

**TRAFFIC REGULATION ORDER INFORMAL
CONSULTATION REPORT
RESIDENTS PERMIT PARKING PROPOSALS, BROOK
STREET, TRING**

Client: Dacorum Borough Council
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1.0 INTRODUCTION

1.1 Context

1.1.1 Concerns have been raised to the council regarding inappropriate parking by commuters and visitors on Brook Street and the surrounding roads in Tring. As a result, residents have struggled to park close to their properties.

1.1.2 Dacorum Borough Council are therefore undertaking a review of the current parking arrangements on various roads around Brook Street, Tring, in order to assess whether a residents permit parking/Controlled Parking Zone scheme is required. As part of this review, a site assessment was undertaken by officers in March 2023 and, following this, a design has been produced outlining the proposed changes on the sections of road under investigation.

1.1.3 The Council have undertaken both a consultation with residents and businesses who would be affected by the proposals, as well as a consultation with the Statutory Consultees based upon the designed proposals.

1.1.4 The purpose of this report is to outline the consultation processes undertaken, the responses received and to make a recommendation on how to proceed.

1.2 Proposals

1.2.1 The proposed alterations to the existing parking arrangements on Brook Street and the surrounding roads are shown in Appendix A and outlined below, as is the permit eligibility zone:

- Introducing a Permit Parking Area for Permit holders only between Monday to Saturday 8am to 6pm, from the junction with Brook Street to the end of the cul-de-sac on the following roads:
 - o Plaiters Close
 - o Mill Gardens
 - o Brookfield Close
 - o Shugars Green

- Introducing Permit Parking Bays for Permit Holders only between Monday to Saturday 8am to 6pm, on the eastern side of Brook Street between its junction with Shugars Green and the entrance to the Silk Mill Business Park, where unrestricted parking is currently permitted.
- Introducing 'No Waiting at Any Time' (Double Yellow Line) restrictions on both sides of Brook Street, Shugars Green, Brookfield Close and Mill Gardens.

1.2.2 The introduction of Permit Parking on Brook Street and surrounding roads will prioritise parking for permit holders (i.e residents), therefore allowing them to park closer to their own properties by preventing commuters and visitors to the local shops and the Silk Mill Business Park from parking there during the restricted hours.

The restricted hours (Mon-Sat 8am-6pm) were chosen specifically to prevent all day commuter parking, and to prevent daytime visitors to the High Street from parking on Brook Street or the surrounding roads.

1.2.3 The introduction of No Waiting at Any Time (Double Yellow Line) restrictions aims to control parking within the Permit Parking area and prevent inappropriate parking near junctions, as well as on bends and in turning heads. Several sections of the roads in question are not wide enough to accommodate parking on both sides of the road. Therefore, the proposed restrictions will help to prevent obstruction issues as well as inappropriate parking.

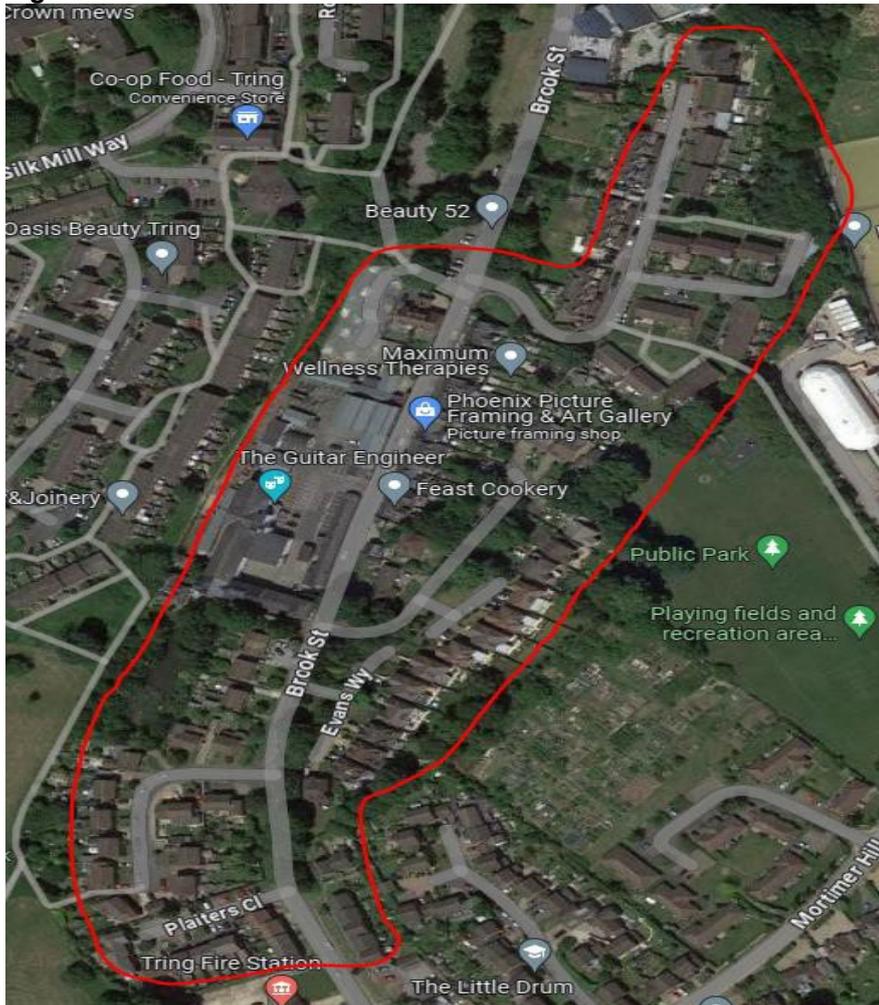
2.0 RESIDENTS AND BUSINESS CONSULTATION

2.1 Methodology

2.1.1 Residents and businesses affected by the proposals were consulted over a four-week period from 21st September 2023 to 20th October 2023. A letter, plan as well as information on Permits was posted directly which explained the proposals and the reasoning behind them. Consultees were able to respond via email or post. The letter posted is included as Appendix B.

2.1.2 The consultation area is outlined in Figure 1 below.

Figure 1: Resident & Business Consultation Area



2.1.3 This area comprised a total of approximately 244 addresses.

2.2 Consultation Responses

2.2.1 Following the completion of the consultation process, a total of 65 responses were received. Of these responses, 31 were in support, 4 were neither in support or stated an objection and 30 were objections.

2.2.2 Residents have been grouped together by address in an attempt to determine whether the residents of each road would support or object to the proposal. The results sorted by road can be seen in Table 1 below.

Table 1 Resident & Business Consultation Area

Road	For	Against	For (%)	Against (%)
Brook Street	13	7	65%	35%
Shugars Green	0	8	0%	100%
Brookfield Close	12	1	92%	8%
Mill Gardens	6	4	60%	40%
Plaiters Close	0	10	0%	100%
Total	31	30		

2.2.3 Four respondents were neither in support nor objected to the scheme. Additionally, 10 respondents requested that the proposed timings of the restriction were changed. Monday to Saturday 8am to 10pm was the most common time restriction requested.

2.2.4 Two of the objectors residing in Brook Street were unhappy with the proposed Monday to Saturday 8am-6pm restriction. Both residents requested a full 'Residents Parking Only' restriction. They were concerned that issues would persist during evenings and weekends when the permit restrictions are not in force.

A further two objections were also received regarding overflow parking from businesses at the Silk Mill Business Park. One of these residents suggested that the Permit Parking Scheme would be of no benefit if businesses in the vicinity were able to purchase permits for their own vehicles. In contrast, the other resident objected on the scheme on the basis that businesses would be detrimentally impacted, as they cannot solely rely on pedestrian customers. This objector was also concerned about tradesmen who may carry out services to properties within the road and where they would park.

An objection to the restrictions on Brook Street was received on the basis that the number of vehicles displaced by the scheme will park in other locations nearby. One

resident objected on the basis that they will not be eligible to purchase enough permits for all of their vehicles, and another found the prospect of paying for a visitor permit to be unpalatable.

- 2.2.5 Of the 8 objections received at Shugars Green, seven of them covered a similar basis. For the majority of residents that responded here, the cost of a parking permit is unpalatable and/or unaffordable. Many of the residents of Shugars Green are pensioners, living week-to-week on a state pension. Furthermore, many of the residents are concerned about the practicalities of permits for carers, who often visit multiple times per day. There are also several households that would require more permits than they would be eligible for. One resident states that they own a commercial vehicle that would be too large to qualify for a parking permit, which hinders their ability to work. A resident is also concerned about the “Online Only” permit parking system and its suitability for older residents who may not have a presence on the internet.

One objector was disappointed that they would be adversely affected as they would not be able to park in their usual location, and their vehicle would be displaced.

- 2.2.6 The only objection received regarding the proposed restrictions in Brookfield Close related to uncertainty as to whether residents would be able to purchase visitor permits. Without these, visitors would be forced to park outside of the permit area during the restriction hours.

- 2.2.7 Four objections were received from residents of Mill Gardens. Two of the objections concerned the cost of permits, with both respondents mentioning that this was unpalatable.

Another respondent objected to the permit parking proposals but did not provide a clear explanation for this stance. However, they did also mention that more needs to be done to prevent vehicles parking on the corners of junctions.

The final objector at Mill Gardens owns more vehicles than are eligible for permits, and is therefore concerned about being detrimentally affected and having to park one or more of their vehicles outside of the permit parking zone.

2.2.8 Ten objections were received from residents of Plaiters Close. Six of the objectors mention that the parking bays are privately owned by residents and are allocated to different properties. Therefore, these residents disagree with the permit zone proposal for Plaiters Close.

Two of the objectors state that there have been no issues with inappropriate and/or unsafe parking here, so there is no need for Plaiters Close to be included in any permit zone in Tring. Another objector finds the cost of purchasing a permit to be unpalatable.

The final objection received concerned permits being issued to carers who have to visit often. The respondent is worried that carer visits will be made more difficult if permits make parking in Plaiters Close more restrictive.

2.2.9 One response was received from a resident in Evans Way. Whilst they support the scheme, they also requested that Evans Way is included in the scheme. This is because visitors currently have nowhere to park on Evans Way, presumably due to overflow parking from surrounding roads.

2.2.10 Although the permit parking in Shugars Green has proven to be very unpopular, support for the proposed Double Yellow Lines at the entrance has garnered support from multiple residents.

2.2.11 Some residents and businesses who responded to the consultation also raised queries about the permit eligibility and application process but were still in favour. Additionally, some residents with off-street parking raised concerns regarding whether they would be subject to parking fines if they had to leave their vehicle on the road.

2.2.12 Some respondents enquired about whether businesses from the Silk Mill Business Park would be able to purchase permits. If these businesses are able to purchase permits, the effectiveness of the permit parking zone may be worse, according to residents.

2.3 Officers Response

- 2.3.1 It is apparent from the comments detailed above, garnered during the informal consultation with residents and businesses, that the support of residents for the permit parking zone restrictions will likely be dependent on the road on which they live.
- 2.3.2 In response to the objections raised by residents; a full “Residents Parking Only” restriction is deemed to be too restrictive and would disproportionately affect the Silk Mill Business Park, as well as evening and weekend visitors. Additionally, the restriction currently proposed (Permit Parking Only) would have a similar impact during the times of day that attract the most non-resident vehicles. Only residents from properties within the restriction boundary will be eligible to apply for permits.
- 2.3.3 Tradesmen or people working on properties within the PPA would also be able to make use of visitor permits to allow easy access.
- 2.3.4 Whilst it is accepted that the implementation of a permit parking scheme will displace vehicles from the area between 8am-6pm on weekdays and Saturdays, existing No Waiting At Any Time restrictions on Brook Street will deter vehicles from parking in locations that are considered to be dangerous. Additionally, with properties within the restriction area able to purchase up to three permits per household, as well as four visitor permits valid for a week at a time, the number of vehicles pushed out of the zone to roads on the periphery should be fairly low.

- 2.3.5 Several objections were received by residents who found the cost of resident parking permits to be unpalatable. However, the cost of resident permits in Dacorum Borough Council have been kept as low as possible. Revenue generated from permit parking zones cover the administrative costs of enforcing permit parking zone restrictions and issuing permits to residents. Any lowering of the pricing of vehicle permits would hamper the Council's ability to effectively administer and enforce permit parking zones.
- 2.3.6 Should any commercial vehicles be too large to qualify for a permit, the Council may offer a special permit, should evidence be provided of a resident's given circumstances.
- 2.3.7 Several residents objected based on uncertainty regarding visitor parking on the road. In the consultation letter circulated to residents, it was detailed that residents would be able to purchase visitor permits. The only objection to the scheme in Brookfield Close related to visitor parking. Given that residents are provided with the opportunity to purchase visitor parking permits, this concern should be alleviated.
- 2.3.8 Where residents have objected as a result of owning one or more vehicles that would not qualify for a permit, these vehicles can be parked in any privately owned off-street parking locations during the restriction hours or nearby streets where there are no parking restrictions in place where safe to do so. Vehicles without permits may be parked without penalty in the permit parking zone during the hours in which the restriction is not active.
- 2.3.9 Several objectors, especially in Plaiters Close and Shugars Green were concerned about implications for visitor carers. Carers would be able to obtain 'special permits' to gain access to someone in need of care on a regular basis. Residents requiring care are able to apply for a 'Special Permit' which can be done electronically online or if the applicant does not have access to the internet, they can be obtained by calling the council's parking service who can also issue paper versions that can be issued to the carers upon arrival and returned to the resident upon exit from the property.
- 2.3.10 Regarding the implementation of the permit parking zone on Evans Way, this is not possible as it is not a section of adopted public highway and is a privately maintainable road.

2.3.11 The No Waiting at any time (double yellow line) restrictions are required to accompany the Permit Parking Area as parking bays are not marked out within Permit Parking Areas. Permit Parking Areas rely on terminal signage only meaning you can park with a permit anywhere within the PPA where there is not a waiting (yellow line) restriction present. Therefore, new No Waiting At Any Time restrictions have been proposed in order to prevent parking where it is considered dangerous or would cause an obstruction.

2.3.12 In response to concerns raised about business permit parking the following business permit policy will apply should this proposal be implemented. Businesses are eligible for permits if:

- There is no space to park within the boundary of your premises
- You have one or more operational vehicles registered to the business, and
- You are registered for business rates.

Each business in a Permit Parking Zone can have up to two registration numbers registered on the permit, but both vehicles must be operational vehicles.

An operational vehicle is one that is used for collections and deliveries. A vehicle must be less than 5.25 metres long and no more than 2.3 metres high. If a vehicle is only used to get to and from work, it does not count as an operational vehicle.

A business permit can only use the parking permit in the Permit Parking Zone that it was issued for.

The business in question will therefore be able to apply for a permit and the council will assess its eligibility against the criteria accordingly.

The proposed scheme will not change existing delivery/access/loading/unloading arrangements.

2.4 Conclusion

- 2.4.1 The receipt of 30 Objections from a total of 65 respondents represents approximately 46% of respondents objecting to the scheme. This therefore demonstrates that the residents and businesses consulted are split on whether they consider the proposals to be acceptable.
- 2.4.2 However, as shown in Table 1 on page 4, the support for the scheme varies greatly from road to road. The majority of residents in Brook Street, Brookfield Close and Mill Gardens supported the scheme. However, no residents on Plaiters Close supported the permit parking zone, and in Shugars Green residents only wanted the proposed double yellow lines on entry, not the permit parking.

3.0 STATUTORY CONSULTATION

3.1 Methodology

3.1.1 The Statutory Consultees were consulted over the period from 21st September 2023 to 20th October 2023. A letter and plan were emailed directly, and consultees were invited to submit any comments via email. There was a total of 20 consultees. The letter sent is included as Appendix C.

3.2 Consultation Responses

3.2.1 A total of 3 responses were received from the Statutory Consultees.

3.2.2 A response was received from Hertfordshire Fire and Rescue Service raising no objections. A response was also received from the Dacorum Borough Councillor for Tring Central, who voiced their support. Tring Town Council also supported the proposals.

3.3 Officers Response

3.3.1 It is apparent from the comments detailed above, that the Statutory Consultees who responded have no objections to the proposals.

3.4 Conclusion

3.4.1 In light of the responses received, it is clear that the statutory consultees do not object to the proposals.

4.0 SUMMARY AND RECOMMENDATION

4.1

4.4 The Objections received have been analysed and responded to in sections 2 and 3 of this report.

4.5 A Statutory Consultation process has also been undertaken with the Statutory Consultees. Three responses were received, none of which offered any objections to the proposals.

4.6 In light of the above, it was recommended that the proposal is modified to remove Shugars Green and Plaiters Close from the proposed permit parking zone in accordance with the majority of residents views from these roads. It was also agreed with members to reconsult with all residents on the newly updated proposals.

5.0 SECONDARY RESIDENTS CONSULTATION

5.1 Methodology

5.1.1 The secondary residents consultation was held over a three-week period from 7th February to 1st March 2024. A letter and revised plans were posted directly which notified the residents of the council's intention to remove Plaiters Close and Shugars Green from the Controlled Parking Zone proposal. Consultees were provided with the opportunity to comment on the revised plans and were able to respond via email or post. The letter posted is included as Appendix E. The consultation area was the same as the previous residents' consultation.

5.2 Consultation Responses

- 5.2.1 Following the completion of the consultation process, a total of 15 responses were received. Of these, 9 were in support, 2 were neither in support nor stated an objection and 4 were objections.

Three of the objectors were residents of Mill Gardens. All three residents were upholding their objections from the previous consultation. The inclusion of Mill Gardens in the Controlled Parking Zone was previously supported by the majority of residents of this road during the previous consultation period.

The final objection received did not relate to Plaiters Close or Shugars Green. The resident objected based on the fact that they would require more permits than are allowed to be purchased.

The only response received relating to the removal of Shugars Green and Plaiters Close from the proposal offered no objections.

5.3 Conclusion

- 5.3.1 In light of the responses received, it is clear that the residents of Plaiters Close and Shugars Green do not object to the removal of their roads from the Controlled Parking Zone proposals.

6.0 SUMMARY AND RECOMMENDATION

- 6.1 Dacorum Borough Council have undertaken an extensive Second Consultation with the 244 properties consulted during the first consultation with an amended set of proposals that removed Shugars Green & Plaiters Close from the permit parking proposals.

- 6.2 It was made clear to residents that Shugars Green and Plaiters Close may experience an increase in vehicle parking due to displacement caused by the Controlled Parking Zone should it be implemented in the surrounding roads. It was also made clear to

residents that Shugars Green and Plaiters Close would not be able to be included in the Controlled Parking Zone at a later date. The ownership/maintainability status of Plaiters Close and Shugars Green was also explained in the letter since several residents from both roads questioned this during the previous consultation. The proposal plans attached in Appendix D were sent out to residents as part of the second consultation material.

- 6.3 The responses received have since been reviewed, and it has been concluded that the residents have no objections to Plaiters Close and Shugars Green being excluded from the Controlled Parking Zone. It is therefore recommended that the revised scheme should be progressed to the statutory public TRO consultation process in order to progress the proposals to the delivery phase of the TRO process.

