



# MEMBERS INFORMATION BULLETIN

September 2025

# MEMBERS INFORMATION BULLETIN

September 2025 - Committee Items

## **GENERAL PUBLIC SERVICES AND COMMUNITY ENGAGEMENT**

- [1. Planning update relating to appeals received, determined, and decisions in ward areas between 25<sup>th</sup> August and 24<sup>th</sup> September 2025](#)
- [2. Summary of decisions by Planning Committee – Meeting held on 11<sup>th</sup> September 2025](#)
- [3. Major Planning Applications pending consideration 23<sup>rd</sup> September 2025](#)
- [4. Corporate Performance Report Annual 2024/25](#)

## **CLIMATE CHANGE AND LEISURE**

- [5. Community Conversations Events](#)

## **MISCELLANEOUS**

- [6. Three Rivers District Council Staff Update](#)
- [7. CSC telephone statistics – August 2025](#)
- [8. Council meetings in October 2025](#)
- [9. Chair civic engagements – September 2025](#)





## Planning update relating to appeals received, determined and decisions in ward areas between 25<sup>th</sup> July and 24<sup>th</sup> August 2025

### *Appeal Received =*

**3**

*From:* 25/08/2025 *To:* 24/09/2025

<i>Planning ref number</i>	<i>Appeal Lodged date</i>	<i>Appeal ref number</i>	<i>Committee or delegated</i>
25/0918/FUL Unit 8 Moor Park Industrial Estate Tolpits Lane Watford Hertfordshire WD18 9SP	27/08/2025	25/0033/REF	DEL
25/0565/FUL 12 Blacketts Wood Drive Chorleywood Rickmansworth Hertfordshire WD3 5QH	26/08/2025	25/0030/REF	DEL
25/0903/FUL 5 Lewes Way Croxley Green Rickmansworth Hertfordshire WD3 3SN	26/08/2025	25/0031/REF	DEL

### *Appeals Determined =*

**8**

*From:* 25/08/2025 *To:* 24/09/2025

<i>Planning ref number</i>	<i>Appeal decision date</i>	<i>Appeal ref number</i>	<i>Committee or delegated</i>	<i>Decision</i>
24/0745/FUL Riverside Old Mill Road Hunton Bridge Kings Langley Hertfordshire WD4 8QT	02/09/2025	24/0038/REF	Delegated Decision	Appeal Dismissed
24/1624/FUL Pixie House Nottingham Road Heronsgate Rickmansworth Hertfordshire WD3 5DN	03/09/2025	25/0001/REF	Delegated Decision	Appeal allowed subject to conditions
25/0048/FUL 1 Green Lane Croxley Green Rickmansworth Hertfordshire WD3 3HR	26/08/2025	25/0012/REF	Delegated Decision	Appeal Dismissed
24/1479/FUL Cartref Ormonde Road Moor Park Northwood Hertfordshire HA6 2EJ	08/09/2025	25/0011/REF	Committee Decision	Appeal allowed subject to conditions
24/1837/FUL Meldon Chenies Road Chorleywood Rickmansworth Hertfordshire WD3 5LY	18/09/2025	25/0023/REF	Committee Decision	Appeal allowed
24/1369/FUL Glenwood Harthall Lane Kings Langley Hertfordshire WD4 8JN	16/09/2025	25/0007/REF	Delegated Decision	Appeal Dismissed
24/1368/FUL Glenwood Harthall Lane Kings Langley Hertfordshire WD4 8JN	16/09/2025	25/0008/REF	Delegated Decision	Appeal Dismissed
24/1959/FUL Glenwood Harthall Lane Kings Langley Hertfordshire WD4 8JN	16/09/2025	25/0009/REF	Delegated Decision	Appeal allowed

# Decisions

From: 25/08/2025 To: 24/09/2025

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Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1176/FUL	Construction of single storey front extension; conversion of garage into habitable accommodation; alterations to frontage, including excavation for new driveway with stepped access and retaining walls; and installation of EV charging point.  9 High Street Bedmond Abbots Langley Hertfordshire WD5 0QP	approved	02/09/2025	Delegated Decision	Abbots Langley And Bedmond
25/1169/DIS	Discharge of Condition 12 (External Materials) pursuant to planning permission 23/1795/FUL  35 High Street Abbots Langley Hertfordshire WD5 0AA	Determined - DIS apps	05/09/2025	Delegated Decision	Abbots Langley And Bedmond
25/1187/FUL	Construction of two-storey side extension and single-storey rear extension, erection of front porch canopy with steps, alterations to first floor front window  21 Summerhouse Way Abbots Langley Hertfordshire WD5 0DY	approved	17/09/2025	Delegated Decision	Abbots Langley And Bedmond
25/1160/RSP	Part Retrospective: Removal of existing shed/outbuilding and replacement with new carport/garage  2 Prangnell Hill House 23 Trowley Rise Abbots Langley Hertfordshire WD5 0LN	refused	12/09/2025	Committee Decision	Abbots Langley And Bedmond



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1190/FUL	Demolition of existing conservatory, garage, porch and utility; construction of two storey side extension, single storey side/rear extension, single storey front extension and front porch canopy 31 Greenways Abbots Langley Hertfordshire WD5 0EU	approved	08/09/2025	Delegated Decision	Abbots Langley And Bedmond
25/1034/CLPD	Certificate of Lawfulness Proposed Development: Installation of commercial gas meter and associated works  43 High Street Abbots Langley Hertfordshire WD5 0AA	approved	23/09/2025	Delegated Decision	Abbots Langley And Bedmond
25/1045/PDE	Prior Approval: Single storey rear extension (depth 6.00 metres, maximum height 3.85 metres, maximum eaves height 2.95 metres) 47 Trowley Rise Abbots Langley Hertfordshire WD5 0LN	approved	29/08/2025	Delegated Decision	Abbots Langley And Bedmond
25/0845/FUL	Part Retrospective: Subdivision of site to form five planning units including; the retention of the existing dwelling and alterations to curtilage; Change of use of Building B from office accommodation to a residential unit including erection of a kennels, home office, fencing and landscaping; alterations to access and landscaping; erection of an office for car sales and the retention of a track to serve a farm building and the car sales business  Highwood Lodge Bedmond Road Pimlico Hemel Hempstead Hertfordshire HP3 8SJ	approved		Delegated Decision	Abbots Langley And Bedmond



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1132/DIS	Discharge of Condition 7 (Bin Store), Condition 8 (Boundary Treatment) pursuant to planning permission 22/1333/FUL  Land To The Rear Of 9 Summerhouse Way Abbots Langley Hertfordshire WD5 0DY	Determined - DIS apps	28/08/2025	Delegated Decision	Abbots Langley And Bedmond
25/1087/FUL	Loft conversion including hip-to-gable roof extension with rear dormer including Juliet Balcony, front dormer windows, erection of front porch  100 Penrose Avenue Carpenders Park Watford Hertfordshire WD19 5AA	withdrawn	15/09/2025	Withdrawn	Carpenders Park
25/1159/FUL	Construction of two-storey front/side extension, alterations to roof, part two-storey part single-storey rear extension.  34 St Georges Drive Carpenders Park Watford Hertfordshire WD19 5HB	approved	02/09/2025	Delegated Decision	Carpenders Park
25/1116/FUL	Construction of single storey rear extension, with alterations to rear patio including glass balustrading and steps; installation of 3 no. windows to side elevation  100 Penrose Avenue Carpenders Park Watford Hertfordshire WD19 5AA	refused	15/09/2025	Delegated Decision	Carpenders Park
25/0922/RSP	Part Retrospective: Demolition of existing outbuilding and construction of single storey rear extension and internal alterations; construction of raised patio; creation of front drive and proposed alterations to drainage.  87 Harrow Way Carpenders Park Watford Hertfordshire WD19 5EH	approved	19/09/2025	Delegated Decision	Carpenders Park



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/0141/FUL	Creation of a new vehicular access (bell-mouth junction) to agricultural land to the south of Little Oxhey Lane Land South Of Little Oxhey Lane Carpenders Park Hertfordshire	approved	27/08/2025	Delegated Decision	Carpenders Park
25/1229/FUL	Demolition of existing garage and construction of single storey side and rear extension and construction of a detached outbuilding to rear to be used as an ancillary annexe 176 Harrow Way Carpenders Park Watford Hertfordshire WD19 5ER	approved	09/09/2025	Delegated Decision	Carpenders Park
25/1263/DIS	Discharge of Condition 6 (Habitat Management and Monitoring Plan), Condition 7 (Hard and Soft Landscaping) and Condition 8 (Arboricultural Method Statement) pursuant to planning permission 25/0438/FUL The Grove Grove Mill Lane Grove Mill Rickmansworth Hertfordshire WD3 4TG	Determined - DIS apps	01/09/2025	Delegated Decision	Chorleywood North And Sarratt
25/1192/CLPD	Certificate of Lawfulness Proposed Development: Construction of single storey rear extension  6 Spencer Walk Rickmansworth Hertfordshire WD3 4EE	approved	04/09/2025	Delegated Decision	Chorleywood North And Sarratt
25/1200/FUL	Installation of solar panels to the roofs of Homeward Court, Wildwood Court, and Woodland Place  Cedars Village Dog Kennel Lane Chorleywood Hertfordshire	approved	11/09/2025	Delegated Decision	Chorleywood North And Sarratt



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1201/LBC	Listed Building Consent: Installation of solar panels to the roofs of Homeward Court, Wildwood Court, and Woodland Place  Cedars Village Dog Kennel Lane Chorleywood Hertfordshire	approved	11/09/2025	Delegated Decision	Chorleywood North And Sarratt
25/1233/DIS	Discharge of Condition 3(Materials) and Condition 6(Energy) pursuant to planning permission 25/0104/FUL  Fourwinds 27 Wyatts Road Chorleywood Rickmansworth Hertfordshire WD3 5TB	Determined - DIS apps	29/08/2025	Delegated Decision	Chorleywood North And Sarratt
25/1153/FUL	Construction of first floor extension over existing garage including side dormer window, first floor rear extension, flank roof lights and alterations to fenestration detail.  63 Valley Road Rickmansworth Hertfordshire WD3 4DT	approved	29/08/2025	Delegated Decision	Chorleywood North And Sarratt
25/1213/FUL	Construction of single storey rear extension  Stamhus Troutstream Way Loudwater Rickmansworth Hertfordshire WD3 4LB	refused	05/09/2025	Delegated Decision	Chorleywood North And Sarratt
25/1191/DIS	Discharge of Condition 3 (Arboricultural assessment), Condition 7 (Window Details) and Condition 8 (Eaves Details) pursuant to planning permission 22/0595/FUL  Thatches Loudwater Lane Loudwater Rickmansworth Hertfordshire WD3 4HY	Determined - DIS apps	22/09/2025	Delegated Decision	Chorleywood North And Sarratt





Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1071/LBC	Listed Building Consent: Installation of solar panels  Appletree Farmhouse Dog Kennel Lane Chorleywood Rickmansworth Hertfordshire WD3 5EW	approved	28/08/2025	Delegated Decision	Chorleywood North And Sarratt
25/1025/FUL	Construction of two storey front extension and single storey rear extension, alterations to rear fenestration and associated alterations to rear patio The Gate House 21 Chestnut Avenue Rickmansworth Hertfordshire WD3 4HA	approved	22/09/2025	Delegated Decision	Chorleywood North And Sarratt
25/1124/FUL	Construction of single storey side extension  Tilehurst Rickmansworth Road Chorleywood Rickmansworth Hertfordshire WD3 5SD	approved	26/08/2025	Delegated Decision	Chorleywood North And Sarratt
25/1211/DIS	Discharge of condition 6 (Hard and Soft Landscaping works) pursuant to planning permission 25/0223/FUL  80 Valley Road Rickmansworth Hertfordshire WD3 4BJ	Determined - DIS apps	08/09/2025	Delegated Decision	Chorleywood North And Sarratt
25/0754/RSP	Retrospective: Replacement of front gates  Upstream Trout Rise Loudwater Rickmansworth Hertfordshire WD3 4JY	refused	01/09/2025	Delegated Decision	Chorleywood North And Sarratt



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/0919/FUL	Construction of pitched roof single storey side extension and sedum roof over the link  Solesbridge House Solesbridge Lane Chorleywood Rickmansworth Hertfordshire WD3 5SR	approved	15/09/2025	Committee Decision	Chorleywood North And Sarratt
25/0920/LBC	Listed Building Consent: Construction of pitched roof single storey side extension, and sedum roof over the link  Solesbridge House Solesbridge Lane Chorleywood Rickmansworth Hertfordshire WD3 5SR	approved	12/09/2025	Committee Decision	Chorleywood North And Sarratt
25/1149/FUL	Installation of solar panels and a heat pump inverter, erection cabinet to house battery storage and associated heat/cooling system (air source heat pump). Appletree Farmhouse Dog Kennel Lane Chorleywood Rickmansworth Hertfordshire WD3 5EW	approved	29/08/2025	Delegated Decision	Chorleywood North And Sarratt
25/1150/LBC	Listed Building Consent: Removal of existing floor tiles and laying of new floor tiles within glasshouse to allow construction of conservatory Clubhouse At Cedars Village Dog Kennel Lane Chorleywood Hertfordshire WD3 5EW	approved	04/09/2025	Delegated Decision	Chorleywood North And Sarratt
25/1319/FUL	Replacement of windows with aluminium framed double glazed windows  Woodleigh Overstream Rickmansworth Hertfordshire WD3 4LD	approved		Delegated Decision	Chorleywood North And Sarratt



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/0428/FUL	Demolition of existing bungalow and erection of a replacement two storey dwelling  Denewood Chorleywood Road Rickmansworth Hertfordshire WD3 4EP	approved	15/09/2025	Committee Decision	Chorleywood North And Sarratt
25/1291/BGP	Discharge of Biodiversity Gain Plan pursuant to planning permission 25/0438/FUL  The Grove Grove Mill Lane Grove Mill Rickmansworth Hertfordshire WD3 4TG	Determined - DIS apps	29/08/2025	Delegated Decision	Chorleywood North And Sarratt
25/1221/DIS	Discharge of Condition 4(Construction Management Plan), Condition 9(Construction Ecological Management Plan) and Condition 10(Landscape Ecological Management Plan) pursuant to planning permission 25/0438/FUL  The Grove Grove Mill Lane Grove Mill Rickmansworth Hertfordshire WD3 4TG	Determined - DIS apps	28/08/2025	Delegated Decision	Chorleywood North And Sarratt
25/1340/NMA	Non-materials amendment to planning permission 25/0791/FUL to allow replacement of windows from timber casements to UPVC  28 Dawes Lane Sarratt Rickmansworth Hertfordshire WD3 6BB	withdrawn	27/08/2025	Withdrawn	Chorleywood North And Sarratt



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1100/FUL	Construction of single-storey side and rear extension, garage conversion, internal alterations, alterations to fenestration and replacement windows, new external materials including timber cladding and render  Little Peppers 28 Shire Lane Chorleywood Rickmansworth Hertfordshire WD3 5NP	approved	04/09/2025	Delegated Decision	Chorleywood South And Maple Cross
25/1245/FUL	Construction of single-storey side extension  143 Quickley Lane Chorleywood Rickmansworth Hertfordshire WD3 5PD	approved	22/09/2025	Delegated Decision	Chorleywood South And Maple Cross
25/1199/FUL	Construction of 2no. self build single storey detached dwellings with lower ground floor level, with associated garage, bin store, parking, access alterations and landscaping works (phased development)  The Dell Long Lane Heronsgate Rickmansworth Hertfordshire WD3 5DJ	refused	19/09/2025	Delegated Decision	Chorleywood South And Maple Cross
25/1262/FUL	Demolition of existing single storey side extension including conservatory and garage; construction of part single, part two storey side extension, single storey front extension  Little Hensol Shire Lane Chorleywood Rickmansworth Hertfordshire WD3 5NH	withdrawn	19/09/2025	Delegated Decision	Chorleywood South And Maple Cross



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1306/FUL	Demolition of existing garage and conservatory, construction of two storey side extension, single storey front and rear extensions with front porch canopy 8 Birch Drive Maple Cross Rickmansworth Hertfordshire WD3 9UL	approved	23/09/2025	Delegated Decision	Chorleywood South And Maple Cross
25/1393/NMA	Non Material Amendment to planning permission 23/1570/FUL to raise the height of the dormer windows, omit feature blades, alter glazing proportions and increase width on elevations to correspond with approved floor plans Garages Rear Of 22 To 32 Pollards Maple Cross Hertfordshire	approved	08/09/2025	Delegated Decision	Chorleywood South And Maple Cross
25/1394/NMA	Non Material Amendment to planning permission 23/1569/FUL: Rotation of the NE balconies; introduction of inset dormer to front elevation; and alterations to fenestration including the omission of some ground floor windows Garages Adjacent 13 To 23 Pollards Maple Cross Hertfordshire	withdrawn	15/09/2025	Withdrawn	Chorleywood South And Maple Cross
24/1899/FUL	Removal of the existing 23 metre high lattice tower and its replacement with a new 23 metre high lattice tower supporting 6 no. antennas and 2 no. transmission dishes, and ancillary works thereto Land At Woodoaks Farm Denham Way Rickmansworth WD3 5DP	withdrawn	10/09/2025	Withdrawn	Chorleywood South And Maple Cross
25/1093/FUL	Construction of part single, part two storey rear extension, installation of front and side windows; internal alterations 60 Gonville Avenue Croxley Green Rickmansworth Hertfordshire WD3 3BY	approved	05/09/2025	Delegated Decision	Dickinsons



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/0934/FUL	Demolition of existing garage and conservatory and construction of single storey rear extension; sub-division of plot and construction of two storey semi-detached self build dwelling with associated parking and landscaping works South Cottage 37 Yorke Road Croxley Green Rickmansworth Hertfordshire WD3 3DW	approved	11/09/2025	Delegated Decision	Dickinsons
25/1210/FUL	Replacement of window to the side elevation, internal alterations 89 Byewaters Croxley Green Watford Hertfordshire WD18 8WH	approved	10/09/2025	Delegated Decision	Dickinsons
25/1288/FUL	Construction of single storey side/rear extension. 113 New Road Croxley Green Rickmansworth Hertfordshire WD3 3EN	approved	22/09/2025	Delegated Decision	Dickinsons
25/1168/FUL	Conversion of garage into habitable accommodation, additional fenestration and installation of EV Charger 5 Dorchester Court Mayfare Croxley Green Rickmansworth Hertfordshire WD3 3DQ	approved	10/09/2025	Delegated Decision	Dickinsons
25/1207/CLPD	Certificate of Lawfulness Proposed Development: Construction of an outbuilding 239 Baldwins Lane Croxley Green Rickmansworth Hertfordshire WD3 3LH	approved	29/08/2025	Delegated Decision	Durrants





Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1209/FUL	Conversion of garage into habitable accommodation including pitched roof, internal alterations and alterations to rear fenestration, rooflights 49 Canterbury Way Croxley Green Rickmansworth Hertfordshire WD3 3SS	approved	10/09/2025	Delegated Decision	Durrants
25/1253/FUL	Demolition of existing garage and front porch, construction of single-storey side and rear extension, two-storey front extension, extension to rear patio and alterations to fenestration. 1 Girtton Way Croxley Green Rickmansworth Hertfordshire WD3 3QW	approved	19/09/2025	Delegated Decision	Durrants
25/1113/FUL	Construction of single storey rear conservatory 50 Durrants Drive Croxley Green Rickmansworth Hertfordshire WD3 3NR	approved	29/08/2025	Delegated Decision	Durrants
25/1242/DIS	Discharge of Condition 2 (Chimney Details) and Condition 4 (Materials) pursuant to planning permission 24/1612/LBC Durrants House Gloucester Court Croxley Green Hertfordshire	Determined - DIS apps	15/09/2025	Delegated Decision	Durrants
25/0996/DIS	Discharge of Condition 9 (Drainage) and Condition 10 (Construction Drainage Measures) pursuant to planning permission 24/1568/FUL World Of Water Aquatic Centres Ltd Hempstead Road Watford Hertfordshire WD4 8QG	Determined - DIS apps	11/09/2025	Delegated Decision	Gade Valley



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1171/FUL	Construction of single storey rear extension. 84B Gallows Hill Lane Abbots Langley Hertfordshire WD5 0BY	approved	22/09/2025	Delegated Decision	Gade Valley
25/1117/FUL	Change of use of land for use as a residential caravan site, for one Gypsy/Traveller pitch accommodating two caravans (of which no more than one would be a static caravan/mobile home), alterations to existing hardstanding and erection of amenity building Brickfield Spring Langleybury Lane Langleybury Hertfordshire	approved	17/09/2025	Delegated Decision	Gade Valley
25/1165/FUL	Construction of single storey side extension Old Farm Harthall Lane Kings Langley Hertfordshire WD4 8JW	refused	03/09/2025	Delegated Decision	Gade Valley
25/1184/DIS	Discharge of condition 5(Travel Plan), condition 13(Drainage scheme) and condition 15(Maintenance and management drainage) pursuant to planning permission 24/1304/FUL South Bend Station Road Kings Langley Hertfordshire WD4 8LL	Determined - DIS apps	27/08/2025	Delegated Decision	Gade Valley
25/1017/DIS	Discharge of Conditions 3 (Construction Ecological Management Plan) and 4 (Landscape and Ecological Management Plan) pursuant to planning permission 24/1568/FUL World Of Water Aquatic Centres Ltd Hempstead Road Watford Hertfordshire WD4 8QG	Determined - DIS apps	12/09/2025	Delegated Decision	Gade Valley
25/1324/PDND	Permitted Development Notice Demolition: Demolition of former football changing rooms Recreation Ground Primrose Hill Kings Langley Hertfordshire	approved	02/09/2025	Delegated Decision	Gade Valley



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1264/CLPD	Certificate of Lawfulness Proposed Development: Construction of single storey rear extension, addition of window to the side elevation 30 Roman Gardens Kings Langley Hertfordshire WD4 8LG	approved	17/09/2025	Delegated Decision	Gade Valley
25/1422/NMA	Non-material amendment to planning permission 23/0049/FUL to allow alterations to approved dwellings, including alterations to external materials, increase in principal depth to each dwelling, removal of approved ground floor rear projections, alterations to rear patios, alterations to fenestration, and removal of solar panels to roofs. 100 Toms Lane Kings Langley Hertfordshire WD4 8NL	refused	15/09/2025	Delegated Decision	Gade Valley
25/1234/RSP	Part Retrospective: Demolition of existing garage and construction of single storey side extension 58 Bucknalls Lane Garston Watford Hertfordshire WD25 9JQ	approved	22/09/2025	Delegated Decision	Leavesden
25/1084/FUL	Construction of single storey rear extension with internal alterations, roof alterations to ground floor from flat to pitched roof; removal of chimney 14 Cranefield Drive Garston Watford Hertfordshire WD25 9TX	approved	29/08/2025	Delegated Decision	Leavesden
25/1121/FUL	Construction of an outbuilding 59 Harlech Road Abbots Langley Hertfordshire WD5 0BE	approved	29/08/2025	Delegated Decision	Leavesden



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1348/NMA	Non-material amendment to planning permission 25/0117/FUL to allow alterations to external materials of east elevation to timber cladding  Merchant Taylors School Sandy Lodge Lane Moor Park Northwood Hertfordshire HA6 2HT	approved	29/08/2025	Delegated Decision	Moor Park And Eastbury
25/1140/FUL	Construction of two storey side extension, single storey front extension; loft conversion including alteration to roof form and insertion of rear dormer window and front rooflights; extension to driveway and access; alterations to fenestration, external materials including render and timber cladding  12 Westbury Road Northwood HA6 3BT	approved	15/09/2025	Committee Decision	Moor Park And Eastbury
25/0801/FUL	Demolition of existing dwelling and construction of a detached two storey dwelling including accommodation in the roof space served by rear dormer window.  36 Westbury Road Northwood HA6 3BX	approved	12/09/2025	Delegated Decision	Moor Park And Eastbury
25/1247/DIS	Discharge of Condition 5(Construction Management Plan) and Condition 8(Habitat Management and Monitoring Plan) pursuant to planning permission 24/1137/FUL  No.3 To No.6 Wolsey Business Park Tolpits Lane Hertfordshire WD18 9BL	Determined - DIS apps	09/09/2025	Delegated Decision	Moor Park And Eastbury
25/1412/DIS	Discharge of Condition 5 (Schedule of Materials) pursuant to planning permission 22/0818/FUL  3 Heathside Close Moor Park Northwood Hertfordshire HA6 2EQ	Determined - DIS apps	16/09/2025	Delegated Decision	Moor Park And Eastbury



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1178/FUL	Demolition of existing garage and construction of part single, part two storey side and rear extension; first floor extension over garage including rear dormer window; loft conversion including rear dormer windows; erection of rear juliet balcony and front porch extension, internal alterations, alterations to rear patio and front driveway, with associated landscaping works 18 Thornhill Road Moor Park Northwood Hertfordshire HA6 2LW	withdrawn	09/09/2025	Withdrawn	Moor Park And Eastbury
25/1111/FUL	Construction of first floor side extension, alterations to rear/side fenestration and internal alterations 93A Wolsey Road Moor Park Northwood Hertfordshire HA6 2ER	approved	29/08/2025	Delegated Decision	Moor Park And Eastbury
25/0910/FUL	Construction of single-storey side/ rear extension; insertion of rear dormers in main dwelling; and replacement of existing fenestration 45 Main Avenue Moor Park Northwood Hertfordshire HA6 2LH	approved	10/09/2025	Delegated Decision	Moor Park And Eastbury
24/1652/RSP	Part Retrospective: Two storey and single storey rear extension, extension to basement, alterations to height of roof of first floor side projection; alteration to front elevation of cat slide feature; increase in height of chimney and alteration to fenestration detail Normandy 7 Wolsey Road Moor Park Northwood Hertfordshire HA6 2HN	refused	08/09/2025	Delegated Decision	Moor Park And Eastbury
25/1130/FUL	Construction of single storey rear extension 45 Wolsey Road Moor Park Northwood Hertfordshire HA6 2ER	approved	10/09/2025	Delegated Decision	Moor Park And Eastbury



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1196/DIS	Discharge of Condition 3(Dust Management Plan) and Condition 26(Materials) pursuant to planning permission 24/1137/FUL No.3 To No.6 Wolsey Business Park Tolpits Lane Hertfordshire WD18 9BL	Determined - DIS apps	03/09/2025	Delegated Decision	Moor Park And Eastbury
25/1024/FUL	Construction of single storey front and rear extensions, conversion of garage into habitable accommodation, alterations to fenestration, raised patio to rear, widening of driveway and removal of tree 1 Woodhouse Eaves Northwood HA6 3NF	approved	26/08/2025	Delegated Decision	Moor Park And Eastbury
25/1251/FUL	Variation of Condition 2 (Plans) pursuant to planning permission 25/0323/FUL to allow alterations to approved roof form, alterations to external materials including brick work, alterations to fenestration details. 10 Westbury Road Northwood HA6 3BT	approved	16/09/2025	Delegated Decision	Moor Park And Eastbury
25/1301/DIS	Discharge of Condition 3(Material details) pursuant to planning permission 24/0904/FUL Tivoli 39 Astons Road Moor Park Northwood Hertfordshire HA6 2LB	Determined - DIS apps	17/09/2025	Delegated Decision	Moor Park And Eastbury





Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1359/RSP	Retrospective: Variation of Condition 2 (Plans) pursuant to planning permission 24/0460/FUL (Demolition of existing plant room and conservatory and construction of part single, part two storey rear extension and single storey side extension, rear juliet balcony; internal alterations and alterations to fenestration) to allow for alterations to first floor front extension, alterations to roof, addition of flank rooflights, removal of roof lantern and alterations to materials. 20 Davenham Avenue Northwood HA6 3HQ	withdrawn	03/09/2025	Withdrawn	Moor Park And Eastbury
25/1212/FUL	Demolition of existing conservatory and garage and construction of part single storey, part two storey side and rear extensions and single storey front porch extension 118 Oaklands Avenue Oxhey Hall Watford Hertfordshire WD19 4LW	approved	08/09/2025	Delegated Decision	Oxhey Hall And Hayling
25/1327/CLPD	Certificate of Lawfulness Proposed Development: Erection of a single storey rear extension 2 Hayling Road South Oxhey Watford Hertfordshire WD19 7BW	approved	17/09/2025	Delegated Decision	Oxhey Hall And Hayling
25/1110/FUL	Construction of single storey front and rear extension and flank window 13 Fairhaven Crescent South Oxhey Watford Hertfordshire WD19 7NY	approved	17/09/2025	Delegated Decision	Oxhey Hall And Hayling
25/1254/FUL	Demolition of front porch and construction of single storey front extension 74 Fulford Grove South Oxhey Watford Hertfordshire WD19 7QG	approved	17/09/2025	Delegated Decision	Oxhey Hall And Hayling



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1250/PDE	Prior Approval: Single storey rear extension (depth 4.00 metres, maximum height 3.35 metres, maximum eaves height 3.00 metres) 30 Orchard Way Mill End Rickmansworth Hertfordshire WD3 8HZ	no objection	05/09/2025	Delegated Decision	Penn And Mill End
25/1162/FUL	Construction of single storey side and rear extension and front porch 17 St Peters Close Rickmansworth Hertfordshire WD3 8UY	approved	05/09/2025	Delegated Decision	Penn And Mill End
25/1392/NMA	Non-materials amendment to planning permission 23/1619/FUL to allow the omission central ridge spanning the front facing gables, and reduction to the window blades on the front elevation. Garages Between 83 And 89 The Queens Drive Mill End Hertfordshire	withdrawn	15/09/2025	Withdrawn	Penn And Mill End
25/1195/FUL	Construction of single storey rear extension 40 Penn Road Mill End Rickmansworth Hertfordshire WD3 8QN	withdrawn	11/09/2025	Withdrawn	Penn And Mill End
25/1096/CLPD	Certificate of Lawfulness Proposed Development: Loft conversion including hip to gable extension, rear dormer and front rooflights. 10 Shepherds Lane Rickmansworth Hertfordshire WD3 8JH	approved	01/09/2025	Delegated Decision	Penn And Mill End
25/1197/FUL	Construction of single storey side extension and conversion of garage into habitable accommodation 80 Williamson Way Mill End Rickmansworth Hertfordshire WD3 8GL	approved	04/09/2025	Delegated Decision	Penn And Mill End



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
22/2202/FUL	Variation of Condition 1 (Opening Hours) and Condition 2 (Outdoor seating) of planning permission 12/1452/FUL to enable the indoor use of the cafe between the hours of 08.00 to 23.30 (Monday to Saturday) and 08.00 to 22.00 (Sunday) and outdoor seating area use between the hours of 08.00 to 22.00 (Monday to Saturday) and 08.00 to 21.00 (Sunday) 16 Moneyhill Parade Uxbridge Road Rickmansworth Hertfordshire WD3 7BE	withdrawn	03/09/2025	Withdrawn	Rickmansworth Town
25/1236/BGP	Discharge of Biodiversity Gain Plan pursuant to planning permission 24/1452/FUL Fieldways Farm Harefield Road Rickmansworth Hertfordshire WD3 1PE	Determined - DIS apps	05/09/2025	Delegated Decision	Rickmansworth Town
25/1138/FUL	Installation of dropped kerb and permeable driveway 97 Harefield Road Rickmansworth Hertfordshire WD3 1NP	approved	10/09/2025	Delegated Decision	Rickmansworth Town
25/1011/FUL	Construction of single storey side and rear extension to sales building to accommodate a Food-to-Go offer(Sui Generis), provision of access ramps, relocation of entrance, inpost/amazon lockers, alterations to fascias with internal alterations Rickmansworth Service Station Uxbridge Road Rickmansworth Hertfordshire WD3 7BG	withdrawn	22/09/2025	Withdrawn	Rickmansworth Town



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1148/FUL	Increase in ridge height and roof alterations to create a two storey dwelling with accommodation in roofspace served by rear dormer window, front and side roof lights, creation of basement level including raised terrace area, single storey infill front extension, front porch, alterations to external materials and fenestration detail.  82 Highfield Way Rickmansworth Hertfordshire WD3 7PH	refused	03/09/2025	Delegated Decision	Rickmansworth Town
24/0759/FUL	Construction of two additional storeys above existing garage block, to create 4no. residential flats with associated parking and landscape works  Ashleigh Court Solomons Hill Rickmansworth Hertfordshire	approved	09/09/2025	Delegated Decision	Rickmansworth Town
25/1101/DIS	Discharge of Condition 4 (Hard and soft landscaping plan), Condition 5 (Construction Management Plan), Condition 6 (Material Specification) pursuant to planning permission 24/1670/FUL  Banstead Down Old Chorleywood Road Rickmansworth Hertfordshire WD3 4EH	Determined - DIS apps	17/09/2025	Delegated Decision	Rickmansworth Town
25/1228/DIS	Discharge of conditions 3 (Materials), 4 (Construction Management Plan), 8 (Landscaping), 9 (Hard Landscaping), 11 (Heat Pump Details), 13 (Waste Collection) and 14 (Fire Hydrants) pursuant to planning permission 24/1452/FUL  Fieldways Farm Harefield Road Rickmansworth Hertfordshire WD3 1PE	Determined - DIS apps	05/09/2025	Delegated Decision	Rickmansworth Town



Application Number	Description of Work Location	Decision	Date of Decision Issued	Decision level	Ward Description
25/1215/CLPD	Certificate of Lawfulness Proposed Development: Construction of single storey side extension The Bungalow Scotsbridge House Scots Hill Croxley Green Rickmansworth Hertfordshire WD3 3AB	approved	09/09/2025	Delegated Decision	Rickmansworth Town
25/1356/NMA	Non-materials amendment to planning permission 24/0829/FUL to allow alterations to rear elevations to show louvres 94 - 102 High Street Rickmansworth Hertfordshire WD3 1AQ	approved	08/09/2025	Delegated Decision	Rickmansworth Town
25/1484/DIS	Discharge of Condition 5 (Specification of access) pursuant to planning permission 23/0701/OUT Land South Of Foxgrove Path / Heysham Drive South Oxhey Hertfordshire	Determined - DIS apps	22/09/2025	Delegated Decision	South Oxhey



## Summary of decisions by Planning Committee 11<sup>th</sup> September 2025

Planning Committee Decision Summary – September 2025			
Reference	Address	Proposal	Decision
25/0428/FUL	Denewood Chorleywood Road Rickmansworth Hertfordshire WD3 4EP	Demolition of existing bungalow and erection of a replacement two storey dwelling	<b>Approved</b> (in accordance with the Officer recommendation) with additional informative regarding contractor parking.
25/0896/FUL	Land At Woodside Road Woodside Road Abbots Langley Hertfordshire	Construction of 192no. dwellings (Use Class C3), public open space, landscaping, new vehicular access and pedestrian accesses and associated infrastructure.	<b>Application noted</b> , and site visit to be arranged.
25/0919/FUL	Solesbridge House Solesbridge Lane Chorleywood Rickmansworth Hertfordshire WD3 5SR	Construction of pitched roof single storey side extension and sedum roof over the link	<b>Approved</b> (in accordance with the Officer recommendation)
25/0920/LBC	Solesbridge House Solesbridge Lane Chorleywood Rickmansworth Hertfordshire WD3 5SR	Listed Building Consent: Construction of pitched roof single storey side extension, and sedum roof over the link	<b>Approved</b> (in accordance with the Officer recommendation)
25/1012/RSP	57 - 59 High Street Abbots Langley Hertfordshire WD5 0AE	Retrospective: Installation of parcel locker facility	<b>DEFERRED</b> for Officers to explore alternative facing colours.
25/1140/FUL	12 Westbury Road Northwood HA6 3BT	Construction of two storey side extension, single storey front extension; loft conversion including alteration to roof form and insertion of rear dormer window and front rooflights; extension to driveway and access; alterations to fenestration, external materials including render and timber cladding	<b>Approved</b> (in accordance with the Officer recommendation) with amendment to C2 to reflect updated drawing revision.
25/1160/RSP	2 Prangnell Hill House 23 Trowley Rise Abbots Langley Hertfordshire WD5 0LN	Part Retrospective: Removal of existing shed/outbuilding and replacement with new carport/garage	<b>Refused</b> (in accordance with the Officer recommendation)



## GENERAL PUBLIC SERVICES AND COMMUNITY ENGAGEMENT



### Major Planning Applications pending consideration at 23<sup>rd</sup> September 2025

Reference	Address	Proposal	Target Decision Date	Officer
24/0476/OUT	Land East Of Green Street And North Of Orchard Drive Green Street Chorleywood Hertfordshire	Outline Application: Comprehensive development of the Site, delivering up to 300 no.residential dwellings (Use Class C3), associated access, and supporting amenity space, landscaping, green infrastructure and sustainable drainage systems (all matters reserved except for access).	Agreed Extension 28.011.2025	Adam Ralton
24/0538/OUT	Land East Of Green Street And North Of Orchard Drive Green Street Chorleywood Hertfordshire	Outline Application: Demolition of the existing farm building and comprehensive development of the Site, delivering up to 675 no. residential dwellings (Use Class C3), a new two-form entry primary school, associated access, and supporting amenity space, landscaping, green infrastructure and sustainable drainage systems (all matters reserved except for access).	Agreed Extension 28.011.2025	Adam Ralton
24/0925/FUL	Kebbell House Delta Gain Carpenders Park Hertfordshire	Demolition of existing commercial buildings and construction of 4 x 5 storey blocks comprising 129 flats and 513sqm of Class E floorspace with associated access, basement parking and landscaping works.	Agreed Extension 28.11.2025	Claire Westwood
24/1833/OUT	The Royal British Legion Church Lane Sarratt Rickmansworth Hertfordshire WD3 6HL	Outline Application: Development of up to 18 residential dwellings with access onto Church Lane (Appearance, Layout, Landscaping and Scale reserved)	Agreed Extension 30.09.2025	Suzanne O'Brien
24/2073/OUT	Land To North Of Little Green Lane Croxley Green WD3 3SP	Outline Application: Development of up to 600 residential dwellings (Use Class C3(a)), construction of a 5-bedroom property for childrens social care and supported living (Use Class C3(b)). Two vehicular access points from Little Green Lane and further pedestrian / cycleway accesses. A one form entry primary school (Use Class F1(a)) (plus expansion land for a two form entry primary school). A mixed use local centre including provision for NHS health and social care services (Use Class E(e)), community building (Use Class F2), retail and cafe provision (Use Class E(a-c)), car parking and associated infrastructure. A country park, areas for play and recreation, allotments, community orchard and landscaping with associated infrastructure including sustainable urban drainage systems. (Layout, scale, appearance and landscape as reserved matters).	Agreed Extension 26.09.2025	Claire Westwood
25/0196/FUL	Fir Trees Dawes Lane Sarratt Rickmansworth Hertfordshire WD3 6BG	Redevelopment of site and erection of 20 dwellings (Use Class C3) with associated parking, cycle storage and landscaping, served by new vehicular access and pedestrian access to Dawes Lane.	Agreed Extension 30.09.2025	Matthew Roberts



Reference	Address	Proposal	Target Decision Date	Officer
25/0563/RSP	The Paddock Little Oxhey Lane Carpenders Park Watford Hertfordshire WD19 5BA	Part Retrospective: Creation of vehicle parking areas for company vehicles including alterations to land levels and associated boundary treatment hard and soft landscaping, attenuation basin, lighting; the use of the existing bungalow as offices including loft conversion with dormers and rooflights; and demolition of stables and construction of two- storey building for office / training / vehicle maintenance premises (Use Class Sui Generis).	Agreed Extension 24.11.2025	Lauren Edwards
25/0484/OUT	Land At North Of Chalfont Road Chalfont Road Maple Cross Hertfordshire	Outline application: Erection of up to 75 new dwellings, parking and landscaping with associated access onto Chalfont Road (Appearance, Layout, Landscaping and Scale as reserved matters).	Agreed Extension TBC	Scott Volker
25/0766/FUL	Land At Berrybushes Farm Langleybury Lane Kings Langley WD4 8RL	Temporary planning permission for use of land for film making for 18 months, including construction of temporary set pieces; storage, stationing of support services and parking.	Agreed Extension 21.11.2025	Scott Volker
25/0488/RSP	Scotsbridge House Scots Hill Croxley Green Rickmansworth Hertfordshire WD3 3BB	Part Retrospective: Demolition of offices and erection of new development of 59 flats with associated parking and external landscaping.	Agreed Extension 03.10.2025	David Heighton
25/0896/FUL	Land At Woodside Road Woodside Road Abbots Langley Hertfordshire	Construction of 192no. dwellings (Use Class C3), public open space, landscaping, new vehicular access and pedestrian accesses and associated infrastructure.	Agreed Extension 24.10.2025	Claire Wilson
25/1028/FUL	Land Rear Of 76 To 78 Church Lane Sarratt Hertfordshire	Erection of 20 Dwellings (Use Class C3) with associated parking and landscaping, provision of new vehicular access to Church Lane and pedestrian link to existing public footpath.	11.09.2025	Claire Wilson
25/1020/OUT	Land East Of Oxhey Lane Oxhey Lane Carpenders Park Hertfordshire	Outline planning application for up to 256 homes (C3 use class) (including affordable and self/custom build housing), housing with care (C2 use class), a children's home (for looked after children) (C2 use class) together with associated access (including off-site highway works), parking, open space and landscaping (appearance, layout, landscaping and scale as reserved matters).	24.09.2025	Matthew Roberts
25/1055/FUL	Land To The Rear Of Woodlands Cottage Oxhey Lane Carpenders Park Watford Hertfordshire WD19 5RF	Demolition of existing structures and construction of 96 residential dwellings (Use Class C3), flexible community floorspace (Use Class F), with the provision of an access, vehicle and cycle parking, landscaping, sustainable urban drainage systems and other associated works.	25.09.2025	Suzanne O'Brien

Reference	Address	Proposal	Target Decision Date	Officer
25/1308/FUL	Warner Bros. Studios Leavesden Warner Drive Watford Hertfordshire WD25 7LP	Variation of Conditions 11 (A41 Toucan to the Hempstead Road underpass) and 13 (M25 Junction 21a Improvements) of planning permission 23/1897/FUL.	03.11.2025	Claire Westwood
25/1503/RSP	Warner Bros. Studios Leavesden Warner Drive Watford Hertfordshire WD25 7LP	Retrospective: Erection of a pop-up stage for filming purposes for a temporary period of 10 years.	15.12.2025	Claire Westwood





# CORPORATE PERFORMANCE REPORT ANNUAL 2024 – 2025

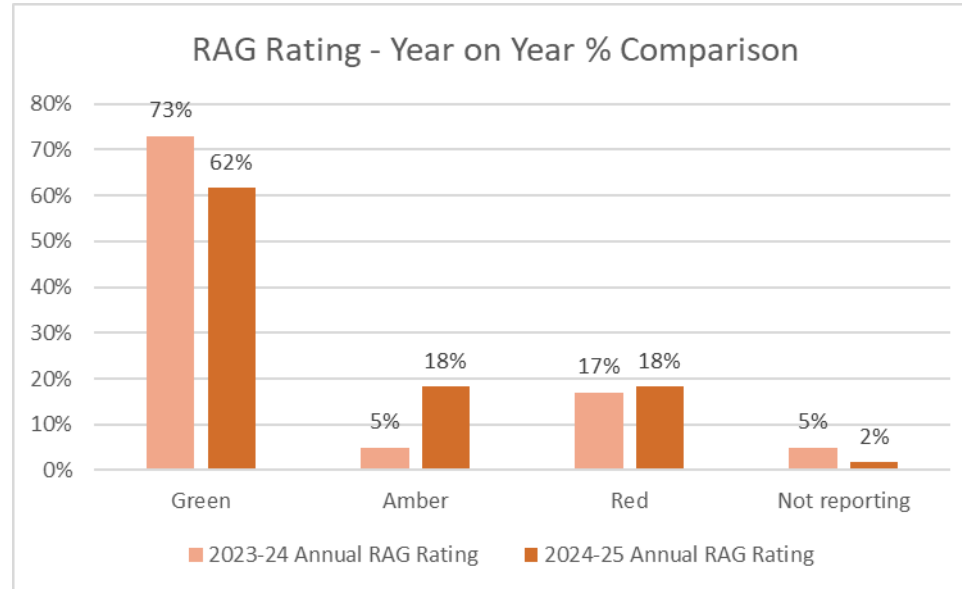


# OVERVIEW

- Each KPI is aligned to one of our Corporate Framework Objectives.
- The report presents performance across each of our four Corporate Framework Objectives and identifies the key KPIs shaping these outcomes.
  - Green = meeting or exceeding target.
  - Amber = under target but within agreed tolerance.
  - Red = desired result was outside of agreed tolerance.
- There is a graph for all but 2 of the reporting KPIs for 2024/25 showing the year on year performance and versus target enabling continuous assessment over time.
- There are 3 new KPIs therefore, there's no year-on-year comparison available for these however, each graph will display performance relative to its target.
- The 'next steps' slides summarise the targeted actions needed to bring amber and red KPIs up to their performance thresholds.



# ANNUAL PERFORMANCE SUMMARY

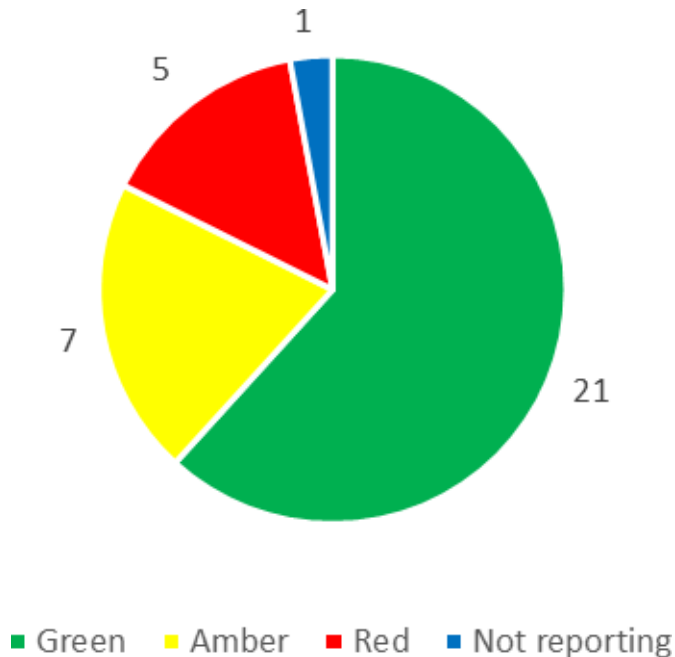


- There are 60 current KPIs for the year 2024/25 vs. 64 KPIs for 2023/24.
  - 6 KPIs were removed from 2023/24 and 3 new KPIs were introduced for 2024/25.
  - 1 KPI is not reporting which is 'Staff satisfaction with the workplace environment' as this now reports biannually and is due 2025/26.
  - 1 KPI was removed in year which was agreed at CMT on 04.02.25.
- The majority of KPIs are performing to or exceeding target albeit slightly behind last year's performance.



# ANNUAL PERFORMANCE BY CORPORATE FRAMEWORK OBJECTIVE

# RESPONSIVE, RESPONSIBLE, LOCAL LEADERSHIP



- The majority of KPIs (21) are meeting or exceeding target.
- Customer Experience - All KPIs green, with targets consistently exceeded (4 of which come under this objective).
- Finance - 100% green (2 of which fall under this objective), including commercial income received and balances above the risk level.
- 2 of Waste and Environmental Protection's are meeting target, 1 of which falls under this objective - Collections made on the correct day.
- Housing and Residential Services - 3 green KPIs covering homelessness prevention and temporary accommodation.
- Regulatory Services - Surpassing targets on planning decisions for major, minor and other applications.
- Human Resources - 4 green KPIs, including short-term sickness rates and PDR completion. Short term sickness has moved from red last year to green this year.
- Revenues and Benefits – 2 green KPIs for Council Tax Collection and time taken to process changes in circumstances.



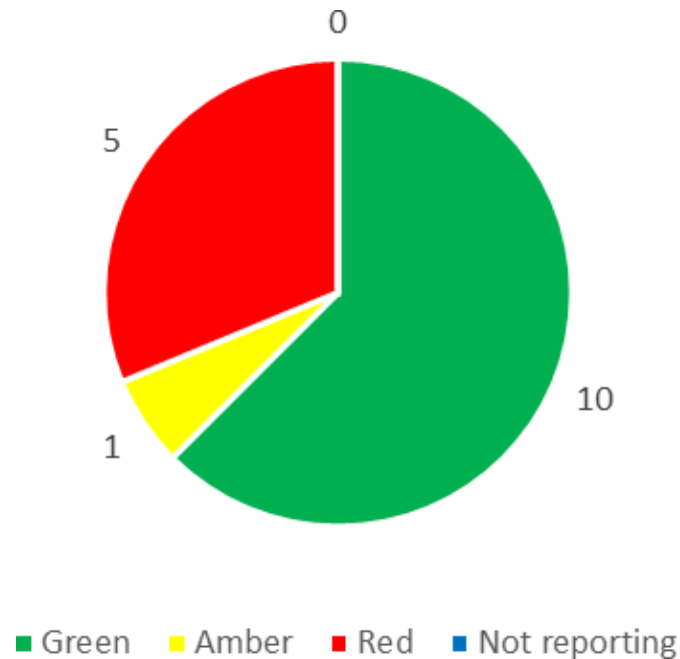


# RESPONSIVE, RESPONSIBLE, LOCAL LEADERSHIP CONT...

- Amber KPIs – Housing (1 – promoting access to private lettings), Revenues & Benefits (2 – New claims and collection of housing benefit overpayment), Strategy & Partnerships (1 – FOI and EIR response time), Regulatory Services (1 – Food hygiene), Legal/Democratic (2 – canvass returns, completion of minutes).
- Red KPIs (5 total):
  - HR: RTW interview compliance (below target, though improving).
  - Strategy & Partnerships: SAR overdue (red due to 100% target and no tolerance).
  - Regulatory: Two KPIs red, both relating to planning decisions overturned/appeals allowed.
  - Revenues and Benefits had 1 red KPI for accuracy of work processed.
- Not Reporting – Property Services (staff satisfaction survey, next due 2025/26).



# SUSTAINABLE COMMUNITIES



- Most KPIs are on or above target.
- Strategy and Partnerships have 3 green KPIs – the number of customers supported by the Healthy Hub, ASB case reviews and enforcement actions all exceeded target.
- Planning Policy and Conservation have 4 KPIs with green RAG ratings – percentage of homes built on previously developed land, employment floorspace KPIs and vacancy rates.
  - Vacancy rate for town and district centres went from Red in 2023/24 to green in 2024/25.
- Customer Experience – Watersmeet ticket sales, including pantomime, exceeded expectations.
- Leisure & Natural Infrastructure – both KPIs green. Highlights include 100% reporting of increased physical activity (target exceeded by 16%) and 100% reporting of health benefits from community projects.

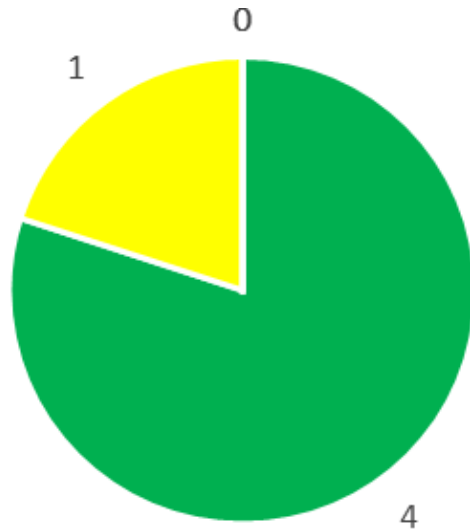


# SUSTAINABLE COMMUNITIES

- Planning Policy – One amber KPI (Local Plan) and five red KPIs linked to housing delivery and wider planning policy.
- Adoption of the Local Plan, with the Draft publication, submission, examination and adoption by 2026 went from green in 2023/24 to amber in 2024/25 and Establishment of a timetable and development of a South West Herts Joint Strategic Plan went from green in 2023/24 and red in 2024/25 as a result of the general election in July 2024.



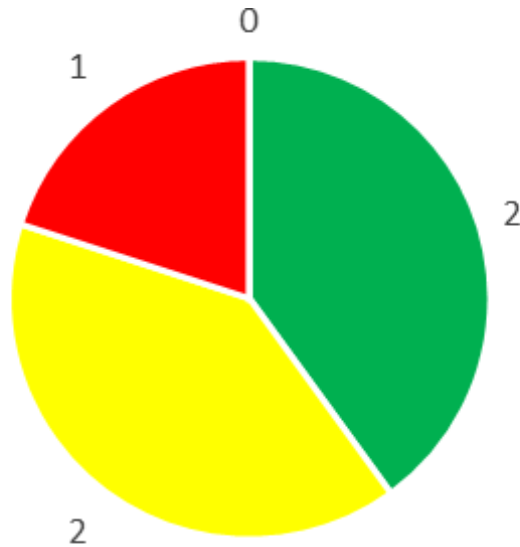
# A GREAT PLACE TO DO BUSINESS



■ Green ■ Amber ■ Red ■ Not reporting

- This objective achieved four green KPIs and one amber.
- Finance – Exceeded the annual 97.5% target for accounts paid.
- Property Services & Major Projects – Occupancy rates for both commercial and garage estates above target. Occupancy rates for TRDC's garage estate also went from red in 2023/24 to green in 2024/25.
- Regulatory (Land & Property) – All land charges searches issued within the 10-day target.
- Revenues & Benefits – Business Rates collection achieved 97% just below target but within tolerance going from green in 2023/24 to amber in 2024/25.

# NET CARBON ZERO AND CLIMATE RESILIENT



■ Green ■ Amber ■ Red ■ Not reporting

- 2 green KPIs, 2 amber and 1 red reported.
- Waste & Environmental Protection – Strong result in recycling with target exceeded.
- Household waste sent for reuse, recycling or composting remained amber year on year, just below target.
- Leisure & Natural Infrastructure – Tree planting by TRDC officers had an exceptional performance planting more than 1500 trees.
- Climate Change & Sustainability (Red) – District greenhouse gas emissions remain off target, however improvement has been made year on year. Figures lag by two years, and local authorities can only directly influence around one-third of total emissions.
- Carbon emissions from Council operations (reported as tCO<sub>2</sub>e equivalent) just missed target remaining amber however, there has been a 5% reduction in emissions year on year.



# NEXT STEPS

- Housing and Residential Services - Plans to relaunch the private rental scheme, supporting homelessness prevention and private sector lettings.
- Legal, Elections and Democratic Services - Positive trend in completing minutes within four working days. Since October quarterly numbers have improved and are expected to continue in a positive direction.
- Following the parliamentary election in July 2024 which occurred during the time of Canvass planning resulted in a reduced Canvass period. An additional Household Notification Letter issued post-election aimed to reduce canvass non-response and improve register accuracy.
- Human Resources – to improve RTW compliance, senior management and Heads of Service receive email notifications and can monitor managers as necessary. In addition, all CMT members receive a weekly confirmation of RTW interviews that are due, have been completed within the target or overdue.
- Waste - Further reminders about what can and cannot be recycled will be included with the revised collection dates over the Christmas period. Additionally, work is underway to analyse the results of a recent survey highlighting what incentivises residents to recycle more.
- Regulatory Services - Action plan underway to address planning appeals performance

# NEXT STEPS



- Planning Policy and Conservation – Additional Regulation 18 public consultation launched on new sites and policies (due to close on 31<sup>st</sup> August); progressing to Regulation 19 (draft Local Plan prepared and ready for submission to the Secretary of State for independent examination). Key evidence studies (Green Belt, Transport) advancing.
- South West Herts (SWH) Joint Strategic Plan - Possible merger of South West Herts Joint Strategic Plan into a county-wide Herts Spatial Development Strategy. This is largely outside District Council's control.
- Strategy and Partnerships – A new column has been added to the SAR log form indicating the requester's preferred method of response (e.g. email, post). Reminder emails and follow-ups are being sent regularly to ensure responses for FOIs remain on track.
- Revenues and Benefits – Generic Training is currently taking place for all officers. Improvements and progress to be noted and monitored following the Generic Working Project.
- Climate Change and Sustainability – Decarbonisation programme starting at William Penn, with learning to inform further projects. Transition Streets expanded and Retrofit One Stop moving from pilot into business-as-usual delivery.



# APPENDIX

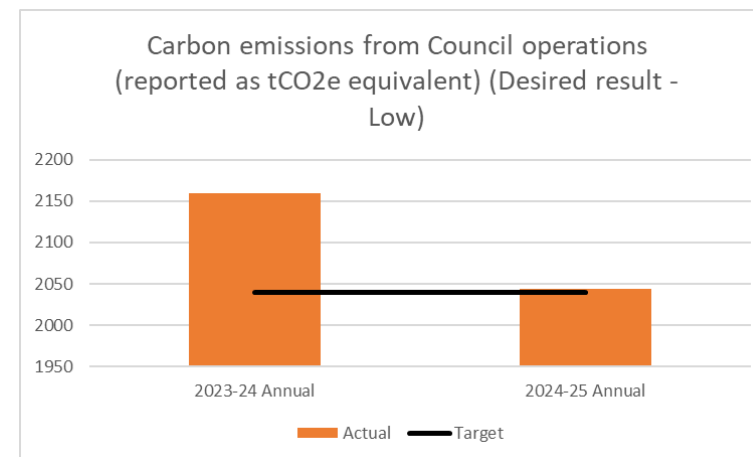
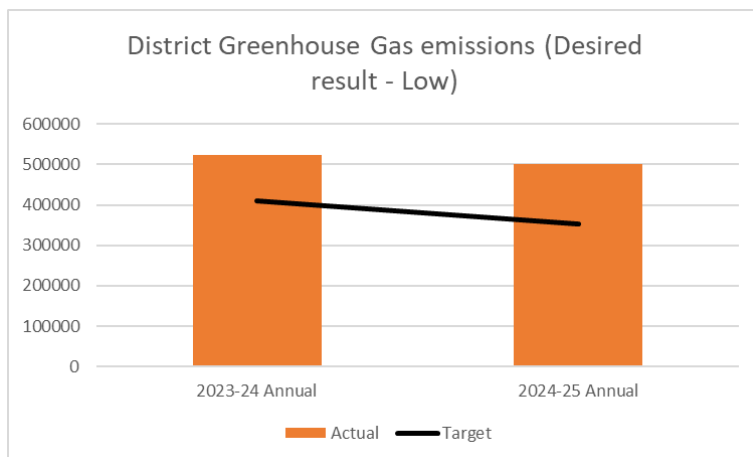
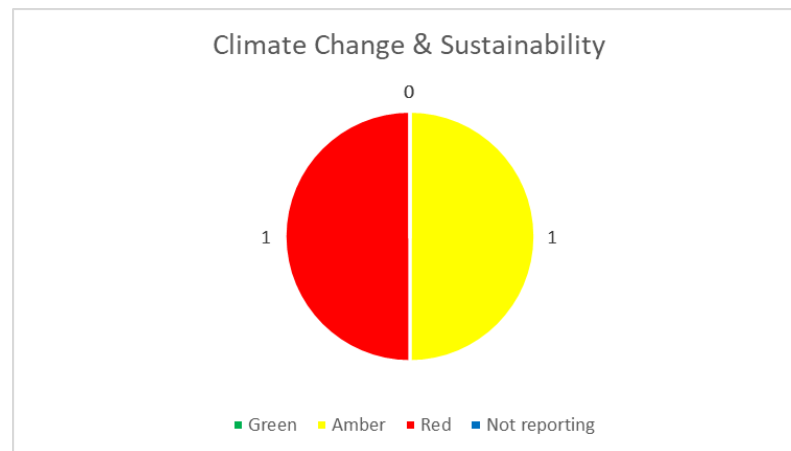




# ANNUAL PERFORMANCE BY SERVICE AREA



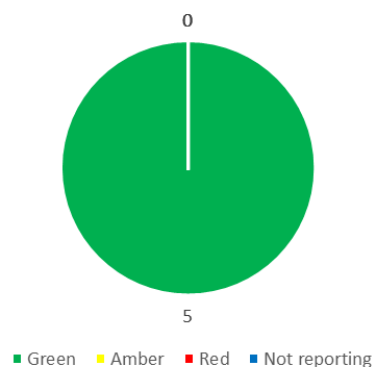
# CLIMATE CHANGE AND SUSTAINABILITY



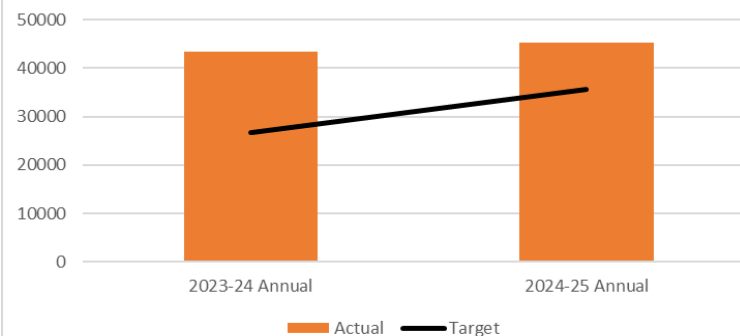


# CUSTOMER EXPERIENCE

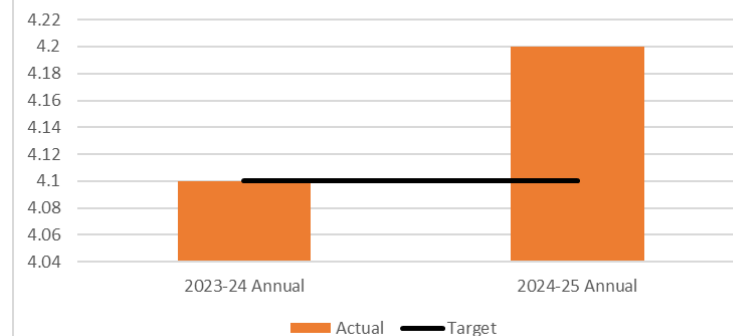
Customer Experience



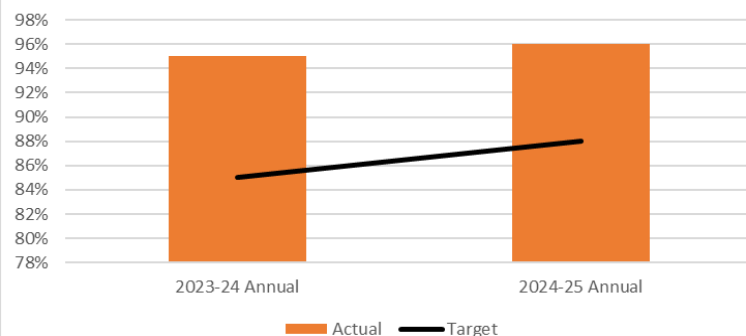
Number of subscribers to GovDelivery service (email notifications) (Desired result - High)



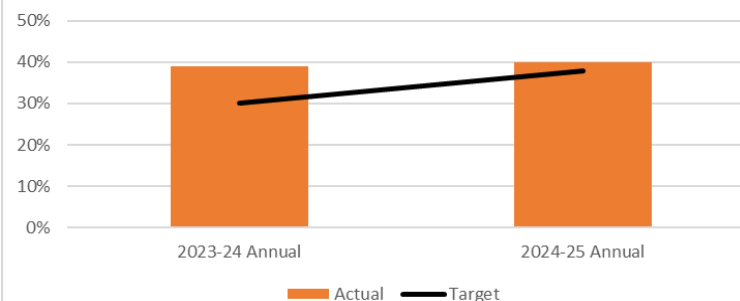
Satisfaction with online services via the Customer Portal (my.threerivers) (Desired result - High)



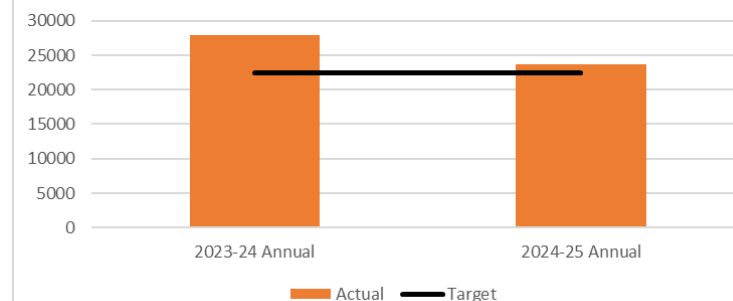
Percentage of calls with first point resolution (Desired result - High)



Percentage of total enquiries submitted online via the Customer Portal (my.threerivers) (Desired result - High)

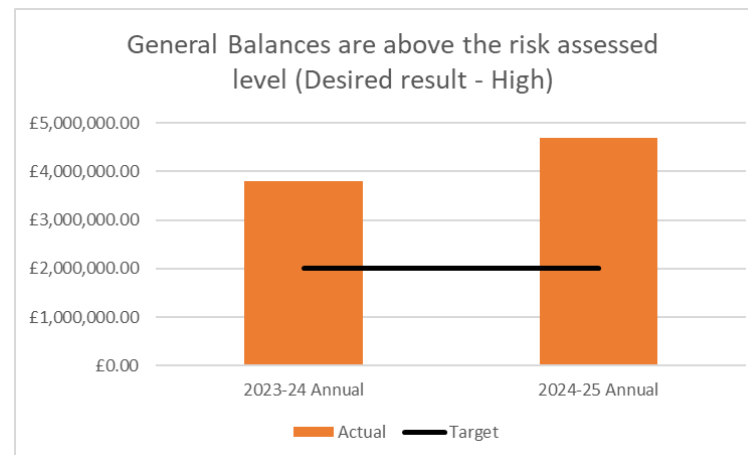
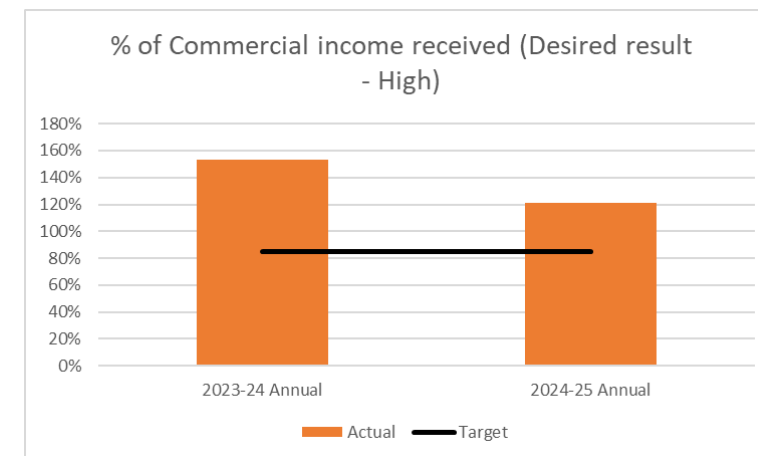
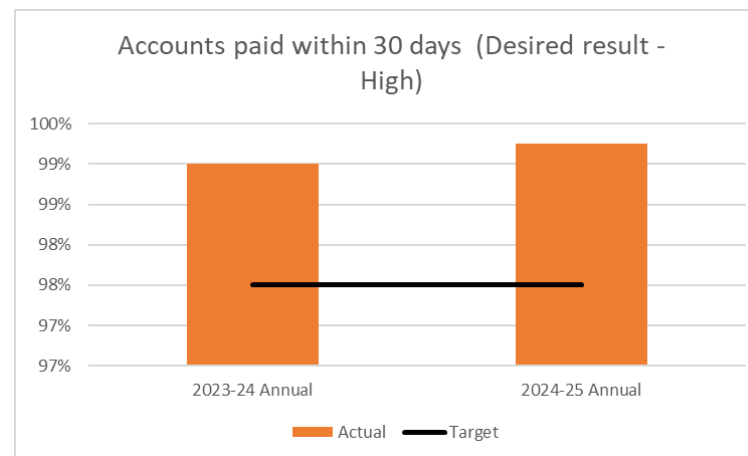
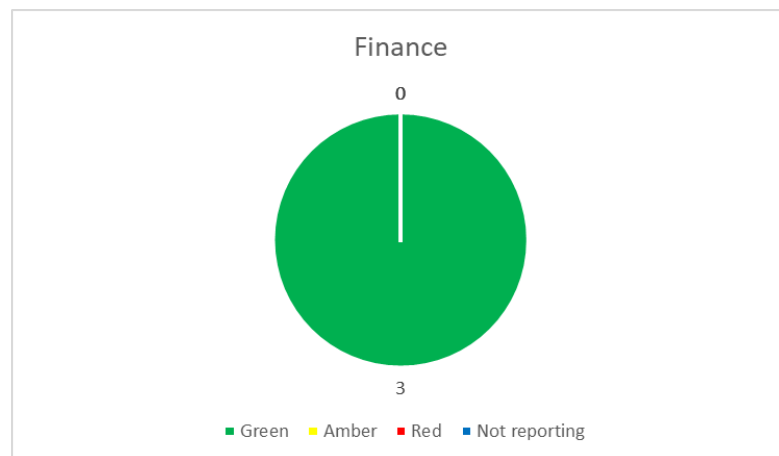


Number of tickets sold for co-promoted live shows at Watersmeet (incl. pantomime) (Desired result - High)





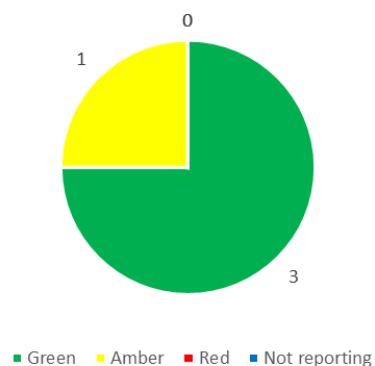
# FINANCE



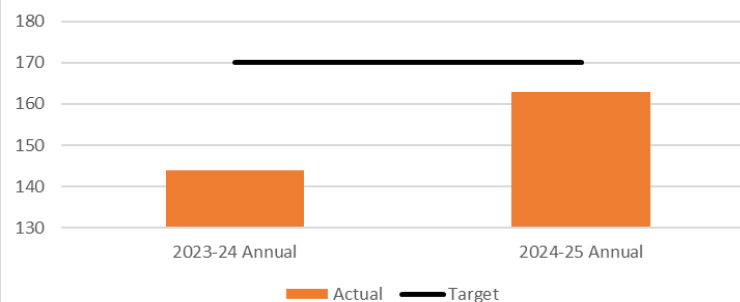


# HOUSING AND RESIDENTIAL SERVICES

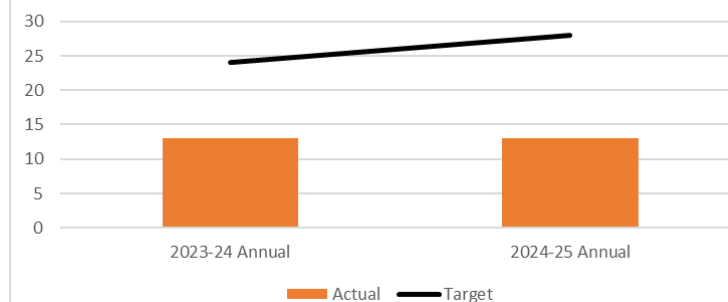
Housing and Residential Services



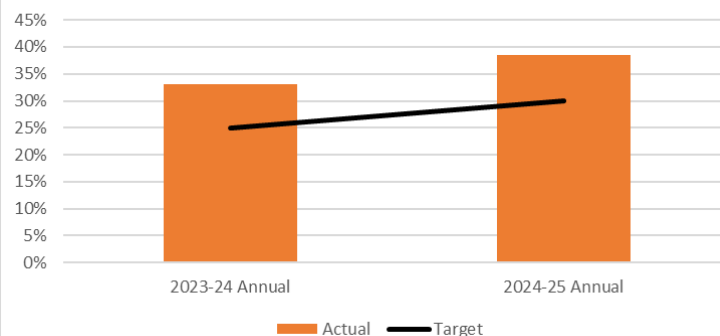
Maximum number of households in temporary accommodation throughout the year (Desired result - Low)



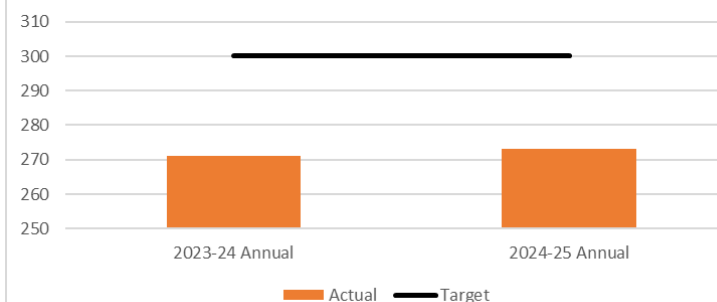
Promote access to private sector lettings in order to prevent and relieve homelessness (Desired result - High)



Percentage of households prevented or relieved from homelessness (Desired result - High)



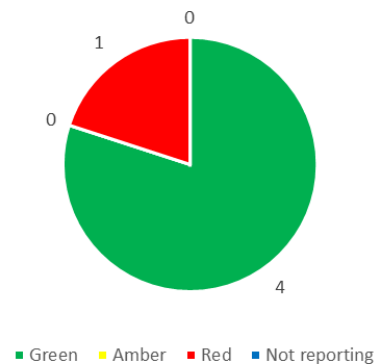
Maximum number of households living in temporary accommodation on the last day of the quarter (snapshot) (Desired result - Low)



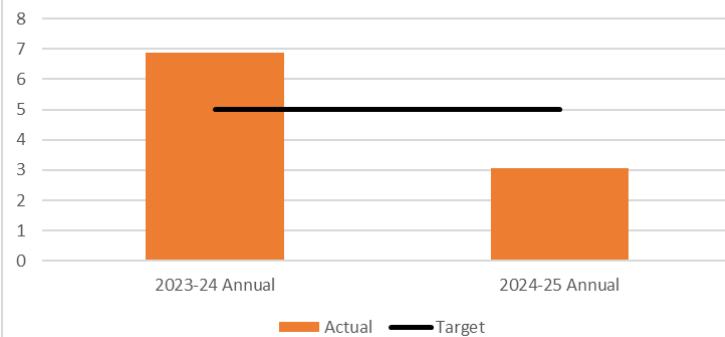


# HUMAN RESOURCES

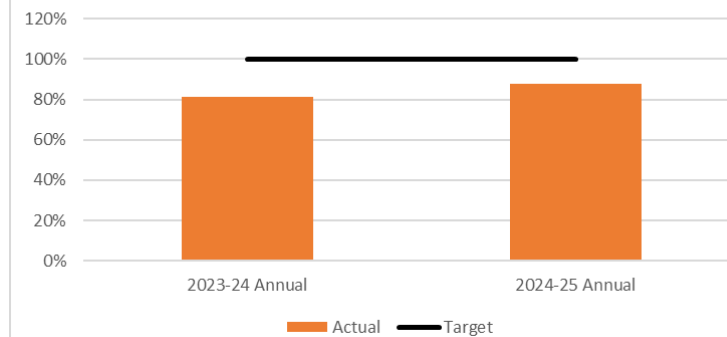
Human Resources



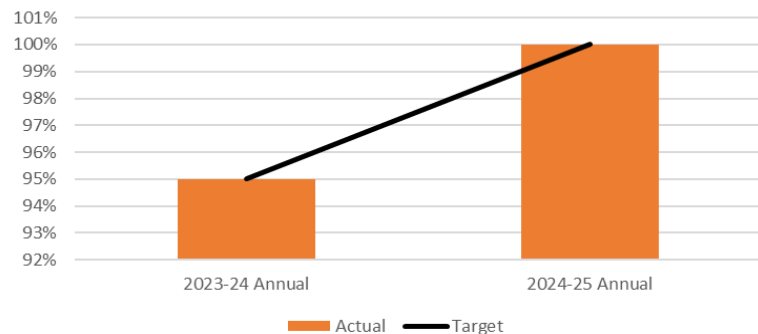
Short term sickness absence rate (Desired result - Low)



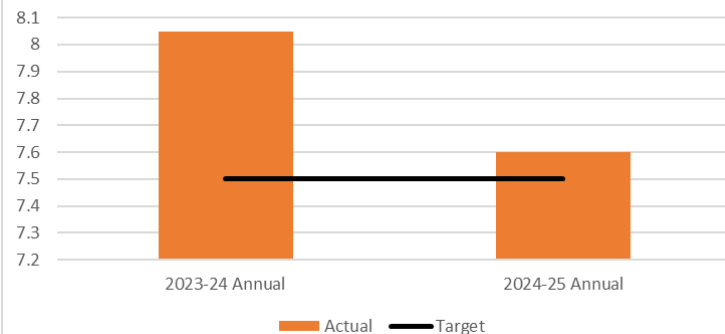
Return to work interview compliance (Desired result - High)



Employee Performance Development Review completion rate (Desired result - High)



Employee Satisfaction levels (Desired result - High)

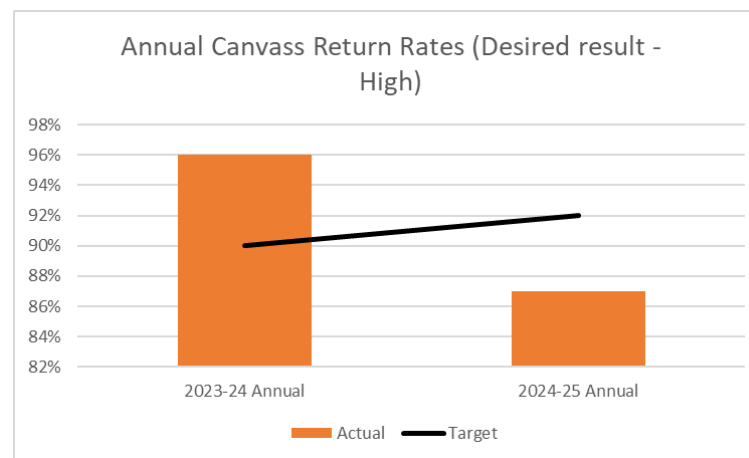
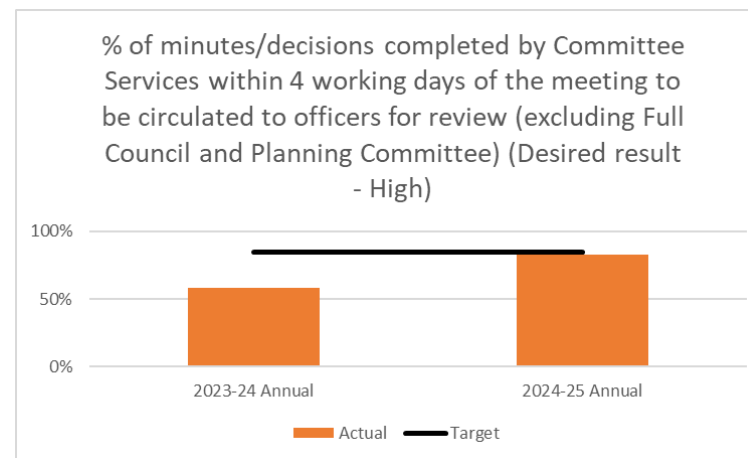
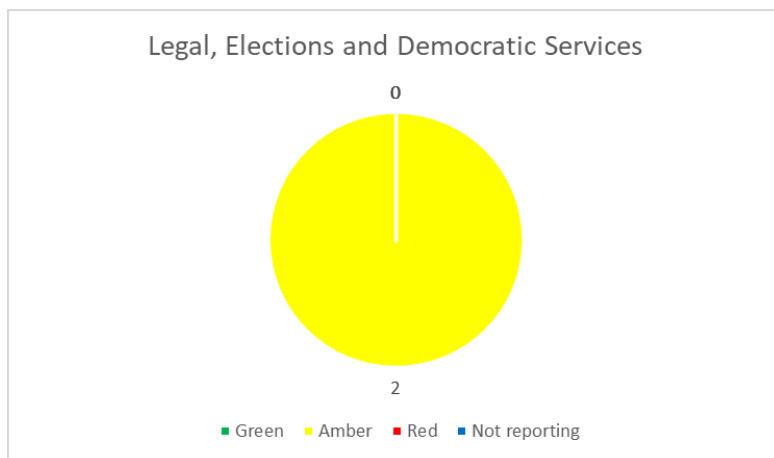


Employee Motivation levels (Desired result - High)





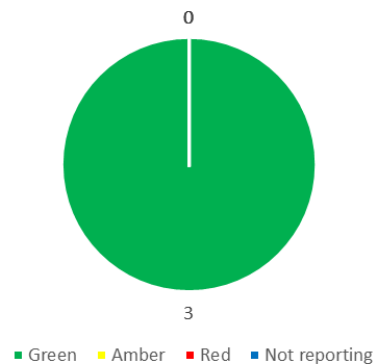
# LEGAL, ELECTIONS AND DEMOCRATIC SERVICES



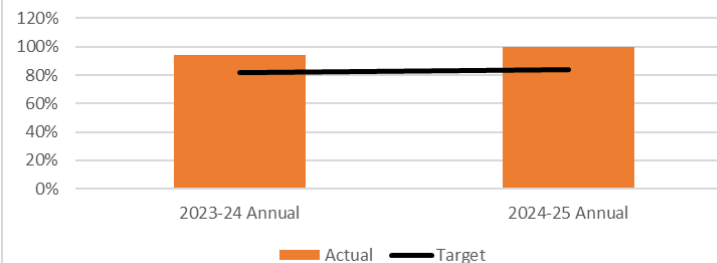


# LEISURE AND NATURAL INFRASTRUCTURE

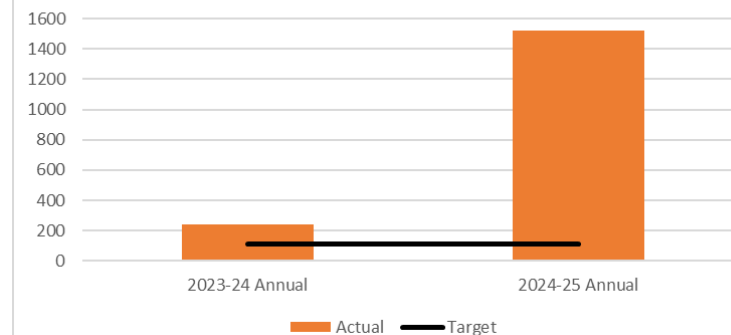
Leisure and Natural Infrastructure



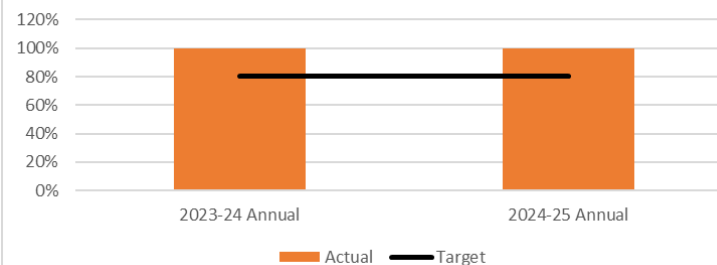
Percentage of people reporting an increase in physical activity levels following attendance at a Three Rivers District Council activity (Desired result - High)



Number of new trees planted by TRDC Trees and Landscapes Officers (Desired result - High)



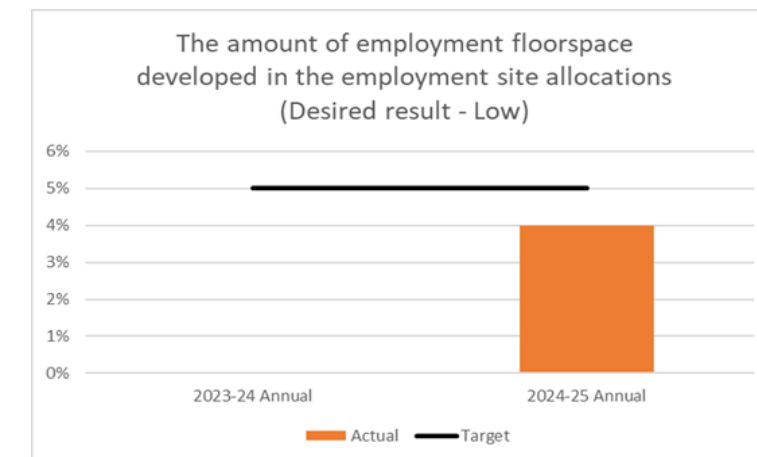
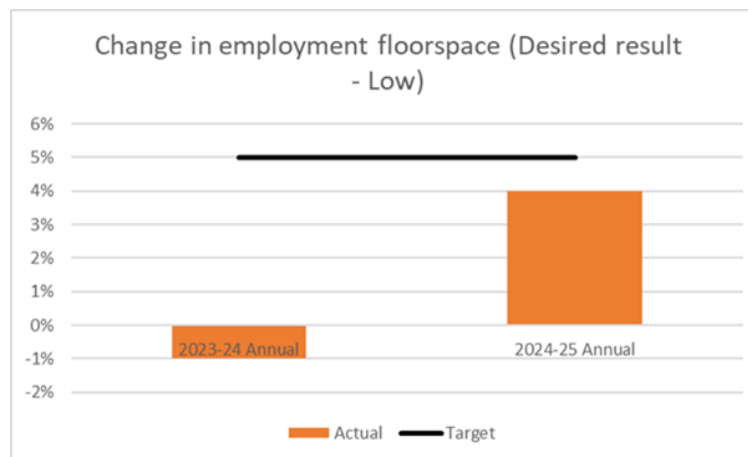
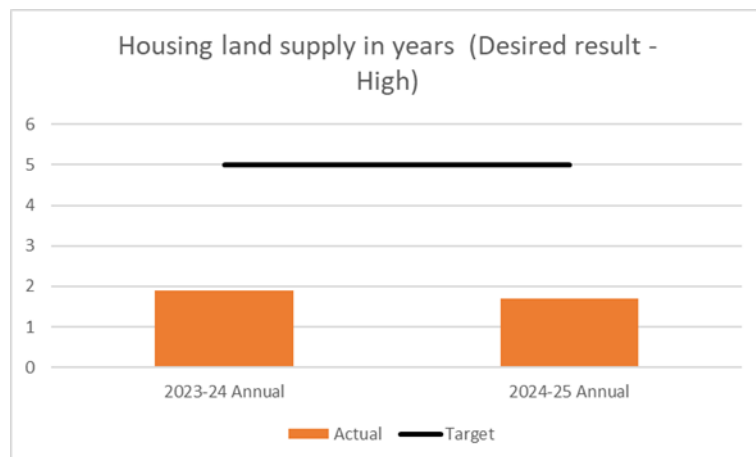
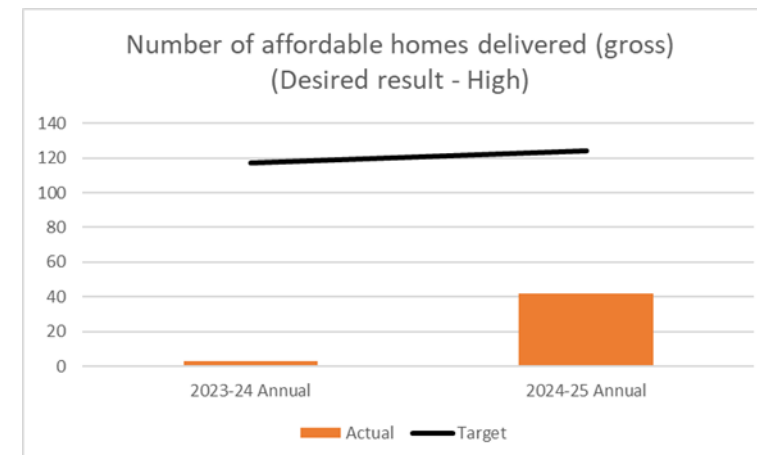
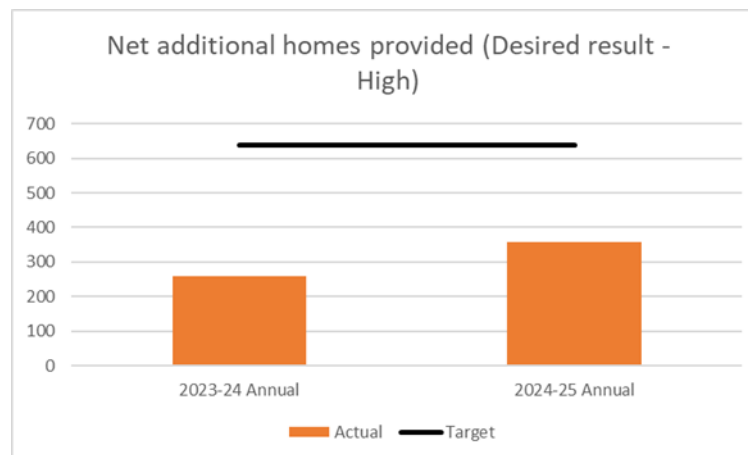
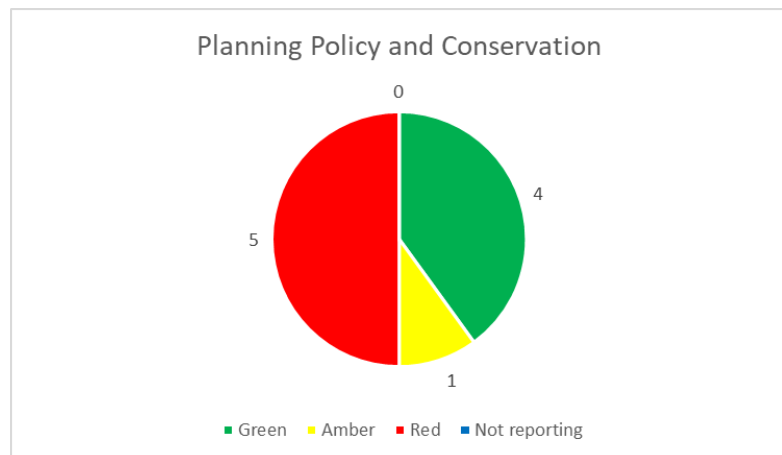
Percentage of people reporting specific health benefits as a result of attending a project supporting vulnerable people (Desired result - High)







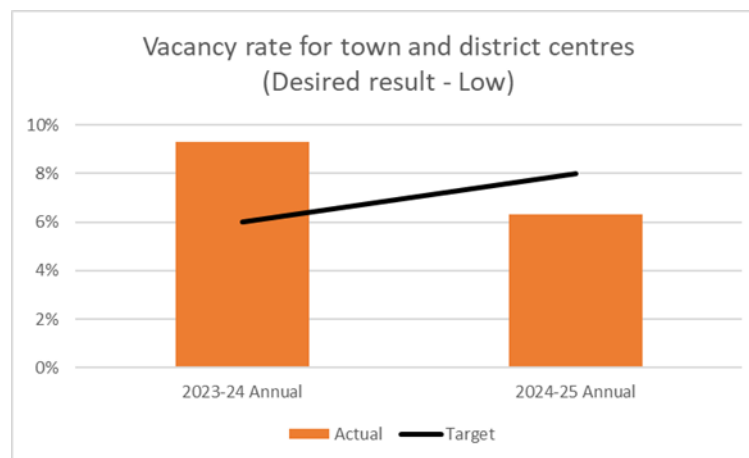
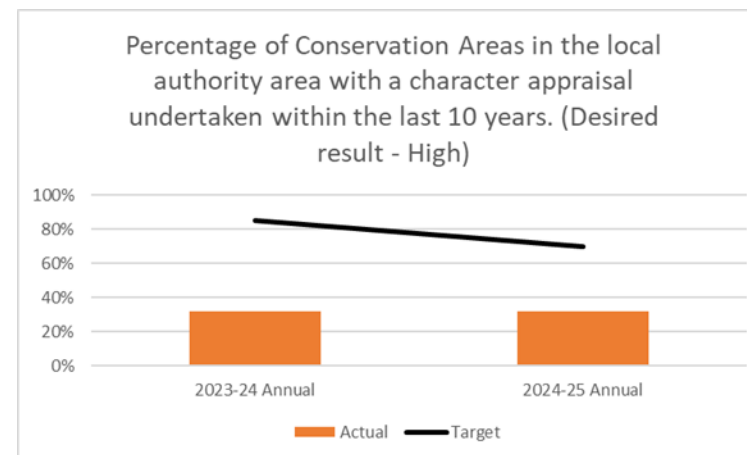
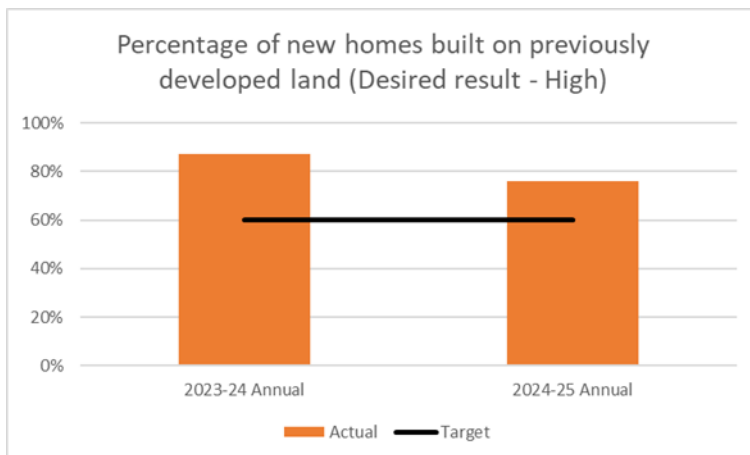
# PLANNING POLICY AND CONSERVATION



Adoption of the Local Plan, with the Draft publication, submission, examination and adoption by 2026  
and Establishment of a timetable and development of a South West Herts Joint Strategic Plan - No  
graphs included as still in consultation

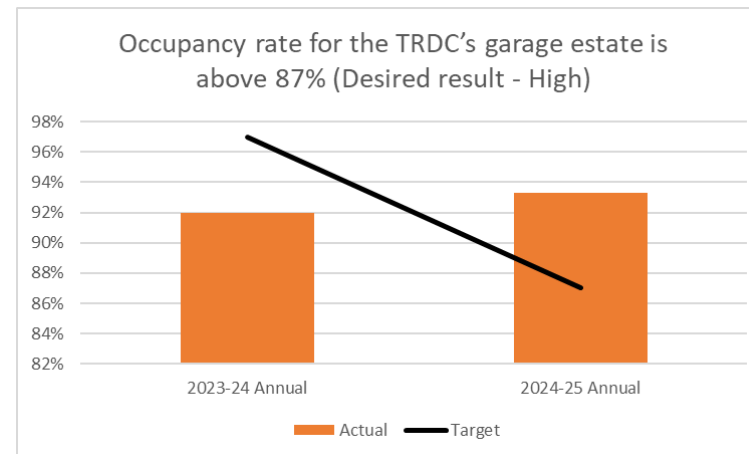
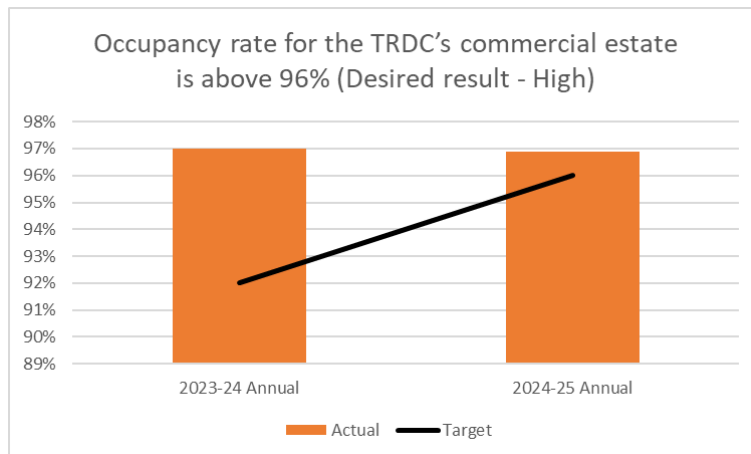
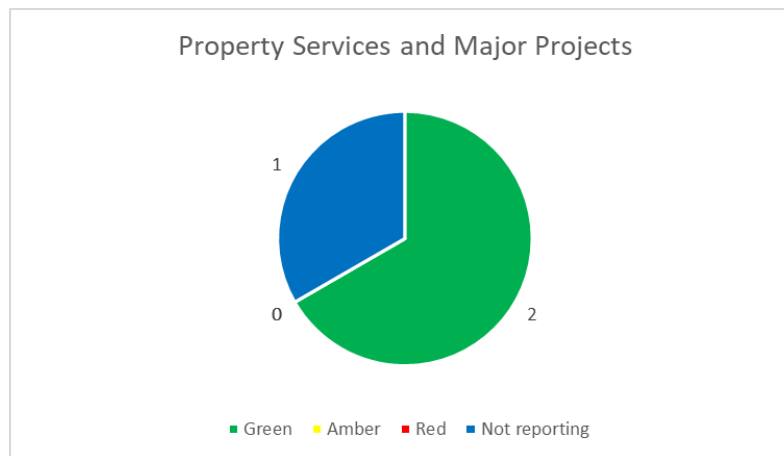


# PLANNING POLICY AND CONSERVATION





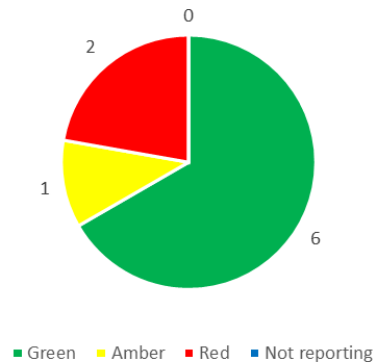
# PROPERTY SERVICES AND MAJOR PROJECTS





# REGULATORY SERVICES

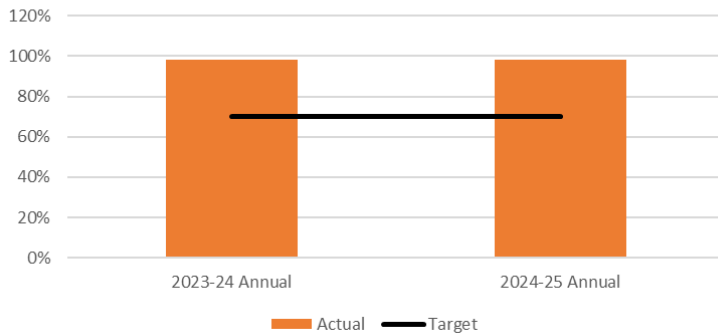
Regulatory Services



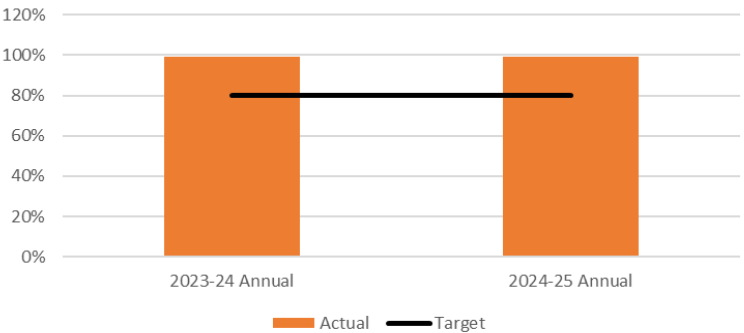
Issue decisions for major applications within 13 week period (Desired result - High)



Issue decisions for minor planning applications within 8 week issue period (Desired result - High)



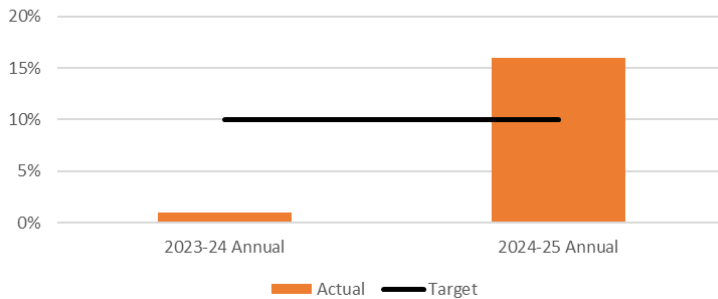
Issue decisions for other planning applications within 8 week period (Desired result - High)



Percentage of planning application appeals allowed (by PINS) (Desired result - Low)



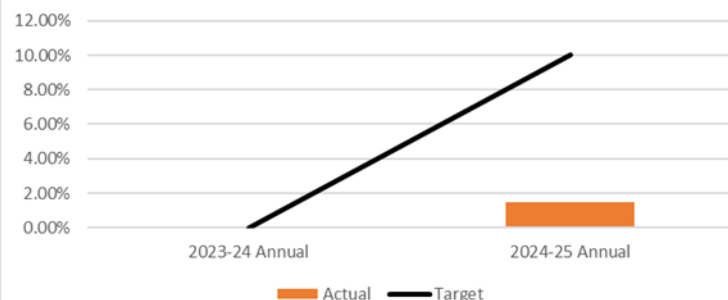
Percentage of major planning application decisions that are overturned at appeal by PINS (biannual) (Desired result - Low)



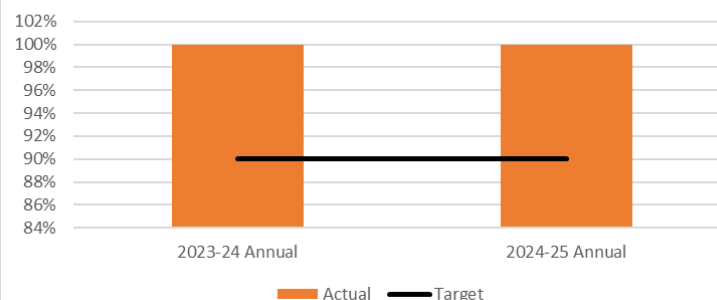


# REGULATORY SERVICES

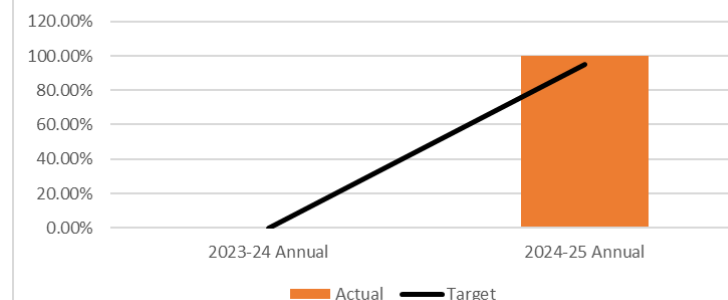
Percentage of non-major planning application decisions that are overturned at appeal by PINS (biannual) (Desired result - Low)



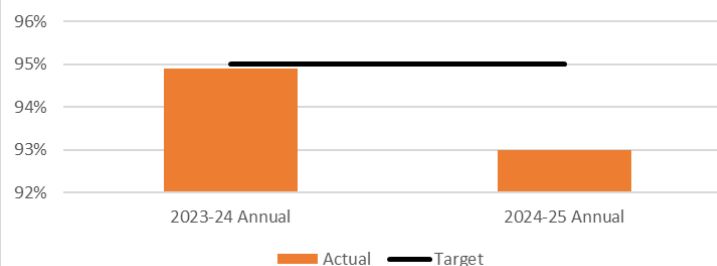
Land and Property Services – turn around all Local Land Charges Searches within 10 working days (Desired result - High)



Inspections of category A and B-rated premises within 28 days of the due date (Desired result - High)



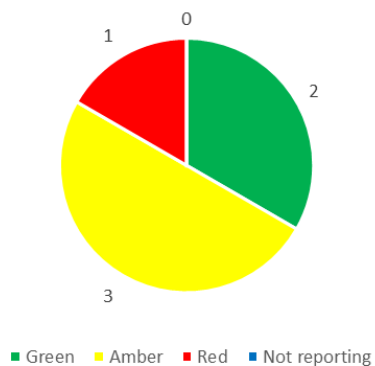
Food establishments in the area which are broadly compliant with food hygiene law. (rating 3, 4 or 5 has been awarded) (Desired result - High)



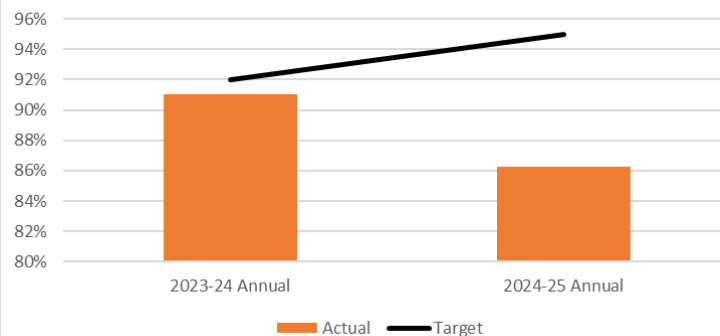


# REVENUES AND BENEFITS

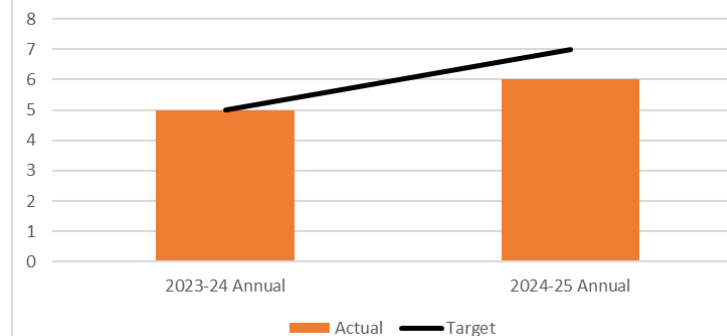
Revenues and Benefits



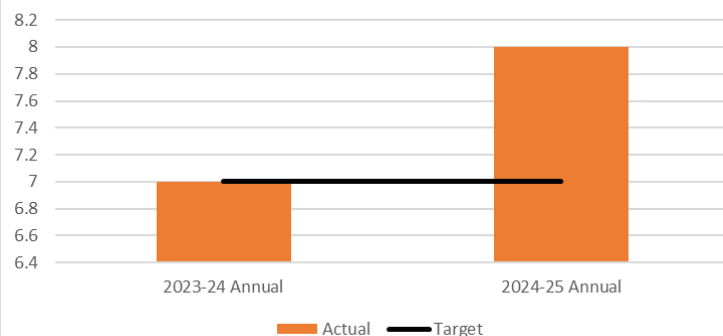
Accuracy of work processed (Desired result - High)



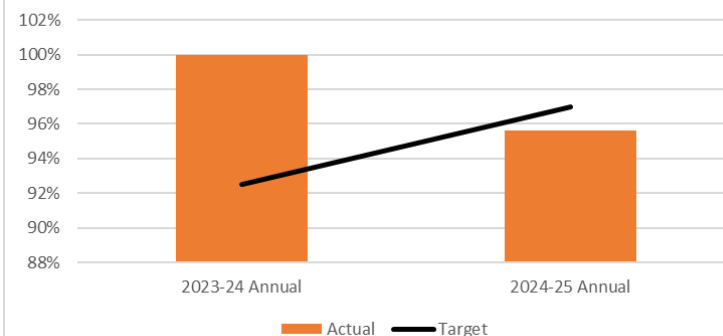
Time take to process changes in circumstances (Desired result - Low)



New Claims – average time taken to process (Desired result - Low)

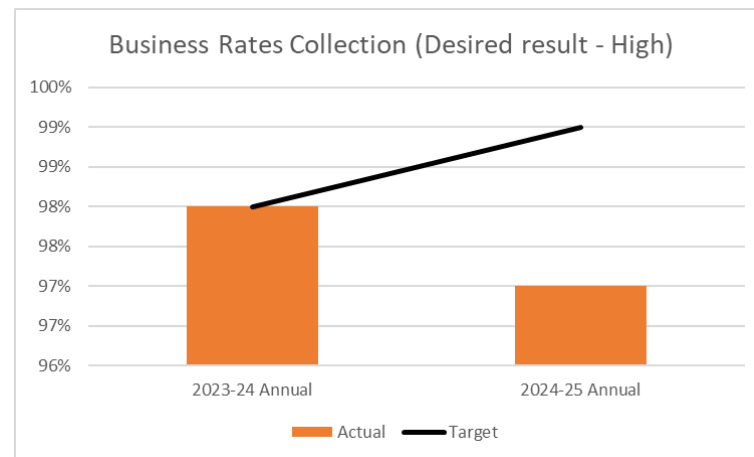
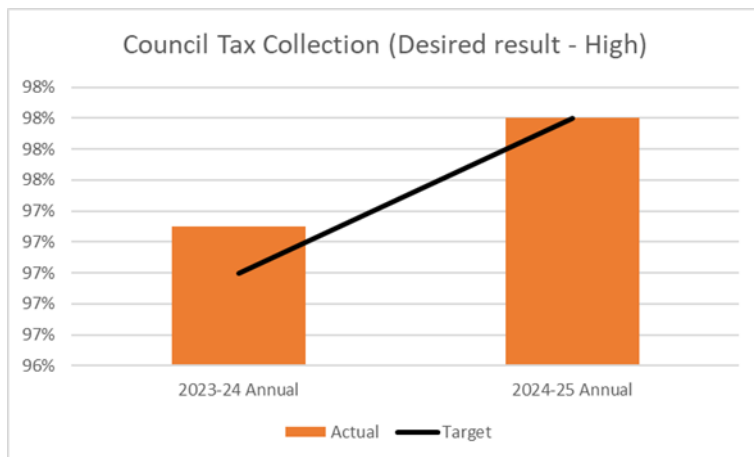


Collection of Housing Benefit Overpayments (Desired result - High)





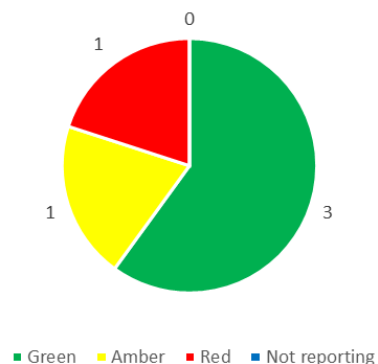
# REVENUES AND BENEFITS





# STRATEGY AND PARTNERSHIPS

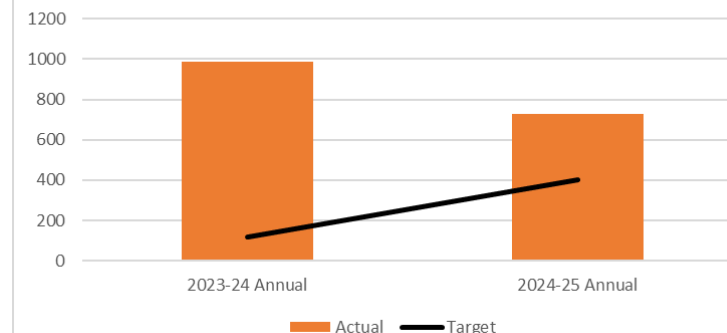
Strategy and Partnerships



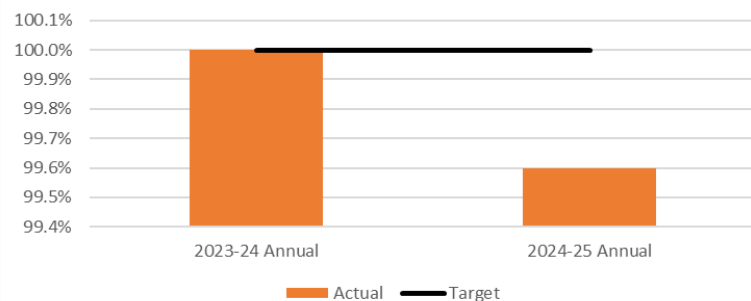
Number of Legislative Enforcement Actions taken for ASB (Desired result - Low)



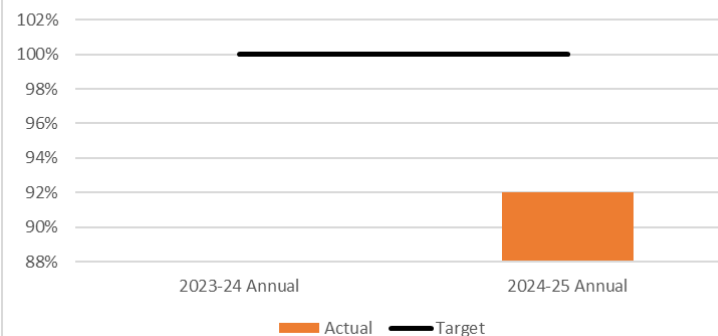
Number of customers supported by the Healthy Hub (Desired result - High)



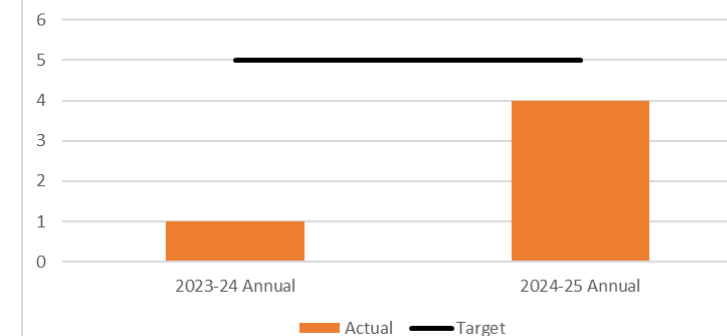
Percentage of FOI and EIR requests responded to within timeframe (20 working days) (Desired result - High)



Percentage of SAR requests responded to within timeframe (30 days) (Desired result - High)



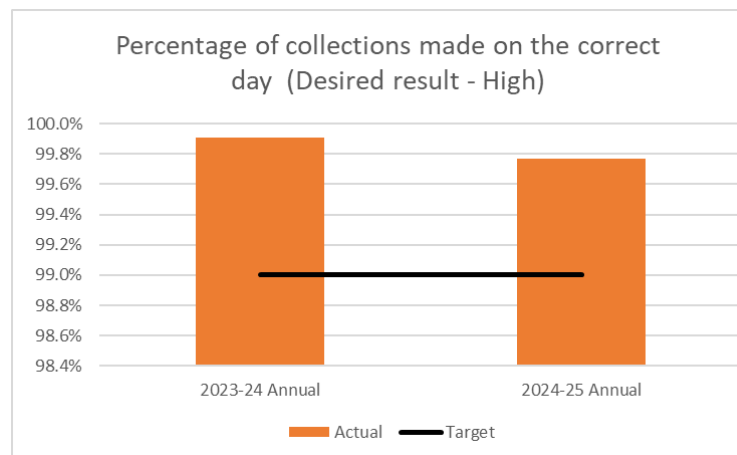
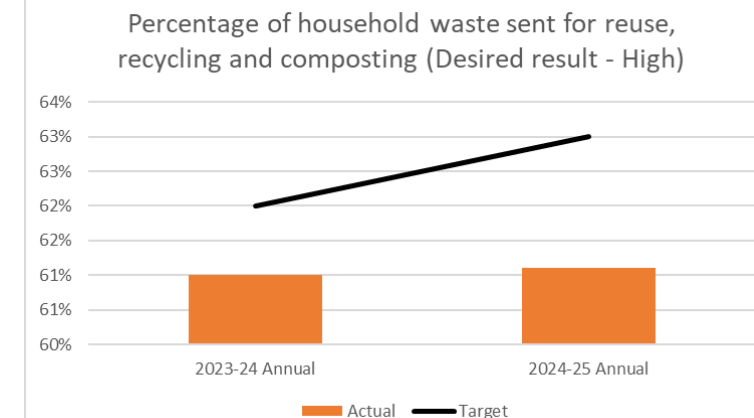
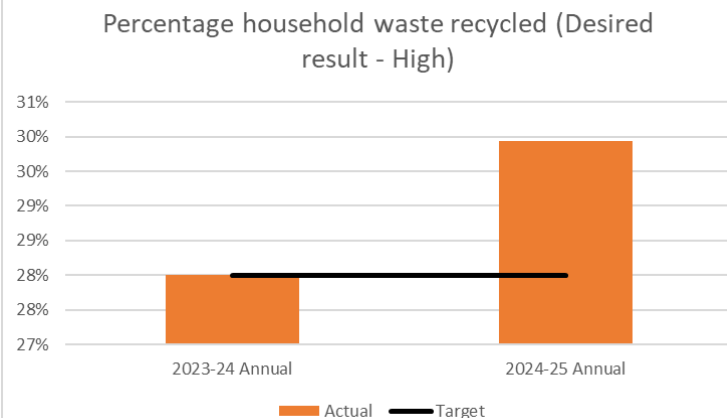
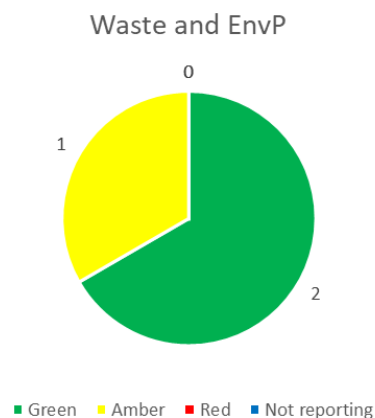
Number of ASB Case Reviews Received (Desired result - Low)







# WASTE AND ENVIRONMENTAL PROTECTION





# KPI COMMENTARY TABLE



Ref	Department	Corporate Framework Theme	Indicator	2024-25 Annual Target	2024-25 Annual Result	2024-25 Annual RAG Rating	2024-25 Annual Comments and Actions
RB06	Revenues and Benefits	RRLL	Accuracy of work processed (Desired result - High)	95%	86%	Red	We are currently embarking on 'Generic Training' of all of our officers so more errors are anticipated during this period.
CX01	Customer Experience	RRLL	Number of subscribers to GovDelivery service (email notifications) (Desired result - High)	35541	45355	Green	Continue to promote on socall media and vis website and CSC
HN01	Housing and Residential Services	RRLL	Maximum number of households living in temporary accommodation on the last day of the quarter (snapshot) (Desired result	300	273	Green	The 12 month rolling period shows the short term absence rate (less than 20 days) is 3.05 days lost per employee.
HR01	Human Resources	RRLL	Short term sickness absence rate (Desired result - Low)	5	3.05	Green	
RB04	Revenues and Benefits	RRLL	Time take to process changes in circumstances (Desired result - Low)	7	6	Green	
RB05	Revenues and Benefits	RRLL	New Claims – average time taken to process (Desired result - Low)	7	8	Amber	1 day above target but within tolerance
CX02	Customer Experience	RRLL	Satisfaction with online services via the Customer Portal (my.threerivers) (Desired result - High)	4.1	4.2	Green	people comment om the service they are requesting not always the form and this can be refelected in the score ie 1 as reporting a missed colection again.
HN06	Housing and Residential Services	RRLL	Promote access to private sector lettings in order to prevent and relieve homelessness (Desired result - High)	28	13	Amber	The high cost of rental property within the district continues to create a significant barrier for the procurement of private rental accomodation. Furthermore, the Private Housing Coordinator post has been required to assist with the delivery of statutory services throughout the financial year and there has been period where the role was not filled. Following the introduction of the Renters Rights Bill later this year, we plan to relaunch a revamped council private rental scheme that will aim to increase these numbers moving forward.
CX04	Customer Experience	RRLL	Percentage of calls with first point resolution (Desired result - High)	88%	96%	Green	We will continue to identify any areas where we can deal with calls at first point resolution to improve the customer experience through regular liaison meetings and reviewing of processes



Ref	Department	Corporate Framework Theme	Indicator	2024-25 Annual Target	2024-25 Annual Result	2024-25 Annual RAG Rating	2024-25 Annual Comments and Actions
HR02	Human Resources	RRLL	Return to work interview compliance (Desired result - High)	100%	88%	Red	The 12 month rolling period shows that the compliance rate for return to work interviews carried out within the target of 7 days has increased over the period. However, 100% compliance was only acheived in one month during the year. The main reasons given for not carrying out the return to work interviews within the target was 'Other Priorities' and 'Manager on Annual Leave'. To monitor completion of rtw interviews, all senior management/Heads of Service have been set up to be included in the email chain for notifications so they receive all the email notifications and can monitor managers as necessary. In addition, all CMT members receive a weekly confirmation of rtw interviews that are due, have been completed within the target or overdue.
RB07	Revenues and Benefits	RRLL	Collection of Housing Benefit Overpayments (Desired result - High)	97%	96%	Amber	Within tolerance
CX03	Customer Experience	RRLL	Percentage of total enquiries submitted online via the Customer Portal (my.threerivers) (Desired result - High)	38%	40%	Green	This is the correct figuer as 16 April 2025.
HN11	Housing and Residential Services	RRLL	Percentage of households prevented or relieved from homelessness (Desired result - High)	30%	39%	Green	Granicus do adjust data during the year to refelct deleted jobs
RB01	Revenues and Benefits	RRLL	Council Tax Collection (Desired result - High)	98%	98%	Green	Percentage taken from results over the quarters.
RB02	Revenues and Benefits	GPB	Business Rates Collection (Desired result - High)	99%	97%	Amber	Within tolerance
CP56	Strategy and Partnerships	SC	Number of Legislative Enforcement Actions taken for ASB (Desired result - Low)	15	1	Green	There has been no ASB enforcement action taken over the past quarter, as we continue to adopt a holistic approach in addressing cases. We prioritise providing support to both the victim and the perpetrator from the outset, ensuring a comprehensive response to each situation.
CP48	Strategy and Partnerships	SC	Number of customers supported by the Healthy Hub (Desired result - High)	400	726	Green	Furthermore, several of our ASB cases have had criminal elements, and in these instances, the police have taken the lead on enforcement.



Ref	Department	Corporate Framework Theme	Indicator	2024-25 Annual Target	2024-25 Annual Result	2024-25 Annual RAG Rating	2024-25 Annual Comments and Actions
LL41	Leisure and Natural Infrastructure	SC	Percentage of people reporting an increase in physical activity levels following attendance at a Three Rivers District Council activity (Desired result - High)	84%	100%	Green	
FN09	Finance	GPB	Accounts paid within 30 days (Desired result - High)	98%	99%	Green	The payment of invoices statistics for TRDC for March 25 show that 99.48% of invoices were paid within 30 days. There were 3 late payments: 1 for Leisure, 1 for Legal and 1 for Property Cumulative data shows 99.25% of invoices have been paid within 30 Days.
FN15	Finance	RRLL	% of Commercial income received (Desired result - High)	85%	121%	Green	Target – Monetary target is £1.130m. £1.391m has been received at 31st March which represents 121% of the annual budget. NOTE Wimbledon target revenue budget is £200k. Balancing credit should be moved to Wimbledon reserve.
FN16	Finance	RRLL	General Balances are above the risk assessed level (Desired result - High)	£ 2,000,000	£ 4,693,000	Green	General Balances as at the end of 2024/25 were £4.693m, £2.693m above the minimum risk assessed level of £2.000m
CM01	Legal, Elections and Democratic Services	RRLL	% of minutes/decisions completed by Committee Services within 4 working days of the meeting to be circulated to officers for review (excluding Full Council and Planning Committee) (Desired result - High)	85%	83%	Amber	The data for the annual result is the period October 2024 - March 2025; previous records are no longer available. October proved a very challenging month for the service, but since that time performance has dramatically improved and was 100% for Q4. It is expected this positive direction will continue
PS02	Property Services and Major Projects	GPB	Occupancy rate for the TRDC's commercial estate is above 96% (Desired result - High)	96%	97%	Green	
PS03	Property Services and Major Projects	GPB	Occupancy rate for the TRDC's garage estate is above 87% (Desired result - High)	87%	93%	Green	
DM01	Regulatory Services	RRLL	Issue decisions for major applications within 13 week period (Desired result - High)	60%	100%	Green	
DM02	Regulatory Services	RRLL	Issue decisions for minor planning applications within 8 week issue period (Desired result - High)	70%	98%	Green	
DM03	Regulatory Services	RRLL	Issue decisions for other planning applications within 8 week period (Desired result - High)	80%	99%	Green	





Ref	Department	Corporate Framework Theme	Indicator	2024-25 Annual Target	2024-25 Annual Result	2024-25 Annual RAG Rating	2024-25 Annual Comments and Actions
DM08	Regulatory Services	RRLL	Percentage of planning application appeals allowed (by PINS) (Desired result - Low)	35%	40%	Red	Officers have reviewed the appeal decisions and generally Inspectors are coming to an alternative position as a matter of their planning judgement. Officers continue to monitor appeal performance.
DM09	Regulatory Services	RRLL	Percentage of major planning application decisions that are overturned at appeal by PINS (biannual) (Desired result - Low)	10%	16%	Red	In the most recent monitoring period, out of 26 major planning applications determined during the monitoring period, 8 were refused and of those 3 were subject of an appeal which was subsequently allowed. This measure is monitored by central government and TRDC remains at risk of Designation as a result. An action plan has been produced and is being implemented. Since April 2024, no major planning application has been refused.
DM10	Regulatory Services	RRLL	Percentage of non-major planning application decisions that are overturned at appeal by PINS (biannual) (Desired result - Low)	10%	2%	Green	
SU01	Regulatory Services	GPB	Land and Property Services – turn around all Local Land Charges Searches within 10 working days (Desired result - High)	90%	100%	Green	All searches issued within target %
EHC02	Regulatory Services	RRLL	Inspections of category A and B-rated premises within 28 days of the due date (Desired result - High)	95%	100%	Green	
EHC05	Regulatory Services	RRLL	Food establishments in the area which are broadly compliant with food hygiene law. (rating 3, 4 or 5 has been awarded) (Desired result - High)	95%	93%	Amber	
EP01	Waste and EnvP	NZCR	Percentage household waste recycled (Desired result - High)	28%	30%	Green	QTR 4 now finalised.
EP10	Waste and EnvP	NZCR	Percentage of household waste sent for reuse, recycling and composting (Desired result - High)	63%	61%	Amber	QTR 4 now finalised
EP11	Waste and EnvP	RRLL	Percentage of collections made on the correct day (Desired result - High)	99.0%	99.8%	Green	This figure is based on an average of the previous 4 x quarters. (Amended 2023-24 result to increase decimal place changing from 100% to 99.91%)
CO03	Strategy and Partnerships	RRLL	Percentage of FOI and EIR requests responded to within timeframe (20 working days) (Desired result - High)	100%	99.6%	Amber	3 out of 821 took longer than 20 working days
CX05	Customer Experience	SC	Number of tickets sold for co-promoted live shows at Watersmeet (incl. pantomime) (Desired result - High)	22500	23679	Green	Figure includes pantomime and promoted show sales (excl. hires) at Watersmeet
HN03	Housing and Residential Services	RRLL	Maximum number of households in temporary accommodation throughout the year (Desired result - Low)	170	163	Green	



Ref	Department	Corporate Framework Theme	Indicator	2024-25 Annual Target	2024-25 Annual Result	2024-25 Annual RAG Rating	2024-25 Annual Comments and Actions
ES01	Legal, Elections and Democratic Services	RRLL	Annual Canvass Return Rates (Desired result - High)	92%	87%	Amber	The parliamentary election was called for 4 July 2024, and the period of time that would usually be allocated to planning the canvass was instead focussed on conducting the parliamentary election. The canvass period was then reduced, there was a change in management in the elections team, and whilst the Council ensured the legal processes were followed, there was less capacity for door-knocking and chasing. To mitigate of non-response to the Canvass, the Council undertakes a Household Notification Letter in January that can also identify potential incorrect data on the register and encourage additions.
LL39	Leisure and Natural Infrastructure	NZCR	Number of new trees planted by TRDC Trees and Landscapes Officers (Desired result - High)	110	1521	Green	
LL24	Leisure and Natural Infrastructure	SC	Percentage of people reporting specific health benefits as a result of attending a project supporting vulnerable people (Desired result - High)	80%	100%	Green	
PS01	Property Services and Major Projects	RRLL	Staff Satisfaction with the workplace environment (Desired result - High)	90%	N/A	N/A	Reported bi-annually - due 2025-26
CO04	Strategy and Partnerships	RRLL	Percentage of SAR requests responded to within timeframe (30 days) (Desired result - High)	100%	92%	Red	1 out of 24 SARs took longer than 30 days
CP55	Strategy and Partnerships	SC	Number of ASB Case Reviews Received (Desired result - Low)	5	4	Green	The noticeable increase in the number of ASB Case Reviews in 2024/2025, compared to 2023, can be directly attributed to our focused efforts in highlighting and promoting the ASB Case Review. This increase not only demonstrates a growing awareness of the importance of addressing Anti-Social behaviour but also reflects the success of our outreach and engagement strategies. By making these reviews more accessible and visible, we have empowered more individuals and communities to take proactive steps in tackling ASB, leading to potentially more effective interventions. Moving forward, it will be crucial to continue building on these efforts to further support and enhance community safety.



Ref	Department	Corporate Framework Theme	Indicator	Frequency of Reporting	Unit KPI Measured in	Desired result	Tolerance	2024-25 ANNUAL Target	2024-25 ANNUAL Result	2024-25 ANNUAL RAG Rating	2024-25 ANNUAL Comments and Actions
CP50	Climate Change & Sustainability	NZCR	District Greenhouse Gas emissions	Annually	tCO2e	Low	±1-5%	351675	500651	Red	2023-24 ACTUAL FOR 2022 (2 YEARS IN ARREARS), 2024 - 25 is Actual for 2023. This is the whole district, but local authorities only have influence over 1/3rd of emissions. In 22/23 District emissions were 500,651tCO2e. In the "Domestic" sector where we have most influence emissions dropped by 20.9%.
CP52	Climate Change & Sustainability	NZCR	Carbon emissions from Council operations (reported as tCO2e equivalent)	Annually	tCO2e	Low	±1-8%	2040	2044	Amber	Police expanded within TRH house using an average of 16% more electricity, or an additional 16 tonnes.
ESD01	Planning Policy and Conservation	SC	Net additional homes provided	Annually	dwellings	High	0.15	637	358	Red	The number of homes provided is largely outside of the remit of the council, particularly until a new Local Plan has been adopted (n.b this number excludes care homes)
ESD02	Planning Policy and Conservation	SC	Number of affordable homes delivered (gross)	Annually	affordable dwellings	High	0	124	42	Red	The 42 affordable dwellings provided make up 9.7% of total gross completions (410), these affordable housing units were largely delivered on the Killingdown Farm site
ESD03	Planning Policy and Conservation	SC	Housing land supply in years	Annually	Years	High	0	5	17	Red	
ESD06	Planning Policy and Conservation	SC	Change in employment floorspace	Annually	Meters squared	Low	5%	5%	4%	Green	The creation of employment floorspace is largely outside of the remit of the Council, however, Article 4 directions are in place to protect existing employment space
ESD07	Planning Policy and Conservation	SC	Adoption of the Local Plan, with the Draft publication, submission, examination and adoption by 2026	Annually	Date	Low	0	Reach Submission Stage of Local Plan	Preparing additional Regulation 18 consultation	Amber	Following Counsel advice we are undertaking an additional Regulation 18 consultation on newly submitted sites and new policies. This consultation will assist us in progressing to Regulation 18 stage. We are also progressing with key evidence studies such as the Green Belt Review and Transport Assessment
ESD08	Planning Policy and Conservation	SC	Establishment of a timetable and development of a South West Herts Joint Strategic Plan	Annually	Date	Low	N/A	Regulation 18 Growth Options consultation	Regulation 18 growth options consultation not yet completed	Red	Local government reorganisation may mean the S/W Herts Joint Strategic Plan will merge with NEC Herts JSP to form the Herts-wide Spatial Development Strategy. Local government re-organisation and the progress of the S/W JSP is largely outside of the remit of the District Council
ESD11	Planning Policy and Conservation	SC	The amount of employment floorspace developed in the employment site allocations	Annually	Meters squared	Low	5%	5%	4%	Green	Across the district there was a 4% increase in employment floor space. All new employment floorspace was completed in employment site allocations





Ref	Department	Corporate Framework Theme	Indicator	2024-25 Annual Target	2024-25 Annual Result	2024-25 Annual RAG Rating	2024-25 Annual Comments and Actions
ESD04	Planning Policy and Conservation	SC	Percentage of new homes built on previously developed land (Desired result - High)	60%	76%	Green	313 dwellings were completed on PDL out of a total of 410
ESD05	Planning Policy and Conservation	SC	Percentage of Conservation Areas in the local authority area with a character appraisal undertaken within the last 10 years. (I	70%	32%	Red	Rickmansworth CAA almost complete
ESD09	Planning Policy and Conservation	SC	Vacancy rate for town and district centres (Desired result - Low)	8%	6%	Green	
HR03	Human Resources	RRLL	Employee Performance Development Review completion rate (Desired result - High)	100%	100%	Green	100% for those with digital access. No current process for tracking paper forms.
HR04	Human Resources	RRLL	Employee Satisfaction levels (Desired result - High)	7.5	7.6	Green	Score for those with digital access. No current process for tracking paper forms.
HR05	Human Resources	RRLL	Employee Motivation levels (Desired result - High)	7.5	7.9	Green	Score for those with digital access. No current process for tracking paper forms.

## Three Rivers District Council Community Conversations Events



We have two exciting events coming up, it would be fantastic if you were available to join, and share the events with your communities.

### FREE Watersmeet Film Screening:

Come and join us for an evening of thought-provoking cinema and engaging conversation at the **Watersmeet Theatre**. The event will feature a screening of "Power to the People" followed by a panel discussion and Q&A with local industry experts, discussing how you can be part of a greener, more reliable energy system, from your home or community.

14th October, 7pm.

<https://www.watersmeet.co.uk/power-to-the-people>

We are working on a refresh of the Environmental Forum, and invite you to join a trail of the new format. We are holding our next get-together at the Watford Rural Parish Hall, and the evening will be centred around home and community energy, with lots of opportunity for discussions. Details can be found here, and the agenda will be uploaded in due course.

<https://moderngov.threerivers.gov.uk/ieListDocuments.aspx?CId=1146&MId=1814>

Tuesday 18 November, 7pm



## **Three Rivers District Council**

### **Starters and Leavers in August 2025**



#### **Leavers**

<b>Employee Name</b>	<b>Job Title</b>
<b>Bobby Rumley</b>	Crematorium Gardener
<b>Jack Dibble</b>	Refuse Loader
<b>Debbie Wilson</b>	Land and Property Information Manager
<b>Simon Hart</b>	Appeals and Complaints Officer
<b>Francisca Cobos-Colley</b>	Revenues & Benefits Officer

#### **Starters**

<b>Employee Name</b>	<b>Job Title</b>
<b>David Holmes</b>	Refuse Loader
<b>Nargis Sultan</b>	Deputy Chief Legal Officer (Litigation and Licencing)



CSC Call Stats - August 2025

Phone Call Statistics – August 2025

Number of calls	Median average call wait time	Mean average call wait time	Longest call wait time	Percentage of calls answered in under 1 minute	Percentage of calls answered in under 3 minutes	Percentage of calls answered in under 5 minutes	Percentage of calls answered in under 10 minutes	Percentage of calls answered in under 15 minutes	Percentage of calls answered in under 20 minutes	Percentage of calls answered in under 30 minutes	Percentage of calls answered in under 40 minutes	Percentage of calls answered in under 50 minutes
4,599	0 min 08 secs	0 min 53 secs	9 mins 31 secs	71.61%	90.51%	97.93%	100%	100%	100%	100%	100%	100%



Calendar of Meetings		October 2025	
Local Plan Sub-Committee (7pm)		Wednesday	08
General Public Services and Community Engagement Committee		Tuesday	14
Climate Change and Leisure Committee		Wednesday	15
Full Council		Tuesday	21
Planning Committee		Thursday	23
<p>This information is correct as of 12pm Monday 22 September. Meetings start at 7.30pm and are held at Three Rivers House, Northway, Rickmansworth unless otherwise stated. If a meeting is to be held virtually, a link to join it will be posted on the relevant web page when the agenda is published.</p> <p>The agendas for the meetings are available on the <a href="#">meetings page</a> of the Council website five days prior to each meeting.</p> <p>The Council welcomes contributions from Members of the public to its discussion on agenda items at Committee meetings. Contributions will be limited to one person speaking for and one against each item for not more than three minutes. Please note that in the event of registering your interest to speak on an agenda item but not taking up that right because the item is deferred, you will automatically be given the right to speak on that item at the next meeting of the Committee. Anyone wishing to speak or observe a meeting is requested to register 48 hours before the meeting with the Committee Team. Details on registering to speak or observe a meeting can be found on the agenda page of the relevant meeting along with a meeting protocol or by emailing <a href="mailto:committeeteam@threerivers.gov.uk">committeeteam@threerivers.gov.uk</a></p> <p>Anyone wishing to speak at a face-to-face meeting may arrive from 7pm on the night and register up to just prior to the start of the meeting. Anyone wishing to observe a face-to-face meeting may arrive from 7pm. Details on registering to speak or observing a meeting can be found on the agenda page of the relevant meeting or by emailing the Committee Team at <a href="mailto:committeeteam@threerivers.gov.uk">committeeteam@threerivers.gov.uk</a></p> <p>Anyone wishing to speak at a virtual meeting is requested to contact the Committee Team at <a href="mailto:committeeteam@threerivers.gov.uk">committeeteam@threerivers.gov.uk</a></p> <p>In accordance with The Openness of Local Government Bodies Regulations 2014 any matters considered under Part 1 business only of the meeting may be filmed, recorded, photographed, broadcast or reported via social media by any person.</p> <p>Recording and reporting the Council's meetings is subject to the law and it is the responsibility of those doing the recording and reporting to ensure compliance. This will include the Human Rights Act, the Data Protection Act and the laws of libel and defamation.</p>			



## Chair's Civic Engagements – September 2025

CHAIR / VICE-CHAIR OF THE COUNCIL'S CIVIC ENGAGEMENTS FOR SEPTEMBER 2025	
Wednesday 10 <sup>th</sup> , September	Councillor S King, Chair of the Council attended the Nurture Through Nature Net-Walking Event with the High Sheriff of Hertfordshire