



www.Glebekids.co.uk

Glebe Kids Nursery, 30 Glebe Road, Letchworth SG6 1DR

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To: The Board of Trustees:

Letchworth Garden City Heritage Foundation

Re: Application to Replace Licence to Operate a Business from a Dwellinghouse with Permanent Business Licence – 30 Glebe Road

Following approval from North Hertfordshire District Council for change of use to business (Class E(f)), I now seek to replace the existing *Licence to Operate a Business from a Dwellinghouse* with a permanent business licence for 60 registered childcare places, to align with the property's new designation.

There are **no external works proposed** as part of this application, but I would like to apply for an **increase in the licensed capacity from 45 to 60 children**, in line with planning approval and operational need.

Application Details:

1. Hours of Business Operation:

8:00am to 3:00pm, Monday to Friday, during term-time only.

2. Substantiated Complaints in the Last 24 Months:

Only 14 complaints over 24 months (fewer than two per term), all relating to blocked access. Each was addressed with a **verbal warning** per policy. No repeat offenders. No complaints at all since February half term when our enhanced traffic management system was implemented.

3. Date Nursery Opened and Material Changes Since:

Glebe Kids was established at 30 Glebe Road in 2004. The property has been used as a nursery since 1989. At the time of purchase, the business operated from one nursery outbuilding and was licensed for 24 children.

In 2005, planning permission was granted to increase capacity by 20 places. A second outbuilding was completed in 2006. The Heritage Foundation then issued a new *Licence to Operate a Business from a Dwellinghouse* for 45 spaces. The current licence was last renewed in 2022 and remains valid until October 2025.

In January 2025, full planning permission was granted by North Herts Council for D1 nursery use across the entire property.

4. External Works Proposed:

None. There are no structural or external alterations included in this application.



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Parking and Traffic Management

Over the past 24 months, we've had only 14 complaints from local residents, all related to cars temporarily blocking driveways or access. These were rare incidents, averaging fewer than two per term. Each was addressed in line with our Parking Policy: parents received verbal warnings, and there have been no repeat incidents or need for escalation.

Although our parking policy has worked effectively at our current capacity of 45 children we chose to strengthen the policy and traffic management system even further. In preparation for this business licence application and the proposed capacity increase to 60 places, we undertook a thorough review and enhancement of our existing traffic management system. The aim was clear: to demonstrate that we could manage 60 places without increasing traffic pressure.

We took a **scientific approach**:

- Surveyed all parents to gather precise data on drop-off and pick-up times, travel methods (walk, drive, or car share), and regular parking habits.
- Observed parking availability in Glebe Road and surrounding streets across several days and times.
- **Confirmed a minimum of 15 and an average of 18 available public parking spaces within a 1–9 minute walk.**

Using that data, we identified two pressure points — 8:45am and 2:45pm — and restructured our timetable to spread arrival and departure volumes. The changes included:

- Introducing a new 8:30am drop-off window, now used by 14 families
- As part of this process, we asked parents if any would be willing to park off-site at the Swimming Pool Car Park, a 7-minute walk away. Ten families volunteered to do this regularly, significantly reducing car numbers during the peak slots.
- Monitoring and limiting car numbers at each slot daily to maintain control.

Average Drop-Off and Pick-Up Activity – Current Capacity (45 spaces)

- 8:00–8:15: 2–7 children; 2 walk; Max 5 cars
- 8:30–8:45: 10–12 children; 2 walk; 2 using Swimming Pool Car Park; Max 8 cars
- 8:45–9:00: 21–26 children; 6 walk; 6 using Swimming Pool Car Park; Max 14 cars
- 12:00: Low numbers; minimal car use
- 11:30, 12:00, 13:00 (pick-ups): All below 10 cars; well spread
- 14:45–15:00: 21–26 children; 6 walk; 6 using Swimming Pool Car Park; Max 14 cars

Glebe Kids Nursery – Parking Policy (2025)

1. Purpose of this Policy

This policy outlines the parking arrangements for families attending Glebe Kids Nursery. It is designed to ensure smooth, safe drop-offs and pick-ups, to meet our obligations under our business licence, and to help maintain positive relations with our neighbours.

2. Relevant Business Licence Conditions

As per our business license, the following conditions apply to parking and access:

- The operator will take all reasonable steps to ensure that traffic to and from the nursery does not cause congestion, obstruction, or nuisance to neighbours.
- A Traffic Management Policy must be in place to show how the operator will minimise parking issues at drop-off and pick-up times and promote safe parking.
- The operator must respond promptly and proportionately to any substantiated complaints regarding obstruction or nuisance directly related to nursery traffic.

3. Traffic Management Policy

In line with the above conditions, Glebe Kids Nursery operates a Traffic Management Policy designed to reduce congestion and promote safe, considerate parking.

Key measures include:

- All parents who drive their child to nursery are required to sign a Responsible Parking Declaration before their child starts. This sets out clear expectations for safe, considerate parking and confirms that parents take full responsibility for anyone who drives on their behalf.
- Staggered drop-off times at 8:00am, 8:30am, and between 8:45am–9:00am to spread arrival times and reduce pressure on parking during peak time.
- Staggered pick-up times at 11:30am, 12:00pm, 1:00pm, 2:30pm and between 2:45pm–3:00pm to minimise congestion during peak time collection periods.
- Use of arrival and pick-up windows at 8:45am and 2:45pm, which help facilitate natural turnover of spaces and enables recycled parking without overcrowding.
- Promotion of alternative parking, with parents encouraged to use the nearby swimming pool car park as a stress-free and reliable option during peak times. Many parents already use this option and speak highly of how convenient it is.
- Staff monitoring during peak times to help ensure compliance and identify any persistent issues.

4. Substantiated Complaints Procedure

To support the handling of substantiated complaints, the nursery maintains a full record of vehicle registration details for all families who drive to nursery. This enables us to promptly identify any vehicle that is the subject of a complaint.

If a neighbour believes a vehicle is blocking a driveway or obstructing access, we ask that they provide the registration number or a photo and email this to the nursery. This will be treated as a substantiated complaint and addressed accordingly. In such cases, the parent will be contacted directly and, where appropriate, issued a formal warning. Persistent offenders may be required to use the swimming pool car park for drop-offs and pick-ups.

- Substantiated parking complaints will be recorded and dated in the parking complaints file.
- After a complaint has been resolved, the outcome will be written in the parking complaints file. Any recommendations for changes in procedure will be made and noted against the complaints policy.

5. Guidance for Parents

We ask all parents who drive to sign a Responsible Parking Declaration before their child starts at nursery. This confirms their agreement to park safely and considerately.

All roads surrounding the nursery, including Glebe Road, Cromwell Road, and Cromwell Green, are public highways with no parking restrictions. Parents are welcome to park wherever they can find a space, provided it is legal and safe to do so.

Our staggered drop-off and pick-up times are designed to ease congestion and ensure that adequate parking is available within a 1–9 minute walk from nursery, even during peak times of 9:00am and 3:00pm.

However, it's important to note that parking availability can vary, particularly at 9am and 3pm. Many commuters park all day on Glebe Road as there are no parking restrictions, many residents now work from home and leave their cars parked throughout the day, and there are currently numerous contractor vans from the building site on Icknield Way which park all day on Cromwell Road and Glebe Road.

This means you may sometimes need to circle for a few minutes to find a space. When you do, please park safely and considerately and ensure you are not causing an obstruction. In particular:

- Do not park in front of or across any neighbour's driveway.
- Do not park in a way that prevents access to or from any property.
- If parking between driveways, ensure that no part of your vehicle overhangs or encroaches on a driveway entrance.
- Do not mount the kerb or double park in front of the nursery or anywhere else where it may pose a safeguarding risk to children and parents walking to and from nursery
- Consider using the swimming pool car park, which is free for two hours and just a seven-minute walk from the nursery. It is a guaranteed, stress-free alternative.

6. Communication with Neighbours

We are committed to maintaining positive and respectful relationships with all our neighbours. If you believe that a nursery parent's vehicle is blocking your driveway or obstructing your access, please email the nursery with details or a photo of the car's registration, make and model. This will be treated as a substantiated complaint under the terms of our business licence and will be addressed promptly.

Please do not email the nursery about parking behaviour that does not directly involve a blocked driveway or obstruction of access. This includes complaints about how/where a car has been parked or breaches of the Highway Code. These do not constitute substantiated complaints under the terms of our business licence and will not be responded to.

Please do not call the nursery with parking complaints. All parking concerns must be submitted by email.

This data confirms that even while operating at full capacity, the traffic management system remains within controlled limits. All the time slots are below the 15-car threshold, and the busiest periods are comfortably managed through recycled parking and use of the Swimming Pool Car Park.

Each drop-off and pick-up window is actively monitored by two senior staff in high-viz jackets as standard practice. All parents sign a Responsible Parking Declaration (attached), which makes safe and considerate parking a condition of attendance. Since implementing this enhanced system in February half term, we have not received a single substantiated complaint.

Average Drop-Off and Pick-Up Activity – Proposed Capacity (60 spaces)

- 8:00–8:15: 7–10 children; 2 walk; Max 8 cars
- 8:30–8:45: 12–14 children; 3 walk; 2 using Swimming Pool Car Park; Max 9 cars
- 8:45–9:00: 26–31 children; 8 walk; 8 using Swimming Pool Car Park; Max 20 cars (split across two 10-car cycles, with cars arriving and leaving within a 10-minute window)
- 12:00: Low numbers; minimal car use
- 11:30, 12:00, 13:00 (pick-ups): All below 10 cars; well spread
- 14:45–15:00: 26–31 children; 6 walk; 8 using Swimming Pool Car Park; Max 20 cars (again, split across two 10-car cycles, with cars arriving and leaving within a 10-minute window)

This data shows that all time slots would remain below the 15-car limit at 60 spaces, and even the busiest periods could be safely managed through recycled parking spaces and use of the Swimming Pool Car Park.

The result is a traffic management system that gives us more control than ever before — with clear evidence that we can safely increase to 60 children without increasing traffic impact.

5. Site Plan:

Two site plans are submitted as part of this application:

- **Appendix A: Site Boundary Plan** – This is the formal OS map showing the full extent of 30 Glebe Road outlined in red, as used in the NHDC planning application.
- **Appendix B: Site Layout and Staff Parking** – This supplementary annotated plan shows nursery buildings layout, garden areas, and designated staff parking within the licensed boundary.

6. Proposed Timescale:

We would like the new licence for permanent business use to be in place by September 2025 if possible to enable use of the additional room in time for the new academic year intake.

7. Supporting Documentation:

The following documents are submitted in support of this application:

- Existing *Licence to Operate a Business from a Dwellinghouse* (expires October 2025)
- Site Boundary Plan (Appendix A)
- Site Layout and Staff Parking (Appendix B)
- Planning Permission Approval – North Herts Council (21 January 2025)
- Updated Parking Policy (2025)
- Responsible Parking Declaration Form
- Application to Increase Capacity from 45 to 60 Children
- Parking and Traffic Management Summary

8. Conclusion:

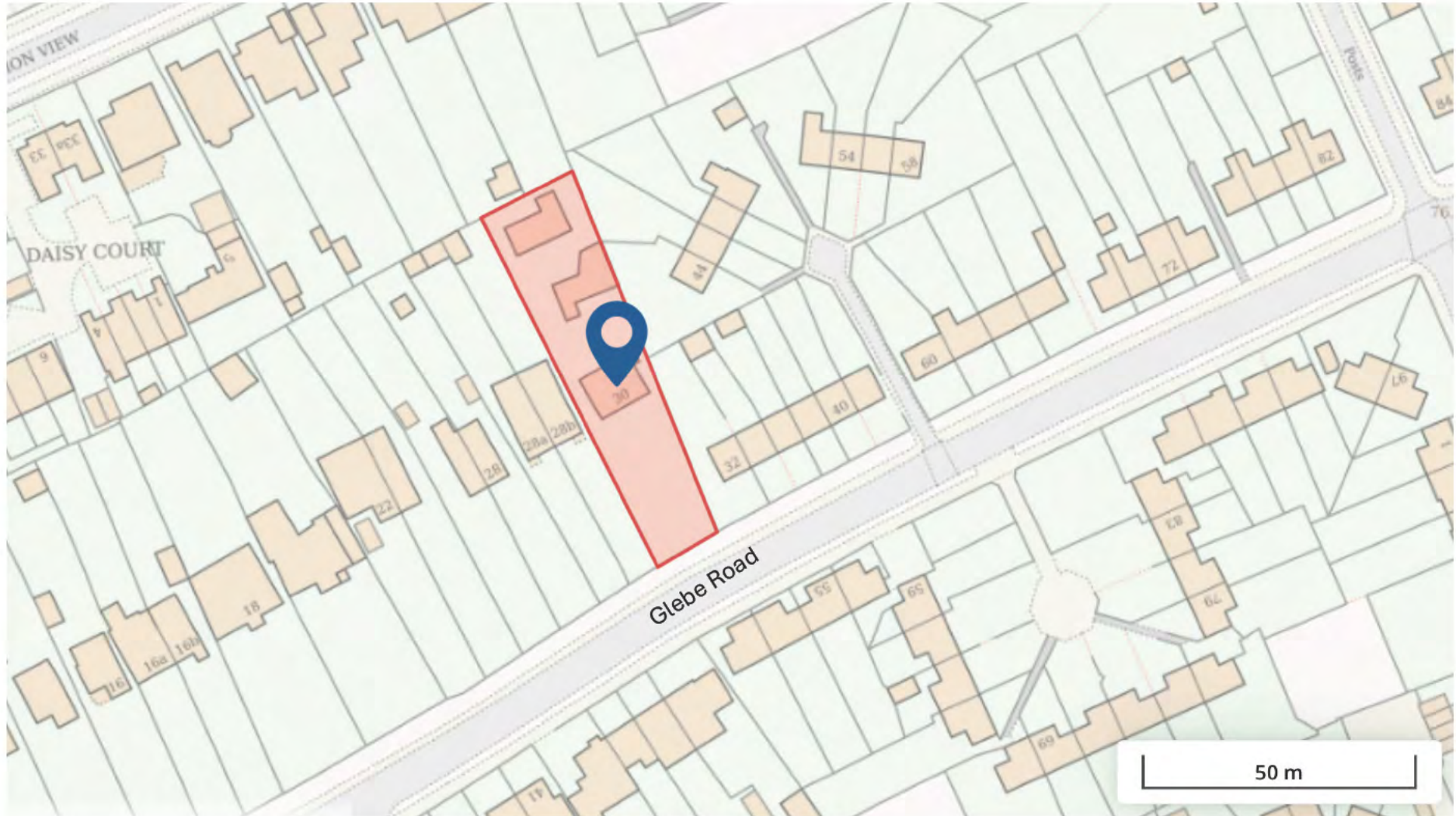
I respectfully submit this application to the Board of Trustees for approval of a permanent business licence for 60 registered childcare places, to replace the current *Licence to Operate a Business from a Dwellinghouse*, so that it aligns with the property's approved planning designation for full D1 nursery use.

This application includes all supporting documentation as outlined above, and I trust the information provided clearly demonstrates both our ongoing compliance and the viability of the proposed increase in capacity.

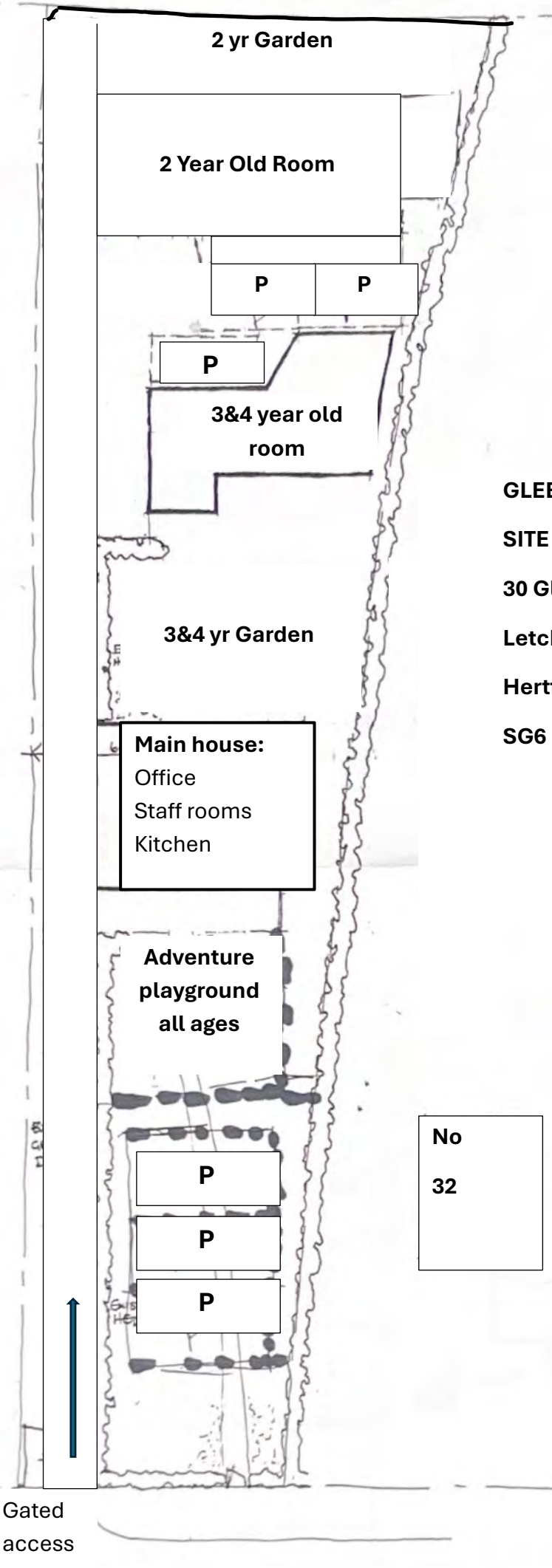
I hope the Board will look favourably upon this request and grant formal approval. I remain at your disposal should any further information be required.

Yours faithfully,

30 Glebe Road Site Plan



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GLEBE KIDS
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