



BROMSGROVE DISTRICT COUNCIL

MEETING OF THE CABINET

WEDNESDAY 6TH OCTOBER 2010 AT 6.00 P.M.

THE COUNCIL HOUSE, BURCOT LANE, BROMSGROVE

MEMBERS: Councillors R. Hollingworth (Chairman), G. N. Denaro (Vice-Chairman), Dr. D. W. P. Booth JP, Mrs. J. Dyer M.B.E., Mrs. M. A. Sherrey JP, R. D. Smith, M. J. A. Webb and P. J. Whittaker

AGENDA

1. To receive apologies for absence
2. Declarations of Interest
3. To confirm the accuracy of the minutes of the meeting of the Cabinet held on 8th September 2010 (Pages 1 - 6)
4. Minutes of the meeting of the Overview Board held on 31st August 2010 (Pages 7 - 12)
 - (a) To receive and note the minutes
 - (b) To consider any recommendations contained within the minutes
5. Minutes of the meeting of the Joint Overview and Scrutiny Board held on 31st August 2010 (Pages 13 - 14)
 - (a) To receive and note the minutes
 - (b) To consider any recommendations contained within the minutes
6. Minutes of the meeting of the Performance Management Board held on 20th September 2010 (Pages 15 - 18)
 - (a) To receive and note the minutes
 - (b) To consider any recommendations contained within the minutes

7. Minutes of the meeting of the Worcestershire Shared Services Joint Committee held on 9th September 2010 (Pages 19 - 26)
 - (a) To receive and note the minutes
 - (b) To consider any recommendations contained within the minutes
8. To receive verbal updates from the Leader and/or other Cabinet Members on any recent meetings attended in an ex-officio capacity (Pages 27 - 28)
9. Council Plan 2011-2014 Part 1 (Pages 29 - 50)
10. Proposed Hewell Grange Conservation Area (Pages 51 - 58)
11. Revised Customer Feedback Policy (Pages 59 - 64)
 - Appendices For Item 10 - Proposed Hewell Grange Conservation Area (Pages 65 - 110)
 - Appendix For Item 11 - Revised Customer Feedback Policy (Pages 111 - 114)
12. To consider any other business, details of which have been notified to the Head of Legal, Equalities and Democratic Services prior to the commencement of the meeting and which the Chairman, by reason of special circumstances, considers to be of so urgent a nature that it cannot wait until the next meeting

K. DICKS
Chief Executive

The Council House
Burcot Lane
BROMSGROVE
Worcestershire
B60 1AA

28th September 2010

Agenda Item 3

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE CABINET

WEDNESDAY, 8TH SEPTEMBER 2010, AT 4.00 P.M.

PRESENT: Councillors R. Hollingworth (Chairman), G. N. Denaro (Vice-Chairman), Mrs. J. Dyer M.B.E. and Mrs. M. A. Sherrey JP

Officers: Mr. K. Dicks, Ms. J. Pickering, Mrs. C. Felton, Mr. J. Godwin, Mrs. A. Scarce and Ms. R. Cole.

46/09 **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor Dr. D. W. P. Booth JP.

47/09 **DECLARATIONS OF INTEREST**

Councillor Mrs. M. A. Sherrey declared a personal interest in agenda item 11 (Artrix Right of Way) as a Member of the Arts Centre Operating Trust.

Councillors G. N. Denaro, Mrs J. Dyer M. B. E. and R. Hollingworth declared a personal interest in agenda item 11 (Artrix Right of Way) as Members of the Arts Centre Holding Trust.

48/09 **MINUTES**

The minutes of the meeting of the Cabinet held on 4th August 2010 were submitted.

RESOLVED that the minutes be confirmed as a correct record.

49/09 **JOINT OVERVIEW AND SCRUTINY BOARD**

The minutes of the meeting of the Joint Overview and Scrutiny Board held on 22nd July 2010 were submitted.

RESOLVED that the minutes be noted.

50/09 **OVERVIEW BOARD**

The minutes of the meeting of the Overview Board held on 27th July 2010 were submitted.

RESOLVED:

(a) that the minutes be noted;

- (b) that the recommendations contained at Minute Nos. 16/10 and 17/10 relating to officer representation on the countywide groups shaping development of the new Older Persons Strategy and the Planning Peer Review respectively be approved; and
- (c) that the recommendation contained at Minute No 19/10 relating to a member of the Community Involvement in Local Democracy Task Group being invited to become involved in the Steering Group be not approved, but that it be noted that the Head of Legal, Equalities and Democratic Services would be updating the Board on the work of the Steering Group on a regular basis.

51/09 **SHARED SERVICES BOARD**

The minutes of the meeting of the Shared Services Board held on 19th August 2010 were submitted.

RESOLVED that the minutes be noted.

52/09 **EQUALITY AND DIVERSITY FORUM**

The minutes of the meeting of the Equality and Diversity Forum held on 10th June 2010 were submitted.

RESOLVED that the minutes be noted.

53/09 **VERBAL UPDATES FROM THE LEADER AND/OR OTHER CABINET MEMBERS ON ANY RECENT MEETINGS ATTENDED IN AN EX-OFFICIO CAPACITY**

Councillor Mrs. J. Dyer M.B.E. reported on her recent attendance at the Planning Summer School in York which had proved to be very worthwhile as many of the issues covered were very relevant to the Bromsgrove District.

The Leader reported on discussions which had taken place regarding a potential Local Enterprise Partnership at regional level.

54/09 **JOINT MEETING OF THE LOCAL DEVELOPMENT FRAMEWORK WORKING PARTY AND THE PLANNING COMMITTEE**

The minutes of the Joint meeting of the Local Development Framework Working Party and the Planning Committee held on 24th August 2010 were submitted.

RESOLVED:

- (a) that the minutes be noted; and
- (b) that the recommendation contained at Minute No 4/09 relating to the Spatial Planning Services Peer Review and Action Plan be approved.

55/09 **SPATIAL PLANNING SERVICES - PEER REVIEW ACTION PLAN**

Further to discussion on the previous item, the Cabinet considered a report on the Spatial Planning Peer Review and the Action Plan which had been produced to address the issues referred to in the Review.

Members were pleased to note that the Action Plan was assisting the Head of Planning and Regeneration together with other officers and Members to further improve the Service.

RESOLVED that the Spatial Planning Peer Review be noted and that the Action Plan be endorsed.

56/09 **ARTRIX - RIGHT OF WAY**

The Cabinet considered a report relating to a request made by the West Mercia Police and the Hereford and Worcester Fire and Rescue Service to the Bromsgrove Arts Development Trust (known as the Holding Trust) for permission for emergency service vehicles to have passage over land forming part of the car park to the Artrix. This would form part of an additional access route.

It was reported that the land in question was under the control of the Bromsgrove Arts Development Holding Trust with the title ownership registered at the Land Registry in the name of Bromsgrove District Council (who act as the Bare Trustees).

It was noted that as Bare Trustees Members were being asked to consider the request by the Holding Trust to grant a right of way by way of a legal easement to the Police and Fire and Rescue Service.

In their capacity as Bare Trustees it was

RESOLVED:

- (a) that the request from Bromsgrove Arts Development Trust (known as the Holding Trust) to grant a right of way by Deed of Easement to West Mercia Constabulary and Hereford and Worcester Fire and Rescue Service in perpetuity be approved subject to the following conditions:
1. the receipt of a formal letter from the Operating Trust confirming that they have no objection to the proposed access;
 2. that the access be restricted to the extent that vehicles will only be able to obtain egress onto School Drive and that the easement will ensure a complete prohibition of the use of the Artrix Car Park as a form of access to the site (the Car Park is demarcated in blue on the drawing attached at appendix 1 to this report);
 3. that the easement be subject to a condition that all appropriate drainage provisions required by the works, or in order to facilitate the works or resulting from the works are enabled across the

- Artrix Car Park to the satisfaction of the Council and that the cost of this work is met by the Police and Fire and rescue service;
4. that the Police and Fire and Rescue Service agree to maintain and repair the access way over the Artrix Car Park to the satisfaction of the Council;
 5. that the Police and Fire and Rescue Service agree to the production and display of appropriate signage restricting the use of the access way in accordance with the above and that they ensure that appropriate mechanisms are in place to ensure that the restrictions are adhered to and that a suitable mechanism is introduced to ensure that all vehicular traffic can only egress from the Artrix car park and there is a complete prohibition of any access from School Drive;
 6. that the Police and Fire and Rescue Service agree to engage civil/structural engineers to detail the design and specification of the access route in consultation with the Holding Trust to ensure that the route is constructed in a way that will mitigate any vibration that may be caused by the use of fire engines;
 7. that the Police and Fire and Rescue Service agree to enter into and complete a separate legal agreement between the West Mercia Police and Hereford and Worcester Fire and Rescue Service (jointly) and with the Holding Trust to ensure the upgrade to the pedestrian access in School Drive as proposed and outlined in section 4.12 of this report) takes place to the reasonable satisfaction of the Holding Trust. This agreement for the avoidance of doubt may also include other matters that cannot be legally covered within a Deed of Easement due to its limit as a right over property; and
 8. that the West Mercia Police and Hereford and Worcester Fire and Rescue Service jointly agree to undertake to pay all the costs reasonably incurred in connection with the preparation, negotiation and completion of all legal documentation.
- (b) that authority be delegated to the Head of Legal, Equalities and Democratic Services in consultation with the Executive Director Resources and the Portfolio Holder to:
1. agree the terms of the easement to the Police and Fire and Rescue Service to incorporate the conditional elements detailed in (a) above; and
 2. approve and implement any associated legal documents relating to the establishment of the easement and variation of the lease between Bromsgrove District Council, the Holding Trust and the Operating Trust.

57/09 **LOCAL GOVERNMENT ACT 1972**

RESOLVED that under Section 100 I of the Local Government Act 1972, as amended, the public be excluded from the meeting during the consideration of the item of business the subject of the following minute on the grounds that it involves the likely disclosure of "Exempt Information" as defined in part 1 of

schedule 12A to the Act, as amended, the relevant part being as set out below and that it is in the public interest to do so.

<u>Minute No.</u>	<u>Paragraphs</u>
58/10	1 and 4

58/09 **SHARED SERVICES BOARD**

The confidential minutes of the Shared Service Board held on 19th August 2010 were submitted.

RESOLVED that the minutes be noted.

The meeting closed at 4.42 p.m.

Chairman

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BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW BOARD

TUESDAY, 31ST AUGUST 2010 AT 6.30 P.M.

PRESENT: Councillors S. R. Colella (Chairman), Mrs. M. Bunker (Vice-Chairman), Mrs. R. L. Dent, Mrs. J. M. L. A. Griffiths, Mrs. C. J. Spencer and L. J. Turner

Observers: Councillor G. N. Denaro

Officers: Ms. J. Pickering, Mrs. C. Felton, Mr. G. Revans, Mr. M. Carr and Ms. A. Scarce

21/10 **APOLOGIES**

There were no apologies for absence.

22/10 **DECLARATIONS OF INTEREST AND WHIPPING ARRANGEMENTS**

Councillors Mrs. J. M. L. A. Griffiths and Mrs. C. J. Spencer declared a personal interest in the Artrix/Right of Way – Blue Light Centre (agenda item 8, item no. 1 on the Forward Plan of Key Decisions).

23/10 **MINUTES**

The minutes of the meeting of the Overview Board held on 27th July 2010 were submitted.

RESOLVED that the minutes be approved as a correct record.

24/10 **CABINET RESPONSE TO THE COMMUNITY INVOLVEMENT IN LOCAL DEMOCRACY TASK GROUP REPORT**

The Board considered the Cabinet Response to the Community Involvement in Local Democracy Task Group and invited Councillor L. J. Turner, Chairman of the Task Group to comment on the Cabinet Response. Councillor Turner advised that he was disappointed with the implementation dates of several of the recommendations as the Task Group's understanding had been that many of these would be introduced prior to the elections in 2011 and work could in fact already be under way in some areas.

The Head of Legal, Equalities and Democratic Services explained that she expected as many as possible of the recommendations to be in place before the implementation date, but also had to take into account any financial constraints which may arise.

Councillor Turner asked whether consideration had been given to a member of the Task Group being on the Steering Group and the Head of Legal, Equalities and Democratic Services explained that it was unlikely that the Steering Group would meet on a regular basis and that it would be more appropriate for her to report back to the Board each month on progress being made. The Steering Group consisted of a large number of partners and at the initial meeting each took away actions which they needed to carry out. The work to be done by the TRUNK was already underway and the work with schools was also in place. The Elections Team had also been pro-active over the summer promoting their work through street theatre and stalls in the High Street.

The Head of Legal, Equalities and Democratic Services was asked whether she had enough officer support to carry out the recommendations and she responded that she did not have as much as she would like, but would work within the constraints that she had to make the project as successful as possible. She also informed the Board that the Council's partners had become aware of the work that was being done due to the Task Group and were enthusiastic about it, which had enable the Council to take the lead on the work that was being carried out.

The Board thanked the Chairman, Members of the Task Group and the Head of Legal, Equalities and Democratic Services for their hard work in carrying the work of the Task Group forward.

25/10 **RECYCLING QUERIES RAISED AT CLIMATE CHANGE MEETING - BRIEFING PAPER**

The Board considered the briefing paper which had been put together following queries raised by Members when they had held an informal meeting to consider the Draft Climate Change Strategy.

Members were concerned at the high rejection rate at the recycling plant and asked what had caused this. The Head of Environmental Services advised this was due to plant failure and not contamination. As it was a new plant, during the commissioning phase it was found that the "screening bed" was allowing too much material through too early in the process. This had been replaced and the rejection rate was now just over 10% (rather than the 22% reported) and this was expected to further reduce to about 5%. The Council was working with Worcestershire County Council to reduce the contamination rate, although historically this was already quite low across the county.

Members discussed the following issues with the Head of Environmental Services:

- The proportion of garden waste and how the overall percentage figures were calculated.
- That 90% of green waste in Worcestershire was being recycled.

- Encouraging people to buy products which contained less packaging and how pressure could be put on Government to take this up with supermarkets for example.
- Promotion of positive information and statistics which related to the district.

The Head of Environmental Services advised Members that many of these issues were being taken up through the Joint Waste Forum, who were lobbying Government in respect of excess packaging and promoting the reduction in the tonnage of waste collected in Worcestershire.

The Board asked the Head of Environmental Services what action was being taken in respect of the remainder of the waste produced. He confirmed that this was removed by Severn Waste, who was then responsible for its reprocessing. The website, www.envirosort.co.uk provided useful information on this process. It was also confirmed that the overall cost of recycling was less than the cost of landfill. Members also discussed the trade waste that was created by the Council buildings and the Head of Environmental Services confirmed that currently this was dealt with by Lawrences of Stourport, who guaranteed to recycle 25% of the waste removed. The disposal of trade waste was being reviewed and may be linked in with a contact being negotiated for Redditch Borough Council.

Members asked why residents living in flats were not provided with green bins and the Head of Environmental Services advised that a list of properties would be circulated shortly to Members where recycling facilities would be provided. He also confirmed that this already happened at Redditch Borough Council and was quite successful. The Council would also be working with Bromsgrove District Housing Trust (BDHT) to look at collections from their properties and the infrastructure necessary to put this in place.

26/10 **DRAFT JOINT CLIMATE CHANGE STRATEGY**

The Board considered the Draft Joint Climate Change Strategy and covering report. Members were concerned that the report indicated that there was no specific budget for climate change activity. The Executive Director for Finance and Resources informed Members that she was currently looking at “invest to save” projects with the Climate Change Manager and that there was a small budget available at Redditch Borough Council (RBC) for promotional work to be carried out. The Head of Environmental Services confirmed that savings made would not just be in respect of the Council’s carbon foot print but also monetary savings, which would then be re-invested. RBC had already implemented several schemes with money from the Carbon Trust. This money was paid back from any savings that were made by implementation of the schemes.

Members agreed that climate change should feed into all areas within the Council. The appropriateness of national indicators was also discussed and the possible amendments to these which may be implemented by the new Government. It was agreed that it was important that whatever elements were measured, they should make a difference. After further discussion it was

RESOLVED:

- (a) that the notes of the informal meeting on the Draft Joint Climate Change Strategy be agreed; and
- (b) that the Board recommend that Cabinet adopt the strategy.

RECOMMENDED:

- (i) that the Joint Climate Change Strategy be commended to Cabinet for approval;
- (ii) that the Council bring the Climate Change agenda to the forefront and act as a community leader to champion the reduction of carbon emissions;
- (iii) that the Council ensure that Climate Change is embedded in strategic planning policies, (specifically the development of the Core Strategy) and all future policies;
- (iv) that internal action to reduce the Council carbon footprint and increase recycling within Council offices be prioritised;
- (v) that the Cabinet identify and support spend to save initiatives to reduce the Council's carbon emissions;
- (vi) that information for residents on the "turn off in winter" campaign be included in the autumn edition of Together Bromsgrove;
- (vii) that the Council highlight concern over excess winter deaths through the Local Strategic Partnership and local media and support partners wherever possible in reducing this; and
- (viii) that the Council celebrate successes in projects to reduce carbon emissions and other climate change initiatives, both through the local media and to staff in the organisation.

27/10 **YOUNG PEOPLE - TASK GROUP**

Officers advised the Board that when the Young People's Task Group was agreed they had been unaware of the changes that the new Government were considering. After discussion, the Board agreed that a decision on the commencement of the Young People's Task Group should be deferred until the next meeting of the Overview Board on 2nd November 2010 when further information should be available.

28/10 **FORWARD PLAN OF KEY DECISIONS - 1ST SEPTEMBER TO 31ST DECEMBER 2010**

Members discussed the following items on the Forward Plan of Key Decisions:

- Arts and Events Strategy 2010/11 to 2013/14
- Garden Waste Service - Future Developments (officers confirmed that this item would be considered at the next meeting of the Overview Board to be held on 2nd November 2010)
- Review of Pay-on-Foot Car Parking – Members were concerned that there had been "teething problems" with the new scheme and asked for the Portfolio Holder to be invited to the next meeting to give the Board a progress report.

The Executive Director for Finance and Resources confirmed that the Joint Overview and Scrutiny Board would receive a more detailed workshop on the Budget over two evenings, on dates to be agreed in October and November 2010.

Members asked why Cabinet would make recommendations to the full Council in respect of item 11, Statement of Licensing Policy. This was not clear and the Executive Director for Finance and Resources said she would look into this and advise Members accordingly.

RESOLVED that the Portfolio Holder for Community Services be asked to provide an update report on the Pay-on-Foot Car Parking scheme to the Overview Board meeting to be held on 2nd November 2010.

29/10 **OVERVIEW BOARD MEETING SCHEDULE**

The Board considered the Meeting Schedule and it was noted that the items on Garden Waste Services – Future Developments and Implementation of the Civil Parking Enforcement proposals had been deferred until the meeting to be held on 2nd November 2010.

The meeting closed at 7.30 p.m.

Chairman

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BROMSGROVE DISTRICT COUNCIL

MEETING OF THE JOINT OVERVIEW AND SCRUTINY BOARD

TUESDAY, 31ST AUGUST 2010 AT 5.30 P.M.

PRESENT: Councillors S. R. Colella (Chairman), D. L. Pardoe (Vice-Chairman), A. N. Blagg, Mrs. M. Bunker, R. J. Deeming, Mrs. J. M. L. A. Griffiths, C. R. Scurrall, Mrs. C. J. Spencer, C. B. Taylor, C. J. Tidmarsh and L. J. Turner

Officers: Ms. J. Pickering, Mr. C. Santoriello-Smith, Mr. M. Carr and Ms. A. Scarce

14/10 **APOLOGIES**

An apology for absence was received from Councillor Mrs. R. L. Dent.

15/10 **DECLARATIONS OF INTEREST AND WHIPPING ARRANGEMENTS**

Councillor Mrs. J. M. L. A. Griffiths declared a personal interest in the MUGA Inquiry, as she had previously appeared as a witness and withdrew from the Board for this item.

16/10 **MINUTES**

The minutes of the meeting of the Joint Overview and Scrutiny Board held on 22nd July 2010 were submitted.

RESOLVED that the minutes be approved as a correct record.

17/10 **INQUIRY INTO THE ALVECHURCH MULTI-USE GAMES AREA (MUGA)**

Members of the Board received a report of the Head of Legal, Equalities and Democratic Services on the Inquiry into the Alvechurch Multi-Use Games Area (MUGA) and noted the progress so far. Members of the Board noted the written evidence and oral evidence so far received by the Inquiry and considered if any further evidence was required for consideration by Members of the Inquiry before they conclude their investigation. The Scrutiny Officer said that he would send pictures of the MUGA from the site visit carried out on the 20th July 2010. It was generally agreed that the Inquiry had considered a comprehensive amount of evidence from different perspectives and that it should now consider its conclusions and recommendations and report back to the Board on 5th October 2010.

Members considered the possible options for the Inquiry and the future of the MUGA. It was reported that the police were carrying out impromptu surveillance of the area and it was suggested that this should be more widely publicised. Options for the MUGA identified included:

- leaving the MUGA facilities in situ with appropriate re-landscaping of the physical environment to minimise opportunities for ASB and maximise surveillance of the area, subject to a 6 - 12 month review
- removal of the MUGA facilities.

Members of the Inquiry would now consider the full range of options available and the costs and feasibility implications and make recommendations to the Board.

18/10 **VERBAL UPDATE ON WORCESTERSHIRE HUB JOINT SCRUTINY TASK GROUP (COUNCILLOR C. B. TAYLOR)**

Members of the Board received a progress report from Councillor C. B. Taylor on the Worcestershire Hub Joint Scrutiny Task Group at Worcestershire County Council. Cllr Taylor was one of the representatives appointed by the Board to the Worcestershire Hub Joint Scrutiny Task Group.

Councillor Taylor expressed disappointment with the administration of the Task Group. It was recalled that on the on 15th June 2010 the Board had resolved that the Chairman of the Worcestershire Hub Joint Scrutiny Task Group be invited, by Councillor Taylor, to a future meeting of the Board. The Scrutiny Officer was requested to follow this up with a formal written invitation.

RESOLVED that the Scrutiny Officer be requested to write to the Chairman of the Worcestershire Hub Joint Scrutiny Task Group to invite him to a future meeting of the Joint Overview and Scrutiny Board.

The meeting closed at 6.10 p.m.

Chairman

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

MONDAY, 20TH SEPTEMBER 2010 AT 6.00 P.M.

PRESENT: Councillors C. B. Taylor (Chairman), Mrs. M. Bunker (Vice-Chairman),
S. R. Colella, Mrs. A. E. Doyle, Mrs. J. M. L. A. Griffiths and
Ms. H. J. Jones

Officers: Mr. H. Bennett and Ms. A. Scarce

21/10 **APOLOGIES**

There were no apologies for absence.

22/10 **DECLARATIONS OF INTEREST**

No declarations of interest were received.

23/10 **MINUTES**

The Minutes of the Performance Management Board held on 19th July 2010 were submitted.

RESOLVED that the minutes be approved as a correct record.

24/10 **QUARTER 1 2010/11 INTEGRATED FINANCE AND PERFORMANCE REPORT**

The Board considered the Integrated Finance and Performance Report for Quarter 1 and discussed the format of the report. The Director of Policy, Performance and Partnerships commented that in order to work towards "excellence" the shift should now be more towards looking at outcomes, customer service and value for money.

It was noted by the Board that the planned shared services was having an effect on staff morale and the Director of Policy, Performance and Partnerships advised Members that through the regular staff forums achievements were now being included to remind staff of the positive work that continued to be carried out.

The Board considered Section 4.2 of the report, Sundry Debtors, and expressed concern at the amount of debt outstanding for over 6 months. After discussion it was agreed that a detailed report on this would be requested from the Director of Finance and Resources.

The Board discussed the following items in detail:

- Environmental Services - NVQ training for the refuse and recycling crews. Officers advised Members that full details of this would be provided at the Scrutiny Board meeting to be held on 28th September 2010 and that the Head of Environmental Services would be in attendance to answer Members' questions.
- Environmental Services - Long-term and short-term sickness. Overall the Council was still on track to meet its target, but should continue to be monitored.
- An increase in homelessness, particularly in young people.
- Regulatory Services – performance measuring.
- Legal, Equalities and Democratic Services – inquorate Board meetings.
- National Indicator (NI) 185 CO₂ Emissions. The areas which had caused the Council to not be on target were discussed.
- Business Transformation – sickness levels higher than expected.
- Customer Service – the average speed of answering calls.

The Director of Policy, Performance and Partnerships undertook to seek clarification/further information on the following items:

- Environmental Services - Rollout of paper and cardboard recycling collection. Members asked for clarification on the target figure and the cost, if any, to the Council for this service.
- Planning & Environment Services – allocation of funds regarding Houndsfield Lane Caravan Site.
- Leisure and Cultural Services – downturn in sponsorship and promotions figures.
- Number of Lifeline calls – there appeared to be a discrepancy in the figures and the Director of Policy, Performance and Partnership confirmed that he would ensure this was corrected.
- Finance and Resources – shortage of internal audit resource. Members were concerned about the impact of this following the transfer to Worcester City Council under the WETT programme.
- Finance and Resources – benefit service performance and overpaid benefit cases.
- Business Transformation – explanation in respect of overspend.
- Inclusion of a performance indicator for Disabled Facilities Grants (DFGs).
- The number of violent crimes and a breakdown of the areas to which they refer.

RECOMMENDED:

- (a) that the Cabinet's attention be drawn to the issues arising from the vacancies which remain on various Boards/Committees;
- (b) that the Director of Policy, Performance and Partnerships and Head of Regulatory Services, in conjunction with the Portfolio Holder and other partners develop a suitable performance report format; and

- (c) that the Licensing Committee be made aware of the potential problems with violent crime relating to the Love 2 Love Nightclub in Bromsgrove Town Centre.

RESOLVED:

- (a) that it be noted that 60% of performance indicators are stable or improving;
- (b) that it be noted that 45% of performance indicators that have a target have met their targets as at the month end and 80% are projected to meet their target at the year end;
- (c) that the performance figures for June 2010 as set out in Appendix 2 be noted;
- (d) that the achievements and issues as set out in 'Council Summary' in 4.1.1 be noted;
- (e) that the current financial position on Revenue and Capital as detailed in the report be noted;
- (f) that the release of previously approved earmarked reserves of £68k, as set out in Appendix 5 be noted;
- (g) that the budget virements between £15k and £100k, listed in Appendix 6 be noted;
- (h) that complaints increased by 7% compared to the final quarter of last year and increased 13% compared to quarter 1 last year as detailed in Appendix 7 be noted;
- (i) that the performance of the Council's Treasury Management function, as detailed in Appendix 8 be noted;
- (j) that the Head of Strategic Housing be asked to provide a detailed report on homelessness for the meeting of the Board to be held on 18th October 2010 and that the Portfolio Holder for Regulation, Strategic Housing and Climate Change be asked to attend that meeting; and
- (k) that a separate report on sundry debtors be provided for the Board meeting to be held on 18th October 2010.

25/10 **SHARED SERVICES REPORT**

The Board considered the Shared Services report. Members were concerned that this report was becoming a list of bullet points and very in depth and after discussion it was agreed that in future an Executive summary would be included at the beginning of the report, detailing progress made in the last month.

Members discussed the following items in more detail:

- The development of flood plans for each parish – the Director of Policy, Performance and Partnership agreed to investigate how this would be funded.
- The impact of Shared Services on staff.
- Abandoned Vehicles Joint Contract – the Director of Policy, Performance and Partnership agreed to provide Members with further details on this item.

The Board discussed the recommendation from the recent Audit Commission report on Shared Services, which said that “the Councils should develop a performance management process for shared services.” The Director of Policy, Performance and Partnerships confirmed that he had been asked by the Chief Executive to develop such a process.

RESOLVED that the Shared Services Report be noted, subject to the above comments.

26/10 **WORK PROGRAMME**

The Board considered the Work Programme and were advised by the Director of Policy, Performance and Partnerships that in future the performance report would be received by the Board quarterly and the Improvement Plan would be a joint report with Redditch Borough Council and would only be received by the Corporate Management Team. He would therefore up date the Work Programme accordingly. The Director of Policy, Performance and Partnerships also confirmed that the Place Survey had been abolished.

The Board confirmed that they wished to receive the following, additional, reports at the meeting to be held on 18th October 2010:

- Report on Debtors
- Report on Housing and Homelessness

And at the meeting to be held on 15th November 2010:

- Report on the Employee Survey

After further discussion it was

RESOLVED that the Work Programme be noted, subject to the above amendments.

The meeting closed at 7.45 p.m.

Chairman

Agenda Item 7

WORCESTERSHIRE DISTRICT COUNCILS AND COUNTY COUNCIL

MEETING OF THE WORCESTERSHIRE SHARED SERVICES

JOINT COMMITTEE

THURSDAY, 9TH SEPTEMBER 2010 AT 4.30 P.M.

PRESENT: Bromsgrove District Council: Councillor Mrs. M. Bunker
Malvern District Council: Councillor Mrs. B. Behan
Malvern District Council: Councillor R. Madden
Redditch Borough Council: Councillor M. Braley
Redditch Borough Council: Councillor G. Vickery (during Minute No's 10/10 to 18/10)
Worcester City Council: Councillor Mrs. L. Hodgson (Vice-Chairman)
Worcester City Council: Councillor F. Lankester
Worcestershire County Council: Councillor S. Clee
Worcestershire County Council: Councillor D. Prodger, MBE
Wychavon District Council: Councillor Mrs. A. Mackison (Chairman)
Wychavon District Council: Councillor A. Dyke
Wyre Forest District Council: Councillor J. Baker
Wyre Forest District Council: Councillor M. Hart

Observers: Councillor Mrs. J. A. Pearce, Deputy Leader, Wychavon District Council, Mr. V. Allison, Deputy Managing Director with key responsibility for Treasury Management Services, Wychavon District Council and Mr. D. Guy, Worcestershire Enhanced Two Tier (WETT), Programme Manager, Worcestershire County Council

Invitees: Mr. I. Edwards, Regulatory Services Project Manager

Officers: Mr. S. Jordan, Ms. J. Pickering, Ms. C. Flanagan and Ms. P. Ross

The Chairman welcomed Members, officers and Invitees to the meeting. At the request of the Chairman brief introductions were given by those present.

10/10 APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor P. Whittaker.

11/10 DECLARATIONS OF INTEREST

No declarations of interest were received.

12/10 MINUTES

The minutes of the meeting of the Worcestershire Shared Service Joint Committee held on 11th June 2010 were submitted.

RESOLVED that the minutes be approved as a correct record.

13/10 **PRIVATE WATER SUPPLY FEES AND CHARGES**

The Committee considered a report detailing The Private Water Supplies Regulations 2009 that came into force on 1st January 2010 and would apply to all private water supplies intended for human consumption including private distribution systems. The Regulations imposed new monitoring duties and required local authorities to carry out a risk assessment on areas of supply. The new Regulations aimed to protect public health and required each supply to undergo a risk assessment. Local authorities would have the powers to charge for the services provided. The Head of Worcestershire Regulatory Services responded to Members' questions regarding residents being made aware of the new Regulations and the proposed charges and whether the proposed charges had been based on full cost recovery.

RECOMMENDED that the Council for each Member Authority adopts the proposed fees and charges for private water supplies as follows:-

Risk Assessment	£40 per hour (up to £500 maximum)
Investigation (each investigation)	£40 per hour (up to £100 maximum)
Granting an Authorisation	£100 maximum
Sampling (each visit)	£100 maximum
Analysing a sample	
- taken under regulation 10 (small supplies)	£ 25 maximum
- taken during check monitoring	£100 maximum
- taken during audit monitoring	£500 maximum

14/10 **REGULATORY SERVICES BUDGET 2010 / 2011**

The Executive Director, Finance & Corporate Resources, Bromsgrove District Council and Redditch Borough Council apologised to Members for the late submission of the Regulatory Services Budget 2010 / 2011 report to the Committee.

The Committee considered a report on the revised Regulatory Services Budget for 2010 / 2011. The Worcestershire Shared Services Partnership Agreement agreed on 1st June 2010 had included a clause within the Financial Arrangements to approve a final budget for the period June 2010 to 31st March 2011. The Executive Director, Finance and Resources responded to questions from Members regarding the estimations that had been made and noted Members' requests that future reports contained further detailed information for each individual Member Authority.

RESOLVED that the Regulatory Services Budget for 2010 / 2011 be approved.

15/10 **WORCESTERSHIRE REGULATORY SERVICES PERFORMANCE SUMMARY**

The Committee considered a report on the current levels of performance as requested at the meeting of the Joint Committee held on 11th June 2010. The Head of Worcestershire Regulatory Services informed Members that performance was going well and that all Member Authorities performance would be monitored during fortnightly meetings where any issues would be raised and addressed. The Head of Worcestershire Regulatory Services responded to Members' questions regarding performance measures and informed Members that currently very few performance measures were consistent across the County but it was anticipated that from April 2011 Worcestershire Regulatory Services would have a single service plan, developed and agreed by the Committee, with agreed outcomes and performance measures that would be reported to the Committee on a regular basis.

The Chairman thanked officers and staff involved in the Worcestershire Regulatory Shared Services for their hard work.

RESOLVED:

- (a) that The Head of Worcestershire Regulatory Services be tasked to provide Committee Members with their individual authorities current performance measures; and
- (b) that the performance in relation to the work carried out by Worcestershire Regulatory Services on behalf of each Member Authority be noted.

16/10 **PROJECT PLAN UPDATE, INCLUDING LESSONS LEARNT - IAN EDWARDS**

Mr. I. Edwards, Regulatory Services Project Manager provided Members with a summary of progress against plans for the period 11th June to 9th September 2010. He informed Members that a staff structure was currently out for consultation until the 16th September 2010. The proposed structure had made best use of the opportunity to bring together Environmental Health, Licensing and Trading Standards to create a workforce that would be customer focused and flexible.

The Regulatory Services Project Manager informed the Committee of the risk to the original stage two timescales following the adoption of the Systems Thinking transformation approach. He responded to Members' concerns and highlighted that delays would not impact on the budget or the project deadline.

The Executive Director, Finance & Corporate Resources, Bromsgrove District Council and Redditch Borough Council responded to questions from Members regarding ICT resources and informed Members that as the Section 151 officer she would be looking to see what ICT resources could be given by the Host Authority. Following further discussion it was

RESOLVED:

- (a) that Joint Committee Members inform their respective authorities of:
 - (i) the delays to the original stage two timescales;
 - (ii) that the delays would not impact on the budget or deadline; and
- (b) that the performance in relation to the work carried out by the Worcestershire Regulatory Services on behalf of each Member Authority be noted.

17/10 **WORCESTERSHIRE REGULATORY SERVICES - AIMS AND OBJECTIVES**

The Committee considered a report on the aims and objectives of the Worcestershire Regulatory Services (WRS). The Head of Worcestershire Regulatory Services introduced the report. The report aspired to set out the strategic aims and objectives for the single service to go forward. A workshop involving officers from all Regulatory Services had been convened to consider the direction of the Service in performing its various functions. The purpose being to identify the high level aims that the service was set up to deliver. Within the scope of the Service the aims were identified as follows:

- To protect public health and safety
- To minimise crime and disorder
- To support consumers, businesses and economic development
- To protect the environment and tackle the effects of climate change
- To provide a great service that our customers want

RESOLVED that the aims and objectives of Worcestershire Regulatory Services as identified and detailed above be endorsed.

18/10 **WORCESTERSHIRE REGULATORY SERVICES, WORKING PRACTICES - (FLEXIBLE WORKING) AND ACCOMMODATION**

The Committee considered a report on the need to move towards a more flexible approach to working practices for appropriate field staff and to look at local service delivery and the best optimum to deliver an efficient service. The Head of Worcestershire Regulatory Services introduced the report and informed Members that in order to achieve this, staff would be encouraged to work from home or using touchdown facilities around the County. This would avoid the necessity to retain all the existing offices currently being under-utilised. The Head of Worcestershire Regulatory Services responded to Members' questions regarding the need to ensure officers availability and that good customer relations were maintained with officers being contactable. Following further discussion it was

RESOLVED:

- (a) that Members discuss with their respective authorities the need to mitigate accommodation costs to Worcestershire Regulatory Services as the Service seeks to liberate existing office accommodation space; and
- (b) that the actions and the approach taken to progress Worcestershire Regulatory Services in terms of flexible working practices and accommodation needs be noted and endorsed.

19/10 **BRANDING - VERBAL UPDATE FROM STEVE JORDEN**

The Head of Worcestershire Regulatory Services provided the Committee with brief details regards the current branding used for Worcestershire Regulatory Services (WRS) which included an orange and black logo with the strap line '*supporting and protecting you*'. An official launch of the service would take place.

20/10 **WORCESTERSHIRE REGULATORY SHARED SERVICES - HUB VISITS**

The Vice-Chairman introduced this item and expressed the view that a face to face visit to a Hub centre may prove useful. The Worcestershire Hub network could seem complex especially in its relationship to shared services and a visit in person to the Worcestershire Hub network would provide an opportunity for Members to find out more about the role of the Worcestershire Hub and what it would provide for Worcestershire Regulatory Shared Services (WRSS).

21/10 **INCOME AND RECHARGES WITHIN WORCESTERSHIRE REGULATORY SERVICES**

Consideration of this item was deferred.

22/10 **NEXT MEETING**

Members considered the date and time of the next meeting. Following discussion the Executive Director, Finance & Corporate Resources, Bromsgrove District Council and Redditch Borough Council highlighted that the Committee had to inform Member Authorities by no later than the 1st December in any year the amounts of their proposed contributions to the Joint Committee's budget.

Members also considered the agreed quorum for meetings and concerns were expressed regarding the requirement that one Member from each Member Authority had to be present. The Legal Services Manager Redditch Borough Council informed the Committee that the quorum agreed by all Member Authorities, as stated in the Worcestershire Shared Services Partnership, Part 1 – Schedule 1, Joint Committee, Terms of Reference was that at least one Member be present from each Member Authority entitled to vote. Following further discussion on the possibility of future meetings being inquorate it was

RESOLVED that the next meeting of the Joint Committee be held on Thursday 25th November 2010 at 4:00pm the Council Chamber, Bromsgrove District Council.

The meeting closed at 6.10 p.m.

Chairman

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Joint Committee
9 September 2010
Report Title :

Fees and Charges for Private Water Supplies

Report originator
Background
Papers

Geoff Carpenter, Environmental Protection Manager (Wychavon)
Water Industry Act 1991
The Private Water Supplies Regulations 2009
Private water Supplies: Technical Manual

Recommendation

That the fees and charges outlined in the report are agreed and recommended for adoption by each partner authority.

Introduction /
Summary

The Private Water Supplies Regulations 2009 came into force on the 1st January 2010 and will apply to all private water supplies intended for human consumption including private distribution systems .

The regulations impose new monitoring duties and require the local authority to carry out a risk assessment on areas of supply. In addition revised water quality standards and tighter monitoring of certain supplies will also be carried out. Local authorities will have powers to charge for reasonable fees for the services they provide. The purpose of this report is to agree the level of these fees and charges.

Background

A private water supply is any supply which is not provided by a water company, such as Severn Trent Water. The water may come from a spring, a well, a bore-hole or a stream. A private distribution system is where mains water is further distributed by a person other than a water undertaker such as Severn Trent and would typically include systems serving caravan sites.

Every home should have a supply of good clean water to be fit for people to live in. It is estimated that there are in the region of 600 private water supplies in Worcestershire affected by the regulations not including private distribution systems.

Report

Each local authority has a responsibility for holding information on all private water supplies in its District.

The new Regulations aim to protect public health and require each supply to undergo a risk assessment. The findings of the assessment would determine future sampling frequency and analysis requirements and there may be recommendations for remedial action to reduce the risk of contamination.



The Regulations allow local authorities to charge a fee, subject to prescribed maximum levels to enable reasonable costs of services (lab fees etc) to be recovered.

Proposed Fees and Charges

Risk Assessment	£40 per hr (up to £500 max)
Investigation (each investigation)	£40 per hour (up to £100) max
Granting an Authorisation	£100 max
Sampling (each visit)	£100 max
Analysing a sample	
- taken under regulation 10 (small supplies)	£25 max
- taken during check monitoring	£100 max
- taken during audit monitoring	£500 max

Financial Implications

None

Sustainability

None

Legal implications

Legal requirement to monitor private water supplies and carry out a risk assessment, each local authority will be required to provide the Drinking Water Inspectorate with annual reports to ensure the regulations are being complied with.



Agenda Item 8

THERE ARE NO ENCLOSURES FOR THIS AGENDA ITEM

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BROMSGROVE DISTRICT COUNCIL

CABINET

06 OCTOBER 2010

COUNCIL PLAN 2011-14 Part 1

Responsible Portfolio Holder	Roger Hollingworth, Leader of the Council
Responsible Head of Service	Hugh Bennett, Director of Policy, Performance and Partnerships
Key Decision	

1. SUMMARY

- 1.1 To re-confirm the Council's Vision and priorities and areas of focus for the forthcoming service business planning and budget round.

2. RECOMMENDATION

- 2.1 It is recommended that Cabinet:-

- i. Reconfirm the Vision and priorities (**Appendix 1**, 6.1 -6.4).
- ii. Consider the analysis of the Council's national, regional and local context (**Appendix 1**)
- iii. Based on this context agree the focus for the forthcoming budget round.

- 2.2 That Cabinet recommend to Full Council the Vision and priorities as set out in 6.1 – 6.4 Appendix 1 and focus for the forthcoming budget round.

3. BACKGROUND

Council Plan 2011-2014

- 3.1 Cabinet and Full Council approved the Council Plan as part of the 2010/11 budget round. The Council Plan is effectively the business plan for the Council and a key document for Members. The 2011/2014 plan will be published until in early 2011/12; however, the Council needs to agree it priorities and areas of focus now, so that officers can make detailed plans to deliver these as part of the service business planning cycle and forthcoming budget round.

Process to Date

3.2 As part of the work on developing the Vision and priorities, the Council must take account of the strategic context within which it operates. The Council is in a good position to determine this. The Council has the following information to draw on:-

- The Bromsgrove Profile e.g. deprivation indices, population growth predictions etc.
- The current work on the Bromsgrove Partnership Board, around its priorities, in particular, the town centre, children and young people and housing.
- The Worcestershire “Story of Place” and the resultant Local Area Agreement.
- Public consultation feedback, including the Budget Jury.
- Performance data, based on the indicators in the Council Plan.
- Survey data, including Worcestershire Viewpoint.
- The Equalities and Diversity Forum and Disabled User Group.
- Customer complaints data.
- A three year medium term financial plan.

3.3 Based on this information, the following priorities are recommended to Cabinet and Full Council:-

- Economic Development.
- Town Centre.
- Value for Money
- One Community.
- Housing.
- Climate Change.

4. FINANCIAL IMPLICATIONS

4.1 Inevitably, the forthcoming budget round will be dominated by the Comprehensive Spending Review (due on 20 October 2010); however, it is

critical that we continue to focus on our priorities. The Council's priorities and areas of focus are set out in section 6.1 -6.4.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications to this report.

6. COUNCIL OBJECTIVES AND PRIORITIES

6.1 The report sets out the Council's priorities and the evidence for them.

7. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

7.1 The Council Plan is supported by the corporate risk register.

8. CUSTOMER IMPLICATIONS

8.1. There are no direct recommendations on customer service; however, the report does indicate that an increased focus on customer service is required (Appendix 1, 5.5).

9. EQUALITIES AND DIVERSITY IMPLICATIONS

9.1 There are no direct recommendations on equalities and diversity, however, the report identifies that age, linked to disability are a key demographic facing the District (Appendix 1, 1.3)..

10. VALUE FOR MONEY IMPLICATIONS

10.1 The report supports value for money through ensuring that the Council aligns its spending and services to its priorities.

11. CLIMATE CHANGE AND CARBON IMPLICATIONS

11.1 The report identifies that more spend to save initiatives will need to be brought forward to meet the climate change targets and that these targets are likely to increase under the new Coalition Government.

12. OTHER IMPLICATIONS

Procurement Issues: None.
Personnel: HR modernisation and other HR practices e.g. workforce planning, competencies etc. are identified as an area of focus.
Governance/Performance Management: Non
Community Safety including Section 17 of Crime and Disorder Act

1998: The report identifies community cohesion as an area of focus.
Policy: None.
Biodiversity: The report identifies the need for an increased focus on climate change.

13. OTHERS CONSULTED ON THE REPORT

Please include the following table and indicate 'Yes' or 'No' as appropriate. Delete the words in italics.

Portfolio Holder	At Leader's
Chief Executive	At CMT
Executive Director and Deputy Chief Executive	At CMT
Executive Director – Finance and Resources	At CMT
Executive Director – Regeneration and Planning	At CMT
Director of Policy, Performance and Partnerships	At CMT
Head of Service	At CMT
Head of Legal, Equalities & Democratic Services	At CMT
Head of Finance and Resources	At CMT
Corporate Procurement Team	Not applicable.

14. WARDS AFFECTED

All Wards

15. APPENDICES

Appendix 1- Bromsgrove Position Statement, September 2010

16. BACKGROUND PAPERS

Draft Structural Reform Plan, DCGL, July 2010

Draft Structural Reform Plan, Cabinet Office, July 2010

Draft Structural Reform Plan, DECC, July 2010

Worcestershire Viewpoint Survey, WCC, March 2010

Bromsgrove Profile, WCC, September 2009

Council Plan, BDC, 2010-13

CONTACT OFFICER

Name: Hugh Bennett
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Tel: (01527) 881202.

Bromsgrove DC
Position Statement
October 2010

1. Bromsgrove District Overview

Geography

- 1.1 Bromsgrove District is in north Worcestershire, covering a large area of approximately 83.9 square miles. Whilst only 14 miles from the centre of Birmingham, the Lickey Hills country park provides an important dividing line between the urban West Midlands Conurbation and the rural landscape of north Worcestershire. Ninety percent of the District is greenbelt which creates difficulties for housing policy. Four radial routes pass through the District, each served by railway lines and major roads, including the M5 running north and south, the M42 running east and west, with further links to the M40 and M6.
- 1.2 Data suggests that 16,643 people travel into the District for work, with 26,112 (29%) of the population travelling out, a net commute out of 9,469.¹ Our main communities are detailed in the map (below). The District has no wards in the top 20% most deprived in England.²

Table 1 – Map of Bromsgrove District

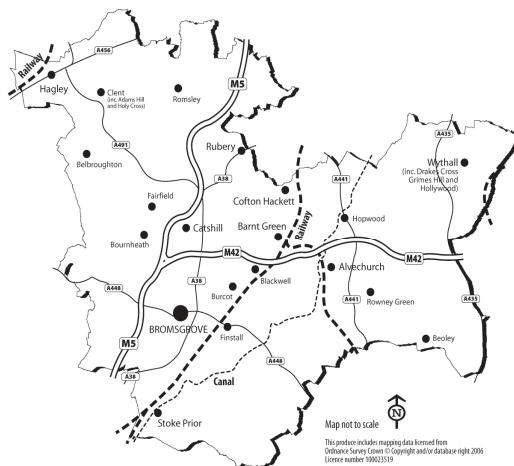
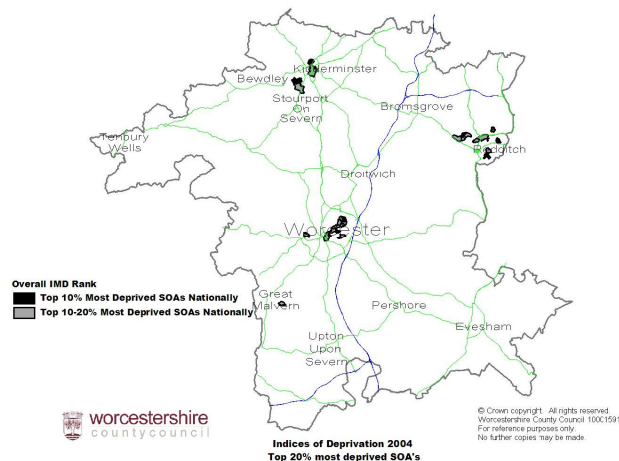


Table 2 – Map of County Deprivation



¹ ONS 2001 Census
² DCLG Indices of Mu

Population

- 1.3 The population of the District is 92,300³. The over 80s population is set to increase by 87.5% and the 70-79 population by 41.3%. This is one of the defining characteristics of the District. There is a clear link between older age and disability. The Bromsgrove Profile, undertaken for the LSP states-⁴

“This increasing aging population may have a significant impact on policy and planning for the District, with specific regard to community safety, health and the strength of communities.”

Table 3 - Population projections by age, 2007 - 2026

Age Group	Thousands								% Change
	2007	2008	2009	2010	2011	2016	2021	2026	
0-9	9.9	9.9	9.8	9.9	9.9	9.5	8.6	8.4	-15.2%
10-19	11.9	11.9	11.6	11.1	10.8	9.8	9.8	9.3	-21.8%
20-29	8.3	8.0	8.1	8.2	8.3	8.6	8.0	7.4	-10.8%
30-39	11.8	11.2	10.7	10.2	9.9	8.3	8.1	8.6	-27.1%
40-49	14.6	14.9	14.9	14.9	14.8	13.0	10.5	9.0	-38.4%
50-59	12.8	12.5	12.4	12.4	12.7	13.5	14.0	12.3	-3.9%
60-69	10.8	11.1	11.4	11.5	11.7	11.6	11.4	12.3	13.9%
70-79	7.5	7.7	7.8	8.0	8.0	9.3	10.6	10.6	41.3%
80+	4.8	4.9	4.9	5.0	5.3	6.0	7.2	9.0	87.5%
Total	92.3	92.1	91.7	91.4	91.1	89.6	88.2	87.1	-5.6%

Source: ONS projections - Research and Intelligence Unit Worcestershire County Council

- 1.4 The black and minority ethnic population (BME) is 6.4%, which is low for the region and nationally. This percentage comprises 1% Irish, 2.6% Asian, 1.2% Mixed, 1.0% Black and 0.6% Chinese.⁵ There are no definitive data sources for the migrant worker population living in Bromsgrove, but indicative figures suggest this is in the region of 0.2%.⁶ The BME population appears to have doubled in recent years.

Economy

- 1.5 The economic picture of the District is comparatively positive despite the current economic downturn. The mean household income is £38,690 (pre-credit crunch), which is the highest in the county (the County average is £35,656).⁷ Whilst the average household income is high, it is less than £25,000 per annum in Charford, Sidemoor, Catshill and St Johns. There are three major areas of economic regeneration within the District: the

³ ONS 2007 Mid-Year Population Estimates

⁴ ONS 2006 Subnational population projections

⁵ ONS 2006 Resident Population Estimates by Ethnic Group

⁶ Worcester County Economic Assessment 2007-2008

⁷ PayCheck 2008

Longbridge site, Bromsgrove town centre and Bromsgrove railway station. Unemployment, whilst comparatively low, has risen in recent years to 3.0% (August 2010), but the recent trend is downwards, with the benefits claimant rate being over 10%. The area action plan for the Longbridge is in place, but stalled due to the changing economic conditions. Bromsgrove town centre needs a major overhaul to encourage local shopping and to be able to compete with neighbouring shopping centres. Bromsgrove station's funding has been suspended, pending the Comprehensive Spending Review. The new station will have a significant impact on Bromsgrove town, due to the planned Cross City Line electrification being extended to Bromsgrove and as a result bringing the town more into Birmingham City's economic orbit. It remains a priority for the Council. VAT registrations have risen slightly (pre "credit crunch" data) and are consistent with the national trend away from manufacturing, towards more service based industries. Not surprisingly, employment is now considered a key deliverable for economic development. Cabinet and Corporate Management Team have also identified the need for the Council to increase its voice on economic development at a sub-regional and regional level, working with other councils across north Worcestershire.

Sustainable Development

- 1.6 Two years ago Full Council agreed to fund the joint appointment, with Redditch Borough Council, of a Climate Change Manager. Since then, the Council has, for the first time, calculated the total carbon emissions it emits from its activities, which totals over 2,500,000 KGs per annum. Each property in the District emits on average over 10 tonnes. It is critical that the Council starts to reduce these figures.

Education, Deprivation and Health

- 1.7 The percentage of the District's population qualified to NVQ Level 4 is significantly higher than average. GCSE results gained at local authority schools and colleges in Worcestershire in 2008 were amongst the highest in the country (64.4% achieved five or more GCSEs at A*-C).⁸ The District ranks 299th out of 354 councils on the national index of multiple deprivation 2007 (where 1 is the most deprived), making the District one of the least deprived nationally.⁹ It is also the only district in Worcestershire to have become less deprived since 2004.¹⁰ Bromsgrove has one of the lowest levels of receipt of benefits.¹¹ As a result, identifying the vulnerable within our communities is more difficult than a district with geographic areas of deprivation.

⁸ Worcestershire LEA Key Stage 4 results 2007/08

⁹ & 16 DCLG Indices of Multiple Deprivation 2007

¹⁰ *ibid*

¹¹ Worcester County Economic Assessment 2007-2008

- 1.8 Generally, the District's population is healthier than the regional average. Young people (18-24) have a high risk status being the most likely to smoke, binge drink and not take exercise. Potentially, we could be storing up problems in our young people. A Primary Care Trust (PCT) annual report noted that our children's health is good, but there is a need for more child and adolescent mental health services. The rate of teenage pregnancies in Bromsgrove in 2006 was 23.6 conceptions per 1,000 females, which is almost half that of the England average of 41.1.¹²

Crime and Fear of Crime

- 1.9 At the end of the 2007/08 year, crime had reduced by 32% in the District, surpassing the target of a 17.5% reduction from the 2003/04 baseline results.¹³ This was exceptional when compared to the national reduction of just 4%, and the county-wide figure of 24%. Reductions were seen in all British Crime Survey comparator crime types, with the largest decrease being seen in domestic burglary at 53% and the smallest in criminal damage which only reduced by 12% compared to the baseline year 2003/04.
- 1.10 Fear of crime, however, remains a problem in the District despite the reduction in actual crime. Residents are most fearful of house burglary, vandalism or damage to property and having their car broken in to, despite significant reductions in all of these crime types; however, residents most commonly identify issues like teenagers hanging around, rubbish and graffiti as their top concerns.¹⁴

Core Strategy and Housing

- 1.11 The preparation of the Core Strategy will address the issue of setting a level of new housing provision up to 2026 and identifying the new strategic sites for housing development.

¹² DH 2008 Bromsgrove Health Profile

¹³ British Crime Survey 2008

¹⁴ West Mercia Crime and Safety Survey 2008

2. National Policy

- 2.1 A change of national Government has led to a significant change in national policy towards local government. It is early days and we are not at a legislative stage yet, however, the Draft Structural Reform Plan (July 2010), gives the best indication yet of the Coalition Government's direction. Before looking at the specifics, two key phrases have emerged: "Big Society" and "New Localism".

Big Society

- 2.2 Big Society includes the decentralisation of power, changes to the planning regime, increased accountability and increased transparency. Much of this will be legislative, so the Council will need to comply with it; however, there is more scope for local policy makers around the Cabinet Office's definition of Big Society: "encourage more Social Action and strengthen the voluntary sector through a programme to make it easier to run a voluntary sector organisation, get more resources into the sector and make it easier for the sector to work with the State"; this is the Big Society as defined by the Cabinet Office. Specifics proposals include:-

- Support the creation of mutuals, co-operatives, charities and social enterprises;
- Explore how to make regular volunteering an element of civil service staff appraisals;
- Break down barriers to social action and volunteering;
- Launch a national day to celebrate social action;
- Train a new generation of community organisers;
- Fund and support the creation of neighbourhood groups.

- 2.3 All of these are particularly relevant to our priority: one community.

- 2.4 The recent letter from the Secretary of State for the DCLG asking local authorities to make it easier for people to have street parties, also points to a focus on events that bring people together and help develop an increased sense of community.

New Localism

- 2.5 "A radical shift of power from Westminster to local people"; this is how the DCLG defines New Localism.

- 2.6 We can expect a Localism Bill to be passed in November 2011. We have already seen that New Localism will lead to a reduction in off shoots of central Government, for example, regional government, the Audit Commission and other quangos. It has also already led to the abolition of the Regional Spatial Strategies and current local government planning system
- 2.7 The Structural Reform Plan also includes proposals for giving residents the power to instigate local referendums on any local issue and veto excessive council tax increases. New Localism also suggests an increased focus on community engagement, through techniques like participatory budgeting and neighbourhood budgets.

Comprehensive Spending Review

- 2.8 The financial backdrop to this is the impending Comprehensive Spending Review (20 October 2010), which will set out the Coalition Government's plans for deficit reduction. The size of the reductions and speed are still a matter of conjecture, but range from 25% to 40%; either way, they are significant and every head of service has been asked to complete an Options for Change pro-forma, detailing how they might achieve these reductions and the anticipated impact on service provision.
- 2.9 A local government resource review is also due to start in summer 2011, finishing sometime in 2012, which could see a change to how local government is funded. If the outcomes are consistent with New Localism, a move towards less central government funding and more local taxation may be in offing.

Climate Change

- 2.10 The Coalition Government has promised to be the "greenest ever". The Department of Energy and Climate Change's part of the Structural Reform Plan includes:-
- A reduction in central government's emissions by 10% in 12 months; and
 - Build support for the increase in the EU emissions reduction target to 30% by 2020 (and increase of 10 percentage points).
- 2.11 It would come as no surprise if the first commitment is passed onto local government and the second commitment a legal requirement.

3. Regional/Local Policy

Worcestershire Local Area Agreement

- 3.1 The key strategic document which makes the link between national, regional and local policy is the Local Area Agreement (LAA). The current LAA is due to run out in March 2011. The Worcestershire Partnership fought a long battle with regional government to prevent the Worcestershire LAA being a means for imposing Whitehall targets in a local setting and it does broadly reflect Worcestershire priorities, not imposed Whitehall targets. The LAA is determined by a “Story of Place”, which uses consultation and evidence to identify the main issues affecting Worcestershire. It is anticipated that the “Story of Place” will continue, that the LAA will not be replaced when it ends in March 2011 and that instead an updated Worcestershire Sustainable Community Strategy will include a tighter set of priorities, supported by appropriate indicators.

Borough Community Strategy

- 3.2 At a local level, we will continue to need a District Sustainable Community Strategy, which provides a long term vision and business plan for the District, which the Leader of the Council in his role as Chair of the Bromsgrove Partnership, can use to engage with partners and hold them to account. Currently, the District Sustainable Community Strategy is due to run out in March 2013 and is fit for purpose. It is cross referenced to the Local Area Agreement. The priorities for the Bromsgrove Partnership are set out overleaf:-

Our Vision: “We will make Bromsgrove District a better place to work, live and visit by driving forward change.”

Objectives (Total of 6)	Communities that are safe and feel safe	A better environment for today and tomorrow	Economic success that is shared by all	Improving health and wellbeing	Meeting the needs of children and young people	Stronger communities
Priorities (Total of 13)	<ol style="list-style-type: none"> Marketing and Communication Intergenerational Activities 	<ol style="list-style-type: none"> Reducing CO₂ emissions Adaptation 	<ol style="list-style-type: none"> Town Centre Economic Development Strategy 	<ol style="list-style-type: none"> Mental Health Lifestyle Choices 	<ol style="list-style-type: none"> Being Healthy Marketing existing services 	<ol style="list-style-type: none"> Stronger Communities Balanced Communities Older People
Key Deliverables (under each Priority) (Total of 34)	<p><u>Marketing and Communication</u></p> <ol style="list-style-type: none"> Changing perception of crime Tolerance Promoting area as a nice/safe place to live <p><u>Intergenerational activities</u></p> <ol style="list-style-type: none"> History Sharing skills and experiences 	<p><u>Reducing CO₂ emissions</u></p> <ol style="list-style-type: none"> Domestic Business Transport <p><u>Adaptation</u></p> <ol style="list-style-type: none"> Flooding Planning Policy 	<p><u>Town Centre</u></p> <ol style="list-style-type: none"> Promotion Improve retail offer Improve public buildings Improve High Street appearance <p><u>Economic Development Strategy</u></p> <ol style="list-style-type: none"> Develop railway station New businesses Strengthening regional links 	<p><u>Mental Health</u></p> <ol style="list-style-type: none"> Improve Services Improving perception and confidence building <p><u>Lifestyle Choices</u></p> <ol style="list-style-type: none"> Alcohol Maintaining low levels of smoking Diet and physical activity 	<p><u>Being Healthy</u></p> <ol style="list-style-type: none"> Participation in positive activities Healthy lifestyles <p><u>Marketing existing services</u></p> <ol style="list-style-type: none"> Positive attitudes Engagement 	<p><u>Stronger Communities</u></p> <ol style="list-style-type: none"> The Trunk Catshill LNPs (now suspended) <p><u>Balanced Communities</u></p> <ol style="list-style-type: none"> Appropriate housing mix Appropriate employment mix <p><u>Older People</u></p> <ol style="list-style-type: none"> Age Well Housing Access to services

4. Consultation

Viewpoint

4.1 Worcestershire Viewpoint is a free survey conducted by the County Council's Research and Intelligence Unit. The survey was conducted in November and December 2009 and the results published in March 2010. The report is measuring residents' perceptions (like the Place Survey which has now been abolished). The headline results are as follows:-

- Bromsgrove has not seen major changes in its scores, but the downward trend on some key indicators has reversed;
- The % of residents satisfied with the Council has risen from 34.1% to 36.7%;
- Satisfaction with Bromsgrove as a place to live has risen from 81.2% to 84.9%; and
- The % of residents who agree that they can influence decisions in their area has increased from 27.1% to 34.7%.

4.2 The continuation of Viewpoint is now under review. The Head of Customer Service would like to see a more localised survey that measures customer service and satisfaction with local services. The Head of Leisure and Cultural Services has also expressed a need for this type of data. The Director of Policy, Performance and Partnerships supports this view.

Community Engagement

4.3 Feedback from the Budget Jury on their priorities is as follows:-

- ⇒ **Town Centre**
 - Better Mix of Shops
 - Development of Market(s)
- ⇒ **Economic Development**
 - Support for Businesses
 - Skills & training
 - Rovers Site
- ⇒ **Bromsgrove 'District'**
 - Transport (accessible)
 - Use of partners facilities
 - Sports Development
 - Community clean-ups
- ⇒ **Activities**
 - Traders in the Park
 - Adventure Trail
 - Paddling / Splash pools

⇒ **Promotion**

- Promotion of retail offer
- Celebrate achievements
- Localised marketing

4.4 The Council has recently given planning permission to Sainsbury's and has a number of strategic sites in the town centre that will be suitable for retail once there is an up turn in the economy. The market on the High St has been a success. The Council could explore improving the market offer, once suggestion has been a harvest festival market with local produce. The Council is working towards a north Worcestershire economic development unit and has now resolved the Bromsgrove Rover's issue with positive feedback from supporters. The Council has made a contribution to the transport agenda through BURT, but transport remains a difficult issue for the District Council as we are not the lead authority. Total Place is currently undertaken an asset review across the County to look at the best utilisation of our assets. Sports Development has received investment in previous years. Based on public feedback, it is an area that is valued which Members will need to remember when making difficult decisions in the forthcoming budget round. Community cleans ups already take place, are consistent with Big Society and we should look to support further. For Activities, the forthcoming budget round is going to be particularly difficult in terms of service expansion, but Members may wish to consider this feedback and how we might respond. The North Worcestershire economic development unit will increase the promotion and marketing of the District. The public valued things like Together Bromsgrove.

5. Performance Position

Performance Indicators

5.1 Bromsgrove performance is much improved from several years ago. Examples of good performance in 2009/10 include: exceeding the affordable housing target, keeping the number of families in temporary accommodation below the Government target during the recession, sports development usage being 9,000 higher than target and the Artrix usage being up from 48,821 to 60,250. In order for the Council to achieve its Vision we will need to deliver on the town centre project, housing needs, CO2 emissions and ensure our now much improved performance is delivered with an excellent customer service. All of this will need to be delivered in a time of fiscal austerity. In other words, the focus is no longer really on performance, however, good governance means we will need to continue managing performance and there are also still one or two areas that need attention:-

- Time taken to process benefit claims 9.12 days, but has risen in the first quarter of 2010/11(best in class 5 days);
- % of household waste sent for reuse, recycling and composting 37.28% (best in class 51.91%);
- income from the community transport service, BURT, is lower than anticipated making the running costs expensive;
- The Council's CO2 emissions have risen by 8%;
- Sickness levels, although seeing a significant improvement in the second half of 2009/10, are also on the high side at over 9 days (the private sector average is 7.5 days per FTE).

5.2 Disabled facilities grant average times from referral to completion remain an area of concern with figures ranging from 44 weeks to 63 weeks depending on the category (this service has now transferred to the Worcestershire Home Improvement Agency).

Audit Commission

5.3 The Audit Commission is set to be abolished. Some form of performance regime for local government will continue, probably with a reduced number of National Indicators, increased transparency, some financial benchmarking, expanded private sector auditing of the financial accounts, particularly, around value for money and reserve powers for central government to intervene in failing local councils. Although the Audit Commission is set to be abolished, the last report on the Council identified that progress on the town centre had been slow and affected by the "credit

crunch". Regenerating the town centre remains the key issue by which residents will judge the performance of the Council.

Transformation and Customer Service

- 5.4 The Shared Services programme includes identifying six areas as suitable for a deeper transformation using private sector techniques like systems theory (particularly associated with manufacturing). Experience from other local authorities that have used these techniques suggests that can have a dramatic impact on customer service, for example, reducing benefits claim turnaround times by 70%.
- 5.5 Not all of the Council will be able to go through a deeper transformation, but is important that we drive improved customer service across the whole of the Council. Whilst customer service is seen as crucial by the private sector to retaining customers and increasing profits, the public sector has focused on either reducing costs or targets, neither of which has enabled a focus on the customer. The best example of this is letter writing and complaints handling. Customer service is also something that should be seen as part of everyone's job, not just those staff working in the Customer Service Centre. The Head of Customer Service will shortly be producing a Joint Customer Service Strategy for both councils. The intention is to re-launch customer service, develop customer standards for each team, provide training on letter writing and customer service in general and in the longer term work towards achieving the Customer Service Excellence accreditation for the whole council, which is like Investors in People, but for customer service.

6. Strategic Direction

Vision

6.1 The Council's Vision is:-

“Working together to build a District where people are proud to live and work, through community leadership and excellent services.”

6.2 This Vision is still considered appropriate.

Priorities

6.4 Based on the analysis:-

Current Priority	Comment	Report Ref.
Economic Development	Increasing employment opportunities and developing a stronger voice for north Worcestershire, through a north Worcestershire economic strategy and economic development unit remain priorities.	1.6
Town Centre	With the building of the medical centre and planning approval for Sainsbury's there is increasing momentum for the town centre's regeneration, but this focus needs to be sustained over the longer term.	1.6 5.3
Value for Money	The Comprehensive Spending Review will require a further focus on value for money. The Council is comparatively well placed to respond to this through the Shared Services programme. Customer service across the whole council also requires an increased focus.	2.8 5.4 - 5.5
One Community	The Council's answer to the Big Society. The Council has had a focus for a number of years on bringing our communities together and working with the voluntary sector. We may need to increase our focus on engaging people in voluntary activities.	2.2 – 2.4
Housing	The Council continues to exceed its affordable housing target, but will need to re-affirm its local housing need in the new planning regime once this becomes clearer.	1.12
Climate Change	The priority requiring the biggest	1.7

	improvement and one where we anticipate tougher targets from the Government.	2.10 – 2.11
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Key Deliverables

- 6.5 The budget bids and performance measures for each proposed priority will need to be “worked up” through the business planning process, budget process and production of the Council Plan 2011/2014 (March 2011 Cabinet). The outline key deliverables/budget bids for each priority are:-

Priority	Areas of Focus
Economic Development	<p>Development of Core Strategy that supports economic development, in particular, cross subsidising development, land for economic development and housing growth that supports improved infrastructure.</p> <p>Continued work on economic development (including improved marketing) and strengthen relationships with partners outside Bromsgrove.</p> <p>Central Technology Belt/Longbridge</p>
Town Centre	<p>Continued focus on train station. Explore flexible approach to land use and cross subsidy from development.</p> <p>Continue momentum on town centre, including site acquisition and soft market testing.</p> <p>Dolphin Centre/Council House.</p>
Value for Money	<p>Shared Services programme.</p> <p>Service transformation through lean systems techniques.</p> <p>Asset Management/procurement.</p> <p>Customer Service across whole Council.</p>
One Community	<p>Continue to market services to older people e.g. community transport, Lifeline etc.</p> <p>Maintain focus on children and young people e.g. Youth Bank, diversionary activities, safeguarding.</p>

	Further develop Bromsgrove/Redditch Community Safety Partnership.
Housing	Balanced housing mix. Reduced DFG times.
Climate Change	Reducing CO2 emissions through spend to save schemes. Linking changes in the business to reducing emissions e.g. energy efficient new buildings, energy efficient fleet, reduced mileage rate through harmonisation of terms and conditions.

Management Processes

6.6 Delivering these priorities is underpinned by a range of key management processes, which will also require a continued focus: -

✚ Managing Finances

Medium Term Financial Strategy (post CSA), improved budget consultation and integrated financial/performance reporting.

✚ Governing the Business

Continued focus on procurement and improved corporate and risk management systems.

✚ Managing Resources

Asset Management, in particular, building utilisation and community assets. Workforce Planning Strategy.

✚ Managing Performance

Data quality, project management, simple performance management arrangements and improved value for money measures.

✚ Customer Processes

Focus on customer need, reduce demand by getting right first time, develop a joint customer service strategy, review access channels and one stop shop provision.

✚ Political Governance

Member development, Standards, Strong Leader and Localism Bill.

✚ Shared Services/Transformation

Shared Services programme, Transformation programme, improved IT communication systems, single financial ledger.

✚ Worcestershire Enhanced Two Tier

Continue roll out of WRS. Seek further opportunities.

✚ Planning
Core Strategy.

✚ Learning and Development
Workforce Planning Strategy. Competency Framework. Corporate Training Plan.

✚ HR Modernisation
Harmonisation of terms and conditions.

✚ Positive Employee Climate
Internal communications, visible leadership, recognition and celebration of achievements, performance management, sickness absence and Employee Survey.

6.7 These are still considered appropriate at this outline stage, but will be subject to further consideration as we work through the service business plans and Council Plan.

BROMSGROVE DISTRICT COUNCIL

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6th OCTOBER 2010

PROPOSED HEWELL GRANGE CONSERVATION AREA

Relevant Portfolio Holder	Cllr Dyer
Relevant Head of Service	Ruth Bamford, Head of Planning and Regeneration
Key Decision / Non-Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 The Council has a statutory duty under s69(1) of the Planning (Listed Buildings and Conservation Areas) Act 1990 to designate any areas which they consider to be of special architectural or historic interest as Conservation Areas. The Council has a further duty under s71(1) to formulate and prepare proposals for the preservation and enhancement of its Conservation Areas.

2. RECOMMENDATIONS

- 2.1 That the Cabinet approve the designation of a new Hewell Grange Conservation Area as described in the notice and schedule of properties attached as Appendix A.

3. BACKGROUND

- 3.1 The designation of a new Hewell Grange Conservation Area has been promoted by the Victorian Society for several years, and was included in the list of potential designations within policy S35 of the current Local Plan. Hewell Park was added to the national Register of Historic Parks and Gardens in 1986, and the proposed Conservation Area boundary includes 17 statutorily listed buildings. The lake within the Park is also designated as a Site of Special Scientific Interest (SSSI).
- 3.2 The new Hewell Grange Conservation Area would be centred on the historic Hewell estate including what is now HMP Hewell and the historic village of Tardebigge . A large section of the proposed Conservation Area is already within the registered historic park, but this gives no protection to the buildings, structures or trees within it. The Hewell Grange estate is significant because of the high number of listed (17) and unlisted (30+) historic buildings and structures, and the connection between the wider landscape and the built environment. As a historic entity the interrelationship between the setting of the listed buildings and the registered historic park is a key element of the special interest of this proposed Conservation Area.

- 3.3 A formal review of the historic Hewell estate was carried out in January of this year, with assistance from the Victorian Society, to assess whether the area merited designation as a new Conservation Area. A draft boundary of the area and accompanying character appraisal was subsequently prepared and released for public consultation following approval from the LDF Working Party on 15th April 2010. The public consultation period ended on 30th July 2010. The proposals were also presented to the Planning Committee on 12th July 2010 who were supportive of the designation.

4. KEY ISSUES

- 4.1 A Conservation Area is defined in the 1967 Civic Amenities Act as “an area of special architectural or historic interest, the character or appearance of which it is desirable to preserve or enhance”. It is not the purpose of a Conservation Area to prevent development, but to manage change in a positive and proactive way that benefits current and future generations.
- 4.2 Conservation Area status means that a special form of Planning Permission called Conservation Area Consent is required for the total or substantial demolition of any building over 115m³ in size, the demolition of a boundary wall over 1m in height next to the highway or 2m elsewhere and the removal of any agricultural building constructed before 1914. There is a general presumption against the loss of buildings which make a positive contribution to the character or appearance of the Conservation Area. Some permitted development rights are restricted in Conservation Areas including the erection of dormer windows, satellite dishes and replacement signage. Additional controls are also placed over trees within the area, meaning that an owner must submit a formal notification of works to the Council six weeks before starting work.
- 4.3 When assessing applications for development within designated Conservation Areas, the Local Planning Authority must pay special regard to the desirability of preserving or enhancing the character or appearance of the Conservation Areas under s72(1) of the Act. This does not mean that development will necessarily be opposed, only that this should not be detrimental to the significance of the wider Conservation Area.
- 4.4 During the consultation stage both The Victorian Society and the Hewell Grange Conservation & Advisory Group requested that an Article 4(2) direction be applied to those properties which retain historic leaded windows. This option was considered during the initial appraisal process

however PPS5 and supporting English Heritage guidance advises that it is only appropriate to remove permitted development rights where there is a real and specific threat which undermines the aims of the Conservation Area. Leaded windows only survive at Rose Cottages and Park Cottages and appear to be in good condition. Historic windows at Hewell Dairy Cottage were removed in 2006 but there is insufficient evidence of gradual erosion of traditional details in the area to warrant special planning controls at this time. This issue will however be reviewed on a biannual basis.

- 4.5 The Conservation Area Character Appraisal attached as Appendix C has no formal status and is used for information purposes only to support effective management of change within the Conservation Area. The document would however be given some weight in the determination of planning applications and appeals, as it has been through a public consultation process. The character appraisal identifies the factors and features which make an area special, based on an in-depth assessment of an area's buildings, spaces, evolution and sense of place. Management proposals for the Hewell Grange Conservation Area have been included as an appendix to the character appraisal document.

5. FINANCIAL IMPLICATIONS

- 5.1 None. The cost of preparing the Conservation Area designation is being met by the existing Strategic Planning team budget.

6. LEGAL IMPLICATIONS

- 6.1 The Council has a statutory duty under s69(1) of the Planning (Listed Buildings and Conservation Areas) Act 1990 to designate any areas which they consider to be of special architectural or historic interest as Conservation Areas. The Council has a further duty under s71(1) to formulate and prepare proposals for the preservation and enhancement of its Conservation Areas.
- 6.2 If the designation is approved, formal notifications would be sent to each owner/occupier within the boundary and the designation advertised in the Bromsgrove Advertiser and London Gazette. Notifications would also be sent to GOWM, English Heritage and the Land Registry. There is no statutory right of appeal against Conservation Area designation.

7. POLICY IMPLICATIONS

- 7.1 If the designation is approved by Cabinet, the Conservation Area status would be a material consideration in the determination of planning applications and appeals.

8. COUNCIL OBJECTIVES

8.1 Objective 2 Improvement

The proposed Conservation Area designation has been promoted by the Victorian Society and the Hewell Grange Conservation and Advisory Group for several years. The Council has until now been unable to devote sufficient resources to any new designations or to the effective management of our existing Conservation Areas which has undermined the value of the conservation service we should be providing. By taking a more proactive approach to the protection and management of the historic built environment, we will increase customer satisfaction and improve local engagement with the wider Planning service.

8.2 Objective 3 One Community and Well Being

The main purpose of a Conservation Area designation is to highlight the importance of the historic environment and engage the local community in their cultural heritage. Details of the proposed designation were made available on the Council's website, at the Customer Service centre in the Dolphin Centre and the Council House to ensure that it reached a wide audience. The historic built environment is often seen as a traditional and elitist subject and we hope to address this by providing a more inclusive and accessible conservation service to the local community in the future.

9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

- 9.1 These risks are being managed as follows:

Risk Register: Planning and Environment

Key Objective Ref No: 5

Key Objective: Effective, efficient, and legally compliant Strategic Planning Service

Key Control: Carry out Conservation Area character appraisals and management plans in accordance with national planning guidance

Action: No specific actions relate to Hewell Grange Conservation Area

10. CUSTOMER IMPLICATIONS

- 10.1 The public consultation has been carried out in line with current legislation and adopted standards contained in the Bromsgrove District Council Statement of Community Involvement (SCI).

11. EQUALITIES AND DIVERSITY IMPLICATIONS

- 11.1 None

12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT

- 12.1 All work related to the proposed designation and public consultation has been carried out by existing staff.

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

- 13.1 The retention and repair of historic buildings harnesses their embodied energy and reduces the need for the production of new building materials and associated construction energy costs.

14. HUMAN RESOURCES IMPLICATIONS

- 14.1 None

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

- 15.1 None

16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF CRIME AND DISORDER ACT 1998

- 16.1 None

17. HEALTH INEQUALITIES IMPLICATIONS

- 17.1 None

18. LESSONS LEARNT

- 18.1 Any lessons learnt from the public consultation and designation process will influence proposals relating to other Conservation Areas in the future

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

- 19.1 A six week consultation period on the proposed designation, the proposed boundary, the draft character appraisal and management proposals was undertaken from 15th June until 30th July 2010. Formal letters were sent to every property within the proposed Conservation Area boundary, plus local and national amenity societies, and information on the proposals were made available on our website to the general public. The Bromsgrove Advertiser also featured an article on the proposals on 18th June. A public meeting was held on 1st July as part of this consultation exercise which was attended by approximately 40 local residents, County Cllr Moffett and Cllr Dyer.
- 19.2 A summary of the consultation comments received and the Councils response has been included as Appendix D. Objections to the designation were received from the Ministry of Justice, the Hewell Bowling Club and two local landowners. Support letters were received from the Victorian Society, the Hereford and Worcester Gardens Trust, the Hewell Grange Conservation and Advisory Group, Tutnall & Cobley and Bentley Pouncefoot Parish Councils, County Cllr Moffett and from 7 local residents. Of the 40 local residents who attended our drop in meeting, only 1 openly opposed the Conservation Area designation.
- 19.3 Following the consultation exercise an amendment was made to the proposed Conservation Area boundary to omit the Hewell Bowling Club plus minor changes to the character appraisal text to address the comments received. The Bowling Club was originally included because it created a more balanced boundary for the conservation area and the site was historically a recreation ground for estate workers. However it does make a very limited contribution to the character and appearance of the Conservation Area and given the strength of the objection received it was felt that an amendment was justified and would not undermine the aims of the designation. The revised boundary map is attached as Appendix B.

20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	
Executive Director (S151 Officer)	
Executive Director – Leisure, Cultural, Environmental and Community Services	
Executive Director – Planning & Regeneration, Regulatory and Housing	Yes

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Services	
Executive Director - Finance & Corporate Resources)	
Director of Policy, Performance and Partnerships	
Head of Service	Yes
Head of Resources	
Head of Legal, Equalities & Democratic Services	
Corporate Procurement Team	

21. WARDS AFFECTED

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22. APPENDICES

- A Notice and schedule of properties
- B Proposed boundary map
- C Hewell Grange Character Appraisal
- D Summary of consultation comments received

AUTHOR OF REPORT

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BROMSGROVE DISTRICT COUNCIL

CABINET

6th October 2010

CUSTOMER FEEDBACK POLICY

Relevant Portfolio Holder	Geoff Denaro
Relevant Head of Service	Amanda de Warr
Non-Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 This report outlines recommendations for changes to the corporate customer feedback process with a view to providing a more effective means for a customer to make comments, compliments or complaints about services and staff. The recommendations aim to streamline the process to make it easy for customers to access and for staff to administer and to ensure staff have a consistent approach when dealing with customer feedback.

2. RECOMMENDATIONS

That members approve the Customer Feedback Policy as set out in Appendix 1.

3. BACKGROUND

- 3.1 An appropriate customer feedback policy is necessary to:

- ensure that we obtain information about the public perceptions about our services,
- inform future policy and service planning, and
- provide customers with a mechanism to raise concerns about how we have dealt with something.

- 3.2 There are 6 overriding principles to good complaints handling that should be followed at all times:

1. Getting it right;
2. Being customer focused;
3. Being open and accountable;
4. Acting fairly and proportionally;
5. Putting things right;
6. Improving as a result.

- 3.3 All forms of feedback help us to:

- understand what services people value and why;
- share good practice;

- make sure we learn and develop in a way which keeps providing a good service to customers;
 - recognise when staff 'go the extra mile'.
- 3.4 Customer feedback is a valuable source of customer insight and complaints provide a valuable source of data we can use to inform what we do in the future.
- 3.5 The process for customers should be straightforward and easy to understand. We should deal with customer complaints correctly, comprehensively and as quickly as possible.
- 3.6 Complaints procedures are not in place to give everyone who asks for one a different answer to their problem, but to ensure the answers we do give are correct, timely and take account of the individual's circumstances if it is possible to do so. However, where we have made a mistake, or not done as well as customers expect we should be able to admit this and learn from the feedback. The outcome of investigations should be clearly documented using plain English and we should empathise with the customer.
- 3.7 The proposed policy sets out a streamlined and customer focused approach to dealing with customer feedback, specifically customer complaints. It ensures that customers have the assurance that their complaint will be dealt with at a senior level and that complaints are reported to the Chief Executive and members. It also ensures that customer complaints are taken seriously, that there is a clear outcome, even if we cannot resolve their problem and that we have implemented changes where it possible to do so.
- 3.8 The major change to the procedure currently in use in Bromsgrove is the reduction in stages through which a complaint can progress. Data collected in respect of complaints taken to Stage 3 (review by Chief Executive) shows that the decision in respect of the complaint is almost never changed. Whilst this might give the customer the impression that they have taken their complaint to every possible level it is wasteful in terms of officer time and adds nothing to the outcome. The proposed scheme takes a streamlined, 'right first time' approach.
- 3.9 However, some form of appeal process is desirable and we must be clear in what circumstances these will be considered and action taken. For example, it may be there is new evidence or information in respect of the case which would lead us to believe that the case could not have been fully investigated, or a belief that the complaint had not been properly handled. Otherwise, the customer has the option of taking the matter to the Ombudsman, their MP, or their local member. If we get the process right up front there should be few which need to go to a further stage.

4. KEY ISSUES

Any changes to such policies must be led by a desire to improve it for customers. This can lead to some organisational concerns such as, will we be able to meet customer expectations without placing additional burdens on the organisation and its staff. The recommended policy and resulting procedure will be easy for all to understand, should result in a reduction in work as it reduces steps in the process, thus cutting out waste, whilst still ensuring customers have a robust mechanism through which to complain where it is necessary to do so.

5. FINANCIAL IMPLICATIONS

Failure to handle complaints well may result in complaints to the Ombudsman which can result in financial recompense being ordered.

6. LEGAL IMPLICATIONS

Failure to handle complaints appropriately can lead to further legal action being taken.

7. POLICY IMPLICATIONS

As set out in Appendix 1.

8. COUNCIL OBJECTIVES

The recommended policy and procedure are in line with the Council's vision in respect of providing high quality access to services.

9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

9.1 Specific risks relating to the proposed policy and procedures are:-

- Failure to respond appropriately to complaints;
- Delay in responding to complaints;
- Not addressing concerns resulting in loss of public confidence;
- Failure to identify trends or recurring themes and acting upon them;
and
- Negative impact on the Council's reputation.

9.2 Heads of Service will be responsible for ensuring sufficient checks are in place to ensure complaints are dealt with appropriately, within the agreed

timescales and ensuring that the customer receives a high quality response. Additionally customer feedback will be monitored by the Head of Customer Services.

9.3 Identified risks have been included in the Customer Services Risk Register.

10. CUSTOMER IMPLICATIONS

An easy to understand and accessible complaints process shows commitment to customer service and will continue to drive improved customer satisfaction. The recommended process will show that we take complaints seriously and welcome them as a way of identifying service improvements.

11. EQUALITIES AND DIVERSITY IMPLICATIONS

The process will apply to all customers and ensure that all complaints are handled consistently. An impact assessment based on the proposed procedure has been completed and there are no actions arising.

12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT

Improvements in customer service generally results in a reduction of preventable contact which increases value for money, by increasing capacity to deal with other issues. Reducing the steps in the process and ensuring we provide a quality response first time will reduce further contact.

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

None

14. HUMAN RESOURCES IMPLICATIONS

None

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

Clearer reporting will be possible by implementing a more streamlined process. A process that is consistent in Bromsgrove and Redditch will enable us to provide comparative data, and as we move into more shared services remove the need to operate separate systems. Reporting currently in place will remain, but will be improved by providing heads of service with details for their areas. In addition we will be including details of

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Ombudsman's complaints and MP enquiries in future reports as both can be an indication of areas for improvement.

16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF CRIME AND DISORDER ACT 1998

None

17. HEALTH INEQUALITIES IMPLICATIONS

None

18. LESSONS LEARNT

None

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

None at this stage but in future users of the policy will be asked for their feedback and this will inform future amendments.

20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	Yes
Executive Director (S151 Officer)	Yes
Executive Director – Leisure, Cultural, Environmental and Community Services	Through CMT
Executive Director – Planning & Regeneration, Regulatory and Housing Services	Through CMT
Director of Policy, Performance and Partnerships	Through CMT
Head of Service	Author
Head of Resources	Through CMT
Head of Legal, Equalities & Democratic Services	Through CMT
Corporate Procurement Team	Through CMT

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21. WARDS AFFECTED

All Wards

22. APPENDICES

Appendix 1 - Draft Customer feedback Policy.

23. BACKGROUND PAPERS

AUTHOR OF REPORT

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APPENDIX A

BROMSGROVE DISTRICT COUNCIL

PLANNING (LISTED BUILDINGS AND CONSERVATION AREAS) ACT 1990, SECTION 69

HEWELL GRANGE CONSERVATION AREA

NOTICE IS GIVEN under the provisions of the 1990 Act that Bromsgrove District Council, has determined that the area described in the Schedule to this Notice is an area of special architectural or historic interest, and that it is desirable to preserve or enhance its character or appearance. On 6th October 2010 the Council therefore designated the area as a Conservation Area.

The principle effects of the designation are as follows:

1. The Council is under a duty to prepare proposals to ensure the preservation or enhancement of the area.
2. Consent must be obtained from the Council for the demolition of any building in the area.
3. Special publicity must be given to planning applications for development in the area.
4. In carrying out any functions under the planning Acts (and in particular in determining applications for Planning Permission and Listed Building Consent) the Council and the Secretary of State are required to take into account the desirability of preserving or enhancing the character or appearance of the area.
5. Six weeks notice must be given to the Council before works are carried out to any tree in the area.

SCHEDULE

The following properties are included within the boundary of the Hewell Grange Conservation Area:

HMP Hewell Grange plus ancillary buildings, excluding HMP Brockhill, HMP Blakehurst Remand Centre and Hewell Grange Farm
South and North Lodges at NW entrance

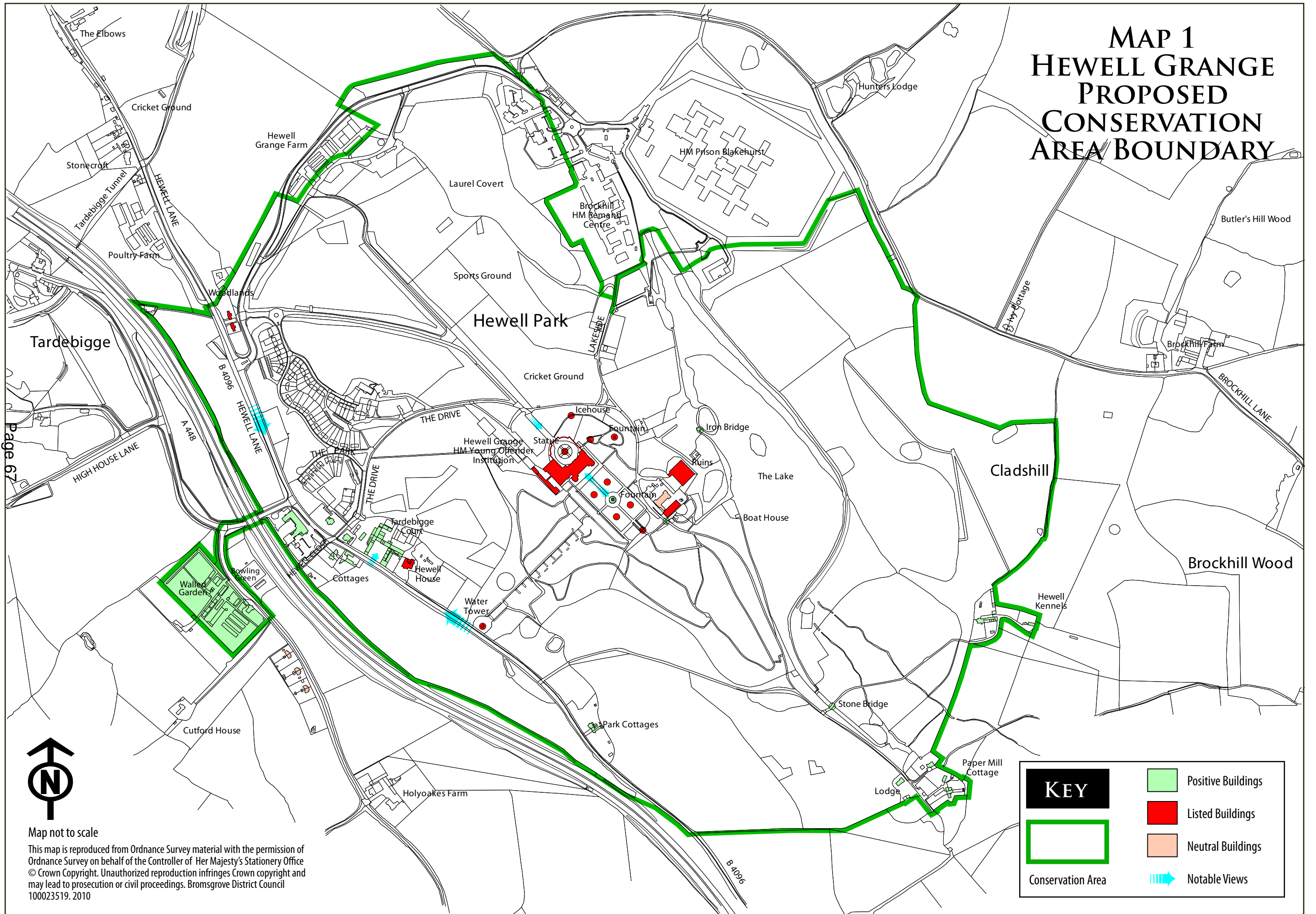
Walled kitchen garden, Holyoakes Lane including the Apple Store, Gardeners Cottage and all structures within the walled garden
1- 61 The Park
The Bungalow, The Park
Hall to rear of The Park
1-5 The Drive
Tardebigge PH, Hewell Lane
South West Lodge, Hewell Lane
Hewell Dairy Cottage, Hewell Lane
Sawmill House, Hewell Lane
1, 2 and 3 Rose Cottages, Hewell Close
New Cottage, Hewell Close
The Old Forge, Hewell Lane
Tardebigge Court, Hewell Lane (former Home Farm)
Hewell House, Hewell Lane
1-4 Park Cottages, Hewell Lane
Hewell Kennels, Gamekeepers Lodge and Gamekeepers Larder, Hewell Lane
Old Papermill Cottage, Hewell Lane
1-6 Papermill Cottages, Hewell Lane
Papermill Lodge, Hewell Lane

(signature here)

Ruth Bamford
Head of Planning and Regeneration
Bromsgrove District Council

Further information regarding the Conservation Area designation is available from the Conservation Officer by telephoning 01527 881326, emailing conservation@bromsgrove.gov.uk or from the Council's website at www.bromsgrove.gov.uk/conservation

MAP 1 HEWELL GRANGE PROPOSED CONSERVATION AREA BOUNDARY



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Map not to scale

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KEY	
	Conservation Area
	Positive Buildings
	Listed Buildings
	Neutral Buildings
	Notable Views

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HEWELL GRANGE

CONSERVATION AREA CHARACTER APPRAISAL

AUGUST 2010



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View from water tower towards Tardebigge PH



Hewell Grange garden front c.1910, Arthur E Morton



Hewell Grange garden front 1905. © Crown copyright.NMR

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This document was prepared with kind assistance from the Victorian Society and Parklands Consortium.

1.0 INTRODUCTION

- 1.1 *The Hewell Grange Conservation Area is centred on the historic Hewell estate including what is now HMP Hewell Grange and Tardebigge village. A large section of the Conservation Area is also on the National Register of Historic Parks and Gardens compiled by English Heritage and the lake is designated as a Site of Special Scientific Interest.*
- 1.2 *The purpose of a Conservation Area Character Appraisal is to identify the factors and features which make an area special, based on an in-depth assessment of an area's buildings, spaces, evolution and sense of place. This is the first step in developing a management plan for the continued preservation and enhancement of a Conservation Area. An appraisal evaluates the positive, neutral and negative features of the area and suggests opportunities for improvement.*
- 1.3 *This appraisal of the Hewell Grange Conservation Area was carried out in February 2010 in accordance with the guidance given by English Heritage in their 'Guidance on Conservation Area Appraisals' publication. Although produced by the Council, local societies and residents were encouraged to contribute to and comment on the draft document.*
- 1.4 *The character appraisal and a map of the Conservation Area was made available on the Council's website, at the Customer Service centre in the Dolphin Centre and the Council House to ensure that it reached a wide audience. There was also a public meeting in a local venue to explain the purpose of the document and collect local comments prior to designation.*
- 1.5 *Map 1 identifies positive and neutral buildings within the Hewell Grange Conservation Area - this is not an exclusive list and omission of any particular building should not be taken as an indication that it has no value. Positive buildings make a notable contribution to the character and appearance of the Conservation Area and are usually good examples of historic buildings with only minor alterations or additions. Neutral buildings make a limited contribution and are generally the much altered historic buildings, but may provide opportunities for enhancement. Negative buildings are those properties which detract from the character and appearance of the Conservation Area, where replacement with a new building would be encouraged, subject to compliance with other planning policies.*



Tardebigge PH



Dairy Cottage and Tardebigge Court



Hewell Lane



View through village

2.0 PLANNING POLICY CONTEXT

2.1 A Conservation Area is defined in the 1967 Civic Amenities Act as “an area of special architectural or historic interest, the character or appearance of which it is desirable to preserve or enhance”. It is not the purpose of a Conservation Area to prevent development, but to manage change in a positive and proactive way that benefits current and future generations.

2.2 Conservation Area status means that a special form of Planning Permission called Conservation Area Consent is required for the total or substantial demolition of any building over 115m³ in size, the demolition of a boundary wall over 1m in height next to the highway or 2m elsewhere and the removal of any agricultural building constructed before 1914. There is a general presumption against the loss of buildings which make a positive contribution to the character or appearance of the Conservation Area. Additional controls are also placed over trees within the area, meaning that an owner must submit a formal notification of works to the Council six weeks before starting work.

2.3 *The primary legislation governing Listed Buildings and Conservation Areas is the Planning (Listed Buildings and Conservation Areas) Act 1990. This legislation includes certain statutory duties which the Council as Local Planning Authority must uphold. S69(1) of the Act requires Local Planning Authorities to designate any areas which they consider to be of special architectural or historic interest as Conservation Areas, and under s69(2) to review such designations from time to time. The Council has a further duty under s71(1) to formulate and prepare proposals for the preservation and enhancement of its Conservation Areas from time to time.*

2.4 *When assessing applications for development within designated Conservation Areas, the Local Planning Authority must pay special regard to the desirability of preserving or enhancing the character or appearance of the Conservation Area under s72(1) of the Act. This does not mean that development will necessarily be opposed, only that this should not be detrimental to the special interest of the wider Conservation Area. Specific guidance relating to development within Conservation Areas can be found within PPS5 Planning for the Historic Environment published by the Department for Communities and Local Government, at national government level.*

2.5 *A large proportion of the proposed Conservation Area is within a Grade II* registered historic park. Although this designation brings no additional planning controls, the special interest of the park is a material consideration when the Council assesses any applications for planning permission. The Garden History Society must also be consulted on any planning applications which could affect its special interest.*

2.6 *The lake to the north of the Conservation Area is designated as a Site of Special Scientific Interest (SSSI). This designation includes the lake, the eastern and south eastern lakeside woodlands and the mixed ornamental woodlands to the SE of the Grange and SW of the lake. Again this brings no additional planning controls, but consent is needed from Natural England for certain types of works. Part of the SSSI is managed by the Worcestershire Wildlife Trust as a nature reserve because of its importance for breeding and wintering water birds.*



Hewell Lane, from Hewell House looking south-east



Walled kitchen garden, Holyoakes Lane



The lake, Hewell Park, ©Parklands Consortium Ltd 2001



Trees at South Lodge, Hewell Lane

2.7 The Council is empowered under the Town and Country Planning legislation to protect the environment within the district by placing Tree Preservation Orders on trees and groups of trees where it is in the public interest to do so. The Council regularly makes such orders and a group order was placed on the Hewell Estate a few years ago and has recently been revised. It is an offence to carry out any work to protected trees without the formal consent of the Council.

2.8 The Bromsgrove District Local Plan adopted in 2004 contains a series of specific policies relating to the historic environment (see Appendix 4). These policies help guide the Local Planning Authority when assessing planning applications, to ensure that new developments and alterations preserve or enhance the character or appearance of the Conservation Area



Dovecote to rear of Hewell Grange

3.0 DEFINITION OF SPECIAL INTEREST

3.1 The special interest of a Conservation Area is defined by more than its appearance and includes the atmosphere, texture, sense of place and setting as well as more obvious qualities such as groups of historic buildings. Notable buildings and the spaces between buildings set an overall context for an area, but a designated Conservation Area should be more than just a collection of attractive buildings.

3.2 The Hewell Grange Conservation Area is significant because of the high number of listed and unlisted historic buildings, and the connection between the wider landscape and the built environment. As a historic entity the inter-relationship between the setting of the listed buildings and the registered historic park is a key element of the special interest of this Conservation Area. Some fragmentation has occurred as the original estate has been sold in parcels to individual owners; however this has been largely mitigated by the passing of the bulk of the park into Crown ownership.



View across Hewell Park, ©Parklands Consortium Ltd 2001

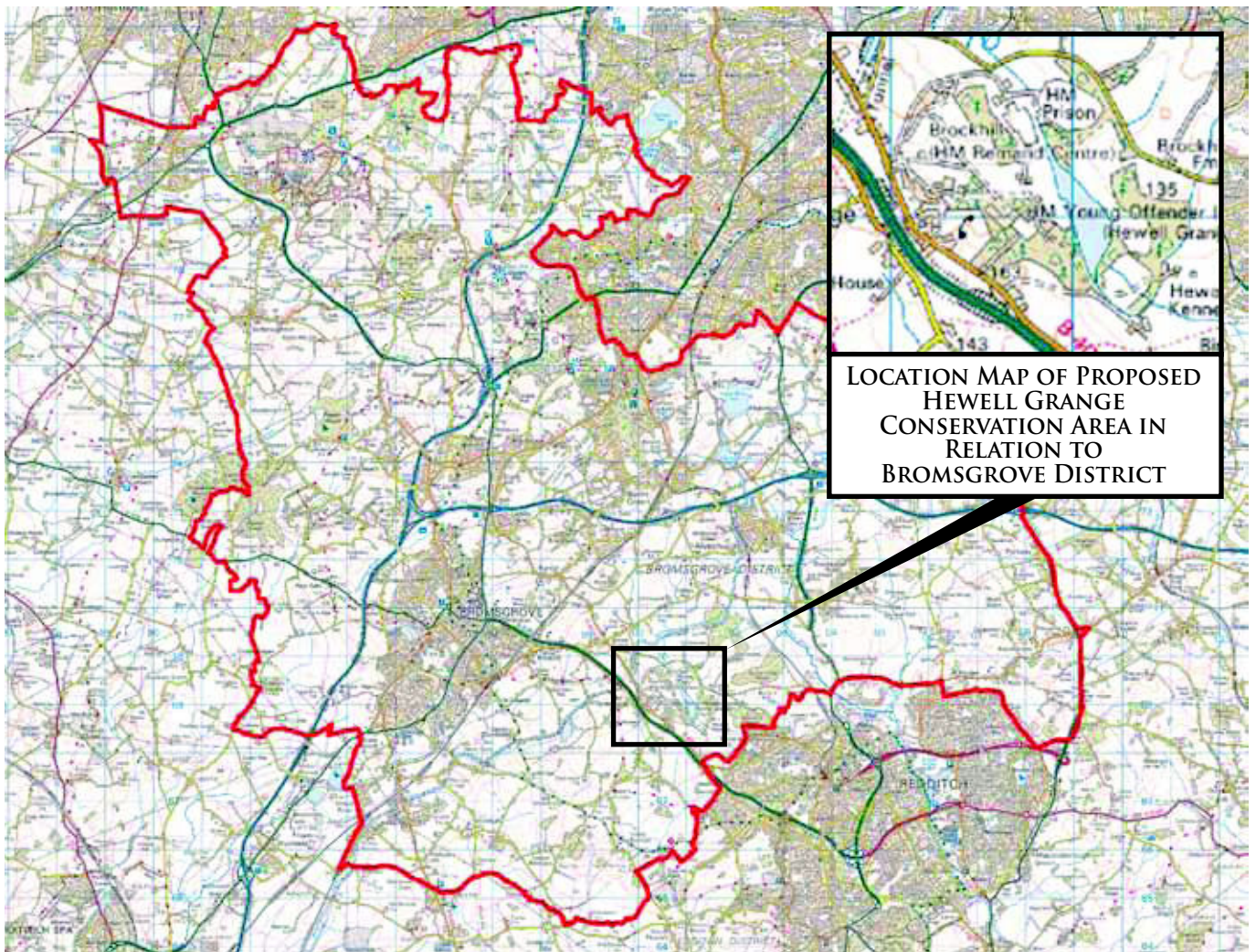
4.0 ASSESSMENT OF SPECIAL INTEREST

4.1 Location and Setting

The Hewell Grange Conservation Area is centred on the registered historic park and the village of Tardebigge approximately 2 miles south east of Bromsgrove.

The former Hewell estate covers an area of approximately 850 acres and has been included in the national register of historic parks and gardens compiled by English Heritage since 1986, in recognition of its landscape significance.

The suggested Conservation Area boundary includes the existing registered historic park plus the buildings within Tardebigge village, and is partially defined by the A448 dual carriageway to the South.



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4.2 Historic Development and Archaeology



View across The Forge to St. Bartholomew's

Tardebigge as a settlement can be traced back to the 10th century and various versions of the name are recorded. The name can be translated as 'tower on the hill' - a possible reference to an earlier ecclesiastical building on the site of St. Bartholomew's Church. The majority of the manor including the previous church was given to the Cistercian Monks at Bordesley Abbey c.1138 and reportedly grew to a much larger settlement through the medieval period. The medieval church was demolished in 1775 and replaced with the current Grade II listed church in 1777 incorporating much of the earlier fabric.



Windsor family coat of arms

Archaeological investigations have been carried out around St. Bartholomew's Church on what is thought to be the site of the medieval village, but no significant remains were uncovered. Traces of ridge and furrow can however still be seen as earthworks in this area, which is outside the proposed Conservation Area boundary.

The Hewell Grange estate was once one of the largest private estates in Worcestershire and the seat of the Earl of Plymouth, until it passed into crown ownership in 1946. The site was originally part of the grange connected to Bordesley Abbey, passing to the Windsor family after dissolution of the monasteries in 1542. The manor remained in the Windsor family, later the Earls of Plymouth from the 17th century, with successive generations adding to the evolution of the house and the landscape. Most of the surviving historic buildings date from the 18th and 19th century, with a few incorporating earlier structures such as the ruins of the Old Hall. The park itself has been expanded and altered in several phases throughout the ownership of the Earls of Plymouth, including the enlargement by 1000 acres and introduction of deer in 1561 and formal gardens laid out in the 19th century. The evolution of the park is described further in section 4.8.



Old Papermill Cottage, off Hewell Lane

4.3 Key Views

There are a number of key views across the landscape which demonstrates the intrinsic value of the historic park and its relationship with the historic buildings on the estate. Prominent views through the village include from the crest of Hewell Lane at the listed water tower down past the Home Farm (now Tardebigge Court) to the Tardebigge PH, and from the opposite direction leading from the listed gate lodges towards the pub. Within what is now Crown land, the approach to the Grade II listed Hewell Grange through the listed gate piers is of high significance along with the views from the garden elevation of the Grange through the French Garden. Views of the water tower up the grass steps have landscape significance as well as contributing to the setting of the listed tower, but have unfortunately been undermined by the loss of some of the steps which originally led as far as the lake. Other views include the grouping formed within Home Farm and the relationship between the various ancillary garden buildings, particularly within the Quarry Garden up towards the Grange beyond. The key views within the Hewell Grange Conservation Area have been identified on Map 1.



Hewell Lane, looking north-west



View from French garden up to water tower, Hewell Park

4.4 Prevailing and Former Uses

Most of the estate was given to the crown in 1946 in lieu of inheritance tax and has been operated as a prison since this date. The rest of the Hewell Estate was sold in a parcel including the properties within Tardebigge village, some of which have since been sold again into individual private ownership.

The primary use of the buildings within the village is residential, with office and workshop units in the former Home Farm and forge opposite. As the bulk of the historic park is within Crown Land the current uses are associated with the prison including various service, storage and farm buildings. This at least reflects the historic nature of the Hewell estate combining a primary country residence with ancillary working buildings which supported the Earls of Plymouth and housed estate workers.



Tardebigge Court, Hewell Lane

4.5 Architectural Character and Key Buildings

Prison Estate

The Hewell Grange Conservation Area contains 17 listed buildings and structures, most of which are within what is now the prison estate. There are also a large number of ancillary structures (approximately 30) such as boundary walls and statuary which are protected as curtilage listed buildings. Any structure constructed pre-1948 which is ancillary to a listed building is automatically protected as curtilage listed. A draft list of all the curtilage structures which have presently been identified within the prison estate has been included in Appendix 2. Please note there may be other protected curtilage structures concealed within the estate which are still covered by the listed status.

The main prison building at Hewell Grange is a Grade II* listed former country house built in 1885-1892 to replace what is now known as the Old Hall - itself a remodelling of a 16th century manor house. This large imposing building is in a 'Jacobethan' style popular in the late Victorian period but with an Italianate interior, designed by Bodley and Garner and constructed in Cheshire Red Sandstone. The heavy form of the building is lightened by the large mullioned windows and addition of turrets, ornate chimneys and an octagonal cupola at the upper levels. Most of the lavish interior survives with ornate panelling, decorative plasterwork ceilings and a galleried entrance hall with marble pillars.

The ruins of the Old Hall (Grade II listed) which was substantially demolished in 1899, survives to the east of the present house and is included on the Councils Buildings at Risk register because of its deteriorating poor condition. The building was a 1712 reworking of an earlier 16th century manor house with later 19th century additions, but only the front elevation and part of the side and rear walls survive. The front pedimented portico depicting the Plymouth coat of arms with Corinthian columns demonstrates the grandeur of this once fine building, now in perilous condition and permanently scaffolded.



Swing door and portal, Hewell Park



Hewell Grange garden front 1891, H. Bedford Lemere.
Reproduced by permission of English Heritage. NMR



Ruins of The Old Hall, Hewell Park

To the rear of the main house is the Grade II listed Tennis Court (now in use as the prison gym) which was originally built in 1820 with alterations to raise the roof and add dressing rooms carried out in 1891. The prominent Grecian balcony supported by four Coade stone caryatids and stone balustrade is the strongest architectural feature, on what is otherwise a rather restrained design. The porticoed entrance on the south west corner and the vestibule on the southern elevation have unfortunately been demolished. A set of stone steps dating from the 1830s, lead down to the Dutch garden from the tennis court to the south. The sandstone bridge to the South of the Tennis Court dates from the 1820s and although the original balustrade has been lost, this structure still has historic merit and is protected as curtilage listed. Beyond this a large Coade stone urn on a grey sandstone pedestal survives. Adjacent to the tennis court are the former stables, now used as offices by the Prison Service Works Department. The building is curtilage listed and reputedly dates from the 1680s but has been extensively altered.



Sandstone bridge, Hewell Park

Several statues and boundary features within the grounds of Hewell Grange are statutorily listed including the four Coade stone statues depicting the four seasons within the French garden which date from the 1820's, and the 1825 statue of the 'Fallen Gladiator' within the forecourt. The red sandstone walls and ornate piers enclosing the semicircular forecourt are Grade II listed and were constructed in 1902 to enclose the entrance to the Grange. To the left of the forecourt slightly down hill is the Grade II listed Icehouse, now completely covered in ivy. Beyond this to the West are the Quarry Gardens which includes a late 19th century, Grade II listed stone swing door and portal plus a stone seat, sandstone arch and remains of a Coade fountain which are all curtilage listed structures. To the rear of the house around the French Garden are several sets of stone steps, the remains of a Coade fountain and surrounding wall with urns, and a timber dovecote dating from 1907 which are all protected as curtilage listed structures.



Coade stone statue in French garden, Hewell Park



Statue of the Fallen Gladiator, Hewell Park

Beyond the French Garden leading upwards towards Hewell Lane are the remains of the grass steps leading to the Grade II listed water tower. This building is prominent in views up Hewell Lane from Tardebigge village, and also within the registered historic park - although its setting has been undermined by the partial loss of the grass terraced steps below. The water tower was built in 1891, designed by architects Bodley and Garner who also designed the main house, and is four storeys high constructed in red sandstone with a pyramidal shingled roof. No longer in use, the structure is showing signs of decay with missing tile hanging and roof tiles. The windows have also all been lost, with only some small sections of the metal frames still in place, and the openings blocked at ground floor level.



View of water tower from Hewell Lane



Old Papermill Cottages, off Hewell Lane



Papermill Lodge, off Hewell Lane



Gamekeepers larder at Hewell Kennels



Hewell House, Hewell Lane

Details of all the listed buildings within the Conservation Area boundary are included in Appendix 2. The statutory list descriptions for these are available online through the Heritage Gateway website at www.heritagegateway.org.uk/gateway/

Area to South-East of HMP Hewell Grange

The area to the southeast of the prison contains several notable historic buildings including the former estate kennels and papermill buildings.

The Papermill closed in 1817 and the buildings were later converted to residential use and renamed Old Papermill Cottage. The adjacent Old Papermill Cottages incorporate part of an earlier 17th century timber framed building, which was re-fronted and extended in the 18th century and is now four dwellings. Papermill Lodge, across the shared access drive, was built in 1876 and has mock timber framing, leaded windows and decorative plasterwork including the initials of the Windsor family at the upper level.

The former estate kennels built in 1857 are now run as a commercial kennels and cattery, with the original railings to the dog runs surviving. The Gamekeepers Lodge, now in residential use also dates from 1857. The adjacent Gamekeepers Larder is contemporary with these and is a charming single storey red brick building with wooden slatted openings. These three historic buildings together form an interesting group and are a tangible representation of the former workings of the Hewell estate.

Tardebigge Village

A number of interesting historic buildings survive within Tardebigge, relating to the ancillary uses once part of the Hewell Estate. Only one of these is statutorily listed, Hewell House (former Estate Stewards House) and is a mid 19th century re-working (1857) of an earlier 18th Century house with 1930's extensions. The building is a two storey red brick house with tiled roof and timber casement windows and is now in private ownership. Home Farm adjacent (now Tardebigge Court) is unlisted, and was built in 1844 with various later additions over the next 40 years. This complex of mostly single storey red brick buildings is now in use as small workshops and retail units. The long sandstone wall at the boundary of the complex has significant streetscene value.

Directly opposite Home Farm is a range of single storey, 19th century red brick workshops originally a Stables, Pickling Tank, Wheelwrights Shop and Blacksmiths Forge. The buildings were recently renovated and converted to office use. Beyond this heading northwest is a small terrace of three cottages which replaced an earlier structure once called New Cottage. Rose Cottages date from 1850 and are two storey red brick cottages which retain their diamond pattern leaded windows, tall chimneys and central porch to front. The windows are important features of the building and contribute to the character and appearance of the Conservation Area. Further along Hewell Close is a later two storey red brick dwelling now known as New Cottage, which makes a neutral contribution to the Hewell Grange Conservation Area.

Rose Cottages now front onto the car park of the Tardebigge public house which was designed by Francis Baylis of Redditch and built in 1911 as a village hall and institute. The building was constructed in memory of the Earl of Plymouth's eldest son who died in Agra, India and was used as a recovery hospital for WWI soldiers. Built in red brick with a slate roof and central cupola feature to the front elevation, this historic building has considerable presence in the streetscene and in views through the Conservation Area as well as having social historical significance.

On the opposite side of Hewell Lane facing the entrance to Hewell Close are a pair of late 19th century lodge buildings, both unlisted. Southwest Lodge on the left was once the Works Foreman's Cottage and is by Goddard and Paget, who were prominent Victorian architects. Built in 1880, the decorative tile hanging with half timbered gables and carved brackets is typical of the period and the architects. On the right and mostly concealed from view is Hewell Dairy Cottage which was built in 1885 and has a slightly heavier style than Southwest Lodge. The single storey dairy building to the rear survives.



The Forge, Hewell Lane



Rose Cottages, Hewell Close



Dairy Cottage, Hewell Lane



View from walled kitchen garden towards St. Bartholomew's



Gardeners Cottage and Apple House, Holyoakes Lane



North and South Lodges, Hewell Lane



Park Cottages, Hewell Lane

The walled kitchen garden on Holyoakes Lane (now the Prison kitchen garden and shop) was laid out in 1827 and enclosed by a 3m high red brick wall in 1833. This site was once part of Holyoakes Farm, but relocated the kitchen garden away from the main house to allow the creation of the French garden in 1827. Attached to the walled garden facing Holyoakes Lane, is the much altered former Head Gardeners Cottage (pre 1838) and Apple Store (1850s) which interestingly resembles the typical design of a non conformist chapel. Within the walled garden a number of historic structures survive including one 1830s glasshouse, an 1840s Melon Pit, an 1840s Root House and a series of single storey outbuildings also dating from the 1840s. The kitchen garden was added to the registered park in 2001, it is also proposed that the walled garden be submitted for statutory listing in recognition of its architectural and historic interest.

At the northern edge of the proposed Conservation Area boundary further along Hewell Lane are the Grade II listed North and South lodges at the northwest gate of the estate. This pair of lodges dates from the early 1830s and was designed by Thomas Cundy Snr in the classical style. Constructed in red brick encased with ashlar, the side doors have Doric columns with recessed entrances. The listing includes the attached gate piers. Unfortunately the condition of these two listed buildings continues to cause concern and the buildings have been identified as Buildings at Risk for several years.

At the far southern end of the proposed Conservation Area are Park Cottages, a pair of 1850 estate cottages (now 4 properties) in yellow brick with mock timber framing, ornate gables and chimneys. This building retains historic leaded windows which are an important feature.

4.6 Building Materials

Most of the buildings on the prison estate are constructed in buff or red sandstone whilst the village buildings are mostly red brick, reflecting their lower status. When the main house was replaced in 1885 a narrow gauge railway was laid to the nearby Worcester and Birmingham Canal to transport necessary building materials to the site.

4.7 Public Realm

As the majority of the Conservation Area is Crown property with restrictions on public access, there is limited public appreciation of the shared surfaces, boundary treatments etc.

Within the village the long sandstone wall at Home Farm (now Tardebigge Court) is the most prominent physical feature of the public realm, as many of the buildings are set back from the road or partially concealed from view. Key views through the Conservation Area are framed by trees and hedgerows, some of which are overgrown and in need of pruning to reveal these views better. As Hewell Lane is a well frequented road, the standard tarmac surfacing and white lines have been employed with some surviving granite setts to the kerb lines. This creates a feeling of vehicular dominance, evident by the lack of maintenance of the pavements alongside. At Home Farm a large number of A boards have been placed along the pavement, which coupled with large projecting signs over the wall, creates an unattractive clutter that detracts from the appearance of the Conservation Area. The bus shelter outside The Forge is also in need of maintenance.

4.8 Important Trees and Green Spaces

The following text has been reproduced from the 2001 Historical Landscape Appraisal with kind permission from Parklands Consortium Ltd.

“The pleasurable experience of walking around the park at Hewell reveals the care that went into establishing a series of views and vistas that are afforded from designated points. This is particularly apparent in the western section of the park and in the composed views around the lake. Commencing in the early 18th century this intricate landscape continued to evolve with each subsequent layer enhancing the previous structure of views.



Tardebigge Court



Wall to Tardebigge Court



Signage at Tardebigge Court



Hewell Grange garden front 1905. ©Crown copyright NMR



Hewell Grange garden front c.1910, Arthur E Morton



Parterres, date unknown. Reproduced with permission from www.gardenvisit.com

The gardens and park at Hewell Grange are in fact the most recent manifestation of a history of landscaping undertaken at the behest of the Earls of Plymouth. Among the most outstanding elements of the history still visible on the site are the improvements to the lake undertaken at the advice of William Shenstone; the lakes later remodelling with extensive tree planting undertaken by Lancelot Brown in the second half of the 18th century and the continuing enhancement of the pleasure grounds and park in the early 19th century by Humphrey Repton. The improvements also embrace the architectural improvements undertaken after 1815 by Thomas Cundy (Snr), firstly to the house and possibly including the creation of the Real Tennis Court. Further ornamentation to the pleasure grounds and the creation of extensive formal gardens were completed during the 19th century, culminating in improvements undertaken at the end of the century and beginning of the 20th century in conjunction with the design for the new house by Bodley and Garner, constructed between 1884 and 1891. Much of the historic design in terms of circulation patterns, structures, details of surface finish, planting and water features, has been eroded, replaced, or is in poor condition

There is considerable evidence of Brown's work still visible, particularly in the shape and formation of the lake. The park was further enlarged to create a more spacious setting for this important feature, and Brown was asked to return again to establish an appropriate planting frame for the landscape. The size of the lake at Hewell would have taken several years to achieve both in scale (c. 30 acres) and its triangular shape with gentle contoured edge. Its shape appears typical of Brown's work and its naked banks characteristic of his style. The boundary walk broadens out at the southern end of the lake and continues onto the dam itself, a feature that is reminiscent of Brown's design for Wootton. The sluice tucked round the corner from the head of the lake and surrounded by beech trees also appears typical of Brown's technique

Repton's design is both highly sophisticated and subtle and the Red Book of 1813 for the site was an outstanding example of his work. Commissioned to enhance the park Repton paid particular attention to the lakeside landscape. He achieved an outstandingly successful design and amongst the most recognisable features of his work are the quarry garden, pleasure grounds and gardens adjacent to the earlier mansion and the effective circulation patterns, carefully modulated topography and subtle views and vistas. Although the majority of Repton's proposals were implemented, it is likely that it was Thomas Cundy (Snr) who carried out the improvements and did not only undertake the alterations to the house but also continued to implement improvements to the estate.

The 19th century saw an increasing interest in history and this extended to emulating the gardening traditions of other countries. The French garden was one of three gardens in a national style, the others being an American and a Dutch garden. The French garden is generally recollected as having been made in 1828 but the date of the statues and other evidence, would suggest that it was planned and executed at least a year previously. The archery terrace still forms a strong feature with sharply sloping edge along the western side of the French Garden. The Dutch garden was described by Alicia Amhurst in *A History of Gardening in England* in 1865, as having been made according to Repton's ideas (and) in the *Gardeners Chronicle* of 1843....as a little gem. The Dutch garden had lozenge-shaped beds edged with box and intersected by black and red tiled paths, and there were Delft planters. The American garden was to the north of the French garden and was laid out in front of the orangery as a series of rectangular beds. American gardens were not an attempt to recreate a style but were for the purposes of growing plants that were thought to have originated in America. (NB: This is now the site of the present Hewell Grange mansion)

Much work was done in the grounds once the new house was complete, and a major piece of landscaping was the creation of a series of eighteen grass terraces from the water tower to the edge of the lake. The terraces ran for 650 yards and took three years from 1900 to 1903 to construct. The cutting of the grass terraces from the water tower at the highest point of the site and stepping down to the lake in the valley below, creating a marvellous cross axis. With the French garden at its centre it succeeded in heightening both the formality and drama of the site, but their previous continuation towards the lake on the other side of the garden has been erased. The maze was started in 1902 near the top of the grass terraces and required considerable levelling. It was made of hornbeam and gravelled with white granite and a birch plantation was established near it in 1906. Rhododendrons were also extensively planted in the area of the planted hill in view of the indoor Tennis Court. Further planting, including the Lime avenues in the park, is associated with the building of the new mansion and was carried out between 1895 and 1914.



Fountain in French garden, date unknown. Reproduced with permission from ©Parklands Consortium Ltd



The Lake, Hewell Park, ©Parklands Consortium Ltd 2001



Grass steps to water tower, date unknown. Reproduced with permission from www.gardenvisit.com

4.9 General Condition of the Area



Iron bridge, Hewell Park 2009. Reproduced with permission from ©Dorothea Restorations Ltd



View of Hewell Lane looking Southeast



Ruins of The Old Hall, Hewell Park

Hewell Park was included on the National Heritage at Risk register in 2009 (one of only 2 Parks at Risk in Worcestershire) because of ongoing significant condition problems and is categorised in the register as having high vulnerability. The Hereford and Worcester Gardens Trust are seeking to address these problems, commissioning a Landscape Appraisal in 2001 and coordinating the recent restoration of the island to the lake and iron bridge, which was carried out by HMP Hewell staff and prisoners.

A lack of maintenance of the public realm along Hewell Lane and Holyoakes Lane is clear as evidenced by the 'bleeding over' of vegetation onto the footpaths, and encroaching of tree canopies into notable views. This issue has been highlighted in our management plan attached as Appendix 3.

The condition of the various listed and unlisted historic buildings throughout the village is actually quite good, with signs of previous repairs and a minimum of unsuitable alterations to many of the buildings. Four Listed Buildings have however been highlighted as Buildings at Risk - the Ruins of the Old Hall and the Icehouse which are both in Crown ownership, and the two lodges to the northwest gate which are in private ownership. Vacancy is low, which has helped provide ongoing maintenance to the surviving historic buildings or at least an awareness of what condition issues are present in the case of the Crown owned buildings and structures.

4.10 Challenges and Opportunities

One of the major challenges to this Conservation Area is the deteriorating condition of many of the historic buildings including the Grade II listed Ruins and the Icehouse, which have both been added to the Council's Buildings at Risk Register. Urgent works are required to stabilise the remains of the Old Hall before further collapse undermines its architectural interest.

The possibility of grant assistance to carry out a detailed condition survey of the structure (health and safety regulations permitting) and options for its long term preservation are being explored with the Prison Service and English Heritage. The icehouse is almost completely concealed by overgrown ivy and it is difficult to ascertain the condition of the structure within. The removal of the ivy would enhance its appearance and improve the public amenity value and awareness of this ancillary structure. The pair of lodges to the northwest gate have also been identified as Buildings at Risk during our recent survey.

Another ongoing challenge is balancing the needs of the Prison with the preservation of the historic landscape. Recent interventions to restore the iron bridge and the island to the southern section of the lake, in conjunction with the Hereford and Worcestershire Gardens Trust have highlighted the benefits of collaborative working between the Crown and local amenity groups. There is a real opportunity for both parties to expand on this experience to progress some of the other improvement projects identified in the 2001 historic landscape appraisals.

The recent sale of some of the properties within the village to individual occupiers has raised concerns that these buildings may suffer alterations which undermine their architectural importance. The imposition of an Article 4 Direction was considered which would remove permitted development rights from some buildings. This means that planning permission would then be needed for any external alterations on elevations fronting the highway. However PPS5 advises that an Article 4 direction should only be applied where permitted development rights undermine the aims for the Conservation Area. The level of past alterations is minimal and the risk of significant decay in the near future is low, therefore it was decided not to apply an Article 4 Direction at this time but this could be reassessed in the future.



The Icehouse, Hewell Park



South Lodge, Hewell Lane



Leaded window, Hewell Lane

5.0 CONSERVATION AREA BOUNDARY

The Hewell Grange Conservation Area includes the area currently designated as a Registered Historic Park, the immediate surroundings of the former Paper Mill and Kennels to the Southeast of the prison, and the properties within Tardebigge village. This boundary was suggested and supported by the Victorian Society and the Hereford and Worcester Gardens Trust, to encompass what remains of the historic Hewell Grange estate. A map of the Conservation Area boundary is attached as Map 1, a map of the existing registered historic park boundary is attached as Map 2.



Tardebigge Court, Hewell Lane

6.0 MANAGEMENT AND ENHANCEMENT PROPOSALS

Appendix 3 includes a management plan for the area. This is not an absolute list but outlines the main issues which need to be addressed and possible tasks and timescales. It should be made clear that the Council cannot give a definite commitment to undertake these tasks, which will ultimately depend on future financial and staff resources.

The main management issues which need to be addressed are:

- *Improvements and restoration works to the registered park*
- *Condition problems of listed buildings*
- *Maintenance and enhancement of the public realm*

7.0 PUBLIC CONSULTATION

Before final publication the new Conservation Area designation, character appraisal and management plan was subject to a six week public consultation period. The designation of the Conservation Area was approved by the Council's Cabinet and advertised within the national and local press. Following designation, details of the Conservation Area boundary and the character appraisal document were made available on our website and formal notifications of the new designation sent to every owner occupier within the boundary.

APPENDIX 1

List of properties within the proposed Conservation Area Boundary

*HMP Hewell Grange plus ancillary buildings and structures,
excluding HMP Brockhill, HMP Blakehurst Remand Centre
and Hewell Grange Farm*

South and North Lodges at NW entrance

*Walled kitchen garden, Holyoakes Lane including Apple Store,
Gardeners Cottage and all structures within the walled garden*

1- 61 The Park

The Bungalow, The Park

Hall to rear of The Park

1-5 The Drive

Tardebigge PH, Hewell Lane

South West Lodge, Hewell Lane

Hewell Dairy Cottage, Hewell Lane

Sawmill House, Hewell Lane

1, 2 and 3 Rose Cottages, Hewell Close

New Cottage, Hewell Close

The Old Forge, Hewell Lane

Tardebigge Court, Hewell Lane (former Home Farm)

Hewell House, Hewell Lane

1-4 Park Cottages, Hewell Lane

Hewell Kennels, Gamekeepers Lodge and Gamekeepers Larder,

Hewell Lane

Old Papermill Cottage, Hewell Lane

1-6 Papermill Cottages, Hewell Lane

Papermill Lodge, Hewell Lane

APPENDIX 2

Listed Buildings within the proposed Conservation Area Boundary

HMP Hewell Grange (Grade II)*
Ruins of the Old Hall (Grade II)
Tennis Court (Grade II)
South and North Lodges at NW entrance (Grade II)
Water Tower (Grade II)
Four coade stone statues in French garden (Grade II)
Gate and gate piers at SE entrance to French garden (Grade II)
Statue of Fallen Gladiator in forecourt (Grade II)
Wall around forecourt N of Hewell Grange (Grade II)
Icehouse 25m north of Hewell Grange (Grade II)
Swing door and portal 25m NE of Hewell Grange (Grade II)
Garden temple 50m NE of Hewell Grange (Grade II)
Home Farmhouse (now Hewell House) (Grade II)

Curtilage listed structures

Walled kitchen garden including the Apple Store, Gardeners House and historic stores and glasshouses within the garden, Holyoakes Lane
Stables to Hewell Grange
Dovecote to rear of Hewell Grange
Remains of Boat House, Hewell Lake
Stone seat and fountain in Quarry Gardens, Hewell Park
Stone bridge leading to Tennis Court, Hewell Park
Iron Bridge to Island, Hewell Park
Large urn and plinth to S of Tennis Court, Hewell Park
Stone arch and garden bridge to S of Tennis Court, Hewell Park
Ha-ha with remains of stone wall, Hewell Park
Small cast iron bridge to S of Tennis Court, Hewell Park
Steps to S of Tennis Court leading to Dutch Garden, Hewell Park
Large cast iron bridge to N of lake, Hewell Park
Cast iron gates, stone piers and brick walls to S of French Garden, Hewell Park
Fountain in French Garden, Hewell Park
Stone steps leading up from French Garden
Stone steps to W of formal garden leading to tennis lawn, Hewell Park
Stone steps to E of Hewell Grange leading to rear garden, Hewell Park
Arched sandstone bridge to weir, Hewell Park
Stone garden steps nr lake weir, linking road to upper path, Hewell Park

APPENDIX 3

Management and Enhancement Proposals

Priority	Task	Timescale
<i>Landscape Improvements</i>	<i>Support restoration of original footpath system within Park</i>	<i>3-5 years</i>
	<i>Seek reinstatement of central run of grass steps to water tower</i>	<i>3-5 years</i>
<i>Public Realm Improvements</i>	<i>Encourage County Council to improve maintenance of pavements and bus shelter on Hewell Lane</i>	<i>Ongoing</i>
	<i>Request selective pruning of trees on Hewell Lane to improve key views</i>	<i>Ongoing</i>
	<i>Seek to reduce signage clutter around Home Farm through the use of planning enforcement powers</i>	<i>By April 2011</i>
	<i>Install conservation area plaques</i>	<i>By April 2011</i>
<i>Listed Buildings</i>	<i>Pursue urgent repairs to Ruins of the Old Hall in conjunction with Prison Service and English Heritage</i>	<i>By April 2011</i>
	<i>Seek removal of ivy from Icehouse</i>	<i>By April 2011</i>
	<i>Agree timetable for repairs to listed lodges to NW gate</i>	<i>By April 2011</i>
	<i>Seek reinstatement of timber gates to forecourt gate piers at Hewell Grange</i>	<i>By April 2011</i>
	<i>Prevent further pigeon ingress to water tower</i>	<i>By April 2011</i>
	<i>Request amendments to list description for Garden Temple</i>	<i>By April 2011</i>
<i>Unlisted buildings</i>	<i>Support repairs to Melon Pit within the walled kitchen garden</i>	<i>1-3 years</i>
	<i>Encourage the repair of the gamekeepers larder at Hewell Kennels</i>	<i>By April 2011</i>
	<i>Submit listing requests for walled kitchen garden and Papermill Lodge</i>	<i>By April 2011</i>

APPENDIX 4

Relevant Policies from the BDC Local Plan (adopted January 2004)

C17 Retention of existing trees

C19 Tree Preservation Orders

C36 Preservation of Archaeological Resources

C37 Excavation around Archaeological Remains

C38 Development Criteria for Archaeological Sites

C39 Site access for Archaeologists

DS2 Green Belt Development Criteria

E9 Criteria for New Employment Development

ES11 Energy Efficiency in Buildings

RAT4 Retention of Open Space

S9 New Dwellings in the Green Belt

S11 Extensions to Dwellings in the Green Belt

S12 Replacement of Dwellings in the Green Belt

S13 Subdivision of Dwellings in the Green Belt

S13A Changes of use in the Green Belt

S16 Affordable Housing in the Green Belt

S24 Retention of Traditional Shopfronts

S25 New Shopfronts

S26 Shopfront Fascias

S27 Standards of Fascia Design

S27A Projecting Signs

S27B Design and Materials within Conservation Areas

S35A Development in Conservation Areas

S36 Design of development within Conservation Areas

S37 Demolition in Conservation Areas

S39 Alterations to Listed Buildings

S39a Demolition of Listed Buildings

S43 Traffic Calming Schemes

S44 Reinstatement of Features in Conservation Areas

S45 Improvements to Conservation Areas

S47 Advertisement Control

APPENDIX 4 CONTINUED

Worcestershire County Structure Plan

CTC.5 Trees and Woodlands

CTC.6 Green Open Spaces and Corridors

CTC.17 Archaeological Sites of Regional or Local Importance

CTC.18 Enhancement and Management of Archaeological Sites

CTC.19 Areas and Features of Historic and Architectural Significance

CTC.20 Conservation Areas

CTC.21 Reuse and Conversion of Buildings

D12 Housing in the Green Belt

D16 Reuse and Conversion of Buildings

D28 New Building for Business Purposes in the Green Belt

D29 Change of Use of Buildings in Rural Areas for Employment Purposes

D38 General Extent and Purposes of the Green Belt

D39 Control of Development in the Green Belt

APPENDIX 5

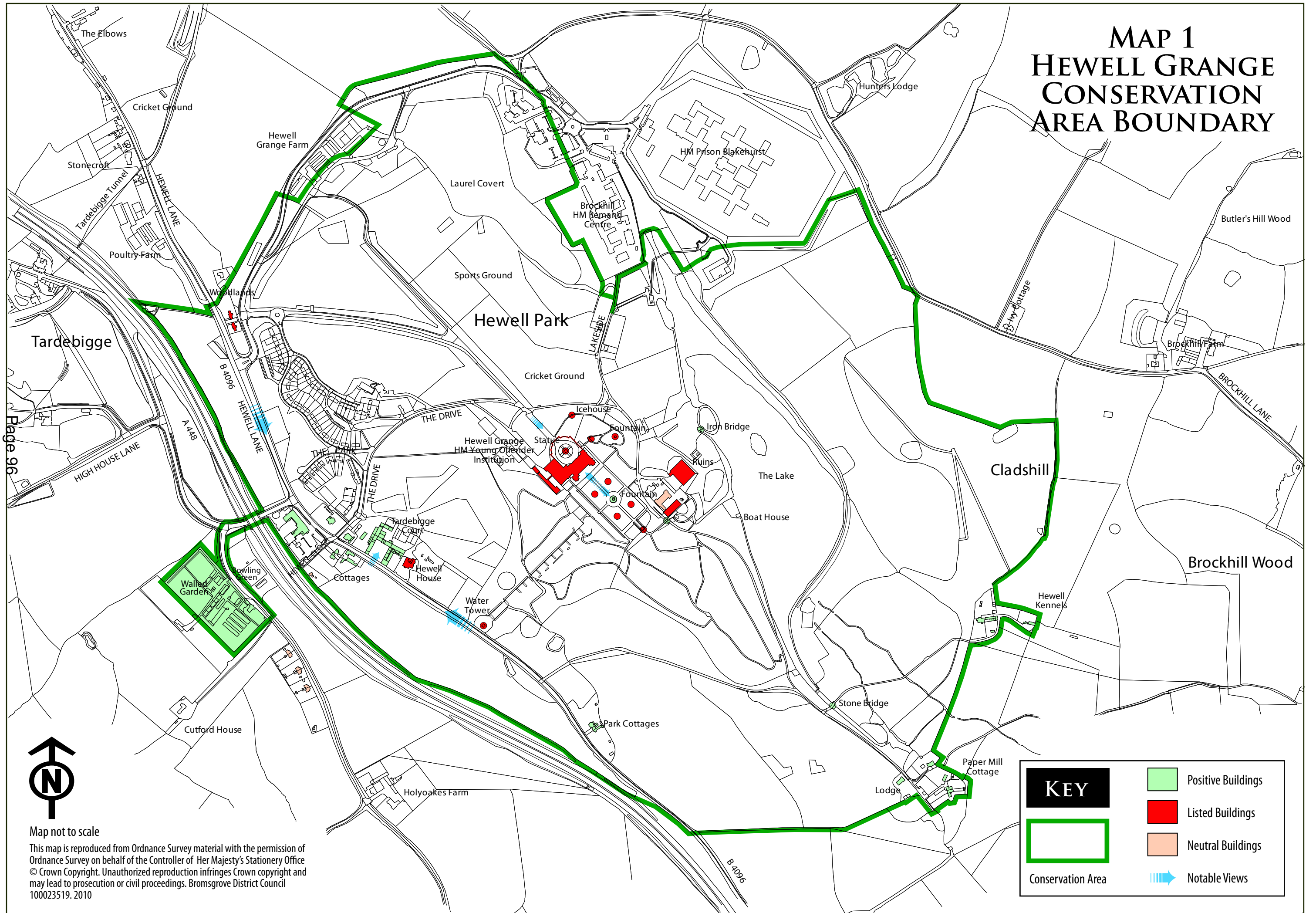
Glossary of Architectural and Planning Terms

<i>Article 4 direction</i>	<i>Removal of permitted development rights so that planning permission is required for external alterations to a building</i>
<i>Ashlar</i>	<i>Dressed stone with squared sides, laid regular courses with fine joints and a smoothed or polished surface</i>
<i>Balustrade</i>	<i>Stone balcony or parapet with a top rail, bottom rail and balusters in between</i>
<i>Bodley and Garner</i>	<i>Prominent Gothic revival architects in partnership from 1869 until 1897, designed Hewell Grange</i>
<i>Capability Brown</i>	<i>Influential 18th century landscape architect. His creation of picturesque landscapes and naturalised parks focused on the formation of artificial lakes and apparently random groups of trees</i>
<i>Caryatids</i>	<i>A carved female figure in Grecian style often supporting a roof or pediment above</i>
<i>Classical</i>	<i>An architectural style from ancient Rome and Greece revived in the Georgian period. Detailing is simple and refined with columns, moulded door cases and sash windows.</i>
<i>Coade stone</i>	<i>A waterproof, fine textured artificial stone produced from 1769 and often used for architectural ornaments and statuary</i>
<i>Conservation Area</i>	<i>An area of special architectural or historic interest, the character or appearance of which, it is desirable to preserve or enhance. Local authorities are responsible for designating new Conservation Areas.</i>
<i>Cornice</i>	<i>Projecting moulding often found at eaves level, or as part of a pediment</i>
<i>Thomas Cundy Snr</i>	<i>Prominent 19th century architect, known for his picturesque Gothic style.</i>
<i>Cupola</i>	<i>Small dome shaped structure on a roof</i>
<i>Curtilage listed</i>	<i>All ancillary buildings and structures constructed before 1st July 1948 are protected under the listed status of the principal building, and known as curtilage listed.</i>
<i>Doorcase</i>	<i>A moulded case or frame lining a doorway</i>
<i>Doric</i>	<i>The plainest of the three types of columns found in classical architecture, with simple vertical flutes and an unornamented capital. (The three types are Doric, Ionic and Corinthian)</i>
<i>Dormer</i>	<i>A window projecting from the roof</i>
<i>Ecclesiastical</i>	<i>A building designed for use as a place of worship</i>
<i>Georgian</i>	<i>Dates from 1714-1830</i>
<i>Gothic</i>	<i>An architectural style from 12th to 16th centuries but revived in the late Victorian period. Typical details include elaborate tracery, heavily mullioned windows and pointed arches.</i>

Glossary continued

<i>Ha-ha</i>	<i>A trench formed to contain livestock, vertical on one side and sloping on the other</i>
<i>Italianate</i>	<i>An architectural style popular from 1840 to 1880. Key features are arched windows and pronounced mouldings</i>
<i>Jacobethan</i>	<i>An architectural style popular in the late 19th century and early 20th century mixing Jacobean and Elizabethan forms and details</i>
<i>Listed Building</i>	<i>A building of special architectural or historic interest included on a national register. English Heritage is responsible for adding new entries to the statutory list.</i>
<i>Mullioned</i>	<i>Upright which divides the lights of a window</i>
<i>Pediment</i>	<i>Low pitched moulded triangle often found over doorways or windows and at roof level.</i>
<i>Portico</i>	<i>A feature of classical architecture, a moulded projecting hood on supporting columns to form an open sided porch</i>
<i>Registered Park</i>	<i>Historic park or garden included on the national register prepared by English Heritage</i>
<i>Humphry Repton</i>	<i>Leading landscape designer in the late 18th and early 19th century. Produced red books for 70 country estates detailing his vision for improvements, including Hewell Grange.</i>
<i>Vestibule</i>	<i>An enclosed or partially enclosed space forming an entrance</i>
<i>Victorian</i>	<i>Dates from 1837-1901</i>
<i>William Shenstone</i>	<i>18th century landscape designer from Worcestershire. One of the earliest practitioners of landscape gardening, practiced on his estate in Leasowes, Halesowen which is now a Grade I listed building.</i>

MAP 1 HEWELL GRANGE CONSERVATION AREA BOUNDARY



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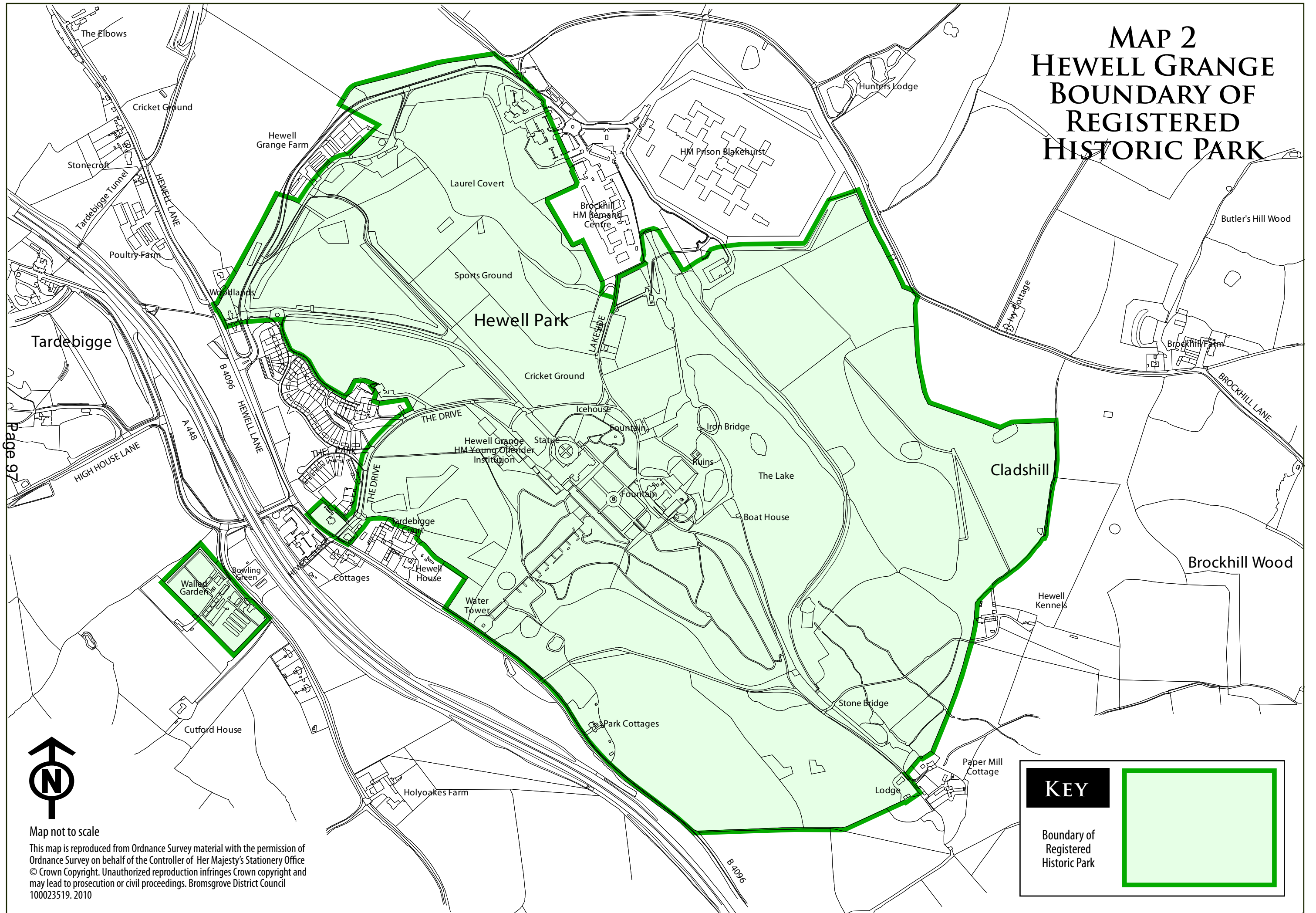


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KEY	
	Conservation Area
	Positive Buildings
	Listed Buildings
	Neutral Buildings
	Notable Views

MAP 2 HEWELL GRANGE BOUNDARY OF REGISTERED HISTORIC PARK

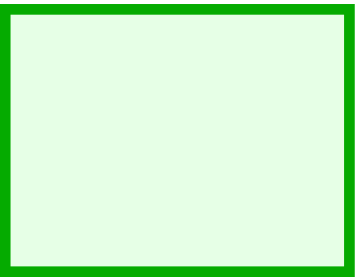


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KEY	
Boundary of Registered Historic Park	



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"ਅੰਗਰੇਜ਼ੀ ਵਿਚ ਮੱਦਦ ਚਾਹੁੰਦੇ ਹੋ?" ਵੁਰਸੈਸਟਰਸ਼ਾਇਰ ਹੱਬ [HUB] ਨੂੰ ਬਰੋਮਸਗਰੋ [Bromsgrove] ਵਿਖੇ 01527 881288 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ

"انگریزی میں مدد چاہتے ہیں؟" ورسیسٹر شائر ہب [HUB]، برومزگرو [Bromsgrove] میں 01527 881288 پر رابطہ کریں



BROMSGROVE DISTRICT COUNCIL

HEAD OF PLANNING
AND ENVIRONMENT SERVICES
THE COUNCIL HOUSE,
BUCKINGHAM

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BROMSGROVE B60 1AA

APPENDIX D

PROPOSED HEWELL GRANGE CONSERVATION AREA: SUMMARY OF CONSULTATION RESPONSES

<u>CONSULTEE</u>	<u>COMMENTS MADE</u>	<u>COUNCIL RESPONSE</u>
Ministry of Justice	<p>Objection to designation, sufficient controls already in place through listed building and historic park designations</p> <p>Commented on lack of consultation with the Ministry and HMP Hewell Grange</p>	<p>Objection noted. The majority of the proposed Conservation Area boundary is indeed within the registered historic park but this gives no protection to any of the buildings or structures within the boundary. Only one of the historic buildings outside of crown land has listed status (Hewell House) and the Council feels it is important to protect this group of important buildings in Tardebigge village from demolition</p> <p>The Council has no statutory obligation to consult on a proposed designation of a new Conservation Area but did actually have contact with staff from the MoJ and HMP Hewell Grange between October 2009 and January 2010 and also contacted the MoJ formally before any documents were released for public consultation. The Conservation Officer attended a meeting of the Hewell Grange Conservation and Advisory Group on 15th October 2009 which was also attended by Ron Matthew of MoJ and Mike Pengelly of HMP Hewell. The designation was discussed in some detail and both officers made comments during the meeting on various aspects of the proposals. Subsequent to this the Conservation Officer toured the estate with Mike Pengelly on 26th</p>

	<p>Object to elements of the management proposals referring to repairs and maintenance of some of the listed buildings in crown ownership</p>	<p>January 2010 to finalise the Conservation Area draft boundary and survey all the listed buildings on the estate. The purpose of the visit was outlined in an email to him on 15th January and permission to access the site and take photographs was granted in writing by Mark Campkin, Head of Operations at HMP Hewell. The designation was subsequently discussed again at a meeting of the Hewell Grange group on 4th March attended by both Ron Matthews and Mike Pengelly. Formal letters were also sent to the MoJ on 5th May and 25th May (prior to any public consultation on the proposals) but received no response until a telephone call on 9th June, and no comments on the proposals were made until 29th July. The Council therefore feels that significant voluntary efforts were indeed made to engage with the MoJ and HMP Hewell Grange staff.</p> <p>The Council has a duty under s71(1) of the Planning (Listed Buildings and Conservation Areas) Act 1990 to formulate and prepare proposals for the preservation and enhancement of its Conservation Areas. The historic park has been included in the national Heritage at Risk register for several years, and the condition of several listed buildings in crown ownership has been highlighted to the staff at HMP Hewell since at least 2004. There have also been breaches of planning control at HMP Hewell as recently as 2009. Both English Heritage and the Council are</p>
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	Object to proposed listing submissions for Papermill Lodge and the Walled Garden	<p>fully aware of the ongoing deterioration of the buildings on the estate and previous discussions which have taken place. It is therefore deemed reasonable to highlight these issues in our management proposals, particularly as national government departments should be setting a positive example on the management of designated heritage assets.</p> <p>Papermill Lodge is leased to a local property owner, with HMPS retaining the freehold. The submission of this building for statutory listing was suggested and is supported by the Victorian Society. The status of the walled garden is ambiguous given its physical separation from the hub of HMP Hewell. Ron Matthews of MoJ specifically requested that the issue of which ancillary buildings have curtilage listed status be clarified on 15th October. English Heritage would consult the MoJ on any proposed listings as part of their assessment process.</p>
English Heritage	The area proposed for designation is undoubtedly of special architectural and historic interest and it is undoubtedly desirable to preserve or enhance it. The special interest is set out clearly in the draft character appraisal. The case for conservation area designation seems to us to be convincingly made on that basis and the boundary appears to include all of the area to which the special interest applies ... conservation area	Support noted.

	designation could also be valuable for the future management of the site ... our advice would be that the Council is fully justified in considering designation and that a decision to designate would be appropriate in this case.	
Victorian Society	Support designation. Requested an article 4 direction be imposed to protect the historic leaded windows within the area, and for specific mention of the importance of these features to be added to the appraisal. Would support listing request for Southwest Lodge, Hewell Dairy Cottage, Papermill Lodge and the game larder at Hewell Kennels.	Support noted. PPS5 and English Heritage advises that it is only appropriate to remove permitted development rights where there is a real and specific threat which undermines the aims of the Conservation Area. Leaded windows only survive at Rose Cottages and Park Cottages and appear to be in good condition. Historic windows at Hewell Dairy Cottage were removed in 2006 but there is insufficient evidence of gradual erosion of traditional details in the area to warrant special planning controls at this time. This issue will however be reviewed on a biannual basis.
Hereford and Worcester Gardens Trust	Support designation. Commented on the usefulness of the character appraisal.	Support noted
Hewell Grange Conservation and Advisory Group	Support designation. Would also support an article 4 direction to protect the historic leaded windows within the area.	Support noted. See answer above on the justification needed to impose special planning controls
Bentley Pouncefoot Parish Council	Support designation and proposed boundary	Support noted
Tutnall & Cobley Parish Council	Support designation. Raised concerns about the condition of the two listed lodges on Hewell Lane	Support noted. The pair of lodges have been added to our local buildings at risk register. A previous Conservation Officer did have ongoing discussions with the owner to make the buildings wind and water tight however other repairs are still

		required. This issue has been included in the draft management proposals for the area for further action.
Cllr Moffett	Supports designation – “highlights a great area of heritage”	Support noted
Hewell Bowling Club	<p>Object to inclusion of the Bowling Club within the proposed boundary of the Conservation Area.</p> <p>Questioned why Holyoakes Farm and the cottages opposite have not been included within the proposed boundary.</p>	<p>Objection noted. Agreed that the clubhouse has no architectural or historic interest, and makes a neutral contribution to the Conservation Area although the site was historically part of a larger recreation ground. Given the limited contribution of the building and the strength of the objection an amendment has been made to the proposed Conservation Area boundary as requested.</p> <p>The other properties highlighted are physically separate from the main focus of the Conservation Area and are much altered historic buildings. A decision was therefore made to follow the boundary of the registered historic park plus the buildings within Tardebigge village.</p>
Ms. Brown, New Cottage, Hewell Close	Objects to inclusion of building within the Conservation Area boundary because of the need to notify the Council of any works to trees, but supports the designation in principle.	Objection noted. During the making of the Tree Preservation Order (TPO) the area was looked at closely and those trees identified of the greatest amenity value at present were thus included. However, given the size of the area being considered, it was not possible to assess every individual tree and so not all those of significant value may have been covered by the TPO. Even then, although trees not included in the TPO may have less value at present, they still contribute greatly to the overall amenity,

	Additional comments made on the proposed Tree Preservation Order (which was consulted on simultaneously)	<p>landscape and setting of the Conservation Area and their value will increase as the trees grow and mature in the future. Although inclusion within the Conservation Area will require the notification of any tree pruning or felling, this procedure is fairly straightforward and of no cost to the applicant. The Council is required to assess the impact of those works on the amenity of the area in detail in a fairly short timeframe thus delaying the landowner as little as possible while ensuring the protection of the amenity of the area.</p> <p>Comments on the TPO have been copied to BDC Woodlands Officer for further feedback – no trees on this property have actually been included in the TPO</p>
Mr. Reece, 38 The Park	Supports designation. Commented on condition of open space adjacent to the housing development at The Park which is in private ownership.	Support noted. The Council has visited the site and determined that a s215 notice to improve this space is not warranted at this time but will monitor the situation given the value of this space to the Conservation Area and local residents.
Mrs. Gordon, 10 The Park	Supports designation. Commented on unkempt condition of the open space adjacent to the housing development and the condition of the two listed lodges	Support noted. The Council has visited the site and determined that a s215 notice to improve this space is not warranted at this time but will monitor the situation given the value of this space to the Conservation Area and local residents. The pair of lodges have been added to our local buildings at risk register. A previous Conservation Officer did have ongoing discussions with the owner to make the buildings wind and water tight however other repairs are still required. This issue has been

		included in the draft management proposals for the area for further action.
Mr. King, The Heathers, Broad Green	Supports designation. Requested that area to NW of Hewell Lane be considered for inclusion in the Conservation Area boundary	Support noted. These late 19 th century properties are much altered and although historically occupied by Hewell estate workers have limited architectural interest. A decision was therefore made to follow the boundary of the registered historic park plus the buildings within Tardebigge village, as a concentrated area of architectural and historic interest.
R. Clay, 14 The Park	Supports designation. Also supports new TPO	Support noted, and comments on TPO copied to BDC Woodlands Officer
A. Clarke, 30 The Park	Supports designation.	Support noted
Mr and Mrs Betts, 3 Rose Cottages, Hewell Close	Supports designation. Queried meaning of positive and neutral buildings within the character appraisal and the boundary map.	Support noted. Positive buildings make a notable contribution to the character and appearance of the Conservation Area and are usually good examples of historic buildings with only minor alterations or additions. Neutral buildings make a limited contribution and are generally the much altered historic buildings, but may provide opportunities for enhancement. Negative buildings are those properties which detract from the character and appearance of the Conservation Area, where replacement with a new building would be encouraged, subject to compliance with other planning policies. An explanation of these has now been added to the character appraisal for further clarity.

	<p>Commented that the name given to Hewell Dairy is incorrect and Sawmill House has been omitted.</p>	<p>Hewell Dairy Cottage is the name given to the property on our GIS – references to this building have therefore been amended throughout the character appraisal. Sawmill House was included in the list of properties within Appendix 1 of the character appraisal, although not specifically mentioned in the text.</p>
<p>Mrs. Lammas, Sawmill House, Hewell Lane</p>	<p>Supports designation in principle, but would like name changed.</p> <p>Concerned about drop in house values and changes to property addresses.</p> <p>Queried meaning of positive and neutral buildings within the character appraisal and the boundary map.</p> <p>Queried what impact the designation would have on the tenants of Tardebigge Court</p>	<p>Support noted. The name Hewell Grange Conservation Area was chosen to reflect the historic Hewell estate, rather than the current prison name which is actually HMP Hewell. A name change to Hewell Conservation Area would arguably seem more connected to the prison.</p> <p>English Heritage research has proven that Conservation Area designation actually increases property values by approximately 10-15% on average. The addresses of properties within the boundary will not be affected by the designation.</p> <p>See answer above</p> <p>The designation would have no impact on the operation of those businesses. However the reduction in signage clutter onto Hewell Lane has been included in our management proposals, which will be progressed in conjunction with the tenants of those units.</p>

	Queried likelihood of planning permission being granted for conversion of Sawmill House to residential use	Advised to contact Development Control for pre-application advice
Mrs. A. Ryan, owner of several plots around The Park housing development	Objects to the inclusion of The Park housing development within the Conservation Area boundary	Objection noted. Strong local support was received from the residents of The Park for the Conservation Area designation. The existing dwellings are of limited architectural interest but the site was historically part of the Hewell estate. The designation would also provide additional controls over the development of the open space to the south of the existing dwellings, which has been highlighted as a concern by local residents.
Visitors to drop in meeting on 1 st July	<p>Approximately 40 local residents attended our drop in meeting on 1st July and all but 1 of those visitors were supportive of the designation.</p> <p>A large number of visitors expressed concerns that the open space adjacent to The Park housing development, would be developed in the future.</p> <p>Suggestions were made for further boundary</p>	<p>No planning applications have been made for redevelopment of this site. The importance of this site to the Conservation Area has been identified in the character appraisal, the space is covered by a group Tree Preservation Order and the site is also within green belt - which are significant constraints to any development which may come forward. Any application for redevelopment would be assessed on its own merits against current national and local plan policies, and local residents would be given an opportunity to comment on the proposals as part of the process.</p> <p>These areas were subsequently considered for</p>

	<p>changes to include the properties on Holyoakes Lane, and to the west of Hewell Lane</p> <p>Concern raised about the condition of the churchyard at St. Bartholomews Church</p> <p>Concerns raised about alterations made to Hewell Dairy Lodge in 2006, which may have needed Listed Building Consent</p>	<p>inclusion in August 2010, but it was decided that following the boundary of the registered historic park plus the buildings within Tardebigge village, as a concentrated area of architectural and historic interest was more appropriate. Amendments have however been made to exclude the Hewell Bowling Club from the boundary.</p> <p>This is outside the Conservation Area boundary but a visit was made in August 2010 to assess whether any of the monuments were under threat of significant deterioration or loss. One of the Windsor memorial tombs has partially collapsed, but the condition of the other historic gravestones is acceptable given their age and exposed location. Information on possible grant assistance for repairs to the church (which is Grade II* listed) and the gravestones has been sent to Rev Allen.</p> <p>This alleged breach of control was investigated by Planning Enforcement in 2009 who found that the alterations were permitted development. The case has been revisited following the submission of further evidence from the complainant. The dairy was originally an ancillary building to Hewell Grange (not Hewell House) but was in separate ownership when the Grange was listed in 1986, it therefore does not have curtilage listed status. The fact that it was in the same ownership as</p>
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	Should Tardebigge be referred to as a village?	<p>Hewell House in the 1990s does not provide additional protection as the uses have to be connected rather than the ownership.</p> <p>The Collins dictionary defines village as 'a small group of houses in a country area'. It is therefore deemed appropriate to refer to Tardebigge as a village in the character appraisal.</p>
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Appendix 1

MAKING EXPERIENCES COUNT – DRAFT CUSTOMER FEEDBACK POLICY

Customer feedback is important to us. We want to know what customers think about our services and how we deliver them in order to be able to learn and improve.

This policy covers complaints, compliments, and comments about the services of Bromsgrove District Council.

Complaints can be defined as *‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of actions by us or our staff’*

Compliments can be defined as *‘an expression of satisfaction about how well we deliver service or how helpful a member of staff has been’*

Comments can be defined as *‘an opinion on how we could improve the delivery of our services’*.

Complaints

It is for the customer to decide whether or not to make a complaint and we will not try to discourage them. However, reporting a fault or problem is not necessarily a complaint but may be a request for service. Examples of complaints may be:

- we have not achieved the standards we say we will provide;
- we have not provided the service to the standard which the customer thinks is reasonable;
- we have given bad advice;
- we have not followed our own rules;
- we are carrying out our duties in an unsatisfactory way;
- our staff are behaving in an unacceptable way;
- we fail to do something we have been asked to do, and it is reasonable to expect that we should have done so; or
- we fail to do something which the customer could reasonably have been expected to do, even if we were not actually asked to do it.

This Complaints procedure cannot be used to deal with an issue which is any part of any legal action by or against us. Additionally, some issues are covered by different procedures and are therefore not to be dealt with under this policy or procedure. These include:

- employee and internal complaints,
- complaints from councillors unless they are complaining as ordinary members of the public, or acting as an advocate for someone else,

Appendix 1

- where legal limits are in place, for example cases covered by our insurance procedures, parking and traffic offences, refusing planning permission, unless it relates to an issue where the proper procedure has not been followed or staff have acted incorrectly or inappropriately.

We can only deal with feedback that relates to a service for which we have responsibility, but we should refer customers to the appropriate organisation if the issue is outside our control.

An official complaint cannot be made simply because someone does not agree with the decision we have made.

Members should direct official complaints (as opposed to requests for a service) to the Customer Service Centre manager who will ensure they are channelled into the system.

Appendix 1

COMPLAINTS PROCEDURES

WHO DEALS WITH COMPLIMENTS, COMMENTS AND COMPLAINTS?

Any member of staff can take details and advise what will happen in the case of a complaint. An electronic form is on the intranet and can be used. This will be passed to the Complaints Champion who will ensure it is logged on to the Customer Feedback database.

Customer Champions record and monitor complaints to ensure they are dealt with in accordance with the agreed timescales.

Heads of Service will nominate someone to investigate the complaint and ensure responses are drafted for them to review. All responses to complaints will be sent by the Head of Service who is responsible for ensuring the response meets our standards.

The Head of Customer Service will deal with any cases where the customer believes the proper process in respect of handling complaints has not been carried out. The Head of Customer Services will ensure reports are compiled, provide CMT and Members with details of numbers of complaints, trends, lessons learned and will assess the process to ensure the timescales are being met. The Head of Customer Services will also ensure customers are surveyed about their satisfaction and will report complaints and compliments data to customers via the web and at Customer Services Centres.

Appendix 1

Complaint received.

All details will be recorded on the i-case system on date of receipt.

Each Head of Service will ensure there are procedures in place within their service to investigate complaints immediately.

Customer Champions will pass the details on to the Head of Service and the appropriate officer to investigate the matter.

Acknowledgement can be made via e-mail or letter. Wherever possible complainant to be called to make initial contact and clarify complaint.

Acknowledgement of complaint (or full response if possible) will be made within 2 working days.

Head of Service to request investigation and draft response to be prepared.

Care will be taken to ensure that the matter has been fully investigated and clear details provided to the complainant in a language they understand. Response should fully answer complaint and be empathetic and admit if we have made a mistake, or could have done better. Clear details of our actions should be provided.

The response will be sent from the Head of Service, who is responsible for checking the quality and accuracy of the response.

Full response to be sent as soon as possible and within 15 working days.

It is accepted that some complaints are complex and will take longer to investigate. Where this is the case, the customer will be advised in writing that there will be a delay, given the reason why and told when the full response will be forthcoming. However we will avoid delaying a response at all times.