Hertfordshire

Agenda Reports & Other Papers

Presented to the
Meeting of the
Highways and Transport Cabinet Panel
on
Tuesday, 12 March 2024

Agenda

Hertfordshire

AGENDA for a meeting of the HIGHWAYS AND TRANSPORT CABINET PANEL in THE COUNCIL CHAMBER at County Hall, Hertford ON TUESDAY, 12 MARCH 2024 AT 10.00AM

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MEMBERS OF THE PANEL (11) (Quorum 3)

P Bibby (Chairman), H R Campbell, S B A F H Giles-Medhurst, J R Jones, J S Kaye, A K Khan, M D M Muir, S M N Nash, R Ranger (Vice Chairman), F Guest (substituting for S G Tallon), N W Taylor

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WEBCASTING NOTICE

<u>Webcasting</u>: This meeting will be filmed and webcast live on the internet and will also be recorded and published on the Council's website. All parts of the room can be seen or heard by the camera or microphones and any members of the press and public present in the Council Chamber at any time during the meeting are likely to be included in the webcast and recording.

There may be occasions when the public are excluded from the meeting for particular items of business. Any such items are taken at the end of the public part of the meeting and are listed under "Part II ('closed') agenda".

Those wishing to watch the live broadcast should go here:
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The Council Chamber is fitted with an audio system to assist those with hearing impairment. Anyone who wishes to use this should contact main (front) reception

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Members are reminded that all equalities implications and equalities impact assessments undertaken in relation to any matter on this agenda must be rigorously considered prior to any decision being reached on that matter.

Members are reminded that:

(1)   if they consider that they have a Disclosable Pecuniary Interest in any matter to be considered at the meeting they must declare that interest and must not participate in or vote on that matter unless a dispensation has been granted by the Standards Committee.

(2)   if they consider that they have a Declarable Interest (as defined in paragraph 5.3 of the Code of Conduct for Members) in any matter to be considered at the meeting they must declare the existence and nature of that interest but they can speak and vote on the matter.

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PART I (PUBLIC) AGENDA

1. MINUTES

Consideration of the minutes of the meeting held on 1 February 2024 is deferred to the meeting of 8 May 2024.

2. PUBLIC PETITIONS

The opportunity for any member of the public, being resident in Hertfordshire, to present a petition relating to a matter with which the Council is concerned, which is relevant to the remit of this Cabinet Panel and which contains signatories who are either resident in or who work in Hertfordshire.

Members of the public who are considering raising an issue of concern via a petition are advised to contact their local member of the Council. The Council's arrangements for the receipt of petitions are set out in Annex 24 - Petitions Scheme of the Constitution.

If you have any queries about the procedure please contact Theresa Baker Democratic Services Officer, by telephone on (01992 556545) or by e-mail to theresa.baker@hertfordshire.gov.uk

Notification of intent to present a petition has been received for the following petition: -
1.   Notice has been received that John Dowdle wishes to present a petition in the following terms, details provided under item 2A below:

2A: PETITION – 'STOP THE 20 MPH ZONES ROLL OUT'

"We the undersigned petition the County Council to oppose HCC's continued wasting of money on introducing new 20 mph zones at a time when the County Council Director of Finance has warned all county councillors that The Council has an 'extremely serious financial position'.

The Administration are squandering £2.3m for the roll-out of more 20mph zones in Hertfordshire, according to budget proposals for 2024/25. Already this year (2023/24) the council has spent £3m on 20mph zones – with plans to waste a further £1.7m next year (2025/26) too. All in all, the Administration at County Hall are prepared to waste £7 million in total on mad schemes that few - if any - Hertfordshire residents actually want. This wasteful spending must be stopped immediately".

This petition attracted 1510 valid signatures.

Report of the Executive Director Growth and Environment

A report on the subject of the petition is attached (2A).

3. **BUS FRANCHISING IN HERTFORDSHIRE**

   Report of the Executive Director Growth & Environment

4. **HIGHWAYS PROCUREMENT 2024**
   AWARD OF THE HIGHWAYS PROFESSIONAL SERVICES CONTRACT

   Report of the Executive Director of Growth and Environment

5. **PLACE & MOVEMENT PLANNING AND DESIGN GUIDE FOR HERTFORDSHIRE**

   Report of the Executive Director of Growth and Environment

6. **DRAFT ACTIVE TRAVEL STRATEGY**

   Report of the Executive Director of Growth and Environment

7. **ACTIVE TRAVEL FUND PROGRAMME UPDATE**

   Report of the Executive Director of Growth and Environment

8. **RESPONSE TO MOTION ON ENSURING ADEQUATE FOOTWAY WIDTH**

   Report of the Executive Director of Growth and Environment

9. **THE HERTFORDSHIRE ESSEX RAPID TRANSIT (HERT)**

   Report of the Executive Director of Growth and Environment

10. **HIGHWAYS COMMUNICATIONS - RESPONSE TO PEER REVIEW**

    Report of the Executive Director of Growth and Environment

11. **HIGH STREETS RECOVERY UPDATE**

    Report of the Executive Director of Growth and Environment

12. **RESPONSE TO MOTION ON**
    SPEED MANAGEMENT STRATEGY OPERATION AND INTERPRETATION

    Report of the Executive Director of Growth and Environment

13. **INDICATIVE IMPLEMENTATION PLAN OF TRANSPORT SCHEMES**

    Report of the Executive Director of Growth and Environment

14. **RESPONSE TO MOTION ON ABBEY LINE TRAIN SERVICES**

    Report of the Executive Director of Growth and Environment

15. **OTHER PART I BUSINESS**

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Such Part I (public) business which, if the Chairman agrees, is of sufficient urgency to warrant consideration.

PART II ('CLOSED') AGENDA

EXCLUSION OF PRESS AND PUBLIC

There are no items of Part II business on this agenda. If Part II business is notified the Chairman will move:-

"That under Section 100(A) (4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item/s of business on the grounds that it/they involve/s the likely disclosure of exempt information as defined in paragraph/s ……. of Part 1 of Schedule 12A to the said Act and the public interest in maintaining the exemption outweighs the public interest in disclosing the information."

If you require further information about this agenda, please contact Theresa Baker, Democratic Services, on telephone no (01992 556545) or email theresa.baker@hertfordshire.gov.uk.

Agenda documents are also available on the internet at:
https://democracy.hertfordshire.gov.uk/mgListCommittees.aspx?bcr=1

QUENTIN BAKER
DIRECTOR OF LAW & GOVERNANCE

HERTFORDSHIRE COUNTY COUNCIL

**HIGHWAYS & TRANSPORT CABINET PANEL
12 MARCH 2024 AT 10.00AM**

RESPONSE TO A PETITION TO STOP 20MPH ZONES ROLL OUT

Report of the Executive Director of Growth and Environment

Author:-   Rory McMullan, Head of Road Safety & Active Travel
                      (Tel: 01992 555048)
Legal Review: Jaspreet Lyall, Principal Lawyer (Tel: 1992555724)
Financial Review: - Matthew Buckland, Head of Finance (Tel: 01992 555387)

Executive Member:-   Phil Bibby, Highways and Environment

Local Members:-   All

1.   PURPOSE OF REPORT

1.1   To enable Members to consider a petition received on Friday 29th January 2024 concerning the roll-out of the 20mph programme. This report sets out the background, and other relevant information of which officers are aware relating to the subject matter of the petition.

2.   SUMMARY

2.1   The following petition was lodged with the County Council and achieved 1510 valid signatures:

The petition:
"Stop 20 mph zones roll-out

We the undersigned petition the County Council to oppose HCC's continued wasting of money on introducing new 20 mph zones at a time when the County Council Director of Finance has warned all county councillors that The Council has an 'extremely serious financial position'

The Administration are squandering £2.3m for the roll-out of more 20mph zones in Hertfordshire, according to budget proposals for 2024/25. Already this year (2023/24) the council has spent £3m on 20mph zones – with plans to waste a further £1.7m next year (2025/26) too. All in all, the Administration at County Hall are prepared to waste £7 million in total on mad schemes that few - if any - Hertfordshire residents actually want. This wasteful spending must be stopped immediately."

2.2　This report sets out the background and context of the 20mph programme, its benefits, public support and costs. It also confirms the work that has taken place to date and financial implications.

3.　RECOMMENDATIONS

3.1　As set out in the Annex 22 of the Constitution, the Panel can make a recommendation as follows:
(i)　refer the matter to Cabinet
(ii)　make a recommendation to officers as to how to respond to the petition
(iii)　request officers undertake further work and either liaise with the Local Member and relevant Executive Member before responding to the petition or bring the matter back to Panel
(iv)　acknowledge the petition but recommend that no further action is taken.

3.2　Officers recommend that the Cabinet Panel acknowledge the petition but recommend no further action should be taken.

4.　BACKGROUND

4.1　Hertfordshire County Council has committed £7m to implement 20mph areas across Hertfordshire up to 25/26 financial year, providing an environment where people feel safer and are more likely to walk or cycle for short journeys helping to reduce car use, improve air quality and enable people to be more active.

4.2　The 20mph programme was approved for implementation in 2021 and funding from the Integrated Plan to support it. This programme was in response to growing public demand for 20mph speed limits where there are high levels of people walking and cycling.

4.3　The programme follows the Hertfordshire Speed Management Strategy (SMS) principles, which stipulates speed limits need to be appropriate for the physical environment, reflecting the level of use by vulnerable road users and current vehicle speeds to encourage self-compliance. Only areas with existing mean speeds at or below 24mph are suitable for implementation without further traffic management measures to physically calm traffic. This is in line with the guidance from the Department for Transport Circular 01/13 Setting local speed limits. This Circular also includes evidence to support slower speed limits, showing that on average a 1mph reduction in traffic speeds reduces collisions by 6% in urban areas.

4.4　The SMS uses the Place and Movement matrix to identify streets that could be potentially suitable for 20mph limits, which are the areas where people live, learn, or shop, both in urban and rural communities.

4.5　The prioritisation process was agreed, whereby areas with schools, poor air quality and low footway widths are given a higher priority for implementation.

4.6   As areas are taken forward the local County Member is given the opportunity to discuss the extent and nature of the 20mph area and confirm their support. Data is then collected to determine traffic speed and volume of traffic. A detailed plan for the extent of the area is then produced, including traffic management proposals where necessary, and presented to the local residents at informal consultation. Only those areas which have a good level of public support and support from the local Member are taken forward to the delivery phase.

4.7   A recent YouGov survey undertaken by Hertfordshire County Council Highways, showed that 64% of residents in Hertfordshire support 20mph limits where they live and 63% support 20mph in places such as High Streets.

5.   FINANCIAL IMPLICATIONS

5.1   Hertfordshire County Council has committed £7m of capital funding to implement 20mph areas across Hertfordshire. Of this, £3m is forecast to be spent by 31 March 2024 on speed and volume surveys, public consultation, design work and on the purchase of assets such as 20mph signage, with schemes now progressing into delivery phase.

5.2   If the programme were to be stopped, the cost of any preparatory work on schemes that had been worked on and not progressed through to delivery could not be funded by capital and would need to be charged to revenue that is not currently funded.

6.   LEGAL IMPLICATIONS

6.1   There are legal processes and costs to implement a Traffic Regulation Orders to change a speed limit.

6.2   No further legal issues are envisaged.

7.   EQUALITIES IMPLICATIONS

7.1   When considering proposals placed before members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.

7.2   Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read   and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

7.3   The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil

partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

7.4   The content of this report does not introduce any changes that require an EqIA. Individual projects, programmes and strategies under development will be subject to an EqIA where appropriate.

8.   **SUSTAINABLE HERTFORDSHIRE IMPACT ASSESSMENT**

8.1   The Climate Change Act 2008 requires the UK government to reduce greenhouse gases by 100%, relative to 1990 levels, by 2050. As a local authority, the County Council is committed to this target, having declared a climate emergency in 2019.

8.2   The County Council has chosen to consider sustainability within its decisions, to identify suitable mitigation measures to address the impacts of climate change where required and practicable in all the circumstances, ensuring these are in line with the Sustainable Hertfordshire Strategy .

8.3   When considering proposals placed before Members it is important that they are aware of and have considered the sustainability implications of the decision that they are taking.

8.4   A Sustainable Hertfordshire assessment has not been performed at this stage, but as a drop in traffic speed is associated with a reduction in emissions it is expected that the sustainable Hertfordshire impacts would be positive.

Background Documents –

Speed Management Strategy: -

Speed Management Strategy 2020 (hertfordshire.gov.uk)

HERTFORDSHIRE COUNTY COUNCIL **HIGHWAYS AND TRANSPORT CABINET PANEL** **TUESDAY 12ᵗʰ MARCH 2024 AT 10:00AM**	Agenda Item No: **3**

BUS FRANCHISING IN HERTFORDSHIRE

Report of the Executive Director Growth & Environment

Author:-   Matt Lale, Passenger Transport Manager
                              (Tel: 01992 588633)
                              Simon Aries, Director Transport & Waste
                              (Tel: 01992 555255)
Legal Review:-   Damian Ogbonnaya, Assistant Chief Legal Officer
                              (Tel: 01992 555530)
Financial Review: Georgie Sheridan, Finance Manager
                              (Tel: 01992 555736)

Executive Member:-   Phil Bibby, Highways & Transport

Local Member/s:-   Not Applicable

1.   Purpose of report

1.1   The purpose of this report is to inform and update the Panel on the
        outcomes of a recent research review into bus franchising and
        contracting, as applicable to Hertfordshire.

1.2   The report is not a formal franchise assessment. Instead the aim is to
        present to the Panel a high level, broad indicative summary and
        highlights of what a franchise approach might look like in Hertfordshire,
        including pros and cons and estimated ranges of budgetary
        implications.

1.3   No budget provision related to franchising has been allocated or
        sought.

2.   Summary

2.1   Franchising is an established model for providing bus services in
        London and in many cities and regions across Europe and around the
        world. Franchising enables a Local Transport Authority (LTA) to
        specify all aspects of bus services running in the area, including (but
        not limited to) routes, timetables, fares, ticketing, and vehicle
        specifications.

2.2   Franchising offers a range of significant advantages to Hertfordshire
        County Council (HCC) that are much more difficult to achieve under the
        deregulated model – such as integrated ticketing, holistic network
        planning, cross-subsidy across bus services and other modes and
        unified marketing and branding. Franchising also provides an

opportunity for HCC to integrate the envisioned mass rapid transit system in the region, the Hertfordshire-Essex Rapid Transit (HERT).

2.3   Potentially it would also enable HCC to ensure bus services better serve the needs of residents and businesses, boosting growth, supporting those less well off to access jobs and achieve modal shift by offering better choice for residents, further helping to reduce congestion, improve health and meet wider decarbonisation targets set by HCC.

2.4   A review of the current bus network concluded that a Hertfordshire franchise scheme would be likely to incorporate a 391 Peak Vehicle Requirement (PVR – the number of vehicles required at peak travelling times to accommodate current / predicted patronage levels), including all services operating wholly within the county and an element of cross-boundary services, particularly those serving Luton.

2.5   Capital expenditure to establish such a scheme was estimated at a maximum of approximately £174 million, of which 70% would be for the acquisition of new electric buses. This is based on an approach similar to Greater Manchester and represents the upper limit of potential capital expenditure.

2.6   For comparison, the minimum capital expenditure that could be achieved is £14 million. This excludes the large capital investments of buses and depots but includes the unavoidable costs associated with a franchise scheme, such as on bus ticketing units, ticketing system back office and transition costs.

2.7   There are a range of options that could be considered between this upper and lower limit. Options that lower the capital requirements were noted with associated drawbacks in diminishing competition for contracts by retaining existing barriers to entry.

2.8   Operating expenditure was estimated at approximately £62 million per annum. A range of income scenarios were considered, ranging from a 'Pessimistic' scenario with a resulting £18 million annual operating deficit, to an 'Optimistic' scenario with an annual profit of around £2 million. The high level of uncertainty (and risk) over in-scope patronage was noted, with further work needed to refine patronage projections to produce a more accurate revenue forecast.

2.9   Barriers to entry to the Hertfordshire bus market include access to depots which are currently privately owned by incumbent operators, as well as industry-specific barriers around the need to obtain the necessary operator licences and specialist supporting infrastructure. The market barriers were considered typical to other deregulated bus markets in the UK, but the opportunities presented from being on the fringes of an existing regulated bus market with a large pool of operators was also identified.

2.10   There is the potential for the packaging of supported bus services and this is an option already open to HCC. It could provide operational

benefits similar to a franchise, particularly in the North East of the county where commercial bus services are most lacking.

2.11   The theoretical implementation roadmap illustrates that the transition in Hertfordshire would be expected to take 6-7 years, with the statutory Franchise Assessment expected to take the longest to complete of the various elements. This illustrative timeline could be reduced based on further guidance that may come from the Department for Transport in 2024.

By June 2024: HCC enters discussion with Government to make the necessary Regulations for a non-mayoral authority accessing franchising powers.
By June 2025: HCC announces bus market reform is being pursued and commences formal Franchising Assessment.
By June 2027: HCC concludes franchising assessment and commences independent audit.
By the end of 2027: HCC concludes public consultation on how the county's bus services should be run.
By March 2028: Final decision by HCC on whether to make a franchise scheme.
From April to October 2028: Cooling-off period, HCC starts preparing contracts; and
By end of 2029: First franchise contracts begin operation (may be phased).

3.   Recommendation

3.1   The Panel welcome the report and consider a franchise approach in Hertfordshire would bring benefits and improvements across the bus network in the county. While noting the current unaffordability of a franchise model that may unlock the greatest benefits, Panel note there are various ways costs and risks could be reduced or more effectively managed within a tighter budget envelope.

3.2   The Panel requests that all options remain open for consideration, particularly if the Council is awarded a Level 2 Devolution deal, and to be kept informed of developments.

4.   Background

4.1   Following the successful award of funding from Government under the Bus Service Improvement Plan (BSIP) process, HCC wished to investigate the most effective way of delivering bus network objectives and outcomes in the medium to long term, with consideration of the governance and delivery mechanisms available.

4.2   HCC commissioned research, in May 2023, to carry out an impartial review of the additional powers made available to non-Mayoral transport authorities under the Bus Services Act 2017, as well as identifying options for alternative delivery methods possible within existing regulatory frameworks.

4.3   It is important to note that this Panel report and the associated research report is not a formal Franchise Assessment, as defined within the Bus Services Act 2017. It is a theoretical study of how a franchised bus model could be introduced. The report does however highlight options around the transition and governance arrangements that would be more viable or preferable if a franchise scheme was to proceed.

4.4   In a franchised operation, on-street competition for passengers between operators is not permitted and no operator is allowed to run bus services within the franchised area which are not designed and contracted by the LTA, unless exempted from the franchise scheme through a permit. Permits will typically be granted only to certain cross boundary services which run into the franchised area from neighbouring authorities and other special services such as hop-on, hop-off city tour buses.

4.5   HCC is required to seek permission from the Secretary of State to take forward a formal franchise assessment, as defined in the Bus Services Act 2017. HMG have offered a Level 2 Devo deal in principle though no decision has been made yet whether Hertfordshire County Council will seek to pursue it. Bus franchising within a Level 2 deal would be more straightforward as there would need to be less reference and direct agreement of the Secretray of State (SoS) to proceed, although liaison with Government would still be necessary. Unless a Level 2 deal specifically brought new financial support forward to support franchising costs falling to HCC would remain as broadly set out in this report.

4.6   HCC would be required to satisfy five criteria to obtain this permission from the Secretary of State which are: clearly demonstrating plans for improving bus services; demonstrating sufficient powers to make franchising a success; strong governance arrangements to make the transition to and implementation of a franchise scheme accountable; effective geography to make franchising a success; and that HCC has the capability and resources to deliver franchising.

4.7   Following the granting of permission from the Secretary of State, a formal assessment must be carried out and be independently audited, and the authority must consult with a range of stakeholders specified in the legislation.

4.8   It is important to note that the legislation does not require the authority to pass a particular test or prove that franchising will deliver outcomes. It is instead for the authority to decide, based on the assessment of the proposed franchising scheme and the results of the consultation, whether franchising is the right course of action. The final decision can be subject to legal challenge through judicial review, as is the case for any local authority decision, but is not subject to call-in or sign-off from the Department for Transport (DfT) or the Secretary of State.

1. Authority must have set out plans for improving bus services
The authority must be able to articulate their high-level plans to make bus services better for passengers, including how they intend to use franchising to deliver better services, for example by integrating bus services with wider public transport services, increasing the number of services or their frequencies, by lowering fares or introducing more effective or comprehensive ticketing systems.   The authority should give a clear explanation of why these outcomes would not be achieved in any other way, such as the introduction of an Enhanced Partnership with local bus operators, and the difference that access to franchising powers will make to the day-to-day experiences of passengers in the area.
2. Powers to make franchising a success
The authority must demonstrate that it has an appropriate suite of powers in place to make franchising a success – authorities that have control of both local roads and public transport, together with planning responsibilities and control of issues such as parking policy, will be better placed to implement franchising as they are able to directly control many of the factors that impact bus patronage. This could be demonstrated by effective partnership arrangements in two-tier areas.
3. Strong governance arrangements.
The authority must be able to demonstrate that it has effective governance arrangements in place. The decision-making and accountability arrangements need to be transparent to local people, and authorities seeking consent from the Secretary of State will need to set out how this will be achieved by specifying a named individual such as the Council Leader to take the decision as to whether or not to implement franchising.
4. Effective geography to make franchising a success.
The authority must be able to demonstrate that franchising can be put into practice effectively across the geography of the area.   Authorities requesting franchising powers will need to explain why the geography they propose is appropriate, including information on travel to work and leisure patterns and the nature of existing bus services.   Prior to bringing forward a proposal they should think carefully about the best area in which to implement a franchising scheme given current and potential future travel patterns. This is because the implementation of bus franchising will impact on services not only wholly within the area concerned but also serving other local authority areas.   In summary, it is unlikely that the Secretary of State would be minded to consent to an application from a small local authority proposing to work on its own and where many local bus services run significantly beyond its boundaries.
5. Capability and resources.
The authority must be able to demonstrate that it has the capability and resources to deliver franchising.   An authority should set out why they believe they have the capability to deliver, demonstrating successful delivery of complex projects, previous commitment to improving public transport and outcomes for passengers, and how they plan to finance and resource a system of franchising. This could include, for example, a clear explanation of the long-term level of funding that the authority would commit to the development of, transition to,

implementation of and management of a franchising scheme were it to decide to implement one.

4.9 The Act predates the 2021 national bus strategy, and hence the requirement to prepare Bus Service Improvement Plans (BSIPs). HCC's BSIP articulates high-level plans to improve bus services and can serve as the starting point for meeting the first criterion. An ambitious BSIP is more likely to persuade the Secretary of State that an LTA is serious about improving services; additional analysis will be needed to show how franchising will be more effective than an Enhanced Partnership. The flow chart below set out the steps required, in order, that HCC would need to undertake to move to a franchise model.
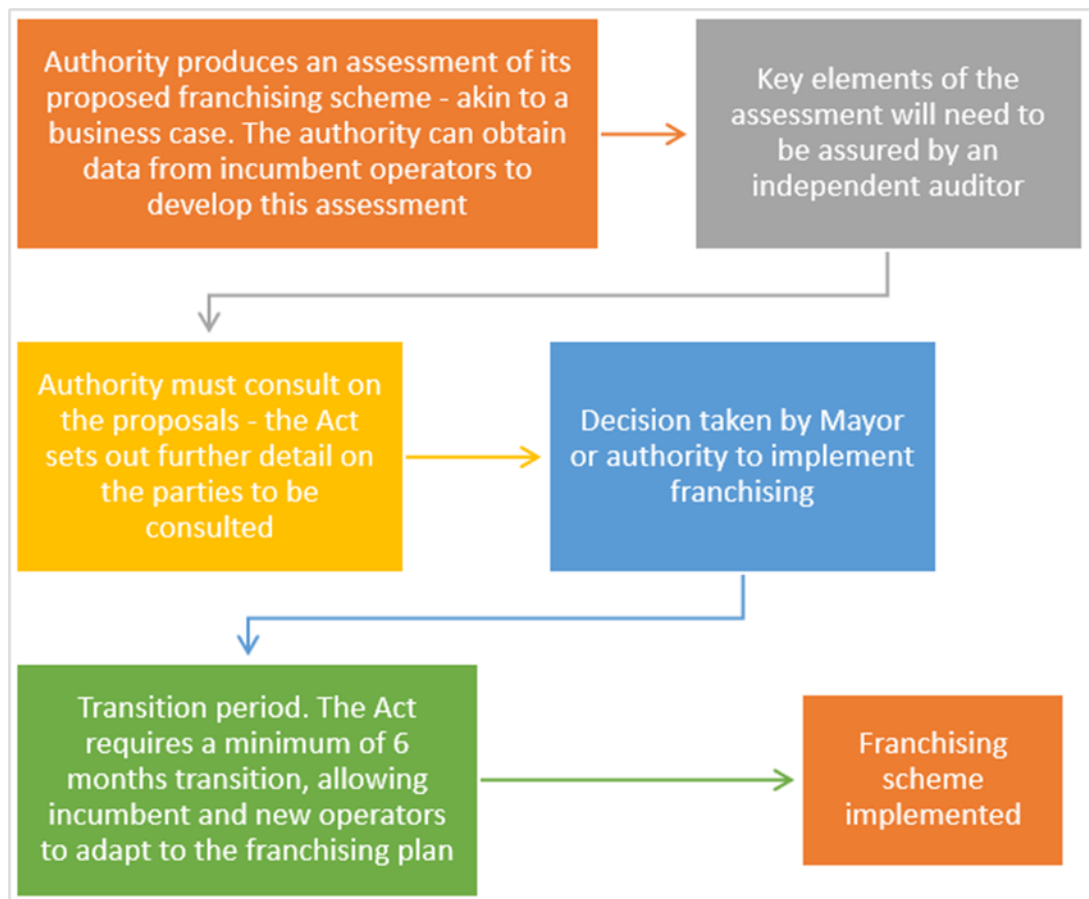
4.10 In a franchised environment the LTA is accountable to residents and council taxpayers for the design and operation of the bus network. This requires formal democratic oversight, likely to involve a Bus Strategy Board (or similar body), Council Cabinet, Highways and Transport Cabinet Panel, and the Highways and Transport Portfolio Holder. It is likely that the Executive Director of Growth & Environment would be the named Senior Responsible Officer. The section 151 officer would also play an important role in overseeing financial arrangements.

4.11 Regardless of the precise type of franchise approach introduced (such as whether the authority owned the operating assets), it is expected that any franchise scheme would require teams to deliver the key bus network functions, along with expanded roles for the authority's existing

legal, procurement, sales, marketing, communications, finance and accounting, HR and IT functions.

4.12   A franchised network would require estimated an additional 36 officers employed by Hertfordshire County Council. Of these, nine would be completely new roles requiring recruitment and 22 would be roles currently undertaken by other organisations (primarily bus operators) that could potentially transfer to HCC without the need for recruitment, therefore preserving the existing local skills-base, although it is important to mention that carrying out the same role in the franchised context will mean a degree of "re-programming" for any transferred staff as the bus network is managed differently under a franchise than as one of multiple operators. Five new roles would be additional capacity for existing HCC support functions and not directly connected with the bus business.

Bus Services in a franchised network

4.13   Based on the existing Hertfordshire bus network, it is estimated there is a 391 Peak Vehicle Requirement (PVR) out of a total of approximately 800 vehciles, comprised of services operating wholly within Hertfordshire, cross-boundary services to Luton and cross-boundary services into Bedfordshire and Buckinghamshire. It is important to note therefore that due to the amount of cross-boundary services in Hertfordshire, the number of services wholly within HCC boundary is less than half of the network, and cooperation with neighbouring authorities would be required to develop a more comprehensive franchise scheme.

4.14   Any decision to build upon the existing network, either through new services or enhancements to existing services would add to this total.

4.15   Vehicles dedicated to home-to-school transport, estimated at 40 PVR, have been excluded from the calculations for the time being. It is assumed that these services mostly carry students / pupils, with little if any capacity to carry the general public, and they are currently provided under a separate line in the Education, Libraries and Lifelong Learning budget, rather than the Highways and Transport budget. They therefore currently sit outside the core bus network.

4.16   Home-to-school services are, though, essential and their routes, capacity, timetables and procurement approaches should be considered as part of more detailed analytical work. In particular, it should be considered whether any of these school services could be absorbed into general services to enable operational efficiencies while still providing adequate home-to-school transport and maintaining capacity for the general public.

Strengths Weakness Opportunity and Threat analysis of franchising as applied to Hertfordshire

Strengths	Weaknesses
Large number (circa 30) of operators. Mix of small, medium and large operators. Higher number of small operators than typically seen elsewhere. Large population (around 1.2 million) with urban density in south of county. Geography of Hertfordshire in the Home Counties: not remote, coastal or a peninsula which can present logistical barriers to new operators serving the market. Good connectivity with motorway network.	One large and dominant operator with around 50% market share means on-the-road competition required for a deregulated market to thrive is lacking. Recent initiatives by HCC to improve the bus network have already demonstrated a lack of competition, with the Watford DRT and ZEBRA schemes both going to Arriva (and the ZEBRA scheme subsequently terminated by Arriva). Large rural area in North East of county with no commercially sustainable bus services means the county is less homogeneous than other authorities, presenting challenges to implementing a county-wide franchised market.
Opportunities	**Threats**
Proximity to regulated London bus market means there is a pool of operators in the vicinity already experienced in bidding for and operating franchised bus services. Numerous operators based outside the county and currently running only 1-2 services into Hertfordshire who may be interested in expanding under a franchise scheme, particularly if barriers to entering the Hertfordshire bus market are reduced or eliminated. HCC has experience in trailblazing as the first authority to establish an Enhanced Partnership and has an opportunity to continue setting the pace as the first county council to franchise the bus network.	Financial viability of the Hertfordshire bus network is fragile illustrated by Arriva's decision to withdraw from the ZEBRA scheme, citing post-pandemic patronage recovery in the county lagging behind other parts of the UK. Continuity of and uncertainty over central government funding, which has been repeatedly extended post-COVID and currently has arrangements lasting until November 2024. BSOG reform consulted on in 2022 but outcomes still unknown.

Current dominance of one operator with around 50% market share could provide stronger justification and starting point for franchising.	

POSITIVES OF FRANCHISING

Passengers

Passengers benefit from a unified and integrated ticketing offer set under one brand which is currently more difficult to achieve under deregulation.

- Integrated real time information and a single point of contact for customers delivers an enhanced travel experience.

Potential for increased customer satisfaction from consistent standards of service, including vehicle presentation, customer service from drivers, and clear rights of remediation in the event of service standards falling short.

For both new and existing users of public transport in the county, the simple and single identity for bus services and potentially other public transport services alleviates confusion in ticketing options and travel planning through a 'one network, one timetable, one ticket' approach.

Transport authority

- Franchising lets the authority set the routes, frequencies and running hours of a stable bus network, having regard to wider social and economic considerations to act in the public interest.

- Allows closer integration with heavy rail and other modes, enabling more people to better access employment, education, leisure and other opportunities.

- There is a financial incentive to a single budget holder to avoid competitive duplication, maximise efficiency.

- Easier to plan and provide an integrated public transport network when bus services are under public control compared to the deregulated approach.

- Integrated network is easier to use and can attract new customers resulting in patronage growth and revenues.

- Opportunity to provide greater levels of connectivity, where more effective cross-subsidy allows the development of a comprehensive network and improvements in social cohesion and mobility.

POSITIVES OF FRANCHISING

- Benefits directly from bus priority measures (such as adding new bus lanes) as the authority can be certain about how the services will respond to improvements.

- Enables efficient utilisation of existing resources and subsidies deriving better value for money from public subsidy and minimising leakage into any excess operator profits.

- Franchising allows branding and trademark, and the franchisor can benefit from any advertising or promotion.

- Greater accountability over how and where public money going into the bus industry is spent, with operators appointed through competitive tendering on all routes and the local authority being answerable to residents on service changes.

Operators

- Can maintain a stable income at predictable profit margins with little or no revenue risk.

- Duplicative expenditure on marketing and publicity is avoided in franchising, as well as removing the risk of contradictory and incomplete information.

- Less need for specialist and higher cost staff such as commercial analysts and network planners as these roles are undertaken by the local authority.

- Clearly defined roles, responsibilities and expectations over reliability, punctuality, cleanliness, safety, security and customer satisfaction with service standards specified through contracts.

- Local authority has more incentive to address highway constraints affecting the reliability of operators' services such as parking and congestion, as the authority is ultimately responsible for bus service performance.

NEGATIVES OF FRANCHISING

Passengers

- Potential for innovation and creativity of the private sector encouraged under the deregulated model is lost, diminishing the passenger experience.

- Eliminating the potential for head-to-head competition could result in less service provision and higher fares.

- Customer experience can diminish during times of disruption as bus operators prioritise complying with contracts over passenger care, such as turning buses short or dropping mileage to recover headways.

- Service provision is highly dependent on local political decisions and means necessary service changes can take longer to implement.

- Passengers on high frequency, well-served routes are likely to see their service provision decline as focus switches from maximising profit to maximising coverage.

Transport authority

- There is scope for legal challenges to franchising proposals and the hurdle from incumbent operators is not easy to overcome.

- Requires major capital expenditure to setup, which may require the purchase of existing assets from operators, and on an ongoing basis.

- Under franchising, authority collects all the commercial fares from across the region and this can result in high revenue risk as bus operators must still be paid the agreed contract rates.

- Significant additional staff resources required to plan the network, let contracts and manage relationships with bus operators.

- Authority becomes accountable for all service changes and must balance a range of public, political and organisational interests.

- Franchising does not of itself guarantee a perfect network, increased bus operating speeds (to be competitive with private car travel) or reduced bus driver shortages and therefore increased stakeholder expectations that the authority can resolve all systemic issues need to be managed.

Operators

- Bus companies working to meet contract requirements (only and no better) can lead to little or no competition for passengers, and a lack of innovation and creativity.

- Uncertainty in business and job security impacts on employees when the company fail to win the tender or contract change hands or if they fail to meet the standards agreed in advance.

- Small and medium operators face market entry challenges in terms of finance, properties, human resources and other industry-specific barriers detailed in section 4.5.

- Large incumbent operators stand to lose the most if they fail to win any contracts and can no longer operate a business in Hertfordshire.

Alternatives to a fully franchised network

4.17 The Intalink Enhanced Partnership in Hertfordshire was the first of its kind in the country. The strong foundation of the partnership between HCC and the bus operators provides a base from which to build the network further, especially with the outcomes of the initial BSIP funding round. This continued approach still delivers the bus network within a majority deregulated environment.

4.18 Packaging of supported bus services is an option already open to HCC and could provide operational benefits similar to a franchise, particularly in the North East of the county where commercial bus services are most lacking. The benefits in terms of fleet decarbonisation were also highlighted by making contracts of sufficient value to justify investment in new vehicles.

4.19 Operating services in-house is currently restricted to Section 22 community bus permits only and HCC would not be able to establish a new municipal bus company under current legislation. Operating under a community bus permit was identified as suitable for school and community transport services where the private sector is unable to provide economic tenders but would be difficult to justify for conventional local bus services. Increased scrutiny of Section 22 exemptions by Traffic Commissioners in recent years means this option would severely limit the scale of any HCC operation and in practice could not be used for more than a handful of buses.

4.20 HCC and its district council partners have the most scope to increase competition in the Hertfordshire bus market through their existing powers and responsibilities by creating an attractive operating environment where commercial bus services can be helped in terms of their viability e.g. by being uninhibited by traffic congestion.

5. Financial Implications

5.1 There are no financial implications arising from this report but clearly huge financial implications if franchising were to be considered further. No provision has been made in the current Integrated Plan to pursue a formal franchise assessment and as set out below the costs associated with franchising are significant.

5.2 The following indicative costs have been compiled from a range of market insights and public sources. They are for illustration and initial feasibility planning only and should not be used as the basis for any decisions.

Assumed capital costs:

Asset	Unit Cost	No of Units	Total Cost (£ millions)
New E-Bus (weighted average per vehicle based on fleet profile)	£280k	441	123.48
Depot provision[1]	£5.4m per 100 PVR	4.41	23.814
On Bus Unit	£3k	441	1.323
Ticketing system back office	£1m	1	1
Transition cost (capitalised)	£10m	1	10
Contingency 10%	£14.861	1	14.861
		Total	174.478

5.3 As can be seen, by far the largest capital expenditure (CapEx) cost associated with a transition to franchising is for the acquisition of buses, with new electric buses assumed as the default. The majority of the fleet in Hertfordshire comprises of midi buses and single deck and there is a low proportion of double decks. Consequently the per unit vehicle cost has been weighted to account for this fleet profile, at £280,000 per new electric bus. New buses therefore make up 70% of the total projected capital expenditure.

5.4 Depot construction costs have been calculated on a 'per 100 PVR' basis and includes an allowance for a corresponding spare margin within the required depot footprint, assumed as 12.5% of PVR in line with industry averages. Costs were validated against assumptions in the Greater Manchester and Liverpool City Region franchise business cases and are for the parking space, engineering building and associated offices, but not the land (Liverpool City Region identified existing publicly-owned land as potential sites for bus depots where a land acquisition would be required).

5.5 Transition costs are assumed to be capitalised and include DfT liaison, planning, governance, business case (the formal assessment) and audit, legal advice, public and operator consultation, plus implementation costs such as applying TUPE, letting new contracts, communications and marketing, and public information. It must be emphasised that as no non-mayoral authority has yet been through the process of franchising its bus network, the associated transition costs to do so are subject to significant uncertainty at this point.

5.6 Options to Lower CapEx Requirement

A number of options would be available to HCC to reduce the amount of capital funding required to establish a bus franchise scheme. These are summarised as follows:

- Acquire existing buses from operators at market value instead of brand new buses:

- Enter into availability contracts for buses and/or depots from a specialist fleet services operator and sub-lease the assets to contracted operators

- Do not provide any operational assets and require bus operators to provide their own fleets and depots.

5.7 Operational/Revenue costs:

Operational expense	Unit Cost	No of Units	Total Cost (£ millions)
Staff			
Drivers	£100k per PVR	391	39.100
Engineering staff	£12k per PVR	391	4.692
Management and admin staff	£1k per PVR	391	0.391
Maintenance			
Parts, materials, tyres consumables	£9k per PVR	391	3.519
Fuel			
Diesel or electricity*	£24k per PVR	391	9.384
Other costs			
On Bus Unit	£0.6k per PVR	391	0.234
Insurance	£0.5k per PVR	391	0.195
Profit at 8%	£12k per PVR	391	4.692
Total per PVR	**£159,100**	**391**	**62.208**

5.8   Based on current prices and quality standards, the total annual operating cost for a 391 PVR franchised bus network in Hertfordshire is therefore estimated at around **£62.2 million**.

5.9   Utilising HCC supplied figures on spending by the Council on bus services, published DfT statistics on patronage and average revenue per passenger journey as well market knowledge, a high-level estimate of revenue has been developed to compare against the expected operating cost given to illustrate any potential income deficit or surplus.

5.10   Three scenarios for patronage have been developed:

Pessimistic: Patronage does not recover to pre-COVID level and continues to decline to 70% of pre-pandemic usage;

Realistic: Patronage plateaus at 80% of pre-COVID levels, with no growth or decline; and

Optimistic: Patronage recovers to pre-COVID levels and an additional 10% patronage is gained as new farepayers through modal shift due to the improved ease of using the franchised network

5.11   In the 'Pessimistic' scenario of patronage declining to 70% of pre-COVID levels, a 391 PVR franchised bus network in Hertfordshire would be expected to run at an annual loss of around £18 million, with fares covering little more than half of the operating cost.

5.12   In the 'Realistic' scenario, which is most closely aligned to the current situation, the annual loss would reduce to around £14.5 million, but still with fares covering less than 60% of the operating cost.

5.13   In the 'Optimistic' scenario, which assumes full recovery of all pre-COVID patronage plus 10% growth of farepayers attracted onto the franchised network through its improved ease of use, fares would cover 84% of operating costs and a modest surplus of just under £2 million is returned to the Council, representing about 3% of expenditure. Extensive further work would be needed to better model patronage scenario's and this could include looking at franchise models elsewhere in the country to try and gage the impact such an approach has on passenger numbers.

5.14   It is assumed that bus fares are increased in line with cost inflation in order to pay for the franchised network, and there is no passenger resistance to such increases and therefore yields per fare paying passenger trip remain in line with current levels.

5.15   The total spending by HCC on local bus services remains unchanged, utilising current budgets for contracted services, concessionary (free bus pass) and other existing funding sources. A small amount of non-fares commercial income from advertising has been assumed at £50k.

5.16   No major changes to existing funding sources and levels such as Bus Service Operator Grant and Concessionary Bus Travel (free bus pass scheme); and no additional funding sources from HCC or central government are available.

5.17 Given the early stage of this franchising and contracting review, the research report authors had not had sight of any actual patronage and revenue data from operators in Hertfordshire for the franchising and contracting review and therefore have used publicly available statistics.

5.18 There is significant uncertainty over the patronage that would be in scope of the franchise used in the forecast. DfT statistics for bus usage in Hertfordshire are not disaggregated by district or route, meaning it was not possible to determine precisely which services this patronage relates to. There will also be an element of patronage on journeys originating outside of the county on cross-boundary services that could come within scope of a Hertfordshire franchise, such as the Luton services and which has only been partially counted, eg, 50% of Luton Borough Council recorded patronage was included in the total in-scope patronage, but none for Buckinghamshire, Essex etc.

6.   Legal Implications

There are no legal implictions arising from this report.

7.   Equalities

7.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.

7.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

7.3 The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

7.4 No EqIA was undertaken in relation to this report as it is not relevant or necessary at this stage. However, it is recognised that improving bus services has a direct positive impact on some disadvantaged / minority groups and individuals who can be more reliant on a good public transport network.

8.   Sustainable Hertfordshire Impact Assessment

8.1 The Climate Change Act 2008 requires the UK government to reduce greenhouse gases by 100%, relative to 1990 levels, by 2050. As a local

authority, the County Council is committed to this target, having declared a climate emergency in 2019.

8.2   The County Council has chosen to consider sustainability within its decisions, to identify suitable mitigation measures to address the impacts of climate change where required and practicable in all the circumstances, ensuring these are in line with the [Sustainable Hertfordshire Strategy](#) .

8.3   When considering proposals placed before Members it is important that they are aware of and have considered the sustainability implications of the decision that they are taking.

8.4   There are no sustainability implications arising from this report but any action that results in more people using car's less and instead using bus services would have a positive impact.

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HERTFORDSHIRE COUNTY COUNCIL

HIGHWAYS AND TRANSPORT CABINET PANEL
TUESDAY 12 MARCH 2024 AT 10:00AM

HIGHWAYS PROCUREMENT 2024
AWARD OF THE HIGHWAYS PROFESSIONAL SERVICES CONTRACT

Report of the Executive Director Growth and Environment

Author: -   Steve Johnson, Head of Highways Contracts and
                    Network Management (Tel: 01992 658126)
Legal Review: Beejal Soni, Principal Solicitor, Resources
                    (Tel: 01992 588307)
Financial Review: Matthew Buckland, Head of Finance (All Services)
                    (Tel: 01992 555387)

Executive Member/s: - Phil Bibby, Highways and Transport

Local Member/s: -   County wide

1.   Purpose of report

1.1   The purpose of this report is to:

     i.   Present to panel on the proposed award of the Highways
       Professional Services Contract, which is due to commence on
       1st October 2024.

2.   Summary

2.1   The highways service is delivered via a mixture of in-house teams and
     external providers engaged through a contractual process.

2.2   The two main contracts are the Highways Service Term (HST) contract
     currently delivered by Ringway, and the Client Support Term (CST)
     contract currently delivered by a WSP-Arup Joint Venture. The CST
     contract is due to finish at the end of September 2024 and highway
     officers have been undertaking a re-procurement for a new contract to
     start on 1st October 2024.

2.3   Officers are in the final stages of the procurement and will be deciding
     on the preferred bidder for the future contract in late March.

3. Recommendation/s

3.1 The Highways and Transport Cabinet Panel is requested to:

    i.   Note the contents of the report.

    ii.   Recommend to Cabinet that Cabinet agree the recommendation as provided in the Part II report.

4. Background

4.1 The highways service is delivered via a mixture of in-house teams and external providers engaged through a contractual process.

4.2 The two main contracts are the Highways Service Term (HST) contract currently delivered by Ringway, and the Client Support Term (CST) contract currently delivered by a WSP-Arup Joint Venture. The CST contract is due to finish at the end of September 2024 and highway officers have been undertaking a re-procurement for a new contract to start on 1st October 2024.

4.3 The proposed future arrangement for the Highways Professional Services Contract were presented to the Highways and Transport Cabinet Panel on 31st January 2023 and agreed at cabinet on 20th February 2023. The scope of the proposed contract is included as Appendix B, which is a copy of section 5 from the panel report on 31st January 2023.

4.4 The formal procurement process started on 11th April 2023 with the publication of the Selection Questionnaire stage, where interested bidders were invited to submit responses to a series of questions which were then used to shortlist three bidders to take forward to the next stage.

4.5 For confidentiality reasons the three bidders are referred to as:

    i.   Bidder A
    ii.   Bidder B
    iii.   Bidder C

4.6 On the 12th June 2023, the initial tender stage started when the Council published an invitation to tender to the 3 bidders. This was followed by a series of meetings with each bidder, where through dialogue, the consultants were able to refine their proposals before submitting their final tender.

4.7 The final tender submissions were received in January 2024. Each of the submissions was assessed by a team of officers using the scoring criteria that had been set for each question.

4.8   Each response was assigned a different weighting depending on the relative importance to the overall submission.

4.9   As with most contracts the final decision will be based on a mix of the quality and price scores awarded to submission. The award of the Professional Services Contract is based on an overall 70/30 quality/price split.

4.10   The weighting assigned to each response is included in Appendix A.

4.11   Once officers have completed their assessment of the response to each question, the individual scores will be brought together along with the price assessment to provide an overall score for each tender submission. The submission with the overall highest score will be recommended as the preferred bidder.

4.12   The procurement team are currently finalising the assessment and scoring before a recommendation will be presented to the Director of Highways Operations.

4.13   As agreed at the Highways and Transport Cabinet Panel on 25th May 2022, the final decision will be taken by Cabinet and information will be provided to Cabinet on 18th March for the decision.

4.14   Once the decision is made, the three bidders will be advised. There then follows a statutory standstill period, to give time for bidders to appeal the decision if they wish. There will also be an opportunity to provide feedback to each bidder on their submission.

4.15   Once the contract award process has been completed, the contract mobilisation period will start in June 2024 with the contract commencing on 1st October 2024.

4.16   We will email members with the contractors' details when we make the award, to keep them updated. During the mobilisation period we will also update members on the new contract arrangements and any changes in contacts.

5.   Financial implications

5.1   The new service has been designed to be flexible to adapt to different funding scenarios that may exist over the life of the contract.

5.2   Based on an initial review of the prices submitted by the three bidders, they are in line with those anticipated for the nature of service required, and assuming a like for like service as now will be met within the currently available budget.

6.   Legal considerations

6.1   There are no legal implications arising from this report.

7.   Equality implications

7.1   When considering proposals placed before Members it is important that they are fully aware of and have themselves rigorously considered the equalities implications of the decision that they are taking.

7.2   Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

7.3   The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation, and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex, and sexual orientation.

7.4   There are no implications for any persons with protected characteristics as a result of the proposed procurement.

8.   Sustainable Hertfordshire Impact Assessment (SHIA)

8.1   The Climate Change Act 2008 requires the UK government to reduce greenhouse gases by 100%, relative to 1990 levels, by 2050. As a local authority, the County Council is committed to this target, having declared a climate emergency in 2019.

8.2   The County Council has chosen to consider sustainability within its decisions, to identify suitable mitigation measures to address the impacts of climate change where required and practicable in all the circumstances, ensuring these are in line with the Sustainable Hertfordshire Strategy

8.3   When considering proposals placed before Members it is important that they are aware of and have considered the sustainability implications of the decision that they are taking.

8.4   A Sustainable Hertfordshire Impact Assessment (SHIA) for the PSC procurement was included in the report presented to panel on 31st January 2023 'HIGHWAYS SERVICE PROCUREMENT 2024

PROPOSED PROFESSIONAL SERVICES CONTRACT'. The SHIA has been reviewed and is still relevant.

Background Documents

Highways and Transport Cabinet Panel on 31st January 2023
Highways & Transport Cabinet Panel (hertfordshire.gov.uk)

Cabinet 20th February 2023
Highways & Transport Cabinet Panel (hertfordshire.gov.uk)

APPENDIX A WEIGHTING ASSIGNED TO EACH ELEMENT OF THE FINAL TENDER SUBMISSION

T1 criteria	Weighting	T2 criteria	Weighting	T3 criteria	Weighting	T4 criteria	Weighting
Technical	70%	Delivery Plans	27.5%	1. Management of the Service	7.0%	1.1	2.0%
						1.2	1.5%
						1.3	1.5%
						1.4	0.5%
						1.5	1.5%
				2. Asset Management & Structural Maintenance Services	2.5%	2.1	1.5%
						2.2	1.0%
				3. Routine Maintenance Services	1.5%	3.1	0.75%
						3.2	0.75%
				4. Network Management Services	2.5%	4.1	1.0%
						4.2	0.5%
						4.3	1.0%
				5. Contract Management	2.0%	5.1	1.5%

T1 criteria	Weighting	T2 criteria	Weighting	T3 criteria	Weighting	T4 criteria	Weighting
				Services		5.2	0.5%
				6. Technical Support & Development Services	3.0%		
				7. Strategy Development Services	3.0%		
				8. Transport Infrastructure Implementation Services	3.0%		
				9. Development Management Services	3.0%		
		Mobilisation Plan	6.0%	10. Mobilisation & TUPE	6.0%	10.1	2.0%
						10.2	2.0%
						10.3	2.0%
						10.4	Pass/Fail
		Social Value Impact Plan	6.0%	11. Social Value Impact Plan	6.0%	11.1	4.0%
						11.2	1.0%
						11.3	1.0%

T1 criteria	Weighting	T2 criteria	Weighting	T3 criteria	Weighting	T4 criteria	Weighting
		Environmental & Sustainability Plans	7.0%	12. Sustainability in Service Delivery	6.0%	12.1	2.0%
						12.2	4.0%
				13. Environmental Footprint Reduction Plan	1.0%		
		Quality Statements	23.5%	14. Building the 'One Service' model	6.0%		
				15. One Service, One Culture	2.5%		
				16. IT, systems, and security requirements	4.5%	16.1	1.5%
						16.2	1.5%
						16.3	1.5%
						16.4	Pass/Fail
				17. Securing the right resources	4.0%	17.1	2.5%
						17.2	1.5%
				18. Representing the service	2.0%	18.1	1.5%
						18.2	0.5%

T1 criteria	Weighting	T2 criteria	Weighting	T3 criteria	Weighting	T4 criteria	Weighting
				19. Continuous performance improvement	1.5%		
				20. Equality, diversity, and inclusion	1.0%	20.1	1.0%
						20.2	Pass/Fail
				21. Harnessing technological change	1.0%		
				22. Commerciality	1.0%		
Price	30%						
Contract acceptance	Pass/ Fail						
Scope acceptance	Pass / Fail						

APPENDIX B – Proposed Scope of Professional Services Contract

5. Scope of Contract

5.1 The contract provides a range of professional, specialist, and technical support functions to HCC, essentially 'topping up' the HCC client in specialist areas.

5.2 The proposed scope of the future PSC will be similar to the current CST contract with slight modification to reflect new services that have been introduced such as future mobility. The contract will include the following areas:

5.2.1 Design & Engineering Services covering:

i. Asset Management, supporting the Council's Asset Management function.
ii. Drainage, delivering an end-to-end design and engineering function for drainage.
iii. Major schemes, supporting the sponsorship, and end-to-end design and engineering of major transport schemes.
iv. Public realm improvement schemes, delivering an end-to-end service for highway improvement schemes.
v. Road safety, delivering a road safety investigation, audit, and end-to-end design and engineering function.
vi. Routine and cyclical maintenance, supporting the service's Routine Maintenance function.
vii. Structures, delivering an end-to-end design and engineering function for structures.
viii. Surfacing programmes, delivering an end-to-end design and engineering function for carriageway and footway resurfacing.
ix. Surveys, including land engineering and geotechnical surveys.

5.2.2 Planning, Programming & Delivery

i. Programme management, co-ordinating the works programmes to ensure they are delivered efficiently and on time.
ii. Site supervision and project management, acting as the Council's representatives on site.
iii. Contract management support, providing an auditing function, commercial, and procurement expertise.

5.2.3 Development Management

i. Planning, supporting the service's Development Management Planning function.
ii. Implementation, delivering a Development Management Implementation service.

5.2.4   Strategy and Transport Planning

      i.   Data, delivering collection and analysis of, and insight into, accident data, travel data, and Geographic Information System (GIS).

      ii.   Future mobility, delivering the expertise to prepare the county for future transport and technologies.

      iii.   Local Plans, acting as the Council's voice in the Local Plan process, ensuring they deliver sustainable travel.

5.2.5   Network Management

      i.   New Roads & Street Works Act enforcement, delivering an NRSWA service including inspections, statutory undertakers' apparatus searches, and Fixed Penalty Notices (FPN's).

      ii.   Permanent Traffic Regulation Orders, delivering an end-to-end function.

      iii.   Permitting, supporting the service's Permitting function

5.2.6   Supporting Functions

      i.   Business Support, supporting the Council's Business Support functions where required.

      ii.   Communications, working with the Council's Customer Journey team to deliver excellent customer and member communications.

      iii.   IT & Systems, ensuring that the provider's IT & systems work seamlessly with the Council's to form the backbone of the service.

      iv.   Sustainability, ensuring the service plays its part in responding to the Climate Emergency.

5.3   Whilst the contract will set out the scope of the services anticipated at time of tender it will need to be flexible to cover other professional service requirements that could develop during the life of the contract.

5.4   The scale of the service will be decided on an annual basis and will vary depending on funding and anticipated workloads. It is anticipated that as now, most of the work will be delivered by what is referred to as 'local resource' who will typically be people who work wholly on the HCC highways contract and will be co-located with the council's highway team. Remote (or reach back) resource would be used for some specialist work or to help manage with significant peaks.

5.5   As now the PSC provider, working alongside HCC, would create a whole client service acting as a single team.

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HERTFORDSHIRE COUNTY COUNCIL

HIGHWAYS & TRANSPORT CABINET PANEL
12 MARCH 2024 AT 10.00 AM

PLACE & MOVEMENT PLANNING AND DESIGN GUIDE FOR HERTFORDSHIRE

Report of the Executive Director of Growth & Environment

Author: -   Rupert Thacker, Head of Highways Implementation &
                       Strategy (Tel: 01992 658176)
Legal Review:-   Jaspreet Lyall, Principal Lawyer (Tel: 01992 555724)
Financial Review: Georgie Sheridan, Finance Manager (Tel: 01992 555736)
                        Kate Ilse, Finance Manager (Tel: 01992 555385)

Executive Member: -   Phil Bibby, Highways

1   Purpose of report

1.1   The purpose of this report is to consider the consultation into the draft Place &
       Movement Planning and Design Guide (P&MPDG) for Hertfordshire and seek
       endorsement to the submission of the P&MPDG to Cabinet for formal
       approval.

2   Summary

2.1   The November 2022 Highways and Transport Cabinet Panel considered the
       updates to the draft P&MPDG and endorsed the proposal to undertake
       consultation.

2.2   The consultation attracted a range of responses including typographical
       corrections, detailed technical clarifications and requests for further
       exemplifications, but the consultation did not reveal any showstoppers or need
       for game changers.

2.3   All the consultation comments were assessed, and the resulting actions can
       be considered to fall into 4 categories, viz.

       • Noted, but no action needed.
       • Inclusion within the 1st edition of the P&MPDG, which is presented to this
         Panel for endorsement.
       • Identification of an improvement action, the results of which will be
         included within a future edition.
       • Identification of an issue, which will require a future Panel and Cabinet to
         consider a policy review.

2.4   The report also summarises the key features of the P&MPDG that have been considered by Cabinet Panel meetings previously, but that Cabinet need to be aware of when considering giving its approval to the document.

3.   Recommendations

3.1   The Cabinet Panel in invited to endorse the final draft Place & Movement Planning and Design Guide (P&MPDG) for Hertfordshire and recommend to Cabinet that Cabinet agrees and adopts the P&MPDG for Hertfordshire.

4   Background

4.1   The proposed P&MPDG promotes an integrated approach to the planning and design for Place and Movement (P&M), accessibility, safety, health, security, local character, speed management, routes to school, parking, soft and hard landscaping with the aim of avoiding conflicting advice for potentially competing needs, whilst reinforcing the priorities for sustainable travel above other modes and promoting good asset management.

4.2   A strategic aim of the guidance is to help underpin highways and transport service governance with LTP4 Compliance and its relationship to the funding of HCC's programmes and strategies, supporting and reinforcing the golden threads of:

- Place & Movement

- Sustainability (including Health and Future Ready aspects)

- Asset Management

4.3   More immediate aims are to:

- Ensure consistency within HCC and with Developers

- Foster more integrated thinking and an integrated approach to highway planning and design leading to sustainable operation.

- Enable Scheme Promoters and project managers to undertake as much self-help as possible, given officers will not be able to meet all the demand for providing advice in person.

- Provide the right messages to the right people at the right stage within a scheme's lifecycle. The document has been structured in such a way that it will be easier for the right people to get the right messages and understand HCC's needs at the right time and stage within the end-to-end process for preparing developments and highway projects.

4.4   Given that sustainable modes have the highest priority within the hierarchy of provision through Policy 1 of LTP4 it is important that provision for them is considered and demonstrated in sufficient detail within planning applications rather than fitting them in as an afterthought, resulting in compromises. Therefore, there will be a front loading of the planning and design effort within a scheme's preparation lifecycle to ensure that provision for sustainable

modes is demonstrated at the earlier stages when compared to the conventional approaches.

4.5 The P&MPDG includes more emphatic requirements for scheme promoters to articulate and present their proposed design strategies. This does not require more thinking than should have been taken traditionally, but the requirement is to capture the thinking and present it for mutual understanding, agreement and the record all in one place, which will help ensure principles are maintained from the start to the end of the process.

4.6 Design Menu Cards have been prepared for each P&M category to provide a handy guide and signpost to appropriate design standards and highway features.

4.7 The P&MPDG has a heavy focus on new build but, as yet, it is rather light on guidance for retrofitting improvements to the existing highway. The aim is to get the first edition of the P&MPDG 'over the line' and published and then focus on developing guidance for retrofitting. Improving an existing highway presents a greater challenge than planning for new highways given the constraints of the highway boundary and, therefore, departures from standards may be a more common requirement.

4.8 Departures from standards will be considered by Design Review Panels (DRPs), made up of technical experts drawn from across the highways and transport service to ensure all appropriate angles are considered. The aim is to create a feedback loop within the process such that the consideration of departures from each DRP is captured and fed into the next edition of the P&MPDG as guidance, particularly for retrofitted schemes.

4.9 The guidance is presented in 4 parts:

Part 1 – Setting the Scene & the Development Management Process in Hertfordshire
This part sets out what processes a Developer and their professional advisors need to follow from 'cradle to grave' including technical assessments, approvals, document submission and adoption considerations;

Part 2 – What Sustainable & Responsible Development looks like – The Hertfordshire Vision
This part sets out Hertfordshire's vision and key policy statements to inform and influence master planners prior to entering pre-application discussions;

Part 3 – Pre-Planning Design Requirements
This part sets out what the general designer needs to consider when preparing a planning application;

Part 4 – Detailed Design & Specification
This part sets out what the technical specialist needs to know when preparing final design and contract documents and undertaking construction.

5   Consultation

5.1   The draft P&MPDG was mounted on the HCC website for a 12-week consultation period starting 17th March 2023, during which scheme promoters were encouraged to start working to the new guidance and feedback experience.

5.2   Whilst the consultation was an open public consultation, it was, in effect, only of interest to the restricted market of the intended document users.

5.3   14 organisations submitted comments, ranging in nature including typo corrections, detailed technical clarifications and requests for further exemplifications, but the consultation did not reveal any 'show-stoppers' or need for 'game changers'.

5.4   The consultation did not canvass opinion on the overall tenets of the P&MPDG, because it is a Local Transport Plan (LTP) supporting document and those tenets are already set. No consultees expressed concerns about the tenets, whilst a few consultees made unsolicited, positive comments welcoming the overall approach of the P&MPDG.

5.5   All the consultation comments were assessed, some of which were not pertinent to the P&MPDG consultation, the LTP review or other LTP supporting documents. Non-relevant comments and suggestions to correct typos have not been ignored but captured and posted to relevant officers.

5.6   A summary of the pertinent consultation comments and their assessment are attached in Appendix A. They can be considered to fall into 4 categories, viz.

- Noted, but no action needed.
- Inclusion within the 1st edition of the P&MPDG, which is presented to this Panel for endorsement.
- Identification of an improvement action, the results of which will be included within future editions.
- Identification of an issue, which will require a future Panel and Cabinet to consider a policy review. These include issues relevant to the LTP review and other LTP supporting documents.

5.7   Over and above the inclusion of numerous technical clarifications, the significant improvements that have been captured within the attached 1st edition final draft include:

- The introduction of a glossary to explain technical terms and acronyms
- Recognition and introduction of proportionate provision for equestrianism
- Clarification on what routes HCC will adopt.

5.8   The improvement actions for a future edition include the development of guidance on:

- Retro-fitting improvements to existing highways, given that it is extremely challenging to fit the ideal spatial requirements of all travel modes, street furniture, bio-diversity provision and sustainable drainage within the

existing highway boundaries. A supporting set of Design Menu Cards will be prepared to specifically give guidance on retrofitted improvements;

- Appropriate provision of lighting for active travel links (paths for walking and cycling that are either not lit at all or not lit by standard highway lighting);
- LTP compliance tool which will be updated in line with the next edition of the LTP.

5.9 It is also expected that significant learning points will be generated once scheme promoters, the local planning authorities and county officers start using the P&MPDG formally.

5.10 New points of principle for future editions requiring policy consideration will be presented to future Panel meetings and Cabinet for consideration as appropriate, but it is proposed that technical updates will be undertaken by officers as and when the needs arise, so as to keep the guidance as fresh and relevant as possible.

6   Status

6.1 Following Cabinet approval and adoption the P&MPDG will become a supporting document to the LTP with Hertfordshire County Council (HCC) policy status and, as such:

- HCC will require full compliance with LTP and the P&MPDG for all projects that it is the planning authority for and, for all highways and transport related initiatives promoted by any HCC department;
- HCC will not adopt any highway that fails LTP4 compliance testing, or the requirements set out in the P&MPDG.

6.2 Adoption of the P&MPDG will formally supersede the 'Roads in Herts' guidance document together with allied documents.

6.3 Officers will undertake a systematic exercise to retire the superseded documents.

6.4 At the same time, officers will identify HCC documents that currently complement the P&MPDG, which need to be either absorbed into the P&MPDG main body or added as appendices.

7   Financial Implications

7.1 There are no direct financial implications from the adoption of the P&MPDG.

8.   Legal Implications

8.1 As mentioned at Paragraph 6.1, HCC will require full compliance with its LTP and the P&MPDG for all projects that it is the planning authority and, for all highways and transport related initiatives promoted by any HCC department. This will require proper treatment by applicants and planning decision makers.

As HCC policy, fair and consistent application of the LTP and P&MPDG will be required by decision makers.

9   Equality Implications

9.1   When considering proposals placed before Members it is important that they are fully aware of and have themselves rigorously considered the equalities implications of the decision that they are taking.

9.2   Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

9.3   The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

9.4   An EqIA for the P&MPDG (appended as Appendix B to this report) has been undertaken and concluded that no additional mitigation actions are required.

10   Sustainable Hertfordshire Impact Assessment (SHIA)

10.1 The Climate Change Act 2008 requires the UK government to reduce greenhouse gases by 100%, relative to 1990 levels, by 2050. As a local authority, the County Council is committed to this target, having declared a climate emergency in 2019.

10.2 The County Council has chosen to consider sustainability within its decisions, to identify suitable mitigation measures to address the impacts of climate change where required and practicable in all the circumstances, ensuring these are in line with the Sustainable Hertfordshire Strategy

10.3 When considering proposals placed before Members it is important that they are aware of and have considered the sustainability implications of the decision that they are taking.

10.4 A Sustainable Hertfordshire Impact Assessment (SHIA) is attached (see Appendix C below), which recognises the benefits of prioritising sustainable modes within the hierarchy of provision through Policy 1 of LTP4, to which this P&MPDG gives effect.

Sustainable Hertfordshire Impact Assessment Form

Name of person completing this form	Mike Younghusband
Date completed	16th August 2023

1. About the project, service or policy

Name of project, service, policy or procurement	Place & Movement Planning and Design Guide for Hertfordshire (P&MPDG)
Name of project sponsor	Mark Youngman
Name of project lead or business manager	Rupert Thacker
Project Timeline	Public Consultation: March - June 2023 Formal adoption: March 2024
Why is this project needed?	
To promote an integrated and consistent approach to the planning and design for Place and Movement (P&M), accessibility, safety, health, security, local character, speed management, routes to school, parking, soft and hard landscaping with the aim of avoiding conflicting advice for potentially competing needs, whilst reinforcing the priorities for sustainable travel above other modes and promoting good asset management.	

2. Sustainability Impact

Mitigation	Assessment of Impact: *Negative Neutral Positive*	Brief description of impact	If negative, how can it be mitigated or adapted? If positive, how can it be enhanced?
Air Quality	*Positive*	The guide and compliance testing ensures concepts for mitigating air quality impacts required at the master planning stage are translated into defined measures with evidence to demonstrate that they will be effective.	By embedding the P&MPDG across the Highways Service and development sector and the assurance that full compliance testing for all projects that it is the planning authority for and, for all projects promoted by HCC is enforced.
Biodiversity	*Positive*	The P&MPDG requires that proposals demonstrably contribute to the target of a 20% increase in green and	By embedding the P&MPDG across the Highways Service and development sector and the assurance that full compliance

		blue habitats and spaces, across Hertfordshire, by 2030 In accordance with the Hertfordshire Pollinator Strategy.	testing for all projects that it is the planning authority for and, for all projects promoted by HCC is enforced. By evolving the Highways service approach to stewardship to recognise wider cost-benefits of innovation in infrastructure design.
Education	*Neutral*	The P&MPDG does not directly contribute to academic education, but it provides education for planning and transportation professionals.	
Greenhouse Gas Emissions	*Positive*	A primary objective of the P&MPDG is to promote a modal shift to sustainable travel in order to reduce greenhouse gas emissions. This is compliance tested throughout the project development lifecycle.	By embedding the P&MPDG across the Highways Service and development sector and the assurance that full compliance testing for all projects that it is the planning authority for and, for all projects promoted by HCC is enforced.
Green Procurement	*Positive*	The P&MPDG provides guidance and requirements for sustainable resource management.	By embedding the P&MPDG across the Highways Service and development sector and the assurance that full compliance testing for all projects that it is the planning authority for and, for all projects promoted by HCC is enforced.
Health Inequalities	*Positive*	The P&MPDG requires projects to incorporate interventions that reduce exposure to noise, vibration and pollutants, contributing to better air quality management and an overall benefit to people's public health through consideration given to Public Health England's 2019 "net health gain" principles. The principles of Healthy Streets have been adopted.	By embedding the P&MPDG across the Highways Service and development sector and the assurance that full compliance testing for all projects that it is the planning authority for and, for all projects promoted by HCC is enforced. By evolving the Highways service approach to stewardship to recognise wider cost-benefits of innovation in infrastructure design.
Renewable Energy	*Neutral*		
Waste	*Positive*	The P&MPDG requires evidence to demonstrate that sustainable resource management action has been taken to eliminate or practicably reduce waste, to keep materials in high value applications, and (where appropriate) has encouraged the 'sharing' of materials between projects.	By embedding the P&MPDG across the Highways Service and development sector and the assurance that full compliance testing for all projects that it is the planning authority for and, for all projects promoted by HCC is enforced.
Water & Soil Health	*Neutral*		

	Neutral		
Water Resources	Neutral		
Adaptation	Assessment of Impact: *Negative Neutral Positive*	Brief description of impact	If negative, how can it be mitigated or adapted? If positive, how can it be enhanced?
Drought	*Positive*	The P&MPDG requires scheme promoters to gain an understanding of the predicted climatic changes in the Hertfordshire region and then take steps to ensure projects can effectively respond to risks and opportunities.	By embedding the P&MPDG across the Highways Service and development sector and the assurance that full compliance testing for all projects that it is the planning authority for and, for all projects promoted by HCC is enforced.
Flooding	*Positive*	The P&MPDG requires that proposals specifically demonstrate that existing and proposed blue infrastructure, including SuDS features are integrated within the overall landscape design, including spatial provision to accommodate flash flooding from cloudbursts.	By embedding the P&MPDG across the Highways Service and development sector and the assurance that full compliance testing for all projects that it is the planning authority for and, for all projects promoted by HCC is enforced. By evolving the Highways service approach to stewardship to recognise wider cost-benefits of innovation in infrastructure design.
Heatwaves	*Positive*	The P&MPDG requires scheme promoters to gain an understanding of the predicted climatic changes in the Hertfordshire region and then take steps to ensure projects can effectively respond to risks and opportunities	By embedding the P&MPDG across the Highways Service and development sector and the assurance that full compliance testing for all projects that it is the planning authority for and, for all projects promoted by HCC is enforced.
Storms	*Positive*	The P&MPDG requires scheme promoters to gain an understanding of the predicted climatic changes in the Hertfordshire region and then take steps to ensure projects can effectively respond to risks and opportunities.	By embedding the P&MPDG across the Highways Service and development sector and the assurance that full compliance testing for all projects that it is the planning authority for and, for all projects promoted by HCC is enforced.

3. Action plan

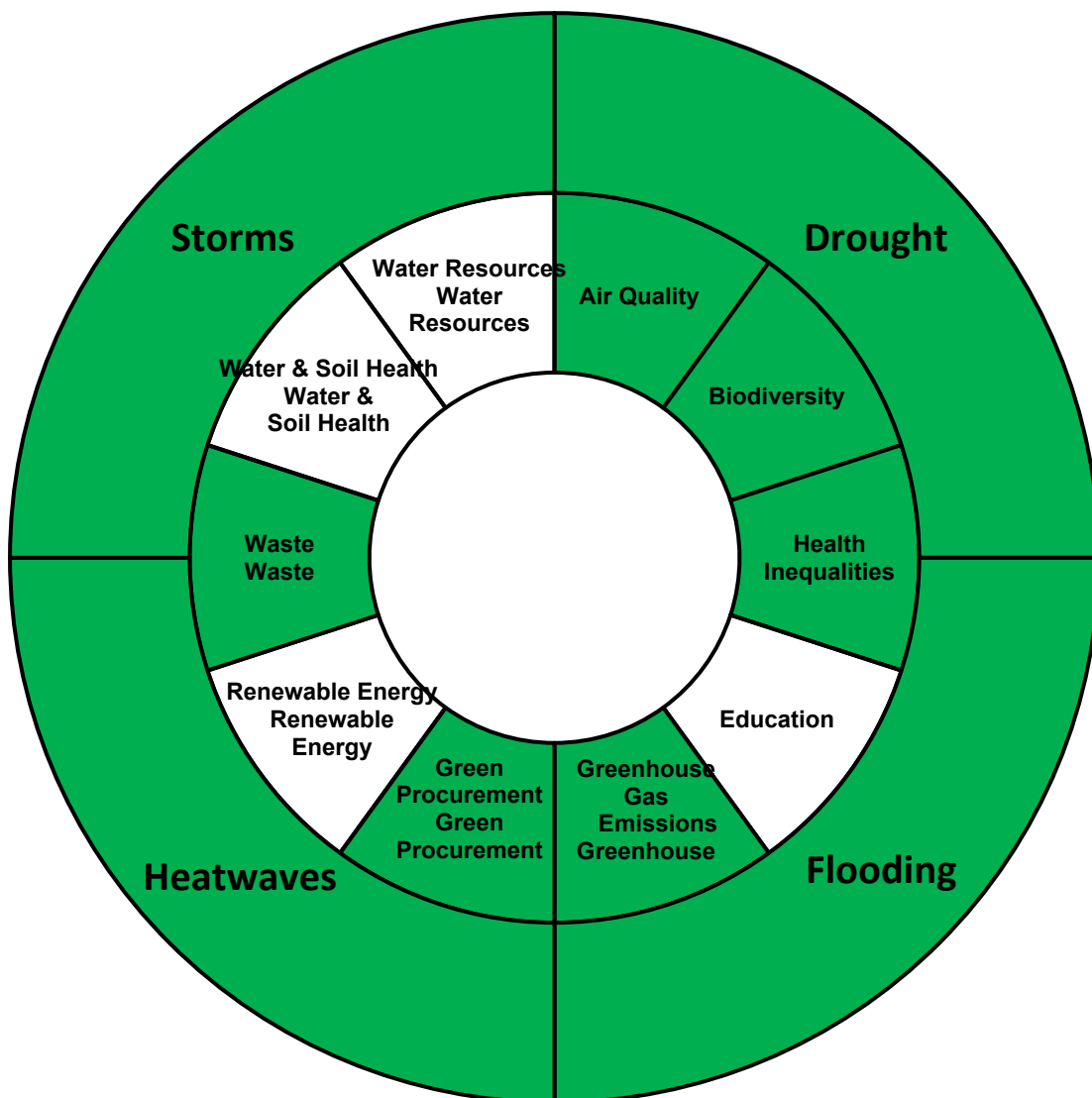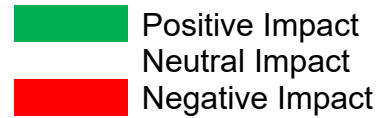| Impact identified	Action to Reduce Negative Impact or Enhance Positive Impact	Timeframe/Date	Lead Officer
	Embed the P&MPDG across the Highways Service and development sector and the assurance that full compliance testing for all projects that it is the planning authority for and, for all	In tandem with Service Refresh 2023-2024.	Tony Boucher and Highways Senior Management Team.

	projects promoted by HCC is enforced.		
	Evolve the Highways service approach to stewardship to recognise wider cost-benefits of innovation.	In tandem with Highways Service procurement.	Tony Boucher and Highways Senior Management Team.

4. Sign off

	Name	Date
Head of Service/Business Manager		
Director	Anthony Boucher	19th January 2024

Place & Movement Planning and Design Guide for Hertfordshire

SHIA Decision Wheel

Positive Impact
Neutral Impact
Negative Impact

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			P&MPDG Consultation Responses		
Ref	P&MPDG Part	Chapter	Summary of Comment	Response	Action
1	1		Incomplete guidance for on-street parking in Part 1	Part 1 covers Parking Surveys. Parking is covered in more detail in Parts 2, 3 & 4	Noted - No Action
2	1		More detailed instructions are required in Part 1 regarding deliverables from Scheme Promoters	Guidance will be enhanced when the Development Management Manual is updated.	Technical Update in Future Edition
3			Needs checklists and templates for Scheme Promoters to complete	Guidance will be enhanced when the Development Management Manual is updated.	Technical Update in Future Edition
	3	1	The P&M category should be shown on a map for all roads in the county	This already exists	Noted - No Action
	3	2	We need a strong streetscape design manual for the Borough	The P&MPDG sets countywide requirements, which provide options. HCC will support the District & Borough Councils to produce guides reflecting local character and heritage that conform to the requirements of P&MPDG.	Noted - No Action
	3	2	Some hyper-links do not work	These will be operable for the 1st edition.	Included within 1st Edition
	3	2	School streets should be considered within the routes to school section	These will require investigation and review prior to mainstreaming the concept across the county.	Policy Review for Future Edition
8	3	3	Some of the recommendations are only suitable for new developments and impractical for retrofitting	The main focus has been on provision for new developments and highways. The new Design Review Process is aimed at establishing practical solutions for improving the existing network.	Technical Update in Future Edition
9	3	9	It is too constraining to specify a particular type of crossing per type of road	Agreed. A range of crossings types and guidance on their suitability is contained within the P&MPDG.	Noted - No Action

10	3	10 & 16	SuDS should be mentioned in both Landscaping and Drainage chapters	Agreed. These are cross-referenced and integrated in both chapters and will be tested through LTP Compliance.	Noted - No Action
11	4	1	Crossing dimensions should not be defined by road type. They should consider usage.	Agreed. Stated widths are the starting point. Guidance indicates that due consideration should be given to widening where there is a safety benefit or a high number of pedestrians. This will be appropriate outside schools, shops and other community facilities.	Noted - No Action
12	4	8	Round top humps have been superseded by sinusoidal humps.	Agreed and will be included.	Included within 1st Edition.
13	4	9	There is no mention of tree or landscape pit dimensions, materials, or restraints	Depths are specified, but other factors need to be determined by the local context.	Noted - No Action
14	all		The document is a good start but needs to be further developed to be more precise in some cases	The main focus has been on provision for new developments and highways. The new Design Review Process is aimed at establishing practical solutions for improving the existing network.	Technical Update in Future Edition
15	3		A lot more public transport will be required to get people out of their cars, at a reasonable cost to travel.	The P&MPDG helps facilitate this objective in support of the LTP policies.	Noted - No Action
16	1,3,4		Can the document be made available on the website in a single file or as the 4 parts	The P&MPDG will be published in 4 parts.	Included within 1st Edition

17	3	1	Highway widths seem excessive	The main focus has been new developments and highways for which spatial provision needs to be made for sustainable travel, sustainable drainage and public realm. It is recognised that it will be challenging to meet all of these spatial requirements within highway boundaries on the existing network. The new Design Review Process is aimed at establishing practical solutions for improving the existing network.	Technical Update in Future Edition
18	?	?	Concern about (lack of) lighting of utility route through rural areas and urban parks	This is an issue currently being considered.	Policy Review for Future Edition
19	?	?	Concern about surface treatments for utility routes and hard standing	The P&MPDG provides options from which to select the most appropriate surface type and material.	Noted - No Action
20	1		Designing for movement is a collaborative effort. The document should make that clear at the outset to avoid contradictory advice or imposing conflicting conditions on the developer and the design team.	Part 1 Chapter 1 Section 4 is entitled 'A Team Approach' and is clear that scheme promoters and their designers, HCC, the district and borough councils, and all the other organisations and individuals with interests in development will need to work together.	Noted - No Action
21	2		The detailed listing of Hertfordshire County Council Policies & Strategies takes away the focus from more detailed and useful guidance under Sustainability, Health and Future Ready section. If policies are embedded within an existing document, this should be referenced rather than repeated so as to not lose focus of the purposes of this guidance document.	To be considered when P&MPDG is reviewed to align with our 5th LTP.	Technical Update in Future Edition

22			Broadly, the 4-part structure works, however, within each part information is 'boxed up' into different sub-sections. These are best presented in an integrated way to make the guidance more effective. Planning for one type of infrastructure should not be considered independently of the street's other functions	The P&MPDG is structured to promote integrated design in a far more effective way than traditional guidance and current national guidance does, but it has to avoid presenting information in an amorphous mass which becomes unwieldy for the reader.	Noted - No Action
23			When designing for movement, there needs to be a broad understanding of the site's historic development and its relationship with other communities, whether at the village, town or city scale.	This is emphasised in the site validation and master planning requirements in Part 2 Chapter 4 Section 4. The need for a Local Character and Heritage Plan is referenced in Part 3 Chapter 2 Section 3.	Noted - No Action
24	3	2	'Planning for public realm' sub-section does not define what public realm is. Better-designed streets, therefore, contribute significantly to the quality of the built environment and play a key role in the creation of sustainable neighbourhoods. This message should run through the document as a golden thread.	The scope of public realm, which is either highway or sets the context for the highway is covered by the content of the Public Realm chapter, which recognises the highway's role in the creation of sustainable neighbourhoods. The requirement for the submission of the strategies and plans for LTP Compliance Test at the Master Planning Stage locks in the principles, which have to be maintained and exemplified in increasing detail through the subsequent compliance testing stages thereby ensuring the golden thread.	Noted - No Action
25	all		There is a lack of good practice examples.	Agreed. This is mainly due to the P&MPDG introducing latest concepts and innovations. Examples will be included as and when they are delivered.	Technical Update in Future Edition

26			A brief section on the context of streets specific to Hertfordshire will be useful to set the right tone for the document.	The context of Hertfordshire's highway network is extremely diverse reflecting the nature of the county and the evolution of the network through the ages, so there is not a typical Hertfordshire highway for which the essence can be captured and described.	Noted - No Action
27			Pedestrians and cyclists have been put at the top of the hierarchy, then public transport, and finally private motor vehicles. This movement hierarchy should form the basis of sustainable travel planning and come out strongly.	Agreed. This is the main thrust of the LTP and strongly supported by the P&MPDG.	Noted - No Action
28	1	1	Consideration should be given to setting a maximum design speed of 20mph on residential streets, to put place above movement.	This is a key principle within the P&MPDG.	Noted - No Action
29	1	1	'The Tenets of Good Development' – 'building at a higher residential density' narrative appears contradictory to the principle of preserving 'local character'	You can preserve local character and provide higher residential density	Noted - No Action
30			All developments should aim to be 'car light' is an important point, however, it has not been followed through in the subsequent sections in terms of how that could be achieved.	This requires carrots and sticks. Whilst the LPAs are the primary parties for driving the aims of car light developments through the sticks of parking standards, the P&MPDG promotes the carrots and LTP compliance testing regime assess the carrots and sticks.	Noted - No Action
31	1	3	Request to check all references to legislation are up to date.	User testing assist with this	Technical Update in Future Edition

32	all		Would an alternative format be more user friendly? E.g. merge Parts 4 and Part 3 chapters	The P&MPDG is structured to promote integrated design, ensuring the right people get the right information at the right time in a far more effective way than traditional guidance and current national guidance does, but it has to avoid presenting information in an amorphous mass which becomes unwieldy for the reader.	Noted - No Action
33	3	4	Some parts are far more detailed than others. Consideration should be given to maintaining consistency in the level of detail being provided.	The P&MPDG does not repeat national guidance, so where the subject matter is already covered by national guidance, the chapters will be less detailed.	Noted - No Action
34	all		This is an excellent well thought out document aiming to cover every aspect of design and planning of developments.	Noted.	Noted - No Action
35	all		What are the levers for ensuring compliance to the P&MPDG?	If it does not conform to P&MPDG as tested by LTP Compliance Test HCC will not adopt HCC can object to Planning Applications Monitor and Manage funds secured from large developments enable deficiencies to be rectified.	Noted - No Action
36	all		What is the status of the P&MPDG?	Guidance will be HCC Policy. Statutory requirements are also referenced.	Noted - No Action
37	all		Suggestion that a compliance regime is included	Part 1 contains what is required for submissions at each stage LTP Compliance testing is included as a check-list HCC officers have supplementary design checklists.	Noted - No Action

38			Proposal for a figure of 8 Active Travel link through and around all developments	It would be impractical to make a one-size fits all requirement obligatory as the requirements will be specific to the development, but we encourage improved permeability within developments and connectivity to wider networks for active travel.	Noted - No Action
39			Strategic framework needed for provision of greenways	Noted for 5th LTP consideration and consideration within emerging Active Travel strategy.	Policy Review for Future Edition
40	1	2	A wider range of organisations should be included within the contacts list	The purpose of this chapter is not to present a consultee list, but a schedule of those organisations that are responsible for providing transportation related services within and alongside HCC. It would be impractical to keep a live list of consultees, particularly as those that need consulting may vary around the county and vary depending upon the type of project.	Noted - No Action
41	2		Equestrians should be referenced within LTP and particularly Policy 1	Noted for 5th LTP consideration.	Policy Review for Future Edition
42	2		Equestrianism should be explicitly considered to be a form of active travel.	Noted and incorporated within P&MPDG as appropriate.	Included within 1st Edition
43	2		Do not use plastic tubes for saplings	Plastic tubes or spirals can be used as long as they are removed and recycled as part of the maintenance of the tree.	Noted - No Action
44	2		Planting of trees must be supported by a maintenance and watering scheme to establish the saplings.	Already covered in Part 4 Chapter 9	Noted - No Action
45	2		Emphasise that RoW may be a historical asset	RoW are protected by their legal status and the P&MPDG promotes the recognition of local heritage with particular reference to PRoW in Part 2 Para 4.6	Noted - No Action

46	2		Scheme promoters should show how a development provides new and/or ties into infrastructure that accommodates equestrians	Chapter amended to remove distinction between modes	Included within 1st Edition
47	2		Equestrians and disabled users are not mentioned in the context of the road safety strategy and its contribution to environmental sustainability and health & wellbeing	Noted for consideration in the preparation of the next version of the Road Safety Strategy	Technical Update in Future Edition
48	2		No mention of providing for equestrians as part of active travel within the master planning chapter. We should include a section on equestrians within the master planning chapter as we do for walking and cycling	Master planning chapter amended to include: *The appropriate level of provision for equestrians should be established at the master planning stage by considering the local context including the existing PRoW network that is suitable for equestrian use and the presence of local stables.* *In connecting parts of the existing PRoW network through or around a development the new sections of PRoW should be promoted with the same or equivalent status enabling continuity of use for walking, cycling and equestrian use as appropriate.* *Providing for equestrians is considered within Part 3 as part of Active Travel Links provision*	Included within 1st Edition
49	2		Set out the opportunity to improve / extend / address anomalies within the Master Planning Chapter All cycle routes should be designed for horse use.	Master Planning chapter refers to potential for improving the PRoW network	Noted - No Action
50	2		HCC needs a greenway policy and strategy	Noted for 5th LTP consideration and consideration in preparation of Active Travel Strategy.	Policy Review for Future Edition

51	2		Master Planning Toolkit should include a section for equestrians setting out core measures & interventions Note that LCWIPs include for equestrians	Policy direction needed via 5th LTP.	Policy Review for Future Edition
52	2		Active Travel Links should be promoted as restricted Byways Note that LCWIPS should include for equestrians	It is more advantageous to consider the legibility of a network and thus new Active Travel routes should be promoted with a status equivalent to the highest status onward connection. This is already HCC practice.	Noted - No Action
53	2		Include restricted Byways, BOATS and UCRs as options for Sustainable Travel Links (Buses, controlled local motor vehicle access and active travel)	Yes Sustainable Transport Links include motorised traffic, so Restricted Byway is an inappropriate status.\nHCC would not promote unsealed Byways Open to All Traffic for bus or local access use.\nUnclassified County Road is an obsolete term.	Noted - No Action
54	3		Include a chapter Planning for Equestrians	Guidance will be bolstered throughout the document	Included within 1st Edition
55	3	4	Include reference to carriage driving within Active Travel Links	Policy direction needed via preparation of 5th LTP.	Policy Review for Future Edition
56	3	4	P&MPDG (Planning for Cycling) states cycle routes and sections of unsegregated shared use should be designed to meet both the needs for walking and cycling equally. Proposal is that equestrians need mentioning.	This section is specifically about avoiding conflict between walking and cycling in shared facilities	Noted - No Action

57	3	4	P&MPDG (Planning for Cycling) states cycle routes and sections of unsegregated shared use should be designed to meet both the needs for walking and cycling equally. Proposal is that equestrians need mentioning.	This section is specifically about managing potential conflict between walking and cycling. More references to Pegasus crossings have been included within the P&MPDG elsewhere.	Included within 1st Edition
58	3	4	Consultee does not believe that new cycle tracks can be created on highway verges without special legal procedures.	Provision of cycle tracks in verges is permitted under Section 65 of the Highways Act.	Noted - No Action
59	3	4	Suggests that BOATS cannot be used by cyclists	Existing BOATs are still relevant for cycling and remain on the Definitive Map. For the purposes of this document no new BOATs will be recorded on the Definitive Map (Countryside & Rights of Way Act 2000).	Noted - No Action
60	3	4	Suggests that inequitable provision for equestrians and carriage driving is discriminatory against women and disabled respectively	This is not relevant for this particular section which is about converting footways for cycle use The more general point will be considered within 5th LTP.	Policy Review for Future Edition
61	3	6	Rename chapter from 'Rights of Way' to Planning for the Rights of Way Network	Agreed. Title amended to "Planning for Public Rights of Way" which fits with the other chapters in Part 3 and the corresponding design chapter in Part 4.	Included within 1st Edition
62	3	6	Suggests that scheme promoters **must** undertake informal consultation with HCC and the Local Planning Authority to explore, where possible, how the RoW network may be improved and to ensure that any potential disadvantages to the public in alternative arrangements for a RoW can be minimised or mitigated.	The master planning stage is not a statutory requirement so cannot be enforced	Noted - No Action

63	3	6	BOATS must include carriage drivers as of right. Bridleways should say horse riders, not equestrians as carriage drivers are not allowed on bridleways.	BOATS include all modes of traffic i.e. including carriage drivers as of right. Para 2.2 amended to read horse riding not equestrian	Included within 1st Edition
64	3	6	It should be pointed out that the RoWIP is a statement of intent at the time it is written and that circumstances can change and that developments can often bring opportunities not foreseen at the time of writing the RoWIP.	This is covered in para 3.3	Noted - No Action
65	3	6	This paragraph could be enhanced by suggesting that new cycle routes, particularly in the rural and urban fringe setting, are restricted byways or bridleways at the outset	This is covered in part 3 Chapter 4	Noted - No Action
66	3	6	Para 3.6 states 'Where a RoW passes through or is within a site and either remains unaltered or is diverted as a result of a development, the amenity value of the RoW must, as a minimum, remain unchanged in terms of width, perceived safety, attractiveness and surfacing'. Consultee suggests that the character of a PRoW should be protected	Agreed. This is covered by the specifications, combinations of surfaces provided side-by-side appropriate to user classes. The preceding para 3.2 states that 'Early informal consultation between scheme designers and promoters, HCC and the Local Planning Authority to explore, where possible, how the PRoW network may be improved and to ensure that any potential disadvantages to the public in alternative arrangements for a PRoW can be minimised'.	Noted - No Action
67	3	6	Suggests repeating requirements to consult with HCC over PRoW procedures.	Text added to paragraph 4.7: "Advice should be sought on appropriate procedures from the county council's Countryside & Rights of Way service - a fee may be payable."	Included within 1st Edition

68	3	9	No mention of equestrians	New sub-section 22 Pegasus Equestrian Crossings added to Part 3, Chapter 9	Included within 1st Edition
69	3	13	The chapter does not cover surfacing for all types of highway	Chapter renamed 'Planning Surfacing Materials'. Sub-section 4 'Active Travel Link Construction' redrafted to explicitly describe the surfacing of routes '...for walking, cycling and potentially horse riding as non-motorised routes away from the county's road system'.	Included within 1st Edition
70	4	2	Move list of standards to Chapter 1 as they cover everything	This list does not cover all design standards, only those relevant to infrastructure for walking	Noted - No Action
71	4	5	Suggest that scheme promoters consult ROW team on Order procedures. Suggests that crossing points should be designed to be safe.	Agreed and will be included	Included within 1st Edition
72	4	5	Need guidance on surfacing materials for routes used by equestrian.	The scale and nature of PRoW and their type of surfacing will have already been established earlier in the process and so are covered in previous chapters. Signposting to these chapters will be included.	Included within 1st Edition
73	4	12	Make sure scheme promoters are not led to surfacing everything in 'black'	Part 3 Chapter 13 and Part 4 Chapter 12 have been amended accordingly.	Included within 1st Edition
74	4	12	Crumb and pellet materials are available off the shelf	Sub-section 3 Use of Recycled Materials in Part 4 Chapter 12 amended to acknowledge this comment.	Included within 1st Edition
75	4	12	Too much focus on 'black' materials	Sub-section 3 Use of Recycled Materials in Part 4 Chapter 12 amended to acknowledge this comment.	Included within 1st Edition

76	4	12	P&MPDG states that sealed surfaces should be used	The nature of surfacing should be determined at the planning stage, given that it influences the character, utility and lifecycle of the route. This chapter is not about choosing the surface it is about providing the specifications, which it does for sealed and unsealed surfacing.	Noted - No Action
77	all		Cargo bikes, which are only just appearing, are a great idea, but need proper consideration	Noted. Guidance will evolve with experience.	Technical Update in Future Edition
78	all		Need to include for mix of sealed and unsealed routes	This is covered and discussed within Part 3 Chapter 8 Section 4.	Noted - No Action
79	all		Use of consistent and appropriate acronyms/initials	Reviewed and consistent amendments have been included	Included within 1st Edition
80	1	2	Suggest that Part 1 - Chapter 2 on areas of responsibility and contacts sets out the statutory consultee role of Active Travel England from June 2023	The purpose of this chapter is not to present a consultee list, but a schedule of those organisations that are responsible for providing transportation related services within and alongside HCC. It would be impractical to keep a live list of consultees, particularly as those that need consulting may vary around the county and vary depending upon the type of project.	Noted - No Action
81	2	3	P&MPDG should sign post to Sport England's Active Design	This will create a duplication of effort. P&MPDG encompasses the principles of Active Design and goes further by translating them into specific highways and transport design requirements, which are tested via LTP compliance.	Noted - No Action

82	all		We are supportive of the approach of the Design Guide policies to imbed sustainable development. We also welcome the reference to local character and heritage, particularly the inclusion of the Chilterns Area of Outstanding Natural Beauty (AONB) when considering developments	Noted	Noted - No Action
83	all		Pleased to note objectives and policy requirements for delivery of a minimum 20% BNG increase in green and blue infrastructure spaces by 2030. This section could also acknowledge the importance of the emerging Local Nature Recovery Strategy in maximising strategic gains for biodiversity.	The LNRS will need to be reviewed when established and the P&MPDG updated accordingly.	Technical Update in Future Edition

84	all		Within the Biodiversity section, the Design Guide should make direct reference to existing designated sites within Hertfordshire. Natural England advises that all relevant Sites of Special Scientific Interest (SSSIs), European sites (Special Areas of Conservation and Special Protection Areas) and Ramsar sites1 be clearly identified in the context of proposed development allocations and strategic policies for development. Designated sites should be protected and, where possible, enhanced. Opportunities to buffer and expand these sites using tools such as the emerging Local Nature Recovery Strategy and Biodiversity net gain should also be explored. These protected sites will need to be considered as part of the wider Habitats Regulations Assessment process for the Local Transport Plan.	Agreed	Included within 1st Edition
85	all		The Biodiversity section should also support the protection, maintenance and enhancement of other local wildlife sites and priority habitats, recognising the value of non-statutorily designated sites in strengthening the nature recovery network at a local scale.	Agreed	Included within 1st Edition

86	all		Welcomes the focus on climate change as a key issue to be addressed within the Design Guide, particularly with a focus on carbon neutrality for their own operations by 2030 and the policies set out in the Climate adaptation and Resilience chapter.	Noted	Noted - No Action
87	all		Air Quality It is noted in policy 20 of Chapter 2 that the County Council will seek to reduce the impact of poor Air Quality on human health by investigating air pollution levels and implementing/ reviewing the Council's Air Quality Strategic Plan. To expand on this it would be beneficial to see explicit reference to protected sites	Noted. But this is for 5th LTP consideration.	Policy Review for Future Edition
88	all		The green infrastructure requirements for bio-diversity net gain are welcomed, but further opportunities can be included by considering the Green Infrastructure Framework that was introduced alongside the Government's Environmental Improvement Plan on 31st January 2023. The Green Infrastructure Planning and Design Guide should also be directly referenced	Noted. This will be reviewed and considered for inclusion within P&MPDG.	Technical Update in Future Edition

89	all		We suggest that Green Roofed cycle shelters and green parking spaces can be made to clearly delineate allocated and unallocated parking whilst contributing to SuDS and GI. Further consideration should also be given around street furniture (Chapter 9 – section 10) and how GI can be included in design features	Noted. This will be reviewed and considered for inclusion within P&MPDG	Technical Update in Future Edition
90	all		Reference should be made to the National Green Infrastructure Principles when defining "What Good Development Looks Like": Green Infrastructure Principles (naturalengland.org.uk).	Noted. This will be reviewed and considered for inclusion within P&MPDG	Technical Update in Future Edition
91	all		The Green Infrastructure Strategy Standard outlines that major new development should produce a Green Infrastructure Plan (which may be part of a Design and Access Statement) setting out how the development will deliver on the Principles and Standards. This could be included within the "What Good Development Looks Like" section.	Noted. P&MPDG chapters will cross reference to this	Included within 1st Edition
92	all		Consider eco-friendly options around tree planting and physical supports (Chapter 9 – section 14.8), such as those being researched by the Woodland Trust.	Noted. These will be reviewed and considered	Technical Update in Future Edition
93	all		Consider and discuss dark corridors for wildlife, particularly for bats	Noted. These will be reviewed and considered	Policy Review for Future Edition

94	all		Page 3 of 4 GI Mapping tool is a useful resource to consider when designing and planning new active travel routes: Green Infrastructure Map (naturalengland.org.uk).	Noted. These will be reviewed and considered	Technical Update in Future Edition
95	all		Reference should also be made to the "15 minute neighbourhood" concept which seeks to ensure that everyone has access to good quality natural greenspace within 15 minutes' walking distance from their homes	The P&MPDG provides guidance on how good planning and design of transport infrastructure can support the "15 minute neighbourhood" concept, but cannot specify the 15 minute neighbourhood concept.	Noted - No Action
96	all		It would be beneficial to see further reference to the wider landscape and the effects of transport construction on the AONB and other protected sites, particularly in relation to sustainable urban drainage systems (SuDS).	This is considered within the site validation stage and further covered in Part 3 Chapter 10 and Part 4 Chapter 9.	Noted - No Action
97	all		We suggest explicit inclusion of best practice drainage and pollution prevention in construction and operational phases of development in Chapter 6, Section 7 with a focus on protected sites and the AONB.	This chapter provides a brief overview of drainage. Part 3 and Part 4 have more detailed requirements.	Noted - No Action
98	all		Defra recently announced the decision to make Sustainable Urban Drainage systems mandatory by 2024 in a review document of recommendations for the implementation of Schedule 3 to The Flood and Water Management Act 2010. Direct reference should be made to this in the design guide.	Noted. We are watching developments in readiness for making the appropriate changes to the guidance.	Technical Update in Future Edition

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99	1	1	Off-road routes could be provided by development and scheme promoters, including towpaths and other off-road networks which should be supported and explored where feasible.	These are all included under the banner of Active Travel Links	Noted - No Action
100			There are opportunities to include more references to the Canal & River Trust's waterway network throughout the design guide and potentially include more introduction/background to highlight its potential and specific considerations, such as towpath design/ width/ access points, heritage impacts, land stability, biodiversity etc.	Subject to future consideration of practical and legal implications references could be made to embracing parts of the canal towpath network as active travel links, but the P&MPDG would not go as far as providing design guidance for the Canal & River Trust's assets.	Technical Update in Future Edition
101			Any bridge crossings and other infrastructure provision that will impact on Canal & River Trust interests will be subject to separate commercial agreements with the Trust	Already referenced in P&MPDG	Noted - No Action
102	4	18	When referring to TOPAS specifications remove the issue letter at the end and just refer to the latest versions.	This design guide will be regularly reviewed and updated when necessary. We want to capture the relevant guidance at that point in time. In this way all parties will be clear of the standards that applied at any point in time.	Noted - No Action
103	4	18	Why have only 4 of the TOPAS specifications been listed, but not others that would be applicable such as TOPAS2500. Suggest either removing TOPAS specifications from this list (relying on the specific entries later in the guidance) or refer to TOPAS specifications as a whole.	TOPAS 2500 is referred to in paragraphs 4.1 and 21.12	Noted - No Action

104	4	18	Inclusive Mobility guidance should be added to this list	Reference added to the list as suggested	Included within 1st Edition
105	4	18	Is there a list of "HCC approved retention sockets"? If so, suggest including how this should be obtained.	Text of para 5.1 altered to include 3 types of socket approved by HCC	Included within 1st Edition
106	4	18	TA89/08 was withdrawn in February 2018. Suggest that "latest versions of BS EN 12767 and Passive Safety UK Guidelines for Specification and Use of Passively Safe Street Furniture on the UK Road Network" be referenced instead.	Text to be amended	Included within 1st Edition
107	4	18	Suggest inclusion of contact details for HCC Signals Team	P&MPDG does not give team contact details as these can change	Noted - No Action
108	4	18	What is the type approval process referenced in this clause?	Process to be confirmed	Technical Update in Future Edition
109	1	3	The threshold of 100 properties for new developments to include provision for services should be lower.t 20 is more appropriate.	This is a broader policy change issue and not one for P&MPDG	Policy Review for Future Edition
110	1	4	Where provision of bike storage is proposed, these should include covered storage areas and be high quality, well maintained and secure.	This is already proposed for storage in private developments and Transport Hubs. A broader policy approach will need to be agreed between HCC and the LPAs for on-street storage	Policy Review for Future Edition
111	3	5	Bus Lanes and Cycle Lanes – careful consideration should be made when planning these over potential benefits versus potential loss of natural habitats. 'Is this new facility worth the loss of a row of trees?'	This is made explicit in Part 3, Chapter 1	Noted - No Action

112	3	5	We welcome the recent investment and high standard of bus stops in Hertfordshire in both hardstanding surrounds and inclusion of paper timetables.	Noted	Noted - No Action
113	3	5	We wish to see increased investment of Section 106 monies to specifically to enhance transport and encourage sustainable travel.	Agreed, but not specifically a P&MPDG issue.	Policy Review for Future Edition
114	3	5	Railway Stations need provision of warmth and shelter in cold weather (an aspiration for station waiting rooms to provide some form of warmth – particularly in cold / wet winter weather)	The requirement is generally covered within Transport Hubs, but specific request for Railway stations will need to be considered within review of Rail Strategy.	Policy Review for Future Edition
115	3	5	We would not wish to see wide road junctions as these are longer distances for pedestrians to cross.	The P&MPDG particularly picks this issue up	Noted - No Action
116	3	6	It would be appropriate to reference the 'Rights of Way Improvement Plan' published by HCC.	RoWIP referred to in para 2.3 in 3/6 as well as in earlier Part 2 Chapter 2.	Noted - No Action
117	3	9	Real time bus information should be provided at bus stops	HCC is currently reviewing its approach to the provision of real time information	Policy Review for Future Edition
118	4		In relation to the design of footways full consideration to all users should be made particularly those who may be mobility of visually impaired.	This is a key principle within the P&MPDG	Noted - No Action
119	4		Where new pavements/footways are being built, consideration could be given to making surfaces porous to reduce run off.	Whilst the P&MPDG promotes sustainable drainage, this does not include porous surfacing (other than potential hardstanding in parking areas) due to potential for trip hazards, long term maintenance (of keeping surface porous and protecting the structural integrity footway.	Noted - No Action

120	4	2	We would not object to tarmac/hard surfaces around well used stiles / paths.	To be considered	Technical Update in Future Edition
121	4	2 corrected to 12	It was felt that the reference to the use of recycled materials could include monetary value and benefit of recycling.	This is covered in Part2, Chapter 3: Sustainable Resource Management	Noted - No Action
122	extras		General - glossary needed	A glossary is being compiled and will be published with the adopted P&MPDG	Included within 1st Edition
123	1	1	Is there a national policy source to support the aim that key destinations (employment, education, retail, leisure facilities) should be located close to where people live enabling easy walking and cycling this approach (para 2.3)? For local circumstances, this is considered to be too proscriptive in design terms, where, depending on site circumstances & viability, this approach may not be the most appropriate…	This is just an overview for good design, if it is not the most appropriate then this will be decided at the planning stage	Noted - No Action

124	1	1	While recognising that, although entirely car-free lifestyles are unlikely to become widespread in Hertfordshire in the near future, all developments should aim to be 'car light,' is a most laudable aim (para 2.6), there should be acknowledgement here that circumstances are likely to be different between urban areas with access to sustainable transport modes and remote rural locations where such opportunities are simply not available and thus will require higher parking provision	NPPF is not in favour of new rural locations where sustainable transport routes cannot be obtained	Noted - No Action
125	1	1	Need to refer to the NPPF (para 2.8), unless related to safety, refusal should only be where highway impacts are severe.	That is incorrect- NPPF paragraph 113 talks about sustainable travel in terms of refusal	Noted - No Action

126	1	1	Thought needs to be given to practicalities of this statement (para 2.8) in relation to occupiers - e.g. parents with young children & an aging population, where mobility issues may preclude the longer walks that more able bodied people are able to make. Perhaps consideration should be given to a balance being struck where the location of parking spaces is split between adjacent and further away. This appears to be the approach of the checklist in Chapter 4. Another related aspect is the design, maintenance/management and surveillance opportunities applied to spaces not in close proximity to their associated dwellings to ensure that regrettable past design experiences of the mid-late 20th century which lead to neglected areas attracting anti-social behaviour are not repeated.	Agreed. Parking arrangements will be agreed in liaison with the LPAs who are the parking authorities.	Noted - No Action
127	1	1	LTP4 was adopted in 2018 & is in the process of being replaced by LTP5 - should there be some reference to this in the text (or a footnote)?	The first edition of P&MPDG is published in support of LTP4. P&MPDG will be reviewed and revised to support our 5th LTP. It is important that it is clear which editions of P&MPDG and LTP are being adhered to.	Noted - No Action
128	1	1	Is the final line about being LTP4 compliant 'without compromise' appropriate given that it will be impractical to meet all needs. LTP compliance testing allows for agreed departures from standards	Policy 1 cannot be compromised. LTP compliance testing allows for agreed departures from standards for design issues. Text will be updated to be Policy 1 specific.	Included within 1st Edition

129	1	1	What are 'costs of confrontation' (para 3.7)?	It is impractical to quantify the costs associated with misunderstandings, abortive work and disputes later on in the scheme development process.	Noted - No Action
130	1	1	...it is suggested that this sentence (in para 6.3) should be reworded to ensure any potential conflict over differing approaches taken by authorities can be avoided. Suggested that 'should' would be more appropriate than 'shall'.	This statement is specifically about HCC conforming to its own policies.	Noted - No Action
131	1	2	Para 8.3 regarding LPA responsibilities should say 'which sets out in detail the planning policies against which planning applications will be considered' and expanded to state that 'and all development should be in accordance with the policies in the Plan, unless material considerations indicate otherwise. Where any conflict may arise between documents, the statutory Local Plan will take precedence'. .	Text amended as suggested	Included within 1st Edition
132	1	3	Legal Framework I (para 5.2): change 'requirement' to 'obligation'	If this is reference to the introductory text to the Legal Framework box then HCC is happy that 'requirement' is appropriate as opposed to the more specifically legal 'obligation'	Noted - No Action
133	1	3	Legal Framework I: add 'attached to a planning permission'	Text amended as suggested	Included within 1st Edition
134	1	3	Legal Framework I: change 'drawn up' to 'secured'	Text amended as suggested	Included within 1st Edition
135	1	3	Legal Framework I: It would be appropriate to outline the requirements of S.122 of the CIL Regulations	CIL is covered in paragraph 5.3	Noted - No Action

136	1	3	change 'concluded' to 'completed' (para 5.11)	Text amended as suggested	Included within 1st Edition
137	1	3	Suggested re-wording (para 5.11): 'and the design been Approved in Principle, the LPA will issue the decision notice detailing applicable conditions'.	Text amended as suggested	Included within 1st Edition
138	1	3	Legal Framework II (para 6.3): 'requires financial contributions.' to 'secures funding for those works.'	Text amended as suggested	Included within 1st Edition
139	1	3	Should there be a colour here? (against cycleway/ cycle track)	The colour orange is given	Noted - No Action
140	1	4	This paragraph is also earlier in the document. Does it need repeating?	This is an important point for the highway authority and so bears repetition	Noted - No Action
141	1	4	This graphic is blurry, the text is difficult to read. Alt-text needs to be added to make this an accessible document.	To be resolved in production of the final pdf document.	Included within 1st Edition
142	1	4	Historic Environment/Smaller developments: Needs rewording. Perhaps: "... will be within a Conservation Area or could affect the setting of nearby designated heritage assets, such as Listed Buildings or Scheduled Monuments."	Text amended as suggested	Included within 1st Edition
143	1	4	last bullet point: For making the intended point, suggest rewording: 'Contribute towards meeting the target...'	Text amended as suggested	Included within 1st Edition

144	1	4	Not clear what this (Restraining car park levels...) actually means? Is it intended to restrain ground levels or numbers of parking spaces? If the latter, suggest rewording: 'Restraining off-street car parking levels, as appropriate to location, and on-street parking restrictions on specific roads'.	Text amended as suggested	Included within 1st Edition
145	1	4	Should this be caveated with reference to safety & secured by design principles?	Secured by Design is introduced in Part 3 Chapter 2: Planning Public Realm	Noted - No Action
146	1	4	Historic Environment/Smaller developments: Needs rewording. Perhaps: "... will be within a Conservation Area or could affect the setting of nearby designated heritage assets, such as Listed Buildings or Scheduled Monuments."	Text amended as suggested	Included within 1st Edition
147	1	4	For accuracy, suggest rewording: A full, or reserved matters application should represent a formalisation of the master plan and/or outline permission, as appropriate.	Text amended as suggested	Included within 1st Edition
148	1	4	As above, suggest rewording: 'Contribute towards meeting the target of...'	Text amended as suggested	Included within 1st Edition
149	1	4	It would be helpful for descriptors of (development size) thresholds to be included here - either within the text, via footnote or within a Glossary, which would be welcomed in any event.	Thresholds will be developed as experience of using the LTP Compliance Tool is gained and will be introduced as amendments to the design guide. Glossary to be provided	Technical Update in Future Edition

150	1	5	For clarity, add Neighbourhood Plans here (Checking proposals are consistent with...)?	Text amended as suggested	Included within 1st Edition
151	1	6	Should there be some recognition of urban & rural differences here?	Adding such distinctions is likely to cause uncertainty about urban fringe locations	Noted - No Action
152	1	6	Maybe a reference to complying with District's guidance, where such exists, would be helpful here e.g. East Herts has internal dimension guidance in its Vehicle Parking SPD	Text added: 'Some LPAs specify garage size in their own policy documents'	Included within 1st Edition
153	1	15	Is there a 2023 update? If so, table should be revised.	Table updated to give 2023 fee levels	Included within 1st Edition
154	1	16	Consideration should be given to including the adoption of roads or streets served by a bus route. This would help ensure sustainable travel is properly accommodated to engender modal shift and that appropriate ongoing measures secure surface suitability & supporting infrastructure improvements/potential technical advancements going forward.	Bus routes are covered by Sustainable Travel Links which are in the list of features of roads that HCC are likely to adopt	Included within 1st Edition
155	1	16	Add 'and provision within proposals for their ongoing stewardship'?	Text amended as suggested	Included within 1st Edition
156	3 & 4		We understand that the Part 3 guidance is primarily for outline applications, while Part 4 is relevant to full applications. It may be that a directional organisational diagram would be useful to users to direct them to the parts of the guidance that will be essential to read.	Both level of planning application are covered by Part 3. The relationship between the P&MPDG Stages, Planning Applications, design stages and LTP compliance are described within Part 1 Chapter 1: The Scheme Promotion and Development Management Process	Noted - No Action

157	1	4	This section is too long at 107 pages but more importantly, the process is too complex and potentially too onerous. Key requirements are at risk of being missed by LPAs and developers alike.	The main guidance, which includes supporting checklists covers the 5 separate testing stages in 48 pages. The remaining pages are Appendices that set out the templates for ease of completion. LTP compliance testing is a new element. It will be refined through use.	Technical Update in Future Edition
158	All		The document potentially duplicates / conflicts with other Local Planning Authority SPDs and guidance.	HCC is the highways and transport authority for Hertfordshire. All local guidance relating to highways must conform to the P&MPDG, not vice versa.	Noted - No Action
159	all		Parking standards are a potential conflict with . Chapter 6, Section 5, should acknowledge that LPAs may have their guidelines for parking stress surveys and these should form part of the work undertaken by developers, in terms of assessing parking standards. I	Part 1 Chapter 6 para 1.2 says: 'In Hertfordshire the 10 borough and district councils are responsible for setting parking standards as part of their local planning function. This is done under an agency agreement with HCC'. Text added to paras 4.3 and 5.1 informing the reader that the local LPA may have their own guidelines for parking stress surveys.	Included within 1st Edition
160			Some of the content will duplicate guidance provided by Active Travel England and there is an opportunity to cross reference ATE rather than repeat principles in the HCC guide.	There are many design guides emerging nationally, some of them providing single issue guidance. The P&MPDG establishes principles and guidance relevant for Hertfordshire. Some of the innovative principles may be within other guidance, but the appropriate principles for the county are drawn into one place to promote integrated design. The P&MPDG does not repeat standalone design guidance such as DMRB.	Noted - No Action

161	all		Has this document has been tested specifically with Developers, and what other groups and bodies across Hertfordshire have provided input into the content? The success of the guidance will ultimately come down to how accessible it is to applicants, so feedback and consultation would be valuable.	A wide range of local and national stakeholders were invited to participate in the user testing and consultation phase. We anticipate further feedback when the P&MPDG is in mainstream use.	Technical Update in Future Edition
162			Clear details of how this guidance sits in the policy and guidance hierarchy is required. There is some concern for duplication or conflict and the weighting to be given to this design guide.	Part 1 Chapters 1 & 3 set out the policy context	Noted - No Action
163	all		It is not clear who will take responsibility for assessing new schemes in relation to the design guide – in particular the toolkit and checklists provided in Part 2.	Part 1 Chapter 4 sets out the responsibilities.	
164			Will HCC take a role in reviewing the broad master planning principles set out for movement networks in new developments, or are Local Authorities responsible for ensuring this? If HCC do intend to take a more active role then details of how the authorities work together at pre-app stage needs to be considered.	HCC already takes an active role working with enlightened LPAs to establish master planning principles, but there is no one-size fits all approach.	Noted - No Action

165	2 & 3		At various points through the chapters, particularly Part 3, there is reference to the validation requirements set out in Part 2. However, it's not entirely clear if these are mandatory submission requirements, or if they are guidance for how compliance can be demonstrated? Given that Part 3 references Outline applications, it would be great if the additional information recommended could be required for validation, however it's not clear how this would be enforced, and validation lists are typically managed at LPA level.	Site validation is strongly advocated by HCC, but is unenforceable by HCC. The information requested by the P&MPDG is relevant and proportionate for HCC's needs at each of the stages.	Noted - No Action
166	1	16	Clarity is required on how/why LPAs can impose the design standards on non-adoptable roads, if that is the intent. Should there be a distinction around design standards for adoptable roads, and best practice for other roads and networks in new developments?	HCC (and LPAs) cannot make it mandatory that private streets are designed and constructed to P&MPDG standards, but the P&MPDG strongly recommends it on the bases of consistency and that it will make it easier for those roads to be adopted at a later date if there is a change of mind. HCC will not adopt roads that are non-compliant to the P&MPDG.	Noted - No Action
167	3	10	Request that the slope for SuDS on which planting is permitted is increased from 1:5 to 1:3 to increase planting.	Planting is permitted on SuDS side slopes, but trees and shrubs are confined to slopes of maximum 1:5 for safety reasons associated with inspection and maintenance operations.	Included within 1st Edition

168	3 & 4		It is not made clear within the document how cycle design interacts with roads, footpaths, bus stops, street trees etc. It is not clear how alternative proposals from scheme promoters are being dealt with, and how this interacts with other guidance, area action plans and linking development works.	Integrated design is covered within the Part 3 chapters. Examples of good practice will be included as and when they emerge	Technical Update in Future Edition
169	4	6	HCC should acknowledge that LPAs have their own cycle parking requirements. Not certain how this Design Guide interacts with LPA cycle parking requirements.	LPA role is described in Part 2 Chapter 4, but will be repeated in Part 1 Chapter 2. HCC is the highway authority, so is responsible for design standards of on-highway facilities. HCC also needs to satisfy itself that off-site provision will deliver the proposed transport behaviours	Included within 1st Edition
170	4	6	Guidance should be given for basement level cycle parking, rural style cycle parking and non-standard cycle type storage solutions	Noted for review and potential inclusion within a future edition	Technical Update in Future Edition
171	2	4	There are interesting and aspirational proposals mentioned for reducing private garages and curtilage parking, as well as more innovative approaches to multi-storey car parking in new developments. No examples of best practice or case studies have been provided to support these propositions which have significant urban design implications for which there is limited design guidance to support it.	This is mainly due to the P&MPDG introducing latest concepts and innovations. Examples will be included as and when they are delivered.	Technical Update in Future Edition

172	3	10	How does HCC propose to secure the level of detail set out in 'Planning for Landscaping' , when all matters are reserved at the outline application stage	Part 1, Chapter 3 sets out a proportionate approach, differentiating between what is required at outline planning and the detailed planning stages. HCC will flag up LTP non-compliance if the detail or level of detail is inappropriate	Noted - No Action
173	3	10	While there may be an appropriate time for a SuDS basin to have a slope of 1 in 3, if this precludes tree and shrub planting, this should generally be avoided as SuDS features should seek to support multi-functional landscape spaces within a development/ the environment.	Agreed	Noted - No Action
174	1,3,4		It is very dense, text-heavy and, with the exception of part 2, poorly presented.	Part 2 is presented in an example of its final format, the other parts will be converted when the 1st edition is published.	Included within 1st Edition
175	3	8, 9	The guidance defers to DMRB for the geometric design parameters for many road types. It would be helpful if key information, such as CD 109 Table 2.10 (Design speed related parameters) were reproduced in this guidance; or, at least to provide a more precise reference than 'DMRB'.	HCC has struck a balance between completeness and usability. This will be kept under review and amendments made as appropriate. All interna and external references will be active via embedded links.	Noted - No Action
176			The term "mobility hub" is used in some places, but all of the detailed guidance is provided under the term "transport hub" (part 2, chapter 4, para 9 and elsewhere). Mobility (or travel) hubs have a wider range of functions than transport hubs (, and therefore the former is generally more appropriate.	Transport Hub is the adopted term. The final document will be searched and amended.	Included within 1st Edition

177			The term "Parking Guidance System" appears twice (part 3, chapter 19, para 4.1 and part 4, appendix A) but is not explained anywhere.	These are the variable message signs that indicate carpark space availability and direct to alternatives when full	Included within 1st Edition
178			What is the plan for updating DPMPDG once Manual for Streets 3 is published?	HCC has swapped notes with the MfS production team and the documents generally complement each other. If there are any updates required they will be undertaken in conjunction with the review for our 5th LTP.	Technical Update in Future Edition
179			The guidance needs to acknowledge that flexibility and adaptability is essential to achieving an acceptable planning balance in any real-world application (see para 3 below).	Agreed. The P&MPDG provides a range of allowable geometric dimensions and the facility for Departures for Standards.	Noted - No Action
180			The HS2 Technical Standards may provide a useful reference, as they address matters that are not covered by DMRB and Manual for Streets 1 & 2: • HS2-HS2-HW-STD-000-000001 P01 - Technical Standard - Roads • HS2-HS2-HW-STD-000-000002 P01 - Technical Standard - Public rights of way	These will be reviewed prior to any reference as there have been concerns with the HS2 standards.	Technical Update in Future Edition
181	3	1	For most of the permutations of Place and Movement, the specified road width is excessive, with potentially negative outcomes	The spatial requirements have been sourced from national guidance, with the carriageway widths minimised. The new Design Review Process is likely to identify more reductions in total highway width.	Technical Update in Future Edition

182			The value and usefulness of the PMPDG would be greatly enhanced by: • Indicating where there is inherent flexibility in a specification • Identifying key factors to evaluate when considering a derogation from a specification. • Listing mitigations available where a derogation from a specification is required. • Citing precedents where standards were adapted and/or mitigated satisfactorily.	Agreed. The Design review Panel Process has been introduced particularly to achieve this.	Technical Update in Future Edition
183	1	1	HCC 's maintenance is dictated by "strict affordability constraints" without mention of public benefit (public sector decisions should be taken on the basis of balancing costs and social benefits).	The paragraph goes onto acknowledge Areas of High Place Importance as being exceptions.	Noted - No Action
184	1	16	indicates what "HCC is interested in adopting", there is no mention of SuDS or trees. However, para 4.1 refers to adopting SuDS.	This paragraph is about the types of corridors that are adoptable, not a list of features. As rightly pointed out the features are identified later in the chapter.	Noted - No Action
185	2	4	states "… under provision [of car parking] can introduce highway safety risks or significantly impede the free flow of traffic." Parking vehicles outside of designated bays causes a potentially dangerous obstruction to people walking and cycling. It can also damage planting and generally detracts from the quality of a place.	Traffic includes all travel modes.	Noted - No Action

186	2	4	In most residential developments, parking courtyards or squares will be the most appropriate form of aggregated car parking/ storage. In large, dense and mixed-use developments, underground, under croft or multi-storey car parks (covered in part 3, chapter 7, para 4.2) may be considered appropriate, provided careful attention is paid to the design and impact on the streetscape.	Agreed	Noted - No Action
187	3	9	Since the type of junction required is determined not just by function but also by capacity (peak flows of motor vehicles) and vehicle mix, it would be helpful if a table were provided that indicates the capacity range for each type of junction in PCUs/hour, with a commentary on what factors will determine the most suitable choice in edge cases.	Junction type is usually validated by micro modelling, bearing in mind the variables involved. Additional guidance may be generated from experience of implementation and post-scheme monitoring.	Technical Update in Future Edition
188	3	9	The reference in brackets in para 5.1 to mini roundabouts should be removed since para 7 completely rules out their use.	Mini-roundabouts may not be used for new accesses or junctions but still exist in some number on the network. It is therefore important that designers know how they should operate.	Noted - No Action
189	3	9	It would be helpful if the guidance included minimum dimensions for compact and Dutch-style roundabouts (in the same way that para 6.1 indicates that the central island of a conventional roundabout is at least 4m in diameter).	Further experience is required before giving specific guidance.	Technical Update in Future Edition

190	3	9	It is important that not only is it acceptable for the swept path to cross the centre lines, but that this is actively encouraged in order to create low-speed, pedestrian friendly junctions.	Noted	Noted - No Action
191	3	17	states "Columns should be located at the rear of the maintained highway within the footway wherever possible …." This makes no reference to how this narrows the effective width of the footway and why this is usually undesirable. If a column can be placed outside of a footway, that should normally be the preference.	This is covered in paragraphs 3.5 and 7.1 in the same chapter.	Noted - No Action
192	3	17	No mention of the potential to use lighting columns for EV charge points, and what the design parameters should be to achieve this safely.	This is covered in paragraph 6.1	Noted - No Action
193	3	17	Specifications are needed for lighting along cycle tracks in rural settings and urban parks. This needs to consider context: • Ecology, in particular light-sensitive animals • Ability to route cables underground (e.g. around tree roots) • Whether solar panels are a suitable power source (on each lamppost or on a separate column) HCC may wish to review and incorporate or adapt Chapter 10 of the Sustrans guidance on traffic-free routes and greenways.	The principles of lighting Active Travel Links are being considered. If accepted, technical guidance will be given.	Policy Review for Future Edition

194	4	18	Can you give more explicit guidance on how to prioritise active travel modes at signalled crossings	This is currently being considered	Technical Update in Future Edition
195			There is no commentary on the pros and cons of providing bridges versus underpasses for active travel	The primary objective is to avoid the need for structures. Once it is established that structures are unavoidable at the master planning stage, the type of structure will be discussed with HCC on a case-by-case basis.	Noted - No Action
196			There should be a strong preference for lower carbon construction techniques and materials that meet the same or better performance parameters of standard construction techniques using asphalt or concrete as finishing surfaces. We should also be committing to wherever possible eliminating any avoidable waste being sent to landfill prior to 2030. And at the end of their lifetime, could parts or elements of materials and assets be re-used in other ways?	These are emphasised in Part 2 Chapter 3: 'Energy & Carbon' and 'Sustainable Resource Management'.	Noted - No Action
197	2	3	"Within 30 miles" - how sustainably it can be transported may be more important than exact distance. e.g. material by rail could be better from further away, than by road by 25 miles away?	Agreed, but the 30-mile limit is a rule of thumb to get people thinking and start the debate.	Noted - No Action
198	2	3	NBS - acronym needs to be spelt out the first time it is used.	It is. In the 6th bullet point in the box headed Requirements under the Climate Adaption and Resilience theme. It will also be in the Glossary published alongside the design guide.	Included within 1st Edition

199	2	3	This paragraph could be expanded with regards to "aesthetics (in a local context)", to better define what is expected in terms of character and appearance of the places being created. A large acoustic fence with no surrounding landscaping or tree planting to soften its appearance may be appropriate in an industrial context or next to a motorway or rail line, but would be an inappropriate design response next to residential dwellings or educational uses.	This is a summary table.	Noted - No Action
200	2	4	It would be helpful to clarify if this is an internal or external measurement, and the minimum width of door opening required.	These are internal dimensions - the space within which the vehicle parks.	Noted - No Action
201	2	4	if a garage space is being provided for car parking, it is important that it is big enough to also store multiple bicycles, unless secure and covered cycle parking is also included elsewhere for the dwelling.	The para starts: 'A garage which is large enough for the average sized family car, plus cycles and some storage space'	Noted - No Action
202	3	2	Suggest that paragraph is expanded to explain LCHPs in slightly more detail.	LHCPs are also covered in appropriate detail in Part 1 Chapter 4, Part 3 Chapter 10 and Part 4 Chapter 9.	Noted - No Action
203	3	2	Proposed layouts should look at existing pedestrian desire lines, and also at new pedestrian desire lines created as a result of the development, and other nearby planned developments.	Noted. This comment paraphrases the existing text.	Noted - No Action

204	3	2	It would be appropriate to encourage that pre-application advice is obtained at this stage	Text added to end of paragraph as suggested.	Included within 1st Edition
205	3	2	It would be worth clarifying that links through developments for active travel options should always be provided where options are available.	This is a section about safety. The point made in the comment about the provision of Active Travel Links was made earlier in Part 2 as referenced in the following paragraph. A link will be embedded to take the reader via 'Part 2' to Part 2 Chapter 4: Master Planning.	Included within 1st Edition
206	3	2	Suggest changing green walls to something like "avoiding blank elevations and hard boundary treatments abutting footpaths through the use of landscaping, soft boundary treatments, green walls, and orientating buildings to provide actives edges to paths".	Text amended as suggested	Included within 1st Edition
207	3	4	This is confusing as 3000vpd would be 125vph? Please check what is meant here.	This is based on the rule of thumb relationship between the overall daily rate and the (busier) daytime hourly rate.	Noted - No Action
208	3	4	Should this section also discuss non-standard cycles, e.g. cargo bikes? In some circumstances we may want to design for other cycle types;	This is a growth area and guidance will be generated as local and national experience emerges.	Technical Update in Future Edition
209	3	5	Hubs should have secure covered cycle parking.	Agreed. This will be made explicit	Included within 1st Edition
210	3	7	On-highway cycle parking should be secure and covered.	This would commit HCC and the LPAs to providing and maintaining on-highway covered, secured and maintained parking. It would supersede some of the design details included elsewhere in the P&MPDG. This would need to be a joint HCC & LPA policy decision.	Policy Review for Future Edition

211	3	7	EV charging is also now a requirement of the Building Regulations, there is a need to ensure that controls in other legislation are not being repeated.	Noted	Noted - No Action
212	3	9	Suggest that where existing roads are being redesigned, opportunities to look at whether an existing mini-roundabout is appropriate (or should be removed) should be taken.	Text added as suggested	Included within 1st Edition
213	3	10	It would be appropriate to mention at some point the NPPF requirement for streets to be tree lined.	Text added as suggested	Included within 1st Edition
214	3	11	The character of the place being created should be a key consideration. Hard boundary treatments like acoustic fences can have a negative impact on placemaking. Space should be left during the layout phase for suitable tree planting and landscaping to avoid an over-engineered feel to the public realm and boundary treatments.	Text added as suggested	Included within 1st Edition
215	3	13	If a pedestrian route is to be used for active travel then it should be a surface that can be used year-round (does not get muddy in winter). Where developments would utilise existing PRoW then consideration should be given to upgrading the surface of these paths where they would be used for active travel to local centres, schools, destinations, etc.	This is covered by the specifications, combinations of surfaces provided side-by-side appropriate to user classes.	Noted - No Action

216	3	17	"heritage town and village centres" - perhaps edit to say "historic towns and villages centres designated as Conservation Areas"?	Text amended as suggested	Included within 1st Edition
217	4	3	Needs an explanation of Orcas and Armadillos - remember not all readers of this document will be familiar with these terms. E.g. "small dividers bolted onto the road surface".	Explained in para 11.1	Noted - No Action
218	4	6	Where houses do not have suitable gardens (due to lack of external access, sloping land, or irregular shape, etc), or other external amenity space, or a suitable garage, then secure covered communal cycle parking facilities must be provided.	Text added as suggested.	Included within 1st Edition
219	4	6	Needs to be in a well-overlooked area or may need to be covered by CCTV (even from a nearby business) to encourage use.	Reference to CCTV added to 4th bullet point in para 2.2	Included within 1st Edition
220	4	6	Suggest this section is expanded with further explanation given of good practice for parking design.	Agreed	Technical Update in Future Edition
221	4	6	Multiple bicycles may need to be stored - proportionate to the size of the house?	Text added as suggested.	Included within 1st Edition
222	4	9	However, if a pedestrian shortcut is foreseen at design stage, perhaps this is a desire line and it should be accommodated within the scheme? We always want to be prioritising active travel.	Text added to acknowledge point that sometimes desire lines need to be formalised.	Included within 1st Edition

223	4	9	Conservation Area Appraisal should also be mentioned here.	Text added as suggested.	Included within 1st Edition
224	4	9	Opportunities for bespoke street furniture, such as that incorporating elements of public art, can aid legibility and placemaking. It would be helpful to mention when bespoke approaches would be appropriate.	Scheme Promoters are directed to consult LPA design guides which set out the local vernacular	Noted - No Action
225	4	17	Please note that many historic milestones are designated as Listed Buildings. Before undertaking any works to these the listed status should be checked. If a milestone is listed then a specification of works for any repairs should be provided in writing to the Local Planning Authority, who can advise if Listed Building Consent is required.	Text added as suggested.	Included within 1st Edition
226	4	17	Redundant signage in Conservation Areas should be removed whenever possible to reduce clutter.	Text added as suggested.	Included within 1st Edition
227	3	1	Urban squares and shared space residential streets are combined within P3/M1 street typology, however they have significantly different design requirements e.g. pavement widths. [We suggest you] Move 'shared space residential streets' from P3/M1 'town centre square/street' to P2/M1 'predominately residential'. Set out different design requirements for the range of street scales.	The design requirements are common. Footway widths are those minimum effective widths to be kept clear of obstruction whether a town square or a street, for example.	Noted - No Action

228	3	1 & 13	Many existing streets, especially residential, are too narrow to accommodate all the geometric requirements, potentially resulting in tree removal to meet active travel standards, significantly degrading the street scene. All residential retrofit schemes should be designed as a 20mph environment so it is safe to cycle on the carriageway, reducing the need to remove existing trees.	Agreed that many existing streets are too narrow to accommodate all the geometric requirements and the Design Review Panel process is being put in place to establish how a balanced approach can be achieved within existing highways. Part 3 Chapter 1 is explicit in saying that it is unlikely to be acceptable in environmental terms, to make spatial provision for all modes to the acceptable limits defined within the Design Menu Cards if that dictates that valuable landscaping, biodiversity or sustainable flood management facility will be lost without opportunity for compensation. These factors, which are important in their own right, also contribute to the sense of place and encourage active travel.	Technical Update in Future Edition
229			High level principles are strong but do not always follow through into detailed chapters, resulting in the quality of proposals being lost at detailed design.	One of the purposes of the new approach described in P&PDG, particularly the LTP Compliance process, is to front load the design effort to ensure consistency of vision through to a project's completion.	Noted - No Action
230	3	1	New streets within large developments could all have the same character and typology, resulting in uniform places lacking sensory richness and legibility.	P&MPDG seeks to strike a balance between creating places that are pleasant to live and move about in as well as recognising the need to maintain appropriate movement within the constraints of limited financial resources. Scheme Promoters are encouraged to discuss design principles with the LPA and HCC at the master-planning stage.	Noted - No Action

| 231 | 3 | 1 | Restructure the Design Cards. Per street typology, provide separate Design Cards for retrofitting and creating new streets. | Agreed | | Technical Update in Future Edition |

Responding Organisations
East Herts District Council
Hertsmere District Council
North Herts District Council
Three Rivers District Council
Watford Council
Hertford Town Council
WSP (acting on behalf of developers)
Arup Urban design
Canal & Rivers Trust
Environment Agency
Sport England
Natural England
Herts LAF and British Driving Society (horse & carriage driving)
Anonymous (4 comments)

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Equality Impact Assessment (EqIA) Form

1. Who is completing the EqIA and why is it being done?

Title of service / proposal / project / strategy / procurement you are assessing	Place & Movement Planning and Design Guide for Hertfordshire **(P&MPDG)**
Names of those involved in completing the EqIA	Mark Youngman & Stephen Marsland
Head of Service or Business Manager	Rupert Thacker
Team/Department	Highways
Lead officer contact details	Mark Youngman, DM Group Manager, Growth and Environment, County Hall, Pegs Lane, Hertford SG13 8DE

Postal Point: CH0242

T: 01992 588024 **Internal:** Comnet 28024

E: mark.youngman@hertfordshire.gov.uk |

| Focus of EqIA – what are you assessing?

What are the aims of the service, proposal, project?
What outcomes do you want to achieve?
What are the reasons for the proposal or change?
Do you need to reference/consider any related projects? | The P&MPDG updates and replaces the 'Roads in Herts' Design Guidance of 2011. The P&MPDG complies with current Government legislation, and this legislation includes the Equalities Act of 2010.

The P&MPDG has a heavy focus on 'new build' projects and promotes an integrated and consistent approach to the planning and design for places and movement within Hertfordshire.

Individual EqIAs will also be carried out as standard for schemes and policies arising from the guidance.

The strategic aim of the P&MPDG is to help underpin highways and transport service governance with Local Transport Plan 4 **(LTP4)** Compliance and its relationship to the funding of HCC's programmes and strategies whilst supporting and reinforcing the golden threads of 'Place & Movement'; sustainability (including health and future ready aspects) and asset management.

The P&MPDG's short term aims are to: |

	• Ensure consistency within HCC and with Developers • Foster more integrated thinking and an integrated approach to highway planning and design leading to sustainable operation • Enable Scheme Promoters and project managers to undertake as much self-help as possible, given officers will not be able to meet all the demand for providing advice in person • Provide the right messages to the right people at the right stage within a scheme's lifecycle. The document has been structured in such a way that it will be easier for the right people to get the right messages and understand HCC's needs at the right time and stage within the end-to-end process for preparing developments and highway projects. The P&MPDG is presented in 4 parts: - Part 1 sets out what processes a developer and their professional advisors need to follow from a 'cradle to grave'

	approach including technical assessments, approvals, document submission and adoption considerations; Part 2 sets out Hertfordshire's vision and key policy statements to inform and influence master planners prior to entering pre-application discussions. Part 3 sets out what the general designer needs to consider when preparing a planning application. Part 4 sets out what the technical specialist needs to know when preparing final design and contract documents and undertaking construction. The P&MPDG is a planning document so it is not site / project specific and any projects following the guidance will have their own EqIA. The LTP4 and 'Place & Movement' have been assessed for equality impacts separately and links to these EqIAs can be found in the data section of this EqIA.
Stakeholders	Hertfordshire County Council and the district councils (including councillors and officers).

| | Hertfordshire residents and all Hertfordshire highway users.

Property developers and their consultants.

The P&MPDG will affect all protected characteristics to some degree, but it will be most relevant to 'Age' and 'Disability'. |
| --- | --- |

2. List of data sources used for this EqIA

A range of useful local data on our communities can be found on Herts Insight and on the Equalities Hub.

Title and brief description of data, research, or engagement/consultation outcomes – include hyperlinks if available	Date	Gaps in data – consider any gaps you need to address and add any relevant actions to the action plan in Section 4
Herts Insight diversity profiles (available online at: https://reports.instantatlas.com/view-report/f589797e29b14c50a0f7cffdaa2c4420/E10000015?clear=true#)	Various – but includes 2011 census data.	Census data is 10 years old but where stated mid-point estimates have been used.
Local Transport Plan 4 EqIA https://www.hertfordshire.gov.uk/media-library/documents/highways/transport-planning/local-transport-plan-live/ltp4-eqia-2019.pdf	28th February 2018	

Title and brief description of data, research, or engagement/consultation outcomes – include hyperlinks if available	Date	Gaps in data – consider any gaps you need to address and add any relevant actions to the action plan in Section 4
Place and Movement EqIA S:\HERTFORD\HIGHWAYS\HOS_WCS\DATA\Projects\22808_Place and_Movement\EQUIA	3rd February 2020	

3. Analysis and assessment: review of information, impact analysis and mitigating actions

Protected characteristic group	What do you know? What do people tell you? Summary of data and feedback about service users and the wider community/ public Consultation outcomes/engagement	What does this mean – what are the potential impacts of the proposal(s)?	What can you do? What reasonable mitigations to reduce or avoid the impact can you propose?
Age	Herts Insight - Of the estimated total population of Hertfordshire at mid-2019, 245,413 (20.6%) were aged under 16,739,879 (62.2%)	The P&MPDG will improve accessibility, safety and health for all ages. There will be additional benefits for the young and elderly due to improved speed management, safer routes to schools and	The impacts are positive for all ages with additional benefits for the younger and older age groups. Therefore, no mitigations are necessary.

Protected characteristic group	What do you know? What do people tell you? Summary of data and feedback about service users and the wider community/ public Consultation outcomes/engagement	What does this mean – what are the potential impacts of the proposal(s)?	What can you do? What reasonable mitigations to reduce or avoid the impact can you propose?
	were aged 16 to 64 and 204,227 (17.2%) are aged over 64.	prioritisation for sustainable travel above other modes.	
Disability	Herts Insight - 6.2% of Hertfordshire residents from 2011 census had a long-term illness or disability that limited their day-to-day activities a lot. 8.1% of Hertfordshire	The P&MPDG will improve accessibility, and safety for all disabilities. The P&MPDG will ensure consistency within HCC and developers. This consistency will have a	The P&MPDG is designed to be a live document. As such, it can easily be updated in incorporate new legislation and advances in technology.

Protected characteristic group	What do you know? What do people tell you? Summary of data and feedback about service users and the wider community/ public Consultation outcomes/engagement	What does this mean – what are the potential impacts of the proposal(s)?	What can you do? What reasonable mitigations to reduce or avoid the impact can you propose?
	residents had a long-term illness or disability that limited their day-to-day activities a little.	positive impact on all disabilities in terms of accessing buildings and public transport.	
Gender reassignment	Data is only available at UK level with the 2018 estimate being between 200,000 and	The P&MPDG will improve accessibility, safety and health benefits for all of the protected	No mitigation necessary

Protected characteristic group	What do you know? What do people tell you? Summary of data and feedback about service users and the wider community/ public Consultation outcomes/engagement	What does this mean – what are the potential impacts of the proposal(s)?	What can you do? What reasonable mitigations to reduce or avoid the impact can you propose?
	500,000 trans people in the UK, as described by the Government Equalities Office. In the years 2021/2022, 495 Gender Reassignment Certificates were issued in the UK.	Characteristics. No differential impacts have been identified	

Protected characteristic group	What do you know? What do people tell you? Summary of data and feedback about service users and the wider community/ public Consultation outcomes/engagement	What does this mean – what are the potential impacts of the proposal(s)?	What can you do? What reasonable mitigations to reduce or avoid the impact can you propose?
Pregnancy and maternity	In 2019, there were 13517 live births in Hertfordshire.	No differential Impacts identified	No mitigation necessary
Race	Census 2011 – In 2011, 87.6% of Hertfordshire's population were recorded as being white. Asian / Asian British recorded 6.5% and 2.8% were black / black	The P&MPDG will improve accessibility, safety and health benefits for all of the protected Characteristics. No differential impacts have been identified	No mitigation necessary

Protected characteristic group	What do you know? What do people tell you? Summary of data and feedback about service users and the wider community/ public Consultation outcomes/engagement	What does this mean – what are the potential impacts of the proposal(s)?	What can you do? What reasonable mitigations to reduce or avoid the impact can you propose?
	British. Other ethnic groups total 3.1%		
Religion or belief	Census 2011 – In 2011, 58.3% of Hertfordshire's population were recorded as being Christian with 26.5% having no religion. 7.2 % did not state a religion and all the	The P&MPDG will improve accessibility, safety and health benefits for all of the protected Characteristics. No differential impacts have been identified	No mitigation necessary

Protected characteristic group	What do you know? What do people tell you? Summary of data and feedback about service users and the wider community/ public Consultation outcomes/engagement	What does this mean – what are the potential impacts of the proposal(s)?	What can you do? What reasonable mitigations to reduce or avoid the impact can you propose?
	other religions recorded less than 3% of the population.		
Sex/Gender	Herts Insight - 49% of Hertfordshire residents were Male and 51. % Female as at mid-2020 estimates.	The P&MPDG will improve accessibility, safety and health benefits for all of the protected Characteristics. No differential impacts have been identified	No mitigation necessary

Protected characteristic group	What do you know? What do people tell you? Summary of data and feedback about service users and the wider community/ public Consultation outcomes/engagement	What does this mean – what are the potential impacts of the proposal(s)?	What can you do? What reasonable mitigations to reduce or avoid the impact can you propose?
Sexual orientation	ONS 2019 stated that 93.7% of the UK population were heterosexual, 1.6% were gay, 1.1% were bisexual and 3% declined to answer. Data is only available at the UK level.	The P&MPDG will improve accessibility, safety and health benefits for all of the protected Characteristics. No differential impacts have been identified	No mitigation necessary
Marriage and civil partnership	As per the 2011 Census, in Hertfordshire, 49.9% were married, 8.5% were divorced	The P&MPDG will improve accessibility, safety and health benefits for all of the protected	No mitigation necessary

Protected characteristic group	What do you know? What do people tell you? Summary of data and feedback about service users and the wider community/ public Consultation outcomes/engagement	What does this mean – what are the potential impacts of the proposal(s)?	What can you do? What reasonable mitigations to reduce or avoid the impact can you propose?
	or formerly in a same-sex civil partnership, 0.2 %, were in a registered same-sex civil partnership. 2.5% were separated and 32.5 % were single and 6.5% were widowed.	Characteristics. No differential impacts have been identified	
Carers	As per the 2011 Census, in Hertfordshire, 9.73% of	Possible impacts due to carers association with other groups,	No mitigation necessary

Protected characteristic group	What do you know? What do people tell you? Summary of data and feedback about service users and the wider community/ public Consultation outcomes/engagement	What does this mean – what are the potential impacts of the proposal(s)?	What can you do? What reasonable mitigations to reduce or avoid the impact can you propose?
	residents provide at least one hours of unpaid care a week.	particularly with the disabled and age.	
Other relevant groups			

Conclusions:

Opportunity to advance equality of opportunity and/or foster good relations	The P&MPDG delivers a more integrated and consistent approach to highway planning and design. This integrated and consistent approach will advance equality of opportunity to all highway users. The P&MPDG will foster good relations with highway users through the schemes and projects it helps to deliver.
Conclusion of your analysis and assessment Select one of the outcomes below and summarise why you have selected 1,2,3, or 4; what you think the most important impacts are; and the key actions you will take.	Blank space

Outcomes and next steps

Impact	Summary
1. No equality impacts identified	All the impacts identified from the proposal have been positive for all protected characteristics, especially for 'age' and 'disabled'. Individual EqIAs will also be carried out as standard for schemes and policies arising from the guidance.
2. Minimal equality impacts identified	
3. Potential equality impacts identified	
4. Major equality impacts identified	

4. Prioritised Action Plan

Impact identified and group(s) affected	Action planned	Expected outcome	Measure of success	Lead officer and time frame

This EqIA has been signed off by:

Lead Equality Impact Assessment officer: **Date:**

Head of Service or Business Manager: **Date:**

Review date:

HERTFORDSHIRE COUNTY COUNCIL

HIGHWAYS AND TRANSPORT CABINET PANEL
12 MARCH 2024 AT 10.00AM

Agenda Item No.

6

DRAFT ACTIVE TRAVEL STRATEGY

Report of the Executive Director of Growth & Environment

Author: -   Rory McMullan, Head of Road Safety and Active Travel
                   (Tel: 01992556098)
Legal Review: -   Jaspreet Lyall, Principal Lawyer (Tel: 1992555724)
Financial Review: - Matthew Buckland, Head of Finance (Tel: 01992 555387)

Executive Member/s:- Phil Bibby, Highways and Transport

Local Member/s:-   All

1. **Purpose of report**

1.1   To provide an update on the draft Active Travel Strategy consultation and associated changes to the final version

1.2   To invite the Cabinet Panel to endorse the draft Active Travel Strategy (Appendix 2 to the report) for Cabinet to approve for adoption.

2. **Summary**

2.1   The Active Travel Strategy is a daughter document to the Local Transport Plan and sets out a series of strategic actions to meet Hertfordshire County Council's (HCC's) and central government's ambition to increase the number and percentage of short trips made cycling, wheeling or walking.

2.2   The objectives and vision of the Active Travel Strategy align with the Corporate Plan to create a cleaner, greener and healthier Hertfordshire.

2.3   The strategy first identifies the barriers to getting people travelling actively, some physical such as lack of infrastructure, others informational, such as not knowing where it is safe and pleasant to walk or cycle, and some behavioural, such as breaking the habit of driving for short trips.

2.4   It then lays out the benefits for overcoming these barriers: including benefits to individual and public health, the environment and economically.

2.5   It then puts forward an action plan which can be summarised in five sections: -

I. Improved community and stakeholder engagement. Engage with businesses and communities throughout so they are and feel a core part of the change process.

II. Strategic Actions – aligning with Local Walking and Cycling Infrastructure Plans, Growth and Transport Plans and new developments meeting the requirements of the Hertfordshire Place and Movement Planning Design Guide.

III. Improved collaboration between teams, Districts and Boroughs, other stakeholders and partners with an ambition of coordinated delivery.

IV. Education, marketing and training actions to overcome the informational barriers.

V. Proposed pilots and including the potential for rural active travel pilot projects.

2.6 The consultation report at Appendix 1 gives details of the consultation.
- Support for the proposed vision was 84% with over 65% strongly supporting a county where walking and cycling are safer and so convenient to become the natural choice for short journeys.
- 75% of respondents agreed with the case for investment in active travel.
- The rural pilot schemes for re-imagining Quiet Lanes and establishing an Active Travel Board/Forum had the lowest support with 71% support.

2.7 Analysis of over 2000 comments and suggestions has led to a number of improvements to the first draft detailed in section 4 below.

3. Recommendation/s

3.1 That Cabinet Panel considers the outcomes of the public consultation, the list of post consultation changes undertaken to the draft Active Travel Strategy and the resulting final draft of the Active Travel Strategy.

3.2 That the Cabinet Panel endorses the changes made resulting in the final version of the Active Travel Strategy and recommends to Cabinet that Cabinet adopts the strategy.

4. Background

4.1 The Local Transport Plan establishes a user hierarchy that prioritises walking, cycling and public transport over car use. This hierarchy is re-established in the Highway Code.

4.2 This strategy follows existing government guidance on Active Travel including Gear Change, Cycling and Walking Investment Strategy, Bus Back Better, LTN 1/20, it impacts positively on high streets and as it

proposes working with communities that support active travel, is in line with the Plan for Motorists.

4.3 This strategy sets out some key actions for increasing modal share of active travel for short trips.

4.4 This strategy went to public consultation over the summer of 2023, during which time a wide range of stakeholders and community groups were consulted.

4.5 The consultation survey was completed 710 times, additional proposals were supplied by email from several key stakeholders such as District and Borough Councils and other County Council departments. Over 2000 comments and suggestions have been analysed, the key themes are included in the Consultation Report.

4.6 Changes have been made from the draft approved for public consultation in June 2023. These changes include additional detail about:
- The role of the Public Rights of Way
- Planning for equestrians
- Maintenance processes for walking and cycling routes
- Cycle parking
- Obstruction on footways such as pavement parking
- Wayfinding and mapping
- Active travel in rural locations and the proposed Quiet Lane pilot scheme

5. Financial Implications

5.1 There are no direct financial implications to HCC as a result of this paper. Once the strategy is approved it will help to steer and prioritise existing resource and core budget allocations in this area. Significant additional funding will be required to support the overarching ambition, so officers will be looking to seize further external opportunities associated with bids to relevant government funding pots and through developer contributions associated with new developments.

6. Legal Implications

6.1 There are no legal implications arising from this report.

7. Equality Impact Assessments

7.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.

7.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

7.3   The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

7.4   A full EqIA has been completed and is provided in Appendix 3.

8.   Sustainable Hertfordshire Impact Assessment

8.1   The Climate Change Act 2008 requires the UK government to reduce greenhouse gases by 100%, relative to 1990 levels, by 2050. As a local authority, the County Council is committed to this target, having declared a climate emergency in 2019.

8.2   The County Council has chosen to consider sustainability within its decisions, to identify suitable mitigation measures to address the impacts of climate change where required and practicable in all the circumstances, ensuring these are in line with the Sustainable Hertfordshire Strategy .

8.3   When considering proposals placed before Members it is important that they are aware of and have considered the sustainability implications of the decision that they are taking.

8.4   A full assessment has been completed and is provided in Appendix 4.

Background Documents –

Gear change: a bold vision for cycling and walking (publishing.service.gov.uk)
Gear Change: one-year-on review - GOV.UK (www.gov.uk)
Cycle infrastructure design (LTN 1/20) - GOV.UK (www.gov.uk)
The second cycling and walking investment strategy - GOV.UK (www.gov.uk)
Bus Back Better (publishing.service.gov.uk)

Active Travel Strategy CONSULTATION SUMMER 2023 REPORT

17/01/2024

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Active Travel Strategy
SUMMER 2023 CONSULTATION REPORT

1 INTRODUCTION
This report presents a summary of feedback and subsequent amendments from the Active Travel Strategy Public Consultation in summer 2023.

The Active Travel Strategy Public Consultation ran from 25 May 2023 until 21 August 2023 and received 710 responses. The purpose of the consultation was to gather views on the introduction of the new Active Travel Strategy for Hertfordshire which sets out how Hertfordshire County Council will deliver walking and cycling improvements, engagement and promotion.

The draft plan provides a vision for active travel in Hertfordshire, analysis of the challenges and proposals for how to realise this vision.

The consultation response showed support for the overall direction of the Active Travel Strategy and given the largely positive feedback received, the draft Active Travel Strategy had few minor amendments.

However, the consultation responses included some key themes as set out in chapter 3. Following the consultation some minor subsequent amendments to the draft Active Travel Strategy have been made.

The consultation also invited comments for two impact assessments which were undertaken on the Local Transport Plan, policies and major projects which included the
Strategic Environmental Assessment, Equalities Impact Assessment

2 COMMUNICATIONS

A communications strategy and action plan were developed to support and promote the Active Travel Strategy consultation effectively and efficiently through internal and external communications.

The aims were to raise awareness of the consultation and relay key messages and content from the Active Travel strategy and encourage participation from the Hertfordshire residents and stakeholders to achieve a positive number of completed online consultation survey responses.

The communications strategy sought to identify and engage with various stakeholder groups, to explain the challenges we face in Hertfordshire and show residents and stakeholders how the plan can help deliver a positive future vision for Hertfordshire and
provide a safe and efficient active travel network.

2.1 Audience
The Active Travel Strategy was redesigned through reprographics team to ensure the document was presentable and engaging for readers.

Overall promotion of the consultation was to a wide range of audiences including the local
population, active travel groups, road user groups, and business organisations.

Varying methods of communication was used to raise awareness of the consultation and encourage participation and responses from stakeholders.

These included conferences, presentations, local newspaper press and social media activity.

A focus was given to key stakeholders as listed below.

- District and Borough Councils
- Parish and Town Councils
- Hertfordshire Local Enterprise Partnership
- Neighbouring Local Authorities
- Business groups and organisations
- HCC Public Health Team
- Environmental bodies
- Cycling and Walking groups

2.2 Communication Methods
Several methods of communication were used for specific target audiences. Additional
effort was put into encouraging a response from the key stakeholders and included, for
example, arranging individual meetings with District and Borough Councils. As well as
meetings, the following communication methods were also used;

Active Travel Forum
A stakeholder event was held at Hertfordshire University in Hatfield. Plenary presentations were delivered by Active Travel England officers, HCC officers and Members, Borough Members with workshops held on key topics with discussion panels. This attracted over 200 key stakeholders across the County, including representations from each of the District / Boroughs.

Pop-up events
Monday 5th June Stand in main foyer of our Active Travel Forum at the University of Hertfordshire de Havilland Campus.
6th July 2023 - Youth COP 2023 event at North Hertfordshire College, Hitchin Campus with 131 students from 14 schools in attendance. Officers present at this event asked every student, teacher and member of Hitchin Campus staff to provide a response. Both Eric Buckmaster and Terry Douris were happy to support and pose with our

Active Travel Strategy, which was being displayed on a portable, touch screen and interactive monitor.

18th July – August 22nd Distributed at public events, such as, the Chorleywood residents association meeting in July, several LCWIP events including the Three River consultation launch.

20th July Posted on Viva Engage (Yammer), HCC's own internal communication board for our 8,400 employees', as most of them live in the County of Hertfordshire. It was seen by 1,197 HCC employee's, shared, and liked by 10 employees'.

16th August Bethany Lawrence, HCC's Internal Campaigns Officer asked if she could share the ATS in our Colleagues' update newsletter. (See below).

Other news

Last chance to have your say in the Active Travel Strategy consultation
Developing spaces that make walking, wheeling and cycling safer for everyone has many benefits for residents, communities and businesses. Colleagues are invited to have their say in the Active Travel Strategy consultation to create better active travel opportunities to encourage more people to ditch the car when making short trips.
…
☐ Library posters
Colour copies of the promotion of the consultations were sent to 56 libraries around Hertfordshire.

☐ Social Media
We used Twitter and Facebook to promote the consultation. Details were shared on the Highways channels as well as the Active and Safer Travel Channels.
Timea to provide details on 27/10/23

Facebook Post on June 7th shared by four cycle clubs, Herts Sports Partnership, Sustrans and Disability Sports Foundation.

☐ Press releases
David to provide details on Monday 30th October

☐ Citizens Panel

The consultation opportunity was also shared with the citizens panel which include a number of key groups such as those with limited mobility, aged and ethnic groups.

CONSULTATION KEY THEMES AND RECOMMENDED CHANGES

Key issues were raised from the public consultation, we list below actions determined by points raised:

TABLE OF ACTIONS

Active Travel Strategy Section	Consultation Comment/Theme	Action
Section 4: Our Approach	Consultees are concerned with driver and cyclist behaviour and awareness when sharing a road space, and that both need educating on the recent Highway Code changes.	A new section will be added about the new Highways Code rules and behaviour and awareness for both drivers and cyclists.
Section 3: Barriers – accessibility for all	Consultees are concerned that not everyone is able to walk and cycle, particularly for those with a disability or older people, and that the strategy needs to be more inclusive.	Accessibility and inclusivity detail (including older people) will be improved on in the Active Travel Strategy.
Section 3: Barriers - distance	Another key theme is that consultees are saying that distances to services are growing, and people live busy lives with time constraints, therefore it is impossible to make all journeys by active travel	It can be re-emphasised in the Strategy that HCC are not expecting people to change all journeys to walking and cycling, only ones where it is more practical/achievable. The focus is on encouraging residents to consider making some short trips by active modes.
Section 3: Barriers – maintenance	One of the most common consultation comments was that the County Council need to sort out the current state of the roads and pavements (which is quoted as a barrier to walking and cycling) before they consider providing any new infrastructure.	Detail on maintenance issues will be improved in the Strategy.
Section 3: Barriers – workplace facilities	Lack of facilities at places of employment is a common barrier identified (e.g. showering facilities).	Will consider adding 'showering facilities at places of employment' to the 'lack of facilities' part of the barriers section.

Active Travel Strategy Section	Consultation Comment/Theme	Action
Section 3: Barriers – pavement parking	Consultees have expressed their annoyance at pavement parking, it is a road safety issue and a barrier to walking/cycling.	On street parking is the responsibility of the district/borough councils, however HCC will consider adding a case study to the Strategy on the Stevenage Borough Council local bylaw for verge parking. The DfT consulted on pavement parking in 2019, but have not yet issued their response.
Section 3: Barriers - wayfinding	Consultees have suggested that signage needs to be improved, especially cycling signage so that cycleways and cycle/pedestrian priorities are more visible.	The signage, mapping and wayfinding section will be strengthened in the strategy.
Section 3: Barriers – cycle parking	A lack of secure cycle parking is quoted as a barrier by consultees.	Lack of secure cycle parking is recognised as a barrier and HCC will consider adding more detail on secure cycle parking to the strategy.
Section 8.1: Funding	A common consultation comment is that the Active Travel Strategy is a waste of time and taxpayers' money.	The majority of funding for active travel schemes is from central government ringfenced funds such as the Active Travel Fund and Ambition and Capability Fund. Funding is also secured from new developments aiming to reduce the traffic impact of new housing.
Section 8.1 Funding	Some comments queried the funding required to meet national and local targets for active travel, and where this money could be found.	The national targets such as those laid out in the Cycling and Walking Investment Strategy are challenging, and some

Active Travel Strategy Section	Consultation Comment/Theme	Action
		such as a World Class Cycling network by 2040 are aspirational. We will continue to bid for national funding, while working with partners across the county such as developers, District and Borough councils to invest in walking, wheeling and cycling in the county.
Section 4: Our Approach (RoWIP)	A number of comments were made to say that there is a lack of integration with the Rights of Way network.	HCC will add a more detailed section on integration with Countryside Rights of Way within the Strategy.
Section 4: Our Approach - equestrians	A number of consultees mention that horses/equestrians are not really considered in the Strategy.	HCC recognise that equestrians are also vulnerable users of the roads and that use of these modes might be considered Active Travel as well as recreational. Equestrianism provides health benefits to the participants as well as contributing to the local economy. However, the contribution that these modes offer to reducing the reliance on motor-vehicles by residents for short, every-day journeys is limited when considered alongside walking and cycling.
Section 4: Our Approach (proposed pilot projects)	Some consultees are confused on what a Quiet Lane is and its purpose, along with healthy villages and sustainable travel towns. Some consultees also provided suggestions for where a Quiet Lane might be appropriate.	More detail can be included on Quiet Lanes, with an example approach added. The Sustainable Travel Town section will also be updated.

Active Travel Strategy Section	Consultation Comment/Theme	Action
Section 4: Our Approach (Public Transport)	Consultees are commenting on the lack of integration with public transport in the Strategy, especially buses (and reliability). And that further investment is needed.	More detail can be added to the Strategy on integration with Public Transport.
Section 4: Our Approach (Rural settings)	Consultees are saying that the Active Travel Strategy should be inclusive and cover the whole of the county, including connectivity particularly with rural areas.	The proposed pilots of re-imaging Quiet Lanes and Healthy Villages are designed to guide effective delivery of future projects in rural areas.
Whole Strategy	A few consultation comments have been received that suggest that the Strategy needs more Hertfordshire specific statistics i.e. how active travel reduces air pollution/congestion/emissions.	The appendix of the strategy includes a YouGov survey on active travel which details attitudes and participation in active travel in Hertfordshire.
Whole Strategy	A consultee raised the issue of cross-boundary issues and the need for regional authorities to work together	LCWIPs deal with cross boundary issues between District and Borough councils, and HCC work through England's Economic Heartland to manage cross boundary issues between neighbouring counties.
Section 4: Our Approach (School Travel Plans)	Another common consultation comment is to work more with schools/colleges/further education.	Additional reference will be added to working with schools and further education colleges.
Section 4: Our Approach – Community engagement	A consultee noted that while community engagement is supported, engaging and consulting with children to prioritise and design schemes is important, particularly secondary aged children, who often have the most to gain.	While we already engage with schools as standard, how to engage with secondary school aged children on scheme design will be added to the strategy.

Active Travel Strategy Section	Consultation Comment/Theme	Action
Section 3: Barriers	Some consultation comments have been made on the affordability of cycling and access to affordable bicycles.	Cycle donation and recycling schemes are something that HCC actively delivers and supports. Consideration will be given to adding a case study detailing these to the Strategy.
Whole Strategy - pedestrians	That the Strategy doesn't cater for pedestrians enough. Consultees also raised issues around the delay in pedestrian light-controlled crossings being too long.	Walking is the most popular mode in the county and the needs of pedestrians are the highest priority. A reference to reducing wait times at crossings will be added to the strategy.
Section 2.4.3: Sustainability, Decarbonisation and Climate Change	A consultee commented on the fact that there is no mention that modal shift is needed to benefit the climate.	Section 2.4.3 will include more detail on the positive impacts from mode shift to climate change and carbon emissions.
Whole Document	A consultee raised the issue that more MORI type residents attitude survey should be undertaken to understand what Hertfordshire residents feel to underpin the ATS initiatives.	A residents' attitude survey took place in Summer 2023, the outcome of this survey will be included in the new Strategy.
Section 3: Barriers - shadowing	A consultation comment has suggested that HCC do some travel shadowing with different groups/users (parents, rural, disabled), to personally experience barriers that certain users have.	The employees within HCC live and work across the county, and are from different groups/users, including different ages, backgrounds, parents, carers, rural, urban, disabled. Where specific travel shadowing will help inform the strategy and implementation we will consider doing so.

Active Travel Strategy Section	Consultation Comment/Theme	Action
-	A consultee has suggested that HCC provide a similar scheme for cycling as the Hertfordshire health walks.	The County Council will consider the idea of setting up Health Cycle Schemes similar to the Health Walk scheme, subject to resources.
-	A consultee has suggested that HCC explore 'trip chaining'.	This is where trips of different purposes follow immediately one from another. For example, taking children to school then continuing a journey to get to work or to caring responsibilities. This can affect the practicality of choosing active travel modes, and as set out in the strategy the intention is for some trips and journeys to become active, but not all. We recognise that there are practical reasons why it is not always possible.
-	A consultee responding to Question 9 (how to reach out to people more) has suggested that the Strategy could do with more real life stories/case studies.	Due to space considerations more case studies cannot be added to the strategy, but will be developed as part of the community engagement activities proposed within the strategy.
Section 3: Barriers / Our Approach – bicycle maintenance	A number of consultees have mentioned being able to maintain a bicycle and providing training for both adults and children on cycle maintenance.	Lack of cycle maintenance skills is a barrier to cycling. Additional maintenance training will be considered for addition to the Strategy.

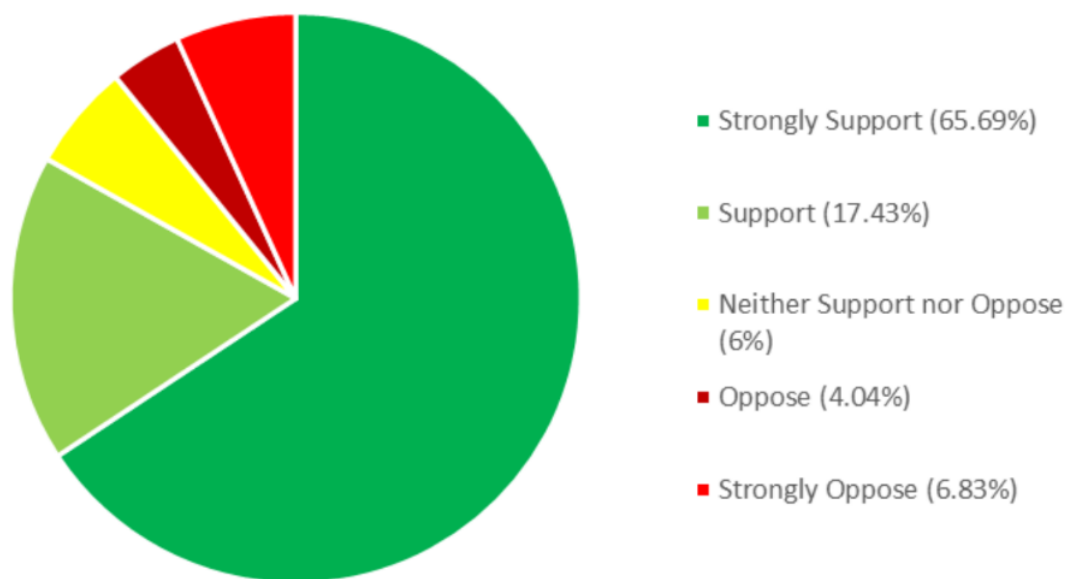| Active Travel Strategy Section	Consultation Comment/Theme	Action
Section 8: Delivery (Governance)	A comment was made that an active travel champion is needed.	A high-profile active travel champion is something that will be considered as part of the new Active Travel Board.
Section 8: Delivery (Governance)	A comment was made that the aims of this strategy need to be clearly incorporated into all local authority planning documents and subsequent decisions.	The Place and Movement Planning Design Guide sets out for developers the expectations of HCC so that active and sustainable travel is included in development plans.
Section 3: Barriers – road safety	One of the most common themes were Road safety concerns including lack of crossings, traffic speeds and enforcement and rural roads	In surveys both national and local, road safety is perceived as one of the biggest barriers to cycling, and to a lesser extent, walking. The strategy recognises that addressing these safety concerns is an essential element of success.

Public Consultation
4.1 Consultation Responses

In addition to over 2000 comments, we received 710 responses to the Consultation Survey which are listed below:

Over 84% of respondents agree with the vision of the strategy, with just 10% in opposing this view.

"Our aim for Hertfordshire is to create places where walking and cycling are safer & so convenient that they become the natural choice for short trips. We aim for active journeys to be direct, comfortable, safe and convenient, with a network of dedicated cycle and footways, incorporating high quality facilities along the journey, such as cycle parking, benches, shelter and shade."

To what extent do you support this Vision

- Strongly Support (65.69%)
- Support (17.43%)
- Neither Support nor Oppose (6%)
- Oppose (4.04%)
- Strongly Oppose (6.83%)

Benefits of Active Travel

3. We think that Investment in walking, wheeling and cycling will:..

How strongly do you agree?

3.1. Enhance travel across Hertfordshire,			Response Percent	Response Total
1	Strongly support		47.9%	344
2	Support		27.0%	194
3	Neither support nor oppose		11.3%	81
4	Oppose		5.6%	40
5	Strongly oppose		8.2%	59
			answered	718

3.2. Reduce congestion and increase air quality,			Response Percent	Response Total
1	Strongly support		56.1%	402
2	Support		24.0%	172
3	Neither support nor oppose		6.4%	46
4	Oppose		4.6%	33
5	Strongly oppose		8.9%	64
			answered	717

3.3. Improve our ' health and wellbeing."		Response Percent	Response Total
1	Strongly support	60.5%	435
2	Support	23.5%	169
3	Neither support nor oppose	7.0%	50
4	Oppose	2.8%	20
5	Strongly oppose	6.3%	45
		answered	719

3.4. Help us connect with others		Response Percent	Response Total
1	Strongly support	37.0%	266
2	Support	26.1%	188
3	Neither support nor oppose	23.4%	168
4	Oppose	4.7%	34
5	Strongly oppose	8.8%	63
		answered	719

Respondents agree with all the proposed benefits of active travel, with improvement to health and wellbeing the most supported, reduced congestion and improved air quality a close second.
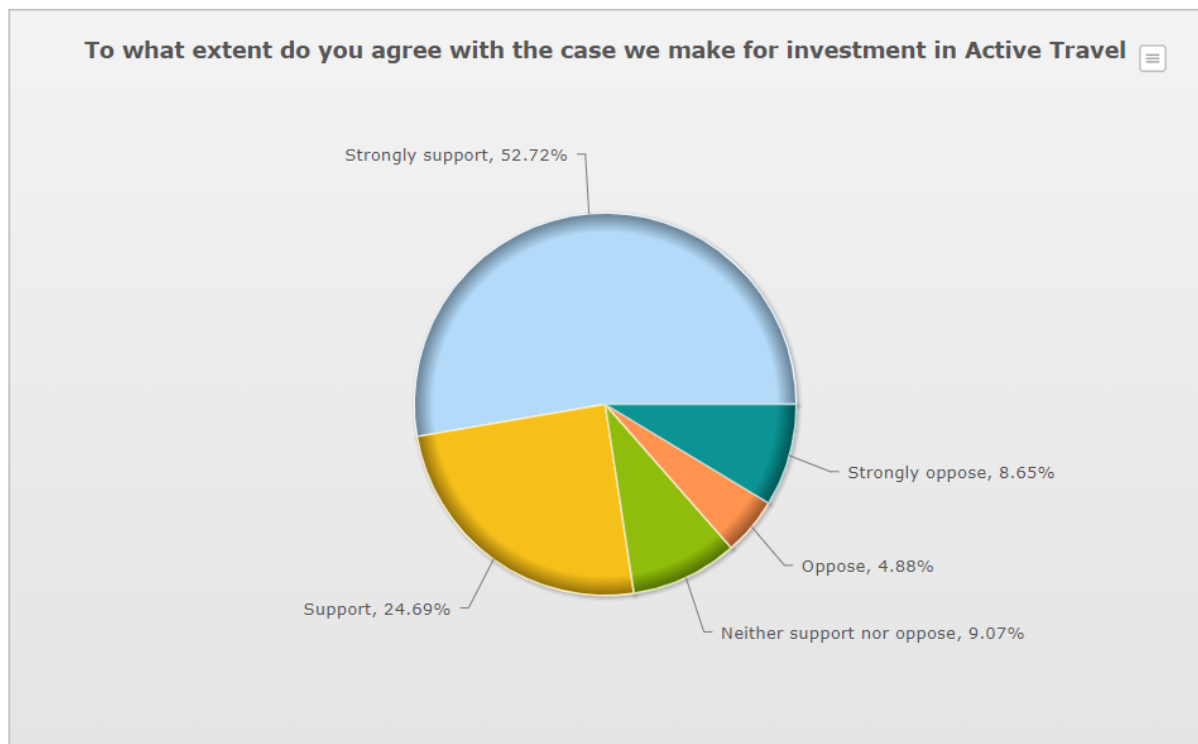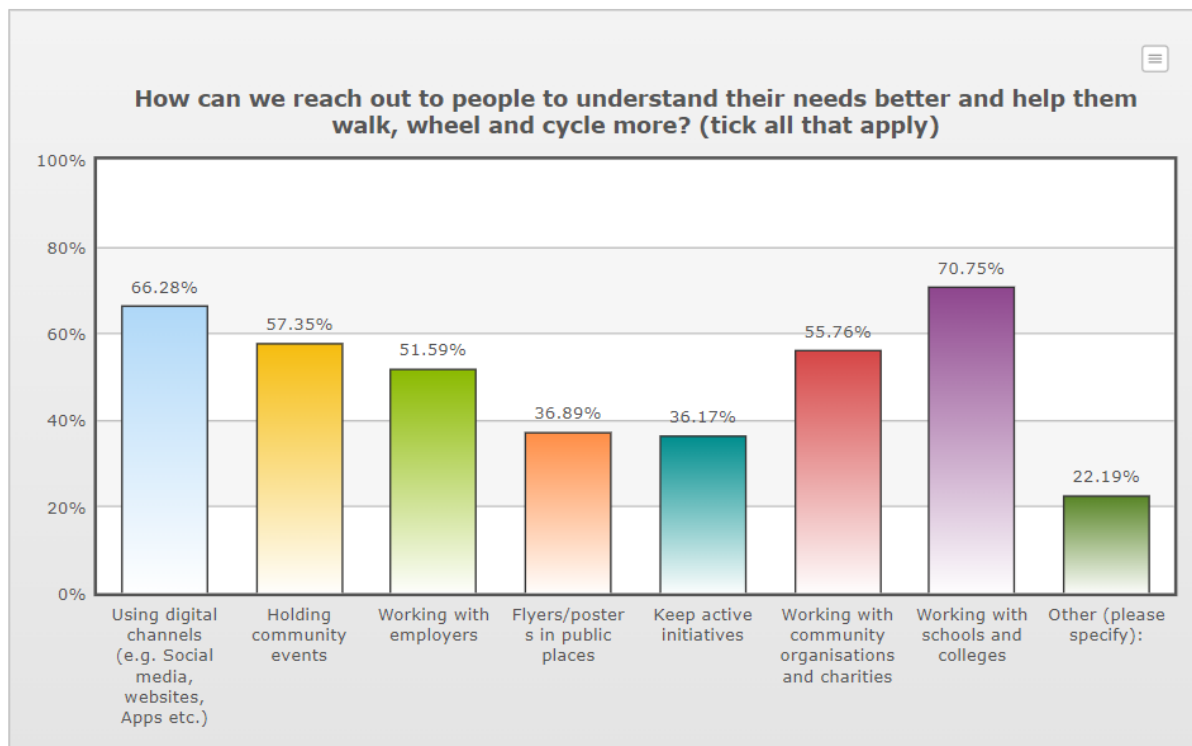
Barriers to active travel:
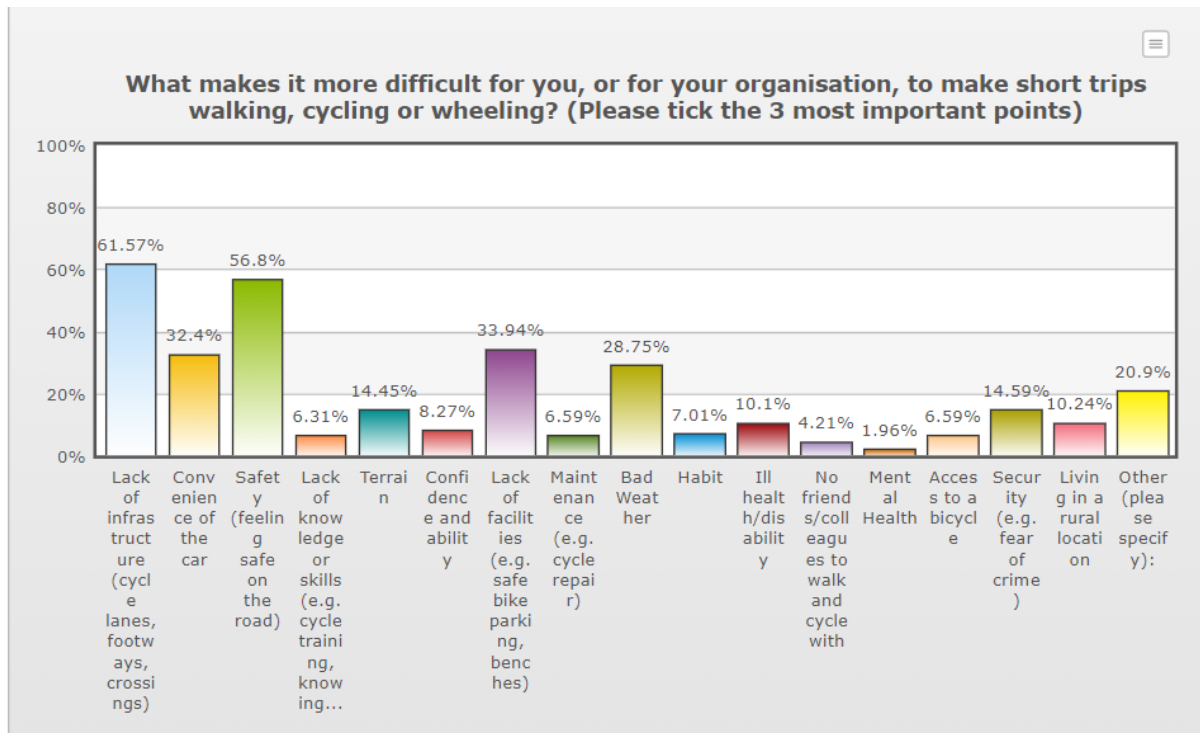
Respondents saw the top barriers to active travel as a lack of infrastructure, (such as cycle lanes, crossings and footways), not feeling safe, lack of other facilities (such as cycle parking and benches), the convenience of the car and bad weather.
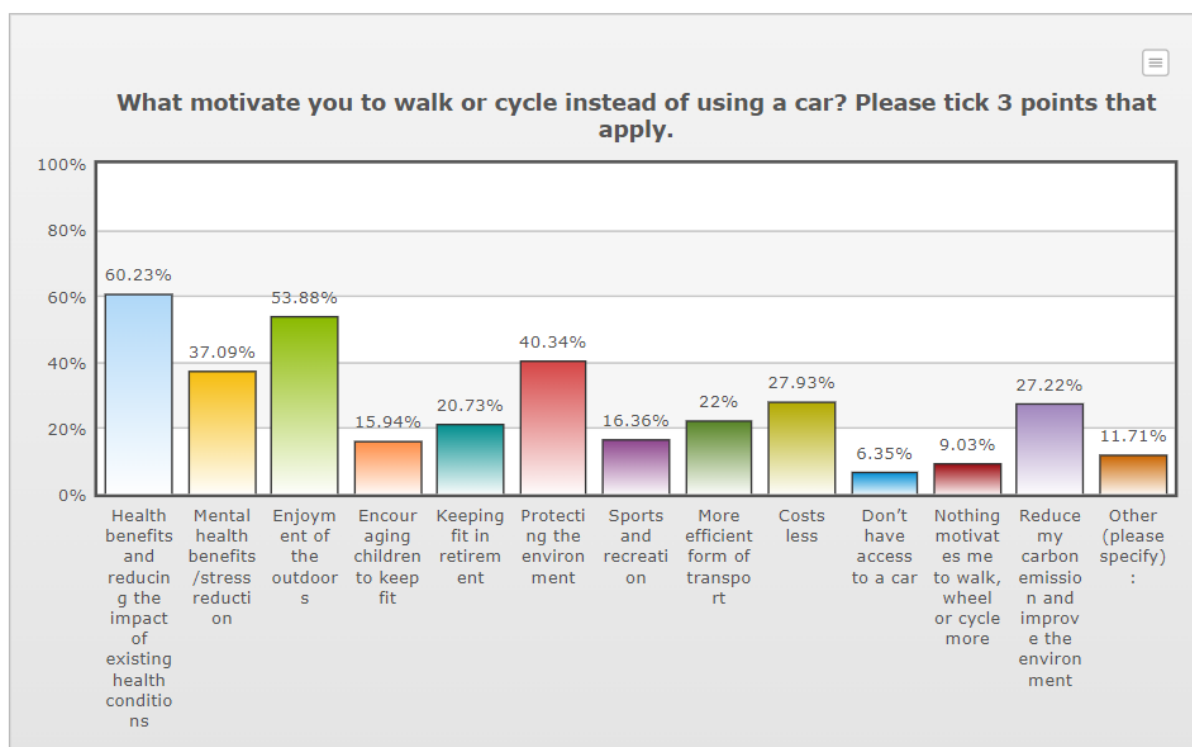
Have your heard about (Please tick all that apply)

	Ebikes	Adapted bikes	Cargo bikes
	98.71%	35.59%	52.5%
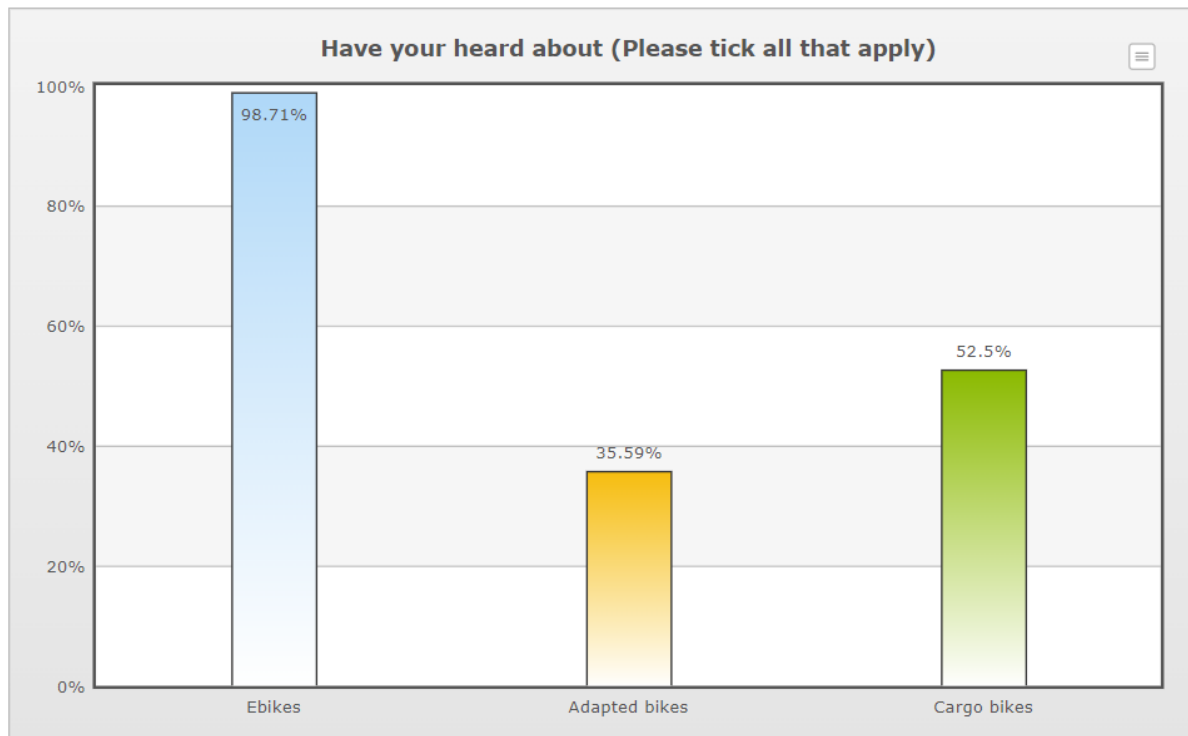
Almost all respondents had heard of e-bikes, about half cargo bikes and a 1/3 adapted bikes for disabled cycling.

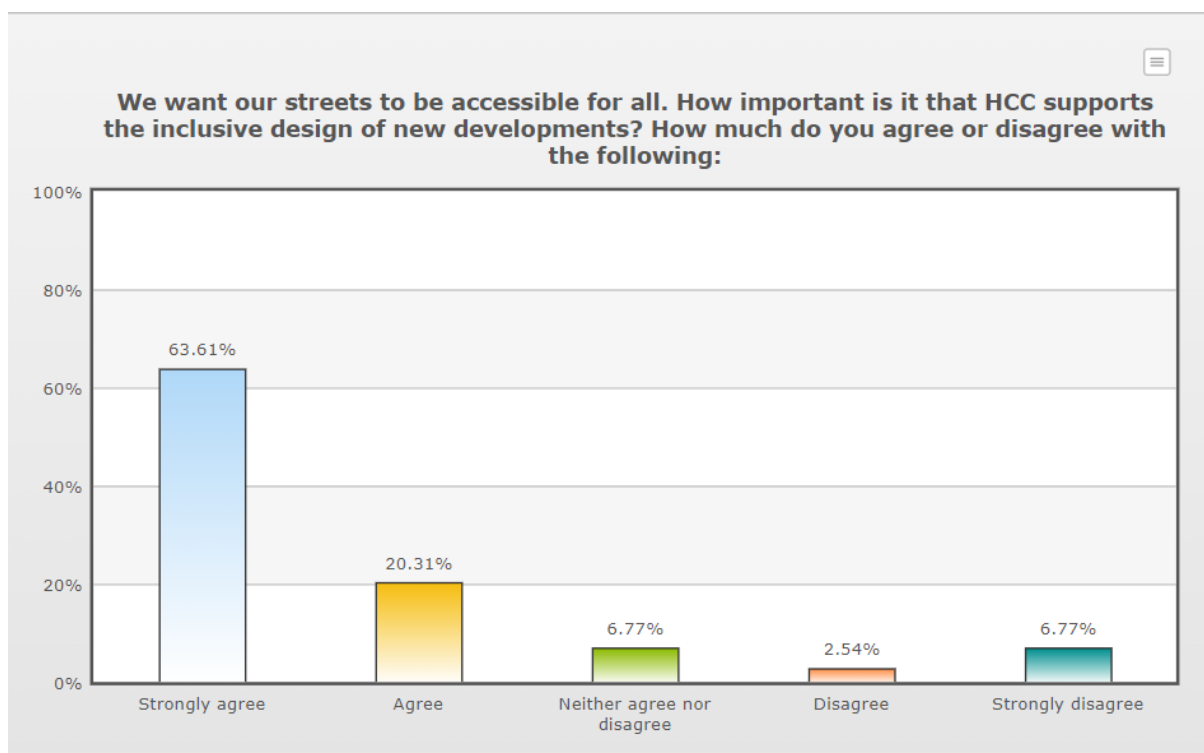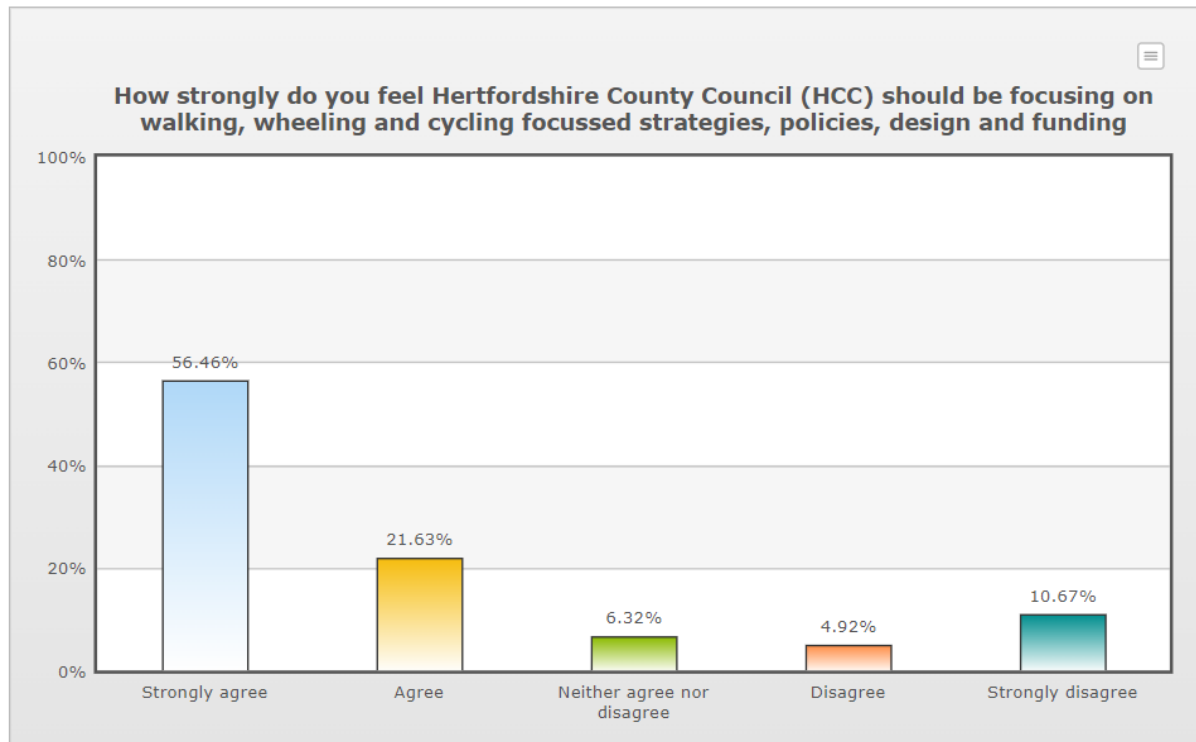**To what extent do you agree with the case we make for investment in Active Travel**

- Strongly support, 52.72%
- Support, 24.69%
- Neither support nor oppose, 9.07%
- Oppose, 4.88%
- Strongly oppose, 8.65%

76% of respondents agreed with the case for investment in Active Travel.

How can we reach out to people to understand their needs better and help them walk, wheel and cycle more? (tick all that apply)

Category	Value
Using digital channels (e.g. Social media, websites, Apps etc.)	66.28%
Holding community events	57.35%
Working with employers	51.59%
Flyers/posters in public places	36.89%
Keep active initiatives	36.17%
Working with community organisations and charities	55.76%
Working with schools and colleges	70.75%
Other (please specify):	22.19%

In reaching out to promote active travel, respondents most supported engagement with schools and colleges, but also use of digital channels, working with community groups and holding events. Keep active initiatives and posters received the least support.

What motivate you to walk or cycle instead of using a car? Please tick 3 points that apply.

Category	Value
Health benefits and reducing the impact of existing health conditions	60.23%
Mental health benefits/stress reduction	37.09%
Enjoyment of the outdoors	53.88%
Encouraging children to keep fit	15.94%
Keeping fit in retirement	20.73%
Protecting the environment	40.34%
Sports and recreation	16.36%
More efficient form of transport	22%
Costs less	27.93%
Don't have access to a car	6.35%
Nothing motivates me to walk, wheel or cycle more	9.03%
Reduce my carbon emission and improve the environment	27.22%
Other (please specify):	11.71%

Health, enjoyment and environment are the top motivators for active travel.

How strongly do you feel Hertfordshire County Council (HCC) should be focusing on walking, wheeling and cycling focussed strategies, policies, design and funding

Response	Percentage
Strongly agree	56.46%
Agree	21.63%
Neither agree nor disagree	6.32%
Disagree	4.92%
Strongly disagree	10.67%

We want our streets to be accessible for all. How important is it that HCC supports the inclusive design of new developments? How much do you agree or disagree with the following:

Response	Percentage
Strongly agree	63.61%
Agree	20.31%
Neither agree nor disagree	6.77%
Disagree	2.54%
Strongly disagree	6.77%

Education and training

To what extent do you agree or disagree with this approach?

Strongly support	52.13%		
Support	27.56%		
Neither support nor oppose	10.65%		
Oppose	2.7%		
Strongly oppose	6.96%		

16.1. Sustainable Travel Towns (STT)		Response Percent	Response Total
1	Strongly agree	48.5%	341
2	Agree	26.0%	183
3	Neither agree nor disagree	10.7%	75
4	Disagree	4.1%	29
5	Strongly disagree	10.7%	75
		answered	703

17.1. Re-imagining Quiet Lanes		Response Percent	Response Total
1	Strongly agree	44.2%	312
2	Agree	26.8%	189
3	Neither agree nor disagree	13.9%	98
4	Disagree	4.7%	33
5	Strongly disagree	10.5%	74
		answered	706

18.1. Healthy Villages		Response Percent	Response Total
1	Strongly agree	46.5%	329
2	Agree	26.7%	189
3	Neither agree nor disagree	11.0%	78
4	Disagree	5.5%	39
5	Strongly disagree	10.2%	72
		answered	707

20. How strongly do you agree with HCC setting up an independent group of different stakeholders which will advise on walking, wheeling and cycling?		Create Chart		
			Response Percent	Response Total
1	Strongly agree		42.09%	298
2	Agree		28.95%	205
3	Neither agree nor disagree		14.69%	104
4	Disagree		3.67%	26
5	Strongly disagree		10.59%	75
			answered	708
			skipped	9

5 Online Survey Results

5.1 Overall Approach

A criticism of consultations is that they are focused on stakeholders, and only residents that either support or oppose schemes or policy initiatives take part.

To ensure the results of the consultation, which show broad support for the strategy, are indicative of the wider population's views, we employed a market research company to deliver an online survey, the tender was won by YouGov. The survey was conducted online, using YouGov's panel. 1,523 adults in Hertfordshire County, England were surveyed between the 15th May and 5th June 2023. The survey was carried out online, and the figures have been weighted by gender, age, ethnicity, social grade & District/Borough. This will also provide a 'baseline' for tracking changing attitudes towards active travel. A wide range of questions were asked within the survey (see appendix), some highlights are listed below.

5.2 YouGov Survey results

While almost all Hertfordshire residents have walked (97%) or driven in a car (94%) in the last year, just three in ten (29%) have cycled.
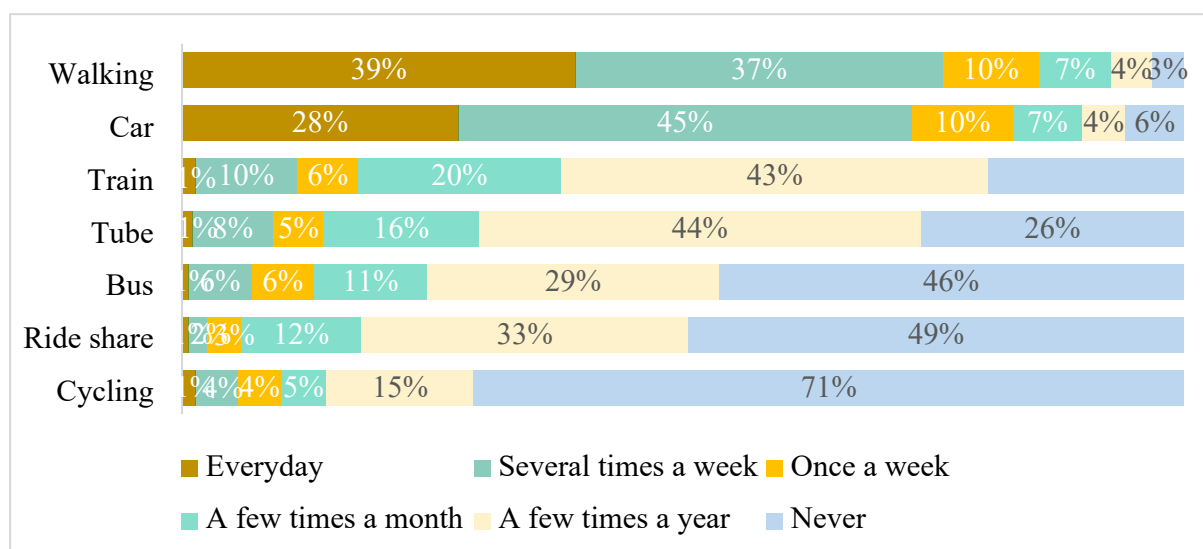
For those who rarely or never cycle, the top two reasons are not owning/having access to a bicycle or being worried about safety from road traffic

Reason	Percentage
Don't own/have access to a bicycle	42%
Worried for my safety from road traffic	41%
Don't want to cycle in poor weather	32%
Don't like or want to cycle	28%
Need to carry more than I can on a bicycle	25%
Due to physical mobility limitations	16%
Not sure where the safe cycle routes are	14%
Would not have anywhere to store my bicycle	14%
Need to transport children/more people than a bike can fit	12%

A majority support all walking related initiatives, with the largest proportion supporting making it easier for children to get to school and make areas better lit

Legend: ■ Strongly oppose ■ Somewhat oppose ■ Somewhat support ■ Strongly support ■ Don't know

	Making it easier for children to walk, cycle or use scooters to get to school	Adding more lights to create better lit areas at night	Creating and distributing access walking maps (digital and/or paper)	Widening footpaths and pavements in my local area	Making certain streets designated for pedestrians only
Don't know	9%	7%	19%	13%	8%
Strongly support	46%	48%	29%	28%	24%
Somewhat support	37%	34%	40%	36%	30%
Somewhat oppose	4%	8%	7%	16%	19%
Strongly oppose	3%	4%	5%	7%	19%

A majority of Hertfordshire residents support the proposed cycling initiatives, with at least six in ten supporting all but increasing the space for cycling (which over one third oppose)

Legend: ■ Strongly oppose ■ Somewhat oppose ■ Somewhat support ■ Strongly support ■ Don't know

	Investing in cycle training (including bicycle riding and maintenance skills)	Creating and distributing cycle maps (digital and/or paper)	Investing in a community of cyclists	Increasing the space for cycling (e.g. more cycle lanes in the road)
Don't know	18%	23%	24%	13%
Strongly support	27%	23%	20%	21%
Somewhat support	42%	40%	39%	31%
Somewhat oppose	7%	7%	9%	15%
Strongly oppose	6%	7%	9%	20%

A majority support motoring initiatives with lowering parking fees the most popular. Support for expansion of road space for cars is split, however.

Legend: ■ Strongly oppose ■ Somewhat oppose ■ Somewhat support ■ Strongly support ■ Don't know

	Lowering parking fees	Creating more car parks	Creating more on street parking	Investing in expansion of road space available for cars
Don't know	9%	11%	10%	16%
Strongly support	51%	27%	24%	18%
Somewhat support	27%	35%	33%	28%
Somewhat oppose	8%	18%	20%	24%
Strongly oppose	5%	10%	13%	13%
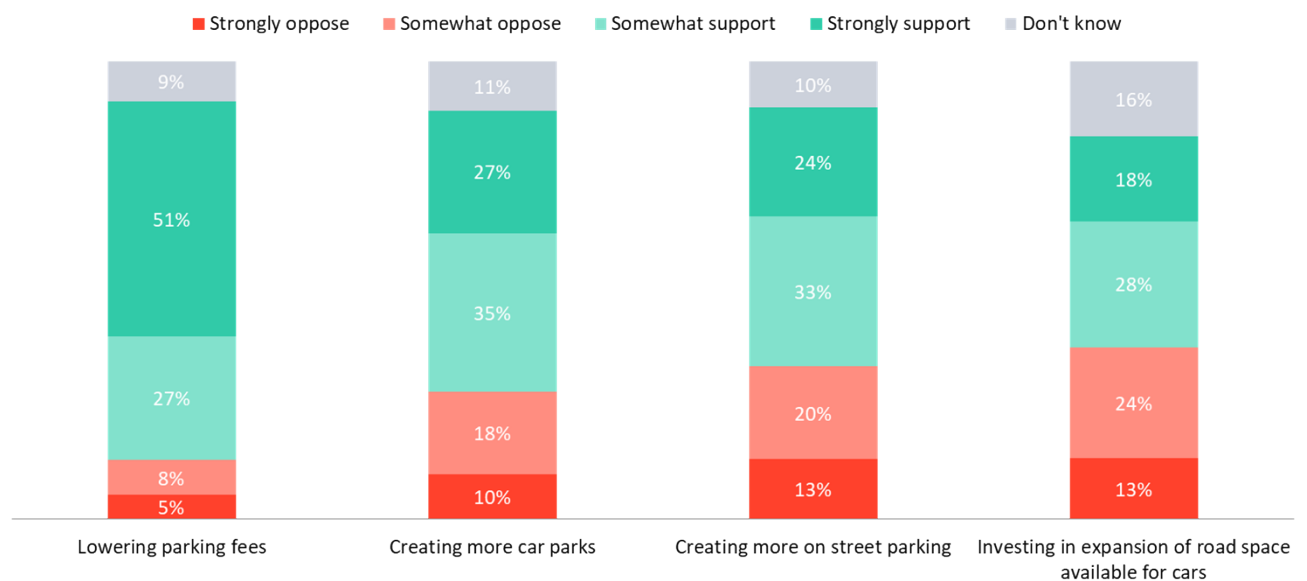
Prioritisation of transport methods is divided. Public transport has the highest support, with one third choosing this, though one quarter also prioritise walking and cars. Only one in ten would prioritise bicycles. This reflects the relative low bicycle use.

33%	26%	25%	10%	7%
Public transport (e.g. buses, trains)	Walking/on foot (pedestrianised areas, walking routes, zebra crossings)	Cars (e.g. motorways, larger roads, car parks)	Bicycles (cycle lanes, places to store them)	Don't know
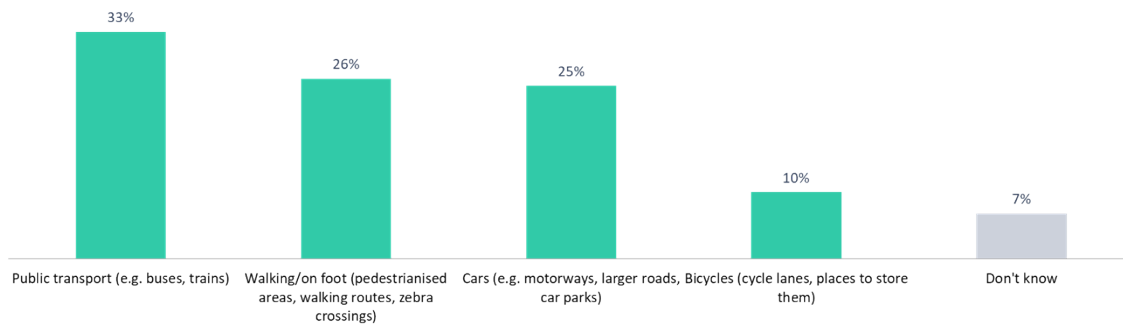
The results of the YouGov survey show similar levels of support for walking, wheeling and cycling initiatives as that of the consultation survey, with a substantial majority in support of most initiatives.

However, the survey also shows that while people mostly recognise the benefits of active travel, there remain some very real barriers before many people will be able to switch trips to active modes. People are thus still dependent on the car for many trips.

This emphasises the need for community engagement, to both help people overcome barriers and to present the options for investment in active travel.

This backs up the key focus on community engagement and pilot programmes of the new strategy.

6 Summary of Issues Raised

There were a wide range of comments and suggestions received, ranging from detailed opportunities for enhancing the active travel infrastructure to proposed locations and options for pilots.

There was broad agreement with the principles outlined in the strategy, although amendments will be made to bolster the document with regards to accessibility, links to passenger transport and maintenance issues.

Issues were raised about better integration with public rights of way and more reference to equestrians.

There were challenges raised around finance. While some residents feel investment in active travel is a waste of money, there were also comments raised about insufficient funding. The associated survey showed most support investment in this area.

An Active Travel Strategy for Hertfordshire

Investing in walking and cycling for a cleaner, greener, healthier County

Hertfordshire

Contents

Foreword

"

We want to work with the people of Hertfordshire to build greener, cleaner and healthier communities.

With ambitious plans for up to 100,000 new homes and 175,000 more people forecast to be living in Hertfordshire by 2031[1], we must all change the way that we travel if we are to avoid more congested roads. We believe that active communities – well-designed places that can promote physical activity for children and adults[2] – are the way forward.

These neighbourhoods will have active travel weaved into their fabric. Active travel is where journeys are made in physically active ways – like walking/wheeling (using a wheelchair or mobility aid), cycling or scooting. These modes of transport should be the natural choices for short journeys.

We realise that some members of the community rely on their cars to get about, but it is clear there are many others who make short trips by car that could easily be made by other modes. By helping these citizens to use their cars less, we will be freeing up space on our roads for those who need to drive, making their journeys smoother and less stressful.

We will help people make those small, incremental changes to their travel habits, which will improve the quality of their lives while leading to better streets for all. This will need a concerted effort in Hertfordshire where 83.5% of vehicular trips are made by car – either as passenger or driver. Over 50% of Hertfordshire's travelling public see congestion as an issue. Meanwhile,

just 2.5% trips are made by bicycle in the County so there is a lot of potential for changing how people move around for shorter journeys.

The easiest way to stay fit and healthy is to build physical activity into everyday life. Active travel helps to boost our mental health and sense of well-being. Walking and cycling are flourishing as forms of recreational activity across the country at present, but they are also great forms of everyday transport.

The Covid-19 crisis was a time of profound and rapid change in travel patterns. Those that can have been working from home, while there have been substantial increases in the numbers of people walking and cycling. People are spending more time in their home neighbourhoods, creating demand for liveable places and better local facilities. This gives us the impetus to challenge the dominance of the car to create safer, friendlier and healthier environments for all.

Our strategy sets out how Hertfordshire County Council (HCC) will work with residents, partners, and stakeholders to identify, enable, deliver, promote and support active travel, particularly for short journeys, or as part of a longer journey that involves the use of public transport.

The strategy looks to support HCC's declaration of a Climate Emergency in July 2019 by realising sustainability, climate, health, economic and growth ambitions.

This document supports the current and future Local Transport Plan (LTP) and the wider Sustainable Hertfordshire Strategy (SHS), as well as numerous other national and local strategies and policies.

Our aims fit with Active Travel England's guidance and is a statement of HCC's commitment to a healthy, safe and carbon-neutral transport system that will also ensure that existing and future funding is well spent.

We recognise that there is a real opportunity to build on the many positive behaviours that have developed, by providing communities with the active travel networks they tell us they want.

Phil Bibby

Phil Bibby,
The Executive Member, Highways and Transport

Our vision for active communities

"

Our aim for Hertfordshire is to create places where walking, wheeling and other forms of Active Travel are safer and so convenient that they become the natural choice for short trips.

We aim for active journeys to be direct, comfortable, safe and convenient, with a network of dedicated cycle and footways, incorporating high quality facilities along the journey, such as cycle parking, benches, shelter and shade.

How this strategy will help deliver Hertfordshire County Council's Corporate Strategy

- **A cleaner and greener environment**

- **Walking, cycling and wheeling are the cleanest most sustainable modes.**

- **Healthy and fulfilling lives for our residents.**

- **Environments that allow for safe active travel support healthy communities, independent children.**

- **Sustainable, responsible growth in our county.**

- **Working with our communities to develop infrastructure that meets their needs. Investment in active travel allows growth without the negative impacts of extra traffic.**

- **Excellent council services for all.**

- **This strategy is citizen focussed, embraces diversity and innovation.**

Active Travel delivers a Cleaner, Greener, Healthier Hertfordshire

Strategic Principles

This strategy prioritises the needs of people walking, cycling and wheeling, meeting the LTP Policy 1 objectives.

Policy 1: To support the creation of built environments that encourage greater and safer use of sustainable transport modes, the county council will, in the design of any scheme and development of any transport strategy, consider in the following order (see figure 1).

Opportunities to reduce travel demand and the need to travel

• **Vulnerable road user needs (such as pedestrians and cyclists)**

• **Passenger transport user needs**

• **Powered two wheeler (mopeds and motorbikes) user needs**

• **Other motor vehicle user needs**

Strategic Objectives

To increase rates of walking and cycling for short utility trips: this will help reduce obesity, traffic congestion, air pollution and associated negative public health impacts.

Deliver infrastructure that meets the needs of our communities: Eight out of ten people support measures to reduce road traffic and two-thirds are in favour of reallocating road space for active travel[3].

Collaborate: We cannot deliver active communities alone, and commit to collaboration with different organisations, groups and departments on shared objectives.

Citizen Focus: Ensure that every penny spent delivers on the walking and cycling improvements that people want to see in their communities, by placing community voices and stakeholders at the heart of the strategy, so that they can influence how we deliver.

We aim to help communities to identify opportunities for improving the walking, riding and wheeling environment and look to encourage people to travel actively in places that are conducive to good experiences.

Inclusive: The design of our streets and places must be inclusive and accessible, where everybody feels welcome.

Safe: Ensuring roads are safe for all people travelling actively, whether walking, cycling, wheeling or riding. Roads must be safe and convenient to cross, with short wait times to enhance the experience of walking.

Communicate: Infrastructure provision alone will not, in itself, bring about change and so a comprehensive range of programmes will need to be developed to support people in making the move towards different travel choices.

Experiment and innovate: An experimental spirit runs through this strategy, we will pilot new approaches and tools, as we aspire to create a comprehensive door-to-door network for active travel in partnership with our communities.
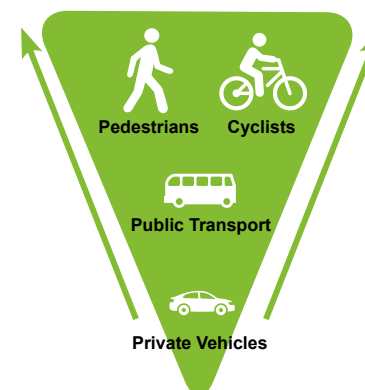
Figure 1: Transport user hierarchy

The case for active communities

"

Investment in active communities will enhance travel across Hertfordshire, reduce congestion, improve air quality and have a positive impact on peoples' health and wellbeing.

2.1 Economic benefits

Evidence shows that 'investment in walking and cycling gives the highest possible value for money rating'[4], in that 'for every pound spent on walking and cycling, £13 of benefits are returned to the economy'[5].

If just 10% of UK journeys were to shift from car to bicycle, a reduction in air pollution could save 400 productive life years[6]. If the levels of cycling seen in Denmark were replicated in the UK, this would save the NHS £17 billion over 20 years[7].

Getting one child to walk or cycle to school could pay back between £539 and £768 in health benefits, NHS costs, productivity gains and reductions in pollution[8].

Increasing space for people to walk in town centres improves the shopping experience and therefore the local economy.

Equally, there is substantial evidence that investment in public realm to improve walkability has a positive effect on house prices, employment and retail sales.[8.1]

2.2 Health, wellbeing and equality benefits

Inactivity and sedentary lifestyles are creating one of the most serious public health challenges of our time. In fact, we are 20% less active than we were in the 1960s[9].

Public health advice is that everyone should be active every day. Walking or cycling are great ways for many of us to travel and build physical activity into our daily lives[10].

Two 10-minute periods of brisk walking or cycling a day is enough to get the level of physical activity recommended to avoid the greatest health risks associated with inactivity[11], while short periods of walking and cycling are great for mental and physical wellbeing. A study has

Figure 2. Hertfordshire Health Walk

shown that engaging in physical exercise can reduce the incidence of depression and suicide[12], while a reduction in sickness from work has also been discovered[13].

Furthermore, a study of 250,000 commuters found that cycle commuting reduced the incidence of cancer in the study group by 45%, heart disease by 46% and of death by any cause by 41%[14].

For these reasons, GPs in England are already prescribing activities such as walking or cycling to patients, with the aim of improving peoples' mental and physical health[15], while easing the burden on the NHS.

Getting more people regularly active will also contribute to a much wider 'prevention' programme. Prevention is defined as any activity which aims to help people thrive and, in doing so, helps to reduce or prevent reliance on services and move towards a model of self-care[16]. With 25% of Hertfordshire's population being children, improving the safety for walking and cycling can greatly enhance their independence.

2.6% of the county's population is over 85 years old and mature people often need to stop driving on medical grounds. By designing places that allow older people to get around on foot, or using aids such as mobility scooters; this will help to reduce possible social isolation.

With data indicating that 13% of Hertfordshire's households have no access to a car[17], investing in a network of safe and convenient active travel can also help to create greater equality.

2.3 Benefits to businesses

Higher levels of walking and cycling can lead to increased footfall for local businesses and greater expenditure by shoppers.

Liverpool City Region's Active Travel Strategy suggests that people who walk and cycle are likely to visit the high street more frequently and spend more money there, when compared with people in cars.

The Strategy presents the following compelling data[18]:

- **Walking and cycling improvements can increase retail spend by up to 30%**

- **Cycle parking delivers five times the retail spend per square metre than the same area of car parking**

- **Over a month, people who walk to the high street typically spend up to 40% more than people who drive**

In response to the pandemic, schemes delivered in Hertfordshire as part of the Emergency Active Travel Funding in 2020 focused on high streets.

Many active travel schemes across the UK during this period met with vocal public resistance, due to the challenging circumstances such as social distancing, authorities struggled with effective community engagement. In Hertfordshire, temporary schemes that had less public support were removed during summer 2021[19]. The learning from this is clear – working together with communities is essential. Through this, the objectives of schemes can be presented and discussed, while gauging a community's enthusiasm for the proposed measures. By working in partnership, plans can be tailored accordingly, so that successful initiatives can ultimately be implemented. It should be noted that in Hertfordshire there are a number of ongoing trials in town centre areas where space is being reallocated from motor vehicles to pedestrians. The benefits and economic impacts together with stakeholder and resident feedback are being monitored.

Figure 3. Electric Bike Trial

2.4 Environmental benefits

2.4.1 Air Quality
Poor air quality is a health issue that has clear and well documented links to transport. It has a disproportionately negative impact on people with underlying health conditions, young people, elderly people and those living in areas of deprivation.

HCC's Air Quality Strategy was published in 2018[20] and supports the belief that there is no safe level of air pollution. If we can replace short, mainly urban, car trips with active modes like walking and cycling, we can greatly improve air quality and enhance residents' lives.

2.4.2 Home Zones and healthy places
Space is at a premium in town centres and urban areas and cars take up more space on the highway than bicycles.

A 3.5m motor traffic lane can carry around 2,000 people per hour, assuming typical urban car occupancy rates of 1.5 people. That same 3.5m, allocated to cycling, can carry up to 14,000 people per hour[21]. By encouraging active travel for short trips, we can create safer, more liveable environments where there is room for people to thrive.

Many places around the world are converting space for motor vehicles into places for socialising and play. Quality of life improves as benefits of less noise, reduced dangers and improved air quality are enjoyed, as walking and cycling become the favoured choice of transport.

68% of all car trips are **< less than 5 miles** = **under 30 mins by bicycle**

23% are under 1 mile = **20 mins on foot**[23]
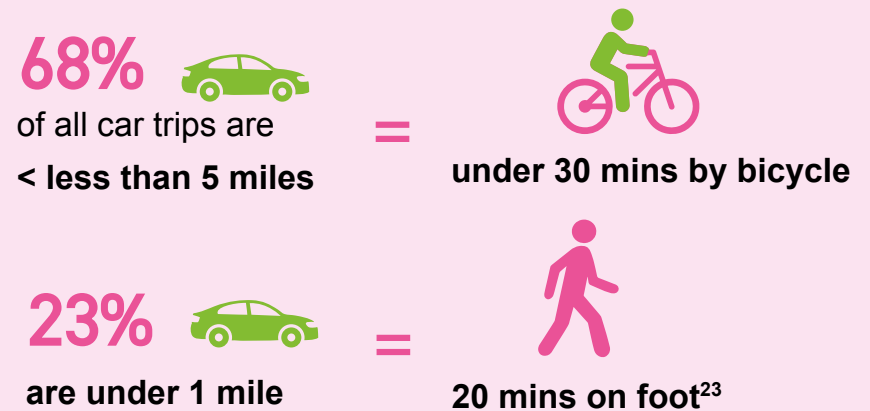
Figure 4: Switching all short car journeys to cycling and walking has the potential to reduce the 68MtCO2 of current car emissions in England.[24]

These schemes aim to improve the environment by reducing traffic speeds and access to motor vehicles. They work best when there are safe links to a wider walking and cycling network.

These measures can also improve our relationships with one another. A University of the West of England study reveals that the number of friends that one has decreases with increased traffic[22].

On low traffic streets, the average reported number of local friends was 5.35, dropping to 2.45 in areas with medium traffic levels and falling to 1.15 friends where heavy traffic was predominant.

2.4.3 Sustainability, decarbonisation and climate change
Shifting from car use to walking and cycling is one of the most cost-effective ways of reducing transport emissions. Cycling is the most energy efficient form of transport on the planet.

Not only does shifting short car trips to active travel reduce emissions and improve air quality, if fewer people drive, then more urban space can be devoted to other uses, such as greening. This further improves the local environment and absorbs CO2.

2.4.4 Benefits for driving – reduced congestion

For those who still need to drive, lower levels of congestion should lead to an improved experience for motorists.

A 2015 study[25] found that motorists in the Netherlands had the most satisfying driving experience in the world. This is unsurprising because roads are less congested as most short trips are made by bicycle.

Continuing to widen roads is not the solution, as this will generally exacerbate the problem by attracting more vehicles that can then not be accommodated in more constrained areas such as town centres. This is partly due to the 'bottleneck' problem (figure 4), as most people tend to drive into town centres, where there are limited opportunities for extra capacity.

It should be noted that cars take up space not only when driving but also the 96% of time they are parked[26]. Parking is devolved to District level and any change in parking is likely to be controversial, so we will be very sensitive to the needs of local businesses, residents, with extensive engagement to find solutions that work for all.

If a Bottleneck is the problem then....
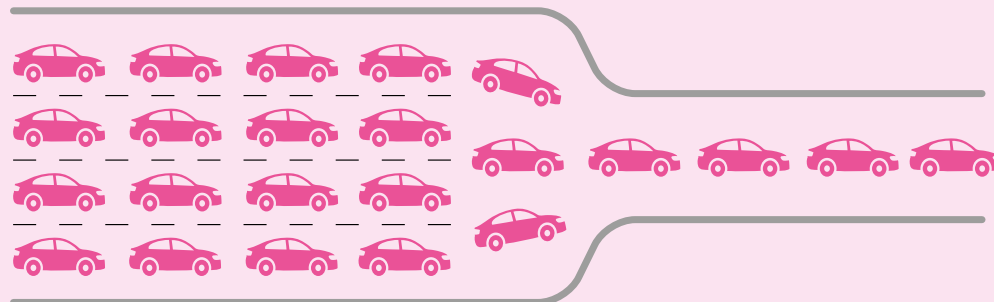
More traffic lanes is not the answer
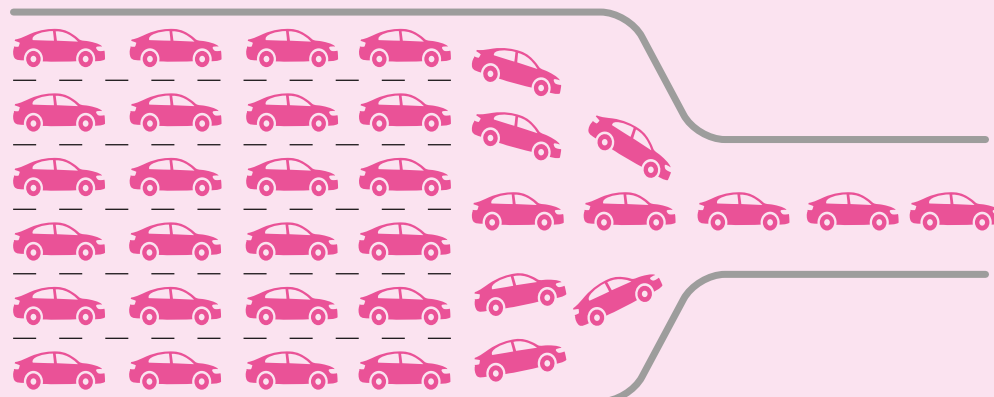
Fewer cars are the solution, through shifting short trips onto foot, public transport or bicycle
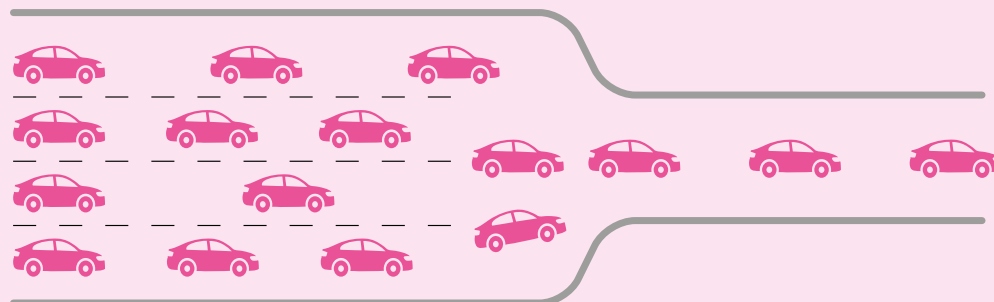
Figure 5. The 'bottleneck' issue

Barriers to Active Travel

> Improvements to cycling and walking infrastructure are required to provide people with safe coherent, direct, convenient and comfortable routes that make active modes of transport the natural choice for shorter journeys.

However, to fully realise our ambitions, we must also tackle broader social, economic, cultural and legal factors that currently inhibit walking and cycling.

To increase levels of active travel participation, it is important to understand what prevents people from choosing these modes. We have identified the following barriers, with further learnings expected from community engagement.

Road danger

Minimising road danger and improving feelings of safety on roads and rights of way, is critical, if we are to encourage people to regularly travel actively. Reducing the speed and/or number of motor vehicles is central to this and will benefit other road users such as equestrians.

A survey found that **66% of adults aged 18+ in England agreed, or strongly agreed** that

"it is too dangerous for me to cycle on the roads" [27].

Furthermore, women were more likely than men to agree (69% to 56%) with this statement and people were **more likely to agree if they were older.**

69% WOMEN

56% MEN
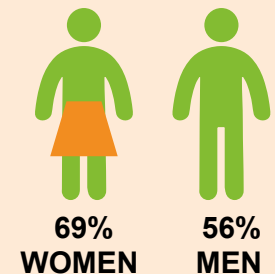
48% CYCLISTS

68% NON CYCLISTS

People who cycle are far less likely to believe that cycling was too dangerous for them than those who don't cycle (48% to 68%).

Figure 6. Fear of road danger

Lack of infrastructure

An absence of high quality, convenient, comfortable, and easy to use direct active travel networks dissuade people from walking and cycling.

Gaps in provision of public transport also hinder longer multi-modal trips – by this we mean where a person's journey could use multiple forms of transport. (e.g., walking, cycling combined with a public transport leg.)

Convenience of the car

The private motor car remains the quickest, easiest and most viable form of transport for many, particularly those who class themselves as 'time poor'. However, research indicates that people overestimate journey time by walking or cycling[28] which for shorter trips can be just as fast if not quicker than driving, when time searching for parking and walking to and from parking spaces is included.

Security

If people have a perception of crime that is higher than the actual levels, or feel that their personal safety is compromised, they will not choose to walk or cycle, this is particularly the case in the dark.

Pavement Parking

Parking on the footway can be a barrier to walking and wheeling, especially around school times. Parking on the pavement causes an obstruction, which can force people with children in buggies or wheeling in wheelchair into the road. Stevenage's verge parking by-law is a good example we will encourage more councils to consider. https://www.stevenage.gov.uk/parking/verge-parking

HCC supported the 2020 DfT consultation on a proposed legislative change to introduce a London-style pavement parking prohibition throughout England

Lack of knowledge

People could be unwilling to try active modes of transport if they are not shown the benefits.

There could be questions around how to get started, what equipment to buy, where the most direct and safe routes are, or whether any groups exist that they could join. This challenge shows that 'soft measures' (like communications, promotions, training) are required alongside 'hard measures' (changes to the physical environment), to make people aware of the available choices.

Terrain

A common complaint is that there are too many hills and that goods and services are located too far away. An electric assist bicycle can be the ideal solution for hilly areas and for longer trips.

Figure 7: Walking is the primary mode of transport for everyone

Confidence and ability

A lack of confidence to cycle is often cited, but training courses can help to improve this and cycling proficiency.

Lack of facilities

A lack of good quality and secure bike parking facilities at origins, destinations and transport hubs dissuades uptake of cycling, or benches for people to rest when walking. A lack of showers, lockers and access to tools and maintenance at workplaces are barriers to running or cycling to work.

Poor Wayfinding for active travel

The directional signs on the network often prioritise driving. People may not know the safest, most convenient way on foot or bicycle

Maintenance

Regular cutting back of vegetation, good lighting, smooth surfaces, clear signage and drainage on footways and cycleways – the absence of any of these elements could make walking and cycling unattractive options.

Access to a bicycle

Up to half of residents have no access to a bicycle, and buying a bicycle can be expensive. A bike recycling project has been established in Hertfordshire to reduce the cost of purchasing a bicycle. While Cycle to Work schemes allow people in work to purchase bicycles at lower cost through their company. There will be an additional focus on promoting these schemes to help overcome this barrier.

Weather

The UK's poor weather is often cited as a reason for people not choosing to walk or cycle, but the Netherlands, Germany and Denmark all have higher rainfall and lower temperatures than the UK but boast high levels of active travel.

Barriers to Walking

Walking is the most popular form of transport in Hertfordshire, however, people would walk more if roads were easy to cross and they felt safe. These issues are addressed in the Healthy Streets Approach which this strategy proposes. Additional focus will be paid to reducing pedestrian wait times at signalised crossings to improve walking journey times, where appropriable.

Habit

Possibly the biggest challenge is changing peoples' habits around car use. Trips can often be as quick, safe and convenient on bicycle or foot, but people default to the car.

Overcoming the challenges

A combination of community engagement, education and encouragement, and where required, new infrastructure, can overcome the above challenges.

Most of the challenges are informational. For instance, Switzerland is far hillier than Hertfordshire, but has higher rates of cycling while an e-bike can make most hills feel easy. Also, when cycling in wet conditions, good waterproofs make all the difference. Habit is often the biggest challenge, and therefore events that allow people to give new things a try is an essential component of this strategy.

We also need good quality infrastructure to create safe places to walk and cycle. However, if infrastructure is built without the community being fully engaged and supportive, this may be under-utilised and therefore not achieve its aims.

It is therefore proposed that ongoing community engagement, including showing people examples of what is proposed to generate feedback using imagery, forums, or temporary infrastructure, will have a greater focus. Where necessary, infrastructure developments should be built to enable community aspirations for travelling actively, and this is launched with a wide variety of community activation events.

Our approach

> "We believe that by improving residents' ability to walk and cycle around the County, benefits to health, the environment and quality of life will follow. However, change cannot simply be imposed upon people.

Community engagement

While we recognise that the car remains an essential tool for many people within our community, we want to encourage people to switch to active travel choices where they can. To achieve this, we must work in partnership with communities to firstly understand their needs, before developing and delivering the outcomes that residents want. With communities' support, we will trial new approaches and technologies, organise workshops and events to ensure a cohesive approach.

Realising our vision - of creating liveable places that have cleaner air, where people can develop healthier lifestyles and a better quality of life - will require collaboration between the County, District, Borough, Town and Parish Councils, as well as business, resident and social groups.

A great way to foster community relationships is through events, like Car Free Days, Sunday Streets and Lunchtime Streets. These events enable people to experience what their streets could be like if cars weren't so prevalent. By reimaging the streetscape, people can then decide whether sacrificing the convenience of some car-based transit is desirable.

From here, we can co-design projects with communities, testing and refining approaches to achieve positive outcomes.

Schemes that allocate more space for people to walk and cycle, take away some space from cars. However, there are many people who rely on their car for most trips, so any measures taken to achieve reduction of traffic receive strong resistance.

This means people often support the concept of safer walking and cycling facilities but may still be against the schemes which try to achieve this, due to the perceived negative impact on car journeys.
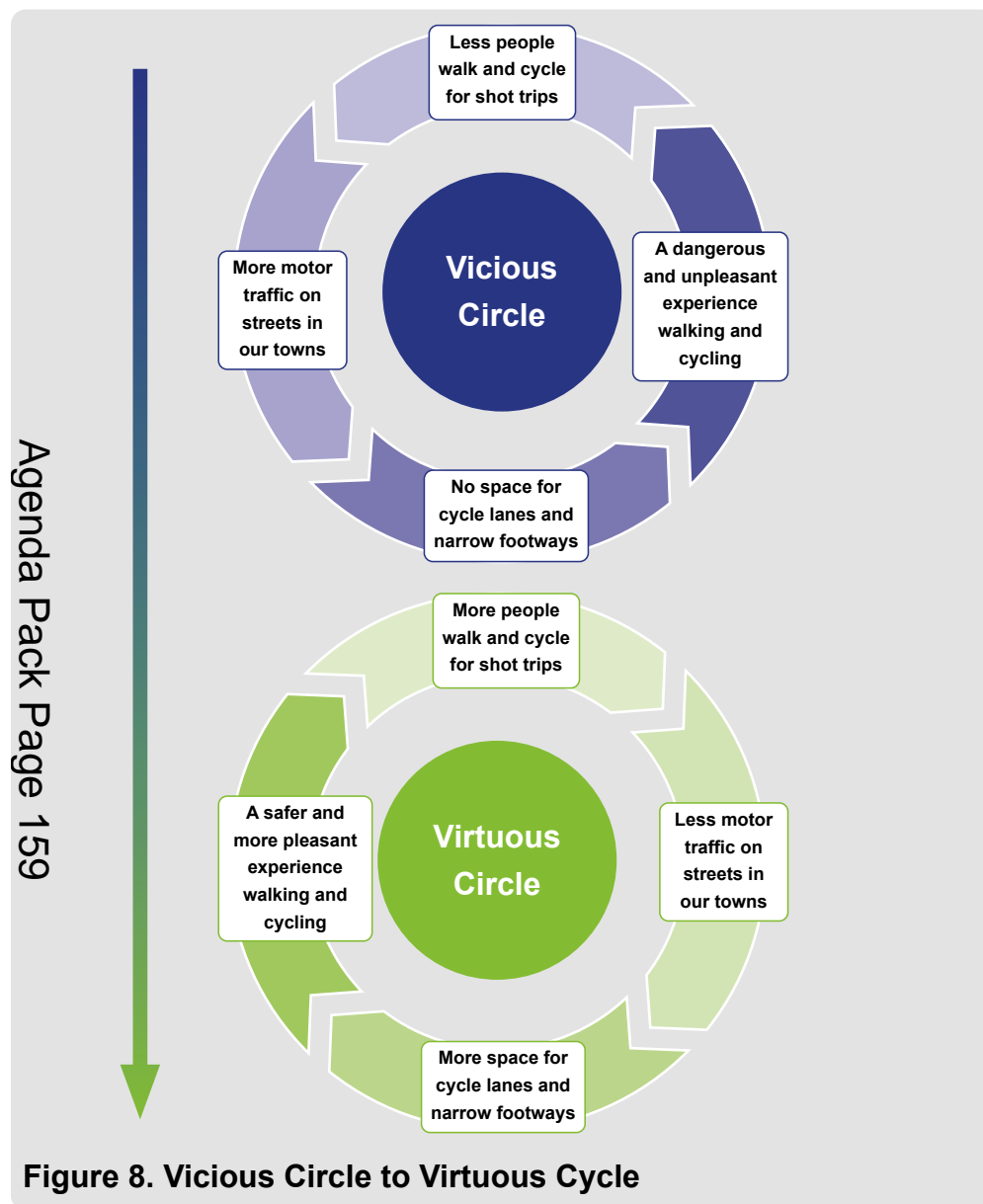
Moving from the 'vicious cycle' to the 'virtuous circle' is the ambition of this strategy and this can only be achieved by working closely with our communities (see figure 6)

Vicious Circle

- Less people walk and cycle for shot trips
- A dangerous and unpleasant experience walking and cycling
- No space for cycle lanes and narrow footways
- More motor traffic on streets in our towns

Virtuous Circle

- More people walk and cycle for shot trips
- Less motor traffic on streets in our towns
- More space for cycle lanes and narrow footways
- A safer and more pleasant experience walking and cycling

Figure 8. Vicious Circle to Virtuous Cycle

Figure 9. Community Engagement

Action (Community Stakeholder Engagement)

We will continue to support events and initiatives that foster community engagement in Hertfordshire, with the aim to bring some exciting flagship events to the county.

4.1 Stakeholder mapping and engagement

A stakeholder is an individual or group that has a stake in the success or failure of a project. Examples of stakeholders could be businesses, resident groups, schools, churches, District, Parish, County officers and Members.

> **Action** (Community Stakeholder Engagement)
>
> *We will identify and map the stakeholders across the county and create stakeholder forums, to support the overall programme of works from inception through to delivery.*

4.2 Governance

It is essential that a framework of authority and accountability is put in place, so that 'outputs, benefits and outcomes from projects and programmes'[29] can be defined and controlled.

> **Action** (Governance)
>
> *We will establish an Active Travel Strategy governance board, consisting of senior decision makers from HCC and partner organisations. Tasked with making strategic decisions, the board will also review and monitor progress towards the established targets and objectives.*

4.3 Listening to community voices

Technology continues to transform the way in which we conduct our daily lives, whether that be in terms of our travel choices, shopping habits, or working from home.

Several digital products offer far reaching platforms through which to engage with communities. They enable diverse community voices to be heard and considered, allowing interested parties to visualise potential changes to street environments.

Good as these digital engagement tools are, they will not appeal to everybody and so it is important to offer more traditional forms of public engagement, maybe infused with fresh approaches to appeal to people.

> **Actions** (Community Stakeholder Engagement)
>
> *We will continue to improve our digital engagement platforms to make them more appealing to users.*

Figure 10. Digital engagement platform

4.4 Working with communities

Let's bring our ideas and dreams together and be brave and experimental in our approaches.

One approach that we could take is through what has been called 'tactical urbanism'. This approach refers to neighbourhood building using short-term, low-cost, and scalable interventions to catalyse long-term change.[30]

These experiments vary in duration - they could last for a summer, a week or a year. They use temporary materials, such as artworks, paint and planters, to reimagine public spaces, bringing to life a scenario that helps a community to experience new possibilities.

Similar to this concept is that of tactical ruralism – a similarly experimental approach, but in a rural setting.

With community engagement essential to the success of this idea, if a village or small-town communities come forward and volunteer to work with HCC, we will work with them to trial new ideas.

Close collaboration with communities is imperative while local authorities experiment with temporary materials over the course of varying periods of time, to gauge the public's response to initiatives.

Planning and pilot programmes

We must work in partnership with stakeholders to ensure that active travel is accommodated from the earliest stages of planning at a strategic and network level.

It is vital that we consider the whole of the transport network when planning, to stimulate and deliver healthy, sustainable growth for Hertfordshire.

4.5 Strategic level planning

Planning authorities have a key role to play, with the siting of new developments a particularly important part of their remit.

For example, developing new housing around rail and bus stations allows people access to public transport interchanges and the opportunity to have a physically active life. Conversely, an isolated new development on the outskirts of a town risks creating car dependent communities, if not planned for as part of a transit-oriented scheme. All major new communities should be easily walkable and cyclable, with good quality amenities and services within easy reach. This will reduce the need to travel.

The design of new developments should prioritise active modes; routes for walking & cycling should be coherent, direct, safe, comfortable and attractive. This is a key principle in Hertfordshires draft, Place and Movement Planning and Design Guide. Where possible, routes for walking and cycling should be more direct and convenient for short trips than those for motorised transport.

HCC will ensure that developers follow the requirements of the Place and Movement Planning and Design Guide

- **Undertake Equality Impact Assessments (EqIAs)[31] as part of the planning application process.** *See Figure 4 on page 18.*

- **Recommend that all plans, policies and development proposals consider our Health and Wellbeing Planning Guidance[32]**

- **Select future development locations that support active travel**

- **Include in their Local Plans appropriate policies to support active travel**

- **Work with developers, including through site master planning, to ensure major new developments promote and enable active and sustainable travel choices**
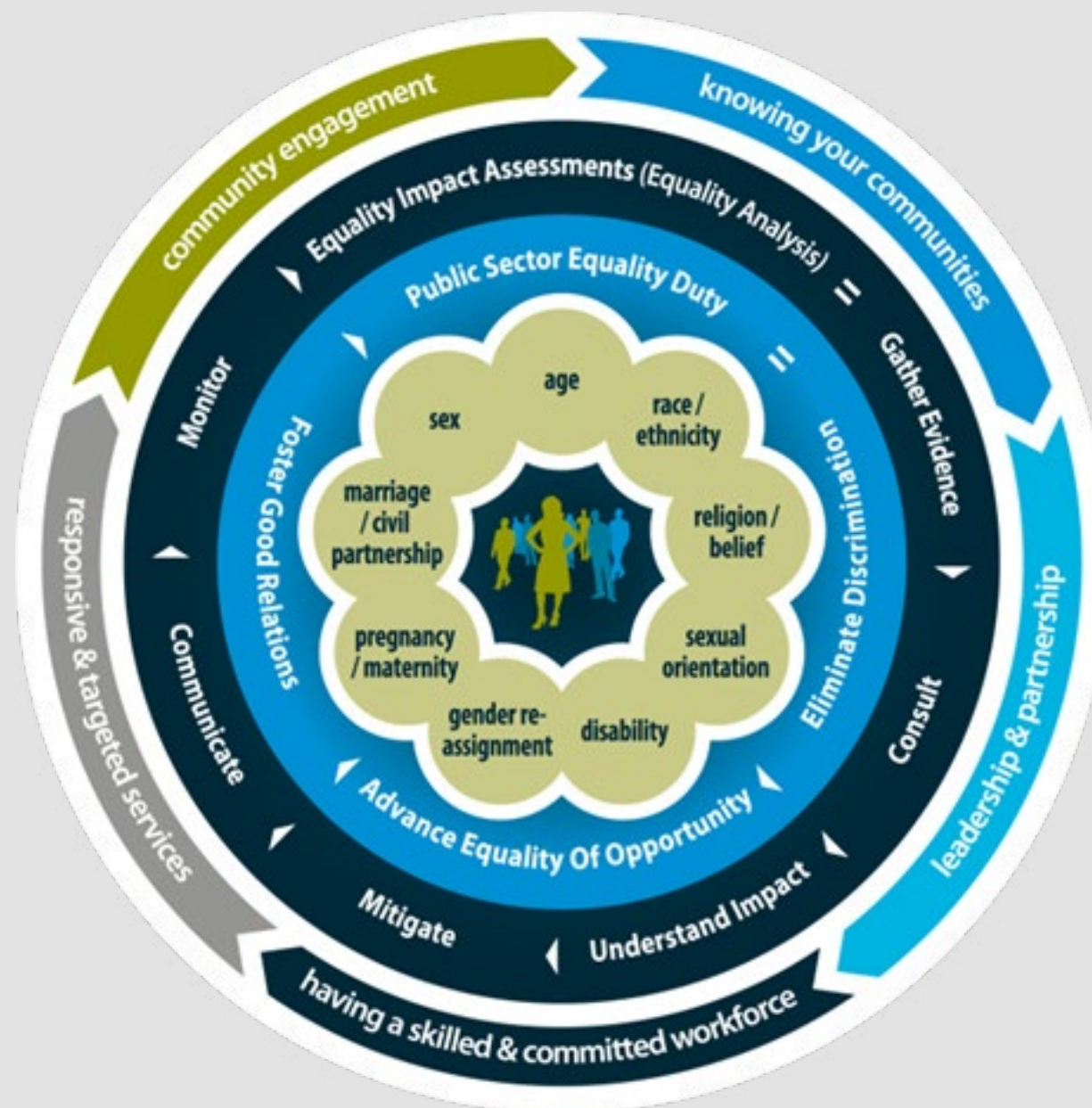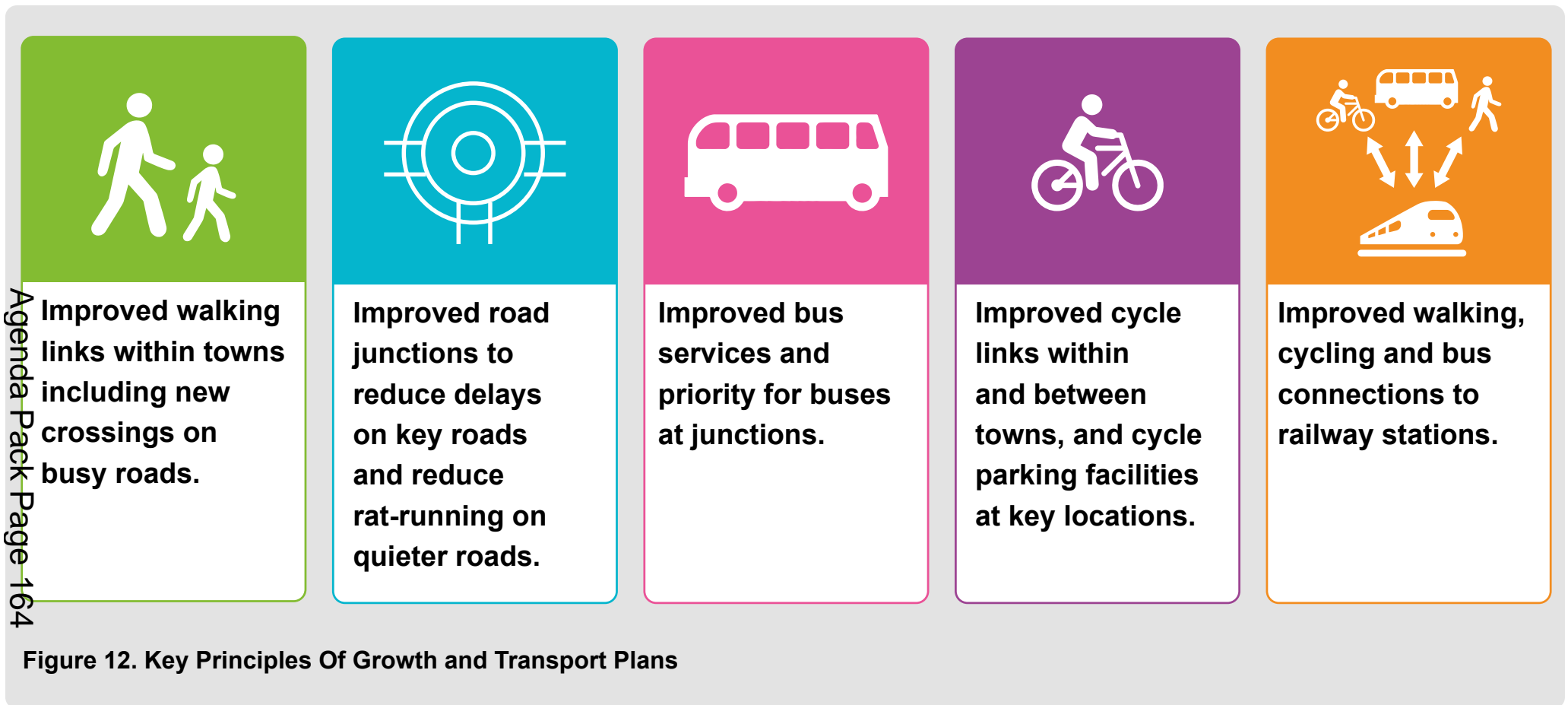
Figure 11. Equality Impact Assessment

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Improved walking links within towns including new crossings on busy roads.	**Improved road junctions to reduce delays on key roads and reduce rat-running on quieter roads.**	**Improved bus services and priority for buses at junctions.**	**Improved cycle links within and between towns, and cycle parking facilities at key locations.**	**Improved walking, cycling and bus connections to railway stations.**

Figure 12. Key Principles Of Growth and Transport Plans

Growth and Transport Plans (GTPs)

GTPs are transport strategies for specific geographical areas which translate the policies and objectives of the Local Transport Plan at a local level. The GTPs identify packages of schemes and transport interventions at a conceptual level to address both current transport issues and new transport challenges linked to planned growth and development. A full suite of Growth and Transport plans have now been adopted covering all the key urban areas across the country.

Action (Strategic)

HCC will continue to refine the GTPs and associated transport corridor strategies and seek opportunities to develop schemes giving priority to walking, cycling and public transport.

4.6 Network level planning and scheme development

The Traffic Management Act (2004) places a duty on the County Council, as the Local Highway Authority, to "secure the expeditious movement of traffic on the road network". People who are walking or cycling are included in the definition of 'traffic' within the Act.

> **To support sustainability, health and growth agendas in Policy 1 of the LTP, HCC will prioritise traffic requirements in favour of the following groups:**
>
> - **Vulnerable road user needs (such as people walking and cycling)**
> - **Passenger transport user needs**
> - **Powered two-wheeler (people on mopeds and motorbikes) user needs**
> - **Other motor vehicle user needs**

Well-designed streets can positively influence health and wellbeing in terms of the extent to which they help or hinder active travel and physical activity, social interaction and access to services. While streets enable people to get around, they should also be a place to rest and spend time, interact with others, exercise, socialise and hold community events.

With regard to walking and cycling, understanding how the highway is currently used is essential for successful network planning. This is an area that technology can help us to better understand, and it will be essential to find partner organisations to work with on projects.

The aim of this will be to find streets with low traffic volumes, low average speeds and low incidence of collisions, where those choosing to walk or cycle can do so safely.

Local Cycling and Walking Improvement Plans (LCWIPs)

These plans are recommended to local authorities by the Government in its Cycling & Walking Investment Strategy. They take a comprehensive view of local walking and cycling provision for shorter journeys within towns.

LCWIPs set out an evidence-based approach to the strategic identification of networks, missing links and specific scheme improvements.

A key output is developing a prioritised programme for investment in active travel infrastructure that can be used in funding bids.

LCWIPs while focused on Districts and Boroughs also include reference to cross boundary issues for walking and cycling networks.

Figure13. Pedestrians

> **Actions (Strategic)**
>
> ***Hertfordshire will ensure that we keep an up to date map of the current walking and cycling network, with a second action to complete the development of LCWIPs across the county as a means of identifying and developing a future comprehensive safe walking and cycling network with a prioritised set of improvements and draw on opportunities from developer funding.***

Tools and supporting processes

To help us to identify where and what to deliver, we will use the following tools, processes and strategies to support the delivery of our active travel objectives in Hertfordshire.

Collaboration

Two major factors influence whether an individual decides to travel actively or choose alternative transport. These factors can be broadly categorised as hard measures (physical/infrastructural/logistical influences) or soft measures (non-physical factors such as publicity, awareness, training, or facilities that support behaviour change).

To promote good travel choices, we will adopt a 'systems approach'. This method assumes that breaking down a complex concept into simple, easy-to-understand parts, will help to achieve aims and objectives.

We will then work with partners to manage common resources to address the previously identified barriers to active travel. Initiatives to increase levels of walking and cycling will focus on
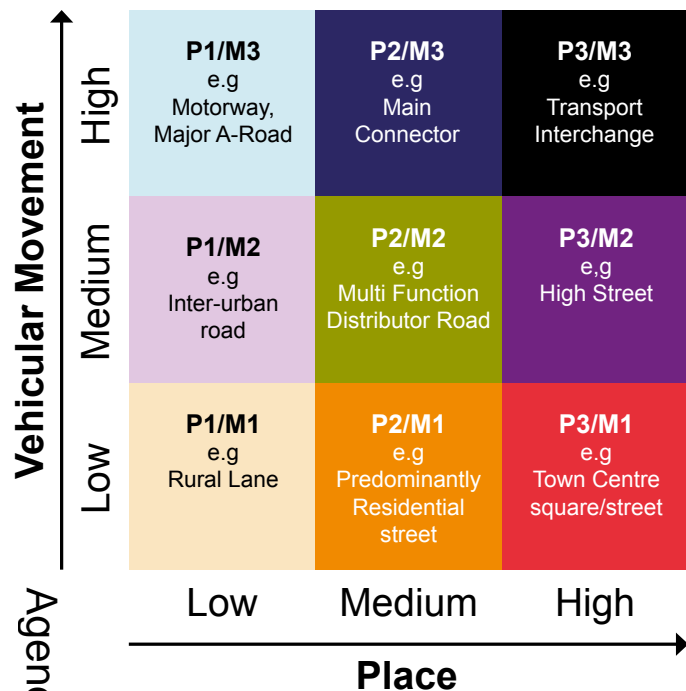
improving walking and cycling infrastructure, alongside attempts at tackling broader social, economic, cultural, and legal factors that inhibit active travel.

> **Action** (Collaborative Working Actions)
>
> ***HCC will work closely with District and Borough colleagues to identify funding opportunities, working in partnership to put together bids and draw on opportunities from developer funding***

Hertfordshire's Place and Movement Planning and Design Guide

The Guide embeds a public health approach to planning, housing, transport and air quality on factors such as land use, road type and whether it is in a rural or urban area. It also advises on the treatment of Public Rights of Way when considering plans, policies and development proposals.

Building on the 'Healthy Streets' approach developed by Transport for London (TfL), a matrix has been developed for Hertfordshire which classifies the highway network into nine categories, based on its relative place and vehicle movement function.

The document provides a way of looking at the appropriate function of any section of highway, with a basis for deciding which activities should be prioritised. In doing so, it provides a means to translate LTP policies into practice.

Figure 14. Hertfordshire Place and Movement Matrix.

The matrix shows Vehicular Movement (vertical axis: Low, Medium, High) against Place (horizontal axis: Low, Medium, High):

- P1/M3 e.g Motorway, Major A-Road
- P2/M3 e.g Main Connector
- P3/M3 e.g Transport Interchange
- P1/M2 e.g Inter-urban road
- P2/M2 e.g Multi Function Distributor Road
- P3/M2 e,g High Street
- P1/M1 e.g Rural Lane
- P2/M1 e.g Predominantly Residential street
- P3/M1 e.g Town Centre square/street

We will use this guide to identify which streets are operating correctly and how they should be treated. Mainly used for assessing new developments, the guide will also be consulted when retrofitting places.

The HPMPDG also details the requirements and design standards that should be adhered to by design teams working within, or on behalf of, the Highway service for the different categories of Place and Movement This expectation also applies to third parties e.g. developers. Where feasible, we will work with residents and businesses to manage streets differently in the future. For instance, it may be appropriate to keep traffic away from residential streets and on the main road network, making residential streets safer and more attractive places for people to walk or cycle.

The Healthy Streets approach

Healthy Streets is an integrated approach to planning, designing and altering the street environment, based around its impact on health.
It recognises that streets and roads not only have a role as movement corridors, but also as places where people interact.

Using the Healthy Streets principles will make Hertfordshire a safer, healthier, connected and more sustainable place.
The model uses ten evidence-based indicators that make a street welcoming to all, while encouraging walking and cycling.

Having used the HPMPDG to identify what the function of a street or road is, we will then apply the Healthy Streets approach to see whether the streets that have been highlighted as having place functions, meet their objectives. Appendix A lists indicators in more detail.

Figure 15. Healthy Streets Indicators

The indicators shown: Clean air, Pedestrians from all walks of life, Easy to cross, Shade and shelter, Places to stop and rest, Not too noisy, People choose to walk, cycle and use public transport, People feel safe, Things to see and do, People feel relaxed.

HCC Speed Management Strategy 2020

The Strategy emphasises the need to consider vulnerable road users and supports public desire for the implementation of 20mph speed limits over wider areas.

The Strategy enables clear and transparent decision making around the setting and application of speed limits in the county. It emphasises the need to consider vulnerable road users and supports public desire for the implementation of 20mph speed limits over wider areas.

Actions (Strategic)

We will apply the Healthy Streets approach to new developments.

Healthy Streets audits will be trialled in existing communities to evaluate their suitability.

We will look at how to achieve the appropriate design speeds to accommodate active travel linking to the HPMPDG

HCC's Rights of Way Improvement Plan (RoWIP)

This document provides the context for the future management of, and investment in, the rights of way network.

Public Rights of Way for Active Travel

Public Rights of Way (PRoW) are the responsibility of HCC. The 3200km network is a great resource for recreation and active travel.

PROW are generally available for people on foot, cycle or equestrians. The team that manages the PRoW have been identifying routes that might perform better for people wishing to walk or cycle to undertake short, everyday journeys as an alternative to motorised transport.

Enhancement of path surface and drainage to improve conditions for users whilst also retaining some natural surface width for equestrian users has been trialled. A guide to appropriate specifications for improving Active Travel routes is available to developers looking to improve PRoW for cycling, walking and riding.

The Rights of Way Improvement Plan provides the context for future management, improvement and investment in the PROW network. A Google My Map of Hertfordshire PRoW allows users to explore their local routes using a hand-held device. http://www.hertfordshire.gov.uk/rowmap"www.hertfordshire.gov.uk/rowmap

Greenspace Action Plans (GAPs)

These are map-based management plans developed by HCC's Countryside Management Service (CMS). They specify activities that should take place on a site to deliver agreed aspirations identified by site managers and stakeholders.

Green Infrastructure and Greenspace Action Plans. Green Infrastructure includes green space, parks, canals and rivers, and redundant railways. These assets often perform multiple functions for society including providing the opportunity for Active Travel routes.

Greenspace Action Plans (GAP) are map-based management plans developed by the Countryside Management Service (CMS), part of HCC's Countryside & Rights of Way Service. GAP are map-based management plans that provide focus and direction for the running and improvement of open spaces. They provide a clear, logical process to determine the activities that should take place over a stated period to achieve the objectives for the site. They also provide the basis for bids to secure external funding.

GAP are drawn up for all the redundant railway routes in the county intended for active travel. Where the CMS is drawing up GAP for local authority sites opportunities for active travel routes and connections will be explored.

GAPs will be applied to existing rights of way, or sometimes used to bring redundant railway lines and roads back into wider use. They are helpful in expanding the overall network or filling gaps in provision for active travel.

Action
(Collaborative Working Actions)

Improve knowledge sharing processes with HCC Countryside and Rights of Way Team to seek opportunities for active travel expansion across the network.

Road Danger Reduction (RDR)

To encourage people of all ages and abilities to travel actively more often, we must minimise road danger and improve feelings of safety on roads. Reducing the speed and/or number of motor vehicles, particularly on streets where people are walking, scooting or cycling is important if we are to succeed in creating safe and welcoming environments.

Action
(Collaborative Working Actions)

Projects will be developed to support safer active travel, such as Close Pass campaigns and community engagement around safety.

Hertfordshire is committed to improve our Active Travel infrastructure, the Planning Chapter above identifies the proposed locations and funding.

The delivery of new infrastructure will where possible, follow Active Travel England's guidance documents, such as Local Transport Note 1:20. The section which follows identifies proposed pilot projects and behavioural interventions to support Hertfordshire's public in making active journeys.

Figure 16. Cycling in Stevenage

Proposed Pilot Projects

4.7 Sustainable Travel Towns (STTs)

Evidence suggests that modal shift and positive impact is greatest for town and city-wide interventions where new infrastructure is combined with softer behavioural change measures [33].

Hertfordshire has identified three towns - Letchworth, Royston and Stevenage - that will receive town-wide initiatives, as part of an STT package. HCC will also support projects and strategies across the county aiming to increase active travel such as the Transforming Travel in Watford strategy.

Projects in the Sustainable Travel Towns will aim to address many of the barriers listed in section 3. Activities to be considered will include led rides, cycle maintenance classes, travel shadowing, Bicycle User Group establishment, way-finding, mapping, marketing and promotion.

> **Action** (Proposed Pilot Schemes)
>
> ***Work with cross-departmental and organisational STT working groups to create an agreed, costed and time-bound action plan for the delivery of each programme of works that ties together public engagement, communications and infrastructure improvements.***

4.8 Rural settings

Hertfordshire's rolling countryside attracts people from around the region. Networks of country lanes link small settlements to country pubs and services. Often single tracks with passing points, these lanes can provide quiet, pleasant places to walk, ride and cycle..

Motor traffic-free bridleways and footpaths criss-cross fields and meander through woodlands, meaning that spending a day out exploring on foot or cycling is a popular leisure activity in the county.

However, dedicated walking, horseback or carriage, riding or cycling facilities are lacking on our country lanes. The lanes often have derestricted speed limits which, when farm traffic, wildlife and people walking and cycling are put into the mix, mean that vehicle speeds can be too high for the environment. Active travellers' safety is compromised.

We want to encourage people to use country lanes, while addressing the utility transport issues faced by rural communities, who often have little choice other than a private car.

The Quiet Lanes and Home Zones (England) Regulations 2006 offer a framework through which to improve the experiences of rural residents.

The Regulations state that, on Quiet Lanes, the "objectives for improving and maintaining the quality of life for local residents take precedence over general objectives to ease traffic movements.[34]" It also notes that "the speed of vehicles must be low enough to permit such activities to be enjoyed safely by people of all ages and abilities".

A Rural Traffic Fear Survey 1999 conducted by the Campaign to Protect Rural England's (CPRE)[35] found that 65% of people felt threatened either all or some of the time by speeding traffic on country lanes. It is therefore unsurprising that an initial consultation into Quiet Lanes revealed strong support of the process.

Trials into the introduction of Quiet Lanes in Hertfordshire however showed limited impact on the speed of traffic and the current Speed Management Strategy states that they will not be implemented in that form due to their limited success' There is however an opportunity to review the concept and learn from more recent trials from elsewhere in the country, such as Suffolk County Council, which with the support of a core group of volunteers established more than 400km of Quiet Lanes in two years.

firstly engage with communities to understand their needs.

The design of highways linking the urban low traffic neighbourhoods, such as cycle tracks and traffic calming, may not be appropriate. This is because, in most cases, villages adjoin the countryside.

Figure 17 Cycling in a small town

Actions (Proposed Pilot Schemes)

Re-imaging Quiet Lanes - Quiet Lanes are rural roads which aim to safely accommodate people walking, cycling and riding horses. We want to explore with rural communities how well Quiet Lanes work, and whether we should pilot some different approaches.

Healthy Villages & Small Towns

Villages and small towns are the perfect size for treatments such as modal filters, pocket parks, and play streets.

As with Liveable or Low Traffic Neighbourhoods projects, we must

It may therefore be better to use the quiet lane network or upgrade the status of Public Rights of Way and improve their condition to make to make them accessible to everybody. Placemaking improvements should also be considered around the village square.

Some rural communities are isolated from important goods and services like health services, shops, schools and entertainment.

However, it is unlikely that all of these options could be provided, while consideration must also be given to maintaining the very character that makes a rural community what it is.

It could be that supporting a village pub to expand its business to offer services typically found in a small shop, might be the most effective transport measure to reduce the need to travel. This could be considered as part of a Healthy Village.

Figure 18. We will aim to meet the needs of all people who walk, wheel or cycle.

Action (Proposed Pilot Schemes)

We will identify rural communities that are keen to work with us on Healthy Village projects which reduce through traffic, as well as partnering with Parish, District and Borough Councils to trial concepts that promote active travel.

Education, Training and Enabling Behaviour Change

Engaging with Hertfordshire's residents and workers to explain the benefits of active travel, support them with the education and training is an essential component of this strategy. Concerns such as how to cycle more safely, discovering better active routes or other people to walk or cycle with, help people change the way they travel and discover the advantages of travelling more actively.

HCC Travel Plan Guidance (TPG) 2020

Travel Plans

The TPG details HCC's expectations for new developments that require travel plans. A travel plan is a long-term management strategy for an organisation or site that seeks to deliver active and sustainable transport objectives. It is reviewed annually for an agreed period, to ensure that objectives are being met. In line with the Guidance, HCC will secure travel plans by an S106 legal agreement.

School travel plans

All school expansions and new school builds are required to have a travel plan in place and HCC work with establishments to ensure that they deliver on their goals. Schools then work towards achieving accreditation via the Modeshift STARS platform, a DfT-backed scheme

Secondary schools, Colleges and Universities.

Young people aged 11 - 21 are amongst the biggest beneficiaries of active travel measures. Through the course of this strategy increased efforts will be made to ensure their views are included in consultations on new active travel schemes. Additional work on encouraging and supporting these age groups to walk and cycle will be made.

Sustainable Modes of Travel Strategy (SMoTS)

The SMoTS document is a statutory requirement placed on local authorities. It considers the needs of all stakeholders and sets out the vision of HCC to increase opportunities for children and young people to travel to, from and between educational establishments by sustainable modes. Travel habits are established at an early age and so by making cycling and walking part of everyday life, children will build these behaviours into their daily routine.

The SMoTS document provides a breakdown of existing school travel patterns and highlights opportunities for infrastructure projects to develop Safer Routes to School (SRTS). This could include physical implementation of works such as improving or providing footway and cycle facilities, signage, crossings and traffic calming.

The SRTS programme can form an integral part of school travel plan development. Only educational establishments that have attained Modeshift STARS accreditation are able to receive SRTS measures.

Figure 19. Hertfordshire's School Crossing Patrol Service - Helping Hertfordshire's school children walk to school safely.

Cycle Training – Bikeability

HCC already deliver a successful cycle training programme at schools and for adults. We aim to expand this programme and establish a bike maintenance project at secondary schools.

Actions: (Education & Training)

We will continue to deliver a range of services to provide and promote safer access to school by walking and cycling

We will continue to deliver active travel skills courses to educational establishments

HCC will assess and assist with supporting more children travelling more actively more often more safely to school.

HCC will launch a bike maintenance skills scheme at secondary schools.

Figure 20. Scooterbility Training

Business and residential travel plans

As per HCC's TPG, all new business and residential sites of a certain size will require a travel plan as part of their planning application. HCC works alongside a travel plan co-ordinator, who is appointed by the site developer, to make sure that the travel plan is adhered to in the post-occupation period.

Business and residential sites are now also entered onto the Modeshift STARS scheme, bringing data collection processes in line.

Promotion of Active Travel

To maximize the impact of new infrastructure and encourage people to give walking and cycling a try, marketing and communications play a major role.

Figure 21: Bikeability Training

We will apply a whole systems approach to active travel by implementing a process that closely links behavioural, engineering and travel demand management processes.

Marketing and communications plans will be developed for each project, as well as a county-wide Active Travel marketing programme.

Changes to the Highway Code to improve safety of active travel.

The Highway Code was changed in January 2022 to better support people walking, cycling and riding horses.

Drivers, motorcyclists & cyclists must give way to pedestrians crossing or waiting to cross a road into which or from which they are turning

They should give way to pedestrians waiting to cross or crossing a zebra crossing...

...and to pedestrians & cyclists crossing or waiting to cross a parallel crossing

PA graphic. Source: Department for Transport
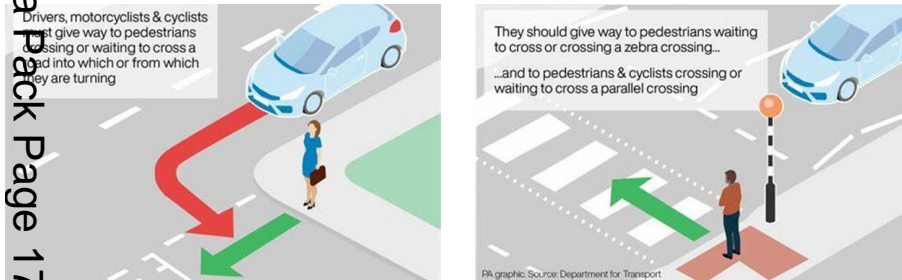
Figure 22. The countryside right of way, suitable for all ages and abilities.

Many drivers remain unaware of the changes, so working in partnership with Hertfordshire Police we will continue to promote the changes through initiatives such as a 'Safe Pass' and 'give way at crossings' campaigns.

https://www.gov.uk/government/news/the-highway-code-8-changes-you-need-to-know-from-29-january-2022 Pedestrians have priority over turning vehicles – see image.
For details of the Highway Code please see: https://www.gov.uk/guidance/the-highway-code The Highway Code - Guidance - GOV.UK (www.gov.uk)

Figure 23 - Protective cycling and walking infrastrucure

Maintenance for Active Travel Strategy

This strategy details how the most common road and footway maintenance issues are dealt with for all user groups - including for those walking or cycling, and those with limited mobility or disability.

HCC recognise the importance of maintaining foot and cycleways. Potholes, uneven surfaces, over-growing vegetation, ponding can make walking, riding or cycling uncomfortable or even dangerous. To address these issues The Maintenance for Active Travel Strategy 2019 details how the most common road and footpath maintenance issues are dealt with for all user groups - including for those walking or cycling, and those with limited mobility or disability. Supporting the implementation, The Highways defect reporting system allows users to raise any faults on any Highways asset, including cycle and footways. Fault reporting https://www.hertfordshire.gov.uk/services/highways-roads-and-pavements/report-a-problem/report-a-highway-fault/what-type-of-fault-are-you-reporting.aspx" What type of fault are you reporting? | Hertfordshire County Council) We remain committed to include accessibility requirements in schemes and will continue to consult disability groups

Active Travel for All.

Walking and cycling are not just for the fit and healthy. With e-bikes, trikes and handcycles, almost anyone can experience the freedom of cycling. We also recognise the importance of benches to rest to facilitate walking for the older population, which is a component of the Healthy Streets Approach.

Action (Strategic)

We will ensure that current policies and guidelines for construction of highways and footways, in new developments, follow Government guidance about accessibility.

Figure 24. Stevenage Bus Station

Public transport

There are strong links between passenger transport use and active travel. Almost all bus or rail trips involve a walking or cycling stage. Through appropriate design, walking, cycling and public transport should be better integrated. By increasing the use of public transport, people will generally be travelling actively more often. Public transport is also statistically the safest form of transport.

The Intalink Enhanced Partnership has developed a Bus Strategy[37] and HCC has a Rail Strategy, with both documents recognising that infrastructure improvements are required to enhance access to the bus and rail network by those choosing to walk or cycle as part of their journey.

We have developed a Bus Service Improvement Plan (BSIP) for Hertfordshire, as required by the national bus strategy (Bus Back Better, DfT March 2021) which sets out how we will work closely with local bus operators and local communities to deliver a step-change in bus services.

Action (Internal Collaboration)
Establish processes to improve project collaboration and passenger transport and active travel policy initiatives, to identify and address barriers to walking, cycling and public transport.

Emerging vehicle trends – link to future transport

Electric assist bicycles (E-bikes)

E-bikes reduce the effort of riding a bike, assisting the rider through an embedded motor that is powered by a rechargeable battery. A rider can receive assistance up to the speed of 15.5mph.

E-bikes can help people to continue cycling through to an older age or encourage an individual to return to cycling.

These bicycles can provide new opportunities for people who may not consider conventional cycling, or they can make a longer commute viable. Critically, e-bikes can help to replace car journeys.

There are also hand cycles with electric assist power that allow people who have some physical impairments to enjoy the freedom and joy of cycling.

These vehicles, as well as wheelchairs, will be accommodated on any new infrastructure that is built for cycling.

Light electric vehicles (LEVs)

Although this strategy focuses on the promotion and facilitation of active travel, many of the facilities can also be used by light electric vehicles (LEVs). This definition includes electrically powered mopeds and scooters.

E-scooters are currently only permitted on UK roads when part of shared schemes but are likely to soon be available to the public.

A transition towards LEVs should bring benefits of reduced noise and air pollution, space and energy efficiency. Such vehicles are generally lighter than traditional motor vehicles and so should overall benefit road safety - LEVs generate less kinetic energy due to their low mass and relative lower speeds.

Shared Transport

Systems which allow people to share a vehicle have the potential to reduce car use and increase access to sustainable modes at low cost.

A Bike Hire Scheme has been established in Watford and there are plans to expand to towns around the County. E-Scooter trials are taking place around the UK, many of which are likely to become permanent. Car Clubs and Ride Share services already exist in many places in Hertfordshire.

Action (Internal Collaboration)

We will be open to changes in technology that help support our active travel ambitions.

Cargo bikes

Cargo bicycles are synonymous with the Netherlands, where they are used to transport almost anything that fits in them – children, groceries, furniture, or even grandparents.

With the addition of electric assist, these tri and bicycles are becoming more common globally, becoming the vehicle of choice for many delivery companies operating in towns or cities.

Action (Proposed Pilot Schemes)

We will trial a cargo bike scheme for businesses, schools, community groups or personal use.

Figure 25. Cargo bikes can carry a lot of shopping

Figure 26. Cargo Bikes, not just for cargo!

Monitoring and evaluation

"

Schemes and initiatives will be monitored and evaluated, so that experiences, views and outcomes can be understood and used to inform future processes. Transparency and accountability will increase levels of trust and goodwill among stakeholders.

Figure 27: We will reimagine the role of countryside Quietways

Action: We propose using the following tools: (Internal Collaboration)

- The Traffic & Transport Data Report (TTDR) includes a section on Active Travel that reports on the monitoring of all of the Active Travel Strategy targets, alongside the LTP Annual Progress Report.
- The Hertfordshire County Travel Survey, provides a comprehensive picture of residents travel patterns and access to transport - it is undertaken once every 3 years
- Active Travel Strategy site counts at designated sites which have been designed to monitor increases in walking and cycling and active travel and links to the KPI
- A cycle infrastructure map used to document the extent and quality of the cycle network.
- DfT's Local Area Data for Walking and Cycling in England details, by local authority, how often and how long adults walk and cycle
- DfT's National Travel Survey gives the usual mode of travel to school by age group for the Department for Education's school pupils and their characteristics by local authority and regional tables
- Expand and use our own network of automatic and video-based counters
- Use app-based tracking data such as Strava
- Modeshift STARS Hands Up survey
- Sport England's Active Lives Survey; Sport and Physical Activity Levels by local authority
- Monitoring and evaluation of implemented cycling and walking infrastructure schemes to identify good practice and examples of successful outcomes

Action (Internal Collaboration)

Collate appropriate metrics to measure progress towards encouraging the greater uptake of active modes

Targets

Setting ambitious but achievable targets will help us to understand the impact that creating active communities is having on Hertfordshire.

The Government's executive agency responsible for improving the standards of cycling and walking infrastructure in England, Active Travel England, has produced the Cycling and Walking Investment Strategy (CWIS)[38].

A full set of Key Performance Indicators have been established, based on CWIS indicators, but tailored to this strategy, to enable HCC a clear mechanism to measure the success of the Active Travel Strategy.

The way the KPIs are defined and will be measured are noted below:

1. **Increase average physical activity per week by 2031**
   - Measured using the County Travel Survey

2. **Increase the percentage of short journeys that are cycled.**
   - Measured using the County Travel Survey

3. **Increase the average number of cycling trips (units / stages) per person per day**
   - Measured using the County Travel Survey

4. **Double cycling trips by 2031.**

5. **Increase on site cycling at defined survey locations**

6. **Increase the number of cycle stages that are cycled by women per day**
   - Measured using the County Travel Survey

7. **Reduce the rate of cyclists killed or seriously injured on Hertfordshire's roads (by distance)**
   - Measured using the County Travel Survey, STATS19 collision and data from the monitoring programme

8. **Increase the percentage of short journeys that are walked.**
   - Measured using the County Travel Survey

9. **Increase the average number of walking trips (units / stages) per person per day**
   - Measured using the County Travel Survey

10. **Increase on site walking at defined survey locations**

11. **Increase the percentage of children aged 5-10 that usually walk to school**
    - Measured using the County Travel Survey - Measured by hands up surveys at schools

12. **Increase non driving travel to primary and secondary school**
    - Measured using the County Travel Survey
    - Measured by hands up surveys at schools

13. **Apply a Healthy Streets approach**

14. **Establish a Healthy Streets Audit process**

15. **Demonstrate wider community engagement**

16. **Develop a clear and visible monitoring & evaluation framework**

If the above targets are met, we will be moving towards meeting the active Travel England vision of 'delivering a world-class walking and cycling network by 2040.

The policy context

❝

The Active Travel Strategy supports numerous local and national strategies and policy documents, a selection of which are listed below.

7.1 National

Department for Transport (DfT) Cycling and Walking Investment Strategy 2017 (CWIS)

This outlines the Government's ambition to make cycling and walking the natural choice for shorter journeys, or as parts of a longer journey by 2040[39].

The DfT is consulting on a second four-year statutory cycling and walking investment strategy (CWIS2)[40].

DfT Decarbonising Transport - Setting the Challenge March 2020

The Government reiterated its commitment to making our roads safer, to encourage walking and as the most attractive transport choices for our daily activities.

Decarbonising Transport – A better, greener Britain (2021)[41]

This document highlights the role of transport in contributing to greenhouse gas emissions.

For each form of transport, it:

- **Describes the current position of the sector versus**
- **historical emissions**
- **States current government aims and targets**
- **Details current policies to deliver the targets**
- **Communicates planned future work**

The document sets out how the UK will deliver on the vision of a net zero transport system.

Net zero is "a target of completely negating the amount of greenhouse gases produced by human activity, to be achieved by reducing emissions and implementing methods of absorbing carbon dioxide from the atmosphere"[42].

The document identifies six strategic priorities, with accelerating modal shift to public and active transport one of them.

DfT's Gear Change – A bold vision for walking and cycling 2020[43]

This document seeks to achieve a step change in cycling and walking in the coming years and provides principles for infrastructure design[44].

Four main themes are highlighted:

- **Better streets for cycling and people**
- **Cycling to be at the heart of decision making**
- **Empowering LAs**
- **Enabling people to cycle and ensuring cyclists' safety**

The Department for the Environment, Food and Rural Affair's (DEFRA) Clean Air Strategy 2019

The strategy commits the UK to achieving lower emissions through modal shift, as well as through the development and use of cleaner forms of transport.

The National Institute for Health and Care Excellence (NICE) Quality Standard[45]

The quality standard covers how local strategy, policy and planning, alongside improvements to the physical environment, such as public open spaces, workplaces and schools, can encourage and support people of all ages to be more physically active.

Public Health England's Working Together to Promote Active Travel Briefing 2016 for Local Authorities

This describes some of the effects that road transport has on health and quality of life.
These can be direct effects such as injuries and pollution, or indirect effects like the impact of reduced physical activity on obesity.

Sport England's Active Travel and Physical Activity Evidence Review (May 2019)[46]

This suggests active travel for transport is widely viewed as having the potential to make a major contribution to the vision for a healthier and more active nation.

Local

7.2 The Local Transport Plan 2018-2031

With work underway on its fifth iteration, the current plan establishes transport's role in delivering a positive future vision of the County.

The document establishes a user hierarchy that prioritises walking, cycling and public transport over car use. It is designed to deliver against the three overarching themes of Prosperity, People and Place, as well as being a major delivery vehicle of three key policies including:

Policy 1: Transport User Hierarchy

Policy 7: Active Travel – Walking

Policy 8: Active Travel – Cycling

This strategy also contributes to, or influences, delivery of many other key LTP policies:

Policy 2: Influencing Land Use Planning

Policy 3: Travel Plans and Behaviour Change

Policy 4: Demand Management

Policy 5: Development Management

Policy 6: Accessibility

Policy 9: Buses

Policy 10: Rail

Policy 11: Airports

Policy 12: Network Management

Policy 14: Climate Change

Policy 15: Speed Management

Policy 17: Road Safety

Policy 19: Emissions Reduction

Policy 20: Air Quality

Policy 21: Environment

Policy 22: Asset Management

Policy 23: Growth and Transport Plans

The Sustainable Hertfordshire Strategy 2020[47]

Developed in response to HCC's declaration of a climate emergency in 2019, the document proposes an ambitious programme to improve sustainability in the County.

The strategy places HCC as the lead agency, enabling and inspiring others to take action to create a cleaner, greener and healthier County that commits to the creation of sustainable employment opportunities for residents.

Hertfordshire's Health and Wellbeing Strategy[48]

Of particular note within this document is the objective to "seek to increase the proportion of working age adults who are getting the recommended level of physical activity and reduce levels of overweight and obesity".

Hertfordshire Planning Health and Wellbeing Guidance

Guidance has been updated to include and cross-reference to Healthy Streets principles.

Air Quality Strategy[49]

This document affirms that pollution and air quality is a health issue that has clear links to transport.

Substituting car journeys with walking, cycling and public transport in urban areas, alongside traffic speed management, can improve air quality.

Net zero is "a target of completely negating the amount of greenhouse gases produced by human activity, to be achieved by reducing emissions and implementing methods of absorbing carbon dioxide from the atmosphere"[42].

The document identifies six strategic priorities, with accelerating modal shift to public and active transport one of them.

DfT's Gear Change – A bold vision for walking and cycling 2020[43]

This document seeks to achieve a step change in cycling and walking in the coming years and provides principles for infrastructure design[44].

Four main themes are highlighted:

- **Better streets for cycling and people**
- **Cycling to be at the heart of decision making**
- **Empowering LAs**
- **Enabling people to cycle and ensuring cyclists' safety**

The Department for the Environment, Food and Rural Affair's (DEFRA) Clean Air Strategy 2019

The strategy commits the UK to achieving lower emissions through modal shift, as well as through the development and use of cleaner forms of transport.

Delivery

8.1 Funding

While this strategy does not commit HCC to specific financial commitments, to move towards the vision outlined in this document will require significant funding.

HCC has been awarded Level 2 status by Active Travel England, which will provide some funding through the Capability and Active Travel Funds.

As the County is attracting significant development of new homes and businesses, funding from development contributions will also fund active travel schemes.

In uncertain times, this strategy proposes working collaboratively with departments and teams across the Council together with partners, stakeholders and local communities, with the aim of getting more from less.

8.2 Action Plan

Community & Stakeholder Engagement Actions

Digital & Traditional Engagement

We will continue to improve our digital engagement platforms to make them more appealing to users.

Events

We will continue to support events and initiatives that foster community engagement in Hertfordshire, with the aim to bring some exciting flagship events to the County.

Stakeholder mapping

We will identify and map the stakeholders across the county and create stakeholder forums, to support the overall programme of works from inception through to delivery.

Strategic Actions

Local Cycling and Walking Investment Plan development (LCWIPs)

Hertfordshire will ensure that we keep an up to date map of the current walking and cycling network, with a second action to complete the development of LCWIPs across the county as a means of identifying and developing a future comprehensive safe walking and cycling network with a prioritised set of improvements and draw on opportunities from developer funding.

Growth and Transport Plans (GTP)

HCC will continue to refine the GTPs and associated transport corridor strategies and seek opportunities to develop schemes giving priority to walking, cycling and public transport.

Hertfordshire's Place and Movement Planning and Design Guide (HPMPDG) & Healthy Streets audits for new & existing developments

We will apply the Healthy Streets approach to new strategic developments.

Healthy Streets audits will be trialled in existing communities to evaluate their suitability.

We will look at how to achieve the appropriate design speeds to accommodate active travel linking to the HPMPDG.

Maintenance & Accessibility

We will encourage developers to ensure that current policies and guidelines for construction of highways and footways, in new developments, follow Government guidance about accessibility.

Collaborative Working Actions

Whole Systems Approach
We will apply a whole systems approach to active travel by implementing a process that closely links behavioural, engineering and travel demand management processes. Marketing and communications plans will be developed for each project, as well as a more general Active Travel marketing plan

District & Boroughs
HCC will work closely with District and Borough colleagues to identify funding opportunities, working in partnership to put together bids.

Countryside
Improve knowledge sharing processes with HCC Countryside and Rights of Way Team to seek opportunities for active travel expansion across the network.

Road Danger Reduction RDR
Projects will be developed to reduce the danger for active travel, such as Close Pass campaigns and community engagement around safety.

Internal collaboration actions:

Passenger Transport
Establish processes to improve project collaboration and passenger transport and active travel policy initiatives, to identify and address barriers to walking, cycling and public transport.

Future transport
We will be open to changes in technology that help support our active travel ambitions.

Monitoring and Evaluation
Collate appropriate metrics to measure progress towards encouraging the greater uptake of active modes

Education & Training

We will continue to deliver a range of services to provide and promote safer access to school by walking and cycling.

We will continue to deliver active travel skills courses to educational establishments

HCC will assess and assist with supporting more children travelling more actively more often more safely to school.

HCC will launch a bike maintenance skills scheme at secondary schools.

✈ Proposed Pilot Schemes

Sustainable Travel Towns (STT)

Work with cross-departmental and organisational STT working groups to create an agreed, costed and time-bound action plan for the delivery of each programme of works that ties together public engagement, communications and infrastructure improvements.

Re-imaging Quiet Lanes

Re-imaging Quiet Lanes - Quiet Lanes are rural roads which aim to safely accommodate people walking, cycling and riding horses. We want to explore with rural communities how well Quiet Lanes work, and whether we should pilot some different approaches.

Healthy Villages

We will identify rural communities that are keen to work with us on Healthy Village projects which reduce through traffic, as well as partnering with Parish, District and Borough Councils to trial concepts that promote active travel.

Cargo bike delivery services

We will trial a cargo bike scheme for businesses, schools, community groups or personal use

💼 Governance Actions

Governance Board

We will establish an Active Travel Strategy governance board, consisting of senior decision makers from HCC and partner organisations. Tasked with making strategic decisions, the board will also review and monitor progress towards the established targets and objectives.

Appendix A

Healthy Streets principles

People from all walks of life
Streets should be welcoming places for everyone to walk, spend time in and engage in community life.

People choose to walk, cycle and use public transport
Walking and cycling are the healthiest and most sustainable ways to travel, either for whole trips or as part of longer journeys on public transport. A successful transport system encourages and enables more people to walk and cycle more often. This will only happen if we reduce the volume and dominance of motor traffic and improve the experience of our streets.

Clean air
Improving air quality delivers benefits for everyone and reduces health inequalities.

People feel safe
The whole community should feel comfortable and safe on our streets at all times. People should feel safe from the threat of crime and dangers associated with motor vehicles.

Not too noisy
Reducing the noise impacts of motor traffic will directly benefit health, improve the ambience of street environments and encourage active travel and human interaction.

Easy to cross
Making streets easier to cross is important to encourage more walking and to connect communities. People prefer direct routes and being able to cross streets at their convenience. Physical barriers and fast moving or heavy traffic can make streets difficult to cross.

Places to stop and rest
A lack of resting places can limit mobility for certain groups of people. Ensuring there are places to stop and rest benefits everyone, including local businesses, as people will be more willing to visit, spend time in, or meet other people on our streets.

Shade and shelter
Providing shade and shelter from high winds, heavy rain and direct sun enables everybody to use our streets, whatever the weather.

People feel relaxed
A wider range of people will choose to walk or cycle if our streets are not dominated by motorised traffic, and if pavements and cycle paths are not overcrowded, dirty, cluttered or in disrepair.

Things to see and do
People are more likely to use our streets when their journey is interesting and stimulating, with attractive views, buildings, planting and street art and where other people are using the street. They will be less dependent on cars if the shops and services they need are within short distances, so they do not need to drive to get to them.

Glossary

Active travel: Active travel simply means making journeys in physically active ways - like walking, wheeling (using a wheelchair or mobility aid), cycling, or scooting[51].

Co-design: When you use a co-design method, decision making is shared equally throughout the process - everyone taking part has an equal level of power[52].

Modal shift: In a transport context, this refers to a change from one form of transportation to another. For example, switching from using a car to commute, to a bicycle.

Systems approach: This is based on the generalisation that everything is inter-related and interdependent[53].

Wheeling: An equivalent alternative to foot/pedestrian-based mobility. Includes wheeled mobilities such as manual self- or assistant-propelled wheelchairs, including wheelchairs with power attachments or all-terrain attachments (such as the "Freewheel"), powered wheelchairs, mobility scooters (three and four-wheeled) and rollators[54].

Footnotes

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Hertfordshire

Creating a cleaner, greener,
healthier Hertfordshire

www.hertfordshire.gov.uk | contact@hertfordshire.gov.uk | 0300 123 4040

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1. **Who is completing the EqIA and why is it being done?**

Title of service / proposal / project / strategy / procurement you are assessing	Hertfordshire County Council Active Travel Strategy
Names of those involved in completing the EqIA	Rory McMullan, Ewa Merlo
Head of Service or Business Manager	Rory McMullan
Team/Department	Road Safety and Active Travel, Growth & Environment
Lead officer contact details	Rory.mcmullan@hertfordshire.gov.uk
Focus of EqIA – what are you assessing?	The aim is to reduce reliance on car and to increase the levels of walking, cycling and wheeling in the county, particularly for shorter journeys, for a positive impact on individual health, the environment and the economy. Evidence shows that there are 4 key priorities that this strategy can address: environmental challenge, improving economic growth, improving public health and improving quality of life. The latter two objectives in particular affect equality issues. The Strategy aims to cover both urban and rural areas of the county. The main aim of this assessment is to highlight the equalities issues that may affect our residents (in particular the 9 protected characteristics) so that all officers are aware and can take action to mitigate any adverse impact.
Stakeholders	Hertfordshire residents who: • Live in urban and rural settings • Travel for work, leisure and domestic use • Children who can travel actively to school and leisure activities Visitors to Hertfordshire People working in Hertfordshire Partnership bodies: • Hertfordshire district/borough councils • Neighbouring local authorities • University of Hertfordshire

	• Hertfordshire LEP, neighbouring LEPs • Hertfordshire Chamber of Commerce HCC: • Hertfordshire County Council – Integrated Transport Unit, Spatial Planning, Highways • Executive & local members, Group spokes Other: • Hertfordshire lobby groups including disabled groups, the local access forum, cycling and walking groups. • Other relevant 'protected characteristic' groups The project could have impacts on the following characteristics' groups: • Age (older people) • Disability (including learning disability) • Pregnancy and maternity (including parents with children) • Carers (by association with any of the above) • Race • Religion or belief • Gender re-assignment • Sex • Sexual orientation

2. List of data sources used for this EqIA

Title and brief description	Date	Gaps in data
Active Travel Strategy 2023 Survey	**2023**	
Herts Insight 2021/22 • Children's participation in physical activity - 47.7% of children (aged 5-16) state that they are physically active in Hertfordshire • Adult participation in sport and physical activity - 69.7%	**2021/22**	

Title and brief description	Date	Gaps in data
of adults (aged 19+) state that they are physically active in Hertfordshire • Adult obesity - 60.8% of adults (aged 18+) are classified as overweight or obese in Hertfordshire • Crime and antisocial behavior - In the 12 months Jul-22 - Jun-23, 29,529 incidents of violence and sexual offences were reported in Hertfordshire.		
Census 2021 • Disability under the Equality Act (Census 2021) • Disability, Disease and Poor Health 85.5% of Hertfordshire residents report good or very good health. 3.8% of Hertfordshire residents report bad or very bad health. • 7271 residents travel to work by bike • 41339 residents travel to work on foot	**2021**	
Hertfordshire Travel Survey 2022 • In 2022 three quarters (76%) of journeys less than a mile were mode on foot and 2.1% of journeys under 3 miles were made by cycling. These proportions are very similar to those recorded in 2018 and 2015. • Access to a car or van peaks at age 55-59, followed closely by those aged 45-54. There is no significant difference between the likelihood of males and females' having access to a car or van for private use, at 94.5% and 93.8% respectively. • bike and/ or scooter ownership generally decreases with age, • There is a noticeable increase in access between the ages of 35 – 59 in comparison to the 18 -34 age groups. • Of those aged 17 and above, 37.5% of respondents owned a usable bicycle or scooter, a • Males are significantly more likely to own a usable bike or scooter than females, with over half of men (51.2%) owning a usable bike compared to just 38.0% of females.		

Title and brief description	Date	Gaps in data
-		
-		

3. Analysis and assessment: review of information, impact analysis and mitigating actions

Protected characteristic group	What do you know? What do people tell you?	What does this mean – what are the potential impacts of the proposal(s)?	What can you do?
Age	Older people and younger people are main users of public transport. Older people may benefit less from some parts of this strategy than other groups.	Hertfordshire has a growing population of older people. The residents' Survey 2023 demonstrated high interest in public transport rather than active travel, among the older population.	Improved continuous, joined up or direct walking or cycling-designated routes could support older residents reliant on mobility scooters to access local services, amenities or friends/family. A focus on access to and from public transport on foot and somewhere to sit and rest when waiting will support accessibility throughout the county. Creating safer and convenient surroundings in which to walk/cycle will benefit both school aged children and older residents in particular. The Healthy Streets Approach, proposed in this strategy, includes auditing provision of "Places to stop and rest", "Easy to cross" and "Everyone Feels Welcome". Focus on these principles will support older and less mobile groups enhanced access to the public realm. Target promotion of this strategy so it has relevance and appeal to the local community, including different age groups.

Protected characteristic group	What do you know? What do people tell you?	What does this mean – what are the potential impacts of the proposal(s)?	What can you do?
Disability		Not all active travel infrastructure investment will benefit certain disabled communities to the same extent as certain non disabled communities. This will particularly affect people with severe mobility impairments and cognitive impairments. Not everyone is able to walk, cycle or wheel to get to their destination. There is a percentage of people who cannot walk far, cannot cycle, or are unable to use other modes of active travel. Disabled people are more at risk, or have an increased perception of feeling unsafe which may affect how they feel about using new routes.	Improved continuous, joined up or direct walking or cycling-designated routes and accessible signage will enable certain disabled communities to more easily access local services, amenities, visit friends/family or enjoy being out and about. Ensure any images, training or signposting introduced to support this strategy have relevance and appeal and are simple and clear to understand to the local community, including disabled groups.
Gender reassignment	94.2% of Hertfordshire residents (aged 16 years and over) in 2021 had the same gender identity as their sex registered at birth. 5.4% of Hertfordshire residents (aged 16 years and over) in 2021 did not answer the gender identity question. 'Crime in England and Wales: year ending March 2020' (ONS)	People in the process of gender re-assignment may be more at risk, or have an increased perception of feeling unsafe. This may discourage them from using active travel but there is limited evidence to assess this.	More people walking and cycling improve feeling of safety, continuous direct routes can also improve safety.

Protected characteristic group	What do you know? What do people tell you?	What does this mean – what are the potential impacts of the proposal(s)?	What can you do?
	As violent crime is relatively rare, ONS were unable to publish prevalence estimates by gender identity because there were too few cases within those who identified as trans to produce reliable estimates.		
Pregnancy and maternity		People pushing prams and buggies require good footpaths and good crossings and will be considered within the Healthy Streets process. This strategy will benefit this protected group.	
Race	Census 2021

28.2% of usual residents in Hertfordshire identified their ethnic group as one of the ethnic minority groups. | People of certain races may be more at risk, or have an increased perception of risk.

People with English as a second language may find signs and information provided difficult to understand. | Ensure any images, training or signposting introduced to support this strategy have relevance and appeal to the local community, including where local population data indicates a high proportion of one or more BAME groups. |
| **Religion or belief** | Census 2021
46.5% of usual residents in Hertfordshire reported their religion as "Christian".
Other reported religions are: Muslim, Hindu, Buddhist, Jewish, Sikh and other religions. | People of certain religions may be more at risk, or have an increased perception of risk. | Ensure any images, training or signposting introduced to support this strategy have relevance and appeal to the local community, including where local population data indicates a high proportion of one or more BAME groups. |

Protected characteristic group	What do you know? What do people tell you?	What does this mean – what are the potential impacts of the proposal(s)?	What can you do?
Sex/Gender		Fewer women cycle than men. Lack of confidence and ability to cycle can be a barrier in accessing this mode. Women travelling alone may have an increased perception of risk.	• Fear of Road Danger generally higher for women than men, thus the support for LCWIPs safer cycling infrastructure will be important to address this. • Improvements to CCTV and signage can mitigate this. • Cycling courses • Bike maintenance workshops
Sexual orientation	Census Census 2021 90.7% of usual residents (aged 16 years and over) in Hertfordshire said they were straight or heterosexual. 6.9%of usual residents (aged 16 years and over) in Hertfordshire did not answer the sexual orientation question	People of certain sexual orientations may be more at risk or have an increased perception of risk.	• Provision of direct, comfortable, attractive, safe and coherent active travel routes together with promotion of routes, will increase people using the streets and reduce feelings of risk.
Marriage and civil partnership		N/A	N/A
Carers	Census 2021 2.1% of usual residents aged 5 years and over in Hertfordshire in 2021	Carers for the elderly or someone with a physical or learning disability would, as for older people and for people with a disability, benefit from improved accessibility.	

Protected characteristic group	What do you know? What do people tell you?	What does this mean – what are the potential impacts of the proposal(s)?	What can you do?
	provided 50 or more hours of unpaid care a week.		
Other relevant groups	N/A	N/A	N/A

Opportunity to advance equality of opportunity and/or foster good relations
None identified.

Conclusion of your analysis and assessment -

OUTCOME AND NEXT STEPS	SUMMARY
i. **No equality impacts identified**	The overall ambition of the Active Travel Strategy is to improve access to walking and cycling routes in the county, ensuring they are maintained, appropriate and promoted. Whilst some general risks have been noted, the overall impact of the Strategy has positive outcomes for most of the identified groups. Any risks identified are low and can be mitigated. There are groups who will be excluded Pfrom using some of the new amenities but may benefit from the outcomes the strategy will deliver such as reduced road traffic and improved air quality. There is a wide range of benefits that active travel can deliver to most groups: • Improve health and can contribute to lower occurrences of some health conditions • It can be cheaper to travel actively by saving money on fuel/vehicle running costs/parking charges • Reduces the number of vehicles on the road • Can contribute to improved air quality • Can reduce noise • Can be quicker – journey times can be reduced as active travel can take advantage of routes not accessible to motor vehicles. • Can deliver value for money in achieving health, transport and wider policy objectives. There are also barriers to active travel • A lack of suitable routes for journeys between homes and community services, workplaces or schools; a lack of

	facilities such as showers, lockers and secure parking; and obstacles in cycle lanes and in footways. • A lack of knowledge of available active travel routes. • Individual issues such as habits, lack of time or motivation to choose active travel, convenience of using car, the need to carry heavy or bulky items and the need to make 'linked' trips, such as a school drop off on the way to work. • Safety: including pedestrians and cyclists being involved in collisions, and perceptions of safety and security. • Reduced local authority budgets making it challenging to implement active travel measures.
ii. Minimal equality impacts identified	
iii. Potential equality impacts identified	
iv. Major equality impacts identified	

4. Prioritised Action Plan

Impact identified and group(s) affected	Action planned	Expected outcome	Measure of success	Lead officer and timeframe
<u>All protected groups</u> Public consultation on draft ATS	Ensure that representatives of all relevant 'protected interest' groups are aware of the consultation and that it is available in appropriate formats.	Consultation comments are received on equalities issues.	Consultation comments from representatives of the 9 protected groups	Rory McMullan – February 2024
<u>All protected groups</u> Future HCC led improvement schemes	Ensure that representatives of all relevant 'protected interest' groups are included in the development of any relevant schemes.	Equalities issues are recognised and considered as part of any improvement scheme.	Any improvement schemes that implement measures that will improve the transport experience for those in the 9 protected groups.	Rupert Thacker Rory McMullan As required

This EqIA has been signed off by:

Lead Equality Impact Assessment officer: **Anne Hardy**   **Date: 28/12/2023**

Head of Service or Business Manager: **Rupert Thacker**   **Date: 28/12/2023**

Review date: Jan 2026

Sustainable Hertfordshire Impact Assessment Form

Name of person completing this form	Rory McMullan
Date completed	28.12.2023

1. About the project, service or policy

Name of project, service, policy or procurement	Active Travel Strategy (ATS)
Name of project sponsor	Rupert Thacker
Name of project lead or business manager	Rory McMullan
Project Timeline	2024 - 2031

Why is this project needed?

Hertfordshire County Council, as the Local Highway Authority, produces transport strategy documents which are aligned with the vision and objectives of the Local Transport Plan (LTP) and reflect the Council's wider priorities and aspirations as outlined in the Corporate Plan. Strategy work is also carried out to support and complement Local Plans and to review and propose transport improvement schemes for investment.

Active travel, including walking, cycling and wheeling (wheelchair users), adapted bicycles, mobility scooters and pushchairs, and equestrianism is a local transport objective in Hertfordshire, through the LTP and wider council strategies including the Sustainable Hertfordshire Strategy, HCC Speed Management Strategy and Health and Wellbeing Strategy.

The key aim of ATS is to reduce reliance on travel by car and increase the levels of walking, cycling and wheeling in the county, particularly for shorter journeys for a positive impact on residents' health, the environment and the economy. The Strategy aims to cover both urban and rural areas of the county. Evidence shows that there are four key priorities that this strategy can address: protection of environment, improving economic growth, improving public health and improving quality of life.

It is recognised that not all journeys can be made by foot, bike or wheelchair, in particular rural routes, travel for disabled people and travelling with children can be difficult. Improvements to cycling and walking infrastructure are required to provide people with safe, direct, convenient and comfortable routes that make active modes of transport the natural choice for shorter journeys. There are projects underway to improve the existing infrastructure such as smoother surfacing, removal of barriers and widening of footpaths. At the same time, not everyone is able to walk, cycle or wheel to get to their destination. There is a percentage of people who cannot walk far, cannot cycle, or are unable to use other modes of active travel.

Lack of confidence and ability to cycle can be a barrier in accessing this mode.

Perception of safety can also influence people's behaviour. If people have a perception of high crime levels, or feel that their personal safety is compromised, they will not choose to walk or cycle.

Switching more journeys to active travel will improve health, quality of life and the environment, and local productivity, while at the same time reducing costs to the public purse. These are substantial 'win-wins' that benefit individual people and the community as a whole.

2. Sustainability Impact

Consideration – Greenhouse Gas Emissions	Assessment of Impact: *Negative* *Neutral* *Positive*	Brief description of impact	If negative, how can it be mitigated or adapted? If positive, how can it be enhanced?
Biodiversity	Positive/ Potential Negatives	Reducing the number of trips made by car will support decarbonising transport. This will have many positives for biodiversity in Hertfordshire, depending on the level of modal shift to more sustainable modes such as walking, cycling and passenger transport. The main positives would be fewer emissions, better air quality, and less noise from vehicles providing benefits to flora and fauna. Walking, cycling and public transport are more space efficient forms of transport than private cars, and therefore more space for green infrastructure, such as verges, trees, increasing biodiversity of the public realm. One potential negative (and this would depend on design and implementation of individual schemes) would be any infrastructure needed to achieve a significant modal shift to sustainable modes, and	There may be opportunities to incorporate biodiversity net gain into transport infrastructure projects.

		whether or not any new infrastructure would require any new land take or green verges (e.g. segregated cycle lanes).	
Energy	Positive	Delivering this strategy will have climate change benefits and significant mode shift to more sustainable modes such as walking and traditional cycling which do not require an energy supply. In negative terms, energy may be required to deliver new infrastructure.	New walking and cycling infrastructure generally has a lower environmental cost to build than car based, and the modal shift will support positive energy outcomes.
Green Economy & Employment	Neutral/ Potential Positive	No significant change to the economy or employment, but by making it easier to access places of employment by sustainable modes this may open up the labour market for employers and make accessing work lower cost for the households which have no access to a car in Herts.	Focus on travel planning for workplaces and residential development will make access to employment less reliant on the car.
Pollution	Positive	Modal shift to active modes will improve air quality and have positive impacts on reducing noise and vibrations from transport vehicles which can have a negative impact on wildlife, and impact on the health of local residents.	Collaboration with air quality team on measures such as school travel planning, will ensure the impacts on pollution are targeted to areas with the most need.
Products, Materials & Contracts	Neutral/ Potential Negative	Infrastructure required to increase the modal shift for walking and cycling some materials could be needed for construction.	The Highways policy is on the use of recycled aggregates and the use of local materials in construction.
Transport	Positive	Reducing the use of diesel/petrol vehicles, and increased use of active travel will reduce greenhouse gas emissions and providing cleaner air for all that work and live in Hertfordshire.	Reduced emissions are one of the key benefits of modal shift.
Water	Neutral/ Potential Positive	There is a small possibility that new cycling/walking infrastructure delivered to	The requirement to deliver SuDS (Sustainable Drainage Systems)

		increase the uptake of sustainable modes could increase surface runoff, but most schemes will be on existing infrastructure which will have drainage. More people cycling and walking will mean fewer heavy metals in surface runoff benefiting local water habitats.	in any scheme that requires drainage.
Waste	Neutral	Some minor construction waste may be produced for any new active travel infrastructure delivered.	Highways policy is on recycling aggregates when delivering road construction projects.
Consideration – Social Impact	Assessment of Impact: *Negative* *Neutral* *Positive*	Brief description of impact	If negative, how can it be mitigated or adapted? If positive, how can it be enhanced?
Awareness & Behavioural Change	Positive	Delivery of ATS will include promoting awareness of climate change issues and the importance of modal shift to more sustainable modes such as walking and cycling and passenger transport. It will place the emphasise on health benefits and reducing the occurrence of various diseases linked to sedentary lifestyle.	ATS will involve engaging with local interest groups and the general public, and a number of consultation processes which will also raise awareness of these issues. Practical support to switch to active modes needs promoting. Also improvements to infrastructure and schemes to promote personal safety.
Health	Positive	Active travel will provide benefits to health and wellbeing. Reduced car use will benefit air quality, reduce traffic and potentially reduce noise pollution as well providing benefits to both physical and mental health.	ATS will need to emphasise the health benefits of active travel for both physical and mental health.
Consideration - Resilience to Climate Change	Assessment of Impact: *Negative* *Neutral* *Positive*	Brief description of impact	If negative, how can it be mitigated or adapted? If positive, how can it be enhanced?

Drought	Neutral	If sufficient modal shift is achieved, and car emissions reduced, it will contribute in a small way to reducing climate change emissions which cause extreme weather events such as drought.	The benefits to environment are a key benefit of the Active Travel Strategy.
Flooding	Neutral	All new infrastructure including cycle lanes and enhance walking facilities may impact on water run off.	Make sure it is clearly set out the relationship between highways and flood risk, and the current status of the delivery of the HCC Flood Risk Management Strategy.
Heatwaves	Neutral / positive	The Healthy Streets Approach promoted in this strategy includes an objective to audit places to stop and rest with shade and shelter, improving resilience to heat waves.	Ensure that any new infrastructure does not require the removal of trees.
Storms	Neutral	No change to exposure of wind speeds.	

3. Action plan

Impact identified	Action to Reduce Negative Impact or Enhance Positive Impact	Timeframe/Date	Lead Officer
Any new sustainable mode infrastructure that is required to enable modal shift and will require new construction materials, could impact on local habitats (including trees).	Ensure that any new infrastructure does not require the removal of trees, and to plant new trees where possible.	ATS timeframe	Rory McMullan
There are a number of positive impacts that the ATS can enhance	Ensure the following issues are clearly set out: Energy: success in modal shift will reduce energy use from transport. Pollution: Working with Air Quality team to improve outcomes from improved air quality,	ATS period	Rory McMullan

	Health: One of the most recognised benefits of active travel will be widely promoted. Awareness and behaviour change/Health: how to get the message across to the general public about the benefits of modal shift to more active travel to both the environment and health.		

4. Sign off

	Name	Date
Head of Service/Business Manager	Rupert Thacker	19/02/2024
Assistant Director	Anthony Boucher	19/02/2024
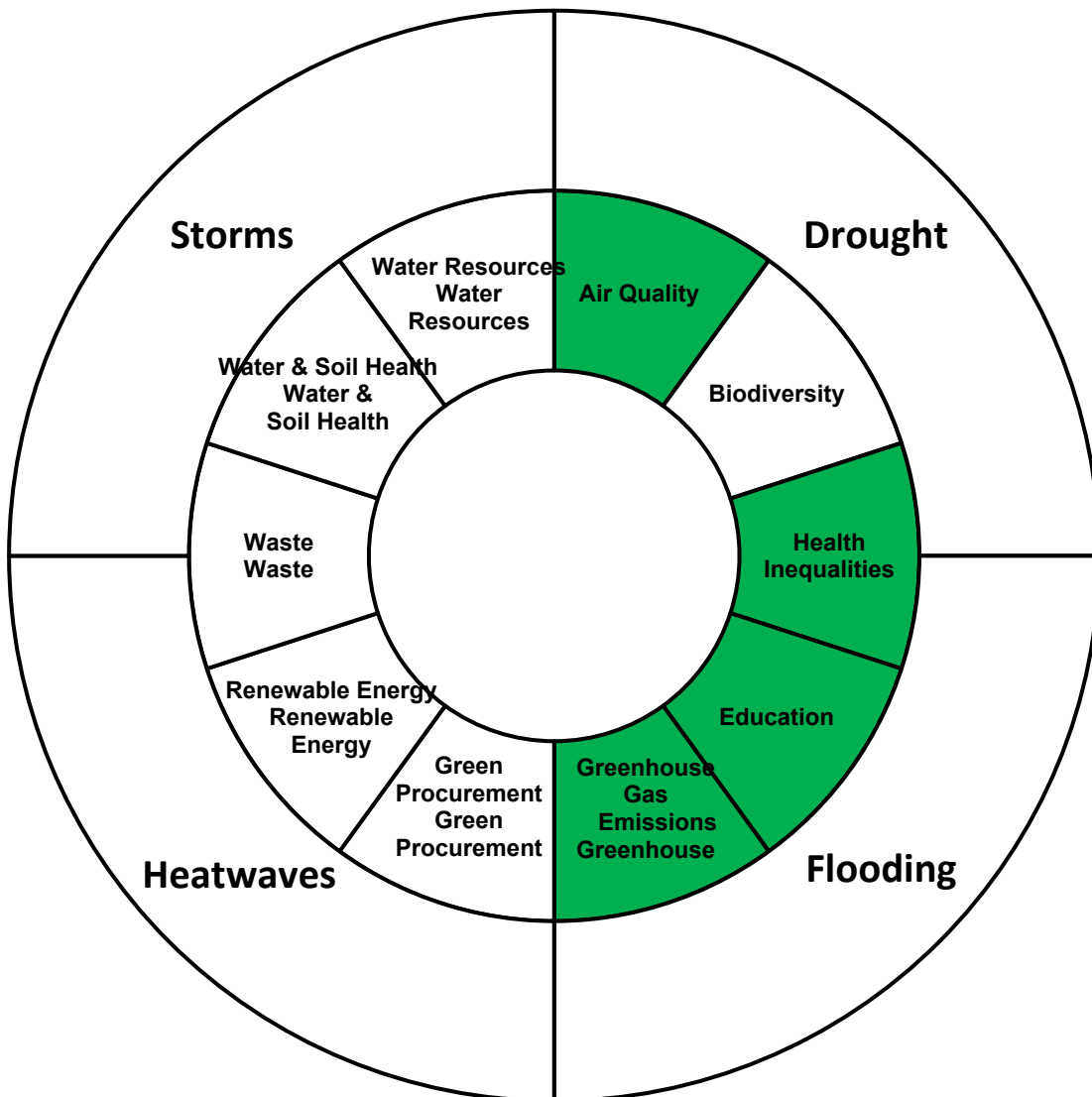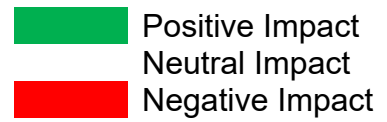
Legend:
- Positive Impact (green)
- Neutral Impact
- Negative Impact (red)

Outer ring quadrants: Storms, Drought, Heatwaves, Flooding

Inner ring segments: Water Resources, Air Quality, Biodiversity, Health Inequalities, Education, Greenhouse Gas Emissions Greenhouse, Green Procurement, Renewable Energy, Waste, Water & Soil Health

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HERTFORDSHIRE COUNTY COUNCIL

**HIGHWAYS AND TRANSPORT CABINET PANEL
TUESDAY 12 MARCH 2024 AT 10:00AM**

ACTIVE TRAVEL FUND PROGRAMME UPDATE

Report of the Executive Director of Growth and Environment

Author:-	Paul Rogers, Assistant Project Manager (Tel: 01992 556465)
Legal Review:	Jaspreet Lyall, Principal Lawyer (Tel: 01992 555724)
Financial Review:	Lisa Toye, Head of Finance – Capital & Treasury (Tel: 01992 588995)
Executive Member:-	Phil Bibby, Highways & Transport

1. Purpose of report

1.1 To update Panel about the current status of the Active Travel Fund (ATF) programme.

2. Summary

2.1 This report builds upon the information note that Panel received shortly after the 2 November 2023 meeting.

3. Recommendation/s

3.1 That Panel notes the progress made to date in delivering the ATF programme.

4. Background

4.1 In 2020, the Department for Transport (DfT) announced £2 billion of new funding for cycling and walking. This included £250m of emergency active travel funding for creating pop-up bike lanes with protected space for cycling, wider pavements and cycle and bus-only corridors as part of the response to the COVID 19 pandemic.

4.2 Also in 2020, DfT published Gear Change: A bold vision for cycling and walking. Their vision is for half of all journeys in towns and cities to be cycled and walked by 2030, transforming the role that walking and cycling play in England's transport system, and making England a great walking and cycling nation.

4.3 To enable the achievement of the vision, the DfT established an executive agency known as Active Travel England.

4.4   In parallel with the vision, the DfT published Local Transport Note 1/20: Cycle Infrastructure Design. All of the schemes listed in this information note have been designed in accordance with the guidance and design standards.

4.5   On 14th September 2021, Panel received an update about the results of the consultation on the ATF2 schemes that was undertaken in July 2021 and the next steps for each scheme involved.

4.6   Panel noted the feedback from the consultation; the schemes shortlisted for delivery; those for further discussion, those that would not be going forward and those that would be included in the ATF3 bid.

4.7   In its most recent review, the council has been rated as a level 2 authority by Active Travel England. This is on a scale of 0-4 based on criteria based around local leadership, plans and delivery associated with active travel. This places us at the highest tier achieved by similar shire authorities outside of the larger metropolitan areas. This rating has helped the council successfully secure funding for a number of active travel-based infrastructure projects in recent Active Travel England funding rounds. This funding is predicated on the council delivering high quality infrastructure in accordance with the DfT's design guidance and standards.

4.8   On 27 November 2023, Panel received an information note on the ATF schemes.

4.9   The delivery of high quality infrastructure to support and encourage more people to walk and cycle for local journeys is necessary to deliver sustainable growth in existing and future communities in Hertfordshire, improve health and provide a viable alternative to private car journeys for some people. Lack of safe infrastructure is recognised as one of the main reasons for people not walking and cycling more often, particularly for shorter local trips.

4.10   These projects directly support the delivery of our Corporate Plan, Sustainable Hertfordshire Strategy, Active Travel Strategy, Air Quality Strategy, Health and Wellbeing Strategy, Local Transport Plan and the District and Borough Local Plans. In order to develop a pipeline of future projects we are developing Local Walking and Cycling Infrastructure Plans (LCWIPs) at a local level and several of the schemes delivered were identified through these studies. The council also continues to seek funds where opportunities exist from government and developers, and directing DfT grant funding towards the delivery of futher Active Travel projects.

5.   Progress

5.1   The ATF programme currently comprises 23 schemes, of which ten have been completed, seven are being designed, four are either on hold or are being progressed via another programme and two have been removed. To put this into perspective, the works cost of the completed schemes is approximately £7.7m, and the works cost of the schemes that are being designed is approximately £4.6m.

5.2   Since the November 2023 update, two schemes more have been completed (North Road, Stevenage and Welwyn Garden City Phase 2) and two schemes are on the cusp of moving from design to construction (Lower High Street – Water Lane Watford and Central St Albans Cycleway). Due to the need for further local engagement, the construction of the London Road, Buntingford Phase 2 and High Street, Old Town, Stevenage schemes has been put back from 2024/25 to 2025/26 to allow sufficient time to engage with stakeholders on how we get the right balance for active travel in multifunctional historic environments.

5.3   A status update for each of the schemes can be found in **Appendix A**.

5.4   Photos of the completed schemes can be found in **Appendix B**.

5.5   Early indications are that the completed schemes are being well used by the public. We will continue to monitor usage using roadside sensors for up to 12 months to assess whether project objectives have been met.

5.6   Events are being planned to raise awareness of the new walking and cycling infrastructure at Buntingford, Stevenage and Welwyn Garden City to encourage the public to use it.

5.7   On the North Road scheme, the Council is planning to deliver a behaviour change intervention plan to increase cycling uptake in Stevenage. The aim of this work is to increase cycling uptake around the scheme area now that the infrastructure has been delivered, with a desired focus on families living in the area; young people in colleges aged 16+; and staff employed by Lister Hospital.

5.8   Hertfordshire County Council successfully bid for funding from Active Travel England across four tranches of bidding (ATF2, ATF3, ATF4 and ATF4 extension), from 20/21 to 23/24. The total funding received comprises of approx. £13.4m capital and £2.9m revenue. The grant agreement stipulates that these funds can only be used to deliver agreed schemes that promote walking and cycling.

5.9   In the latest round of bidding for ATF4 extension funding, Hertfordshire County Council secured approx. £430k of Capability (revenue) funding which is being used to develop a pipeline of future projects and

promote walking, cycling and wheeling. Unfortunately, the council was not awarded additional capital funding as it had received higher than indicative allocations in previous bidding rounds.

5.10   All projects have been subject to a two stage detailed community engagement and consultation to ensure that they are shaped to the needs of local communities and representatives. This process introduced an additional pre-engagement stage where we sought views on high level concepts prior to finalising designs in order to clearly understand local issues and needs. Once these issues were considered we developed the project designs and undertook a formal consultation. This followed the requirements of Active Travel England and has led to projects that seek to balance the needs of people who walk, cycle and wheel, local placemaking objectives and other road users. Innovative consultation materials such as computer generated visualisations of the proposals and online 'storymaps' were used in order to make engineering concepts understandable and more accessible to local stakeholders. In some instances, this led to a longer development period than originally anticipated due to the need for further design, trials and development, however, this additional engagement stage was considered key to facilitating the delivery of a number of the complex projects and significant changes to make local communities future ready.

5.11   Working in collaboration with wider stakeholders the following information drop-in events have been held to promote project benefits and provide updates on construction progress as follows:

Welwyn Garden City
- December 2022: Drop-in event in the Howard Centre upon near completion of Hunters Bridge and ahead of the Town Centre works. Banners were displayed promoting the benefits of the new walking and cycling facilities, in addition to details of the upcoming construction works. Approximately 100 directly engaged with, plus additional footfall/passers-by in the shopping centre.

- September 2023: Pop-up stall at the Welwyn Garden City Market, with attendance from the local police team, who did bike-marking and displayed a close-pass matt, and the local gym who organised a cycle challenge on stationary bikes. Approximately 100 directly engaged with, plus additional footfall/passers-by at the market.

North Road
- May-June 2023: Two Drop-in events were held on Stevenage Old Town High Street prior to the start of the construction works on North Road. A lunch-time drop-in event was also held at Thomas Alleyne Academy for students and staff. Over 150 people attended over the two drop-in events.

5.12 Prior to and during construction phases of the scheme, numerous letters and emails have been sent to local residents and businesses to keep them updated about the works, changes to parking, road closures and diversion routes etc. These communications also helped to promote and raise awareness of the wider project benefits in the local community.

5.13 Officers also arranged for banners to be installed on site to highlight the ATF schemes and associated benefits. They also updated the storymaps on the Council's website.

5.14 Below are some statistics that give a feel of the volume of communications across all the ATF projects:

- 18,000+ HCC ATF website visits
- 28,000+ Story Map page visits
- 700+ customer emails received
- 12,000+ letters posted/ hand delivered
- 8,000+ stakeholder emails issued
- 22 promotional banners displayed

5.15 Most incoming emails about ATF projects are received via the ATFConsultation@hertfordshire.gov.uk inbox. Between the end of May 2022 and mid-February 2024, a total of 717 emails were received via this channel. A small proportion expressed gratitude for the new walking and cycling facilities; a small proportion enquired how to request walking and cycling facilities at other locations; and remainder were about construction related issues.

6. Financial Implications

6.1 The ATF programme is funded from a combination of Active Travel England grants (Active Travel Fund (capital and revenue) and Capability and Ambition Fund (revenue); DFT Capital Grants (capital); and section 106 developer contributions.

7. Legal Implications

7.1 There are no legal implications arising from this report.

8. Equalities

8.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.

8.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

8.3 The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

8.4 A programme-wide Equality Impact Assessment (EqIA) has been undertaken and this is annexed at **Appendix C**.

8.5 The following potential impacts on those with protected characteristics under the Act have been identified:

- New level differences between the footways, cycleways and carriageways at locations where proposals use physical separation or intermediary heights;
- General disabled user access to parking facilities and the footways;
- Access to bus stops around new cycling infrastructure;
- Inclusivity of cycling;
- Perceived feeling of safety for protected characteristics groups age/gender/visibility impaired;
- Timing of consultations to avoid religious festivals; and
- Learning difficulties could be a barrier to understanding the need for changes to the scheme areas and participating in consultation.

8.6 These potential impacts were addressed/ mitigated by:

- Producing legible and easily negotiable designs and defining trip hazards and kerbs in accordance with design guidance;
- Simplifying the environment for all users and those with protected characteristics to access public transport;
- Understanding the needs of all road users and providing parking for disabled users, near amenities/facilities etc.;
- Upgrading street lighting to improve safety for the most vulnerable users and protected characteristics; and
- Not holding engagement events when religious festivals are taking place.

9. Sustainable Hertfordshire Impact Assessment

9.1 The Climate Change Act 2008 requires the UK government to reduce greenhouse gases by 100%, relative to 1990 levels, by 2050. As a local

authority, the County Council is committed to this target, having declared a climate emergency in 2019.

9.2   The County Council has chosen to consider sustainability within its decisions, to identify suitable mitigation measures to address the impacts of climate change where required and practicable in all the circumstances, ensuring these are in line with the Sustainable Hertfordshire Strategy

9.3   When considering proposals placed before Members it is important that they are aware of and have considered the sustainability implications of the decision that they are taking.

9.4   A Sustainable Hertfordshire Impact Assessment (SHIA) has been undertaken. The SHIA form and SHIA wheel are annexed at **Appendix D1 and D2** respectively.

9.5   Most sustainability impacts are either neutral or positive. The only negative impact relates to products, materials and contracts (additional infrastructure to support the ATF schemes).

9.6   This impact was mitigated by:

- Further investigating the potential to include new green highway assets such as trees and shrubs;
- Replacing trees and shrubs lost through scheme delivery with an equivalent that encourages biodiversity within the scheme extents or locality e.g. ten replacement trees planted at Buntingford; and
- Working with designers and contractor to specify recycled and low carbon materials e.g. reused paving slabs at Welwyn Garden City and used recycled aggregate as sub-base material on all schemes.

Appendices
Appendix A: Status Update
Appendix B: Scheme Photos
Appendix C: EQIA
Appendix D1: SHIA Form
Appendix D2: SHIA Wheel

Background Documents
Report to Highways & Transport Cabinet Panel, September 2021
ATF Consultation Report, February 2022
Information Note, November 2023

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IWP No.	Scheme Name	Funding element	Delivery year	Status	Completion Date
ITP210025-1	ATF29 Wiggenhall Road Cycling Improvements, Watford	EATF, ATF2	22/23	**Completed** The scheme replaced the previous temporary cycle lane with a new wider shared use pavement. The Wiggenhall Road project received good levels of support (76%) during our public consultation in summer 2021. In partnership with Watford Borough Council, the cycle path through Riverside Park has also recently been resurfaced. These sections now connect and form part of the national cycle network.	Sep-22
MAJ210003-1	ATF Hunters Bridge Road Cycling Improvements, WGC	EATF, ATF3	22/23	**Completed** A permanent two-way cycle route has been installed on Bridge Road connecting to the existing shared use path on Broadwater Road. A new crossing for people walking and cycling was also installed over Osborn Way, improving the connections into Welwyn Garden City town centre. This scheme replaced a 'pop up' cycle lane that was implemented as part of the COVID 19 response in the same location following stakeholder engagement.	Jan-23
ITP210027-1	Norton Road, Letchworth	ATF4	23/24	**Completed** Following a petition, this scheme has provided a new signalised crossing near the junction with Croft Lane. This has improved safety and access to St Nicholas Primary School and local shops.	Apr-23
ITP190022-4	Brickendon Lane, Hertford	ATF4	23/24	**Completed** Following a petition by the local community to improve road safety at Brickendon Lane, a new zebra crossing has been installed near the junction with Mandeville Road to provide a safer route to schools and the town centre	Jul-23

1

IWP No.	Scheme Name	Funding element	Delivery year	Status	Completion Date
				for local residents. The scheme also plays a crucial part in joining up our network of footpaths to provide better accessibility for all. In addition to the crossing improvements, we have introduced traffic calming measures to slow vehicle speeds, with a cycle bypass, to create a safer environment for local residents choosing to use sustainable and active travel options. We have also cut back vegetation at the junction with Mandeville Road to improve visibility and upgraded bus stops.	
ITP190015-1	ATF London Road Buntingford Route Improvements - Phase 1	ATF2	23/24	**Substantially complete** The scheme has provided a continuous shared use cycling and pedestrian path along the eastern side of London Road, Station Road, and High Street. It also provided new pedestrian and crossing points, lower speed limits to make the area safer for everyone, in addition to new and improved bus stops which will serve the new upcoming First School on the southern end of Buntingford. The civils work is complete and replacement trees have been planted to replace those removed during site clearance. Arrangements are being finalised to complete the outstanding landscaping elements in the appropriate season.	Aug-23
MAJ210005-1	Digswell Park Road, WGC	ATF3, ATF4	23/24	**Completed** As part of our Safer Routes to School programme, the improvements at Digswell Park Road offer a safer and more convenient route for people walking, wheeling and cycling to schools, shop and Welwyn North train station. This includes accessible connections between residential areas, schools, and local amenities. This project builds on the success of closing the road between Welwyn Garden City to Digswell to traffic during the COVID 19 pandemic.	Sep-23

2

IWP No.	Scheme Name	Funding element	Delivery year	Status	Completion Date
				Key improvements: - A new signalised toucan crossing over Bessemer Road provides a safe pathway for pedestrians, cyclists and wheelchair users, facilitating easy access between the existing shared use path on Bessemer Road and Digswell Park Road. - A new zebra crossing over Hertford Road and an additional section of shared-use path linking into Harmer Green Lane provides onward connections to Welwyn North and the surrounding countryside. - To enhance the safety of the new crossing, speed cushions have been placed along Hertford Road to slow vehicles as they approach the junction with Digswell Park Road. The speed limit on Digswell Park Road between Bessemer Road and Hertford Road has been reduced to 20mph. The road remains closed to motor vehicles, providing a traffic-free route for people walking, wheeling and cycling.	
ITP140092-1	ATF WGC Urban Realm - Phase 2	ATF3	23/24	**Substantially complete** We are progressing with walking and cycling improvements in Welwyn Garden City town centre. This includes crossing improvements across Osborn Way and Howardsgate, Wigmores North and Fretherne Road, and the introduction of a town centre wide 20mph zone. Building on the success of the completed Stonehills Square project, the scheme will further enhance the environment and make travelling to, from and around Welwyn Garden City easier and safer for people walking and cycling. Delivery of the improved walking and cycling environment in the town centre began on 1 February 2023 and is substantially complete.	Dec-23
ITP210022-1	ATF221 North Road Cycling Improvements	ATF2, ATF3	23/24	**Completed** We are progressing with walking and cycling improvements on North Road, Stevenage. A new two-way cycle route along the eastern side of North Road	Feb-24

3

IWP No.	Scheme Name	Funding element	Delivery year	Status	Completion Date
	(Central Section), Stevenage			between Coreys Mill Lane and the A602 Lytton Way gyratory is being installed, along with new crossing facilities and better signage to local routes. The scheme will provide a safe and efficient route for people walking and cycling to the hospital, schools, and existing cycle routes, including the National Cycle Network Route 12, Stevenage High Street, and the surrounding countryside. Works commenced on 12 June 2023 and were completed in February 2024.	
ITP140052-1	Codicote Road, Wheathampstead	ATF4	23/24	**Completed** As part of our Safer Routes to School programme, the improvements at Codicote Road will create safe and accessible connections between residential areas, schools, and local amenities. This includes crossing improvements at Codicote Road roundabout, and new speed cushions on Codicote Road and Lower Luton Road. Delivery of new walking facilities at Codicote Road Roundabout started on 14 August and is due to be completed in early November 2023.	-
ITP190015-3	ATF London Road Buntingford Route Improvements - Phase 2	ATF2	25/26	**Design** Stage 2 detailed designs for High Street (Hare Street Road - Vicarage Road) are currently underway, and are subject to further localised engagement and statutory processes.	-
ITP190018-1	ATF Buncefield Lane (Boundary Way Roundabout), Hemel Hempstead	ATF2, ATF4	24/25	**Design** The proposal would see road layout changes to provide a 'Dutch style' roundabout, with dedicated space for cyclists around the entire junction,	-

4

IWP No.	Scheme Name	Funding element	Delivery year	Status	Completion Date
				separated from the carriageway, widened footways with pedestrian crossings on all arms. The scheme continues along Buncefield Lane towards Three Cherry Trees Lane providing a quietway route through the heart of Maylands. Bollards will be installed to create a low-traffic route, increasing comfort and safety for those walking, wheeling and cycling. Consultation responses from the wider public were positive. The scheme complements the wider strategic plan for Maylands and facilitating sustainable growth and the infrastructure to support it. There is a risk that this scheme may not be delivered in 2023/24.	
ITP210028-2	Buncefield Lane Quietway, Hemel Hempstead (civils)	ATF4	24/25	**Design** See ITP190018-1 above There is a current risk that this scheme may not be delivered in 2023/24.	-
MAJ230001-1	ATF High Street Stevenage Cycling Improvements	ATF3	25/26	**Design** We are proposing improvements to the High Street in Old Town, Stevenage. The project aims to: - create a safer, more pleasant place for everyone to enjoy and spend more time - make it easier and more convenient for people to walk, wheel and cycle in the area. Feedback received during our early engagement period in May 2023 is now being reviewed to help develop our designs.	-

IWP No.	Scheme Name	Funding element	Delivery year	Status	Completion Date
ITP210024-1	ATF68 Central St Albans	ATF2	24/25	**Design** We consulted on a series of proposals in the area in summer 2021, including the introduction of dedicated space for cyclists, new and upgraded crossing points, and vehicle access changes. Feedback from the consultation showed overall support for the Central St Albans scheme, with 60% of respondents stating they strongly agree or tend to agree with the overall concept. Since summer 2021 consultation concluded, we have been continuing our engagement with residents and other stakeholders, including local councillors, to further inform our decision making on the next steps with the scheme. In summer 2022, we sought views on the proposed trial closure at the junction of Old London Road, Keyfield Terrace, Sopwell Lane and Cottonmill Crescent. More than 300 people provided comments with a significant majority opposing the plan. Having considered this feedback, we can now confirm that we are not taking this proposal further. The proposed improvements from Keyfield Terrace to Approach Road via Old London Road which formed part of the 2021 consultation, were dependent on the road closure and so we can also confirm that these elements are not progressing further. We are now focusing our attention on the section between Bricket Road and London Road via Upper Marlborough Road and Marlborough Road. The feedback received during the initial consultation has helped us identify where improvements to the design could be made and we are continuing to develop the proposals further.	-

6

IWP No.	Scheme Name	Funding element	Delivery year	Status	Completion Date
ITP140042-2	Lower High Street – Water Lane, Watford	ATF4	23/24	**Design** The funds received in May 2023 will be used to improve safety for cyclists at the junction with Water Lane and the High Street, with cycle priority at the side road. Footway improvements, including new dropped kerbs and tactile paving, will enhance accessibility for all user groups. These walking and cycling improvements will complement the existing cycle networks through the heart of the town centre, with onward connections to Cassiobury Park to the north and the National Cycle Network Route 61 to the south. This project is an evolution of one of the 'pop up' trial sites put on the ground during the COVID 19 pandemic and received political and public support.	-
ITP170003-1	Jarman Park Pedestrian and Cycle Improvements, Hemel Hempstead	ATF4	24/25	**Design** The funds received in May 2023 will be used to deliver a series of improvements including a new signalised toucan crossing over the A414 St Albans Road to improve walking and cycling access to Jarman retail and leisure park. Feedback received during public consultation in July 2023 is now being reviewed to help develop our designs.	-
	Stratford Way, Watford / Cassiobury Park, Watford	ATF2	-	**On hold** Original proposal did not progress beyond local engagement.	-
	Fleetville Better Neighbourhood, St Albans	ATF2	-	**On hold** Scheme not progressed beyond local engagement. Alternative project to be progressed as part of the 20s programme, zone 3.	-

IWP No.	Scheme Name	Funding element	Delivery year	Status	Completion Date
	North Road (Northern extension), Stevenage		-	**On hold** The ATF3 funding bid was unsuccessful. Project validation recently completed. The purpose is to provide continuous, uninterrupted active travel infrastructure on North Road between Coreys Mill Lane (scheme under construction) and Graveley Road (road safety scheme (construction due to start Feb 24) Co-ordination ongoing with officers, developers and utility companies.	-
	North Road (Southern extension), Stevenage		-	**On hold** The ATF3 funding bid was unsuccessful. Original scheme funding bid not successful with Active Travel England, however, project is now integrated into the wider Old Town High Street project as a future phase.	-
	Cycle Parking		2020/21	**Complete** Cycle Parking in Town and Villages countywide delivered in collaboration with districts and boroughs to support people who walk and cycle during the COVID 19 pandemic.	
	Link Drive, Hatfield		2020	**Removed** Trial closure of road to traffic introduced as 'pop up' trial sites during the COVID 19 pandemic. This scheme was removed due to a lack of public and political support due to wider impacts on traffic movements and circulation.	

IWP No.	Scheme Name	Funding element	Delivery year	Status	Completion Date
	Cavendish Way Hatfield		2020	**Removed** Trial cycle lane introduced as a 'pop up' site during the COVID 19 pandemic. This scheme was removed due to a lack of public and political support and issues associated with vehicles intentionally damaging the bollards segregating the cycle lane from traffic.	

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Wiggenhall Road, Watford

Hunters Bridge, Welwyn Garden City

Norton Road, Letchworth

Brickendon Lane, Hertford

London Road, Buntingford

Digswell Park Road, Welwyn Garden City

Welwyn Garden City Phase 2

North Road, Stevenage

Codicote Road, Wheathampstead

High Street, Old Town, Stevenage

Equality Impact Assessment (EqIA)

1.   Who is completing the EqIA and why is it being done?

Title of service / proposal / project / strategy / procurement you are assessing	COVID 19 – Active Travel Fund (ATF)
Names of those involved in completing the EqIA	Andrew Helyer
Head of Service or Business Manager	Rupert Thacker
Team/Department	Highways
Lead officer contact details	Nathaniel Smith & Ian Thompson
Focus of EqIA – what are you assessing?	1. The Highway service continues to develop the highway network around Hertfordshire, currently the service is responding to changes brought about by Covid-19. The first tranche of schemes 'COVID-19 High Streets Traffic Management' has been implemented countywide to help with social distancing and to promote active travel on and around suitable high street locations. The aim of ATF programme is to continue to develop the highway network to support active travel choices at 7 specific locations.

2. This EqIA focusses on the impacts of implementing these measures and the outcome is to identify mitigation measures where protected characteristics or vulnerable users may be at risk as a result of the proposed measures.
.
3. Hertfordshire has seen an increase in cycling and walking and a decline in car usage since the arrival of Covid-19. The DfT is providing funding to councils who are investigating measures to support modal shift toward active travel. This ATF programme of 7 schemes will support residents to make active travel choices and reduce their dependency on private vehicles in line with national and local policy.

4. The scheme follows the COVID-19 High Streets Traffic Management' tranche of works as mentioned earlier, for which an EqIA already exists. These new proposals are in specific |

	locations, hence, this EqIA looks at these locations, but it will likely identify similarly broad issues to the previous countywide EqIA.
Stakeholders	1. Stakeholders (those affected) Hertfordshire Highways Operations and Highway contractors Other Hertfordshire County Council Departments (Planning, education etc) Vulnerable road users (walking & cycling) Local & County Councillors Residents Businesses Visitors 2. Key Protected Characteristics Mobility, hearing and visually impaired users Children and young people Older people Gender (Women), ethnicity, religion, sexual orientation:- those who may be physically vulnerable or discriminated against. Carers

2.   List of data sources used for this EqIA
A range of useful local data on our communities can be found on Herts Insight and on the Equalities Hub

Title and brief description	Date	Gaps in data
Herts Insight diversity profiles from the 2011 census and other data.	Various – but includes 2011 census data.	This is presently 9yrs out of date.
COVID 19 – High Streets Recovery Traffic Management CoVID High Streets recovery TM EqIA	2020	Document

3. Analysis and assessment: review of information, impact analysis and mitigating actions

Protected characteristic group	What do you know? What do people tell you?	What does this mean – what are the potential impacts of the proposal(s)?	What can you do?
Age	Everybody uses the public highway, a lot of ages walk and cycle, take public transport, drive (or are passengers in) motor vehicles. Older people are less likely to cycle, whereas younger people are more likely to cycle Herts Insight - Of the estimated total population of Hertfordshire at mid-2019; 245,413 (20.6%) were aged under 16. 739,879 (62.2%) were aged 16 to 64, and 204,227 (17.2%) are aged over 64. The older population is predicted to rise from 204,227 to a projected figure of around 300,000 in 2037). Which will also be an increase in percentage as the other age groups are predicted to increase less	• A higher proportion of young people walk and cycle, so the proposals will have an improvement on their ability to do so. • Older people are less likely to cycle, although walking amongst older people has direct health benefits and older people can cycle but often choose not to on the basis of potential vulnerability and feeling unsafe on the roads. • Providing dedicated, safe and physically segregated cycling facilities could encourage more confidence to do so. • Level differences between footways and proposed cycle tracks could cause trips and falls for all ages, but especially for older people. • Access to bus stops could be a challenge for some older people in cases where bus stops are relocated under any of the schemes to locations where level differences between the carriageway and the bus floor are different.	• *Ensure footway widths are not adversely affected by the proposals* • *Consider designing out level differences where practicable and safe to do so and the provision of accessible dropped kerbs* • *Consider access arrangements at bus stops e.g. high kerb boarding platforms, adequate access and egress space and good sight lines/visibility of approaching buses* • *Consider complementary measures to encourage cycling amongst the older generation, e.g. ensure gradients are gentle and signage is in large fonts and clear.*
Disability	Census 2011 tells us that 14.3% of residents are limited to some extent in their day to day activities they can undertake.	• Mobility impaired users may lose disabled parking provision • Level difference between footway and carriageway levels could potentially	• *Ensure disabled parking access is maintained at the current level*

Protected characteristic group	What do you know? What do people tell you?	What does this mean – what are the potential impacts of the proposal(s)?	What can you do?
Agenda Pack Page 242	Of which 6.2% had a long-term illness or disability that limited their day-to-day activities a lot. Whilst 8.1% of had a long-term illness or disability that limited their day-to-day activities a little. For those with a learning difficulty, this may prevent them from using a dedicated cycling facility. A wide shared facility would be inclusive, but may have a differential outcome when mixing with cyclists.	impact use of the highway by disabled users. • Access to buses could be a challenge for some ages in cases where bus stops are closed with buses stopping in the carriageway. Level difference between the carriageway and the bus floor. • Crossing locations where tactile paving is used to demark the edge of carriageway will not be correct. • Upgrading crossing facilities for cyclists and pedestrians • Cycle facilities are designed for use by people using adaptive cycles. • Learning Difficulties could be a barrier to understanding the need for changes to the scheme areas and participating in consultation.	• *Ensure footways are not constructed outside of design guidance (ramps, widths and levels etc)* • *Consider bus diversion or the use of buses that can lower the doors to the level of the carriageway.* • *Disability Groups to be consulted on proposals.* • *Consider location of disabled parking close to amenities* • *Ensure the shared path is wide enough for cyclists and pedestrians to use the facility simultaneously* • *Ensure the consultation document can be provided in an easy to read format, avoid jargon where possible.*
Gender reassignment	Herts Insight - Data on Gender reassignment is not available at any areas lower than regional level.	No differential impacts	None required
Pregnancy and maternity	Herts Insight - Data on Pregnancy and maternity is not available at any areas lower than regional level.	No differential impacts	None required
Race	Herts Insight - 87.6% of Hertfordshire residents in 2011 census stated they were White with the other 19.2% from ethnic minority.	Language difficulties could be a barrier to understanding the need for changes to the scheme areas and participating in consultation.	Consider providing information in alternative languages, especially targeting schemes in areas, where low numbers of people are known to have English as a first language.

Protected characteristic group	What do you know? What do people tell you?	What does this mean – what are the potential impacts of the proposal(s)?	What can you do?
Religion or belief	Herts Insight - 58.3% of Hertfordshire residents in 2011 census stated they were Christians and 26.5% stating they had no religion.	No identifiable differential impacts, although some beliefs and religion correlate with race, which is also protected and language would be a similar issue.	Consider providing information in alternative languages, especially targeting schemes in areas, where low numbers of people are known to have English as a first language. Ensure additional time is available for consultation where religious festivals are impacted.
Sex/Gender	Herts Insight - 48.97% of Hertfordshire residents were Male and 51.03% Female at mid-2018.	Females are less likely to cycle in general and additionally less likely to cycle and walk at night	Consider complementary measures that target these barriers to cycling (lighting, feeling of safety etc)
Sexual orientation	Herts Insight - Data on Sexual Orientation is not available at any areas lower than regional level.	No differential impacts	None required
Marriage and civil partnership	Herts Insight - 52% of the population in Hertfordshire are married.	No differential impacts	None required
Carers	Herts Insight - 6.8% of Hertfordshire residents in 2011 census provided 1 to 19 hours of unpaid care a week. 1.1% of Hertfordshire residents provided 20 to 49 hours of unpaid care a week. 1.1% of Hertfordshire residents provided 20 to 49 hours of unpaid care a week. 1.9% of Hertfordshire residents provided 50 or more hours of unpaid care a week.	Carers ability to reach clients or move clients around the public realm	• *Consider the use of footway ramps.* • *Consider bus diversion or the use of buses that can lower itself to the level of the carriageway.*

Protected characteristic group	What do you know? What do people tell you?	What does this mean – what are the potential impacts of the proposal(s)?	What can you do?
Other relevant groups Consider if there is a potential impact (positive or negative) on areas such as health and wellbeing, crime and disorder, Armed Forces Community.	Health and wellbeing is a major area of improvement, targeted by the schemes, they will encourage cycling in communities.	An improvement in health and wellbeing, as well as an improvement in air quality as people select active travel instead of using their cars	None required

Opportunity to advance equality of opportunity and/or foster good relations

Conclusion of your analysis and assessment

	OUTCOME AND NEXT STEPS	SUMMARY
i.	No equality impacts identified	
ii.	Minimal equality impacts identified	
iii.	Potential equality impacts identified	- Impacts of proposals create new level differences between the footways, cycleways and carriageways at locations where proposals use physical separation or intermediary heights, which will need to be managed and investigated further to ensure minimum impact on all protected users this affects. (Disabled, aged pregnant etc) - General disabled user access to parking facilities and the footways - Consideration for access to bus stops around new cycling infrastructure. - Take steps to improve inclusivity of cycling - Investigate additional lighting to improve the perceived feeling of safety levels for protected characteristics groups age/gender/visibility impaired - Religious festivals sum to only 2 weekdays for any one religion in July, so no extra time expected to be needed, the 2nd consultation period will be 1 month - Ensure that any consultation events in Watford are not on the 20th July - Learning Difficulties could be a barrier to understanding the need for changes to the scheme areas and participating in consultation.
iv.	Major equality impacts identified	

4.   Prioritised Action Plan

Impact identified and Protected Characteristic Group (PCG) affected.	Action planned	Expected outcome	Measure of success	Lead officer and timeframe
Stepped changes in footway and carriageway levels at locations where footway is widened into carriageway. PCG: Mobility/visual impairment, age.	Ensure highway design is legible and easily negotiable, define trip hazards and kerbs clearly as per design guidance	Highway designed appropriately for all users. Good benefits realisation and use of facilities by all of society	Reduction in reported trips (as in hazard not as in journeys on the footway)	Sponsor for each scheme who is accountable for each scheme outcomes and benefits realisation.
Access to buses from bus stop platforms and cycleways avoiding level differences between the footway and the carriageway. PCG: Mobility/visual impairment, age	Ensure the creation of a simpler environment for all users and those with protected characteristics to access public transport	Increase in bus service usage by protected characteristics groups	Increased use of bus services by PCG groups, monitored by service providers and after surveys	Sponsor for each scheme who is accountable for each scheme outcomes and benefits realisation.
Disabled user access and parking. PCG: Mobility impaired/age	Ensure where parking is provided there is an understanding of the needs of all road users and this may include providing parking for disabled users, near amenities/facilities etc	Designs for any parking layouts to be developed with consideration given to disabled users and likelihood of requirements	Reduction in reports/complaints from disabled users on locations and availability of parking spaces in key areas	Sponsor for each scheme who is accountable for each scheme outcomes and benefits realisation.
Limited inclusivity of scheme scope; target increased usage of facilities within all age groups/protected characteristics and gender. PCG: all	Design the highway for all users and consider the addition of lighting to improve safety for the most vulnerable users and protected characteristics	Increased feeling of safety and increased likelihood of active travel modes chosen	Carry out an after survey with the correct groups	Sponsor for each scheme who is accountable for each scheme outcomes and benefits realisation.
Consultation inclusivity PCG: all	Request monitoring feedback forms with engagement avoid 2nd consultation events on the 20th July in Watford	Compile and collate responses as part of the consultation reports	Analyse the results to understand the percentage of PCG responses, investigate barriers to communication with possible candidates	Sponsor for each scheme who is accountable for each scheme outcomes and benefits realisation.

This EqIA has been signed off by:

Lead Equality Impact Assessment officer: Ian Thompson   **Date:** 29 June 2021

Head of Service or Business Manager: **Rupert Thacker**   **Date:** 29 June 2021

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Sustainable Hertfordshire Impact Assessment

Name of person completing this form	Daniel Pearman
Date completed	8 June, 2021

1. About the project, service or policy

Name of project, service, policy or procurement	Active Travel Fund
Name of project sponsor	Ian Thompson
Name of project lead or business manager	David Burt / Rupert Thacker
Why is this project needed?	
To deliver	

2. Sustainability Impact

Impact on Greenhouse Gas Emissions			
Consideration	Assessment of Impact: *Negative Neutral Positive*	Brief description of impact	If negative, how can it be mitigated or adapted? If positive, how can it be enhanced?
Awareness & Behavioural Change	Positive	Reduced priority for motor traffic favours active modes and reprioritises local environment to more sustainable journey types	Communication campaign focused around opening accessibility for greener travel modes and greater usage of the local environment.
Biodiversity	Neutral*	Potential to include new green highway assets such as trees and shrubs subject to Highways operational management policies. Seek to replace trees and shrubs lost through scheme delivery with an equivalent that encourages biodiversity within the scheme extents or locality.	Specify green assets wherever possible and seek additional funding where available to support wider measures within the scheme to revitalise existing green assets.
Energy	Neutral	Most projects in the programme are within an existing system of street lighting	
Green Economy & Employment	Positive	Schemes may facilitate sales of bicycles in the local area	Promotion of projects to raise public awareness and use.

		and also facilitate bicycle courier businesses becoming more viable.	
Pollution	Neutral*	The increased viability of active travel within these areas should lead to an overall reduction in pollution locally	Monitoring on initial schemes needed to identify scale of impact moving forward.
Products, Materials & Contracts	Negative	Infrastructure to support schemes will be in addition to the do nothing scenario.	Seek to specify recycled materials which feasible giving consideration to whole life costs, availability and carbon.
Transport	Positive	Provides greater equity between active travel modes and motor vehicles within an area and should lead to an uptake of sustainable transport options within the area and in the immediate surrounds	Locally targeted campaigns to encourage less car use, tailored to primary local trip attractors now within walking distance and aligned to the journeys people would want to make
Water	Neutral	No Impact	
Waste	Neutral	No Impact	

Impact on Health			
Consideration	Assessment of Impact: *Negative Neutral Positive*	Brief description of impact	If negative, how can it be mitigated or adapted? If positive, how can it be enhanced?
Health	Positive	Encourages active travel and outdoor exercise with more relative safety	Combined communications campaign with public health colleagues to support overall goals and aims attached to the project.

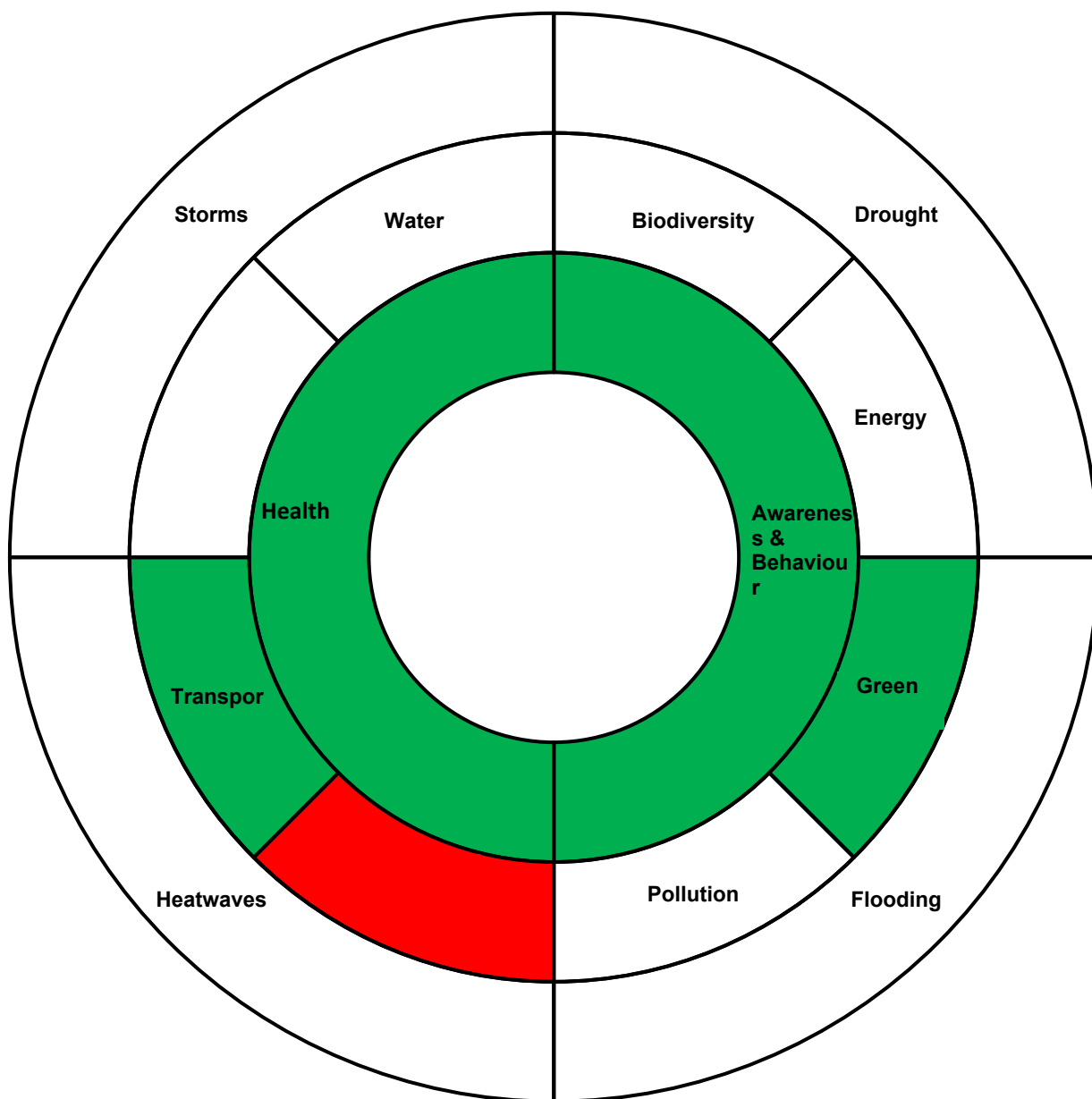| **Impact on Resilience to Climate Change**			
Consideration	Assessment of Impact: *Negative Neutral Positive*	Brief description of impact	If negative, how can it be mitigated or adapted? If positive, how can it be enhanced?
Drought	Neutral	No Impact	
Flooding	Neutral*	Potential to include new green highway assets that can double as SuDS-compliant features and minimise occurrence or risk of highway flooding	Will depend on exact requirements of each scheme and if there is any suitability or requirement for drainage assets to mitigate flooding
Heatwaves	Neutral*	Potential for new street furniture and trees to provide additional shade and reduce overall surface level temperatures (evidence suggests street trees can have a massive impact on local heat levels	Will depend on nature and relative cost of scheme. May allow opportunities for additional funding support to create more planting opportunities locally.

		during periods of sustained high temperature)	
Storms	Neutral		

3. Action plan

Impact identified	Action to Reduce Negative Impact or Enhance Positive Impact	Timeframe/Date	Lead Officer
Biodiversity	Further investigate the potential to include new green highway assets such as trees and shrubs subject Highways operational management policies. Seek to replace trees and shrubs lost through scheme delivery with an equivalent that encourages biodiversity within the scheme extents or locality.	During detailed design phase of projects	Project Sponsor
Products, Materials & Contracts	Work with designers and contractor to specify recycled and low carbon materials where feasible giving consideration to whole life costs, availability.	During detailed design phase of projects	Project Sponsor

4. Sign off

	Name	Date
Head of Service/Business Manager		
Assistant Director		

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HERTFORDSHIRE COUNTY COUNCIL

**HIGHWAYS AND TRANSPORT CABINET PANEL
TUESDAY, 12 MARCH 2024 AT 10.00AM**

Agenda Item No.

8

RESPONSE TO MOTION ON ENSURING ADEQUATE FOOTWAY WIDTH

Report of the Executive Director Environment and Transport

Author: -   Steve Johnson, Head of Highways Contracts and Network
                        Management (Tel: 0300 123 4047)
Legal Review: Jaspreet Lyall, Principal Solicitor, Resources
                        (Tel: 01992 555724)
Financial Review: Matt Buckland, Head of Finance (Tel: 01992 555387)

Executive Member: -   Phil Bibby, Highways and Transport

1.   Purpose of report

1.1   To enable Members to consider the motion referred to the Panel by Council
          set out at paragraph 2 of the report.

2.   Summary

2.1   The following motion was proposed by **A England** and seconded by
          S B A F H Giles-Medhurst and referred by County Council on **17 October
          2023** to this Panel for consideration: -

          *"Given the Council's support for accessibility and for active travel, the
          Highways and Transport Cabinet Panel requests a report be brought to the
          Cabinet Panel on the controls and procedures that are in place to ensure that
          footways remain accessible to those who have restricted mobility. In
          particular, how these ensure that an adequate footway width of at least 2m is
          maintained (including where utility cabinets are installed) and that dropped
          kerbs are in place at junctions."*

3.   Recommendation/s

3.1   The Highways and Transport Cabinet Panel is recommended to note the
          contents of this report.

4.   Background

4.1   Officers met with Cllr. A. England over MSTEAMS on 12th February to
          discuss this issue and gain an understanding of the concerns.

4.2   The primary purpose of the highway is the passing and repassing of traffic,
          (traffic in this context refers to all forms of highway travel including

pedestrians, cyclists and motor vehicles). However, overtime the demands on the highway have changed. It has become a space where people meet, hold events, where markets are held, where cafés place tables and chairs out, where people park, where deliveries are made and where various organisations want to place their apparatus.

4.3   Utility companies have powers to place their apparatus within the public highway to provide services to their customers (residents and businesses). This includes the installation of telecommunications cabinets to support projects such as the role out of full fibre broadband.

4.4   The County Council, as highway authority, installs apparatus such as lamp columns and traffic signs, salt bins and bus shelters on the highway, these are typically placed on the footway or verge areas. District and Borough Councils can place litter bins and benches on the highway and shops often want to have an advertising board (A Board) outside their premises. There is also the increasing demand for on street charging points for electric vehicles, which is going to put further pressure on highway space.

4.5   In shopping, residential and business areas, vehicles often chose to park partly on the footway so as not to impede the follow of traffic on the road. Overgrowing highway vegetation or vegetation from adjacent properties can also restrict the highway.

4.6   All of the above can have an adverse impact on pedestrians by reducing the available width of footways. It can be especially challenging for people with mobility impairments who use a wheelchair or for parents with a pram or pushchair where they are having to navigate around various bits of street furniture.

4.7   For new developments and works on the highway, Hertfordshire County Council (HCC) have produced a design guide which recommends a minimum footway width of 2.0m where possible. This helps support active travel by providing suitable space for pedestrians to readily pass and repass each other.

4.8   The bigger challenge is with existing streets, particularly in some of the historic towns and villages where footways are narrower, and the placement of any street furniture creates a big impact on the space available for pedestrians.

4.9   The issue of utility cabinets being placed on footways and cycleways was covered in a previous report to the Highways and Transport Cabinet Panel on 9th May 2023.

4.10   As reported to panel on 9th May 2023, the highway service is not automatically consulted on the positioning of apparatus and sometimes the only information HCC receive is the permit application. Where we are consulted, we will always aim to ensure that apparatus is placed in a way that reduces the impact on footway users.

4.11   The issue of overhanging vegetation was covered in a previous report to the Highways and Transport Cabinet Panel on 9th May 2023.

4.12   Parking on the footway can be addressed by implementing a suitable parking restriction, which would be an issue for the District and Borough Councils to consider as they manage on street parking through an agency agreement. Yellow line restrictions typically apply from the centre line of the road to the highway boundary, so include the footway and verge areas. However, this may not always be considered the best approach as there may be a desire to allow on-street parking for residents.

4.13   In 2020, to gain further understanding of the problem of pavement parking problem within England, the Department for Transport (DfT) carried out an open consultation on managing pavement parking, seeking views on this from organisations and individuals. In responding, HCC supported Option 3 of the consultation, a national ban on pavement parking but providing authorities with the means to exempt areas from the ban.

4.14   The parking consultation was covered in a report to the Highways and Environment Cabinet Panel on 19th November 2020.

5.   Financial Considerations

5.1   There are no financial implications as a result of this report.

6.   Legal Considerations

6.1   There are no legal implications as a result of this report.

7.   Equality Implications

7.1   When considering proposals placed before Members it is important that they are fully aware of and have themselves rigorously considered the equalities implications of the decision that they are taking.

7.2   Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

7.3   The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation, and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex, and sexual orientation.

7.4   There are no Equality Implications as a result of this paper.

8.   Sustainable Hertfordshire Impact Assessment.

8.1   The Climate Change Act 2008 requires the UK government to reduce greenhouse gases by 100%, relative to 1990 levels, by 2050. As a local authority, the County Council is committed to this target, having declared a climate emergency in 2019.

8.2   The County Council has chosen to consider sustainability within its decisions, to identify suitable mitigation measures to address the impacts of climate change where required and practicable in all the circumstances, ensuring these are in line with the Sustainable Hertfordshire Strategy

8.3   When considering proposals placed before Members it is important that they are aware of and have considered the sustainability implications of the decision that they are taking.

8.4   No Sustainable Hertfordshire Impact Assessment (SHIA) was undertaken in relation to this matter as the panel will not make a decision in respect of its contents.

Background Documents

Highways and Transport Cabinet Panel – Tuesday 9th May 2023

Response to Motion on Telecommunications Cabinets on Footways and Cycleways: Highways & Transport Cabinet Panel (hertfordshire.gov.uk)

Response to Motion on Overhanging Vegetation: 08. Item 7 Response to Motion on Overhanging Vegetation.pdf (hertfordshire.gov.uk)

Highways and Environment Cabinet Panel – 19th November 2020

Response to the Department for Transport Managing Pavement Parking Consultation: Report on the response to the DfT managing pavement consultation (hertfordshire.gov.uk)

HERTFORDSHIRE COUNTY COUNCIL

HIGHWAYS AND TRANSPORT CABINET PANEL
TUESDAY, 12 MARCH 2024 AT 10:00AM

THE HERTFORDSHIRE ESSEX RAPID TRANSIT (HERT)

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Agenda Item No.

9

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Report of the Executive Director of Growth and Environment

Author: Rupert Thacker, Head of Highways Implementation & Strategy (Tel: 01992 581177)

Legal Review: Damian Ogbonnaya, Principal Solicitor (Tel: 01992 555530)

Financial Review: Hazel Stuart, Senior Accountant (Tel: 01992 555337)

Executive Member: - Phil Bibby, Highways & Transport

1 Purpose of report

1.1 To update the Panel on progress of the development of the Herts Essex Rapid Transit (HERT) and seek endorsement to the proposed way forward.

2 Summary

2.1 The Council is promoting the development of the HERT (Hertfordshire Essex Rapid Transit), a Mass Rapid Transit scheme east-west across Hertfordshire, to address existing shortfalls in the passenger transport network, but particularly to enable sustainable growth in local employment and housing into the future.

2.2 The conclusions of the work to date developing the HERT has established that the HERT cannot be considered simply as a single major project, rather it needs to be promoted as a multi-faceted Programme that support wider strategic objectives around sustainable growth, employment, education and accessibility, as well as carbon reduction and health objectives.

2.3 A building block approach under the Bus Service Improvement Plan (BSIP) banner should be taken to improve existing core bus networks, providing priority and to introduce transport hubs including improved connectivity for active travel, all with passive provision made for the HERT network until market demand and the infrastructure reach a critical mass to make it commercially viable to introduce the HERT.

2.4 The emerging mode solution for the HERT points towards some form of trackless tram with running along existing highway for the most part. Recognising that technology is rapidly evolving in this area, a specific vehicle type or specification has not been determined.

2.5   It is proposed to prepare a Prospectus for the HERT that is aligned to the LTP, supports partners in their policy development (particularly district councils' planning policies) and present to potential funding partners, whilst keeping the ultimate vision for the HERT in high profile.

2.6   The report sets out recommended approaches to selecting a preferred route for Hemel Hempstead to Harlow, an approach to investigating options for West Watford to St Albans, utilising the Abbey Line and an approach to developing a phasing strategy.

3.   Recommendations

3.1   The Panel is invited to note the progress of the HERT and endorse the proposed:

   (i)   Preparation of a Prospectus for the HERT
   (ii) The working assumption that the HERT will be a trackless tram running along existing highway for the most part
   (iii) Approach to selecting a preferred route for Hemel Hempstead to Harlow
   (iv) Approach to investigating options for Croxley to St Albans utilising the Croxley branch line and Abbey Line corridors
   (v)   Approach to developing a phasing strategy
   (vi) Building of relationships with Essex County Council

4   Background

4.1   The Council is promoting the development of the HERT (Hertfordshire Essex Rapid Transit), a Mass Rapid Transit scheme east-west across Hertfordshire, to address longstanding shortfalls in the passenger transport network and improve East West connectivity and particularly to enable sustainable growth in local employment and housing. The provision of 50,000 new homes and a similar number of jobs within the corridor (representing half of the overall countywide provision) needs to be supported to the mid 2030's, with significant future growth projections beyond 2031.

4.2   This is the largest, most complex transport improvement the Council has promoted in living memory and is named within Hertfordshire's Corporate Plan. The HERT is an integrated solution to address the needs for transport, housing growth, employment and economic growth, inclusivity, carbon reduction and improved air quality, whilst protecting the natural environment. Depending upon final routing, the HERT will directly serve 6 or 7 of the 10 Districts across Hertfordshire and provide improved connections to all 10 and neighbouring authorities via connected passenger transport systems.

4.3   The HERT's fixed infrastructure is made up of several key components: the main spine of the Mass Rapid Transit (MRT) transport (mobility) hubs and first mile – last mile improvements for connectivity by active travel, whereby the whole is going to be greater than the sum of the parts.

4.4   It was envisaged from the outset that there would be two main thrusts needed to promote the HERT through the development, delivery and funding processes:

- Develop scheme proposals through the conventional Green Book business case process and seek funding from government for eligible components.

- Develop and deliver enabling and complementary measures over the short to medium term as a series of building blocks which will go on to form the basis of the ultimate MRT system and the sustainable means by which passengers are able to access it.

5   Progress and Emerging Conclusions

5.1   The main focus to date had been on preparing a Strategic Outline Case (SOC), as this helps establish the context and key principles from which to formulate the preferred route, mode choice and the enabling and complementary measures. The SOC was also supplemented by a public consultation in late 2021.

5.2   The government's Green Book approach, which the SOC has been following, is a well-established linear process for standalone major transport projects. However, the HERT is far more complex.

5.3   Consideration of the emerging SOC indicated that, for practical reasons (cost and affordability, reducing network disruption, construction market capacity and the pace of land-use development rollout) HERT delivery will need to be phased and most components will need to be in place along a good sectional length before a meaningful and viable dedicated MRT service can be put into operation on that section. Therefore, the HERT cannot be considered simply as a single major project either spatially or in time, the HERT is a multi-faceted Programme.

5.4   It has also been established that there is not currently a ready DfT led funding channel for a wide ranging MRT programme like the HERT outside of the metropolitan areas. Moreover, given the vision of the HERT is that it is an integrated solution to address the needs for transport, housing growth, employment and economic growth, inclusivity, carbon reduction and improved air quality, conventional assessment as a transport project will not give it full justice in any event.

5.5   Some of the feedback and conclusions from the Public Consultation exercise also tend to support an evolutionary approach building towards the HERT.

5.6   The emerging mode solution for the HERT points towards some form of trackless tram with running along existing highway for the most part. The capital and operational costs together with the need to penetrate town centres, new communities and the need to introduce the scheme incrementally, all mitigate against the adoption of a steel wheel on rail

solution. The evolving transport technology revolution is also most likely to remove the need for physical guidance for a trackless tram.

5.7 Trackless trams are emerging around the globe as an attractive alternative to light-rail and trams due to their flexibility and lower capital and operating costs. What differentiates them from the provision of traditional bus services is the higher quality end-to-end passenger experience including ride comfort; safe, convenient and comfortable waiting and interchange facilities; off-board, seamless ticketing and integrated first mile – last mile journeys. It also shares the requirement for dedicated permanent infrastructure to maximise its impact and attractiveness.

5.8 The draft SOC also suggests that further demand management policy evolution and clear alignment to housing growth will help create more patronage for the HERT and engender more of the desired modal shift thereby helping the economic and commercial cases for the HERT in the future.

5.9 Routing scenarios (discussed in Section 8 below) were tested as part of the SOC process to help identify the extent to which factors such as route length and journey time, directness vs town centre penetration and financial dimensions could influence the selection of a preferred route.

5.10 The exercise also concluded that all scenarios would benefit in terms of additional patronage, revenue and time savings if the Abbey Line corridor is promoted as the St Albans to Watford section of the HERT. Creating a competing corridor would risk making both of them unviable.

5.10 Since the initiation of the HERT project, the Intalink partnership has evolved into an Enhanced Partnership, published a Bus Service Improvement Plan and secured funding, which provides the opportunity to develop and deliver the envisaged enabling and complementary evolutionary initiatives over the short to medium term.

5.10 It is important that the HERT is recognised within the District and Borough council Local Plans and Joint Strategic Plans in development. However, there has been a 'chicken and egg' situation in that the LPAs are reluctant to recognise the HERT until it is clearly demonstrable that the HERT will be delivered, yet the HERT needs to be recognised in plans to give it the necessary supporting policy context within business cases for funding and to provide the basis for securing developer contributions.

5.11 Essex CC (ECC) is developing proposals for a Bus Rapid Transit (BRT) network, which will interface with the HERT in the Gilston to Harlow area. Liaison meetings have been set up to encourage compatibility between the systems and share learning.

6   Consultation and Engagement

6.1   Public engagement, which ran from 18 November 2021 until 28 January 2022, aimed to share information about the vision and potential benefits of the HERT; providing local communities, other key stakeholders (including elected representatives) and all other interested parties with the information that they needed to give feedback on the desirability and suitability of the initiative, as well as the opportunity to shape the future development of the project.

6.2   The engagement was supported by a brochure, short leaflet, animated film and an online virtual exhibition room. Specific events were organised for the District councils, MPs and other Stakeholders plus five online Teams events and a Webinar organised by the Chamber of Commerce for its members.

6.3   The engagement had a wide reach and built awareness of the project publicly. The initiative reached a total of approximately 600,000 people through the bus stop posters, radio adverts and press coverage.

6.4   Analysis of the responses shows a high level of support for the vision and objectives of the scheme from members of the public and stakeholders alike. The vision and long-term aims of the HERT have been clearly articulated, though a number of respondents noted that they felt unable to provide a comprehensive response to the public engagement until more details about the route and type of vehicle are shared.

6.5   Whilst the younger demographic was under-represented within the consultation response, 90% of 18–24 year olds that responded support or strongly support the vision.

6.6   Analysis of the online survey suggested that there is less support or greater opposition for the HERT in areas further away from the route. This data was supported by some of the comments from stakeholders and social media commenters who couldn't see how the HERT would have a positive impact on their lives.

6.7   Respondents to the online survey felt that the main issues with the current local passenger transport system are infrequent services (20% of responses), followed by unreliable journey times (16% of responses), and slow journey times (15% of responses). A common theme was the observation that Passenger Transport (PT) improvements could and should be made sooner rather than later in advance of the HERT or instead of the HERT.

6.8   Interconnectivity between the HERT and other transport modes was a common theme across survey and written responses. A number of different views were expressed on where the HERT should link to, with Stansted Airport a common suggestion.

6.9   Encouragingly, 68% of respondents to the survey suggested that they would either be likely to, almost certain to, or certain, to use the HERT, albeit there was a degree of reticence to commit to a clear opinion until it was clear what

the route will be and, in particular, what the type of transit vehicle is likely to be.

6.10   Some strong views were expressed through social media, with issues raised including the feeling that it would be better for the County Council to invest in improving existing infrastructure and the opinion that the project will find it difficult to attract the funding needed to get off the ground.

7   Proposed Way Forward

7.1   The conclusions from the Strategic Outline Case and engagement suggest the practical way forward:

- Convert the draft DfT focused SOC into a Prospectus for the HERT that aligns to the LTP, supports partners such as the Local Planning Authorities and Englands Economic Heartland in their policy development and present to potential funding partners, whilst keeping the ultimate vision for the HERT in high profile.

- Prioritise focus and effort towards understanding, capturing, co-ordinating, developing and making best use of the opportunities for the enabling and complementary initiatives that will help create the foundations and building blocks for the HERT.

7.2   In essence, the HERT needs to be delivered as a phased programme of infrastructure improvements and transport hub provision, future proofed for trackless trams, enabling enhanced bus services supporting the BSIP, in the short to medium term, but with the ultimate aim of introducing high quality MRT trackless trams of appropriate technology and capacity.

7.3   The new HERT Prospectus needs to include the preferred mode and the preferred route in order to give it gravitas and substance for gaining recognition of the HERT within the Local Plans. The phased approach to delivery and the early start to delivery will also make the HERT more real, which will help with gaining the Local Plan recognition.

7.4   The adoption of the preferred route also enables the bus priority measures, transport hubs and supporting first mile – last mile initiatives to be planned, programmed and delivered as building blocks.

7.5   The Prospectus will constitute the Strategic Case for the HERT and as such:

- Support the LTP and transport policy evolution
- Set out the delivery strategy
- Support partners such as the LPAs, EEH and the Local Enterprise Partnership in their policy development
- Can be presented to potential funding partners when opportunities arise
- Keep the ultimate vision of the HERT in high profile

8   Parameters for Selecting a Preferred Route – Hemel Hempstead to Harlow

8.1   The preferred route should be selected by considering the performance of options against the scheme's stated objectives for delivering economic growth, improving the environment and supporting vibrant communities and its ability to deliver against the Critical Success Factors (CSFs) as presented to June 2021 Highways & Transport Cabinet Panel:

- Affordability
- District Support and Buy In
- Public Acceptability
- LTP Compliance
- Deliverability
- Fundability
- Integration with First Mile Last Mile (FMLM)
- Synergy with the wider PT Network
- Support to HCC's response to the Climate Emergency

8.2   Three routing scenarios were tested as part of the SOC process to help identify the extent to which factors such as route length and journey time, directness vs town centre penetration and financial dimensions could influence the selection of a preferred route.

8.3   The **Fast Scenario** is a simple network scenario that prioritises end to end journey times but at the expense of being able to fully serve all towns along the corridor. Typically, this could be a route of approximately 50km with 11% of its length being off street and a Hemel Hempstead to Harlow journey time of approximately 92 minutes compared to current running time of 130 minutes by bus and rail. This approach is likely to have the lowest capital costs and operational costs, but also the lowest patronage, revenue through the farebox and the value of time benefits.

8.4   The **Connected Scenario** prioritises maximum accessibility along the MRT corridor serving a greater catchment but at the expense of journey times. Typically, this could be a route of 58km with 9% of its length being off street and a Hemel Hempstead to Harlow journey time of approximately 120 minutes. The capital costs could be 14% greater than the Fast Network Scenario with operating costs 22% greater. However, the annual patronage could be 33% greater, annual revenue 38% greater and the value of time benefits 46% greater.

8.5   The **Network Max** Scenario looks at achieving maximum levels of segregated infrastructure to achieve attractive journey times and serve development opportunities. Typically, this could be a route of between 51km and 55km with 20% of its length being off street and a Hemel Hempstead to Harlow journey time of between 87 and 100 minutes. The capital costs could be 47% greater than the Fast Network Scenario with operating costs 63% greater, but annual patronage 40% greater, annual revenue 47% greater and the value of time benefits 46% greater. This scenario is likely to secure the greatest

development related funding as it specifically targets the servicing of new development areas.

8.6   Armed with the scheme objectives, CSFs and a better understanding of how key factors influence operational and financial performance, Route options will be assessed and a preferred option recommended for endorsement by Panel and Cabinet in summer 2024.

8.7   The process will involve the creation and assessment of GIS overlays that include:
- Development sites
- Existing walking routes, cycle routes and bus routes
- Existing and potential interchange opportunities
- Prospective park & ride sites
- Locations of major employers & service providers,
- HCC Highway schemes (IWP, GTPS, A414 Strategy) BSIP initiatives
- Complementary transport strategies such as LCWIPs Sustainable Travel Towns
- District transport proposals
- Major utilities,
- Congestion hot spots
- Areas of air quality concern
- Environmental Constraints and opportunities

8.8   For the purposes of the initial engagement Districts and Boroughs the network has been split in to identified operational segments shown in the ellipses on the plan in Appendix A (provided below in this report).

9   West Watford (Croxley) to St Albans

9.1   The September 2023 Panel agreed that discussions on the future of the Abbey Line Corridor and any alternatives to heavy rail should be incorporated within the HERT project. This was as a result of the rejected Restore Your Railway bid to enhance the frequency of the heavy rail service from the current 45 minute shuttle service.

9.2   This was the latest of a number of studies since 2000 undertaken to establish feasibility and viability of increasing heavy rail frequency, which collectively have demonstrated:
- Weak economic case
- Not commercially viable in its basic form
- Will create severance if level crossings have to be removed
- It cannot deliver the vision of the HERT for service frequency and town centre penetration.

9.3   There remain some local desires to see heavy rail direct services from St Albans Abbey to Euston and it has been postulated that this may be an option once HS2 frees up train paths along the current West Coast Mainline

(WCML). However, Network Rail has indicated that this would not be possible unless the delivery of High Speed 2 is able to free up sufficient paths (for which there would be competition from aspirations for improved local service on the mainline and for freight services).

9.6   HCC's passenger transport priority is to enhance east- west travel, which is currently under-provided for. Recent studies suggest that there is a latent demand for east-west movement that a frequent, mass rapid transit system, such as the HERT could provide for. Meanwhile, north – south travel (Watford to Euston and St Albans to St Pancras) is already reasonably well served by passenger transport and would be served by high quality interchange at key hubs.

9.7   As such, it is recommended that HCC now considers committing to any future considerations of the Abbey Line being objective led and publishes clear objectives as part of the HERT project and programme. The panels views are sought on this point.

9.8   Studies have been commissioned to identify whether the conversion of Abbey Line can potentially meet the objectives, by establishing:

- Whether there could be an economic and commercial case
- Engineering feasibility for conversion to a paved, trackless tramway
- The feasibility of undertaking statutory processes and procedures to make a conversion from heavy rail
- How it can coordinate with Watford to Croxley Link (W2CL)

9.9   Following the cancellation of the Metropolitan Line Extension (MLX) project, there has been a need to develop a new solution between Watford Junction and Croxley(W2CL) because the challenges that the MLX was intended to address remain.

9.10   The Council is working in partnership with Watford Borough Council, Three Rivers District Council and Network Rail with advice and support from TfL to develop creative and feasible conceptual designs for potential mobility solutions for this project.

9.11   Any solution for the W2CL will be intrinsic to the HERT project and needs to complement BSIP improvements in central Watford and link to Watford Junction Station where it can connect to the Abbey Line be that in its current Heavy Rail form or any alternative HERT solution as discussed above.

10 Parameters for Programme Phasing

10.1 There needs to be two distinctive phasing exercises for delivering the HERT:

- **Building Blocks** - Programming the HERT building blocks comprising the bus priority measures (including BSIP measures), transport hubs, supporting first mile – last mile initiatives and bus service evolution.

- **Trackless Tram** – Phasing the introduction of the Trackless Tram

10.2 Both exercises are likely to need to consider similar parameters. The Building Block exercise needs to start as soon as the preferred route is identified to ensure that no opportunities to integrate schemes and their funding are lost.

10.3 It is too early to undertake the Trackless Tram exercise formally, but once a critical mass of building blocks approaches, it will be necessary to continuously review how, when and where remaining building blocks can be deployed to enable the first phase of Trackless Tram provision and operation.

10.4 It is proposed that phasing is based on the consideration of the following parameters:

- **BSIP Priorities**
  - Infrastructure improvements
  - Service improvements

- **First Mile – Last Mile**
  - Current provision
  - Short, medium and long-term programme
  - Links to complementary local, regional and national strategies and programmes
  - Transport Hub provision opportunities

- **Current Highway Network Opportunities and Constraints**
  - Congestion hot spots
  - Road space availability
  - Parking regimes
  - Active travel requirements

- **Deliverability**
  - Political appetite
  - Buildability
  - Financial cost vs benefit
  - Transport cost vs benefit

- **Developments' roll out programme**
  - Development occupation (which provides HERT patronage)
  - S38 & S278 infrastructure provision

- **Funding availability and conditions**
  - HCC funded programmes

         –   BSIP
         –   Development derived funding such as S106 and CIL
         –   Partner funding

- **Impact of policy development**
  - LTP (to strengthen demand management policies)
  - Programme of HERT recognition in LPA Local Plans
  - Local demand management strategies agreed with LPAs
  - Additional growth and demand management factored into Local Plan reviews
  - Aligning wider transport and growth initiatives within the HERT corridor.

11   Working with Essex County Council

11.1   It is intended to develop and agree a Memorandum of Understanding that:

- Shares and aligns objectives
- Encourage bus service evolution (routes, frequencies, quality)
- Establishes a common vision and strategy for Gilston to Harlow to Stansted (ECC has no plans to run MRT type services to Stansted Airport and will be focusing on supporting enhanced connectivity via heavy rail)
- Shares intelligence on technology, ticketing, design principles, funding opportunities

12   Advocacy and Government Lobbying

12.1   The HERT is recognised and regarded within EEH's transport strategy and they are supportive of promoting discussions with DfT and other government departments on the basis that the HERT is an exemplar of promoting MRT outside of the conventional metropolitan areas, for which there is no current established funding channel.

13   Financial Implications

13.1   There are no immediate financial implications from this report. Funding has been accounted for in the 24/25 integrated plan to support the development of the prospectus and initial project development.

13.2   The aim is to steer and focus resources and concentrate internal and external funding bids more towards delivering the building blocks within the HERT corridor.

13.3   A watching brief will be maintained on potential funding opportunities to intensify the rate of investment.

13.4   Strategic developments at Gilston and Hemel Hempstead will deliver significant supporting infrastructure improvements.

13.5   The introduction of each 'building block' will deliver benefits to bus travel and active travel and therefore they will be valuable in their own right.

13.6   It is anticipated that when the critical mass of building blocks are in place and when the commercial case for introducing the trackless trams can be made there will be the need for a significant upfront investment secured from central government, but supported by locally sourced funding including from HCC.

14   Equality Implications

14.1   When considering proposals placed before Members it is important that they are fully aware of and have themselves rigorously considered the equalities implications of the decision that they are taking.

14.2   Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

14.3   The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

14.4   These proposals once implemented would have a significant positive impact on accessibility and thus support and provide benefit to a number of key groups. An EqIA is attached as Appendix 1.

15   Sustainable Hertfordshire Impact Assessment (SHIA)

15.1   The Climate Change Act 2008 requires the UK government to reduce greenhouse gases by 100%, relative to 1990 levels, by 2050. As a local authority, the County Council is committed to this target, having declared a climate emergency in 2019.

15.2   The County Council has chosen to consider sustainability within its decisions, to identify suitable mitigation measures to address the impacts of climate change where required and practicable in all the circumstances, ensuring these are in line with the Sustainable Hertfordshire Strategy .

15.3   When considering proposals placed before Members it is important that they are aware of and have considered the sustainability implications of the decision that they are taking.

15.4   A Sustainable Hertfordshire Impact Assessment (SHIA) is attached at Appendix 2. This recognises the significant environmental benefits of the HERT from enabling a shift to sustainable modes of transport, with its consequent reduction in carbon emissions, improved air quality and wider health benefits.
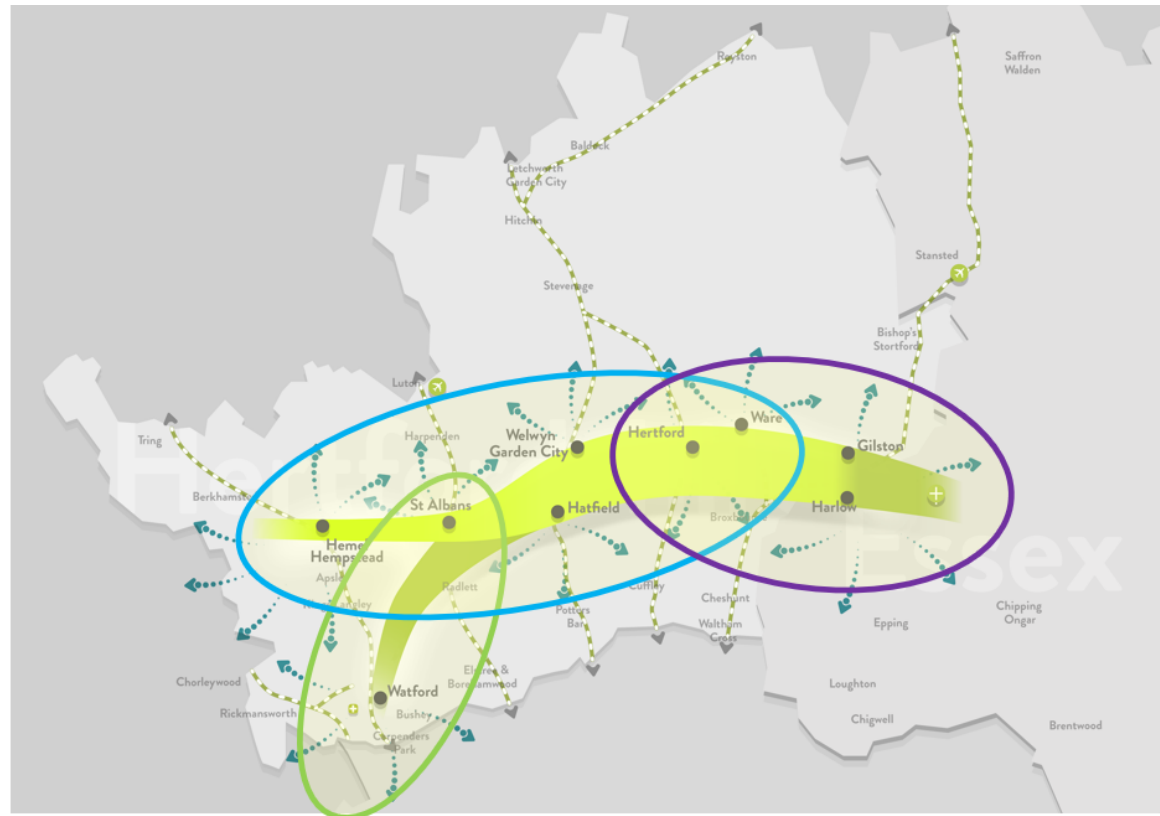
Governance

Split into 3 areas:

South West
- Watford
- Three Rivers
- **St Albans**

Central
- Dacorum
- **St Albans**
- Welwyn Hatfield
- Hertsmere
- **East Herts**

Eastern
- **East Herts**
- Broxbourne
- Essex
- Harlow

Equality Impact Assessment (EqIA) Template

EqIAs make services better for everyone and support value for money by getting services right first time.

EqIAs enable us to consider all the information about a service, policy or strategy from an equalities perspective and then create an action plan to get the best outcomes for staff and service-users .They analyse how all our work as a council might impact differently on different groups protected from discrimination by the Equality Act 2010[2]. They help us make good decisions and evidence how we have reached them.

An EqIA needs to be completed as a project starts to identify and consider possible differential impacts on people and their lives, inform project planning and, where appropriate, identify mitigating actions. It must be completed before any decisions are made or policy agreed so that the EqIA informs that decision or policy. It is also a live document; you should review and update it along with your project plan throughout.
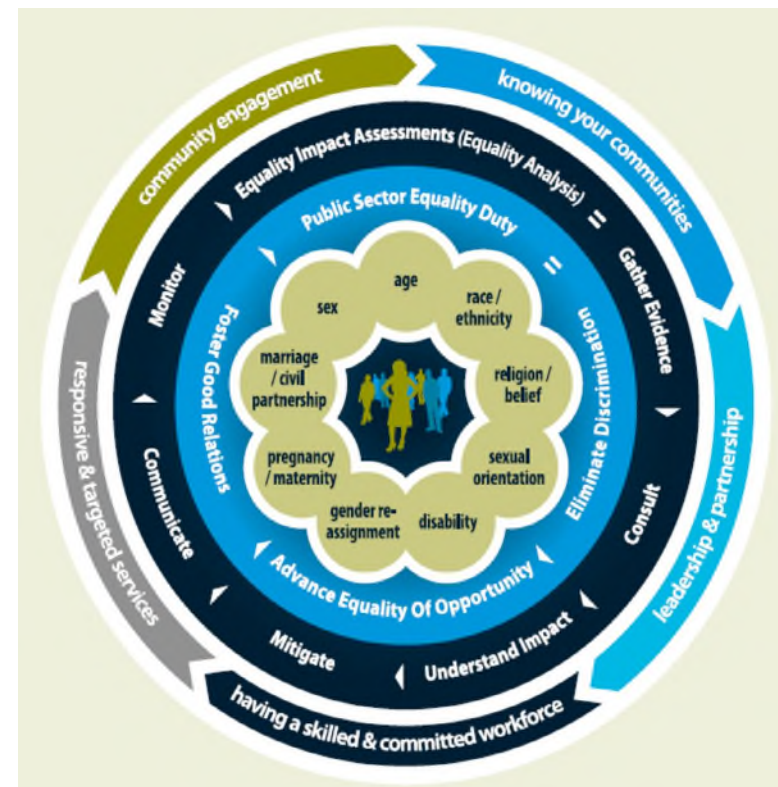
Full guidance notes to help you are embedded in this form – see the End Notes or hover the mouse over the numbered notes.

If your project/proposal relates primarily to staff – e.g. a restructure – there is a specific EqIA template for this here

Please share your initial EqIA with the equalities team, equalities@hertfordshire.gov.uk and the final/updated version at the end of the project. Key EqIAs should be reviewed by the relevant Head of Service. Examples of EqIAs can be seen in the EqIA Library.

You should first consider whether you need to complete this full EqIA – the end-notes may help you and you can get advice from the Equalities Team. If you do not, you will need to document somewhere – e.g. in a report to departmental management board or Member Panel – your decision not to fully assess the impact on equality, including the reasons why you reached this decision. **If there is any potential for an impact on service users or staff, you should complete this full EqIA.**

1. Who is completing the EqIA[4] and why is it being done?	
Title of service/proposal/project/strategy/procurement you are assessing[5]	Hertfordshire Essex Rapid Transit (HERT)
Names of those involved in completing the EqIA	Georgie Kleinschmidt, Sophie Collins
Head of Service or Business Manager	Rupert Thacker
Team/Department	Highways Strategy & Implementation
Lead officer contact details	darren.granger@hertfordshire.gov.uk
Focus of EqIA – what are you assessing?[6] What are the aims of the service, proposal, project? What outcomes do you want to achieve? What are the reasons for the proposal or change? Do you need to reference/consider any related projects?	The HERT will deliver a step-change in the passenger transport network through an accessible, reliable and affordable east-west system which connects people easily to where they live, work and visit and will support economic growth, improve the environment and positively impact our new and existing communities. The aims/objectives of the project are to create a new east-west transport spine across Hertfordshire and into Essex that provides fast, reliable, and affordable journeys. The system will connect people easily to where they live, work and visit. It will open up opportunities for our current and future residents and businesses and help us achieve net-zero greenhouse gas emissions by 2050. The need for the HERT was established in the A414 Corridor Strategy (approved by Cabinet in November 2019). The corridor is extremely important in facilitating movements of people by different modes of transport across Hertfordshire. Today, the corridor experiences traffic congestion along sections of the A414 and at key junctions between and within towns. There are also notably very few opportunities for continuous travel by public transport which increases dependency on the car to make journeys along the corridor. There are also limited opportunities for walking and cycling, with poor and discontinuous routes in many areas.

Current levels of traffic congestion will only be exacerbated by the expected large growth in housing, population and employment in the coming years. At least 50,000 new homes and a similar number of new jobs are proposed within the corridor.

The HERT is likely to be delivered as a programme of interdependent projects e.g. routes, mobility hubs, first mile last mile and vehicles. Spanning the County and with an estimated ten-to-fifteen-year delivery period, the HERT will interact with numerous HCC and third-party projects.

| **Stakeholders** | The HERT will affect people who live, work and travel in the corridor and throughout the county through both its construction and operation. |
| Who will be affected? Which protected characteristics (see end-notes 11-20) is it most relevant to? Consider the public, service users, partners, staff, Members, etc | The HERT is relevant to many of the protected characteristics, as shown in Section 3. |

2. List of data sources used for this EqIA (include relevant national/local data, research, monitoring information, service user feedback, complaints, audits, consultations, EqIAs from other projects or other local authorities, etc.)

A range of useful local data on our communities can be found on Herts Insight and on the Equalities Hub

Title and brief description (of data, research or engagement – include hyperlinks if available) being done?	Date	Gaps in data Consider any gaps you need to address and add any relevant actions to the action plan in Section 4
Herts Insight diversity profiles	Various – but includes 2011 census data.	Census data is now 10 years old.
Office for National Statistics (ONS)	2019, 2020, 2021	
Indices of Multiple Deprivation (IMD)	2019	

3. Analysis and assessment: review of information, impact analysis and mitigating actions

Protected characteristic group	What do you know[7]? What do people tell you[8]? Summary of data and feedback about service users and the wider community/ public • Who uses the service? • Who doesn't and why? • Feedback/complaints? • Any differences in outcomes? Why?	What does this mean – what are the potential impacts of the proposal(s)[9]? • Consider positive and negative impacts • On service users / the public • AND, where relevant, staff* * if your proposals relate mainly to a staff restructure or reorganisation, you should use the template here	What can you do[10]? What reasonable mitigations to reduce or avoid the impact can you propose? How will you communicate/engage or provide services differently to create a 'level playing field' – e.g. consultation materials in easy read or hold targeted engagement events If there is no current way of mitigating any negative impacts, clearly state that here and consider other actions you could take in the action plan in section 4.
Age[11]	Herts Insight – gives the estimated total population of Hertfordshire at mid-2019 as 1,195,672. Of these, 297,840 people were estimated to be aged 19 or under and 205,909 people were estimated to be over 65 years of age. Census 2011 - In 2011, 35.6% of England's population were aged 19 or under in 2011, compared with the East of England average of 23.8%. In 2011, 24.9% of Hertfordshire's population were aged 19 or under. The median age in England and Wales was 39.3 in 2011, compared with 40.4 in 2020. The median age in the East of England was 41.8 in 2020.	Potential positive impacts ▪ Provision of new services available through concessionary fares ▪ Provision of new services offering step-free access, space and comfort for travellers (elderly, children in buggies) ▪ Provision of seamless interchange between modes ▪ Increase access to key services by public transport, e.g. schools, hospitals ▪ Reduce need to interchange between bus routes for longer-distance journeys ▪ Improved local air quality Potential negative impacts ▪ Introduction of large, quiet vehicles to the local highway network, which children / elderly may be less aware of when stepping off the pavement ▪ Disruption during construction due to road closures/diversions for school journeys, trips to GPs etc. Potential	▪ Working with stakeholders to ensure appropriate scheme design, e.g. 'engine noise' and awareness campaign prior to introduction of services ▪ The consultation will be conducted in an inclusive way. Upon request, questionnaires will be provided in alternative formats e.g. large print, braille and audio CD and officers will endeavour to address the concerns of all residents and reach-out to those who are less able to communicate via technology. ▪ Safe temporary road diversions, traffic management or partial closures should be provided to ensure young and working age people are not disproportionately impacted during construction. This can be secured via a Construction Traffic Management Plan. ▪ Should bus stops be temporarily or

		confusion by temporary road layouts	permanently affected, appropriate alternatives should be provided. Bus service providers will need to be consulted should this be the case.
Disability[12]	Census 2011 – In 2011, 6.2% of Hertfordshire's population stated their 'day to day' activities were limited a lot whilst 8.1% found their 'day to day' activities limited a little. Therefore 14.3% of Hertfordshire residents can be considered disabled. This compares with 8.3% of people in England who stated that their daily activities were limited 'a lot'. There is a general north-south divide across English regions with percentages of people limited a lot or a little in daily activities lower in the south and higher in the north.	Potential positive impacts ▪ Provision of new services offering step-free access, space and comfort for travellers, including persons of reduced mobility (PRMs) ▪ Provision of seamless interchange between modes ▪ Ease of use / assistance (digital & manual) ▪ Contribution to supporting air quality improvements, benefitting those with respiratory difficulties ▪ Increased frequency of services reduces the difficulties finding wheelchair user space on passenger transport vehicles ▪ Continuous east-west services reduce the need to interchange between public transport routes ▪ Improved local air quality Potential negative impacts ▪ Introduction of large, quiet vehicles to the local highway network, which the visually impaired may be less aware of when stepping off the pavement ▪ Greater access or onward distances to and from stops for the mobility impaired ▪ Disruption during construction due to road closures/diversions for trips to GPs, hospitals etc. Potential confusion by temporary road layouts	▪ Working with stakeholders to ensure appropriate scheme design, e.g. 'engine noise' and awareness campaign prior to introduction of services, stop spacing/location ▪ Provide HERT stops and space within the HERT vehicles for PRMs in with the Equality Act principles ▪ Temporary measures for pedestrian access should also be suitable for mobility aids ▪ Should bus stops be temporarily or permanently affected, appropriate alternatives should be provided. Bus service providers will need to be consulted should this be the case. ▪ Placement of street furniture should be considerate of those using mobility aids and vehicles. Crossings and tactile surfaces should be incorporated appropriately, for use by the visually and hearing impaired. ▪ Opportunities could be sought from implementing wider footways (which are more likely to comfortably host wheelchairs and mobility aids), as well as safer crossing points. ▪ The consultation will be conducted in an inclusive way. Upon request, questionnaires will be provided in alternative formats e.g. large print, online, paper, braille and audio CD.

		People with disabilities are more at risk and are likely to have a heightened perception of hate crimes.	Consider the possibility of hate crime during the detailed design phase. Introduce measures to make people feel safe and reduce the likelihood of hate crime.
Gender reassignment[13]	Data is only available at UK level with the 2018 estimate being between 200,000 and 500,000. For 2016 /17 332 Gender Reassignment Certificates were issued in the UK. ONS 2021 - Between March 2020-2021, 2,630 hate crimes were recorded relating to transgender identity across England and Wales. This is a 3% increase from year ending 2019-2020. In year ending March 2021, there were 124,091 hate crimes recorded by the police in England and Wales. Hate crime statistics reveal that this group can be victims of hate crime.	Potential impacts - Perception of personal security when waiting for and using the service People in the process of gender re-assignment are more at risk and are likely to have a heightened perception of hate crimes. No differential or negative impact currently identified as a result of this protected characteristic according to the available evidence.	- Working with stakeholders to address personal security concerns, ensuring staff are appropriately trained, personal security campaigns - Potential provision of gender-neutral toilets at interchange hubs - Provision of CCTV to support personal security - Appropriate levels of lighting at and on routes to HERT stops - Help call points Consider the possibility of hate crime during the detailed design phase. Introduce measures to make people feel safe and reduce the likelihood of hate crime.
Pregnancy and maternity[14]	Herts Insight – states that Stevenage recorded 13,517 live births in 2019. ONS 2019 - In 2019, there were 657,076 live births across England and Wales. This is the lowest birth rate since 2004 and a 2.5% decrease compared with live births in 2018.	Potential positive impacts - Provision of new services offering step-free access, space and comfort for travellers, including PRMs due to pregnancy, buggies etc. - Provision of seamless interchange between modes - Enhanced public transport access to facilities and services, e.g. nurseries, health clinics, hospitals - Continuous east-west services reduce	- Potential provision of changing facilities and toilets at interchange hubs - Opportunities could be sought from implementing wider footways (which are more likely to comfortably host pushchairs), sufficient space and levels of the footway at bus stops as well as safer crossing points. - Safe temporary road diversions, traffic management or partial closures should

		the need to interchange between public transport routes which can be more difficult for pregnant mothers and with buggies ■ Improved local air quality	be provided to ensure women as primary escort providers are not disproportionately affected during construction. ■ Vehicle layouts provide adequate buggy space
Race[15]	Census 2011 – In 2011, 87.6% of Hertfordshire's population were recorded as being white. Asian / Asian British recorded 6.5% and 2.8% were black / black British. Other ethnic groups total 3.1%. In comparison 86.0% of England and Wales' population were recorded as being white. Asian/Asian British recorded 7.5% and 3.3% were Black/ Black British.	Potential impacts ■ Perception of personal security when waiting for and using the service ■ Judging by the low numbers of residents in Hertfordshire from minority backgrounds, it is not deemed proportionate for all communications in relation to the Proposed Development to be provided in other languages, just an indication that this could be made available to anyone who needs it	■ Working with stakeholders to address personal security concerns, ensuring staff are appropriately trained, personal security campaigns ■ Provision of CCTV to support personal security ■ Appropriate levels of lighting at and on routes to HERT stops ■ Help call points ■ Upon request, questionnaires will be provided in different languages
	Hate crime statistics reveal that this protected characteristic group can be victims of hate crime.	No differential or negative impact currently identified as a result of this protected characteristic according to the available evidence. .	Consider the possibility of hate crime during the detailed design phase. Introduce measures to make people feel safe and reduce the likelihood of hate crime.
Religion or belief[16]	Census 2011 – In 2011, 58.3% of Hertfordshire's population were recorded as being Christian with 26.5% having no religion. 7.2 % did not state a religion and all the other religions recorded less than 3% of the population. It was 59.3% for the England and Wales' population being Christian. 25.1% reported no religion.	Potential impacts ■ Perception of personal security when waiting for and using the service	■ Working with stakeholders to address personal security concerns, ensuring staff are appropriately trained, personal security campaigns ■ Provision of CCTV to support personal security ■ Appropriate levels of lighting at and on routes to HERT stops ■ Help call points
	Hate crime statistics reveal that this group can be victims of hate crime.	No differential or negative impact currently identified as a result of this protected characteristic according to the available evidence.	Consider the possibility of hate crime during the detailed design phase. Introduce measures to make people feel safe and reduce the likelihood of hate crime.

| Sex/Gender[17] | Herts Insight – Mid 2020 estimates state that 49.0% of the estimated population for Hertfordshire is male and 51.0% is female. ONS 2020 - In 2020, it was estimated that 49.4% of the UK's population was male and 50.6% female. | Potential impacts
▪ Perception of personal security when waiting for and using the service
▪ Comfort of travel experience | ▪ Working with stakeholders to address personal security concerns, ensuring staff are appropriately trained, personal security campaigns
▪ Design of vehicle interiors and stops to accommodate a range of users, e.g. different heights for hand holds and seats
▪ Provision of CCTV to support personal security
▪ Appropriate levels of lighting at and on routes to HERT stops
▪ Help call points
▪ Safe temporary road diversions or partial closures should be provided to ensure females are not disproportionately affected during construction. |

3. Analysis and assessment: review of information, impact analysis and mitigating actions

Protected characteristic group	What do you know ? What do people tell you ?	What does this mean – what are the potential impacts of the proposal(s) ?	What can you do ?
	Summary of data and feedback about service users and the wider community/ public	• Consider positive and negative impacts • On service users / the public • AND, where relevant, staff*	What reasonable mitigations to reduce or avoid the impact can you propose? How will you communicate/engage or provide services differently to create a 'level playing field' – e.g. consultation materials in easy read or hold targeted engagement events
	• Who uses the service? • Who doesn't and why? • Feedback/complaints? • Any differences in outcomes? Why?	* if your proposals relate mainly to a staff restructure or reorganisation, you should use the template here	If there is no current way of mitigating any negative impacts, clearly state that here and consider other actions you could take in the action plan in section 4.
Sexual orientation[18]	Herts Insight – ONS (UK 2019 data only), 93.7% of the UK population were heterosexual, 1.6% were gay, 1.1% were bisexual and 3% declined to answer.	Potential impacts ▪ Perception of personal security when waiting for and using the service	▪ Working with stakeholders to address personal security concerns, ensuring staff are appropriately trained, personal security campaigns ▪ Provision of CCTV to support personal security ▪ Appropriate levels of lighting at and on routes to HERT stops ▪ Help call points
Marriage and civil partnership[19]	Herts Insight – Census 2011, 49.9% of Hertfordshire's population that were over 16 stated they were married and 32.5% were single. 0.2% were registered as being in a same sex civil partnership.	No impacts identified	
Carers[20]	Herts Insight – Census 2011, 9.7% of Hertfordshire's population of 1,116,062 provide one or more hours of unpaid care a week. In 2011, Hertfordshire had 20,668 unpaid carers providing over 50+ hours a week.	Potential positive impacts ▪ Provision of new services offering step-free access, space and comfort for travellers, including PRMs due to buggies, wheelchairs etc. ▪ Provision of seamless interchange	▪ Safe temporary road diversions should be provided to ensure carers can access services and support they need. ▪ Opportunities to improve the feeling of safety can be sought from appropriate lighting design and recognition of

		between modes • Enhanced public transport access to facilities and services, e.g. nurseries, health clinics, hospitals • Continuous east-west services reduce the need to interchange between public transport routes which can be more difficult for PRMs, those with learning difficulties and etc. and their carers	where people may feel in danger. • Opportunities could also be sought from implementing wider footways (which are more likely to comfortably host wheelchairs and mobility aids), and ramps as well as, safer crossing points.
Other relevant groups Consider if there is a potential impact (positive or negative) on areas such as health and wellbeing, crime and disorder, Armed Forces Community.	IMD 2019 - Hertfordshire ranks 135 out of 151 upper tier local authorities with rank 1 being the most deprived. The most deprived neighbourhood of Hertfordshire is Hertsmere. 2% of neighbourhoods in Hertsmere are among the most deprived 10% in the country.		

Opportunity to advance equality of opportunity and/or foster good relations[22]

Conclusion of your analysis and assessment - select one of the outcomes below[23] and summarise why you have selected i, ii, iii or iv; what you think the most important impacts are; and the key actions you will take.

OUTCOME AND NEXT STEPS	SUMMARY
No equality impacts identified No major change required to proposal	
Minimal equality impacts identified Adverse impacts have been identified, but have been objectively justified (provided you do not unlawfully discriminate) Ensure decision makers consider the cumulative effect of how a number of decisions impact on equality No major change required to proposal	Minimal equality impacts have been identified as the HERT scheme aims to connect Hertfordshire into Essex with few negative impacts. However, there are potential adverse impacts regarding those that are visually or mobility impaired, as well as for elderly residents and children. Nevertheless, these impacts have been considered and mitigated against. There are several positive actions that represent opportunities to support economic growth, improve air quality, and enhance public transport access that in turn will connect people easily to where they live and work.
iii. Potential equality impacts identified - Take 'mitigating action' to change the original policy/proposal, remove barriers or better advance equality - Set out clear actions in the action plan in section 4	
iv. Major equality impacts identified - The adverse effects are not justified, cannot be mitigated or show unlawful discrimination - You must stop and remove the policy [you should consult with Legal Services] - Ensure decision makers understand the equality impact	

4. Prioritised Action Plan[24]

Impact identified and group(s) affected	Action planned Include actions relating to: • mitigation measures • getting further research • getting further data/ consultation	Expected outcome	Measure of success	Lead officer and timeframe
NB: These actions must now be transferred to service or business plans and monitored/reviewed to ensure they achieve the outcomes identified.				
All groups	Validation of EqIA and full assessment if necessary when carrying out optioneering and more detailed design following consultation.	Identification of project and location-specific equality issues, and mitigating actions.	Negative impacts designed-out/mitigated	Project Manager Design phase
All groups	Public engagement carried out in an inclusive manner	Reduction of barriers to public engagement and more representative and inclusive response.	Diverse range of responses to the public engagement	Project Manager Design phase
Higher Vulnerability (those groups identified as vulnerable to hate crime)	Consider the possibility of hate crime during the detailed design phase. Introduce measures to make people feel safe and reduce the likelihood of hate crime.	Improved sense of personal security. Fewer incidences of hate crime.	Levels of people from higher vulnerability groups using the HERT	Project Sponsor Operations phase

This EqIA has been signed off by:

Lead Equality Impact Assessment officer:

Date:

Head of Service or Business Manager: Rupert Thacker

Date: 21/4/22

Review date:

Please now send the completed EqIA to equalities@hertfordshire.gov.uk

Please also ensure that the EqIA is referenced in and included as an appendix to reports to Management Boards Cabinet Panels and Cabinet so that decision makers can consider equality impacts before making decisions.

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Sustainable Hertfordshire Impact Assessment Form

Name of person completing this form	Stephanie Dodd
Date completed	February 2024

1. About the project, service or policy

Name of project, service, policy or procurement	Hertfordshire Essex Rapid Transit (HERT)
Name of project sponsor	Darren Granger
Name of project lead or business manager	Rupert Thacker
Project Timeline	HERT Prospectus by Summer 2024
Why is this project needed?	

Hertfordshire as a county has low public transport usage compared to the national average and has a mode share of 3.6% for bus against the nation average of ~8%.

Over 65% of people aged 16-74 in Hertfordshire used the car (either as the driver or passenger) as their main mode of transport to work. [1] While many residents do not reside in the same town they work. However, it should be noted that about a third of work trips are less than 5 miles.

Comprehensive East-West connectivity in Hertfordshire is lacking with most connections being radial and are servicing travel into and out of London. This leaves most internal journeys to be taken by car.

It is expected that in the next 10-15 years the peak hour journey numbers are going to increase by around 20% for inter-urban travel. Expecting a total of 2,500 to 4,500 people traveling per hour between towns.[2]

In this same 10-15 year period Hertfordshire is expecting to experience population growth of 175,000 more people living in the county and are planning on supporting 100,000 new houses and jobs. [3]

In order to achieve this growth In line with emission reduction and sustainability targets, Hertfordshire is planning to integrate the HERT Mass Rapid Transit project into the wider vision of developing sustainable transport hubs and connecting cycling and walking routes to an integrated sustainable travel system.

[1] Hertfordshire Traffic and Road Transport Data Report

[2] 2036 COMET Model Cumulative AM Peak Hour People Flows

[3] Sustainable growth | Hertfordshire County Council

2. Sustainability Impact

Mitigation	Assessment of Impact: *Negative Neutral Positive*	Brief description of impact	If negative, how can it be mitigated or adapted? If positive, how can it be enhanced?
Air Quality	Positive	Provision of potential mobility solutions, including active travel, e-mobility, autonomous shared mobility and transit should reduce reliance on the private car and in turn have a positive impact on air quality through modal shift. Provision of electric vehicles for the transit system to have a positive impact on the air quality along the routes.	*Further assessment will be undertaken during future stages of the planning and design process.* Can be enhanced further with social promotion for higher uptake of walking and cycling modes with integrated travel hubs and e-mobility integration in active travel rental schemes.
Biodiversity	Neutral	As the project is in the concept design phase and solutions have not yet been generated it is too early to assess this impact. As part of the design phase any solutions put forward will be assessed against a number of environmental topics..	Further assessment and consideration will be undertaken during the design phase of the project.
Education	Positive	The project will promote the use of potential mobility solutions, including active travel, e-mobility, autonomous shared mobility and transit.	*Further assessment will be undertaken during future stages of the planning and design process.* Can promote active travel though integrated mode access.
Greenhouse Gas Emissions	Positive	As the project is in the concept design phase and solutions have not yet been generated it is too early to assess this impact. As part of the design phase any solutions put forward will be assessed against a number of environmental topics. There are likely to be negative impacts during the construction phase and positive impacts during the operation phase.	*Further assessment will be undertaken during future stages of the planning and design process.* Green building techniques can limit the lifetime emissions of the construction on transport hubs. Use of net zero emission vehicle for mass transit fleet will provide greater benefit. Modal shift

Mitigation	Assessment of Impact: *Negative* *Neutral* *Positive*	Brief description of impact	If negative, how can it be mitigated or adapted? If positive, how can it be enhanced?
Green Procurement	Neutral	As the project is in the concept design phase and solutions have not yet been generated it is too early to assess this impact.	Green Procurement will be considered during the procurement phase of the project.
Health Inequalities	Positive	The aim of the project is to provide potential mobility solutions, including active travel, e-mobility, autonomous shared mobility, and transit.

This should provide improved access to green space and healthcare services.

Improving first mile and last mile provision to transport hubs encouraging active travel. | *Further assessment will be undertaken during future stages of the planning and design process.*

Access to health facilities will be confirmed later once exact routing is determined. |
| Renewable Energy | Neutral | As the project is in the concept design phase and solutions have not yet been generated it is too early to assess this impact. | *Further assessment will be undertaken during future stages of the planning and design process.*

Investigate solutions such as transport hub shelters with green power generating technologies (e,g. solar panels, wind power) |
| Waste | Neutral | HERT will have minimal effect on waste generation or recycling habits. | *Further assessment will be undertaken during future stages of the planning and design process.*

Use of recycled materials in infrastructure will be done in the design and procurement stage. |
| Water & Soil Health | Neutral | As the project is in the concept design phase and solutions have not yet been generated it is too early to assess this impact | *Further assessment will be undertaken during future stages of the planning and design process.* |
| Water Resources | Neutral | As the project is in the concept design phase and solutions have not yet been generated it is too early to assess this impact | *Further assessment will be undertaken during future stages of the planning and design process.* |

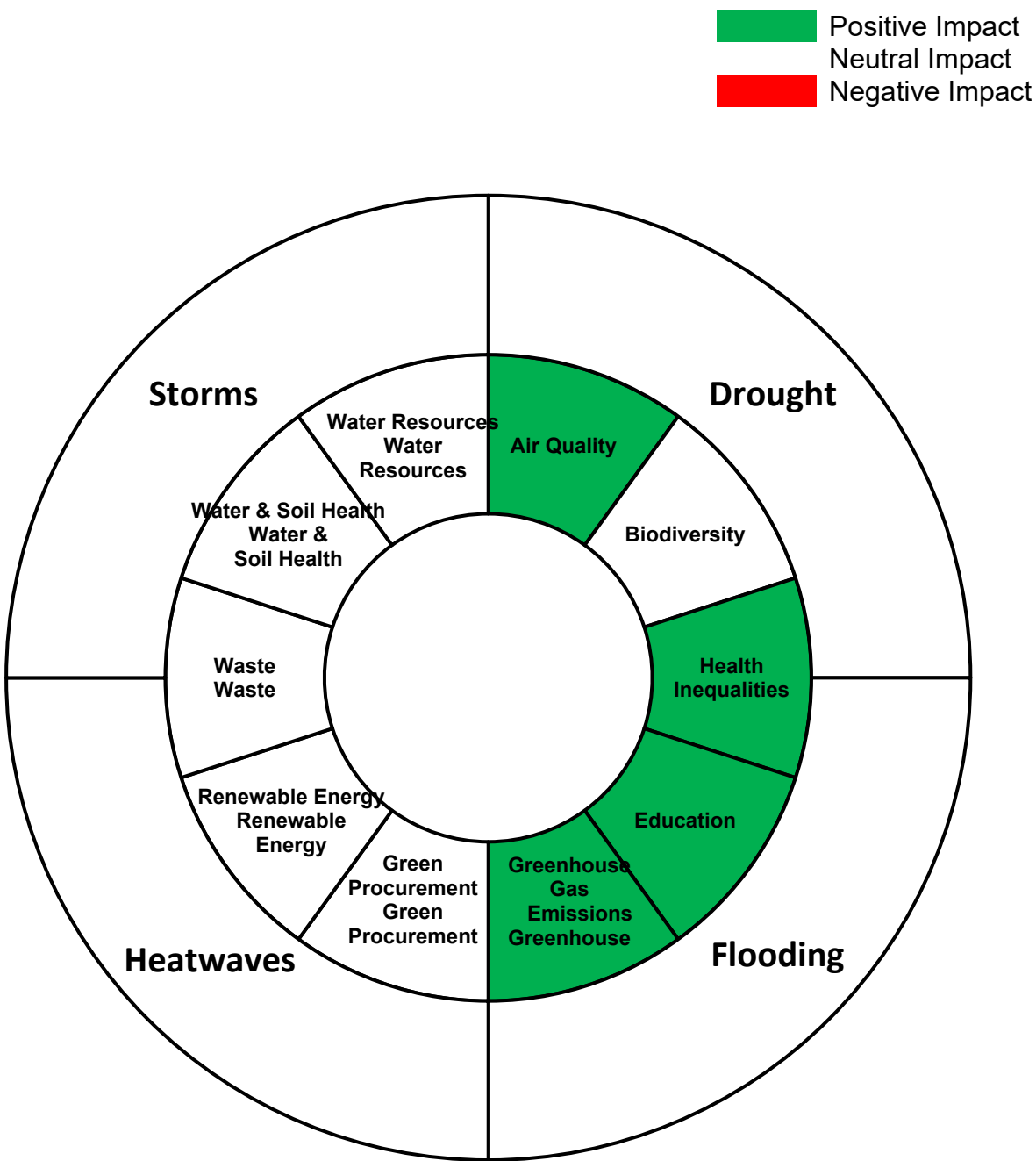| Adaptation	Assessment of Impact: *Negative Neutral Positive*	Brief description of impact	If negative, how can it be mitigated or adapted? If positive, how can it be enhanced?
Drought	Neutral	Water usage is unlikely to be affected in any aspect of the project lifecycle both in construction and operation	N/A
Flooding	Neutral	As the project is in the concept design phase and solutions have not yet been generated it is too early to assess this impact.	*Further assessment will be undertaken during future stages of the planning and design process.* Advice should be sought from a water and drainage specialist to mitigate through incorporation of SuDS within the design. A Construction Environmental Management Plan should be implemented to manage construction related flooding and drainage effects.
Heatwaves	Neutral	There is no anticipated change to existing levels of shade or ventilation in the event of heatwaves for the Proposed Development.	N/A
Storms	Neutral	There is no anticipated change to the exposure of higher wind speeds/storms for the Proposed Development	N/A

3. Action plan

Impact identified	Action to Reduce Negative Impact or Enhance Positive Impact	Timeframe/Date	Lead Officer
Air Quality	Undertake surveys and assess during outline design phase. Provide an attractive zero-emission, low carbon mass transit system that reduces private car use and transport carbon emissions, improving local air quality	Prospectus Summer 2024 Review during design process	Darren Granger
Education	Undertake surveys and assess during outline design phase	Prospectus Summer 2024 Review during design process	Darren Granger
Greenhouse Gas Emissions	Further assessment and consideration will be undertaken during the design phase of the project.	Prospectus Summer 2024 Review during design process	Darren Granger
Health Inequalities	Ensure that access and destination requirements are considered during design phase of the project	Prospectus Summer 2024 Review during design process	Darren Granger
Waste	Further assessment and consideration will be undertaken during the design phase of the project.	Prospectus Summer 2024 Review during design process	Darren Granger
Water & Soil Health	Undertake surveys and assess during outline design phase	Prospectus Summer 2024 Review during design process	Darren Granger
Water Resources	Undertake surveys and assess during outline design phase	Prospectus Summer 2024 Review during design process	Darren Granger

4. Sign off

	Name	Date
Head of Service/Business Manager	Rupert Thacker	29/2/24
Director	Tony Boucher	

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Storms

Drought

Heatwaves

Flooding

Water Resources
Water Resources

Air Quality

Water & Soil Health
Water & Soil Health

Biodiversity

Waste
Waste

Health Inequalities

Renewable Energy
Renewable Energy

Education

Green Procurement
Green Procurement

Greenhouse Gas Emissions Greenhouse

Positive Impact
Neutral Impact
Negative Impact

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HERTFORDSHIRE COUNTY COUNCIL

HIGHWAYS & TRANSPORT CABINET PANEL
12 MARCH 2024 AT 10.00AM

HIGHWAYS COMMUNICATIONS - RESPONSE TO PEER REVIEW

Report of the Executive Director of Growth and Environment

Authors:-	Stuart Reynolds, Group Manager Customer Journey (Tel: 01992 588630)
	Nick Henegan, Head of Communications (Tel: 01992 588073)
Legal Review:	Jaspreet Lyall, Principal Lawyer (Tel: 01992 555724)
Financial Review:	Georgie Sheridan, Finance Manager (Tel: 01992 555736)
Executive Member/s:-	Phil Bibby, Highways and Transport
Local Member/s:-	All

1. **Purpose of report**

1.1 To outline improvements in Highways communications following recommendations from the corporate peer review.

2. **Summary**

2.1 Results from the Local Government Association (LGA) Peer Review, which were published in February 2023 provided confirmation that the highways service was one of the most visible within the county. This statement is supported by the fact that the service receives approximately 1200 pieces of formally logged correspondence every week (not including fault reports) and delivers approx. 60,000 pieces of 'activity' on the network each year (both Hertfordshire County Council (HCC) and third parties). In addition, unlike most, the service is one that affects all of Hertfordshire's 1.2 million residents and the millions of people that travel through or use Hertfordshire's network each year.

2.2 With such a vast audience and programme of works, there is a significant challenge to communicate information across all aspects of the highways service in ways that would reach and influence all

customers. This challenge is intensified when nearly half of the works delivered on the network are conducted by third parties such as utility companies.

2.3 Despite the service having consistently high performance against the delivery of its agreed policies, (including in response to adverse weather events and general maintenance services, and road conditions that are considered above average compared to the rest of the UK), many residents and users remain dissatisfied with the condition of the county's roads and footpaths with outcomes of fault reports and the disruption caused by works on the network often at the centre of comments.

2.4 The peer review report recommended that the service look specifically at improving communications, and in response to this a Communications Task and Finish group (involving both service and corporate communications officers) was set up to review and consider how the service could enhance its communications approach as one lever to start to change perception of the service and what is delivered.

2.5 The challenge therefore with respect to communications was for the group to see how it could positively influence perception of the service, by educating and amplifying the good work undertaken, whilst at the same time recognising communications is one measure which cannot be seen in isolation from the policies and processes in place which govern service delivery levels.

3.   Recommendation/s

3.1 Panel is invited to note:

1. The enhancements made to communications in response to the Peer Review (4.4 to 4.8)
2. Other areas being reviewed in conjunction with communications which could influence public perception (4.9).

4.   Background

4.1   Corporate Peer Review

4.1.2 A [Local Government Association (LGA) Corporate Peer Review](#) took place in the county council in October 2022 and a report published in February 2023. The peer review praised the county council for being "a high quality, very hard-working workforce who put communities at the heart of activity" and recognised the sense of pride that colleagues feel working for the county council.

4.1.3 The peer review mentioned the highways service in three places, reproduced below for convenience, with the first extract a

recommendation and the other two extracts taken from the body of the report:

"Give attention to the communications and responsiveness of place services, in particular highways. As for all upper tier councils, these services are HCC's 'shop window' for many residents and partners. The quality of the communication is often as important as the substantive response and has an important impact on its reputation."

"In terms of the work that they do, HCC's delivery of services was mainly rated very highly by the partners the team spoke to. In particularly, there was a notable appreciation for the longstanding investment HCC has made put into prevention activity. Similarly, the council is already seen as leading the way in terms of the green agenda and sustainability, and there is much to build on here. There were some significant issues raised about both communication and responsiveness of some highways related services."

"The nature of all county councils means that much of HCC's external reputation and perceived value for money rests on place services, particularly areas like highways and infrastructure. Activity in these areas is highly visible to the public and partners, and in many ways act as a barometer for public perceptions of the council. Good work hidden in the depths of the council can be undermined by perceived issues at the more directly visible points of operation, such as in these service areas. As such, attention to how communications are managed, and the levels of responsiveness customers can expect to receive, would bring significant benefits and help to better reflect the very significant investment and effort in these areas; it will also boost perceptions of the council as a whole at a time when maintaining trust will be key."

4.1.4   These extracts from the report provide helpful insights and affirmation that the highways service is highly visible, and that the quality of highways communications affects the reputation of the council. It identifies that the levels of responsiveness customers receive could bring benefits in reflecting the investment the council has made in highways and boost perceptions of the council.

4.2   Impact of Winter

4.2.1   The road network in Hertfordshire suffered significant damage as a result of the winter weather over 2022/2023. With an extended period of snow and ice, followed by rain, many defects appeared on the roads.

4.2.2   Fault reports increased significantly over the same period compared against the preceding year. This graph (red line), showing pothole faults/enquiries reported, shows the impact of the snow and ice (first peak) then the rain (second peak) in comparison with the previous year (yellow line).

Enquiry Generated Cat 1 Pothole Data

Note: This is enquiry driven pothole data
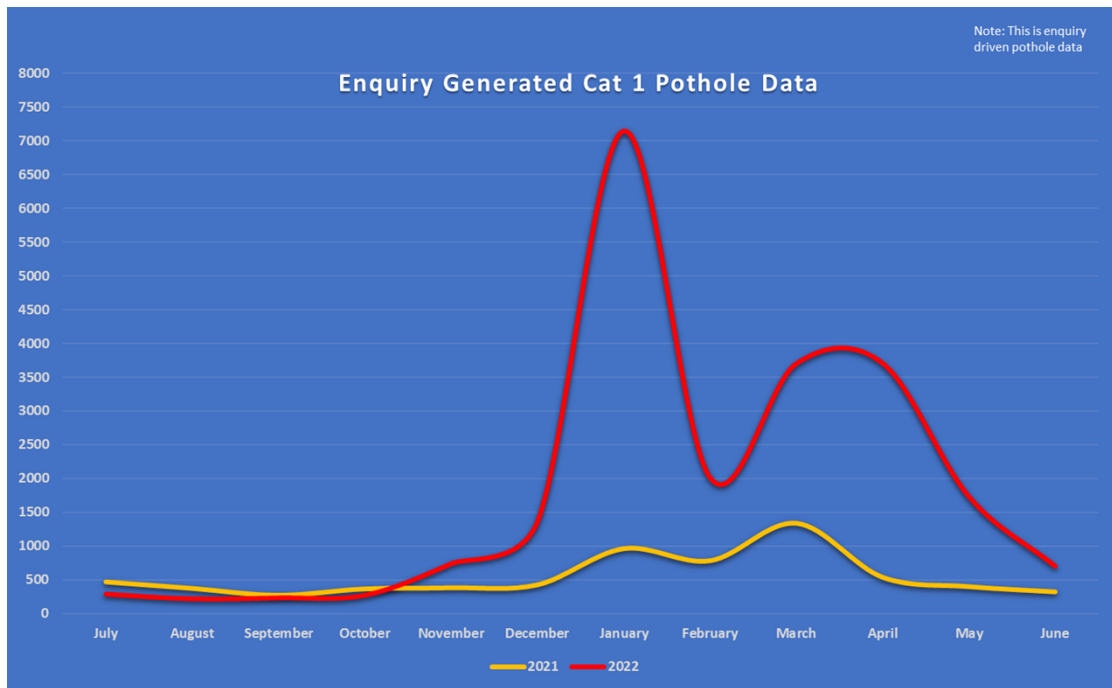
4.2.3   The highways service performed well during this time, with 98% of emergencies and 96% of Cat1 responded to in time.

4.2.4   Notwithstanding this high performance, and indeed the consistently high performance in general maintenance terms, the highways service suffers from low public opinion.

4.3   Customer Experience

4.3.1   Customers contact the highways service through various channels, via the website, by telephone and through social media. Annually, across these channels there are around 60,000 contacts into the highways service. (This does not include fault reports or any correspondence linked to a formal application process, i.e. dropped kerb applications).

4.3.2   Interaction and responsiveness is good across all channels, maintaining high Key Performance Indicators (KPIs). Negative feedback and escalations are not, in the main, directed towards the fault reporting, customer journey process, rather it is the decision and outcome received. In simple terms, customers are dissatisfied with service levels and perceive a lack of action after taking the time to contact the service.

4.3.3   Whilst communications is a key lever for change in both perception and keeping customers informed about works on the network, it is limited by the policies and processes that the service works towards. The perceived negative nature of many of the outcomes when contacted (i.e. "the fault won't be repaired") is often attributed to communication, when in fact it is due to operational policy. Therefore, communication

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activity needs to work hand-in-hand with other aspects of the service and where policy or operational changes are made, communications can act as a tool to amplify this through the relevant channels for the benefit of both the service and residents.

4.3.4 In addition, there can be a disconnect between what residents want to see repaired and the speed at which the work is done, and the services that the highways service is resourced to deliver. Potholes are a great example of this. The service uses specific criteria to determine whether a defect is a 'pothole' and meets intervention levels for a Cat1 or emergency response. The two photographs below are examples of defects that would not meet Cat1 intervention criteria. In these cases the defects would be assessed as Cat2 and a lower priority for works, customers however would view both defects as a pothole and expect action.

4.3.5 To address this, as detailed later in the paper, communications has focused on the many localised repairs of lower category defects, which has been funded by the government's pothole fund. Social media posts promoting the work still received some negative comments from the public, although they have also generated a number of supportive interactions and comments which in turn demonstrates the value that good communication can provide.

4.4 Communications improvement activity

4.4.1 In response to the recommendation in the Peer Review, a Highways Task and Finish Group was established to look at areas across the service. One of the aspects which was reviewed as part of this work was communications which focussed on responding to items that included the Impact of Winter 2022/23, feedback from customer and member experience and the negative sentiment on social media. This communications sub group therefore focussed (and continues to do so) on the development of four key areas:

- Agreeing a refreshed approach to communications strategy
- An enhanced communications programme to amplify good news and positive works being undertaken on the network at a county and local level.
- Reviewing regular outgoing communications from the service
- Review of how the service keeps members informed

4.5 Agreeing a refreshed approach to communications strategy

4.5.1 A revised approach has been agreed between the service and corporate communication teams which has allowed delivery plans to be developed in partnership, building on the existing good practice and systems in place.

4.5.2 A big part of this work focussed on the development of a highways narrative which would feed into all communications work. This narrative has allowed a clarity and consistency in message to be delivered across multiple channels and pieces of work and the teams are working on further embedding this into other areas of the service. This focusses on what we do, why we do it and how it is delivered.

4.5.3 Working in partnership across areas when communication to the public is required at speed (when handling communications around emergency or high profile road closures for example) has also been enhanced and agreed and has provided significant benefits in keeping people informed, which has reduced negativity and contact with the service. An example of this in practice was the sink hole that appeared in Fore Street, Hertford. The service was able to work closely with the corporate team to coordinate and inform the public of the situation and what was being planned to rectify it. A comprehensive package of communications was produced at speed and was issued across a

number of effective channels. The result was that there was almost no negativity directed towards the council. A variety of communications issued in this example can be found in Appendix 1. This process will now allow similar actions as and when needed.

4.5.4 Communications has also focussed on areas of work delivery/schemes where disruption may be of a higher level than is usually expected. An 'exceptional scheme' forum is in existence and managed by the Highways communications team and schemes that are highlighted with a higher level of possible disruption are taken forward and discussed within the communications group. This allows for an enhanced package of communications to be delivered for these particular schemes to keep residents, users and stakeholders informed. Much of this work is aimed at explaining to people why works are being undertaken, by whom and how best people can continue on with their lives during the disruption. The ability to prioritise certain schemes through this mechanism has allowed resource to be focussed more in areas that are likely to cause more negative reaction.

4.5.5 Whilst this work is proving successful, it is important to note that this approach can't be replicated across all work/schemes delivered by the service, so priority is given to those areas highlighted by the teams as high impact or high risk. How teams work with local members who can provide insight into likely disruption on planned works is also an area which is under review.

4.6   An enhanced communications programme to amplify good news and positive works being undertaken on the network

4.6.1 Whilst the main function of communications is to keep people informed, especially around what the highways service is doing, many people/residents will focus more on what the service isn't doing. It is this area that provides much of the negative sentiment and associated perception of the network in Hertfordshire.

4.6.2 As a result, whilst communications does not change what is currently delivered, it does have an ability to change opinions by highlighting all the positive work that is undertaken on the network each and every day.

4.6.3 This focus has led to a rolling programme of communications to be developed and implemented (coordinated by the task and finish group) covering a 3-month forward look action plan outlining opportunities for communications content and planning a rolling programme of positive news highlighting the scale, impact and innovation of the service.

4.6.4 To support this work, the group has started to use more hyper-local communications for certain scheme and activity messaging. This has included the recent use of 'Nextdoor', a hyper-local social media platform that allows the service to deliver localised content, local

Facebook groups and a more targeted approach to ensure communication activity is relevant and therefore more positively received by the desired audience.

4.6.5   To help educate and inform residents of the work being undertaken, the group also looked to implement a 'show, not just tell' approach. The aim of this was to bring this work to life, humanise the council, and to showcase real examples of the service's commitment to delivering excellent services to residents. Opportunities for this content are planned as part of the new coordinated approach.

4.6.6   Recent work in this area has included the Pothole fund programme where social media content has been delivered (before and after pictures) on a hyper-local scale to areas outlining work going on to fix defects in that area, and some of the specific schemes that have been highlighted as part of the exceptional scheme prioritisation. Examples of this localised content can be found in Appendix 2. A suite of videos have also been produced showcasing works undertaken on the network and explaining key pieces of information as to why things are done in certain ways. These pieces of communication have received a noticeable increase in positive support and have increased levels of engagement. This approach has also been replicated throughout the delivery of the winter service, utilising multiple videos and creative content.

4.7   Reviewing regular outgoing communications from the service

4.7.1   The highways service currently issues thousands of letters to residents each year covering a range of topics and provides similar amounts of responses to both fault reports and customer correspondence.

4.7.2   Letters sent to residents in advance (Work Information Bulletins (WIBs)) of planned works provide a mechanism to inform of what is going to happen when and why and to also advise the reader on what the service needs them to do at this time (move their car for example during work dates).

4.7.3   This direct communication provides the service with proactive opportunities to educate people on why works are required and being delivered and the context surrounding decisions. This advanced communication is a key tool in minimising negative views of the service and reducing possible disruption when works take place.

4.7.4   As part of the work following the peer review, the main works letter templates currently used by the service are being reviewed, along with associated emails and the team will consider language, look and feel and consider opportunities for additional content.

4.7.5   In-line with this activity, the team also plan to revisit fault report responses which are sent out based on a selection of codes selected

by officers. Whilst much of the outcome of these messages is dictated by operational policy, there is once again an opportunity to inform those that have provided fault reports of why decisions have been made and provide the relevant context surrounding it. Previous versions of fault report responses were kept deliberately short so that they were more 'readable', however given feedback from fault reporting surveys which suggests that many that receive responses don't understand why decisions have been made, has given cause to include much more detailed information in responses. This work is currently being undertaken with the view to implement improved messaging in the first half of 2024.

4.7.6   Whilst there is a fundamental communications challenge in providing information that may be viewed as negative (such as telling someone that their fault report will not be dealt with as it is considered low priority or saying that their road will be closed for 3 days due to resurfacing work), they also provide an opportunity for the authority to explain why decisions have been made to help increase understanding and change perception of the service and associated actions.

4.8   Review of how the service keeps members informed and briefed

4.8.1   Member briefings play an important role in keeping local members informed around both county-wide and localised schemes, work, potential issues or positive news stories.

4.8.2   Following the review and feedback often received that members may not feel as informed as they would like to be able to deal with resident requests or questions, the service has started to develop standard member briefing notes that include a wider range of tools (in addition to just the factual information about the situation) that can be used to help inform local groups, resident contact or provide opportunities for proactive communication through member-led accounts (such as social media).

4.8.3   Work has already begun on this and will likely include the addition of FAQs with answers, pre-made social media content that could be used, outlines of current process and policy surrounding a topic or how best for residents to report issues/concerns or take part in engagement activity. Such briefing notes have already been provided in relation to the winter service and flooding.

4.8.4   The aim of this work is to provide members with a more comprehensive range of tools that can be utilised in local areas and help minimise the reliance of contacting the service for further information or answers (which could delay responses).

4.8.5   In addition to these more regular briefings, based on feedback and experience, Highway Liaison Meetings have not always offered the local benefits as intended, and do not take place in all Districts and

Boroughs, so the format of these meetings has been included in the review. This will help to understand how they can become more effective and constructive. Whilst this wider review work is underway, current Highway Liaison Meetings have been paused. A proposal for their replacement will be circulated in early 2024.

4.8.6 In addition to this work, the service will be reviewing engagement and contact opportunities with all stakeholders, covering both how the service provides information to and engages with various groups, but also to provide clarification as to how different stakeholders can contact and interact with the service.

4.9 Other areas in scope which could influence perception

4.9.1 As mentioned earlier in the paper, communications can be an important lever for perception change, however it is not the only lever. Other areas within the service can influence this so the group will be looking at some other areas based on regular feedback.

4.9.2 One area currently under review is temporary signage used across the county for works. Temporary signage is heavily governed by legislation, which can cause frustration when residents want a simple adjustment (Road Ahead Closed signs not saying which road for example). A scoping exercise of this is currently underway and a briefing note around temporary signage will be issued to all members in early 2024 outlining current legislation, what is done in Herts and what trials (if any) are being considered.

4.9.3 Joint working between the service and the Flood Risk Management team is also underway to look at how joined up communications around flooding in particular could be improved with the aim to make it easier to understand processes, what responsibilities are of all parties (including residents protecting property) and easier to navigate reporting flooding in the county (some of this content will be included in the revised Fault Reporting message work for flooding).

5.0 Financial Implications

5.1 There are no direct financial implications from this report.

6 Legal Considerations

6.1 There are no direct legal implications from this report

7. Equality Implications

7.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered, the equalities implications of the decision that they are taking.

7.2   Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

7.3   The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

7.4   No Equality Impact Assessment (EqIA) has been undertaken in relation to this paper

8.   Sustainable Hertfordshire Impact Assessment

8.1   The Climate Change Act 2008 requires the UK government to reduce greenhouse gases by 100%, relative to 1990 levels, by 2050. As a local authority, the County Council is committed to this target, having declared a climate emergency in 2019.

8.2   The County Council has chosen to consider sustainability within its decisions, to identify suitable mitigation measures to address the impacts of climate change where required and practicable in all the circumstances, ensuring these are in line with the Sustainable Hertfordshire Strategy .

8.3   When considering proposals placed before Members it is important that they are aware of and have considered the sustainability implications of the decision that they are taking.

8.4   No Sustainable Hertfordshire Impact Assessment (SHIA) was undertaken in relation to this matter.

Appendix 1 – Emergency communications Forestreet, Hertford

Hertfordshire County Council ✔ @hertscc · Jun 16
For updates on the emergency work on Fore Street, Hertford, check out @Herts_Highways 👇

HCC Highways @Herts_Highways · Jun 16
Here you can see the current progress of our emergency investigation work on #ForeStreet #Hertford. We thank you for your patience whilst we continue to work on this. You can read more about this here: bit.ly/3qONAB0

Here you can see the current progress on the emergency investigations work on Fore Street, Hertford. Thank you for your patience.

💬 2   ⟲   ♡ 2   �.. 3,196   ⬆

HCC Highways @Herts_Highways · Jun 19
Good news, the emergency works on #ForeStreet #Hertford are now complete and the road is re-opened to traffic. Buses will continue to operate from bus station for the time being. Thank you for your patience during these works. For more info: bit.ly/3qONAB0

Good news, the emergency works on Fore Street, Hertford are now complete and the road is re-opened to traffic. Buses will continue to operate from bus station for the time being. Thank you for your patience during these works.

💬   ⟲ 3   ♡ 12   ..� 2,132   ⬆

Hertfordshire

Network Management Team
Hertfordshire County Council
County Hall
Pegs Lane
Hertford, Herts SG13 8DF
www.hertfordshire.gov.uk

Tel: 0300 123 4047
Email: cschighways@hertfordshire.gov.uk
Ref: Fore Street, Hertford
Date: 13 June 2023

Dear Resident

FORE STREET, HERTFORD

We are writing to tell you that due to emergency investigations work we have closed Fore Street, Hertford to vehicles with immediate effect.

Fore Street, Hertford has been closed between South Street and Market Street for emergency investigation works due to a void in the carriageway.

As a safety precaution there is no vehicular access at this time. We are working to provide residential access to Bull Plain and The Folly via Parliament Square and have arranged for bus services to resume within Hertford bus station.

Further updates will be shared via our website and social media channels.

Please see below the maps for the closed area of Fore Street and the diversion route.

For further details please visit www.hertfordshire.gov.uk/roadworks

Fore Street, Hertford - emergency closure

Due to emergency investigations work we have closed Fore Street, Hertford to vehicles with immediate effect. As a safety precaution there is no vehicular access at this time, however footpath remains open to pedestrians and homes, and businesses remain accessible on foot.

Upcoming roadworks   ›
What we're doing and why   ›
Want to know more?   ›

HertsLive

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Meet the hat-trick of heroes nominated for Sky Bet's Real Football No.1s
mirror.co.uk

Elderly woman fighting for her life after being hit by car in Radlett

Residents slam 'unacceptable' 5G masspole plans with hundreds objections

Photos show aftermath of barn 'engulfed in fire' as 10 crews tackle blaze

Multi-vehicle crash closes M25 near Potters Bar - recap

H ▸ News ▸ Hertfordshire News ▸ Hertford

Emergency works on Hertford Fore Street complete after 'sinkhole' appeared

The road was deemed by the council as unsafe, prompting the decision to close Fore Street to traffic last Tuesday

NEWS   By **Charlotte Page** Print Content Editor
08:48, 21 JUN 2023

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Fore Street, Hertford Emergency Road Closure

Published: 13/06/2023 14:15:00

Fore Street, Hertford Emergency Road Closure

A void appeared in the road at Fore Street, Hertford, over the weekend and whilst a temporary repair was carried out the void has reappeared. Further assessment today has found the road is not safe to use so we have now had to take the decision to close Fore Street to traffic while emergency inspection and repairs takes place. There is no vehicle access, however the footpath remains open to pedestrians and homes and businesses remain accessible on foot.

Temporary bus stops located on Fore Street have closed and buses are now stopping at the bus station.

We are pleased that Chase New Homes have assisted us by clearing fencing and barriers at the bus station, enabling it to fully reopen to help reduce disruption in Hertford and keep buses running.

Appendix 2 – Proactive communication stories

POTHOLE PROGRESS: Hertfordshire County Council announces plans to fix more potholes thanks to multi-million-pound funding

Herts highways chief urges Government not to 'water down' fines for utility companies

Hertfordshire County Council
Top contributor · July 21 at 12:22 PM · 🌐

In the last 4 weeks we have repaired 120 potholes in Hitchin, such as the one below in Girons Close. We're using the £3.9m pothole fund to make this happen, helping us to double the number of pothole repairs in Hertfordshire from 20,000 to an expected 40,000 this year. Find out more at: www.hertfordshire.gov.uk/potholerepairsandprotectroads

Hertfordshire

👍 79   83 comments

👍 Like   💬 Comment   ◉ Send

Hertfordshire County Council ✓
Hertfordshire County Council · 3 days ago

In the last 4 weeks we have repaired 134 potholes in Hemel Hempstead, such as the one below in Anchors Lane. We're using the £3.9m pothole fund to make this happen. See more...

Multi-million pound boost to double pothole repairs and prot...
hertfordshire.gov.uk

Posted to Subscribers of Hertfordshire County Council in 12 neighbourhoods

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Hertfordshire County Council ✓ @hertscc · Jul 21

Half of the 75,000 permit requests our highways network receive each year come from private utility companies. To find out about the difference between roadworks and streetworks visit hertfordshire.gov.uk/roadandstreetw...

ALT

💬 1   🔁   ♡ 1   📊 1,262   ⬆

HCC Highways @Herts_Highways · Jul 15

Good news! The works on #NorthRoad #Stevenage are progressing well, here you can see the development of the two-way cycleway to allow cyclists to travel more safely in the area. Thank you for your patience and understanding during these works. More info: bit.ly/3pyDlx9

North Road, Stevenage Active Travel Scheme Progress

💬 1   🔁   ♡ 2   📊 2,059   ⬆

Hertfordshire County Council ✓ @hertscc

We will double the number of potholes we fix and protect our roads from further damage before next winter using new multi-million-pound funding. Find out more here hertfordshire.gov.uk/about-the-coun...

Hertfordshire County Council ✓ @hertscc · 7h

Our roads are in a better condition than the national average, but we absolutely know that there's more that needs to be done, especially to pothole repairs. Watch our video, or visit hertfordshire.gov.uk/highways for more information.

Cllr Phil Bibby
Executive Member for Highways and Transport

Hertfordshire's roads have suffered from the exceptional s   0:13 / 1:00

💬 4   🔁   ♡ 1   📊 1,829   ⬆

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HERTFORDSHIRE COUNTY COUNCIL

HIGHWAYS AND TRANSPORT CABINET PANEL
TUESDAY 12 MARCH 2024 AT 10:00AM

<table>
<tr><td>Agenda Item No:

11</td></tr>
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HIGH STREETS RECOVERY UPDATE

Report of the Executive Director of Growth and Environment

Author:-	Rupert Thacker, Head of Highways Implementation & Strategy (Tel: 01992 658176)
Legal Review:	Jaspreet Lyall, Principal Lawyer (Tel: 01992555724)
Financial Review:	Lisa Toye, Head of Finance (Tel: 01992 588995)
Executive Member/s:-	Phil Bibby, Highways & Transport

1. **Purpose of report**

1.1 To update Panel in respect to the High Street Recovery programme.

2. **Summary**

2.1 This report highlights the progress in working with local communities and stakeholders to finalise supported changes that seek to improve accesibility and viability of town centres through changes to the highway network following the 'pop up' schemes implemented during the pandemic.

3. **Recommendations**

3.1 That Panel is asked to note the progress made to date.

4 **Purpose**

4.1 This paper is to update panel in relation to the High Street Recovery - Covid-19 response. It includes a summary of the schemes initially implemented to enable improved access for vulnerable people to key services and the subsequent trials that were progressed following community and stakeholder engagement exercises that were undertaken for each site.

4.2 To outline the current status of the High Street Recovery Programme. More details, including the full public engagement and consultations outcomes, can be viewed on the HCC High Street Recovery web page at High street recovery | Hertfordshire County Council.

5   Background

5.1   In response to the challenges of Covid-19 and to help enable the more vulnerable members of society access key High Street services, Hertfordshire County Council, with the support of District and Borough councils across Hertfordshire, promoted a series of changes in busy High Street environments where additional space to walk and cycle would help to support social distancing, in line with the Government's emerging guidance at the time. These sites are listed in Appendix A below with some photographs in appendix B below.

5.2   As the pandemic unfolded, this space also began to provide further opportunity to support outside hospitality and trading, increasing the amount of space that some traders could provide safely for customers, and to support the economy. As such, and again in line with emerging government guidance, the County Council worked closely with a number of the Districts and Boroughs to support this opportunity through more formal parking, loading and traffic management arrangements with the use of planters and street furniture, replacing the initial temporary orange barriers that were deployed.

5.3   Recognising the potential environmental, social and economic benefits of these changes and to support the long-term success of High Streets as thriving places to work, visit and live. A series of engagement exercises were undertaken for each site to help ascertain if the local community supported the measures and would consider retaining all or some of the changes for the longer term as part of a trial under a rebranded "High Street Recovery" branding. The sites that were supported to be taken forward on a trial basis are listed in Appendix A, highlighted green and orange.

5.4   The trial projects have been joint initiatives with HCC working alongside District and Borough authorities and local Business Improvement Districts (BIDs) with the aim of creating places that are welcoming to all, where people feel safe, relaxed and with improved air quality. A number of the Districts and Boroughs had additional government funding to support the physical changes and worked with the Highways teams to identify possible areas of joint working to maximise the opportunities. The trial areas and are being monitored which has identified that in some instances more people are spending more time in these town centres than before the pandemic.

5.5   To bring the trials to a conclusion, each site has been formally consulted upon with the local community and stakeholders. This has informed the locally formed Project Boards, made up of the relevant local County Councillors, District representatives and, in some instances, BIDs and trade group representatives. The Board recommendations have formed the basis of the approach for each site and are reliant upon a co-operative approach due to the different and varied functions that need to support these changes. For example, a number of schemes are likely to include, to some extent, the need for minor amendments in the Highway to facilitate the arrangements, which would fall to Hertfordshire County Council. Alongside this, parking changes and enforcement are a key aspect that will need District and Borough Council support to work. BIDs have provided further support in terms of operational aspects, such as managing access and liaison with business groups. If any one party is unsupportive and cannot fulfil their role, the trials fail and require removal.

5.6 As a result of this process, three schemes have now been made permanent with the necessary Traffic Regulations Orders promoted to facilitate the arrangements. Others have been modified further in response to the feedback received and are being reviewed with a view to reconsulting as part of the decision-making process.

5.7 A summary of each site is outlined in Appendix A, below.

5.8 Where sites have been made permanent, there is in some cases an aspiration to further enhance the spaces that have been created. Funding secured from the Department for Transport (DfT) is being utilised to carry out initial work to look at these opportunities in more detail to help place the authorities in a stronger position to bid for further funding or secure contributions from developments and third parties when the opportunities arise to deliver improvements.

6 Progress

6.2 A summary of the details of each scheme and its current status is shown in Appendix A, below.

7 Finances

7.2 In the year 2023/24, HCC are expecting to spend approximately £170,000 on progressing the High Street Recovery trials. Funding is through a combination of Active Travel England's Capability & Ambition Fund, s106 contributions and DfT block allocation and County Council funds. Further funding to support the longer-term aspirations will be secured through a variety of sources as set out in 5.8.

8 Legal Implications

8.1 There are no legal implications arising from this report.

9 Equality Implications

9.1 When considering proposals placed before Members it is important that they are fully aware of and have themselves rigorously considered the equalities implications of the decision that they are taking.

9.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

9.3 The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act

2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

9.4   An Equality Impact Assessment (EqIA) was undertaken at a programme level during the initial deployment and individual EqIA have been produced for each of the each of the live projects which are available on request. This has identified that no protected characteristic groups are unduly impacted or harmed by these proposals; there is the potential for a net benefit to be realised for all in terms of road safety and active travel uptake as areas with lower speeds become more commonplace.

10   Sustainable Hertfordshire Impact Assessment

10.1   The Climate Change Act 2008 requires the UK government to reduce greenhouse gases by 100%, relative to 1990 levels, by 2050. As a local authority, the County Council is committed to this target, having declared a climate emergency in 2019.

10.2   The County Council has chosen to consider sustainability within its decisions, to identify suitable mitigation measures to address the impacts of climate change where required and practicable in all the circumstances, ensuring these are in line with the Sustainable Hertfordshire Strategy .

10.3   When considering proposals placed before Members it is important that they are aware of and have considered the sustainability implications of the decision that they are taking.

10.4   Sustainable Hertfordshire Impact Assessment (SHIA) has been undertaken for this programme and is included in appendices C1 and C2. This proposed process is seen to contribute positively due to the overall reduction in vehicle journeys and the environmental and sustainability benefits inherent in an increase in active travel modes.

Covid 19 High Street Response locations

Project	Partners	Description	Status	Update
Bishops Stortford, Station Road	Hertfordshire County Council, East Herts District Council	Traffic lane removal on bridge to widen footway for social distancing	Scheme retained	Locally supported trial that remains in place.
Bishops Stortford, Town Centre	Hertfordshire County Council, East Herts District Council	Traffic management to limit vehicle access and through traffic	Removed	The project was initiated to provide more space for those walking and cycling and outside trading. Further to discussions with Town Council the scheme was removed. Further options are being considered.
Borehamwood, Shenley Road	Hertfordshire County Council, Hertsmere Borough Council	Removal of parking in service road between Clarendon Road and Grosvenor Road	Removed	The project was initiated to create space for those walking and wheeling; and provide outside trading opportunities. Further to the review of the measures and local engagement the scheme was removed.
Harpenden Bowers Parade	Hertfordshire County Council, St Albans City & District Council	Traffic management & removal of short stay parking in service road to limit vehicle access and through traffic	Removed	The project was initiated to create space for those walking and wheeling; and provide outside trading opportunities. Majority support for a High Street Recovery trial in public engagement, but town council opposed, and it was abandoned.
Hertford Fore Street	Hertfordshire County Council, East Herts District Council	Removal of short stay parking and revised loading arrangements	Progressing with permanent traffic regulation order (PTRO)	Pending a project board final decision, steps are being taken in towards the "future vision" for Fore Street which has been reviewed in conjunction with the East Herts Parking Team and a final layout is agreed. New parking place orders and changes to the size of the Restricted Parking Zone will assist the parking team with enforcement and will make it easier for customers to understand the parking restrictions. Plans are being prepared for potential footway widening works which could be constructed in the near future and will make the area easier to move through for those with accessibility issues and enable street trading in front of some of the popular hospitality units.
Hertford, Parliament Square	Hertfordshire County Council, East Herts District Council	Traffic management to limit vehicle access and removal of through traffic	Progressing with PTRO	The closure of the western end of Fore Street is progressing to a permanent TRO following consultation that demonstrated local support.

Project	Partners	Description	Status	Update
Hitchin High Street and Market Place	Hertfordshire County Council, North Herts Council, Hitchin BID	Pedestrian Zone – 10am 4 pm Monday to Saturday	PTRO implemented	Following positive feedback via the consultation the trail has been made permanent. The change sees the High Street and Market Place being maintained as a pedestrian and cycle zone from 10am to 4pm each day (except Sundays) when levels of people walking, wheeling and cycling are at their highest. Building on the already fantastic use of tables and chairs Market Place is already seeing, HCC Officers are working with councillors, the district and Hitchin BID on a concept to optimise this flexible space in the historic town centre and address drainage and accessibility issues. The project will hopefully tie in with the NHC's regeneration of the Churchgate Shopping Centre.
Knebworth, London Road	Hertfordshire County Council, North Herts Council	Removal of parking on London Road	Removed	The project was initiated to widen footways and create space for social distancing and outside trading. The Knebworth scheme was a temporary, emergency measure aligned with government guidelines to support social distancing following the relaxation of Covid-19 restrictions. It was removed following local consultation that supported a return to pre-Covid layout.
Radlett, Watling Street	Hertfordshire County Council, Hertsmere Borough Council	Removal of parking from sections of the service road	Removed	The project was initiated to provide additional space for people walking and outside trading. Planters and various highway measures as part of a semi-permanent arrangement were introduced to enable social distancing within Radlett town centre. There was not support for the trial measures to be retained and it was removed.
Rickmansworth High Street	Hertfordshire County Council, Three Rivers District Council	Closure to traffic between 10am Saturday and 6am Monday. Removal of short stay parking	Awaiting approval of board decision	Rickmansworth High Street has had people walking and wheeling prioritised during the day when footfalls are at their highest for the last few years while data has been collected and the public engaged with. The project is in the final stages of the decision-making process following lengthy engagement and consultation reviews. The project board have recently decided to progress towards a hybrid weekend-only closure of Rickmansworth High Street, which is likely to come into force in the New Year subject to committee approval at Three Rivers District Council.
Royston High Street	Hertfordshire County Council, North Herts Council	Removal of short stay parking	PTRO implemented	The trial in Royston has been made permanent very recently with changes that move away from short-stay parking in favour of an increase in loading and disabled capacity - enabling a less vehicle dominated streetscape. The project has significant benefits towards those with accessibility issues by increasing footway widths to current UK standards and reducing the volume of circulating traffic. The changes also support Royston's sustainable travel town application. HCC are currently working on a footway improvement project to replace the temporary measures with wider paths making it easier, safer and more convenient to use the shops and travel through the area on foot and by bike.
St Albans, Hatfield Road	Hertfordshire County Council, St	Footways extended to	Closed	This was always intended as a temporary scheme to allow more space for social distancing while queueing outside shops.

Project	Partners	Description	Status	Update
	Albans City & District Council	allow for social distancing		Barriers were removed when social distancing measures were relaxed.
St Albans, High Street	Hertfordshire County Council, St Albans City & District Council, St Albans BID	Closure to through traffic Initially at all times then restricted to weekends only to create an improved environment for people walking and cycling in the city centre and to provide space for outside trading	Relaxation of Experimental traffic Regulation Order (ETRO)	Initially implemented to enable more space for people accessing the city centre and then to support the hospitality businesses in the area the High Street was closed to through traffic. Following an initial engagement process, it was agreed that aa phased trial approach should be taken with the closure removed to enable local roadworks to be undertaken and for monitoring to take place. In November 2022 the road was closed at weekends only form Friday night to Monday morning. This was with a view to a second phase being promoted that would return to a 7-day closure. Following feedback and a further engagement exercise on the city centre measures it was agreed with the board that the road should be reopened to traffic and the second phase to close the road 7 days a week would be cancelled. Phase 3 of the trial will see George Street (see below) closed to traffic from 11am Saturday through to 7am Monday. High Street will not be closed to traffic, but the gates will remain to allow for closures to traffic for special events. A comprehensive monitoring and evaluation plan has been established and is ongoing.
St Albans, George Street	Hertfordshire County Council, St Albans City & District Council, St Albans BID	Closure to traffic between 11am Saturday and 7am Monday to provide space for social distancing and outdoor hospitality	Relaxation of Experimental traffic Regulation Order (ETRO)	George Street was initially closed to through traffic other than deliveries in order to provide additional space for social distancing and subsequently the hospitality businesses in the street. The measures were temporally removed to facilitate road works and enable monitoring to take place. More robust measures were reintroduced in November 2022 and the road closed to through traffic. At the end of the trial following a further consultation and engagement with businesses and residents' groups and further phase is under way that sees George Street closed to traffic from 11am Saturday through to 7am Monday. High Street will not be closed to traffic, but the gates will remain to allow for closures to traffic for special events.
St Albans, Market Place	Hertfordshire County Council, St Albans City & District	Removal of traffic between 7am and 11am to provide space for social	Progressing with Permanent traffic regulation	The road has been reallocated to pedestrian space with vehicle access from 7am to 11am each day when loading is able to take place to the shops. This arrangement is to be made permanent following the Experimental Traffic Regulation Order (ETRO) process in November 2023, meaning that pedestrians

Project	Partners	Description	Status	Update
	Council, St Albans BID	distancing and outdoor hospitality	order (PTRO)	will continue to have priority in that location. A further order will be made in conjunction with St Albans District Council in the coming year to consolidate the many different traffic regulation orders currently present dating back to the 1970s. This will ensure that traffic and parking enforcement is easier and more effective for everyone. We have also started conversations with our landscape architects to begin the process of looking at opportunities for urban realm and accessibility enhancements in order to be ready for any future funding opportunities.
Ware	Hertfordshire County Council, East Herts District Council	One way system to enable the widening of footways supported with a reduced 20mph limit and on-street parking restrictions	Removed	The Ware scheme was a temporary, emergency measure aligned with government guidelines to support social distancing following the relaxation of Covid-19 restrictions. The initial one way flow was reversed following feedback and the measures remained in place whist social distancing was a requirement. Following engagement with the local community the scheme was removed.
Watford, High Street	Hertfordshire County Council, Watford Borough Council	Removal of traffic from the High Street between king Street and Market Street -	Handed over to WBC	Locally engaged upon by Watford and promoted as a permanent scheme with camera enforcement.
Welwyn, High Street	Hertfordshire County Council, Welwyn Hatfield Borough Council	Widened footway sections and parking management to improve areas for social distancing and access.	Removed	Following an initial change to make the High Street one-way, this was returned to two-way traffic with the implementation of a 20mph area. This supported social distancing and greater road safety in the High Street. This was achieved using planters to narrow the carriageway, which changed the environment of the road to enable the 20mph area. Some elements of the project have been retained and the High Street is within the potential Welwyn 1 scheme, part of the wider 20mph programme.

Market Place, St Albans

George Street, St Albans

Market Place, Hitchin

High Street, Royston

Parliament Square, Hertford

Rickmansworth High Street

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Sustainable Hertfordshire Impact Assessment Form

Name of person completing this form	Alister Barclay
Date completed	Revised 26/02/24

1. About the project, service or policy

Name of project, service, policy or procurement	High Street Recovery Trials Programme
Name of project sponsor	Odette Cotterell/David Burt
Name of project lead or business manager	Rupert Thacker
Project Timeline	2019 to present
Why is this project needed?	

Supporting the evolution of high streets as thriving places to work, visit and live, breathing new life into our town centres following the pandemic. Trial projects aim to create places that are welcoming to all, where people feel safe, relaxed and can breathe clean air. Where trials are supported, we will aim to make measures permanent and examine public realm improvement options.

2. Sustainability Impact

Mitigation	Assessment of Impact: *Negative Neutral Positive*	Brief description of impact	If negative, how can it be mitigated or adapted? If positive, how can it be enhanced?
Air Quality	Positive	Closure of roads has directed traffic often onto more suitable roads for traffic movement and occasionally has removed journeys from the network due to modal shift. Air quality benefits have been observed in St Albans and Hertford where it has been monitored.	Targeted road closures can be considered as part of air quality action plans. Building connected active networks in city and town centres; delivering on LCWIP and GTP ambitions in the next few years.
Biodiversity	Positive	Planters have been introduced as part of the high street trials and remain in some locations. Longer	

		term projects may involve greening which may have a positive biodiversity impact and support green corridors in urban centres.	
Education	Neutral	Educational opportunities could potentially be incorporated in permanent works/scheme development.	
Greenhouse Gas Emissions	Positive	Traffic volumes in and through town centres are lower than pre-Covid. Encourages other modes, particularly walking and cycling. No evidence these have precipitated longer journeys.	Potential to enhance benefits by building connected active networks in city and town centres; delivering on LCWIP and GTP ambitions in the next few years.
Green Procurement	Neutral	Opportunities to procure green construction materials as part of permanent schemes and recycle any waste materials.	Opportunity to improve this offer through Highways contract procurements in 2024.
Health Inequalities	Positive	Improved air quality and encouraged active travel.	Building connected active networks in city and town centres; delivering on LCWIP and GTP ambitions in the next few years.
Renewable Energy	Neutral	(St Albans: are considering electrical supply for market stalls, which could be sourced sustainably. Would reduce use of generators using fossil fuels.)	
Waste	Neutral		
Water & Soil Health	Positive	Less runoff contaminated by tyre and brake dust, heavy metals and hydrocarbons from roads with restricted traffic.	Consider extending via revised traffic arrangements with one-ways and filters, so traffic is encouraged onto high movement roads best suited for it.
Water Resources	Neutral	Permanent schemes may consider SUDS or rain gardens to manage runoff.	
Drought	Neutral	Drought resistant planting may be considered in permanent schemes.	
Flooding	Neutral	Permanent schemes may consider SUDS or rain gardens to manage runoff.	
Heatwaves	Neutral	As part of permanent schemes, canopies can provide shade.	

Storms		As part of permanent schemes, canopies can provide protection from the weather.	

## 3. Action plan

Impact identified	Action to Reduce Negative Impact or Enhance Positive Impact	Timeframe/Date	Lead Officer
Biodiversity	Consider greening of town centres as part of permanent schemes.	2024/25	Individual project sponsors
Education	Engagement opportunities examined, including trails or interpretation boards	2024/25	Individual project sponsors
Green procurement	Work with Ringway to discuss green procurement options	2024/25	Individual project sponsors/designers in liaison with group manager
Air Quality/Greenhouse Gas Emissions/Health Inequalities	Build on plans presented in LCWIPs and GTPs. Town and city centre High Street schemes can provide links to these wider schemes to build active networks.	2024-2034	Implementation and strategy SPMs working in tandem.
Water resources/droughts/floods	The use of suds and water collecting fountains could be considered.	2024/25	Individual project sponsors
Heatwaves/storms	The use of canopies and other protective measures could be considered	2024/25	Individual project sponsors

4. Sign off

	Name	Date
Head of Service/Business Manager	Rupert Thacker	29.2.24
Director	Tony Boucher	29.2.24

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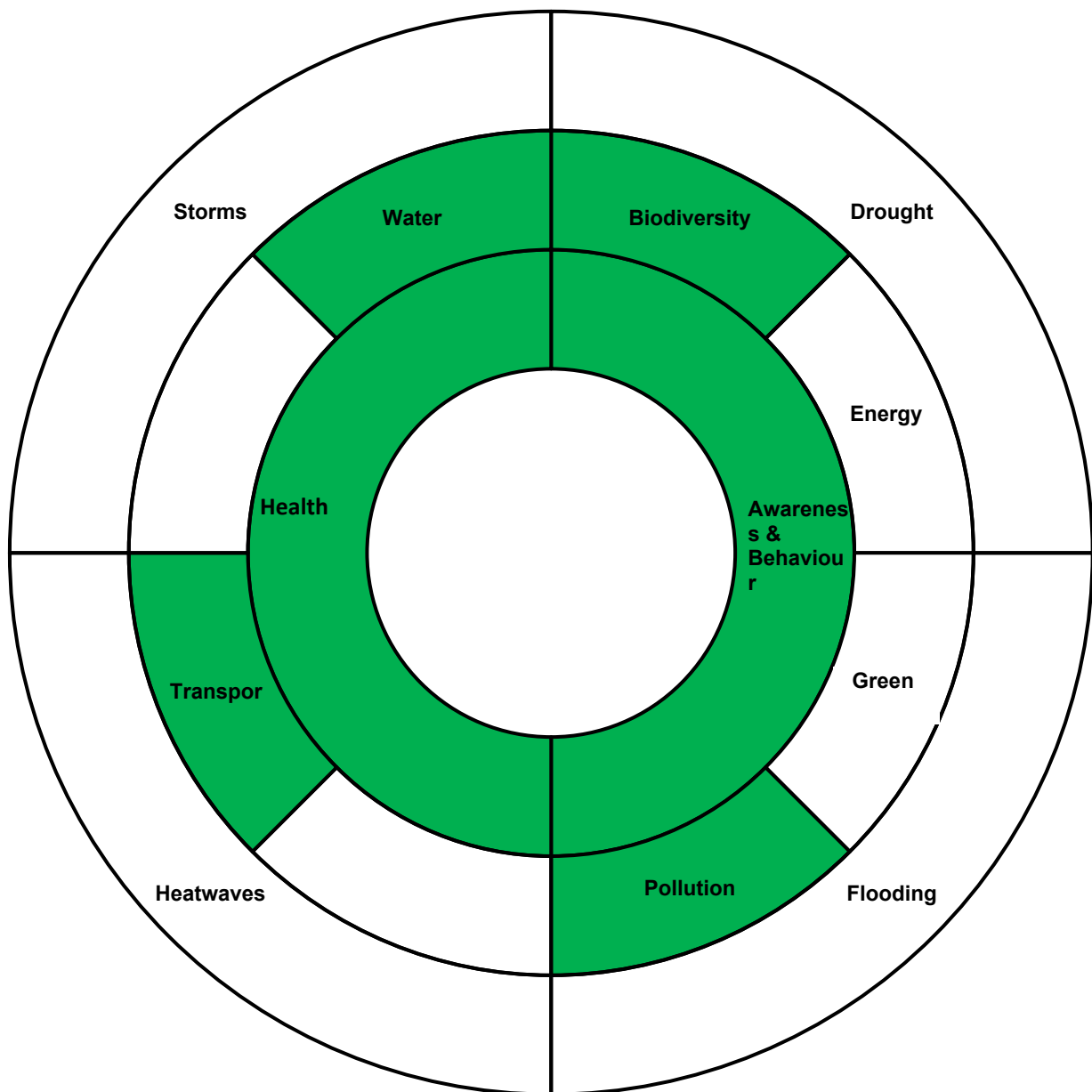
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HERTFORDSHIRE COUNTY COUNCIL

HIGHWAYS AND TRANSPORT CABINET PANEL
12 MARCH 2024 AT 10:00 AM

RESPONSE TO MOTION ON
SPEED MANAGEMENT STRATEGY OPERATION AND INTERPRETATION

Report of the Executive Director of Growth & Environment

Author: -	Rory McMullan, Head of Road Safety and Active Travel (Tel: 01992 555048)
Legal Review:	Jaspreet Lyall, Principal Lawyer (Tel: 1992555724)
Financial Review: -	Georgie Sheridan, Finance Manager (Tel: 01992 555736)
Executive Member/s:-	Phil Bibby, Highways and Transport

1.   Purpose of report

1.1   To enable Members to consider the motion referred to the Cabinet Panel by Council set out at paragraph 2 of the report.

2.   Summary

2.1   The following motion, proposed by **M A Watkin** and seconded by **S K Jarvis**, was referred by County Council on **17 October 2023** to this Panel for consideration:

"The Highways and Transport Cabinet panel requests a report on the operation of the speed management strategy and its interpretation by the speed management group since the current speed management strategy was adopted including:
a) The number of speed limit change requests that have been made in the current year and in each of the previous years since the current speed management strategy was adopted, classified by the change proposed (30mph to 20mph, 40mph to 30mph, 30mph to 40mph, etc.)
b) The number of such requests that have been approved (similarly categorised).
c) The number of such requests that have been refused.
d) Information on the reasons for refusal of speed limit change requests by the speed management group
e) The number of speed limit changes that have not taken place as a result of objections to the Traffic Regulation Order."

2.2   This report in response to the motion provides Members with an update on the role of the Speed Management Group when assessing requests

for speed limit changes as required by Speed Management Strategy, together with the figures requested.

## 3.	Recommendation/s

3.1	Members are asked to note this report.

## 4.	Background

4.1	The Speed Management Strategy (SMS) was adopted in November 2020 to enable clear and transparent decision making around the setting and application of speed limits in the county.

 	The purpose of the SMS is to both deliver LTP4 policies and to provide a consistent approach to setting speed limits across the county.

 	The key principle of the SMS is to ensure that the speed for any road is in keeping with its environment.

 	In practice, this has led to the following five core principles:

- We will encourage speed limit changes that support active travel

- In some cases (where appropriate) we will lower speed limits

- In some cases (where appropriate) we will need to change the design of a road to change behaviour

- We won't put up speed limit signs alone and expect a significant behaviour change

- In some cases (where we establish that speed limits are too low for the environment) we may need to raise speed limits

4.2	The overriding principle for applying speed limits is that they should encourage self-compliance. To achieve this the SMS outlines key criteria that must be satisfied to confirm the speed limit is appropriate for the road, including assessing the road environment and place and movement function, and assessing existing vehicle speeds to determine that post implementation average speeds will not exceed the speed limit, with or without additional engineering measures.

## 5.	SMS operation and interpretation

5.1	New speed limits, or changes to existing speed limits, are typically promoted from scheme-based work, such as new housing developments, active travel and road safety improvements, or casework of local importance funded by the Member Highway Locality Budget.

Schemes will be delivered by a lead officer (project sponsor) of a project team, who is responsible to promote speed limits in accordance with the SMS and thereby in accordance with council policy.

5.2   A speed limit is ultimately secured by a Speed Limit Order (Traffic Regulation Order) requiring a process of statutory and public engagement and consultation, undertaken under the delegated powers of the lead officer and documented by the project team using a Speed Limit Change form.

The Speed Management Group (SMG) is part of a formal process in place to consider speed limit changes and ensure a consistent impartial approach is followed countywide.

The SMG is a policy led officer group which meets quarterly and includes representatives from Highways Operations, Highways Implementation, Road Safety, Development Management and Hertfordshire Roads Policing.

The group do not propose or authorise speed limit changes and have no budget allocation or resourcing. Officers attend the group as a function of their regular duties.

Primarily, the SMG ensure that the strategy and framework within have been applied correctly and consistently whenever handling a request for a speed limit alteration, i.e., has the operation of the SMS been correctly interpreted by the lead officer. This finding would then be presented as a recommendation as to whether the request for speed limit alteration should be granted based on its compliance with the framework to the lead officer for a scheme.

5.3   The decision on how to proceed will be made by the lead officer under the council's scheme of delegations.

6.   Speed Limit Change Requests

6.1   The SMG receive speed limit proposals at varying stages, from initial concept advice through to comment prior to public notice. These may come by formal representation to the SMG or from informal advice sought from individual SMG members.

Therefore 'requests' can be made in various forms, and it is not possible to accurately capture all representations made or categorise them distinctly.

6.2   The following statistics provided are all formal requests that have been recorded with a formal Speed Limit Change Form since the current SMS was adopted in November 2020:

a) **The number of speed limit change requests that have been made in the current year and in each of the *previous years since the current speed management strategy was adopted, classified by the change proposed (30mph to 20mph, 40mph to 30mph, 30mph to 40mph, etc.)***

2023 = 35 requests

Number of requests	Existing Limit mph	Proposed change mph
25	30	20
2	40	30
1	50	40
3	60	30
2	60	40
1	60	50
1	70	50

2022 = 5 Requests

Number of requests	Existing Limit mph	Proposed change mph
1	40	30
1	50	40
1	60	20
2	60	40

2021 = 11 requests

Number of requests	Existing Limit mph	Proposed change mph
9	30	20
1	60	30
1	60	40

b) ***The number of such requests that have been approved (similarly categorised).***

In 2023, 30-schemes were agreed to have met the requirements of the SMS:

22 agreed for 30mph – 20mph
1 agreed for 40mph – 30mph
1 agreed for 50mph – 40mph
3 agreed for 60mph – 30mph
1 agreed for 60mph – 40mph
1 agreed for 60mph – 50mph
1 agreed for 70mph – 50mph

In 2022, 3-schemes were agreed to have met the requirements of the SMS

1 agreed for 40 – 30mph
1 agreed for 60 – 20mph
1 agreed for 60 – 40mph

In 2021, 8-schemes were agreed to have met the requirements of the SMS.

8 agreed for 30 – 20mph

Three more schemes are due to be discussed at the next SMG group meeting at the time of writing, these are:

- 30 - 20mph Wymondley 1
- 30- 20mph Wheathampstead 1
- 30 - 20mph Central and South St Albans

c) The number of such requests that have been refused.

In 2023 two-schemes were seen to have not met the requirements of the SMS

In 2022 two-schemes were seen to have not met the requirements of the SMS or advice was given.

In 2021 three-schemes were seen to have not met the requirements of the SMS or advice was given

d) Information on the reasons for refusal of speed limit change requests by the speed management group

2023 reasons not agreed:

1. Knebworth - Odyssey Health Club – 40mph – 30mph

This was not agreed, as was not in line with the Speed Management Strategy, as the environment didn't align to a 30mph limit, therefore the SMG determined that the design speed of the new roundabout should be 40mph.

2. Colney Heath – Land off Bullens Green Lane. 60 – 30 & 40mph & 20mph zone.

20mph zone agreed, but the current proposal for 40mph buffer was advised to be too short and does not align to the Speed Management Strategy. SMG advised that extension of 30mph limit would be sufficient and a 40mph buffer is not required.

Both have been given the opportunity to resubmit amended proposals.

2022 reasons not agreed:

1. The Common, Potten End: 50 – 40mph

Existing speeds were too high. Advice given and proposal was resubmitted and approved (50 to 40).

2. Heath Lane, Codicote 60 – 40mph
Not seen to have met the Speed Management Strategy and advice given.

2021 reasons not agreed:

1. Hemel Old Town 30 - 20mph:
Only initial advice sought by project team.

2. Paradise Wildlife Park 60 – 30mph:
Informal advice given – changes needed to proposal.

3. Baldock Road, Royston 60 – 40mph:
Existing Speeds too high and measures were felt inadequate.
Scheme proceeded subject to obtaining post scheme speed data.

   e) ***The number of speed limit changes that have not taken place as a result of objections to the Traffic Regulation Order.***"

For the period Nov 2020 to date, no (zero) speed limit changes have not taken place as a result of objection to the Traffic Regulation Order.

Details of schemes not progressed at earlier stages, due to issues such as lack of public support, are not recorded by the SMG.

7.   Relevant Considerations

7.1   The current SMS was endorsed by Cabinet after lengthy and detailed collaboration with stakeholders, including Members.

7.2   The SMG is composed of technical experts to provide recommendations on whether speed limit proposals adhere to the current SMS.

8.   Financial Considerations

8.1   No financial considerations are associated with this report.

7.   Equality Implications

7.1   When considering proposals placed before Members it is important that they are fully aware of and have themselves rigorously considered the equalities implications of the decision that they are taking.

7.2   Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this

requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

7.3   The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

7.4   No EqIA has been undertaken in relation to this report as it is for information.

8.   Sustainable Hertfordshire Impact Assessment

8.1   The Climate Change Act 2008 requires the UK government to reduce greenhouse gases by 100%, relative to 1990 levels, by 2050. As a local authority, the County Council is committed to this target, having declared a climate emergency in 2019.

8.2   The County Council has chosen to consider sustainability within its decisions, to identify suitable mitigation measures to address the impacts of climate change where required and practicable in all the circumstances, ensuring these are in line with the Sustainable Hertfordshire Strategy

8.3   When considering proposals placed before Members it is important that they are aware of and have considered the sustainability implications of the decision that they are taking.

8.4   No Sustainable Hertfordshire Impact Assessment (SHIA) was undertaken in relation to this matter as it is for information.

Background Documents –

Speed Management Strategy: -

Speed Management Strategy 2020 (hertfordshire.gov.uk)

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HERTFORDSHIRE COUNTY COUNCIL

HIGHWAYS & TRANSPORT CABINET PANEL
TUESDAY, 12 MARCH 2024 AT 10:00AM

INDICATIVE IMPLEMENTATION PLAN OF TRANSPORT SCHEMES

Report of the Executive Director of Growth and Environment

Author: Katherine Ware, Senior Transport Planning Policy
                     Officer (Tel: 01992 555189)
Legal Review: Beejal Soni, Principal Lawyer (Tel: 01992 588307)
Financial Review: Kate Iles, Finance Manager (Tel: 01992 555385)

Executive Member/s: Phil Bibby, Highways & Transport

1.   Purpose of report

1.1   The purpose of this report is to present the draft of the Indicative
        Implementation Plan (Appendix A is a separate document) and to invite
        the Cabinet Panel to comment on this Plan.

2.   Summary

2.1   The draft Indicative Implementation Plan is a response to a Department
        for Transport request to set out a potential programme of transport
        schemes and initiatives planned over the five years (2025/26 –
        2029/30) in Hertfordshire, and includes strategic transport projects.

2.2   The schemes and initiatives have been reviewed and costed before
        being listed in the draft Indicative Implementation Plan over the next
        five year time period.

2.3   The Indicative Implementation Plan contains schemes and initiatives
        that have already been through a rigorous selection process and are
        countywide. It does not suggest specific issues for the delivery of
        schemes.

2.4   If the draft of the Indicative Implementation Plan is endorsed then
        further work will be undertaken and a complete version of the Indicative
        Implementation Plan will return to Highways & Transport Cabinet Panel
        on 25 June 2024.

3.   Recommendation/s

3.1   The Panel is asked to note the draft of the Indicative Implementation
        Plan, which will be further refined and then in Summer 2024 be sent to
        the Department for Transport following further consideration by the

Panel at its meeting in June 2024, ready to submit to the Department for Transport in Summer 2024.

4. Background

4.1 The Department for Transport (DfT) has indicated that Local Transport Authorities should submit an indicative multi-year Implementation Plan in Summer 2024. It is understood that this will be used by the Department for Transport to help formulate its submission to the Treasury as part of the Autumn Statement 2024. The Plan will not commit the county council to delivering any particular scheme, but it will set out the level of ambition for future transport investment.

4.2 No guidance has been issued on the precise content and format of the Plan. Therefore assumptions have been made, with the emphasis on information that is likely to be required for any future Local Transport Plan submission. Schemes included in the draft Plan are taken from those identified in the current Local Transport Plan or in strategies that have subsequently been formally adopted (e.g. Growth & Transport Plans and Local Cycling & Walking Infrastructure Plans).

5. Indicative Implementation Plan content

5.1 The draft Indicative Implementation Plan is set out in Appendix A (a separate document) to this report.

5.2 In the absence of DfT guidance, the assumption is that the Plan only includes new build capital schemes. It therefore does not include revenue schemes or capital investment in other prgrammes such as highway maintenance. However, revenue funding for scheme preparation has been included. The Panel will be advised if any subsequent DfT guidance requires additional expenditure to be included.

5.3 The schemes included in the draft Plan have all been taken from documents which have been formally adopted. These include:

- Local Transport Plan 4
- Growth & Transport Plans (supporting documents to the LTP)
- Bus Service Improvement Plan
- Local Cycle & Walking Infrastructure Plans

5.4 Cost estimates for each scheme should be seen as indicative only, especially for those schemes where no preparation work has been undertaken,

5.5 The DfT has indicated that the Plan needs to cover a multi-year timeframe. A five year span has been included, but this may need to change if any subsequent DfT guidance is received.

6. Engagement

6.1 The Indicative Implementation Plan does not include any scheme which is not already in an adopted plan, is not a bid for funding, and does not commit the county council to any scheme delivery prioritisation. Therefore it is not proposed to undertake public consultation.

6.2 An engagement process will be undertaken with key stakeholders to gauge what their priorities might be. Where possible, this engagement will be undertaken through existing processes.

7. Next steps

7.1 Following the Panel's consideration, engagement will be undertaken with key stakeholders.

7.2 Cost estimates for individual schemes may be revised if further preparatory work on them is undertaken.

7.3 The final draft of the Indicative Implementation Plan will be brought to the Highways and Transport Panel on 25 June 2024. The final Plan will be sent onto the Department for Transport in Summer 2024.

8. Financial implications

8.1 The financial costs of refining the draft Indicative Implementation Plan and engagement with key stakeholders will be met by existing budgets.

8.2 The draft Indicative Implementation Plan lists the proposed schemes and initiatives that the Council Council and partners could potentially deliver over the next five years. It does not constitute a bid for funding, nor does it commit the county council to deliver any of the schemes.

8.3 Scheme costs are best estimates and will be subject to factors such as inflation and rising costs.

8.4 The Indicative Implementation Plan has no financial implications. However, it is noted that any full Implementation Plan that may be required by the DfT in the future may well have financial implications.

9. Legal implications

9.1 There are no legal implications arising from this report.

10. Equality implications

10.1 When considering proposals placed before Members, it is important that they are fully aware of, and have themselves rigorously

considered, the equalities implications of the decision that they are taking.

10.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the county council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

10.3 The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to
(a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act
(b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and
(c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

10.4 No EqIA was undertaken in relation to this report. Within the Indicative Implementation Plan, the individual schemes and initiatives are evaluated before being proposed to be on the Plan..

11. Sustainable Hertfordshire Impact Assessment

11.1 The Climate Change Act 2008 requires the UK government to reduce greenhouse gases by 100%, relative to 1990 levels, by 2050. As a local authority, the County Council is committed to this target, having declared a climate emergency in 2019.

11.2 The County Council has chosen to consider sustainability within its decisions, to identify suitable mitigation measures to address the impacts of climate change where required and practicable in all the circumstances, ensuring these are in line with the Sustainable Hertfordshire Strategy.

11.3 When considering proposals placed before Members it is important that they are aware of and have considered the sustainability implications of the decision that they are taking.

11.4 No Sustainable Hertfordshire Impact Assessment (SHIA) was undertaken in relation to this matter as the Implementation Plan lists schemes and initiatives that have already been through this process.

Indicative Implementation Plan (draft)
March 2024

The Indicative Implementation Plan table below lists transport schemes over the time period from 2025/26 to 2029/30 and their estimated cost including development and build costs.

The schemes are new build projects funded through capital spending. Schemes have been drawn from plans and strategies which have already been adopted. Further schemes may be included in new documents adopted before Summer 2024.

The total estimated costs are **£163,300,000** – note that schemes costs are estimated as there is a continuing increase in pricing in areas including materials and labour.

It should be noted that the table lists schemes which have the potential for being delivered during the five-year period. The delivery of any scheme will depend on the availability of funding and other factors.

Under the Local Electric Vehicle Infrastructure (LEVI) fund, £6,000,000 funding has been secured to work with the charge point industry to improve the roll out of the charging infrastructure within Hertfordshire.

Scheme and package details	Total estimated cost (2025/26 – 2029/30)
Passenger Transport Network Infrastructure Improvements	**£25,500,000**
This is the delivery of first and second tranches of the Bus Service Improvement Plan (BSIP). Schemes include improvements and new bus lanes and mobility hubs, junctions and ANPR junctions and bus gates, passenger facilities and information, camera enforcement and virtual priority Additional schemes may be identified in the 2024 review of BSIP, and this programme will extend beyond 2029/30 Hertfordshire Essex Rapid Transit (HERT) will be a new, sustainable East to West passenger transport network. Funding in the plan period is for the development stage and potentially some early delivery. The majority of delivery will be beyond 2029/30	
A10 Major Road Network project	**£32,500,000**
This includes A10 Core junction schemes and supporting improvements for highways and active travel. This covers key junctions at: - Winston Churchill Way - College Road - Church Lane And walking and cycling network improvements associated with these junctions and connections into the wider sustainable transport network	

Scheme and package details	Total estimated cost (2025/26 – 2029/30)
Sustainable Travel Town programme	**£20,700,000**
A co-ordinated investment in infrastructure in identified settlements to support active and sustainable journeys to be supported by revenue-based activities such as travel planning, behaviour change and education programmes. Covering a range of measures from larger scale walking and cycling infrastructure on key routes (aligned to LCWIP development), public realm, 20 mph zones and bus network improvements through to smaller scale measures such as individual crossings, and passenger facilities	
Schemes to enable and support active modes	**£50,000,000**
Projects that support and enable walking, cycling, and wheeling that have been identified through the following: • Local Cycling and Walking Infrastructure Plans (LCWIPs), • Growth and Transport Plans • Local Plan Infrastructure Delivery plans The LCWIP programme is ongoing, and therefore further schemes will be identified which could be delivered during the 2025/26 – 2029/30 period. The delivery programme will also continue beyond 2029/30	
Highway improvements	**£ 4,500,000**
Improvement schemes that support network improvements identified in: • Growth and Transport plans • Local Plan Infrastructure Delivery Plans. • Road Safety programme	
Urban realm	**£7,500,000**
Urban realm schemes improve the quality of the urban environment and air quality and support the High Street and economic development and potential	
Railway station improvement schemes	**£22,600,000**
Projects that will improve, enhance, and support the development of interchange facilities and access to station forecourts New station projects that are being developed by districts and boroughs	
Total estimated cost of listed schemes and projects *(The total represents the full costs of new build schemes that could potentially be delivered during the five-year period. Actual delivery programme will depend upon further scheme design and the availability of funding)*	**£163,300,000**

HERTFORDSHIRE COUNTY COUNCIL

HIGHWAYS AND TRANSPORT CABINET PANEL
12 MARCH 2024 AT 10.00AM

Agenda Item No.

14

RESPONSE TO MOTION ON ABBEY LINE TRAIN SERVICES

Report of the Executive Director of Growth and Environment

Report author: -	Trevor Mason, Team Leader, Strategic Transport and Rail (Tel: 01992 556117)
Legal Review: -	Beejal Soni, Principal Lawyer (Tel: 01992 588307)
Financial Review: -	Matthew Buckland, Head of Finance (All Services) (Tel: 01992 555387)
Executive Member/s: -	Phil Bibby, Highways and Transport
Local Member/s: -	Sandy Walkington (St Albans South)
	Stella Nash (St Stephen's)
	Stephen Giles-Medhurst (Central Watford & Oxhey)
	Stephen Cavinder (Meriden Tudor)
	Asif Khan (North Watford)

1. Purpose of report

1.1 To enable Members to consider the motion referred to the Panel by Council set out at paragraph 2 of the report.

2. Summary

2.1 The following motion, proposed by **S Cavinder** and seconded by **S K Jarvis**, was referred by County Council on **13 February 2024** to this Panel for consideration:

"The Highways and Transport Cabinet Panel expresses its increasing dismay at the continuing failure of London Northwestern Railway to run a reliable service on the Abbey Line, most recently cancelling all the trains for nine straight days between 29th January and 6th February. The recent history of the line is one of repeated cancellations, as the line seems to be picked on when there are driver shortages. This has destroyed passenger confidence. The Abbey Line should be a key transport artery but its continuing unreliability means that people look elsewhere when making decisions to travel between Watford and St Albans, undermining this council's drive for active travel. The panel therefore calls on West Midlands Trains who run the service to commit to end the practice of prioritising service cancellations on the Abbey Line over other routes."

2.2   Evidence supplied by the rail operator and by local rail user groups shows that there has been a relatively high level of cancellations on the route. The operator has also introduced bus replacement on the line during periods of industrial action, despite continuing to run a relatively high level of service on its other routes.

2.3   The Abbey Line is run by London Northwestern Railways under contract to the Department for Transport. The county council has no powers over the running of railway services, and does not provide any funding for train services.

3.   Recommendation/s

3.1   That the Cabinet Panel consider the motion set out above.

4.   Background

4.1   West Midlands Trains is the train operating company responsible for operating local trains on the West Coast Main Line between London Euston and Birmingham / Liverpool, and for local services within the West Midlands conurbation. On the main line the services are operated under the London Northwestern Railway branding.

4.2   In Hertfordshire, London Northwestern Railway operates local services on the main line from the stations between Bushey and Tring (including Watford Junction and Hemel Hempstead) and on the Abbey Line branch between Watford Junction and St Albans Abbey.

4.3   The Abbey Line is a shuttle operation between the two terminal stations. Although connections onto main line services can be made at Watford Junction, there are no through trains. The train frequency is every 45 minutes in the peaks and every hour in the off-peak.

4.4   Passengers use the line for a variety purposes, including commuting to London (via connections at Watford Junction), local commuting, leisure / shopping and for journeys to school.

4.5   The line generally has fewer passengers than most Hertfordshire stations, but the six stations on the branch (i.e., excluding Watford Junction) generated 265,000 passengers in 2022/23 (data from Office of Rail and Road). This is 63% of the passenger numbers carried pre-Covid, and compares to an overall level of 70% for all Hertfordshire stations.

4.6   Promotion of the line is supported by the Abbey Line Community Rail Partnership (of which the county council is a member and acts as the host organisation) and the Abbey Flyer Users' Group (known as Abfly).

5. **Role of the County Council**

5.1 The Abbey Line is run by London Northwestern Railways under contract to the Department for Transport. The county council has no powers over the running of railway services, and does not provide any funding for train services.

5.2 The county council sets out its ambitions for the rail network as a whole in its Rail Strategy, which is a supporting document to the Local Transport Plan.

5.3 County council officers have regular quarterly meetings with all of the main train operating companies serving Hertfordshire, including London Northwestern Railway. The railway company also participates in the Intalink partnership.

6. **Recent Performance on the Abbey Line**

6.1 The reliability of train services on the Abbey Line has suffered significantly in recent years. This has been due to a variety of causes, including driver shortage, technical problems with trains and industrial action. It should be noted that some of these issues have also affected London Northwestern Railway services on other routes.

6.2 Abbey Line services were, until relatively recently, operated by an older type of train which formed a very small fleet, which resulted in technical reliability issues and suffered from having relatively few drivers trained to operate them. However, this no longer applies as the trains running on the line are now part of a much larger fleet.

6.3 Performance on the Abbey Line has been monitored by local rail user groups. Their data shows that there was a total of 741 unplanned train cancellations in 2023, with the worst months being May (144 cancellations) and December (160). To put this into context, the total number of services that should have operated in December was 1,100, and hence the cancellations represented 14% of planned services.

6.4 Data from London Northwestern Railway shows 532 cancellations in the period January to November 2023, which is not dissimilar to the figures from the local rail user groups. The London Northwestern Railway figures show that cancellations represented 6.9% of booked trains over the 11-month period.

6.5 Of the 532 cancellations, 386 were the responsibility of London Northwestern Railway and 146 were the responsibility of Network Rail.

6.6 The performance for 2024 so far, based on data from local rail user groups is set out in the table below.

Date	Number of Cancelled Services	Reasons
2/1/24 + 3/1/24	39	Train failure
8/1/24	2	Disorder
21/1/24	14	Weather
24/1/24	2	Late evening track maintenance work
25/1/24	3	Train failure
27/1/24	2	Train failure
8/2/24	17	Fatality on main line
12/2/24	6	Train failure

6.7 The most recent data received from London Northwestern Railway shows that there 10.9% of services were cancelled on the Abbey Line in reporting period 10 (10/12/23 – 6/1/24), of which 2.5% were due to the operator. In reporting period 11 (7/1/24 – 7 /2/24) the corresponding figures were 5.8% and 2.3%. This shows an improvement in total cancellations in the latest reporting period, but levels are not that much lower than for the first 11 months of 2023 (6.9%).

6.8 In addition to the above cancellations, the Abbey Line has been significantly affected by industrial action. In 2023 services were cancelled on a total of 55 days.

7. 2024 Industrial Action

7.1 In 2024, there was "action short of a strike" across the whole national rail network between 29th January and 6th February. For train operators this meant one day of strike action when generally no trains were operated, with the remaining days having a reduced timetable.

7.2 On the Abbey Line London Northwestern Railway took the decision to replace train services with a bus operation for the entire nine-day period. However, London Northwestern Railway ran approximately 82% of their normal services across the rest of the network during this period.

7.3 The same approach was taken on two previous "action short of a strike" periods in the latter half of 2023, with trains running on the mainline but bus replacement on the Abbey Line.

7.4 There have been repeated calls from the Community Rail Partnership and others to at least run the peak services (which would include school traffic) during these periods of industrial action, even if a full service could not be provided.

7.5 It should be noted that the Strikes (Minimum Service Levels: Passenger Railway services) Regulations 2023 are now in place. It is not clear whether these would be applicable to the Abbey Line. However, it should also be noted that none of the train operating

companies chose to enforce these regulations during the most recent industrial action.

8. Summary of Issues

8.1 The information set out in Section 6 above shows that there have been significant performance issues on the Abbey Line during 2023. Early evidence shows that these are continuing into 2024, although the latest data from London Northwestern Railway indicates that there might now be some improvement.

8.2 Evidence set out in Section 7 also suggests that during periods of wider network disruption, particularly when there is a staff shortage for whatever reason, trains are withdrawn from the Abbey Line whilst services continue to run on other routes.

9. Financial Considerations

9.1 The Abbey Line train services are operated and funded by London Northwestern Railway. There are no financial implications for the county council.

10. Equality Implications

10.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.

10.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

10.3 The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

10.4 No EqIA has been undertaken in relation to this report.

11. Sustainable Hertfordshire Impact Assessment

11.1 The Climate Change Act 2008 requires the UK government to reduce greenhouse gases by 100%, relative to 1990 levels, by 2050. As a local

authority, the County Council is committed to this target, having declared a climate emergency in 2019.

11.2   The County Council has chosen to consider sustainability within its decisions, to identify suitable mitigation measures to address the impacts of climate change where required and practicable in all the circumstances, ensuring these are in line with the [Sustainable Hertfordshire Strategy.](#)

11.3   When considering proposals placed before Members it is important that they are aware of and have considered the sustainability implications of the decision that they are taking.

11.4   No Sustainable Hertfordshire Impact Assessment (SHIA) was undertaken in relation to this matter as it relates to services which are not operated or under the responsibility of the county council.