



**MEETING** : OVERVIEW AND SCRUTINY COMMITTEE  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : TUESDAY 14 JANUARY 2025  
**TIME** : 7.00 PM

**PLEASE NOTE TIME AND VENUE**

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<https://www.youtube.com/user/EastHertsDistrict>

**MEMBERS OF THE COMMITTEE**

Councillor David Jacobs (Chair)

Councillors D Andrews, P Boylan, E Buckmaster, R Carter, N Clements, N Cox, C Horner (Vice-Chair), G McAndrew, S Nicholls, M Swainston, J Thomas, G Williams and D Woolcombe

**Substitutes**

Conservative Group:	Councillors A Holt and G Williamson
Liberal Democrat Group:	Councillors S Marlow and R Townsend
Labour Group:	Councillor C Redfern
Green Group:	Councillors V Burt, V Smith and S Watson

*(Note: Substitution arrangements must be notified by the absent Member to Democratic Services 24 hours before the meeting)*

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- must not participate in any vote taken on the matter at the meeting;
- must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
- if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
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## AGENDA

1. Apologies

To receive apologies for absence.

2. Minutes - 5 November 2024 (Pages 5 - 16)

To approve as a correct record the Minutes of the meeting held on 5 November 2024.

3. Chairman's Announcements

4. Declarations of Interest

To receive any Members' Declarations of Interest.

5. Draft Parking Strategy 2025 (Pages 17 - 120)

6. Digital Exclusion (Pages 121 - 136)

Paper on digital exclusion in response to Scrutiny request

7. Overview and Scrutiny Committee - Draft Work Programme  
(Pages 137 - 142)

8. Urgent Items

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.



MINUTES OF A MEETING OF THE  
OVERVIEW AND SCRUTINY COMMITTEE  
HELD IN THE COUNCIL CHAMBER,  
WALLFIELDS, HERTFORD ON TUESDAY 5  
NOVEMBER 2024, AT 7.00 PM

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PRESENT: Councillor D Jacobs (Chair)  
Councillors E Buckmaster, R Carter,  
N Clements, A Holt, C Horner, G McAndrew,  
S Nicholls, M Swainston, J Thomas,  
G Williams and D Woollcombe

ALSO PRESENT:  
  
Councillors B Crystall, S Hopewell and  
T Hoskin

OFFICERS IN ATTENDANCE:

Michele Aves	- Committee Support Officer
Peter Mannings	- Committee Support Officer
Jess Khanom-Metaman	- Head of Operations
Ian Sharratt	- The Leisure and Parks Development Manager

221 APOLOGIES

Apologies for absence were submitted from Councillors D Andrews, P Boylan, and N Cox. It was noted that Councillor A Holt was substituting for Councillor P Boylan.

222 MINUTES - 10 SEPTEMBER 2024

Councillor Buckmaster proposed, and Councillor Nicholls seconded, a motion that the Minutes of the meeting held

on 10 September 2024 be confirmed as a correct record and signed by the Chair.

After being put to the meeting and a vote taken, the motion was declared CARRIED.

**RESOLVED** – that the Minutes of the meeting held on 10 September 2024, be confirmed as a correct record, and signed by the Chair.

223 CHAIR'S ANNOUNCEMENTS

There were no Chair's announcements.

224 DECLARATIONS OF INTEREST

There were no declarations of interest.

225 THE USE OF GLYPHOSATE IN GROUNDS MAINTENANCE

The Executive Member for Wellbeing invited the Overview and Scrutiny Committee to consider and comment on the report following the interest expressed by Members in scrutinising the Council's use of Glyphosate. She said that the use of Glyphosate had been a topic of debate for some years now, and this debate had been informed by chemical suppliers and the agriculture industry against a background of environmental groups raising concerns about its safety.

The Executive Member summarised the pros and cons of using Glyphosate. She said that the council previously explored the use of Glyphosate through a scrutiny process to tender the current grounds maintenance contract.

The Executive Member said that the new administration had expressed concerns and raised new questions. The scrutiny proposal form was submitted in September

asking about alternatives and how this herbicide was currently used by the ground's maintenance contractors.

The Executive Member said that the proposal recognised that some local authorities had found in favour of Glyphosate and others were against, and that some had reversed their policies. The proposal had emphasised that this was a topic of public interest and had asked for a greater depth of detail than what had been included in the previous summary bulletin circulated in May.

The Executive Member said that the report provided answers to the questions in the scrutiny proposal form and summarised why and how the council was currently using Glyphosate, offering reassurances about how this use was controlled. The report also explored how the council might choose a way forward taking into consideration the complexity of the debate, advice from our current contractors and the pragmatic issue of cost.

Councillor Buckmaster said that one or two boroughs in Hertfordshire had resolved not to use Glyphosate, but a vast number of councils in Hertfordshire did use Glyphosate on the basis that this substance was the most viable and effective method of control compared to other substances. He said that he believed using Glyphosate was the way forward for the foreseeable future, until a more viable cost effective and effective solution was introduced for treating weeds.

Councillor Carter said that Members needed to consider the use of Glyphosate not just from the point of view of financial cost. She referred to the ecological and biodiversity emergency declared by the council in July and commented on the findings of the 2023 state of nature report which had documented the fall in insect numbers, particularly pollinators on which humans were dependent for food suppliers.

Councillor Carter said that doing nothing was not really viable going forward due to the biodiversity emergency. She said that the increase in the use of pesticides and herbicides was about 20-fold since the 1980s, and there were different methods of controlling weeds. She acknowledged that it was a difficult problem to solve as councils had become dependent on these herbicides to manage the public expectation of no roadside vegetation.

Councillor Carter asked if the council blanket sprayed roadsides or whether spraying was limited to areas where there were weeds. She said that some councils were diluting the amount of pesticide that was being used and were keeping records of the amount of Glyphosate used.

The Leisure and Parks Development Manager said that Glyphosate worked on contact with weeds and was not blanket sprayed. He advised that lances were used in parks whereby chemical was only applied to active plants. He added that where a vehicle was used to control weeds on the highway, there could be a point where it was possible that a gap between active weeds might be sprayed. He would review this with the highway contractor.

Councillor Carter referred to the dilution of Glyphosate by Broxstowe Borough Council. The Leisure and Parks Development Manager confirmed that diluting the herbicide beyond the manufacturer's recommendation would make Glyphosate less effective and an additional application might then be necessary.

Councillor Carter said that many residents did not want Glyphosate used in parks so that dogs and children were not exposed to toxic herbicides. The Leisure and Parks Development Manager said that Glyphosate was used only minimally in the parks along fence lines and around obstacles. He advised that the spraying of footpath edges to prevent weeds encroaching onto paths was useful to

avoid irreversible damage to surfaces and the loss of footpaths.

Councillor Woolcombe talked about the known risks of sprayable weed killers being a carcinogen and anyone who used it was exposed to that risk. He mentioned the safety of the contractors and said that he felt that not quite enough emphasis had been placed on that within the report.

Councillor Woolcombe agreed that a complete ban was not possible due to the cost of the alternatives, and he felt that the Overview and Scrutiny Committee should maintain a watching brief as there might be new alternatives coming forward. He said that anything that Members could do on this committee to mobilise support for wider research into the alternatives, the quicker things could move forward towards the total ban that was desirable for the council to implement.

Councillor Swainston expressed a concern that there was not enough detail for Members to scrutinise in terms of research into Glyphosate and alternative methods of control. She said that research which she had done suggested that there was more evidence that other methods were as effective if a little more expensive initially. She said that this issue needed to be looked at in more depth.

Councillor Swainston said that there was time within the period before the contract was changed to look seriously at methods of control. She expressed a concern that contractors would look at different types of herbicide control without specifying what was being used. She said as Glyphosate had been used so widely, there was a lot of evidence of how toxic or damaging it is and swapping to other chemicals where there was less evidence was not really the way forward.

Councillor Swainston commented that she would like to see the council restrict the use of Glyphosate in terms of the herbicide being used less in open public areas such as parks and playing fields. She cited the example of Glastonbury where Glyphosate was only used on roads, and not in any public areas.

Councillor Williams asked what form of Glyphosate was being used to clear gullies and to weed paths nearer to rivers as one weed killer agent was considered to be harmful to aquatic life. He asked which type of herbicide was used and if the council measured how much potentially ended up in waterways following the spraying of gullies or clearing paths alongside rivers.

The Leisure and Parks Development Manager said that he could not say what specific brand of glyphosate was currently being used by the contractor but could confirm this later. He said that the guidance that the contractors follow will consider not spraying near water for that very reason. He said that contractors would not spray right next to a river, and he could not think of a reason why the council would need to spray next to a river. Members were advised that Officers could look into the possibility of run off from roads including Glyphosate. He said the council was not responsible for tow paths.

The Head of Operations said that Officers had been through a tender process and Officers had delivered what was agreed as part of that process. She said that, as part of this scrutiny process, the council would need to retender the grounds maintenance contract and a cross party working group would be explored as part of the process. She said that there would be specific workshops around the use of Glyphosate.

Members had a general discussion in respect of the merits of a cross party working group and workshops regarding Glyphosate. In reply to a comment from

Councillor Horner regarding the oversight of the activities of the grounds maintenance contractor, the Head of Operations said that there was a contract monitoring team for queries of this nature and all feedback was useful and was welcomed.

The Head of Operations said that she would give Councillor Carter a detailed written answer in respect of the frequency of street sweeping and how this worked in respect of pesticide control and the shared waste service.

The Leisure and Parks Development Manager confirmed to Councillor Williams that Glyphosate was used to control weeds in shrub beds on the highway. He said that most of the shrub beds the council managed were on the highway as part of the agency agreement. He confirmed that there were not many shrub beds in the parks themselves, but Glyphosate was used to control weeds within those shrubs.

The Leisure and Parks Development Manager said that there were many conflicting reports about Glyphosate being a carcinogen. The Head of Operations said that as part of work the council was doing moving forward regarding the pros and cons of Glyphosate, it might be that some independent work could be considered to scrutinise some of the studies to give members a clearer position.

Councillor Clements said that keeping weeds under control was a balancing act between aspirations to reduce the use of herbicide and resident expectation. He noted that, in respect of trade-offs, it will be important to measure the impact of any decisions going forward in relation to the cost of change and whether the required funds might be better spent on more urgent or higher impact issues.

Councillor McAndrew said that the Environment Agency could be asked to attend a future meeting to discuss the matter of water contamination. He said that the Association of Professional Services Excellent (APSE) could be asked what the best practice was around the country in respect of any topic. He referred to the pros and cons of using or not using Glyphosate and unintended consequences. He cited examples of councils that had stopped using Glyphosate and summarised the consequences.

Councillor McAndrew proposed and Councillor Woollcombe seconded, a motion that the Overview and Scrutiny Committee had considered the report and recommended that, within the next 12 months, an all-party work group be formed as part of the process to scrutinise the re-tender or extension of the grounds maintenance contract, to explore the following:

- Whether glyphosate usage at East Herts in the grounds contract has been reduced over more recent years and whether it could be further reduced;
- whether the tender process might include seeking prices to deliver the standards using alternative solutions;
- whether cutting back on or stopping the use of glyphosate might have unintended and undesirable consequences;
- consider whether the Council continue to deliver a service to County to control highway weeds or not in the next agency agreement;
- Overview and Scrutiny Committee to circulate questions and concerns to the Association for Public Service Excellence (APSE) to seek feedback from other local authorities on good practice.

After being put to the meeting and a vote taken, the motion was declared CARRIED.



**RESOLVED** – that Overview and Scrutiny have considered the report and recommended that, within the next 12 months, an all-party work group be formed as part of the process to scrutinise the re-tender or extension of the grounds maintenance contract, that will include exploration of the following:

- Whether glyphosate usage at East Herts in the grounds contract has been reduced over more recent years and whether it could be further reduced;
- whether the tender process might include seeking prices to deliver the standards using alternative solutions;
- whether cutting back on or stopping the use of glyphosate might have unintended and undesirable consequences;
- consider whether the Council continue to deliver a service to County to control highway weeds or not in the next agency agreement;
- Overview and Scrutiny Committee to circulate questions and concerns to the Association for Public Service Excellence (APSE) to seek feedback from other local authorities on good practice.

## 226 OVERVIEW AND SCRUTINY COMMITTEE - DRAFT WORK PROGRAMME

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The Committee Support Officer submitted the work programme report and drew Members' attention to the list of potential items for scrutiny detailed at paragraph 2.3 of the report. Members were invited to consider this list and determine the work programme going forward.

The Committee Support Officer reminded Members to complete the scrutiny proposal form. He said that the

Parking Engagement Strategy was in the work programme for the January meeting and the March meeting was for Housing.

Councillor Buckmaster said that heat pumps could probably be removed from the work programme, as council policies had been adjusted since the outcome of an appeal. He thought that the residents who were concerned about this were more satisfied than they were.

Councillor McAndrew referred to the item entitled IT and Cyber Security and he had thought from earlier discussions that this was IT and digitalisation of the council services. The Chair invited the Members to complete the scrutiny proposal form to formulate the questions and refine this topic.

Councillor Nicholls mentioned that the matter of IT and cyber security came up regularly at the Audit and Governance Committee where there were quarterly risk reports. The Chair said that Members needed to complete the form to construct an argument for this matter to be considered by Overview and Scrutiny.

Councillor Horner said that he noted the inclusion of the anti-racism charter, and he had noted that the Executive forward plan included the Equalities Strategy coming to Executive in February 2025. He commented on whether these two matters could be consolidated into one topic for the Overview and Scrutiny meeting in January 2025.

The Chair said that the Head of Communications, Strategy and Policy had offered to report to Overview and Scrutiny Committee in respect of the UK Shared Prosperity Funding (UKSPF), which had been extended. He had offered to give an update on how this funding was being spent. The Chair said that he would welcome that and this topic could be included on the work programme in either January or March 2025.

The Committee were supportive of the above suggested changes and additions to the work programme. Councillor Jacobs proposed and Councillor Horner seconded a motion that the 2024/25 Overview and Scrutiny Committee work programme in Appendix 1, be agreed subject to the following changes:

- The topic of Heat pumps be removed from the work programme;
- UK Shared Prosperity Fund (UKSPF) considered on either 14 January 2025 or 4 March 2025;
- Scrutiny proposal forms be submitted to refine the topic relating to IT and Cyber Security and the digitalisation of council services;
- The anti-racism charter and the Equalities Strategy be consolidated into one topic for the meeting in January 2025.

After being put to the meeting and a vote taken, the motion was declared CARRIED.

**RESOLVED** – that the 2024/25 Overview and Scrutiny Committee work programme in Appendix 1, be agreed subject to the following changes:

- The topic of Heat pumps be removed from the work programme;
- UK Shared Prosperity Fund (UKSPF) considered on either 14 January 2025 or 4 March 2025;
- Scrutiny proposal forms be submitted to refine the topic relating to IT and Cyber Security and the digitalisation of council services;
- The anti-racism charter and the Equalities Strategy be consolidated into one topic for the meeting in January 2025.

227 URGENT ITEMS

There was no urgent business.

The meeting closed at 8.05 pm

Chairman .....

Date .....

## East Herts Council Report

### Overview and Scrutiny Committee

**Date of meeting:** 14 January 2025

**Report by:** Councillor Tim Hoskin, Executive Member for Environmental Sustainability

**Report title:** DRAFT Parking Strategy 2025

**Ward(s) affected:** All

### Summary

- This report presents to Overview and Scrutiny members the draft version of the Parking Strategy for East Hertfordshire following public consultation and engagement.

### RECOMMENDATIONS FOR Overview and Scrutiny Committee:

- (A) To consider and provide comments on the parking strategy (Appendix B) to the Executive Member for Environmental Sustainability for consideration prior presenting to the Executive and Council; and**
- (B) To comment on the proposed changes effective from April 2025 for consideration by the Executive as described in paragraph 2 "proposals".**

### 1.0 Background

- 1.1 In response to the climate emergency and in alignment with East Herts' new Corporate Plan, this Parking Strategy has been designed to ensure the Council effectively manages parking demand while addressing

the challenges of population growth and high rates of car ownership. The Council aims to discourage inessential car journeys and promote more sustainable alternatives, particularly for short trips. This will be critical in reducing congestion, optimising parking space usage, and tackles issues related to air pollution, climate change, and road safety.

- 1.2 In Feb 2024, Council approved a £1.75m income target for parking for financial years 25/26 – 27/28 . This strategy sets the strategic context and principles by which changes may be approved to support the achievement of income and wider ambitions of the Council. In August 2024, officers commissioned Citisense to support the development of the strategy. Following the adoption of the Listening Council principles, there was a strong focus on resident/business engagement early on in the process prior developing the strategy. Just over 1700 responses were received following our public engagement survey online and in person sessions in Autumn 2024, the consultation report can be found in **Appendix A**.
- 1.3 General themes coming out of the engagement sessions and online feedback were as follows:
  - 1.3.1 Respondents were concerned that emission-based charges/discounts for electric vehicles (EV) might negatively impact people that cannot afford an EV.
  - 1.3.2 Linked to this, respondents were concerned about the impact of a diesel surcharge for people who cannot afford to replace their diesel vehicles. There was appreciation for lower emission vehicles being better for the environment.
  - 1.3.3 There were mixed views on off-peak and on-peak charging. Concerns were raised about how this might impact businesses and local workers.
  - 1.3.4 There was no significant opinion regarding a review of charging levels for different groups

however respondents felt there needed to be more support for businesses.

1.3.5 Respondents were concerned that a review of the all-day charge could impact town centre employees but could support it if there was a concession for workers.

1.3.6 There was recognition that parking charges in the different types of towns should be different and that charges should be less complicated.

1.3.7 Regarding a workplace levy, respondents were concerned about the negative impact on employees.

1.3.8 Some respondents felt car sharing initiatives should be explored further.

1.4 A summary of the parking strategy is described in the following sections. A copy of the strategy can be found in **Appendix B**.

#### Strategic Aims

1.5 The three key strategic aims of the Parking Strategy are centred around sustainability, community wellbeing and economic prosperity which link back to the corporate plan and other associated strategies as listed in the strategy (page 6). In a number of areas pricing is used as a tool to motivate behaviour change.

#### ***Sustainability***

Care for the environment by managing parking in a way that reduces transport-related air pollution and carbon emissions.

#### ***Community Wellbeing***

Ensure parking management supports diverse transportation needs and facilitates access to services for all community members.

#### ***Economic Prosperity***

Enhance town centre vitality by ensuring efficient use of parking spaces and reducing congestion, making East Herts attractive to businesses and visitors.

- 1.6 The strategic aims have guided the three key objectives which determine the actions for delivery: **Alternative, Balanced and Considerate**

### **Alternative**

1. Support motorists to consider alternatives, whether that be the take-up of more environmentally friendly vehicles and sustainable alternatives to driving.

### **Balanced**

2. Take a more balanced approach to parking by making changes to make it fairer, easier and more consistent across East Herts.

### **Considerate**

3. Adopting a more environmentally considerate approach to managing parking services throughout East Herts.

- 1.7 To achieve these objectives, a set of 22 actions have been developed which will be explored in the short, medium, and long-term. These actions range from altering pricing structures to encourage behaviour change to abolishing the use of paper-based permits and procedures. This Strategy will function as an evolving framework, allowing the Council to review and refine actions as needed and in response to ongoing monitoring.

- 1.8 The Strategy and consultation report can be found in **Appendix A and B** along with an Equalities Impact Assessment in **Appendix C**.



- 1.9 To be successful in delivering these actions the Council recognises that it cannot be a direct deliverer of change alone, we must work with partners to maximise our impact. To this end we will adopt a number of roles as follows:
- Be direct **deliverer** for change
  - Act as a **facilitator** for change
  - Play a **lobbying** role for change

Below is a summary of actions extracted from the parking strategy.

## Key actions – Parking Strategy

REF	Objective	Action	Strategic Aim	Role	Timescale	Lead
AA1	Alternative	Promote the use of cycling by improving cycling infrastructure and storage throughout East Herts.	Sustainability Community Well-being	Lobbying	Short term	Comms Planning Parking
AA2	Alternative	Work with the Hertfordshire County Council/Schools to engage and educate families on alternative modes of transport and enforcing where required.	Sustainability Community Well-being	Facilitator	Medium	Comms Parking
AA3	Alternative	Collaborate with partners to expand the provision of off-street and on-street EV charge point infrastructure	Sustainability	Deliverer (off street) Lobbying	Medium	Housing and Health
AA4	Alternative	Introduce time-based pricing for parking whereby there are higher tariffs during peak times and lower tariffs during off-peak times.	Economic prosperity	Deliverer	Medium	Parking
AA5	Alternative	Explore opportunities to implement an emissions-based charging structure to permit parking or car park charges.	Sustainability	Deliverer	Long	Parking
AA6	Alternative	Lobby Hertfordshire County Council and public transport providers to enhance public transportation infrastructure.	Sustainability	Lobbying	Long	Planning
BA1	Balanced	Review the all-day parking tariff option for some town centre car parks to better utilise car parking spaces for shoppers/users.	Sustainability Economic Prosperity	Deliverer	Short	Parking
BA2	Balanced	Review parking tariffs to maximise the use of under-utilised car parks and rationalise car parking where appropriate.	Sustainability	Deliverer	Short	Parking

BA3	Balanced	Benchmark parking charges against neighbouring or similar authorities.	Economic Prosperity	Deliverer	Short	Parking
BA4	Balanced	Review parking tariffs to increase dwell time and spending in high footfall areas.	Economic Prosperity	Deliverer	Medium	Parking
BA5	Balanced	Review all off street concession or free parking	Sustainability	Deliverer	Medium	Parking
BA6	Balanced	Review existing charges, including locations and hours. Work to make charges easier, fairer and more consistent while acknowledging the different characteristics of each town and village	Economic Prosperity	Deliverer	Short	Parking
BA7	Balanced	Review the current Resident Permit Zones (RPZs) and changes for new RPZs.	Community Well being	Deliverer	Short	Parking
BA8	Balanced	Exploring the introduction of business and resident permits for car parks.	Economic Prosperity	Deliverer	Medium	Parking
BA9	Balanced	Conduct a district-wide review of the functionality and operability of all pay and display machines.	Community Wellbeing	Deliverer	Medium	Parking
CA1	Considerate	Promote existing support for Carers to park throughout the district.	Community Wellbeing	Deliverer	Short	Comms
CA2	Considerate	Encourage the use of virtual permits over paper permits to facilitate a more environmentally conscious approach.	Sustainability	Deliverer	Medium	Parking
CA3	Considerate	Regularly review car park capacity	Sustainability	Deliverer	Medium	Parking
CA4	Considerate	Review charge levels for vehicles based on size, including motorcycles.	Sustainability Community Wellbeing	Deliverer	Medium	Parking
CA5	Considerate	Improve parking enforcement operations to ensure they actively contribute to environmental objectives.	Sustainability	Deliverer	Medium	Parking

CA6	Considerate	Explore opportunities to provide incentives for car-sharing/car-pooling	Sustainability	Facilitator	Long term	Housing and Health
CA7	Considerate	Explore the cessation of paper pay and display (P&D) tickets as part of wider considerations for asset replacement of P&D machines.	Sustainability	Deliverer	Long term	Parking

## **2.0 Proposals**

2.1 The strategy provides a set of guiding actions and principles which will inform work packages for delivery. Significant changes in parking often require an Off Street Parking Places Order or a Traffic Regulation Order (TRO) which could take up to 2yrs to deliver.

2.2 In order to progress elements of the strategy, there are a number of actions which can be progressed for April 2025 delivery. The first action being:

- *BA2 - Review existing charges, including locations and hours. Work to make charges easier, fairer and more consistent while acknowledging the different characteristics of each town and village.*

2.3 Previously the Council has agreed an annual uplift of parking charges at either 2.5% or in line with CPI. Following the feedback through the consultation and engagement sessions it was evident that access to services and facilities in different areas of the District varied. This is recognised within the strategy and a re-categorisation of car parks is proposed as follows for the purpose of pricing, making it fairer, easier and consistent dependant on the category. Please note this does not relate to the designation of the car parks.

### **2.4 Destination Car Parks**

- a. These are car parks in areas with greater access to services and facilities including leisure, theatre, parks, shops, café/restaurants and public transport. Generally, there is a higher footfall in these areas by local people, businesses and visitors, as well as a greater number of commercial units. It is proposed that these car parks have standardised parking tariffs for consistency making it easier to understand. In these areas the 1hr rate increases to £1.20 and continues to increase in a linear manner by £1.20 per hour up to 5hrs. Car parks which are proposed to be categorised as destination car parks are listed below with a full listed of changes to

## April 2025 charges in **Appendix D:**

- b. In Bishop's Stortford
  - i. Crown Terrace A
  - ii. Jackson Square
  - iii. Link Road
  
- c. In Hertford
  - i. Gascoyne Way
  - ii. St Andrew Street
  - iii. Hartham Common
  - iv. Wallfields
  - v. Hartham Lane
  - vi. Port Vale
  
- d. In Ware
  - i. Kibes Lane North
  - ii. Library
  - iii. Baldock Street CP
  - iv. Priory Street CP

### **2.5 Long Stay Car Parks**

These are usually long stay car parks which are set further away from services where long stay is preferred to free up short stay car parking spaces for shoppers/users of the town centres. The aim here is to encourage customer turnover, supporting local businesses and reducing idling. Standard long stay parking tariffs are applied in these car parks. These car parks include:

- Crown Terrace B (Bishop's Stortford)
- Kibes Lane South (Ware)
- Old London Road (Hertford)

### **2.6 Local Car Parks**

These car parks are situated in areas with lower footfall than a destination car park. They are more likely to be used by local

people than visitors. These include Bowling Green lane (Buntingford), Bell Street (Sawbridgeworth) and High Street (Stanstead Abbots). Given the recent introduction of charging at High Street car park in Stanstead Abbots and its use by local residents for overnight parking, the charging rates have been reviewed and will be reduced for April 25-March 26 to support residents and businesses through the changes. There will be an uplift in the more established chargeable local car parks at Bowling green lane and Bell street car parks. A further review of all charges and hours of operations for local car parks is proposed through consultation via the Traffic Regulation Order process. The proposal will seek to streamline the tariffs in all 3 local car parks.

## **2.7 Explore Car Parks**

These are car parks where we know changes need to be made to either increase usage or displace usage in line with objectives:

- *BA1 - Review parking tariffs to maximise the use of under-utilised car parks and rationalise car parking where appropriate and*
- *BA2 -Review the all-day parking tariff option for some town centre car parks to better utilise car parking spaces for shoppers/users.*

Car parks included in this category include:

- Northgate End (NGE)
- Grange Paddocks A
- Elm Road
- Basbow Lane
- Apton Road
- Amwell East CP
- Amwell West CP

2.8 Northgate End car park was a £24m investment to support the development of the town through the Old River Lane Project. The car park is heavily underutilised with almost 3 floors vacant. To encourage usage it is proposed that there is a freeze on pricing for 25/26. We know from Remembrance Sunday where the car

park was free to use, that motorists did in fact use the car park which could suggest that the perception of the car park could be changing if pricing is pitched correctly. The underutilisation of NGE car park could suggest that there is an oversupply of car parking in the town. It may be difficult to fully understand to what extent until the development at ORL is complete and further information gathered to determine rationalisation. Additionally, to encourage displacement to Northgate End car park the all-day tariff for Apton Road, Basbow Lane and Elm Road are proposed to increase to £7.80 in line with the differential charging principle that was agreed at Council in December 2023. It has also been identified that there is pressure on the car parks at Grange Paddocks leisure centre B&C, a price freeze at NGE should support use of the car park as well as a price freeze on Car Park A (Mon-Sat) at Grange Paddocks for 25/26 whilst explorative work takes place to review the car parking at Grange Paddocks.

- 2.9 Additionally, areas that can progressed include the development of the parking enforcement contract specification ensuring there is a greater level of environmentally sustainable approaches to delivery. This would be in addition to the use of electric vehicles by staff, reducing paper and air quality monitors for civil enforcement officers. It is proposed that the contract is developed in this way.

### **Medium Term**

- 2.10 There are a number of tariffs that could be explored further which would require public consultation to support decision making, it is therefore proposed that based on the objectives highlighted below the following proposals are put forward for consultation prior to a decision being taken:

- Objective CA4 - Review charge levels for vehicles based on size, including motorcycles.
- ***Proposal – introduce a charging system based on vehicle size including motorcycles***
- ***Proposal - Trial a vehicle size based Resident Parking Zone permit scheme for all new RPZ schemes.***



- Objective BA4 - Review parking tariffs to improve dwell time in high footfall areas
- ***Proposal – Removal of the free 30mins parking (off-street)***
- Objective AA5 - Explore opportunities to implement an emissions-based charging structure to permit parking or car park charges.
- ***Proposal - Trial an emissions based Resident Parking Zone permit scheme for all new RPZ schemes.***
- Objective BA5 - Review all off street concession and free parking
- ***Proposal – Introduce a charge for blue badge bays***
- ***Proposal – Introduce a charge to limited waiting bays (On-street) via pay phone only***
- Objective BA7 - Exploring the introduction of business and resident permits for car parks.
- ***Proposal – Introduce a season ticket or permit for businesses and residents who use car parks on a regular basis, making payments easier.***

2.11 A summary of proposals requiring public consultation via TRO are summarised in the table below:

<b>No.</b>	<b>Proposal</b>
1	Streamline parking charges/tariffs and hours of operation at local car parks
2	Changes to parking charges/tariffs and hours of operation in Grange Paddocks.
3	Introduce a charging system based on vehicle size including motorcycles
4	Trial a vehicle size based Resident Parking Zone permit scheme for all new RPZ schemes.
5	Removal of the free 30mins parking (off-street)
6	Trial an emissions based Resident Parking Zone permit scheme for all new RPZ schemes.

7	Introduce a charge for blue badge bays
8	Introduce a charge to limited waiting bays (On-street) via pay phone only
9	Introduce a season ticket or permit for businesses and residents who use car parks on a regular basis and overnight, making payment transaction easier.

### **3.0 Reason(s)**

- 3.1 The development of a new parking strategy is part of the Council's corporate plan. Monitoring and evaluation of the strategy and its objectives and policies will occur annually via Overview and Scrutiny.
- 3.2 To remain relevant and responsive, this Strategy will function as an evolving framework, capable of adapting to emerging issues and challenges. A flexible approach will allow the Council to review and refine actions as needed and in response to ongoing monitoring, ensuring the actions continue to align with the Council's overarching aims of environmental sustainability, economic growth, and community well-being.
- 3.3 In order to measure the success of the strategy and its actions, officers (cross services) will develop measures to demonstrate the contribution of the parking strategy to (this is not an exhaustive list):
- 1.3.1 Air quality and congestion
  - 1.3.2 Feedback from businesses /spend
  - 1.3.3 Car parking transaction data

### **4.0 Options**

- 4.1 In the context of changing driving/parking behaviour to support environmental sustainability priorities a strategy that provides guiding principle for future developments will aid decision making. Additionally, the Council has already approved an income target of £1.75m for parking services, a strategy that carefully considers the wider strategic context ensuring tariff changes are

justified and not simply increased will allow the Council to balance parking demand/needs whilst support the financial forecast and sustainability ambitions. Not having a strategy in place will make it difficult to rationalise changes to parking, this is not recommended.

## **5.0 Risks**

- 5.1 There are risks associated with price increases and changes in terms of parking behaviour and potential displacement to parking on-street.

## **6.0 Implications/Consultations**

- 6.1 Consultation and engagement took place prior to the development of the strategy as highlighted in the consultation report. Views of respondents have been taking into consideration. Further public consultation via the TRO process would be required prior to a decision for implementation for proposal highlighted in section 2.11.

### **Community Safety**

No

### **Data Protection**

No

### **Equalities**

An Equalities Impact Assessment has been carried out for the items changes linked to **Appendix D** and proposals described in para 2.11.

### **Environmental Sustainability**

A key strategic aim of this strategy is sustainability, over 60% of the actions relate to sustainability.

### **Financial**

Assumptions have been made on parking behaviour based on changes to pricing. It is anticipated that there will be a reduction in the use of Elm Road car park – projections are based on a 50% reduction in usage. Northgate End projections are based on a 10% increase in usage compared to 24/25 projections. Overall, it is anticipated that for 25/26

approximately 70% of the targeted income will be achieved with the remainder being achieved in future years.

Benchmarking data on tariffs can be found in **Appendix E**.

### **Health and Safety**

No

### **Human Resources**

No

### **Human Rights**

No

### **Legal**

The changes to the tariffs as described in paragraphs 2.2-2.8 may be implemented by the advertising of a Notice of Variation 21 days prior to the date of implementation pursuant to section 35C of the Road Traffic Regulation Act 1984 (as amended). All proposals listed in 2.11 will require a Traffic Regulation Order.

### **Specific Wards**

All

## **7.0 Background papers, appendices and other relevant material**

- **Appendix A** – Consultation and Engagement Report
- **Appendix B** – East Herts Parking Strategy
- **Appendix C** – Equalities Impact Assessment
- **Appendix D** – Proposed pricing changes to April 2025
- **Appendix E** – Benchmarking data on tariffs

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# East Herts Parking Strategy Development

## RESIDENT ENGAGEMENT REPORT

DECEMBER 2024



# Executive Summary

The engagement to gather feedback on resident views on parking in East Herts ran from 3 September until 11 October 2024.



There were 1,702 total responses:

- 1641 online survey responses
- 61 attendees at the in-person events

**93%** of survey respondents were residents.

**99%** of respondents were car owners



## Emission-based charges/Discounts for EVs

Respondents were concerned this would impact people who can't afford an EV. Respondents in favour of the proposal suggested including hybrids in the discount.

## Off-peak/on-peak parking charges

Respondents were concerned that the charges would reduce visits to businesses. The second most common sentiment was support for the proposal.

## Diesel surcharge

Respondents felt this might impact low-income people who can't replace their car. Respondents in favour of the proposal felt it would have a positive environmental impact.

## Review charge levels for different groups

Respondents did not have a strong opinion on this proposal. Several were in favour of a reduced charge for carers and subsidies or support for businesses.

## Review all-day tariff option

Respondents were concerned for town employees. Many were supportive of the proposal as long as these employees received concessions.



## Easier, fairer, and more consistent charges

Many respondents felt charging should not be the same as each town was different. However, many respondents also felt that charges should be less complicated.

## Workplace parking levy

Respondents felt this would be beneficial where public transit was in place or for larger businesses. Respondents were concerned about negative impacts on employees.

## Car-sharing incentives

Respondents felt car-sharing wasn't practical for everyone and were unsure of how it would be monitored. Others felt the proposal was worth trialling.

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# Introduction

## Background

In response to pressing environmental, social, and financial challenges, East Herts District Council (EHDC) commissioned Citisense to lead a public engagement period to gather feedback on parking in the district. The public engagement period was conducted from **3 September to 11 October 2024**, providing residents, businesses, and stakeholders with an opportunity to share their views through an online survey or during seven in-person engagement sessions. Respondents were able to comment on 8 proposal initiatives put forward by EHDC as well as provide other comments about parking generally. This Resident Engagement Report presents a breakdown of the feedback, highlighting key themes, concerns, and suggestions raised by the community.

## Objectives

Public demand for a more efficient, fair, and convenient parking system underscores the need for continual evaluation and enhancement of services. The purpose of this public engagement is to understand how EHDC can align parking practices with the council's broader goals of promoting sustainable travel, improving air quality, and fostering a healthier, more accessible environment. Engaging stakeholders—including residents, businesses, and visitors—is central to ensuring parking practices continue to meet diverse community needs. The feedback received during the public engagement will be used to shape East Herts' updated Parking Strategy, which is set to be developed later in the year.

## The proposals

Engagement respondents were asked to provide feedback on the following 8 proposals, which fall under three overarching aims. The 8 proposals consulted upon seek to create a fairer and more effective parking system, reflecting East Herts District Council's commitment to sustainability and community well-being. This feedback has been carefully analysed and summarised in the Proposal Feedback section of this report.

### **Aim: Using parking charges to support the take-up of more sustainable and environmentally friendly vehicles:**

Proposal 1: Different permit charges based on vehicle emissions including a lower charge for electric vehicles or EV discounts in car parks.

Proposal 2: Time-based pricing for parking, e.g. a higher tariff at peak times, and lower charges at off-peak times.

Proposal 3: Introduction of a diesel surcharge.

Proposal 4: Review of charge levels for Motorcycles, Carers, Off-street parking, Businesses, and Car Clubs.

### **Aim: Making changes to charging in car parks to make them fairer and more consistent across East Herts:**

Proposal 5: Review the all-day parking tariff option for some town centre car parks.

Proposal 6: Making parking charges easier, fairer and more consistent across East Herts by reviewing existing charges, including locations and hours.

### **Aim: Making changes to workplace parking charges in town centres to encourage more sustainable travel to work:**

Proposal 7: Introducing a workplace parking levy.

Proposal 8: Offering incentives for car-sharing/car-pooling.

# Engagement

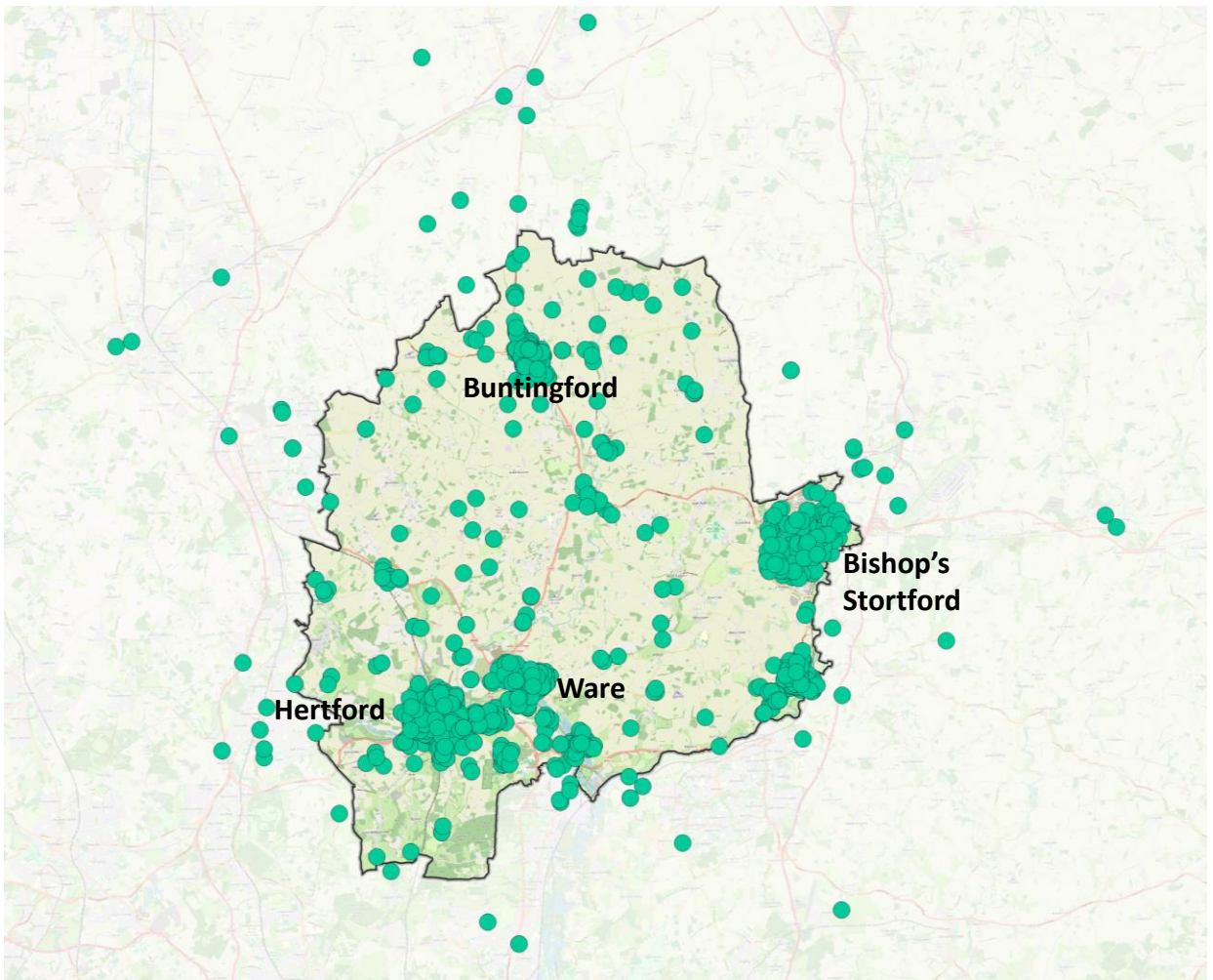
## Engagement overview

Respondents could provide feedback by filling in an online survey on the [engagement webpage](#), sending comments by post or email, or attending one of multiple events held throughout East Herts.

The engagement survey included a combination of free-text and multiple-choice questions designed to understand the respondent's current concerns with parking in the area and gather their feedback on the proposals. The survey also included demographic questions.

In total, there were **1,641** responses to the engagement survey and **61** attendees at events.

Responses came from across East Herts, with the largest share of respondents from Hertford and then Bishop's Stortford. Buntingford and the surrounding are also saw a high response rate.



Data is based on voluntary responses from the online survey and may not represent all respondents.

## Demographics of survey respondents

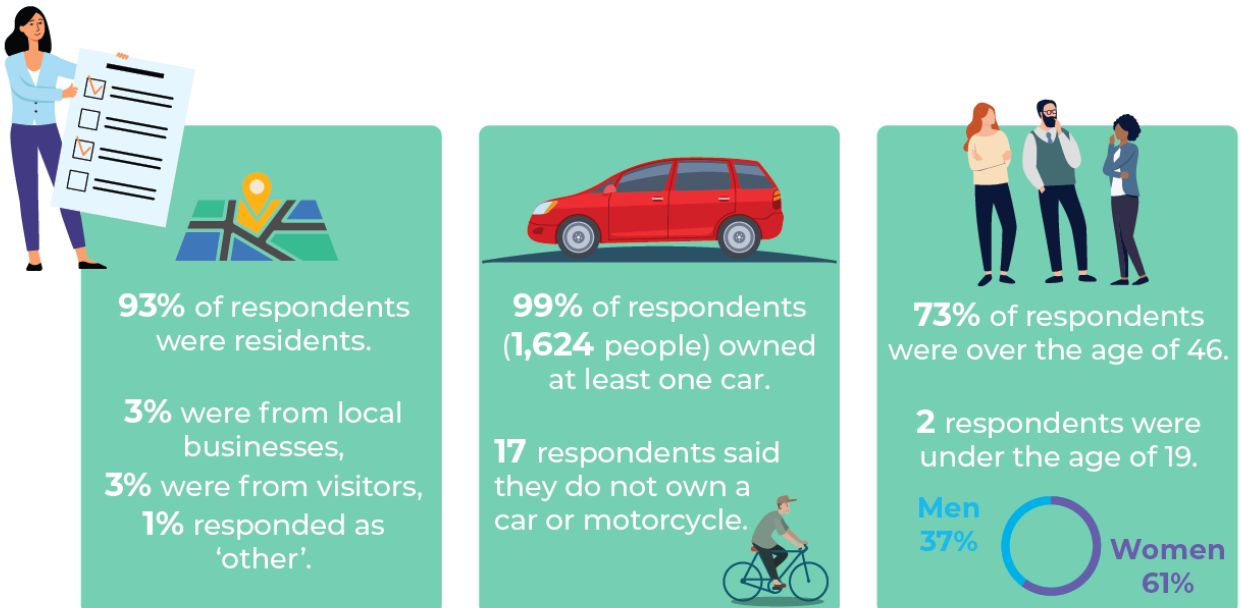
The engagement survey received **1,641** responses, with most participants being East Herts residents (93%), aligning with the district's population focus. Businesses (3%) and visitors (3%) provided additional perspectives on parking challenges.

**Age Representation:** Respondents were largely aged 31 and above, with 73% falling into the 46–60 and 61+ categories. Younger groups under 30 were underrepresented, comprising just 4.3% of responses, compared to 14% of the district's population aged 20–34<sup>1</sup>.

**Gender Representation:** Women accounted for 61% of respondents, compared to 37% men, suggesting higher engagement from women. This imbalance may influence the nature of the feedback.

**Vehicle Ownership:** Reflecting the district's high car ownership rate of 88%<sup>2</sup>, most respondents reported frequent car use. This underscores the importance of parking policies that balance environmental objectives with the needs of a car-dependent population.

**Conclusion:** While responses generally reflect the local population, gaps exist in representing younger residents. Expanding outreach in future engagement will ensure the strategy addresses the needs of all demographic groups in East Herts.



Data is based on voluntary responses from the online survey and may not represent all respondents.

## Events

7 events were held across 6 different locations throughout the engagement period. A breakdown of these is shown below.

Events were structured in a workshop style focussing on the issues and opportunities of each proposal. Attendees were invited to discuss each proposal and record their thoughts. A breakdown of comments is included within this report.

### Breakdown of events and attendees:

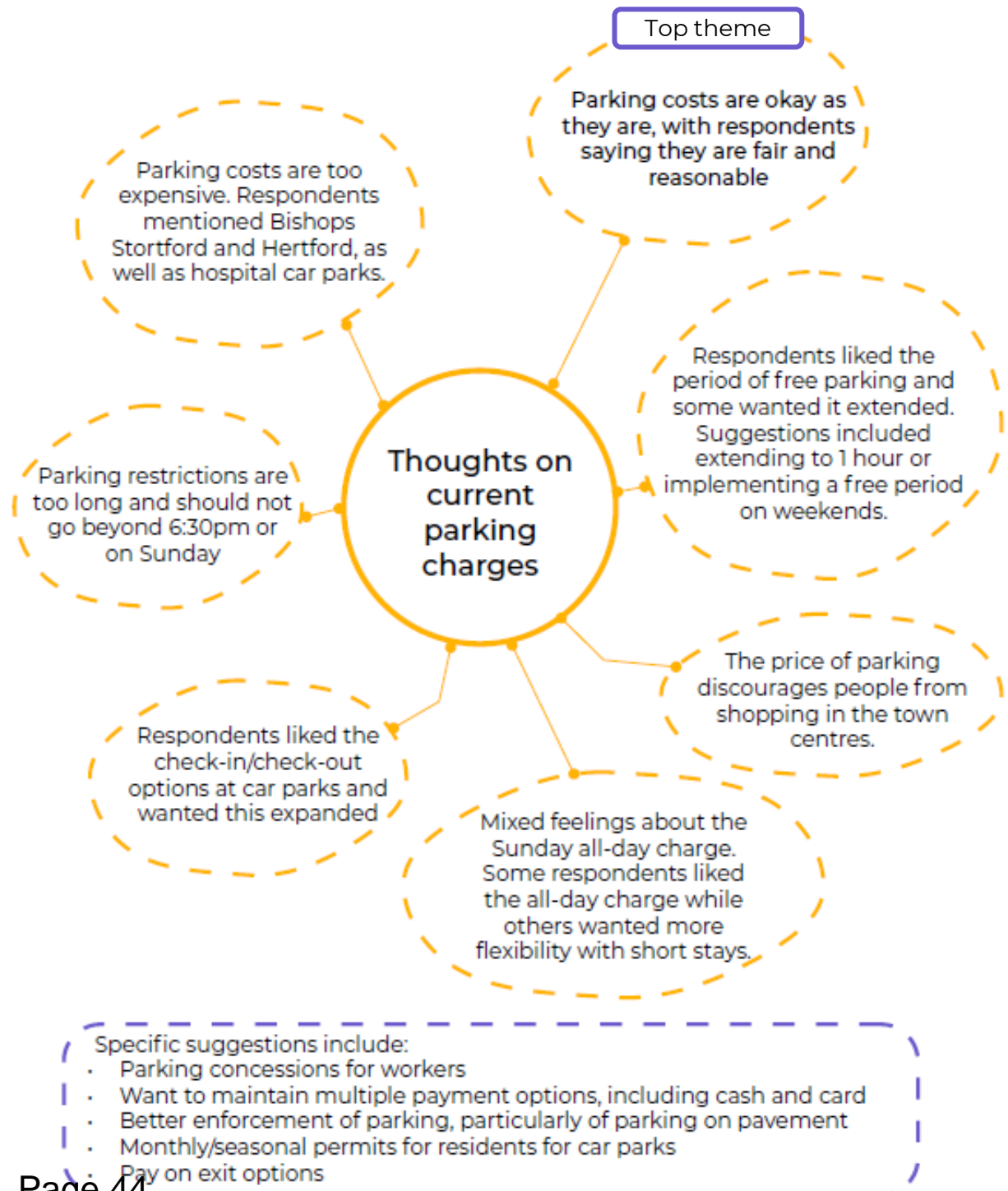
Date	Time	Location	Venue	Attendees recorded
<b>Mon 9th Sept 2024</b>	1pm – 2.30pm	Bishop's Stortford (1st)	St Michael's Mead Community Centre	11 total <b>(2 public, 3 East Herts Officers, 5 Cllrs, 2 Consultants)</b>
<b>Weds 11th Sept</b>	1.30pm – 3pm	Sawbridgeworth	Sawbridgeworth Town Council – Council Chamber	15 total <b>(9 public, 2 East Herts Officers, 2 Cllrs, 2 Consultants)</b>
<b>Tues 24th Sept</b>	1.30pm to 3pm	Buntingford	Seth Ward Community Centre	24 total <b>(18 public, 2 East Herts Officers, 2 Cllrs, 2 Consultants)</b>
<b>Tues 24th Sept</b>	6pm – 7.30pm	Hertford	East Herts Council Chamber	13 total <b>(5 public, 2 East Herts Officers, 4 Cllrs, 2 Consultants)</b>
<b>Fri 27th Sept</b>	6.30pm – 8pm	Ware	Ware Town Council Priory Hall	20 total <b>(13 public, 2 East Herts Officers, 3 Cllrs, 2 Consultants)</b>
<b>Tues 8 Oct</b>	6pm – 7.30pm	Bishops Stortford (2nd)	Grange Paddocks Sports Centre	7 total <b>(3 public, 2 East Herts officers, 2 Cllrs)</b>
<b>Weds 9 Oct</b>	2pm – 3.30pm	Stanstead Abbots	Stanstead Abbots parish hall	17 total <b>(11 public, 3 officers, 2 Cllrs), 1 MP's representative</b>

## Survey feedback: Thoughts on parking

To understand the perception of current parking conditions and facilities in people's areas, survey respondents were asked:

### What do you think about current car park charges in your area?

**1,521** respondents provided feedback. A summary of their responses is shown below.



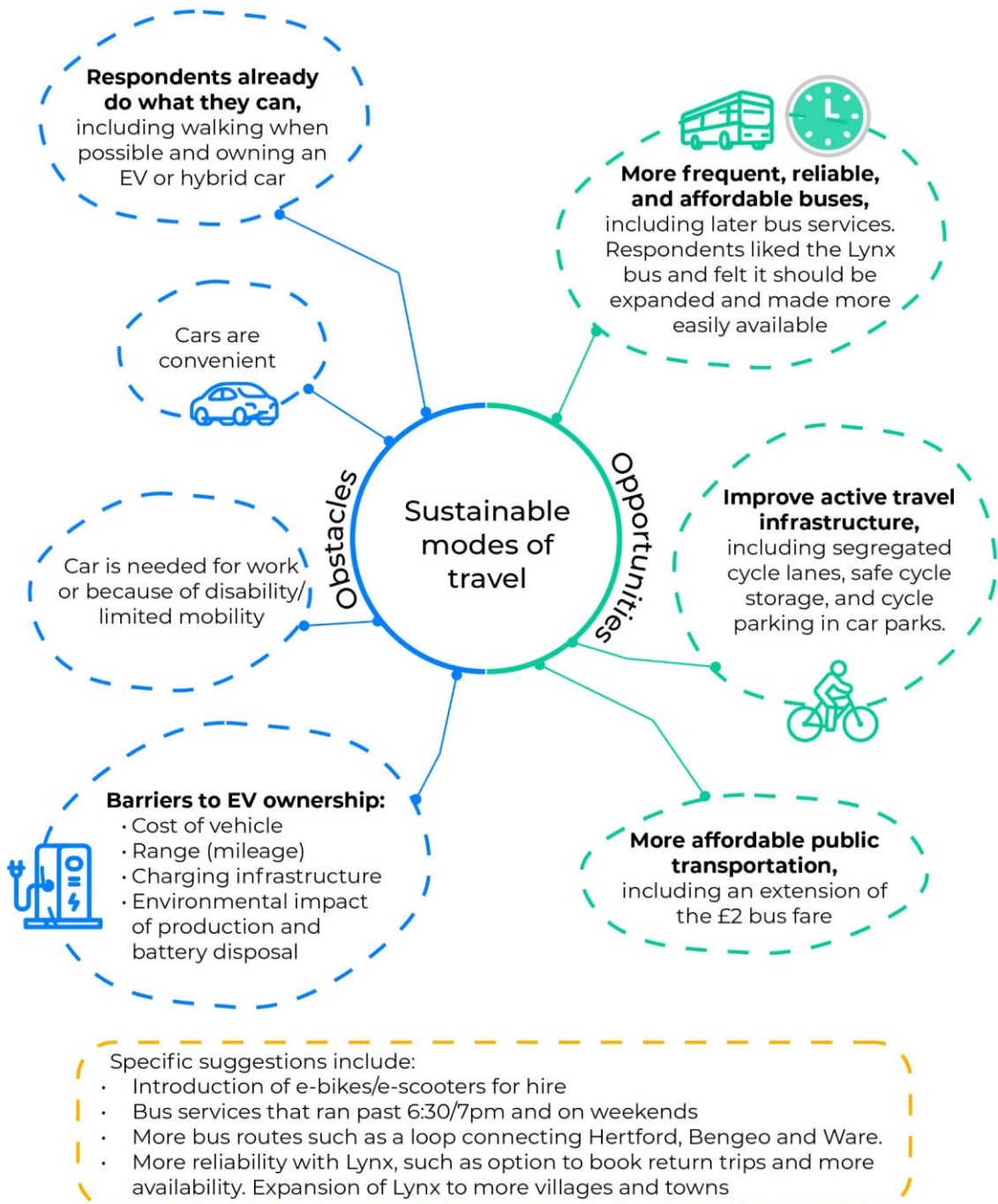


## Survey feedback: Thoughts on sustainable travel

To understand issues and opportunities with sustainable modes of travel, survey respondents were asked:

### What, if anything, would encourage you to switch to a more sustainable vehicle/mode of travel for regular journeys?

1,324 respondents provided feedback. A summary of their responses is shown below.



## Survey feedback: Sentiment analysis

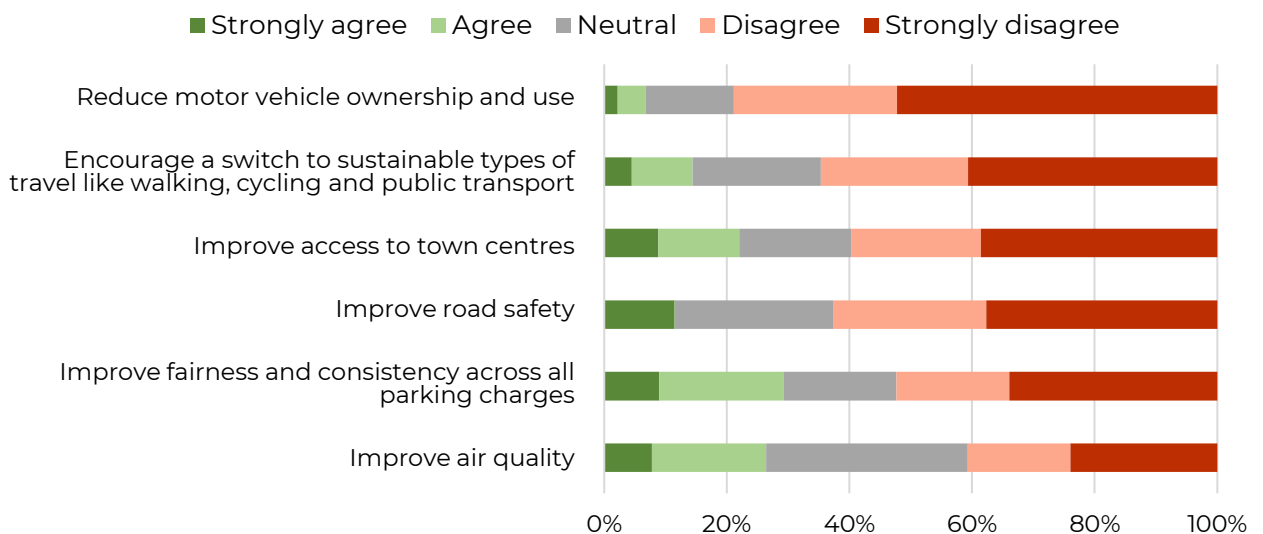
The council wants a parking strategy that supports its wider sustainable and environmental objectives. To help the council understand how the East Herts community perceives various parking proposals in connection with wider objectives, respondents were asked whether they felt the proposals would support a range of related aspirations. People were asked:

### **Overall, to what extent do you agree or disagree that the proposals would help:**

- **Improve access to town centres**
- **Improve fairness and consistency across all parking charges**
- **Improve air quality**
- **Reduce motor vehicle ownership and use**
- **Improve road safety**
- **Encourage a switch to sustainable types of travel like walking, cycling and public transport**

A majority of respondents agreed or were neutral that the proposals would help improve air quality. Respondents were divided as to whether the proposals would improve fairness and consistency across charging. For the rest of the objectives, most respondents disagreed that the proposals would help achieve them.

To what extent do you agree or disagree that the proposals would help:



Data is based on voluntary responses from the online survey and may not represent all respondents.

# Proposal Feedback

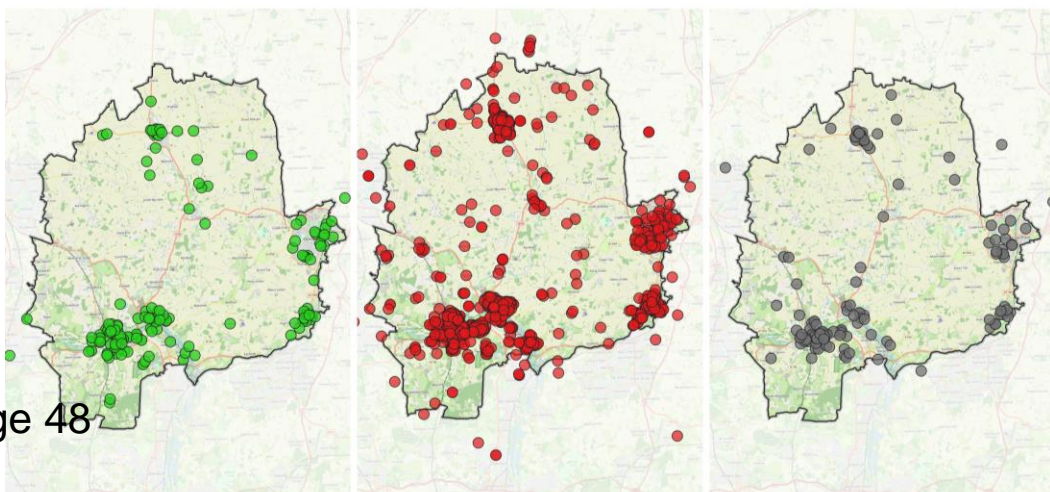
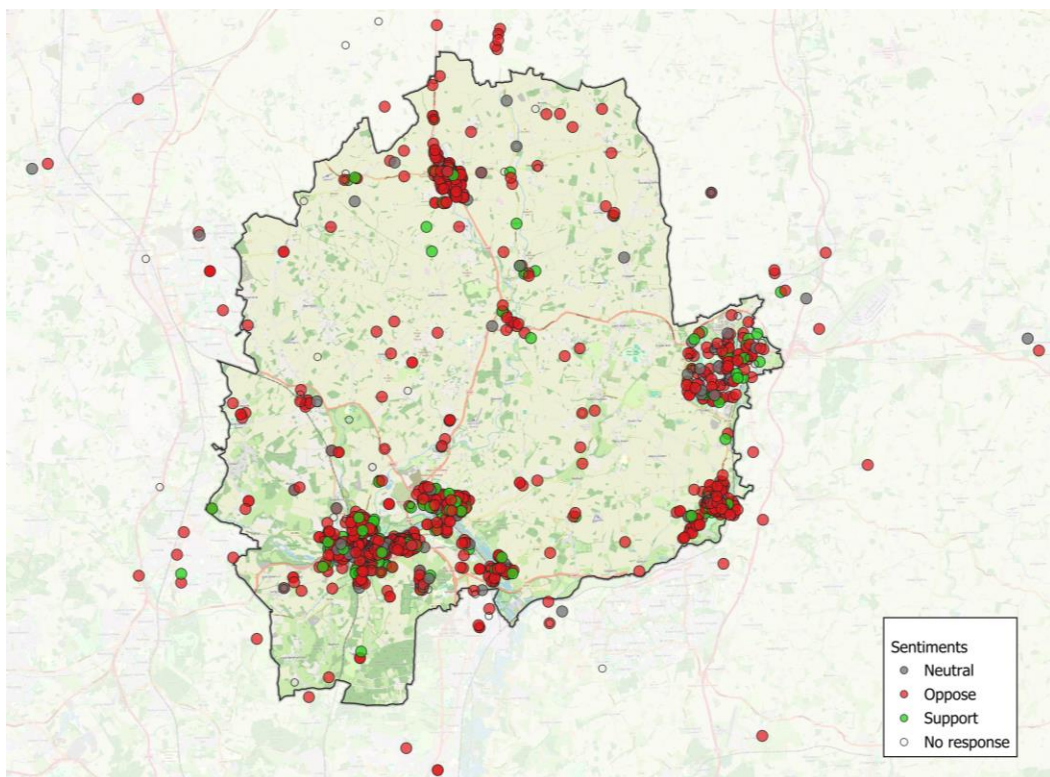
## Survey feedback: Proposal 1

### Different permit charges based on vehicle emissions including a lower charge for electric vehicles or EV discounts in car parks.

Survey respondents were asked:

**Please use this space to give your views on either the potentially positive or negative aspects of our proposal for changes to permit charges based on vehicle emissions including a lower charge for electric vehicles or EV discounts in car parks.**

**1,373** respondents provided feedback. Respondents have been mapped below and their locations cross-referenced with their general sentiment towards this proposal.



## Survey feedback: Proposal 1

### Different permit charges based on vehicle emissions including a lower charge for electric vehicles or EV discounts in car parks.

These responses have been analysed and an overview of the top ten themes is included below. Details on all the themes expressed are available in Appendix A.

Top Theme	Details
Penalises those who cannot afford an EV	Proposal unfairly impacts motorists who cannot afford to purchase an EV. Similarly, it benefits those who can afford an EV, who are often wealthier and do not need a discount on parking charges.
Need to improve EV infrastructure	There are not enough EV charging stations. Respondents also noted that the proposal unfairly impacts households who cannot easily access charging, such as those who live in flats or with on-street parking.
Concerns proposal will have negative impact on business	Respondents felt the proposal would lead to increased charges for some, which would discourage these motorists from visiting the town centres.
EVs are not always more environmentally-friendly	EVs also have a negative environmental impact, including using electricity produced from non-renewable sources, emissions from car manufacturing, and lack of recycling procedures for their batteries.
Need improved public transportation or active travel infrastructure	Respondents commented that improvements to public transport and active travel infrastructure would be more beneficial or are needed before proposals like this are implemented. Respondents requested safer cycle/walking paths in Hertford and Stortford and more public transit serving Buntingford.
Partially supportive of proposal	Respondents were partially supportive of the proposal, particularly if EVs were given a discount but no other charges were raised. Respondents were also more supportive if the proposal covered hybrids as well or was a larger scheme based on carbon emission bands or ULEZ standards rather than simply an EV discount.
EVs are too expensive	Respondents commented that the high price of EVs was a barrier to purchasing them.
Parking charges will not incentivise a switch to EV	Discounts for EVs would not be enough of an incentive to encourage people to buy an EV. Rather, the high cost to purchase and run an EV are the real barriers.
Proposal penalises drivers	Proposal is unfair to motorists, particularly those people who need to drive, including working parents, older residents, and those in rural areas.
Oppose proposal with no details	Respondents commented that they opposed the proposal and did not provide additional feedback or reasonings.



## Event feedback: Proposal 1

The themes that emerged from the feedback received at the in-person events are shown below, along with which events these themes were expressed.

BS = Bishop's Stortford; SA = Stanstead Abbots

	Theme and details	Event location
Issues	<b>Affordability</b> EVs are unaffordable to some people, especially low-income households	BS; Buntingford; Hertford; Sawbridgeworth; SA; Ware
	<b>Fairness</b> <ul style="list-style-type: none"> <li>Favours those who can afford new vehicles</li> <li>May disproportionately impact elderly people who need to drive</li> <li>Car tax rates are already based on emissions so people will be double-charged</li> <li>Previous government encouraged diesel vehicles</li> <li>Lack of public transportation</li> </ul>	BS; Buntingford; Hertford; SA; Ware
	<b>EV concerns</b> <ul style="list-style-type: none"> <li>They are often larger and heavier</li> <li>Lack of charging infrastructure</li> </ul>	BS; Buntingford; Hertford; Sawbridgeworth; SA; Ware
	<b>Parking displacement</b> People will avoid car parks if charges are higher and use on-street parking instead.	Buntingford; SA; Ware
	<b>Impact on business</b> Higher charges will discourage people from visiting businesses.	Buntingford; Sawbridgeworth; Ware
Opportunities	<b>Scrappage scheme</b> Could also develop a scrappage scheme to provide financial support for switching to a cleaner vehicle.	BS
	<b>Infrastructure improvements</b> Links well with greater investment in EV charging infrastructure or in investment in active travel like shared cargo bikes.	BS; Buntingford
	<b>Other ideas</b> <ul style="list-style-type: none"> <li>Charge by vehicle weight or size</li> <li>Charge for when vehicle is in motion rather than when parked</li> <li>Apply discount to hybrids as well</li> </ul>	Hertford; SA; Ware
	<b>Environmental benefits</b> Will support cleaner air and more active travel for shorter journeys	BS; Buntingford; Hertford; Ware

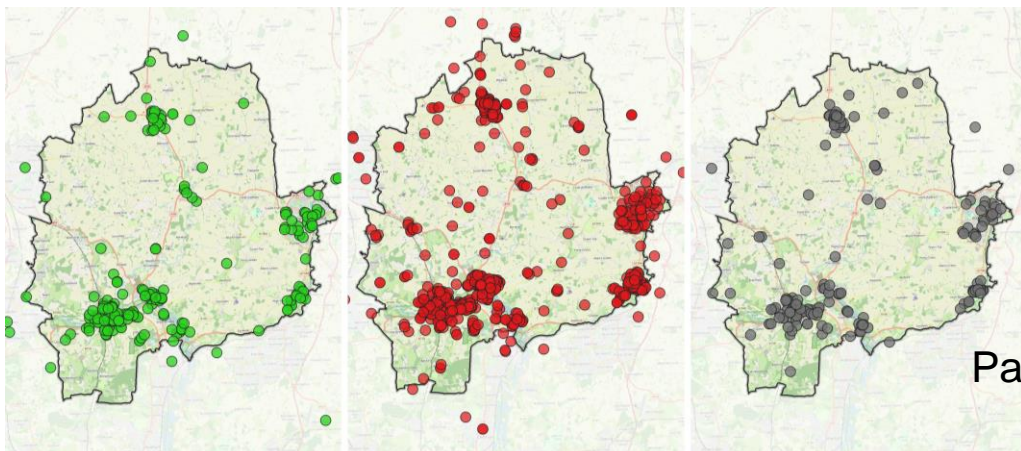
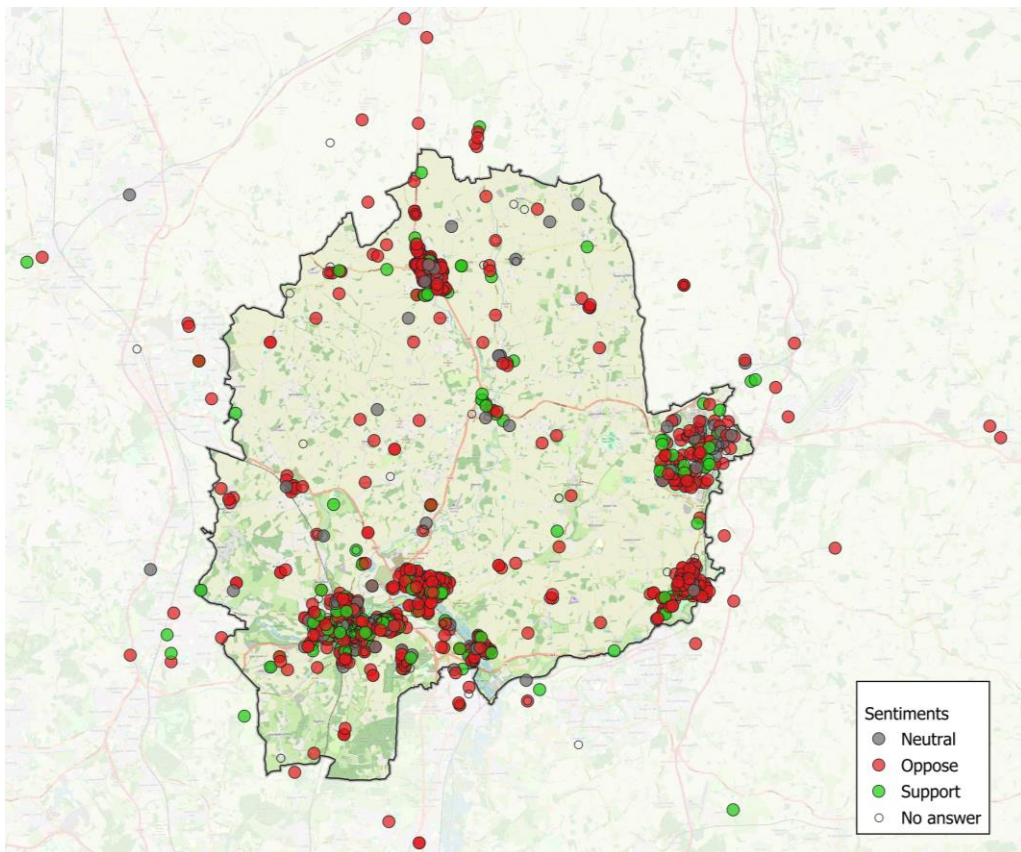
## Survey feedback: Proposal 2

### Time-based pricing for parking

Survey respondents were asked:

**Please use this space to give your views on either the potentially positive or negative aspects of our proposal for Time-based pricing for parking, e.g. a higher tariff at peak times, and lower charges at off-peak times.**

**1,351** respondents provided feedback. Respondents have been mapped below and their locations cross-referenced with their general sentiment towards this proposal.



## Survey feedback: Proposal 2

### Time-based pricing for parking

Reponses have been analysed and an overview of the top ten themes is included below. Details on all the themes expressed are available in Appendix A.

Top Theme	Details
Concerns proposal will have negative impact on business	Respondents were concerned peak times could coincide with businesses' opening hours and would therefore discourage people from visiting these businesses because of higher or confusing charges.
Support proposal with no details	Respondents commented that they were supportive or agreed with the proposal and did not provide additional feedback or reasonings.
It is hard for some to avoid peak times	People do not have the flexibility to adjust their driving schedules to off-peak times. Specific groups mentioned include parents and those with doctors or other time-restricted appointments.
Proposal will make charges too complicated	Concerns that remembering the off and on-peak times will be confusing and that it will be costly to implement the proposal.
Town workers will be negatively impacted	People who work in the town need to park and will be impacted by the on-peak pricing. Respondents commented that these workers are often low-income. Proposal may also make it difficult for businesses to recruit and retain workers.
Aim of proposal is to generate income for council	Respondents felt that the proposal was intended to generate income for the council and not to achieve environmental or other objectives.
Oppose proposal with no details	Respondents commented that they opposed the proposal and did not provide additional feedback or reasonings.
Respondents want reduced parking charges or longer free parking periods	Respondents commented that charges are already too high. Some respondents wanted free parking in the evenings or on Sundays.
Partially support the proposal	Respondents partially supported the proposal as long as: <ul style="list-style-type: none"> <li>• Concessions or considerations could be made for town workers</li> <li>• If charges were cheaper in the evenings and weekends</li> <li>• If price were reasonable</li> </ul>
Concerns about parking displacement	Concerns that increases in charges would push people to park in surrounding residential streets or to park illegally and unsafely.



## Event feedback: Proposal 2

The themes that emerged from the feedback received at the in-person events are shown below, along with which events these themes were expressed.

BS = Bishop's Stortford; SA = Stanstead Abbots

	Theme and details	Event location
Issues	<b>Complicated</b> May be difficult to understand	BS; Ware; SA; Hertford
	<b>Fairness</b> <ul style="list-style-type: none"> <li>Person's schedule determines whether they can visit during off-peak times</li> <li>Not suitable in all towns/villages (e.g. Sawbridgeworth; Buntingford)</li> </ul>	BS; SA; Sawbridgeworth; Buntingford
	<b>Impact on commuters</b> Commuters need parking near the train station	Ware
	<b>Parking displacement</b> People will avoid car parks if charges are higher and use on-street parking.	Ware; SA; Hertford
	<b>Impact on business</b> Higher charges will discourage people from visiting businesses	Hertford; Sawbridgeworth; Buntingford
Opportunities	<b>Seasonal passes</b> Could provide seasonal parking tickets for workers/residents or a rebate system	BS; Ware; SA; Sawbridgeworth; Buntingford
	<b>Fairness</b> Will create a system based on supply and demand, with commuters being charged fairly	BS
	<b>Ease congestion</b> Higher charges during on-peak will free up spaces (especially from commuters) so people can more easily find parking.	Ware; SA; Sawbridgeworth; Buntingford
	<b>Promote economic activity</b> Cheaper parking during off-peak may encourage people to visit	Ware; SA; Sawbridgeworth
	<b>Other ideas:</b> <ul style="list-style-type: none"> <li>Could move long-stay away from town centre but make it cheaper</li> <li>Car parks that are more central could be more expensive.</li> </ul>	Hertford; Sawbridgeworth
	<b>Environmental benefits</b> Will reduce pollution particularly during peak times	BS

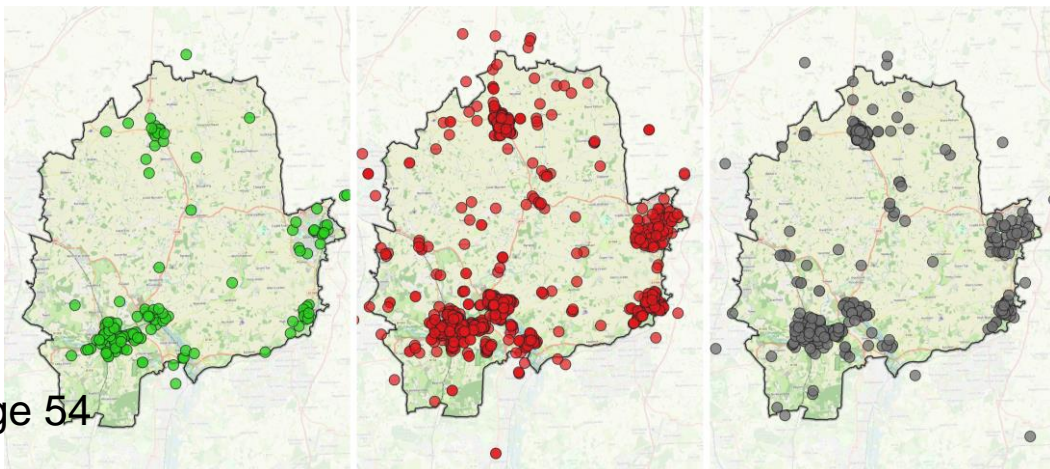
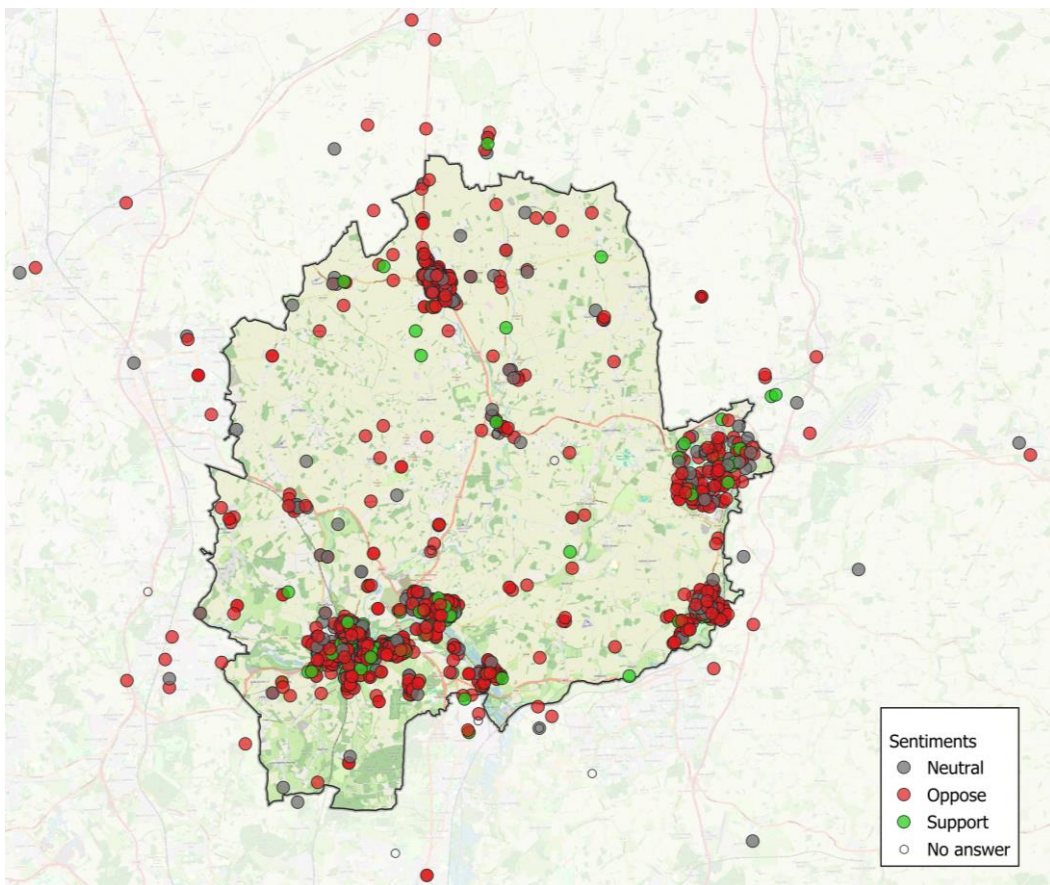
## Survey feedback: Proposal 3

### Introduction of a diesel surcharge.

Survey respondents were asked:

**Please use this space to give your views on either the potentially positive or negative aspects of our proposal for the introduction of a diesel surcharge.**

**1,254** respondents provided feedback. Respondents have been mapped below and their locations cross-referenced with their general sentiment towards this proposal.



## Survey feedback: Proposal 3

### Introduction of a diesel surcharge.

Reponses have been analysed and an overview of the top ten themes is included below. Details on all the themes expressed are available in Appendix A.

Top Theme	Details
Impacts low-income people	Proposal penalises low-income households who cannot afford to change their diesel vehicles to a non-diesel vehicle and will have to pay the surcharge.
Unfair because government encouraged people to buy diesel	Previous government promoted the purchase of diesel vehicles as more economical and more environmentally friendly. People should not be punished for following government advice.
Proposal will hurt businesses and town centres	Higher charges will discourage people from visiting the town centres, which will negatively impact businesses. Diesels are also often used by tradespeople and farmers, who will therefore be unfairly impacted by the proposal.
Diesel can be less polluting than alternative fuels	Diesel vehicles, especially new ones, are low-emission and can be as clean as petrol vehicles. Respondents noted that some are ULEZ-compliant. Respondents also noted that EVs damage the road as they are heavier, and their production has environmental implications.
Respondents cannot afford new vehicle	Some respondents commented that they would be unable to afford to switch out their diesel vehicle for a non-diesel vehicle.
Support proposal with no details	Respondents commented that they were supportive or agreed with the proposal and did not provide additional feedback or reasonings.
Oppose proposal with no details	Respondents commented that they opposed the proposal and did not provide additional feedback or reasonings.
Proposal penalises diesel motorists or motorists generally	Proposal discriminates against people who own a certain type of vehicle. Some respondents noted that rural people or farmers may need diesel vehicles.
Proposal is not needed	Proposal is unnecessary as diesel vehicles are naturally being phased out. Some respondents commented that air pollution was not an issue while others felt the bigger issue was lorries/vans or idling.
Proposal will not work	Proposal is not enough to push people to change their vehicles. Diesel motorists will pay the extra charge or may park on surrounding roads instead.

## Event feedback: Proposal 3

The themes that emerged from the feedback received at the in-person events are shown below, along with which events these themes were expressed.

BS = Bishop's Stortford; SA = Stanstead Abbots

	Theme and details	Event location
Issues	<b>Affordability/Fairness</b> Some people cannot afford to replace their diesel cars, including low-income and elderly. Some people like traders and rural people are more likely to own diesel	BS; Ware; SA; Hertford; Sawbridgeworth; Buntingford
	<b>Complicated</b> Charges may become complicated to understand and pay	SA; Hertford
	<b>Concerns with EVs</b> Diesel can be more environmentally friendly than EVs. EVs are large and heavy and there is a lack of EV infrastructure	Ware; BS; SA; Hertford; Sawbridgeworth; Buntingford
	<b>Diesel was encouraged</b> Previous government encouraged use of diesel vehicles	SA; Buntingford
	<b>Impact on business</b> Concerns that charges will dissuade visitors.	Buntingford
	<b>Parking displacement</b> Higher charges may push people to park on residential streets	Hertford
Opportunities	<b>Scrappage scheme</b> Could offer a scrappage scheme or some financial support for scrapping diesel vehicle.	Ware; BS; Sawbridgeworth; Buntingford
	<b>Monitoring</b> Could utilise ANPR to implement the proposal	BS
	<b>Implement slowly</b> Proposal may work if implemented slowly, giving people enough time to switch to a non-diesel	Sawbridgeworth
	<b>Other ideas:</b> Would support an emissions-based charging or size-based	BS; SA; Hertford; Sawbridgeworth
	<b>Environmental benefits</b> Will reduce pollution for all demographics including low-income people	BS; Ware; Hertford; Buntingford



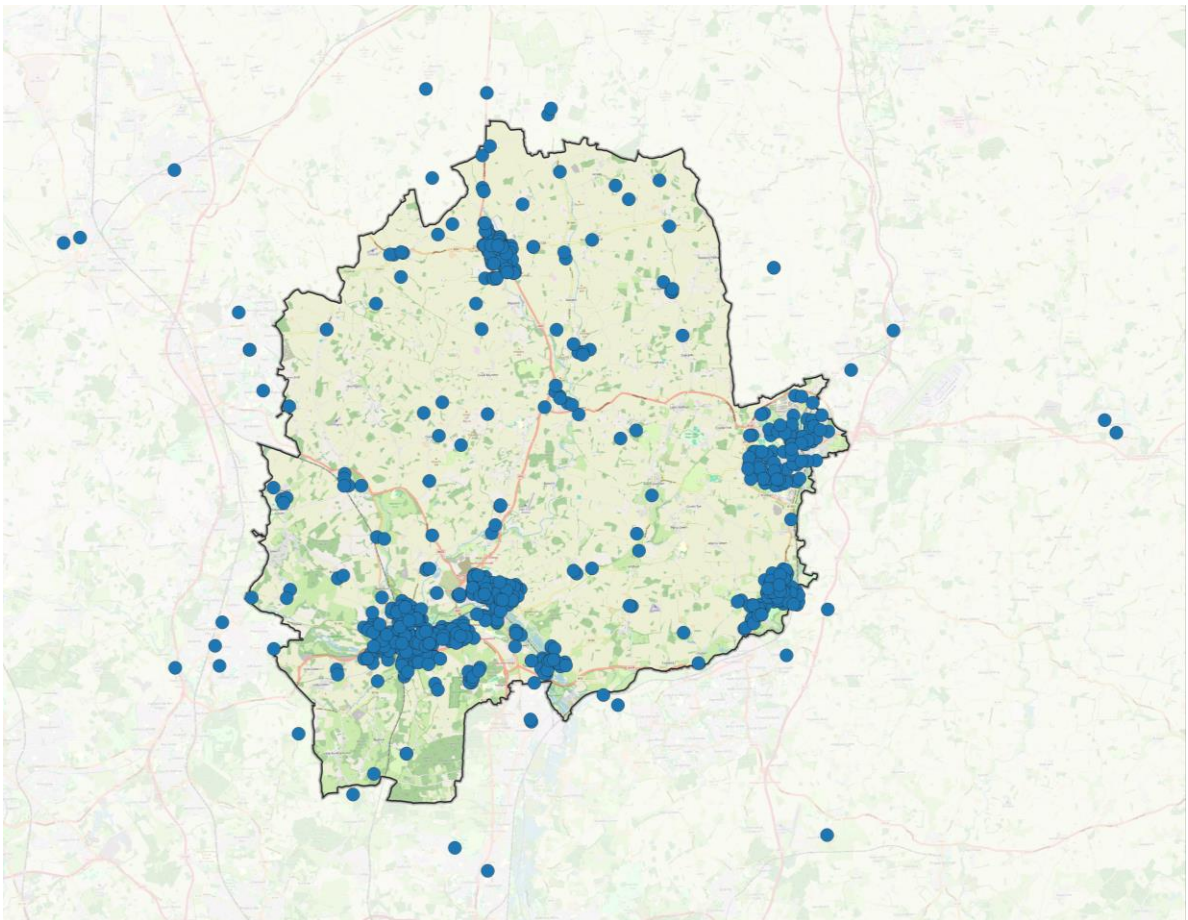
## Survey feedback: Proposal 4

### **Review of charge levels for Motorcycles, Carers, Off-street parking, Businesses, and Car Clubs.**

Survey respondents were asked:

**Please use this space to give your views on either the potentially positive or negative aspects of our proposal for a review of charge levels for Motorcycles, Carers, Off-street parking, Businesses, and Car Clubs.**

**1,021** respondents provided feedback. Respondents have been mapped below. An analysis of general sentiment is not available, as respondents could express support for certain aspects of the proposal while opposing others, making it difficult to categorize the overall sentiment.



## Survey feedback: Proposal 4

### Review of charge levels for Motorcycles, Carers, Off-street parking, Businesses, and Car Clubs.

Reponses have been analysed and an overview of the top ten themes is included below. Details on all the themes expressed are available in Appendix A.

Top Theme	Details
No view or unsure	Respondents said they did not have an opinion or were unsure of what the proposal would entail.
Carer permits – support a free or reduced fees	Respondents were in favour of reduced or free parking charges for carers, especially as they can be low-paid. Some noted that this should only be offered when they are actively working.
Proposal is too complicated	Different levels of charging may be difficult or expensive for the council to implement and manage.
Support proposal with no additional details	Respondents commented that they were supportive or agreed with the proposal and did not provide additional feedback or reasonings.
Oppose proposal with no additional details	Respondents commented that they opposed the proposal and did not provide additional feedback or reasonings.
Businesses – support subsidies or support offers	Respondents were in favour of reduced fees or support more generally for businesses and their employees. This could entail a reasonable day-rate or a seasonal pass.
Proposal will have negative impacts on businesses	Respondents were concerned about hurting businesses with increased charges or were concerned that general charge increases would discourage visitors/shoppers.
Support a reduction for all listed groups	Respondents supported a reduction in parking charges for all the groups in the proposal.
Proposal is not needed	A review is not needed and changes to charging levels would not have a big impact on these groups and their driving behaviour.
Aim of proposal is to generate income for council	Respondents felt that the proposal was intended to generate income for the council and not to achieve environmental or other objectives.

## Event feedback: Proposal 4

The themes that emerged from the feedback received at the in-person events are shown below, along with which events these themes were expressed.

BS = Bishop's Stortford; SA = Stanstead Abbots

	Theme and details	Event location
Issues	<b>Complicated</b> Proposal is too complicated to administer; difficult to define carers	SA; Sawbridgeworth; BS
	<b>Affordability</b> Parking charges might be prohibitive and don't want to penalize low-income people or town workers; there may be an intersection between low-income and blue badge holders.	Ware; Buntingford; BS
	<b>Lack of alternative options</b> Need better public transportation infrastructure or other options for travel	Ware; Sawbridgeworth
	<b>Impact on business</b> Concerns about negatively impacted businesses and workers.	BS
	<b>Parking displacement</b> Want to encourage use of car park over alternatives	Ware; SA; Hertford; Sawbridgeworth; Buntingford;
Opportunities	<b>Free or reduced charges</b> <ul style="list-style-type: none"> <li>• Car clubs – free</li> <li>• Business employees – allowances</li> <li>• Blue badge holders – free</li> <li>• Carers – free</li> </ul>	Ware; SA; Hertford; Sawbridgeworth; Buntingford; BS
	<b>New charges</b> <ul style="list-style-type: none"> <li>• Charges for motorcycles if they take up a space or proportional to the space they use</li> <li>• Charge more for bigger bays</li> <li>• Income-based charges for blue badge holders</li> <li>• Charge businesses as long as it's not based on to workers</li> </ul>	Ware; SA; Hertford; Buntingford; BS
	<b>Support active travel</b> Install more secure cycle parking or dedicated parking for cyclists in town centres.	SA; BS
	<b>Infrastructure improvements</b> <ul style="list-style-type: none"> <li>• Need larger bays and more disabled bays</li> <li>• Dedicated motorcycle bays</li> </ul>	Hertford; Sawbridgeworth
	<b>Incentives for local shopping</b> Provide rebates for those visiting local shops	Buntingford



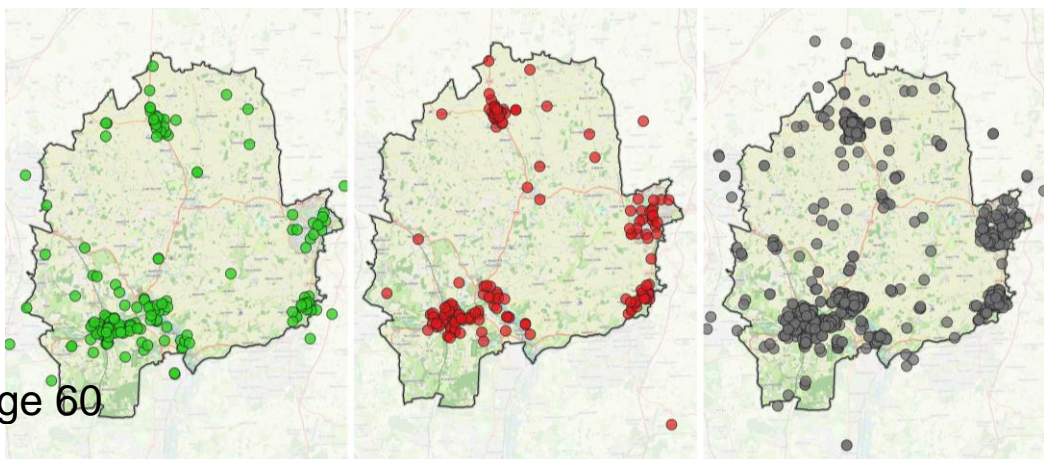
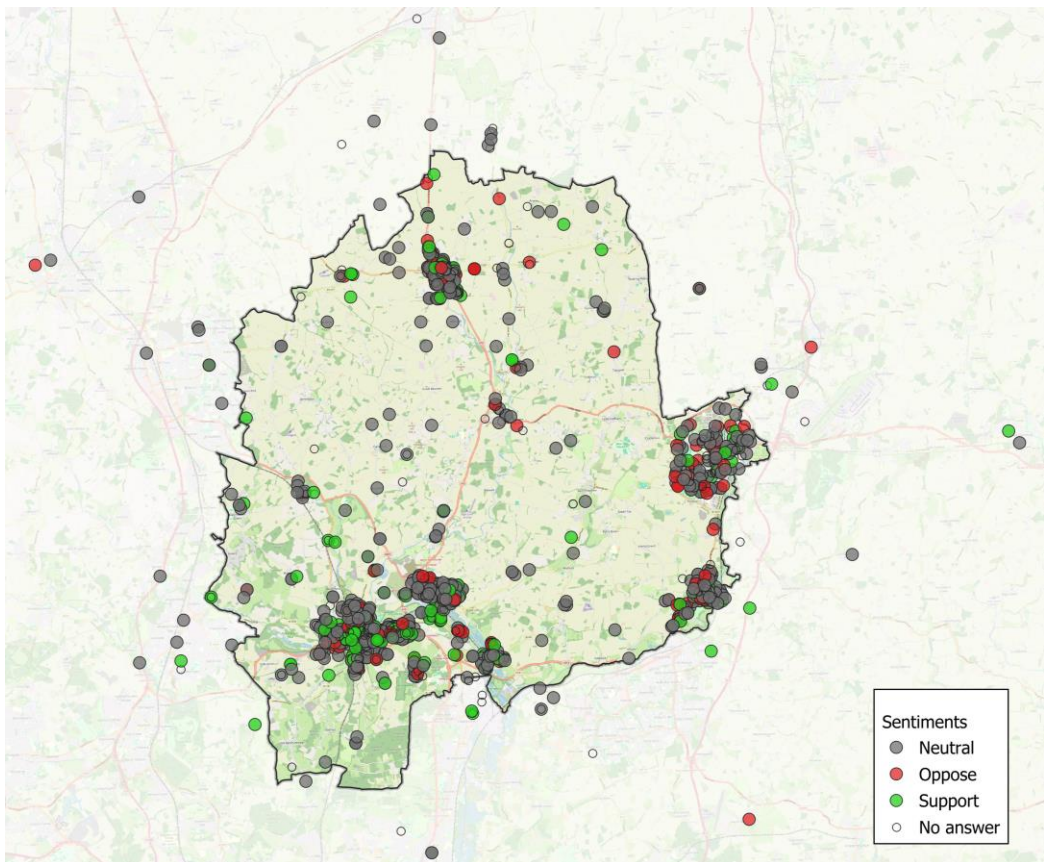
## Survey feedback: Proposal 5

### Review the all-day parking tariff option for some town centre car parks.

Survey respondents were asked:

**Please use this space to give your views on either the potentially positive or negative aspects of our proposal to review the all-day parking tariff option for some town centre car parks.**

**1,250** respondents provided feedback. Respondents have been mapped below and their locations cross-referenced with their general sentiment towards this proposal.





## Survey feedback: Proposal 5

### Review the all-day parking tariff option for some town centre car parks.

Reponses have been analysed and an overview is included below. The full list of themes can be found in Appendix A.

Top Theme	Details
Concerns for town employees	Workers need to be able to park for long periods of time and will be negatively impacted by this proposal, especially those who do not have access to reliable public transportation.
Proposal will negative impact businesses/town centres	Council should be encouraging longer visits to town centre, not shorter ones. Proposal might decrease business for town shops if people have to pay more for parking.
Support proposal with no additional details	Respondents commented that they were supportive or agreed with the proposal and did not provide additional feedback or reasonings.
Aim of proposal is to generate income for council	Respondents felt that the proposal was intended to generate income for the council and not to achieve environmental or other objectives.
Concern proposal will cause parking displacement	Proposal might cause people, including workers and commuters, to park on residential streets instead of the car parks.
Concern for commuters	Proposal might negatively impact commuters who park to use the train station. Some felt if charges were too high, people would drive into work instead of using the train.
Partially supportive of proposal	Respondents are partially supportive of the proposal, particularly if: <ul style="list-style-type: none"> <li>• Is limited to town centre car parks</li> <li>• Considerations are made for town workers</li> <li>• If Check-In and Check-Out was available or the ability to add time</li> <li>• As long as hourly charges are reasonable</li> </ul>
All-day parking is necessary	Some people need to use all-day parking, including nearby residents who do not other parking options, workers and commuters.
Oppose proposal with no additional details	Respondents commented that they opposed the proposal and did not provide additional feedback or reasonings.
Proposal is not needed	Proposal is unnecessary, particularly in more rural areas like Buntingford and Sawbridgeworth.

## Event feedback: Proposal 5

The themes that emerged from the feedback received at the in-person events are shown below, along with which events these themes were expressed.

BS = Bishop's Stortford; SA = Stanstead Abbots

	Theme and details	Event location
Issues	<b>Localised approach</b> Need to apply a localised approach, where each town and car park is examined individually	Sawbridgeworth
	<b>Safety</b> Walk from further car parks is not safe/enjoyable (e.g. London Road car park in Hertford)	Hertford
	<b>Impact on residents/commuters</b> Some residents do not have parking and rely on all-day tariffs; commuters also rely on all-day parking	Buntingford; SA; Ware
	<b>Lack of alternatives</b> Little or no public transportation options	Buntingford
	<b>Impact on business</b> Concerns that proposal will lead to reduced visits to town centres.	BS; Buntingford; Hertford; Ware
	<b>Parking displacement</b> Proposal may push people to park on residential streets	BS; Buntingford; Ware
Opportunities	<b>Park and Ride</b> Could offer a park and ride service	BS
	<b>Previous success</b> Differential pricing has worked well in other places	BS
	<b>Support offer</b> Could offer monthly or seasonal permits for businesses or for consistent commuters	Sawbridgeworth; Ware
	<b>Equalise parking levels</b> Could use pricing to incentivise more users to Northgate End car park.	BS; Hertford; Ware
	<b>Opportunities for resident parking</b> Could justify or support resident parking (e.g. Church Street)	Buntingford; SA
	<b>Parking surveys</b> Could justify parking surveys to understand usage at car parks.	Buntingford; Hertford; Ware

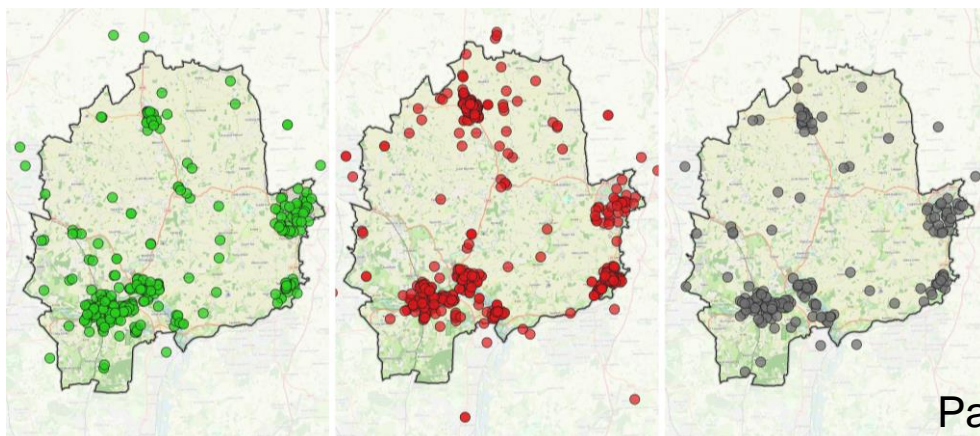
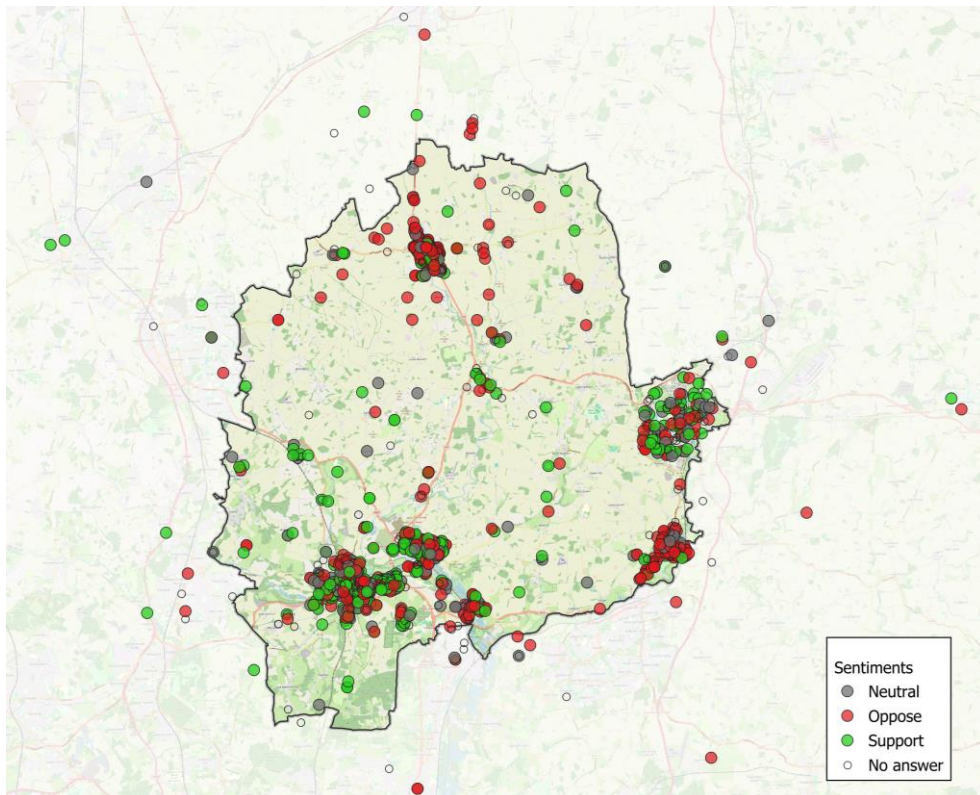
## Survey feedback: Proposal 6

### Making parking charges easier, fairer and more consistent across East Herts by reviewing existing charges, including locations and hours.

Survey respondents were asked:

**Please use this space to give your views on either the potentially positive or negative aspects of our proposal for making parking charges easier, fairer and more consistent across East Herts by reviewing existing charges, including locations and hours.**

**1,185** respondents provided feedback. Respondents have been mapped below and their locations cross-referenced with their general sentiment towards this proposal.



## Survey feedback: Proposal 6

### **Making parking charges easier, fairer and more consistent across East Herts by reviewing existing charges, including locations and hours.**

Reponses have been analysed and an overview of the top ten themes is included below. Details on all the themes are available in Appendix A.

Top Theme	Details
All locations are different, so consistency is not suitable	Respondents felt that each village or town was different and offered different services. As such, charging should not be the same across East Herts. Charges should consider: <ul style="list-style-type: none"> <li>• Current demand for parking</li> <li>• Attractions/services in the town</li> <li>• Size of town</li> <li>• Quality of parking facilities</li> </ul>
Support proposal with no additional details	Respondents commented that they were supportive or agreed with the proposal and did not provide additional feedback or reasonings.
Opposed to higher charges as these will hurt businesses/town centres	Concerns that increasing charges would reduce visits to the town centres and shops, particularly in villages or smaller towns with fewer amenities.
Proposal is an excuse to generate income	Respondents felt that the proposal was intended to generate income for the council and not to achieve environmental or other objectives.
Keep prices affordable and/or lower prices.	Respondents suggested that prices should be lowered or kept at an affordable level. Many commented that the period of free parking (e.g. 30 minutes) should be maintained or expanded to all areas. Some suggested this be increased to 45 minutes or an hour.
Agree with consistency as this would be fairer and simpler	Respondents supported more consistency across charges as it would be helpful to know what to expect in each car park, for both charge levels and payment systems.
Partially supportive with some considerations	Respondents supported consistent charges as long as prices were not increased by too much or not all raised to the current highest charge. There were suggestions to average the current prices and apply that average.
Agree with proposal if charges do not increase	Respondents agreed with making prices fairer and more consistent as long as prices were not increased and if the lower levels of charging were used for all areas.
Proposal is not needed or too complicated	Respondents felt charging was already consistent or were okay as they were and did not need to be changed.
Unsure or no view	Respondents did not have an opinion or wanted more details on what the proposal would entail.

## Event feedback: Proposal 6

The themes that emerged from the feedback received at the in-person events are shown below, along with which events these themes were expressed.

BS = Bishop's Stortford; SA = Stanstead Abbotts

	Theme and details	Event location
Issues	<b>Localised approach</b> Need to apply a localised approach, where each town are reviewed for the attractions and transit options they offer. For example, parking that ends at 8PM is not suitable for all car parks.	Ware; SA; Sawbridgeworth; Hertford; Buntingford; BS
	<b>Digital exclusion</b> Ensure efforts to simplify charges do not alienate those who are not comfortable with technology. Keep payment options by cash, card or app.	Ware; SA; Buntingford
	<b>Concerns about gentrification</b> Concerns that some towns may become gentrified if prices increase.	Sawbridgeworth
	<b>Loss of business/visitors</b> Concerns more expensive parking will drive people away from the smaller towns.	Sawbridgeworth; Buntingford
	<b>Parking displacement</b> Proposal may push people to park on residential streets	Ware; Hertford
Opportunities	<b>Keep or add 30-minute free period</b> Small free period supports local economies	Ware; Sawbridgeworth; BS
	<b>Improved parking infrastructure</b> <ul style="list-style-type: none"> <li>• Ensure well-maintained machines that are easy to read and use</li> <li>• Improve lighting and safety of car parks</li> </ul>	Ware; SA; Hertford
	<b>Simplicity</b> Would be easier to understand if all charges were the same, including same time periods. Different charges may lead to complicated signage.	Ware; Sawbridgeworth; BS
	<b>Increase in business/visitors</b> Might encourage new visitors if all charges are the same	Buntingford
	<b>Parking surveys</b> Could justify parking surveys to understand usage at car parks and in each town. For example, respondents in BS felt there was no justification for lower charges in SA.	Hertford; BS



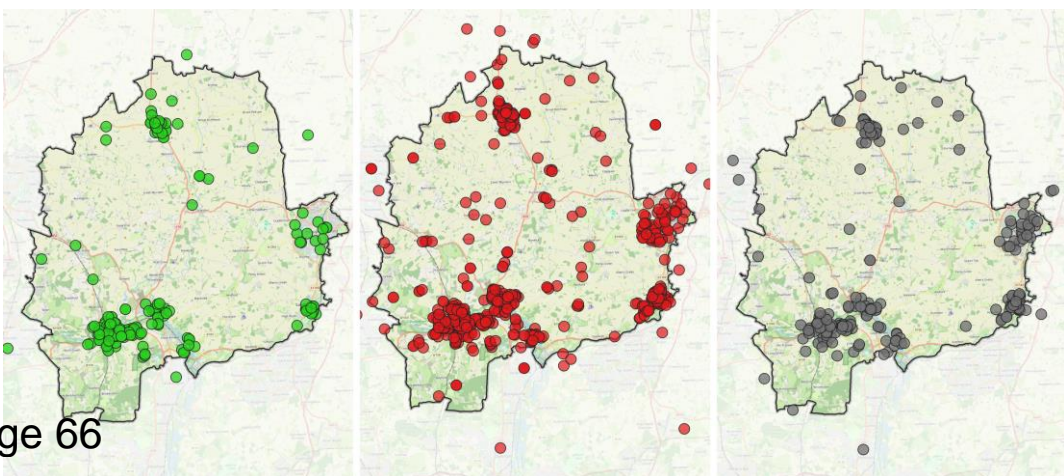
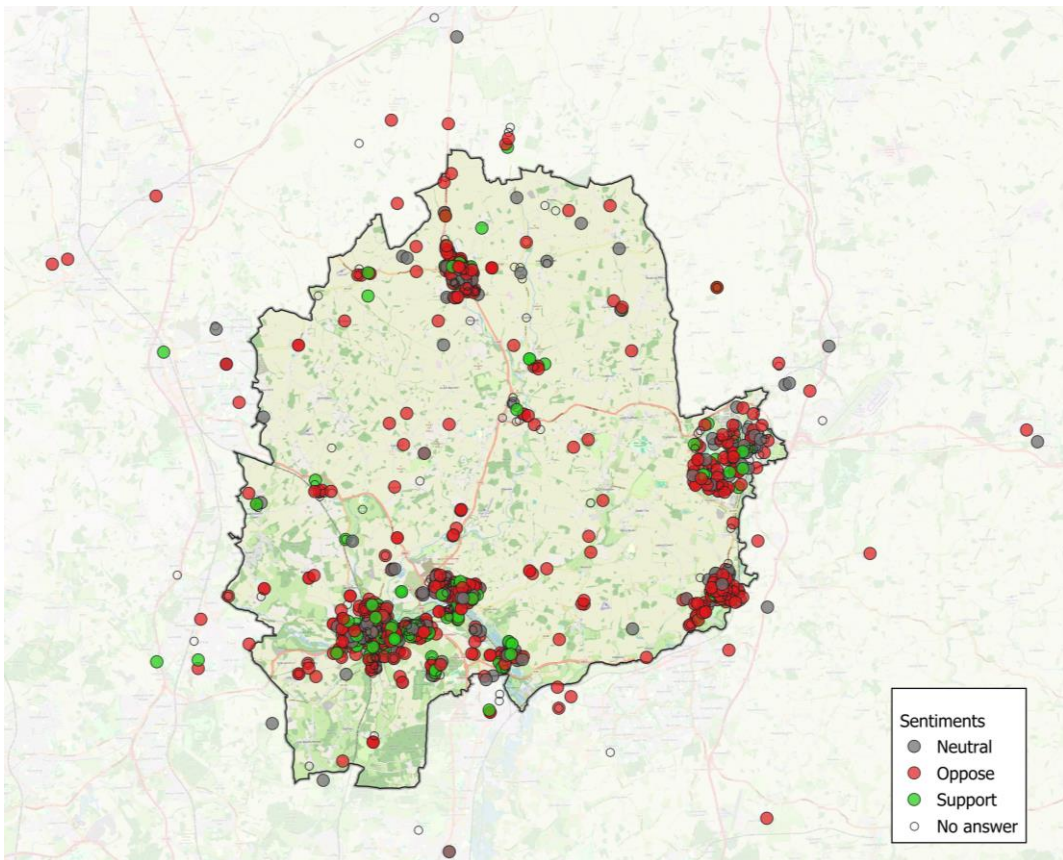
## Survey feedback: Proposal 7

### Introducing a workplace parking levy.

Survey respondents were asked:

**Please use this space to give your views on either the potentially positive or negative aspects of our proposal to introduce a workplace parking levy.**

**1,145** respondents provided feedback. Respondents have been mapped below and their locations cross-referenced with their general sentiment towards this proposal.



## Survey feedback: Proposal 7

### Introducing a workplace parking levy.

Reponses have been analysed and an overview of the top ten themes is included below. Details on all the themes expressed are available in Appendix A.

Top Theme	Details
Need to improve public transport / active travel infrastructure	A workplace parking levy might be beneficial but only if there are public transport alternatives or better infrastructure for active travel.
No view or unsure	Respondents did not have an opinion or were not impacted by the proposal. Some did not understand the proposal.
Will hurt businesses	Concerns that the levy might negatively impact businesses, particularly small businesses who already having financial difficulties. Concerns it would also make it harder to recruit staff if there is less parking.
Will hurt workers/employees	Concerns that the levy cost would be passed onto the employees
Will deter future businesses or cause businesses to relocate	Concerns that the levy would either push existing businesses out of the area or would discourage new businesses from setting up here in the future.
Partially supportive with some considerations	Respondents were supportive of the proposal if the following were considered: <ul style="list-style-type: none"> <li>• Applied only where public transport is available</li> <li>• Applied only for some businesses, depending on size</li> <li>• If prices are reasonable or applied gradually</li> <li>• If could ensure prices are not passed onto employee</li> </ul>
Supportive of proposal with no other details	Respondents commented that they support or agree with the proposal and did not provide additional feedback or reasonings.
Oppose proposal with no other details	Respondents commented that they opposed the proposal and did not provide additional feedback or reasonings.
Unfairly penalises businesses	Respondents felt that it was unfair to penalize businesses with the levy, especially when they are offering a service to the town.
Employers already pay enough for taxes or for their parking	Businesses already pay high business taxes. Furthermore, businesses have already paid for the land for their private parking and should not be charged again for it. <b>Page 67</b>

## Event feedback: Proposal 7

The themes that emerged from the feedback received at the in-person events are shown below, along with which events these themes were expressed.

BS = Bishop's Stortford; SA = Stanstead Abbots

	Theme and details	Event location
Issues	<b>Business implications</b> It is an additional burden for businesses and may discourage new businesses. May also be hard to attract employees.	BS; Buntingford; Sawbridgeworth; SA
	<b>Cost to consumer</b> Cost might be passed on to the consumer through increased prices,	Buntingford
	<b>Suitability for some areas</b> Might not be suitable for workplaces in rural areas.	Buntingford; Sawbridgeworth; SA
	<b>Concern for schools</b> Schools should not be charged.	SA; Hertford
	<b>Concern for employees</b> Cost of levy may be passed onto the worker; might support if could ensure this does not happen.	Hertford
Opportunities	<b>Shift work patterns</b> Could incentivise more flexible working.	Sawbridgeworth
	<b>Support offers/initiatives</b> <ul style="list-style-type: none"> <li>• Companies could offer cycle schemes</li> <li>• More education/communication with businesses</li> <li>• Seasonal passes for local workers</li> <li>• Business permits</li> </ul>	BS; Buntingford; Sawbridgeworth; SA
	<b>Suitable for certain companies</b> Levy might work well for larger companies that are more accessible by alternative modes of travel; could be implemented on a voluntary basis.	BS
	<b>Reimagining car parking spaces</b> Levy might free up spaces which can be used for other uses.	BS
	<b>Encouraging active travel</b> Would help promote more active travel and car-sharing, especially for very local workers.	Buntingford; Hertford



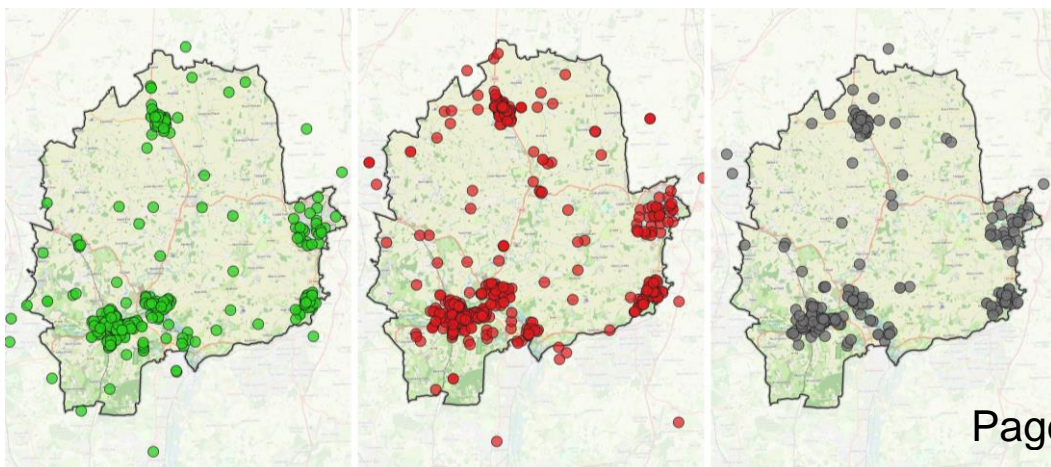
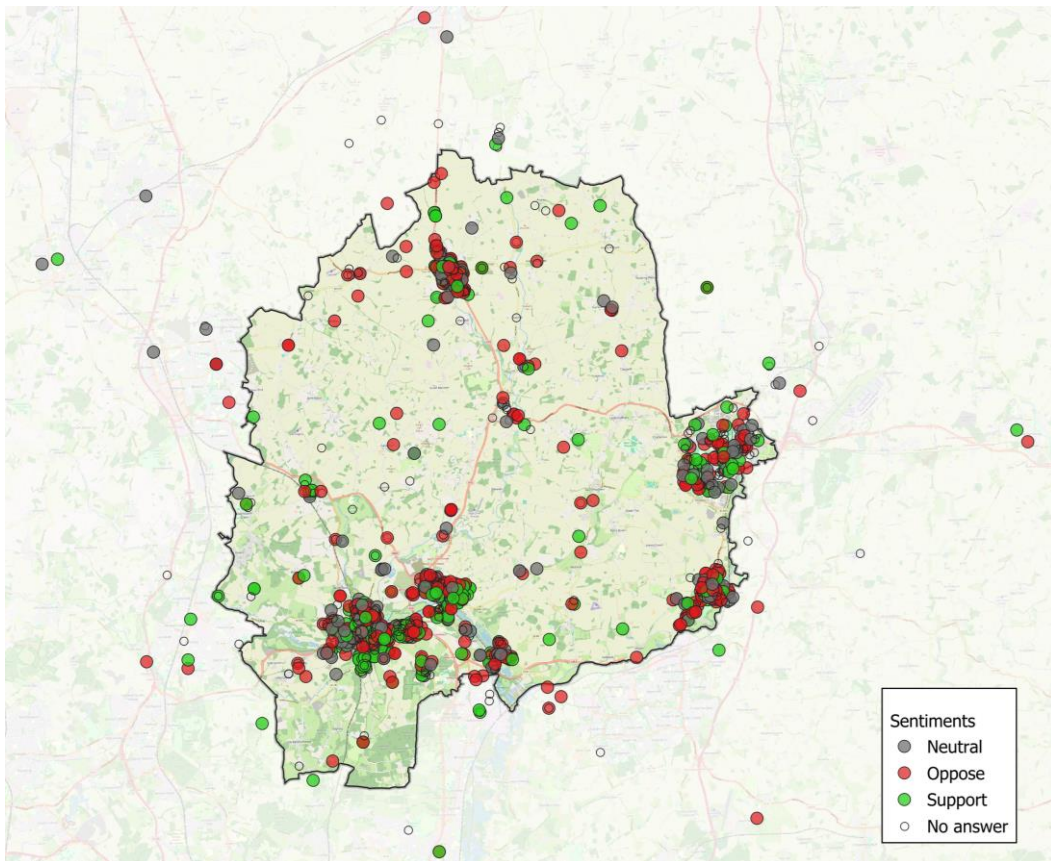
## Survey feedback: Proposal 8

### Offering incentives for car-sharing/car-pooling.

Survey respondents were asked:

**Please use this space to give your views on either the potentially positive or negative aspects of our proposal for offering incentives for car-sharing/car-pooling.**

**1,007** respondents provided feedback. Respondents have been mapped below and their locations cross-referenced with their general sentiment towards this proposal.



## Survey feedback: Proposal 8

### Offering incentives for car-sharing/car-pooling.

Reponses have been analysed and an overview of the top ten themes is included below. Details on all the themes expressed are available in Appendix A.

Top Theme	Details
Car-sharing is not practical for everyone	Car sharing is not practical, especially for the following reasons/people: <ul style="list-style-type: none"> <li>• Different work patterns (including flexible working)</li> <li>• Shift workers</li> <li>• Parents</li> <li>• In rural areas like Buntingford</li> <li>• If no colleagues live nearby</li> </ul>
Car-sharing incentives would be difficult to implement	Questions about how car-sharing would be monitored to verify compliance. Concerns that it may be expensive to do so or that some people might abuse the system to receive the incentive.
Supportive of proposal with no other details	Respondents commented that they support or agree with the proposal and did not provide additional feedback or reasonings.
Car-sharing/the proposal will not work	Concerns that car-sharing is not reliable and difficult to organise. Sentiments that the proposal will not work to incentivise car-sharing.
Positive sentiments about the proposal but questions/ concerns about implementation	Support car-sharing and incentives for car-sharing as long as it is possible/easy to implement and enforce.
Proposal is worth considering and trialling	Respondents felt the proposal was worth trialling and that it might work to help encourage car-sharing. Respondents specifically suggested it would work well for large businesses, for towns with alternative modes of transport and if done in conjunction with the Workplace Parking Levy.
No incentive is needed as people already car share when possible	An incentive is not necessary as people already car share when they are able to, especially to benefit from cost savings.
Proposal will be expensive to implement	Concerns that car-sharing will be costly to enforce and the costs will outweigh the benefits.
Oppose proposal with no other details	Respondents commented that they opposed the proposal and did not provide additional feedback or reasonings.
Want improved public transport	More frequent and reliable public transportation would be better to encourage a shift to more sustainable modes of travel.

## Event feedback: Proposal 8

The themes that emerged from the feedback received at the in-person events are shown below, along with which events these themes were expressed.

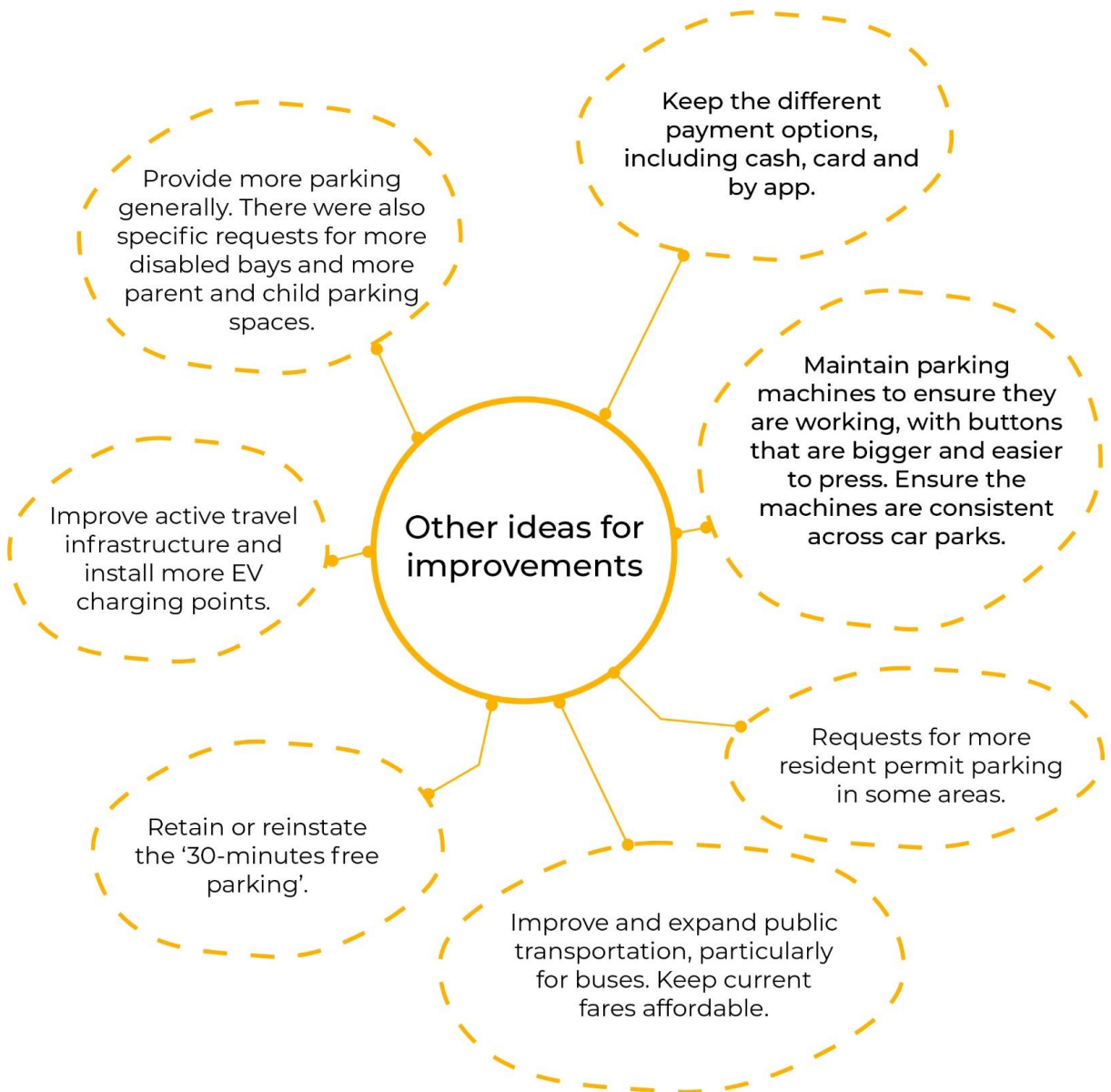
BS = Bishop's Stortford; SA = Stanstead Abbots

	Theme and details	Event location
Issues	<b>Not suitable for all</b> Car sharing is harder for workers on different shifts or in more rural areas. May not also be suitable for working parents.	BS; Buntingford; SA
	<b>Lack of alternative options</b> Public transportation is not a sufficient alternative to private car use	Buntingford
	<b>Complicated to enforce</b> Might be difficult to enforce car-sharing	Sawbridgeworth
	<b>Difficult to coordinate</b> Car-sharing may be hard to coordinate amongst many people or employees may not want to participate	Hertford
Opportunities	<b>Mental health benefits</b> Could offer benefits to mental health through increased social interaction.	Hertford
	<b>Encouraging participation</b> <ul style="list-style-type: none"> <li>• Could offer discounted business rates as an incentive to participate</li> <li>• Education and communication with businesses; education on bus services</li> <li>• Could offer a shuttle bus</li> </ul>	BS; Buntingford; Sawbridgeworth
	<b>Promote active travel</b> Will encourage a shift to active travel; opportunity to provide more cycle parking in car parks	Buntingford
	<b>Promote public transportation</b> This would help promote town council bus which is excellent	Sawbridgeworth
	<b>Implementation ideas</b> Could utilise a car-sharing app	Sawbridgeworth

## Survey feedback: Additional Improvements

### Do you have any other comments on these proposals, or ideas for how we can make improvements to parking in East Herts?

**996** respondents provided feedback. A summary of their responses is shown below.



# Recommendations and Next Steps



## Recommendations

1. Maintain a **localised approach** to charging across East Herts, include charge levels and times.
2. Conduct **parking surveys of car parks** to understand their usage and help inform proposal development. Surveys should cover use of all-day tariffs (e.g. when, by who, and to what extent is the all-day option used) and utilisation levels at each car park throughout the day and week.
3. Review **current car park infrastructure**. Specific suggestions that came out of the engagement include providing more disabled and parent and child spaces, improving the parking payment machines to ensure the buttons are working, and ensuring signage and payment instructions are clear.
4. Collaborate with Hertfordshire County Council and local transport operators to **improve public transportation**, particularly the expansion of the Lynx bus service to cover more areas, run longer, and to have more availability.
5. Review opportunities to **simplify tariff structures**, as many engagement respondents felt charges could be confusing and should be made easier to understand.
6. Ensure payment methods across car parks are consistent and flexible. Many respondents liked the **Check-in and Check-Out option** that is available. However, some feedback suggests that not all users are aware this option is available in all but one car park. The council may wish to strengthen promotion efforts to increase awareness of this payment method. Respondents also requested that cash and card are retained as payment options.
7. Define the purpose and benefit of the **free 30-minutes period** in the context of strategy outcomes, including improving air quality and encouraging the use of more sustainable modes of travel.
8. Consider the impact of future proposals on **local businesses** and apply concessions for small businesses and employees where possible.
9. Explore **emissions-based charging** that uses bands of emissions rather than simply a discount for EVs. This could utilise carbon emissions or replicate the ULEZ system which is based on nitrogen oxides and particulate matter.
10. Explore the possibility of **location-based charges**, where car parks located further outside of town centres are cheaper and/or offer all-day tariffs. Car parks closer to town centres would be more expensive or could be short-stay only.
11. Explore the option of expanding **parking fees for motorcycles** to all car parks.
12. Review requests for **Resident Parking Schemes** that came out of the engagement to explore the introduction of these schemes in the areas mentioned.
13. Create a **communications plan** to accompany the strategy, to include messaging and information about the final proposals taken forward. This should be created in partnership with other relevant council teams to incorporate environmental and sustainable messaging and should serve to inform and educate the East Herts community about each proposal and the overall aims and objectives of the strategy.

## Next steps

All of the feedback gathered during this engagement period will be used to inform the development of an updated Parking Strategy for East Herts that aligns with local priorities and needs. The updated Parking Strategy will provide the framework for how to manage parking and transport in a way that help make streets better and safer for all means of transport and to improve the environment for all. Further updates will be shared as the development of the Parking Strategy progresses and there will be an opportunity for the public to provide feedback on a draft Parking Strategy.

# Appendix A: Survey feedback



## Appendix A

The full list of themes that were expressed in the engagement survey responses are provided for each proposal in the following pages.

**Please note that the number of respondents that expressed the themes may exceed the total number of survey respondents. This is because respondent feedback could fall under multiple themes.**

## Appendix A

### Proposal 1: Different permit charges based on vehicle emissions including a lower charge for electric vehicles or EV discounts in car parks.

No. of respondents	Theme
487	Penalising those who cannot afford an EV
151	Need improved EV infrastructure/Some do not have easy access to EV charging
131	Proposal is bad for businesses
110	EVs can have a negative environmental impact
84	Need better public transport and active travel infrastructure
83	Partially support proposal
75	EVs are too expensive
70	Parking charges are not enough to incentivise a switch to cleaner vehicles
61	Proposal penalises drivers
57	Opposed with no reasons
56	Aim of proposal is to generate income
50	Support with no reasons
47	Too complicated
45	Proposal is not needed
44	EVs still taking up the same amount of parking space as non-EVs
38	Proposal will not work
35	EVs are often heavier and bigger
34	Concerns proposal will displace parking onto side streets
32	Proposal will be good for EV users
26	Respondent supports the objectives of the proposal
24	Will encourage switch to less polluting vehicles or reduced car use
23	Proposal is needed and sensible
23	EVs are less safe (too quiet or heavier)
21	Out of scope
21	No view/Unsure
20	EVs already receive other incentives
18	Concern about cost to implement proposal
17	Unfair (general)
14	Respondents want free parking or lower parking charges
14	Proposal is too restrictive
12	Proposal will have environmental benefits
10	Buying a new car is less sustainable
7	Proposal should go even further
3	Similar schemes have been successful elsewhere
1	Would encourage more people to visit the town

## Appendix A

### Proposal 2: Time-based pricing for parking

No. of respondents	Theme
333	Will negatively impact businesses
144	Support with no reasons
142	It is unfair to people who cannot avoid peak times (e.g. parents, those with appointments)
125	Too complicated
111	Penalises town workers
106	Aim of proposal is to generate income
90	Oppose with no reasons
84	Respondent wants free parking, longer free period of parking or cheaper parking.
82	Partially support with considerations (e.g. concessions for town workers, if charges are reasonable)
81	Concerns proposal will cause parking displacement
72	Not needed
41	Unsure/Need more details
41	Will reduce congestion
33	Support proposal if off peak charges are lower or free
30	Proposal will not have an impact on congestion levels
27	Concern about impact on low-income households
26	Need improved public transport
24	No view
16	Respondent feels this is already in place (e.g. free parking in the evenings)
15	Out of scope
10	Proposal is penalising motorists
10	Will encourage more business activity
5	Car parks are congested

## Appendix A

### Proposal 3: Introduction of a diesel surcharge.

No. of respondents	Theme
217	Discriminating against poor
146	Government told us to buy diesel
130	Will hurt business/town centres
118	Diesel is or can be less polluting
105	Can't afford new car
94	Purely Supportive
89	Purely opposed
82	Penalising diesel drivers or motorists generally
73	Not needed
71	Will not work
49	Unfair
47	Suggestion
45	Proposal is too complicated
44	Aim of proposal is to generate income for council
42	Diesel drivers already pay more in road tax and other charges
30	EVs and/or EV infrastructure is not suitable yet
23	Unsure/No view
22	Positive environmental impact
20	Partially support
20	Cost passed onto customer
20	Suggestion to charge more for lorries, trucks and bigger cars
19	Will be costly to implement
17	There are no public transport alternatives
15	Will displace diesel cars to residential roads
15	Diesels are polluting
15	Understand objectives of the proposal
14	Necessary and/or fair
13	Out of scope
10	Doesn't impact space of parking
10	Buying a new car is not good for the environment
8	People are already struggling financially
7	Will help encourage a switch to cleaner vehicles
6	Will be good for health
3	Agree that higher emissions should pay more

## Appendix A

### Proposal 4: Review of charge levels for Motorcycles, Carers, Off-street parking, Businesses, and Car Clubs.

No. of respondents	Theme
157	Respondent supports free or reduced fees for carers
110	No opinion
102	Complicated/expensive to implement
85	Unsure
84	Support with no reasons
79	Opposed with no reasons
64	Support subsidies or help for businesses
53	Proposal is not good for business
49	Support a reduction (for all the groups listed)
47	Not needed
44	Aim of proposal is to generate income
39	Support for free or cheaper motorcycle parking
35	Do not want any parking charges
34	Support reduced rates or more promotion for car clubs (e.g. dedicated spaces)
27	Charge motorcycles as much as cars; do not give them free parking
26	Opposed to price increases
23	Not feasible to use car clubs
20	Comments about existing congestion in their area, concerns about displacement, and/or requests for resident parking permit
17	General comment that charges should be fair
17	Proposal penalises motorists
13	Concerns about parking displacement
13	Concerns about misuse of any reduced charges
12	Support – could help reduce congestion and pollution
9	Support for charging businesses/Do not want reduced charges for businesses
9	Motorcycles should be more regulated and are still polluting vehicles
8	Out of scope
7	Support charging for off-street parking
6	Do not want decreased parking availability/need to increase parking availability
5	Need more disabled parking bays
4	Motorcycles need designated parking spaces
3	Support higher charge for car clubs

## Appendix A

### Proposal 5: Review the all-day parking tariff option for some town centre car parks.

No. of respondents	Theme
349	Concern for employees who need to park for long periods
162	Will have a negative impact on business/town centres
108	Support with no reasons
95	Aim of proposal is to generate income
94	Concern for parking displacement/should be promoting use of car parks
74	Concern for commuters
73	Partially supportive
62	All day parking is necessary
57	Negative with no reasons
55	Not needed (general)
49	Need improved public transport first
45	Leave as is
41	No opinion
38	Concern for visitors
37	Would help free up parking spaces
37	Need more information/need to conduct a review of parking demands
35	Flexibility is good/provide a mix of parking options
32	Too complicated
17	Out of scope
17	Would help encourage more business activity
16	Not needed because parking congestion is not an issue
16	Might work
15	Do not want higher prices
10	Will encourage more sustainable travel and help improve the environment
7	Will create more emissions if people need to move their cars to comply with short-stay

## Appendix A

### **Proposal 6: Making parking charges easier, fairer and more consistent across East Herts by reviewing existing charges, including locations and hours.**

No. of respondents	Theme
366	Against consistency because locations are different
208	Agree with no reasons
91	Higher charges will hurt town and businesses
90	Aim is to raise prices and generate income
83	Keep prices affordable/Want more free parking
79	Agree because it would be fairer and simpler
75	Partially agree
63	Agree as long as charges do not increase
48	Unsure/No view
48	Not needed/too complicated
35	Do not make any changes
33	No increase in charges
26	Negative with no reasons
18	Out of scope
8	Proposal penalises motorists
5	Keep current amount of parking/need more parking
3	Support proposal for environmental reasons

## Appendix A

### Proposal 7: Introducing a workplace parking levy.

No. of respondents	Theme
194	Need better and more affordable public transport
143	Unsure/No view
123	Concerns it will hurt business
120	Penalises workers (worried cost will be passed onto employees)
111	Will deter future businesses or force existing businesses to relocate
80	Might work but only for with some considerations (e.g. depending on availability of public transport, size of business)
73	Agree with no reasons
65	Disagree with no reasons
62	Unfairly penalises business
52	Businesses already pay taxes or have already paid to provide their private parking
49	Proposal penalises motorists (including those who need to drive)
48	Aim of proposal is to generate income
47	Unfair
41	Concerns about parking displacement
40	Not needed
30	Might impact consumer (higher prices of goods/services)
27	Proposal is reasonable and fair
20	Proposal will not work
19	Too restrictive
13	Could help ease congestion
10	Council needs to seek business input
7	Will encourage a shift away from private vehicles
5	Too complicated
2	Will improve air pollution/health



## Appendix A

### Proposal 8: Offering incentives for car-sharing/car-pooling.

No. of respondents	Theme
223	Not needed or not practical
155	Incentive would be difficult to implement/monitor
138	Support proposal with no reasoning provided
113	Car sharing does not work
77	Positive but unsure about implementation
65	Could work/worth looking into
56	People already car share when possible
45	Expensive to implement
37	Oppose proposal with no reasoning provided
32	Need to improve public transport first
21	Concern for businesses
19	Car-polling is too restrictive
19	Worried people would abuse the system
18	Waste of council resources
15	Concerns about other complications
14	No view on proposal or would need more details
14	Would mean fewer cars on the road
12	Concerns about safety with car-sharing with strangers
11	Want free parking and/or more parking
11	Respondent would support car-share discounts
10	Aim of proposal is to generate income for council
7	Car-sharing saves money
5	Could reduce emissions/improve environment
5	Has worked well in other places
4	Engagement is not real/council should be leading by example
3	Would create more pollution/traffic
3	Would improve health and/or social connectivity
2	Unfair - People already pay road tax
1	Encouraging sustainable transport is good

# East Herts Parking Strategy

January 2025



# Executive Summary

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In response to the climate emergency and in alignment with East Herts' new Corporate Plan, this Parking Strategy has been designed to ensure the Council effectively manages parking demand while addressing the challenges of population growth and high rates of car ownership. The Council aims to discourage inessential car journeys and promote more sustainable alternatives, particularly for short trips. This will be critical in reducing congestion, optimising parking space usage, and tackles issues related to air pollution, climate change, and road safety.

The Strategy is guided by three key objectives:

- 1. Support the take-up of more environmentally friendly vehicles and sustainable alternatives to driving.**
- 2. Making changes to parking to make it fairer, easier, and more consistent across East Herts.**
- 3. Adopting a more considerate approach to managing parking services throughout East Herts.**

To achieve these objectives, a set of 22 actions have been developed which will be explored by East Herts in the short, medium, and long-term. These actions range from expanding electric vehicle charging infrastructure to reviewing the all-day parking tariff option in Council car parks, among others. This Strategy will function as an evolving framework, allowing the Council to review and refine actions as needed and in response to ongoing monitoring.

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# Introduction

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## **We are a listening council, working together with our communities to deliver fair services.**

In 2021, 88% of East Herts households owned at least one car or van, with 14% of households owning three or more vehicles. At the same time, the population of East Herts grew by 9% from 2011 to 2021, which is higher than the average growth rate for England (2021 Census). While East Herts Council recognises that the car may be the most practical transport option for some, it is important that the Council effectively manages the demand for parking to balance the existing parking supply with the challenges posed by population growth and high rates of car ownership. Where possible, the Council seeks to discourage inessential journeys by cars and encourage the use of more sustainable alternatives in place of car journeys, especially for short trips. This will be essential in reducing congestion, managing the use of parking space efficiently and addressing issues of air pollution, climate change, and road safety.

Aligned with the values outlined in our new Corporate Plan—being open and transparent; environmentally focused; community-driven; and fair and inclusive—this updated Parking Strategy aims to develop a framework for managing parking in the district. The strategy sets out the objectives and related policies for improving parking. In doing so, this strategy seeks to translate regional and county wide policy into local action, while recognising the unique nature of our towns, villages and rural communities and their diverse parking requirements.

The strategy is deeply informed by feedback received from residents, businesses and other community members. In September and October 2024, we engaged with the community who told us how they felt about current parking operations and provided feedback on a set of proposal ideas to improve parking.



# Strategic Aims

The three key strategic aims of the Parking Strategy are centred around sustainability, community wellbeing and economic prosperity.

<b>Sustainability</b>	Care for the environment by managing parking in a way that reduces transport-related air pollution and carbon emissions.
<b>Community Wellbeing</b>	Ensure parking management supports diverse transportation needs and facilitates access to services for all community members.
<b>Economic Prosperity</b>	Enhance town centre vitality by ensuring efficient use of parking spaces and reducing congestion, making East Herts attractive to businesses and visitors.



# Strategic and Policy Context

The following local and regional strategies are relevant to this Parking Strategy.

## Local

[East Herts Climate Change Strategy](#) - In 2023, East Herts Council declared a climate emergency and recognised the Council's role in inspiring residents and businesses to protect the community against the impacts of climate change. In developing the Climate Change Strategy, the East Herts communities told us that one of their key priorities was active, greener transport, including public transportation, walking, cycling and promotion of low emission and e-vehicles.

[East Herts District Plan 2018](#) – This plan, covering the period 2011-2033, sets out the planning framework for the district and aims to ensure that new development is directed to locations that firstly, reduce the need to travel and secondly, reduce the distance of any necessary trips. The Supplementary Planning Document 'Vehicle Parking Provision at New Development, 2008' sets out the amount of parking that should be provided with developments.

[Cycling and Walking Plan \(draft\)](#) – East Herts is currently developing a Cycling and Walking Plan to make it easier, safer, and more enjoyable to walk, wheel and cycle for everyday journeys and leisure.

[Air Quality Action Plan](#) – Three areas in East Herts have been declared Air Quality Management Areas as they exceed the annual limit for nitrogen dioxides. The draft Air Quality Action Plan recognises the key role that transport has in the air quality of an area. Two of the four priorities identified in the draft plan are to reduce the impact of traffic levels and congestion on air quality and support residents' in making active travel choices.

## Regional

[Hertfordshire's Local Transport Plan \(2018 – 2031\)](#) and [Supporting Strategies](#) – HCC's Local Transport Plan sets out how the Council can provide safe and efficient travel while recognising the link between transport and economic growth, housing, public health and the environment. The plan recognises that travel behaviour change is in part influenced by parking charges and supply. Furthermore, it adopts a hierarchy of transport users which gives priority to more sustainable modes like walking, cycling, and public transport.

# Parking Service Overview

East Herts Council is the Parking Authority for the district and since 2005, has enforced most on-street parking restrictions on behalf of Hertfordshire County Council (the Highway Authority). East Herts Council manages parking in the following ways:

- Type of parking available at car parks
- Pricing of parking
- Length of stay
- Enforcement

## Current parking provision in East Herts

25 council-operated car parks

3,337 total off-street spaces

Charging pricing and structure vary by car park

All East Herts car parks achieved the Park Mark award by meeting standards for safety, including surveillance, lighting, signage and cleanliness.

On-street parking spaces

Includes a mixture of parking bays, such as loading bays, disabled parking, taxi bays and timed free parking.

15 Resident Parking Schemes zones

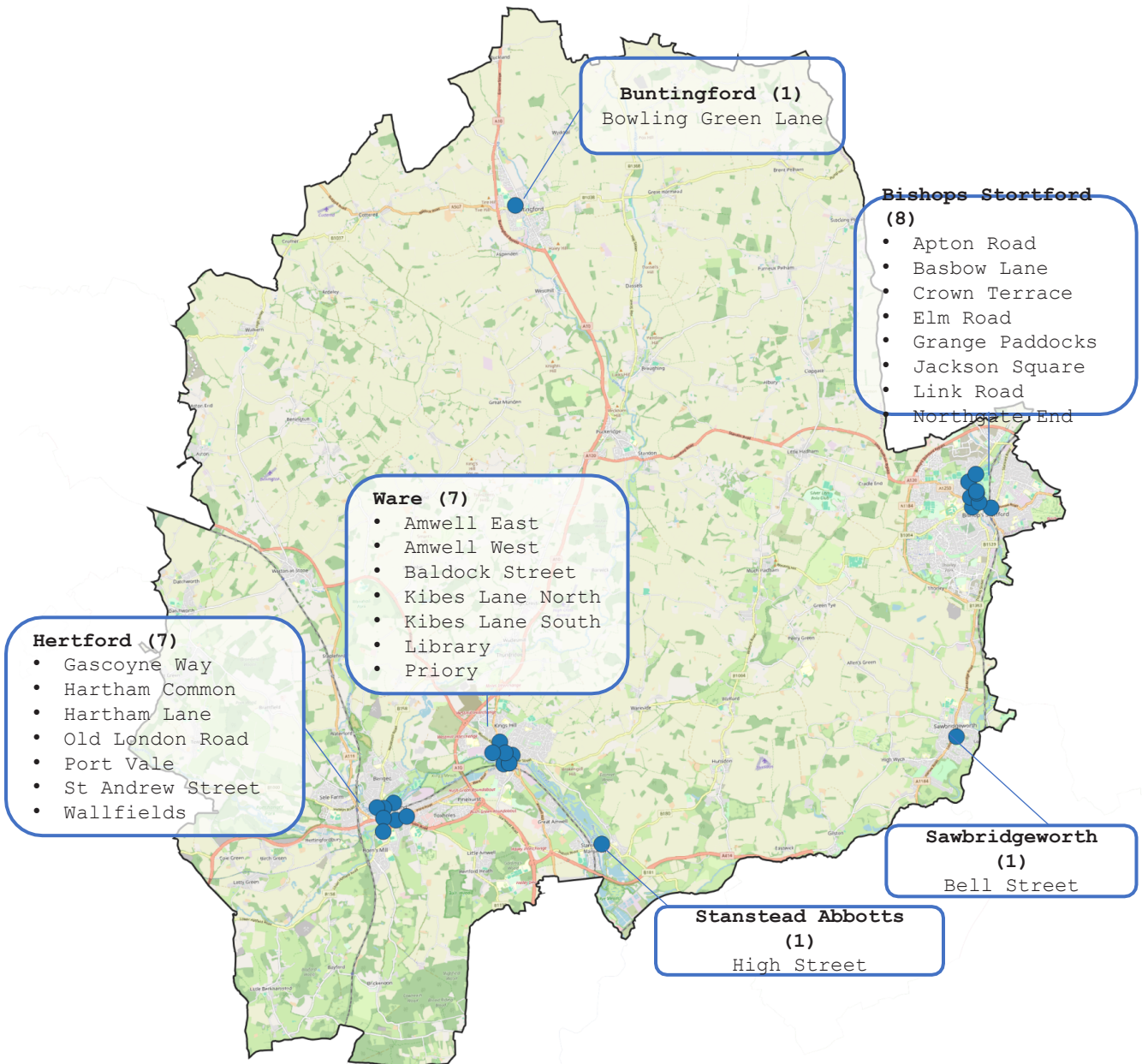
Bishop's Stortford (8 zones)  
Ware (3 zones)  
Hertford (4 zones)

Types of Permits  
Resident Permit  
Visitor Voucher  
Shared Use Permit  
Business Carer Permit  
Blue Badge Holder  
Motorcycle permit  
Contractor permit



# Parking Service Overview

The location and number of public car parks throughout East Herts is shown below.



# Objectives and Actions

The following section sets out the three key objectives of the Parking Strategy.



**Alternative**

Support motorists to consider alternatives, whether that be the take-up of more environmentally friendly vehicles or sustainable alternatives to driving.

**Balanced**

Take a more balanced approach to parking by making changes to make it fairer, easier, and more consistent across East Herts.

**Considerate**

Adopting a more environmentally considerate approach to managing parking services throughout East Herts.

The objectives are aligned with the three key strategic aims outlined earlier, which focus on the environment, community well-being and economic prosperity.

Under each of the three objectives, this strategy puts forth a set of supporting actions that will be considered by the Council to achieve each objective. The Council recognises that they must take on a number of roles to succeed in delivering the above outcomes. These include **being a direct deliverer** of change, playing a **lobbying role for change**, and **acting as a facilitator** for change.

Prior to implementation, individual actions will go through appropriate engagement and consultation, in alignment with East Herts' [Listening Council principles](#). The Council will also adhere to the necessary approval processes, such as securing political approval, ensuring public support, and complying with legal requirements. Significant changes to parking may necessitate the introduction of a Traffic Regulation Order (TRO).

**Each action falls under three broad timescales:**

Short-term	Medium-term	Long-term
1 – 2 years	3 – 5 years	5 or more years

# Objective 1: Alternative

**Support motorists to consider alternatives, whether that be the take-up of more environmentally friendly vehicles and sustainable alternatives to driving.**

## Short-term

Action 1: Promote the use of cycling by improving cycling infrastructure throughout East Herts.

Working in close alignment with the East Herts Local Cycling and Walking Infrastructure Plan, this action will aim to increase the number of trips made by cycling instead of private vehicle. As part of this, East Herts will review locations in car parks that would benefit from the addition of new or more secure cycle storage and promoting these.

# Objective 1

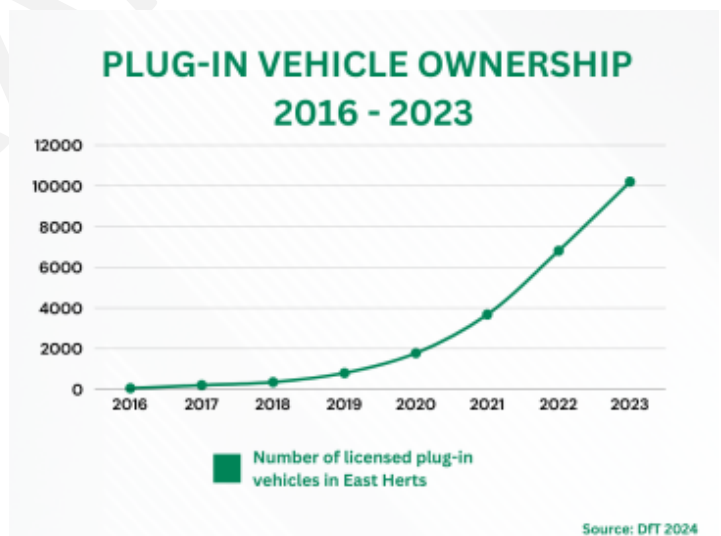
## Medium-term

Action 2: Work with the HCC/Schools to engage and educate families on alternative modes of transport.

Parking and traffic congestion because of school runs is an issue that affects schools throughout East Herts and can often lead to increased road danger. In order to address these issues, East Herts will work with its parking enforcement contractor to implement a programme that balances engagement, education and enforcement around school drop off and pick up.

Action 3: Collaborate with partners to expand the provision of off-street and on-street EV chargepoint infrastructure.

Plug-in vehicle ownership in East Herts has been steadily increasing in the last 6 years, with over 10,000 licensed plug-in vehicles in 2023. Hertfordshire County Council (HCC) predicts there will be an uptake of 240,800 electric vehicles by 2030, which will require 6,769 publicly available charging socket ([HCC EV Strategy](#)). As of July 2024, there were 1,207 public chargepoints in Hertfordshire, with 106 of those in East Herts ([DfT](#)).



In order to continue to meet the demand for growing electric vehicle ownership, East Herts will explore how developer agreements under Section 106 could contribute to managing the demand for electric vehicle charging points. Grant funding and partnerships with private EV chargepoint providers will also be considered as a means to provide charging, particularly on-street charging.

# Objective 1

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## Medium-term

Action 4: Introduce time-based pricing for parking whereby there are higher tariffs during peak times and lower tariffs during off-peak times.

To better manage parking demand and balance the needs of commuters, residents and visitors to town centres and villages, East Herts will explore and trial the introduction of time-based pricing. Higher tariffs during peak times can help encourage alternative modes of travel and smooth out demand for parking spaces across the day, encouraging more consistent usage rather than concentrated demand during busy times. Existing usage data of car parks can help define 'off-peak' and 'on-peak' times.

# Objective 1

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## Long-term

Action 5: Explore opportunities to implement an emissions-based charging structure to permit parking or car park charges.

East Herts will explore the viability of an emissions-based charging structure, whereby higher-emissions vehicles pay more to park. This will help promote the use of more sustainable modes of travel and in the long-term, encourage residents to purchase low-emission vehicles. As part of this, East Herts will consider the introduction of a diesel surcharge, either on all diesel vehicles or on older or more polluting diesel vehicles. East Herts recognises that affordability was a key concern for some parts of the community and therefore a phased approach or trial will be investigated initially.

Action 6: Lobby Hertfordshire County Council and public transport providers to enhance public transportation infrastructure.

Providing reliable and accessible public transportation is key to decreasing reliability on private vehicles and to enable access to services for all, especially those who do not own a car. East Herts will continue to work closely with HCC to support the expansion of public transport offerings, including the HertsLynx and other bus services.

# Objective 2: Balanced

**Take a more balanced approach to parking by making changes to make it fairer, easier, and more consistent across East Herts.**

## Short-term

**Action 1: Review the all-day parking tariff option for some town centre car parks.**

While East Herts recognises that all-day parking is necessary in some cases, the availability of all-day parking in some town centre car parks can lead to prolonged use of spaces. This reduces parking turnover and limits opportunities to support economic activity in the town. In certain towns, all-day parking by commuters may also restrict the availability of spaces for visitors to the town. To address these challenges, East Herts will remove the all-day parking tariff option in town centre car parks where these issues are present and replace it with extended hourly payment options in line with current hourly charges. Additionally, East Herts will explore ways to encourage the use of car parks located further from town centres, especially for long-stay parking or for towns where the car parks within the town centre face high parking demand.

**Action 2: Review parking tariffs to maximise the use of under-utilised car parks and rationalise car parking where appropriate.**

East Herts has identified several car parks where changes need to be made to increase usage, such as Northgate End, Apton Road, and Grange Paddocks A car parks. In these under-utilised car parks, East Herts will review the parking tariffs to identify opportunities to encourage usage, such as a price freeze to the current tariff levels.

**Action 3: Benchmark parking charges against neighbouring or similar authorities**

To ensure East Herts' parking charges are fair, the Council will review its parking charge levels against those of neighbouring or similar local authorities. This benchmarking will help inform the charge levels set in East Herts.



# Objective 2: Balanced

## Short-term

Action 4: Review parking tariffs to increase dwell time in high footfall areas

To ensure car park parking tariffs support the district's economic prosperity, the Council will review the parking tariff structure to identify opportunities to increase dwell time in high footfall areas. This may include removing the free 30-minute parking in high-demand or long-stay car parks.

Action 5: Review all off-street concession parking or free parking

East Herts provides parking concessions for specific groups, such as Blue Badge holders. The Council plans to review these concessions to ensure parking fees remain fair, support the mobility and accessibility needs of these users, and align with the broader objectives of this strategy.

Action 6: Review existing charges, including locations and hours. Work to make charges easier, fairer and more consistent while acknowledging the different characteristics of each town and village.

East Herts recognises the district is made up of a blend of rural and urban locations, with different areas having their own unique characteristics and offerings such as access to services and transport. As such, the Council understands the importance of setting parking charges in a way that reflects this diversity. However, where appropriate, the Council aims to make charges fairer and more consistent across the district. The Council will conduct a review of the services of the towns and villages throughout the District and where sensible, standardise parking charges.



# Objective 2: Balanced

## Short-term

Action 7: Review the current Resident Permit Zones (RPZs) and the need for new RPZs.

Regular RPZ reviews help ensure that parking controls are sufficient in meeting the needs of residents and local communities. Reviews of existing RPZs can identify any changes necessary to: controls, hours of operation, signs, making, and charges. Meanwhile, reviewing areas where new RPZs could be introduced helps address ongoing or anticipated parking pressure concerns. RPZs are also important in creating less traffic in the area and discouraging multiple car ownership, which contributes to a cleaner and more sustainable East Herts. East Herts will also update its [Resident Permit Parking Policy](#) on RPZ adoption and operation. Changes to East Herts' approach to RPZs will consider the need to regulate parking whilst aiming for permit schemes to be self-financing. East Herts will continue to recruit and deploy Civil Enforcement Officers to enforce parking regulations as needed and depending on the results of the review.

# Objective 2

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## Medium-term

Action 8: Exploring the introduction of business and resident permits for car parks

Some residents and businesses may regularly use the car parks, such as for work or overnight parking, especially when residents do not have on-street parking near their home. To address this, East Herts will consider providing permits to residents and businesses for regular use of the car park.

Action 9: Conduct a district-wide review of the functionality and operability of all pay and display machines

East Herts will conduct an investigation of all pay and display in the district to review all issues with their functionality and operation. The results of this investigation will be utilised to understand the next steps and best practices once the current machines are at the end of their useful life and need to be replaced.

# Objective 3: Considerate

**Adopting a more environmentally considerate approach to managing parking services throughout East Herts.**

## Short-term

Action 1: Promote existing support for Carers to park throughout the District.

Currently, East Herts provides discounted permits for Carers to support their ability to travel throughout the district in a timely manner and deliver essential care to vulnerable residents. East Herts is committed to maintaining this discount for Carer Permits. The council has observed that the availability of this discounted permit may not be widely known and will enhance its communications efforts to increase awareness of this offer.

# Objective 3

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## Medium-term

Action 2: Encourage the use of virtual permits over paper permits to facilitate a more environmentally conscious approach.

The use of virtual permits for RPZs enables simpler and more efficient enforcement of controlled parking, which can reduce the use of paper. East Herts will explore ways to encourage residents and businesses to opt for virtual permits instead of paper permits to support its environmental sustainability ambitions. As part of this, the Council will also transition away from using paper pay and display tickets.

Action 3: Regularly review car park capacity.

To understand the demand for off-street parking, East Herts commits to regularly reviewing usage at council-operated car parks. This review will look at the average duration of stay and usage across the day and week. In doing so, the Council can ensure the car park capacity is sufficient to support the economic vitality of the area while not encouraging unnecessary car use. As part of this, East Herts will also review the provision of spaces for different groups, including Parent and Child spaces and Blue Badge holders to ensure there is adequate provision for existing needs.

# Objective 3

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## Medium-term

Action 4: Review charge levels for vehicles based on size, including motorcycles.

Based on feedback received during public engagement, East Herts will consider adjusting parking charges to reflect the size of vehicles and the amount of space they occupy, with larger vehicles potentially paying more. The council will also review the need to provide larger parking spaces to accommodate such vehicles. As part of this action, East Herts will evaluate the current charging structure for motorcycles. As of July 2024, there were 3,300 licensed motorcycles in East Herts, representing approximately 3.3% of all registered vehicles in the district. While this proportion may seem small, motorcycles still occupy road space and contribute to air pollution and carbon emissions.

Currently, most car parks charge motorcycles to park; however, some do not, presenting an opportunity to improve consistency across parking facilities. East Herts will review motorcycle parking charges across all car parks and Resident Permit Zones. For instances where motorcycles occupy a full parking space, it may be appropriate to charge the standard parking fee or consider implementing more dedicated motorcycle parking. Conversely, where motorcycles use less space than cars, the council will assess whether a reduced charge is more appropriate.

Action 5: Improve parking enforcement operations to ensure they actively contribute to environmental objectives.

East Herts will explore transitioning the fleet used by civil enforcement officers to electric vehicles, reducing emissions and supporting the district's commitment to sustainability. Additionally, East Herts review opportunities for civil enforcement officers to conduct air quality monitoring as part of their routine activities, leveraging their presence across the district to collect valuable data that informs environmental policies and promotes healthier communities.

# Objective 3

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## Long-term

Action 6: Explore opportunities to provide incentives for car-sharing/car-pooling

East Herts will review options for providing incentives for those who car-share/car-pool, including to workplaces, schools or car parks. Part of this action will involve reviewing best practices used by other local authorities, such as the use of commercial lift sharing platforms like Liftshare in Surrey, and exploring the practicalities of implementing an incentive, including a cost-benefit analysis.

Action 7: Explore the cessation of paper pay and display (P&D) tickets as part of wider considerations for asset replacement of P&D machines.

East Herts will review options for reducing paper tickets as and when the useful life of pay and display machines come to an end. Northgate End car park is an example of a car park with minimal pay and display machines.

# Monitoring and Evaluation

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## **Monitoring and evaluation of the strategy and its objectives and policies will occur annually.**

To remain relevant and responsive, this Strategy will function as an evolving framework, capable of adapting to emerging issues and challenges. A flexible approach will allow the Council to review and refine actions as needed and in response to ongoing monitoring, ensuring the actions continue to align with the Council's overarching aims of environmental sustainability, economic growth, and community well-being.

The review of the strategy and its objectives will also consider:

- Other local plans and policies
- The performance of existing parking controls in terms of compliance and impact
- The cost of operations
- Innovations in parking control technology
- Changing supply and demand for parking spaces
- The impact of any policies delivered as part of this Strategy
- Results of public consultation, as appropriate

# Appendix A: Summary of Actions

RE F	Objective	Action	Strategic Aim	Role	Timescale	Lead
AA1	Alternative	Promote the use of cycling by improving cycling infrastructure throughout East Herts.	Sustainability Community Well-being	Lobbying	Short	Comms Planning Parking
AA2	Alternative	Work with the Hertfordshire County Council/Schools to engage and educate families on alternative modes of transport.	Sustainability Community Well-being	Facilitator	Medium	Comms Parking
AA3	Alternative	Collaborate with partners to expand the provision of off-street and on-street EV chargepoint infrastructure	Sustainability	Deliverer (off street) Lobbying	Medium	Housing and Health
AA4	Alternative	Introduce time-based pricing for parking whereby there are higher tariffs during peak times and lower tariffs during off-peak times.	Economic prosperity	Deliverer	Medium	Parking
AA5	Alternative	Explore opportunities to implement an emissions-based charging structure to permit parking or car park charges.	Sustainability	Deliverer	Long	Parking
AA6	Alternative	Lobby Hertfordshire County Council and public transport providers to enhance public transportation infrastructure.	Sustainability	Lobbying	Long	Planning
BA1	Balanced	Review the all-day parking tariff option for some town centre car parks to better utilise car parking spaces for shoppers/users.	Sustainability Economic Prosperity	Deliverer	Short	Parking
BA2	Balanced	Review parking tariffs to maximise the use of under-utilised car parks and rationalise car parking where appropriate.	Sustainability	Deliverer	Short	Parking
BA3	Balanced	Benchmark parking charges against neighbouring or similar authorities	Economic Prosperity	Deliverer	Short	Parking
BA4	Balanced	Review parking tariffs to increase dwell time in high footfall areas	Economic Prosperity	Deliverer	Short	Parking
BA5	Balanced	Review all off street concession or free parking	Economic Prosperity	Deliverer	Short	Parking



# Appendix A: Summary of Actions

REF	Objective	Action	Strategic Aim	Role	Timescale	Lead
BA6	Balanced	Review existing charges, including locations and hours. Work to make charges easier, fairer and more consistent while acknowledging the different characteristics of each town and village	Economic Prosperity	Deliverer	Short	Parking
BA7	Balanced	Review the current Resident Permit Zones (RPZs) and the need for new RPZs.	Community Well being	Deliverer	Short	Parking
BA8	Balanced	Exploring the introduction of business and resident permits for car parks	Economic Prosperity	Deliverer	Medium	Parking
BA9	Balanced	Conduct a district-wide review of the functionality and operability of all pay and display machines	Community Wellbeing	Deliverer	Medium	Parking
CA1	Considerate	Promote existing support for Carers to park throughout the District.	Community Wellbeing	Deliverer	Short	Comms
CA2	Considerate	Encourage the use of virtual permits over paper permits to facilitate a more environmentally conscious approach	Sustainability	Deliverer	Medium	Parking
CA3	Considerate	Regularly review car park capacity	Sustainability	Deliverer	Medium	Parking
CA4	Considerate	Review charge levels for vehicles based on size, including motorcycles.	Sustainability Community Wellbeing	Deliverer	Medium	Parking
CA5	Considerate	Improve parking enforcement operations to ensure they actively contribute to environmental objectives.	Sustainability	Deliverer	Long term	Parking
CA6	Considerate	Explore opportunities to provide incentives for car-sharing/car-pooling	Sustainability	Facilitator	Long term	Housing and Health
CA7	Considerate	Explore the cessation of paper pay and display (P&D) tickets as part of wider considerations for asset replacement of P&D machines.	Sustainability	Deliverer	Long Term	Parking

## Equality Impact Analysis Form

### 1. Equality Impact Analysis (EIA) Form

<b>Title of EIA (policy/change it relates to)</b>	Parking Strategy	<b>Date</b>	January 2025
<b>Team/Department</b>	Parking Services – Operations		
<b>Focus of EIA</b>  What are the aims of the new initiative? Who implements it? Define the user group impacted? How will they be impacted?	<p>The Council is developing a new parking strategy which seeks to promote active travel and sustainability, support local businesses and people. There are a number of objectives which can be summarised as:</p> <p><b>Alternative</b></p> <ol style="list-style-type: none"> <li>1. Support motorists to consider alternatives, whether that be the take-up of more environmentally friendly vehicles and sustainable alternatives to driving.</li> </ol> <p><b>Balanced</b></p> <ol style="list-style-type: none"> <li>2. Take a more balanced approach to parking by making changes to make it fairer, easier, and more consistent across East Herts.</li> </ol> <p><b>Considerate</b></p> <ol style="list-style-type: none"> <li>3. Adopting a more environmentally considerate approach to managing parking services throughout East Herts.</li> </ol> <p><b>Purpose of the Assessment</b></p> <p>To evaluate the impact of the proposals on community groups, ensuring accessibility, inclusivity, and equal opportunities are fully considered.</p>		

**Please note:** Prepopulated data for protected categories other than Age and Gender come from 2011 census results<sup>1</sup> on the district, the Age and Gender data comes from ONS mid-year estimates<sup>2</sup>. If the service has specific demographic data for service users/residents than this should be used instead.

<sup>1</sup><https://www.nomisweb.co.uk/census/2011>

<sup>2</sup><https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalesscotlandandnorthernireland>

## 2. Review of information, equality analysis and potential actions

Please fill in when appropriate to the change. If it does not, please put N/A

<b>Protected characteristics groups from the Equality Act 2010</b>	<b>What do you know?</b> Summary of data about your service-users and/or staff	<b>What do people tell you?</b> Summary of service-user and/or staff feedback	<b>What can you do?</b> All potential actions to: <ul style="list-style-type: none"> <li>• advance equality of opportunity,</li> <li>• eliminate discrimination, and</li> <li>• foster good relations</li> </ul>																				
<b>Age</b>	<table border="1" data-bbox="389 715 878 1104"> <tr><td>Under 20</td><td>24.2%</td></tr> <tr><td>20-24</td><td>4.5%</td></tr> <tr><td>25-29</td><td>5.5%</td></tr> <tr><td>30-44</td><td>19.8%</td></tr> <tr><td>45-59</td><td>22.9%</td></tr> <tr><td>60-64</td><td>5.4%</td></tr> <tr><td>65-74</td><td>9.6%</td></tr> <tr><td>75-84</td><td>5.6%</td></tr> <tr><td>85-89</td><td>1.6%</td></tr> <tr><td>90</td><td>0.9%</td></tr> </table>	Under 20	24.2%	20-24	4.5%	25-29	5.5%	30-44	19.8%	45-59	22.9%	60-64	5.4%	65-74	9.6%	75-84	5.6%	85-89	1.6%	90	0.9%	<p><b>Emissions based/diesel surcharge parking:</b> <i>Affordability and Economic Accessibility</i></p> <ul style="list-style-type: none"> <li>• Electric vehicles may be unaffordable for large parts of the community.</li> <li>• Diesel surcharge could impact some members of the older community who were advised to buy diesel vehicles by previous labour government in 2001</li> </ul> <p><b>Price Increases</b> Price increases are not considered significant compared to the overall cost of running a vehicle compared to the benefit of being able to park more conveniently closer to services/home.</p>	<p>Consider a trial at a smaller scale or focus on alternative such as size of vehicle. Formal consultation would be required which could provide further insights.</p> <p>Ensuring a range of payment methods (where practical) are available will minimise exclusion.</p>
Under 20	24.2%																						
20-24	4.5%																						
25-29	5.5%																						
30-44	19.8%																						
45-59	22.9%																						
60-64	5.4%																						
65-74	9.6%																						
75-84	5.6%																						
85-89	1.6%																						
90	0.9%																						
<b>Disability</b>	11,663 households in East Herts have one person in household with a long-term health problem or disability.	<p><b>Proposal to introduce blue badge bay charging</b> Employment rates are generally lower for disabled people than non-disabled people. An introduction of a charge could be difficult for some users and also displace car parking onto</p>	A formal consultation is required to implement the change in East Herts car parks via Traffic Regulation Order. This																				

<b>Protected characteristics groups from the Equality Act 2010</b>	<b>What do you know?</b> Summary of data about your service-users and/or staff	<b>What do people tell you?</b> Summary of service-user and/or staff feedback	<b>What can you do?</b> All potential actions to: <ul style="list-style-type: none"> <li>• advance equality of opportunity,</li> <li>• eliminate discrimination, and</li> <li>• foster good relations</li> </ul>										
		streets. Blue badge holders can park on single or double yellow lines for up to 3hrs.	consultation would also assist the identification of other equalities impacts amongst residents.										
<b>Gender reassignment</b>	Unknown	No direct impact identified	Monitor for indirect impacts										
<b>Pregnancy and maternity</b>	Unknown	<b>Price Increases</b> Pregnant women and women with babies younger than 6 months old are more likely to be reliant on cars for travel. They may therefore be negatively impacted by increased charges and maternity pay. However, the increase in charges is relatively low when compared to the overall cost of keeping and using a car.	Monitor for further impacts										
<b>Race</b>	<table border="1"> <tr> <td>White</td> <td>95.47%</td> </tr> <tr> <td>English/Welsh/Scottish/Northern Irish/British</td> <td>90.25%</td> </tr> <tr> <td>Irish</td> <td>1.14%</td> </tr> <tr> <td>Gypsy or Irish Traveller</td> <td>0.04%</td> </tr> <tr> <td>Other White</td> <td>4.04%</td> </tr> </table>	White	95.47%	English/Welsh/Scottish/Northern Irish/British	90.25%	Irish	1.14%	Gypsy or Irish Traveller	0.04%	Other White	4.04%	<b>Price Increases</b> No direct impact identified however groups with lower average income may struggle with increased charges.	Supporting and lobbying for improved public transport services and infrastructure could
White	95.47%												
English/Welsh/Scottish/Northern Irish/British	90.25%												
Irish	1.14%												
Gypsy or Irish Traveller	0.04%												
Other White	4.04%												

<b>Protected characteristics groups from the Equality Act 2010</b>	<b>What do you know?</b> Summary of data about your service-users and/or staff	<b>What do people tell you?</b> Summary of service-user and/or staff feedback	<b>What can you do?</b> All potential actions to: • advance equality of opportunity, • eliminate discrimination, and • foster good relations																																				
	<table border="1"> <tr><td>Mixed/multiple ethnic groups</td><td>1.61%</td></tr> <tr><td>White and Black Caribbean</td><td>0.45%</td></tr> <tr><td>White and Black African</td><td>0.15%</td></tr> <tr><td>White and Asian</td><td>0.62%</td></tr> <tr><td>Other Mixed</td><td>0.38%</td></tr> <tr><td>Asian/Asian British</td><td>1.95%</td></tr> <tr><td>Indian</td><td>0.73%</td></tr> <tr><td>Pakistani</td><td>0.15%</td></tr> <tr><td>Bangladeshi</td><td>0.20%</td></tr> <tr><td>Chinese</td><td>0.37%</td></tr> <tr><td>Other Asian</td><td>0.49%</td></tr> <tr><td>Black/African/Caribbean/Black British</td><td>0.71%</td></tr> <tr><td>African</td><td>0.43%</td></tr> <tr><td>Caribbean</td><td>0.22%</td></tr> <tr><td>Other Black</td><td>0.07%</td></tr> <tr><td>Other ethnic group</td><td>0.26%</td></tr> <tr><td>Arab</td><td>0.10%</td></tr> <tr><td>Any other ethnic group</td><td>0.16%</td></tr> </table>	Mixed/multiple ethnic groups	1.61%	White and Black Caribbean	0.45%	White and Black African	0.15%	White and Asian	0.62%	Other Mixed	0.38%	Asian/Asian British	1.95%	Indian	0.73%	Pakistani	0.15%	Bangladeshi	0.20%	Chinese	0.37%	Other Asian	0.49%	Black/African/Caribbean/Black British	0.71%	African	0.43%	Caribbean	0.22%	Other Black	0.07%	Other ethnic group	0.26%	Arab	0.10%	Any other ethnic group	0.16%		support lower income residents.
Mixed/multiple ethnic groups	1.61%																																						
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Arab	0.10%																																						
Any other ethnic group	0.16%																																						
<b>Religion or belief</b>	<table border="1"> <tr><td>Christian</td><td>62.75%</td></tr> <tr><td>Buddhist</td><td>0.32%</td></tr> <tr><td>Hindu</td><td>0.45%</td></tr> <tr><td>Jewish</td><td>0.33%</td></tr> <tr><td>Muslim</td><td>0.72%</td></tr> <tr><td>Sikh</td><td>0.12%</td></tr> <tr><td>Other religion</td><td>0.32%</td></tr> </table>	Christian	62.75%	Buddhist	0.32%	Hindu	0.45%	Jewish	0.33%	Muslim	0.72%	Sikh	0.12%	Other religion	0.32%	No direct impact identified																							
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	<table border="1"> <tr> <td>No religion</td> <td>27.75%</td> </tr> <tr> <td>Religion not stated</td> <td>7.26%</td> </tr> </table>	No religion	27.75%	Religion not stated	7.26%								
No religion	27.75%												
Religion not stated	7.26%												
<b>Sex/Gender</b>	The district is 51% female and 49% male	No direct impact identified	Monitor										
<b>Sexual orientation</b>		No direct impact identified	Monitor										
<b>Marriage and civil partnership</b>	<table border="1"> <tr> <td>Single</td> <td>30.5%</td> </tr> <tr> <td>Married</td> <td>52.3%</td> </tr> <tr> <td>Civil partnership</td> <td>0.2%</td> </tr> <tr> <td>Separated Divorced</td> <td>2.3%</td> </tr> <tr> <td>Widowed</td> <td>8.6%</td> </tr> </table>	Single	30.5%	Married	52.3%	Civil partnership	0.2%	Separated Divorced	2.3%	Widowed	8.6%	No direct impact identified	Monitor
Single	30.5%												
Married	52.3%												
Civil partnership	0.2%												
Separated Divorced	2.3%												
Widowed	8.6%												

### 3. List detailed data and/or community feedback which informed your EqIA (If applicable)

<b>Title</b> (of data, research or engagement)	<b>Date</b>	<b>Gaps in data</b>	<b>Actions to fill these gaps: who else do you need to engage with?</b> (add these to the Action Plan below, with a timeframe)
Online consultation and in person engagement session	Autumn 2024	Monitoring information	Anything requiring further consultations to provide optional monitoring form due by end of 2025
Feedback from previous consultations of changes	Summer 2022	Monitoring information	

**EqIA sign-off:**

<b>Directorate Management Team rep or Head of Service:</b>	J Khanom-Metaman	<b>Date:</b>	Jan 2025
<b>Author of Equality Impact Analysis:</b>	As Above	<b>Date:</b>	Jan 2025

EAST HERTS CAR PARKS	Current Tariffs	Proposed Tariffs
	2024/25	2025/26
<b>Jackson Square MSCP - Bishop's Stortford</b>		
Mon – Sat (7.30am – 6.30pm)		
Up to 1 hour	£1.10	£1.20
Up to 2 hours	£2.10	£2.40
Up to 3 hours	£2.80	£3.60
Up to 4 hours	£3.70	£4.80
Up to 5 hours	£4.60	£6.00
Public Holidays except Christmas Day Up to 11 hours (All Day)	£1.60	£2.00
Sunday Up to 11 hours (All Day)	£1.60	£2.00
<b>Link Road - Bishop's Stortford:</b>		
Mon – Sat (7.30am – 8.00pm)		
Up to 1 hour	£1.10	£1.20
Up to 2 hours	£2.10	£2.40
Up to 3 hours	£2.80	£3.60
Up to 4 hours	£3.70	£4.80
Up to 5 hours	£4.60	£6.00
Sunday Up to 12.5 hours (All Day)	£1.60	£2.00
Public Holidays except Christmas Day to 12.5 hours (All Day)	£1.60	£2.00
<b>Northgate End MSCP - Bishop's Stortford</b>		
Mon – Sat (7.30am – 8.00pm)		
Up to 1 hour	£1.00	£1.00
Up to 2 hours	£2.00	£2.00
Up to 3 hours	£2.60	£2.60
Up to 4 hours	£3.20	£3.20
Up to 5 hours	£3.70	£3.70
Up to 12.5 hours (All Day)	£4.20	£4.20
Sunday Up to 12.5 hours (All Day)	£1.60	£1.60
Public Holidays except Christmas Day 12.5 hours (All Day)	£1.60	£1.60
<b>Apton Road, Basbow Lane, - Bishop's Stortford</b>		
Mon – Sat (7.30am – 8.00pm)		
Up to 30 mins (Free)	£0.00	£0.00
Up to 1 hour	£1.10	£1.20
Up to 2 hours	£2.10	£2.40
Up to 3 hours	£2.80	£3.60
Up to 4 hours	£3.70	£4.80
Up to 5 hours	£4.60	£6.00
Up to 12.5 hours (All Day)	£6.50	£7.80
Sunday Up to 12.5 hours (All Day)	£1.60	£2.00
Public Holidays except Christmas Day up to 12.5 hours (All Day)	£1.60	£2.00
<b>Crown Terrace A - Bishop's Stortford</b>		
Mon – Sat (7.30am – 8.00pm)		
Up to 30 mins (Free)	£0.00	£0.00
Up to 1 hour	£1.10	£1.20
Up to 2 hours	£2.10	£2.40
Up to 3 hours	£2.80	£3.60
Sunday Up to 12.5 hours (All Day)	£1.60	£2.00
Public Holidays except Christmas Day up to 12.5 hours (All Day)	£1.60	£2.00
<b>Crown Terrace B - Bishop's Stortford</b>		
Mon – Fri (8.30am – 8.00pm)		
Up to 30 mins (Free)	£0.00	£0.00
Up to 5 hours	£4.60	£6.00
Up to 12.5 hours (All Day)	£5.60	£7.20
Sat (8.30am – 8.00pm)		
Up to 30 mins (Free)	£0.00	£0.00
Up to 1 hour	£1.10	£1.20
Up to 2 hours	£2.10	£2.40
Up to 3 hours	£2.80	£3.60
Up to 4 hours	£3.70	£4.80
Up to 5 hours	£4.60	£6.00
Up to 12.5 hours (All Day)	£5.60	£7.20
Sunday Up to 12.5 hours (All Day)	£1.60	£2.00
Public Holidays except Christmas Day up to 12.5 hours (All Day)	£1.60	£2.00
<b>Elm Road - Bishop's Stortford</b>		
Mon – Sat (7.30am – 8.00pm)		
Up to 30 mins (Free)	£0.00	£0.00
Up to 5 hours	£3.70	£6.00
Up to 12.5 hours (All Day)	£4.20	£7.80
Sunday Up to 12.5 hours (All Day)	£1.60	£2.00



Public Holidays except Christmas Day up to 12.5 hours (All Day)	£1.60	£2.00
<b>Grange Paddocks A - Bishop's Stortford</b>		
Mon – Sat (9.00am – 8.00pm)		
Up to 8 hours	£3.50	£3.50
Sunday Up to 11 hours (All Day)	£1.60	£2.00
Public Holidays except Christmas Day up to 11 hours (All Day)	£1.60	£2.00
<b>Grange Paddocks B - Bishop's Stortford</b>		
Mon – Sat (9.00am – 5.00pm)		
Up to 2.5 hours (Free)	£0.00	£0.00
Up to 5 hours	£2.60	£3.50
Sunday Up to 8 hours (All Day)	£1.60	£2.00
Public Holidays except Christmas Day up to 8 hours (All Day)	£1.60	£2.00
<b>St Andrew Street; Gascoyne Way Multi Storey: Level A - Hertford</b>		
Mon – Sat (7.30am – 8.00pm)		
Up to 30 mins (Free)	£0.00	£0.00
Up to 1 hour	£1.10	£1.20
Up to 2 hours	£2.10	£2.40
Up to 3 hours	£2.80	£3.60
Up to 4 hours	£3.70	£4.80
Up to 5 hours	£4.60	£6.00
Sunday Up to 12.5 hours (All Day)	£1.60	£2.00
Public Holidays except Christmas Day up to 12.5 hours (All Day)	£1.60	£2.00
<b>Gascoyne Way Multi Storey - Levels B,C,D; Hartham Lane; Hartham Common; Port Vale - Hertford</b>		
Mon – Sat (7.30am – 8.00pm)		
Up to 30 mins (Free)	£0.00	£0.00
Up to 1 hour	£1.10	£1.20
Up to 2 hours	£2.10	£2.40
Up to 3 hours	£2.80	£3.60
Up to 4 hours	£3.70	£4.80
Up to 5 hours	£4.60	£6.00
Up to 12.5 hours (All Day)	£5.60	£7.20
Sunday Up to 12.5 hours (All Day)	£1.60	£2.00
Public Holidays except Christmas Day up to 12.5 hours (All Day)	£1.60	£2.00
<b>Old London Road - Hertford</b>		
Mon – Sat (7.30am – 8.00pm)		
Up to 30 mins (Free)	£0.00	£0.00
Up to 5 hours	£4.60	£6.00
Up to 12.5 hours (All Day)	£5.60	£7.20
Sunday Up to 12.5 hours (All Day)	£1.60	£2.00
Public Holidays except Christmas Day up to 12.5 hours (All Day)	£1.60	£2.00
<b>Wallfields - Hertford</b>		
Mon – Fri (9.00am – 5.00pm)		
Up to 2 hours (Free)		
Up to 3 hours	£1.10	£1.20
Up to 4 hours	£2.10	£2.40
Up to 5 hours	£2.80	£3.60
Sat (9.00am – 5.00pm)		
Up to 2 hours (Free)	£0.00	£0.00
Up to 3 hours	£1.10	£1.20
Up to 4 hours	£2.10	£2.40
Up to 5 hours	£2.80	£3.60
Up to 8 hours (All Day)	£5.60	£7.20
Sunday Up to 8 hours (All Day)	£1.60	£2.00
Public Holidays except Christmas Day up to 8 hours (All Day)	£1.60	£2.00
<b>Kibes Lane North, Library - Ware</b>		
Mon – Sat (7.30am – 8.00pm)		
Up to 30 mins (Free)	£0.00	£0.00
Up to 1 hour	£1.00	£1.20
Up to 2 hours	£1.80	£2.40
Up to 3 hours	£2.20	£3.60
Up to 4 hours	£3.00	£4.80
Up to 5 hours	£4.20	£6.00
Sunday Up to 12.5 hours (All Day)	£1.60	£2.00
Public Holidays except Christmas Day up to 12.5 hours (All Day)	£1.60	£2.00
<b>Amwell East, Amwell West - Ware</b>		
Mon – Sat (7.30am – 8.00pm)		
Up to 30 mins (Free)	£0.00	£0.00
Up to 1 hour	£1.00	£1.20
Up to 2 hours	£1.80	£2.40
Up to 3 hours	£2.20	£3.60

Up to 4 hours	£3.00	£4.80
Up to 5 hours	£4.20	£6.00
Up to 12.5 hours (All Day)	£5.30	£7.80
Sunday Up to 12.5 hours (All Day)	£1.60	£2.00
Public Holidays except Christmas Day up to 12.5 hours (All Day)	£1.60	£2.00
<b>Baldock Street, Priory Street - Ware</b>		
Mon – Sat (7.30am – 8.00pm)		
Up to 30 mins (Free)	£0.00	£0.00
Up to 1 hour	£1.00	£1.20
Up to 2 hours	£1.80	£2.40
Up to 3 hours	£2.20	£3.60
Up to 4 hours	£3.00	£4.80
Up to 5 hours	£4.20	£6.00
Up to 12.5 hours (All Day)	£5.30	£7.20
Sunday Up to 12.5 hours (All Day)	£1.60	£2.00
Public Holidays except Christmas Day up to 12.5 hours (All Day)	£1.60	£2.00
<b>Kibes Lane South - Ware</b>		
Mon – Sat (7.30am – 8.00pm)		
Up to 30 mins (Free)	£0.00	£0.00
Up to 5 hours	£4.20	£6.00
Up to 12.5 hours (All Day)	£5.30	£7.20
Sunday Up to 12.5 hours (All Day)	£1.60	£2.00
Public Holidays except Christmas Day up to 12.5 hours (All Day)	£1.60	£2.00
<b>Bowling Green Lane - Buntingford</b>		
Mon – Fri (9.00am – 3.00pm)		
Up to 1.5 hours (Free)	£0.00	£0.00
Up to 3 hours	£1.50	£2.10
Up to 6 hours (All Day)	£3.10	£4.20
Public Holidays except Christmas Day up to 6 hours (All Day)	£1.60	£2.00
<b>Bell Street - Sawbridgeworth</b>		
Mon – Fri (7.30am – 6.30pm)		
Up to 30 mins (Free)	£0.00	£0.00
Up to 1 hour	£0.50	£0.70
Up to 2 hours	£0.90	£1.40
Up to 3 hours	£1.50	£2.10
Up to 4 hours	£2.10	£2.80
Up to 5 hours	£3.10	£3.50
Up to 11 hours (All Day)	£5.30	£4.20
Public Holidays except Christmas Day up to 11 hours (All Day)	£1.60	£2.00
<b>High Street - Stanstead Abbots</b>		
Mon - Sat (7.30am – 6.30pm)		
Up to 30 mins (Free)	£0.00	£0.00
Up to 1 hour	£0.90	£0.70
Up to 2 hours	£1.70	£1.40
Up to 3 hours	£2.10	£2.10
Up to 4 hours	£2.80	£2.80
Up to 5 hours	£3.90	£3.50
Up to 11 hours (All Day)	£5.00	£4.20
Sunday Up to 11 hours (All Day)	£1.50	£2.00
Public Holidays except Christmas Day Up to 11 hours (All Day)	£1.50	£2.00

## Appendix E – Benchmarking

Tariffs effective April 2024	Blue Badge Holder Charging?	1 hour	2 hours	3 hours	4 hours	5 hours	All Day
Council operated car parks							
North Herts District Council (Hitchin)	Free	£1.50	£2.60	£4.20	£5.70		
Stevenage Borough Council	Free	£2.10	£3.20	£4.30		£5.40	£6.50
Welwyn Hatfield Borough Council (Town Centre)	Pay		£2.05	£3.30	£4.50		£8.35
Broxbourne Borough Council	Free	£1.30	£2.40	£3.50	£4.50		£6.50
Enfield Town Council	Free (3 hours max)	£1.50		£3.00		£7.00	£11.00
Braintree District Council	Free	£1.50		£2.80			£7.00
Epping Forest City of London	Free	£1.50	£2.50		£4.00		£6.00
St Albans District Council	Free (3 hours max)	£2.10	£3.70	£4.50	£5.90		£16.10
Uttlesford District Council (Saffron Walden)	Free	£1.20	£2.20	£3.20	£3.20	£3.70	£4.70
		1 hour	2 hours	3 hours	4 hours	5 hours	All Day
<b>Median tariff value for above nine Local Authorities</b>		<b>£1.50</b>	<b>£2.50</b>	<b>£3.40</b>	<b>£4.50</b>	<b>£5.40</b>	<b>£6.75</b>
<b>Average tariff for above nine Local Authorities</b>		<b>£1.59</b>	<b>£2.66</b>	<b>£3.60</b>	<b>£4.63</b>	<b>£5.37</b>	<b>£8.27</b>
<b>East Herts District Council Off Street PROPOSED FOR APRIL 2025</b>	<b>Free</b>	<b>£1.20</b>	<b>£2.40</b>	<b>£3.60</b>	<b>£4.80</b>	<b>£5.60</b>	<b>£6.70</b>
<b>Shopping centres - private operators</b>							

Harvey Centre, Harlow (M-Fri)		£1.10	£1.10	£1.10	£3.30	£4.95	£11.00
Water Gardens, Harlow (M-Fri)			£0.90	£1.00	£3.00		£10.00
Water Gardens, Harlow (Sat)			£1.20	£2.00	£4.00		£10.00
<b>Train stations</b>							
Stevenage Train Station car park (M-Fri) (managed by Stevenage Borough Council)							£11.00
Hertford North Train Station car park (Managed by Apcoa) (M-Fri) peak (operated by Apcoa)							£8.10
Hertford North Train Station car park (M-Fri) off peak - from 10.00am (operated by Apcoa)							£4.30
Hertford East Train Station car park (operated by Greater Anglia)							£6.30
Bishop's Stortford Railway car park (operated by NCP)		£1.00	£2.00	£3.00	£4.00		£9.40
Bishop's Stortford Railway car park (NCP) off peak from 10.00am							£6.60

## East Herts Council Report

### Overview and Scrutiny Committee

**Date of meeting:** 14 January 2025

**Report by:** Councillor Joseph Dumont, Executive  
Member for Corporate Services

**Report title:** Digital Exclusion

**Ward(s) affected:** All

### Summary

- The paper provides information on our approach to digital services and how we currently accommodate those who are digitally excluded.

### RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY COMMITTEE

**(A) Committee Members consider information herein and make any recommendations to the Executive in regard to digital exclusion.**

#### **1.0 Proposal(s)**

1.1 That Committee Members consider information herein and make any recommendations to the Executive in regard to digital exclusion.

#### **2.0 Background**

2.1 In March 2022 Committee Members discussed digital exclusion in the district and made two recommendations to Executive on the issue:

- that a policy objective should be that, whilst the Council was encouraging as many people as possible to use online services, the Council should permanently make allowances and arrangements for people who were not able to access

digital services and that the Executive should be advised of this.

- Officers look into the potential for maximising the number of digital interactions and maximising the use of e-accounts. The Head of Service provide metrics detailing online activities and a conversation be had regarding phone systems going forward and Officers progress the introduction of a centralised CRM system.

2.2 Committee Members have requested an update on progress and five questions/ lines of enquiry have been provided for officers to review. Each are dealt with in turn below.

2.3 **(1) Whether the council has any evidence pointing to progress made on the actions above. Specifically, we would like to consider any statistical evidence showing the % of transactions that are digital compared to paper/in person to help us assess the effectiveness of the policy.**

2.4 Figure 1 in the appendix shows the proportion of overall contacts to customer services received via different channels since 2021 (also included is a pre-covid baseline, taken from the final quarter of 2019/20). Numbers are also provided in Figure 2.

2.5 Telephony remains the overall contact channel of choice for our customers, traditionally representing around two out of every three contacts. However, it is worth noting an increasing number and proportion of digital contacts since the Autumn of 2023. In December 2023 and January 2024, digital contacts were higher than telephony contacts for the first time ever. This can in large part be attributed to the introduction of Granicus, the Council's CRM system which was deployed in the Summer of 2023.

2.6 The Granicus system is now used by customer services to record and monitor the majority of first points of contact (face to face, webform and telephony). This provides us with much more insight than previously. Before the system was introduced, each contact was effectively treated as new (eg. it was entirely possible for a customer to ring up twice on the same day and for customer services not to be aware it was a second contact). Granicus

enables us to create individual customer accounts that record contact history and reasons for doing so. This allows us to check any relevant case history rather than having the customer repeat information or be passed around service areas trying to find who they may have spoken to earlier. Since the launch, over 11,000 customer accounts have been created.

- 2.7 An equally noticeable change has been face to face contact. Pre covid this represented over 10% of all contact however has been steadily reducing to less than 2% (equating to around 100 – 125 people coming into receptions every month).
- 2.8 A number of other key service areas also provide a useful proxy for progress towards digital transformation. Figure three shows the percentage of households that have signed up to online council tax billing/ account management and the percentage of landlords that have signed up to online business rates' billing/ account management. As the figure shows, steady progress has been made with 25,000 out of 67,000 households currently handling their council tax accounts online. Businesses opting to handle their business rates' online is lower at 575 businesses out of 5000 choosing to do so.
- 2.9 **(2) How the profile of interactions between the council and residents have changed since the council's transformation project started with the shift to online services.**
- 2.10 A useful indication of the profile of interactions is to look at face to face services. As per paragraph 2.8, both the numbers and proportion of contacts have reduced via this channel. Figure 4 shows how the reasons for visits have changed in recent years.
- 2.11 Traditionally people seeking support or help with housing benefit or council tax queries have always been the largest share of contact. However, in recent years this has gone from representing just over 50% of all visits to almost 90%. Alongside this, contacts for housing and planning have reduced significantly. Parking has also reduced however still represents around 10 – 15% of all contacts. Typically, this is residents coming to obtain hard copies of the parking vouchers. Although these are available online, the hard copy vouchers can be bought in smaller units (e.g. Blocks of

'hours' instead of whole days) and in the case of dispensations can be changed between different vehicles. This level of flexibility is not available online. We know there are a small number of customers who have regular visits by carers (sometimes professionals but also shared amongst family members) where this level of flexibility is required. Equally, there are some residents who simply cannot or do not wish to use the online permit system, permitsmarti.

- 2.12 To some extent we would expect the decreasing face to face planning and housing contacts to have been off-set by an increase in the appointment based, call back offer. For planning that is the case with, on average, over 100 call backs booked per month. Planning is a highly digitised service in any case, with virtually all applications being submitted online. We receive around 20 – 30 hard copy planning applications per year. These all come from the same planning agent who has been active in the district for some 50 years. Figure 5 shows the number of appointments by service type.
- 2.13 The planning call back service is essentially an additional offer for residents who wish to receive free, general advice from a planning officer. Unsurprisingly, for a district which receives a lot of household level planning applications, this is a popular service.
- 2.14 However, call back appointments for housing and benefits have remained steady at around 5 – 15 per month. They have not increased as face to face contacts for the same services have decreased. This may indicate there is simply less overall demand for these services or that people are opting to do more online. The number of people who do receive housing benefit and have an on-line account has increased from a baseline of some 100 users in 2017 to almost 900 users in November 2024 (out of around 5000). Interestingly this puts the proportion of residents who use the online benefits service as higher than the proportion of businesses who use the online NNDR account management service.
- 2.15 However, it is also the case that although fewer people are visiting receptions, they generally require more intense support and assistance. There is then some evidence to suggest that people visiting are those most in need and that customer services'



activity is becoming more naturally targeted at the vulnerable.

- 2.16 Another useful proxy is the Choice Based Lettings System (Locata) which allows people to on the housing register to bid for properties. This system is entirely online and bids from people on the housing register can only be made through the system. There are only a handful of residents who come in to receptions to access the system via the public PCs or call in for support.
- 2.17 **(3) What steps if any has the council taken to address digital inclusion across East Herts with respect to its own services**
- 2.18 The Council continues to offer 'walk in' contacts for customers at Wallfields, Hertford, 10:00 – 14:00 on Tuesdays and Thursdays; and Riverside, Bishop's Stortford, 10:00 – 14:00 on Wednesdays and Fridays. Alongside this phones are available to customers 09:00 – 17:00, Monday to Friday. Appointments ("call backs" for housing, planning and benefits and face to face for licencing) can be booked over the website. Sometimes these are also booked over the phone on behalf of customers.
- 2.19 This provision ensures we have an alternative offer for residents who are unable or reluctant to engage with us digitally. As per (1.16) reception services do generally support people in need of assistance who are unable or unwilling to go online. The only exception would be in regard to some types of parking vouchers which are not available online.
- 2.20 The council also commissioned digital inclusion workshops through Age UK (Hertfordshire) between April 2023 – May 2024 as part of the cultural strand of the UK Shared Prosperity Fund. This was aimed at supporting people in rural areas build confidence with use of smart devices (particularly with things like facetimeing family members). 37 people were supported over a number of workshops and 12 devices were distributed to socially isolated individuals as part of this work.
- 2.21 As part of the "Listening Council" approach, active steps have been undertaken to ensure that key consultations include face to face engagement alongside online surveys. In the Old River Lane Public Square consultation, five opportunities were provided for

residents to meet with Councillors and Officers to discuss the proposals. These took place on Market Stalls on Thursdays and Saturdays between August – September 2024. A consultation on the future of parking provision also included sessions in each of the five main towns and Stansted Abbots in the Autumn of 2024. In both instances, residents were positive about the level of engagement undertaken even if they were less keen on some of the proposals being put forward.

2.22 **(4) Whether there are any council services that are not currently provided online that could be**

2.23 Our challenge is not so much about availability of online services. With the exception of some type of parking vouchers, all service requests can be done on line and we currently have over 80 types of service request forms available on our website. We have two major challenges as, follows:

2.24 Fragmented systems: Currently if a resident opts for online council tax billing, also wants to have a green waste subscription and pay for a residential parking permit, they need to access three different systems (each requiring a separate log on). The overall customer experience in this instance is understandably poor. The CRM will enable us to link all of these systems through one customer account, vastly improving the customer experience. Integration with these different systems is a priority for the next phase of the CRM project.

2.25 Customer behaviour: As mentioned above, telephony remains the most likely means by which customers contact us. Although there has been an uptake in digital interactions, our aim is to shift more contacts from telephony to digital.

2.26 Benchmarking digital activity levels against averages is a useful way to understand what is reasonable in terms of customer behaviour. Key data sets on digital exclusion at a national level comes from [OFCOM's affordability tracker](#) and the [Lloyds Banking Group Consumer Digital Index](#). These indicate that exclusion is caused by both a lack of access to digital (9% of adults cannot afford a mobile device, 8% cannot afford broadband at home) and a lack of skills/ confidence to do so (16% of the adult population)

- 2.27 LG Inform, who undertake benchmarking of various metrics amongst local authorities also have some [interesting research on digital inclusion](#), broken down by local authority level. Their research states that in East Hertfordshire, 96.2% of adults had used the internet in the last 12 months (slightly higher than the regional average of 93.9%). Interestingly, engagement with public services online (eg. Libraries) is less than the regional average (13% in East Herts compared to 15% elsewhere) but engagement in other activities such as online news was higher (71% compared to 61%).
- 2.28 Although the LG Inform metrics have acknowledged limits (not least that the responses are collected via an online survey), it does suggest that the overall proportion of contact we receive through digital means could be increased. Although the reports do not adjust for local circumstances, demographics or geography (the LG Inform also notes that East Herts is below the average for access to full fibre availability) a reasonable target to set for future interactions is for 66%, or 2 out of every 3 contacts to come via digital means.
- 2.29 **(5) Whether there are any examples of best practice across local government that East Herts could learn from**
- 2.30 There is lots of good practice on digital engagement nationally across the public and private sector. The [Local Government Association's Digitisation Framework](#) provides a useful guide to the steps that need to be undertaken when thinking about digital inclusion. We are also involved in the [LGA's Digital Inclusion Network](#) which helps share best practice and case studies.
- 2.31 There are also some good examples of digital work in specific areas. The most innovative areas recognise that digital inclusion is a collective challenge across agencies and work in partnership to address this. Authorities such as [Middlesborough Council](#) and [Shropshire Council](#) have collaborated with community groups, volunteers, other public sector agencies and businesses to address affordability and skills.
- 2.32 **What are our priorities going forward**

2.33 We will continue to develop the CRM for customer services and beyond. Specifically:

- Integration with key software systems such as Uniform (Planning, Environmental Health and Licencing) and Echo (Waste Management)
- Implement fully automated workflows so that customers can track how their queries are progressing (and avoid the need to follow up with another email or phone call for an update)

2.34 Alongside this we will be reviewing our overall strategy with regards to customer services. This will include refreshing service standards and expectations for responses and considering whether some form of customer service accreditation is feasible. This work will be delivered through the Transforming East Herts programme.

2.35 The current budget proposals also include a review of receptions with a potential saving in 2026/27. Our expectation is that by this time we will be able to deliver more efficiencies through increased take up of the CRM. This will follow on from the work described in (1.35).

2.36 Further work from 25/26 onwards will also include the implementation of a new telephony system which will integrate with our CRM. This will be procured jointly with Stevenage Borough Council through the shared IT Service.

### **3.0 Reason(s)**

3.1 Committee Members have requested this issue be discussed.

### **4.0 Options**

4.1 N/A

### **5.0 Risks**

5.1 N/A

### **6.0 Implications/Consultations**

6.1 At this stage there are no consultations required however should the council wish to develop its policy position on digital exclusion further, engagement with residents will be required.

### **Community Safety**

No

### **Data Protection**

The CRM involves creation of individual customer accounts. The software system was subject to a Data Protection Impact Assessment to ensure it was compliant with all data held being necessary and proportionate.

Customers are able to access their own accounts if they choose to do so.

### **Equalities**

Should the council wish to develop its policy position on digital exclusion further, an equalities impact assessment will be required. In the case of any changes to existing provision, an impact assessment will be required however no changes are proposed within this paper.

### **Environmental Sustainability**

No

### **Financial**

No

### **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 – background data and metrics**

#### **Contact Member**

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#### **Contact Officer**

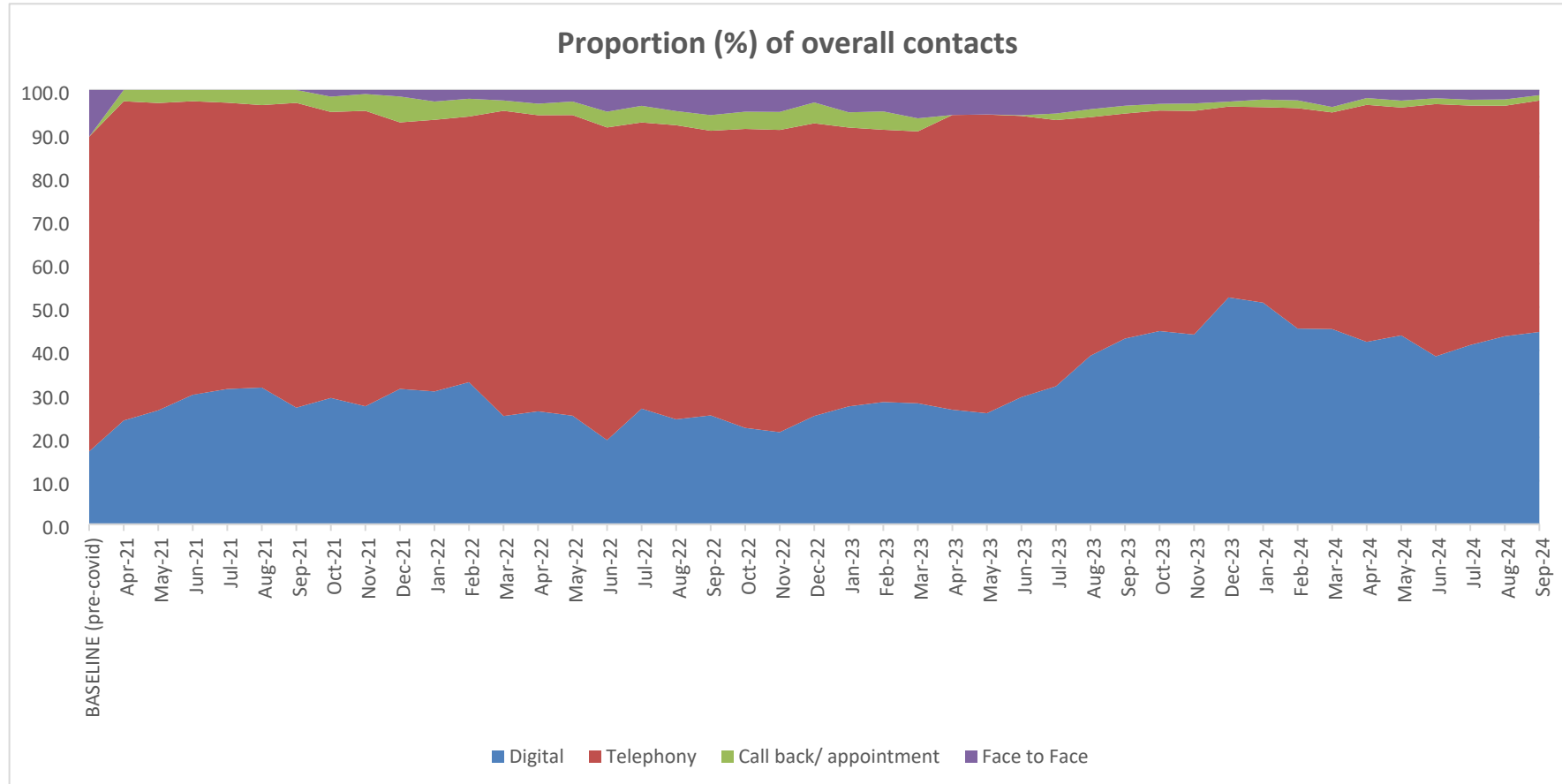
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## Appendix A – background data and metrics

Figure 1: proportion of overall contacts in customer services by channel



**Figure 2: number of contacts in customer services by channel**

<b>Activity period</b>	No. of CS emails / webforms	Telephony	F2F	Appointments*	TOTAL
<b>BASELINE (pre-covid)</b>	1,505	6,510	967	0	8982
<b>Apr-21</b>	2729	8407	0	297	11433
<b>May-21</b>	2591	6997	0	297	9885
<b>Jun-21</b>	3413	7743	0	297	11453
<b>Jul-21</b>	3153	6678	0	297	10128
<b>Aug-21</b>	2682	5546	0	297	8525
<b>Sep-21</b>	2679	7008	0	297	9984
<b>Oct-21</b>	2443	5536	129	297	8405
<b>Nov-21</b>	2085	5223	72	297	7677
<b>Dec-21</b>	1552	3058	75	297	4982
<b>Jan-22</b>	2152	4404	187	297	7040
<b>Feb-22</b>	2367	4429	146	297	7239
<b>Mar-22</b>	3104	8761	301	297	12463
<b>Apr-22</b>	2320	6088	282	237	8927
<b>May-22</b>	1896	5254	202	237	7589
<b>Jun-22</b>	1263	4696	326	237	6522
<b>Jul-22</b>	1647	4081	226	237	6191
<b>Aug-22</b>	1758	4931	354	237	7280
<b>Sep-22</b>	1648	4313	381	237	6579
<b>Oct-22</b>	1325	4116	299	237	5977
<b>Nov-22</b>	1211	3979	289	237	5716
<b>Dec-22</b>	1230	3327	142	237	4936
<b>Jan-23</b>	1834	4342	348	237	6761



<b>Feb-23</b>	1581	3525	278	237	5621
<b>Mar-23</b>	2192	4931	514	237	7874
<b>Apr-23</b>	1637	4217	358	0	6212
<b>May-23</b>	1690	4550	373	1	6614
<b>Jun-23</b>	1839	4069	365	11	6284
<b>Jul-23</b>	2161	4172	369	102	6804
<b>Aug-23</b>	2794	3955	319	132	7200
<b>Sep-23</b>	3135	3801	266	132	7334
<b>Oct-23</b>	3239	3698	233	112	7282
<b>Nov-23</b>	2830	3338	201	111	6480
<b>Dec-23</b>	2899	2440	149	63	5551
<b>Jan-24</b>	4033	3559	174	139	7905
<b>Feb-24</b>	3330	3753	177	132	7392
<b>Mar-24</b>	3979	4419	347	111	8856
<b>Apr-24</b>	3682	4787	163	137	8769
<b>May-24</b>	3519	4248	198	129	8094
<b>Jun-24</b>	2787	4189	137	97	7210
<b>Jul-24</b>	3122	4172	170	102	7566
<b>Aug-24</b>	3302	4049	166	111	7628
<b>Sep-24</b>	3767	4535	102	105	8509

- *Appointment data for 21/22 and 22/23 was averaged out over the annual period. We used a separate, stand alone system until the CRM was launched and the data reporting wasn't sophisticated. For example it only included appointments booked, not those actually provided (eg. Where a customer booked but then didn't answer when called). The new system records those booked as well as those delivered.*

**Figure 3: NNDR and council tax sign ups**

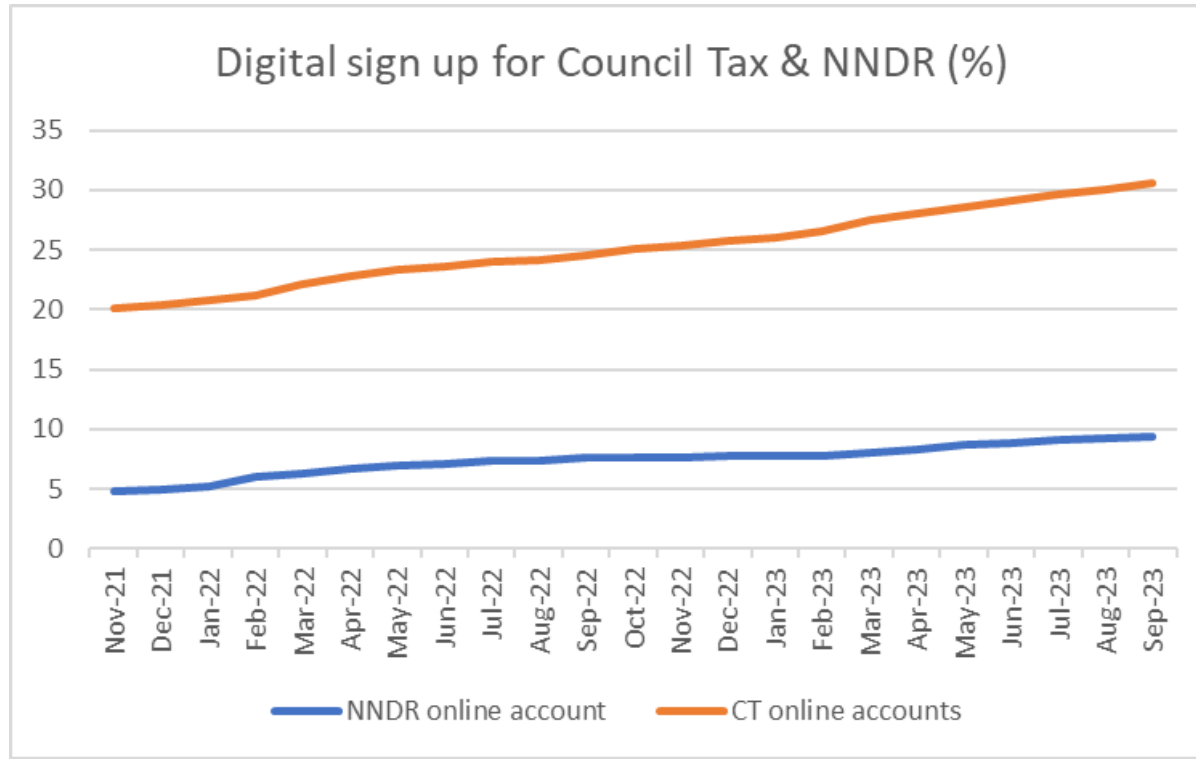
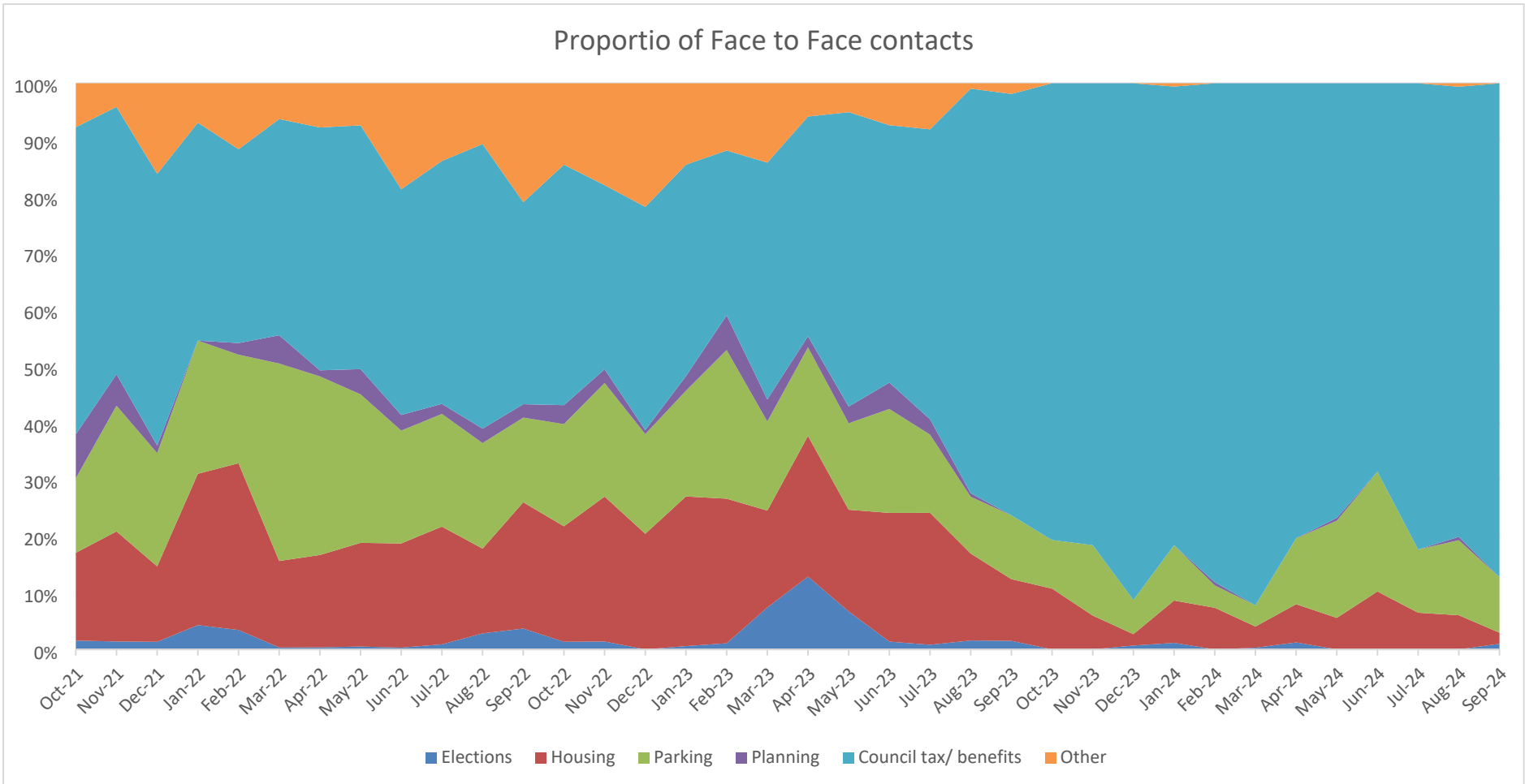


Figure 4: face to face contacts by type of request



**Figure 5: Appointments since 2023**

	Planning	Housing	Benefits	Licensing	Total
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May-23					1
Jun-23	6	0	3	1	10
Jul-23	76	8	10	2	102
Aug-23	106	17	4	8	132
Sep-23	112	10	8	5	132
Oct-23	85	8	13	2	112
Nov-23	89	11	10	6	111
Dec-23	45	9	7	1	63
Jan-24	114	11	11	2	139
Feb-24	112	9	7	3	132
Mar-24	86	12	12	4	111
Apr-24	110	4	18	1	137
May-24	118	0	10	5	129
Jun-24	83	5	6	1	97
Jul-24	88	6	3	3	102
Aug-24	98	4	8	5	111
Sep-24	87	12	3	1	105
Oct-24	62	6		3	69
Nov-24				1	
Dec-24					

## **East Herts Council Report**

### **Overview and Scrutiny Committee**

**Date of meeting: Tuesday 14 January 2025**

**Report by: Chairman of Overview and Scrutiny Committee**

**Report title: Overview and Scrutiny Committee - Draft Work Programme**

**Ward(s) affected: (All Wards);**

### **Summary**

- This report considers topics for inclusion in the Committee's Draft Work Programme. By establishing a work programme of topics for scrutiny Members are better able to plan their future workload, with an agenda which is focussed, maximising the efficacy of the scrutiny process by taking a longer term, strategic view of the issues facing the council.
- The Committee's current work programme is detailed in **Appendix 1**.

### **RECOMMENDATIONS FOR Overview and Scrutiny Committee**

- (A) That the work programme at Appendix 1, be agreed.**
- (B) A workshop for Members be arranged in March or April 2025, so that topics for scrutiny can be identified for the work programme for the 2025/26 civic year.**

#### **1.0 Background**

- 1.1 **Appendix 1** sets out the Draft Work Programme which may be reviewed at any time. Members are reminded to complete the scrutiny proposal form when putting forward an item for the draft work programme.

- 1.2 A key function of the Overview and Scrutiny Committee is to hold the Executive to account for its decisions, to review existing policies and consider proposals for new policies. In doing so, it will act as the Executive's critical friend in the process. The principle power of scrutiny is to influence policies and decisions made by the Council. Its aim should be to achieve positive outcomes for local people by undertaking a thorough targeted examination of the council's services and procedures and make recommendations for improvement.
- 1.3 It has no formal powers to make changes but where a recommendation is made to the Executive, the Executive is required to respond to the Overview and Scrutiny Committee if it decides not to accept a recommendation and the rationale for that decision. The Centre for Governance and Scrutiny (CfGS) recommends that the Executive has to respond to any recommendation within two months.

## **2.0 Update**

- 2.1 Topics for scrutiny at the following meetings are detailed in Appendix 1.
- 2.2 The Overview and Scrutiny Committee met for a workshop on Tuesday 11 June 2024, to discuss potential topics for scrutiny on the work programme for 2024/25.
- 2.3 The Chair of the Committee, Councillor Jacobs, also recently attended a meeting of the Joint Administration Steering Group. Following these meetings and the meeting of the Committee on 5 November 2024, the following topics were suggested for inclusion on the Overview and Scrutiny Committee work programme:
- Parking Engagement Strategy
  - Digital Exclusion
  - UK Shared Prosperity Fund (UKSPF)
  - Housing
  - Climate Change (climate emergency)
  - IT and Cyber Security
  - Glyphosate
  - East Herts Markets

- LCWIP
- East Herts Arts showcase
- Anti Racism Charter
- Biodiversity
- Joint Use Pools
- BEAM
- Old River Lane
- Development Management and Community Forums

2.4 It is for the Overview and Scrutiny Committee to determine which items are added to the committee work programme. Meeting dates of the Committee are as follows:

- 14 January 2025
- 4 March 2025
- 10 June 2025
- 16 September 2025
- 4 November 2025
- 20 January 2026
- 10 March 2026

### **3.0 Reason(s)**

3.1 Members are welcome to submit a scrutiny proposal at any time. This form is available in the Microsoft Teams channel and provides Officers with sufficient information to assess if it is appropriate for scrutiny and to ensure that specific questions are addressed. A Scrutiny Flowchart is also available which explains the processes involved in submitting a Scrutiny Proposal Form. Democratic Services will then liaise with Officers and the Chairman to consider the best way forward to address the subject and complete the scoping document.

### **4.0 Options**

4.1 The work programme will be kept under review by the Overview and Scrutiny Committee throughout the coming year.

4.2 A further workshop will need to be arranged in March or April 2025 to identify potential topics for scrutiny in the 2025/26 civic year. These topics would need to be refined via the submission of

scrutiny proposal forms by any Member or Members of Overview and Scrutiny Committee.

## **5.0 Risks**

- 5.1 The establishment of an Overview and Scrutiny Committee is enshrined in the Local Government Act 2000 (Section 9). The 2000 Act obliges local authorities to adopt political management systems with a separate Executive. Various sub sections of the 2000 Act set out the powers and duties for Overview and Scrutiny Committee including the right to investigate and make recommendations on anything which is the responsibility of the Executive. Legislative provisions can also be found in the Localism Act 2011 (Schedule 2) with options to retain or re-adopt a "committee system" Section 9B.
- 5.2 Potential risks arise for the council if policies and strategies are developed and / or enacted without sufficient scrutiny. Approval of an updated work programme contributes to the mitigation of risk (and Call-Ins) by ensuring key activities of the council are scrutinised.

## **6.0 Implications/Consultations**

### **Community Safety**

No

### **Data Protection**

No

### **Equalities**

No

### **Environmental Sustainability**

Yes - the proposed Work Programme envisages the Overview and Scrutiny Committee receiving reports on the progress of the council's environmental strategies.

### **Financial**

No



## **Health and Safety**

No

## **Human Resources**

No

## **Human Rights**

No

## **Legal**

Yes - scrutiny is enshrined in statute (the Local Government Act 2000 as amended by the Localism Act 2011)

## **Specific Wards**

No

7.0 Background papers, appendices and other relevant material

7.1 **Appendix 1** - Summary of Topics

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### Programme of Proposed Scrutiny Topics

Topic	Corporate Objectives (LEAF)	Questions/concerns	Scrutiny Approach (Bulletin, Report, rapid review or task and finish group)	Background Notes / Officers' comments	Reporting timeframe to
Parking Engagement Strategy					14 January 2025
Digital Exclusion					14 January 2025
Housing				Likely to be affordable housing, but the topic will need to be narrowed down via a scrutiny proposal form	5 March 2025
UK Shared Prosperity Fund (UKSPF)					5 March 2025
Development Management and Community Forums	Enablement	Questions about how the Development Management and Community Forums can impact positively in the engagement process with both residents and developers	Report	Members agreed on 16 January 2024 to receive an update on progress to their June 2025 meeting.	June 2025 (and not later than November 2025)