councillors and stakeholders to deliver performance management that reflects the priorities and values of the local community• Identifying and executing development projects that contribute to the local economy and social well-being, with a focus on decarbonisation and maximising capital and revenue returns

PROJECTS

Council Plan Theme	Project Title	Project Description & Proposed Outcome(s)	Project Start Date (Month/Year)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
A well-run council	Property Management System and Data Collection	Exploration of greater integration with the Finance system to provide live rent accounting	April 2026	March 2027	Internal Project Team	None
A prosperous and vibrant district	Footpaths & Roads Condition Survey	Complete repairs/resurfacing for second year programme works	April 2026	March 2027	External Contractors	[TBC]
A prosperous and vibrant district	Portfolio Condition Works Programme	Undertake and deliver first year urgent works programme of repairs	April 2026	March 2027	External Contractors	[TBC]

PROJECTS

Council Plan Theme	Project Title	Project Description & Proposed Outcome(s)	Project Start Date (Month/Year)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
A green and sustainable future	Delivery of Property aspects of Climate Change Strategy	Actions in accordance with Climate Change Strategy Action Plan	April 2026	Ongoing	Sustainability Team	[TBC] – based upon any approved business cases
Healthy, safe and thriving communities	South Oxhey Phase 4	Development of programme, including project milestones & actions	April 2026	May 2028	Thrive Homes & Public Sector Partners	[TBC]
Healthy, safe and thriving communities	Car park renewal	Continued renewal and repair of public car parking	April 2026	March 2027	Watford Borough Council Engineer & External Contractors	[TBC]

PROJECTS

Council Plan Theme	Project Title	Project Description & Proposed Outcome(s)	Project Start Date (Month/Year)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
Healthy, safe and thriving communities	Local Authority Housing Fund	Completion of 16 new homes	April 2024	November 2026	Watford Community Housing	[TBC]
Healthy, safe and thriving communities	Barton Way redevelopment	Development of 8 new affordable homes	April 2024	October 2026	Watford Community Housing	[TBC]
Healthy, safe and thriving communities	Garage refurbishment programme	Complete repair/refurbishment works in accordance with works programme	April 2026	March 2027	External contractors	[TBC]
A well-run council	Investment Property review	Review options regarding key investment properties	April 2026	September 2026	External advisers	[TBC]

POLICIES AND STRATEGIES

These policies and strategies are scheduled to commence or undergo renewal in the 2026/27 financial year

Policy or Strategy	Name of Policy or Strategy	New or existing Policy or Strategy	Renewal date	Additional comments
Policy	Property Strategy and Policy	Existing	March 2026	N/A
Policy	Aquadrome Asbestos Management Plan	Existing	Reviewed more frequently than annually (Live Document)	N/A

KEY PERFORMANCE INDICATORS TO SUPPORT THE COUNCIL PLAN

Key Performance Indicators enable us to track how we are performing against our targets and over time. They are reviewed quarterly and/or annually to ensure accountability and to drive continuous improvement.

KPI Ref	KPI Title	2024/25 Actual	2025/26 Target	2026/27 Target	2027/28 Target	2028/29 Target
PS01	Staff Satisfaction with the workplace environment (bi-annual)	93%	N/A	>90%	N/A	>90%
PS02	Occupancy rate for the TRDC's commercial estate is above 97%	96%	96%	97%	97%	97%
PS03	Occupancy rate for the TRDC's garage estate is above 89%	88%	>88%	>89%	>89%	90%

SERVICE VOLUMES

These are monitored internally by the individual service area and not reported on externally.

Description	Projected annual volume for 2026/2027	Estimated annual volume for 2027/28	Notes / explanation for estimated change
Land ownership & general property enquires	260	260	No change expected
Repair requests	155	155	No change expected
Member enquiries	155	155	No change expected
FOI Requests	45	45	No change expected

RISK MANAGEMENT

Our Risk Register Summary can be found [HERE \(Insert link to web page once live\)](#)

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REGULATORY SERVICES

Service Delivery Plan

2026 – 2029

Introduction

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Service Plans are monitored in the following ways:

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SERVICE OVERVIEW

Regulatory Services is part of the Directorate of Finance. It comprises the following services:

- Development Management
- Licensing
- Land and Property including CIL
- Transport and Parking Projects
- Parking Services including Parking Enforcement
- Environmental Health (commercial) and Building Control

Development Management - Responsible for dealing with all matters under the Town and Country Planning Act, including determining planning applications and other related consents, providing professional pre-application advice to residents and prospective developers, investigating allegations of breaches of planning control and defending appeals lodged against the decisions of the Local Planning Authority.

Licensing - Responsible for the determination of licensing applications and the grant of licences in respect of Hackney Carriage and Private Hire vehicles, drivers and operators; house to house and street collections, lotteries, street trading consents and gaming machines. To also investigate complaints, enforcement of conditions tied to premises licences and undertake inspections at licences premises.

Land and Property – Responsible for Local Land Charges, Street Naming and Numbering, Corporate Land and Property Gazetteer, Section 106 Financial Monitoring, Assets of Community Value and CENSUS.

SERVICE OVERVIEW

Transport and Parking Projects – Through TPP the District Council promotes better transport for people living and working in and around the District. The programmes we deliver enable and encourage people to use more sustainable ways to travel - making it easier to walk or go by bike and providing better buses & new travel options. We also improve infrastructure to promote better car and cycle parking (managing parking on local roads to make it safer and non-obstructive, with better off-street parking to keep roads clear).

Parking Services/Enforcement – the Partnership Parking Service is currently provided by Hertsmere BC on behalf of TRDC. This service includes the provision of Civil Enforcement Officers to check and enforce parking controls and the administration and processing of the parking permit process. The Head of Service manages the parking contract.

Building Control - falls within the scope of Regulatory system, however, the service is provided by Hertfordshire Building Control, with all matters relating to service delivery outsourced and overseen by the Chief Executive as Shareholder.

Community Infrastructure Levy - The Senior CIL Officer undertakes the administration (including enforcement, collection etc.) and monitoring of the Community Infrastructure Levy. Under The Community Infrastructure Levy Regulations 2010 (as amended) charging authorities are required to produce an Infrastructure Funding Statement (IFS) that sets out details about planning obligation receipts (CIL and S106), and anticipated expenditure. The IFS is published by the 31 December each year (alongside the Annual Monitoring Report) and covers the previous monitoring year.

SERVICE OVERVIEW

Environmental Health Commercial – Management of the EH commercial service which is provided by Watford Borough Council on behalf of TRDC. Service includes:

- Management and delivery of the Food Hygiene Inspection programme and food sampling programme
- Administering of the national Food Hygiene Rating Scheme and submission of the annual LAEMS returns
- Investigation of all complaints about the hygiene of food businesses or about food that has been bought or eaten
- Provide and manage Air Quality Management responsibilities including submission of Annual Screening Assessment (ASR) to DEFRA
- Responding to planning application consultation on new developments regarding air pollution and contaminated land
- Provision and management of contaminated land services, the LA Health and Safety at Work enforcement service, the ID control and tracing service, via PHE and respond to outbreaks of infectious disease
- Management of the Local Air Pollution Prevention and Control services (via a third party)
- Management and administration of the Skin Piercing licensing service.

Geographical Information Systems (GIS) – The Senior GIS Officer manages and maintains the corporate layers; base layers imagery and other data held within the GIS system and supports other departments in developing and collecting information to produce or use further layers. Key to this work is providing training to other departments to ensure they are able to access and use the data available to them.

BUDGET

(Table to give topline financials. This will be added post the Service Plans and Budget being agreed at Full Council before being published.)

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
	Development Management
Healthy, safe and thriving communities	<p>Assessment and determination of planning applications in accordance with national and local policies.</p> <p>Implementation of relevant Local Plan policies for new development including requirement for affordable housing contributions, public open space and leisure policies, consideration of sustainable forms of development including sustainable transport.</p> <p>Receipt and incorporation of specialist consultee comments in assessment of planning applications.</p> <p>Provision of a planning enforcement service that responds to requests of alleged breaches of planning control.</p>
A green and sustainable future	<p>Implementation of national planning policies and Local Plan policies for renewable energy/energy efficiency.</p> <p>Promoting net carbon zero and the Councils' Climate Agenda at an early stage in pre-application discussions.</p>
A prosperous and vibrant district	<p>Provision of the statutory planning services and a pre application service with assessment and determination of planning applications for new development.</p>
A well-run council	<p>Provision of an efficient, high performing planning service.</p> <p>Management and monitoring of service budgets.</p>

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service’s contribution to the Council Plan Theme
	Land and Property (& CIL)
Healthy, safe and thriving communities	Administration and collection of CIL monies resulting from new development. Accurate street naming and numbering service ensuring clear information for emergency and statutory services.
A green and sustainable future	Delivery of sustainable strategic infrastructure through the Community Infrastructure Levy will enhance the health and wellbeing of our community.
A prosperous and vibrant district	Community Infrastructure Levy will enable us to support, fund and deliver more strategic infrastructure thus creating an attractive and accessible district
A well-run council	Deliver an efficient service for Local Land Charges, street naming and numbering, Local Land & Property Gazetteer thus enhancing an excellent customer experience with our Council. Management and monitoring of service budgets.

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service’s contribution to the Council Plan Theme
	Licensing
Healthy, safe and thriving communities	Delivery of a licensing service which safeguards public safety in accordance with the national licensing objectives and local policies.
A green and sustainable future	Implementation of Taxi Policy i.e. low emission vehicles.
A prosperous and vibrant district	To deliver a service which strikes a balance between supporting local economies and safeguarding public safety/licensing objectives.
A well-run council	<p>Deliver an efficient service which processes and determines all licensing types within the required timescales and reviews policies having regard to local requirements.</p> <p>Management and monitoring of service budgets.</p>

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
	Transport and Parking Services
Healthy, safe and thriving communities	<p>Delivery of a service which considers and promotes sustainable transport opportunities (reduction in private motor car/increased use of public transport etc).</p> <p>Consideration of private car usage and management of parking demands.</p>
A green and sustainable future	<p>Enable modal shift through projects which promote sustainable transport opportunities; promoting walking & cycling, better buses, managed parking and other travel options that reduce carbonised trips with healthier future-proofed choices.</p> <p>Provision of EV charging infrastructure at town and visitor destinations and development of a wider project including on street charging.</p> <p>Implementation of the schemes forming part of the Local Cycling and Walking Infrastructure Plan.</p> <p>Monitoring of and investigation of expansion of the Beryl Bike hire scheme in the District.</p>
A prosperous and vibrant district	<p>Promotion of alternative travel choices for residents, businesses and visitors.</p> <p>Implementation of a Parking Management Programme to manage parking demands with consideration for encouraging churn for visitors and longer term parking for businesses, residents and visitors.</p>
A well-run council	<p>Transport and Parking Project team programmes actively contribute to increase and enhance visitor economy.</p> <p>Management and monitoring of service budgets.</p>

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
	Other
Healthy, safe and thriving communities	<p>Provision of a statutory Environmental Health commercial service.</p> <p>Provision of a Building Control service through Hertfordshire Building Control Partnership.</p>
A green and sustainable future	Implementation through Hertfordshire Building Control of relevant sustainability standards.
A prosperous and vibrant district	To deliver an Environmental Health (commercial) service which strikes a balance between supporting local businesses and safeguarding public safety/complying with policies, objectives and regulations.
A well-run council	Efficient use of GIS as a corporate tool to improve service delivery and continue to improve our customer experience.

PROJECTS

Council Plan Theme	Project Title	Project Description & Proposed Outcome(s)	Project Start Date (Month/Year)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
A green and sustainable future A prosperous and vibrant district	Bike hire expansion scheme	Monitor the expansion and review plans for further expansion.	April 2025	April 2027	Beryl Bikes Watford Borough Council	Identify additional capital budgets
A prosperous and vibrant District	App based parking solution	Review of pilot app based parking solution in Ferry car park with a view to expand to other parking places.	April 2025	March 2026	App based solution provider Hertsmere Borough Council	Revenue cost absorbed in the existing cost of transaction fees
A green and sustainable future A prosperous and vibrant district	LEVI – Electric Vehicle Charging Infrastructure Implementation	Continue to work with Hertfordshire County Council on delivering the LEVI fund.	Ongoing	March 2026	Hertfordshire County Council Charge Point Operator	Costs to be confirmed to cover TROs, insurance and other.

PROJECTS

Council Plan Theme	Project Title	Project Description & Proposed Outcome(s)	Project Start Date (Month/Year)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
Healthy, safe and thriving communities A prosperous and vibrant district	Parking Management and Capital Infrastructure Programmes	Progress Parking Management and Verge Hardening schemes in accordance with the agreed Programme, which is reviewed every 2 years.	Ongoing	Ongoing	TRO consultants Hertsmere Borough Council	Costs to be determined, within existing capital budgets.
A green and sustainable future	Green Travel Plan for TRH	Continue to review the Council Green Travel Plan and encouragement of sustainable travel initiatives.	Ongoing (2025)	March 2026		Potential for additional costs.

POLICIES AND STRATEGIES

These policies and strategies are scheduled to commence or undergo renewal in the 2026/27 financial year

Policy or Strategy	Name of Policy or Strategy	New or existing Policy or Strategy	Renewal date	Additional comments
Policy	The Planning Enforcement Plan 2021	Existing	June 2026	

KEY PERFORMANCE INDICATORS TO SUPPORT THE COUNCIL PLAN

Key Performance Indicators enable us to track how we are performing against our targets and over time. They are reviewed quarterly and/or annually to ensure accountability and to drive continuous improvement.

KPI Ref	KPI Title	2024/25 Actual	2025/26 Target	2026/27 Target	2027/28 Target	2028/29 Target
DM01	Issue decisions for major planning applications within 13 week period	100%	60%	60%	60%	60%
DM02	Issue decisions for minor planning applications within 8 week period	98%	70%	70%	70%	70%
DM03	Issue decisions for other planning applications within 8 week period.	99%	80%	80%	80%	80%
DM08	Percentage of planning appeals allowed	40%	35%	35%	35%	35%
DM09	Percentage of major planning application decisions that are overturned at appeal (biannual)	12%	10%	10%	10%	10%
DM10	Percentage of non-major planning application decisions that are overturned at appeal (biannual)	1.7%	10%	10%	10%	10%

KEY PERFORMANCE INDICATORS TO SUPPORT THE COUNCIL PLAN

Key Performance Indicators enable us to track how we are performing against our targets and over time. They are reviewed quarterly and/or annually to ensure accountability and to drive continuous improvement.

KPI Ref	KPI Title	2024/25 Actual	2025/26 Target	2026/27 Target	2027/28 Target	2028/29 Target
SU01	Complete all Official Searches (CON29 - general enquiries/supplementary questions) within 10 days	100%	90%	90%	90%	90%
EHC02	Inspections of category A and B rated premises within 28 days of the due date	100%	95%	95%	95%	95%
EHC05	Food establishments in the area which are broadly compliant with food hygiene law. (rating 3, 4 or 5 has been awarded)	93%	95%	95%	95%	95%

SERVICE VOLUMES

These are monitored internally by the individual service area and not reported on externally.

Description	Projected annual volume for 2026/2027	Estimated annual volume for 2027/28	Notes / explanation for estimated change
Environmental Health: Service Requests	220+ newly registered businesses	240+ newly registered businesses	All volumes will potentially impact on resourcing and future of the Partnership with SLA in terms of identification of resource and cost.
Food hygiene enforcement - Inspections	135	150	
New food business registrations			
Land Charges – No of Searches	700 (Con29)	700 (Con29)	Reduction in income as loss of LLC1 to Land Registry. (Searches can have different fees depending whether they are residential or commercial, whether additional enquiries are asked or whether additional parcels of land are included). From April 2025 Land Registry are responsible for issue of LLC1 searches.
Licensing: Taxis licensing (hackney carriage, private hire, drivers).	Renewals: 60 New: 10	Renewals: 60 New: 10	3 year cycle peaks 24/25 and 25/26. 26/27 and 27/28 outside peak cycles so lower numbers expected.

SERVICE VOLUMES

These are monitored internally by the individual service area and not reported on externally.

Description	Projected annual volume for 2026/2027	Estimated annual volume for 2027/28	Notes / explanation for estimated change
Parking:			
Number of Penalty Charge Notices issued	7,300	7,000	Any increase to PCNs may be temporary and could be due to launch of new schemes.
No. free car park pay and display transactions	400,000	400,000	No significant change to free P&D transactions expected unless new P&D schemes are launched.
Development Management:			
Planning applications received	900	900	
Pre application submissions	130	130	Customer-driven demand. Income will fluctuate significantly depending on number and scale of submissions – heavily impacted by progression of new local plan, plus economics and politics.
Breaches of Planning Control Investigated	170	170	Allegations received from the public, and planning enforcement is reactive. Legislation changes could impact whether breaches take place.

RISK MANAGEMENT

Our Risk Register Summary can be found HERE [\(Insert link to web page once live\)](#)

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REVENUES & BENEFITS SHARED SERVICES Service Delivery Plan 2026 – 2029

Introduction

The service plans are a key component of Three Rivers District Council's corporate planning process. They describe our ambitions, priorities, targets and how each service area is working towards delivering the Councils' themes detailed in the Council Plan [HERE](#). They are reviewed and updated annually considering budgets, performance, internal and external factors, arising throughout the year.

Service Plans are monitored in the following ways:

- Through regular discussion between, service heads, managers and their teams.
- Key Performance Indicator are reviewed by the Corporate Management Team on a quarterly and annual basis.
- Mid-year review of service plans alongside Performance Development Reviews.

SERVICE OVERVIEW

Revenues and Benefits is a shared service between Three Rivers District Council (TRDC) and Watford Borough Council (WBC) since 2010. TRDC is the lead authority.

Revenues and Benefits is by far the biggest service in both councils. It has a combined turnover of c£250m, paying out c£40m in benefits and collecting c£200m in Council Tax and Business Rates. Across the two councils there is around:

Three Rivers District Council	Watford Borough Council
1,331 HB Customers	1,944 HB customers
4,033 Local Council Tax Support Customers	5,672 Local Council Tax Support Customers
39,294 Council Taxpayers	45,704 Council Taxpayers
2,095 businesses	2,935 businesses

BUDGET

(Table to give topline financials. This will be added post the Service Plans and Budget being agreed at Full Council before being published.)

SERVICE PURPOSE AND CORE FUNCTIONS

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Council Plan Theme	Service’s contribution to the Council Theme
	Revenues and Benefits Teams
A well-run council	Maintain the Council Tax and Business Rates Listings
A well-run council	Provision of benefit, council tax and business rates advice to the public.
Healthy, safe and thriving communities	Process claims for housing benefit, council tax support and discretionary housing payment to those needing financial assistance
A well-run council	Process discount and exemption claims for council tax and business rates.
Healthy, safe and thriving communities	Support of vulnerable customers, including those who have are experiencing severe financial issues, engaging with third party providers to provide the necessary support.

PROJECTS

Council Theme	Project Title	Lead Officer	Project Description & Proposed Outcome(s)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
A well-run council	Review of Generic Working Project delivered in 2025/26	Head of Revenues and Benefits	Review of project delivered in 2025/26. Detail any further areas of work within the service to be bought in-scope.	Feb 2026	HR, CSC	Within existing resource

PROJECTS

Council Plan Theme	Project Title	Lead Officer	Project Description & Proposed Outcome(s)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
Well-run council	Upgrade of Information@work system, incorporating email connect.	System, Subsidy & Support Manager	Upgrade the Revenues and Benefits DIP system and go-live with email connect.	Nov 2025	NEC	Within existing resource.

POLICIES AND STRATEGIES

Policy or Strategy	Name of Policy or Strategy	New or existing Policy or Strategy	Renewal Date	Additional comments
Policy	Council Tax Support Scheme Policy	Existing	April 2026	N/A
Policy	Discretionary Housing Payments Policy	Existing	April 2026	N/A

KEY PERFORMANCE INDICATORS TO SUPPORT THE COUNCIL PLAN

Key Performance Indicators enable us to track how we are performing against our targets and over time. They are reviewed quarterly and/or annually to ensure accountability and to drive continuous improvement.

KPI Ref	KPI Title	2024/25 Actual	2025/26 Target	2026/27 Target	2027/28 Target	2028/29 Target
RB01	Percentage of Council tax due that was collected	97.50%	98%	98%	98%	98%
RB02	Percentage of business rates due that was collected	98.1%	99%	97%	97%	97%
RB04	Average time taken to process changes in housing benefit entitlement	7 days	7 days	7 days	7 days	7 days
RB05	Average time taken to process new housing benefit claims	6 days	5 days	5 days	5 days	5 days
RB06	Accuracy of work processed	86%	95%	95%	95%	95%
RB07	Housing Benefit Overpayment Collection Rate in current year	96.55%	92.5%	96%	96%	96%

KEY PERFORMANCE INDICATORS TO SUPPORT THE COUNCIL PLAN

Key Performance Indicators enable us to track how we are performing against our targets and over time. They are reviewed quarterly and/or annually to ensure accountability and to drive continuous improvement.

KPI Ref	KPI Title	2024/25 Actual	2025/26 Target	2026/27 Target	2027/28 Target	2028/29 Target
RB08	Average time taken to process changes in council tax support entitlement	N/A	N/A	New KPI - TBC	TBC	TBC
RB09	Average time taken to process new council tax support claims	N/A	N/A	New KPI - TBC	TBC	TBC

SERVICE VOLUMES

These are monitored internally by the individual service area and not reported on externally.

Description	Projected annual volume for 2025/2026	Estimated annual volume for 2025/26	Notes / explanation for estimated change
No. of Discretionary Housing Payment claims received	100	200	Expecting numbers to rise as rents charged in the private sector continue to increase and remain above LHA rates and there are still cost of living challenges.

RISK MANAGEMENT

Our Risk Register Summary can be found HERE [\(Insert link to web page once live\)](#)

STRATEGY & PARTNERSHIPS

Service Delivery Plan

2026 – 2029

Introduction

The service plans are a key component of Three Rivers District Council's corporate planning process. They describe our ambitions, priorities, targets and how each service area is working towards delivering the Councils' themes detailed in the Council Plan. They are reviewed and updated annually considering budgets, performance, internal and external factors, arising throughout the year.

Service Plans are monitored in the following ways:

- Through regular discussion between, service heads, managers and their teams.
- Key Performance Indicators are reviewed by the Corporate Management Team on a quarterly and annual basis.
- Mid-year review of service plans alongside Performance Development Reviews.

SERVICE OVERVIEW

Strategy and Partnerships is part of the Corporate, Customer and Community Directorate and covers the following areas:

- Corporate support
- Emergency planning and health and safety
- Data protection
- Community development, equalities and health and wellbeing
- Community safety, safeguarding and anti-social behaviour
- Partnerships and Health and Wellbeing work for Three Rivers.

A core aim of the Strategy and Partnership team is to collaborate with public, private, and voluntary sector organisations in the delivery of services and initiatives that promote the wellbeing and safety of residents within the community. The team carries out this role by ensuring that the Council complies with its legislative duties including responsibilities on community planning and crime and disorder through Connecting Three Rivers.

Strategy and Partnerships also delivers community services directly to the residents of Three Rivers through its CCTV service, community safety, health and wellbeing projects, and voluntary sector grants. In addition, the service also has a role liaising with the voluntary sector and supporting community development.

The team also offers corporate support to senior leaders, management and across the organisation as a whole on topics including equalities, performance, emerging policy, project support and service planning. As part of the department's corporate support functions, the service area plays a significant role in local government reorganisation, engaging closely with partners across the county.

Strategy and Partnerships also delivers emergency planning and business continuity services, manages organisational risks, and supports compliance with data protection and health and safety requirements.

BUDGET

(Table to give topline financials. This will be added post the Service Plans and Budget being agreed at Full Council before being published.

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
	Corporate Services
Healthy, safe and thriving communities	<ul style="list-style-type: none">• Building and improving community cohesion in Three Rivers through community development and working with partners.
A well-run council	<ul style="list-style-type: none">• Lead the development, coordination, and facilitation of the Service Planning process.• Prepare and analyse annual and quarterly Performance Management reports.• Manage the major and minor projects process on behalf of the major projects board.• Ownership of the Council Plan which is our overarching strategy that shapes our priorities and actions.• Overview of emerging national policy and local government challenges.• Oversee the Policy and Strategy Register• Administrative support to the Chief executive, the Leader of the council and the senior leadership team.• The team are involved in Local Government Reorganisation (LGR), including associated workstreams and programme management activities and internal planning.• Provision of the Emergency Planning and Business Continuity services, as required by the Civil Contingencies Act 2004.• Reviewing and updating the strategic risk register and advising on risk management arrangements for all services.• Co-ordinating and responding to Subject Access Requests under the Data Protection Act 2018 and oversee the Freedom of Information requests working with Customer Experience under the Freedom of Information Act 2000.• Contract Management and Oversight of Health and Safety for the council.

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
	Community Safety & Safeguarding
Healthy, safe and thriving communities	<ul style="list-style-type: none">• Facilitation of the Community Safety Partnership including Connecting Three Rivers (Community Safety Board), Community Safety Coordinating Group, Anti-Social Behaviour Action Group and Youth Action Panel.• Coordination of the delivery of the Community Safety Action Plan as well as fundraising and project development with partners when Police and Crime Commissioner Funds are available.• Working with the Police and other partners to address crime and anti-social behaviour. For example, through ASB Case work, ASB Case Reviews and enforcement action.• Coordination of Domestic Abuse and Violence against Women and Girls Forum and White Ribbon Accreditation.• Management of District Community Safety Partnerships CCTV infrastructure and contracts.• Oversight and Management of Service Level Agreements including PSCOs and the Community Support Service which offers support for people with complex mental health needs.• Develop initiatives or campaigns to tackle Hate Crime, Modern Slavery and Cuckooing.• Lead and champion work to delivery the Protect and Prevent Duty.
A well-run council	<ul style="list-style-type: none">• Lead service for meeting the Council's obligations to safeguard children and vulnerable adults. Overseeing the Designated Safeguarding Leads and policy direction.

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
	Community Partnerships & Health
Healthy, safe and thriving communities	<ul style="list-style-type: none"> • Facilitating the Local Strategic Partnership (Connecting Three Rivers) including co-ordination of the Three Rivers Community Strategy. • Supporting people to embrace and maintain healthier lifestyles including; losing weight, taking more exercise, improving their diet, reducing social isolation or stopping smoking via the Healthy Hub. • Manage and monitor grant funding provided to local organisations through Service Level Agreements including Watford and Three Rivers Trust and Citizen Advice Service. • Providing support to voluntary sector groups to deliver activities and build resilience. • Working with the South West Herts Health & Care Partnership and Herts and West Essex Integrated Care Board to develop health integration plans. • Supporting vulnerable people and communities through targeted work including co-ordination of the Council's response to the Cost of Living and coordination of associated funding. • Developing and overseeing the Equalities Forum, working to foster good relations, engage local community groups and build community cohesion. • Allocation of voluntary sector capital funding to infrastructure that promotes and supports the wider determinants of health and health inequalities.
A prosperous and vibrant district	<ul style="list-style-type: none"> • Securing funding for, promoting and allocating grants through the Connecting Three Rivers Fund to deliver partnership initiatives and the Community Strategy. • Support initiatives and work with the local Chamber of Commerce's through Connecting Three Rivers.
A well-run council	<ul style="list-style-type: none"> • Coordinating and delivering objectives of the Equality, Diversity and Inclusion Policy, and overseeing the Inclusion and Wellbeing Working Group.

PROJECTS

Council Plan Theme	Project Title	Project Description & Proposed Outcome(s)	Project Start Date (Month/Year)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
A well-run council	Review of the council's privacy notices and deliver review of data retention.	Data Protection and Resilience Manager	To review privacy notices and the Council's data retention within each service area.	December 2026	All Service Areas	N/A
Healthy, safe and thriving communities	Healthy Food Environments (if PHIP funding application is successful)	To create a Food Partnership and Food Plan across Three Rivers, Watford, Broxbourne and Stevenage to develop and deliver initiatives to cause positive long term behaviour change resulting from a healthier food environment	Dependent on funding outcome	March 2028	Environmental Health (commercial) WBC / BBC / SBC HCC	Additional revenue secured through grant funding. If application is unsuccessful the project will not be delivered
Healthy, safe and thriving communities	HS2 funded expansion of Healthy Hub (if funding application is successful)	Increasing hub provision across the district, and absorbing the coordination, promotion and pop-up delivery function from other officers.	Dependent on funding outcome	March 2028	TBC	Additional revenue secured through grant funding. If application is unsuccessful the expansion will not be delivered

PROJECTS

Council Plan Theme	Project Title	Project Description & Proposed Outcome(s)	Project Start Date (Month/Year)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
Healthy, safe and thriving communities	Real Love Rocks	<p>Real Love Rocks seeks to raise awareness of the different types of abuse and exploitation that children and young people experience.</p> <p>This project is reliant on 70% of schools signing up to the project (20 out of a possible 29 schools).</p>	Commencement Date February 2026		Real Love Rocks	

POLICIES AND STRATEGIES

Policy or Strategy	Name of Policy or Strategy	New or existing Policy or Strategy	Renewal Date	Additional comments
Policy	Health and Safety Policy	Existing	June 2026	N/A
Policy	Equality, Diversity and Inclusion Policy	Existing	July 2026	N/A
Strategy	Risk Management Strategy	Existing	September 2026	N/A
Policy	Safeguarding Children, Young People and Adults At Risk Policy	Existing	December 2026	N/A

KEY PERFORMANCE INDICATORS TO SUPPORT THE COUNCIL PLAN

Key Performance Indicators enable us to track how we are performing against our targets and over time. They are reviewed quarterly and/or annually to ensure accountability and to drive continuous improvement.

KPI Ref	KPI Title	2024/25 Actual	2025/26 Target	2026/27 Target	2027/28 Target	2028/29 Target
SP01	Number of ASB Case Reviews Received	4	5	10	10	15
SP02	Number of Legislative Enforcement Actions taken for ASB	1	12 (3 per quarter)	12 (3 per quarter)	12 (3 per quarter)	12 (3 per quarter)
SP03	Number of incidences of support provided by the Healthy Hub	726	450	800	850	900
SP04	Percentage of FOI and EIR requests responded to within timeframe (20 working days)	99.6%	100%	100%	100%	100%
SP05	Percentage of SAR requests responded to within timeframe (30 days)	N/A	100%	100%	100%	100%
SP06	Number of partnership initiatives held	N/A	36	36	40	40

SERVICE VOLUMES

These are monitored internally by the individual service area and not reported on externally.

Description	Projected annual volume for 2026/2027	Estimated annual volume for 2027/28	Notes / explanation for estimated change
Number of open ASB Cases	70	90	The team are working in partnership with Housing Providers dealing with more complex cases including those with mental health, drug, alcohol, and domestic abuse behaviours.
Citizens Advice: Number of clients supported	8000	8500	The number of clients supported was more than projected for 23/24. Cases are very complex with multiple problems and therefore often return for further support. The cost-of-living crisis is affecting this.
Citizens Advice:	2000	2500	Cost of living has significantly impacted on the type and levels of debt residents are experiencing.
Number of clients assisted with debt,	£450,000	£450,000	
Amount of debt written off	£14,000	£15,000	
Average amount per client of any debts written off.			

RISK MANAGEMENT

Our Risk Register Summary can be found [HERE \(Insert link to web page once live\)](#)