



James Ellis

Head of Legal and Democratic Services

MEETING : EXECUTIVE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 11 JULY 2023
TIME : 7.00 PM

MEMBERS OF THE EXECUTIVE

- | | |
|------------------------------|---------------------------------------------------------|
| Councillor Carl Brittain | - Executive Member for Financial Sustainability |
| Councillor Ben Crystall | - Leader of the Council |
| Councillor Alex Daar | - Executive Member for Communities |
| Councillor Joseph Dumont | - Executive Member for Corporate Services |
| Councillor Vicky Glover-Ward | - Executive Member for Planning and Growth |
| Councillor Mione H Goldspink | - Deputy Leader and Executive Member for Neighbourhoods |
| Councillor Sarah Hopewell | - Executive Member for Wellbeing |
| Councillor Tim Hoskin | - Executive Member for Environmental Sustainability |
| Councillor Chris Wilson | - Executive Member for Resident Engagement |

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AGENDA

1. Apologies

To receive any apologies for absence.

2. Leader's Announcements

To receive any announcements from the Leader of the Council.

3. Minutes - 13 June 2023 (Pages 6 - 12)

To approve as a correct record the Minutes of the meeting held on 13 June 2023.

4. Declarations of Interest

To receive any Member(s) declaration(s) of interest.

5. Council Tax Reduction Scheme 2024 - 25 (Pages 13 - 35)

6. Waste Shared Service: Client team and Corporate Support Arrangements (Pages 36 - 86)

7. Adoption of Kingsmead Neighbourhood Plan (Pages 87 - 224)

8. Harlow and Gilston Garden Town - Draft Stewardship Charter for Consultation (Pages 225 - 254)

9. Urgent Business

To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.

Agenda Item 3

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MINUTES OF A MEETING OF THE
EXECUTIVE HELD IN THE COUNCIL
CHAMBER, WALLFIELDS, HERTFORD ON
TUESDAY 13 JUNE 2023, AT 7.00 PM

PRESENT: Councillor B Crystall (Leader)
Councillors C Brittain, B Crystall,
M Goldspink, A Daar, J Dumont, V Glover-
Ward, S Hopewell, T Hoskin and C Wilson.

ALSO PRESENT:

Councillors D Andrews, E Buckmaster,
M Butcher, T Clements, C Redfern, T Stowe
and G Williamson.

OFFICERS IN ATTENDANCE:

Richard Cassidy	- Chief Executive
James Ellis	- Head of Legal and Democratic Services and Monitoring Officer
Steven Linnett	- Head of Strategic Finance and Property
Katie Mogan	- Democratic Services Manager
Nick Phipps	- Service Manager - Community Wellbeing and Partnerships
Rhys Thomas	- Theatre Director and Arts Advisor

42 APOLOGIES

There were no apologies for absence.

43 LEADER'S ANNOUNCEMENTS

The Leader reminded Members that the meeting was being webcast and to use their microphones when speaking.

44 MINUTES - 14 FEBRUARY 2023

Councillor Buckmaster requested an amendment to the minutes at minute number 345. He requested that 'with the' be added between 'Council Tax' and 'increase' to more closely reflect the statement made.

Councillor Buckmaster and Councillor McAndrew who were at the last Executive meeting, confirmed to the current Executive that the minutes of the last meeting were accurate.

Councillor Dumont proposed, and Councillor Glover-Ward seconded a motion that the Minutes of the meeting held on 14 February 2023 with the amendment requested by Councillor Buckmaster be approved as a correct record and be signed by the Leader. On being put to the meeting and a vote taken, the motion was declared CARRIED.

RESOLVED – that the Minutes of the meeting held on 14 February 2023 as amended be approved as a correct record and signed by the Leader.

45 DECLARATIONS OF INTEREST

There were no declarations of interest.

46 REGULATION OF INVESTIGATORY POWERS ACT (RIPA)
POLICY REVIEW

The Executive Member for Corporate Services presented the Regulation of Investigatory Powers Act (RIPA) Policy report. He said that RIPA allowed local authorities to conduct covert surveillance to prevent and detect certain crimes and the council were required to have the policy in place on the use of these powers.

Councillor Dumont said that the council's policy had been inspected by the Investigatory Powers Commissioner's Office (IPCO) who were complimentary of the policy but did recommend some updates. The updates had been made to the policy and the Executive were asked to agree the new updated policy.

Councillor Goldspink said that she was glad that the council were so carefully regulated on surveillance as she was worried about individual rights to privacy. She thanked Officers for setting out such a clear report.

Councillor Daar asked the Executive Member for Corporate Services if the policy had been through the Overview and Scrutiny Committee for scrutiny and comments from other Members.

Councillor Dumont confirmed this was correct.

Councillor Dumont proposed, and Councillor Goldspink seconded a motion supporting the recommendations in the report. On being put to the meeting and a vote taken, the motion was declared CARRIED.

RESOLVED – That (A) the Executive considers the content of the report and provides any observations to the Head of Legal and Democratic Services; and

(B) The revised Regulation of Investigatory Powers Act (RIPA) Policy at Appendix B be adopted.

47 HERTFORD THEATRE - PRICING STRATEGY

The Leader reminded Members that Appendix C was restricted and if Members wished to ask questions or comments on the appendix, then the meeting would need to pass a resolution to exclude the press and public.

The Executive Member for Wellbeing presented the Hertford Theatre Pricing Strategy report. She said that the Hertford Theatre project was on track for opening in Spring 2024 and the Leader and herself had visited the site for a tour a few weeks ago. She said the Executive needed to agree a pricing strategy as the theatre was already getting interest for bookings. The report had been considered by the Audit and Governance Committee on 31 May 2023.

Councillor Buckmaster said it was good to see the progress being made at the theatre and it would be an important facility for Hertford and the whole District. He provided some context to the project and said that the last administration could not foresee the impact of the pandemic, the Russian invasion of Ukraine and the

increase in inflation. He said that the project board did run through the business plan and said it was good to see it still in use to enable the theatre to be successful in the future.

The Leader thanked the previous administration who drove the project forward.

Councillor Goldspink said that her and her Liberal Democrat colleagues had misgivings about the theatre project in the past as they were worried about the cost and the amount of borrowing involved. She said that as the project was nearing completion, her group did not wish to be obstructive. She thanked the Officers for detailed costings and the business plan and said the Executive must support the report so bookings at the theatre could start. Councillor Goldspink said it was important that the whole situation was kept under review.

Councillor McAndrew echoed the comments of Councillor Buckmaster and said it was refreshing to hear support from Councillor Goldspink. He referred to paragraph 2.15 of the report which said an annual report would be presented to the Audit and Governance Committee annually. He asked when the first report would be presented.

The Theatre Director and Arts Advisor said the programme would start in May 2024 so a report would be presented to the Committee on the first 12 months in June 2025.

Councillor Wilson echoed the comments from Councillor Goldspink and said he was concerned that the starting point for the projects were how much money it needed to

make. He said he was reassured that there would be a day-to-day view on the ground to see if the strategy was working or not.

Councillor Hopewell proposed, and Councillor Glover-Ward seconded a motion supporting the recommendations in the report. On being put to the meeting and a vote taken, the motion was declared CARRIED.

RESOLVED – That (A) the comments from the Audit and Governance Committee be reviewed;

(B) authority be delegated to the Head of Operations in

consultation with the portfolio for future changes to pricing in the context of inflation, market rates, full cost recovery principles;

(C) authority be delegated to the Theatre Director to negotiate and agree ticket pricing for productions and events, ensuring that these are in-line with the business plan; and

(D) authority be delegated to the Head of Operations for

agreeing Food and Beverage pricing ensuring these are in line with the business plan.

48 URGENT BUSINESS

There was no urgent business.

The meeting closed at 7.16 pm

Chairman
Date

East Herts Council Report

Executive

Date of Meeting: 11 July 2023

Report by: Councillor Carl Brittain, Executive Member for Financial Sustainability

Report title: Council Tax Reduction Scheme 2024/25

Ward(s) affected: All

Summary

- To consider the latest available information around the current local Council Tax Support (CTS) scheme at East Herts and support the recommendation that no change is made for 2024/25.

RECOMMENDATIONS FOR EXECUTIVE:

(A) To recommend to Council that no changes be made to the Council Tax Support scheme for 2024/25.

1.0 Proposal(s)

1.1 That Executive consider, in accordance with the Government's requirement for an annual approval of the Council Tax support scheme, that no changes be made for 2024.

2.0 Background

2.1 At a meeting of the Overview and Scrutiny committee on 20 June 2023, following consideration of the report, Members

recommended that the Council Tax reduction scheme for 2024/25 remain unchanged and continue to be supported.

- 2.2 The Government made provision within the Local Government Finance Bill to replace the former national Council Tax Benefit (CTB) scheme from 1st April 2013 with localised schemes for Council Tax Reduction Schemes (CTS) devised by individual local authorities (LA's). The schemes are valid for one year and must be approved by Council before the 11th March immediately preceding the financial year in which it is to take effect.
- 2.3 If the Council were to choose to consider any material revisions to the scheme, this would be the subject of public consultation, which would need to be considered by both those entitled to receive support as well as the general Tax payers of East Herts.
- 2.4 The Government require that major preceptors (County and Police) are consulted each year, and if there is any change to the scheme a full consultation open to all tax payers in the district is required. There is no specific timescale prescribed but the period must allow for meaningful consultation.
- 2.5 Additionally, consideration must be given to providing transitional protection where the support is to be reduced or removed. The financial impact of any decision on Council Tax Support also needs to be included when setting our budget and Council tax levels at the same time.
- 2.6 Since the introduction of CTS in April 2013 various changes have been considered but the scheme has remained the same. **Appendix A** provides details of the history of the scheme.
- 2.7 Previously Overview and Scrutiny committee received a presentation on a potential new scheme for 2019/20 based on

income bands. The aim was to find a scheme which would simplify the criteria for customers as well as mitigating the impact of changes in circumstances on workload and council tax collection, resulting from universal credit reassessments.

2.8 Members were advised that substantial modelling would need to be carried out to avoid any unintended consequences, as well as enabling full consultation with tax payers and major preceptors. Testing was carried out but did not produce the desired outcomes.

2.9 This report therefore details the current position on Council Tax, and seeks support to continue the current scheme for 2024/25.

3.0 Reasons

3.1 In 2013 the Council initially devised a scheme which replicated the previous Council tax Benefit scheme but limited the Council Tax liability that was used to assess entitlement to 91.5% for working age customers. The Council has maintained this position for the first 11 years of the scheme.

3.2 The cost of the scheme is reflected in the tax base, in the same way as other discounts which reduce the collectable debit.

3.3 Currently (2023/24) 75.85% of the tax base income is precepted by Herts County and Council and 11.24% by the Police, and accordingly they have a vested interest in the value of the CTS scheme as it directly impacts on their ability to raise funds. The lower the cost of the scheme, the higher the tax base on which they can precept.

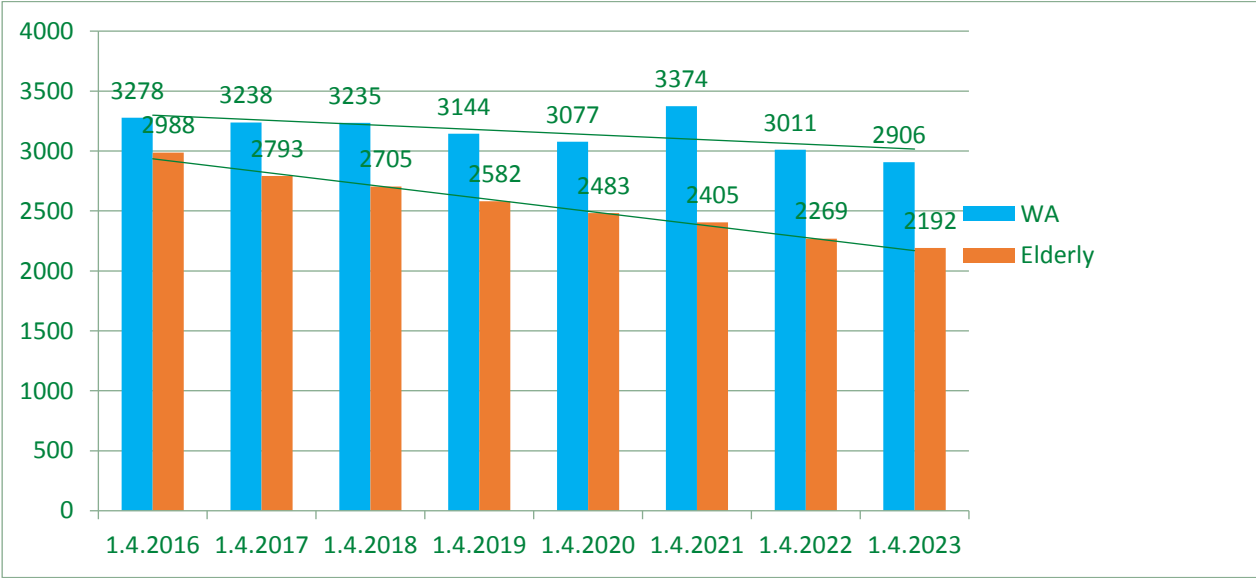
3.4 Before the introduction of CTS there had been a number of years of constant case load increases, the caseload then stabilised with a small increase in 2020/21, however since then

the caseload has been falling, alongside a growing taxbase due to new developments in the area. The impact on the cost of the scheme is demonstrated below.

Year	Cost of the CTS scheme		
2013/14	£6,448,794	Actual	
2014/15	£6,066,188	Actual	
2015/16	£5,734,780	Actual	
2016/17	£5,670,937	Actual	
2017/18	£5,813,163	Actual	The Band D value of the 2017/18 taxbase increased by 4.39% on 2016/17,
2018/19	£6,066,356	Actual	The Band D value of the 2018/19 taxbase increased by 5.76% on 2017/18
2019/20	£5,999,213	Actual	
2020/21	£6,497,160	Actual	The Band D value of the 2020/21 taxbase increased by 4.16% on 2019/20
2021/22	£6,564,088	Actual	The Band D value of the 2021/22 taxbase increased by 3.88% on 2020/21
2022/23	£6,392,112	Actual	

- 3.5 The level of spend on CTS has reduced in real terms. This has supported previous recommendations to leave the scheme unchanged.
- 3.6 The long term impact of Covid -19, the continued war in Europe and the more recent increases in energy costs on the economy in the short, medium or long term are as yet unknown. The caseload has been reducing but we may experience a change in this trend before the end of the year.
- 3.7 The impact of any change in trend will be built into the taxbase for 2024/25 when it is constructed in October 2023.
- 3.8 The taxbase for 2023/24 was calculated in October 2022 and assumed Council Tax Support would cost the equivalent of 3185.47 band D values, with expected changes built in. At 1 April 2023 the actual band D cost of Council Tax support was 3168.76, which is £35.3k less expensive. In context however the taxbase is set to produce £135.2m and has many variables.

3.9 The table below demonstrates the changes in caseload, and with the exception of April 21, has seen a continuous reduction.



3.10 Changes in caseload are monitored monthly so any trends are identified promptly.

3.11 The taxbase is also impacted by other variables, and changes in anyone of them can impact on its ability to generate the expected income levels on which the budget is set. The Covid-19 pandemic, war in Europe and the more recent increases in energy costs may for example have a dampening effect on new builds coming into the taxbase which will further reduce its income raising capacity.

3.12 Consideration of any variations to the existing scheme needs to consider;

- The cost of CTS
- The impact of other welfare benefits reforms on the ability to pay
- The cost of increasing arrears and recovery costs
- The buoyancy of the taxbase generally
- The unknown budget and finance settlements

- The roll out of Universal Credit

3.13 The CTS scheme for 2023/24 can be summarised as follows:

- That the CTS scheme for all working age claimants will be based on 91.5% of their council tax liability.;
- All local discretions currently in place continue e.g. war pension disregards;
- Other aspects of the new Council Tax Support scheme to mirror the previous Council Tax Benefit scheme.

3.14 A large proportion of customers affected by the introduction of the CTS scheme had not previously had to pay anything towards their Council Tax bill. If they had been 'passport'ed under the Council Tax Benefit scheme their liability would have been discharged in full by a credit transfer onto their Council Tax account. Under the CTS arrangements all working age customer have to pay at least 8.5% towards their bill.

3.15 It continues to be a challenge to support and educate these customers into a regular payment arrangement. We have;

- Offered flexible repayment options,
- Given more time to pay,
- Worked on a project with the Citizens advice Bureau to support customers with repeated arrears,
- Promoted other debt and advice agencies.

3.16 The in-year collection rate for working age claimants who had only the minimum 8.5% liability to pay was 67.49% in 2014/15 and 74.98% for 2022/23

3.17 The overall in-year collection rate for all working age CTS customers was 77.43% in 2014/15, and 74.94% in 2022/23. In contrast to the all taxpayers in-year collection rate, which for 2014/15 was 98.2%, and 96.5% in 2022/23.

3.18 In recognition of the fact that the additional Council Tax liability is more difficult to collect, a collection rate of 98.9% has been assumed. The liability not paid in-year becomes arrears on which a bad debt provision has to be established, which is a further cost to the council. Where the outturn taxbase exceeds the estimated performance it generates a surplus on the collection fund, and conversely when the taxbase does not achieve its expected performance because of negative variations in the component elements, the collection fund would be in deficit. The Council is required to make precept payments during the year regardless of any in-year variations.

3.19 Many of these same customers have been affected by other welfare reforms introduced;

- the spare room subsidy scheme
- the Benefit CAP,
- Reviews of disability benefits etc.
- Many families find that they have increasing debts with their councils and landlords for bills that were previously paid for them.

4.0 Options that could be considered in redesigning a scheme

4.1 There are a number of options that could be considered when redesigning the scheme, although all revisions would affect working age customers only, given that pensioners have to be fully protected by our scheme.

4.2 The Government continues to make changes to the Housing Benefit regulations which are not currently mirrored in the CTS regulations. This means the schemes are no longer aligned. The frequency of changes to Housing Benefit and Universal Credit schemes, make it impossible to mirror these in the CTS

scheme, not least of which because of the difference in timing. The Housing Benefit and Universal Credit schemes are changed when needed during the year, and the CTS scheme can only be revised annually.

- 4.3 Consideration was been given previously to align some of the more significant differences between Housing Benefit and Council Tax support but the financial implications across the caseload have been assessed as small, and the changes would have required a full consultation exercise, to achieve only a temporary alignment, and therefore this was rejected.
- 4.4 The caseload for CTS indicates that the proportion of working age customers compared to pensioners is changing over time very slightly. It demonstrates a reduction in the proportion of the caseload for Elderly customers and this may be attributed to the rising of the national age threshold for becoming a pensioner. (1.4.2016 = 47.69% Pensioners , 1.4.2023 = 43% Elderly), consequently more customers would be affected by any changes.
- 4.5 Previously consideration was given to an income-band scheme which appeared to offer an opportunity to simplify entitlement criteria and the treatment of income and capital. This was driven by the roll out of 'full service' Universal Credit, (impacting in East Herts from October 2018) so there was a need to look to reduce the impact of monthly changes in universal credit on entitlement to CTS and Council tax collection.
- 4.6 Members were supportive of the approach, however subsequent testing has shown that there are unintended consequences for customers with disability premiums, and to correct for these would make the scheme overly complex and thus not achieve the desired outcomes.

- 4.7 Consideration has previously been given to each of the following changes, but each relies on the basic scheme construction remaining the same.
- a) Changing the level of “minimum payment” for all working age customers
- I. The current scheme assumes that all working age customers are asked to pay at least something towards their Council Tax, and as described earlier the minimum payment is 8.5% of liability. The Council could consider making a change to that amount but in doing so, the full impact of that decision needs to be considered.
 - II. If the Council chose to increase this minimum payment to say 10%, this does not mean a straight line reduction in the amount that the Council will spend out. For individuals already finding it difficult to pay at the current level, it can be seen that increasing this amount could increase their hardship levels further, especially as these customers are likely to be receiving other benefits, which have been affected by the on-going Welfare reforms.
 - III. Given our latest information shows that the collection rate for those working age customers in receipt of CTS is already significantly lower than the overall rate, we would need to consider adding further amounts to our bad debt provision in respect of potential non-collection of our debts. So any savings in expenditure would translate to increased bad debt provisions.
 - IV. Conversely, if we were to consider reducing the minimum amount to be paid we would need to consider where we would find the additional amount that we would need to fund Council Tax Support and the impact upon the totality of the funding for the Council and importantly, other

precepting bodies too. These impact on their overall funding levels, and given we represent under 9% of the total cost of the scheme, EHC needs to consider the significant financial impact this could have on others. There would still be costs associated with administering the scheme whatever the level of award, as not everyone gets the full benefit so this would not mitigate the additional cost to the Council.

b) Introducing a band cap (so limiting the amount that we would pay to a value of a lower property band, for example Band D)

In some Local Authorities, they have introduced a band cap where the scheme will only pay up to the equivalent of say a Band D property, even if you are in a higher banded property.

This could disproportionately affect those with a requirement for a larger property as they have children, other dependents due to caring responsibilities or a disability. These groups could already have been hit by other areas of Welfare reform including the Benefit Cap and the Spare Room subsidy limitation.

c) Introducing a minimum amount that would be paid out

Some Councils have introduced a minimum level at which they will support residents. An example is that you have to be entitled to at least £5 a week to be supported. This means someone who is currently entitled to a lower amount, would not receive it, despite the fact that we have assessed them as currently requiring support. There are no real savings in terms of administrative costs because we would still have to undertake an assessment to find out that we wouldn't award. In addition, the fact that they are currently entitled to support indicates that they are financially vulnerable and the likelihood of being able to collect that additional amount

from those residents is low. Therefore the potential reduction in costs overall is minimal and outweighed by an increase in bad debt provision and recovery costs.

d) Changes around discretions for Disability, Children and other Dependents

- I. This would change the nature of the scheme overall. East Herts, when setting its original scheme were clear that all would contribute equally as the core scheme already differentiates preferentially to those with disabilities, children etc.
- II. Any complexity that is added to the way in which we calculate entitlement, will make the administration of the scheme both more complex for our officers to manage both in terms of calculation but more importantly, to explain to our residents.
- III. This would also mean that the general working age population may need to pick up an even greater share of the cost if the scheme is to remain affordable and equitable.

e) Other adjustments

There include; income tapers, non-dependent deductions, income disregards etc. but all carry the same risk to bad debt provisions, potential recovery costs and costs of administration. The more complex the scheme, the more difficult it is to comply with and customers' levels of understanding could be compromised.

4.8 The impact, challenges and opportunities of Universal Credit

- 4.8.1 Customers claiming UC who apply for Council Tax Support do not require the Council to carry out means testing on their circumstances. They need only provide their UC entitlement letters (details of which can be confirmed through LA's access to the DWP systems). These claims are already means tested and have differential applicable amounts applied by the DWP, and the only income element that is needed for an award of CTS is earnings. Consideration has to be taken of any deductions being made for overpayments or recovery of advances, but these lend themselves to a simplified assessment and processing system, and could be incorporated into a discount scheme.
- 4.8.2 Universal credit full service roll out took effect in this area in October 2018. This means that working age customers who would previously have applied for Housing Benefit (HB) and CTS are now applying for UC and CTS. The DWP pilot for moving existing HB claimants on to UC was not successful and therefore they have deferred progressing managed migration until a further pilot or pilots are completed.
- 4.8.3 There is therefore no information available currently to determine when this councils existing working age HB caseload will move to UC.
- 4.8.4 There are certain groups of HB claimant that will not, in the foreseeable future migrate to UC, as they are deemed too complex. This means that in addition to the pensioner case load there will be a residual working age caseload to manage.
- 4.8.5 It has therefore been appropriate to consider if the current CTS scheme is fit for purpose now that a growing number of customers will be in receipt of UC.
- 4.8.6 The reduction in new claims for HB might seem to reduce the services workload, however as the current scheme requires the same preparation and processing to award a CTS claim as an HB one, there is no saving. Currently claims or changes in

circumstances are prepared and input and both awards (HB & CTS) are processed simultaneously. Claims not requiring an HB assessment simply produce one output (CTS award) rather than two.

- 4.8.7 UC claimants have to apply to the council for CTS entitlement. There is a common misunderstanding among claimants that it is all covered by their claim for UC. The Council therefore often only gets to engage with these customers when their Council Tax account is in arrears, and additional recovery action has to be taken. Clearly this is an additional administrative burden for the council, and costly for the customer.
- 4.8.8 Universal Credit is reassessed monthly, and those customers who are working (nationally this is estimated at more than 40%) are likely to experience variations in the UC entitlement each month. This is attributed to salary and wages frequencies affecting their assessments. Each time there is a change in the UC award, their entitlement to CTS has to be reassessed. Every time the CTS is reassessed, it produces a new Council Tax Bill. These constant changes in bills and amounts due are not only confusing to the customer trying to budget, but it also resets any recovery action being taken for non-payment.
- 4.8.9 The service has received a significant increase in workload from these monthly changes. They are received electronically from the DWP. However development of automation routines has mitigated the impact of this increase workload on resources. Further developments in this area are being pursued.
- 4.8.10 Identifying and acknowledging these challenges from UC requires any potential change to the CTS scheme to consider;
 - I. The potential for further automation of UC notices on live CTS claims, thus reducing the new workflow (88.87% of 36,245 notices were automated in 2022/23).

- II. Mitigations for changes in UC entitlements to revise council tax liability, and thus avoid resetting recovery action.

This could be achieved if the CTS scheme set bands of entitlement, or fixed periods in which changes in income would not result in a change in entitlement, within the scope of a set range.

These options have the potential to be very expensive.

- III. The costs of changing the scheme.

The software supplier is estimating a cost in excess of £25k for each Council moving towards a banded CTS scheme. Herts County Council has already declined to contribute to any costs associated with changing the scheme, despite being the biggest preceptor for Council Tax.

Any changes to the scheme require full and meaningful consultation with all taxpayers in the district and there are significant costs associated with this level of consultation.

4.9 What others are doing:

- Some councils have moved to a banded scheme, but they still require substantial means testing of each claim.
- St Albans moved to a banded scheme in 2019. Their residual caseload is on the 'default' scheme. (essentially the old Council Tax Benefit scheme).
- Unfortunately we cannot replicate a scheme like this currently as we are unable to have two different live working age CTS schemes at the same time.
- Other councils are considering various options but anecdotally are awaiting more information around migration before changing current schemes.

	Current scheme	Any planned changes for 23/24?
North Herts	<p>Banded schemes –</p> <p>100% if income is below maximum bands. Bands are 10%, 75% 45% 25% and 0%. £50 disregard on earnings and £50 disregard on any disability benefit per household. Limited to 3 children. Cares allowance and ESA support component disregarded. Removed 2AR applications as no longer have a non dep deduction.</p>	Unknown at this point
Dacorum	<p>Non banded schemes –</p> <p>% of liability paid by customer on maximum entitlement ? = 25%</p> <p>75%, and also restricted to band D (ie max is 75% of band D) however, 100% (with no band restriction) if customer is in a vulnerable group: child under 5; disabled; war pensioner; or disabled child</p>	Unknown at this point
Welwyn Hatfield	<p><i>Non Banded</i></p> <p><i>75% Maximum liability</i></p>	

Broxbourne	<i>Non Banded</i> 75% Liability, 25% income taper , band E restriction	Unknown at this point
Hertsmere	Banded for UC not banded for everyone else <i>The non banded is basically the default scheme with some variations (non dep deductions etc)</i> 80% plus restrict to band D.	Unknown at this point
St Albans	Banded for UC Non Banded for others Previously on default scheme % of liability paid by customer on maximum entitlement = 0	Unknown at this point
Three Rivers	Not banded % of liability paid by customer on maximum entitlement = 0	Unknown at this point
Watford	Not banded % of liability paid by customer on maximum entitlement = 0	Unknown at this point
Stevenage	Not banded	TBC

	% of liability paid by customer on maximum entitlement 8.5%	
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4.10 Current position:

The current CTS scheme works and protects the most vulnerable customers by the use of applicable amounts and income disregards.

Work has been carried out over a period of time on developing a banded scheme for all working age claimants. This has included modelling of current claimants into a banded scheme, to assess the impact and identify any unintended consequences.

As it is not currently possible to have a separate schemes for just UC cases, all current working age claimants would have to be included. After testing the data it is clear that the intended simplicity of a banded scheme would be compromised as the need to differentiate between all the many and varied disability premiums and incomes would require too many bands for each category of household, to ensure sufficient protection for these groups.

In addition there would be all the costs of changing the scheme but no savings in administration, or increased simplicity for the customer.

4.11 Conclusion

The improvement in automation of UC notices is mitigating the increased workflow. It is proposed that we continue with a two stage approach for the future.

- Firstly, instead of looking to change the current scheme in the short term, that further automation of UC change notices continues.
- Secondly, once actual caseload migration is timetabled, consideration of a banded scheme or a discount scheme is revisited. At this time the majority of cases will convert to UC, and will have the means testing carried out by the DWP, thus offering opportunity for administrative savings.
- This will remove the current challenge around protecting the needs of those with disability incomes as this will be incorporated in the DWP assessment of UC entitlement.
- The impact of Covid-19, the war in Europe and energy costs increasing and their impact on the caseload and taxbase will be monitored closely and if significant, an early consideration of changes to the scheme for 2025/26 be recommended.
- Members will also be able to review the original principles of the scheme, including that all WA customers pay 8.5% of their liability.
- This approach should ensure that costs associated with the change of schemes will be matched by efficiencies achievable in the administration processes.

5.0 Risks

No

6.0 Implications/Consultations

6.1 Herts County Council and the Police will be consulted on the proposal.

Community Safety

No

Data Protection

No

Equalities

No

Environmental Sustainability

No

Financial

Finance had been consulted and support the proposal.

Health and Safety

No

Human Resources

No

Human Rights

No

Legal

No

Specific Wards

No

7.0 Background papers, appendices and other relevant material

7.1 Appendix A – details the history of the Council tax support scheme.

Contact Member

Councillor Carl Brittain, Executive Member for Financial Sustainability.

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Appendix A - The origins of Council Tax Support (CTS)

1. Before April 2013, the service administered Council Tax Benefit on behalf of the Government. This national scheme was specified in legislation and LA's were reimbursed by the Department of Work and Pensions (DWP) through a subsidy claim submitted annually and subject to audit.
2. The level of subsidy reimbursement varied dependant on whether benefit had been awarded, backdated or overpaid, but the point to note is that entitlement and subsidy were based on assessing entitlement on 100% of somebody's council tax liability, net of discounts (like a single person discount).
3. The scheme was means tested and whilst the scheme differentiated between different client groups (providing extra support for disabled groups for example) there was little differential between Elderly and Working Age clients.
4. Clients fell into one of two groups, "passport" and "standard claims." A passported claim was one in which the DWP had already carried out a means test and then notified us that the customer's income was at or below the minimum income level for their household composition. They would be automatically entitled to 100% of their Council Tax to be paid by Council Tax Benefit. A deduction would however be made from this entitlement where there were non dependants living in the home.
5. The second group were called 'standard claims'. These customers had their means testing done by the council and awarded Council Tax benefit in accordance with the national scheme criteria. These customers had income above the minimum requirements and would be required to pay something towards their council tax liability. A deduction would also be made from this entitlement where there were non dependants living in the home.
6. In very simple terms entitlement was determined by comparing eligible incomes against relevant applicable amounts. When income equalled or fell below applicable amounts, the maximum entitlement is achieved. If income exceeded applicable amounts, entitlement was reduced by 20% of the excess. The applicable amounts were determined by the DWP in respect of Housing Benefit claims.
7. In more complex terms, every income and capital source had to be assessed in accordance with its type, and then determined if it was

included in the assessment. Child benefit, maintenance paid to a child, PiP and DLA, war pensions etc were fully disregarded, whilst earned income was calculated after tax and NI, and 50% of pension contributions, averaged over the relevant period. Payments to certain child care providers were disregarded, whilst capital (excluding the property occupied) included savings, shares etc and if the total exceeded £16k, the customer was excluded from entitlement.

8. In very general terms the full expenditure on the scheme was reimbursed by the DWP.

The impact of changes from 1st April 2013

9. The national scheme for Council Tax Benefit ceased, and Councils had to devise their own Council Tax Reduction Schemes for working age claimants. The Government continues to specify the scheme for Elderly customers through prescribed regulations.
10. Instead of the scheme being funded through a subsidy claim based on actual expenditure, the Government moved the funding into the Revenue Support Grant (RSG) settlement, fixing it at only 90% of the subsidy paid in a previous year. RSG was the amount of grant that Government gave to Councils to support their wider service delivery, and made up one part of the income of the Council in addition to Council Tax receipts, fees and charges and an element of Business rate collection. However the move away from RSG makes this funding element less obvious.
11. From 14/15 the 90% grant that was included in the RSG was no longer individually identifiable. Therefore calculating the total cost of the scheme i.e. the cost of the CTS scheme versus the CTS grant given by Government is now impossible.
12. Each Council had to consider how to fund 100% of the cost of the Elderly 'national' scheme and provide a Working age scheme, whilst receiving 10% less funding.
13. Pensioner claimants are protected from changes through the provision of a statutory scheme.
14. Schemes must support work incentives.
15. The DCLG Policy Statement of Intent did not give a recommended approach to be taken, but indicated the scheme should not contain

features which create dis-incentives to find employment. The current East Herts scheme complies with this statement.

16. Local authorities must ensure that appropriate consideration has been given to support for other vulnerable groups, including those which may require protection under other statutory provisions including the Child Poverty Act 2010, the Disabled Persons Act 1986 and the Equality Act 2010, amongst others.
17. The DCLG issued Policy Statements that addressed a range of issues including the following:
 - Vulnerable People and Key Local Authority Duties;
 - Taking work incentives into account;
 - Information Sharing and Powers to Tackle Fraud.
18. The Local Government Finance Bill stated that a Billing Authority must have regard to any guidance issued by the Secretary of State. Our current scheme has sought to address these requirements.
19. The Council initially devised a scheme which replicated the previous national scheme but limited the Council Tax liability that was used to assess entitlement to 90% for working age customers. The Government offered a one-off transitional grant to Councils who would restrict the reduction to 91.5%, and accordingly the Council amended the proposal and took the one off transitional grant. The Council has maintained this position for the first 10 years of the scheme

Agenda Item 6

East Herts Council Report

Executive

Date of meeting: 11 July 2023

Report by: Councillor Tim Hoskin –Executive Member for Environmental Sustainability

Report title: Waste Shared Service: Client team and Corporate Support Arrangements

Ward(s) affected: All

Summary

- The report is based on outcomes from the Member lead joint working group between East Herts Council (EHC) and North Herts Council (NHDC) and workshops held for senior managers. It identifies the approach considered necessary to corporate support arrangements affecting the waste contract administration and management. The key drivers for the changes are to enhance the customer experience in line with transformation programmes by improving the efficiency and effectiveness of processes to support this. The report follows on from previous reports provided to overview and scrutiny and the Executive regarding the future management of waste.

RECOMMENDATIONS FOR EXECUTIVE

- (A) To note the comments from Overview and Scrutiny Committee held on 20th June 2023;**
- (B) To agree the updated waste service policy statements to come into force from May 2025;**

- (C) To agree that each council leads on their own customer service provision with one set of processes for customer interactions being developed and agreed with a focus on resolution at the first point of contact;**
- (D) To agree to further work to identify resources and costs to integrate the customer relationship management system with the waste management IT system; and**
- (E) To agree to the proposed minor updates and changes to financial management and governance arrangements and subsequent minor changes to the Inter Authority Agreement outlined in Section 3.**

1.0 Proposal(s)

- 1.1 To update waste service policy statements to those contained in **Appendix 2** to come into force from May 2025.
- 1.2 For each council to lead on their own customer service provision developing with the Shared Waste Service one set of processes for customer interactions with a focus on resolution at the first point of contact.
- 1.3 For further work to be carried out in advance of the budget setting to identify resources and costs to integrate the customer relationship management system with the waste management IT system to enhance the online self-service options for residents.
- 1.4 To make minor updates and changes to financial management and governance arrangements and subsequently minor changes to the Inter Authority Agreement outlined in Section 3.

2.0 Background

- 2.1 East Herts Council (EHC) and North Herts Council (NHDC) entered into a Shared Service arrangement in 2017 and a joint contract was let beginning in May 2018.
- 2.2 A Councillor led Joint Partnership Board for waste meets twice per year and monitors the performance of the contract.
- 2.3 The service comprises a 'client' management structure located at the Buntingford Depot and two operational hubs comprising separate management teams and separate workforces for East and North Herts Councils.
- 2.4 The current contract covers the requirements for the collection of waste and recycling from approximately 124,000 households and over 1920 commercial customers as well as street cleansing services across East and North Hertfordshire.
- 2.5 In 2014 the Councils agreed to progress from a Strategic Outline Case to an Outline Business Case for the shared service specifically exploring potential additional savings in joint contracts, savings in client overheads including depot costs, governance and management proposals and jointly agreed policies to form the basis of a joint specification.
- 2.6 The shared service has been in operation since 2018 and has successfully rolled out service changes for both authorities. The client team have worked to align processes and systems to ensure that the customer experience is broadly similar regardless of in which district a resident lives. The new contract which will mobilise for May 2025 will ensure further consistency between the authorities.
- 2.7 The shared service client team and corporate support arrangement operate under an Inter Authority Agreement

(IAA) which sets out the partnership arrangements which exist for and between the two authorities. In addition for the current contract procurement a Collaboration Agreement has been put in place to provide clarity on the roles and responsibilities in relation to the procurement and demonstrate the commitment to the procurement partnership.

- 2.8 At the respective East Herts Executive and North Herts Cabinet meetings on 19th April 2022 and 22nd March 2022 a new aim and principles for the shared service were agreed focusing on efficient services which are environmentally and financially sustainable. The aim and principles are attached in **Appendix 1**.
- 2.9 A report to the respective Executive/Cabinet meetings on 25th October 2022 also identified a need to provide additional detail regarding corporate support arrangements in a supplementary report.
- 2.10 The vision for the Transforming East Herts programme approved by the Executive on 6th July 2022 is 'By 2025 East Herts Council will be a customer focused, financially sustainable, effective organisation with flexible, empowered employees'.
- 2.11 The Transforming East Herts programme is split into 3 strands: Be digital, focusing on improving our processes and encouraging more self-service, Be agile, which is about our people and culture, aiming to maximise benefits from modern ways of working and Be Commercial, which is about being more financially sustainable and generating income. This report identifies elements spanning the be digital and be commercial stands.

- 2.12 To improve the services opportunity for operational efficiencies a number of options have been considered. If the service is aligned across both authorities the client team administration and management of the contract could be more efficient providing capacity to improve the customer experience and engagement.
- 2.13 It has been necessary to review the working practice of the client team and support services to ensure the shared service can operate as efficiently as possible and meet the principles agreed by Executive and Cabinet.

Resources and Waste Strategy

- 2.14 In December 2018 the government released its Resources and Waste Strategy. There have subsequently been a number of government consultations linked to this strategy. The industry is currently waiting for guidance to support the outcomes of these consultations and the full details of subsequent policy and legislative updates.
- 2.15 The Resources and Waste Strategy is expected to significantly change the way council's waste collection services are managed and funded. The final strategy launch has been delayed following the pandemic and specific details and timescales for some elements of the implementation are yet to be determined. However it is expected that additional administrative burdens will be placed on councils to demonstrate 'efficient and effective; services in order to receive funding.
- 2.16 The drafted policy documents in **Appendix 2** aim to support the principles of waste reduction and provide clarity to residents using the services. Should the outcomes and finalised guidance differ from our service design it may be necessary to further refine the policy statements.

3.0 Reason(s)

Customer Services

- 3.1. Customer service at each Council is currently delivered under different models, with differing administrative responsibilities, processes and key performance indicators (KPIs). EHC manage contacts related to waste and street cleansing services in-house as part of a corporate customer service team. At NHDC contacts are managed by the current collection contractor with a small proportion of contacts also being handled by the corporate team.
- 3.2. At the joint cross party member workshops, members explored options regarding the provision of customer services. Advantages and disadvantages were identified for both a council led customer service solution and an out-sourced customer service solution. In addition, indicative costs were provided for these. The preference from the working group was for a joint council led customer service solution as it was felt this would fit better with aspirations around an improved customer journey. At the Executive on 25th October 2022 it was agreed to have customer services delivered in house.
- 3.3. The customer services and call handling functions have consequently not been included in the specification of the next waste contract and it is therefore necessary to develop the structure for this support service from 2025.
- 3.4. Subsequent work has been undertaken with senior managers at both authorities to consider the viability of a joint customer service provision and this has resulted in a recommendation to Executive to keep the customer service functions separate, but delivered in-house by both councils.

- 3.5. Some potential benefits of separate customer service provision are identified below:-
- a. Knowledge of all council related processes and can therefore advise on other queries as a single point of contact
 - b. Greater resilience from a larger staff pool for each council.
 - c. Monthly quality monitoring in line with other in-house customer service provision at each council.
 - d. Training in line and consistent with each councils core values and objectives
 - e. Increased transparency for each authority over contact types and complaint logging
 - f. Increased transparency for each council on reasons for call handling performance e.g. staff resources, large contact volumes from other services.
 - g. Direct control for each council over phone lines, Interactive Voice Response (IVR) and email auto replies.
 - h. Direct control and monitoring of online self-serve contacts (see section 3.7)
 - i. Able to make effective use of council Customer Relationship Management (CRM) systems.
 - j. Service efficiencies (cost savings) can be realised more easily from individual council transformation programmes.
 - k. Direct control over payments to the councils and therefore no additional VAT auditing implications.
- 3.6. The waste client team will lead on a review of all processes to ensure consistency of services between each authority and to its residents, these processes will be aligned to support the application of the policy statements attached in **Appendix 2**.

Digital Services

- 3.7. The proposals in this report are aligned to the EHC transformation programme.
- 3.8. A number of services are already available online with full integration with back office systems including:
- Reporting missed bin collections (approximately 55% recorded online)
 - Subscribing to garden waste services (over 80% online)
 - New and replacement bin requests
 - Collection day look up

This means that there is almost no human intervention necessary from either customer service agents nor the client team in order for the service to be delivered.

- 3.9. There are a number of other services which can be reported online, however these webforms result in an email being sent either to customer service teams or the client team and therefore are not currently fully integrated, requiring additional administration to enter into back office systems and no immediate feedback is available to residents.
- 3.10. All current fully integrated online services are provided as part of the current waste contract. These online facilities will cease to function at the end of April 2025 and a new alternative solution is required to provide a seamless transition for residents.
- 3.11. Work has been undertaken to scope the requirements for digital service integration prior to the contract start in May 2025 and details can be found in **Appendix 3**. The majority of this work will take place in 2024 and early 2025 to ensure sufficient time to test systems prior to contract start.

- 3.12. Until a preferred bidder is chosen, which, based on the current timeline will be in early 2025 it is not possible to fully estimate the time and staff resource required to undertake the necessary integration.
- 3.13. Colleagues from IT departments will be involved in the dialogue with bidders to gauge the extent of the work required.
- 3.14. Once processes have been fully mapped time and resource estimates will be developed to determine the extent of any digital transformation work required in order to provide automated self-serve options for residents for all high contact waste and street cleansing services.
- 3.15. It is expected that estimated costs will be available for budget workshops in October.

Financial Management

- 3.16. Financial management of the waste contract is delivered separately for and by each authority creating a level of duplication, differing burdens and requirements for the client team. There is also a level of inconsistency in functionality for example NHDC can provide direct debits whilst currently EHC cannot, NHDC debtors processes are automated, while the EHC process is not.
- 3.17. Much of the financial management for the shared service is unaffected by the contractual provisions, however the incumbent contractor currently takes payment on behalf of both East Herts and North Herts for garden waste subscriptions and bulky waste collections on behalf of North Herts. This financial management service will not be provided in the next contract as it is directly linked to the decision to provide customer services in house and therefore alternative

provision needs to be made for direct debits, online payments and telephone payments in advance of 2025.

- 3.18. Each Council will independently manage income from chargeable services and although this does not reduce the duplication of work by the shared client team in this area it does provide a reduced auditing burden for each authority.
- 3.19. For NHDC this functionality broadly already exists, but it is not yet possible to transition these services due to the council procuring a new payment system and financial management system (FMS) and needing to align with this timeline. New setups and testing would still be necessary, as well as online integration for self-serve by residents. It is anticipated that this can begin after April 2024.
- 3.20. Subject to successful procurements it is anticipated that NHDC will transition garden waste direct debits (circa 21000) and payments (circa 8000) during 2024 in advance of the next subscription year in April 2025.
- 3.21. For EHC the delivery of direct debits and automated debt management processes are anticipated to be delivered by November 2023 and with necessary user testing it is anticipated that direct debits for garden waste (circa 25,000 for EHC) could be migrated to in-house systems by February 2024 in time for the next subscription year.
- 3.22. The move to in-house income management for garden waste is also dependent on successful integration with the existing garden waste portals and any subsequent re-procurement of these systems for each authority.
- 3.23. It is expected that a new contract will mean that both Councils will have the same contract costs for the servicing of garden waste collections. During the joint cross-party Member

working groups options for aligning the garden waste service were explored. Members recommended that we should seek to therefore have an aligned price for garden waste as we currently do for bulky waste and commercial waste collections which have the same contract costs.

- 3.24. At the Executive/Cabinet on 25th October 2022 the principle of aligning the charge for the two authorities was therefore approved.
- 3.25. NHDC has recently agreed to bring the NHDC charge for garden waste to £49 to match EHC and align the start date of the service to 1st April. The price increase will cover an extended subscription year for residents which will provide a cost saving to them in the first year. Each Council wishes to retain income receipts and therefore at this stage the use of one portal for both authorities is not proposed, but will be explored as an option when the portal provision is reprocured.
- 3.26. As a consequence of this alignment it is proposed that a mechanism for agreeing the garden waste charges be written into the Inter Authority Agreement (IAA). This will be based on the principle of cost recovery which is aligned to the agreed shared service principle of financial sustainability for the services.
- 3.27. As NHDC are the current lead authority for the shared service it is proposed that this arrangement continues to prevent the need for staff to TUPE. It is therefore also proposed that NHDC lead on the financial management of expenditure for the shared service as this would reduce the client teams need to duplicate financial management work and detail will be written into the IAA to identify auditing and governance of financial management. This will ensure some reduced administration and duplication of work for the shared service

yet still provide EHC with all necessary information for audit purposes.

- 3.28. In addition, NHDC will commit to providing a summary of contract spend, on behalf of both authorities, to the Partnership Board.

Communications and Marketing

- 3.29. Communications and marketing is delivered separately by each authority creating some inconsistencies in relation to corporate prioritisation of waste messages. The NHDC corporate service in terms of officer resource, is larger than at EHC, therefore there is potential benefit in aligning some aspects of comms.
- 3.30. The service changes will require a significant focus on comms with a need for additional resource to deliver more targeted campaign work. A new dedicated Waste Communications Officer post was identified and agreed at Executive and Cabinet on 25th October 2022 and this role will focus on non-corporate communications, such as targeted communications in relation to specific campaigns, targeted local communications in relation to low performing areas and the capture of certain materials in the recycling streams. This will also include working with local schools and community groups for face-to-face communications.
- 3.31. It is proposed to keep customer facing generic service related comms separate but NHDC to lead on design in consultation with EHC. There will be a continued regular liaison between the two communications teams to ensure messages are aligned and a protocol will be developed with regards press releases and media enquiries and cemented in the IAA.

Legal Services

- 3.32. Both authorities have ongoing recruitment challenges in relation to contract and procurement lawyers. The current procurement is therefore being delivered via an external provider. As a temporary solution this has been beneficial, but it is not sustainable in the long term due to the significant financial costs of external legal support. A decision is needed on how to proceed with legal advice moving forward in relation to the client relationship with the contractor. Each Council would continue to be expected to seek their own advice on any matters relating to the Inter Authority Agreement (IAA) or working relationship between the two authorities.
- 3.33. At this stage it is not possible to determine if either council will be able to recruit a permanent contract lawyer to support the services. It is therefore proposed that support for the shared service and waste contract will be considered at the point of need by the Head of Legal and Democratic Services /Service Director Legal and Community, who will agree a lead authority for each project based on available resource. Where no resource is available at either authority, external support shall be sought and procured by legal services on behalf of both authorities.
- 3.34. In relation to property matters each council will lead on their own properties in relation to the drafting and execution of any lease. It is however expected that property services/ estates teams will align the leases for Buntingford and Letchworth Depot (subject to the successful assignment for the current lease from Urbaser) as far as is reasonably practicable.
- 3.35. Work is ongoing to complete the heads of terms for the leases but it is anticipated that more facilities management responsibilities will pass to the waste contractor. This is to

ensure that the responsibilities for health and safety on site (which sit with the waste contractor) can be controlled more effectively and consistently across both depot sites. It is proposed that any remaining depot facilities management functions will be provided by EHC on behalf of both authorities.

Governance

3.36. Historically, some decisions have been taken independently by each authority such as the implementation of a chargeable garden waste service. Given the commitment from both authorities to align services and create effective and efficient administrative processes as a result, it is necessary to review the governance arrangements. The options for governance are:

- Retain model of partnership board and update the IAA
- Delete the partnership board and introduce a formal Joint waste committee
- Amendments to constitution and delegated decision making for officers to facilitate partnership arrangements with oversight by Partnership Board

3.37. It is proposed to retain the partnership board in its current format with some minor changes to the IAA to ensure decision making between the two authorities are aligned. The IAA will be strengthened to provide clarity on decision making processes and the consequences of unaligned decision making which has a financial burden on either authority.

3.38. The key aims and principles of the IAA will include:

- a) working in harmony to ensure decisions are aligned for effective and efficient running of the service to residents and customers

- b) achieving consensus between both authorities on recommendations for the Executive/Cabinet/Council or other delegated authority to officers
- c) sharing of information in a way that supports effective collaboration between the two authorities
- d) resolving any difficulties openly, quickly and honestly, before any such issues have a negative impact on the operation of the service or collaborative working
- e) providing information to each other that will (or could) impact each authority negatively

3.39. An invitation will be extended to attend partnership board (as and when required) to the Executive/Cabinet members for finance in each authority when there is a recommendation relating to financial implications.

3.40. Ensure there is a dispute resolution process in place with both Heads of Paid services should consensus or agreement not be achieved.

Policy Statements

3.41. Policy statements for the current waste and street cleansing services were agreed by both Councils at the meetings of Cabinet and Executive on 25th October 2022 and are considered fit for purpose. However minor updates will be required to support the transition to extended frequency residual waste collections by supporting increased recycling. The new proposed policy statements are included in **Appendix 2.**

4.0 Alternative Options

4.1. For customer services a joint customer service centre for waste was considered with one of the two authorities administering this on behalf of the other. This was discounted

due to complications with income management and to ensure that residents in EHC can experience a seamless customer journey through the Granicus CRM system. Details of the advantages and disadvantages of differing approaches are identified in **Appendix 4**.

- 4.2. For digital services a lead authority approach was considered but this was discounted due to the recommendation to keep customer services separate and as a consequence integration with both councils' CRM systems will be required.
- 4.3. For financial management the management of both income and expenditure by NHDC was considered but this was discounted due to additional auditing requirements for VAT.
- 4.4. For legal services procuring external support on an ongoing basis was consider but this was discounted as cost prohibitive.
- 4.5. A joint waste committee was considered however was discounted as unnecessary at this stage as service alignment has already been agreed.

5.0 Risks

- 5.1 There is a risk that each Council may progress with digital online self-serve at different speeds and that full integration may not be ready by 2025. This is being mitigated by early communication between all stakeholders.
- 5.2 There is a risk that integrated online self-serve will be cost prohibitive which would put additional pressure on the customer service teams.
- 5.3 There is a risk that the councils will have insufficient resources in corporate support services such as IT and finance to support the changes necessary for 2025. This is being

mitigated by early communication between all stakeholders. Additional consultancy support is being considered for IT.

- 5.4 There is a risk that the two garden waste portals will not be integrated into the financial management systems at each authority in time for the next subscription year and that income will not come direct to the councils. This risk is mitigated by the option to use a direct debit bureau in a similar way to how Urbaser do currently.

6.0 Implications/Consultations

- 6.1. A joint cross-party working group was established to consider the future service design. The terms of reference for the working group can be found in **Appendix 1**. Elected Members attended a series of workshops over two months looking at all aspects of the service design and consideration of corporate support arrangements.
- 6.2. With the recommendations contained in this report being internally focused (and not public facing) to ensure an effective management solution for the shared waste service; it is not anticipated that residents will be negatively affected and therefore a public consultation is not considered necessary.
- 6.3. A report outlining the options appraisals which had been completed when considering solutions for the future was presented to the Waste Partnership Board on 26 April 2023 where the recommendations were considered. These details are provided in **Appendix 4**.

Community Safety

No

Data Protection

Yes, data sharing agreements are in place and will require updating once a new IAA has been developed.

Equalities

Yes, with an increased push towards digital services there is a risk of digital exclusion for some residents. However, one of the primary focuses of the digitisation project is to ensure that phone lines are available for customers who are not able or confident enough to use online services.

Environmental Sustainability

No

Financial

Yes – the development of IT infrastructure and integration with back office systems is likely to require support from consultants in order to meet the necessary timeframes. The costs for this are anticipated to be available by the budget setting workshops.

The use of a direct debit bureau means that transaction and set up costs are paid to a third party it is expected that any additional administration resource required in-house to set up and process direct debits in the financial management system will be offset by the costs currently paid to the bureau.

Health and Safety

No

Human Resources

Yes – additional pressure will be put on existing staff to develop new processes and systems. At this stage no additional resource is proposed and this is linked to the risk identified in 5.3.

Human Rights

No

Legal

Yes – A new Inter Authority Agreement (IAA) is being drafted by external lawyers on behalf of both Councils.

Specific Wards

No

7.0 Background papers, appendices and other relevant material

[Agenda for Executive on Tuesday 19th April, 2022, 7.00 pm - East Herts District Council](#)

[Agenda for Executive on Tuesday 25th October, 2022, 7.00 pm - East Herts District Council](#)

Appendix 1 – Terms of Reference for Joint Working Group and Aims and Principles of the Shared Waste Service

Appendix 2 – Proposed Waste Policy Documents for 2025

Appendix 3 – Scoping work for Digital IT integration work

Appendix 4 – Details of options appraisals presented to Partnership Board

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Terms of Reference – Waste Cross Party Joint Working Group

1. Identify the core aims and priorities in terms of service performance, identifying our current performance levels and how these are benchmarked, considering the long-term objectives of both Councils.
2. Consider the impending changes to legislation, including environmental and financial pressures. Reviewing the current service design in relation to these factors.
3. Identify best practice and where opportunities may exist to transition towards best practice where this is both financially and environmentally sustainable.
4. Seek to achieve consensus and greater consistency of services endeavouring to benefit from greater stability and efficiencies from a common contract.
5. Identify opportunities for financial efficiencies and cost reduction in service design and delivery.
6. Consider and identify the optimal long term service design options for the Councils and how these will deliver the Councils objectives and aims and principles of the shared service.
7. Specifically, the working group will focus on:
 - a. Customer Services
 - b. Street Cleansing Non-Core Services
 - c. Street Cleansing Core Services
 - d. Waste & Recycling Non-Core Services e.g. textiles collections
 - e. Waste and Recycling Core Services
 - f. Chargeable Garden Waste Collections
 - g. Chargeable Waste & Recycling Services

East Herts Council Priorities

- **Sustainability at the heart of everything we do**
 - We will make changes to how the council manages its own premises, people and services
 - We will use our regulatory powers to promote action by others
 - We will influence and encourage others to be more environmentally sustainable
- **Enabling our communities**
 - We will invest in our places
 - We will ensure all voices in the community are heard
 - We will support our vulnerable residents
- **Encouraging economic growth**
 - We will develop new sources of income
 - We will support business growth
 - We will create viable places
- **Digital by Design**
 - We will improve the customer experience for those who use council services
 - We will work with partners to ensure our communities are digitally enabled

North Herts Council Priorities

- **People First** - People make North Herts work. We value all our residents, businesses, staff, contractors, councillors, and other partners, and place them at the heart of everything we do.
- **Sustainability** - We recognise the challenges our towns and district face and are committed to delivering services which are relevant and sustainable. In doing so we will place our environmental responsibilities, as well as sound financial planning, at the centre of our policy making.
- **A brighter future together** - We are far-sighted and plan for the long term to secure the best outcomes for our people, towns and villages, and the local economy, ensuring North Herts continues to thrive.

Waste Shared Service Aim

Delivering high quality and well performing services which are both financially and environmentally sustainable.

Waste Shared Service Principles

- a. Maintain and/or improve service standards through efficient working.
- b. Achieve service improvements, greater resilience, efficiencies, cost reductions or better performance through service alignment
- c. Deliver service changes aligned with the government's Resources and Waste Strategy which demonstrate a net environmental benefit
- d. Work in partnership with contractors to develop and evolve a carbon management plan identifying how operations can deliver year on year carbon savings and move towards services with net zero carbon emissions.
- e. Improve efficiencies and enhance the offering for chargeable waste and recycling services and explore commercial opportunities
- f. Work in partnership with contractors to explore new opportunities to reduce costs and ensure the delivery of financially sustainable services
- g. Providing residents and customers with improved and enhanced online self-serve opportunities delivering any service changes with this in mind
- h. Work in partnership with contractors to improve and modernise working practices and make our services an attractive place to work
- i. Work with the Herts Waste Partnership and other partners to share knowledge, best practice, reduce waste and embed circular economy principles in service delivery.

WASTE & RECYCLING COLLECTION & STREET CLEANSING POLICY STATEMENTS

POLICY DESCRIPTION

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DOMESTIC WASTE COLLECTION SERVICE POLICY STATEMENTS

Policy 1 - Standard service for individual houses

The standard service for the collection of residual domestic waste is a three weekly service. Mixed dry recycling and paper will be collected fortnightly, in separate containers. Food waste is collected separately, weekly. Each property on the standard service will receive only one bin of each type.

Residents also have the option of paying for a fortnightly collection of garden waste. This collection will occur during the same week as the recycling is collected. Each household can pay a subscription charge for a maximum of two additional bins for garden waste.

Each Council has historical bin colours; the list below represents the standard service for new houses and the colour of any replacement bins.

The bins provided are as follows:

Container	Material	Frequency
180L purple lidded with grey body bin (replacements purple lidded)	Residual waste (waste which cannot be recycled)	Three Weekly
240L blue lidded with grey body bin	Mixed dry recycling*	Fortnightly
55 L blue box	Paper	Fortnightly
23L brown caddy	Food waste *	Weekly
240L brown lidded bin (chargeable opt in service)	Garden waste*	Fortnightly

*As defined by our current acceptance criteria stated on our website

The correct bin must be used for the different types of waste. Exemptions to the standard service may be made subject to certain criteria (see [Policy 2](#)). Where a property is provided with the standard service, only waste presented in wheeled bins provided by the Council will be collected with the exceptions under [Policy 8](#).

Policy 2 – Variations from the standard service

To qualify for an exemption from the standard service you must meet one or more of the following criteria:

1. There is no reasonable rear or side access to the property and the useable off street frontage is too small to accommodate the bins (see [Policy 5](#))
2. The property is accessed via steep inclines or steps, so making it impractical to use wheeled bins (see [Policy 5](#))
3. The property is a flat (see [Policy 3](#))
4. The household is a House in Multiple Occupation or has a large number of residents eg. Student house. (see [Policy 6](#))

5. The household/s are disabled or elderly and cannot manoeuvre wheeled bins. (see [Policy 15](#))
6. The household produces clinical waste (see [Policy 25](#))
7. The household produces large quantities of hygiene waste, e.g. nappies or incontinence pads (see [Policy 6](#) and [Policy 25](#))
8. Any other exceptional circumstance as agreed by the council

Policy 3 - Multi-occupancy properties (Communal/ flat blocks etc.)

Properties such as flats or accommodation blocks will normally be collected using communal wheeled bins wherever possible. The number of bins provided will depend on the size and number of properties.

Where bins cannot be provided, for example flats above shops, sacks for residual waste will be provided for use and boxes will be provided for dry recycling. Residents will be provided with the quantities of sacks as detailed in [Policy 5](#).

Bins will be collected from the bin storage or other area as agreed by the Council and returned to the collection location. The standard collection cycle is fortnightly, however weekly collections for residual waste will be facilitated for some existing flat blocks where bin storage space is insufficient.

Only waste which is presented in the correct containers with the correct items in will be collected. For multi-occupancy properties, where the bin is found to contain incorrect items, it will be rejected and not emptied.

It will be the responsibility of the residents / managing agents to arrange for the incorrect materials to be removed before the bin will be emptied on the next scheduled collection day. The Council may offer to empty the bins at its discretion alongside the scheduled residual waste collection. Repeated incidents will result in charging for the emptying of contaminated bins. Only items detailed as acceptable items on our website will be collected.

No loose rubbish or sacks around the bins will be collected nor any other items; and it is the responsibility of the residents / managing agents to remove or clear any such items.

Where access to a bin is blocked with loose rubbish / sacks / flytipping it will not be emptied until this has been removed. The bin will then be collected on the next scheduled collection day.

Policy 4 – Mixed Domestic / Commercial Properties (Mixed hereditament properties)

Mixed hereditament properties are generally business properties with living accommodation attached e.g. a flat above a shop. Such properties will be provided with the standard service ([Policy 1](#)) unless an exemption/variation applies. The bins provided must not be used to dispose of business waste. Household bins containing commercial shall not be emptied.

Policy 5 - Number of sacks provided

If the property meets either Criteria 1 or 2 from [Policy 2](#) the property will be provided with sacks for the collection of residual waste and a box for the collection of mixed dry recycling, a box for the collection of paper and a 23l caddy for food waste NHDC.

Sacks are delivered annually. Sacks are predominantly collected fortnightly and a maximum of 4 sacks will be collected unless an exemption within [Policy 6](#) applies.

In some circumstances flats will receive weekly residual waste collections. Properties must demonstrate they are adequately using recycling services to be considered for weekly residual waste collections.

Policy 6 – Extra bin capacity

All households will be provided with bins in accordance with the standard service. Residents can apply for additional capacity for residual waste under the following circumstances.

1. There are six or more permanent residents in the household
2. There are two or more children in nappies
3. A household where a large quantity of non-clinical healthcare (hygiene) waste is being produced

All households that request additional capacity will need to meet one or more of the set criteria. If the application is under Criterion 1 or 2 above, a five-week diary shall be completed by the household, to ensure items are correctly being separated for recycling and a waste audit may then be carried out to determine whether additional capacity is necessary. This is to ensure that households are recycling all that they can.

Capacity requirements are reviewed periodically (usually annually) and additional bins are provided on a conditional basis. Households will revert back to the standard service when the criteria no longer applies.

If additional capacity is authorised due to Criteria 2 above then there must be two or more children in nappies under the age of 36 months

Under Criteria 1: If a household is placing out a significant amount of extra recycling each collection, they may be considered for a larger recycling bin or second recycling bin at the Councils discretion.

Extra capacity provision under Criteria 3 is subject to a referral from a healthcare provider.

Policy 7 - Items prohibited from domestic wheeled bins / sacks

The following items are prohibited from all bins, this list is not exhaustive:-

- Any hazardous waste or chemicals
- Any clinical waste
- Paint/ Pesticides or chemicals
- DIY waste
- Plasterboard
- Electrical and electronic equipment
- Commercial waste
- Industrial waste
- Large or bulky waste which does not normally fit into a bin.(see [Policy 26](#))
- Hot ashes
- Car parts
- Rubble / soil

- Corrosive materials and liquids
- Oil
- Fluorescent tubes / low energy light bulbs

An A-Z of recycling is provided on our website for information on what can be recycled at the kerbside and items which can be recycled at Household Waste Recycling Centres.

Policy 8 – Excess waste / Side waste

Excess residual waste beside or piled on top of the residual domestic wheeled bin will not be taken. Where possible excess waste will be placed back inside the bin after it has been emptied, a sticker informing the resident may also be left. Persistent excess residual waste may result in a letter being sent or an officer visit to advise on the management of waste. Excess waste can be taken to the nearest Household Waste Recycling Centre alternatively the resident can pay for a bulky waste collection see [Policy 26](#).

Where bins have been forcibly compacted or are frozen and the contents is stuck in the bin, residents are required to loosen the contents. The bin will then be collected on the next scheduled collection day. No return will be made under [Policy 14](#).

Excess waste will not be collected with brown bins with the exception of real Christmas trees, which should be left next to the brown bin in January following the Christmas service suspension. This is for residents who have signed up to the chargeable garden waste service only.

Additional dry recycling materials for the mixed dry recycling bin will be collected as long as these are contained in a paper bag, cardboard box or reusable plastic box. Non-recyclable containers will be left after collection. Large item such as cardboard from large electrical goods must be broken down to facilitate collection. Excess recyclable material will not be collected if presented in a black or other type of plastic sack.

Excess paper can be placed next to the box in a paper bag or reusable plastic box.

Policy 9 – Bin Lids

Wheeled bins will only be collected if the bin lid is closed otherwise it will not be emptied. This is due to Health and Safety considerations and to limit the potential for waste to fall or blow out of the bin. See [Policy 8](#) for the management of additional waste.

Policy 10 - Rejected / contaminated wheeled bins, boxes and sacks

Where wheeled bins are found to be contaminated, residents may be notified by means of a sticker or hanger placed on the relevant bin requiring them to remove the incorrect material and dispose of it in a responsible manner. Boxes and sacks will have a sticker placed on them if possible. Once the incorrect material has been removed from the bin or box they will be collected on the next scheduled collection date for that material. We will not return to empty the bin, box or collect the sack before the next scheduled collection date.

For communal properties it is the responsibility of managing agents to resolve issues of contamination in bins. The Council may, at its discretion, offer a chargeable service for this.

Policy 11 - Collection day & time

The bins/sacks/boxes must be available at the collection point by 6.30am on the day of collection for all residents.

During periods of high temperatures in the summer months, collections may begin at 6am following notification via social media.

Policy 12 - Collection point for wheeled bins / sacks

Receptacles should be presented at the kerbside. Where this is not possible due to wheeled bins blocking footpaths they should be presented at the edge of the property, where the property meets the public highway. If properties are located down a private driveway/road then the bins must be presented where the private access road / driveway meets the public highway.

In a small number of cases e.g farms, due to the access or location of a property it may not be possible for residents to place bins near the public highway for collection. Each case will be looked at on an individual basis to agree a suitable collection point as close as possible to a vehicle access point on the highway.

Where the collection vehicle has to travel over a private / road drive we will not be liable for any damage due to wear and tear to the road surface from normal collection operations as the roadway is unlikely to have been built to sufficient highway standards.

Policy 13 - Return of bins

Bins will be returned to the collection point where possible or another safe place within a reasonable distance to the property and should be removed by the householder as soon as reasonably/practicable after the collection has been made. Bins should not be left obstructing driveways or the public footpath.

Where a bin store has been provided the bins will be returned to the bin store.

Policy 14 - Missed collections

We will only return for a reported missed collection in the following circumstances

- The bin, box or sack was placed out before 6.30am
- The correct collection point was used, and;
- It has not been reported as contaminated or containing prohibited waste by collection crew;
- A crew report has not been received regarding the bin e.g. heavy, excessive waste
- In the case of assisted collections (see [Policy 15](#)) there were no access issues e.g. gate unlocked

A missed collection must be reported within 48 hours of your normal scheduled day of collection. Any missed collections reported after this time will not be collected until the next scheduled collection day.

In –cab crew reports will be used to determine whether a return will be made and vehicle CCTV may be used where reports are of a recurring nature.

Policy 15 - Assisted collections

Assisted collections are available to anyone with a mobility problem where no-one in the household is able to take the bins to the normal collection point (see [Policy 12](#)).

The collection team will collect the waste or recycling from its agreed 'normal storage point', empty the container and return it back to the householder's storage point.

Where bins/boxes/sacks are placed out for collection at a location not designated as the agreed 'normal storage point' receptacles may be returned to the location that they were found.

The bins/boxes/sacks must be easily accessible for the crews, and collection vehicle. Gates must be left unlocked where necessary and the crew should be easily able to manoeuvre the bins from the property. Please ensure there are no overhanging branches or shrubs as we may be collecting in the dark. Wherever possible the bins should be stored at the front of the property to enable easy collection and collection should avoid steps and gravel drives.

Where a property on an assisted collection is located a long way from the public highway on a private driveway / road the vehicle may need to access the property where it is not suitable for our crews to walk to collect the waste. In these circumstances we will not be responsible for damage cause to road surfaces through normal collection operations.

Checks may be carried out by the Council from time to time on resident's suitability for the collection and evidence requested from the householder. Any change in circumstance must be notified to the council as soon as possible.

Policy 16 – Frozen waste bins

During winter months organic waste can become frozen in the bin, if the waste does not empty when lifted by the vehicle mechanism; the bin will be left with the contents still in it. A sticker or hanger may be left to indicate the reason for non-collection. The resident should ensure that the waste is loosened within the bin when presenting it for collection on their next scheduled collection day. We will not return to empty frozen bins before the next scheduled collection.

Policy 17 - Overweight wheeled bins and sacks

Where a crew member cannot safely manoeuvre and position a wheeled bin, sack or box onto the vehicle, or where the vehicle cannot lift the bin due to its weight, then it will be left un-emptied and reported by the collection crew. By law all the vehicle bin lifts have a safe working weight limit which crews cannot override. Bins containing the correct items (see website and [Policy 7](#)) will rarely be overweight.

Sacks should be liftable with one hand. When collecting sacks the employee will assess the weight of the bag. If this is too heavy to carry safely to the vehicle, the bag is likely to split or if the employee cannot safely lift it into the vehicle it will not be collected.

Where any bin, box or sack is found to be too heavy the householder will be required to remove sufficient material from the bin/sack and dispose of it in a responsible manner. Once sufficient weight has been removed, the bin or sack should be presented on the next scheduled collection date. We will not return to empty the bin or collect the sack before the next scheduled collection date.

Policy 18 - Ownership of wheeled bins / sacks

All wheeled bins and sacks provided remain the property of the Council and should be left at the property when moving out, with the exception of additional purchased garden

waste bins where the subscription is being moved to another property in East or North Hertfordshire.

For households with a larger bin (see [Policy 6](#)) for residual domestic waste it is necessary to notify the waste department at the Council when the property is vacated.

Wheeled bins and sacks provided must only be used for the collection of waste and recycling.

The householder is responsible for keeping the bins / sacks safe whilst they are on their property and to protect them from misuse. The Council will not clean or wash bins.

Policy 19 - Provision of new/replacement wheeled bins

Bins will not usually be put on our delivery schedule until the property is occupied and registered with Council Tax.

At a property where the previous occupier has not left the bins, the Council must be contacted to arrange delivery of a set of bins. There is a charge for residual waste (purple lidded) and garden waste (brown lidded) bins.

The delivery of bins will usually be within two weeks but can take up to six weeks.

Policy 20 – Lost and stolen wheeled bins

If you suspect your bin has been lost please check the surrounding area before requesting a new bin. You must contact us to request a replacement bin. Waste not contained within the specified receptacles will not be collected.

For residual waste bins and garden waste bins there is a charge for replacements. Therefore if the bin has been stolen a crime reference number should be provided.

Policy 21 - Damaged wheeled bins

If the bin has been damaged or 'eaten' by the collection vehicle the collection crew will report it on their in-cab reporting system and a new bin will automatically be delivered, and a notification will be left.

In some instances damage through general wear and tear such as broken lids or wheels can be repaired and the Council endeavours to reduce waste by repairing rather than replacing bins where possible. Replacement bins may be provided when they are damaged, any damage should be reported to the Council and details provided to facilitate a repair or replacement bin. Replacement mixed dry recycling bins are provided free of charge. Replacement garden waste bins and residual waste bins are provided at a charge to cover the cost of delivery. Replacement bins or boxes can be ordered online.

A replacement may be a refurbished bin.

Policy 22 - Sharing wheeled bins

If residents request to do so, then they may share bins with their neighbour if both are in agreement. One resident must claim overall responsibility for the bin as a bin can only be allocated to one address; this is usually the property where the bins are stored. It is the responsibility of the householder if a bin is contaminated, misused or needs replacing.

Policy 23 - Severe weather

During severe weather we will

- Continue to undertake the regular scheduled collection of waste wherever it is deemed safe to do so. The decision on whether it is safe for a refuse collection vehicle to access a specific location/street has to be determined locally by the driver of that vehicle. Among key factors that apply are: road conditions, weather conditions, access past parked cars, risks to the safety of public and the crew, risks of damage to parked cars or property.
- Services may be either delayed, suspended or cancelled depending on the severity of the disruption.
- We will attempt to return and collect bins as soon as possible after the scheduled collection date. If this is not possible due to continuing bad weather conditions or compacted ice and snow it may be necessary to cancel services for that collection.
- Collections during or following weather disruption often take more time leading to further delays and therefore some services may be prioritised over others, for example high volume waste streams like recycling or putrescible waste streams like food waste.

All service disruption details and any alternative arrangements will be communicated via our website and on social media, this may change and be updated daily.

No council tax refunds or refunds for garden waste services will be issued as a result of adverse weather disruption to services.

Policy 24 - Access Issues

If access to a road is blocked by parked cars or road works collections will be attempted on two consecutive days following the scheduled day of collection.

Parked cars blocking access will have a letter, card or sticker attached to the windscreen.

Where access has, on a number of occasions, been attempted to collect waste but vehicles were unable to do so for reasons such as parked cars. We may notify the Police. Collections will resume on the next scheduled day.

If we are notified of road works in advance alternative arrangements may be arranged and communicated to residents.

Policy 25 – Healthcare and clinical waste

Offensive / hygiene waste

The Council does not offer a separate collection for low grade non-clinical healthcare (offensive / hygiene) waste such as incontinence pads, nappies, feminine hygiene products etc, from a person with a non-infectious condition. This waste should ideally be double wrapped and placed in the non-recyclable (residual waste) wheeled bin. Where a large quantity is being produced then the household may be eligible for a larger residual waste wheeled bin under [Policy 6](#).

Clinical waste - Infectious or hazardous waste including Sharps

Sharps such as needles must never be placed in wheeled bins or sacks but disposed of in special sharps boxes and can be returned to the doctors surgery/ hospital or

residents can have a special collection. Clinical waste collections of sharps are made in yellow sharps boxes on a call and collect basis.

Clinical waste collections for infectious waste in most cases are considered temporary and are periodically reviewed.

Patients producing infectious or hazardous waste must have a referral form from their healthcare provider.

Which of the services above are provided will be based on the information provided by the resident and their healthcare professional.

Policy 26 – Bulky waste collections

Where a household has bulky household waste e.g. a sofa or large Waste Electronic or Electrical Equipment e.g. a fridge for disposal these can be taken to the nearest Household Waste Recycling Centre.

It is advised that for bulky household waste in good condition charities or reuse organisations should be contacted initially.

Bulky household waste collections made by the Council are charged and will be collected only upon receipt of the relevant payment. These collections will be made at a different time to normal waste collections and the items should be placed outside for collection on the notified day.

The Council is required to collect soft furnishings separately from other bulky waste items and therefore where residents require a collection of mixed items two separate collections will need to be booked and paid for.

Items should be stored in a clean and dry location prior to collection, and placed at the kerbside by 7am, as the Council may reuse or recycle the items where possible.

We do not make collections from inside the property.

TRADE WASTE POLICIES

Policy 27 – Trade refuse and recycling collection material streams

The Council can provide chargeable collections upon request for residual trade waste, mixed dry recycling, separate paper, garden waste and/or food waste. Waste must be contained within the receptacles provided and payment must be made in advance.

Bins which are contaminated or contain prohibited items will not be collected.

Contaminated bins can be emptied as residual waste for an additional charge.

Policy 28 – Trade refuse and recycling collection bin sizes

Collections can be arranged for the following bin sizes provided they are in stock.

- 140L
- 240L
- 360L[^]
- 660L^{**^}
- 1100L^{**^}

**Not suitable for paper only collections.

[^]Not suitable for food waste collections.

All bins and sacks remain the property of the Council and will be collected at the end of a contract or on non payment of outstanding invoices.

Terms and conditions and further service information is available on our website.

STREET CLEANSING POLICIES

Policy 29 – Standard of Service

The majority of street cleansing operations are undertaken on a needs basis and in accordance with zoning outlined in the Code of Practice for Litter and Refuse. Some cleansing occurs on a regular cleansing cycle and where standards of cleanliness have been identified to have fallen to a Grade C between the scheduled cleanse or litter pick, they will be returned to Grade A in accordance with the response times outlined on our website or in accordance with [Policy 30](#).

Policy 30 – Response times

Any highway cleansing schedules have been devised on needs-based cleansing frequencies according to their intensity of use and using guidelines in the Code of Practice on Litter and Refuse. Further details are available on our website.

Fly-tipping will be removed within 2 working days of the report and following any investigation by enforcement teams. Where hazardous waste is identified in the fly tip a specialist contractor is required to remove waste and therefore removal may be up to 10 working days.

Heavily littered and ‘hotspot’ areas which are categorised as Grade C or D will be cleaned of litter on receipt of reports or as a result of inspections by Council staff in accordance with the response times.

In town centres which are cleansed in accordance with [Policy 33](#), response times are usually within 3 working hours.

In other areas with very high footfall this is usually within 1 working day.

For the majority of other urban areas this is usually within 3 working days.

For rural area this is between 3 and 14 days.

Overflowing litterbins will be responded to within 24 hours.

Reported needles will be collected the same working day.

Policy 31 – Leaf clearance

In some areas, separate leaf clearance work will be undertaken as required in high leaf fall streets across the districts to maintain the safe use of highway footpaths. All other leaf clearance will be undertaken alongside the scheduled cleanse, typically a minimum of every six weeks.

Leaf clearance work will only be prioritised when there is a potential problem for drainage in roads identified as liable to flooding.

Policy 32 – High speed roads

High speed roads requiring traffic management and road or lane closures to cleanse and litter pick safely will be mechanically swept at least once a year. The majority of litter picking is done during the spring and summer months alongside grass cutting as this collaborative working reduces the costs to the tax payer.

Laybys and safely accessible areas will be litter picked as required, this is often done at the same time as litter bin emptying. Any requests for additional cleansing where standards have fallen to a grade C in safely accessible areas will usually be rectified within 7 working days.

Policy 33 – Street cleansing Town centres

Town centres will receive a daily litter pick service. The areas of the town centres experiencing the highest intensity of traffic will be maintained to a Grade A standard between 8am and 6pm Monday to Saturday and 8am and 12noon on Sundays, with the exception of Christmas Day and New Year's Day.

Policy 34 - Litter / on street recycling bins

Litter bins are to be used for small items of rubbish derived from passers by only.

Bagged dog faeces can be placed into street litter bins. Household and commercial waste should not be placed into on street bins. Waste should be placed inside the bin, not next to or on top of it.

If a stub plate is present, the extinguished cigarette should then be disposed in the bin.

Where recycling bins are present, only the correct materials as stated on the bins should be placed within them.

Where litter bins are not present or are full; litter should be taken home.

Policy 35 – Winter snow clearance

Winter snow clearance and gritting frozen or icy roads or footpaths is the responsibility of the landowner. For roads and footpaths which form part of the highway this is the responsibility of Hertfordshire County Council (HCC).

Gritting will be undertaken when necessary on Council owned land such as car parks.

Policy 36 – Events and street parties

Additional cleansing support can be provided where necessary for events and street parties. It is the responsibility of the event organisers to liaise with the cleansing team about these requirements and the cost of additional services will be recovered from the organisers.

Policy 37 – Graffiti and fly-poster removal

Response times for the removal of reported offensive graffiti and reported offensive fly-posting, on Council property, will be in accordance with the recommendations in the Code of Practice for Litter and Refuse.

In addition officers will work with private property owners to encourage the removal of graffiti.

Further details are provided on our website

Scope for IT integration Project Work

Aim

To allow residents to log all standard service requests online, automating processes, with full integration with the back-office waste management IT system, wherever possible.

Overview

The waste collection and street cleansing contract is being reprocured and a new contract will go live at the beginning of May 2025. As part of this procurement the successful contractor will be required to provide a waste management IT system capable of managing the day-to-day logistics of services with open APIs to allow for integration with Council CRM systems. Although we do not yet know which waste management IT system will be in use from 2025, each operate in a similar way and all will be able to manage the simple day to day processes utilising key information captured at point of contact.

This project is essentially two projects, one on behalf of East Herts Council and one on behalf of North Herts Council. It will be necessary for the set up for each Council to be the same in terms of information captured and fed into the waste management IT system. Where processes are currently different it is expected that the most efficient, best practice process will be taken forwards.

Each of the projects should operate in phases these phases will be based on the highest contacts ad existing online functionality.

At this stage it is proposed that the bespoke garden waste portals are out of scope of this project, due to the quantity of work necessary prior to the contract start. This is subject to the successful novation of the existing contracts. Separate projects exist to integrate the payment portal with the Councils financial management and payment systems to ensure that income generated from garden waste can come directly to the Councils rather than via Urbaser (or any future contractor). However, this will be kept under review and subject to comment by IT teams.

Client Team Timeline

It is necessary for integrated online reporting to be functioning for the waste contract start in May 2025. This is to prevent unnecessary impacts and delays managing resident contacts during mobilisation, should the services experience disruption during mobilisation.

It is anticipated that we will know which waste management IT system will be used as part of the contract in early in 2024.

We do not yet know when we will have access to API data, but this is unlikely to be earlier than 3 months prior to contract start.

It will be necessary to undertake user testing in April 2024.

It is necessary to determine whether IT teams and transformation teams will have sufficient resource at the critical time to fully develop the necessary integrations.

Risks

Failure to complete this project on time will have significant resource impacts on the customer service teams and waste shared service client team. No additional resources are planned to manage contacts which have not been adequately integrated with the waste management IT system.

Data

The shared client team have access to analytical information on contacts by type and requirements around SLAs this can be provided on request.

As a guide: -

During the first 3 months of the current contract the service logged 26,200 contacts, with many additional reports going unlogged as people could not get through on phones and reports of multiple contacts where emails were sent, and residents were unsure if action was being taken. It is vital that we ensure we are better able to manage contacts for the 2025 contract change and well established and robust online reporting tools is the primary means of doing this. Additional staff resource may also be necessary but will never be able to manage the volume of contacts that online reporting could. The waste client team is keen to reduce the burden of emails coming into customer services as this lengthens the response time to contacts.

The average number of contacts logged each month in 2022/23 was 5200, excluding garden waste subscriptions.

The month with the highest contacts is April.

The top 10 contacts in 22/23 (excluding garden waste subscriptions) are: _

1. Replacement bin/box – 19,677
2. Adhoc clinical sharps collection – 5,151
3. Missed - NORTH - Recycling Collection – 2,722
4. Missed - EAST – Recycling Collection – 2,555
5. Missed - EAST - Refuse Collection – 2,428
6. EAST – Standard Property Bin Delivery – 1,973
7. EAST - Bulky Waste Collection – 1,796
8. NORTH – Bulky Waste Collection – 1,569
9. Missed - NORTH –Food Waste Collection – 1,497
10. Missed – North - Refuse Collection – 1,416

One off payment integration is required for the following: -

1. Bulky waste collections
2. Request a new or replacement bin – (residual waste bins only)
3. Request commercial sacks

Proposed Online Form Development

Phase 1 of each project should consist of integrating the following; which are existing: -

1. Bin collection day look up
2. Report missed collection
3. Request a new or replacement bin/sacks

Phase 2 of each project should consist of integrating the following: -

1. Report overflowing litter bin
2. Report need for street cleansing (lots of categories here)
3. Report fly tipping
4. Request bulky waste collection

5. Apply for assisted bin collection
6. Apply for additional capacity
7. Report graffiti
8. Register community litter picking event
9. Request clearance of community litter picked waste
10. Request clinical waste collections
11. Request adhoc collection of sharps
12. Report abandoned bin
13. Report staff behaviour
14. Report damage to litter bin

Phase 3 of each project should consist of integrating the following (commercial waste elements are dependent on IT solution and it may be possible to develop alongside similar household services): -

1. Commercial waste missed collections
2. Commercial waste bin replacements
3. Commercial waste contract amendments
4. Request adhoc or event commercial collection
5. Request review of collection arrangements
6. Request commercial sacks
7. Report damage to property
8. Litter bin request

Customer Services

Contacts for waste and street cleansing services makes up a significant proportion of contacts via customer service teams for each local authority (either directly or indirectly), with around 36,000 contacts being handled by the call centres and approximately a further 19,000 contacts being managed by self-service online forms which directly integrate into the waste management IT system. The sheer volume of work completed (14.4 million bin collections annually) means that even in high performing services, service requests regarding service problems like missed collections are inevitable. Contacts can range from general basic interactions and questions (not recorded in the waste management IT system), service requests such as requests for new bins, through to complex complaints. The current provision for the service is split with NHDC waste customer service handled by the contractor and EHC handled by the corporate customer service centre (CSC). Following member workshops, the Executive/Cabinet agreed to keep services in-house for EHC and bring services in house from NHDC. The decision now needs to be whether this is:

1. Two separate CSCs one for each authority
2. NHDC leading on CSC on behalf of EHC
3. EHC leading on CSC on behalf of NHDC

Customer Services Options Appraisal

Option	1 (separate)	2 (NHDC)	3 (EHC)
Reputational	<input checked="" type="checkbox"/> Retain control of messaging to residents <input checked="" type="checkbox"/> Consistency with corporate CSC 'look and feel' <input checked="" type="checkbox"/> That standards and performance is different for each authority.	<input checked="" type="checkbox"/> Potential loss of control over messaging to staff and residents <input checked="" type="checkbox"/> Consistency of messaging across shared service <input checked="" type="checkbox"/> Residents unable to understand the relationship with other council and deferring to own council.	<input checked="" type="checkbox"/> Potential loss of control over messaging to staff and residents <input checked="" type="checkbox"/> Consistency of messaging across shared service <input checked="" type="checkbox"/> Residents unable to understand the relationship with other council and deferring to own council.
Financial	<input checked="" type="checkbox"/> No additional financial pressure for EHC <input checked="" type="checkbox"/> Potential financial pressure for NHDC with contractor staff being TUPE'd over, they would be entitled to LGPS	<input checked="" type="checkbox"/> Potential additional pressure following TUPE of staff from contractor <input checked="" type="checkbox"/> Potentially reduced staff costs over 1 due to economies of scale.	<input checked="" type="checkbox"/> Additional cost burden to EHC albeit a recharge to NHDC <input checked="" type="checkbox"/> Potentially reduced staff costs over 1 due to economies of scale.

	<input checked="" type="checkbox"/> IT system integration and set up likely more costly than 2 or 3 due to being required twice. <input checked="" type="checkbox"/> Allows each authority to invest and progress with their transformation programmes as scheduled	<input checked="" type="checkbox"/> No reduction in overheads <input checked="" type="checkbox"/> EHC transformation project becomes less financially viable. <input checked="" type="checkbox"/> Potential VAT issues when taking payments if using one FMS <input checked="" type="checkbox"/> Additional costs for IT integration for existing and new online services <input checked="" type="checkbox"/> Access to two payments systems needed as income is to be managed by separate authorities.	<input checked="" type="checkbox"/> Unlikely reduction in overheads <input checked="" type="checkbox"/> Potential VAT issues when taking payments if using one FMS <input checked="" type="checkbox"/> Additional costs for IT integration for existing and new online services <input checked="" type="checkbox"/> Access to two payments systems needed as income is to be managed by separate authorities.
Legal	<input checked="" type="checkbox"/> No additional GDPR arrangements required	TUPE Would require changes to the Data sharing agreement <input checked="" type="checkbox"/> Potential licencing issues for software	TUPE Would require changes to the Data sharing agreement <input checked="" type="checkbox"/> Potential licencing issues for software
Operational	<input checked="" type="checkbox"/> opportunity to align processes between two CSCs under council control whilst retaining sovereignty <input checked="" type="checkbox"/> potential for Inconsistencies in online offering due to commitments of transformation programme of resources	<input checked="" type="checkbox"/> Customer service staff for contractor will be TUPE'd over from contractor, detail operational knowledge passing from contractor <input checked="" type="checkbox"/> Training required for rest of CSC staff	<input checked="" type="checkbox"/> CSC contractor staff transferring already trained.

On balance the recommendation would be to retain ownership of customer contact handling and customer services, to ensure the delivery of this element of the service is in line with each Authorities priorities. In East Herts, there is also an additional driver due to the investment in a new customer management relationship (CRM) system, the council would achieve a greater return by retaining waste transactions. This allows the benefits of the council's transformation programme to be realised.

As each authority has also identified that it is preferable to manage their own income (see Section 5); it would also present additional challenges for customer services to be provided by one authority, as two payment systems would need to be accessible to a joint customer service team. This also has further additional implications for digital services.

The waste client team and transformation teams will facilitate a cross council business process mapping exercise to align processes.

Digital Services

A number of services are already available online with full integration with back office systems including:

- Reporting missed bin collections (approximately 50% recorded online)
- Subscribing to garden waste services (over 80% online)
- New and replacement bin requests
- Collection day look up

There are a number of other services which can be reported online, however these webforms result in an email being sent either to customer service teams or the client team and therefore are not currently fully integrated.

All current fully integrated online services are provided as part of the waste contract. These online facilities will cease to function at the end of April 2025 and a new alternative solution is required to provide a seamless transition for residents. Subject to the recommendation for customer services being agreed, the following options will be considered:

- Online digital services delivered by each authority
- NHDC lead
- EHC lead
- Hybrid (option only available if both Councils utilise same CRM systems)

The hybrid approach being one where one authority leads on the development of all online integrations necessary (to reduce development costs) but each Councils sets up web forms in their own CRM system.

Options Appraisal Digital Services

Option	1 (separate)	2 (NHDC)	3 (EHC)
Reputational	<input checked="" type="checkbox"/> potential inconsistencies in the delivery timeframes for each authority. <input checked="" type="checkbox"/> Delivery in line with corporate priorities <input checked="" type="checkbox"/> Look and feel consistent with individual Council websites.	<input checked="" type="checkbox"/> no current corporate steer for full integration of web forms	<input checked="" type="checkbox"/> Some delay in implementing new online options already experienced due to IT resource levels
Financial	<input checked="" type="checkbox"/> Cost of integration development would be covered by each authority providing	<input checked="" type="checkbox"/> Cost of development integration could be reduced	<input checked="" type="checkbox"/> Cost of development integration could be reduced

	<p>flexibility to do more or less if needed</p> <p><input checked="" type="checkbox"/> Duplicated costs for the provision of garden waste portal</p> <p><input checked="" type="checkbox"/> Integration expensive, particularly if consultants are engaged</p>	<p><input checked="" type="checkbox"/> Viability of EHC transformation programme reduced</p> <p><input checked="" type="checkbox"/> Integration expensive, particularly if consultants are engaged</p>	<p><input checked="" type="checkbox"/> Integration expensive, particularly if consultants are engaged</p>
Legal		<input checked="" type="checkbox"/> Potential software licencing issues	<input checked="" type="checkbox"/> Potential software licencing issues
Operational	<p><input checked="" type="checkbox"/> Ability to prioritise resources and expertise</p> <p><input checked="" type="checkbox"/> Existing services not being delivered in new contract</p> <p><input checked="" type="checkbox"/> Twice the impact on the client team in terms of business process mapping and testing than option 2 or 3</p> <p><input checked="" type="checkbox"/> Delivery timelines for each authority may differ, agreement would need to be sought to align timelines</p>	<p><input checked="" type="checkbox"/> Existing services not being delivered in new contract</p> <p><input checked="" type="checkbox"/> Lack of available technical expertise to implement.</p>	<p><input checked="" type="checkbox"/> Currently not being delivered</p> <p><input checked="" type="checkbox"/> Existing services not being delivered in new contract</p> <p><input checked="" type="checkbox"/> Lack of available technical expertise to implement.</p>

Neither authority has undertaken back-office integration with a CRM system and there is no permanent staff resource dedicated to this work at either authority. However, NHDC does now have an application development team who may be able to consider undertaking work on integration, subject to more detailed understanding of the work involved and timeframes.

Whilst it is still unknown whether both Councils will be utilising the same CRM systems it is not possible to consider the hybrid solution but this will be considered again should the Councils digital solutions be aligned.

There will be costs associated with the development for both authorities, which may be significant, should it be necessary to employ consultants to undertake the works. It is expected that estimated costs will be available for budget workshops in October.

Financial Management

Financial management is delivered separately for and by each authority creating a level of duplication, differing burdens and requirements for the client team. There is also a level of inconsistency in functionality i.e. NHDC can provide direct debits whilst currently EHC cannot, NHDC debtors processes are automated, while the EHC process is not.

The delivery of direct debits and automated debt management processes are anticipated to be delivered by November 2023 in EHC and with necessary real-world testing it is anticipated that direct debits for garden waste (circa 25,000) could be migrated to in-house systems by February 2024 in time for the next subscription year.

Secure card payment systems are being reprocured by EHC and the preferred supplier will be appointed via the Crown Commercial Services Framework in May and the system is anticipated to be delivered by November 2023. This would enable circa 8000 customers to be managed securely in-house in accordance with the Payment Card Industry Data Security Standard and allow an end-to-end card payment integration on the web site.

NHDC are in the process of reprocuring and/or upgrading both the financial management system and payment system. Transition to in-house management of garden waste income is therefore not possible until this work is complete. For direct debits (circa 21000 customers) this is currently being investigated for an implementation for the next subscription year, however implementation by 2025 is necessary. For card payments (circa 8000 customers this is due by April 2024).

The move to in-house income management for garden waste is also dependent on successful integration with the existing garden waste portals and any subsequent re-procurement of these systems for each authority.

The options moving forward are:

1. Continue to deliver via current method, two separate authorities
2. NHDC lead
3. EHC lead

Options Appraisal Financial Management

Option	1 (separate)	2 (NHDC)	3 (EHC)
Reputational	<input checked="" type="checkbox"/> Clear to residents and businesses who they are transacting with <input checked="" type="checkbox"/> potential administration impacts during aligned garden waste subscription year	<input checked="" type="checkbox"/> systems currently being reprocured	<input checked="" type="checkbox"/> debt recovery not automated creating issues of businesses receiving services that aren't paid for and delays in management of debt <input checked="" type="checkbox"/> currently no direct debit functionality for

			commercial waste nor garden waste
Financial	<input checked="" type="checkbox"/> ability to change GW charge annually without being charged by contractor, therefore reducing cost <input checked="" type="checkbox"/> Inconsistency in debt management	<input checked="" type="checkbox"/> Additional cost burden to NHDC albeit a recharge to EHC, therefore increasing cost to EHC <input checked="" type="checkbox"/> reduced staff costs over 1 due to economies of scale e.g. GW financial admin. <input checked="" type="checkbox"/> Additional income reconciliation necessary between authorities	<input checked="" type="checkbox"/> Additional cost burden to EHC albeit a recharge to NHDC, therefore increasing cost to NHDC <input checked="" type="checkbox"/> reduced staff costs over 1 due to economies of scale. <input checked="" type="checkbox"/> Debt recovery process currently inefficient and resulting in greater debt levels. <input checked="" type="checkbox"/> No user tested DD system presents risks to GW service delivery. <input checked="" type="checkbox"/> Additional income reconciliation necessary between authorities
Legal		<input checked="" type="checkbox"/> Potential VAT implications when operating as an agent on behalf of EHC	<input checked="" type="checkbox"/> Potential VAT implications when operating as an agent on behalf of NHDC
Operational	<input checked="" type="checkbox"/> Duplication of work and separate processes <input checked="" type="checkbox"/> Pinch point of additional admin in two systems in Jan/Feb/Mar for GW and trade waste administration.	<input checked="" type="checkbox"/> reduced administrative burdens <input checked="" type="checkbox"/> Higher levels of auditing from VAT.	<input checked="" type="checkbox"/> Currently not in a position to deliver DD <input checked="" type="checkbox"/> Higher levels of auditing from VAT.

Both Councils have identified and acknowledge the additional administrative burden of some of the existing financial management processes. However, there are significant risks of one council operating on behalf of one another, including an additional auditing pressure related to VAT, as well significant income reconciliation impacts.

Spend on the contract will be presented to partnership board annually.

Communications and Marketing

Communications and marketing is delivered separately by each authority creating some inconsistencies in relation to corporate priorities of waste messages. The NHDC corporate service in terms of officer resource, is over twice the size of EHC, therefore there is potential benefit in aligning some aspects of comms.

The service changes will require a significant focus on comms with a need for additional resource to deliver more targeted campaign work. A new dedicated Waste Communications Officer post was identified and this role will focus on non-corporate communications, such as targeted communications in relation to specific campaigns, targeted local communications in relation to low performing areas and the capture of certain materials in the recycling streams. This will also include working with local schools and community groups for face-to-face communications.

The options moving forward are:

1. Continue to deliver via current method, two separate authorities
2. NHDC lead
3. EHC lead

Options Appraisal Communications and Marketing

Option	1 (separate)	2 (NHDC)	3 (EHC)
Reputational	<input checked="" type="checkbox"/> Inconsistent messaging and design for the shared service <input checked="" type="checkbox"/> differing priorities from each council. <input checked="" type="checkbox"/> Able to provide local focus for comms <input checked="" type="checkbox"/> Able to maintain corporate look and feel	<input checked="" type="checkbox"/> branding and style may not be consistent with corporate style of other authority	<input checked="" type="checkbox"/> branding and style may not be consistent with corporate style of other authority
Financial	<input checked="" type="checkbox"/> Slightly increased costs where design work is duplicated and reduced economy of scale when printing. <input checked="" type="checkbox"/> Differences in budget impacts on time spent and value placed on comms		
Legal			Potential TUPE

Operational	<input checked="" type="checkbox"/> Comms more easily managed by CSC teams in line with corporate priorities <input checked="" type="checkbox"/> Local knowledge	<input checked="" type="checkbox"/> dedicated corporate designer, more capacity within team	<input checked="" type="checkbox"/> Reduced functionality following savings exercises
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Legal Services

Both authorities have over the last year struggled to recruit contract and procurement lawyers. The current procurement is being delivered via an external provider at significant cost to each authority. Though as a temporary solution this has been beneficial it is not sustainable in the long term. A decision is needed on how to proceed with legal advice moving forward in relation to client relationship with the contractor. Each Council would be expected to seek their own advice on any matters relating to the Inter Authority Agreement (IAA) or working relationship between the two authorities. The options as per other items are:

1. Retain external advice
2. NHDC lead
3. EHC lead

Options Appraisal Legal Services

Option	1 (external)	2 (NHDC)	3 (EHC)
Financial	<input checked="" type="checkbox"/> Expensive outside of long term contractual arrangements	At cost recharges to other authority.	At cost recharges to other authority.
Legal	<input checked="" type="checkbox"/> Reliance on external advice with minimal internal expertise to challenge	Each authority would need reassurance that the other authority's interests are well represented	Each authority would need reassurance that the other authority's interests are well represented
Operational	Consistent high quality advice provided in a timely manner	<input checked="" type="checkbox"/> Ongoing recruitment and retention issues	<input checked="" type="checkbox"/> Ongoing recruitment and retention issues

Governance

Historically, some decisions have been taken independently by each authority such as the implementation of a chargeable garden waste service. Given the commitment from both authorities to align services and create effective and efficient administrative processes as a result, it is necessary to review the governance arrangements. The options for governance are:

1. Retain model of partnership board and update the IAA
2. Delete the partnership board and introduce a formal Joint waste committee
3. Amendments to constitution and delegated decision making for officers to facilitate partnership arrangements with oversight by Partnership Board

Options Appraisal Governance

Option	1 (current model)	2 Joint waste committee	3 Constitutional amendments
Reputational	<input checked="" type="checkbox"/> Political priorities maintained for each Council	<input checked="" type="checkbox"/> Unified approach despite any political differences. <input checked="" type="checkbox"/> Leading the way in Herts <input checked="" type="checkbox"/> Potential for reduced political influence	<input checked="" type="checkbox"/> Decision making consistent between authorities
Financial	<input checked="" type="checkbox"/> No financial changes or pressures	<input checked="" type="checkbox"/> Potentially additional costs associated with administration of additional committees.	<input checked="" type="checkbox"/> No financial changes or pressures
Legal	<input checked="" type="checkbox"/> Potential for contractual and procurement complications if differing decisions made <input checked="" type="checkbox"/> Only route for dispute management is utilising the collaboration agreement if differing decisions are made	<input checked="" type="checkbox"/> Complex delegations required <input checked="" type="checkbox"/> Potential complexities around scrutiny	<input checked="" type="checkbox"/> constitution changes required <input checked="" type="checkbox"/> Potential complexities around scrutiny
Operational	<input checked="" type="checkbox"/> Currently no formal joint decision making	<input checked="" type="checkbox"/> no risk of differing decisions being made by either authority	<input checked="" type="checkbox"/> no risk of differing decisions being made by either authority

East Herts Council Report

Executive Meeting

Date of meeting: Tuesday 11 July 2023

Report by: Councillor Ben Crystall– Leader of the Council

Report title: Adoption of Kingsmead Neighbourhood Plan 2019-2033

Ward(s) affected: Hertford Kingsmead

Summary

- The Kingsmead Neighbourhood Plan went to referendum on the 4th May 2023. A majority voted in favour of the Neighbourhood Plan and as such the Council now has the opportunity to formally make (adopt) the Kingsmead Neighbourhood Plan in accordance with the Planning and Compulsory Purchase Act 2004.

RECOMMENDATIONS FOR EXECUTIVE:

(A) To recommend to Council that the Kingsmead Neighbourhood Area Plan 2019-2033, as detailed at Appendix A to this report, be formally made (adopted).

1.0 Proposal(s)

- 1.1 Following the successful neighbourhood plan referendum on 4th May 2023, the Council are now able to make (adopt) the Kingsmead Neighbourhood Plan.
- 1.2 The Kingsmead Neighbourhood Plan became part of the statutory development plan for the district once it was approved at referendum and will be used by development

management in the determination of planning applications submitted in the neighbourhood area. Unless a neighbourhood plan breaches human rights or EU obligations, the local planning authority is required to formally make the neighbourhood plan.

2.0 Background

- 2.1 Neighbourhood Planning was introduced by the Government under the Localism Act in 2011. Neighbourhood planning provides an opportunity for local communities to produce a planning document that shapes and influences future development within their local area.
- 2.2 The Town and Country Planning England Neighbourhood Planning (General) Regulations 2012 (as amended) came into force on the 6 April 2012 and prescribe both the process, and role of the local planning authority in supporting neighbourhood planning. In East Herts, parish or town councils are qualifying bodies able to produce a Neighbourhood Plan.
- 2.3. Hertford Town Council submitted a request for the neighbourhood area designation of Kingsmead in October 2019 and this was agreed on 11 February 2020. The area designation reflected the Kingsmead ward boundaries at that time. Subsequently, on the recommendation of the Local Government Boundary Commission for England, Parliament approved changes to the electoral arrangements in East Herts. From May 2023, the boundaries of Kingsmead ward changed to include an area that was previously in Castle ward. However, the area covered by the Kingsmead Neighbourhood Plan is the part of Kingsmead Ward that is coterminous with the ward boundaries prior to 4 May 2023.

- 2.4 The Neighbourhood plan group undertook a pre-submission (Regulation 14) consultation between 7th November and 20th December 2021. Hertford Town Council submitted the Neighbourhood Plan to East Herts Council in July 2022 and the District Council carried out a six-week (Regulation 16) consultation on the submission plan between September and November 2022.
- 2.5 The Neighbourhood Plan was then assessed by an Independent Examiner between January and March 2023. The examiner recommended that the plan proceed, subject to recommended modifications, to referendum. On 17th March 2023, the Council made the decision, via the non-key decision process, to proceed to a referendum.

3.0 Reason(s)

- 3.1 The Referendum took place on 4th May 2023 with a 33% turnout. There was an overall 'yes' vote of 1,281 votes (93%), against 97 (7%) who voted 'no'. As outlined within Paragraph 38A(4)(a) of the Planning and Compulsory Purchase Act 2004, (as amended by the Neighbourhood Planning Act 2017) the Council is able to make the Neighbourhood Plan if more than half of those voting in the referendum have voted in favour of the plan being used to help decide planning applications in the area. The residents within the Kingsmead Neighbourhood Area voted on the following question:

“Do you want East Hertfordshire District Council to use the Neighbourhood Plan for Kingsmead Neighbourhood Area to help it decide planning applications in the neighbourhood area?”

- 3.2 With an overall successful 'yes' vote, the Council are now able to formally 'make' (adopt) the Neighbourhood Plan as part of the East Herts Development Plan.

Adoption

- 3.3 Following a successful referendum, the Kingsmead Neighbourhood Plan already forms part of the development plan. As such any planning applications within the Neighbourhood Area will be assessed using the plan alongside the East Herts District Plan (2018), the mineral and waste local plans and all other relevant material considerations.
- 3.4 There are narrow circumstances where the local planning authority is not required to make the neighbourhood plan. These are where it considers that the making of the neighbourhood plan would breach, or otherwise be incompatible with, any EU or human rights obligations (see section 61E(8) of the Town and Country Planning Act 1990 Act as amended). The Kingsmead Neighbourhood Plan does not breach the aforementioned obligations.
- 3.5 It is considered that the Kingsmead Neighbourhood Plan positively contributes to the East Herts Development Management process providing a strong community vision that contributes to sustainable development. The Plan focuses on particular areas such as:
- Enhancing biodiversity and green infrastructure, including the designation of new local green spaces, important views and protected open spaces.
 - Improving access to services and facilities
 - Promotion of high quality design and protection of heritage assets and local character, including the identification of non-designated heritage assets, which have local historic significance
 - Encouraging walking and cycling connectivity

3.6 As such the Neighbourhood Plan can proceed to be formally made.

3.7 The final version of the Kingsmead Neighbourhood Plan can be found in **Appendix A**.

4.0 Options

4.1 The Council is permitted, in narrow circumstances only, to not make a neighbourhood plan, when it is in breach or incompatible with any EU or human rights obligations (see section 61E (8) of the Town and Country Planning Act 1990 as Amended). However, the Kingsmead Neighbourhood Plan does not breach these obligations.

5.0 Risks

5.1 If the Neighbourhood Plan does not proceed to be formally made, then the Council would not be fulfilling its duties as Local Planning Authority and there is the risk of legal challenge.

6.0 Implications/Consultations

6.1 The Neighbourhood Plan has been subject to multiple rounds of public consultation and a referendum.

Community Safety

No

Data Protection

No

Equalities

No

Environmental Sustainability

The Kingsmead Neighbourhood Plan has been screened to determine whether a Strategic Environmental Assessment (SEA) and Habitats Regulations Assessment (HRA) is required. The report concluded that the Plan is not likely to have any significant environmental effects so an SEA and an HRA are not required. The Plan also contains policies that aim to protect the environment.

Financial

No

Health and Safety

No

Human Resources

No

Human Rights

No

Legal

The Council must make a decision to 'make' a neighbourhood plan under section 38A(4) of the 2004 Act.

Specific Wards

Kingsmead Ward. On the recommendation of the Local Government Boundary Commission for England, Parliament approved changes to the electoral arrangements in East Herts. From May 2023, the boundaries of Kingsmead ward changed to include an area that was previously in Castle ward. The Neighbourhood Plan Area Designation will however remain in place until such time that a further review or update of the Neighbourhood Plan/s is undertaken.

7.0 Background papers, appendices and other relevant material

7.1 Appendix A: Kingsmead Neighbourhood Plan 2019-2033

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Kingsmead

Neighbourhood Plan

2019 - 2033



A Plan by Residents for Residents



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Foreword

Kingsmead is in the county town of Hertford, a family friendly market town, with good communication links, supported by a diverse and thriving local economy. There is evidence of people living in Kingsmead for the past 5,500 years, with two Bronze Age barrows still in evidence on what is now the Pinehurst estate and the Roman road of Ermine Street running tangentially to the south east.

Some of the place names reflect the darker side of Kingsmead history; Cromwell and Fairfax Roads both allude to the Cockbush Field mutiny during the English Civil War, which took place around what is now the allotments and Ware Road. Gallows Hill reflects the even darker site of the gallows at the town boundary, where prisoners sentenced to death at the Hertford assizes were hanged and buried until 1801.

We should not forget the enormous ecological and social value of the green spaces in Kingsmead; the nature reserve of the meads, one of which is the 'King's Mead', which are the largest, grazed flood meadows in the south east and home to numerous protected species; the Pines woodland running through Pinehurst along with the 'Pine Hurst' and the encircling arms of the wood land that surrounds the Foxhole estate.

More recently Kingsmead began to be built up from the mid 19th century, housing the workhouse on the corner of Ware and Stanstead Roads and 'houses worth up to £350' on Ware Road with lower values allocated to adjacent roads. This programme of development has continued with the building of the Pinehurst estate in the 1970s, the brutalist A10 viaduct to the east and the Foxholes estate in the 1990s. In this century Kingsmead, along with the rest of the town of Hertford, has become a developer's paradise with residential developments squeezed into any space available, with potential long term impacts on the local community coupled with a diminution of essential services located in Kingsmead, and this did not feel right. The Kingsmead Residents' Action Group (KRAG) was formed to address the impact of a particular development, Liberty Rise, particularly the parking constraints which were predicted to and have had a major deleterious impact on the locale.

At the suggestion of our local councillors KRAG registered as a formal Residents' Association in March 2019 and Kingsmead Residents' Association, Hertford (KRA) was born to provide a voice for local Kingsmead residents and a vision to steer future development of the Kingsmead Ward for the benefit of all. To which end the process of making the Kingsmead Neighbourhood Plan (KNP) was begun; the people living in Kingsmead have now had their opportunity to engage with the Neighbourhood Plan and formulate a document that reflects their wishes for the future. It's become evident during this process just how committed residents are to a sustainable future providing homes for both humans and wildlife. We feel privileged to live in such a unique, perfect mix of rural, urban, residential and business and look forward to a bright future.

Victoria Glover-Ward

Chair Kingsmead Neighbourhood Plan Steering Group



1. Introduction

The Purpose of a Neighbourhood Plan

- 1.1. Neighbourhood Planning gives communities direct powers to shape the development and growth of their local area. The Localism Act 2011 introduced the right for communities to set planning policies that have statutory weight, which are used by their local authority to determine planning applications.
- 1.2. Through the policies they write into their Neighbourhood Plan, communities can influence planning decisions on issues like residential and commercial development, the protection of local green spaces and important buildings, and the provision and protection of community facilities. A Neighbourhood Plan should support the strategic development needs set out in the Local Plan and once adopted, it has the same legal status.


Kingsmead Neighbourhood Plan

- 1.3. The Kingsmead Neighbourhood Plan (hereinafter referred to as the Neighbourhood Plan) will guide the direction of future development in the Hertford Kingsmead Ward up to 2033. The Neighbourhood Plan will form part of the statutory Development Plan, comprising the Local Plan (East Herts District Plan), the Minerals and Waste Local Plans for Hertfordshire, and any adopted Neighbourhood Plans. It is in accordance with the strategic policies of the East Herts District Plan, which was adopted on the 23 October 2018, and will be in force until 2033.

Qualifying Body and Neighbourhood Plan Area

- 1.4. The qualifying body for the submission of the Neighbourhood Plan is Hertford Town Council (HTC). On 18 October 2019, HTC applied to East Herts District Council (EHDC) for the designation of Hertford Kingsmead Ward as a Neighbourhood Plan Area. East Herts Council approved the designation on 11 February 2020. The Neighbourhood Plan Area is represented in **Figure 1 - Plan showing the Neighbourhood Plan Area.**

Legislation

- 1.5. The Neighbourhood Plan must comply with other local, national and European (or UK equivalent) policies, as required in the Localism Act. Specifically, it is required to meet four criteria called 'Basic Conditions' as set out in paragraph 8(s) of Schedule 4B of the Town and Country Planning Act 1990 (as amended), as referred to by Section 38A of the Planning and Compulsory Purchase Act 2004 (as amended):
- 1.6. The Plan must have appropriate regard to national policies and advice contained in the National Planning Policy Framework (Framework) (NPPF);
 -  The Plan must contribute to the achievement of sustainable development;

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- 1. The Plan must be in general conformity with the strategic policies contained in the development plan for the area of the local planning authority, in this case, the East Herts District Plan (see separate Basic Conditions Statement); and
- 2. The Plan must abide by the relevant EU regulations (or UK equivalent).

1.7. A separate document has been prepared to demonstrate how the Kingsmead Neighbourhood Area Plan meets these Basic Conditions.

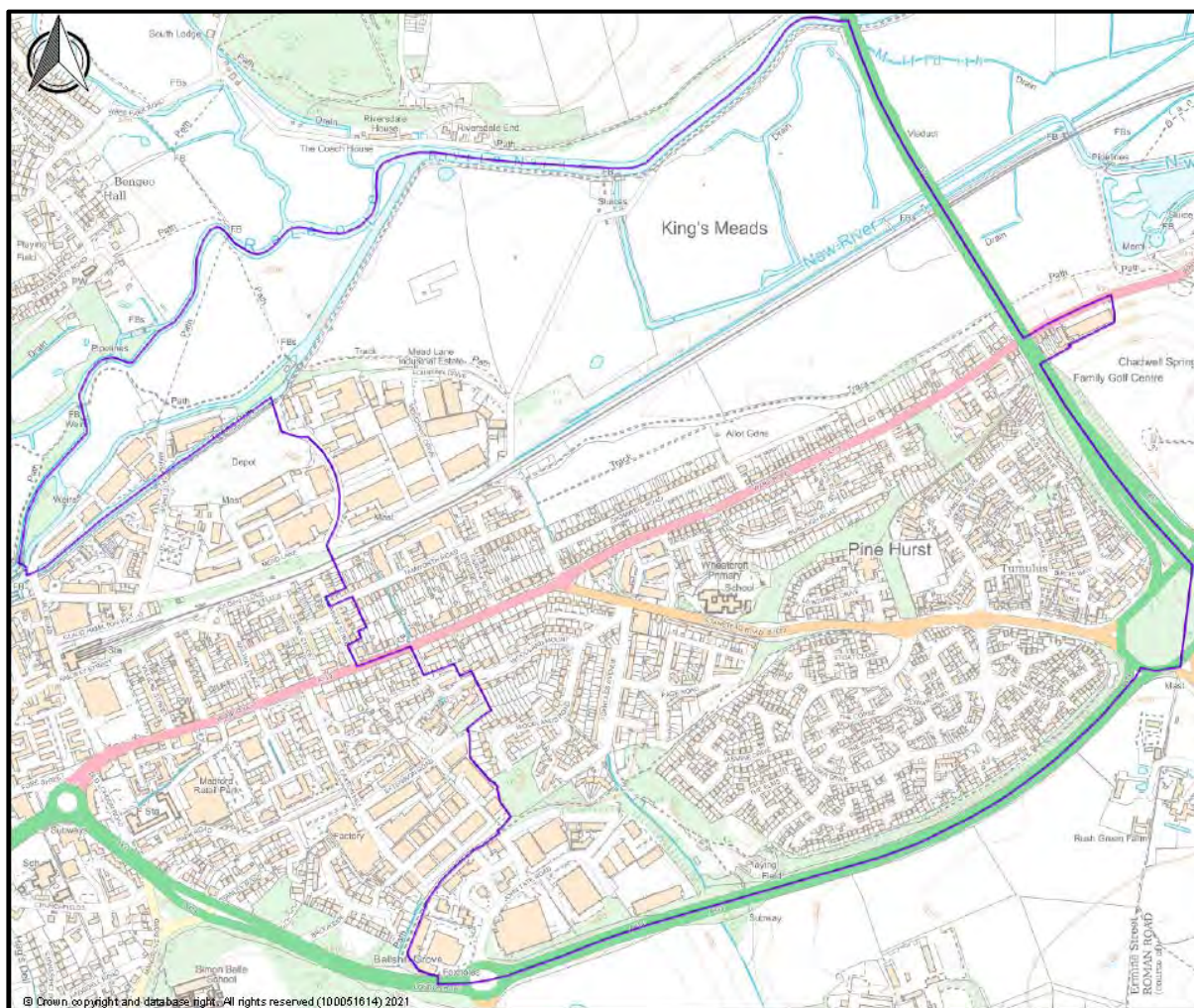


Figure 1 - Plan showing the Neighbourhood Plan Area

Preparing the Neighbourhood Plan

- 1.8. The Neighbourhood Plan Steering Group was set up during the first Covid pandemic lockdown and continued through the pandemic aftermath; as such the majority of meetings have been held via video link.
- 1.9. On 14th June 2020, a public meeting was held online to explain the Neighbourhood Plan process, following which a Community Steering Group was formed. The group was endorsed by Hertford Town Council to prepare a Neighbourhood Plan on its behalf.



1.10. During the inaugural meeting on 14 June 2020, four Working Groups were agreed:

- 🏠 Built Environment Working Group
- 🏠 'Green' Working Group
- 🏠 Transport and Parking
- 🏠 Education, Business and Community

Subsequently, the 'Green Group' altered to become the Sustainability and Community Working Group and the Education, Business and Community Group limited itself to Education and Business.

1.11. An experienced Neighbourhood Planning Consultant, appointed by Hertford Town Council provided valuable specialist advice at a monthly Steering Group Working Group meeting attended by a nominated person from each Working Group. Full Steering Group meetings were held quarterly.

1.12. Individual Working Groups met on a regular basis to agree key objectives, identify questions for the Neighbourhood Plan survey, draw up draft policies, plan consultations, and evaluate consultation feedback. Working Parties, and members of the community, delivered consultation leaflets to households and businesses in the Ward.

Community Engagement

1.13. The Neighbourhood Plan consultation process has included but not been limited to:

- 🏠 Monthly online meetings of the lead Working Group which were open to the public
- 🏠 Two public exhibitions of the Draft Policies held outside due to Covid restrictions
- 🏠 A business survey
- 🏠 A household survey
- 🏠 Updates, queries and suggestions have been encouraged on the KNP website and full copies of documents have been included on the website
- 🏠 Advertising has been undertaken and feedback solicited on various social media including Facebook, Nextdoor, Twitter and Instagram pages and cross postings have been made to Facebook groups such as Cromwell Road allotments and the Friends of Pinehurst
- 🏠 Updates and links have been posted on Hertford Town Council's website, Facebook and Twitter pages
- 🏠 Press releases have been prepared and issued
- 🏠 Close liaison has been undertaken with Kingsmead Residents Association (KRA) and updates have been emailed to the KRA email list with ideas, comments and suggestions being provided to the KNP representative at the KRA meetings

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- 🏠 Other local stakeholder groups have been consulted including meetings and/or contact with the Hertford Cycle Hub, Mudlarks¹ and the Chair of Pinehurst Community Centre
 - 🏠 The following consultations were undertaken during the Regulation 14 consultation process:
 - 🏠 A Summary of Pre-Submission Draft (Regulation 14) Neighbourhood Plan including all Neighbourhood Plan policies was distributed to every residence in Hertford Kingsmead Ward
 - 🏠 A public consultation was held from 7 November 2021 to 11 February 2022² on the Pre-Submission Draft (Regulation 14) Neighbourhood Plan
 - 🏠 The full Pre-Submission Draft (Regulation 14) Neighbourhood Plan was made available on the Hertford Town Council KNP dedicated page and also on the KNP website for download. Paper copies were available at the Hertford Tourist Information Centre and the Hertford Library.
 - 🏠 A drop-in event was held at the Pinehurst Community Centre, in Kingsmead on 27 November 2021 from 1400 to 1700 to allow consultation with members of the KNP team.
- 1.14. A separate document, called the Kingsmead Neighbourhood Plan Consultation Statement has been prepared. This explains the work of the Community Steering Group, describes the engagement techniques used, events held, and the results of the public consultations.
- 1.15. The Neighbourhood Plan Period is 2019-2033.

Monitoring and Review

- 1.16. Implementation of the Neighbourhood Plan will be monitored by Hertford Town Council and a review will be undertaken should the policies become out of date or no longer relevant.

¹ Mudlarks is a Hertford based charity that supports adults with learning disabilities and mental health concerns. Mudlarks key site, their large allotments, are at Cromwell Road allotments in Kingsmead.

² which was an extension on the original period which would have completed on 20 December.



2. Hertford Kingsmead Ward

- 2.1. Hertford Kingsmead Ward, one of four Hertford Wards, spans around 197 hectares bounded by the River Lee Navigation to the north west, the A10 elevated section to the north east, the A414 to the south east and a mix of industrial and residential development to the south west. Beyond the ward boundary on three sides lies Green Belt land with Hertford Town Centre on the fourth side.
- 2.2. The source of the New River from the River Lea is in Kingsmead and runs through the meads from the Lea towards Ware and beyond. There is a confluence of three rivers, the Rib, the Beane and the Lea, at Hartham Common. The meads are part of an extensive areas of common land on the old flood plain of the River Lea, consisting of old hay meadows and grazing pasture crossed by a network of drainage ditches. The meads are the largest, remaining, grazed riverside flood meadows in Hertfordshire, are home to a plethora of flora, bird and wildlife and are designated as a Local Nature Reserve. Woodland habitat has been created within Kingsmead with the Pines and also the circular Foxholes woodland providing the opportunity for tree bathing. Running parallel to and south of Ware Road is a high, chalk bank which also provides a unique wildlife habitat with a bat hibernation roost in a disused adit mined into the chalk.
- 2.3. The Ward has expanded over the years from the Victorian and Edwardian housing on the roads at the bottom of Gallows Hill, to the 1930s housing on Woodlands Road and surrounds to the 1970s housing built by the Greater London Council on Pinehurst and most recently the 1990s housing on Foxholes. There are around 15 permanently moored narrow boat dwellings on the Lea between Dicker Mill and a number of 'continuous cruisers' that make semi scheduled visits and moor near Hartham Common. Industrial areas lie to the north of the railway line on the Mead Lane estate, at Dicker Mill and on Foxholes Business Park. The area is bounded by the busy A10 and A414 roads with the B1502 and A119 providing the main feeder routes into and out of Hertford. The railway line bisects the ward running east/west and impedes vehicle and pedestrian access in this direction as there is only one crossing within the ward, a pedestrian level crossing, between Rowleys Road and Mead Lane.
- 2.4. Hertford Kingsmead Ward had 5,453 usual residents and a total of 2167 household spaces in the 2011 census. The age demographic of Hertford Kingsmead is skewed towards younger people with a mean age of 34.6 and median age of 36 compared to 39.5 and 40 for East Herts and 39.3 and 39 for England. This is reflected in the number of people 17 years and under with a percentage of 29.9 in Kingsmead compared to 22.9 in East Herts and 21.4 in England. The household spaces were mostly terraced (37.6%) or semi-detached (29.4%) homes with only 12.92% being purpose-built or converted flats. Urban density is high at 27.7 people per hectare and this has become more dense since the 2011 census as there has been a number of infill developments and conversion of industrial space to housing.

- 2.5. The countryside in Hertford Kingsmead is beautiful with wonderful walks and views ranging from the water meadows to woodlands to grassland. Within walking and cycling distance (but outside the Ward boundary) there are two train stations, one into Liverpool Street and the other into Moorgate. Non vehicle access to Hertford town centre is difficult for residents of both the Foxholes and Pinehurst Estates due to the steep hill of Stanstead Road, known locally as Gallows Hill.
- 2.6. Hartham Common and the meads are a precious and well used space. loved by the local population who enjoy an extraordinarily wide range of leisure activities here: walking (with or without dogs), cycling, fishing, canoeing, kayaking, Stand Up Paddle (SUP) Boarding, rowing, wild swimming, paddling, picnicking, flying model aircraft and of course bird watching and spotting other wildlife or the grazing bullocks. It is a space for local people to relax and unwind and reconnect with nature in a semi-rural setting.
- 2.7. The many pathways through and across the Meads link the area by foot or bicycle to Hertford Town Centre, Bengoe and Ware enabling people to travel for leisure and work between these areas in a very pleasant and eco-friendly way. Travelling along the River Lea skirting the meads you can find The Hertford to Ware Waterbus, (which is used by people for leisure and commuting) as well as many canal boats, some permanently inhabited and some hired for leisure.
- 2.8. The meads are part of the River Lea flood plain, collecting rainwater from Hertford and surrounding areas making them vital for preventing flooding of surrounding homes and businesses. This amazing green space also acts as a carbon sink, helping to prevent climate change and of course helps to keep the air clean and fresh for everyone living nearby helping to prevent respiratory diseases caused by air pollution.
- 2.9. Kingsmead has few built recreational and leisure facilities located within the ward, and no cultural facilities. There has been support shown for the provision of facilities and services throughout the consultation process and it is hoped that future development will enhance the area by providing cafes, shops, healthcare and community facilities along with transport links and, most importantly according to the survey, some activities for the 13-17 age group.

Challenges and Opportunities

- 2.10. Despite the many benefits of living in the Ward, there are significant pressures on local roads, and, throughout consultation, parking, traffic congestion and road safety were repeatedly raised as areas of significant concern. Of particular note was the stationary traffic queuing at the Rush Green roundabout due to the poor layout of the entrance to the Services which impacts on residents' ability to travel via the roundabout. This issue was viewed as a problem by 94% of survey respondents with 88% rating it as being a major issue. Serious peak-time congestion is a daily occurrence on the main roads through Kingsmead with rat running on parallel, non-main roads and the impact on residents is significant.



- 2.11. One of the ways to ease congestion on local roads that received support and became an objective was the concept of a '20 minute neighbourhood'; this concept posits the idea of people living, working, shopping and enjoying within a 20 minute journey, ideally one that is via sustainable travel, of their abode. As a concept for implementation in a large, new development the full vision could be introduced; however, the existing densely packed nature of Kingsmead means that the concept can only be partially introduced. Improved local leisure and retail facilities, combined with the increasingly normalised concept of working from home coupled with improved sustainable transport options to local shopping and travel hubs will allow the achievement of the objective as far as is feasible within the existing structure.
- 2.12. Kingsmead has only one school, a primary school, within the Neighbourhood Plan boundary meaning that Kingsmead residents commute to local schools. Unfortunately, active travel to the three schools to the east, which are geographically the closest to Pinehurst and Foxholes, requires that pupils cross the A414 without any zebra crossing or traffic lights, then walking along a road without pavement. Travel to local schools in the west of the borough does have off road routes but these are poorly maintained and there is no bus for primary children from the Pinehurst estate to Abel Smith primary school. Through its Sustainable Travel policies and the Action Plan, the Neighbourhood Plan aims to mitigate the impact of development and help improve local travel conditions particularly geared towards Kingsmead younger population to reduce the traffic caused by the inevitability of the school run being made by car due to the paucity of the active travel alternatives.
- 2.13. Equally important to improving local travel conditions is the protection and enhancement of our natural areas. Easy access to green spaces is valued by residents, and green infrastructure and green corridors protect wildlife and enhance biodiversity and should be essential components of development. This has become increasingly apparent during the various lockdowns to control the spread of Covid.
- 2.14. Hertford Kingsmead Ward has not been allocated specific sites for development of housing because of the built up nature of the non-nature reserve areas. However, there are infill and change from employment to housing use opportunities and these developments should mitigate the impact of development on local roads by enabling walking and cycling while promoting and enabling public transport use.
- 2.15. East Herts District Council has committed to moving towards net zero carbon emissions. In July 2019, they said they would '*seek, where possible, to include the very best measures into the Local Plan to minimise any negative impact on the environment*'. An adopted Neighbourhood Plan has the same legal status as the Local Plan. The Vision Statement and Objectives in this Neighbourhood Plan reflect the broad range of issues highlighted as important by residents, including those of the environmental impact of development. The Neighbourhood Plan's policies and Action Plan support sustainable development whilst placing the protection of our local environment, air quality and natural habitats at the forefront.

3. Vision and Objectives

- 3.1. Our Vision Statement sets out what the Neighbourhood Plan aims to achieve up to 2033, in conjunction with the District Plan and a range of National, County and local plans and initiatives.

Vision Statement

To develop a sustainable, safe and prosperous neighbourhood by promoting a range of good quality, sustainable developments, including residential, small business, local shops and local services that meet the needs of Kingsmead residents & organisations, whilst protecting and enhancing biodiversity, and enhancing the green spaces of Kingsmead.

To provide new and diverse leisure /recreational activities enabling safe, healthy and crime-free lifestyles, for all generations.

To promote alternative methods to vehicular transport within and across Kingsmead coupled with local services to reduce car journeys thereby reducing traffic intensity, improving air quality and promoting a healthy lifestyle for residents.

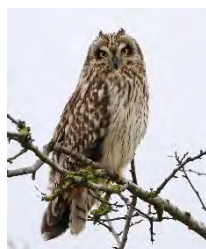
Planning Objectives

- 3.2. The Objectives in the Neighbourhood Plan link to the Vision Statement and provide the basis for the Neighbourhood Planning policies. The objectives are:
- 🏠 Provide a Biodiversity Net Gain for all new build and refurbishment projects in Kingsmead
 - 🏠 Include energy and water efficiency standards for new build and refurbishment projects that are enhanced compared to existing legislative norms to meet or exceed the LETI Climate Emergency Design Guide
 - 🏠 Provide services, employment and housing in navigable clusters for new developments in line with the principles of the 20 minute neighbourhood (See Glossary) (Town and Country Planning Association)
 - 🏠 Increase the provision of 3 bed houses and 2 bed bungalows on brownfield sites

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- Retain / attract small business ventures wherever practicably possible to promote a mixture of use and reduce commuting
- Design in crime prevention measures to reduce anti-social behaviour, petty crime and illegal drug littering
- Ensure the community is enabled to access primary healthcare
- Develop community facilities to meet the current and future needs of all demographics of the community
- Protect and enhance current green spaces, increase biodiversity and eco system services and provide new green space to improve climate impact adaptation and mitigation
- Enable Kingsmead Residents to live more sustainable lifestyles
- Improve all modes of travel but particularly sustainable travel conditions, road safety and mitigate the impact of development on local roads
- Enhance commuter, shopping, school and other walking routes via pavements and/or off road footpaths to attract more pedestrians for short journeys within and across the borough
- Provide commuter, shopping, school and other cross borough cycle routes including cycle parking to improve connectivity to transport hubs; extending and connecting the existing cycle network to join up routes and thereby increase levels of cycling to reduce vehicle traffic; particularly the school run
- Provide realistic improvements to affordable, local, public transport to make it a preferred option over cars
- Implement a residential and business car parking schemes together with communal car charging points to free up road space, reduce inappropriate parking on pavements and optimise travel
- Ensure that development in the area is catered for by appropriate, local, educational provision.



4. Neighbourhood Plan Policies Map and Policies

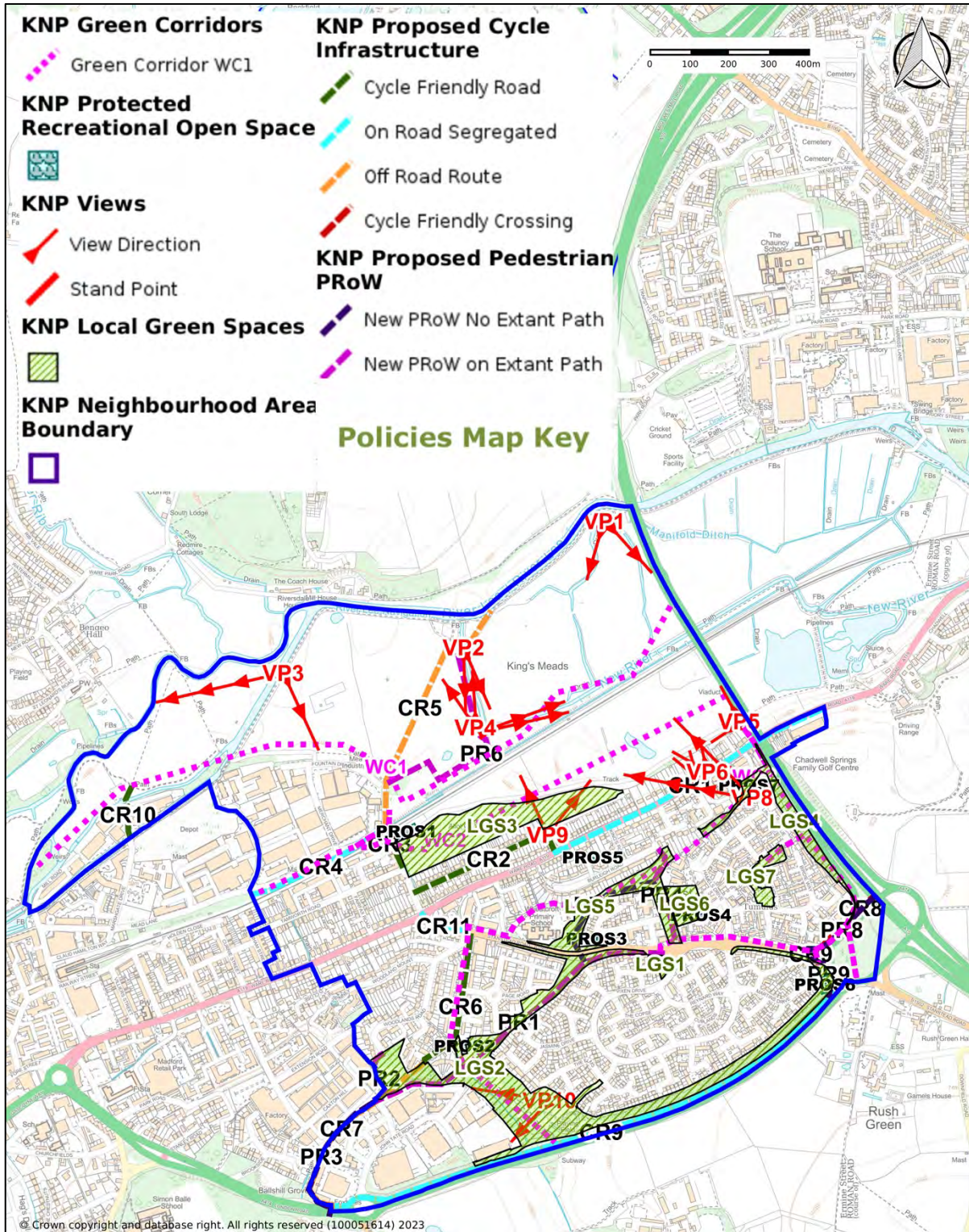


Figure 2 - Policies Map & Key

- 4.1. This chapter sets out the planning policies for the Neighbourhood Plan for the period 2019-2033, which aligns with the end of the period for the East Herts District Plan. The policies will help the Plan's objectives to be achieved and other matters, some not related to planning, will be taken forward in the Action Plan [Appendix C](#). This includes some of the important road and active travel related matters raised during consultation. The Policy Matrix [Appendix E](#) demonstrates how the objectives and policies in the Plan are linked.
- 4.2. The Policies Map see **Figure 2 - Policies Map & Key** is an important part of the Neighbourhood Plan. For Maps showing the detail of the following Policies See [Appendix A](#):
- 🏡 HKGE1 – Local Green Spaces (LGS)
 - 🏡 HKGE2 – Important Views
 - 🏡 HKGE4 – Green Corridors
 - 🏡 HKGE6 - Protected Recreational Open Space (PROS)
 - 🏡 HKTP1 – Proposed New Walking Routes and PRoW
 - 🏡 HKTP2 – Proposed New Cycling Routes and PRoW
- 🏡 In addition, for individual maps of each LGS see **Green Spaces**.

Green Spaces

- 4.3. Meeting housing needs and supporting the local business economy is essential, but it should be balanced with the protection of valuable natural and recreational areas. There's well documented evidence of the benefits to our physical and mental health from accessible green spaces, and green corridors provide essential protection to wildlife, and enhance biodiversity.
- 4.4. Through Neighbourhood Plans, communities can now identify natural areas of importance to them and give them additional protection through 'Local Green Space' (LGS) designation. This designation is only appropriate for areas which are 'demonstrably special' to a community. This could, for example, be for their tranquillity, richness of wildlife, historical significance, beauty, or recreational value. Public access is not a requirement for LGS designation, but the areas need to be in reasonably close proximity to the community.
- 4.5. During the Neighbourhood Plan's preparation, a number of natural areas were evaluated. These included: Hartham Common, the meads³, Foxholes woodland, The Pines and Rush Green roundabout. The meads and Hartham Common are all in the Green Belt but only Hartham Common is designated as a Green Finger through the East Herts District Plan.
- 4.6. The meads are recognised as a High Biodiversity Area and are described in Hertfordshire County Council's 'Local Character Assessment' as an area of key conservation importance. Many rare and endangered species can be found here, (see Section **Biodiversity**) making it vital to protect.

³ Including Park, Stockade, Hollow, Sweet, Kings, Tansy and Little Mead.

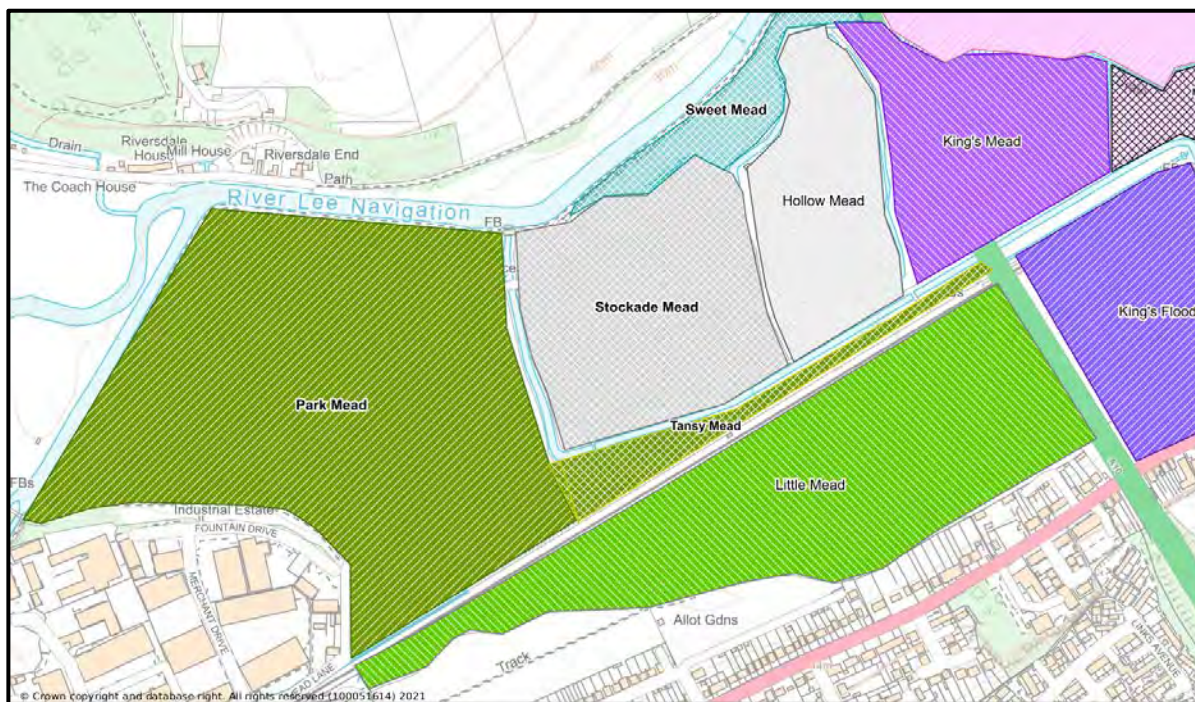


Figure 3 – Illustrative map of The Meads

- 4.7. The meads and Hartham Common are in the Green Belt, which does afford some protection, however Green Belt is under huge pressure from development throughout the country. According to government statistics (UK Government, n.d.) in the year 2019-2020, there was a total reduction of 3,520 Hectares of Green Belt. Year on year large areas of Green Belt are losing their protection and being built upon; small parts of the meads are owned by the Hertfordshire and Middlesex Wildlife Trust; however most of the area is not afforded this extra protection. All Green Belt land is precious, however, given how well used this particular area is by local people and the benefits that it provides in terms of health and well-being, in addition to its significance as a habitat for rare and endangered species (see section **Biodiversity**), we believe the value of this area is significant. Special characteristics of the meads are described below.

Park Mead

- 4.8. This is a marshy grassland habitat also used for grazing cattle as part of the management of the habitat and is bounded by the River Lea on two sides with an enclosed area with trees to the southern boundary and long grass and shrubs within. A raised right of way separates Park Mead on the diagonal and provides access to Sustrans route 61 running adjacent to the River Lea. Park Mead is designated Purple and Orange on the HERC (See **Figure 28 - HERC Map**) data recognising its significance for biodiversity.
- 4.9. This area is enjoyed by local people providing the main off road route from Kingsmead to Hartham Common, Ware and Hertford but is also especially important to local Remote Controlled Air Craft group enthusiasts who can often be found enjoying flying their aircraft in this beautiful this space.

- 4.10. Access is afforded to the river Lea, just below the Hertford Lock, adjacent to Sustrans route 61 and this is a well-used launch point for local canoeist, Stand Up Paddleboarders and other people enjoying the use of the canal for water activities. The Hertford to Ware Waterbus, from Lea & Stort Boats, provides a regular service in the summer months along this section of the Lea.
- 4.11. This amazing green space also acts as a carbon sink as do all of the spaces listed, helping to prevent climate change and should be afforded significant protection for this benefit. This natural habitat of course also helps to keep the air clean and fresh for everyone living nearby helping to prevent respiratory diseases caused by air pollution.
- 4.12. As with other meads this was designated as a Lammas meadow. See Section **VP3– View from River Lea to the Lock House & Hertford Lock** for photographs.

Stockade, Sweet, Hollow, Tansy & Part of King's meads

- 4.13. This is an area of grassland and marshland between the Lea Navigation and the railway line on the southern boundary. The railway line was built in 1843. The River Lee was formed into the Lea Navigation in 1767 when a canal and towpath through the meads was built, diverting the Lee from its original course, to enable barges to reach the centre of Hertford from London. The Lea forms the northern boundary and the tow path is now Sustrans route 61.
- 4.14. The Lea is not the only artificial river in this Local Green Space; The New River was built in the early 17th Century to carry water from St Chad's Well (now Chadwell Spring) to London; this section lies just outside the NP area but over time it became necessary to supplement the spring water with water from the river Lea which, in the 19th century, required the construction of a Gauge House, bridges and New River Company markers, all of which contribute to the heritage of our area and have been granted Listed Status. The New River path starts in Kingsmead, at the Gauge House and traverses 28 miles of permissive paths to terminate in Islington.
- 4.15. Running parallel to the New River and between it and the railway line, is a manifold ditch that is the conduit for much of the stormwater drained from Kingsmead. This manifold ditch runs under the New River in a brick arched channel and thence to rejoin the river Lee at Ware Priory.
- 4.16. The area is intersected by other waterways and manifold ditches, the most northerly one being the probable, original route of the River Lee. This area is normally open to Park Mead via a bridge over the New River but at the time of writing has been gated off due to temporary works to install an eel screen and is also regularly used for grazing bullocks.
- 4.17. This area is an excellent place for wildlife and bird watching. Wildlife enthusiasts recognise this as a particularly good part of the meads to spot rare birds, including many migrating species, as well as water voles, great crested newts, dragon flies and damsel flies. This has been recognised by the HMWT trust who have created a new 'dragonfly' trail that runs through Sweet and Stockade meads. See Section **VP1 View from Sweet Mead towards the New River** for photographs of this greenspace.

Little Mead

- 4.18. This is a lovely area of grass and marshland enjoyed, in particular by, walkers, cyclists and wildlife enthusiasts. It has slightly drier areas than the other meads and is known to be a particularly good place for spotting some of the meads rare and endangered species such as common lizards, slow worms, grass snakes and barn owls. Being such an important area for biodiversity this area is coloured mainly green on the HERC (See **Figure 28 - HERC Map**) map with some purple. This is partly due to the close location of Chadwell springs on the Kings Flood which is the main breeding ground for the great crested newt.
- 4.19. This area would have been part of the original 'Cockbush Field' so part of the site of the Cockbush Field mutiny during the English Civil war. See **VP7 View of the Meads from Ware Road** for photographs of this greenspace.

Rush Green Roundabout

- 4.20. Rush Green Roundabout provides a vital, green lung in an area of high pollution. It also has a huge potential as a wildlife refuge; while it is surrounded by busy roads which may impede slow moving animals using it as a stepping stone to the adjacent green spaces this does not impede flying insects, birds nor bats. It is rarely disturbed by humans on foot and could be an important sanctuary. The site is currently purple on the HERC (See **Figure 28 - HERC Map**) data demonstrating the potential for this to become an important wildlife site.
- 4.21. This green space also benefits the local human population by providing a noise buffer between the busy roads, absorbing pollution and softening the harsh transport environment. It reflects the wooded landscape of much of Gallows Hill. The Roman road, Ermine Street, ran across the roundabout on the line of the Ward boundary and is still reflected in the walking paths that surround Kingsmead although sadly it is no longer continuous across the roundabout. Thieves Lane, another historic road, also ran from Pinehurst, between the existing McDonalds and BP garage and connected to another extant right of way to the south east of the Ward. The location of Rush Green roundabout is on an ancient transport 'hub' and any archaeological evidence that has not been destroyed by road building should be preserved.



Figure 4 – Rush Green Roundabout

Designated Local Green Space

- 4.22. Through the process of consultation, and assessment of current levels of protection, thirteen areas were evaluated and twelve were identified for Local Green Space designation; Hartham Common was removed because it is a Green Finger, four were removed at Examination which leaves seven remaining. Feedback on the Neighbourhood Plan from all consultation sources reiterated the strength of feeling by the inhabitants of Kingsmead for the local environment with particular concern expressed around the number of different protected species that also call Kingsmead their home.
- 4.23. Designated LGS are shown on the Policies Map **Figure 2 - Policies Map & Key**. A description of each LGS and a large scale map of the space can be found below the policy. An assessment of the LGS can be seen in [Appendix B](#).

Policy HKGE1 - Local Green Space (LGS) Designation

- I. Seven Local Green Spaces have been identified on the Policies Map see **Figure 2 - Policies Map & Key** and in detailed maps below this policy:
- 🏡 **LGS1** – Small recreation space adjacent to Vixen Drive and Stanstead Road
 - 🏡 **LGS2** – Foxholes Woodland
 - 🏡 **LGS3** – Cromwell Road Allotments
 - 🏡 **LGS4** - Adjoining strips of mostly woodland running adjacent to the A10 from Rush Green roundabout to Nags Head Close
 - 🏡 **LGS5** - The Pines Woodland and Wheatcroft School woods
 - 🏡 **LGS6** - Pinehurst Recreation Ground
 - 🏡 **LGS7** - The Bowl Barrow at Birdie Way through to the copse of conifers known as the "Pine Hurst"
- II. Development within these designated areas will only be permitted where exceptional circumstances can be demonstrated, in accordance with the National Planning Policy Framework.

LGS1 - Small recreation space Vixen Drive/ Stanstead Road

- 4.24. This is an attractive, open grass-covered area surrounded by wildflowers, hedges and trees on the edge of the Foxholes Estate. The only entrance is from Stoa's Close, the rest of the space is enclosed by a decorative metal fence, meaning that families can relax and play, safe in the knowledge that small children cannot run off into the busy, adjacent roads. With its wildflowers, fruit bearing plants and trees it provides food and shelter to much of the local wildlife such as bees, butterflies, birds and small mammals. LGS1 is 0.2 ha.



Figure 5 - Vixen Drive/Stanstead Road and LGS1 Map

LGS2 – Foxholes & Woodlands Road Woodland

- 4.25. These woods form a circle around the Foxholes Estate and form an essential wildlife corridor between The Pines Woodland, the farm land on the other side of the A414 and the woodland adjacent to Woodlands Road. LGS2 is 8.9 ha.
- 4.26. This woodland is of huge benefit to the local community. The trees and shrubs protect residents from much of the noise and air pollution caused by the busy A414 and Stanstead roads. This area is also enjoyed as a recreation space by local people of all ages who enjoy walking, jogging and cycling along the routes amongst the trees including a circular walk around the entire estate. Children and young people enjoy exploring and playing in the woods and using the playground and football facilities. The grassy hill to the north east of the woodland provides a space to relax and admire views of the surrounding area and is a popular sledding spot during snowfall.
- 4.27. Many people walk through the woodlands on the right of way to access the local Foxholes Farm where they can buy local meat and produce, do Pilates or buy upcycled furniture.
- 4.28. This area is a vital haven for wildlife with a mixture of habitats including woodland, grassland, open spaces and a small stream. There are areas of older woodland with large oaks, aged over 300 years and hazel coppice with an understorey of honeysuckle and bluebells. In other areas there are more recently planted ash and silver birch. This variety of habitats provides potential homes for a wide range of wildlife. The stream also provides fresh drinking water for nearby wildlife and likely has some small creature inhabitants.





Figure 6 - Foxholes Woodland and LGS2 Map

LGS3 - Cromwell Road Allotments

- 4.29. Cromwell Road Allotments provide a treasured local green space with a purpose. For generations people have grown fruit, vegetables and flowers here, benefiting from fresh air, hard work and a sociable environment. Being there is good for the general wellbeing of the allotment holders. One can smell beautiful scents, hear birdsong and see nothing but green. It is a peaceful place and is good for the mind, body and soul. LGS3 is 4.3 ha.
- 4.30. The allotments are also home to the Mudlarks Garden, a charity providing social, outdoor activities for adults with learning disabilities and mental health concerns. Mudlarks hosts a number of community activities during the year and is a valued community resource. All of Mudlarks' projects enable people to take a full and active role in our community and to lead more fulfilling lives. Mudlarks allotments offers horticultural training, therapy and work experience to 150 gardeners every week, and provides placements for local schools and colleges as well as corporate days for local companies. The activities ensure that people of all abilities can work together and learn from each other, building a stronger community for everyone.
- 4.31. The allotments plants, compost heaps, bee hives and ponds make this a superb habitat for numerous species including slow worms, grass snakes, great crested newts and other amphibians.
- 4.32. This area would have been part of the original 'Cockbush Field' so part of the site of the Cockbush Field mutiny during the English Civil war. Allotment holders have reported that they have found clay pipes and other items on their allotments over the years. See **VP9 Mudlarks Allotment** for a photograph of this Local Green Space.

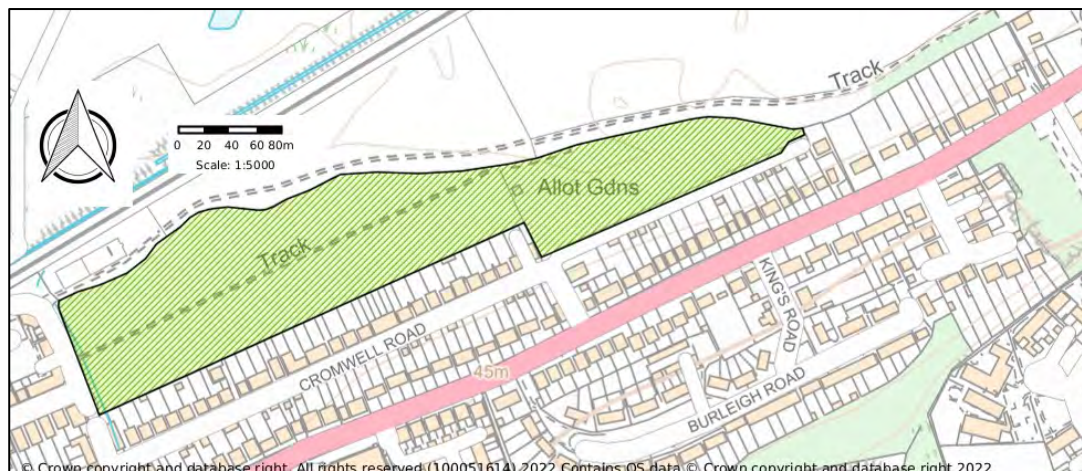


Figure 7 – LGS3 Map

LGS4 - Adjoining strips of woodland adjacent to the A10

- 4.33. These pretty strips of woodland run from Rush Green roundabout between Links Avenue/Birdie Way and A10, then left behind Nags Head Close along back of Burleigh Road. This strip of woodland acts as a charming green screen from the unsightly A10 and acts as a buffer against noise and pollution from it, making it vital to the health and wellbeing of local residents. LGS4 is 1.3 ha.
- 4.34. This local green space is an important part of a wildlife corridor, linking to the Pines Woodland down onto Ware Road, enabling flying creatures to easily access the meads. It also flanks the chalk cliff where the known, winter hibernation, bat roost is located in a disused mine adit.



Figure 8 – Woodland adjacent to the A10 & LGS4 Map

- 4.35. There are a range of shrubs, some coniferous trees and many mature deciduous trees here including oak and sycamore making this potential habitat for a wide variety of our favourite wildlife which local people can enjoy seeing and hearing from their doorstep. Potential species are:
- 🏠 Birds: wood pigeon, collared dove, woodpeckers, dunnoek, wren, robin, blackbird, thrush, redwing, tits, nuthatch, crows, jays, magpie, starlings, finches, siskin (likes conifers), sparrows
 - 🏠 Mammals: hedgehogs, moles, bats, shrews, voles, wood mice, badgers, foxes, squirrels
 - 🏠 Reptiles and amphibians: slow worms, toads
 - 🏠 Insects: crickets, honey bees, bumble bees, butterflies and moths.
- 4.36. Local people benefit from the noise screening provided by this woodland, and it forms part of the right of way from Ware Road to Rush Green roundabout through the Pinehurst estate. The space between the residences and the woodland has been adopted by a number of residents with bird tables, animal hibernation and habitat provided along the route. It is a much loved area and may provide all important autumn and spring forage for the known bat roost to the rear of Mutiny Close.

LGS5 - The Pines Woodland & Wheatcroft School woods

- 4.37. This area of woodland links Stanstead Road to Burleigh Road to the North East and Wheatcroft School to the North West. It enables access to Pinehurst Recreation Ground which has a play park and is popular with dog walkers. LGS5 is 2.0 ha.
- 4.38. There is a path through the woodland which creates an off road route to and from Ware Road for pedestrians, from where they can walk to town or onto the Meads. The path was cleared by volunteers in a Groundwork project and there are carved wooden sculptures along the route. This area is popular with joggers and dog walkers, it is a well-used strip of land for leisure and forest bathing.
- 4.39. For residents of Burleigh Road, it is a safer and more pleasant way to Wheatcroft School as it avoids the busy Ware Road. This walking route provides the opportunity for a safe route to school via a green corridor with the proven benefits of same. The area is also used by Wheatcroft School to facilitate their forest school programme.
- 4.40. Although a relatively small strip, it is densely packed with a variety of native trees. These trees support a diverse population of animals and birds including black birds, thrush, blue tits and wrens. Mammals like hedgehogs, moles, bats and voles can be found there too with a known winter hibernation bat roost at the foot of the chalk cliff at Mutiny Close. It is very important for Kingsmead biodiversity as it forms part of a wildlife corridor connecting the meads to Foxholes Woodland LGS2. See map of LGS5 below in **Figure 10 - LGS5 & LGS6 Maps**.



Figure 9 - The Pines Woodland

LGS6 -Pinehurst Recreation Ground

- 4.41. Pinehurst Recreation Ground is very popular with local residents and people of Hertford of all ages. It offers both an open green space for dog walkers and children wanting to play ball or other games, as well as two playgrounds, one for younger and one for older children. There is also gym equipment and a basketball court which makes this a great resource for all ages. The picnic tables provide a focal point for local parents who can catch up while their children play and there is ample room to lay blankets so families with young children can spend a long time enjoying the park. It is a safe enclosed space for local people, far from busy roads and traffic. LGS6 is 0.7 ha.
- 4.42. Access is from three entrances: from Pinehurst Woodland, Iron Drive and a car park near Hamels Drive. The playground was opened in 2014. The toddler area which is fenced off includes a sandpit with a tower and buckets and other play equipment. The playground for older children has swings, a zip wire, a climbing frame and slide. There is also a basketball court and adult exercise equipment. In the survey response 96% of respondents supported making this a Local Green Space with only 4% expressing no opinion.
- 4.43. See Section
- 4.44. Recreational Spaces for pictures of this space.



Figure 10 - LGS5 & LGS6 Maps

LGS7- The Bowl Barrows at Birdie Way to the 'Pine Hurst'

- 4.45. The open space from the bowl barrow at Birdie Way/the Knoll to the spinney of conifers known as the "Pine Hurst" by Eagles Court provides a precious green space in the centre of Pinehurst estate, with historical significance. LGS7 is 0.5 ha.
- 4.46. A bowl barrow (or Tumulus) is a funerary monument dating from the Late Neolithic period to the Late Bronze Age, 2400-1500 BC. They were constructed as earthen or rubble mounds, sometimes ditched, which covered single or multiple burials. Often occupying prominent locations, they are a major historic element in the modern landscape. The Pinehurst bowl barrow has not been excavated though it was slightly disturbed by the former golf course. It is protected by a Historic England Scheduled Monument designation (No. 1010757) and is considered to be of national importance by Historic England.
- 4.47. The grass covered bowl barrows connect to a small, raised copse of Pines which is called 'The Pine Hurst'. This area is highly valued by locals as a respite from buildings and traffic and contains a small memorial to a local resident.
- 4.48. This green space is part of a wildlife corridor which is probably used by many of the animals and birds to access the other green spaces within Kingsmead. In our survey response 95% of respondents supported making this a Local Green Space



Figure 11 - Bowl Barrow



Figure 12 - the Pine Hurst



Figure 13 - Map of LGS7



Important Views

- 4.49. Protecting special views from inappropriate development, particularly across the meads was of high concern to consultees. The meads were noted by the majority of people as a vital wildlife reserve forming incredibly precious green space between the A10 viaduct and Hertford. Protecting this area will also help to preserve the character and aesthetic of this rare chalk, wetland habitat. Landscape Character Areas (LCAs) are 'unique individual geographical areas in which landscape types occur.' Kingsmead is covered by a single assessment the Kingsmead and Hartham Floodplain. [Appendix D](#) provides more detail on the LCA.
- 4.50. Eleven special views have been identified for protection and, at the consultation in March 2019, over 98% of those responding agreed with the proposal to protect these views from the impact of development. Each view is identified on the Policies Map see **Figure 2 - Policies Map & Key** and at a larger scale in [Appendix A](#), and an assessment of the views can be seen in [Appendix B](#).

VP1 View from Sweet Mead towards the New River

- 4.51. A view which is the epitome of the water meadows; with the rush cradled stream in the foreground and the grassland stretching out in a continuous vista to the escarpment. This beautiful view forms part of Kingsmead Nature Reserve. This historic wetland is home to a variety of wildlife from warblers, water voles and wading birds as well as dragonflies and a host of amphibians.
- 4.52. Shrubs and wetland plants populate the Reserve and nestled among trees in the distance are the houses of Kingsmead.



Figure 14 - View from Sweet Mead

VP2 View from the Gauge House bridge across the New River

- 4.53. This is a stunning viewpoint. From here you can admire the New River, The Gauge House along with the beautiful meadows and woodlands that surround them. The escarpment provides a glimpse of Kingsmead's varied heritage of housing from the Edwardian homes at the level of the Meads, rising to 1920's and 30's homes then to Pinehurst and Foxholes nestled in amongst the trees in the distance.
- 4.54. The pictures are slightly marred by temporary gates and hoardings due to work to install eel screens. We understand that these will be removed mid 2022.



Figure 15 - View looking south from the bridge along the New River

VP3– View from River Lea to the Lock House & Hertford Lock

- 4.55. This well used path, forming part of Sustrans Route 61, looks towards Hertford Lock and the Lock House. To the right is the River Lea and Hartham Common providing a contrast to the wetland of the Meads to the left. This path is used by cyclists, dog walkers and pedestrians and has views across to Hartham Common where, on drier land, people enjoy ball games, picnics and dog walking. The photos show the view side by side.



Figure 16 - towards Hertford Lock with Hartham Common to the right



Figure 17 - View across Park Mead left to the towpath fence

VP4 from Park Mead of Gauge House & New River

- 4.56. The panoramic view across Park Mead to the Gauge House is truly stunning. The bend on the New River provides an ideal vantage point to view this listed building and the wildlife and vegetation in this diverse landscape.



Figure 18 - View to the north towards the Gauge House

VP5 View from Little Mead towards the railway

- 4.57. With the brutal architecture of the A10 flyover on the right there is the contrast of Little Mead in immediate view with a view across the railway towards Hollow, Stockade and Park Meads.
- 4.58. The mix of scrub, marsh and grazing land provides a varied environment for wildlife and is a bath of green providing a natural contrast to this urbanised area.



Figure 19 - Little Mead

VP6 View opposite Lloyds Car Spares and Carisbrook House

- 4.59. From the busy Ware Road this gap in houses provides us with a lovely view over a well-cared for garden towards the Meads. A strip of mature trees offers cover during the summer teasing the viewer with a glimmer of the meads but in winter the view becomes fully resplendent.



Figure 20 - View to the north west

VP7 View of the Meads from Ware Road

- 4.60. Glimpsed through a gap between houses this view offers a beautiful vista of the Meads framed by two majestic copper beech trees standing gatekeeper to a footpath leading further down the hill and into the Meads.



Figure 21 - View to the north west



Figure 22 - Close-up of the same aspect

VP8 View from Hamels Drive

- 4.61. An unexpected treat that surprises the viewer hoves into view when reaching the top of the footpath leading from Hamel's Drive to Ware Road. From here, you can see a beautiful view of the Meads including the historic Gauge House and surrounding meadows and trees. The view is more comprehensive in winter months when the leaves have fallen.
- 4.62. The Gauge House, which is the River Lea source of the New River can be seen in the centre of the picture, just to the viewer's right of the near tree. Despite Pinehurst being significantly elevated from the housing below due to the chalk escarpment this is the only public area on the estate where residents can view the mead because of the high fence that has been built parallel and at the top of the escarpment on the mead edge of the rest of the estate.
- 4.63. There is also the possibility of seeing bats flying from their roost in base of the chalk cliff at sunrise and sunset during autumn and spring months as they forage at the start and end of hibernation.



Figure 23 - View from Hamels Drive

VP9 Mudlarks Allotment

- 4.64. The view of Mudlarks Allotment from Cromwell Road includes Little Mead, and in the middle distance, Tansy, Stockade and Hollow Meads. It is precious as it is glimpsed from a corner of a residential road, close to the busy Ware Road. Thus, local residents experience the benefits of green views, big sky, trees and birds, while going about their day to day journeys.
- 4.65. In the KNP survey 87.62 per cent of respondents wanted this community facility to be protected from development and it scored the highest out of all the community facilities listed.



Figure 24 - View over Mudlarks Allotments to The Meads

VP10 View from 'Toboggan Hill'

- 4.66. This beautiful hill top view is found within the little oasis on the edge of the Foxholes Estate that is the Foxholes circular, woodland walk. As is suggested by the name the steep hill has been used by locals as a toboggan run for generations and is surrounded by wildflowers and woodland. Looking at this view you can almost believe you are in the middle of the countryside. Trees largely obscure the factories to the east and the A414 to the south as well as some of the housing to the north and west. It is a great spot to relax and reflect or to socialise with friends and family. There are two photos because the view will not fit into a single photo.



Figure 25 - View to the south west



Figure 26 - View to the west

VP11 View along the New River

- 4.67. The panoramic view along the New River is truly stunning. The bend on the New River provides an ideal vantage point to view the wildlife and vegetation in this diverse landscape together with the listed bridges along the New River
- 4.68. Along the banks of the river the lucky may spot a protected water vole or two given their preference for this locale. The New River is a popular walking route, providing a walk from Hertford into London along the water course and hikers can often be seen on the paths on either bank.
- 4.69. The estate style fencing matches the style of the bridges providing an interesting counterpoint to the natural setting.



Figure 27 - View along the New River

Policy HKGE2 - Important Views

- I. The following views are designated Important Views. If a Landscape and Visual Impact Assessment and/or a Landscape Sensitivity and Capacity Assessment, as required by Policy DES2 of the East Herts District Plan, reveals a harmful impact on those views resulting from the proposal, the development will only be permitted where appropriate mitigation measures can be delivered.
- 🏠 VP1 View from Sweet Mead towards the New River
 - 🏠 VP2 View from the bridge across the New River, by the Gauge House
 - 🏠 VP3 View from the River Lea to the Lock House and Hertford Lock
 - 🏠 VP4 View from Park Mead of the Gauge House and New River; Dual aspect
 - 🏠 VP5 View from Little Mead towards the railway
 - 🏠 VP6 View opposite Lloyds Car Spares and Carisbrook House. Mature trees provide a view of the Meads, fully in view in the winter months
 - 🏠 VP7 Views of the Meads from Ware Road
 - 🏠 VP8 View from Hamels Drive
 - 🏠 VP9 Mudlarks Allotment - View from corner of the east side of Cromwell Road looking across the allotments to the Meads and the A10 viaduct
 - 🏠 VP10 View from 'Toboggan Hill', Foxholes Woodland looking towards Foxholes Business Park
 - 🏠 VP11 View along the New River

Biodiversity

- 4.70. Hertford Kingsmead Ward has several areas that are protected through East Herts District Plan Policy NE1 International, National and Locally Designated Nature Conservation Sites, because of their nature conservation value. These include the River Beane, all of the meads, Cromwell Road allotments and the area around the adit in the chalk cliff at the southern end of Mutiny Close, adjacent to the A10. Strong support was shown in the Neighbourhood Plan survey for protecting and extending sites of nature conservation value with 89 per cent of respondents rating protecting sites of nature conservation value in Kingsmead as Extremely Important with a further 10 per cent rating it very or somewhat important showing that 99 per cent of respondents value and

want to protect the wonderful sites within Kingsmead. As such existing protections should be maintained as a minimum and ideally measures should be taken to extend the range of both protected and non-protected species between the pockets of habitat.

- 4.71. Maintaining isolated protected areas is not enough to halt and reverse continuing declines in nature's diversity and abundance. The Lawton Review highlighted the need for a 'step change' in approach, involving ecological restoration and re-creation on a landscape scale, as opposed to smaller, fragmented, interventions, to give biodiversity a boost and increase ecosystem resilience to climate change and other pressures. The 2019 IPBES global assessment report on biodiversity and ecosystem services highlights land-use change as one of the most important drivers of biodiversity loss. The report warns that *The health of ecosystems on which we and all other species depend is deteriorating more rapidly than ever. We are eroding the very foundations of our economies, livelihoods, food security, health and quality of life worldwide.*
- 4.72. The meads are recognised as a High Biodiversity Area and are described in Hertfordshire County Council's 'Local Character Assessment' as *This is an area of key conservation importance, being the largest (5 acres) remaining flood meadow complex in Hertfordshire, with several areas of unimproved alluvial grassland, ditch systems and the important chalk springs at Chadwell. Although much degraded, the site floods regularly and many scarce plants survive there. The area is important for birds and invertebrates as well as plants. The Lea contains species such as yellow waterlily, branched bur-reed, reed sweet grass and club-rush, at least seven coarse fish species and a number of uncommon invertebrates. Around the edge of the meadows there are wetland species such as willow, poplar and alder, with ash and beech. Within the meadows at Hartham there are plantings of more ornamental species and a broad area of predominantly wet grassland of joint nature conservation and informal recreation value (Kings Mead).*
- 4.73. Hertfordshire's Environmental Records Centre (HERC) Ecological Network Mapping is a key evidence base document, identifying how our habitats are spatially related to each other, and where the highest priorities are for expanding them and linking them together. This strategic approach ensures that efforts can be targeted to where they are of the most potential benefit. The map in **Figure 28 - HERC Map** indicates clusters of high value habitats (green) and high priority areas for ecological restoration (purple) along the River Beane valley, and along the Lea and Rib river valleys.
- 4.74. These areas should be managed sensitively for biodiversity and be the focus of strategic restoration initiatives to increase biodiversity levels and ecological network connectivity. Biodiversity offsetting contributions from developments within or closest to the Plan Area should be invested in projects in these areas, or in other high priority areas identified in the HERC Ecological Network Mapping. The Neighbourhood Plan would strongly support local designation of these areas as Nature Improvement Areas, in accordance with District Plan Policy NE4.

- 4.75. The District Plan notes the importance of taking opportunities to enhance biodiversity whenever possible, especially in urban areas, as this can ‘contribute significantly to the success of the wider ecological network’. This Neighbourhood Plan strongly supports any initiatives to enhance biodiversity within the built environment, including the creation of new wildlife corridors.
- 4.76. Hartham Common and the meads are made up of waterways edged with deciduous trees and shrubs with open grassland, pasture, marshland and wetland in between. This area, much of which is managed by Herts and Middlesex Wildlife Trust (HMWT), is a very rare environment owing to the chalk bed that lies beneath and provides vital habitat for many rare species of plants and wildlife.
- 4.77. The greatest strength of this area lies in its connectivity, both within this space and to the other green spaces that neighbour it: Hartham Common to the west, the woodlands and farmlands of the Bengeo Ward to the north and the rest of “the meads” to the east in the Chadwell Ward of Ware. This provides a huge wildlife corridor through Kingsmead. This connectivity is what makes it an excellent habitat for all sorts of wildlife, as they can move, unimpeded between the different parts.
- 4.78. This ability for species to move around makes it hard, and perhaps unhelpful, to pinpoint exact areas for any given species, therefore in conversation with HMWT it has been decided to give an indicative species list for the whole area:
- 🏠 Birds: There are a great many resident birds here, but the area is also extremely important to others as a stopping off point along their migration routes or as a place to breed or overwinter. This list is a mixture: kingfishers, mallards, coots, moorhens, grebes, herons, swans, Canada geese, kestrels, buzzards, sparrow hawks, red kites, short eared owls, barn owls, wood pigeons, collared doves, swallows, swifts, sand martins, woodpeckers, dunnocks, wrens, robins, blackbirds, thrush, redwings, tits, nuthatches, crows, jays, magpies, starlings, green finches, gold finches, sparrows, tufted duck, little grebe, cormorant, reed warbler, sedge warbler, jack snipe, stone chat, sandpipers, siskin.
 - 🏠 Mammals: Water voles, a protected species, are present in real strength around the meads area. There are also other protected and non-protected species such as Natterer's Myotis Natterii, Myotis Daubentons and soprano pipistrelle bats, hedgehogs, moles, shrews, voles, wood mice, squirrels, rabbits and foxes
 - 🏠 Amphibians and Reptiles: great crested newts and other protected species can be found here. As can common toads, common frogs, smooth newts, grass snakes, common lizards and slow worms.
 - 🏠 Fish and crustaceans: shrimp, roach, dace, bream, carp, pike, sticklebacks.

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- 🏠 **Insects:** There are 21 species of dragonflies and damselflies in this area-making it very special. As well as a huge variety of other insects like crickets, honey bees, bumble bees, butterflies and moths.
- 🏠 **Flowers:** Rare flowers such as the water violet.

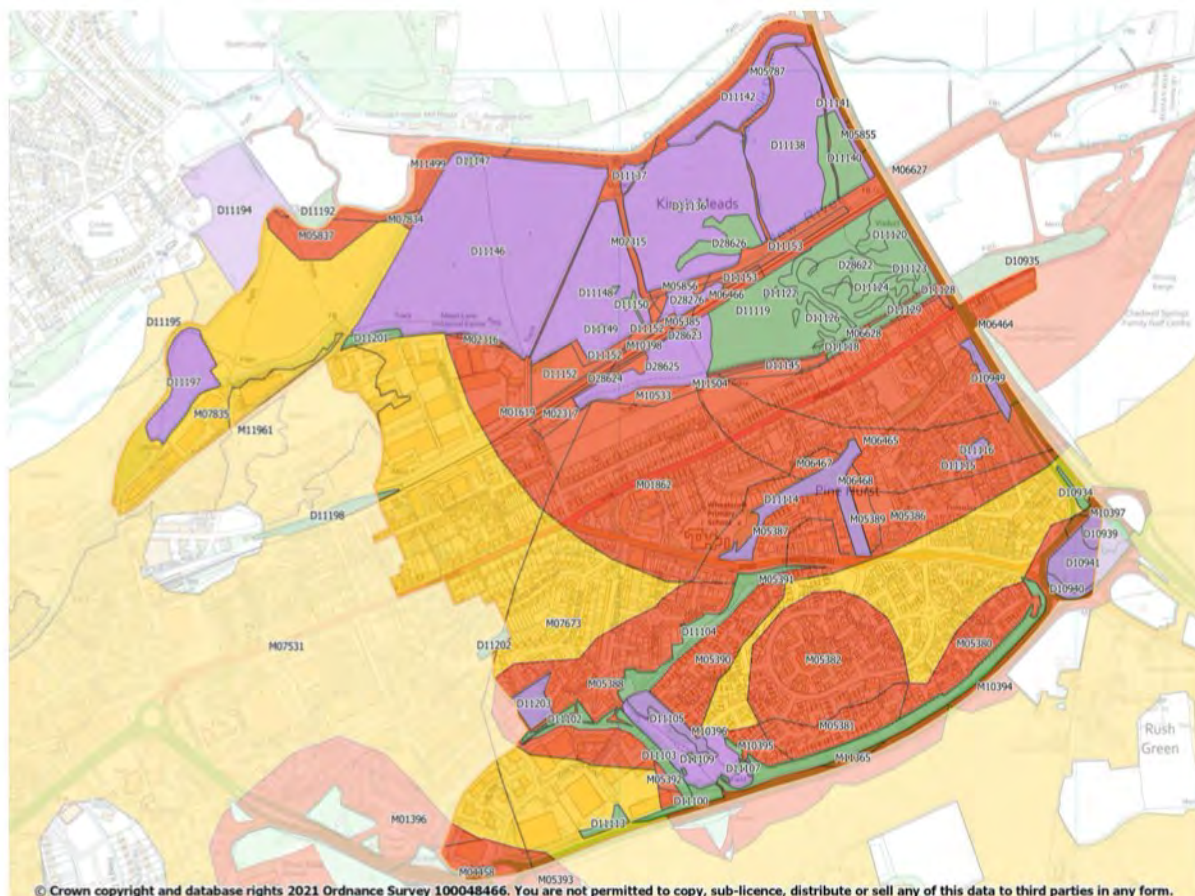


Figure 28 - HERC Map

4.79. **Hertfordshire Ecological Network Mapping:** Data from a study carried out in 2011-2013 by Hertfordshire Environmental Records Centre (HERC) ranks the ecological significance of the habitats in Kingsmead.

- 🏠 **Highest Ecological Significance: Green:** These patches contain habitats listed within S41 of the NERC Act and should be avoided by development and protected by the development management system.
- 🏠 **Great potential for Ecological Significance: Purple:** These patches contain habitats not currently qualifying under S41 of the NERC Act but with high potential to do so.
- 🏠 **Potential for wildlife corridors: Orange** - most potential, followed by Cream and Yellow: These patches do not have habitat of particular significance but would be worth protecting and enhancing as wildlife corridors.

Policy HKGE3 - Nature Conservation and Biodiversity

- I. Development proposals should conserve and enhance biodiversity and deliver net biodiversity gains (in accordance with the current best practice Biodiversity Impact Calculator). The nature conservation value of wildlife sites and other significant habitats, including the meads, will be protected from any harmful impacts of development, in accordance with their status. In particular, the following designated local wildlife sites, as detailed below, will be protected, managed and where possible enhanced:
 - ☞ Kings Meads
 - ☞ Cromwell Road Allotments
 - ☞ Ware Lines Quarry (rear of Nags Head and Mufiny Close)
 - ☞ River Beane, River Lea & River Rib Confluence, Hartham
- II. Development should be avoided on areas coloured Green on the Hertfordshire Ecological Network Mapping. Where adverse impacts on biodiversity are unavoidable, measures as set out in District Plan Policy NE3, will be imposed.
- III. Developments located in areas coloured purple on the Hertfordshire Environmental Record Centre (HERC) Ecological Network Mapping (See **Figure 28 - HERC Map**) should contribute towards enhancing ecological connectivity (in accordance with the HERC mapping).
- IV. Developments located in areas coloured orange or adjacent to orange, purple or green areas on the HERC mapping should provide a wildlife corridor either joining up two orange, purple or green areas or providing a potential link in the direction of another area with orange, purple or green colouring.
- V. New green infrastructure (GI) should be included in all major development proposals. Such GI should provide functional wildlife habitat linking habitats together and where possible, public access.
- VI. Proposals to create new natural areas and wildlife habitats, or to expand or enhance existing provision, will be supported.
- VII. Replacement of trees with mature native species, in suitable locations, will be required where development results in the unavoidable loss of trees.

Green Corridors

- 4.80. Creating new green corridors between housing areas and to link existing wildlife sites has been indicated as a necessity by The Royal Commission for Environmental Pollution;7) 'The Urban Environment' report which states that; 'Areas in and around towns can be networked together to support the functioning of urban ecosystems, and to reduce the environmental impacts of the built environment'. Given the importance of wildlife in Kingsmead plus the potential for a number of the existing sites to become home to the protected species in other sites if there are linking green corridors this would potentially significantly mitigate the environmental impacts of development and possibly increase biodiversity if there are green corridors to habitats on the borders of Kingsmead.
- 4.81. Roads and buildings provide huge barriers to wildlife migration; a wildlife corridor should allow wildlife to move freely, safely and with forage from one habitat area to another removing any obstacles to migration. Wildlife corridors may have interruptions and would then provide 'stepping stones' rather than a continuous corridor; for example, Rush Green roundabout provides an important wildlife stepping stone from Foxholes woodland to the fields beyond. A wildlife corridor in urban environments can be provided by a number of different methods including:
- 🏡 Wildflower planting of road verges with appropriate mowing regimes to facilitate insect movement as forage is a major barrier to insect movement
 - 🏡 Provision of hedgerows, avenues of trees or woodlands
 - 🏡 Tunnels/bridges over roads
 - 🏡 Urban gardens with barrier penetration on the property lines
 - 🏡 Rivers, river sides, streams and ditches
 - 🏡 Field margins
- 4.82. A green corridor can have many uses including wildlife habitat and rights of way (pedestrian routes and cycle-paths) and improving the environment by absorbing noise and particles in the air. Bats use natural features as navigation aids to assist them in moving between roosts and feeding grounds which is particularly germane to Kingsmead with the known winter roost of two bat species in the adit near Mutiny Close. The better designed a corridor, the more effective it will be. Natural England's Green Infrastructure Guidance provides information on the value of green infrastructure and how to deliver this effectively (Natural England 2009).
- 4.83. New green infrastructure can also help to manage the local flood risk by incorporating effectively planned Sustainable Urban Drainage Systems (SuDS) and can provide off road access routes for use by people for either leisure or active travel purposes.

Policy HKGE4 – Green Corridors

- I. Green Corridors should provide permeability for wildlife and people. In accordance with East Herts Green Infrastructure Plan, the green corridors in the Neighbourhood Plan Area as shown on the Policies Map see **Figure 2 - Policies Map & Key** will be protected from harmful development, managed and where possible enhanced.
- II. Existing wildlife corridors shall be retained:
 - a. **WC1** - Linking Hartham Common, LGS2 and LGS3
 - b. **WC2** – Linking LGS4, LGS5 and LGS6
 - c. **WC3** – Linking LGS12, LGS8, LGS7, LGS4, LGS10, LGS11, LGS9, and to green belt land adjacent to the Ward
- III. Informal wildlife corridors between green spaces will be encouraged as will the creation of new wildlife corridors that enable wildlife to move safely between green spaces to improve biodiversity.
- IV. New wildlife corridors should be created along roads, where highway safety permits, by leaving some sections of grass verges unmown and planting wildflowers. Buffer zones should be created between new development and the countryside to provide wildlife corridors.

Green Infrastructure

- 4.84. Kingsmead Neighbourhood Plan Area includes areas of Flood Zone 2, 3a and 3b, associated with the floodplain of the River Lea/Lee. Surface water drainage from Kingsmead drains into two open ditches, one adjacent to Rowleys Road and the other, known as the Gulches, is perpendicular to Tamworth Road crossing the road next to number 22; these open ditches pass under the railway line to the old sewage works where they discharge into a manifold ditch which runs parallel to the railway and New River then under the New River to join the River Lea at Ware.
- 4.85. Since the two ditches were originally designed the Victorian and Edwardian properties have been substantially extended and additional infill properties built plus there has been additional development on Gallows Hill. The risk of flooding to properties in Mead Lane, Tamworth Road, Rowleys Road and Cromwell Road stems from heavy rainfall overwhelming the capacity of this existing structure rather than risk of river flooding. New developments in this area or using the existing infrastructure should therefore be fully assessed to ensure that they decrease, or, as a minimum, do not increase the flood risk.

Policy HKGE5 – Green Infrastructure and Sustainable Drainage Schemes (SuDS)

- I. Development proposals are encouraged to use opportunities to build SuDS that enrich the aesthetic and recreational value of a development, promote health and wellbeing and support green infrastructure. They should also maximise wildlife habitat creation to increase and improve local biodiversity.
- II. Even where a development is not in a flood zone, external surfaces, paving and parking areas, should be permeable to prevent local flash floods and enable efficient soak away benefitting trees and shrubs.
- III. Development should be designed to reduce the risk of flooding in accordance with District Plan Policy WAT1. In particular, the use of efficient permeable paving and parking areas shall be required.

Recreational Spaces

- 4.86. Well maintained recreational open spaces provide for healthy outdoor leisure pursuits. There are seven designated play and open spaces in Kingsmead, which are recognised as important for recreational purposes. These spaces are shown as Protected Recreational Open Space (PROS) on the Policies Map see **Figure 2 - Policies Map & Key** and on a detailed map in [Appendix A](#). The NPPF (paragraphs 98 – 100 stress the importance of access to a network of high quality open spaces for recreation and general health and wellbeing, including the benefits of protecting and enhancing public rights of way.
- 4.87. In accordance with policy CFLR1 of the East Herts District Plan, Protected Recreational Open Spaces that are accessible to all residents should be retained or enhanced. Enhancements might include appropriate mowing regimes, seating, outdoor gym equipment, soil improvement on allotments and new formal and informal opportunities to grow food.
- 4.88. These spaces are afforded protection from development through District Plan Policy CFLR1 Open Space, Sport and Recreation. Sport England oversee applications to the Community Asset Fund through which communities can apply for funds to improve their outdoor sport and fitness areas. If a suitable project is identified, funding will be explored.

Policy HKGE6- Protected Recreational Open Space

- I. Recreational Open Spaces catering for younger children exist at the following locations and should be retained:
 - PROS1 Rowleys Road
 - PROS2 Foxholes Avenue
 - PROS3 Lilbourne Drive
 - PROS4 Pinehurst Recreation Ground
 - PROS5 Burleigh Road
 - PROS6 Martin's Drive
 - PROS7 Nag's Head Close/ Hamels Drive
- II. Within these spaces proposals to include more outdoor recreation facilities within the Recreational Open Spaces for older children and teenagers, such as equipment for active use and to facilitate social gathering. For example: outdoor gyms, outdoor table tennis tables, outdoor "squash" wall will be supported provided they are consistent with other policies in this Plan.
- III. Development that results in the loss of all or part of the spaces will only be permitted if they are replaced elsewhere, with better facilities that are as accessible to the residents as the current recreational open spaces and/or the quality of those spaces is improved.
- IV. Implementation of the policy should include but not be limited to enhancing existing and increasing the number of Recreational Spaces including diversification of equipment to suit a larger age range.



Figure 29 – Burleigh Road



Figure 30 - Foxholes Avenue

KNP Submission Neighbourhood Plan 2019-2033



Figure 31 -Lilbourne Drive



Figure 32 -Martins Drive



Figure 33 - Pinehurst Rec



Figure 34 - Rowleys Road



Figure 35 - Nags Head/Hamels Drive

Air Quality

- 4.89. Local Authorities are responsible for monitoring air quality to meet the requirements of the UK Air Quality Strategy. Three areas within East Hertfordshire have been declared as Air Quality Management Areas (AQMAs). One of these is the Gascoyne Way AQMA which is just outside the Kingsmead Neighbourhood boundary, however the principal feeder roads; Ware Road and the A414, into the AQMA both run through Kingsmead.

Policy HKGE7 – Air Quality Improvement and Reduction in Carbon Emissions to Net Zero by 2050

- I. Development proposals that use opportunities to increase the following are encouraged:
 - ☞ Promoting walking and cycling through increased infrastructure such as footpaths, cycle paths and cycle parking
 - ☞ Increasing the number of trees by planting British native species
- II. Developments and refurbishments, the latter where requiring planning permission, to be designed with low carbon principles, including the following are to be encouraged:
 - ☞ Fit ground source heat pumps
 - ☞ Include communal heating
 - ☞ Install solar panels
 - ☞ Install electric car charging points for all parking spaces
- III. S106 contributions towards a no-idling campaign or variable message signage outside schools, shops and other waiting areas throughout the Neighbourhood Plan Area will be encouraged where the development is likely to increase waiting traffic in such locations.
- IV. Development proposals should encourage and facilitate active travel to and from schools to reduce unnecessary car use wherever possible.
- V. Solutions that may reduce parking and/or create loading only spaces should specifically review access to disabled parking and access to provide full inclusivity.

- 4.90. Sustainable travel options that encourage reduced car use for shorter journeys are central to this Plan. Representations have been made by the Neighbourhood Plan Steering Group to local councillors in support of active travel initiatives. Achieving the sustainable travel routes indicated in our cycle



and walking routes, particularly the means of crossing Rush Green roundabout safely to provide a 'Rush Greenway' will significantly contribute to the wider strategy of reducing car use particularly for school runs.

- 4.91. Kingsmead has only one school within the boundary of the Neighbourhood Plan area, but school run congestion is a significant concern locally as traversing Kingsmead is frequently by car to undertake the school run due to the poor level of pedestrian and cycle routes through the ward, Access to Wheatcroft school for road and alternative transport requires improvement to reduce congestion. Development proposals should encourage and facilitate active travel to and from schools to reduce unnecessary car use wherever possible.

Community Assets

- 4.92. In Hertford Kingsmead Ward, there are sparse venues for use in recreational and community activities albeit that there is an abundance of treasured local green space and Cromwell Road allotments. There are no church or other religious halls and the school does not encourage community activity within their curtilage. The First Hertford Scout Group does call Kingsmead their home but are located on the north of the railway which creates a barrier to access. There are also privately run facilities on Dicker Mill that are utilised and valued by the local community. A list of these assets is included at [Appendix F](#).

Policy HKCA1 - Valued Community Assets

- I. Existing community facilities, as listed in [Appendix F](#), should be retained and protected. Loss of facilities will only be acceptable where alternative provision is of a scale and standard equivalent to, or superior to, the existing facilities. Alternative provision should be provided within walking or cycling distance of the existing facility.
- II. Proposals to improve or enhance community facilities will be supported when they improve the range, quality, suitability and accessibility of facilities for residents, and when the benefits of development outweigh any disadvantages. Contributions towards enhanced youth facilities and accessible GP services, collected pursuant to Policy CFLR7 in the District Plan, will be welcomed to address any shortfall in the existing provision within the Plan Area, which would be exacerbated as a result of development.



- 4.93. If people can travel to facilities and activities without using their car, it reduces the impact on local roads, so it's important that development does not result in the loss of community buildings or facilities and, ideally, enhances the provision of both locally to work towards achieving a 20 minute neighbourhood (Town and Country Planning Association). Good access to local facilities brings people together, builds social cohesion, and promotes wellbeing.
- 4.94. In the Neighbourhood Plan survey, the most valued community asset was Mudlarks allotment garden with over 85% of respondents confirming support, followed by the shop at Birdie Way with over 60% support. The survey response indicated that, for Kingsmead, Mudlarks is the highest scoring community facility. Mudlarks is a charity based in Hertford that supports adults with learning disabilities and mental health concerns. All of Mudlarks' projects enable people to take a full and active role in our community and lead more fulfilling lives. At Mudlarks allotments in Kingsmead, horticultural training, therapy and work experience is provided to 150 gardeners every week, as are placements for local schools and colleges as well as corporate days for local companies. Mudlarks also provides activities to the wider community and ensures that people of all abilities can work together and learn from each other, building a stronger community for everyone.
- 4.95. During consultation, residents were asked about the community buildings and facilities they valued. Although all community facilities are important, through a process of evaluation, five buildings and one allotment site were identified as suitable for registration as 'Assets of Community Value'. The allotment site received the most support as it houses Mudlarks, a Hertford based charity, creating opportunities for adults with learning disabilities and mental health concerns to train in horticulture providing both therapy and work experience. The allotment garden has been developed over the past decade to provide a welcoming, lively space for service users and the local community. Clear wayfinding is provided by the distinctive Mudlarks sign.
- 4.96. Through the rights and powers conferred on communities by the Localism Act, land or facilities can be registered as Assets of Community Value (ACV). Registered ACVs remain on the East Herts Council Assets of Community Value Register for up to 5 years. If, during that time, the facility's owner decides to sell, they must notify EHDC and the community will have an opportunity to raise purchase funds. Unless they are no longer needed, community facilities should be protected from development that may harm the function of the facility, and, where gaps in provision are identified, community facilities should be enhanced.

Policy HKCA2 New or Improved Community Facilities

- I. Proposals to improve or expand community and recreation facilities, or provide new developments of multi-use community facilities, particularly the provision of services or recreational space for 13-17 year olds will be supported provided that all the following apply:
 - a. They fulfil the needs of existing and future residents of Kingsmead;
 - b. All Kingsmead residents are able to access them by walking/cycling or public transport;
 - c. Suitable parking provision is made for disabled and mobility impaired users, deliveries, and other parking space essential to the function of the facilities, so as not to cause traffic congestion; and
 - d. Any adverse impacts would not outweigh the benefits.

4.97. In relation to development of new facilities the first two priorities from our survey were providing a GP surgery and pharmacy, closely followed by developing facilities for 13-17 years old demographic. The last census for Kingsmead indicates a younger than the norm demographic with higher proportions of people with children living within the area. While the survey results indicated that there was no great issue with the provision for children under 13, the lack of facilities within the Ward for 13-17 year olds was a high priority issue for the community. The three most popular solutions to address the lack of activities for 13-17 years old demographic were the provision of outdoor sports equipment, organised activities during the school holidays and more youth club spaces.

4.98. The Neighbourhood Plan Area would benefit from a youth club or similar facility for young people. This will be explored if funding provision is available. Initiatives working with schools and YC Hertfordshire will also be encouraged. There have been incidents of anti-social behaviour in local parks and any initiatives to ensure our parks and recreation areas are safe and welcoming will be welcomed.

Healthcare Facilities

4.99. The ward was served by a doctor's surgery which had 4,392 registered patients when it was closed in 2019. Currently there are no GP facilities within the ward and anecdotal evidence indicates that while Kingsmead patients were relocated to surgeries in the centre of Hertford, General Practitioner (GP) facilities are oversubscribed so some Kingsmead residents were reallocated to surgeries in Ware and Hoddesdon. East and North Herts Clinical Commissioning Group has stated that it does not have the data to provide information on how many Kingsmead residents have to travel significant

distances to visit a GP. Even with GP facilities in Hertford these present difficulty in access due to the poor transport links, particularly from Foxholes and Pinehurst.

- 4.100. Proposals for new health care facilities could be funded from S106 contributions from development, collected through District Plan policy CFLR2 and DEL2, or other funding mechanisms. Such facilities could include a satellite clinic from a Hertford GP or the expansion of the existing facilities at the Ware Day Centre.
- 4.101. The principle of the 20 minute neighbourhood (Town and Country Planning Association) is that services will be available locally to provide healthy and sustainable lives. Concentrating services within an urban area, without providing sufficient transport and given the medieval street plan of Hertford, without the possibility of improving access by car, does not contribute to healthy lives.
- 4.102. Over 75% of respondents supported a GP surgery being located in Kingsmead and 50% a pharmacy in answer to the question what facilities would you like to see in a new development? These two facilities were the highest scoring answer. In the consultation on the Draft Policies the provision of a doctors' surgery within Kingsmead received the following level of support:
- 🏠 32% of respondents rated the provision of a GP surgery as the most important priority
 - 🏠 59% a top priority, but not most important
- 4.103. Residents living on Foxholes and Pinehurst, with serious health conditions or mobility constraints, would benefit from more accessible health services. In the Neighbourhood Plan survey, 76% of respondents supported the provision of GP services as part of new development. Contributions from S106 could fund such a provision whether permanent or mobile.

Retail Facilities

- 4.104. Retail facilities within Kingsmead are limited to three convenience stores with one each located on Rush Green roundabout, Birdie Way and Ware Road. There is also a drive through fast food outlet at Rush Green roundabout. There are no public houses or cafes. Pinehurst, with the shop and Community Centre is the nearest thing Kingsmead has to a community or village centre. Pinehurst and Foxholes provide a natural challenge to walking and cycling due to the steep hill and the chalk escarpment at the base of Pinehurst so local facilities are particularly key to reduce car journeys and enable the 20 minute neighbourhood (Town and Country Planning Association).

Policy HKCA3 –Retail Facilities

- I. Improvements to existing retail facilities which provide better access to all ages and abilities, including those with disabilities, will be welcomed.
- II. Provision of additional food, other retail or catering facilities would be supported, to provide local services and supplies, reducing the need to travel, provided that they do not impact on residential amenity or reduce the amount of green space in the Neighbourhood Plan Area nor impact on traffic flows around Rush Green roundabout.

4.105. Any proposals for new or expanded shopping facilities or the addition of cafes on the site of the existing shopping and community centre on Birdie Way that would increase the range of the shopping parade and retain the parking area without impacting on the community centre would be supported.

4.106. The shopping parade, parking area and greenspace should be enhanced to ensure the longevity of the facilities it supports. These measures could include improving existing parking facilities, signposting of the two barrows to inform people of their historical significance and improving the local community centre along with providing bicycle parking facilities and repairing the dog tethering rings. Planned consultation with the local community and the existing shopkeeper should be carried out to ensure proposals fulfil community aspirations.

Heritage Assets

4.107. There is one Scheduled Monument in the Plan Area, a bowl barrow dating from the Late Neolithic period to the Late Bronze Age which may also have been used as a beacon to warn of the approach of the Spanish Armada in 1598. This monument is located within the built up area of Pinehurst, adjacent to the Community Centre and shop.

4.108. Listed buildings and structures in the plan area are mainly associated with the New River and include the New River intake gauge built in 1856 at the junction of the Lea and the cut to the New River, bridges over the New River improved Hertford cut and New River markers.

Policy HKBE1 - Designated Heritage Assets

- I. Development proposals which affect designated heritage assets in the Neighbourhood Plan Area, including Scheduled Monuments, listed buildings and structures, will be permitted provided they preserve or enhance the significance of the asset and its setting.
- II. A statement setting out any adverse impacts on the asset and its setting, along with any proposed mitigation measures, will be required.
- III. Proposals to bring empty listed buildings back into appropriate use, in line with Historic England's guidelines, will be supported when the benefits of development outweigh the disadvantages.
- IV. Local appreciation of the scheduled bowl barrow would help to preserve it for posterity. On-site interpretation to reduce further damage to the monument will be sought through S106 or other funding mechanisms in accordance with the Action Plan. The monument is unsigned and lack of awareness has led to misuse of the land and damage to the monument. Interpretation would help to reduce further damage.

- 4.109. District Plan Policy HA1: Designated Heritage Assets (II) says 'Development proposals that would lead to substantial harm to the significance of a designated heritage asset will not be permitted unless it can be demonstrated that the harm or loss is necessary to achieve substantial public benefits that outweigh that harm or loss. Less than substantial harm should be weighed against the public benefits of the proposal'.

Policy HKBE2 – Non-designated Heritage Assets

- I. Seven non-designated heritage assets have been identified as having local historic importance:
 - 🏠 The 1930s/Art Deco houses on Ware Rd/Stanstead Road corner
 - 🏠 The Meadside Garage on the corner of Rowleys and Ware Roads
 - 🏠 The Lock House and Hertford Lock
 - 🏠 Green telephone/power box on corner of Rowleys Road and Ware Road
 - 🏠 Estate style (Painted green iron fencing) along the New River that matches (and is of a similar age to) the listed bridges)
- II. Development proposals which affect these non-designated heritage assets will be permitted provided that the scale of any harm or loss is balanced against the significance of the asset.
- III. Local appreciation of such non-designated heritage assets can help raise awareness of their importance and reduce damage or risk of removal due to lack of information to preserve them for posterity. On-site interpretation will be sought through S106 or other funding mechanisms in accordance with the Action Plan.
- IV. The industrial heritage landscape of the canalised river Lee or other features of the area, could reveal an as yet un-appraised heritage asset(s), which, when documented will become a non-designated heritage assets to which this policy will apply.

4.110. Hertford Conservation Area was extended to include all of Tamworth Road and Fairfax Road and the portion of Ware Road to its junction with Stanstead Road, in the Hertford Conservation Area Appraisal and Management Plan, Adopted March 2017. This identifies 52 unlisted buildings (two of which are in Fairfax Road) which make a contribution to the conservation area and should be protected from demolition. There are also two lengths of walls and railings, one in front of 84-102 Tamworth Road and another enclosing the corner of 135 Ware Road. Particularly important trees have identified along the frontage of 135 to 159 Ware Road, with an important view from the junction of Ware Road and Stanstead Road, looking towards Hertford Town Centre and including these trees on Ware Road. A historic utility box on the corner of Ware Road and Rowleys Road is described as unusual. This utility box is included in Policy HKBE2 as a non-designated heritage asset in this Plan.

- 4.111. Non-designated heritage assets are buildings, monuments, sites, places, areas or landscapes identified as having a degree of significance meriting consideration in planning decisions because of their heritage interest but which do not meet the criteria for designated heritage assets.
- 4.112. There are several buildings and structures which have been identified through the preparation of the Neighbourhood Plan, that do not meet the criteria for designated heritage assets. These buildings and structures are of sufficient historical or architectural interest to be worthy of a sympathetic approach should development proposals impacting on these assets be submitted. Interpretation of such assets will help raise awareness of their importance and reduce damage or risk of removal due to lack of information.
- 4.113. The houses on Ware Rd/Stanstead Road corner stand high above the road and provide a typical Art Deco frontage and features. The environment also includes the 1930s Meadside Garage opposite which provides a counterpoint to the housing.



Figure 36 - Art Deco Houses

- 4.114. The Meadside Garage, with the distinctive clock is a local landmark in Kingsmead. It gradually hoves into view when descending Gallows Hill or pops out when travelling along Ware Road. The unusual movable doors to the front elevation provide an indication that the garage was purpose built and are an unusual feature. The sloping site provides different aspects and the frontage on all sides indicates original expectation that this was not built to be a house. The building has been undergoing a refurbishment, but the trademark doors and clock have both been retained. The main change has been that the clock has been set back into working order.



Figure 37 - Meadside Garage 2022 with original doors& clock (left) and without scaffolding (right)

4.115. The Lock House, a Victorian lodge type house with dormer windows and several chimneys provides a traditional lock keepers cottage to the canal lock. The cottage is predominantly yellow stocks as is much of Victorian and Edwardian Kingsmead with red brick patterning. The lock is operational and sees much boat traffic. During refurbishment of the lock gates in 2014 a cast iron marker was discovered buried in the towpath. It is assumed to have marked the boundary of the land owned by the River Lee Trust and is embossed 'RLT 1866' which followed rebuilding of the lock by the Trust in 1865.



Figure 38 – The Lock House

- 4.116. Cast iron, early 20th century, green telephone/power box on corner of Rowleys Road and Ware Road. This is of an early design and provides interest. It does not appear to currently be in use but is an interesting feature that should be preserved as it sets off the early 20th century housing and is within the Ware/Tamworth/Rowleys Road section of the Conservation Area.



Figure 39 – Green Box (left) and Close up including design number (right)

- 4.117. Estate style (Painted green iron fencing) along the New River which is in the same style as the listed bridges and provides an interesting context for the setting of the bridges that would not be maintained were this fencing to be replaced with barbed wire.



Figure 40 - Estate railings adjacent to New River bridge (left) and along the river (right)



Homes and Development

- 4.118. Kingsmead is relatively densely developed area interspersed by Green Belt of nature conservation value and as such no development sites in Hertford Kingsmead Ward are identified by the District Plan but, small sites have come forward for development and are likely to continue doing so along with the drive to convert existing industrial and commercial units to housing.
- 4.119. Latest available census data shows that in 2011, there was a higher proportion of three bedroom homes (41.38%) than 2 bed (26.16%) and 4 bed (19.45%) combined. Around 4% of homes were 5 or more bedrooms (Office for National Statistics, 2011 Census, Tables KS403EW, QS411EW, QS413EW, n.d.).
- 4.120. In consultation residents overwhelmingly prioritised the provision of three bedroom houses as being the most required new housing type in Kingsmead but also supported the provision of both accessible homes and affordable housing. As developments are likely to be relatively small scale or will be conversion projects achieving this will be challenging. The requirement to provide family houses may reflect the demographics; latest available census data (2011) shows that Kingsmead has an age demographic skewed towards younger people with a mean age of 34.6 and median age of 36 compared to 39.5 and 40 for East Herts and 39.3 and 39 for England. This is reflected in the number of people 17 years and under with a percentage of 29.9 in Kingsmead compared to 22.9 in East Herts and 21.4 in England. The household spaces were mostly terraced (37.6%) or semi-detached (29.4%) homes with only 12.92% being purpose-built or converted flats. Urban density is high at 27.7 people per hectare.

Policy HKBE3 - Housing Supply

- i. Development proposals should comply with District Plan Policies HOU1 and HOU3. Where they also demonstrate how they will meet the following, identified needs in Kingsmead, they will be supported provided they are consistent with other policies in the Neighbourhood Plan:
 - a. Provision of three bedroom houses with private garden as a priority identified by residents over other dwelling types.
 - b. Provide alternative dwellings, particularly moorings for houseboats, that do not have a negative impact on biodiversity or other environmental policies or proposals.

- 4.121. In the 2011 census, 53.1% of residents owned their property with a mortgage, 23.7% owned outright, with 1.2% in shared ownership, 10.5% rented privately and 10.9% rented local authority or social housing properties. (Office for National Statistics, 2011 Census, Table KS402EW, n.d.).

Design and Layout

- 4.122. Development should echo the best examples of layout and design. The most recent development in Kingsmead that demonstrates good design is the Pinehurst estate; housing backs onto the road with access via pedestrian only walkways, amenity greens and spaces are provided, there are community facilities including two shops that may be easily accessed by residents. There is a good mix of housing types and residents' parking provision is included to avoid vehicles parking on front gardens or obstruct roads and pavements albeit that due to local norms for vehicle ownership this should be extended to two spaces. Planting softens hard landscaping and wildlife corridors are included as a woodland on the Pines and along the A10, with grassed and shrubbed other areas.
- 4.123. In a speech to the March 2019 Waterwise Conference, the chief of the Environment Agency warned that, unless action is taken, within 25 years, England will not have enough water to meet demand. Climate change means that hotter, drier summers are predicted, with higher drought risk and less predictable rainfall. UK population growth is expected to rise from 67 million in 2019 to 75 million in 2050. The Environment Agency is working with planning authorities, businesses and local communities to '*design towns, cities and other places which put the sustainable use of water at the heart of their design and functioning*'.
- 4.124. Residents do not want development in the Plan Area to increase parking pressures on busy local roads. Throughout consultation, concerns were raised about vehicle speeds and hazards from parked cars, particularly on Ware Road, Tamworth Road, Cromwell Road and roads throughout Pinehurst. Criticism has been levelled at the lack of parking spaces on the Liberty Rise development, less car parking spaces than there are dwellings, resulting in overspill onto Ware, Burleigh, Woodlands, Cromwell, Tamworth and Stanstead Roads. District wide vehicle parking standards are contained within East Herts District Plan Policy TRA3 Vehicle Parking Provision and the District Council's Supplementary Planning Document Vehicle Parking Provision at New Development. However, the distance from the two stations coupled with the steepness of Gallows Hill impacts on peoples' ability to use non motor vehicle methods to access local transport, shops and other amenities.
- 4.125. Results from the survey indicate that the highest proportion of households in Kingsmead own two cars or more which bears out the Census information in Table 1 - Percentage car/van availability from Census Data 2011 [6]. The Census data indicates that:
- 🏠 Kingsmead has a higher proportion of car ownership than East Herts, Herefordshire and England in general
 - 🏠 Kingsmead has a higher mean average number of cars⁴ per household than Hertfordshire or England

⁴ Kingsmead has a mean average of 1.48 cars per household from Census data

Policy HKBE4 - Design and Layout

- I. The design of new buildings should follow sustainable design principles and reduce any negative impacts of development to protect the amenities of existing and future occupants. The following criteria should be accommodated in all development proposals:
 - a. Meet the Building for a Healthy Life criteria or equivalent replacement scheme
 - b. Indicative design measures contained in the London Energy Transition Initiative (LETI) Climate Emergency Design Guide for operational energy, embodied carbon, heating and hot water, demand response and data disclosure should be used as a reference guide
 - c. Include rainwater harvesting
 - d. Ensure green amenity areas are overlooked by windows to increase connection with and joy from outdoor spaces
 - e. Reduce parking issues for existing residences and provide a minimum of 100% of the East Herts District Council parking standard with permeable spaces in those locations that are congested to prevent exacerbation of parking issues on the following roads:
 - i. Burleigh Road, Ware Road, Cromwell Road, Tamworth Road, Woodlands Road and Woodland Mount
 - ii. Throughout the Pinehurst Estate
 - f. Avoid unnecessary uniformity in external design to increase individuality between buildings
 - g. Rooflines of any development in residential areas shall be limited to the physical height of those homes in existence immediately adjacent and/or opposite to the development to protect residential amenity
 - h. Provide discreet, accessible, bin storage (for residents in apartments as well as those in houses), with sufficient space to accommodate the full complement of recycling/refuse bins, and safe covered cycle parking
 - i. Protect the amenity and privacy of existing and future residents
 - j. Proposals for 'Gated Communities' in the Plan Area do not support the principles of community cohesion and inclusion and will not be supported
 - k. The use of micro-renewables for domestic scale heating and electricity generation is encouraged where appropriate.

- 4.126. In relation to commuting to work Kingsmead has a far smaller percentage of people working from home and a much larger percentage of people commuting using a private vehicle than either East Herts or Hertfordshire.
- 4.127. Further information on the specific issues with on street parking that impact on the ability to use sustainable means of travel within Kingsmead are included at Section **Parking** on page 70.
- 4.128. Alternative means of on-site generation are not appropriate to all developments due to local microclimates, shading from adjacent buildings or other hyperlocal factors such as impacting on a view. While installation of any and all methods to reduce reliance on fossil fuels and also provide robust, local supplies are encouraged by the Kingsmead Neighbourhood Plan we recognise that not all developments are suitable for installation of renewable energy sources.

Landscaping

- 4.129. In designing the green spaces around new development, and their connection with surrounding countryside, developers have an opportunity to demonstrate best practice. Building with Nature is a benchmark for the design and maintenance of green infrastructure in housing and commercial development. Designers and planners can use Building with Nature standards to inform development from the outset. By encouraging developers to achieve an 'Excellent' rating, against this standard, we will ensure they deliver high quality green infrastructure including wildlife habitats.
- 4.130. Kingsmead is particularly rich in wildlife, with much of it protected. As such measures to increase wildlife urban permeability, habitat and access from the rural reserves to the semi urban whole are extremely important. Increasing the local biodiversity will further enhance this special landscape.
- 4.131. Where feasible, development proposals should aim to include wildflower meadow planting areas, the retention of rough grass edges to encourage and support wildlife, provision of green corridors linking wildlife sites and bird, bee and hedgehog nesting boxes and areas. Landscaping should also contribute to the provision of hedgehog access between gardens by providing linked, marked up hedgehog holes.
- 4.132. New development landscaping proposals should prioritise measures to mitigate the impact of development on local roads. The emphasis should be on improving, extending and, most importantly, in linking up walking and cycling routes to provide a cohesive network of routes.
- 4.133. Areas within Kingsmead have higher flood risks primarily due to high levels of rainwater run off during periods of heavy rain; landscaping solutions should contribute to mitigating or reducing the risk of high run off levels by providing local soakaways, ponds and innovative alternative drainage.

Policy HKBE5 - Landscape Design

- I. Landscaping schemes should enhance the character of the development and reflect and complement the surrounding landscape, particularly when in or adjacent to the Green Belt or near the Kings Mead. They should be designed to incorporate wildlife friendly property boundaries and contribute to a net gain in biodiversity. All the following criteria should be incorporated where the scale and location of the scheme are appropriate and as many as possible should be included for smaller schemes:
 - a. Welcoming, accessible open spaces and natural play areas
 - b. Planting of native tree and hedgerow species with green buffers between large developments and adjacent countryside. Buffer zones should be at least 15m wide to provide protection to existing habitats (in accordance with Natural England's Green Infrastructure Guidance (2009)) and green corridors for wildlife
 - c. Hard landscaping areas should be minimised. Vehicle parking areas should be constructed to retain grass between and within spaces and allow drainage through paving materials
 - d. Incorporate highways improvements and a network of paths that provide good connectivity to existing routes and key services, and improve safe and accessible walking and cycling routes to local schools and other areas
 - e. Achieve a Building with Nature 'Excellent' rating
 - f. Incorporate appropriate measures to encourage and sustain wildlife from the list below:
 - ☞ Bird boxes particularly swift nesting boxes
 - ☞ Hedgehog holes in the base of fences to provide Hedgehog Highways and Hedgehog Boxes
 - ☞ Bat boxes particularly in areas near Mutiny Close
 - ☞ Ponds to provide migration and habitat particularly for our protected amphibians
 - ☞ Window boxes for flowers
 - ☞ Fit gulley pot ladders in open drains within 100m of amphibian rich wildlife sites
 - g. provide opportunities to grow food in residential developments.
 - h. Within existing residential areas, increased surface water through the loss of front gardens to provide vehicle hard standing should be mitigated through domestic rainwater harvesting or run-off or the use of permeable surfaces.

Amenity Greens

- 4.134. Small amenity greens are scattered throughout the Pinehurst and Foxholes residential areas and contribute to their distinctive characters. They provide micro-scale breathing spaces and informal places for informal play as well as wildlife corridors and/or stepping stones. Through the early consultation stages of the Neighbourhood Plan, the community expressed their keenness to retain the amenity greens and avoid the intensification of residential development. No amenity greens should be lost without consultation and agreement with the local community.

Policy HKBE6 – Amenity Greens in Existing Developments

- I. Amenity greens and informal green spaces provide a breathing space on the Pinehurst and Foxhole areas of Kingsmead and are a much-valued asset. These green areas should be retained and improved to maintain the open character of the estates in which they were provided. Proposals for development that results in the loss of amenity greens on Pinehurst or Foxholes will not be supported.

Brownfield Land and re-use of buildings

- 4.135. In their 2018 report, State of Brownfield 2018: An analysis demonstrating the potential of brownfield land for housing, the Campaign to Protect Rural England examined brownfield registers produced by 320 planning authorities in England. One of the key findings in the report was that published registers demonstrate that there are suitable brownfield sites available for over 1 million homes in England. The District Plan prioritises the development of brownfield land over other sites. Rather than encroach on the Green Belt or reduce the volume of green spaces, it's preferable to re-use industrial land or disused buildings for housing, leisure, employment or enterprise.

Policy HKBE7 - Brownfield Development

- I. Proposals for development on Brownfield land will be supported when they are consistent with other policies in this Plan and when they demonstrate that regeneration will:
 - a. significantly improve the visual appearance of the site or building.
 - b. complement the design and heritage of nearby buildings.
 - c. protect the amenity of nearby residents and business occupants.
- II. Proposals that provide tangible benefits to the Kingsmead community through the provision of community facilities or housing that meets the requirements of Policy HKBE3 will be encouraged.



4.136. There is relatively little unused land in the Plan Area, but small areas of disused industrial land or buildings may become available for development and should be utilised if the benefits to the community outweigh the disadvantages. Most development proposals that will be judged against the policies in this Plan will be on brownfield land.

Sustainable Travel

4.137. National, County, and District Plans place a strong emphasis on reducing car use and increasing more sustainable modes of travel. This Plan echoes the transport hierarchy in local plans and seeks to improve conditions for pedestrians and cyclists so that more of us feel safer when walking or cycling.

4.138. The Hertford and Ware Urban Transport Plan 2010 (Hertfordshire County Council, 2010) Pages 44 and 45⁵ identified the following as key issues relating to transport in and around Hertford that are germane to Kingsmead and remain as issues as remedial action has either not been taken or has been ineffective:

- 🏠 Ref H1.8a - Poor cycle access between Foxholes Estate (Caxton Hill) to Simon Balle School
- 🏠 Ref H.1.16 Peak time congestion on the A119 Ware Road
- 🏠 Ref H1.1c Congestion on the A414 / A10 (Rush Green) Roundabout
- 🏠 Ref H1.18 - Congestion / Access Issues in the Mead Lane employment area
- 🏠 Ref 2.19 - Parking on the footway of Ware Road and roads to the south restricts pedestrian movement
- 🏠 Ref H2.5 - No footway on either side of Mead Lane near the Business Park
- 🏠 Ref H2.6 - No pedestrian crossing facilities around Mead Lane and Marshgate Drive junction, Marshgate Drive does not have a footway on the eastern side
- 🏠 Ref H1.7a Vulnerable road user access to Simon Balle School
- 🏠 Ref SA3.10 - Parked traffic / driving on pavements
- 🏠 SA 3.9 - Reduce speed limits in all residential areas to 20mph
- 🏠 SA 3.18 - Poor reliability of bus services
- 🏠 SA1.17 - Poor pedestrian provision between Hertford and Middleton, Pinewood and Presdales schools.

⁵ We note that the plan should have been updated in 2015/16 and reviewed annually but have been unable to find any subsequent document

Walking and Cycling

- 4.139. During consultation the four preferred options to decrease residents driving in order of preference were:
- 🏠 Improved ease of cycling
 - 🏠 Improved ease of walking
 - 🏠 Reduced bus fares
 - 🏠 More frequent buses
- 4.140. During consultation, many residents indicated they would cycle more if there were more joined up routes that were separated from cars, lorries and pedestrians. Concern was expressed by residents with the condition of the off road routes used to access local schools, Wheatcroft primary within the Kingsmead boundary and the two local secondaries, Presdales and Simon Balle both just outside the ward.
- 4.141. A number of pedestrian and cycle route proposals were tested within the survey questions and particularly those contained within the proposals for Hertford Sustainable Travel Town. All of these proposals received significant levels of support, particularly those providing safe crossings at Rush Green roundabout and improved routes across Foxholes woodland. These latter proposals providing an off road walking and cycle route to Presdales and Simon Balle respectively. These proposals have received considerable local support, particularly as they have the potential to improve connectivity for pedestrians and cyclists to Stanstead St Margarets and Balls Park and points west. Proposals to achieve this will be supported, subject to compliance with other policies in this Plan.
- 4.142. The Hartham Common and Beyond project, part of the Hartham Common Greenspace Action Plan (GAP), is developing seven circular walking routes centred on Hartham Common and connecting all the major public green spaces around the town. Signage and infrastructure improvements, including the replacement of stiles with gates, and making routes more welcoming, are part of the project. The route network will be displayed on an interpretive map panel in Hartham Common and seven leaflets will promote the walks. This project should be extended to provide the links to Balls Park through Kingsmead.

4.143. Walking route improvements identified during the consultations include but are not limited to the routes below.⁶ Where appropriate, and with agreement from the relevant organisations, S106 contributions could contribute to route improvements.

Route to Simon Balle School

PR1	Improved pedestrian route across Foxholes woodland from Stanstead Road to Caxton Hill
PR2	Improved pedestrian route from Woodlands Road to Caxton Hill
PR3	New pedestrian route from Caxton Hill to Balls Park
PR4	Improvement of off-road footpath through The Pines from Burleigh Road to Stanstead Road; providing a link to the Simon Balle route from Burleigh Road and via Pinehurst recreation ground
PR5	A new footpath through the Pines to join with Stanstead Road and the route to Simon Balle

Improved Recreational routes through The Meads

PR6	Provide a public right of way from Mead Lane to the Meads
Sustrans Route 61	Widen the existing tow path along the River Lea/Lee; Sustrans route 61 and include signage at Hertford Lock indicating that the route west of this point is pedestrian only, with clear signage showing the course of Route 61 across Hartham Common

Route to Presdales, Middleton and Pinewood Schools by providing Rush Green roundabout active travel links between PRowS

PR8	Provision of light controlled safe crossings and footpaths around Rush Green roundabout. This allows use of existing Restricted Byway so that children at Presdales, Middleton and Pinewood schools can walk to their school as there is no safe walking route
PR9	Provision of light controlled, safe crossing on the West bound carriageway of the A414, to allow access to the public footpath following the route of Ermine Street

⁶ A map showing the Improvements to Pedestrian Routes is included at [Appendix A](#)



Policy HKTP1 – Safe, Accessible, Joined Up Pedestrian Routes to Encourage Walking

- I. Where possible all significant developments should deliver improvements to walking routes that result in good connectivity between new and existing pedestrian routes, to encourage walking as a first option. The emphasis should be on safe and unobstructed pedestrian routes designed in consultation with individuals who have reduced mobility and visual impairments and facilitate sustainable travel to key services particularly schools, health care, railway stations, bus stops, local employment, shops and leisure facilities.
- II. New pedestrian routes within developments should ideally be separated from other traffic, including bicycles, either physically or with road markings. Routes should be suitable for those with pushchairs, wheelchairs or other mobility aids providing dropped kerbs at natural crossing points.
- III. Development proposals should include clear strategies for:
 - a. making it possible, easier and safer for children to walk to local schools
 - b. ongoing maintenance of new routes to ensure they are fully accessible and not obstructed
- IV. Development proposals that include safe crossing points for pedestrians; traffic calming measures to reduce vehicle speeds; minimising of unnecessary road and pavement gradients; level/even pavements, and widening of pavements, will be supported when consistent with other policies in this Plan.

4.144. S106 contributions collected under the provisions of Policy TRA1 of the East Herts District Plan could contribute towards the cycle route improvements identified during the consultations which include but are not limited to:

Route to Ware

CR1	Segregated cycle lane on Ware Road from Cromwell Road to Ware.
CR2	Designate Cromwell Road as a 'cycle friendly' road. Improve surfacing to facilitate cycling and install signage to indicate.
CR3	Make the remainder of Rowleys Road a cycle friendly road route and improve the level crossing for cycle use. Either by alterations to the gates or by the installation of a bridge over the railway

CR4	Provide a cycle route along the south side of Mead Lane using the unused land to the North of the railway. This would provide alternative cycling routes to Hartham Common and the centre of Hertford as well as the Mead Lane industrial estate and Dicker Mill.
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Ware Road to Balls Park Cycle Route: cycle route to Balls Park, Simon Balle school & link to existing cycle routes

CR5	Upgrade the designation of the existing public Right of Way from Mead Lane to Sustrans Route 61 as a Bridleway. Provide improved access gates for cycle use.
CR6	Designate Foxholes Avenue as a preferred cycle road
CR7	Provide a new cycle path across Foxholes woodland from Foxholes Avenue through to the A414; including upgrade of the existing pedestrian crossing of the A414 to allow use by cycles
CR11	cycle route segregated from the road between Rowleys Road and Foxholes Avenue.

Route to Presdales, Middleton and Pinewood Schools

CR8	Provide a light controlled, safe cycle crossing around Rush Green roundabout; to allow use of the existing Restricted Byway, to facilitate increased uptake of cycling to Presdales, Middleton and Pinewood schools.
CR9	Provide a segregated cycle path around Rush Green roundabout and along the A414 to Foxholes Business Park to link with cycle route CR11 and bridleway Right of Ways across Balls Park

Route to Sustrans 61

CR10	Provide an enhanced and signposted cycle friendly road from Sustrans Route 61 to Marshgate Road to enhance connectivity of cycle routes
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Policy HKTP2 - Safe, Accessible, Joined Up Cycle Routes to Encourage Cycling

- I. Development proposals should contribute to the establishment, enhancement, and improved connectivity of cycle routes into, out of, and through the Neighbourhood Plan Area.
- II. New cycle routes within developments should ideally be separated from other traffic, including pedestrians, either physically or with road markings.
- III. Development proposals should include clear strategies for:
 - ☞ making it possible, easier and safer for children to cycle to local schools
 - ☞ ongoing maintenance of new routes to ensure they are fully accessible and not obstructed.
 - ☞ Cycle training courses for children and adults
- IV. Development proposals that include segregated cycle paths and the on-site provision of electric bikes, cycle hire, secure cycle storage of at least one bike per potential occupant and bike club schemes, will be supported if they are consistent with other policies in this Plan.

Public Transport

- 4.145. A number of bus services run along Ware Road to provide a daytime service to Hertford, Ware and points East and West. These buses are relatively frequent albeit that the survey results indicate that more people drive, walk or cycle than use the bus for work, leisure and accessing childcare/schools.

Policy HKTP3 - Public Transport

- I. Where possible and appropriate major new residential development should be capable of being served by local public transport services which should complement the provision of safe walking and cycling routes.
- II. Travel Plans shall include initiatives that promote sustainable travel and reduce pollution. Contributions to a Sustainable Travel Voucher or similar scheme(s) will enable access to a variety of sustainable modes of travel, but information on public transport services shall be included to facilitate a behavioural change. The overall aim should be to facilitate behavioural change and reduce pollution.



- 4.146. Pinehurst and Foxholes are not as well served as the residences around Ware Road; There is a commuter shuttle to Hertford North on weekdays before 8 am and in the late afternoon and there is a service during the day between Pinehurst/Foxholes and Bengeo; Saturday and Sunday services are more limited and there is no evening service. Bus services either do not pick up in Kingsmead or not at the correct time to provide a practical service to local school such as Presdales and those located to the west of Hertford. The lack of school buses was raised as an issue during the face to face consultations⁷.
- 4.147. The geography of Kingsmead means that the flatter areas around Ware Road facilitate walking however the steep hill to Pinehurst and Foxholes renders driving the most attractive option in the face of infrequent, expensive bus services and a lack of alternative routes without steps or a steep gradient.
- 4.148. Consultation feedback showed that a significantly higher number of residents walk for shopping and leisure than drive, while the number who cycle also outstrips those who would use the bus.
- 4.149. Significantly higher numbers use their car or train to get to work and more walk or cycle to work than use the bus. Just over a 30 percent of those responding said they would drive less locally if there were more frequent buses and 35 percent if the bus fares were lower than the cost of driving. Development should ensure good pedestrian access to local, sheltered, bus stops to support the modal shift from cars to public transport. Opportunities to enhance bus services are to be encouraged.
- 4.150. Bus operation suffers from traffic congestion and high levels of on-street parking, making services slower and more expensive to operate and causing unreliability which makes them unattractive. A much better bus service, with regular evening and Sunday operation, would benefit residents without use of a car, who are the main users at present, and would encourage those with cars to use buses and hence reduce congestion and pollution. This could be achieved through reduction in delays to buses caused by traffic congestion and on-street parking, through the creation of bus priority measures, supported by effective traffic management.

Parking

- 4.151. On street parking in urban parts of the Ward is challenging. In response to the survey the installation of less than two parking spaces per dwelling was rated as a major issue by more than 70% of respondents and was the second most problematic issue in Kingsmead after the problems caused to traffic flow at Rush Green roundabout due to the poor design of the retail entrance area. The primary concern around potential development was Increased traffic closely followed by lack of adequate parking.
- 4.152. Particular issues included parking on Ware Road impeding traffic flow and blocking the pavements for pedestrians particularly between the junction with Stanstead Road immediately adjacent to Liberty Rise although the issues

⁷ Issues with morning buses to Abel Smith, Richard Hale and Simon Balle have been resolved by an additional bus service

extend to the A10. Overspill parking on roads near Liberty Rise is a particular concern with Tamworth, Cromwell, Ware, Woodlands, Burleigh Roads all being affected as is Woodland Mount and to a lesser extent roads on Pinehurst and Foxholes. On the narrower roads within Kingsmead, mainly those built before 1950, pavement parking is a particular issue as it impedes pedestrians and with the narrow pavements on these roads can prevent disabled users and those with buggies or mobility trolleys from passing the parked cars. On Pinehurst there are issues with parking close to road junctions and there are areas throughout Kingsmead where emergency vehicles will struggle to access certain roads due to parking near to junctions. These parking issues were all highlighted as a safety issues. It's essential that development proposals include strategies to promote walking and cycling and discourage car journeys to the train stations.

- 4.153. Parking provision in high housing density areas needs to be managed and balanced against the protection of green spaces and well-connected and accessible foot and cycle paths. The Neighbourhood Plan is opposed to the development of the meads for housing or car parking but supports new parking provision that is consistent with other policies in this Plan.
- 4.154. Parking in Kingsmead is particularly problematic due to the poor levels of public transport available coupled with the lack of services within 20 minutes travel means that most households require a vehicle to facilitate visits to GPs and other health services, shopping as Hertford does not have locally available clothes shops and other similar services. Kingsmead primarily has medium and large family houses which, coupled with high prices of dwelling in the area means that many houses are occupied by more than two adults. Each area within Kingsmead has particular issues as follows:
- 🗑️ Tamworth, Cromwell, Ware and other predominately Victorian/Edwardian areas have little off street parking with high demand for on street parking.
 - 🗑️ While Pinehurst was built with garages these are not of a size that permits the parking of a car within them. While some of the garages allow parking in front of them others do not and where parking in front of garages is not possible there is a high requirement for on street parking.
 - 🗑️ Woodlands Road/Woodland Mount and surrounds do have off street parking as part of the design of these 1930s housing, but these are mostly limited to a single space whereas Kingsmead has a higher than standard number of two or more car households due to the lack of services within walking distance.
 - 🗑️ When the development of Liberty Rise was built in circa 2016 it was constructed with less than one space per property. Nuisance parking from residents of Liberty Rise impacts on street parking in all surrounding streets but predominately Burleigh Road, Ware Road, Cromwell Road, Tamworth Road, Woodlands Road and Woodland Mount with some issues on Pinehurst.
 - 🗑️ When developments have been built in Kingsmead previously, for example the housing from 103 to 125 on Tamworth Road, garages with a tandem parking space on a drive were included but many of these garages have been converted to additional living space which has not only reduced the

off road parking spaces available but increased the requirements for such spaces as the family houses became larger and there is multi-generational occupation ie parents living with adult children. This is reflected in other developments and existing housing within Kingsmead.

- 4.155. Concerns were expressed at our in person consultation around the impact of developments with private roads on parking in surrounding areas and there was widespread support for Residents Parking Zone introduction in some areas to address nuisance parking from businesses.
- 4.156. Provision of electric vehicle charging should be in line with our emerging Electric Vehicle Charging Infrastructure Strategy.
- 4.157. Development throughout East Hertfordshire will put additional pressure on the transport network and on locally congested roads. Nearly 1,000 new homes are scheduled for development in Hertford up to 2033, and, throughout East Hertfordshire, around 18,500 new homes are planned. Only a small number of these are scheduled for development in Hertford Kingsmead but traffic on local roads is not restricted to local residents and Kingsmead includes the main east/west travel route through Hertford.
- 4.158. Concern about local travel conditions generated more feedback during consultation than any other issue. In the survey the primary issue expressed by residents as a result of development was increased traffic, followed by lack of adequate parking. Numerous individual comments were received relating to congestion, dangerous parking, commuter and business parking, speeding, school-gate congestion, lack of safe walking/cycling routes to local schools outside of Kingsmead and, the number one issue reported across all issues on the survey, was dangerous queuing at Rush Green Services due to inadequate access facilities from the roundabout to McDonalds Drive Thru. Other particular issues reported on the survey concerned parking on Ware Road, which is a major route from Ware to Hertford. There is significant obstruction of the route due to on street parking on both sides and footpaths are impassable due to cars parking on the pavement, reducing the width so that pedestrians cannot pass.
- 4.159. S106 contributions collected under the provisions of Policy TRA1 of the East Herts District Plan could contribute towards the following priorities:
- 🗑️ New Residents Parking Zones or extensions/improvements to existing schemes.
 - 🗑️ Provision of public electric charging points in car parks including parking provided in retail developments and sufficient electric car charging points in new and existing developments both commercial and domestic.

Policy HKTP4 – Parking

- I. Proposals to both increase off street parking where there is insufficient parking for existing residents and for new developments to include off street parking so that existing parking issues are not exacerbated will be supported when consistent with other policies in the Neighbourhood Plan.
- II. Proposals for residential development resulting in the loss of garage parking spaces must demonstrate how the property/ies will continue to meet 100% of East Herts District Council's parking standards and the provisions of District Plan Policy TRA3.
- III. New homes should be supplied with an appropriate level of safe, covered cycle parking that is also suitable for storage of wheelchairs and/or mobility scooters.
- IV. Sufficient electric car charging points will be required in new developments, both commercial (including car parks) and domestic. Provision of public charging points in existing car parks will be encouraged.

Car Travel

4.160. Latest available data shows that vehicle availability per household in Hertford Kingsmead is higher than that for the whole of Hertfordshire, with a larger proportion of households having two or more vehicles in comparison to the rest of East Hertfordshire District and Hertfordshire County.

Table 1 - Percentage car/van availability from Census Data 2011 [6]

Vehicles in Household	Hertford Kingsmead	East Hertfordshire	Hertfordshire	England
No cars or vans	10.0	12.8	16.93	25.8
1 car or van	42.1	40.8	42.16	42.2
2 cars or vans	39.8	34.6	30.89	24.7
3 cars or vans	6.2	8.4	7.23	5.5
4 or more cars or vans	1.9	3.5	2.79	1.9
At least one car/van	90.0	87.2	83.1	74.2
Mean Average Cars per household	1.48	1.51	1.38	1.16

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4.161. Given the proximity to two local rail stations it appears surprising that the Ward has a high proportion of car ownership and of people driving to work especially in comparison to the rest of Hertfordshire; however the steep hills to both Foxholes and Pinehurst coupled with the lack of local shops and facilities exacerbated by poor availability of public transport means that people are more likely to drive than use alternative transport with a significantly higher percentage of people using motorised vehicles to travel to work than is the norm for either East Hertfordshire or Hertfordshire as a whole.

Table 2 - Method of travel to work: Percentages from the 2011 census

Method of travel / Statistical area	Hertford Kingsmead	East Herts	Hertfordshire
Work at/from home	3.75%	8.86%	7.98%
Underground/ metro/ light rail/ tram	0.36%	0.55%	1.58%
Train	9.17%	9.36%	7.80%
Bus/ minibus/coach	1.62%	1.32%	2.19%
Taxi	0.41%	0.24%	0.30%
All above public transport methods	11.56%	11.48%	11.87%
Motorcycle/ scooter /moped	0.46%	0.41%	0.49%
Driving car/ van	51.68%	41.88%	39.61%
Passenger in car/ van	3.03%	2.49%	2.80%
All the above motorised vehicle methods	55.18%	44.78%	42.90%
Bicycle	1.70%	0.90%	1.13%
On Foot	5.63%	5.91%	5.95%
All the above self-powered methods	7.32%	6.81%	7.08%
Total of all Travel to work methods ⁸	77.81%	71.92%	69.83%

4.162. There is a lack of traffic calming measures in Kingsmead as a whole; the 'Kingsmead 20 mph zone' is not actually located in Kingsmead with the only part of Kingsmead included in this zone being a small section of Tamworth Road. It's essential that development proposals demonstrate how the impact of more vehicles on congested roads will be mitigated, and any initiatives to tackle the current traffic crisis will be strongly supported as would extending the Kingsmead 20 mph zone to Kingsmead roads.

4.163. The urban environment envisaged by the Neighbourhood Plan requires supportive highway measures that give priority to pedestrians and cyclists on all roads that are essentially residential, whether designated A, B or C roads or not. The highways environment needs to encourage walking to school, to the shops, and, indeed, walking and cycling for most local journeys. The

⁸ Does not include unemployed or other, non-specified travel.



Neighbourhood Plan will support traffic calming measures, including, but not restricted to:

- 🏠 20 mph speed limit extended to all roads, excluding A roads, in Kingsmead in line with guidance in (Hertfordshire County Council)Hertfordshire County Council Speed Management Strategy
- 🏠 Increased enforcement of speed limits including restrictions to access and/or sleeping policemen/rumble strips, where permitted by Hertfordshire County Council Speed Management Strategy (Hertfordshire County Council)
- 🏠 Consultation on the introduction of quiet ways; for example, on Tamworth Road or on Ware Road from Rowleys Road/Ware Road to the A10 in conjunction with the Hertfordshire County Council South Eastern Growth and Transport Plan (Hertfordshire County Council)
- 🏠 Parking restrictions to bar parking on one side of Ware Road from the junction with Stanstead Road to the A10 viaduct.
- 🏠 Increase in off road car parking spaces on Pinehurst; potentially replacing undersized garages⁹ with controlled parking spaces and restricting parking on corners to allow emergency vehicle access.

Policy HKTP5 - Traffic Congestion and Road Safety

- I. Development proposals of 10 or more dwellings should be accompanied by a transport assessment proportional to the scale of the development. Smaller developments may also require a transport assessment in accordance with current planning practice guidance. Transport assessments for developments that will generate significant amounts of transport movement should demonstrate predicted levels of generated vehicular traffic and the impact of this on traffic congestion. Solutions should not only mitigate impact but improve congestion and road and pavement safety, particularly for pedestrians and cyclists. S106 agreements could contribute towards the cost of road safety improvement measures.
- II. Development proposals that include sustainable measures such as car club provision and the installation of electric car charging points will be supported if they are consistent with other Policies in this Plan.
- III. Development proposals for new schools or school extensions should include school travel plans that promote sustainable transport choices and reduce school-gate congestion. Community involvement in the management of travel plans will be encouraged.

⁹ Garages are not sufficiently wide to allow car doors to open if a car is in the garage



Local Business Development

- 4.164. Thriving local businesses contribute to the vitality and economy of the area, create employment, and provide services for local people. If they can be reached by foot, cycle, or public transport, it reduces the need for unnecessary car use.
- 4.165. There are more than 100 businesses in Hertford Kingsmead Ward, mainly located in the four business areas of Mead Lane Industrial Estate, Dicker Mill, Windsor Industrial Estate and Foxholes Business Park. There are also a number of businesses operating out of private homes plus the two shops and the Meadside Garage which was in development at the time of writing.
- 4.166. During the preparation of the Neighbourhood Plan, a phone survey was undertaken with over 100 local businesses using a questionnaire and with the option to complete by email. Concerns included high business rates and rents, flood risk, parking and traffic congestion. Significant concern has also been expressed by local residents regarding the high number of applications to convert industrial/commercial units into housing with the resulting loss of local employment.
- 4.167. The District Plan includes both Foxholes Business Park and Mead Lane Industrial Estate within the designated Employment Areas. However there have been a number of recent developments, converting facilities from business to residential use which has diluted the availability of employment areas within Kingsmead.

Policy HKBD1 – Support of Business Development

- I. Sustainable proposals for the development and/or redevelopment of business premises will be supported when they provide one or more of the following:
 - a. Provide enhanced employment opportunities.
 - b. Demonstrate sustainable options for long-term business use.
 - c. Provide new or enhanced community facilities that meet an identified need, and economic benefit to the local community.
 - d. For Dicker Mill retention of business use would be preferred but the inclusion of leisure facilities and/or a marina for alternative housing would be supported.
 - e. For Foxholes Business Park retention of business use is preferred.
- II. Proposals should:
 - a. Be designed to be in keeping with and complement the surrounding landscape and nearby buildings.
 - b. Enhance and complement the appearance and aesthetics of the existing building/s.
 - c. Mitigate the impact of development on the occupants of nearby residential and business premises.
 - d. Be consistent with other policies in the Neighbourhood Plan.
- III. Inclusion of mixed use live/work, shops or restaurants within developments is encouraged.

4.168. Dicker Mill Industrial Estate is a development of industrial and commercial units housing a diverse range of mainly independent businesses. There are 16 companies including Krav Maga Elite (self-defence and fitness company), Talisman Gymnasium and Direct Mobility Hire (mobility equipment for rent or hire) as well as a number of garages and companies selling car parts providing invaluable services to the local community. Dicker Mill is a vibrant neighbourhood housing some unique, independent businesses and is extremely important for the greater community. Concern has been expressed at the potential loss of employment in this area coupled with some interesting buildings due to the gradual conversion of Dicker Mill to housing; losing an environment that is unique in Hertford. Designating Dicker Mill as an employment area will assist in maintaining a mix of uses within the Kingsmead Ward.



Schools

- 4.169. There is only one school, Wheatcroft Primary School, located within the Kingsmead Neighbourhood Plan area, with several primary, secondary and special schools located in adjacent Wards. The majority of Kingsmead residents of school age travel out of the Ward to access these schools.
- 4.170. Concerns were expressed during consultation relating to the availability of school places within walking distance, particularly given that there are significant increases in the number of dwellings, due to new developments, in adjacent areas. Residents offered historical instances where children from Kingsmead have been forced to travel significant distances to attend school due to a lack of provision of local school place. Kingsmead has a history of relatively small developments that are aimed at families; these developments may be small but have had a large impact on the number of school places required due to Kingsmead having a higher proportion of families when compared to both the Hertfordshire and National norms.
- 4.171. With a high volume of Kingsmead primary children and all secondary children and young adults accessing schools that lie outside of the Ward there is significant concern about the quality of the sustainable travel routes. Walking routes to the closest secondary schools have individual issues with walking to the schools to the east requiring either crossing the slip road to the A10 to access an off road right of way or crossing the A414 to access a busy, national speed limit road without pavement and the ones to the south west would be along either a muddy track or the congested pavements of the busy Ware Road. The pedestrian route from Hertford (including Kingsmead) to Presdales School is listed in the Hertford and Ware UTP Stage 2 Report (Hertfordshire Highways, 2010), produced by Hertfordshire County Council. at item SA.1.17 in the Summary of Key Issues in Hertford while poor cycle access between Foxholes and Simon Balle School is listed at item H1.8B while issues with vulnerable road user access to both Simon Balle and Richard Hale schools are also listed as key issues. There are limited options to use public transport to travel to these schools from the majority of the Kingsmead area.
- 4.172. Improving the pedestrian and cycle access routes to these school and providing affordable public transport is essential to any increased densification in Kingsmead; particularly given the skew towards a younger demographic evidenced by the census results.

5. Implementation

- 5.1. The Policies in this Neighbourhood Plan will be implemented by East Herts District Council through the determination of planning applications within the Plan Area. The policies are intended to support sustainable residential and commercial development, protect important natural areas and community assets, and improve local travel conditions. S106 Agreements, negotiated between developers and local authorities, should take account of the policies in this Plan and should improve local infrastructure and enhance facilities for residents.
- 5.2. The Neighbourhood Plan policies may be amended at intervals to ensure they remain in line with the District Plan. Any such review or update will be carried out in accordance with the process and procedures in place at that time.
- 5.3. Projects in the Action Plan will be achieved through various public and private funding mechanisms.



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I would like to particularly thank Lisa Glithero for being both Deputy Chair of KNP and Chair of the all-important Sustainability and Community Working Group. This plan would not have materialised without your hard work and dedication.

A special thanks to Jackie Haynes, Venue Hire Administrative Manager at Hertford Town Council, for stepping into an unfamiliar role superbly and going above and beyond, particularly for braving Hertford Castle dungeons in search of archived documents.

Dr Anne Rowe for all her hard work researching the history of Kingsmead and providing the superb potted notes beautifully illustrated by maps a massive thank you.

A debt of gratitude to local photographers Steve Beeston and Stuart Fox for allowing use of their photos and making special trips to take additional pictures for the plan.

Mark Sutton and Hertford Cyclehub; big thanks for the two wheeled advice and enthusiasm for a new bump track.

To all the persistent leaflet deliverers who went out and posted during a global pandemic, thank you.

Finally, to the people that started us on the road, Karen Johns and Mike Viitmaa, I cannot fully express my thanks for your roles in starting the KRA and setting us on the road to the Neighbourhood Plan. Big, big, big thanks.

Thank You

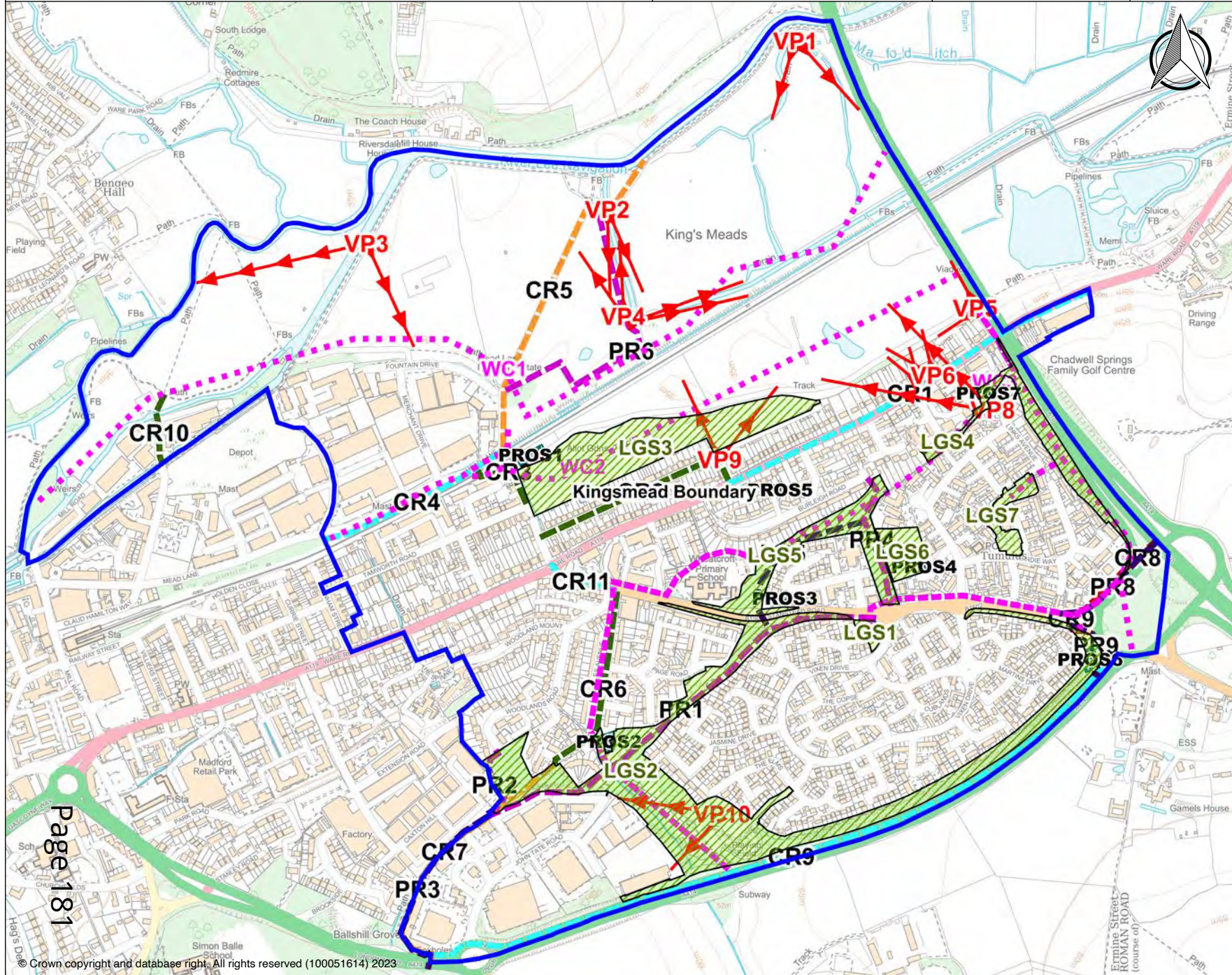
Victoria Glover-Ward, Chair Kingsmead Neighbourhood Plan Steering Group





6. APPENDICES

Appendix A – Policies Map (by policy)



KNP Proposed Cycle Infrastructure

- Cycle Friendly Road
- On Road Segregated
- Off Road Route
- Cycle Friendly Crossing

KNP Proposed Pedestrian PRoW

- New PRoW No Extant Path
- New PRoW on Extant Path

KNP Green Corridors

- Green Corridor WC1

KNP Protected Recreational Open Space

- PROS

KNP Views

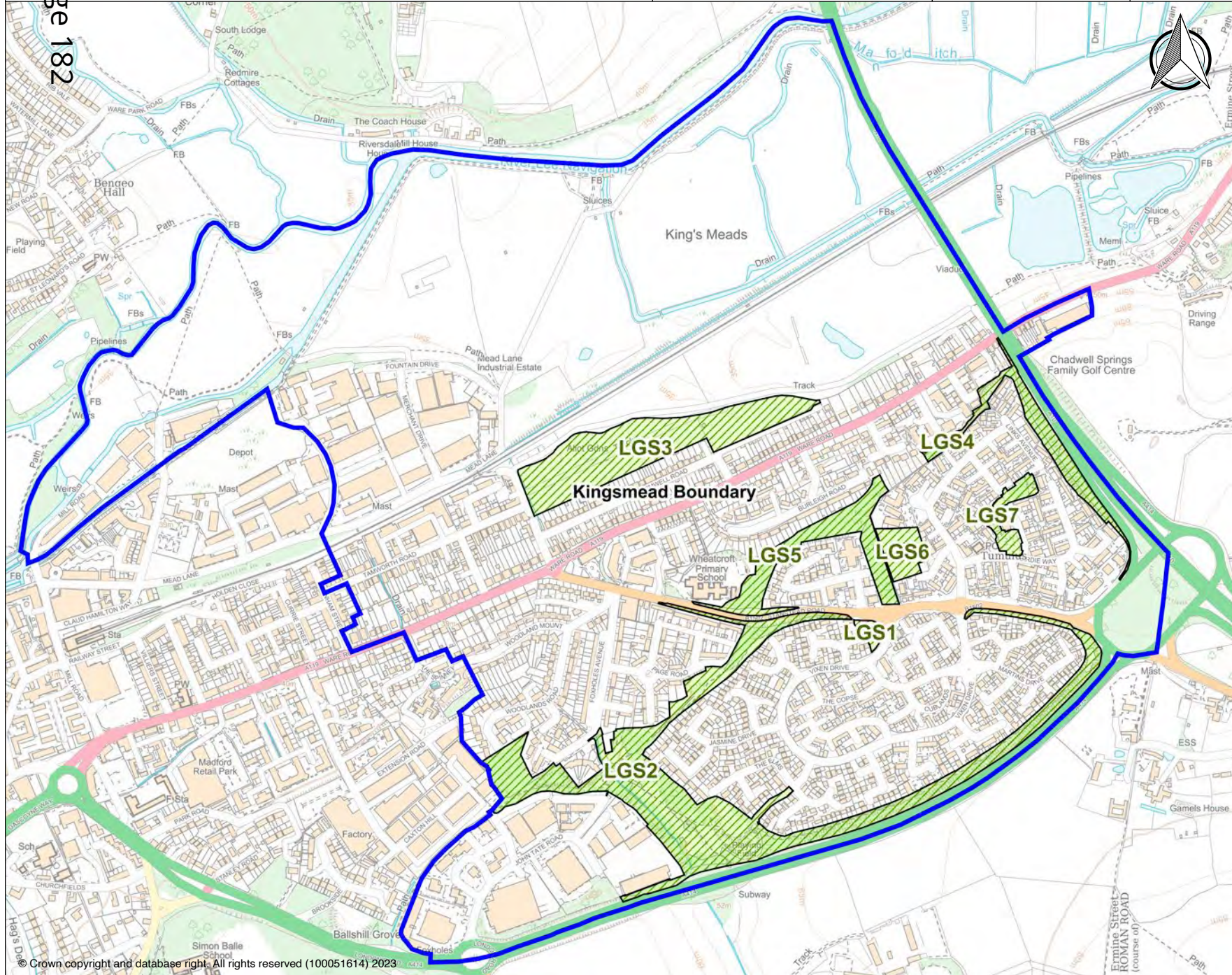
- View Direction
- Stand Point

KNP Local Green Spaces

- LGS

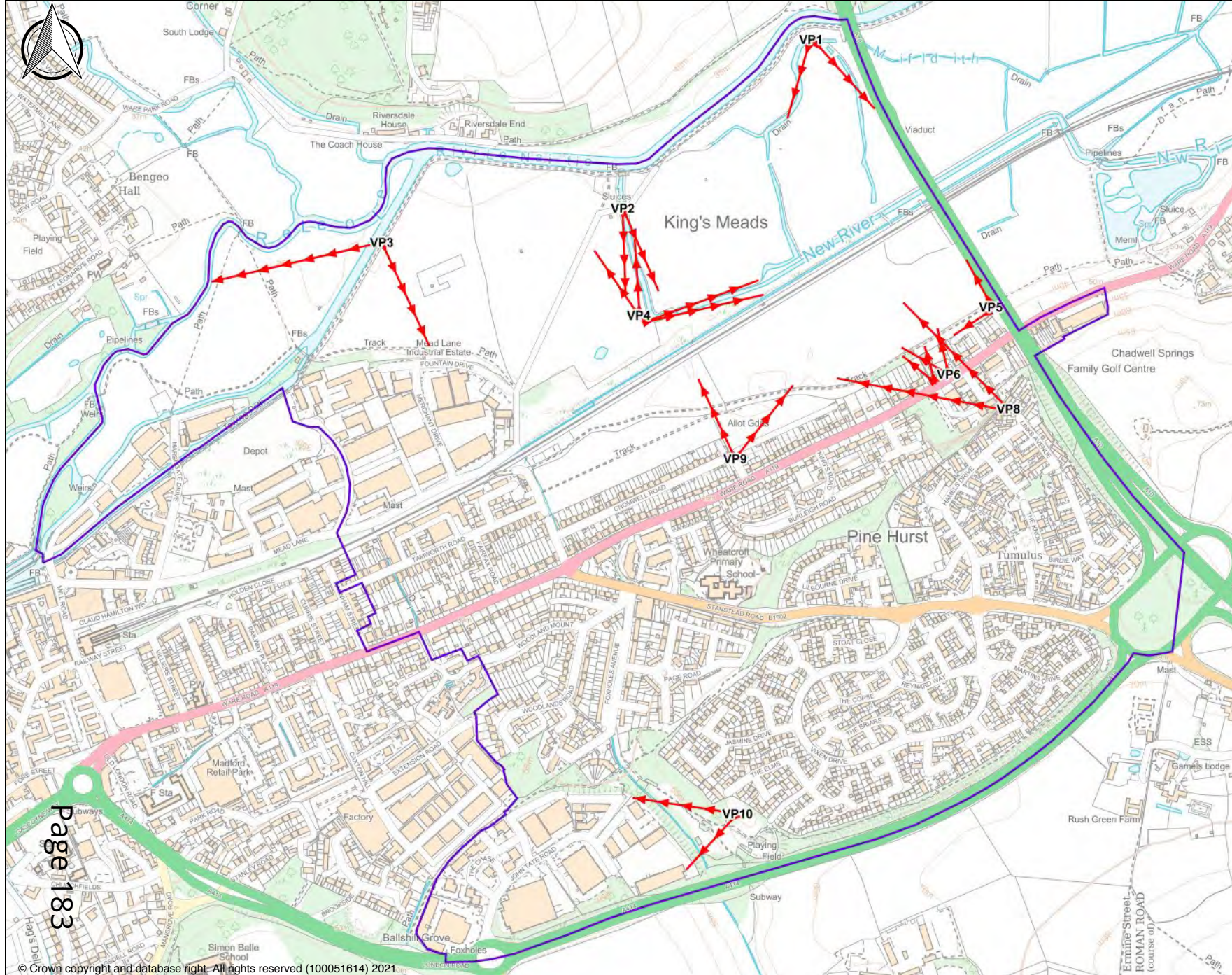
KNP Neighbourhood Area Boundary

- Kingsmead Boundary



- KNP Local Green Spaces**
-  KNP Local Green Spaces
 -  KNP Neighbourhood Area Boundary
 -  Kingsmead Boundary

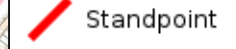


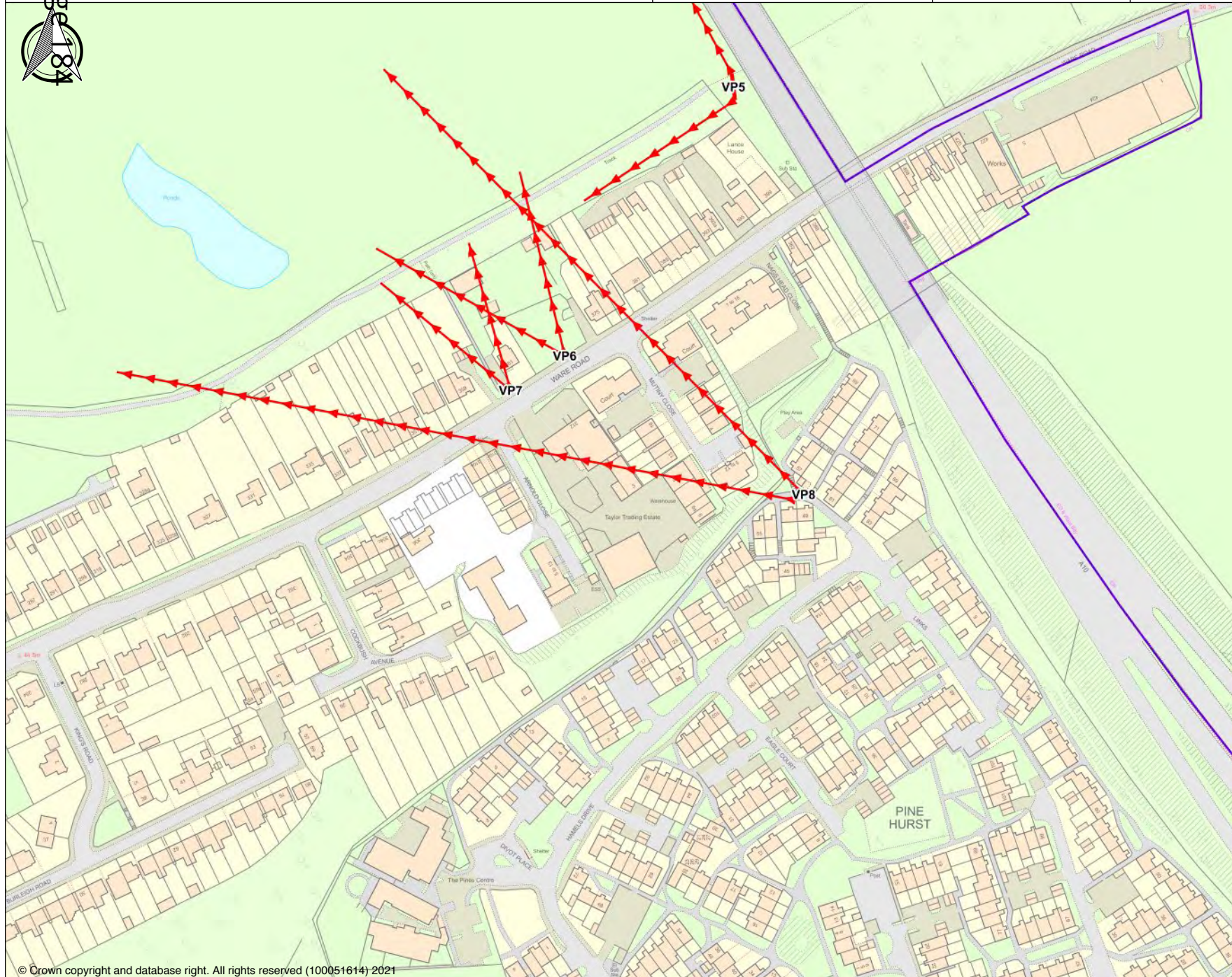


KNP Neighbourhood Area Boundary



KNP Views

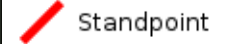




KNP Neighbourhood Area Boundary



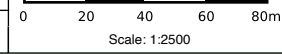
KNP Views



Showing detail on views 2, 4 and 11

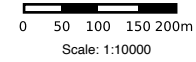
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Date: 29/10/2021

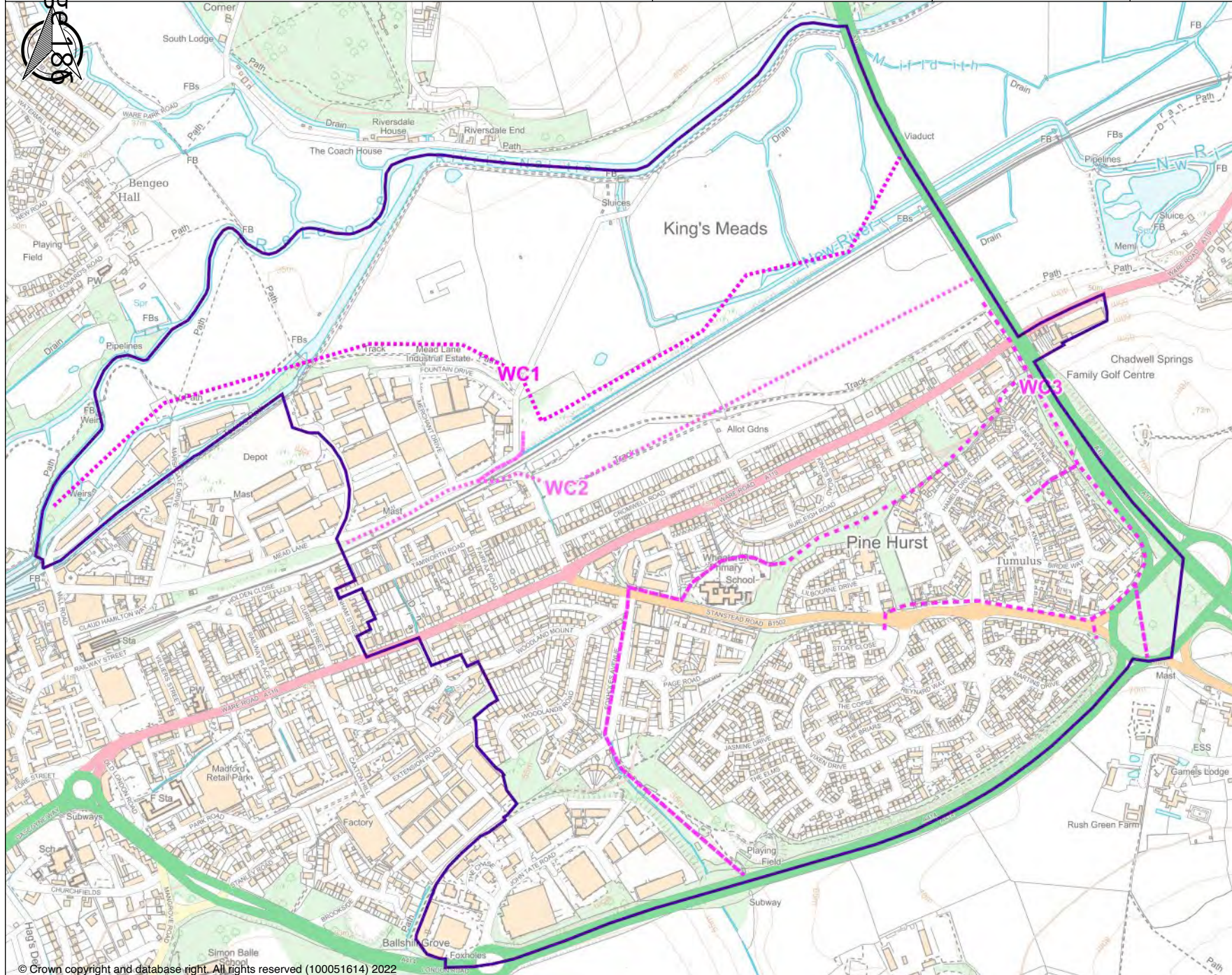


Showing wildlife corridors between existing green spaces

Author:



Date: 26/04/2022

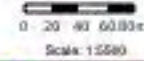


- KNP Green Corridors**
- Green Corridor WC1
 - Green Corridor WC2
 - Green Corridor WC3
- KNP Neighbourhood Area Boundary**
-

Showing playgrounds within the Neighbourhood Plan area that are allocated for protection

Author:

Date: 26/04/2022



KNP Recreation Areas



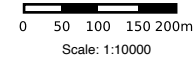
KNP Neighbourhood Area Boundary



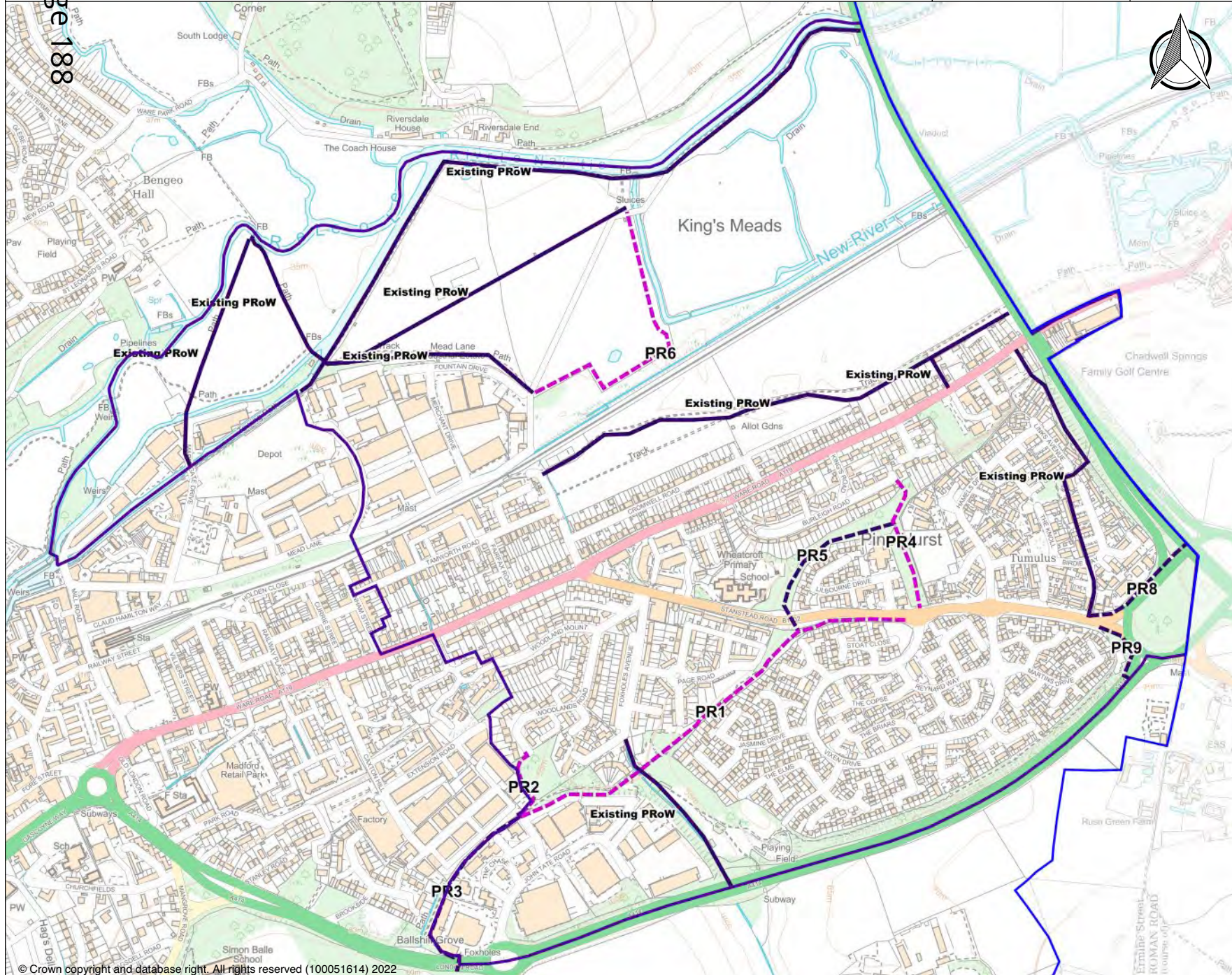
Shows existing PRow and paths (for illustrative purposes) together with proposed new PRow, road crossings and paths

Author:

Date: 16/06/2022



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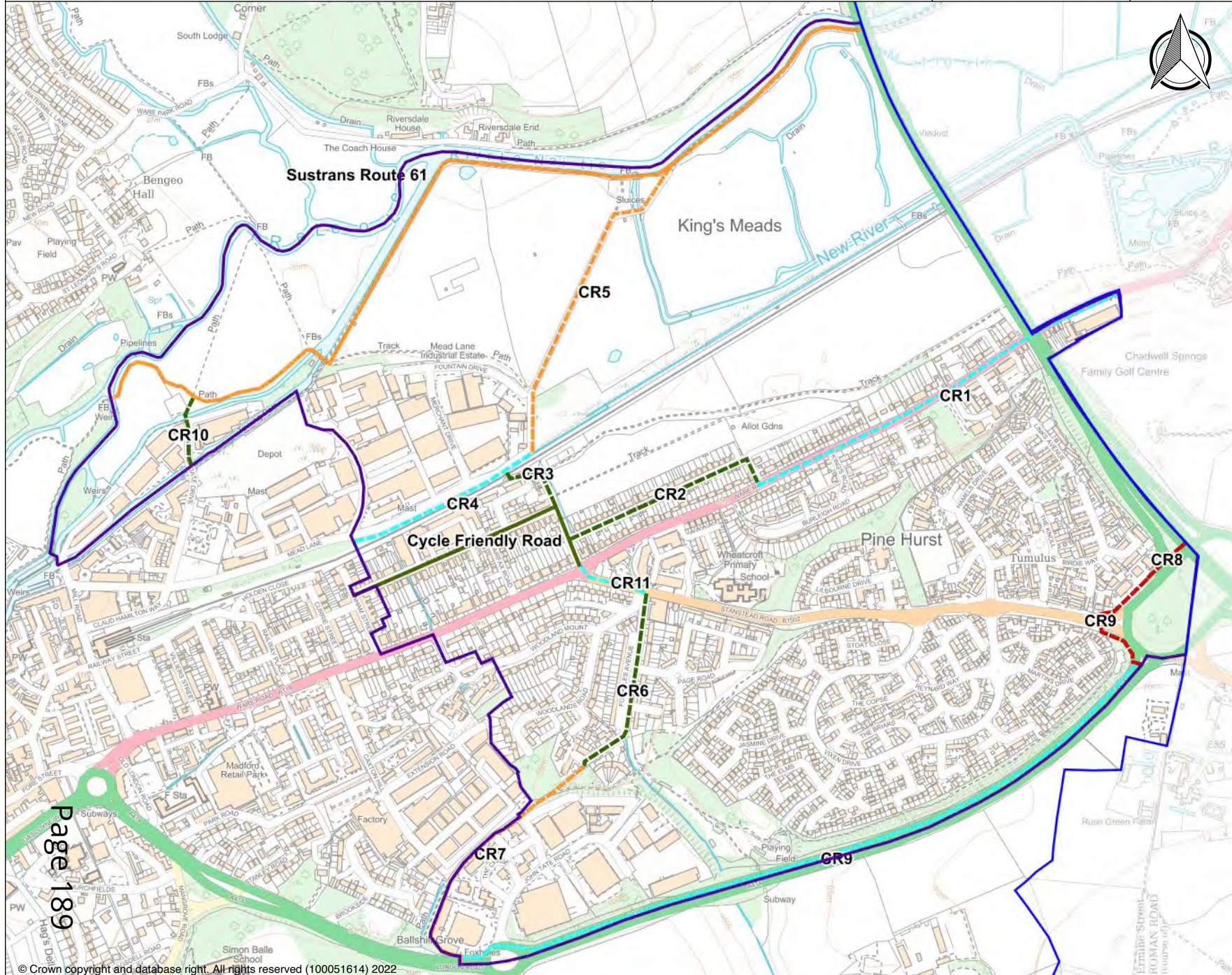
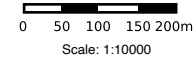


- KNP Proposed Pedestrian PRow**
 - New PRow No Extant Path
 - New PRow on Extant Path
- KNP Existing Rights of Way (PRow) (illustrative)**
 - Existing PRow
- KNP Neighbourhood Area Boundary**
 -

Shows existing PRoW that permit cycling and existing on road cycle infrastructure (for illustrative purposes) and proposed new routes

Author:

Date: 16/06/2022



- KNP Proposed Cycle Infrastructure**
- Cycle Friendly Road
 - On Road Segregated
 - Off Road Route
 - Cycle Friendly Crossing
- KNP Existing Cycle Infrastructure (illustrative)**
- Sustrans Route 61
 - Cycle Friendly Road - Existing
- KNP Neighbourhood Area Boundary**
-



Appendix B – Local Green Spaces and Important Views Assessment

Appendix B – Local Green Spaces and Important Views



Local Green Spaces (LGS)

LGS no and ha	Description	Character	Proximity to Community	Special Qualities
LGS1 (0.2 ha)	Vixen Drive Recreation space	Local grassed area.	Small recreation space adjacent to Vixen Drive and Stanstead Road The entrance is from Stoa's Close, Foxholes estate. The rest of the space is enclosed by a decorative metal fence	This is an attractive, open grass-covered area. With its wildflowers, fruit bearing plants and trees it provides food and shelter to much of the local wildlife such as bees, butterflies, birds and small mammals. It also provides a safe play area for children.
LGS 2 (8.9 ha)	Foxhole's Woods and Woodland Adjacent to Woodlands road	Local woodland, rolling meadow and a stream providing a green oasis.	These woods surround the Foxholes Estate and form an essential wildlife corridor between The Pines Woodland, the farm land on the other side of the A414 and the woodland adjacent to Woodlands Road	This woodland is of huge benefit to the local community. The trees and shrubs protect residents from much of the noise and air pollution caused by the busy A414 and Stansted roads. This area is also enjoyed as a recreation space by local people of all ages who enjoy walking, jogging and cycling along the routes amongst the trees including a circular walk around the entire estate. This area is a vital haven for wildlife with a mixture of habitat including woodland, grassland, open spaces and a small stream. There are areas of older woodland with large oaks, aged 300 years or more and hazel coppice with

Appendix B – Local Green Spaces and Important Views



LGS no and ha	Description	Character	Proximity to Community	Special Qualities
				an understorey of honeysuckle and bluebells. In other areas there are more recently planted ash and silver birch. Such a variety of habitats provides potential homes for a wide range of wildlife. The stream also provides fresh drinking water for nearby wildlife and likely has some small creatures living in it.
LGS3 (4.3 ha)	Cromwell Road Allotments	Community allotments between housing and the nature reserve of Little Mead.	This area is adjacent to Little Mead and the Rowley's Road Play area.	<p>Cromwell Road Allotments provide a treasured local green space where for generations people have grown fruit, vegetables and flowers. The allotments are also home to the Mudlarks Garden, a charity providing social, outdoor activities for adults with learning disabilities.</p> <p>The area is also a great habitat for wildlife including rare species providing a safe hibernation spot for many of the reptile species on the meads</p>
LGS4 (1.3 ha)	Woodland parallel to	Strip of woodland comprising	The area encloses the Pinehurst Estate on the north and east side	The shrubs and trees form a green screen and buffer against noise and

Appendix B – Local Green Spaces and Important Views



LGS no and ha	Description	Character	Proximity to Community	Special Qualities
	Hamel's Drive, and between Links Ave and Birdie Way and the A10.	densely packed shrubs and trees including oak and sycamore.	and provides an enjoyable, traffic free walk along the footpath behind Links Avenue all the way to the Ware Road.	pollution from the busy A10. These trees also form part of a wildlife corridor, linking to the Pines Woodland and even down onto Ware Road, enabling creatures such as bats to easily reach The Meads.
LGS5 (2.0 ha)	The Pines Woodland and Woods owned by Wheatcroft School.	Densely packed woodland with a variety of trees, some very old.	These woodlands link Stanstead Road to Burleigh Road to the North East and Wheatcroft School to the North West	These woods provide an area of respite and escape into nature for local people and habitats for a wide variety of wildlife. The footpath through the woods is dotted with charming carved wooden sculptures.
LGS6 (0.7 ha)	Pinehurst Recreation Ground	Local natural green space adjacent to woodland. A small section fenced off for small children.	The recreation ground can be accessed from Pinehurst Woodland, Iron Drive and a car park near Hamels Drive.	Pinehurst Recreation Ground is very popular with local residents. It offers both an open green space for dog walkers and children wanting to play football and alike, as well as playgrounds designated for younger and one for older children. The playground was opened in 2014.

Appendix B – Local Green Spaces and Important Views



LGS no and ha	Description	Character	Proximity to Community	Special Qualities
				There's a fenced off toddler area with play equipment and a sandpit and a playground for older children with swings, a zip wire, a climbing frame and slide. There is also a basketball court and adult exercise equipment.
LGS7 (0.5 ha)	Green space combining The Pine Hurst (copse of pine trees) and a 3,500 to 5,000 year old tumuli	Grass covered mounds and small copse of pine trees	The open space from the bowl barrow at the Knoll through to the copse of conifers known as the "Pine Hurst" by Eagles Court provides a precious green space in the centre of Pinehurst estate, with historical significance	<p>A bowl barrow (or Tumulus) is a funerary monument dating from the Late Neolithic period to the Late Bronze Age, 2400-1500 BC.</p> <p>This green space is part of a wildlife corridor which is used by many of the animals and birds to access the other green spaces within Kingsmead. The grass covered bowl barrows lead around to the small copse of Pines, "The Pine Hurst". This area is highly valued by locals as a respite from buildings and traffic and contains a small memorial to a local resident.</p>

Important Views

Appendix B – Local Green Spaces and Important Views



Proposed View	Type	Justification	Design Considerations
VP1- View from Sweet Mead towards the New River	Mid distance view over nature reserve.	Retain this nature reserve setting. It is an historic wetland and is home to a variety of wildlife from warblers, water voles and wading birds as well as dragonflies and a host of amphibians.	Seek to retain this view which is the epitome of water meadows. Shrubs and wetland plants populate the Reserve. The houses of Kingsmead nestled among trees in the distance are acceptable.
VP2 View from the Gauge House bridge across the New River	Mid distance view over nature reserve and river with industrial heritage of the New River	Retain important nature reserve and river view with industrial heritage setting.	Seek to retain this stunning viewpoint. From here admire the New River, which is an industrial heritage river built in the 19 th century to supply water to East London, and the beautiful meadows close to the residential area. Distant glimpse of some of Kingsmead 20s and 30s homes nestled in amongst the trees acceptable.
VP3- View from the River Lea to the Lock House and Hertford Lock	Mid distance view of nature reserve, river, parkland and heritage setting.	Retain use and appreciation of countryside setting with a well-used public route.	Seek to retain appreciation of this view and path through avoidance of encroachment

Appendix B – Local Green Spaces and Important Views



Proposed View	Type	Justification	Design Considerations
			and retention of rich treelines.
VP4 from Park Mead of Gauge House & New River	Mid distance view of nature reserve and river.	Seek to retain The appreciation of the setting from Park Mead to the Gauge House and New River	Seek to retain this stunning landscape so close to residential area and trainline
VP5 - View from Little Mead towards the railway	Mid distance view of nature reserve	Seek to retain views of the meads and distant countryside.	Seek to retain this stunning landscape so close to the residential area and A10 flyover.
VP6 - View opposite Lloyds Car Spares and Carisbrook House	Distant view of nature reserve between residential properties.	Important countryside glimpse from a busy road between houses.	Seek to retain visual connection to countryside by avoiding foreground encroachment and retention of treeline.
VP7 - Views of the Meads from Ware Road, including mature trees.	Distant view of nature reserve, through majestic trees, beside a public footpath providing access to the meads.	Important countryside glimpse from a busy road between houses.	Seek to retain visual connection to countryside by avoiding foreground encroachment and protection of stunning trees.
VP8 - View from Hamels Drive	Distant view of nature reserve, countryside, heritage aspects.	Treasured and stunning summer and winter views from a busy housing estate.	Seek to retain the visual connection between residential estate to the

Appendix B – Local Green Spaces and Important Views



Proposed View	Type	Justification	Design Considerations
			countryside by avoiding encroachment.
VP9 - Mudlarks Allotment to the Meads and the Gauge house	Mid distance view across allotments to the nature reserve, heritage setting and distant countryside.	Retain the brief glimpse of a nature reserve and heritage setting.	Seek to retain the visual connection between busy residential roads and countryside.
VP10 - View from 'Toboggan Hill	Middle distance view of meadow and woodland	Retain important countryside setting and public amenity.	Seek to retain woodland which beautifully obscures surrounding industrial units, dual carriageway and housing. Brief glimpse of roof of industrial unit acceptable.
VP11 View along the New River	Mid distance view over nature reserve and river including bridges	Retain important nature reserve and river view with industrial heritage setting together with listed bridges.	Seek to retain this stunning viewpoint. From here admire the New River and the beautiful meadows close to the residential area.



Appendix C – Action Plan



Action Plan

This Action Plan contains projects/tasks arising from consultation on the Neighbourhood Plan. These projects/tasks have been prioritised and, where necessary, funding sources assigned. Action Plan items have been worked upon with some completed. This is why the numbering is non sequential

Timeframe		Projected Cost		Status	
Quick Win	Project would be under a month	High	£50,000+	In progress	Action currently being worked on
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Long Term	Project over a year			NFA	No further Action at this time; either because we have hit a brick wall or there is a time issue
Priority		Council			
High	Highest need/benefits			HCC	Herfordshire County Council
Med	Medium need/benefits			EHDC	East Herts District Council
Low	Low need/benefits			HTC	Herford Town Council

No	Working Group	Area	Project/Task	Impact/Benefits?	Effect of Non Implementation	Outcome sought/Objective/Policy	Project Lead	Priority	Timeframe	Projected Cost	Overall Score	Status
1	Built Environment	Environmental	Set up a regular programme of dredging for the ditch that takes storm water run off from Ware, Tamworth, Cromwell roads plus Mead Lane from the Old Sewage Works on Mead Lane to the area where it passed under the New River	Stops flooding to existing and new development in this area due to the manifold ditch having reduced capacity for water run off due to sedimentation	Potential for flooding in these areas is increased	The body responsible for the manifold ditch is identified. A policy to dredge the ditch is put into place and dredging is undertaken at appropriate intervals	KRA	High	Medium Term	Low	8	In progress
3	Built Environment	Heritage	Improve the bowl barrow off Birdie Way, Pinehurst	Improves maintenance of the bowl barrow. Provides wildflower planting for biodiversity	People are unaware of one of the only Ancient Scheduled Monuments in Kingsmead	Review the maintenance of the bowl barrows to determine whether regularly mown grass which potentially causes damage to the burial chamber could be replaced with a wildflower meadow or similar. Also review whether railings or similar should be erected around the barrows	EHDC	Low	Medium Term	Low	6	Not Started
4	Built Environment	Heritage	Provide signage showing the history of the bowl barrows off Birdie Way, Pinehurst	Provides a point of interest and clearly shows where it is	People are unaware of one of the only Ancient Scheduled Monuments in Kingsmead	Provides local interest and marks historic sites. May prevent contractors parking their vans on an Ancient Monument	HCC	Med	Quick Win	Low	9	In progress
5	Community, Education and Business	Community Facilities	Provide additional community events and services for people between 13 and 17 years old. This could include but not be limited to youth clubs, discos, sports, Amateur dramatics, music.	Provides services for this under serviced part of the community	Continued under service to this community	A varied programme of different events and services to service the teenagers within Kingsmead	KRA	Med	Medium Term	Low	7	Not Started
7	Sustainability and Community	Community and Public Services	Improve Kingsmead Play areas. 1. New play equipment, swings and seating in Burleigh Road play area.	Increased outdoor play for children improving health and wellbeing. Provide safe hang-out locations for teenagers.	Play areas continue to be inadequate and under utilized.	Well used and maintained play areas that serve the local community	EHDC	High	Short Term	Low	9	Not Started
8	Sustainability and Community	Community and Public Services	Improve Kingsmead Play areas. 2. Fence a large section of Pinehurst play area to exclude dogs and provide more picnic tables	Increased outdoor play for children improving health and wellbeing. Provide safe hang-out locations for teenagers.	Play areas continues to be covered in dog excrement and as a result, under utilized by children.	Well used and maintained play areas that serve the local community	HCC	High	Short Term	Low	9	In progress



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9	Sustainability and Community	Community and Public Services	Improve Kingsmead Play areas. 3. Refurbish Foxholes Avenue recreation ground.	Increased outdoor play for children improving health and wellbeing. Provide safe hang-out locations for teenagers.	Play areas continue to be inadequate and under utilized.	Well used and maintained play areas that serve the local community	EHDC	Med	Medium Term	Med	6	Not Started
10	Sustainability and Community	Community and Public Services	Improve Kingsmead Play areas. 4. Rowley's Road should have a valid and long term lease. Improvement of the MUGA should be considered including provision of goals at two opposite ends and improvement of play equipment given the large development in Tamworth Road that does not have any play space within the development	Increased outdoor play for children improving health and wellbeing. Provide safe hang-out locations for teenagers.	Play areas continue to be inadequate and under utilized.	Well used and maintained play areas that serve the local community	EHDC	High	Medium Term	Med	3	Not Started
11	Sustainability and Community	Community and Public Services	Improve Kingsmead Play areas. 5. PROS6 - Martins Drive should be monitored for pollution and re-sited if necessary	Increased outdoor play for children improving health and wellbeing. Provide safe hang-out locations for teenagers.	Play areas continue to be inadequate and under utilized.	Well used and maintained play areas that serve the local community	EHDC	High	Quick Win	Low	3	Not Started
12	Sustainability and Community	Community and Public Services	Improve Kingsmead Play areas. 6. Create more outdoor recreation and sports opportunities for teens and young adults:	Increased outdoor play for children improving health and wellbeing. Provide safe hang-out locations for teenagers.	Play areas continue to be inadequate and under utilized.	Well used and maintained play areas that serve the local community	EHDC	High	Long Term	Med	3	Not Started



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13	Sustainability and Community	Community and Public Services	Improve Kingsmead Play areas. 7. Add fixed sports equipment suitable for teens and young adults to existing locations such as the recreation area on Pinehurst Estate.	Increased outdoor play for children improving health and wellbeing. Provide safe hang-out locations for teenagers.	Play areas continue to be inadequate and under utilized. Young teenagers more likely to be involved in antisocial behaviour.	Well used and maintained play areas that serve the local community	EHDC	High	Long Term	Med	3	Not Started
14	Sustainability and Community	Community and Public Services	Improve Kingsmead Play areas. 8. Create a BMX/Dirt or pump track for cycling Extend skate boarding facilities	Increased outdoor play for children improving health and wellbeing. Provide safe hang-out locations for teenagers.	Play areas continue to be inadequate and under utilized. Young teenagers more likely to be involved in antisocial behaviour.	Well used and maintained play areas that serve the local community	EHDC	High	Short Term	Low	3	Not Started
15	Sustainability and Community	Community and Public Services	Support the creation of a forest school/ecology learning centre on the redundant sewage works adjacent to the Meads off Mead Lane. Educate the public on the wildlife on their doorstep and how to protect it;	Provide education to the public, to young people and children on their local environment, to give them the skills to help maintain our local biodiversity. Effective use of partly derelict site. Could be led by HMWT	Continued under service to this community	Area is used and provides useful education	K&A	Med	Medium Term	Med	2	Not Started
16	Sustainability and Community	Countryside, Green Spaces & Conservation	The Pines to become public park	The Pines currently may be taken away from public use at the will of HCC due to notices erected on it	Well used and loved green space may be developed inappropriately. Loss of valuable and essential wildlife corridor	Provide The Pines to the community in perpetuity as a valuable green space and wildlife corridor	HCC	High	Medium Term	Low	3	Not Started



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17	Sustainability and Community	Countryside, Green Spaces and Conservation	improve maintenance of existing trees and shrubs. plant more native species of trees, shrubs and wildflowers as appropriate. Perhaps create a wildflower meadow. create more nature reserves, change mowing regimes to enhance biodiversity	Benefits to physical and mental health from accessible green spaces, and green corridors. Provide essential protection to wildlife and enhance biodiversity. Improve air quality and reduce carbon emissions.	Decline in biodiversity.	Increases penetration of the wildlife pockets to the wider habitats. Removes invasive species such as snowberry. Hedgerows and planted verges have the possibility of becoming a wildlife corridor.	EHDC	Med	Medium Term	Med	6	Not Started
18	Sustainability and Community	Countryside, Green Spaces and Conservation	Provide biodiversity information to the public: *Provide teaching on how to plant up front gardens to increase wildlife. * create more information boards in green spaces to tell the public about interesting plants and wildlife. * raise awareness of the uses of our green spaces. * educate the public to report sightings of wildlife so that it can be added to the HERC data. * create Nature trails with information and signboards for the public to follow. * Provide information boards in green spaces regarding wildlife and history of the area	Benefits to physical and mental health from accessible green spaces, and green corridors. Provide essential protection to wildlife and enhance biodiversity.	Poor biodiversity, reducing wildlife.	Established wild life corridors.	K&A	Med	Short Term	Low	8	Not Started
19	Sustainability and Community	Countryside, Green Spaces and Conservation	Review location, sizes and frequency of emptying of existing litter and dog bins against usage to optimise. Review whether recycling separation would be desirable and feasible. Consider use of Smart bins	Improves presentation of green spaces and means less overflowing bins	Well used and loved green space may be developed inappropriately. Loss of valuable and essential wildlife corridor	Provide The Pines to the community in perpetuity as a valuable green space and wildlife corridor	EHDC	Med	Medium Term	Low	7	Not Started



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20	Sustainability and Community	Environmental	Projects in different areas to create hedgehog highways throughout a street/road for existing buildings	Provides habitat and feeding ground to an endangered species. Provides a community focus project	Lower hedgehog numbers in the area	Increased number of areas for hedgehogs to roam. Restore lost hedgehog populations	KEA	Med	Medium Term	Low	7	In progress
21	Sustainability and Community	Environmental	Review whether a renewable community energy initiative could be provided for Kingsmead	Reduction in carbon emissions, cost savings to residents	Failure to meet local and national environmental targets.	Reduced carbon emissions and financial savings to residents.	HCC	Med	Medium Term	Med	6	Not Started
22	Sustainability and Community	Health	Create nature trails within Kingsmead: Circular Foxholes wood with option to extend to Hertford Heath via Foxholes Farm then Ermine St The Pines and Foxholes wood Trails on the meads (involve HMWT?) History trail as well (eg Gallows Hill, bowl barrow then down to the Little Mead and Cromwell/roundheads plus mutiny?)	Encourages walking through Kingsmead	Not meeting requirements of survey	Incentivise walking	KEA	Med	Short Term	Low	8	Not Started
23	Sustainability and Community	Health	improve Pines Woodland pedestrian access and refurbish / replace the sculptures. Improve access into the Pines woodland at Burleigh Road.	Provides pedestrian routes from Ware Road to Pinehurst, Macdonalds and Presdales	Areas do not look maintained. Potential to reduce use	Vibrant, well used woodland with focus points for all ages	HCC	Med	Medium Term	Low	7	Not Started

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24	Sustainability and Community	Health	Review whether allotment produce could be sold in an allotment shop	Provides local food reducing food miles. Children learn the 'farm to fork' principle.	Failed opportunity to enhance the impact of the allotments	Well used allotments with potential for raising money for charity/non profit	HTC	Med	Long Term	Low	6	Not Started
25	Transport & Parking	Cars & Roads	Inclusion of complementary traffic calming measures. Areas to target: Ware Road and Stansted Road - maximum speed enforcement cameras Non A roads - 20 mph zones (20 is plenty) with enforcement where appropriate	Reduces the number of speeding incidents. Reduces emissions. Provides safer streets. Reduces impact of accidents	A roads will have people travelling over 70 mph. Potential for accidents. No mitigation of climate change	Safer streets with more pedestrian/cycle use	HCC	High	Medium Term	Med	7	In progress
26	Transport & Parking	Cars & Roads	Provide on street electric car charging to existing areas. This should include provision for charging of taxis at any ranks.	Allows change to less polluting cars. Supports government environmental targets	Lack of impetus to change to electric cars	Charging points on all new developments and also available on street parking	EHDC	Med	Long Term	High	4	Not Started
27	Transport & Parking	Cars & R roads	Rush Green roundabout - improve situation regarding queuing for McDonalds and BP garages	Addresses an issue that is ranked as a major annoyance by 89% of Kingsmead survey respondents and a minor annoyance by a further 6%	Dangerous road situation	Install the additional slip road while maintaining the current pedestrian access to Rush Green roundabout (nb the slip road is being built upon the current pedestrian access so the pedestrian route should be rerouted to provide access to the roundabout McDonalds/BP have a plan to install an additional slip road off the roundabout that will reduce the length of time that the queuing stretches onto the roundabout but will not, without alterations to the operation of McDonalds, address the issue completely.	HCC	High	Medium Term	Low	8	In progress
28	Transport & Parking	Cars & Roads	Rush Green roundabout - improve situation regarding queuing for McDonalds and BP garages	Addresses an issue that is ranked as a major annoyance by 89% of Kingsmead survey respondents and a minor annoyance by a further 6%	Dangerous road situation	The law regarding the installation of traffic cameras for enforcement has changed according to HCC Highways. Hertfordshire Constabulary have indicated, in response to an FOI request that to enforce the Urban Clearway they require a camera. Installing a camera to enforce the Urban Clearway, is, in the opinion of KNP Transport and Parking group the only long term solution to this issue	HCC	High	Medium Term	Med	7	In progress



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29	Transport & Parking	Parking	Install double yellow lines around the Pinehurst areas to prevent parking in inappropriate locations.	Allows people to access all areas of the estate in a vehicle	Dangerous situation as the parking on corners prevents access to some areas by other cars which means that there is no access for emergency vehicles	Increase access to all areas of the estate in a vehicle. Review parking allocation	HCC	High	Medium Term	Med	7	Not Started
30	Transport & Parking	Parking	Introduce a controlled parking scheme to Tamworth Road, Cromwell Road and Rowleys Road.	Encourages off street parking where available. Funds enforcement including on pavement parking	Increased on road parking as no incentive to park off road where available. Will reduce pavement parking which inhibits pedestrian useage	Incentivise walking	EHDC	High	Medium Term	Med	7	In progress
31	Transport & Parking	Parking	Introduce Residents Parking Schemes on Burleigh Road. Residents of new developments should not have the ability to obtain Residents Parking Permits. Implement, improve or extend Residents Parking Zones in streets surrounding new developments. Off street parking for existing residents to replace any on street parking lost due to development.	Mitigates nuisance parking from commuters, businesses and overspill from neighbouring areas with controlled parking	Increased on road parking as no incentive to park off road where available. Will reduce pavement parking which inhibits pedestrian useage	Encourages assessment of the requirement for private cars. Once the circle of poor public transport/alternative travel options has been mitigated may lead to reduced car ownership	EHDC	Med	Long Term	Med	5	Not Started
32	Transport & Parking	Parking	Introduce Residents Parking Schemes on Cromwell Road. Residents of new developments should not have the ability to obtain Residents Parking Permits. Implement, improve or extend Residents Parking Zones in streets surrounding new developments. Off street parking for existing residents to replace any on street parking lost due to development.	Mitigates nuisance parking from commuters, businesses and overspill from neighbouring areas with controlled parking	Increased on road parking as no incentive to park off road where available. Will reduce pavement parking which inhibits pedestrian useage	Encourages assessment of the requirement for private cars. Once the circle of poor public transport/alternative travel options has been mitigated may lead to reduced car ownership	EHDC	Med	Long Term	Med	5	Not Started
33	Transport & Parking	Parking	Introduce Residents Parking Schemes on Foxholes Avenue. Residents of new developments should not have the ability to obtain Residents Parking Permits. Implement, improve or extend Residents Parking Zones in streets surrounding new developments. Off street parking for existing residents to replace any on street parking lost due to development.	Mitigates nuisance parking from commuters, businesses and overspill from neighbouring areas with controlled parking	Increased on road parking as no incentive to park off road where available. Will reduce pavement parking which inhibits pedestrian useage	Encourages assessment of the requirement for private cars. Once the circle of poor public transport/alternative travel options has been mitigated may lead to reduced car ownership	EHDC	Med	Long Term	Med	5	Not Started



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34	Transport & Parking	Parking	Introduce Residents Parking Schemes on Hamels Drive. Residents of new developments should not have the ability to obtain Residents Parking Permits. Implement, improve or extend Residents Parking Zones in streets surrounding new developments. Off street parking for existing residents to replace any on street parking lost due to development.	Mitigates nuisance parking from commuters, businesses and overspill from neighbouring areas with controlled parking	Increased on road parking as no incentive to park off road where available. Will reduce pavement parking which inhibits pedestrian useage	Encourages assessment of the requirement for private cars. Once the circle of poor public transport/alternative travel options has been mitigated may lead to reduced car ownership	EHDC	Med	Long Term	Med	5	Not Started
35	Transport & Parking	Parking	Introduce Residents Parking Schemes on Ware Road. Residents of new developments should not have the ability to obtain Residents Parking Permits. Implement, improve or extend Residents Parking Zones in streets surrounding new developments. Off street parking for existing residents to replace any on street parking lost due to development.	Mitigates nuisance parking from commuters, businesses and overspill from neighbouring areas with controlled parking	Increased on road parking as no incentive to park off road where available. Will reduce pavement parking which inhibits pedestrian useage	Encourages assessment of the requirement for private cars. Once the circle of poor public transport/alternative travel options has been mitigated may lead to reduced car ownership	EHDC	Med	Long Term	Med	5	Not Started
36	Transport & Parking	Parking	Introduce Residents Parking Schemes on Woodland Mount. Residents of new developments should not have the ability to obtain Residents Parking Permits. Implement, improve or extend Residents Parking Zones in streets surrounding new developments. Off street parking for existing residents to replace any on street parking lost due to development.	Mitigates nuisance parking from commuters, businesses and overspill from neighbouring areas with controlled parking	Increased on road parking as no incentive to park off road where available. Will reduce pavement parking which inhibits pedestrian useage	Encourages assessment of the requirement for private cars. Once the circle of poor public transport/alternative travel options has been mitigated may lead to reduced car ownership	EHDC	Med	Long Term	Med	5	Not Started
37	Transport & Parking	Parking	Introduce Residents Parking Schemes on Woodlands Road. Residents of new developments should not have the ability to obtain Residents Parking Permits. Implement, improve or extend Residents Parking Zones in streets surrounding new developments. Off street parking for existing residents to replace any on street parking lost due to development.	Mitigates nuisance parking from commuters, businesses and overspill from neighbouring areas with controlled parking	Increased on road parking as no incentive to park off road where available. Will reduce pavement parking which inhibits pedestrian useage	Encourages assessment of the requirement for private cars. Once the circle of poor public transport/alternative travel options has been mitigated may lead to reduced car ownership	EHDC	Med	Long Term	Med	5	Not Started
38	Transport & Parking	Public Transport	Improve bus services from Pinehurst and Foxholes to Hertford Town Centre/ Hertford North Train station particularly early morning and early evening to cover school and work commutes	Provides viable alternatives to private car use for short journeys. Reduces traffic.	Increased private car usage for easily replaced journeys that require a shuttle service	Allows viable alternative to use of private car journeys for short distance travel	HCC	High	Medium Term	Low	8	In progress

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39	Transport & Parking	Public Transport	Inclusion of bus priority lanes on the A414 or other routes for use during shuttle and school bus services	Will reduce time frames for buses to be caught in traffic and incentivise use of the use. Increased bus use reduces congestion	Does not provide incentives to use bus services	Allows viable alternative to use of private car journeys for short distance travel	HCC	Med	Medium Term	Med	6	Not Started
40	Transport & Parking	Public Transport	Provide real time bus passenger information at all bus stops in Kingsmead	Improves attractiveness of using public buses for local journeys	Does not provide incentives to use bus services	Allows viable alternative to use of private car journeys for short distance travel	HCC	High	Medium Term	Low	8	Not Started
41	Transport & Parking	Public Transport	Providing well-designed and located bus stops	Significantly improves access, attractiveness and reliability of buses. Improved service to the community. May mitigate car ownership	Does not provide incentives to use bus services	Allows viable alternative to use of private car journeys for short distance travel	HCC	Med	Medium Term	Med	6	Not Started
42	Transport & Parking	Public Transport	Provision of community transport solutions	Significantly improves access, attractiveness and reliability of buses. Improved service to the community. May mitigate car ownership	Does not provide incentives to use bus services	Allows viable alternative to use of private car journeys for short distance travel	HCC	Med	Medium Term	Med	6	Not Started
43	Transport & Parking	Public Transport	Provision of on demand bus services to Kingsmead	Significantly improves access, attractiveness and reliability of buses. Improved service to the community. May mitigate car ownership	Does not provide incentives to use bus services	Allows viable alternative to use of private car journeys for short distance travel	HCC	High	Long Term	Low	7	Not Started
44	Transport & Parking	Public Transport	Review of bus fare pricing for existing and new routes to ensure that they are economic when compared with the costs of driving and/or taking a taxi	Bus fares are significantly higher than the cost of a car mileage rate so are a disincentive to using the buses; particularly for families. Pricing is around 50% 70% of the cost of a taxi. Reviewing and reducing bus fares to incentivise use would reduce the number of car journeys for short journeys.	Does not provide incentives to use bus services	Allows viable alternative to use of private car journeys for short distance travel	HCC	High	Short Term	Low	9	Not Started
45	Transport & Parking	Public Transport	Shuttle bus services to Hertford East and North stations from 0700 – 0830 and 1730-1930 for new developments that may be able to service other developments	Reduces congestion during morning and evening rush hour.	Does not provide incentives to use bus services	Allows viable alternative to use of private car journeys for short distance travel	HCC	High	Long Term	Med	6	Not Started



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46	Transport & Parking	Sustainable Travel	Assisting local schools and businesses in providing and implementing sustainable travel plans including the provision of affordable public transport	Improves access to schools. Encourages sustainable travel from childhood	Increased traffic on roads. No impact on climate change	Incentivises use of walking, bicycling and public transport	KFA	Med	Medium Term	Med	6	Not Started
47	Transport & Parking	Sustainable Travel	Cycle route - Provide clear signage for Sustrans Route 61 at the Lock House	Reduces number of cyclists using the tow path between the Lock House and Dicker Mill as this section is not designed to be used by cyclists and is too narrow	Friction between cyclists and pedestrians. Potential for accident	Improves walking and cycling experience. Enhances routes	HCC	Med	Quick Win	Low	9	Not Started
48	Transport & Parking	Sustainable Travel	Cycle Route - Provide Cycle Route CR10 Make road and bridge through Dicker Mill a cycle friendly route	Enhances cycle connectivity. Will meet up with existing cycle routes Sustrans 61 and connect with Hertford East station providing enhanced connectivity with existing cycle route and transport hub	Does not meet policy on increasing cycle routes.	Improves cycle access to Sustrans route 61. Links up with other cycle friendly roads. Enhances cycle route connectivity	HCC	Med	Medium Term	Med	6	Not Started
49	Transport & Parking	Sustainable Travel	Cycle Route - Provide Cycle Route CR11 Provide a segregated cycle lane on Stansted Road with a crossing of Ware Road from Rowleys Road to Foxholes Avenue to provide a cycle route link	Enhances cycle connectivity. Will meet up with existing cycle routes cycle friendly Tamworth Road and Sustrans 61 providing enhanced connectivity with existing cycle routes as per policy	Does not meet policy on increasing cycle routes.	Links up with other cycle friendly roads. Enhances cycle route connectivity. Joins up with routes through the 'Woodlands' and Foxholes area with the meads and routes to central Hertford	HCC	Med	Medium Term	Low	7	Not Started
50	Transport & Parking	Sustainable Travel	Cycle Route - Provide cycle route CR5 - Upgrade existing footpath PRoW from Mead Lane to Sustrans Route 61/River Lea towpath to a cycle PRoW (CR5)	Official sanction provided for current use. Improved access to Sustrans Route 61.	Sustrans route 61 cannot be accessed from Kingsmead	Links up with other cycle friendly roads. Enhances cycle route connectivity. Joins up Kingsmead with Sustrans Route 61.	HCC	Med	Medium Term	Low	7	Not Started
51	Transport & Parking	Sustainable Travel	Cycle Route - Provide Cycle Route CR2 Make Cromwell Road a 'cycle friendly road' using signage and enhancing the road surface to facilitate use by bicycles	Enhances cycle connectivity	Does not meet policy on increasing cycle routes	Links up with other cycle friendly roads. Enhances cycle route connectivity. Joins up with routes through to Ware, the meads and to central Hertford	HCC	Med	Quick Win	Low	9	Not Started



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52	Transport & Parking	Sustainable Travel	Cycle Route - Provide Cycle Route CR3 Current level crossing is not cycle friendly. As a short term measure review current gates and ingress/egress to the level crossing. Gate onto Mead Lane should be hinged on the opposite side as a minimum to assist cyclists in accessing it (currently have to walk past it then open which is tricky. Gates should be lighter/easier to open	Enhances cycle connectivity	Disincentive to using the route currently and also potentially dangerous as impedes ingress and egress	Links up with other cycle friendly roads. Enhances cycle route connectivity. Joins up with routes through to Ware, the meads, Foxholes and 'Woodlands' area as well as to central Hertford	HCC	High	Medium Term	Low	8	Not Started
53	Transport & Parking	Sustainable Travel	Cycle Route - Provide Cycle Route CR3 Provide cycle friendly road designation to Rowleys Road from Tamworth Road to the level crossing	Enhances cycle connectivity	Does not meet policy on increasing cycle routes	Links up with other cycle friendly roads. Enhances cycle route connectivity. Joins up with routes through to Ware, the meads, Foxholes and 'Woodlands' area as well as to central Hertford	HCC	Med	Medium Term	Low	7	Not Started
54	Transport & Parking	Sustainable Travel	Cycle Route - Provide Cycle Route CR3 Provide a bridge/tunnel or other structure to remove the requirement for this level crossing as it is a barrier to cycling and walking	Enhances cycle connectivity	Does not meet policy on increasing cycle routes. Will enhance safety	Links up with other cycle friendly roads. Enhances cycle route connectivity. Joins up with routes through to Ware, the meads, Foxholes and 'Woodlands' area as well as to central Hertford	HCC	High	Long Term	Med	6	Not Started
55	Transport & Parking	Sustainable Travel	Cycle Route - Provide Cycle Route CR4 Provide an off road or segregated cycle route along the south side of Mead Lane by purchasing and converting the land to the north of the railway line.	Enhances cycle connectivity. Will meet up with existing cycle route (Sustrans 61) providing enhanced connectivity with existing cycle routes as per policy	Does not meet policy on increasing cycle routes.	Links up with other cycle friendly roads. Enhances cycle route connectivity. Joins up with routes through to Ware, the meads, Foxholes and 'Woodlands' area as well as to central Hertford	HCC	Med	Medium Term	Med	6	Not Started
56	Transport & Parking	Sustainable Travel	Cycle Route - Provide Cycle Route CR6 Make Foxholes Avenue and Braziers Field a 'cycle friendly road' using signage and enhancing the road surface to facilitate use by bicycles. NB this will require CR7 (EHDC action) to make the route effective	Enhances cycle connectivity. Will meet up with existing cycle routes cycle friendly Tamworth Road and Sustrans 61 (via route CR11) providing enhanced connectivity with existing cycle routes as per policy	Does not meet policy on increasing cycle routes.	Links up with other cycle friendly roads. Enhances cycle route connectivity. Joins up with routes through to Ware, the meads, central Hertford and provides a much needed cycle route to Simon Balle school from Kingsmead.	HCC	Med	Medium Term	Low	7	Not Started



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57	Transport & Parking	Sustainable Travel	Cycle Route - Provide Cycle Route CR7 Provide a cycle route (cycles only and segregated from the existing pedestrian path until very close to Caxton Hill to provide the segregation mandated in our policy) from the end of Braziers Field, through one of the existing gates onto the land owned by EHDC through to Caxton Hill. Eventually this route will join up with the proposed cycle route provision as part of the new Caxton Hill development but as the existing roads through Foxholes Business Park can be used in the interim development of this new path	Enhances cycle connectivity. Will meet up with existing cycle routes cycle friendly Tamworth Road and Sustrans 61 providing enhanced connectivity with existing cycle routes as per policy	Does not meet policy on increasing cycle routes. Provides a cycle route from Kingsmead to Simon Balle school	Links up with other cycle friendly roads. Enhances cycle route connectivity. Joins up with routes through to Ware, the meads, central Hertford and provides a much needed cycle route to Simon Balle school from Kingsmead.	EHDC	Med	Medium Term	Med	6	Not Started
58	Transport & Parking	Sustainable Travel	Cycle Route - Provide Cycle Route CR9 Provide an off road or segregated cycle route along the A414. NB this will involve discussions with other NP areas as the A414 is potentially shared between three areas - Kingsmead, Castle and Hertford Heath	Enhances cycle connectivity. Will meet up with existing cycle routes (restricted byeway) at Rush Green roundabout and brideways through Balls Park providing enhanced connectivity with existing cycle routes as per policy	Does not meet policy on increasing cycle routes.	Links up with other cycle friendly roads. Enhances cycle route connectivity. Joins up with routes through to Ware, the meads, central Hertford and existing cycle routes through Balls Park.	HCC	High	Long Term	High	5	Not Started
59	Transport & Parking	Sustainable Travel	School and pedestrian access - Improve the PRoW network by adding The Pines footpath (PR4) as a PRoW by landowner consent	The Pines currently may be taken away from public use at the will of HCC due to notices erected on it	Well used and loved green space may be developed inappropriately. Loss of valuable and essential wildlife corridor	Grant the request for a PRoW (PR4) to be created through The Pines. Improve the access from Burleigh Road with clear 'arrival' signage and a signpost. Review policing of the area to afford protection from petty vandalism	HCC	Med	Short Term	Low	8	In progress
60	Transport & Parking	Sustainable Travel	School and pedestrian access - Improve the PRoW network by adding The Pines footpath (PR5) as a PRoW by landowner consent	The Pines currently may be taken away from public use at the will of HCC due to notices erected on it	Well used and loved green space may be developed inappropriately. Loss of valuable and essential wildlife corridor	Research as to whether PR5 is feasible as a footpath. Implement additional PRoW and new footpath to provide a more direct link with the Foxholes route to Simon Balle school	HCC	Low	Long Term	Low	5	Not Started
61	Transport & Parking	Sustainable Travel	Include dropped kerbs on corners on all roads to facilitate buggy use/access for those with reduced mobility. Particularly in the Pinehurst area	Facilitates walking for all users not only the able bodied	Does not meet DDA Act	Meets requirements for accessibility	HCC	High	Medium Term	Med	7	In progress



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Low	Low need/benefits	HTC		Hertford Town Council	

No	Working Group	Area	Project/Task	Impact/Benefits?	Effect of Non Implementation	Outcome sought/Objective/Policy	Project Lead	Priority	Timeframe	Projected Cost	Overall Score	Status
62	Transport & Parking	Sustainable Travel	Inclusion of innovative travel solutions such as an electric scooter scheme if this becomes legal or hire bicycles	Provides alternative method of travel	No impact on climate change and no uptake in active travel	Provides sustainable travel alternatives	KRA	Med	Medium Term	Med	6	Not Started
64	Transport & Parking	Sustainable Travel	Cycling - Provide bicycle racks at Pinehurst Community Centre and other strategic locations in Kingsmead, such as Hartham Common by the Lock and near the Marshgate Road car park (in the park)	Facilitates the use of bicycling as an alternative method of transport	Does not encourage use of alternative means of transport	Facilitates increased use of bicycles.	TBC	High	Short Term	Low	9	Not Started
66	Transport & Parking	Sustainable Travel	School and pedestrian access - Rush Green roundabout - provide crossings (either bridge or light controlled) across the A10 (PR8) slip roads suitable for both pedestrians and cyclists with segregated paths connecting same to the existing byeway	Provides a safe pedestrian and cycle route from Kingsmead to Presdales, Middleton and Pinewood schools. Provides an off road/cycle friendly and walking route to Stansted St Margarets/Abbots via Van Hages. Reconnects two historical PRoW that used to connect that were truncated when Rush Green roundabout was built	School children will continue to cross with potential for accident	Provides a much needed pedestrian and cycle route from Kingsmead to Presdales school as well as a longer route through to Stansted Abbots via off road and cycle/walk friendly routes.	HCC	High	Medium Term	Med	7	Not Started
67	Transport & Parking	Sustainable Travel	School and pedestrian access - Rush Green roundabout - provide pedestrian light controlled crossings across the A414 (PR9)	Provides an off road walking route to Hertford Heath via Ermine Street (existing PRoW on roman road). Reconnects two historical PRoW that used to connect that were truncated when Rush Green roundabout was built	School children will continue to cross with potential for accident	People discouraged from using this route. Provides safe crossing for the current, 'official' walking route to Presdales. NB: No footpaths on Hoe Lane currently	HCC	High	Medium Term	Med	7	Not Started
68	Sustainability and Community	Countryside, Green Spaces & Conservation	Install frog ladders in drains near amphibian breeding areas in Kingsmeads.	Prevents loss of wild life in heavy rain when animals are washed into drains and cannot get out.	Loss of local wild life.	Supports policies on biodiversity and wildlife.	KRA	Med	Medium Term	Low	7	Not Started
69	Sustainability and Community	Countryside, Green Spaces & Conservation	Improve Kingsmead play areas 9 - Reinstatate and refurbish the Nags Head Close/Hamel's Drive play area.	Increased outdoor play for children improving health and wellbeing. Provide safe hang-out locations for teenagers.	Play areas continue to be poor	Well used and maintained play areas that serve the local community	EHDC	High	Medium Term	High	6	Not Started



Action Plan

This Action Plan contains projects/tasks arising from consultation on the Neighbourhood Plan. These projects/tasks have been prioritised and, where necessary, funding sources assigned. Action Plan items have been worked upon with some completed. This is why the numbering is non sequential

Timeframe		Projected Cost		Status	
Quick Win	Project would be under a month	High	£50,000+	In progress	Action currently being worked on
Short Term	Project 1 month to 6 months	Med	£10,000 to £50,000	Not Started	Action on the Action Plan but not
Medium Term	Project 6 months to a year	Low	Under £10,000	Complete	Action has been completed
Long Term	Project over a year			NFA	No further Action at this time; either because we have hit a brick wall or there is a time issue
Priority		Council			
High	Highest need/benefits			HCC	Hertfordshire County Council
Med	Medium need/benefits			EHDC	East Herts District Council
Low	Low need/benefits			HTC	Herford Town Council

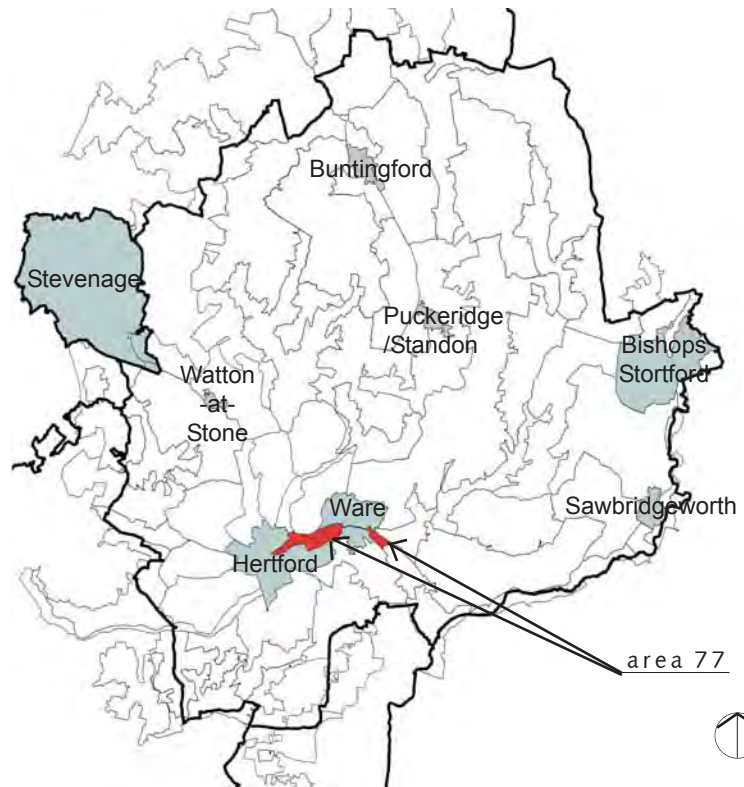
No	Working Group	Area	Project/Task	Impact/Benefits?	Effect of Non Implementation	Outcome sought/Objective/Policy	Project Lead	Priority	Timeframe	Projected Cost	Overall Score	Status
70	Sustainability and Community	Countryside, Green Spaces & Conservation	Protect and enhance existing green spaces, including wildlife corridors. Plant green spaces and grass verges with shrubs and trees	Improve biodiversity, increase wildlife. Make Kingsmead wildlife corridors more robust. Reduce noise and pollution in residential areas.	Poor biodiversity, reducing wildlife.	Established wild life corridors.	KRA	Med	Medium Term	Med	6	Not Started
71	Transport & Parking	Sustainable Travel	Work with HCC to reduce parking on pavements on Ware Road from Stanstead Road through to A10 so that pedestrians can use the pavements	Allows walking use of pavements especially for people with buggies	Prevents use of walking	Specific space for parking that permits use of the pavement	HCC	High	Medium Term	Med	7	Not Started
72	Community, Education and Business	Environmental	Organise a monthly community litter pick	Allows fostering of community spirit. Will improve situation on litter	No impact on existing litter	Regular community involvement in litter picking in addition to the Wombles of Herford Abouts. Suggest that litter pick should be organised with the Wombles of HA	KRA	Med	Medium Term	Low	7	Not Started
73	Built Environment	Design	Review the fencing adjacent to the walkway for Hamils Drive to see whether viewing access can be provided to access the spectacular views of the meads without infringing privacy or causing a hazard	Allows spectacular views of the countryside to enrich peoples' lives	Pinehurst does not have views	Community engagement with the meads	EHDC	Med	Medium Term	Med	6	Not Started
74	Built Environment	Community & Public Services	Shop on Pinehurst should be reviewed for compliance with DDA	Allows people with disabilities to access the local retail facilities	Section of the community suffers discrimination	Shop is fully DDA accessible	EHDC	High	Medium Term	Med	7	Not Started



Appendix D – Landscape Character Areas Extract

County map showing location of
LANDSCAPE CHARACTER AREA

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Hertfordshire County Council
100019606 2004



LOCATION

Lea river valley within the confines of the urban settlements of Hertford and Ware

LANDSCAPE CHARACTER

Urbanised public amenity/nature conservation site between Hertford and Ware, with some rural characteristics; large area of public open space, divided between formal/informal sports facilities at Hartham and a broad area of predominantly wet grassland of joint nature conservation and informal recreation value (Kings Mead). The eastern end of this area is more urbanised, with the Lee Navigation a particular feature through Ware.

KEY CHARACTERISTICS

- flat river valley tightly enclosed by urban development on the surrounding slopes
- very linear, but extensive area of open space within urban envelope
- mainly grassland, but managed in different ways
- strong urban influences
- engineered character of Navigation
- confluence of rivers Beane, Rib and Lee

DISTINCTIVE FEATURES

- locks and narrow boats on the Navigation
- sports facilities at Hartham
- A10(T) road bridge over Kings Mead



Gazebos •
on the River Lea in Ware
(T. Hamilton)

PHYSICAL INFLUENCES

Geology and soils. Gleyed (poorly draining) soils over alluvial drift (Fladbury 1 series).

Topography. Flat river valley

Degree of slope. Fall of 1 in 1000 between Hartham and Hartmead Lock

Altitude range. 31m to 35m

Hydrology. This area is notable as the confluence of most major rivers in central and eastern Hertfordshire. Within the area the Lea has been altered to a broad, deep, artificial navigable channel which now reflects lowland riverine habitat. At Kings Mead several sluices have been constructed to retain a higher water level across the meads and reinforce its nature conservation importance. Within Ware the river assumes a more confined, canalised character, enlivened by the historic gazebos lining it on the northern bank. The New River lies parallel to the railway towards the southern edge of this area, with its additional source at Chadwell springs.

Land cover and land use. There is an extensive area of informal public open space/nature reserve at Kings Mead, with playing fields and formal recreation further west at Hartham and sheep-grazed meadows visible to the west. The river Lee/Lea and the Lee Navigation flow closely together along the northern edge of the area, with the Navigation providing a well used transport route into the centre of Hertford, past new and old housing and allotments. Within Ware the two watercourses unite, only to divide again to the east of the town.

Vegetation and wildlife. This is an area of key conservation importance, being the largest (5 acres) remaining flood meadow complex in Hertfordshire, with several areas of unimproved alluvial grassland, ditch systems and the important chalk springs at Chadwell. Although much degraded, the site floods regularly and many scarce plants survive there. The area is important for birds and invertebrates as well as plants. The Lea contains species such as yellow waterlily, branched bur-reed, reed sweet grass and club-rush, at least seven coarse fish species and a number of uncommon invertebrates. Around the edge of the meadows there are wetland species such as willow, poplar and alder, with ash and beech. Within the meadows at Hartham there are plantings of more ornamental species.

HISTORICAL AND CULTURAL INFLUENCES

The Lea was the most important natural waterway in Hertfordshire, linking the rich grain-producing lands of the north-east to London, and was the more useful because of the poor state of most of the roads, which ran over (or into) the heavy, waterlogged London clay. The royal borough of Hertford had been given monopolies over navigation on the Lea in the 12th century, but the construction of weirs at Ware to obstruct navigation led to its decline. The Lea Navigation canalised sections of the river and still provides a route through the valley, with frequent locks.

Field pattern. The drainage pattern within Kings Mead echoes the former field pattern. This would have been large and irregular, subject to the vagaries of the river's course through the grazing meadows.

Transport pattern. The Lee Navigation offered the first transport route through the area, and still does. The railway follows the line of the valley but partly bisects Kings Mead, while the A10(T) bridge soars overhead.

Settlements and built form. Although this area is hemmed in at either end by settlement, only in Ware does this development occur within the floodplain. Here the river has been canalised and houses and gardens extend to the water's edge. At the eastern end of Ware, running back from the High Street, there is a group of gazebos built out overlooking the water by the wealthy maltsters and merchants of the town in the 18th/19th centuries. Although it is within the urban area, mention should be made of Scott's Grotto in Scotts Road. Built c 1760, it consists of a number of passages and chambers lined with flint, shell, quartz and bits of glass, with a Gothick-windowed gazebo above. Other structures within the valley are the locks on the Lea Navigation and footbridges over it.

OTHER SOURCES OF AREA-SPECIFIC INFORMATION

Pevsner, N., rev. Cherry, B., *Hertfordshire*, Penguin (2000).
Lee Valley Regional Park *Park Plan Part Two*.

VISUAL AND SENSORY PERCEPTION

At Hartham there is small-scale unity around the combination of Edwardian terraced houses with allotments and the Lea Navigation, echoed by the scale of more recent development around it. It is also quite tranquil, with road traffic noise masked by the dense tree cover. Hartham Meadow is a mainly medium-scale contained landscape, unified and made coherent by the simplicity of its elements, as is the Navigation within Ware. Kings Mead is larger in scale, so that the A10(T) bridge overhead does not dwarf it (although it destroys any hint of tranquillity), but is also contained by urban development.

Rarity and distinctiveness. The section of river within Ware is unique and valuable as an example of the historic continuity of use. The watermeadow habitats are unusual relics of previous land use and require conservation, protection and sound management.

VISUAL IMPACT

The gazebos at Ware and the Lea Navigation at Hartham are locally distinctive features, while the scale of the meadows at Hartham and Kings Mead offers a refreshing change from the tighter, denser scale of their urban surroundings.

ACCESSIBILITY

Noted recreational land uses: walking, cycling, fishing, jogging, boating
Frequency/density of footpaths: extensive (there are more routes than shown on OS map)
Waymarked routes: widespread
Access not particularly good from north east
Condition: good; wide, narrow; surface: tarmac, gravel, rendered concrete with setts

COMMUNITY VIEWS

This area is significant for its distinctiveness (C).

LANDSCAPE RELATED DESIGNATIONS

Landscape Development Area.

CONDITION

Land cover change: **widespread**
Age structure of tree cover: **mixed**
Extent of semi-natural habitat survival: **widespread**
Management of semi-natural habitat: **good**
Survival of cultural pattern: **interrupted**
Impact of built development: **high**
Impact of land-use change: **high**

STRENGTH OF CHARACTER

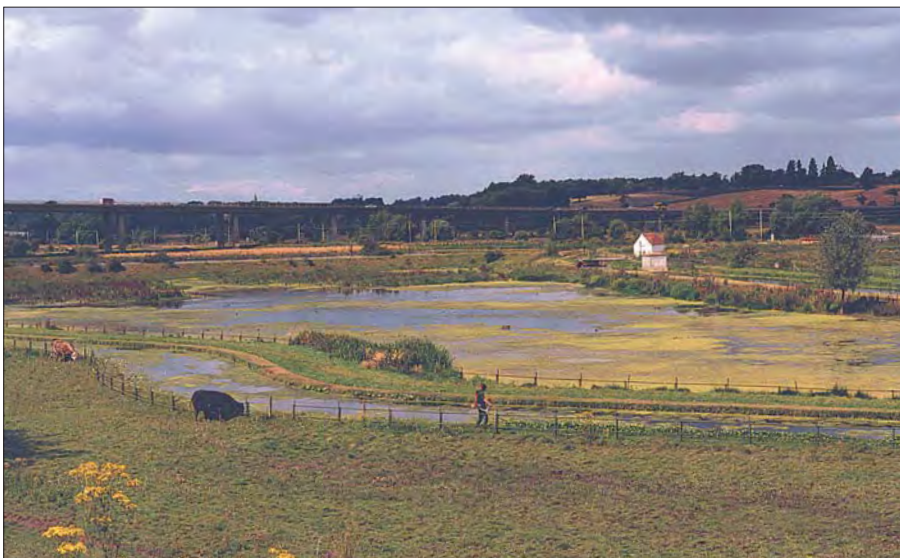
Impact of landform: **prominent**
Impact of land cover: **apparent**
Impact of historic pattern: **relic**
Visibility from outside: **concealed**
Sense of enclosure: **contained**
Visual unity: **unified**
Distinctiveness/rarity: **rare**

CONDITION	GOOD	Strengthen and reinforce	Conserve and strengthen	Safeguard and manage
	MODERATE	Improve and reinforce	Improve and conserve	Conserve and restore
	POOR	Reconstruct	Improve and restore	Restore condition to maintain character
		WEAK	MODERATE	STRONG
STRENGTH OF CHARACTER				

STRATEGY AND GUIDELINES FOR MANAGING

CHANGE: CONSERVE AND STRENGTHEN

- support the work of HMWT in managing the Kings Mead site to enable it to realise its full potential
- encourage the development of connected wetlands along the river valley
- protect the area from development that would alter its character visually or environmentally, such as culverting, impact on floodplain or water table, loss of water meadows or storage ponds
- encourage the establishment of wet native woodland along watercourses, such as black poplar and pollarded willow
- ensure that proposed improvements within the Landscape Development Area will contribute to and reinforce the distinctiveness of this area and that they will not jeopardize any existing areas of historic, ecological or landscape importance
- ensure that all landowners and developers are aware of the BAP objective of creating a 'necklace' of inter-connected wetland habitats along the river valleys
- encourage the establishment of buffer strips of semi-natural vegetation along all watercourses, avoiding potential conflict with recreational use
- resist the targeting of redundant or derelict pasture for development
- resist development in adjoining areas that could lower the water table and affect wetland habitats
- promote the use of low-density grazing as a management technique
- promote the re-introduction of permanent pasture and flooding regimes as normal agricultural practices, to increase landscape and habitat diversity
- encourage the management of the area through zoning, to maximise its potential for both wildlife and recreation



• Kings Mead and the New River, between Hertford and Ware (C. Bailey)



Appendix E – Policy Matrix

Appendix E – Policy Matrix

Provide a Biodiversity Net Gain for all new build and refurbishment projects in Kingsmead.	<ul style="list-style-type: none"> • HKLGS1 to HKLGS7 inclusive - Local Green Space • HKGE3 - Nature Conservation and Biodiversity • HKGE4 - Green Corridors • Policy HKGE5 – Green Infrastructure and Sustainable Urban Drainage Schemes (SUDS) • Policy HKGE6- Protected Recreational Open Space • Policy HKBE5 - Landscape Design
Include energy and water efficiency standards for new build and refurbishment projects that are enhanced compared to existing legislative norms to meet or exceed the LETI Climate Emergency Design Guide	<ul style="list-style-type: none"> • Policy HKGE7 – Air Quality Improvement and Reduction in Carbon Emissions to Net Zero by 2050 • Policy HKBE4 - Design and Layout
Provide services, employment and housing in navigable clusters for new developments in line with the principles of the 20 minute neighbourhood	<ul style="list-style-type: none"> • Policy HKGE6- Protected Recreational Open Space • Policy HKGE7 – Air Quality Improvement and Reduction in Carbon Emissions to Net Zero by 2050 • Policy HKCA1 - Valued Community Assets • Policy HKCA2 New or Improved Community Facilities • Policy HKCA3 –Retail Facilities • Policy HKBE1 - Designated Heritage Assets • Policy HKBE2 – Non-designated Heritage Assets • Policy HKTP1 – Safe, Accessible and Joined Up Pedestrian Routes to Encourage More Walking • Policy HKTP2 - Safe, Accessible and Joined Up Cycle Routes to Encourage More Cycling • Policy HKTP3 - Public Transport • Policy HKBD1 – Support of Business Development • Action Plan
Increase the provision of 3 bed houses and 2 bed bungalows on brownfield sites	<ul style="list-style-type: none"> • Policy HKBE3 - Housing Supply • Policy HKBE7 - Brownfield Development
Retain / attract small business ventures wherever practicably possible to promote a mixture of use and reduce commuting	<ul style="list-style-type: none"> • Policy HKCA3 –Retail Facilities • Policy HKBD1 – Support of Business Development
Design in crime prevention measures to reduce anti-social behaviour, petty crime and illegal drug littering	<ul style="list-style-type: none"> • Policy HKBE4 - Design and Layout
Ensure the community is enabled to access primary healthcare	<ul style="list-style-type: none"> • Policy HKBD1 – Support of Business Development
Develop community facilities to meet the current and future needs of all demographics of the community	<ul style="list-style-type: none"> • Policy HKCA1 - Valued Community Assets
Protect and enhance current green spaces, increase biodiversity and eco system services and provide new green space to improve climate impact adaptation and mitigation.	<ul style="list-style-type: none"> • HKLGS1 to HKLGS7 inclusive • HKGE2 - Important Views • HKGE3 - Nature Conservation and Biodiversity • HKGE4 - Green Corridors • Policy HKGE5 – Green Infrastructure and Sustainable Urban Drainage Schemes (SUDS) • Policy HKBE5 - Landscape Design • Policy HKBE6 – Amenity Greens in Existing Developments • Action Plan

Appendix E – Policy Matrix

<p>Enable Kingsmead Residents to live more sustainable lifestyles</p>	<ul style="list-style-type: none"> •HKLGS1 to HKLGS7 inclusive - Local Green Space •HKGE3 - Nature Conservation and Biodiversity •HKGE4 - Green Corridors •Policy HKGE5 – Green Infrastructure and Sustainable Urban Drainage Schemes (SUDS) •Policy HKGE6- Protected Recreational Open Space •Policy HKGE7 – Air Quality Improvement and Reduction in Carbon Emissions to Net Zero by 2050 •Policy HKCA3 –Retail Facilities •Policy HKBE5 - Landscape Design •Policy HKBE6 – Amenity Greens in Existing Developments •Policy HKBE7 - Brownfield Development •Policy HKTP5 - Traffic Congestion and Road Safety •Policy HKTP1 – Safe, Accessible and Joined Up Pedestrian Routes to Encourage More Walking •Policy HKTP2 - Safe, Accessible and Joined Up Cycle Routes to Encourage More Cycling •Policy HKTP3 - Public Transport •Policy HKTP4 – Parking •Policy HKBD1 – Support of Business Development •Action Plan
<p>Improve travel conditions, road safety and mitigate the impact of development on local roads.</p>	<ul style="list-style-type: none"> •Policy HKGE7 – Air Quality Improvement and Reduction in Carbon Emissions to Net Zero by 2050 •Policy HKBE5 - Landscape Design •Policy HKTP1 – Safe, Accessible and Joined Up Pedestrian Routes to Encourage More Walking •Policy HKTP2 - Safe, Accessible and Joined Up Cycle Routes to Encourage More Cycling •Policy HKTP3 - Public Transport •Policy HKTP4 – Parking •Policy HKBD1 – Support of Business Development •Action Plan
<p>Enhance commuter, shopping, school and other walking routes via pavements and/or off road footpaths to attract more pedestrians for short journeys within and across the borough</p>	<ul style="list-style-type: none"> •Policy HKBE5 - Landscape Design •Policy HKTP5 - Traffic Congestion and Road Safety •Policy HKTP1 – Safe, Accessible and Joined Up Pedestrian Routes to Encourage More Walking •Policy HKTP4 – Parking •Action Plan
<p>Provide commuter, shopping, school and other cross borough cycle routes including cycle parking to improve connectivity to transport hubs; extending and connecting the existing cycle network to join up routes and thereby increase levels of cycling to reduce vehicle traffic; particularly the school run.</p>	<ul style="list-style-type: none"> •Policy HKBE5 - Landscape Design •Policy HKTP5 - Traffic Congestion and Road Safety •Policy HKTP2 - Safe, Accessible and Joined Up Cycle Routes to Encourage More Cycling •Policy HKTP4 – Parking •Action Plan
<p>Provide realistic improvements to affordable, local, public transport to make it a preferred option over cars to encourage use of same.</p>	<ul style="list-style-type: none"> •Policy HKTP3 - Public Transport •Action Plan
<p>Implement a borough wide residential and business car parking scheme together with communal car charging points to free up road space, reduce inappropriate parking on pavements and optimise travel.</p>	<ul style="list-style-type: none"> •Policy HKTP4 – Parking •Action Plan
<p>Ensure that development in the area is catered for by appropriate, local, educational provision</p>	<ul style="list-style-type: none"> •Action Plan

Appendix F – Community Assets

Community Assets:

- 🏠 Cromwell Road Allotments
- 🏠 Mudlarks allotment garden at Cromwell Road allotment site
- 🏠 Pinehurst Community Centre
- 🏠 First Hertford Scout Hut
- 🏠 Ware Road Day Centre
- 🏠 Ware Road Dentist
- 🏠 Shop and post office on Pinehurst
- 🏠 Shop Ware Road
- 🏠 The Mill House, Dicker Mill

Assets of Community Value:

- 🏠 Cromwell Road Allotments
- 🏠 Pinehurst Community Centre
- 🏠 First Hertford Scout Hut
- 🏠 Ware Road Day Centre
- 🏠 Shop and post office on Pinehurst
- 🏠 Shop Ware Road





Appendix G – Abbreviations

Item	Description
AQMA	Air Quality Management Area
CR	Cycling Route
EHDC	East Herts District Council
HCC	Hertfordshire County Council
HTC	Hertford Town Council
HERC	Hertfordshire Environmental Record Centre
HMWT	Hertfordshire and Middlesex Wildlife Trust
KNP	Kingsmead Neighbourhood Plan
LCA	Local Character Areas
LGS	Local Green Space
Mudlarks	Mudlarks is a Hertford based charity that supports adults with learning disabilities and mental health concerns. Mudlarks key site, where they undertake many of their activities, their large allotments, are based at Cromwell Road allotments in Kingsmead.
NP	Neighbourhood Plan
NPPF	National Planning Policy Framework
PR	Pedestrian Route
PROS	Protected Recreational Open Space
PRoW	Public Rights of Way
VP	View Point
20 Minute Neighbourhood	20 minute neighbourhood is a model of urban development that creates neighbourhoods where daily services can be accessed within a 20 minute walk.



Appendix H - References

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Research sources: The following sources were used to inform us of the plants and wildlife living in each area:

LGS on the meads : Dave Willis of Herts and Middlesex Wildlife Trust; The HMWT website; The Herts Bird Club website, Ware Angling Club and personal observations.

LGS 1, 5, 9, 10 & 11 Data was not readily available so along with personal observations, research has been done into what wildlife each given habitat is best suited to using sources from the RSPB and Woodland Trust and in discussion with Dave Willis of HMWT.



East Herts Council Report

Executive Meeting

Date of meeting: Tuesday 11 July 2023

Report by: Councillor Ben Crystall – Leader of the Council

Report title: Harlow and Gilston Garden Town - Draft Stewardship Charter for Consultation

Ward(s) affected: Hunsdon; Sawbridgeworth

Summary

- Ensuring that adequate and appropriate stewardship arrangements are in place is a key requirement underpinning the success of delivery and growth as part of the Harlow and Gilston Garden Town. Successful stewardship supports the achievement of equitable and inclusive development with new communities feeling empowered to take control over the future operation and management of assets delivered locally. Garden Town partners have drawn on their collective experience to draft a Stewardship Charter, which sets out the six key principles which are seen as requirements for successful stewardship. The Charter is in draft form and is now at an appropriate stage in its development where it should be subject to wide stakeholder consultation. This report seeks the agreement of the Executive, on behalf of East Herts Council as one of the Garden Town partners, to proceed with that consultation exercise.

RECOMMENDATIONS FOR EXECUTIVE:

- (A) That the draft Harlow and Gilston Garden Town Stewardship Charter be approved for consultation**

1.0 Proposal(s)

- 1.1 That the draft Harlow and Gilston Garden Town Stewardship Charter (attached as **Appendix A**) is approved to allow consultation to commence

2.0 Background

- 2.1 The Harlow and Gilston Garden Town (HGGT) comprises the delivery of significant growth in and around the town of Harlow. As part of this, in East Herts, land has been allocated for the delivery of 10,000 new homes in the Gilston Area. The Councils Development Management Committee (DMC) resolved to grant outline planning permission for these proposals at its meetings of 28 February 2023 (the application for 8,500 new homes by Places for People) and 23 March 2023 (the application for 1,500 new homes by Taylor Wimpey).
- 2.2 In addition to the new homes to be delivered in the Garden Town, it is anticipated that a range of social and community infrastructure will also be delivered. This includes transport facilities and new schools, but will also include community meeting spaces, parks, play areas, green spaces, sports facilities and areas for ecology and biodiversity.
- 2.3 The delivery of wide ranging infrastructure aligns with the aspirations that the HGGT Council partners¹ have in relation to the new places that will be created. These aspirations are set out in the HGGT Vision, that was agreed and published by the Garden Town partners in 2018.
- 2.4 A key element of the Vision for the Garden Town is that equitable, resilient and robust stewardship arrangements are put in place to manage and maintain assets delivered as part of the development and which are not transferred into

¹ East Herts DC, Epping Forest DC, Essex CC, Harlow DC and Hertfordshire CC

traditional management organisation (such as this Council, for example). Indeed the general approach over recent years, because of resource and capacity constraints, has seen the Council being less likely to be the willing recipient of such assets.

- 2.5 As above, these assets will include green spaces, play areas, parks, land for biodiversity and ecology. They are also likely to comprise areas for drainage, wetland, roads and potentially buildings which can generate an income for the stewardship body through occupier and usage charges.
- 2.6 As they are the most advanced, in terms of development coming forward in the Garden Town, the landowners and applicants of land in the Gilston Area, are already actively considering stewardship proposals for their site. This work has been led by Places for People (PfP) who are the owner of the majority of the land in the Gilston Area and sufficient for the delivery of 8,500 new homes.
- 2.7 Members will be aware that, as part of the allocation of land in the Gilston Area for development in the East Herts District Plan, substantial land was identified to be made available as managed open space and parklands (policy GA2). This is the land located to the north and west of the high voltage electricity pylons crossing the Gilston site and is as shown on Fig 11.2 of the District Plan.
- 2.8 PfP are in support of this requirement and their emerging stewardship proposals set out how that land, other land within the allocation area that is to remain undeveloped and other assets would be dealt with.
- 2.9 At this stage, the proposals have developed as far as the Heads of Terms of the s106 Agreement, which are now to be included as a fully detailed s106 Schedule to enable the

planning permissions, which the DMC resolved to grant at its meetings of 28 February and 23 March 2023, to be released. The Heads of Terms set out the main actions to be undertaken to secure acceptable stewardship in the Gilston Area.

3.0 Reason(s)

- 3.1 The Garden Town comprises the delivery of 23,000 new homes in the period of the current Local Plans for the Garden Town partner Local Planning Authorities (LPAs) and beyond. It includes the planned new communities in the Gilston Area, but also new development to the east, south and west of Harlow both within Harlow and Epping Forest Districts. The whole of the existing town of Harlow comprises part of the Garden Town and there are proposals for extensive development and regeneration both within the town centre and at other locations across the town.
- 3.2 As a result, the Garden Town partners have considered that it is appropriate to set out their own expectations in relation to stewardship, to ensure that suitable and adequate stewardship arrangements are implemented at sites across the Garden Town. This has resulted in the creation of the draft Garden Town Stewardship Charter.
- 3.3 The Charter has been drafted by Garden Town officers, based on their experience of the emerging proposals at Gilston, but also drawing on experiences and information provided through the development of other Garden Town sites. It has been introduced to the Garden Town site landowners, at a Developer Forum event in Feb 23, and has been subject to scrutiny by the Garden Town Quality Review Panel (QRP).
- 3.4 The QRP is a Panel of experts in the planning and development field which is convened independently on behalf of the Garden Town partners and can be asked to review

emerging policy documents and development proposals. The QRP is supportive of the Charter work and has suggested wording amendments and other actions that can be undertaken to strengthen its impact. These recommended amendments will be built in to an updated version of the Charter, alongside other changes as a result of the feedback received during the proposed consultation exercise.

- 3.5 As indicated, it is now appropriate to ensure that there is consultation and engagement with wider stakeholders and this report follows the agreement of the Garden Town Board, at its meeting of 13 June 2023, to undertake that consultation process.
- 3.6 Given the informal decision making nature of the Garden Town Board, it is necessary to have separate agreement in place from all partner authorities to undertake consultation. This report therefore seeks to establish that agreement on behalf of East Herts Council.
- 3.7 A detailed consultation and engagement plan is in preparation that sets out arrangements for online and in person engagement with a range of stakeholders including Parish Councils, other community groups (including the Hunsdon, Eastwick and Gilston Neighbourhood Plan Group), young person engagement and with landowners/ applicants/ developers.
- 3.8 The Garden Town partners social media platform will carry details of the consultation arrangements and website and press release content will be prepared. Hard copy documents will be made available for those who prefer to access documents and return feedback in that form. It has also been confirmed that an online consultation platform, which will support other Garden Town consultation exercises in future,

will also be available.

4.0 Options

4.1 The only alternative option would be for the Council not to approve the commencement of a consultation exercise in relation to the draft Charter. If there is any concern with the content of the draft document such that consultation should not proceed, officers can, of course, seek to secure the appropriate amendments, subject to agreement with the Garden Town partners. The main impact of this course would be a delay in the commencement of consultation and the progression of the document.

5.0 Risks

5.1 Risks of proceeding to consultation on the draft Stewardship Charter document are limited. Any concerns that are raised during the consultation can be considered and addressed before deciding to further proceed with the document.

6.0 Implications/Consultations

Community Safety

Yes and positive in that adequate and acceptable stewardship arrangements support the delivery and ongoing effective use and operation of community assets

Data Protection

No

Equalities

No negative impact

Environmental Sustainability

Yes and positive in that adequate and acceptable stewardship arrangements will ensure the effective care of land and spaces managed for ecological and biodiversity purposes.

Financial

No direct impact, but stewardship arrangements that are adopted have the potential for financial implications over the longer term.

Health and Safety

None

Human Resources

None

Human Rights

None

Legal

No direct impact. Stewardship arrangements will require appropriate legal and governance structures to be in place.

Specific Wards

Yes – Hunsdon and Sawbridgeworth

7.0 Background papers, appendices and other relevant material

7.1 None in addition to the draft Stewardship Charter

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STEWARDSHIP CHARTER

Summer 2023
DRAFT

Interactive PDF: best viewed on a computer screen



The Garden Town Definition of Stewardship

The Harlow and Gilston Garden Town defines stewardship as, “The inclusive, proactive and responsive planning, placemaking and care of public assets alongside ambitious community development practices to ensure that the environmental, social, and economic benefits of the Garden Town can be enjoyed by present and future generations, equally.”

Revision	Date
01	June 2023



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Definition adapted from *Place-keeping, Open Space Management in Practice*, by Nicola Dempsey, Harry Smith, Mel Burton (2014).

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FOREWORD

A significant part of creating a thriving Garden Town and a great quality of life for residents is ensuring that long-term community led management is in place for the new buildings and neighbourhoods.

Creating this long-term approach should begin at the planning stages of a new development, placing stewardship at the heart of place making from the start not trying to introduce it at some later date.

This draft Stewardship Charter identifies six principles that are essential to enable effective and enduring stewardship. The six principles are currently in draft form and this consultation is an opportunity for you to comment on how they could be further enhanced.

The principles have been formed following initial contributions made by stakeholders from across all of the Garden Town proposed new neighbourhoods.. Those stakeholders have included elected Councillors, contributions from the five Councils, local communities, landowners and developers. .

As well as looking after the management of the new garden neighbourhoods, the stewardship arrangements are proposed to support both new and current residents.

This will be achieved by putting in place a lasting and meaningful neighbourhood-based stewardship relationship between leaseholders, tenants and freeholders and between residents and developers.

The six principles are currently in draft form and the Garden Town partners are keen to hear your feedback on how they should be further shaped.

Once the consultation phase has completed and the responses processed and responded to, the five Councils that make up the Garden Town initiative will sign up to the Charter and adopt the principles.

As development proposals come forward, existing communities and each new garden neighbourhood community can then work to form the leadership group for that neighbourhood and commence the application of the stewardship principles in practice.

Our expectation is that key stakeholders will sign up to the principles that are adopted and agreed.

Guy Nicholson
Independent Chair, HGGT



INTRODUCTION & CONTEXT

WHO & WHAT IS THIS CHARTER FOR?

- This Charter is for use by landowners, developers, site promoters and planning applicants as guidance to support them in implementing stewardship arrangements to the required standard.
- It is primarily intended to apply to the four new communities which will come forward as part of the Harlow and Gilston Garden Town (HGGT or the Garden Town) but it may be appropriate to be applied to existing assets too.
- It is also for use by new and existing communities, so they can understand how they can expect to be involved.
- The Charter will be taken into account when assessing the acceptability of development proposals coming forward as part of the Garden Town; as such it is intended to be a material planning consideration in the determination of planning applications.
- The Garden Town Partners (see below) expect landowners and developers to sign-up to the Charter to demonstrate their support for aspirational stewardship arrangements across HGGT.

BACKGROUND

- The Harlow and Gilston Garden Town is being supported and delivered by the five Garden Town Partners (East Herts District Council, Epping Forest District Council, Essex County Council, Harlow District Council and Hertfordshire County Council). This Charter sets out their joint requirements for stewardship. The Garden Town Partners are looking for innovation and ambitious approaches to ensure that good quality outcomes are achieved.
- The Charter complements the [Harlow and Gilston Garden Town Vision](#). The Key Principles for Healthy Growth and how they are tied together by long term stewardship arrangements are set out in the Vision. This inter-relationship is shown in the Vision Wheel, included overleaf is an extract from the Vision.



Fig 1. Relationship between the Key Principles for Healthy Growth, as set out in the HGGT Vision, November 2018.

DEVELOPMENT WITHIN HARLOW

- As well as the four new communities, the Harlow and Gilston Garden Town comprises the whole of the existing town of Harlow, developed as a New Town in the latter half of the twentieth century. Arrangements are already in place for the management and maintenance of public spaces and facilities within Harlow.
- Whilst not primarily intended as guidance in relation to the development of sites within the existing town, the Principles set out here can be considered in relation to those sites and development proposals if appropriate to do so. Consideration can also be given to the relationship between new stewardship arrangements and the arrangements in place for existing assets, where there are mutual benefits to be achieved.

THE NEW GARDEN COMMUNITIES

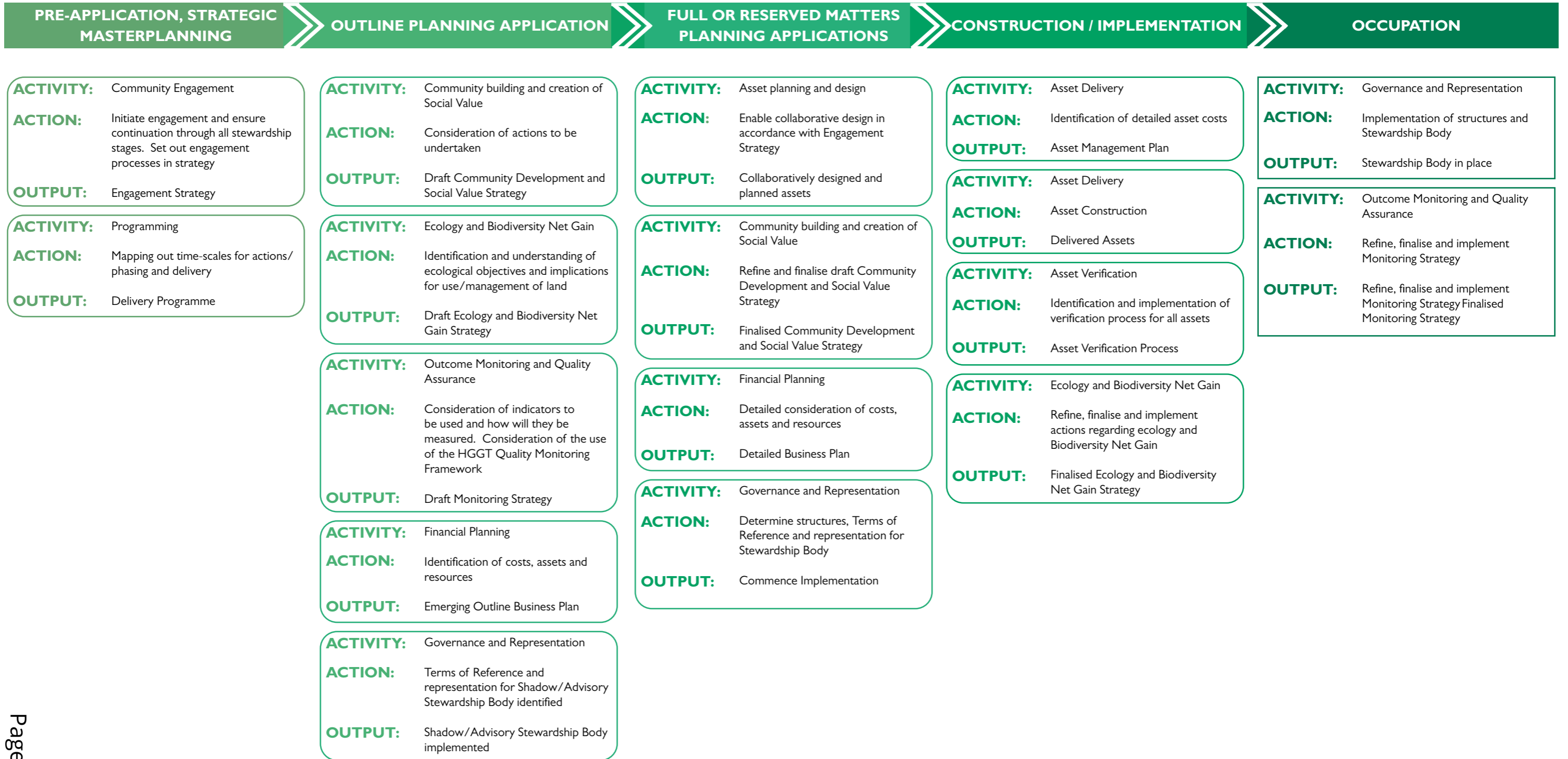
- The new communities element of the Garden Town comprises the delivery of four new, sustainable and cohesive neighbourhoods around Harlow.
- The design and delivery of attractive and functional places is integral to achieving this outcome. The new communities will include high-quality new homes, employment opportunities, sustainable transport infrastructure, and a range of other social and environmental enhancements.
- All of these elements should be delivered in a way that ensures they are accessible to existing residents in the area. Similarly, the residents of the new community developments should be able to easily access and support the ongoing services and facilities provided within Harlow.

SUCCESSFUL NEW PLACES AS PART OF HARLOW AND GILSTON GARDEN TOWN

- For the Garden Town to be a truly successful place, it will need to be more than just the initial creation of high-quality environments; the new developments will also need to be supported by long-term, inclusive decision-making, placemaking and place-keeping mechanisms to ensure that the long term stewardship and governance of each place is secured.
- The stewardship and governance arrangements have a role to play in ensuring that the new communities are integrated with the existing diverse communities which make up the Garden Town. They will enable inclusivity in all aspects of the future stewardship of these new places – so that they continue to be great places for future generations, long after initial development has been completed.
- Where a Stewardship Body takes on the management of any transport infrastructure, it will have a role to play in ensuring that the aspirations of the Garden Town partners in relation to transport outcomes are achieved. These are set out in the [HGGT Transport Strategy](#).
- In other words, stewardship at Harlow and Gilston Garden Town should and will be more than just the management and maintenance of public areas and green spaces: it will enable inclusive community participation, ensuring local and neighbouring residents and businesses are informed, involved and empowered in how their local areas are shaped and cared for.
- This Charter is required to be considered in the determination of planning applications relating to the Garden Town and, as such, all proposals for stewardship arrangements must demonstrate that they have had regard to its Principles. Where stewardship arrangements are secured through s106 Legal Obligation Agreements related to planning permissions, these will be binding on both initial and subsequent site developers, should land be sold on whilst development is taking place.
- A Glossary is included at the end of the Charter to ensure that the terminology used within it is understood.



TIMELINE





PRINCIPLE I: Collaborative Stewardship

1.1 The Garden Town partners are committed to ensuring that stewardship arrangements are brought forward collaboratively by both those proposing development and the existing and future communities.

1.2 To achieve this, landowners, applicants, developers and site promoters must engage the community inclusively in each phase of stewardship development as outlined below and then described more fully in the later sections of this Charter.

1.3 This work falls under four areas:

- Development: Strategy, Planning and Business Development.
- Delivery: Delivering assets
- Governance and Quality Assurance: A decision-making body, which oversees and manages the work, including monitoring and reporting, finance, and resource management. (Principles 4,5,6). This can initially take the form of a 'Shadow or Advisory Stewardship Body', which would not perform all of the above functions on commencement. Set up in advance of the ongoing long term governance arrangements, a Shadow/Advisory

Stewardship Body would ensure early community representation in decision making.

- Ongoing Care and Management: Caring for social and physical assets, including their enhancement and / or replacement, and providing stewardship services in perpetuity.

1.4 An Engagement Strategy and Stewardship Delivery Programme will be produced early in the consideration of development proposals.

1.5 The Engagement Strategy will set out which stakeholders will be engaged, how they will be engaged and when in relation to the programme.

1.6 The Stewardship Delivery Programme will set out when the more detailed proposals for the long-term stewardship of the site will come forward.

1.7 Those detailed proposals will include collaboratively developed strategies and plans for the following:

- The detailed design and development of assets;
- Community development and Social Value;

- Ecology and Biodiversity net gain – which should explore the opportunities potentially available to ensure ecological outcomes, the relationship with recreational uses, future dynamic approaches to land managed by a Stewardship Body and positive financial outcomes this may enable;

- Outcome Monitoring and Quality Assurance.

1.8 Following its assessment of the view of residents on the quality of life in the Harlow and Gilston Garden Town area in 2022, (link), the Garden Town Partners will be undertaking a similar exercise in future to enable changes in views to be sought and considered. How this is undertaken will be set out in a Quality Monitoring Strategy. The expectation of the Garden Town Partners is that outcome monitoring and quality assurance in relation to stewardship will largely take place through the approach to be set out in the Quality Monitoring Strategy.

CHECKLIST:	
WHAT	BY WHEN
Engagement Strategy	Early engagement, pre-application or Strategic Master Planning stage
Delivery Programme	Early engagement, pre-application or Strategic Master Planning stage
Draft Community Development and Social Value Strategy	Outline planning application stage
Draft Ecological and Biodiversity Net Gain Strategy	Outline planning application stage
Draft Monitoring Strategy	Outline planning application stage
Final Community Development and Social Value Strategy	Full or Reserved Matters planning application stage
Final Ecological and Biodiversity Net Gain Strategy	Construction/Implementation stage
Final Monitoring Strategy	Occupation stage





PRINCIPLE 2:

Community assets: collaborative planning, design, delivery and care of physical infrastructure which is sustainable, responsive, effective, and established in perpetuity

2.1 Physical, social and community infrastructure is essential for the day-to-day functioning, health and wellbeing and overall success of the community. This infrastructure is referred to in this Charter as the community assets. The sustainability of the community assets will depend on how relevant they are to the community; and how well they are planned, designed, specified, delivered, and cared for.

2.2 Asset type, quality, location, and the timing of their delivery, as well as flexibility of their use over time, alongside community values and needs, are therefore essential considerations for achieving long-term, sustainable, collaborative stewardship.

2.3 Asset planning, design and delivery must therefore be undertaken collaboratively with the community, taking into account the proposals in community development strategies. Decision-making on masterplanning and the design of potential community assets should take into account future maintenance and management requirements and the associated costs.

2.4 The type of assets that are suitable for stewardship bodies to manage at a local level will be specific to each

development and will be influenced by what works best for both the asset and the local community.

2.5 Community assets subject to stewardship arrangements could include:

- Green and blue infrastructure, including biodiversity net gain land, sustainable drainage systems (subject to potential regulatory change in respect of SUDS adoption), allotments, and community orchards.
- Public open spaces, including the central focal area of developments where community facilities and services are provided, sports pitches, and play areas.
- Community buildings and services, including crèches, sustainable transport hubs and non-adopted highways, footpaths and cycleways, delivering positive outcomes in relation to the Garden Town partners transport aspirations.
- Income generating assets, including those which may only generate an income in the longer term, including commercial floorspace, potentially biodiversity net gain, renewable energy, and farmland.
- Meanwhile places, providing place-based activities, community development and income generating opportunities.

ensure that community assets are properly cared for over the long-term, including potential replacement.

2.7 Asset Management Plans must comprise transparent, robust, business plans, detailing the standards to which the asset is to be delivered and to ensure that quality and viability are verified.

2.8 As the development grows or plans evolve, further assets will be managed in the same way.

2.9 All transfers of community assets to the stewardship body will be subject to an Asset Verification Process to enable them to be confirmed as fit for purpose. This process will include a clear procedure to be followed where the quality of the asset is found to be sub-standard and where it cannot initially therefore be transferred to the stewardship body. The procedure must ensure that initially sub-standard assets do not remain in a transitional state.

2.10 Community assets will generally be freehold or subject to a long lease at a peppercorn rent (there may be circumstances where other arrangements would be appropriate, but these are likely to be the exception); and may also be leased or utilised in the shorter term for meanwhile purposes, where this serves the community's best interests

CHECKLIST:	
WHAT	BY WHEN
Collaboratively Planned and Designed Community Assets	Full planning or reserved matters application stage
Asset Management Plans	Construction/implementation stage
Asset Delivery	Construction/implementation stage
Final Community Development and Social Value Strategy	Construction/implementation stage





PRINCIPLE 3:

Community development: collaborative planning, delivery and running of place-based community projects

3.1 Community development, like asset development, is the collaborative planning, delivery, and management of a project, supporting the social infrastructure of a community and its sense of ownership and care of a place.

3.2 It is as important as a community's physical infrastructure. Place-based community projects will ensure that the community's needs, and values are understood and enable those needs and values to be incorporated into how assets evolve and are used.

3.3 Such projects can also create opportunities for community collaboration and integration. Projects should be initiated alongside asset development and as soon as there is a community to work with. Projects should be in place, at the latest, by the time of any initial occupations at the site. They can support positive outcomes in relation to the future operation of the sites, e.g. in relation to the transport objectives set out in the HGGT Transport Strategy.

3.4 Developers, and subsequently the stewardship bodies who will inherit the responsibility, should collaboratively plan and deliver community development initiatives

with existing, emerging and neighbouring communities.

3.5 Development creates extensive opportunities for this as every asset and phase of its development enables community participation. Community participation brings benefits to places and assets through wider diversity of input and experience into the design process. It also has the added benefit of enhancing community feeling and bettering perceptions of places (with subsequent measurable social, socio-economic benefits).

3.6 Projects are expected to enable demographic representation, prioritising under-represented groups. They should work in partnership with existing local community and voluntary organisations.

3.7 Community development and Social Value strategies must therefore ensure linkages with other elements of the development of the place including with master planning and the programming of delivery of assets.

3.8 The stewardship body will also be responsible for delivering communication tools and community events, including:

- Welcome packs to new residents and carrying out associated welcome events
- Community events such as art, cultural, and sport festivals and celebrations
- Maintaining a website, newsletter, and community noticeboards to share information

CHECKLIST:	
WHAT	BY WHEN
Draft Community Development and Social Value Strategy	Outline planning application stage
Final Community Development and Social Value Strategy	Full or Reserved Matters planning application stage





PRINCIPLE 4:

A representative and accountable governance structure to develop, deliver and manage stewardship

4.1 To ensure resilience, quality, equality, diversity and inclusion, stewardship governance structures and processes need to meet the following criteria:

- Be accountable to and representative of the community they serve with a representative governance structure;
- Be transparent in the way they are run and governed;
- Be adaptable, innovative entrepreneurial and maintain holistic and balanced approaches across socio-economic, ecological and social requirements;
- Have sufficient financial resources for start-up, development and long-term viability;
- Have the capacity and flexibility to provide the potential to integrate with neighbouring stewardship organisations, where appropriate and where enhanced collective value can be achieved;
- Have the flexibility to change over time to meet changing needs of the Stewardship Body and the community, with regular review periods built in to ensure this is happening.

4.2 The governance structure for the Stewardship Body will provide the necessary legal and strategic framework to enable all of these.

4.3 It will own or lease, assets, be responsible for resources, ensure quality management and be accountable for service delivery, demonstrable benefits, and inclusive community participation.

4.4 A robust governance structure will ensure it achieves the following objectives:

- Assets are properly safeguarded in the public interest, in perpetuity
- Community development and asset development are progressed together to optimise value
- Service delivery is effective and of a high quality
- Resilience is integrated to be able to deal with changing circumstances
- The community is empowered, and accountability is maintained

Governance structure

4.5 It is expected that the stewardship body will:

- Take the form of a charitable trust (such as a community management trust or similar);
- Be supported by a community forum (this is likely to evolve from early engagement work) to ensure local and neighbouring community views inform decision-making, and;
- Make use of a subsidiary body, such as community interest company, to allow commercial flexibility, where necessary.

4.6 A Shadow/Advisory Stewardship Body or Community Forum will be formed at the earliest opportunity to support strategy development and to help shape and inform the establishment of the Stewardship Body and the work it will be responsible for.

4.7 This Shadow/Advisory Stewardship Body will include representation from the local authority, landowners, developer(s), community, and other relevant stakeholders. In order to make the Shadow/Advisory Body and subsequent Stewardship Body accessible

for local community reps, consideration should be given to remuneration for their time.

4.8 Before occupation of the first homes, or completion of the first community asset, the full Stewardship Body will be implemented in place of the Shadow/Advisory Body. It is envisaged that the Stewardship Body will need to be established prior to first occupation of homes in order to be able to collect estate charges from new residents and have the necessary arrangements established from first occupation.

CHECKLIST:	
WHAT	BY WHEN
Shadow/Advisory Stewardship Body or Community Forum	Outline planning application stage
Determine structure, Terms of Reference and representation for Stewardship Body	Full or Reserved Matters planning application stage
Stewardship Body	Occupation Stage





PRINCIPLE 5:

Financial sustainability, resilience, and entrepreneurship

5.1 A long-term viable and prudent Business Plan must be developed which ensures the efficacy and success of the stewardship arrangements, ensuring financial sustainability and properly recognising the costs of the high-quality outcomes to be achieved.

5.2 The Business Plan must recognise the need for the Stewardship Body to be supported by sufficient resource, capacity, and expertise (which may need to be purchased if it is not available within the Body).

5.3 An Outline Business Plan will be expected early in the planning process with a detailed Business Plan prepared once the extent of the assets and community development work is starting to become crystallised, even if only for the initial phases of a development. A detailed Business Plan can evolve as more phases of development come forward.

5.4 Asset Management Plans are to be provided and agreed before the transfer of any assets to the Stewardship Body. Such plans should provide for long term maintenance liabilities over the full life cycle of the asset, including the need for sinking funds to be built up to deal with repair and renewal where appropriate. As a general principle, owners/ developers should remain ultimately responsible for performance and assets should not be transferred until long term sustainable financial arrangements are in place. Equally, transfer of assets should not be delayed too late in a development.

5.5 A diversity of income sources will be available to the Stewardship Body, enabling a flexible, adaptable, and entrepreneurial approach in its financial planning. Diverse income sources will also ensure long term resilience to changing circumstances or unforeseen events. This diversity of income sources will include the endowment of the Stewardship Body with physical assets that can generate a revenue to support their running.

5.6 Any service and estate charges (residential and/or commercial) will be set at and maintained at a reasonable level that is commensurate with the level of cost that is incurred in maintaining or servicing the relevant assets.

5.7 Any service charges will be enforced in an equitable manner without compromising the occupancy or ownership of residents' homes. Charging schedules will be subject to regular reviews to ensure value for money. Services charges will be properly brought to the attention of initial and future prospective residents within marketing materials and wherever else necessary to ensure early awareness.

5.8 The expenditure of the Stewardship Body will fall into four main headings.

Financial subsidy will be required from the developer(s) in the early years of delivery and must be available to allow early development work:

• Development

- Such as early stakeholder engagement and establishing community network.
- Place-shaping through developing strategies, plans and governance.
- Master planning and co-design.

• Governance and quality assurance

- Core infrastructure costs for the stewardship organisation including financial management, staffing and resources, and operations.
- Establishing quality targets, monitoring, and reporting.

• Delivery

- Project costs for community development, and service delivery.

• Ongoing management

- Management and care of all assets transferred to the body, including sinking funds for eventual long-term replacement.
- Facilities management and operation of community facilities.
- Training and upskilling.
- Being flexible, adaptable and entrepreneurial to ensure that opportunities to secure income are explored.

5.9 Stewardship Bodies will need to have the necessary resources and skills to apply for external funding opportunities to further the interests of the local community, however they will not be dependent on external funding to fulfil their responsibilities.

5.10 Appropriate arrangements should be identified and established that allow for independent scrutiny of the operation of the Stewardship Body to be undertaken if there are concerns that it is not operating acceptably. Potential arrangements should also be considered should a Stewardship Body, experience financial difficulties, or become insolvent.

CHECKLIST:	
WHAT	BY WHEN
Outline Business Plan	Outline planning application stage
Detailed Business Plan	Full or Reserved Matters planning application stage
Asset Management Plan	Construction/Implementation Stage





PRINCIPLE 6:

Ambitious Environmental, social, and socio-economic practice and monitoring

6.1 The Stewardship Body will ensure that all its activities are carried out in accordance with ambitious environmental, social and socio-economic practice, taking into account relevant national and local policies and guidance.

6.2 Local policies include:

- This Charter;
- The [HGGT Sustainability Checklist](#);
- The [HGGT Future Quality of Life Monitoring Strategy](#)
- The [HGGT Communications and Engagement Strategy](#)

6.3 Ambitious quality targets should be identified by the Stewardship Body aligned to the following six key themes for healthy growth, where these are within the scope of the activities of the stewardship body:

1. Placemaking and homes.
2. Economy and regeneration.
3. Landscape, ecology, blue and green infrastructure.
4. Sustainable movement.

5. Public health.

6. Social value and culture.

6.4 Transparent and outcome-focused quality assurance and monitoring arrangements will be required. Stewardship monitoring will sit within a wider monitoring framework with targets set out early and reviewed periodically. Many of these will be reviewed through the Garden Town partners Quality of Life Monitoring Strategy, which will include performance indicators linked to the six key themes listed above.

6.5 Examples of positive outcomes that could be identified for monitoring range from enabling positive behaviours for both households individually and for the community collectively e.g. recycling, home composting, school streets, co-design and build of public space, etc to using local small businesses for services and goods.

6.6 The following is a non-exhaustive list from which indicators could be drawn:

- Ecology (habitat creation, protection, and enhancement).
- Recreational uses.

- Climate mitigation and resilience.
- Biodiversity net gain.
- Social value.
- Community cohesion.
- Quality of life.
- Sustainable and active transport (modal shift).
- Economic growth and local job creation.
- Volunteering and skills development.

6.7 It will be expected that a culture of continuous improvement will be incorporated into the running of Stewardship Bodies so that they always seek to improve the quality of their services and deliver enhanced social value wherever possible.

6.8 It will also be expected that the stewardship bodies will share their knowledge with other stewardship ventures (locally and nationally), both to learn from their experiences and celebrate their achievements.

CHECKLIST:	
WHAT	BY WHEN
Draft Monitoring Strategy	Outline planning application stage
Final Monitoring Strategy	Occupation Stage





GLOSSARY OF TERMS

Assets	Buildings, structures, spaces and land constructed or delivered as a result of the development which do not form part of residential properties. A range of these will be transferred to the care of the Stewardship Body. The terminology 'asset' is used in this Charter whether or not the particular building, structure etc may generate income through its use.
Community Development	Actions undertaken to enhance the community being created as a result of the development, its awareness of and sense of ownership and control over the new places being created.
Community Forum	Part of the governance arrangements. A Forum which seeks to ensure that all members of the community have an ability to express their views and influence decision making.
Engagement Strategy	A strategy setting out how all stakeholders will be invited, encouraged and enable to ensure their views are made and taken into account.
Governance	The formal structures and the operation of them through which the agreed stewardship arrangements are implemented.
Harlow and Gilston Garden Town (HGGT)	The whole of the existing town of Harlow and the proposed new communities to be development on land allocated for that purpose in the Garden Town partners Local Plans. These comprise the Gilston Area to the north of Harlow, land to the East Of Harlow, Latton Priory to the south of Harlow and Water Lane to the west of Harlow.
Material Planning Consideration	A matter which is to be taken into account in the determination of planning application proposals, with weight to be assigned to it by the decision maker.
Meanwhile Places/Uses	Spaces, buildings and uses of a temporary nature, put in place prior to the longer term and more permanent use of those buildings etc and which can be used to test initiatives, generate income and community cohesion.

New Communities	The proposals, as part of the Harlow and Gilston Garden Town, for significant new development at the Gilston Area to the north of Harlow, land to the East Of Harlow, Latton Priory to the south of Harlow and Water Lane to the west of Harlow.
Quality Monitoring Framework/ Strategy	The Strategy to be developed and implemented on behalf of the Garden Town partners to monitor the physical, social and socio-economic quality of the Garden Town as it develops. Through the Framework the specific attributes and indicators to be monitored will be identified.
Service Charges	Charges levied on all occupiers of residential and commercial property delivered as part of the development of the new communities and which will form an element of the income of the Stewardship Body.
Shadow/ Advisory Stewardship Body	An early form of the Stewardship Body (see below) which enables engagement and representation to be achieved early in the life of the delivery of stewardship outcomes.
Social Value	The outcome of a range of actions which can be taken to enhance and improve communities, contributing to a more holistic view of how places and projects are valued and what they provide to the community.
Stewardship Body	The body responsible for delivering the agreed stewardship arrangements for new development, through the agreed governance arrangements.

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