

GENERAL PUBLIC SERVICES AND COMMUNITY ENGAGEMENT COMMITTEE

NOTICE AND AGENDA

For a meeting to be held on Tuesday, 8 September 2026 at 7.30 pm in the Penn Chamber, Three Rivers House, Rickmansworth WD3 1RL.

Members of the General Public Services and Community Engagement Committee:-

Councillors:

Steve Drury (Chair)
Christopher Alley
Ian Campbell
Shelley Gormley
Joan King

Paul Rainbow (Vice-Chair)
Krutika Patel
Kevin Raeburn
Cheryl Stungo

*Joanne Wagstaffe, Chief Executive
Friday, 28 August 2026*

The Council welcomes contributions from members of the public on agenda items at the General Public Services and Community Engagement 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.

The meeting may be livestreamed and an audio recording of the meeting will be made.

1. Apologies for Absence

2. Minutes

(Pages 7 - 14)

To confirm as a correct record the minutes of the meeting of the General Public Services and Community Engagement meeting held on 23 June 2026.

3. Notice of Urgent Business

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

4. Declarations of Interest

To receive any declarations of interest.

5. Petitions Received Under Council Procedure Rule 18

5.1 Greenbury Close Parking

The Committee is asked to receive a petition which requests that the Council extends permit parking around the perimeter of the green spaces within Greenbury Close in Chorleywood, and that such permits be required between 12 noon and 1pm. The petition has been signed by 28 residents.

'We, the undersigned, petition Three Rivers District Council to extend permit parking around the perimeter of the green spaces within Greenbury Close in Chorleywood, and for such permits to be required between 12 noon and 1pm. Residents are requesting these parking restrictions because there has historically, and more recently, been an influx of commuter parking that is restricting access for residents, Three Rivers District Council refuse vehicles and, should they be needed, emergency service vehicles.'

6. Annual CASTR Update

(Verbal Report)

7. Parking Management Policy

(Pages 15 - 38)

This report recommends the adoption of a Parking Management Policy to formalise working practises within the parking team and adjust previously set Parking Management Programme Scoring Criteria.

Recommendation:

That the Committee agrees that the Parking Management Policy at Appendix A is progressed to Policy and Resources committee for approval.

8. Parking Management Programme

(Pages 39 - 58)

This report reviews the progress of the current Parking Management Programme and proposes additions to the programme for the financial years 2026/27.

Recommendation:

That:

1. Members note the report and approve the proposed additions, as detailed in section 7 of this report, to the Parking Management Programme;
2. Officers continue to develop the Parking Management Programme as outlined in this report into financial year 2026/27 with a further full report being brought in early 2027 to determine the 2027-2029 Parking Management Programme;
3. once the programme has been set it shall be adhered to as the current Parking Management Programme, with any significant additions being limited to exceptions to the prioritisation procedure requested by the Lead Member, to be delegated to the Director of Finance;
4. the programme will be progressed in line with all relevant current practice, policy and standards; and
5. decisions on schemes, including the consideration of objections to Traffic Regulation Orders developed through this programme of works and to any items remaining from earlier programmes of works, be delegated to the Director of Finance in consultation with the Lead Member.

9. Cemetery Rules and Regulations Update

(Pages 59 - 96)

This report presents the outcome of a review of Cemetery rules and regulations.

The review recommends a number of minor amendments to improve wording and clarity, together with several substantive changes which require Committee approval. These amendments are intended to provide greater clarity for grave owners, funeral directors and visitors, whilst ensuring that the regulations reflect current working practices and support the effective management of the Council's cemeteries.

Whilst reviewing the Rules and Regulations, officers also undertook site inspections and identified several cemetery management matters requiring attention. These include tree management, memorial benches, activities within the woodland burial area and the Council's ongoing responsibilities in relation to memorial safety.

Recommendation:

That the Committee:

1. approves the revised Cemetery Rules and Regulations attached at Appendix A;
2. authorises officers to implement the revised Cemetery Rules and Regulations and publish them on the Council's website;
3. approves the removal or cutting back of trees identified as causing damage to memorials or requiring significant maintenance, with works being carried out sensitively and, wherever practicable, following communication with affected families; and
4. approves the removal of redundant and unsafe benches and confirms that replacement memorial benches will not be permitted in accordance with the Council's current policy.

10. Review of Burial Service Provision and Faith Burial Requirements

(Pages 97 - 126)

Following a motion to the 13 January 2026 committee meeting, this report presents the outcome of a review of burial service provision within the district, specifically to consider whether same-day, 24-hour, weekend and out-of-hours burials could be facilitated where required by faith communities.

Recommendation:

That the Committee:

1. notes the findings of the review into burial service provision;
2. notes the findings of the public engagement exercise undertaken through the Have Your Say Three Rivers platform;
3. notes the findings of the benchmarking exercise undertaken with neighbouring authorities;
4. notes the operational, staffing, cemetery capacity and health and safety constraints affecting burial provision at Woodcock Hill Cemetery;
5. supports the continuation of the current burial service arrangements whilst officers continue to work with funeral directors, faith leaders and bereaved families to accommodate burial requests wherever reasonably practicable; and
6. notes that any future enhancement to service provision, including routine weekend, same-day or out-of-hours burials, would require additional staffing resources, revised operational arrangements and consideration through the Council's budget-setting process.

11. Work Programme

(Pages 127 - 130)

To note and comment on the Committee's work programme.

12. Other Business - if approved under item 3 above

Exclusion of Public and Press

If the Committee wishes to consider any items 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 on the grounds that it involves the likely disclosure of exempt information as defined in 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).

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

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Three Rivers House
Northway
Rickmansworth
Herts WD3 1RL

General Public Services and Community Engagement Committee MINUTES

**Of a meeting held in the Penn Chamber, Three Rivers House, Rickmansworth, on
Tuesday, 23 June 2026 from 7.30 - 8.49 pm**

Present: Councillors Paul Rainbow (Vice-Chair, in the Chair), Ian Campbell, Stephen Cox, Shelley Gormley, Chris Lloyd, Krutika Patel, Kevin Raeburn, Narinder Sian and Kavan Trivedi

Also in Attendance:

Councillors Oliver Cooper and Vicky Edwards

Officers in Attendance:

Shivani Davé, Partnerships and Inclusion Manager
Emma Lund, Senior Committee Officer
Emma Sheridan, Associate Director for Environment
Rebecca Young, Head of Strategy and Partnerships

External in Attendance:

Saffron Johnson, CEO, Watford and Three Rivers Trust

44 Apologies for Absence

Apologies for absence were received from Councillors Alley, Drury, King and Stungo.

The substitutes were Councillors Trivedi, Lloyd, Cox and Sian respectively.

45 Minutes

The minutes of the meeting of the General Public Services and Community Engagement Committee held on 17 March 2026 were confirmed as a correct record and signed by the Chair.

46 Notice of Urgent Business

There was no urgent business.

47 Declarations of Interest

There were no declarations of interest.

48 Petitions Received Under Council Procedure Rule 18

48a Primrose Hill Parking

Tegwynn O'Connor, the Lead Petitioner, presented a petition which requested that the Council re-considers implementing a parking permit scheme along Primrose Hill in Kings Langley.

The Lead Member, Councillor Paul Rainbow, responded as follows:

"I understand we have accepted the petition and passed to Officers to review. You will be aware the Primrose Hill and wider locality parking scheme was only implemented in the last year, as part of the agreed Parking Management Programme, following a number of informal and statutory public consultations. At each stage of review and amendment there was no clear consensus for a permit scheme on Primrose Hill which resulted in the final scheme design which focused predominantly around double yellow lines.

The Parking Management Programme is formally reviewed every 2 years with all requests on the request list being considered and assessed. Schemes are not generally reviewed for at least 3 years once investigated and/or implemented.

In terms of the current petition for a proposed permit scheme on Primrose Hill, Officers have reviewed the responses to understand the current level of support for a permit scheme. Those located in postcode areas which directly relate to the requested area are considered to form a response rate of 38.3%. This does not indicate a clear consensus view that a permit scheme is desirable. It is also relevant that in the recently completed Primrose Hill scheme very limited responses were received from this part of the road in support of the proposal for permit parking restrictions.

On this basis, Officers do not consider that this scheme should be immediately reviewed.

Given this assessment, I can confirm that the petition and requests will be added to the Parking Management Programme request list for consideration at future reviews of the Parking Management Programme."

49 Presentation by Saffron Johnson, CEO of the Watford and Three Rivers Trust

The Committee received a presentation from Saffron Johnson, new CEO of the Watford and Three Rivers Trust (W3RT), who had commenced work as CEO in January 2026.

The slides used in the presentation can be found here: [Presentation - Watford and Three Rivers Trust](#) .

The presentation covered the purpose, values and vision of the W3RT; its history; an overview of the projects undertaken and support offered within the umbrella of W3RT and the organisation's impact in the community; an assessment of the workstreams carried out in the preceding year; an overview of the charity hub, wellbeing services, Three Rivers CVS, the Chamber of Commerce, Watford Cycle Hub, and Herts Hospital and Community Navigation Service; future rebranding; and future challenges.

Members noted that the organisation had been supporting residents of Watford and Three Rivers for 50 years, having developed out of the Watford CVS. It now operated projects across both Watford and Three Rivers as well as the wider Hertfordshire area. Remaining agile had been key to its success, for example merging with the Chamber of Commerce and continuing to take on new projects. It provided a wide variety of services and operated using a number of different funding streams.

In relation to the Charity Hub at Warner Brothers Studio in Leavesden, Members heard that this had been developed following an offer by Warner Brothers of the use of a space at the

studio. The hub provided a co-working facility of 32 desks and meeting rooms for a variety of charities at a low cost.

Members also heard about the wellbeing strand of W3RT, which included a community cars project (providing lifts to doctor or hospital appointments for example, or to collect prescriptions); Getting Together social clubs; digital inclusion projects; befriending; volunteers; Lifeline (offering social clubs, wellbeing activities and volunteer opportunities) and Dig Deep (an allotment project at South Oxhey).

Saffron Johnson also described the role of Three Rivers CVS, which supported community organisations in the district as well as those wishing to establish a charity or CIC. Advice and guidance was available, as well as events to allow organisations to connect; training; information sharing through a bi-weekly newsletter; and it also co-ordinated the distribution of grants issued across the Three Rivers Sustainability Fund and the Connecting Three Rivers Fund. Instances of support had risen from 348 in 2024/25 to 593 in 2025/26, which in addition to evidencing Three Rivers CVS's success in reaching out to community organisations also indicated a growing need for its services.

In relation to the Chamber of Commerce, members heard about its work to connect commerce and community and to raise the awareness of charities as businesses themselves. Workstreams included networking events, business awards and initiatives to commit businesses to providing volunteering opportunities for their staff.

In relation to the Watford Cycle Hub, members heard that this had recently been acquired by W3RT following the retirement of the previous owners who had established and operated it as a community-focused space which promoted the benefits of cycling. The acquisition meant that the Hub's continued use as a benefit to the community would be preserved and, additionally, offered opportunities for services to be enhanced and expanded. It was noted that whilst it was located in Watford, its services were widely used by residents of Rickmansworth and Croxley Green.

In terms of county-wide projects, it was noted that W3RT was the host organisation for HCNS (Herts Hospital and Community Navigation Service). This was a partnership, involving a number of other organisations, which supported a number of projects. This included hospital discharges and preventing re-admissions, as well as targeted projects to support specific communities or issues.

With regards to the future, Saffron Johnson highlighted that the organisation was due to be refreshed and rebranded in order to help with facing the challenges posed by Local Government reorganisation (LGR) and to increase funding opportunities. The rebranding was expected to focus on what the organisation did, rather than the Watford and Three Rivers location. Challenges which would be faced in the future were highlighted as the future of funding, LGR and the challenge of new unitary authorities, NHS ICB relationships, W3RT finance (finance was currently provided by Watford Borough Council, Three Rivers District Council and Hertfordshire County Council), and the need for genuine alliance with independent voluntary organisations.

Members were welcomed to visit the Charity Hub at Warner Brothers, Dig Deep at South Oxhey or the Watford Cycle Hub, and were encouraged to raise visibility of the Trust's work and services.

In response to a question as to why the armed forces project within HCNS had ended, members heard that whilst it had been very successful, funding had only been provided to deliver it for a specific period of time, which had now ended. Decisions on whether funding for individual projects would be continued following their commissioned period lay with the commissioners. Sources of funding to enable the armed forces project to be delivered again in the future were being sought.

Saffron Johnson was thanked for her presentation, and for the important work of W3RT.

50 Community Safety Annual Report 2025-2026

The Head of Strategy and Partnerships presented the Community Safety Annual Report for 2025-26. This summarised the work of the Community Safety Partnership (CSP) over the preceding year and formed part of the Council's statutory duty to scrutinise crime and disorder activity in the area under the CSP. The report also set out the community safety strategic priorities for 2026-27.

Members heard that the report highlighted the strong partnership working across the district and focused on the key priorities of the CSP over the year, which were: Burglary, Theft of and Theft From a Motor Vehicle, Robbery, Anti-Social Behaviour, Domestic Abuse and Violence Against Women and Girls and Hate Crime and Prevent.

The report showed positive progress in a number of areas and proactive work to address a number of challenges which had arisen over the year. Highlights included the Safer Streets project (which would continue to be delivered this year), the Crucial Crew project (which had been delivered to over 600 primary school children at Watford Football Club), the Community Safety Conference, and installation of 9 new CCTV cameras amongst many other initiatives.

The priorities for 2026-27 were reported as Burglary, Retail Crime, Anti-social Behaviour, Domestic Abuse and Violence against Women and Girls, and Hate Crime and Prevent. Additionally, the Community Safety Team would be working closely with other partners across the county over the coming year on the establishment of the new unitary authority, ensuring that the Community Safety Partnership responsibilities were fully embedded under the new arrangements.

A Committee Member commented that the new CCTV installation in Abbots Langley had played an important role in supporting investigations (including a fly-tipping incident) and reducing offences in the area. The effective use of ASB powers, strengthened partnership working, and the importance of the White Ribbon accreditation were also cited as areas of success.

In response to questions from a Committee Member, the Head of Strategy and Partnerships reported that trends were regularly monitored and reviewed through the Community Safety Co-ordinating Group, which met quarterly and included a regular item to look at intelligence and data. Officers were also looking at using the Council's GIS (Geographical Information System) mapping tool to overlay data provided by the Police and from other sources such as CCTV cameras onto maps of the district.

A Committee Member commented that there was a lack of statistical data in the report, and the police had not been invited to attend the meeting. Therefore, it was difficult to be able to challenge the police in terms of what was happening in the district. Additionally, the committee had only one opportunity in the year to scrutinise police activity. The Committee Member expressed concerns about youth restrictions in South Oxhey and continued increases in crime (particularly violence and sexual assault) on Station Road in Kings Langley between January and May compared with the same period in the previous year.

The Head of Strategy and Partnerships clarified that the report was a general annual overview of the work of the Community Safety Partnership. Whilst it included information about the effectiveness of various projects, the aim was not to scrutinise the performance of any one partner such as the police. However, it was open to the committee to invite a community safety partner to attend a meeting in order to scrutinise a particular project or area (e.g. youth crime and anti-social behaviour) if required. Officers were aware that there had been some increase in youth crime and anti-social behaviour recently and some hotspots, and were working closely with the police and the Services for Young People outreach teams to address this, with positive outcomes already being seen.

In response to a Committee Member's question about initiatives to address the priorities of Burglary, Retail Crime and Anti-Social Behaviour over the coming year, the Head of Strategy and Partnerships highlighted the new ASB app, which would allow residents reporting incidents of anti-social behaviour to more easily report future occurrences. It would also allow officers to more easily track where there were hotspots. The Safer Streets and Crucial Crew projects would continue, as would work with housing associations to address incidents of anti-social behaviour by neighbours. The Anti-Social Behaviour Action Group would monitor reports of ASB on a day to day basis, and outcomes of all initiatives would be kept under review by analysis of the data provided by the police to the Community Safety Co-ordinating Group. Initiatives relating to Burglary and Retail Crime included Shopwatch and Pubwatch which were aimed at reducing shoplifting.

In response to a Committee Member's question about CCTV coverage in Carpenter's Park, the Head of Strategy and Partnerships reported that there was currently one Community Safety Partnership camera, in Delta Gain. There were only 9 CSP CCTV cameras across the district as a whole. These were re-deployable (albeit at a cost), and the Community Safety Co-ordinating Group would consider requests to move a camera where evidence and data supported the need for additional coverage or for coverage to be provided in a different location. Many private businesses also operated CCTV cameras which the police could access. Residents were therefore encouraged to report incidents of anti-social behaviour as this helped in identifying where the need for CCTV coverage or other responses such as additional patrols was greatest.

In response to a question about initiatives relating to Domestic Abuse against Women and Girls, it was noted that major football tournaments such as the World Cup usually triggered an increase in offences. The Head of Strategy and Partnerships reported that specific initiatives were run at such times (including currently during the World Cup) which promoted sources of assistance and support. The 'Ask for Angela' safety scheme was also used with pubs and clubs, and the police were undertaking extra patrols of the nighttime economy for the duration of the event. The Council's White Ribbon Accreditation was due for renewal shortly, and an action plan was being developed ahead of renewal which would include initiatives for the forthcoming three years.

A Committee Member raised a question about the move in parading arrangements from Abbots Langley and South Oxhey to Rickmansworth and the resulting impact on the visibility, response capability and confidence in the Neighbourhood Policing Team in Abbots Langley and South Oxhey, which was considered to be negative. It was queried whether the Council would be pursuing a review of the data before and after the parading change and seeking a reversal of the decision by the Chief Inspector to change the parading arrangements. The Head of Strategy and Partnerships responded that the feedback from the police was that crime was decreasing and good outcomes were being seen, notwithstanding that there had been a small spike in ASB. The police were therefore positive about the new approach. Additionally, police operational issues could not be addressed either by Council officers or the committee: the process for scrutiny or complaint about police operational matters was through the office of the Police and Crime Commissioner and the Police and Crime Scrutiny Panel. In response to a further question as to whether police data relating to the change was, or would be, available, officers responded that no public data was provided by the police other than the official crime statistics which were in the public domain and accessible by councillors. Whilst the Community Safety Partnership was provided with additional confidential and sensitive information by the police it was not the Council's data to share.

Another Committee Member commented that the Chief Inspector had attended a special meeting in Abbots Langley to explain the re-deployment model and the reasons behind it and had confirmed that there would be no reduction in policing. The Chief Inspector would also be attending the Abbots Langley Local Area Forum in October to discuss the impact of the new arrangements.

RESOLVED:

That members of the committee consider and comment on the Community Safety Annual Report 2025-2026 as shown above.

51 Primate Licensing

The Associate Director for Environment presented the report.

The Committee heard that a recent change in animal licensing legislation had introduced a mandatory licensing regime for the keeping of primates in England. Keepers of primates, including very small primates such as marmosets, were now required to obtain a licence, unless exempt.

The Regulations and associated guidance set out an application, renewal and compliance process to ensure that primates were kept to zoo-level welfare standards, reflecting their complex needs. This included a requirement for periodic inspection by a suitably qualified and competent person.

Fees had been set on a cost recovery basis; any veterinary fees incurred would be charged in addition to the fee set by the Council. Due to the timing of the legislation the proposed fee structure for the provision of a licence was set out in the report. In future years this would form part of the annual fees and charges process and would include a new fee for renewal of a licence.

The Associate Director for Environment reported that the main cost to the Council related to the officer time required for inspections. In response to a question as to how the fee level had been calculated and whether the scheme would really be self-funding, the Associate Director for Environment responded that the proposed fee had been benchmarked against those proposed by other Councils. Advice had also been sought from the City of London licensing team, which was recognised nationally as an authority with expertise in animal licensing, about what inspections would involve and how long they were likely to take. In setting the fee, consideration had been given not only to the cost of the time required for the Council's Animal Welfare Licensing Officer to conduct inspections, but also the administrative costs of issuing licences, sending renewal reminders and liaising with veterinary surgeries, etc. However, the actual costs associated with operating the scheme, as well as the number of licences likely to be required each year, would not be fully known until it had been operational for a period of time, and this would be considered when the fees were re-assessed as part of the annual fees and charges process.

Councillor Rainbow moved, and Councillor Lloyd seconded, the recommendations as set out in the report. On being put to the vote these were agreed unanimously.

RESOLVED:

That the General Public Services and Community Engagement Committee:

- 1) notes the introduction of the Regulations and the Council's duties as the licensing authority;
- 2) approves the adoption of a primate licensing scheme in accordance with the Regulations; and
- 3) approves the following fee structure, which will then form part of the annual fees and charges process:

New licence application – 1 species	£580*
New licence application – 2 or more species	£675*
As this is a new fee structure fees for renewals and variations will be considered during the annual fees and charges process.	TBC

*Noting that any vet fees will be charged, at cost, as well as the fee set by the Council.

52 Work Programme

The Committee noted its future work programme.

A Committee Member commented that given the discussion which had taken place earlier in the meeting, there was a need to better understand the work of the Community Safety Partnership and its annual report. The Head of Strategy and Partnerships was asked to discuss with the Lead Member for Community Engagement, Public Safety and Housing those matters which could be looked at within the Committee's remit.

Committee Members were asked to notify the Chair and relevant officers of any topics on which they would like a report or further information to be provided. A determination could then be made as to whether it was a matter on which Council officers could report, or whether an external speaker was required. Officers would also be able to advise the realistic timescale for the item to be brought forward, based on the availability of information, officer capacity, and other workloads.

CHAIR

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Committee Report

Parking Management Policy

8 September 2026

**GENERAL PUBLIC SERVICES AND COMMUNITY ENGAGEMENT
COMMITTEE 08/09/2026**

**Parking Management Policy
(DoF)**

1 Summary

- 1.1 The District Council as the statutory Local Parking Authority (and as agent to the local Highway Authority, Hertfordshire County Council) manages the provision of on- and off-street parking in the Three Rivers District through the Parking Management Programme.
- 1.2 Three Rivers District Council has a specific role in creating parking schemes which help manage parking demand. Hertfordshire County Council is responsible for maintaining and managing public roads as the local Highway Authority and is responsible for parking schemes to address road danger and traffic flow.
- 1.3 This report recommends the adoption of a Parking Management Policy to formalise working practises within the parking team and adjust previously set Parking Management Programme Scoring Criteria.

2 Recommendation

- 2.1 That:
- i) The Parking Management Policy at appendix A is progressed to Policy and Resources committee for approval.
 - ii) That public access to the report be immediate.

Report prepared by: Tom Rankin, Principal Sustainable Travel Planner and Transport Officer

3 Background

- 3.1 Three Rivers District Council manages parking on for a local population of around 93,772¹, to improve parking for local people and businesses and for visitors. In support of this, it provides:
- Over 700 bays in off-street car parks
 - Permit parking restrictions (to make it easy for people to find parking near their address)
 - Over 400 secure cycle parking places accessible to the public
 - Provision of Electric vehicle charging points in off-street carparks

¹ ONS 2021 Census Data

4 Options and Reasons for Recommendations

- 4.1 The proposed policy will enable the effective control and progression of the Parking Management Programme and other parking activities. The policy covers a wide range of projects and goes beyond the work directly related to the introduction of new parking schemes.
- 4.2 Currently the council does not have a policy for defining some of the working practices which sit behind parking schemes, and this could lead to inconsistency and perceived unfairness in the application of the council's role as Local Parking Authority.
- 4.3 The policy is not exhaustive and instead focuses on areas considered the most important to address. A more exhaustive policy may develop following the Local Government Reorganisation at which point this policy, if adopted, could influence a wider unitary authority's approach to managing parking.
- 4.4 Once the policy has been adopted it shall be adhered, with any exceptions to the policy be limited to exceptional circumstances requested by the Lead Member, to be delegated to the Director of Finance. This clause is referenced in the policy wording such as 'aside from exceptional circumstances'.
- 4.5 The policy does not and cannot affect the application of any existing or forthcoming regulations or statutory guidance in relation to the referenced activities.
- 4.6 Below is a brief summary of what is covered within the draft policy:
 - 4.6.1 How the council manages individual parking requests
 - 4.6.2 How the council manages parking petitions
 - 4.6.3 How the council scores and prioritises parking requests (individual and petitions):
 - 4.6.3.1 This replaces the existing scoring system which has been in place since 18 November 2014. The newer system has been simplified where previous multipliers for elements such as safety and obstruction have been replaced by a greater discretionary adjustment by officers.
 - 4.6.3.2 Additionally, the scoring system stipulates a deletion date of 6 years rather than reducing the score every year as was in the previous system. This means that requests won't have their scores reduced if they haven't been progressed but provides a way to keep the request list relevant and remove data which isn't being used in line with GDPR.
 - 4.6.4 Outlines guiding principles as to how the council will conduct parking consultations
 - 4.6.5 Outlines guiding principles for implementing permit parking restrictions
 - 4.6.6 Outlines the decision-making process on parking schemes
 - 4.6.7 Outlines guiding principles for the design of parking schemes
 - 4.6.8 How the council manages requests for Vehicle Cross-Overs
 - 4.6.9 The council's approach to installing H-Bar Markings

4.6.10 The council's approach to verge hardening:

4.6.10.1 This replaces the existing scoring system which has been in place since 8 November 2019. The newer system has been simplified as all requestors including the police, county council and councillors would be counted in the main score. A greater discretionary adjustment by officers has replaced the previous split scores across deliverability and officers' judgement.

4.6.10.2 The scoring system now scores verge hardening requests against other capital transport schemes which are funded from the same budget. Other requests may include new bus stops or new pedestrian or cycle infrastructure such as bike racks.

4.6.10.3 Additionally, the scoring system stipulates a deletion date of 6 years which provides a way to keep the request list relevant and remove data which isn't being used in line with GDPR.

4.6.11 Guidance on the enforcement of parking restrictions

4.6.12 Guidance on the enforcement of dropped kerbs

4.6.13 The council's eligibility criteria for advisory disabled bays

5 Policy/Budget Reference and Implications

5.1 The recommendations in this report relate to the council's agreed policy. The District Council operates as Local Parking Authority in a context of local and national policy and sets its policies with regard to those published by Hertfordshire County Council (primarily the Local Transport Plan 4 and its child document, Highways Place and Movement Planning and Design Guide 2024). It also considers relevant policies including the Local Plan and the Corporate Plan.

5.2 The Parking Management Programme is managed within the Controlled Parking and Decriminalised Parking Enforcement budgets and the programme will be managed within the agreed allocation.

Public Health

None specific.

6 Legal Implications

6.1 All parking schemes will be progressed in line with the District Council's powers under its relevant Agency Agreement with Hertfordshire County Council. In some cases, where any physical changes to the layout of highway are proposed, it may be necessary for the District Council to enter into a Section 278 Agreement with the County Council, to enable works on the highway to proceed.

6.2 Three Rivers District Council is the Local Parking Authority for the District, designated by the Traffic Management Act 2004 (and associated legislation). It is responsible for enforcing and introducing controlled parking zones and other measures, acting under agency from the Local Highway Authority, Hertfordshire County Council. It is directly answerable to the Government for the way it manages parking finances.

7 Financial Implications

- 7.1 The adoption of the new policy introduces no new financial implications. All parking schemes and other agreed works will be contained within identified budgets.

8 Equal Opportunities Implications

- 8.1 Relevance Test

Has a relevance test been completed for Equality Impact?	No – there is no change to service provision
Did the relevance test conclude a full impact assessment was required?	No – matter will be reviewed through on-going consultation.

9 Staffing Implications

- 9.1 The policy sets out the working practises for the existing Transport & Parking team, supported by the retained Hertsmere Borough Council Traffic Engineer and external consultants, overseen by the Head of Regulatory Services.

10 Environmental Implications

- 10.1 The impact of schemes on the local built environment and street scene will be considered as part of individual schemes, but the design and use of any proposed parking control measures are controlled by legislation and Government guidance as well as by local policy set out in the Hertfordshire County Council policy documents forming part of the Local Transport Plan 4 and specifically in the local design guide, Highways Place and Movement Planning and Design Guide (2024).

11 Community Safety Implications

- 11.1 All schemes are designed to take account of safety implications. Where appropriate the police are consulted and safety audits are, where necessary, carried out as part of the scheme design.

12 Customer Services Centre Implications

- 12.1 Parking consultation is particularly likely to attract unusual levels of contact. Where required, the Customer Services Manager will be briefed as appropriate.

13 Communications and Website Implications

- 13.1 Information about individual schemes, and the Council's general approach to parking schemes, is published online at <https://www.threerivers.gov.uk/services/parking>

14 Risk and Health & Safety Implications

- 14.1 The Council has agreed its risk management strategy which can be found on the website at <http://www.threerivers.gov.uk>. In addition, the risks of the proposals in the report have also been assessed against the Council's duties under Health and Safety legislation relating to employees, visitors and persons affected by our operations. The risk management implications of this report are detailed below.

- 14.2 The subject of this report is covered by the Regulatory Services plan. Any risks resulting from this report will be included in the risk register and, if necessary, managed within this plan.

Nature of Risk	Consequence	Suggested Control Measures	Response (tolerate, treat terminate, transfer)	Risk Rating (combination of likelihood and impact)
Parking Management Policy is not adopted	Parking schemes related to this policy may be managed inconsistent with the outlined approaches and cause reputational damage to the council.	Adopt the policy or revise policy to align with desired approaches.	Treat	8

- 14.3 Any 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)

Likelihood Score
 4 (Very Likely (≥80%))
 3 (Likely (21-79%))

2 (Significant)
1 (Marginal)

2 (Unlikely (6-20%))
1 (Remote ($\leq 5\%$))

Data Quality

Data checked by:

Tom Rankin, Sustainable Transport Officer

Data rating:

1	Poor	
2	Sufficient	X
3	High	

Background Papers

None

APPENDICES / ATTACHMENTS

Appendix A – Draft Parking Management Policy

Appendix B – Current Parking Management Scoring System

Parking Management Policy

Foreword

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1 Introduction

- 1.1 Three Rivers District Council is the Local Parking Authority for the District, designated by the Traffic Management Act (2004) to manage parking on 126 kilometres of roads (36 kilometres of residential streets) for a local population of around 93,772^(2021 Census).
- 1.2 The district council (as statutory Local Parking Authority) manages the way people park vehicles, to ensure people who need to park can park easily and reduce unsafe and obstructive parking.
- 1.3 This policy sets out the council's approach to handling parking requests and petitions, the management of parking schemes, the implementation of 'H-Bars', the allowance of vehicle cross-overs and the considerations for verge hardening schemes.
- 1.4 This policy also provides some guidance on the enforcement of parking restrictions and dropped kerbs. The Council's Penalty Charge Notice Cancellation Policy sets out in detail how the council issues and enforces Penalty Charge Notices ('PCNs').

2 Background - Local parking context

- 2.1 Local settlements are characterised as largely suburban and rural, dispersed around the district which itself is largely centred on the M25 motorway, with Watford, Hemel Hempstead and Northwood being the nearest urban centres. Parts of the district are closer spatially and in character to Buckinghamshire, forming part of the Chilterns AONB, while others such as South Oxhey and Northwood are contiguous with the built area of Greater London and resemble its character.
- 2.2 Local demographic factors and the design of local roads that were not intended to support significant vehicle parking give rise to frequent complaints and requests for parking restrictions to be introduced, altered or removed.
- 2.3 The district has high levels of car ownership. At the time of the 2021 census, only 12.5% of households in the district did not have a car, compared to an average of 23.5% throughout England, while 47.7% of households had more than one car compared to an average of 35.2%. Other factors contributing to parking demand include population density, which has increased continually in the Southeast of England the last three decades. The number of people living the district is forecast to rise with increased Government targets for new dwellings.

3 Background - Our Role as Local Parking Authority

- 3.1 Three Rivers District Council is the Local Parking Authority, managing parking on local roads and in off-street car parks on land that it owns. Since 2001, it has been responsible both to enforce all civil parking restrictions on local roads; and to develop parking management schemes on local roads. This role was created by the Secretary of State and functions through an Agency agreement with Hertfordshire County Council.
- 3.2 New parking management schemes are investigated, developed and promoted by the Regulatory Services team. Civil Parking Enforcement (CPE) is currently delivered in partnership with Hertsmeire Borough Council, which manages all enforcement functions including the everyday operation of permit parking schemes, public car parks and enforcement of all restrictions.
- 3.3 Local Authorities are encouraged to operate an efficient Civil Parking Enforcement service to reduce any financial burden on the Council Tax payer. Income (from permits and parking

fees) is expected to contribute to the cost of the service. Whilst income from Penalty Charge Notices (PCNs) does contribute to the cost of the service, the activity of issuing PCNs must aim for complete compliance. Any surplus in income is required by law to be used specifically for local transport and parking purposes.

4 Background - Extent and limitations of the Local Parking Authority Role

- 4.1 Three Rivers District Council has powers to manage parking in relation to “controlled parking zones and other ancillary car parking measures in respect of Secondary Distributor Local Roads Primary and Main Distributor Local Roads”.
- 4.2 This means that Three Rivers District Council may require further approvals to introduce parking schemes which are primarily to improve road safety or which require physical works to the highway, such as installing bollards or changing kerb lines. These are generally considered the responsibility of the county council, as the Local Highway Authority.
- 4.3 All proposed schemes must be approved by the county council before they can be implemented, as the district council are exercising legal powers on their behalf. The district council cannot proceed with proposals if the county council does not give this permission.
- 4.4 The district council cannot enforce restrictions directly through camera or ANPR based systems however this can be used to manage the deployment of Civil Enforcement Officers.
 - 4.4.1 The district council cannot introduce or enforce moving traffic restrictions such as weight or width access restrictions, speed limits or one-way systems. Additionally, the council cannot introduce or enforce any type of restrictions on trunk roads including:
 - 4.4.2 The M25 motorway for the whole of its length in the district including its on and off slip roads
 - 4.4.3 The M1 motorway for the whole of its length in the district including its on and off slip roads
 - 4.4.4 The A41 road for the whole of its length in the district including its on and off slip roads
 - 4.4.5 The A405 road for the whole of its length in the district including its on and off slip roads

5 Parking Management Objectives

- 5.1 The council works towards the following policy objectives delivered by parking management schemes:
 - 5.1.1 Prioritise convenient parking for those who need it most, where they need it
 - 5.1.2 Promote safer, easier, non-obstructive parking provision while improving the local environment and meeting legal requirements
 - 5.1.3 Promote the needs of all users of the public realm, including more vulnerable road users (such as people walking and cycling)
 - 5.1.4 Promote the viability and vitality of retail, business and leisure areas

6 Individual Parking Management Programme Requests

- 6.1 Individual requests for the council to introduce, change or revoke parking restrictions may be sent through a variety of channels. Residents and stakeholders are encouraged to use online channels including the parking restriction request form, which ensures that all required information is provided and reduces administrative workload.

- 6.2 Each request will be reviewed by officers prior to inclusion on the parking management programme request list. Requests may be rejected for several reasons to ensure the parking management request list remains focused on achievable and relevant schemes. Reasons for rejection include:
 - 6.2.1 The matter falls outside the council's parking authority (e.g. speed limits, traffic management measures)
 - 6.2.2 The request relates to an area or scheme already under investigation
 - 6.2.3 The request does not concern parking restrictions (e.g. general enforcement queries)
 - 6.2.4 Insufficient information is provided
 - 6.2.5 The proposal is deemed unviable or technically infeasible
- 6.3 If the proposal is rejected the author/applicant will be advised of this with provided justification and redirected if possible.

7 Parking Petitions

- 7.1 This section has been written in accordance with the 'Right to Challenge Parking Policies' national guidance issued under section 18 of the Traffic Management Act and all other relevant legislation.
- 7.2 Petitions are considered an important way residents or other stakeholders can raise an issue which the council could act on. They form part of the council's ongoing commitment to listening to and acting on the views of the public.
- 7.3 Petitions related to parking are handled in line with the council's Constitution which states that any member of the public can ask to present a petition signed by at least 25 residents other than Members of the Council. This is further detail in Part 4 of the Constitution.
- 7.4 To be considered a valid parking petition, it must clearly identify:
 - 7.4.1 The parking issue or restriction being challenged
 - 7.4.2 The location to which the petition relates
 - 7.4.3 The change or action being requested
- 7.5 The council will consider petitions that meet the requirements and will determine the appropriate course of action. The default action will be adding the petition to the parking management request list and initiate a future investigation once it has been prioritised and resources allow.
- 7.6 Local authorities have a responsibility to manage their resources to the best effect in performing all aspects of their duties, and to do this they must balance the resources necessary to review parking petitions with other demands. Repeated or inappropriate petitions from vexatious individuals or groups can impact negatively on this.
- 7.7 In addition to stipulations outlined in the council constitution, the council may decline to accept a parking petition in the following instances:
 - 7.7.1 It does not clearly identify the parking issue or restriction being challenged, the location to which the petition relates and the change or action being requested

- 7.7.2 The petition is considered too broad, for example; calling for a review of many traffic regulation orders or parking restrictions over too wide an area
- 7.7.3 The petition relates to a matter that has recently been considered and there has been no material change in circumstances
- 7.7.4 The request is considered vexatious, abusive or otherwise inappropriate
- 7.8 A petition cannot be rejected on the grounds that the council does not agree with what the petition is requesting.

8 Parking Management Programme Request Scoring System

- 8.1 Accepted parking requests are scored to assess relative priority. Requests are assessed on a road-by-road basis, allowing multiple submissions for the same location to contribute to an overall assessment of the parking issues. The scoring system operates as follows:
 - 8.1.1 Each individual request adds one point to the score up to a maximum of 10 points per road.
 - 8.1.2 Petitions submitted to the council require a minimum of 25 signatures and therefore will increase the score by the maximum of 10 points.
 - 8.1.3 Officers may then apply a discretionary adjustment of +5 to -5 points based on local conditions, safety implications, overall impact and other factors which the officer may consider relevant.
 - 8.1.4 Requests remain on the list for up to six years, after which they will be removed if not progressed. If a request is deleted the score for that road will be adjusted and it may become a lower priority.
- 8.2 A report will be presented every two years to the relevant council committee (with an annual update), seeking delegated authority to progress schemes based on the highest-scoring requests. In addition, the council may initiate other schemes outside of the request list, such as:
 - 8.2.1 Reviews of recently implemented schemes
 - 8.2.2 Schemes requested by the Lead Member
 - 8.2.3 Officer-identified areas requiring intervention
- 8.3 These schemes will progress alongside non-programmed work which is essential to maintaining satisfactory parking operations.

9 Consultation Principles

- 9.1 This section has been written in accordance with the 'The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996' and all other relevant legislation.
- 9.2 There is a legal requirement to conduct a statutory consultation process on parking schemes which introduce, reduce or change parking restrictions. Additionally, involving people to help develop schemes, and decide on options, leads to not only better schemes but a greater likelihood that the local community will embrace the proposal and enjoy the changes when implemented.

- 9.3 Approaches to consultations will differ between schemes dependent on the scale and complexity of the proposals. The council will conduct parking consultations in accordance with the following key principles:
- 9.3.1 The council will be transparent by providing coherent and relevant information
 - 9.3.2 The council will aim to reduce the complexity of the consultation period
 - 9.3.3 The council will provide meaningful opportunities for engagement
- 9.4 When calculating the number of supporters, objectors and other representations, the council will generally base this on refining the responses to one per address. Aside from exceptional circumstances, respondents who do not provide their full address will not be considered in the response analysis. However, this does not affect the council's duty to equally consider all objections.
- 9.5 Aside from exceptional circumstances, an informal period of consultation will be held on all schemes. This provides residents and other stakeholders with a greater opportunity to steer the development of parking schemes. Informal consultation is intended to assist with the development and refinement of proposals. It does not replace the statutory consultation and objection process required for a Traffic Regulation Order.
- 9.6 Most consultations will be held on our dedicated engagement platform 'Have Your Say' and respondents are encouraged to use this online platform. Alternative ways of responding will be made available to those with no online access.
- 9.7 The council may in the instance of smaller schemes which do not require a Traffic Regulation Order, execute the scheme without consultation. This could be the case, for example, for a small section of Verge Hardening or allowance of a Vehicle Cross Over.

10 Permit Parking Restrictions

- 10.1 Permit parking restrictions prioritises parking for a defined eligible group. The council publishes information about permit parking and responses to frequent questions here: <https://www.threerivers.gov.uk/services/parking/parking-permits>
- 10.2 The application of these should be carefully considered and the council will generally only implement permit parking restrictions where:
- 10.2.1 It is considered that there is clear need to prioritise the parking for the defined eligible group
 - 10.2.2 There is majority support from the defined eligible group in consultations
 - 10.2.3 There is a sufficient response rate from the defined eligible group in consultations which is generally considered to be a majority of households/ businesses responding
 - 10.2.4 It is considered that the needs of the defined eligible group outweigh the needs of other road users
- 10.3 It should be noted that a scheme could be redesigned to only include parking areas where the above requirements are satisfied and this should be considered before abandonment of proposals for permit parking restrictions.
- 10.4 Permit prices are reviewed separately under the fees and charges process. The cost contributes to the on-going costs associated with permit parking controls, in issuing parking permits and visitor vouchers and addressing enquiries, in addition to maintaining the signs and road markings and enforcement.

- 10.5 The council reserves the right to decide the defined eligible group based on several factors including off-street parking provision, parking demand, age of development and location.

11 Decision Making on Parking Schemes

- 11.1 The decision on parking schemes is delegated to the relevant Lead Member. Following the statutory consultation (Notice of Proposal) a report will be produced outlining any objections and other representations and the officer's recommendation(s). The Lead Member will sign and indicate their preferred approach.
- 11.2 The council can only use the results from their own consultation in the decision-making process due to ability to validate the responses.
- 11.3 Decisions will generally be made in consultation with local ward councillors.

12 Design Principles

- 12.1 Parking schemes will be designed with consideration of relevant guidance including Manual for Streets, Manual for Streets 2 and Traffic Signs Manual.
- 12.2 Under the Road Traffic Regulations Act 1984, the council may make an order where it appears expedient for:
- 12.2.1 Avoiding danger to road users
 - 12.2.2 Preventing damage to a road or building
 - 12.2.3 Facilitating the passage of any class of traffic
 - 12.2.4 Preventing use by unsuitable traffic
 - 12.2.5 Preserving the character of the road for horse-riders or pedestrians
 - 12.2.6 Preserving / improving amenities in the area
 - 12.2.7 Preserving air quality
- 12.3 The council will design parking schemes in accordance with the following key principles:
- 12.3.1 Be easy to understand and comply with.
 - 12.3.2 Maximise parking availability wherever possible.
 - 12.3.3 Prevent parking which is considered obstructive and/or dangerous.
 - 12.3.4 Prioritise the available parking for purposes considered important in the locality, such as resident parking, high-street visitors or blue-badge holders.
 - 12.3.5 Have a neutral or positive impact on sustainable transport. This includes any impact on provisions for pedestrians, cyclists and public transport users.
- 12.4 Private roads will not be included in any parking scheme due to being legally too difficult to get permanent agreement with landowners. Private roads addresses will not be eligible for parking permits on public roads.
- 12.5 Measures considered necessary to secure the safe and expeditious movement of traffic will be implemented in line with the stated design principles.

13 Advisory Disabled Bays

- 13.1 Residents with a disability struggle to park close to their home can apply for an 'advisory' disabled bay to be provided outside of or close to their property. Although these 'advisory' road markings are not enforceable, we anticipate they would be respected by the majority of considerate road users. The bay is not for exclusive use by the applicant.
- 13.2 The application process is currently administered by Watford Borough Council and this eligibility criteria replicates that existing working practice of both councils.
- 13.3 The eligibility criteria for applicants applying for an advisory disabled parking bay includes:
 - 13.3.1 You hold a valid Blue Badge
 - 13.3.2 You receive Disability Living Allowance or Personal Independence Payment, with mobility component at the higher rate or Attendance Allowance at the higher rate
 - 13.3.3 You live in the Three Rivers District for at least six months of the year
 - 13.3.4 Your vehicle is registered at the address where you are applying for the bay, and you also live at the address
 - 13.3.5 You hold a valid driving licence
 - 13.3.6 Your vehicle is taxed and insured
 - 13.3.7 There is nowhere else for you to park, such as a driveway, car park or garage
- 13.4 When we receive an application, we will check that:
 - 13.4.1 The eligibility criteria above have been met.
 - 13.4.2 It is safe to mark a bay near the property i.e. it does not adversely affect free pedestrian or vehicle movement or restrict visibility.
 - 13.4.3 No more than 10% of the available parking in the street is for disabled parking.
 - 13.4.4 There is a significant demand for parking in the road.
 - 13.4.5 There are no Traffic Regulation Orders required to be changed to enable to the marking of the bay.
 - 13.4.6 The bay is in a location which forms part of the adopted highway.
 - 13.4.7 There are no objections to the bay which cannot be overcome.

14 Vehicle Cross-Overs

- 14.1 Vehicle cross-overs are the areas between a private parking area and the carriageway. In most instances, this area is adopted highway and therefore is only subject to the Hertfordshire County Council Residential Dropped Kerbs Policy and applicable planning requirements. However, in some instances Three Rivers District Council owns an area of land between the private parking area and the adopted highway.
- 14.2 The council can permit a licence to the resident to allow them to cross this area of land and making changes to the land to allow this to safely take place. Aside from exception

circumstances, the council will only allow vehicle cross-overs where they are considered to demonstrate:

- 14.2.1 Safe and practical vehicle access.
- 14.2.2 Acceptable ongoing maintenance implications.
- 14.2.3 No adverse impact on the highway, footways, or drainage.
- 14.2.4 Minimal detriment to the appearance or environmental value of the area.
- 14.2.5 A neutral or positive impact on sustainable transport. This includes any impact on provisions for pedestrians, cyclists and public transport users.
- 14.2.6 No overall loss of safe parking capacity.

15 H-Bar Markings

- 15.1 H-bar markings are white lines painted on the carriageway adjacent to dropped kerbs to encourage drivers to keep the access clear. These lines cannot be directly enforced through Civil Enforcement Powers.
- 15.2 The council does not routinely install H-bar markings. However, within Controlled Parking Zones or other managed parking areas, H-bars may be installed where they are deemed beneficial to accessibility, enforcement, or scheme clarity.
- 15.3 Some H-bar markings have been installed by Hertfordshire County Council and in this instance, they would need to be contacted regarding any maintenance of the markings.

16 Verge Hardening

- 16.1 Requests can be received for the council to create additional parking capacity by converting areas of verge, footway, or public green space which is owned by the council. This is colloquially known as 'verge hardening'. Aside from exception circumstances, the council will only progress verge hardening proposals where they are considered to demonstrate:
 - 16.1.1 Safe and practical vehicle access.
 - 16.1.2 Acceptable ongoing maintenance implications.
 - 16.1.3 No adverse impact on the highway, footways, or drainage.
 - 16.1.4 Minimal detriment to the appearance or environmental value of the area.
 - 16.1.5 A neutral or positive impact on sustainable transport. This includes any impact on provisions for pedestrians, cyclists and public transport users.
 - 16.1.6 That the works extend no more than five metres in depth from the highway edge.
 - 16.1.7 That the land is owned by Three Rivers District Council and is not adopted highway.
- 16.2 The stated criteria mean that successive encroachment into grassed areas or other amenity verges is not permitted. Replacement of amenity areas beyond the allowance within this policy with car parking facilities would need consideration separately through the council's planning process.

- 16.3 Accepted verge hardening requests are scored to assess relative priority against each other and other capital transport schemes. Requests are assessed on a scheme basis, allowing multiple submissions for the same location and type of request to contribute to an overall assessment of the demand. The scoring system operates as follows:
- 16.3.1 Each individual request adds one point to the score up to a maximum of 5 points per scheme.
- 16.3.2 Petitions submitted to the council require a minimum of 25 signatures and therefore will increase the score by the maximum of 5 points.
- 16.3.3 Officers may then apply a discretionary adjustment of +5 to -5 points based on local conditions, safety implications, overall impact and other factors which the officer may consider relevant.
- 16.3.4 Requests remain on the list for up to six years, after which they will be removed if not progressed. If a request is deleted the score for that scheme will be adjusted and it may become a lower priority.
- 16.4 A report will be presented every two years to the relevant council committee, seeking delegated authority to progress schemes based on the highest-scoring requests. In addition, the council may initiate other schemes outside of the request list, such as:
- 16.4.1 Schemes requested by the Lead Member
- 16.4.2 Officer-identified areas requiring intervention
- 16.5 These schemes will progress alongside non-programmed work which is essential to maintaining satisfactory transport operations.

17 Enforcement of Parking Restrictions

- 17.1 The district council can only enforce where specific restrictions exist such as parking bays or yellow lines, or in front of dropped kerbs. Illegal parking in breach of general prohibitions where there are no formal restrictions, such as obstructing the highway or parking dangerously, remain a matter for the Police and the district council does not have the power to take action.
- 17.2 The Council's enforcement service is currently provided in partnership with Hertsmere Borough Council, which is responsible for the management of the enforcement service through a legal agreement between the authorities.
- 17.3 Hertsmere Borough Council publishes an annual report outlining the Council's enforcement policies and detailing relevant operational information. This can be found here: [Annual Parking Reports](#)
- 17.4 The Council also publishes a Penalty Charge Notice Cancellation Policy, this is not a guide to how to successfully challenge penalties but does provide more information on the considerations made at each stage, mitigation, how to avoid penalties and other useful information. This can be found here: [Three Rivers PCN Cancellation Policy](#)

18 Enforcement of Dropped Kerbs

- 18.1 A dropped kerb is one which has been lowered to assist pedestrians crossing the carriageway or vehicles entering or leaving the carriageway.
- 18.2 Vehicles parked in a location so as to prevent access to or from a dropped kerb can be issued a Penalty Charge Notice if the person requiring access reports this to the Parking

Enforcement Team. This enforcement benefits members of the public who have their driveways blocked and ensures that minimum inconvenience is caused to pedestrians, wheelchair and Motability scooter users and those pushing prams and pushchairs on footways.

- 18.3 In line with legislative requirements, dropped kerb enforcement on residential or commercial driveways, can only be conducted with the express consent of the occupier whose access has been obstructed. The CEO will require the occupier to sign a consent form when they visit the property, before issuing a Penalty Charge Notice. If this permission is not given or if the occupier is not present, then no action will be taken.
- 18.4 Equally, vehicles that are parked close to the dropped kerb but not physically preventing a vehicle from coming or going will not fall under the criteria of the contravention and a penalty will not be issued in such circumstances.
- 18.5 There are some exceptions to this enforcement and principally they cover:
 - 18.5.1 Vehicles parked wholly within a designated parking place or any other part of the carriageway where parking is specifically authorised
 - 18.5.2 Vehicles used by the fire, ambulance or police services
 - 18.5.3 Loading and unloading
 - 18.5.4 Vehicles used for waste collection, building works or road works

19 Review and Monitoring

- 19.1 This policy will be reviewed periodically to ensure it remains consistent with national guidance, local priorities, and operational requirements. Minor updates may be approved by the relevant Lead Member, with substantive policy changes subject to committee approval.
- 19.2 The policy shall be adhered to, with any exceptions to the policy be limited to exceptional circumstances requested by the Lead Member to be delegated to the Director of Finance.

20 Background

- 20.1 The Road Traffic (Permitted Parking Area and Special Parking Area) (County of Hertfordshire) (District of Three Rivers) Order 2001
- 20.2 The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996
- 20.3 Traffic Management Act 2004
- 20.4 Road Traffic Regulation Act 1984



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Appendix B – Scoring System

The introduction, amendment and removal of formal parking restrictions will be managed through an annual programme.

This programme will be agreed annually with the Sustainable Development, Planning and Transport Committee, and will comprise:

- Any work arising from or required by Council decisions (e.g. changes to parking charges).
- The completion of projects that are already under way.
- A selection, agreed by councillors, from highest scoring requests for new, altered or removed parking restrictions, such that a balanced programme is produced with due regard for available resources. This may be supplemented by the inclusion minor lower priority items in the interests of efficiency (e.g. small and simple adjacent requests, legalisation of nearby disabled bays).
- Work recommended by officers and agreed by councillors for business reasons (e.g. Consolidation Orders, updates to reflect changes in legislation, coordination with other projects).

Highway safety concerns are a matter solely for Hertfordshire County Council as the local Highway Authority. However where HCC deems there is not a significant highway safety concern, but it is considered apparent that it may be beneficial, TRDC may propose the introduction of minor risk reduction measures.

Larger or more complicated schemes may be better addressed through detailed investigation in one work programme, and progression of any proposed restrictions arising in the following programme. In this case, it is assumed that any proposals arising from investigations will be assured a place in the following programme if required.

Once the programme has been set it shall be adhered to as the Traffic Engineer's core scheme of work, with significant additions being limited to urgent risk reduction concerns and subject to the Lead Member's approval, and any work arising from or required by a decision of the Council.

Requests for parking restrictions are to be initially scored according to table 1 below. The multipliers set out in table 2 are then to be applied, to give weight to the circumstances of the request and produce a more widely distributed field.

Table 1: General scoring of requests		
Ref.	Description	Score
A	For each unique requestor	+1
B	For each Ward Cllr making/supporting the request	+ up to 3
C	If a request is made by the Police	+2
D	If a request is made by Hertfordshire County Council	+2
E	Adjustment based on Officers' judgement	+/- up to 2
F	For every 12 months since first requested, if an issue is still being reported	+2
G	For every 12 months since last requested, if no further reports are received	-2

Table 2: Multipliers to account for circumstances		
Ref.	Description	Multiplier
H	If a risk reduction scheme	1.5
I	If relating to highway obstruction	1.3
J	If neither risk reduction nor relating to highway obstruction	1.0
K	If investigated in last 3 years (unless significant change has occurred)	0.25
L	If a CPZ request and fewer than 20% of households/businesses have requested it	0.3
M	If a CPZ request and more than 20% of households/businesses have requested it	1.2
N	If a CPZ request and following initial investigation more than 2/3 households/businesses are in favour, and it appears practical to implement	1.25
O	If a CPZ request and following initial investigation fewer than 2/3 households/businesses are in favour	0.25
P	Where some restrictions are already in place relating to the reported problem	0.8

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Committee Report

Parking Management Programme

08/09/2026

GENERAL PUBLIC SERVICES AND COMMUNITY COMMITTEE
8 September 2026

Parking Management Programme 2025-2027 Update
(DoF)

1 Summary

- 1.1 The District Council as the statutory Local Parking Authority (and as agent to the local Highway Authority, Hertfordshire County Council) manages the provision of on- and off-street parking in the Three Rivers District through the Parking Management Programme.
- 1.2 Three Rivers District Council has a specific role in creating parking schemes which help manage parking demand. Hertfordshire County Council is responsible for maintaining and managing public roads as the local Highway Authority and is responsible for parking schemes to address road danger and traffic flow.
- 1.3 This report reviews the progress of the current Parking Management Programme and proposes additions to the programme for the financial years 2026/27.
- 1.4 The programme has been proposed in line with available staff resources within the council's Transport and Parking Team to ensure that schemes added to the programme are adequately progressed. These additional schemes have been considered following a round of successful recruitment to the Transport and Parking Team which will build the required capacity.
- 1.5 **The Parking Management Programme including existing and proposed additions can be viewed in full at Appendix 1.**

2 Recommendation

- 2.1 That:
 - i) Members note the report and approve the proposed additions, as detailed in section 7 of this report, to the Parking Management Programme.
 - ii) Officers continue to develop the Parking Management Programme as outlined in this report into financial year 2026/27 with a further full report being bought in early 2027 to determine the 2027-2029 Parking Management Programme.
 - iii) Once the programme has been set it shall be adhered to as the current Parking Management Programme, with any significant additions being limited to exceptions to the prioritisation procedure requested by the Lead Member, to be delegated to the Director of Finance.
 - iv) The programme will be progressed in line with all relevant current practice, policy and standards.
 - v) Decisions on schemes, including the consideration of objections to Traffic Regulation Orders developed through this programme of works and to any items remaining from earlier programmes of works, be

delegated to the Director of Finance in consultation with the Lead Member.

3 Background

- 3.1 Three Rivers District Council manages parking for a local population of around 93,800¹, to improve parking for local people and businesses and for visitors. In support of its policy objectives, it provides:
- Over 700 bays in off-street car parks
 - Permit parking (to make it easy for people to find parking near their address)
 - Over 400 cycle parking places accessible to the public
 - Provision of Electric vehicle charging points in off-street car parks
- 3.2 The programme is set as a two-year rolling programme with an annual update report. Once the programme has been set it is adhered to as the current Parking Management Programme, with any significant additions being limited to exceptions to the prioritisation procedure requested by the Lead Member, to be delegated to the Director of Finance.
- 3.3 This is an interim report proposing additions to the ongoing programme set to be reviewed in 2027. The current programme includes several schemes of which the progress has been detailed in this report.
- 3.4 Through the delegation of the parking enforcement function to Hertsmere BC, access to a Traffic Engineer is provided for 2 days a week, with flexibility dependent on current demand. The Traffic Engineer is based at Hertsmere BC offices but attends meetings and site visits in Three Rivers when required, to work with the Transport & Parking team at TRDC in designing and implementing parking schemes.
- 3.5 External traffic engineering consultations are utilised within the Parking Management Programme as required based on capacity and the complexity of the schemes.

4 Completed Work Programme

- 4.1 Several schemes have concluded since the last committee report in January 2026, these have been summarised below:
- 4.1.1 Chorleywood Area – this parking scheme was implemented with new restrictions now in effect.
- 4.1.2 On-Street Consolidation Traffic Regulation Order Update (Stage 2) - this work was completed, and the updated order came into effect, this does not change parking restrictions.
- 4.1.3 Gosforth Lane – this parking scheme was implemented with new restrictions now in effect.
- 4.1.4 School Mead – this parking scheme was implemented with new restrictions now in effect.

¹ ONS 2021 Census Data

- 4.1.5 Review of restrictions on Garden Road and Breakspeare Road, Abbots Langley – the petition and related restrictions were reviewed, and a report was presented to the petitioner with no further changes being taken forward in the area.

5 Current Parking Management Programme (2025-2027) and wider Work Programme

- 5.1 The current Parking Management Programme includes various projects including eight projects aimed at introducing new or amended Traffic Regulation Orders. The parking schemes currently in progress include:
 - 5.1.1 Langleybury Lane parking scheme (on-hold) – this scheme is on-hold due to development in the area.
 - 5.1.2 Parsonage Close parking scheme (on-hold) – this scheme is on-hold due to development in the area.
 - 5.1.3 Various Schemes – An informal consultation was held with support shown. Formal consultation now being drafted.
 - 5.1.4 Silk Mill Road - An informal consultation was held indicating support for permit restrictions with a planned detailed design consultation being drafted.
 - 5.1.5 Review of the on-street restrictions and council car parks in Rickmansworth – feedback from Councillors is being reviewed.
 - 5.1.6 Review of restrictions in Community Way car park, Croxley Green – surveys were carried out and this information is being reviewed.
 - 5.1.7 Review of Rickmansworth West (Moneyhill Parade) parking scheme – the initial consultation was completed. An updated plan has been drafted and is being reviewed before a further public consultation.
 - 5.1.8 Review of High Elms Lane, Garston. An informal consultation and formal consultation have been carried out with implementation in September.
- 5.2 There are several parallel schemes being completed alongside the Parking Management Programme including:
 - 5.2.1 Investigate and draft a Three Rivers District Council Parking Management Policy. This is being presented to committee in September 2026.
 - 5.2.2 Investigate, procure and implement an app-based parking payment solution in both on-street and off-street locations – this has been rolled out to a trial carpark initially before rolling out to other car parks and on-street parking locations.
 - 5.2.3 Investigate and reprocure mapping software for the Consolidation Traffic Regulation Orders – discussions are taking place with Hertfordshire County Council about procuring a county wide map-based system.

6 Additions to the Programme Since the last report

- 6.1 The recommendation within these programme setting reports allows the relevant Lead Member to add schemes to the programme in incidences where they consider that they should be started before the best programme setting report. The current Lead Member, Councillor Paul Rainbow, has added two schemes to the Parking Management Programme which are detailed below:

- 6.1.1 Bedmond Area Review – this is expected to be a review of all parking issues in the small settlement of Bedmond. The council has received requests for restrictions in Bedmond and a petition.
- 6.1.2 Kindersley Way – this is expected to be a review of all parking issues on Kindersley Way and adjacent roads in Abbots Langley. The council has received requests for restrictions and two petitions.

7 Proposed Additions to the Programme

- 7.1 The recommendations of this programme update report include the proposed addition of two new schemes as detailed below. The programme will continue to develop the schemes already in progress as detailed in sections 5 and 6.
- 7.1.1 A new 'various' schemes looking to introduce Double Yellow Line and other parking restrictions in small sections across the district. The current areas in consideration are:

Road	Ward	Explanation of initial proposal
The Woods	Moor Park and Eastbury	A section of Double Yellow Lines to keep a private access clear.
North Hill	Chorleywood North and Sarratt	Upgrading the existing Single Yellow Line to Double Yellow Lines on the Southwest side of the North Hill access road to prevent the restrictions becoming unenforceable by overgrown foliage.
Ashleys	Penn and Mill End	Double Yellow Lines to prevent access issues including refuse vehicles.
Dairy Way, Bedmond Road	Abbots Langley and Bedmond	Double Yellow Lines on Dairy Way and on parts of Bedmond Road to deter Abbots Langley School parking.
Mallard Road	Leavesden	Double Yellow Lines in the proximity to the mini roundabout to deter parking considered unsafe.
Cunningham Way	Leavesden	Double Yellow Lines around the junction with Aerodrome Way to deter parking considered unsafe.
Watford Road	Dickinsons	Removal of a parking bay on the footway following the installation of a dropped kerb access to the two adjacent properties (270 and 272).
Old Mill Road	Gade Valley	Double Yellow Lines in the proximity of the chicane to provide safe passing places. This is in response to a petition.
St Andrews Way	South Oxhey	Converting the four bays which are currently loading only to limited waiting bays for visitors to the area.

- 7.1.2 A review of Chorleywood Bottom, Chorleywood parking arrangements following the implementation of new parking controls in 2026. This will be progressed approximately 6 months after the scheme was implemented to allow time for the new restrictions to become imbedded.

8 Options and Reasons for Recommendations

- 8.1 The updated programme will enable the effective control and progression of the Parking Management Programme, through which the district council delivers new parking control schemes acting as agent to Hertfordshire County Council, the local Highway Authority. The wider work programme covers a wide range of projects and goes beyond the work directly related to the introduction of new parking schemes.
- 8.2 The Parking Management Programme is set from requests that are received from the public and other agencies. Every request is assessed against a set of criteria agreed by a previous committee (on the 18 November 2014), which sets the procedure for prioritising new parking schemes. The criteria are applied where relevant. Due to the current criteria high-priority schemes tend to address petition requests, which demonstrate greater public interest in an investigation into parking controls for a specific street. The next Parking Management Programme report will consider the Programme for 2027-2029.
- 8.3 Officers acknowledge the major regeneration scheme in South Oxhey is complete. A parking assessment of the area is being conducted in 2026 which will inform future parking schemes here and we expect this to be recommended for the programme in January 2027.
- 8.4 The recommendations of this programme update report include the proposed addition of two new schemes as detailed in section 7.

9 Policy/Budget Reference and Implications

- 9.1 The recommendations in this report relate to the Council's agreed policy. The District Council operates as Local Parking Authority in a context of local and national policy and sets its policies with regard to those published by Hertfordshire County Council (primarily the Local Transport Plan 4 and its child document, Highways Place and Movement Planning and Design Guide 2024). It also considers relevant policies including the Local Plan and the Corporate Plan.

10 Financial Implications

- 10.1 The Parking Management Programme is managed within the Controlled Parking and Decriminalised Parking Enforcement budgets and the programme will be managed within the agreed allocation.

11 Public Health, Customer Services Centre, Communications & Website, and Health & Safety Implications

- 11.1 None specific.

12 Legal Implications

- 12.1 All schemes will be progressed in line with the District Council's powers under its relevant Agency Agreement with Hertfordshire County Council. In some cases, where any physical changes to the layout of highway are proposed, it may be necessary for the District Council to enter into a Section 278 Agreement with the County Council, to enable works on the highway to proceed.
- 12.2 Three Rivers District Council is the Local Parking Authority for the District, designated by the Traffic Management Act 2004 (and associated legislation). It

is responsible for enforcing and introducing controlled parking zones and other measures, acting under agency from the Local Highway Authority, Hertfordshire County Council. It is directly answerable to the Government for the way it manages parking finances.

13 Equal Opportunities Implications

13.1 Relevance Test

Has a relevance test been completed for Equality Impact?	No – there is no change to service provision
Did the relevance test conclude a full impact assessment was required?	No – matter will be reviewed through on-going consultation.

14 Staffing Implications

- 14.1 The Parking Management Programme sets out the core annual work of the Transport & Parking team, supported by the retained Hertsmeire Borough Council Traffic Engineer and external consultants, overseen by the Head of Regulatory Services.

15 Environmental Implications

- 15.1 Permit parking schemes help to improve local environments by controlling and managing the impact of on-street parking, by improving access and safety for people walking and cycling and by promoting responsible driving.
- 15.2 The impact of schemes on the local built environment and street scheme will be considered as part of individual schemes, but the design and use of any proposed parking control measures are controlled by legislation and Government guidance as well as by local policy set out in the Hertfordshire County Council policy documents forming part of the Local Transport Plan 4 and specifically in the local design guide, Highways Place and Movement Planning and Design Guide (2024).

16 Community Safety Implications

- 16.1 All schemes are designed to take account of safety implications. Where appropriate the police are consulted and safety audits are, where necessary, carried out as part of the scheme design.

17 Customer Services Centre Implications

- 17.1 Parking consultation is particularly likely to attract high levels of contact. Where required, the Customer Services Manager will be briefed as appropriate.

18 Communications and Website Implications

- 18.1 Information about individual schemes, and the Council's general approach to parking schemes, is published online at <https://www.threerivers.gov.uk/services/parking>

19 Risk and Health & Safety Implications

- 19.1 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.

- 19.2 The subject of this report is covered by the Regulatory Services plan. Any risks resulting from this report will be included in the risk register and, if necessary, managed within this plan.

Nature of Risk	Consequence	Suggested Control Measures	Response (tolerate, treat, terminate, transfer)	Risk Rating (combination of likelihood and impact)
The programme may not be completed in full, due to the consultative and iterative nature of the legal process for introducing parking restrictions, and limited resources.	Threats to local quality of life, environmental quality reduction, negative publicity.	Relevant and appropriate project management processes used.	Tolerate.	3
Failure to agree programme would leave the Council unable to provide an adequate level of service in addressing parking management issues within the district.	Threats to local quality of life, environmental quality reduction, negative publicity.	Relevant and appropriate project management processes used.	Tolerate.	3

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

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



Impact 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%))

- 19.4 In the officers' opinion none of the 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 checked by:

Tom Rankin

Data rating:

1	Poor	
2	Sufficient	X
3	High	

Appendices

1. Appendix 1 – Proposed Programme
2. Appendix 2 – Scoring System

Appendix 1 – Proposed Parking Management Programme

This shows all projects including existing and proposed schemes which are detailed in the main report.

Scheme	Status
On-street restrictions and council car parks in Rickmansworth	On the programme
Silk Mill Road	On the programme
Various Schemes (2025)	On the programme
Parsonage Close	On the programme (on hold)
Langleybury Lane	On the programme (on hold)
Community Way car park	On the programme
Review of Rickmansworth West (Moneyhill Parade)	On the programme
Review of High Elms Lane	On the programme
Bedmond	Added by the Lead Member since the last report
Kindersley Way	Added by the Lead Member since the last report
Various Schemes (2026)	Proposed
Review of Chorleywood Bottom	Proposed

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Parking Project Prioritisation Process

The introduction, amendment and removal of formal parking restrictions will be managed through an annual programme.

This programme will be agreed annually with the Sustainable Development, Planning and Transport Committee, and will comprise:

- Any work arising from or required by Council decisions (e.g. changes to parking charges).
- The completion of projects that are already under way.
- A selection, agreed by councillors, from highest scoring requests for new, altered or removed parking restrictions, such that a balanced programme is produced with due regard for available resources. This may be supplemented by the inclusion minor lower priority items in the interests of efficiency (e.g. small and simple adjacent requests, legalisation of nearby disabled bays).
- Work recommended by officers and agreed by councillors for business reasons (e.g. Consolidation Orders, updates to reflect changes in legislation, coordination with other projects).

Highway safety concerns are a matter solely for Hertfordshire County Council as the local Highway Authority. However where HCC deems there is not a significant highway safety concern, but it is considered apparent that it may be beneficial, TRDC may propose the introduction of minor risk reduction measures.

Larger or more complicated schemes may be better addressed through detailed investigation in one work programme, and progression of any proposed restrictions arising in the following programme. In this case, it is assumed that any proposals arising from investigations will be assured a place in the following programme if required.

Once the programme has been set it shall be adhered to as the Traffic Engineer's core scheme of work, with significant additions being limited to urgent risk reduction concerns and subject to the Lead Member's approval, and any work arising from or required by a decision of the Council.

Requests for parking restrictions are to be initially scored according to table 1 below. The multipliers set out in table 2 are then to be applied, to give weight to the circumstances of the request and produce a more widely distributed field.

Table 1: General scoring of requests		
Ref.	Description	Score
A	For each unique requestor	+1
B	For each Ward Cllr making/supporting the request	+ up to 3
C	If a request is made by the Police	+2
D	If a request is made by Hertfordshire County Council,	+2
E	Adjustment based on Officers' judgement	+/- up to 2
F	For every 12 months since first requested, if an issue is still being reported	+2
G	For every 12 months since last requested, if no further reports are received	-2

Table 2: Multipliers to account for circumstances		
Ref.	Description	Multiplier
H	If a risk reduction scheme	1.5
I	If relating to highway obstruction	1.3
J	If neither risk reduction nor relating to highway obstruction	1.0
K	If investigated in last 3 years (unless significant change has occurred)	0.25
L	If a CPZ request and fewer than 20% of households/businesses have requested it	0.3
M	If a CPZ request and more than 20% of households/businesses have requested it	1.2
N	If a CPZ request and following initial investigation more than 2/3 households/businesses are in favour, and it appears practical to implement	1.25
O	If a CPZ request and following initial investigation fewer than 2/3 households/businesses are in favour	0.25
P	Where some restrictions are already in place relating to the reported problem	0.8

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EQUALITY IMPACT ASSESSMENT (EIA)

Project Information	
Project Name <i>This should clearly explain what service / policy / strategy / change you are assessing</i>	PROPOSED TRAFFIC REGULATION ORDERS (TRO)
Service Area <i>Main team responsible for the policy, practice, service or function being assessed</i>	Transport and Parking Projects, Regulatory Services
EIA Author <i>Name and Job Title</i>	Tom Rankin, Sustainable Transport Officer
Date EIA drafted	10/8/2026
ID number <i>This will be added by the Strategy and Partnerships Team</i>	RS009

Executive summary	
Focus of EIA <i>A member of the public should have a good understanding of the policy or service and any proposals after reading this section.</i> <i>Please use plain English and write any acronyms in full first time - eg: 'Equality Impact Assessment (EIA)'</i> <i>This section should explain what you are assessing:</i> <i>If the EIA is attached to a report, summarise the report.</i> <i>Provide information on whether any of the following communities could be affected by the policy, practice, service or function, or by how it is delivered?</i> <i>(age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) in addition, TRDC recognises other communities may be vulnerable to disadvantage, this includes carers, people experiencing domestic abuse, substance misusers, homeless people, looked after children, (ex) armed forces personnel.</i>	This Equality Impact Assessment relates to any future delegated reports recommending how the council implements Traffic Regulation Orders. This EIA is assessing the potential impact of implementing the Traffic Regulation Order and associated works on different communities. It is believed that the biggest impact will be on those who are disabled, not English-speakers or those who, for any reason, are not digitally enabled.

Mitigations		
Protected Characteristic	Potential Issue <i>Against each protected characteristics, make a frank and realistic assessment of what issues may or do occur</i>	Mitigating Actions <i>How can the negative impacts be reduced or avoided by the mitigating measures? Is further engagement with specific communities needed? Is more research or monitoring needed? Does there need to be a change in the proposal itself?</i>
Age	NONE	
Disability	Disabled users may find it difficult to access parking areas or other locations.	Schemes will be designed with thought for pedestrian routes and disabled users. Physical parking machines are compliant with all relevant standards for disabled access.
Gender reassignment (or affirmation)	NONE	
Pregnancy or maternity	NONE	
Race	Visitors who do not speak English may find it difficult to understand signage and the relevant parking restrictions.	Schemes will be designed with thought for making them easy to interpret.
Religion or belief	NONE	
Sex	NONE	
Sexual Orientation	NONE	
Marriage and Civil Partnership	NONE	
The council recognises other communities may be vulnerable to disadvantage, this includes carers, people experiencing domestic abuse, substance misusers, homeless people, looked after children and care leavers, (ex) armed forces personnel.	Visitors who are not digital enabled may find physical parking machines confusing to operate.	Signage will be designed in line with Traffic Signs Manual and TSRGD 2016. Physical parking payment machines will be setup and procured with thought for making the user process simple and self-explanatory.

Actions Planned
<i>In this section you can add information on additional or proactive steps you are taking that enhance equity, engagement or equality of access to services, as well as those mitigating actions identified in the section above that will be undertaken.</i> <i>The Equality Duty is an ongoing duty: policies must be kept under review, continuing to give 'due regard'</i>

to the duty. If an assessment of a broad proposal leads to more specific proposals, then further equality assessment and consultation are needed.

Additional Information

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

Sign off:

Equalities Lead Officer	Date
Shivani Dave	17.08.2026

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CEMETERY RULES AND REGULATIONS UPDATE 08/09/2026

GENERAL PUBLIC SERVICES AND COMMUNITY ENGAGEMENT COMMITTEE

PART I

Cemetery Rules and Regulations update (ADE)

1 Summary

- 1.1** The Rules and Regulations governing the Council's cemeteries within the Three Rivers District were last reviewed in 2021. Since then, a number of operational issues have arisen, prompting officers to undertake a review to ensure that the regulations remain relevant, clear and fit for purpose.
- 1.2** The review recommends a number of minor amendments to improve wording and clarity, together with several substantive changes that require Committee approval. These amendments are intended to provide greater clarity for grave owners, funeral directors and visitors, whilst ensuring that the regulations reflect current working practices and support the effective management of the Council's cemeteries.
- 1.3** Whilst reviewing the Rules and Regulations, officers also undertook site inspections and identified several cemetery management matters requiring attention. These include tree management, memorial benches, activities within the woodland burial area and the Council's ongoing responsibilities in relation to memorial safety.

2 Recommendation

- 2.1** That:
- 2.2** The Committee approves the revised Cemetery Rules and Regulations attached at Appendix A.
- 2.3** The Committee authorises officers to implement the revised Cemetery Rules and Regulations and publish them on the Council's website.
- 2.4** The Committee approves the removal or cutting back of trees identified as causing damage to memorials or requiring significant maintenance, with works being carried out sensitively and, wherever practicable, following communication with affected families.
- 2.5** The Committee approves the removal of redundant and unsafe benches and confirms that replacement memorial benches will not be permitted in accordance with the Council's current policy.

Report prepared by:

Sarah Holohan, Bereavement Officer

Jennie Probert, Environmental Services Manager

3 Details

- 3.1 The Cemetery Rules and Regulations provide the framework for the effective and respectful management of the Council's cemeteries.
- 3.2 Following a review of the existing Rules and Regulations, officers have identified a number of areas requiring amendment to reflect changes in operational practice, improve clarity and address issues that have arisen since the previous review in 2021.
- 3.3 The proposed changes include:
 - 3.3.1 Amendment of the latest permitted time for an interment from 3.30pm to 1.00pm. This reflects existing operational practice.
 - 3.3.2 References to dogs have been removed from paragraph 3.2.1, and paragraph 6 has been updated to clarify that dogs are welcome in the cemetery, with owners' responsibilities outlined.
 - 3.3.3 Removal of paragraph 6.1.5 relating to the pre-purchase of graves, as the Council does not permit the pre-purchase of graves.
 - 3.3.4 Removal of paragraph 6.2.6 and replacement with a new provision 6.2.8 confirming that below ground burial vaults may be permitted, only with the prior approval of the Council, namely the Associate Director of Environment. The Council will not provide or install burial vaults. Families wishing to install a burial vault will be referred to specialist contractors, with all contractual and financial arrangements made directly between the family and the contractor. Addition of a new paragraph 6.2.7 outing the new construction of any above ground vaults, or mausoleums will not be permitted.
 - 3.3.5 Amendment of paragraph 6.3.1(b), relating to deed transfers, to explain the Council's current process more clearly and provide families with greater clarity on the steps followed and the information required.
 - 3.3.6 Addition of a new paragraph 6.3.3 clarifying that Exclusive Rights of Burial leases may be extended by a further 50 years on expiry of the initial 100-year term, in accordance with a previous Policy and Resources Committee decision.
 - 3.3.7 Addition of a new paragraph 6.9.2 confirming that amplified noise is not permitted within the cemetery.
 - 3.3.8 Addition of a new paragraph 6.10 prohibiting the release of balloons, Chinese lanterns, living creatures and similar items within the cemetery, in order to protect the environment and local wildlife, reduce litter and maintain the respectful nature of the cemetery.
 - 3.3.9 Revision of the paragraph 7.2 (memorials), including the introduction of a table setting out permitted memorial types and size restrictions to improve clarity. The revised regulations also introduce a provision enabling the Council to refuse or

require the removal of any memorial, inscription, ornament, photograph or other item considered offensive, discriminatory, defamatory, threatening or otherwise inappropriate within a public cemetery. This may include items that could reasonably be considered distressing or upsetting to other cemetery visitors, such as graphic photographs or images of the deceased. And that the decision will be made by the Associate Director of Environment, with no right of appeal.

- 3.3.10 Removal of paragraph 9, as the BW Foundation has removed this policy.
- 3.3.11 Additional amendments have been made to paragraph 10 in relation to memorial restrictions and the management of the woodland burial area. The revised wording clarifies that strimming, cultivation and edging are not permitted. These amendments provide clearer guidance on permitted activities within the woodland burial area and help protect its intended character, appearance and environmental value.
- 3.3.12 Addition of a new paragraph 6.5 relating to items left on graves and plinth areas, to provide clearer guidance to families on the types of tributes and decorative items that may be placed within the allocated grave space and to support the safe, respectful and consistent maintenance of the cemeteries.
- 3.3.13 In addition to the substantive amendments outlined above, a number of minor amendments have been made throughout the document to improve clarity, update officer titles and contact details and ensure consistency of wording.

3.4 Tree Management

- 3.4.1 A review of the Council's cemeteries has identified a number of mature trees that now require management. In some locations, tree roots and growth are causing, or have the potential to cause, damage to adjacent memorials and grave spaces.
- 3.4.2 Officers have identified a number of trees that require removal or cutting back due to their size, maintenance requirements and the damage being caused, or potentially caused, to memorials and grave spaces. It is intended that these trees will be removed in order to prevent further damage, reduce future maintenance liabilities and ensure that the cemeteries remain safe and accessible.
- 3.4.3 A similar issue has been identified within the area leased to the BW Foundation. The Foundation has contacted affected families regarding the proposed works. Some trees have already been removed by families, others are scheduled for removal by families and, where families have agreed, the Council will undertake the removal.
- 3.4.4 Any tree works will be carried out sensitively and, wherever practicable, affected families will be consulted in advance of the works.

4 Memorial Benches

- 4.1 The Council's approach to families placing memorial benches within its cemeteries has evolved over time. In line with the current Cemeteries and Memorials Policy, families are not permitted to place new memorial benches within Council cemeteries. A review of the existing memorial benches has identified a number of legacy issues, including benches that are beyond

economic repair, have reached the end of their operational life, or no longer meet the Council's current standards for maintenance and management

- 4.2 Although it is already agreed, as part of the current Rules and Regulations that the Council can remove these benches officers wanted to highlight to Members, as part of this report, that the intention is to go ahead and carry out the removal.
- 4.3 The removal of these benches will reduce future maintenance liabilities, improve the appearance and accessibility of the cemeteries, and ensure a consistent and sustainable approach to the management of memorial benches across all Council cemeteries.
- 4.4 Officers will attempt to contact the owners of any benches affected by writing to them or by placing a notice on the bench for a set period of time before removal.
- 4.5 The Council will be looking into further provision of benches around the cemetery to ensure there is suitable access to a bench.

5 Options and Reasons for Recommendations

- 5.1 It is recommended that the revised Cemetery Rules and Regulations attached at Appendix A are approved.
- 5.2 The revised Regulations reflect current cemetery management practices, improve clarity and address a number of operational issues identified since the previous review in 2021.
- 5.3 It is recommended that the associated cemetery management matters relating to tree management, memorial benches and woodland burial management are approved to support the effective and safe management of the Council's cemeteries.

6 Policy Implications

- 6.1 The recommendations in this report relate to changes proposed to the Council's agreed policy. The relevant policy is entitled Cemetery Rules and Regulations.

7 Financial Implications

- 7.1 None specific to this report. Individual works may require a budget, which will be addressed during the usual budget monitoring process.

8 Legal Implications

- 8.1 The Council has responsibilities as a burial authority and occupier of public land to ensure its cemeteries are managed safely and appropriately.
- 8.2 The proposed revisions provide greater clarity regarding acceptable activities and support the Council in exercising its management responsibilities consistently and fairly.
- 8.3 The inclusion of clearer provisions relating to items left on graves and plinth areas will assist the Council in managing cemetery grounds safely, consistently

and proportionately, including where items need to be removed for safety, maintenance or access reasons.

9 Equal Opportunities Implications

- 9.1 An EQIA has been undertaken (Appendix B) to ensure that the revised Cemetery Rules and Regulations are relevant to the Council's equality duties, particularly in relation to religion or belief, disability, age and those who may require additional support when accessing cemetery services. However, the proposed amendments are intended to improve clarity, consistency, safety and accessibility, and no significant adverse equality impacts have been identified.
- 9.2 The Council recognises that bereavement can be particularly difficult for people who may already experience disadvantage or require additional support. The revised regulations will therefore need to be communicated and applied sensitively, with officers taking a proportionate approach where families may need reasonable support to understand or comply with cemetery requirements.
- 9.3 Religion or belief is of particular relevance to cemetery services because burial practices, memorial choices and customs around visiting graves may form an important part of religious observance or cultural practice. The revised regulations provide clearer rules for cemetery use while allowing requests to be considered consistently, fairly and sensitively within the Council's operational, safety and environmental responsibilities.
- 9.4 Actions identified to address any detrimental impact or unmet need include publishing the revised regulations in clear and accessible language, ensuring officers apply the regulations consistently and proportionately, considering reasonable adjustments where appropriate, and communicating sensitively with affected families before tree works, bench removals or memorial-related action wherever practicable.

10 Staffing Implications/Customer Service Centre Implications

- 10.1 There are no specific staffing implications arising directly from the recommendations contained within this report.

11 Environmental Implications

- 11.1 The removal of trees may have a short-term environmental impact. However, the proposed works are necessary to prevent damage to memorials, maintain safety and reduce future maintenance liabilities.
- 11.2 The Council undertakes annual tree planting within the woodland burial area each November as part of the ongoing management of the site. This supports the long-term sustainability and character of the woodland area.
- 11.3 Officers will continue to consider opportunities for additional replacement planting and biodiversity enhancement where appropriate and practicable.
- 11.4 The proposed prohibition of balloon releases, Chinese lanterns and the release of living creatures will reduce littering and minimise adverse environmental impacts within cemetery grounds.
- 11.6 The recommendations will improve safety within the cemeteries by reducing risks associated with unsafe memorials, deteriorating benches and trees causing damage to graves and monuments.

12 Community Safety Implications

- 12.1 The recommendations will improve safety within the cemeteries by reducing risks associated with unsafe memorials, deteriorating benches and trees causing damage to graves and monuments.
- 12.2 The revised Cemetery Rules and Regulations provide greater clarity regarding acceptable activities within cemetery grounds and support the effective management of Council cemeteries.
- 12.3 The Council's ongoing programme of memorial inspections and remedial works helps ensure that risks to visitors, staff and contractors are appropriately managed.

13 Communications and Website Implications

- 13.1 The revised Cemetery Rules and Regulations will be published on the Council's website following approval.
- 13.2 Where practicable, grave owners and affected families will be contacted directly regarding proposed tree works and the removal of benches.
- 13.3 Temporary signage will be installed within the cemetery before, during and shortly after any tree or bench removal works. The signage will explain the nature of the works being undertaken and the reasons for them.

14 Risk and Health & Safety Implications

- 14.1 The subject of this report is covered by the Waste and Environment 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)
Failure to update cemetery regulations	Inconsistent decision making and disputes with cemetery users	Adoption of revised regulations and publication on website	Treat	4
Tree roots continue to damage memorials	Increased maintenance costs and safety concerns	Tree management programme and consultation with affected families	Treat	6
Public concern regarding tree removal	Complaints and reputational risk	Communication plan, signage and direct contact with affected grave owners	Treat	4
Deteriorating benches cause injury	Risk of accident and liability	Removal of unsafe benches	Treat	3

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

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

Impact Score

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

Likelihood Score

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

- 14.3 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:

- Cemetery Rules and Regulations (2021)
- Cemetery records and operational procedures
- Site inspections undertaken by officers

Data checked by:

Jennie Probert Environmental Services Manager

1	Poor	
2	Sufficient	X
3	High	

APPENDICES

Appendix A – Proposed new Rules and Regulations
 Appendix B – Equality Impact Assessment

**WOODCOCK HILL & CHORLEYWOOD ROAD CEMETERIES
RULES AND REGULATIONS**

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1. INTRODUCTION

- 1.1** Three Rivers District Council (The Council) has two cemeteries at Woodcock Hill and Chorleywood Road (the Cemeteries). The Council believes that cemeteries are important. They are places where bereaved people can come to mourn, to remember and to pray. They remind people of the history of our community. They are also places where wildlife can flourish undisturbed by the busy world outside.
- 1.2** The Council prides itself on providing cemeteries which satisfy the needs of all its residents. Non-consecrated ground can be consecrated or blessed at the time of burial in accordance with the rites of religions other than the Church of England. At Woodcock Hill Cemetery there is a dedicated section for Muslim interments, a dedicated area for children, a garden of remembrance and a woodland burial section.
- 1.3** The use of the Cemeteries is governed by the rules which are set out in this pamphlet (the Rules). The Rules are in place partly to ensure that the Cemeteries are maintained and can be enjoyed in a manner to suit all who visit them. Some of the Rules, but not all, are required to be in place by the legislation referred to at Rule 3.2 below.

2. GENERAL INFORMATION AND OPENING HOURS

- 2.1** The Cemeteries are open to the public at the following times: -

Winter (October to March) 8am to 4.30pm.

Summer (April to September) 6am to 8pm.

Please note that the Council reserves the right to vary opening times without notice and they are subject to the times of dawn and dusk in the winter.

- 2.2** The last time for an interment is at 1pm, subject in the winter to available light.
- 2.3** Interments out of usual hours are subject to the Council's discretion, staff availability and payment of additional fees.
- 2.4** All enquiries regarding the Cemeteries (other than the Section administered by BW Foundation, see Rule 2.5) should be made to the Bereavement Officer, Three Rivers District Council at:

Three Rivers House, Northway, Rickmansworth, Herts, WD3 1RL

01923 727031

bereavement @threeivers.gov.uk

2.5 BW Foundation

- 2.5.1** BW Foundation leases and administers a dedicated Muslim Section at Woodcock Hill Cemetery from the Council subject to these Rules. It works closely

with the Council in the administration and organisation of burials and collects fees on the Council's behalf. The Council remains the burial authority for the section administered by BW Foundation.

2.5.2 Enquiries regarding the Muslim Section administered by BW Foundation at Woodcock Hill Cemetery should be directed to BW Foundation at:

39 Gloucester Road, North Harrow, HA1 4PR

office@thesalaamcentre.com

www.thesalaamcentre.com

3. MANAGEMENT OF THE CEMETERIES

3.1 Subject to compliance with the law, the Council may make such alteration or addition to the Rules as it deems appropriate. Reference to the Rules in this pamphlet are to the Rules as altered or added to from time to time.

3.2 The Cemeteries are managed by the Council pursuant to a statutory instrument made under section 214(4) of the Local Government Act 1972: The Local Authorities' Cemeteries Order 1977 (The Order). The Order shall be deemed to be incorporated in and form part of these Rules. In the case of any conflict between the Rules and the Order, the provisions of the Order shall prevail.

3.2.1 Specific attention is drawn to the following provisions in the Order: -

3.2.2 Offences in Cemeteries

Article 18

(1) No person shall –

- a) wilfully create any disturbance in a cemetery;
- b) commit any nuisance in a cemetery;
- c) wilfully interfere with any burial taking place in a cemetery;
- d) Allow dogs to roam free and off lead.
- e) Allow dogs to defecate in the graveyard or if unavoidable have dog poo bags in order to disposal of waste responsibly.
- f) wilfully interfere with any grave or vault, any tombstone or other memorial or any flowers or plants on any such matter; or
- g) play any game or sport in a cemetery.

(2) No person, not being an officer or servant of the burial authority or other person so authorised by or on behalf of the burial authority, shall enter or remain in a cemetery at any hour when it is closed to the public.

3.2.3 Penalties

Article 19

Every person who contravenes –

- a) any prohibition under Article 5 (6).

- b) Article 10 (6).
- c) Article 18.
- d) Part 1 of Schedule 2

shall be liable on summary conviction to a fine not exceeding £100 and, in the case of a continuing offence, to a fine not exceeding £10 for each day during which the offence continues after conviction thereof.

3.3 List of Notifiable Diseases

To assist in conforming to these Rules members of the public should notify the Council should any person being buried within any part of the Cemetery has died of an infectious disease. The list below may be helpful. It may be added to or varied at any time (Public Health (Control of Disease) Act 1984).

Anthrax, Cholera, Diphtheria, Dysentery, Encephalitis, Acute Food Poisoning, Infective Jaundice, Leprosy, Lassa Fever, Leptospirosis, Malaria, Marburg Fever, Measles, Meningitis, Ophthalmia Neonatorum, Paratyphoid Fever, Plague, Poliomyelitis, Relapsing fever, Rabies, Scarlet Fever, Smallpox, Tetanus, Acute Tuberculosis [all forms], Typhoid Fever, Typhus, Viral Haemorrhagic Fever, Whooping Cough, Acute Yellow Fever, COVID-19.

4 RESPONSIBILITY

- 4.1** Subject to these Rules, the general management and control of the Cemeteries shall be vested in the Associate Director for Environment.
- 4.2** All persons entering the Cemeteries must abide by the Rules, and every purchase of an exclusive right of burial (see below Rule 6.1) is subject to them.

5 DESIGNATIONS OF AREAS WITHIN WOODCOCK HILL CEMETERY

Woodcock Hill Cemetery is designated as set out in the table below:

Area	Code
Consecrated ground	A, C
Non-consecrated ground	D, E, K, L, P, R
Children's Section	F
Muslim Section	G, H, J,
Woodland Burial Section	M
Garden of Remembrance	I

6 RULES APPLICABLE TO ALL SECTIONS OF THE CEMETERY

6.1 Purchasing of Graves

6.1.1 A person can purchase the exclusive right of burial in any grave or vault for a period of 100 years. A deed of grant of exclusive right of burial (The Deed of Grant) will be issued by the Council to this effect.

6.1.2 For the Council's current Fees and Charges please visit www.threerivers.gov.uk/service/cemeteries or contact 01923 776611 or bereavement@threerivers.gov.uk for further details.

In relation to the Muslim Section of Woodcock Hill Cemetery administered by BW Foundation please contact BW Foundation by email at office@thesalaamcentre.com

6.1.3 All grave spaces must be purchased at the time of interment. Three Rivers District Council does not allow the pre-purchasing of grave spaces. The maximum number of persons (up to three) who will ultimately be buried in the grave space must be stipulated a minimum of 48 hours prior to the first interment.

6.1.4 Grave spaces will be allocated by the Council or BW Foundation as sections are being filled on a row-by-row basis.

6.2 Interments

6.2.1 The Council reserves the right to refuse a Notice of Interment in special circumstances.

6.2.2 Interments will take place during the hours of 10am to 1pm, Monday to Friday. No interments will take place on Sundays or any other public holiday. Interments at other times are entirely at the discretion of the Council and the payment of such additional fee as is fixed by the Council from time to time.

6.2.3 Any person requiring assistance or guidance should discuss their circumstances with the Bereavement Officer as early as possible.

6.2.4 On every opening of a grave or vault in which an exclusive right of burial has been purchased, the Deed of Grant and written authority of the owner must be produced with the Notice of Interment. If the owner of the grave space is deceased, then an indemnity in such form as the Council shall reasonably require must be given. However, if the burial is that of the owner of the grave space, then no indemnity will be required but the registration of transfer of burial rights contained in the Deed of Grant shall take place as soon as possible afterwards in accordance with paragraph 6.3

6.2.5 A Registrar's Certificate for Disposal or Coroner's Order for Burial or Certificate of No Liability to Register must be produced to the Council prior to an interment. A Certificate of Cremation must be produced to the Council before a burial or scattering of cremated remains can take place.

- 6.2.6** The removal at the time of interment of a memorial and the subsequent replacement thereof shall be the sole responsibility of the undertaker or other persons or their servants.
- 6.2.7** The new construction of any above ground vaults, or mausoleums will not be permitted.
- 6.2.8** Below Ground Brick Graves / Vaults
- 6.2.8.1** Below ground Brick graves may only be constructed within a purchased grave where the Exclusive Right of Burial has been granted and with the prior written approval of the Council, namely the Associate Director of Environment. Approval will be subject to the proposed location, space availability, and compliance with the Council's specification.
- 6.2.8.2** The holder of the Exclusive Right of Burial shall appoint a suitably qualified and fully insured contractor to undertake the excavation and construction of the brick grave. Evidence of the contractor's qualifications and current public liability insurance of £5 million must be submitted to the Council before any work commences. Written approval, from the Associate Director of Environment, will only be granted once the Council is satisfied that these requirements have been met.
- 6.2.8.3** The holder of the Exclusive Right of Burial shall be responsible for all costs associated with the excavation, construction and any related works. All applicable cemetery fees must be paid to the Council before the works commence.
- 6.2.8.4** All below ground brick graves shall be constructed in accordance with the Council's approved specification and finished entirely below ground level, with a minimum of 152 mm (6 inches) of soil above the concrete cover.
- 6.2.8.5** The Council's approval of the appointed contractor and the proposed construction shall not be construed as a warranty or guarantee of the workmanship or long-term performance of the brick grave. The Council cannot guarantee that groundwater or surface water will not naturally percolate through the surrounding ground, brickwork, mortar joints or other construction materials over time, and accepts no liability for the natural ingress of water into a brick grave.
- 6.2.8.6** Any coffin interred within a brick grave must be zinc-lined and must not 7 ft 3 in (2.21 m) in length.
- 6.2.8.7** A permanent memorial may be installed on a brick grave in accordance with the Cemetery Regulations. A memorial permit must be obtained, and the memorial must comply with the dimensions specified in Section 7.2.2
- 6.2.8.8** In the event of a Notice of Interment being cancelled after work on the preparation of the grave has been commenced, the Council may retain whole or part of the interment fee.

6.2.8.9 The Funeral Director, or other person having charge of the funeral, must arrange in advance with a Minister to conduct any religious service.

6.3 Transfer of Ownership

6.3.1 The Transfer of the ownership of a Deed of Grant to the person legally entitled to it shall not take place until the Council has received;

- a) in respect of any deceased owner's estate, a grant of probate or letters or administration; or
- b) In any other circumstances, or in the absence of a Grant of Probate or Letters of Administration, the Council shall require a Statutory Declaration, signed by one of the deceased's legal next of kin and witnessed by a Solicitor or Commissioner for Oaths, identifying all persons who are the deceased's legal next of kin and confirming that they have equal entitlement to the grave space; and
- c) the prescribed fee.

6.3.2 After the interment of the registered owner of a Deed of Grant, a grave space shall not be further opened, any memorial erected or otherwise dealt with until the requirements of clause 6.3.1 have been satisfied and the transfer of the deed of grant has been duly registered by the Council.

6.3.3 At the time of expiry of the 100 years lease the Deed can be extended for a further 50 years fee calculated by Three Rivers District Council for that year.

6.4 Floral Tributes

6.4.1 Floral tributes may be put on a grave on the day of burial, and they will be removed a month after the date of internment. They will then be removed by cemetery staff. Requests to keep tribute frames should be made to the Bereavement Officer within fourteen days of the Interment.

6.4.2 Evergreen wreaths put on graves to mark religious festivals will be removed by cemetery staff (usually within a month of the festival).

6.4.3 Dead flowers and other rubbish must be placed in the relevant receptacles provided for this purpose.

6.5 Items Left on Graves space

6.5.1 All tributes, floral arrangements, and decorative items are left at the owner's risk. The Council accepts no responsibility for items that are lost, stolen, or damaged.

6.5.2 All items placed on a grave or plinth area must remain within the boundaries of the allocated grave space and must not encroach onto adjacent graves, pathways, or communal areas.

6.5.3 The following items are **not permitted** and may be removed without notice for safety or maintenance reasons:

6.5.4 Glass items (including vases, jars, bottles, and candle holders)

6.5.5 Broken glass or other sharp objects

6.5.6 Lighters and matches

6.5.7 Any items that make a noise, including wind chimes, musical ornaments, or battery or solar operated sound devices

6.5.8 Any item considered unsafe, neglected, unsightly, or detrimental to the appearance, maintenance, or safety of the cemetery.

6.5.9 Please note that this list is **not exhaustive**, and other items may also be removed where necessary.

6.6 Benches

6.6.1 The Council will be responsible for the purchasing and siting of all benches within the Cemeteries.

6.6.2 Under no circumstances will permission be granted for people to purchase and site their own benches within the Cemeteries

6.6.3 Notwithstanding the above, the Council reserves the right, at its absolute discretion without giving any notice: -

- a) to remove any bench which is not in a position approved or being maintained in a manner which is unsatisfactory to the Council.
- b) to remove any bench provided by the Council or alter its position
- c) to remove any unauthorised bench.

6.6.4 In the event of the exercise by the Council of any of the rights reserved above, any expense incurred by the Council shall be recoverable from the persons or persons in contravention of The Rules

6.7 Responsibility for Damage and Loss

6.7.1 The Council is not responsible for the safe keeping of, neither does it accept any liability whatsoever in respect of any accident or damage to monuments or memorials however caused. It is the responsibility and obligation of the owner for the time being of the monument or memorial to keep it in good condition and repair. The Council reserve the right to:

- a) remove any broken or damaged portions of monuments or memorials, any wreath case, overgrown evergreens or decayed shrubs or other thing, which is or has, in their opinion, become unsightly or objectionable,

- b) Permit the temporary removal and subsequent replacement of any monument or memorial where reasonably necessary to enable access for burials in neighbouring grave plots.

6.7.2 The Council shall not be responsible for, or accept any liability in respect of, any orders or documents sent by post to (or from) the Council Offices or the cemetery, or for any orders which are conveyed by telephone.

6.8 Vehicles

6.8.1 Visitors to graves in Woodcock Hill Cemetery may park their vehicles in the allocated parking spaces or around the perimeter road but are reminded to be respectful of other road users. Drivers should always make sure that ample access is always allowed for funeral corteges to drive within close proximity to the grave

6.8.2 All vehicles must be driven with due care and attention. Drivers must obey any road signs. All drivers causing damage will be held liable for associated costs and damages.

6.9 Music, firearms, banners and photography

6.9.1 No music or other sound shall be played or broadcast in any Cemetery without the prior written consent of the Council.

6.9.2 No amplification of any sound is permitted within any Cemetery.

6.9.3 No firearm shall be discharged within any Cemetery without the prior written consent of the Council.

6.9.4 No banners or flags should be displayed within any Cemetery.

6.9.5 No filming, or photography, other than for personal use by an attendee of a funeral, is to take place at any Cemetery without the prior written consent of the Council.

6.9.6 Respect for the privacy and dignity of mourners shall be observed at all times.

6.10 Releases

To protect the environment, wildlife, public safety, and the peaceful character of the Cemeteries, the following activities are prohibited;

6.10.1 No doves, butterflies, bees or any other living creatures are to be released within the Cemeteries.

6.10.2 No balloons, helium balloons, Chinese lanterns or similar to be released within the Cemeteries.

6.11 Council Employees and Contracted staff

6.11.1 No Council employees or contracted staff shall:

- a) be offered any gratuity, or
- b) be solicited to undertake any work for remuneration at the Cemeteries during their paid working hours
- c) be requested to provide any information whatsoever concerning grave or vault owners by third parties

6.12 Children

6.12.1 A child who is, or is considered by a Council employee to be under 14 years of age, will not be admitted in any Cemetery unless accompanied by a responsible adult

6.13 Soliciting of Orders and Advertising

6.13.1 Soliciting orders for the erection or repair of monuments or memorials or for the work connected with graves is strictly prohibited within the Cemeteries and any person engaged in such activity or distributing or placing any advertising or other trade material shall be asked to leave the cemetery and refused further access.

6.13.2 No monument or memorial shall exhibit any form of advertisement whatsoever.

6.14 Dogs

6.14.1 Dogs are welcome within the cemeteries but must be kept on a lead at all times. Owners are responsible for cleaning up after their pets and must ensure that dogs do not walk on or over graves. Dog owners should be aware of the Public Spaces Protection Order in relation to dogs in Three Rivers and follow the guidance as set out.

7 RULE 7 IS NOT APPLICABLE TO THE WOODLAND BURIAL AREA AND IS SUBJECT TO SUPPLEMENTARY RULES 8 AND 9

7.1 Interments

7.1.1 If a coffin is used, the full name of the deceased shall be on the lid of the coffin on a plate firmly affixed to it. If the deceased is a stillborn child, this must also include the name of a parent. The interment shall take place by arrangement with Three Rivers District Council.

7.1.2 Funeral Directors shall at all times provide sufficient bearers for the carrying and lowering of coffins into the graves.

7.2 Rules Relating to Memorials

7.2.1 The installation, removal, or alteration of memorials must be carried out by a competent and qualified stonemason who is registered with either the National Association of Memorial Masons (NAMM) or the British Register of Accredited Memorial Masons (BRAMM). All work must be completed in accordance with BS 8415. The stonemason must hold valid public liability insurance with a minimum indemnity of £2 million and provide evidence of such insurance to the Council upon request.

7.2.2 Memorial Size Limits

Plot Type	Maximum Headstone Height	Maximum Kerb Size	Maximum Width	Maximum Footstone Height
Full Grave	3ft 3in (1m)	7ft 6in × 2ft 6in (2.3m × 0.8m)	3ft (0.91m)	2ft 0in (0.6m)
Half Grave	3ft 3in (1m)	2ft 6in × 2ft 6in (0.8m × 0.8m)	3ft (0.91m)	2ft 0in (0.6m)
Child's Grave	2ft 6in (0.76m)	2ft 6in × 2ft 6in (0.8m × 0.8m)	2ft (0.61m)	2ft 0in (0.6m)

7.2.3 Main Regulations

7.2.4 Applications and Fees

- A memorial application form, signed by the Exclusive Right of Burial holder, must be submitted by the stonemason to the Council.
- No work may begin until the application has been approved and a permit has been issued.
- The prescribed fee must be paid before any memorial is installed.

7.2.5 Construction Standards

- Headstones and footstones must be securely fixed to a suitable foundation (minimum 4 inches (100 mm) thick for full memorials and 3 inches (75 mm) thick for all other memorials).
- Headstones must be a minimum of 3 inches (75 mm) thick.
- Kerbs, posts, headstones, footstones and all other memorial components must be securely fixed to the foundation using appropriate fixing systems and materials.
- Memorials must be constructed from natural stone unless otherwise approved by the Council. Memorial Inscriptions

7.2.6 Memorial Inscriptions

- Memorials must not contain any inscription, wording, image, symbol or design that is considered offensive, discriminatory, defamatory, threatening, inappropriate for a public cemetery environment, or likely to cause significant distress to other visitors, including, but not limited to, offensive language or imagery.

- The Council reserves the right to refuse the installation of, or require the removal or amendment of, any memorial, inscription or design that does not comply with these requirements.
- The decision as to what is classified as to what is considered XXXX is determined by the Council in the person of the Associate Director of Environment. Their decision on such matters is final and not open to appeal.

7.2.7 Unauthorised Memorial Items

The following are not permitted without the prior written approval of the Council:

- Large stones or boulders.
- Concrete edging.
- Wooden, plastic or metal surrounds or fencing.
- Photos or etching that may cause offence

Any unauthorised memorial item may be removed by the Council where it is considered unsafe, impedes maintenance, or is otherwise contrary to these Regulations.

7.2.8 Installation Times

- Memorials on full graves must not be installed until at least 12 months after the burial.
- Memorials on children's graves or ashes graves must not be installed until at least 6 months after the interment.

7.2.9 Council Powers

- The Council reserves the right to remove, reposition or make safe any memorial that is unsafe, unapproved, incorrectly placed or considered offensive.
- Any costs incurred may be recovered from the grave owner or other responsible person.
- The Council will carry out memorial testing every five years.

7.2.10 Alterations and Removal

- No memorial may be removed or altered without the written consent of the Exclusive Right of Burial holder and the agreement of the Bereavement Officer.

7.2.11 Safety and Site Preparation

- Memorials must be fully prepared before entering the cemetery wherever possible.

- All tools, equipment and waste materials must be removed upon completion of the work.
- The Council accepts no responsibility for the loss of or damage to memorials, flower containers or other items left within the cemetery.

7.2.12 Working Hours

- Memorial work may only be carried out between 8:00 am and 4:30 pm, Monday to Friday, or earlier if the cemetery closes before that time.
- No work is permitted on weekends or public holidays.
- Identification
- Every memorial must have the grave section and grave number permanently engraved on the reverse.

7.2.13 Additional Requirements

- Where adjoining grave owners wish to install a single set of kerbs, prior approval from the Council is required.
- Memorials for larger grave spaces require additional approval. The maximum permitted size will be determined by the Bereavement Officer.
- All work is carried out at the risk of the stonemason and/or the grave owner. Any damage caused to cemetery property must be repaired to the satisfaction of the Council.

7.2.14 Plaques and Vases

Plaques and vases must be fully prepared before being brought into the cemetery for installation. Stonemasons must provide all tools and equipment required to carry out their work and must remove all tools, materials and waste from the cemetery upon completion.

7.3 The prescribed fee shall be paid for the placing of memorials on graves.

7.4 Prior to any memorial being placed on a grave, the Council's Memorial Application form must be submitted to and approved by The Council. If approved, the Memorial Application Permit will be issued to the memorial mason.

7.5 At least 12 months should be allowed for the ground to settle before a memorial is erected on a full grave and at least six months for graves containing cremated remains or children under 12 months old.

7.6 The Council reserves the right without giving any notice whatsoever: -

- a) To remove any memorial which is not being maintained in a position and in a manner which is satisfactory to the Council.

- b) To remove any memorial, or alter its position, if such a course appears to the Council to be desirable, in order to preserve the amenities of the cemetery.
- c) To remove any memorial so that the opening of a grave may be facilitated.
- d) To remove any unauthorised memorial or flower container.
- e) any memorial that is deemed inappropriate or upsetting to other visitors of the Cemetery.

In the event of the exercise by the Council of the rights reserved to it by (a) or (d) above, any expense incurred by the Council shall be recoverable from the persons to whom the memorial belongs.

- 7.7** No memorial may be removed from the Cemeteries (by any person other than the Council) or any inscription added or altered until the consent in writing of the owner of the memorial has been deposited and agreed with the Bereavement Officer.
- 7.8** No responsibility will be accepted by the Council for the safe keeping of any memorial, or in respect of any damage thereto.
- 7.9** Monuments etc., must be prepared ready for fixing before being taken into the cemetery, and masons and other workmen must provide, and afterwards remove, all tools, plants, bricks, tackle, etc. required in the work of erecting monuments.
- 7.10** Masons and other workmen will not be admitted to the Cemeteries before 8am and must leave not later than 4.30pm or the stated time of closing, whichever is the earlier. Work will not be permitted on Saturdays, Sundays or Public Holidays.
- 7.11** Masons or other persons engaged in the placing and/or renovation of any memorial must perform the work professionally and efficiently and in all respects in accordance with these Rules. The work must be carried out at the sole risk and liability of the person executing them and any damage caused by, or in the execution thereof, shall be made good to the satisfaction of the Council, or other person whose property is so damaged.
- 7.12** Persons holding two or more adjoining graves, or those who have been granted larger graves, desiring to connect them by enclosure with one set of kerbs must obtain permission from The Council to do so. The maximum would be the length and width of the plot as provided by the Bereavement Officer.
- 7.12.1** A York stone or reinforced concrete landing not less than 9cm (4 inches) thick must be used in the erection of all full memorials. A landing not less than 7.5cm (3 inches) thick shall be used in other cases.
- 7.12.2** All kerbing, corner posts, headstones, and footstones shall be firmly doweled to the landing using dowels of appropriate dimensions and materials.

7.12.3 The grave number and section must be cut on the back of each memorial in not less than 1.25cm (½ inch) characters so as to be clearly visible.

7.12.4 Only hard natural stone may be used for memorials. Suitable reconstituted stone compounds may be considered but must be submitted for approval to the Council and may be accepted at the Council's absolute discretion.

7.12.5 Plaques and vases must be prepared ready for fixing before being taken into the cemetery. Masons must provide, and afterwards remove, all tools required in carrying out their work.

7.13 Temporary memorials

The placement of temporary wooden grave markers will be permitted over graves subject to the following restrictions: -

- a) the markers must not exceed 0.80m (2ft 6ins) in height by 0.45m (1ft 6ins) in width, and not less than 2.5cm (1 inch) nor more than 7.5cm (3 inches) in thickness;
- b) rotten or dilapidated markers must be removed on one month's notice being given by the Council to the registered owner of the exclusive right of burial in the grave at his/her last known address;
- c) the markers being removed by the Council and disposed of if they are not removed by the grave owner within the notice period.

7.14 Items Left on Grave Spaces - temporary tributes and personal effects.

7.14.1 All tributes, floral arrangements and decorative items are placed on grave spaces at the owner's risk. The Council accepts no responsibility for any items that are lost, stolen, damaged, weather-affected, or removed

7.14.2 All items placed on a grave or plinth area must remain within the boundaries of the allocated grave space and must not encroach onto adjoining graves, pathways, or communal areas.

7.14.3 The following items are not permitted and may be removed without notice where they are considered unsafe, unsuitable, or detrimental to the maintenance, appearance, or operation of the cemetery:

- Glass items, including vases, jars, bottles, candle holders, and ornaments.
- Broken glass or any other sharp objects.
- Large photographs or portrait displays.
- Any photos considered offensive, discriminatory, defamatory, threatening, inappropriate for a public cemetery environment
- Personal belongings or items of a personal nature.
- Grave blankets.
- Lighters, matches, or other flammable items.

- Any item that creates noise, including wind chimes, musical ornaments, or battery-operated or solar-powered sound devices.
- Any item that is considered unsafe, neglected, unsightly, or likely to interfere with cemetery maintenance.

7.14.4 This list is not exhaustive. The Council reserves the right to remove any item that it considers unsuitable or that may interfere with the safe operation, maintenance, or appearance of the cemetery.

7.15 Planting of Grave spaces (not applicable to the Woodland section)

7.15.1 The registered owner of the exclusive right of burial in any earthen grave space may plant only annual bedding plants and bulbs, on such grave space. Shrubs, conifers and other trees are not permitted. The Council may at any time trim, cut or entirely remove the same if they think it necessary or expedient to do so

8 SUPPLEMENTARY RULES APPLICABLE TO CHILDREN'S SECTION F

8.1 The maximum age for any child buried within Section F shall be 14 years, unless permission is sought in writing from the Council

8.2 The maximum height of a headstone within Section F, shall be 0.80m (2ft 6ins).

9 SUPPLEMENTARY RULES APPLICABLE TO BW FOUNDATION SECTION J

9.1 Details of BW Foundation's policy in relation to Section J can be found at www.thesalaamcentre.com.

10 RULES APPLICABLE TO WOODLAND BURIAL SECTION M

10.1.1 The Council will adhere to the Code of Practice of the Association of Nature Reserve Burial Grounds (page 19) at all times.

10.1.2 The Council's Woodland Cemetery Management Plan will be maintained by the Council, in order to encourage maximum biodiversity within the site and members of the public will be expected to respect the policies within it. Copies of the Plan can be obtained upon request from the Council's Bereavement Department.

10.1.3 Interments will only be permitted if the deceased is wrapped in a shroud or placed in an agreed ecologically friendly coffin i.e. bamboo or cardboard.

10.1.4 The Council may grant permission for relatives and/or friends of the deceased to dig a single grave themselves, subject to any equipment, training or safety or regulatory constraints; they may help with filling in the grave. All grave digging will be under the supervision of Council representatives. Guidelines, including

health and safety advice for carrying out your own funeral are available from the Council's Bereavement Department, upon request.

- 10.1.5** At the time of purchasing the Exclusive Right of Burial to a plot the purchaser will pay a fee towards the management of the woodland. This fee will be used for the structured planting of trees around or close to the grave.
- 10.1.6** Tree planting and the planting of bulbs will take place on an annual basis, if necessary, usually in October/November. Family and friends are invited to attend the planting and assist with the digging. These will be planted in the vicinity of the most recent burials.
- 10.1.7** Unauthorised planting and strimming will not be permitted under any circumstances. The Council reserve the right to remove any plants, shrubs or trees after giving notice to the owner of the grave.
- 10.1.8** No memorials, cultivation, or edging of any kind will be allowed within the woodland section. The Council reserve the right to remove any items after giving notice to the owner of the grave.
- 10.1.9** Floral tributes will be removed from site a month, from date of interment

11 Code of Practice Association of Nature Reserve

- Association Members agree to take all reasonable steps for the conservation of local wildlife and archaeological sites and to manage their sites according to sound and consistent ecological principles.
- Association Members must be in a position to guarantee the long- term security of both the graves and the wildlife and have a satisfactory plan for when the site reaches capacity.
- Association members accept for burial bodies, whether wrapped in shroud or placed in a cardboard or wooden coffin or alternative container, providing these are environmentally acceptable.
- Association Members will not require that a funeral director be used. Those using the Nature Reserve Burial Ground will be informed that they may organise the funeral themselves, including conducting any service. They may dig a single grave, subject to any equipment, training or safety or regulatory constraints and they may help with filling in the grave.
- Association Members will keep a permanent record of exactly where each grave is. A copy of the burial ground register will be made available to the public.
- Association members will either sell coffins and shrouds to clients or provide information as to where these can be obtained.
- Association members will provide fully itemised price lists for potential clients on request

- Association Members will provide a copy of this Code of Practice to clients using their services and will have copies available on request to others.
- Association members will provide each client using their services with a feedback form asking for clients' comments on the Services provided and for any suggested improvements, with a request that a copy of the feedback form be sent directly to the organisation.
- Association members accept that in the event of a complaint from a client that is not dealt with to the Association's satisfaction within three months of the complaint being made, the Nature Reserve Burial Ground's membership will cease. A serious complaint may result in immediate suspension of membership whilst the complaint is investigated.

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EQUALITY IMPACT ASSESSMENT (EIA)

Project Information	
Project Name <i>This should clearly explain what service / policy / strategy / change you are assessing</i>	Cemetery Rules and Regulations update
Service Area <i>Main team responsible for the policy, practice, service or function being assessed</i>	Bereavement Services, within Waste & Environment
EIA Author <i>Name and Job Title</i>	Sarah Holohan, Bereavement Officer Jennie Probert, Environmental Services Manager
Date EIA drafted	11.8.26
ID number <i>This will be added by the Strategy and Partnerships Team</i>	EP007

Executive summary	
Focus of EIA <i>A member of the public should have a good understanding of the policy or service and any proposals after reading this section.</i> <i>Please use plain English and write any acronyms in full first time - eg: 'Equality Impact Assessment (EIA)'</i> <i>This section should explain what you are assessing:</i> <i>If the EIA is attached to a report, summarise the report.</i> <i>Provide information on whether any of the following communities could be affected by the policy, practice, service or function, or by how it is delivered?</i> <i>(age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) in addition, TRDC recognises other communities may be vulnerable to disadvantage, this includes carers, people experiencing domestic abuse, substance misusers, homeless people, looked after children, (ex) armed forces personnel.</i>	This Equality Impact Assessment considers the proposed update to Three Rivers District Council's Cemetery Rules and Regulations. The Rules and Regulations set out how the Council's cemeteries are managed and how burials, interments, memorials, graves, tributes and other activities within the cemeteries are carried out. The purpose of the update is to ensure that the Rules and Regulations are clear, consistent, up to date and reflect current cemetery practice, operational requirements, health and safety considerations, environmental responsibilities and the respectful use of cemetery facilities. The proposed changes include: - Changing the latest routine interment time from 3.30pm to 1.00pm, reflecting the current operational arrangements. - Removing the section relating to the construction of new below grounds vaults and clarifying that families wishing to arrange a vault should make their own arrangements with an appropriate contractor. - Prohibiting amplified music within the cemetery unless specifically authorised. - Prohibiting the release of living creatures, balloons, Chinese lanterns and similar items. - Clarifying requirements relating to memorials, including the approval, size, safety and condition of memorials. - Clarifying restrictions on items placed on grave spaces, including personal items, large photographs, lighters, matches, sound-producing items, grave

	blankets and items extending beyond the grave space. • Strengthening requirements relating to planting, digging and unauthorised alterations within woodland burial areas. • Clarifying the management of memorials, benches, trees and other items where they present safety, maintenance or environmental concerns. • Clarifying the Council's approach to maintaining safe and accessible cemetery grounds. The Rules apply to people who use or visit the Council's cemeteries, including bereaved families, grave owners, funeral directors, memorial masons, visitors and people attending burials and interments. The Council's cemeteries include traditional burial areas, woodland areas, children's sections, the Garden of Remembrance and dedicated Muslim burial areas. <i>The proposed change to the latest routine interment time has the potential to affect some people more than others. For example, people with disabilities, older people, carers, people with work or caring commitments, or families travelling from outside the area may have less flexibility when arranging a funeral. Religious or cultural practices may also require consideration when arranging a burial or interment. The Council will continue to consider individual circumstances and any appropriate arrangements in accordance with its cemetery procedures and available operational capacity.</i> <i>The Rules and Regulations will be applied consistently and proportionately. Where appropriate, staff will provide information and guidance to bereaved families and funeral directors to help them understand the requirements and make suitable arrangements.</i> <i>The Council will continue to review the operation of the Rules and Regulations and consider any feedback or evidence suggesting that a provision is having an unintended or disproportionate impact on a particular group.</i>
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Mitigations		
Protected Characteristic	Potential Issue <i>Against each protected characteristics, make a frank and realistic assessment of what issues may or do occur</i>	Mitigating Actions <i>How can the negative impacts be reduced or avoided by the mitigating measures? Is further engagement with specific communities needed? Is more research or monitoring needed? Does there need to be a change in the proposal itself?</i>
Age	Older people may be more likely to have mobility difficulties or require additional time and support when attending cemetery services. The change to the latest routine interment time of 1.00pm may also	Cemetery information will be provided clearly and in an accessible format, including digital, printed and large print formats Officers will consider individual circumstances when arranging interments and provide appropriate assistance or guidance

	have an impact on older relatives or family members who rely on others for transport or support.	where possible. Cemetery access and pathways will continue to be maintained to support safe access.
Disability	Some disabled people may experience difficulties accessing cemetery grounds, attending services or understanding and complying with certain requirements. Changes to interment times may create additional difficulties for people who rely on carers, accessible transport or other support. People with disabilities or long-term health conditions who rely on assistance dogs may also be affected by restrictions relating to dogs within the cemeteries.	Accessibility requirements will be considered when arranging services. Officers will provide clear information and discuss individual requirements where appropriate. Cemetery paths and facilities will be maintained to support accessibility. Rule 6.6.1 has been amended to allow the Council to remove items where necessary to maintain accessibility to the cemetery for other users. Rule 6.13 has also been amended to confirm that assistance dogs are permitted within the cemetery and are exempt from any restrictions where required to support a person with a disability or long-term health condition.
Gender reassignment (or affirmation)	No specific negative impact has been identified. The Rules and Regulations apply equally to all cemetery users regardless of gender reassignment.	Officers will apply the Rules and Regulations consistently and respectfully. Any concerns or complaints relating to discriminatory treatment will be investigated in accordance with Council procedures.
Pregnancy or maternity	No significant specific impact has been identified. Some cemetery users who are pregnant or have recently given birth may experience mobility difficulties or require additional consideration when attending a burial or visiting a cemetery.	Officers will consider individual accessibility requirements. Safe access to cemetery grounds will be maintained and information about arrangements will be provided clearly in advance.
Race	The Council's cemeteries serve people from a range of racial and cultural backgrounds. Some burial practices may have cultural requirements that need to be considered when applying the Rules and Regulations. The timing and arrangements for interments may particularly affect families whose cultural practices require burial within a particular timeframe.	The Council will continue to consider cultural requirements when arranging burials and interments. Officers will communicate with families and funeral directors to understand relevant requirements and identify appropriate arrangements. The Rules have been amended to recognise cultural and traditional forms of grave decoration. Requests for such decorations will be considered by the Council and, where appropriate, may be permitted with prior Council permission, subject to health and safety, accessibility, maintenance and other cemetery requirements.
Religion or belief	Burial and mourning practices can form an important part of religious observance. Requirements relating to interment times, memorials, music, items placed on graves and the use of cemetery areas may affect some religious or faith communities differently. In particular, arrangements	Religious requirements will be considered when applying the Rules and Regulations. The Council will continue to work with families, funeral directors and relevant representatives where appropriate. The dedicated Muslim burial area will continue to be managed in accordance with the

	for Muslim and Orthodox Jewish burials may require consideration of specific religious practices and timescales.	arrangements applicable to that section. Any potential conflict between a cemetery requirement and a religious practice will be considered carefully before arrangements are finalised. The Rules have been amended to recognise religious traditions relating to floral tributes and grave decoration. Where appropriate, requests will be considered on an individual basis and may be permitted with prior Council permission, subject to the Cemetery Rules and Regulations.
Sex	No specific negative impact has been identified. The Rules and Regulations apply equally regardless of sex.	The Rules and Regulations will be applied consistently and without discrimination. Any concerns regarding unequal treatment will be considered through the Council's normal procedures.
Sexual Orientation	No specific negative impact has been identified. Same-sex partners and families may use cemetery services and should receive the same level of service and respect as other bereaved families.	Officers will apply the Rules and Regulations equally to all users and will communicate respectfully with bereaved families and partners.
Marriage and Civil Partnership	No specific negative impact has been identified. The Rules and Regulations do not distinguish between people who are married, in a civil partnership or, neither.	Bereavement services will be provided consistently and without discrimination based on marital or civil partnership status. Officers will deal with the bereaved person's nominated family members or representatives in accordance with the relevant legal and cemetery requirements.
The council recognises other communities may be vulnerable to disadvantage, this includes carers, people experiencing domestic abuse, substance misusers, homeless people, looked after children and care leavers, (ex) armed forces personnel.	No specific or disproportionate impact has been identified from the proposed changes. However, some individuals within these groups may have additional practical, emotional or support needs when accessing cemetery services or making funeral arrangements.	The Council will apply the Rules and Regulations consistently and sensitively, provide clear information and consider individual circumstances where appropriate. Cultural, religious and other relevant needs will be considered where these may affect funeral or cemetery arrangements.

Actions Planned

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

The Equality Duty is an ongoing duty: policies must be kept under review, continuing to give 'due regard'

to the duty. If an assessment of a broad proposal leads to more specific proposals, then further equality assessment and consultation are needed.

The updated Rules and Regulations will be communicated clearly and made available to members of the public. Plain and accessible language will be used wherever possible.

The Council will:

- Ensure the revised Rules and Regulations are publicly available.
- Provide clear information to bereaved families and funeral directors about any changes that affect funeral arrangements.
- Consider individual circumstances where a person or family may be disproportionately affected by the application of a rule.
- Take account of religious and cultural requirements when arranging burials and interments.
- Consider accessibility requirements for disabled people and older people using cemetery facilities.
- Continue to maintain safe and accessible routes within cemetery grounds.
- Monitor feedback and complaints relating to the implementation of the revised Rules and Regulations.
- Review the Rules and Regulations periodically to ensure that they remain appropriate and do not create unintended barriers to accessing cemetery services.

The Equality Act 2010 Public Sector Equality Duty will continue to be considered as the Rules and Regulations are implemented and reviewed. If further changes are proposed that may have a specific or greater impact on a protected group, a further equality assessment and, where appropriate, consultation will be undertaken.

Additional Information

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

The Cemetery Rules and Regulations are intended to provide a consistent framework for the respectful, safe and sustainable management of the Council's cemeteries.

The proposed changes are generally neutral in their application and are intended to apply equally to all cemetery users. However, the Council continue to consider religious and cultural requirements when applying the Rules and Regulations. The dedicated Muslim burial area is subject to its own arrangements where applicable.

Disability and age are also relevant considerations because some cemetery users may have mobility, accessibility or communication needs. The Council will continue to consider reasonable accessibility requirements and maintain cemetery facilities and routes where practicable.

The restrictions relating to items, memorials, music, planting and environmental management are intended to maintain safety, accessibility, the appearance and condition of cemetery grounds and the interests of all cemetery users. These requirements will be applied consistently and communicated clearly.

The impact of the revised Rules and Regulations will be kept under review. Any evidence of disproportionate impact, complaints or concerns raised by cemetery users will be considered and may lead to further review of the Rules and Regulations or additional equality assessment.

Sign off:

Equalities Lead Officer	Date
Shivani Davé	24/08/2026

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REVIEW OF BURIAL SERVICE PROVISION

08/09/2026

GENERAL PUBLIC SERVICES AND COMMUNITY ENGAGEMENT COMMITTEE

PART I

REVIEW OF BURIAL SERVICE PROVISION AND FAITH BURIAL REQUIREMENTS (ADE)

1 Summary

- 1.1 At its meeting of the General Public Services and Community Engagement Committee, Members requested a review of burial service provision within the district, specifically to consider whether same-day, 24-hour, weekend and out-of-hours burials could be facilitated where required by faith communities.
- 1.2 The review included public engagement, consultation with stakeholders and benchmarking with neighbouring authorities. It also considered operational, staffing, cemetery capacity and health and safety implications associated with the provision of enhanced burial services.
- 1.3 The review found that whilst officers seek to accommodate burial requests wherever reasonably practicable, the Council's current staffing resources, operational arrangements, site constraints and health and safety requirements mean that same-day, 24-hour, weekend and out-of-hours burials cannot be routinely guaranteed.

2 Recommendation

- 2.1 That Members:
- 2.2 Note the findings of the review into burial service provision.
- 2.3 Note the findings of the public engagement exercise undertaken through the Have Your Say Three Rivers platform.
- 2.4 Note the findings of the benchmarking exercise undertaken with neighbouring authorities.
- 2.5 Note the operational, staffing, cemetery capacity and health and safety constraints affecting burial provision at Woodcock Hill Cemetery.
- 2.6 Support the continuation of the current burial service arrangements whilst officers continue to work with funeral directors, faith leaders and bereaved families to accommodate burial requests wherever reasonably practicable.
- 2.7 Note that any future enhancement to service provision, including routine weekend, same-day or out-of-hours burials, would require additional staffing resources, revised operational arrangements and consideration through the Council's budget-setting process.

Report prepared by:

Sarah Holohan, Bereavement Officer / Jennie Probert Environmental Services Manager

3 Details

3.1 Background

Bereavement Services provides burial services across the Council's cemetery sites, including Woodcock Hill Cemetery, which accommodates traditional burials, Muslim burials, woodland burials and ashes interments.

Whilst burial services are an important community service, they are not a statutory function of local government. The Council therefore seeks to balance service provision against available resources and wider statutory responsibilities.

This review was commissioned following a resolution of the General Public Services and Community Engagement Committee requesting officers to consider whether same-day, 24-hour, weekend and out-of-hours burials could be facilitated.

3.2 Public Engagement

A public engagement exercise was undertaken through the Have Your Say Three Rivers platform between 11 May 2026 and 19 June 2026.

The consultation was promoted through:

- Posters displayed at Council cemeteries;
- Local funeral directors;
- BW Foundation;
- Three Rivers Equalities Forum;
- Partnership Newsletter;
- Council website;
- Council social media channels; and
- Members' Information Bulletin.

The engagement generated:

- 175 visits;
- 143 aware visitors;
- 28 informed visitors;
- 26 engaged visitors;
- 26 completed survey responses.

3.2.1 Key Findings from the Consultation

- The full report of responses is attached as Appendix A. Of the 26 responses received, the majority indicated satisfaction with the Council's current burial service arrangements.
- 100% of respondents answered Q3, in relation to burials being carried out in accordance with their wishes or beliefs. It is clear that for many communities a short time period between death and burial is preferred. These respondents encouraged the Council to continuing responding to these requests as reasonably practica, with all but one stating they were happy with the current burial arrangements.
- Officers do work and will continue to work with funeral directors, faith leaders and bereaved families to accommodate urgent burial requests wherever reasonably practicable.

3.3 Operational Review Findings

- The review identified a number of operational constraints affecting service delivery, including:
- Limited staffing resources, with only two trained operatives available to undertake grave digging duties;
- Competing service demands placed upon Grounds Maintenance staff;
- Limited availability of staff for routine weekend working;
- Cemetery capacity and operational constraints at Woodcock Hill Cemetery;
- Health and safety concerns associated with ground movement and grave stability due to the soil composition of the site.

3.3.1 Faith and other Communities Burial Requirements

The review recognised that certain faith and other communities may seek burial within 24 hours of death. Officers regularly work with funeral directors and bereaved families to accommodate such requests wherever reasonably practicable. However, the Council, like all other cemetery providers, cannot guarantee burial within a specific timescale due to staffing availability, existing bookings, operational considerations, soil conditions and health and safety requirements.

3.3.2 Benchmarking

A benchmarking exercise was undertaken with neighbouring authorities contacted. Responses received are included as Appendix B.

The review found that restrictions relating to weekend burials, out-of-hours burials and staffing availability are common across Hertfordshire and elsewhere. The majority of authorities are unable to routinely provide same-day or 24-hour burial services.

3.3.3 Key findings

Of the authorities that responded:

- Most do not routinely offer out-of-hours burials.
- Most do not offer bank holiday burials.
- Several authorities rely on contracted grave diggers or pre-prepared graves to facilitate urgent burials. This is not a feasible option at Woodcock Hill due to the nature of the soil composition.
- All authorities reported operational or staffing constraints affecting service flexibility.

3.3.4 With Local Government Reorganisation and the move to a Unitary Authority it is worth noting that Hertsmere Borough Council provides the same service as Three Rivers. Whilst Watford Borough Council do make provision for weekend burial this is provided by an external contractor at additional cost.

4 Options and Reasons for Recommendations

Officers considered the following options:

4.1 Option 1 – Maintain Current Arrangements (Recommended)

Continue with existing burial service arrangements; seeking to accommodate burial requests wherever reasonably practicable.

This option is recommended because:

- Current staffing levels do not support guaranteed same-day, 24-hour, weekend or out-of-hours burials;
- Health and safety and Ground considerations at the Woodcock Hill Cemetery restrict the ability to leave graves open unattended and require grave digging to be undertaken and overseen by staff familiar with the site and its ground conditions;
- Benchmarking demonstrates that similar operational restrictions exist across neighbouring authorities;
- The approach represents the most sustainable use of existing resources.

4.2 Option 2 – Introduce Enhanced Burial Provision

Provide routine weekend, same-day and out-of-hours burial services.

This option is not recommended at this time because:

- Additional operational staff would be required;
- Alternative working arrangements would need to be introduced;
- Additional budget provision would be necessary;
- Recruitment and retention challenges may affect service delivery;

- Site restrictions and soil composition preclude use of external contractors.

5 Policy/Budget Reference and Implications

- 5.1 The recommendations in this report are within the Council's agreed policy and budgets as no changes are proposed to the current service provision.

6 Financial Implications

- 6.1 There are no direct financial implications arising from the recommendations contained within this report.
- 6.2 Any future enhancement to burial service provision, including routine weekend or out-of-hours burials, would require additional staffing resources and would be subject to future budget approval.

7 Legal Implications

- 7.1 There are no specific legal implications arising from the recommendations contained within this report.

8 Equal Opportunities Implications

- 8.1 An EQIA has been undertaken as is attached as Appendix C to this report. The review recognises the importance of timely burial provision to certain faith groups. Officers will continue to work with bereaved families and faith representatives to accommodate burial requests wherever reasonably practicable.

9 Staffing Implications

- 9.1 Current staffing levels do not support routine same-day, 24-hour, weekend or out-of-hours burials. Any service enhancement would require additional staffing resources.

10 Environmental, Community Safety, Public Health, Customer Services Centre and Communications and Website Implications

- 10.1 None specific to this report.

11 Risk and Health & Safety Implications

- 11.1 The subject of this report is covered by the Waste and Environment 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)
Insufficient staffing resources	Delays in burial provision	Prioritisation of workload and use of existing resources	Treat	6
Cemetery capacity constraints	Reduced flexibility in burial scheduling	Careful planning and site management	Treat	6
Ground instability and grave collapse	Injury to staff, contractors or visitors	Site monitoring, risk assessments and controlled burial operations	Treat	8
Increased demand for urgent burials	Service pressures and customer dissatisfaction	Continued liaison with funeral directors and faith groups	Treat	6

11.2 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%))

11.3 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

11.4 Data Quality

Data sources:

- Have Your Say Three Rivers consultation data.
- Benchmarking responses from neighbouring authorities.
- Operational records held by Bereavement Services.

Data checked by:

Jennie Probert, Environmental Services Manager.

1	Poor	
2	Sufficient	X
3	High	

APPENDICES

Appendix A – Full Engagement Report

Appendix B – Responses from Other Authorities

Appendix C - EQIA

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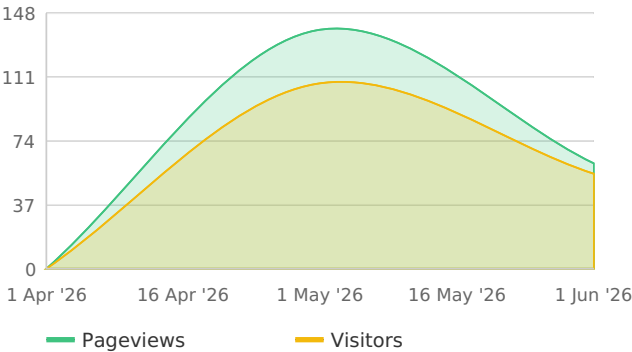
Project Report

01 April 2026 - 23 June 2026

Have Your Say Three Rivers Cemetery Engagement



Visitors Summary

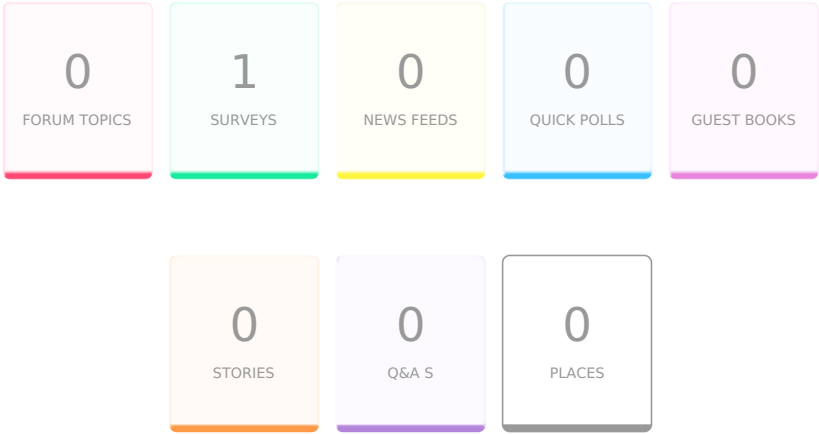


Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
175	43	
NEW REGISTRATIONS		
0		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
26	28	143

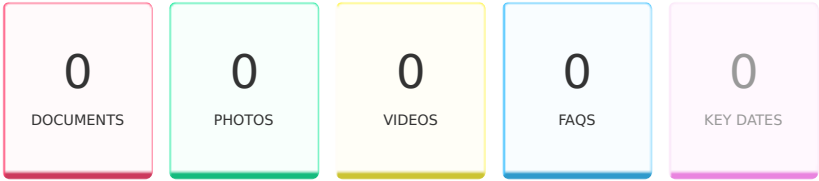
Aware Participants		143		Engaged Participants		26	
Aware Actions Performed		Participants		Engaged Actions Performed	Registered	Unverified	Anonymous
Visited a Project or Tool Page		143					
Informed Participants		28		Contributed on Forums	0	0	0
Informed Actions Performed		Participants		Participated in Surveys	0	0	26
Viewed a video		0		Contributed to Newsfeeds	0	0	0
Viewed a photo		0		Participated in Quick Polls	0	0	0
Downloaded a document		0		Posted on Guestbooks	0	0	0
Visited the Key Dates page		2		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		2		Contributed to Ideas	0	0	0
Contributed to a tool (engaged)		26					

ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	Cemetery Engagement	Published	34	0	0	26

INFORMATION WIDGET SUMMARY

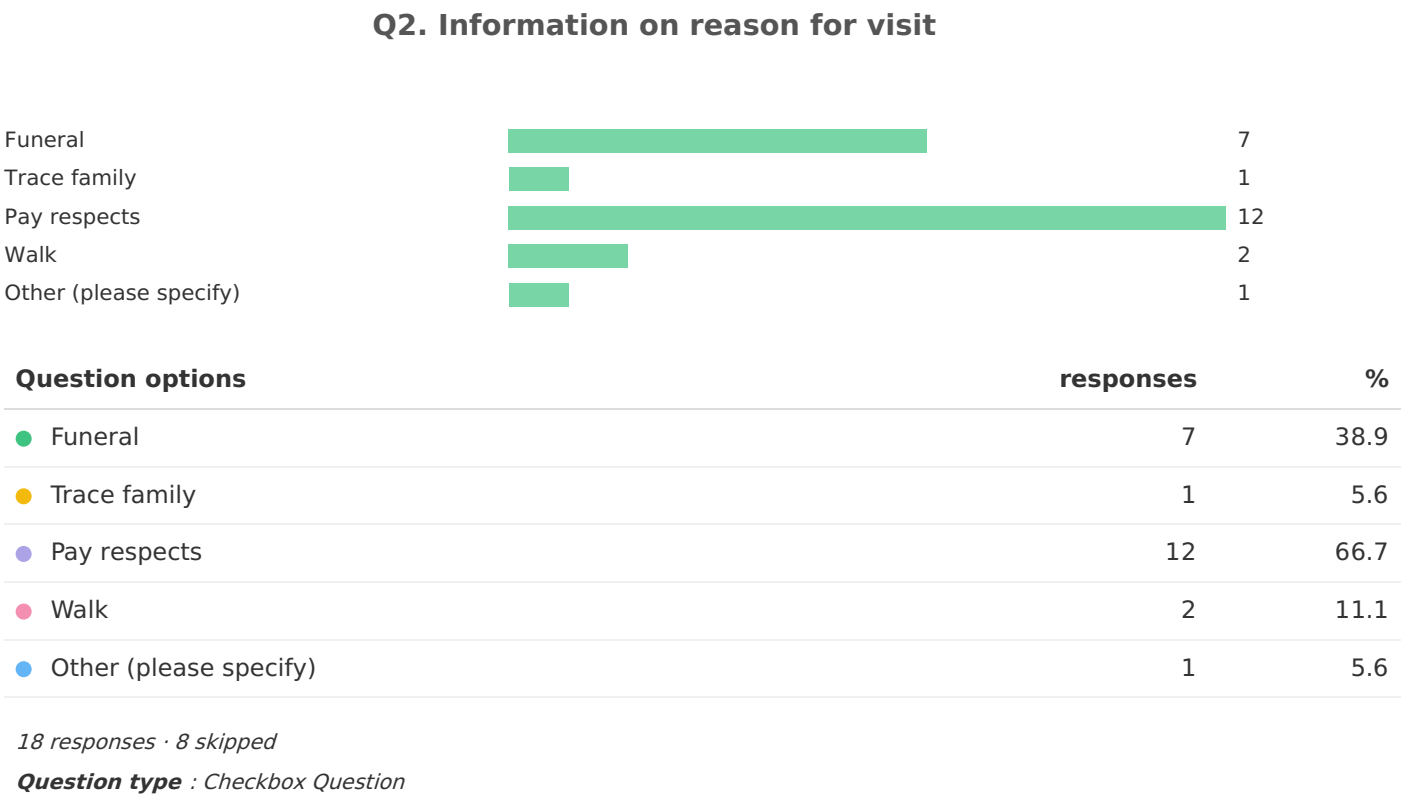
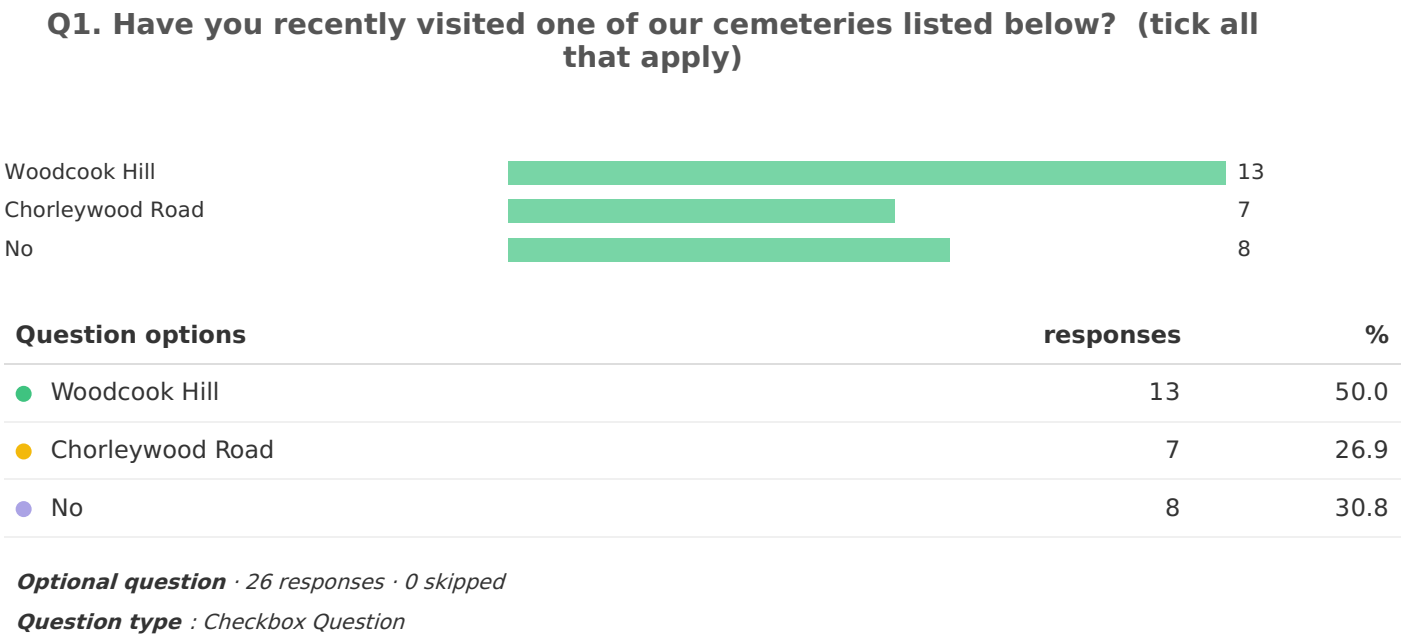


Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Key Dates	Key Date	2	2

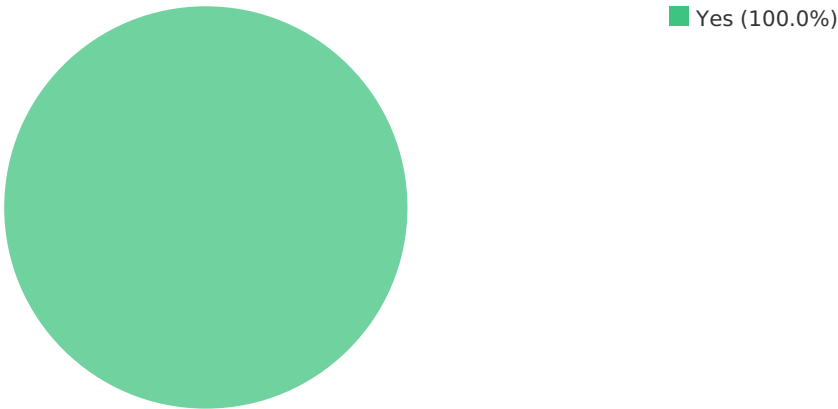
ENGAGEMENT TOOL: SURVEY TOOL

Cemetery Engagement

Visitors 34	Contributors 26	CONTRIBUTIONS 26
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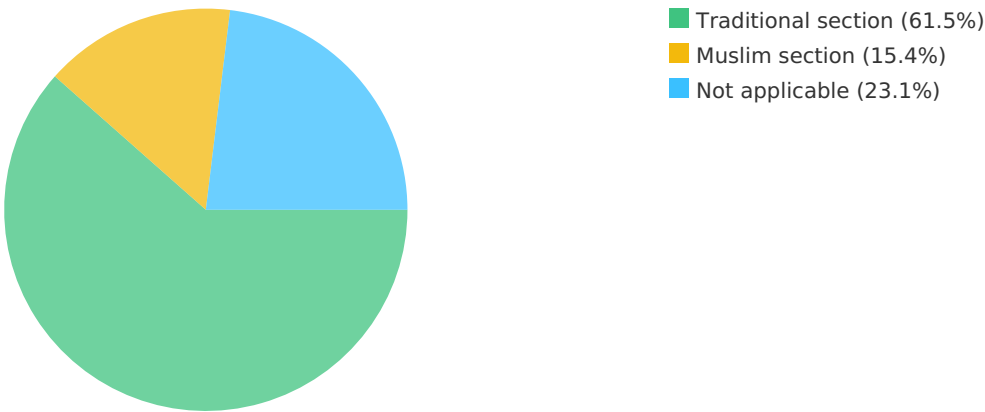
Q3. Was the funeral service arranged in accordance with your loved one’s wishes and/or beliefs (and, where relevant, your wishes)?



Question options	responses	%
● Yes	7	100.0

Optional question · 7 responses · 19 skipped
Question type : Radio Button Question

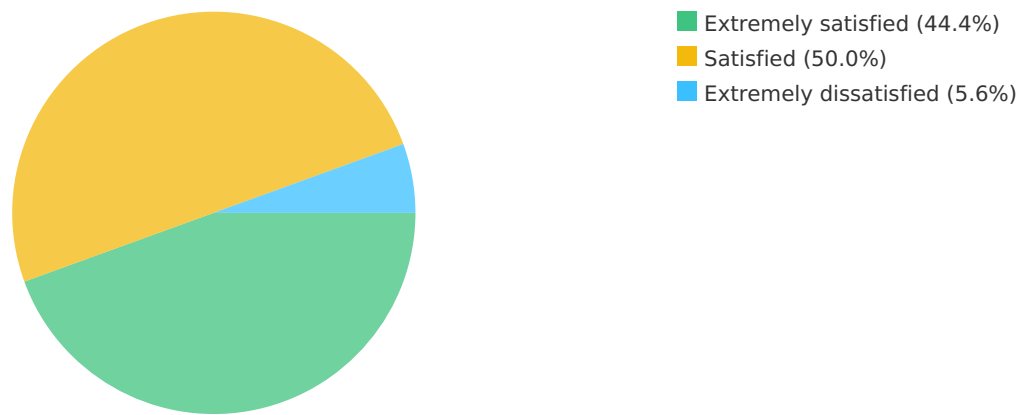
Q4. If applicable, please tell us which section your loved one is buried in



Question options	responses	%
● Traditional section	8	61.5
● Muslim section	2	15.4
● Not applicable	3	23.1

13 responses · 13 skipped
Question type : Radio Button Question

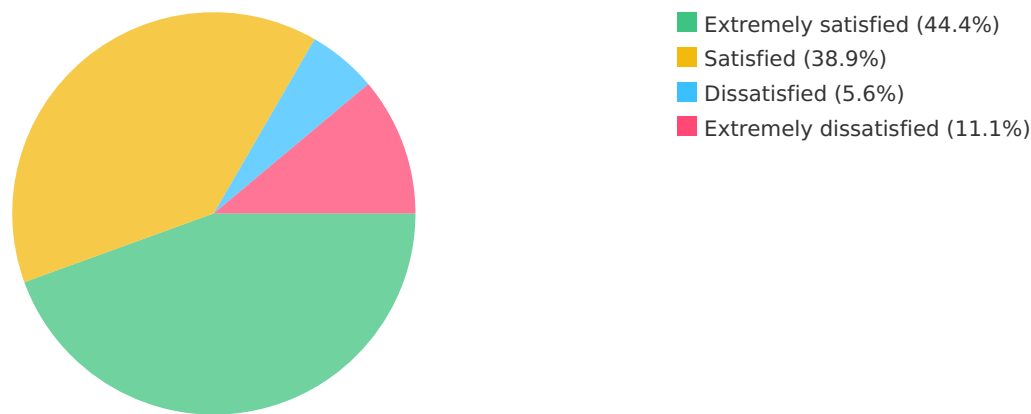
Q5. Are you satisfied with the facilities are the cemetery?



Question options	responses	%
Extremely satisfied	8	44.4
Satisfied	9	50.0
Extremely dissatisfied	1	5.6

18 responses · 8 skipped
Question type : Radio Button Question

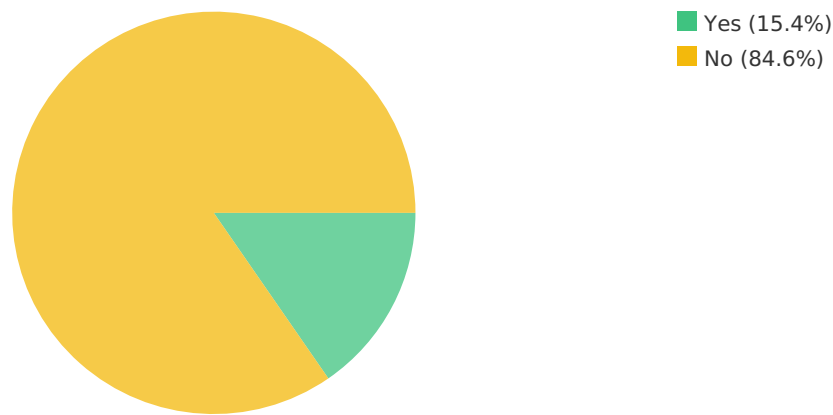
Q6. Are you satisfied with the maintenance at the cemetery?



Question options	responses	%
Extremely satisfied	8	44.4
Satisfied	7	38.9
Dissatisfied	1	5.6
Extremely dissatisfied	2	11.1

Optional question · 18 responses · 8 skipped
Question type : Radio Button Question

Q7. Have you been in contact with the Council’s Bereavement Service?



Question options	responses	%
Yes	4	15.4
No	22	84.6

26 responses · 0 skipped
Question type : Radio Button Question

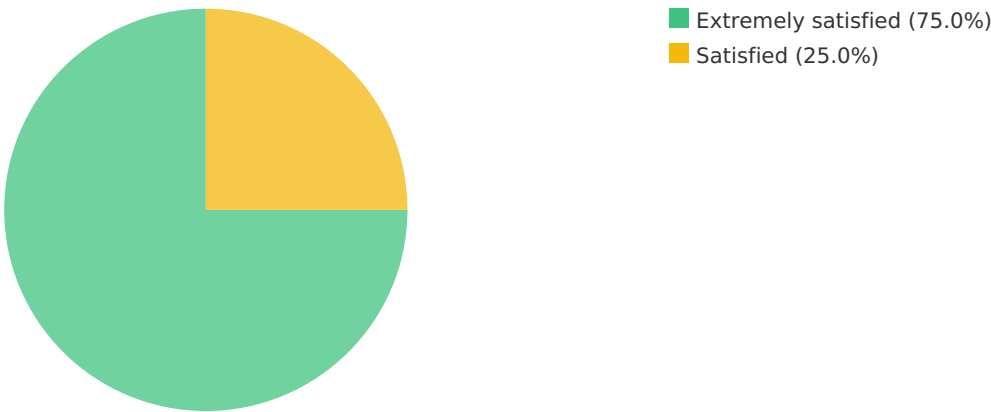
Q8. Please select the reason



Question options	responses	%
To arrange a funeral	3	75.0
To place a memorial	1	25.0

4 responses · 22 skipped
Question type : Checkbox Question

Q9. How satisfied were you with the level of service received?



Question options	responses	%
Extremely satisfied	3	75.0
Satisfied	1	25.0

4 responses · 22 skipped

Question type : Radio Button Question

Q10. About me

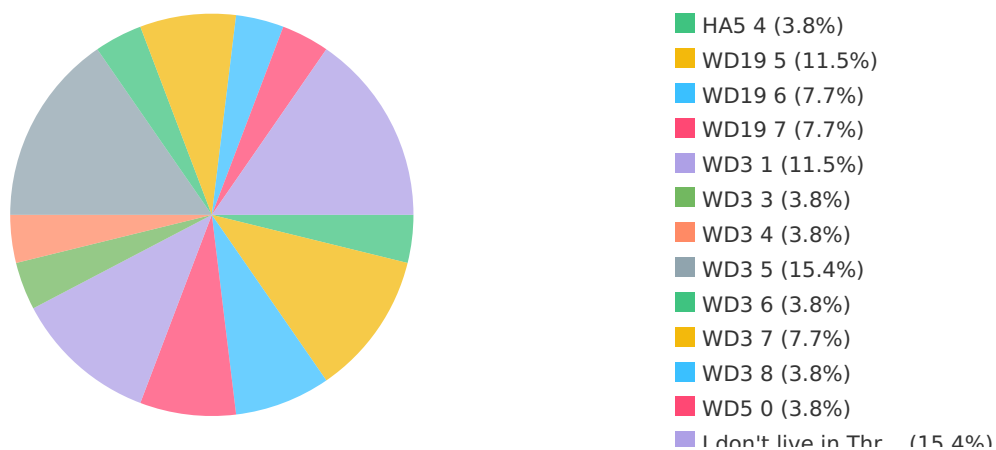
I am a resident of Three Rivers	20
I am a business owner in Three Rivers	3
I own a property in Three Rivers	10
I work in Three Rivers	4
None of the above apply	3

Question options	responses	%
I am a resident of Three Rivers	20	76.9
I am a business owner in Three Rivers	3	11.5
I own a property in Three Rivers	10	38.5
I work in Three Rivers	4	15.4
None of the above apply	3	11.5

26 responses · 0 skipped

Question type : Checkbox Question

Q11. Please select the beginning of your postcode

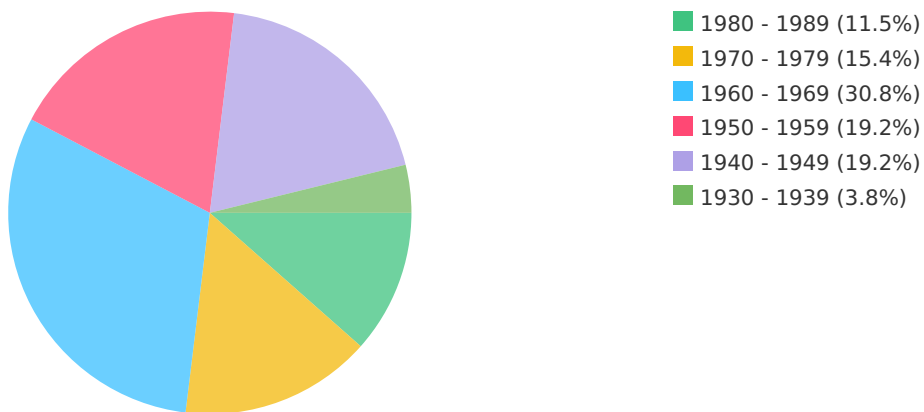


Question options	responses	%
HA5 4	1	3.8
WD19 5	3	11.5
WD19 6	2	7.7
WD19 7	2	7.7
WD3 1	3	11.5
WD3 3	1	3.8
WD3 4	1	3.8
WD3 5	4	15.4
WD3 6	1	3.8
WD3 7	2	7.7
WD3 8	1	3.8
WD5 0	1	3.8
I don't live in Three Rivers	4	15.4

26 responses · 0 skipped

Question type : Dropdown Question

Q12. In which decade were you born?

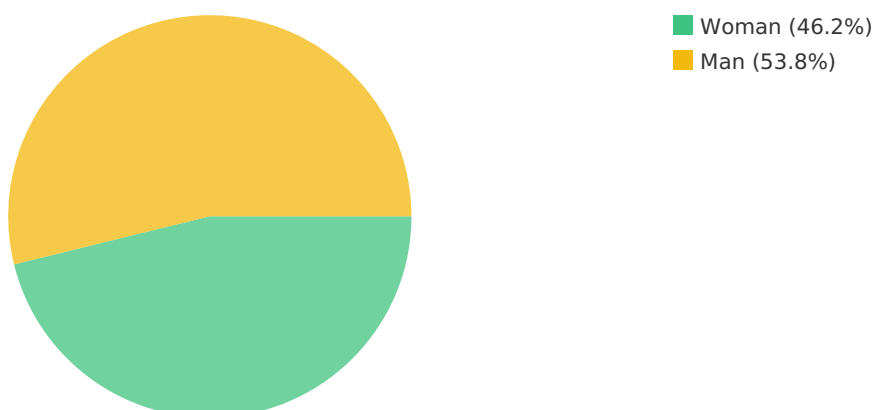


Question options	responses	%
1980 - 1989	3	11.5
1970 - 1979	4	15.4
1960 - 1969	8	30.8
1950 - 1959	5	19.2
1940 - 1949	5	19.2
1930 - 1939	1	3.8

26 responses · 0 skipped

Question type : Dropdown Question

Q13. This question is about your gender identity. Do you identify as

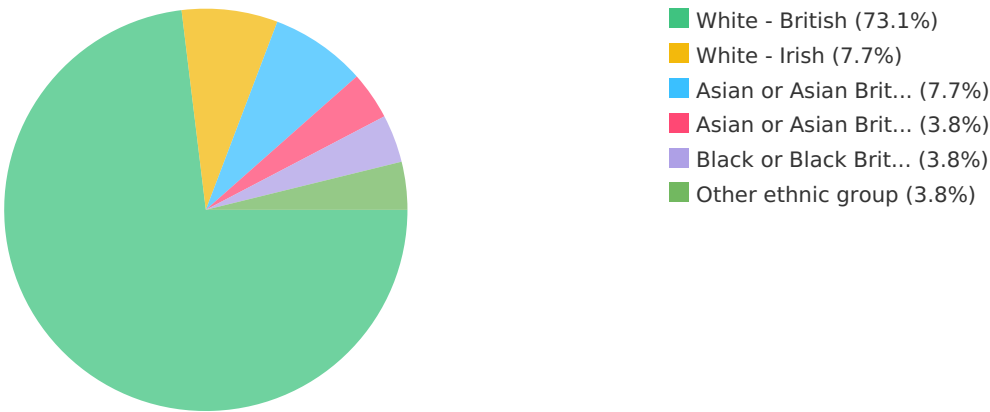


Question options	responses	%
Woman	12	46.2
Man	14	53.8

26 responses · 0 skipped

Question type : Dropdown Question

Q14. What is your ethnic group?

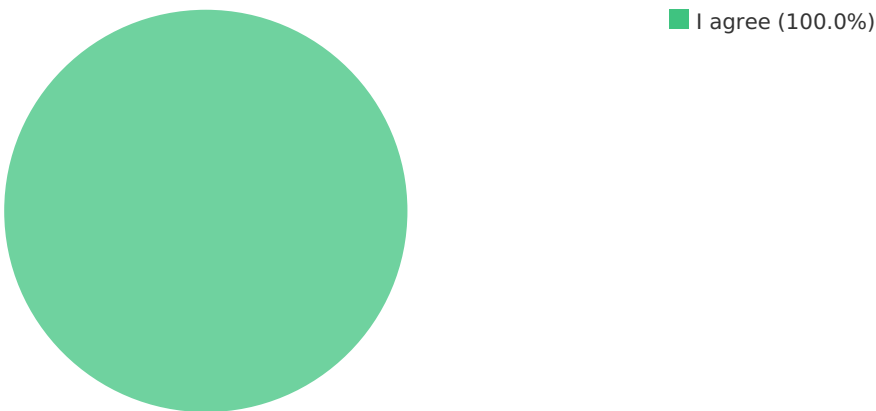


Question options	responses	%
White - British	19	73.1
White - Irish	2	7.7
Asian or Asian British - Indian	2	7.7
Asian or Asian British - Pakistani	1	3.8
Black or Black British - Caribbean	1	3.8
Other ethnic group	1	3.8

26 responses · 0 skipped

Question type : Dropdown Question

Q15. I agree to the Terms of Use and Privacy Policy for using Engagement HQ



Question options	responses	%
I agree	26	100.0

26 responses · 0 skipped

Question type : Radio Button Question

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Appendix B

Authority	Staffing Resources	Burials per day	Weekend Full Burials	Bank Holiday	Out of Hours	24-hour burial
Three Rivers District Council	2 Grounds Team 1 Bereavement officer	1	None	None	None	Diary dependant
Watford Borough Council	3 Grounds Team 2 Office Staff	2	Yes, additional costs, carried out by external provider	None	If staff available	Yes 9.30 cut off for all paperwork
St Albans City and District Council	Grounds team contracted out 2 Bereavement Officer	No information provided	Weekends offered at additional cost	None	None	Yes, grave pre dug and locked
Hertsmere Borough Council	Grounds team contracted out 1 Cemetery officer	No information provided	None	None	None	Usually within 24/48 hours
North Herts District Council	Grounds team contracted, 0.5 cemetery officer 1 x admin officer	No information provided	None (they do offer cremated remains burials)	None	None	Yes
Stevenage Borough Council	4 operational staff 1.5 Bereavement officer	No information provided	Saturday 10-1300 additional cost	None	Extreme Circumstances only	Yes, grave pre dug and locked
Hertford Town Council	Grave digger Contracted out 1.5 Cemetery officers	No information provided	None	None	None	5 days' notice required

Bishp's Storford Town Council	7 Grounds team 1 cemetery officer	No inform ation provid ed	Yes	Yes	Yes	Never requested
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EQUALITY IMPACT ASSESSMENT (EIA)

Project Information	
Project Name <i>This should clearly explain what service / policy / strategy / change you are assessing</i>	Motion report – Review of Burial service provision and faith burial requirements
Service Area <i>Main team responsible for the policy, practice, service or function being assessed</i>	Bereavement Services, within Waste & Environment
EIA Author <i>Name and Job Title</i>	Sarah Holohan, Bereavement Officer Jennie Probert, Environmental Services Manager
Date EIA drafted	11/08/2026
ID number <i>This will be added by the Strategy and Partnerships Team</i>	EP006

Executive summary	
Focus of EIA <i>A member of the public should have a good understanding of the policy or service and any proposals after reading this section.</i> <i>Please use plain English and write any acronyms in full first time - e.g.: 'Equality Impact Assessment (EIA)'</i> <i>This section should explain what you are assessing:</i> <i>If the EIA is attached to a report, summarise the report.</i> <i>Provide information on whether any of the following communities could be affected by the policy, practice, service or function, or by how it is delivered?</i> <i>(age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) in addition, TRDC recognises other communities may be vulnerable to disadvantage, this includes carers, people experiencing domestic abuse, substance misusers, homeless people, looked after children, (ex) armed forces personnel.</i>	This Equality Impact Assessment considers the review of burial service provision within Three Rivers District Council, particularly whether burials within 24 hours, including same-day, weekend and out-of-hours requests can be provided where requested by faith communities and other communities. The review was requested by Members of the General Public Services and Community Engagement Committee. It considered current burial arrangements, feedback from public engagement, benchmarking with neighbouring authorities, and operational issues such as staffing, cemetery capacity, health and safety requirements and budget implications. Bereavement Services provides burial services across the Council's cemetery sites, including Woodcock Hill Cemetery. The service includes traditional burials, Muslim burials, woodland burials and ashes interments. Some faiths and other communities may seek burial as soon as possible after death, and in some cases within 24 hours. The Council recognises the importance of timely burial provision for these communities and the distress that delays may cause to bereaved families. The review identified that officers already work with funeral directors, faith and community leaders and bereaved families to accommodate burial requests wherever reasonably practicable. However, the Council is not currently able to guarantee burial within 24 hours, including same-day, weekend or out-of-hours burials, due to limited staffing

	resources, existing bookings, operational constraints, cemetery capacity and health and safety requirements. The recommended approach is to continue with the current burial service arrangements, while maintaining flexibility wherever possible and this EIA has been completed for this recommendation. Officers will continue to work with communities, funeral directors and faith representatives to support requests for urgent burials where they can be safely and practically accommodated. The main equality impacts relate to religion or belief, because timely burial may be a particular requirement or expectation for some faith communities. There may also be impacts linked to race, age, disability, pregnancy and maternity, sex, and other vulnerable communities because bereavement services are used by a wide range of residents, including people who may experience additional barriers when arranging a funeral. No changes are proposed to current service provision at this stage. Any future enhancement to burial services, such as routine weekend, same-day or out-of-hours provision, would require additional staffing, revised operational arrangements and budget approval.
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Mitigations		
Protected Characteristic	Potential Issue <i>Against each protected characteristics, make a frank and realistic assessment of what issues may or do occur</i>	Mitigating Actions <i>How can the negative impacts be reduced or avoided by the mitigating measures? Is further engagement with specific communities needed? Is more research or monitoring needed? Does there need to be a change in the proposal itself?</i>
Age	Older residents may be more likely to use bereavement services or to be involved in arranging funerals. They may need clear information and support when making burial arrangements.	Officers will continue to provide clear, accessible information through Bereavement Services Information will be communicated using clear, plain language and, where appropriate, alternative formats such as large print. Printed information will be available for those who may not be able to access information digitally, and officers will respond sensitively to individual needs, explaining available options clearly and providing additional support or clarification where required.
Disability	Disabled people may experience difficulties accessing cemetery grounds, attending services or understanding and complying with certain requirements. Some people may rely on carers, accessible transport or assistance and	Officers will continue to provide reasonable adjustments where required, consider accessibility when arranging burial services and reviewing cemetery operations. Where possible, provide clear information in accessible formats and

	changes to burial times or arrangements may create additional difficulties.	consider the needs of people who rely on carers, accessible transport or assistance dogs.
Gender reassignment (or affirmation)	No specific negative impact has been identified. However, bereavement services must be delivered respectfully and without discrimination.	Officers will continue to provide services respectfully and sensitively to all residents and families. Any concerns raised will be considered through existing customer feedback or complaints processes.
Pregnancy or maternity	Pregnant people or those who have recently given birth may be affected by bereavement, including baby loss or the death of a family member. Delays or unclear information about burial arrangements may add to distress.	Officers will continue to provide a sensitive and compassionate service. Officers will work with funeral directors to assist families to accommodate burial requests wherever reasonably practicable. Clear communication will be maintained about timescales and available options.
Race	Some racial or ethnic groups may have specific cultural burial requirements. If urgent burial requests cannot be met, this could disproportionately affect some communities.	Officers will continue engagement with faith and community representatives, work with funeral directors and families to understand specific requirements and accommodate requests wherever safely and operationally possible.
Religion or belief	This is the main equality issue identified. Some faith communities may require or strongly prefer burial as soon as possible after death and, in some circumstances, within 24 hours. The Council cannot currently guarantee burial within 24 hours, including same-day, weekend or out-of-hours burials, due to staffing, operational, cemetery capacity and health and safety constraints. This may result in some bereaved families being unable to access burial arrangements that meet their religious or cultural requirements.	Officers will continue to work with funeral directors, faith and community leaders and bereaved families to accommodate urgent burial requests wherever reasonably practicable. Where a request cannot be accommodated, provide a clear explanation of the reasons and, where possible, discuss available alternatives. This may include working with the Grounds Team to consider whether a second burial can be accommodated on the same day, where operationally feasible, or offering the earliest available alternative date and time. Keep the provision under review and consider any future service enhancements through budget and service planning processes.
Sex	No specific negative impact has been identified in relation to sex.	
Sexual Orientation	No specific negative impact has been identified.	Officers will continue to provide services respectfully and without discrimination. Families and partners will be treated sensitively and in line with legal requirements and customer service standards.
Marriage and Civil Partnership	Bereaved spouses and civil partners may be directly affected	Officers will continue to provide clear and compassionate communication

	by burial arrangements and any delays in arranging a burial.	with next of kin, spouses and civil partners, ensuring they are kept informed of available burial arrangements and any limitations on requested dates or times.
The council recognises other communities may be vulnerable to disadvantage, this includes carers, people experiencing domestic abuse, substance misusers, homeless people, looked after children and care leavers, (ex) armed forces personnel.	Some residents may have additional vulnerabilities, financial pressures, limited support networks or difficulty navigating burial arrangements.	Officers will continue to signpost residents to relevant support where appropriate. Work sensitively with funeral directors, families and partner services. Ensure communication is clear and that individual circumstances are considered where possible.

Actions Planned

The Council will continue to operate current burial service arrangements while seeking to accommodate urgent burial requests wherever reasonably practicable.

Actions planned include:

- Continue working with funeral directors, faith and community leaders and bereaved families to understand and respond to urgent burial requests.
- Maintain clear communication with families where same-day, 24-hour, weekend or out-of-hours burial cannot be accommodated.
- Continue to explain operational, staffing, cemetery capacity and health and safety constraints clearly and sensitively.
- Keep burial service provision under review through the Bereavement Services and Waste and Environment service planning process.
- Where urgent burial requests cannot be accommodated, consider whether alternative dates or arrangements can be offered to the bereaved family wherever reasonably practicable.
- Consider any future service enhancements, including routine weekend or out-of-hours burial provision, through the Council's budget-setting and service planning arrangements.
- Continue to monitor feedback from residents, funeral directors, faith groups and community representatives.
- Ensure any future proposals for changes to burial service provision are subject to further equality assessment and consultation where required.
- Review customer information to ensure it is clear, accessible and written in plain English.
- Continue to consider reasonable adjustments for disabled residents or people with additional communication needs.

Additional Information

Sign off:

Equalities Lead Officer	Date
Shivani Davé	11/08/2026

**GENERAL PUBLIC SERVICES AND COMMUNITY ENGAGEMENT COMMITTEE
WORK PROGRAMME**

No.	Items to be considered	Link to Strategic Plan	Date of Next Meeting	Purpose of the Report	How the work will be done	Responsible Officer	Outcome Expected
November 2026							
1.	Presentation on Community Safety Priority 1		17 Nov 2026	To receive a presentation on one of the Community Safety Priorities for 2026/27. Burglary / Retail Crime / Anti Social Behaviour / Domestic Abuse and Violence Against Women and Girls / Hate Crime and Prevent	Presentation	Shivani Dave, Partnerships and Inclusion Manager, Michelle Wright, Community Safety and Safeguarding Manager	
2.	Anti-Social Behaviour Policy		17 Nov 2026	This report presents the updated Anti-Social Behaviour Policy	Officer report	Michelle Wright, Community Safety and Safeguarding Manager	
3.	Housing, Homelessness and Rough Sleeping Strategy- Action Plan - Annual Review		17 Nov 2026	The annual review of the council's Housing, Homelessness and Rough Sleeping Strategy Action Plan to be presented to Committee	Officer report	Jason Hagland, Strategic Housing Manager	

No.	Items to be considered	Link to Strategic Plan	Date of Next Meeting	Purpose of the Report	How the work will be done	Responsible Officer	Outcome Expected
4.	P3 Budget Monitoring Report - GPS&CE		17 Nov 2026	This report covers this Committee's financial position over the medium term (2026 – 2029) as at Period 3 (end of June 2026).	Officer report	Sally Riley, Finance Business Partner	
February 2027							
5.	Presentation on Community Safety Priority 2		2 Feb 2027	To receive a presentation on one of the Community Safety Priorities for 2026/27. Burglary / Retail Crime / Anti Social Behaviour / Domestic Abuse and Violence Against Women and Girls / Hate Crime and Prevent	Presentation	Michelle Wright, Community Safety and Safeguarding Manager, Shivani Dave, Partnerships and Inclusion Manager	
6.	P6 Budget Monitoring Report - GPS&CE		2 Feb 2027	This report covers this Committee's financial position over the medium term (2026 – 2029) as at Period 6 (end of September 2026).	Officer report	Sally Riley, Finance Business Partner	

No.	Items to be considered	Link to Strategic Plan	Date of Next Meeting	Purpose of the Report	How the work will be done	Responsible Officer	Outcome Expected
June 2027							
7.	P10 Budget Monitoring Report - GPS&CE		22 Jun 2027	This report covers this Committee's financial position over the medium term (2026 – 2029) as at Period 10 (end of January 2027)	Officer report	Sally Riley, Finance Business Partner	

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