

**MINUTES OF A MEETING OF THE
ECONOMIC DEVELOPMENT & PLANNING COMMITTEE
HELD ON 13 MAY 2021
VIA ZOOM**

PRESENT: Councillors: Bannister, Chowns, Howells, Hughes, Knight, Morris, and Troy

IN ATTENDANCE: Angie Price – Town Clerk

P419. APOLOGIES

Apologies were received from Councillors Harvey and Manns.

P420. DECLARATIONS OF INTEREST

No declarations of interest were received.

P421. PUBLIC PARTICIPATION

Councillor Bannister advised that the meeting would be a non-decision, non-voting meeting due to legislation for Council's to hold virtual meetings being withdrawn (minute no. C317 refers). He advised that any decision made in respect of the items discussed at the meeting would be made by the Clerk in consultation with the Chair and Vice Chair of the committee under delegated powers. All decisions will be reported to the Annual Meeting of Council on 24 June 2021.

**P422. TO APPROVE AND SIGN THE MINUTES OF A MEETING OF THE
ECONOMIC DEVELOPMENT & PLANNING COMMITTEE HELD ON 8
APRIL 2021 AS A CORRECT RECORD**

Members of the Economic Development and Planning Committee received and noted the minutes of a meeting of the Economic Development & Planning Committee held on 8 April 2021.

P423. ACTION SHEET

Members were provided with the Economic Development and Planning Action Sheet.

The Action sheet was received and noted.

P424. PLANNING CONSULTATIONS

1. Planning Application 203223 – Land adjacent to The New House, Bromyard Road, Ledbury, HR8 1LG

No objections were raised in respect of this application

2. Planning Application 211130 – Swingate, Homend Crescent, Ledbury Herefordshire, HR8 1AQ

No objections were raised in respect of this application.

3. Planning Application 211145 – Carnreagh, Homend Crescent, Ledbury, Herefordshire, HR8 1AH

No objections were raised in respect of this application.

P425. **PLANNING DECISIONS**

Members were provided with an up-to-date Planning Decisions table.

Councillor Howells noted that there was an error on one of the planning applications numbers. The Clerk advised that she change this for the next meeting of Economic Development and Planning Committee.

The list of planning application decisions was received and noted.

P426. **NOTIFICATION OF APPLICATION FOR GRANT OF PREMISES LICENCE**

Members were asked to receive and note the following applications for a premise licence.

- The Ledbury Ltd, 36 The Homend, ledbury, HR8 1AE

Councillor Knight advised members that she had met with the owner of the business at 36 The Homend and that she was supportive of the new shop due to the employment opportunities.

- The Ledbury Town FC, New Street, ledbury, Herefordshire, HR8 2EL

Whilst members agreed with the principle of the licence, there were some concerns with the licence hours that had been requested and felt that it could result in noise nuisance for residents living nearby.

Members of the Economic Development and Planning Committee received and noted the above applications for grant of premises licence, noting that the Clerk in conjunction with the Chair and Vice Chair of the Committee agree a response in respect of both applications, noting that concerns had been raised in respect of the licensing hours requested by the Football Club

P427. **RESPONSE RECEIVED FROM MR WIGGIN MP**

Members were provided with a response received from Mr Wiggin in respect of the Local Electricity Bill.

Members of the Economic Development and Planning Committee received and noted the response received from Mr Wiggin in respect of the Local Electricity Bill.

P428. **FRITH AND CONIGREE WOODS**

Members were provided with a Forest Plan consultation of Frith and Conigree Woods.

Councillor Bannister suggested deferring the Forest Plan Consultation to the Environment and Leisure Committee and then subsequently, the NDP Working Party on Tuesday, 25 May 2021.

Members of the Economic Development and Planning Committee received and noted the Forest plan consultation, noting that it be deferred to the Environment and Leisure committee for discussion.

P429. **CORRESPONDANCE**

Members were provided with correspondence in relation to the following:

- Electric Charge points for new build properties

Councillor Bannister noted the correspondence that had been received from Mr Eager, and agreed with councillors that every effort is made in Economic Development and Planning meetings to discuss electric charging points for new builds. However, it was recognised that as this was not a requirement of the National Planning Policy Framework (NPPF) and therefore difficult to request it be enforced.

- Slow Ways

The Clerk advised that former councillor Nina shields was recently interviewed by the BBC in relation to Slow Ways. and suggested that this be referred to the Climate Change Working Party for further consideration

Councillor Knight suggested that the Slow Ways project be deferred to the Environment and Leisure committee and subsequently sent to the Climate Change Working Party.

Members of the Economic Development and Planning Committee received and noted the correspondence, noting that it be deferred to the Environment and Leisure committee for discussion.

P430. **DATE OF NEXT MEETING**

It was noted that the date of the next Economic Development and Planning Committee was scheduled for 10 June 2021 and that this would be an informal, non-decision-making meeting

The Meeting ended at 8.17 pm

Signed

Dated

DRAFT

**MINUTES OF A MEETING OF THE
ECONOMIC DEVELOPMENT & PLANNING COMMITTEE
HELD ON 10 JUNE 2021
VIA ZOOM**

PRESENT: Councillors Chowns, Howells, Manns and Morris (Deputy Chairman)

IN ATTENDANCE: Angie Price – Town Clerk
Lisa Fisher – Ledbury Resident

P431. APOLOGIES

Apologies were received from Councillor Bannister, Councillor Harvey, Councillor Knight

P432. DECLARATIONS OF INTEREST

No declarations of interest were received.

P431. PUBLIC PARTICIPATION

The Clerk had received a letter from Maria Cholerton detailing concerns over the proposed development of 31 apartments at Market St.

Councillor Morris requested that a copy of the letter be uploaded onto the website.

**P432. TO APPROVE AND SIGN THE MINUTES OF A MEETING OF THE
ECONOMIC DEVELOPMENT & PLANNING COMMITTEE OF 13 MAY
2021 AS A CORRECT RECORD**

Members of the Economic Development and Planning Committee received and noted the minutes of a meeting of the Economic Development & Planning Committee held on 13 May 2021.

RESOLVED: That the minutes of the Economic Development and Planning Committee held on 13 May 2021 be received and noted.

P433. ACTION SHEET

Members were provided with the Economic Development and Planning Action Sheet.

The Town Clerk updated Councillors on the progress of the Action sheet, including the licence to cultivate.

P434.

PLANNING CONSULTATIONS

1. Planning Application 204577 – Former Auction Rooms, Market Street, Ledbury, Herefordshire

Mrs Fisher, currently residing at Hawthornes, raised concerns over the height of the development and how close the development is to the existing property boundaries and lack of parking. The Town Clerk confirmed that an extension to the planning decision had been granted, however the date of extension has not yet been confirmed. Councillor Howells suggested arranging a meeting between councillors and Planning Officers and residents to discuss their concerns and objections to the development.

RESOLVED: That the Town Clerk, in conjunction with the Chairman of Economic Development and Planning committee, organise a meeting with Planning Officers and residents to discuss concerns with the above planning application.

2. Planning Application 210627 – Ledbury Heritage Centre, Church Lane, Herefordshire, HR81DW

No objections were raised in respect of this application

3. Planning Application 211083 – Land adjacent to Martins Way, Ledbury

No objections were raised in respect of this application

4. Planning Application 211090 – Land adjacent to Martins Way, Ledbury

No objections were raised in respect of this application

5. Planning Application 211301 – Smiths Motors Ledbury, Coach Garage, The Homend, Ledbury, Herefordshire, HR8 1BA

No objections were raised in respect of this application

6. Planning Application 211377 – Barn House, 23 New Street, Ledbury, Herefordshire, HR8 2DX

No objections were raised in respect of this application

7. Planning Application 211378 – Barn House, 23 New Street, Ledbury, Herefordshire, HR8 2DX

No objections were raised in respect of this application

8. Planning Application 211553 – Granny Smiths, Woodleigh Rd, Ledbury, Herefordshire

No objections were raised in respect of this application

9. Planning Application 211908 – Worcester Rd, Ledbury, Herefordshire

No objections were raised in respect of this application

P435. **PLANNING DECISIONS**

Members were provided with an up-to-date Planning Decisions table.

Councillor Manns noted that there was still an error on one of the planning applications. The clerk advised that she would change this for the next meeting of Economic Development and Planning Committee.

P436. **REQUEST FOR MEETING FROM TURLEY IN RESPECT OF THE DEVELOPMENT TO THE SOUTH OF LEDBURY**

It was suggested that the Clerk consider arranging a meeting with Turley in conjunction with the Chair and Vice-Chair of the Committee.

P437. **SECTION 106 TOWN/PARISH WISH LIST INFORMATION**

Members were provided with information on the Section 106 Town/Parish Wish List Information.

The Clerk advised members that in the future, information on the 106 wish list will be sent annually. She confirmed that when reviewing planning applications and sending the response to the planning department, there is a box to complete where you can have a say on what you would like to see with the Section 106 money to help with the local area and infrastructure.

P438. **TO NOTE THAT THE DATE OF THE NEXT MEETING OF THE ECONOMIC DEVELOPMENT & PLANNING COMMITTEE IS SCHEDULED FOR 8 JULY 2021 SUBJECT TO AGREEMENT OF THE SCHEDULE OF MEETINGS AT THE ANNUAL COUNCIL MEETING ON 24 JUNE 2021.**

It was agreed that the next meeting of Economic Development and Planning will take place face to face, as long as restrictions are lifted by 21 June 2021.

The Meeting ended at 8:35pm

Signed Dated

DRAFT

**MINUTES OF A MEETING OF THE
ECONOMIC DEVELOPMENT & PLANNING COMMITTEE
HELD ON 8 JULY 2021
VIA ZOOM**

PRESENT: Councillors Howells and Troy (Vice-Chair)

IN ATTENDANCE: Angie Price – Town Clerk

P439 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Bannister, Chowns, Harvey, Knight and Manns

Due to the meeting not being Quorate no further business could be transacted and therefore was adjourned. The Clerk would consult with the Chair of the Committee on a possible date for the reconvened meeting.

The meeting closed at 7.15 pm.

Signed Date
(Committee Chair)

**MINUTES OF A RECONVENED-MEETING OF THE
PLANNING COMMITTEE
HELD ON 19 July 2021
VIA ZOOM**

PRESENT: Councillors Bannister, Hughes, Howells and Manns (Ex-officio)

IN ATTENDANCE: Angie Price – Town Clerk

Councillor Bannister explained that the previous Economic Development & Planning Committee had now been split into two separate meetings and that this was now known as the Planning Committee.

P439. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Troy, Knight, and Chowns.

P440. DECLARATIONS OF INTEREST

Councillor Manns declared an interest in agenda item 7.1 (application no. 211237) due to knowing the applicant and confirmed he would complete the declaration of interest form accordingly.

P441. PUBLIC PARTICIPATION

None attending and no comments.

P442. TERMS OF REFERENCE

The Clerk advised that all references relating to the Economy & Tourism had been removed.

Councillor Hughes asked whether the following should be included under delegated powers:

“To establish and manage Working Party’s and Task and Finish Groups”.

It was suggested that following the two elements of the previous Economic Development & Planning Committee having been split the Market Town Investment Plan (MTIP) should now sit with the Economy & Tourism Committee and that the Chair of that committee, Councillor Huges should also be invited to any future MTIP meetings. Councillor Hughes suggested that the MTIP Committee be re-established as a matter of priority.

Cllr Howells advised Members of the Committee that he and the other Ledbury Ward Members had met with the new Chief Executive of

Herefordshire Council earlier in the day. He advised that they had raised a number of issues with him, including the MTIP.

P443. **TO RECEIVE AND NOTE THE MINUTES OF A MEETING OF THE ECONOMIC DEVELOPMENT & PLANNING COMMITTEE OF 10 JUNE 2021.**

Councillor Manns queried the recorded decision in respect of planning application 211083. He recalled that there had been objections raised due to the new roundabout, and a car dealership being installed and that it should not be supported. The Clerk advised that she would check the recording of the meeting of 10 June 2021 for clarification.

P444. **ACTION SHEET**

Councillor Hughes recalled that the Clerk had reported on the brown tourism signs as recorded in minute no. P367(3), the Clerk advised that she had some information on this and that this would be reported to a future meeting of the Economy & Tourism Committee.

Councillor Howells asked whether the two letters referred to in Minute no. P434(1) had been published on the Council's website. The Clerk advised that she would check on this and if not ensure that they are shared on the website.

P445. **PLANNING CONSULTATIONS**

1. Planning Application 211237 – Countrywide Stores, Ledbury, Herefordshire HR8 2JQ

No objections were raised in respect of this application

2. Planning Application 211358 – 2 Homend Crescent, Ledbury, Herefordshire, HR8 2JQ

No objections were raised in respect of this application

3. Planning Application 211611 – Stony Hill, Worcester Road, Ledbury, Herefordshire HR8 1JA

No objections were raised in respect of this application

4. Planning Application 211733 – Land west of Leadon Road, Lower Road Industrial Estate, Ledbury, Herefordshire

No objections were raised in respect of this application; however it should be commented that when considering similar applications planners give priority to creating more than one future employment opportunity.

5. Planning Application 211876 – 10 Pound Meadow, Ledbury, Herefordshire, HR8 2EU

No objections were raised in respect of this application

6. Planning Application 211952 – All Angels Barn, Old Tannery Courtyard, 4 High Street, Ledbury, Herefordshire HR8 1DS

No objections were raised in respect of this application

7. Planning Application 211986 – 4 High Street, Ledbury, Herefordshire, HR8 1DS

It was suggested that an objection be raised in respect of this application due to the information within the application in respect of the Housing Land Supply being incorrect, based on the information that had been received earlier in the day.

Objections were raised in respect of this application

8. Planning Application 212114 – Land at Parkway House, Little Woolpits Lane, Parkway, Ledbury, Herefordshire HR8 2JG

No objections were raised in respect of this application

9. Planning Application 212031 – 18 Hallwood Drive, Ledbury, Herefordshire

No objections were raised in respect of this application

10. Planning Application 212080 – Lilac Cottage, Bridge Street, Ledbury, Herefordshire HR8 2AH

No objections were raised in respect of this application

11. Planning Application 212090 – Parkfield Farm, Leddington, Ledbury, Herefordshire HR8 2LF

No objections were raised in respect of this application

12. Planning Application 212243 – Land South of Leadon Way, Ledbury, Herefordshire

It was suggested that this application be deferred to the Larger Applications Working Party.

13. Planning Application 212487 – The Cedars, Horse Land Orchard, Ledbury, Herefordshire HR8 1PL

No objections were raised in respect of this application

14. Planning Application 212483 – Bramble, Orchard Lane, Ledbury, Herefordshire HR8 1DQ

To be reviewed at the next meeting.

P446. PLANNING DECISIONS

The Planning Decisions report be received and noted.

P447. AFFORDABLE HOUSING – Supplementary Planning Document

Members were advised that this report was for information purposes. Councillor Hughes highlighted the need for there to be 40% of new housing to be affordable. Councillor Bannister advised that as far as he could recall all new housing developments that had been considered since he been a Councillor did meet this requirement, however felt that the point made by Councillor Howells in respect of the definition of “affordable housing” was a good point made.

The report on Affordable Housing, Supplementary Planning Document (June 2021) was received and noted.

P448. STRATEGIC HOUSING PROVISIONS

Suggested that this item be referred to the Neighbourhood Development Plan Working Party for review.

P449. CORRESPONDENCE RECEIVED IN RESPECT OF TRAFFIC SIGNALS ON NEW STREET, LEDBURY

Members were in support of this item be referred to the Traffic Management Working Party for consideration.

P450. DEVELOPMENT AND TRAFFIC IN LEDBURY, HEREFORDSHIRE

It was suggested that Gareth Davies be invited to a future meeting of the Planning Committee.

The report on the Development and Traffic in Ledbury, Herefordshire be received and noted.

P451. REQUEST FOR “TRAFFIC MANAGEMENT GATES” IN PARKWAY

Members were in support of this item be referred to the Traffic Management Working Party for consideration.

GOVERNANCE

P452 CORPORATE PLAN

It was noted that some sections of the Corporate Plan which had been identified by the Economic Development & Planning Committee will need to be reviewed to establish whether they now apply to the Planning or the Economy & Tourism Committees.

It was suggested that the Clerk and Chairs of Economy & Tourism, Planning and Environment & Leisure Committees meet to discuss a way forward in respect of the Corporate Plan.

P453. TO NOTE THAT THE DATE OF THE NEXT MEETING OF THE PLANNING COMMITTEE IS SCHEDULED FOR 12 August 2021.

That it be noted that the next meeting of the Planning Committee is scheduled for 12 August 2021.

The Meeting ended at 8:40pm

Signed Dated

ACTION SHEET

EO ECONOMIC DEVELOPMENT & PLANNING COMMITTEE 19.07.2021

Minute No.	Action	To be Actioned by	Date Actioned	Comments	Status
P442	That the following be added to Terms of Reference: "To establish and manage working party's and task and finish groups."	TC	29.07.2021	Amended terms of reference to be referred to Full Council for approval on 29.07.2021	Completed
P442	That Councillor Hughes, as the Chair of E & T Committee be invited to attend all future MTIP Meetings	TC			On-going
P443	Clerk to check recording of ED & P Meeting held on 10 June to clarify whether objections were raised in respect of planning application 211083			Recording reviewed - Members had suggested having a meeting with planners in respect of this - however it was not suggested that an objection should be made on this application	Completed
P444	Clerk to check whether letter from member of the public had been shared to the council's website	TC			To do
P448	That the Strategic Housing Provisions document be rereferred to a meeting of the NDP	TC		To be included in next NDP agenda	In progress
P449	That the correspondence received in respect of traffic signals at New Street be deferred to the Traffic Management Working Party	TC		To be included in next TMWP agenda	In progress
P450	That Gareth Davies be invited to a future meeting of the Planning Committee	TC			In progress
P451	That the request for Traffic Management Gates in Parkway be referred to the TMWP	TC		To be included in next TMWP agenda	In progress

Agenda Item 5

P452	That the Chairs of E & T, E & L and planning meet to consider the corporate plan	TC and Chairs			In progress
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ACTION SHEET

ECONOMIC DEVELOPMENT & PLANNING COMMITTEE OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS

Minute No.	Action	To be Actioned by	Date Actioned	Comments	Status
2020					
P258	That the Council agree to share the LSQA and site assessment work with HC when completed	TC/NDP			On completion of NDP
2021					
P341	That LTC agree to Barratts being issued a Licence to Cultivate the roundabout on Leadon Way, noting that the roundabout must be cultivated until they have completed all house sales on site	DTC	29.04.2021	Waiting on response from HC in respect of proposed design - chased FM again 03.06.2021	In Progress
P383(3)	That the Town Clerk liaise with Councillor Harvey to set up a working party to produce a delivery plan for the Corporate Plan.	TC			In progress
P410	That the MP WP prepare a briefing paper in relation to the Section 106 contributions from the Viaduct Site, using the information in Councillor Harvey's recent Ward report and the information available on the HC website in respect of S106 to summarise what the S106 contributions will be from the Viaduct Site	MPA WP		Meeting to be arranged	In-progress
P412	That the access Audit Report be referred to the Market House Working Party for further discussion and recommendations	MH WP		Meeting to be arranged	In-progress

P434(1)	That the Town Clerk , in conjunction with the Chairman of EDP, organise a meeting with Planning Officerd and residents to discuss concerns with Market Street application	TC JB		PO's did not agree to meeting due to the timescales involved with decision making, however they have agreed an extended response time of 30 June 2021	In-progress

MEETING WITH TURLEY 7 July 2021

- Outline planning granted last year August 2020, since then Vistry and their team of consultants have been working to prepare detail of designs such as 278 works
- During pre-application meetings with the Highways Authority, it became apparent that delivering the roundabout in the approved location would be challenging. Therefore, relocating further West along Leaddon Way would provide a more effective option and would be in Highways controlled land. Whilst previous applications were outline, access was approved in full and couldn't be dealt with through this planning permission, which is why have gone through the section 73 route to make it formalised. As part of that it was necessary to vary four of the conditions on the outline planning permission which are 4, 15, 19 and 24, which all relate to reports and plans associated with the location of the roundabout.
- Also, to accommodate the revised location of the roundabout Turley have submitted and had an approved redline boundary change so that they can incorporate an additional bump in Leaddon Way.
- The updated parameters plan largely reflects the principals which were set out on the approved outline application from last year, with areas of informal open space North and South, retention of hedgerows and proposed footpath link up to Jubilee Close. The change to the proposed location further West means, the need to remove some of the Bund and some of the trees included in that, this would have needed to happen with the previous location of the roundabout.
- Application submitted in early January and several consultation responses have come in
 - Highways – no objection but asked for further information
 - Landscape officer – improvement from previous scheme
 - Environmental Health Officer – reviewed the noise levels and confirmed they have no objections
 - Agricultural Officer – No concerning objections
- Vistry are keen to answer any questions that Ledbury Town Council have ahead of Herefordshire moving towards determination. Vistry would like to get the reserved matters submission in as soon as possible as this will help the council use the site within the 5 years housing and supply discussions to show the site is going forward.
- Vistry are keen to be out on site and delivering houses as soon as possible
- Councillor Howells asked for an update on the footpath access from the roundabout into Ledbury for cyclists and walkers, either going East or North across council land. Vistry confirmed the footbridge (aspiration) would be kept in the parameters plan for the future. Vistry have stayed with the same proposal for the footpath as previously discussed but would be happy to have discussions with the NDP if required before the end of the consultation period.
- Councillor Manns raised concerns regarding several narrow pavements on the proposed footpath into Ledbury, this, and Councillor Howells points to be taken into consideration and discussed at the next working party meeting.
- Councillor Howells confirmed that, as part of the NDP producing a landscape visual baseline assessment, two things have arisen. One of the core aims of the local plan and core strategy is to ensure connectivity between other counties as well and the LR7 connectivity point is a critical one as it provides connectivity to

Ivington to the South, Eastnor to the East and the Malvern Hills and it also leads to other footpaths so it is a really important connectivity public right of way with high access value, the question was how is that going to be managed. It was confirmed that the crossing point of LR7 is outside of the development boundary.

- The current site has roughly a square showing as being developed, but on the map to the south is a little triangle which is showing application area but as green space. Councillor Howells couldn't read the map but thought the intention is that it is green space, but can that be confirmed? Vistry advised that it is informal public open space as opposed to formal open space, which is the children's play area, located in the centre. They advised that they had informal open space which is between the tree belts to the south. Councillor Howells noted there is a lack of play areas in the South and there is an advantage in terms of ensuring further play areas in the South of the town.
- Vistry confirmed the purpose of the parameter plan, as shown on the plans, was to set the parameters for the reserved matters application going forward for the developable land, this is where the proposed development will be, and the other areas of informal local space and local equipped areas of play will be in those locations and the reserved matters will take those into account. Vistry will maintain the existing hedgerow within the development but there are two punch areas on the plan where access roads need to go through. Councillor Howells asked if Biodiversity had been considered so that wildlife can move all along the hedgeline. Vistry confirmed that they will take this into account at the reserved matters stage although as they are access roads this may be difficult.
- Councillor Manns asked who will be responsible for maintaining the footpaths once they are instituted. Ledbury has a lot of footpaths included in new developments which look good initially but are then left to become overgrown. There are continuous complaints about them, not being maintained and knowing who is responsible for them. Rob from Vistry advised that the aspiration was that all the elements of the public open space, play areas, all buffers' strips around the edge of the development will come under a management company which will be set up and funded by the residents of the development and that company will be responsible for maintaining those areas. A landscape management plan will have to be submitted as part of reserved matters.
- Councillor Troy – by moving the location of the roundabout does this extend distances so there is further to walk or is it within the maximum distances for pedestrians walking. Vistry commented there is a walking, cycling and horse-riding report that will be submitted alongside the application and due to the relocation of the roundabout it does slightly increase some of the walking distances but is still deemed to be within a reasonable walking distance. If the footpath is relocated to join onto Sheppard's Way, it will shorten the walking distances to locations to the west side of the site but will lengthen walking distances to locations on the East. A comparison table could be produced so an understanding of this can be given. Walking distances are based on a document provided by CIHT which is called providing for journeys on foot and these are based on National Policy documents. Councillor Manns feels that these walking distances will not be suitable for people with disabilities but due to the location of the site very little else can be done.

Turley advised that they are happy to answer any questions going forward and can be contacted at any time. They are keen to continue the working relationship over the next few months, not only for the section 73 but for the reserved matters when details of layouts and house types come forward. Also, to discuss the footpath access routes and what type of play equipment will be used in the children's play area.

Planning Decisions Log

Planning App	Details	Case Officer	LTC's Recommendation	HFDS Decision
LTC MEETING DATE 11 July 2018				
<u>192361</u>	Proposed works to remove T1 Cherry and works to T2 Variegated Maple to thin and lift the crown at Bowling Green Cottage, The Southend, Ledbury, HR8 2HD – works to trees in a conservation area	OK	No objection	No Decision
LTC MEETING DATE 9 January				
<u>P194103</u>	Proposed extension of existing service staircase enclosure to enable installation of new lift at Netherhall, Church Street Ledbury Herefordshire HR8 1DJ	AM	Councillors made no comment	No Decision
<u>P194114</u>	Proposed extension of existing service staircase enclosure to enable installation of new lift at Netherhall, Church Street Ledbury Herefordshire HR8 1DJ LISTED BUILDING CONSENT	AM	Councillors made no comment	No Decision
LTC MEETING 12 November 2020				
<u>194114</u>	Proposed extension of existing service staircase enclosure to enable installation of new lift at Netherhall, Church Street, Ledbury, HR8 1DJ	RJ	No Objection	Approved with Conditions
LTC MEETING 11 February 2021				
<u>204336</u>	Proposed extension to existing auction house – Hazle Meadows Auction Centre, Ross Road, Ledbury, HR8 2LP	MN	No Objection	Approved with Conditions
LTC MEETING 11 MARCH 2021				
<u>204577</u>	Proposed redevelopment of former auction rooms with associated demolition works, now car parking and other infrastructure – Former Auction Rooms, Market Street, Ledbury, Herefordshire	CB	No Decision	No Decision
<u>204578</u>	Proposed redevelopment of former auction rooms with associated demolition works, now car parking and other infrastructure – Former Auction Rooms, Market Street, Ledbury, Herefordshire – Listed Building Consent	CB	No Decision	No Decision

LTC MEETING 8 APRIL 2021				
<u>210794</u>	Proposed construction two detached dwelling houses on vacant land and the provision of new parking arrangements to the existing two houses – Land adjoining New Mills, Ledbury, Herefordshire	JB	Clerk to contact HC to clarify application	Refused
<u>204577</u>	Proposed redevelopment of the former auctions with associated demolition works, now car parking and other infrastructure – Former Auctions Rooms, Market Street, Ledbury, Herefordshire	CB	No Decision	No Decision
<u>204578</u>	Proposed redevelopment of the former auctions with associated demolition works, now car parking and other infrastructure – Former Auctions Rooms, Market Street, Ledbury, Herefordshire – Listed Building	CB	No Decision	No Decision
LTC MEETING 13 MAY 2021				
<u>211145</u>	Proposed conversion of loft space and garage to living accommodation and to extend the porch. Works include changes to external materials of garage. <u>Carreagh Homend Crescent Ledbury Herefordshire HR8 1AH</u>	MN	No Objection	Approved with conditions
LTC MEETING 10 JUNE 2021				
<u>210627</u>	To carry out timber frame and panel repairs to upper north gable raised collar – <u>Ledbury Heritage Centre, Church Lane</u>	CB	No Objection	Approved with conditions
<u>211301</u>	Proposed change of use from bus depot to car sales – <u>Smiths Motors Ledbury, Coach Garage, The Homend, Ledbury, Herefordshire, HR8 1BA</u>		No Objection	No Decision
<u>211377</u>	Replacement sash windows to front elevation (facing New Street). Renewal of existing roofs – <u>Barn House, 23 new Street, Ledbury, Herefordshire, HR8 2DX</u>		No Objection	No Decision
<u>211378</u>	Replacement sash windows to front elevation (facing New Street). Renewal of existing roofs – <u>Barn House, 23 new Street, Ledbury, Herefordshire, HR8 2DX- Listed Building</u>		No Objection	No Decision
<u>211553</u>	Demolition of existing unsympathetic extensions and replacement with new two storey extension – <u>Granny Smiths, Woodleigh Road, Ledbury, Herefordshire, HR8 2BG</u>		No Objection	Approved with Conditions

LTC MEETING 19 JULY 2021

211237	Proposed erection of extension to the front of the existing industrial unit for production and loading purposes. Countrywide Stores Ledbury Herefordshire HR8 2JQ	CB	No Objection	No Decision
211358	Proposed alteration and extension. 2 Homend Crescent Ledbury Herefordshire HR8 1AL	MN	No Objection	No Decision
211611	Construction of a two-storey extension. Stony Hill Worcester Road Ledbury Herefordshire HR8 1JA	MN	No Objection	No Decision
211733	Change of use to B8 (storage); creation of new junction onto Leaddon Road; erection of fence and gate. Land west of Leaddon Road Lower Road Industrial Estate Ledbury Herefordshire	EB	No Objections were raised however it should be commented that when considering similar applications planners give priority to creating more than one job.	No Decision
211876	Proposed extensions including modified highway access. 10 Pound Meadow Ledbury Herefordshire HR8 2EU	EB	No Objection	Approved with Conditions
211952	Proposed application for revised layout changes following approval of conversion of redundant upper floor accommodation into 1 x three-bedroom self-contained dwelling. (P163866/L & P162063/F) All Angels Barn At Old Tannery Courtyard 4 High Street Ledbury Herefordshire HR8 1DS	JB	No Objection	Approved with Conditions
211986	Proposed variation of condition 2 of planning permission 162063 (Proposed conversion of redundant upper floor accommodation into one three-bedroom self-contained dwelling) - to allow layout revised during construction phase. 4 High Street Ledbury Herefordshire HR8 1DS	JB	Objections were raised. It was suggested that an objection be raised in respect of this application due to the information within the application in respect of the Housing Land	Approved with Conditions

			Supply being incorrect, based on the information that has been received earlier in the day.	
<u>212114</u>	Outline planning application for the provision of one dwelling and associated vehicular access, with all other matters reserved. <u>Land at Parkway House Little Woolpits Lane Parkway Herefordshire HR8 2JG</u>	JB	No Objection	Refused
<u>212031</u>	Proposed extension to form semi-detached dwelling. <u>18 Hallwood Drive Ledbury Herefordshire</u>	JB	No Objection	No Decision
<u>212080</u>	Proposed single storey extension to rear and construction of 2-bay carparking to front. <u>lac Cottage Bridge Street Ledbury Herefordshire HR8 2AH</u>	MN	No Objection	No Decision
<u>212090</u>	Change of use and alterations of two agricultural buildings and adjoining yard area to mixed office (class E, formerly class B1), storage (Class B8) and vehicle repair workshop use (Class B2). <u>Parkfield Farm Leddington Ledbury Herefordshire HR8 2LF</u>	JB	No Objection	No Decision
<u>212243</u>	Variation of conditions 4, 15, 19 and 24 of planning permission 192482(Outline planning permission with all matters reserved (save access) for the erection of up to 140 residential dwellings (use class C3) with associated parking, access roads, public open space, landscaping, sustainable urban drainage, and associated works) - to include revised plans and reports reflecting revised location of roundabout. <u>Land South of Leaddon Way Ledbury Herefordshire</u>	CB	It was suggested that this application be deferred to the Larger Applications Working Party.	No Decision
<u>212487</u>	Purple Maple (1) - Fell Eucalyptus (2) - Fell Multi-stemmed Ash (3) - Fell Ash (4) - Fell Reason - Trees have outgrown their situations. Note - All works applied for are to trees under 30 years of age and therefore exempt from the TPO at the property. <u>The Cedars Horse Lane Orchard Ledbury Herefordshire HR8 1PL</u>	OK	No Objection	No Decision
<u>212483</u>	Proposal to replace garage with single storey front and side extension. <u>Brambles Orchard Lane Ledbury Herefordshire HR8 1DQ</u>		To be reviewed at the next meeting.	No Decision

MEMORANDUM

Agenda Item
9

To : RESPONSIBLE AUTHORITIES/INTERESTED PARTIES

From : LICENSING SECTION, ENVIRONMENTAL HEALTH AND TRADING STANDARDS

Tel : 01432 261761 My Ref : PR01965

Date : 3rd August 2021 Your Ref :

LICENSING ACT 2003 NOTIFICATION OF APPLICATION FOR GRANT OF PREMISES LICENCE

The Licensing Section has received the following applications for the grant/variation of a premises licence. A summary of each application is provided in the table below. Any responsible authority who has not already received your copy of the application please contact the Licensing Section on the above number. However if you would like to view any of the applications copies are available at the licensing section.

Should you wish to make a representation in respect of any one of the applications listed then please submit your information on the memorandum below to the licensing section before expiry of the 28 day representation period which is the date shown in column 4 of the table below. Please be aware that the licensing authority can only consider those representations that are relevant to the four licensing objectives: **Prevention of Crime and Disorder, Prevention of Public Nuisance, Public safety and Protection of Children from Harm.**

For the Environmental Health Commercial and Environmental Protection Teams should officers wish to raise any issues in respect of any of the applications listed below please contact the Environmental Health team (licensing) in good time for the relevant representations to be co-ordinated and made to the licensing section within the 28 day period.

Premise Name	Premise address	Max Time	Start of 28day period	End of 28day Period	Current Licences
Choccotastic	Unit B & D The Homend Mews The Homend Ledbury HR8 1BN	Sale/Supply of Alcohol (consumption on and off the premises) Monday – Sunday 08:00 – 23:00	03.08.2021	30.08.2021	New Grant Proposed DPS Heather Cambridge No personal licence granted

**EMMA BOWELL,
LICENSING TECHNICAL OFFICER**

MEMORANDUM

To : LICENSING OFFICER

From :

Tel : My Ref : PR01966

Date : Your Ref :

3rd August 2021

**LICENSING ACT 2003
APPLICATION FOR NEW OR VARIATION OF PREMISES LICENCE
CHOCOTASTIC**

Having assessed the above application, I would like to make the following representation:

Representation	Industry Guidance
PREVENTION OF CRIME & DISORDER	
PUBLIC SAFETY	
PREVENTION OF PUBLIC NUISANCE	
PROTECTION OF CHILDREN FROM HARM	

REFERENCES

Please Reference the industry guidance from which your representation has been sourced.

**OFFICER
POSITION
AUTHORITY**

2924

Dear Chairman,

Section 106 Town/Parish Wish List

The council recognises that when developers build new houses, the development may have an impact on the local community. For example, the growth in the local population might lead to greater pressure on education facilities. We can use Section 106 Agreements to require developers to pay for infrastructure to help mitigate the impact of developments. In addition, Section 106 agreements can be used to secure the delivery of affordable housing

Section 106 agreements are legal agreements negotiated between the council and the developer. The council can request financial contributions and affordable housing for development sites of 11 residential units or more.

Under the Government's National Policy Planning Framework (NPPF), which sets out the Government's planning policies and, how they should be delivered, we can only ask for funds for infrastructure which meet the following 'three statutory tests':

- the project is necessary to make the development acceptable in planning terms;
- it is directly related to the development; and
- it is fairly and reasonably related in scale and kind to the development

The table below shows how this might work in practice:

Test (as set out in the NPPF)	We <u>can</u> ask for funding if.....	We <u>can't</u> ask for funding if.....
Necessary to make the development acceptable in planning terms	The catchment primary school is already operating at full capacity and the development will increase the demand further.	There is spare capacity at the catchment primary school even allowing for the increased demand due to the development
Directly related to the development	There is a play area next to the development which needs new equipment and which	There is a play area some distance away from the development which needs new equipment but which

	residents of the development will use.	the new residents are unlikely to use.
Fairly and reasonably related in scale and kind to the development	There is already traffic congestion and the new development will increase the problem. We could request a contribution to make improvements to the highway network of the total cost of fixing the problem.	There is already a traffic problem but the new development won't make it significantly worse - section 106 funding can't be used to tackle 'existing' problems not linked to the development

How Planning Obligations Are Agreed, And How To Get Involved

The National Planning Policy Framework (NPPF) encourages developers to discuss their proposals with the Council before submitting planning applications through pre-application proposals. These discussions will include whether there is any need for planning obligations, and the likely requirements of them.

As the local authority, one of our key roles in this process is to identify and prioritise 'needs' within the County and to consider these alongside present and proposed developer contributions. For example, there might be a lack of play equipment in a residential area; no community hall where one is needed; or a very limited amount of affordable housing.

In practice, it is reasonable for communities to identify those areas where there are weaknesses in social and physical infrastructure to which contributions could be sought from new development. For example, affordable housing, open space and local environmental improvements. This can be through responding to consultation responses on planning applications.

As part of this process, the Council maintains a Community Ideas Database. This contains the 'needs' or 'wishes' that have been formally identified by Councillors, Town/Parish Councils, residents' associations and other interested groups.

We would like to update this information on an annual basis and are therefore writing to ask that you consider the needs of your community and submit your requests for new infrastructure for the council can take into consideration in future planning applications. Please submit your 'wish list' addressed to Yvonne Coleman – Planning Obligations Manager ycoleman@herefordshire.gov.uk

Planning obligations online

The council has updated the web pages with regards to Planning Obligations. Please find a link to the web page below;

<https://www.herefordshire.gov.uk/local-plan-1/section-106-planning-obligations>

There is a dedicated web page that enables a search of the section 106 monies that the council currently holds. This enables a search by ward, parish, planning gain type, planning application, development site. Please note that the search results will only show monies that the council has received. If there are no results for your ward or parish then the council has not received monies in your area.

<https://www.herefordshire.gov.uk/local-plan-1/section-106-planning-obligations/3>

I hope that this is useful. We welcome feedback on the functionality of the search function so that improvements can be made if needed.

Yours sincerely,

Yvonne Coleman

Planning Obligations Manager

From: Perks, Judy <Judy.Perks@herefordshire.gov.uk>
Sent: 19 July 2021 15:26
Subject: FW: PDF versions of the notes for sending out
Attachments: Briefing note to parish councils regarding NDPs and the 5YHLS July 2021.pdf; 5y briefing note 2021.pdf

Dear Clerk & Councillors,

I am really pleased to be writing to you with the tremendous news that – for the first time since the Core Strategy was adopted - Herefordshire has a 5-year Housing Land Supply. Better than that – it actually has a 6.9-year HLS. Please find included a briefing note and position statement on the detail.

This news is huge for those of you who have been worried about the weight able to be given by planners to your Neighbourhood Plan policies where your plans are over 2-years old.

I would like to take this opportunity to thank you all for your patience. Since 2015, as councillors, we have all come to experience the impact that a poor land supply, and the consequent unplanned development it enables, has on your communities. However, it is partly as a consequence of such development in recent years that we are now able to have this much stronger position.

The long awaited Minerals and Waste planning policies are about to go to examination, and I am determined that we move swiftly to deliver an update to the whole Core Strategy, extending its lifetime out to 2041.

On the back of the announcement of this good news, I'd like to take the opportunity to reach out to all parishes to seek your support and assistance in this process. If we are to help Herefordshire to grow in a sustainable and sympathetic manner, we must each do all that we can to engage positively with the needs of our communities and with the issues on the ground in our own areas.

Thank you to those of you who have invested the significant time and effort needed to go through the NDP process. I know that many of you undertook this work because you were concerned about the impact of the 2015 Core Strategy on your parishes. This was understandable because the Core Strategy contained some very bold growth targets. However the upside of all your NDP work is that many more people and parishes across Herefordshire are now well informed on their local needs and on wider planning and policy issues. This can only be a good thing as we approach early consultation on the shape, direction and ambitions of the updated plan.

It's never too early for you to start to think about your ambitions for your parishes, and please look out for further news on the countywide plan as we get into the detail of the update process.

I hope we can work together in a positive way to achieve planned and welcome development for each of your communities for the future. I also hope that in doing so we can address any issues that have been created where unplanned development has already taken place.

If you haven't done so already, please do respond to Yvonne Coleman's May request for your suggested Section 106 projects. This information is really important for planners to have to hand, so that discussions on developer contributions to local infrastructure can be held at the earliest possible opportunity when windfall and unplanned development comes forward.

Thank you again for your forbearance during all the years of land supply 'famine'. Please take a moment to savour and celebrate today's news.

Kind regards,



Design quality in the planning system

Good quality design of the built environment is key to securing better outcomes for places and communities.

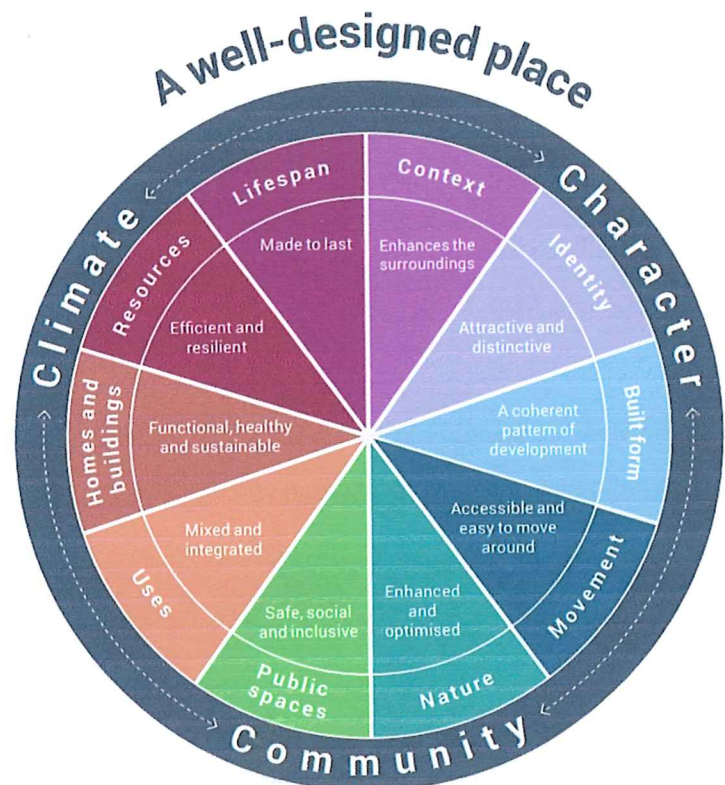
Our policies and programmes aim to ensure that new homes and neighbourhoods are beautiful, environmentally responsive, well-designed and locally led, reflecting and enhancing the character of local areas across England.

Design quality, placemaking and sustainability should be driven by local communities who will be setting the standards for development in their local area. High-quality places should consider design at various scales from the settlement where integration with infrastructure and landscape should be considered, to the neighbourhood where design should facilitate access to public spaces with streets and parks that support health and wellbeing, right down to the detail of individual homes and buildings.

In line with our 25-year environment plan goals, our approach should lead to more energy efficient buildings, enhancing nature, integrating with the natural environment and delivering progress towards the net zero carbon target by 2050.

We convened the **Building Better, Building Beautiful Commission**, a group of independent experts co-chaired by the late Sir Roger Scruton and Nicholas Boys Smith, to advise the Government on embedding beauty, high quality design and placemaking in the planning system and make practical recommendations that will help ensure new housing developments meet the needs and expectations of communities.

The Government is taking forward their recommendations, including changes to the National Planning Policy Framework, publishing a National Model Design Code and establishing an Office for Place within Government to lead this work going forward.

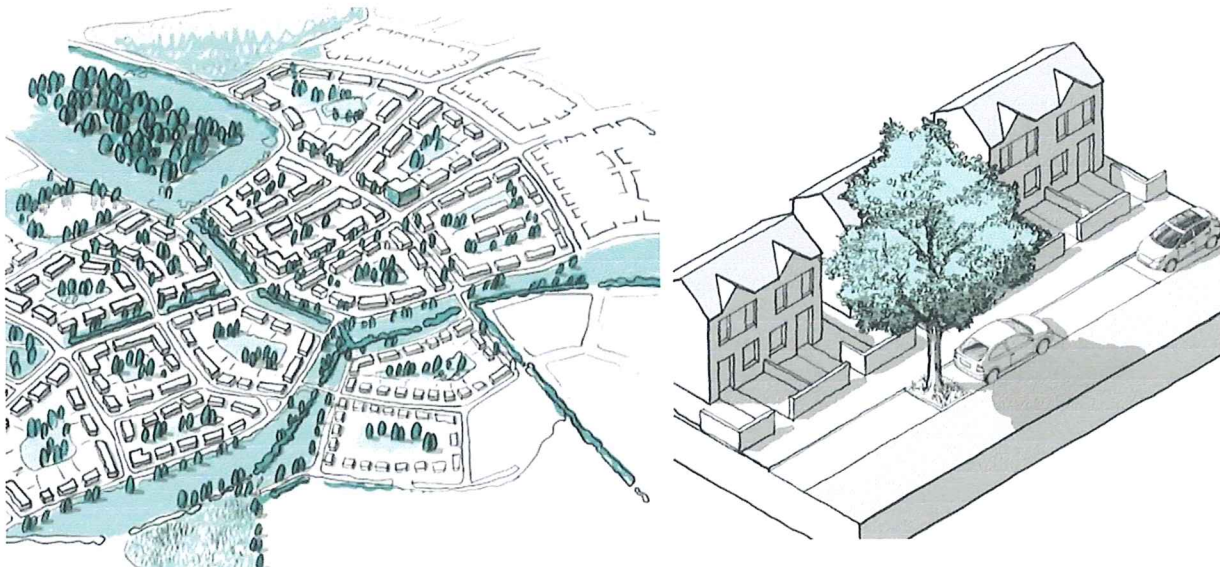


The ten characteristics of well-designed places

Our changes to the **National Planning Policy Framework**, which sets out the Government's planning policies for England and how these are expected to be applied, will help ensure the planning system creates more attractive buildings and places. It refocuses the relationship between development and the natural environment, whilst maintaining the Framework's existing strong focus on delivering the homes and other development which communities need, from the regeneration of the Bourne Estate in London to the community-led Marmalade Lane in Cambridge. The changes include:

- Making beauty and placemaking a strategic policy in the Framework
- Setting an expectation that local authorities produce their own design codes and guides setting out design principles which new development in their areas should reflect
- Local authorities should ensure that new streets are tree-lined
- Improving biodiversity and access to nature through design
- An emphasis on granting planning permission for well-designed development and refusing it for poor quality schemes

We have also produced a National Model Design Code, which provides a framework for creating healthy, sustainable and distinctive places. The National Model Design Code is a toolkit to help local councils and communities produce their own design codes, which will set clear standards and expectations for the design of new development and clarity for developers about what they are expected to deliver.



Excerpts from the National Model Design Code

We are establishing an **Office for Place** which will draw on Britain's world-class design expertise to pioneer design and beauty within the planning system. The Office for Place and its advisory board, which includes experts in this field and is chaired by Nicholas Boys Smith, are already working to drive up design standards. The Office for Place is working with local authorities, providing support and conducting research, to understand how the National Model Design Code can be used by councils to create user-friendly, but effective design codes in a variety of contexts. The application of the National Model Design Code is currently being tested with 14 local authorities across England. Building on the testing programme, a second phase of pilots are getting underway which will model best practice

approaches to developing a design code, in a range of different contexts with demonstrable support from communities, to produce an exemplar design code.

FAQ

What is a design code?

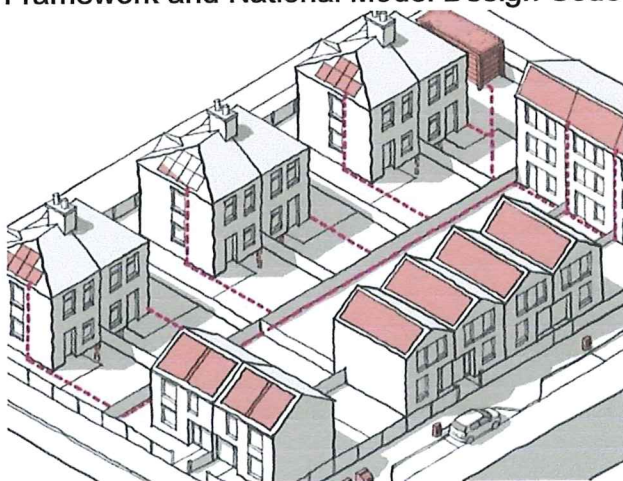
Design codes are simple, concise, illustrated design documents that set the standard of design for a local area. A design code combines text and diagrams, setting out requirements for the physical development of a site or area. They should be published online and easily accessible.

Design codes can specify baseline requirements around street pattern, landscaping, facades or the environmental performance of places and buildings.

They should be prepared by a local planning authority as part of their policy or guidance, or by neighbourhood planning groups, sometimes in partnership with developers. Developers can also prepare their own design codes that meet local requirements in support of a planning application.

Every community can now use the National Model Design Code to set the standards for new development to help and protect the local character and heritage through their involvement in developing a local design code.

As set out in Planning for the Future, we propose to bring democracy forward and giving people a greater role in shaping how their communities will look through their local plans and design codes. We will replace lengthy documents with easy to access digital tools and map-based local plans – allowing people to visualise local plans for development and participate more fully in the planning system. The updated National Planning Policy Framework and National Model Design Code are an important step towards this ambition.



Excerpts from the National Model Design Code

Are local planning authorities required to produce design codes?

The revised National Planning Policy Framework asks all local planning authorities to prepare design guides or codes consistent with the principles set out in the National Design Guide and National Model Design Code, and which reflect local character and design preferences.

Their geographic coverage, level of detail and degree of prescription should be tailored to the circumstances and scale of change in each place and should allow a suitable degree of variety. They should be produced either as part of a local plan or as supplementary planning documents.

Are local authorities properly resourced to produce design codes?

We want to ensure that local authority planning departments have the right support to produce local design codes.

The Office for Place will begin the work to support local authorities to drive up design standards. This year it will be piloting the National Model Design Code with communities across England. The first phase is underway as we test the application of the National Model Design Code with 14 local authorities.

We are now seeking expressions of interest from local authorities and neighbourhood planning groups who want to work with us to develop an exemplar process for developing design codes which others can draw upon in developing their own design codes.

What further changes have you made to the National Planning Policy framework?

Most of the changes relate to policy on the quality of design of new development and take forward the Government's response to the recommendations of the Building Better, Building Beautiful Commission.

The National Planning Policy Framework changes also include:

- Changes to environmental policies – including those arising from our review of policy for building in areas at flood risk with assistance from Defra
- Changes to remove or amend out of date material (for example; the early thresholds of the Housing Delivery Test)
- An update to reflect a recent change made in a Written Ministerial Statement about retaining and explaining statues.
- Clarification on the use of Article 4 directions

How do the National Planning Policy framework changes relate to wider planning reform?

These are interim amendments, to incorporate recommendations made in the report of the Building Better, Building Beautiful Commission, ahead of further amendments to the National Planning Policy framework.

The importance of design codes was highlighted in Planning for the Future, and today's Building Beautiful Places announcement gives codes greater teeth: the changes to the National Planning Policy Framework will give authorities more power to refuse schemes which fail to reflect codes - something which is further reinforced by the publication of the National Model Design Code.

Our work in piloting the National Model Design Code also provides a strong platform from which to build and lays the foundation for ensuring that design codes are a key part of both the current and reformed planning systems. We will announce more detail on planning reforms in due course.

How do you assess beauty?

A series of studies have shown that it's possible for communities to come together and produce clear expressions of what fits with local character and what is popular. We think that it is possible to assess beauty and set standards for design quality. The Government has provided a clear framework, through policy and guidance, to enable this to be decided locally by local planning authorities, working together with developers and the community. This should be reflected in local plans, neighbourhood plans, design guides and codes, taking into account government guidance on design.

Clear design expectations are set through national planning policy, and this is supported by our National Design Guide which sets out the 10 characteristics of a well-designed place, and the new National Model Design Code.

Further Information

Revised National Planning Policy Framework

<https://www.gov.uk/guidance/national-planning-policy-framework>

National Model Design Code

<https://www.gov.uk/government/publications/national-model-design-code>

Office for Place

<https://www.gov.uk/government/groups/office-for-place>

**NOTES OF A MEETING OF THE
NEIGHBOURHOOD DEVELOPMENT PLAN WORKING PARTY
HELD ON TUESDAY 30 MARCH 2021 VIA ZOOM**

PRESENT: Councillor Howells (Chair), Councillor Bannister, Nicola Forde (Deputy Chair) Ann Lumb, Nick Fish.

IN ATTENDANCE: Town Clerk – Angela Price

APOLOGIES

Apologies were received from Councillor Knight, Councillor Harvey, Paul Kinnaird, and Helen l'Anson

162 DECLARATION OF INTERESTS

None received.

163 MINUTES

Members were requested to approve and sign the notes of a meeting of the Neighbourhood Development Plan Working Party (NDP) held on 2 March 2021 as an accurate record.

RESOLVED:

That the notes of a meeting of the Neighbourhood Development Plan Working Party held on 2 March 2021 be approved as an accurate record.

164 NOTES OF THE STEERING GROUP – 26 FEBRUARY to 18 MARCH 2021

Councillor Howells advised that the notes of the steering group held on Tuesday, 26 February were not present due to not being ready for the agenda in time.

RESOLVED:

That the notes of the NDP steering group from 26 February to the 18 March 2021 be received and noted

**165 VERBAL UPDATE ON DECISIONS MADE AT ED&P AND FC MEETING
HELD ON 22 MARCH 2021**

Council Howells updated members on the decisions that were made in relation to the NDP draft documents at the Extraordinary meeting of Economic Development and Planning Committee and that Full Council Committee. He advised members that version 7 of the issue's documents was presented to councillors and that there were suggestions, including amendments from

Councillor Harvey. There will be an Extraordinary meeting of Economic Development and Planning on Thursday, 15 April to accept the draft issues documents.

The Consultation and Communications document was approved; therefore, it was decided that the 1st public consultation period would be from April to May 2021.

RESOLVED: That the verbal update on decisions made at the Extraordinary meeting of Economic Development and Planning and the Full Council Committee be received and noted.

166

UPDATE ON PROGRESS WITH EDITING THE CONSULTATION DOCUMENTS

Councillor Howells advised members of the progress that had been made with the following documents:

- a. Issues and Options Report
- b. Issues Leaflet
- c. Issues Questionnaire
- d. Communication and Consultation Plan

Councillor Howells had been asked to explain the major differences between version 7 and 8 of the issues documents. He advised that many of the maps had been changed, making it clearer to read and understand.

There was a lengthy discussion on the settlement boundary and policies, and it was advised that Councillor Howells and Nicola Forde would be speaking with Hereford Planners and Sam Banks.

It was agreed that any comments on version 8 of the issue's documents will need to be submitted by Tuesday, 6 April to submit to the Extraordinary meeting of Economic Development Planning Committee and the Full Council meeting on Thursday, 15 April 2021.

After further discussion on whether the 1st public consultation should be all 'remote' as in the consultation Plan A due to covid restrictions, or if some presentation meetings as detailed in Plan B could be held towards the end of the consultation period as restrictions were lifted, Councillor Howells agreed that some meetings could be possible in person, providing that Covid-19 restrictions lift in the timescales envisaged, and that the plan and budget would be updated to reflect this possibility.

Councillor Howells shared his screen with members to go through the updated budget, which reflected the quotations that were received from the consultants. He reminded members that the quotations received will need to be approved by Council.

Councillor Howells advised members that a grant of £600 had been received from the AONB and that this will be reflected in the Consultation and Communications Plan.

2935

RESOLVED: That the verbal update on progress with editing the consultation documents be received and noted.

167

UPDATE ON GRANT APPLICATION, FUNDING AND BUDGET

Councillor Howells advised members that the Awards for All grant will need to be submitted by Friday, 9th April 2021 to pay the consultants.

RESOLVED: That the update on grant application, funding and budget be received and noted.

168

UPDATE ON FILLING

Councillor Howells advised Members that the Office Administrator has recently updated the NDP website, and that relevant documents will be uploaded in the next couple of weeks.

RESOLVED: That the verbal update on filing be received and noted.

169

TOPIC GUIDES 1-6 REVIEW ON INPUT INTO CONSULTATION PROCESS AND REQUEST FOR VOLUNTEERS TO UNDERTAKE REVIEW

It was agreed that each of the current NDP draft topic guides will be sent to two independent people to read for comments before being posted to the website as documents still in progress, but sufficiently developed to be included in the 1st round of public consultation (which would in itself help inform completion of the documents). These people will also be asked to help test the draft consultation questionnaire (both the online and printed versions) before publication to ensure it was understandable and worked.

The following names were suggested:

Design Guide

Paul Neep and Paul Esrich

Employment

Ian James, Paul Kinnaird, and Caroline Green

Recreation and Open Spaces

Nick Fish and Caroline Green

Green Infrastructure

Paul Kinnaird, Anne Crane, and Nina Shields

Settlement Boundary

Councillor Bannister, Griff Holiday, and Councillor Chowns

LVBA

Griff Holiday, Celia Kellet, and Alan Pike

RESOLVED: That Councillor Howells send an email to the suggested names, asking whether they would be interesting in commenting on the Topic Guides.

170

DATES OF NEXT MEETINGS

To note that future meetings of Neighbourhood Development Plan Working Party are scheduled to be held on the following dates in the 2020/21 Municipal Year and that meetings will be held via Zoom until further notice:

Tuesday, 27 April 2021 - 6.30 pm

Tuesday, 25 May 2021 - 6.30 pm

Tuesday, 22 June 2021 - 6:30 pm

Meeting closed at 7:45

Signed Dated

2937

**NOTES OF A MEETING OF THE
NEIGHBOURHOOD DEVELOPMENT PLAN WORKING PARTY
HELD ON 25 MAY 2021 VIA ZOOM**

PRESENT: Councillor Howells (Chair), Nicola Forde (Deputy Chair) Ann Lumb, Celia Kellett, Steve Glennie-Smith, Paul Kinnaird, Nick Fish and Councillor Helen l'Anson.

IN ATTENDANCE: Town Clerk – Angela Price

APOLOGIES

Apologies were received from Councillor Knight.

181 DECLARATION OF INTERESTS

None received.

182 MINUTES

Members were requested to receive and note the notes of a meeting of the Neighbourhood Development Plan Working Party (NDP) held on 27 April 2021.

RESOLVED:

That the notes of a meeting of the Neighbourhood Development Plan Working Party held on 27 April 2021 be received and noted.

183 NOTES OF THE STEERING GROUP – UP TO 14 MAY 2021

RESOLVED:

That the notes of the NDP steering group from 22 April to 14 May 2021 be received and noted.

184 UPDATE ON FINAL VERSIONS OF CONSULTATIONS DOCUMENTS

Councillor Howells updated members on the following documents, including the amendments that were suggested in the previous meeting.

- a. Issues and Options Report V10
- b. Issues Leaflet v10
- c. Issues Questionnaire V10
- d. Communications and Consultations v8

Councillor Howells advised members that there are just over 6600 houses in Ledbury as opposed to 4000. Therefore, there will be an increase in the budget in order to send the leaflets and questionnaires to every household in Ledbury through Royal Mail.

RESOLVED: That the verbal update on the above documents be received and noted.

185

UPDATE ON PUBLIC CONSULTATION ACTIVITY

Councillor Howells updated members on the following: -

- a. NDP public consultation detailed planning 2021 project plan
- b. Printing of leaflet and questionnaire - quotes and order placed
- c. Setting up the questionnaire online
- d. Envelope stuffing of 6,700 leaflets/questionnaires
- e. Data entry of physical questionnaires returned
- f. Consultation with groups and organisations
- g. Physical activities towards the end of the consultation phase

The Clerk advised that the officers in the office could share information on the consultation on social media and on the Ledbury Town Council website. Steve Glennie-Smith also volunteered to share information via his social media platform.

RESOLVED: That members receive and note verbal update on public consultation activity and timescales.

186

UPDATE ON GRANT APPLICATIONS, FUNDING AND UP TO DATE BUDGET V130521

Councillor Howells updated member on the progress of obtaining grants, including the already received Localities and the Malvern's AONB grants, the Awards for All grant that had been applied for, and the second Localities grant for this financial year that would be applied for in the next couple of weeks.

The budget spreadsheet was shared on the screen and Councillor Howells updated members on the current income and expenditure projections which are still running to plan.

RESOLVED:

That the verbal update on grant applications, funding and budget be received and noted.

187

UPDATE ON FILING INCLUDING WEBSITE

Councillor Howells updated members on the progress of the NDP website and advised that the content is now up to date for the upcoming 1st public consultation on the plan revision content.

RESOLVED:

That the verbal update on the website and filing be received and noted.

MHCLG SPRING 2021 NDP NEWSLETTER

Members were provided with a copy of the MHCLG Spring NDP Newsletter. Councillor Howells felt that the newsletter was worth sharing with members, in particular the articles named 'Additional Support Available for Neighbourhood Planning Groups' referring to a technical support package and grant for High Street Regeneration, and 'In Focus Design'.

RESOLVED:

That the MHCLG Spring Newsletter be received and noted.

DATES OF NEXT MEETINGS

To note that future meetings of Neighbourhood Development Plan Working Party are scheduled to be held on the following dates in the 2020/21 Municipal Year and that meetings will be held via Zoom until further notice:

Tuesday, 22 June 2021 – 6:30 pm

Tuesday, 20 July 2021 – 6:30 pm

Tuesday, 7 September 2021 – 6:30pm

Meeting closed at 7:30

Signed Dated

**NOTES OF A MEETING OF THE
NEIGHBOURHOOD DEVELOPMENT PLAN WORKING PARTY
HELD ON 27 APRIL 2021 VIA ZOOM**

PRESENT: Councillor Howells (Chair), Nicola Forde (Deputy Chair) Ann Lumb, Celia Kellett, Steve Glennie-Smith, Paul Kinnaird, Nick Fish and Helen l'Anson.

IN ATTENDANCE: Town Clerk – Angela Price

APOLOGIES

Apologies were received from Councillor Knight.

171 DECLARATION OF INTERESTS

None received.

PRESENTATION FROM GLADMAN DEVELOPMENTS

The Chairman, Councillor Howells welcomed the representatives of Gladman, Stuart Carvel and Hannah Rodger, who were at the meeting on their request to present their outline plans for development on a site off the Dymock Road. The Chairman advised all present that at this early stage this was only a presentation to note by the working party and that with no planners present, both Gladman and the members should note that this was not an opportunity to discuss the plans. However, any questions on the outline detail could be asked for clarification purposes.

Hannah advised members that Gladman had entered into a provisional agreement with the landowner to provide new houses including affordable housing and community infrastructure. She advised that Gladman would like to work with Ledbury Town Council to develop homes that are suitable for everyday life and to do so with full community engagement. They were thanked by the Chairman for proactively seeking to engage with LTC by making this presentation in line with Ledbury NDP.

The Clerk advised that she would send members the presentation that she had received from Hannah and Stuart. She also advised members that if they had any questions, they must send them directly to the Town Clerk for consultation with the NDP Chairman.

172 MINUTES

Members were requested to approve and sign the notes of a meeting of the Neighbourhood Development Plan Working Party (NDP) held on 30 March 2021 as an accurate record.

RESOLVED:

That the notes of a meeting of the Neighbourhood Development Plan Working Party held on 30 March 2021 be approved as an accurate record.

173

NOTES OF THE STEERING GROUP (SG) – UP TO 16 APRIL 2021

RESOLVED:

That the notes of the NDP steering group from 16 March to 16 April 2021 inclusive be received and noted

174

VERBAL UPDATE ON THE DECISIONS MADE IN RESPECT OF THE FIRST NDP PUBLIC CONSULTATION AT THE EXTRAORDINARY MEETING OF COUNCIL HELD ON 22ND APRIL 2021

Councillor Howells updated members on the decision that was made in respect of the 1st NDP public consultation. He advised members that there are some amendments to be made to the consultation documents, but they were otherwise approved to go to the first public consultation.

Some members had edit suggestions and were advised that they would email the Town Clerk and Councillor Howells directly. Paul Kinnaird had some concerns with the options provided on question 1 and in particular on the consultation questionnaire and leaflet. He agreed to send an email with his detailed comments. Councillor Howells advised members that the SG would seek advice from our consultant Maxine Bassett on the questionnaire points.

Councillor Howells advised members that in line with the agreed communications and consultation strategy and to reflect current covid-related lockdown restrictions, that of 4,500 copies to be printed, over 4,000 of the leaflets and survey questionnaires will be delivered to every postcode in the Parish. The leaflet information and the questionnaire will also be available online and it was expected that most respondents would complete the online version of the survey.

There was a lengthy discussion on the settlement boundary to the west, including Little Marcle road and its cycling, walking and bridleway connecting routes.

Paul Kinnaird suggested providing clearer definitions for wording on topics like Local Enhancement Zone and Local Strategic Corridor. The Clerk advised members that there could be links on the Town Council website with more information and explanations on terminology.

Members agreed that some of the maps could be of better quality and also asked whether they should include the existing employment land. Councillor Howells advised that the SG would clarify these points with our consultants Maxine Bassett and Bill Bloxsome. The maps had already gone through several iterations to enhance their clarity, but the SG would particular look at some of the shading areas to make them easier to separately identify. Whilst one of the key purposes of this revision was to identify new employment land, existing employment areas had not been highlighted, but it was agreed these should at least be shown. Nicola Forde suggested that the existing

employment land could be identified as uncoloured areas with a note alongside to identify them.

RESOLVED:

1. That the verbal update on the decision that was made in respect of the 1st NDP public Consultation at the Extraordinary Meeting of Council be received and noted.
2. That members email the Town Clerk and Chairman with any comments on the first NDP consultation documents for the SG to discuss with consultants Maxine Bassett and Bill Bloxsome.

175

REVIEW OF PUBLIC CONSULTATION DOCUMENTS

Members were asked to receive and note the following documents:

- a. Issues and Options Report – version 9
- b. Issues Leaflet – version 9
- c. Issues Questionnaire – version 9
- d. Draft consultation leaflet and questionnaire samples
- e. Communications and Consultation Plan – version 7

RESOLVED: That subject to review and edits by the SG as necessary from the comments made on these documents, members receive and note the public consultation documents.

176

REVIEW OF PUBLIC CONSULTATION ACTIVITY AND TIMESCALES

Councillor Howells advised members of the actions needed for the public consultation and that volunteers were needed for the following:

- Testing of the final versions of the printed leaflet and questionnaire before distribution
- Envelope stuffing of over 4,000 leaflets and questionnaires
- Testing of the on-line questionnaire before going live
- Data entry of physical questionnaires returned
- Consultation with groups and organisations
- Physical activities towards the end of the consultation phase at which helpers were needed to set them up and be there on the days to take and answer questions)

The Chairman advised that Royal Mail would be commissioned to distribute over 4,000 leaflets to every parish household post code and that the council will obtain a free post licence for completed paper questionnaires to be returned to the council offices.

He also confirmed, in line with a previous agreement at council, the SG proposal that towards the end of the consultation period at the end of May, the council organises several covid-19 secure events such as a possible business breakfast and two or three days of public presentation events ,

with NDP information display boards that could possibly be held in the council offices. The Town Clerk suggested considering doing this physical consultation under the Market House where the council already set up the 'pop up table and chairs' during the week.

RESOLVED:

That the review of public consultation activity, timescales and volunteer help be received and noted.

177

UPDATE ON GRANT APPLICATIONS, FUNDING AND BUDGET

Councillor Howells advised members that there are two more grants that the council will be applying for, including the Awards for All Grant which Nicola Forde is currently working on.

The budget spreadsheet was shared on the screen and Councillor Howells updated members on the current income and expenditure expectations.

RESOLVED:

That the verbal update on grant applications, funding and budget be received and noted.

178

UPDATE ON FILING INCLUDING WEBSITE

Councillor Howells updated members on the progress of the NDP website and advised that the information pages and section headings under which content would be filed is now up to date. Unfortunately, when moving the website from the old one to the new one, the links to the NDP documents that had already been listed did not transfer, so it had been agreed with the Administrative Officer that there was no alternative but for them to be uploaded again. This was expected to happen over the next few weeks up to the launch of the public consultation.

RESOLVED:

That the verbal update on the website and filing be received and noted.

179

TOPIC GUIDES 1-6

Councillor Howells provided members with an update on the 6 topic guides that were being produced by the consultants, following input from a number of WP and other community contributors, to provide the baseline evidence to inform the eventual production of the new NDP document. He confirmed that the SG had recruited at least two people for each guide to review them for comment before they are uploaded to the website for the consultation. Members should note that they are not completed documents since the consultation phase would provide the input for them to be finalised, but they needed to be made available for review for those who wished to read them as part of being able to respond to the survey and so people could see the

amount of work already been done in preparation for producing a first draft of the revised NDP.

RESOLVED:

That the verbal update on the Topic Guides 1-6 be received and noted.

180

DATES OF NEXT MEETINGS

To note that future meetings of Neighbourhood Development Plan Working Party are scheduled to be held on the following dates in the 2021/22 Municipal Year and that meetings will be held via Zoom until further notice:

Tuesday, 25 May 2021 - 6.30 pm

Tuesday, 22 June 2021 – 6:30 pm (although from this meeting onwards it may be desirable and necessary these are now face-to-face meetings assuming all covid restrictions have been lifted)

Tuesday, 20 July 2021 – 6:30 pm

Meeting closed at 7:45

Signed Dated

2945

**NOTES OF A MEETING OF THE
NEIGHBOURHOOD DEVELOPMENT PLAN WORKING PARTY
HELD ON 22 JUNE 2021 VIA ZOOM**

PRESENT: Councillor Howells (Chair), Nicola Forde (Deputy Chair) Ann Lumb, Celia Kellett, Steve Glennie-Smith, Paul Kinnaird, Matthew Eakin.

IN ATTENDANCE: Town Clerk – Angela Price

191. APOLOGIES

Apologies were received from Councillors Bannister, Harvey, and Morris

192. DECLARATION OF INTERESTS

None received.

193. MINUTES

Members were requested to receive and note the notes of a meeting of the Neighbourhood Development Plan Working Party (NDP) held on 25 May 2021.

Members of the Neighbourhood Development Plan (NDP) Working Party held received and noted the minutes of the meeting of the meeting held on 25 May 2021 be

194. NOTES OF THE STEERING GROUP – UP TO 9 JUNE 2021

Members received and noted the notes of the NDP steering group from 19 May to 9 June 2021 be received and noted.

195. UPDATE ON PUBLIC CONSULTATION ACTIVITY

Councillor Howells updated members on the following: -

- a. NDP public consultation 2021 project plan
- b. Leaflets distributed by Royal Mail, Royal Mail to confirm that all postcodes have received the questionnaire
- c. Online survey in place, at present there is a 2.5% return rate
- d. Questionnaire well publicised and several posters have been placed around the town
- e. There are five categories for consultation these are:
 - i) Groups for Consultation which is ongoing or already undertaken
 - ii) Zoom and face to face meetings with a few organisations
 - iii) A template for organisations to complete themselves
 - iv) Standard email for organisations to answer questions specific to themselves

- v) Non-standard email for certain organisations, such as potential hotels, network rail and the tourist industry outside of Ledbury
- f. Data entry will be completed with trained volunteers. Volunteers were also requested to help with the one to one consultation interviews.

Members advised of some areas of the town who had not yet received copies of the consultation documents and it was suggested that the Clerk consider placing an advert on the Council's Facebook page advising that there are copies available in the Town Council offices for collection, should residents not have received copies in the post.

It was noted that two consultations will be held under the Market House on 7 and 14 July.

196. UPDATE ON GRANT APPLICATIONS, FUNDING AND UP TO DATE BUDGET

Councillor Howells updated members on the progress of obtaining grants, including the two localities grants that had been applied for.

Councillor Howells advised that the £10k grant for Awards for All was turned down and therefore proposed that a recommendation is sent to the ED & P to release £10k from reserves, this was seconded by Councillor Eakin

The second localities grant has been approved

It was suggested that the Clerk consider making a recommendation to the Economic Development and Planning committee to make a request to the Finance, Policy & General Purposes Committee to release £10k from reserves.

197. UPDATE ON FILING INCLUDING WEBSITE

Councillor Howells updated members on the progress of the NDP website. He has proposed that meeting Agendas be put onto the website as soon as possible

Members received and noted the verbal update on the website and filing.

198. UPDATE ON OVERALL NDP PROJECT TIMELINE

Members received and noted the update on NDP timeline.

199. DATES OF NEXT MEETINGS

Tuesday, 20 July 2021 – 6:30 pm

Tuesday, 7 September 2021 – 6:30pm

Tuesday, 05 October 2021 – 6.30pm

The meeting closed at 7:30 pm

Signed Dated

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)
Consultants: Bill Bloxsome (BB); Carly Tinkler (CT) Samantha Banks,
Herefordshire Council (SB); WP = Working Party
Office: Angie Price (the Clerk, AP)
Action colour code: Red = still to do

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2948

Ledbury NDP Steering Group (SG) agenda and actions

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)

Consultants: Bill Bloxsome (BB); Carly Tinkler (CT) Samantha Banks, Herefordshire Council (SB); WP = Working Party

Office: Angie Price (the Clerk, AP)

Action colour code: **Red = still to do**

<u>Royal Mail:</u> To be booked after 15 th April for distribution in May. NF to ring Royal Mail about the procedure. AP to be asked to book it.	NF
<u>Volunteers:</u> To be asked to help with data entry and talking to groups during the consultation phases.	SG
4. Funding NF to do more work on Awards for All application which will cover MB's survey and analysis of consultation feedback. PH to apply for new Localities grant to cover work of CT and BB. Both applications to be completed by 9 th April	NL & PH
5. Next SG Meeting Tuesday 6 th April at 10:30 am.	

Action colour code: Red = still to do

2950

Action colour code: Red = still to do

2951

Ledbury NDP Steering Group (SG) agenda and actions

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<p>PH to finalise the Issues paper (V.9) and the questionnaire. NF and AL to finalise leaflet with additional text on the front inviting people to contribute. All documents to be ready for distribution to ED&P and Council by 9th April at latest.</p>	<p>PH/NF/AL</p>
<p>5. Other Matters Royal Mail require a 3-week lead in for distribution and need to know the weight involved. 5,000 items at 60 – 80 grams would cost £620 (£600 in budget). We could include a label to re-use the envelope. Postcodes for all addresses in Ledbury and the immediate surroundings can be found on the Royal Mail site. With about 1,000 leaflets spare, it will be possible to send the consultation leaflet to all business and community groups (N.B. including Parkway WI). Royal Mail to be booked after 15th April and AP to be warned of timetable for printing and distribution in the week of 19th April. NF to obtain 3rd quote for printing. NF suggested that the questionnaire should be on A4 + Freepost details at back. NF to work on this and mock-ups of the leaflet and questionnaire to be sent to councillors by Tuesday 13th April, before the ED&P LTC meetings on 15th April. AL suggested that BB be contacted to update Topic Paper 2 in line with proposals now included in the Issues paper. PH to contact BB about this. <u>Financial Matters</u>: Applications for grants are being worked on by PH and NF. NF to chase Dave Tristram again next week (Tuesday) about the Awards for All grant. PH to ask AP to let the consultants know that their quotes have been accepted. <u>Website</u>: The whole site is much improved, but some of the original content is in the wrong place and needs changing and renaming. PH noted the necessary changes and would contact Olivia to implement them. SG to talk to MB and possibly involve her in the next SG meeting, to get documents on the website and prepare for consultation.</p>	<p>PH NF NF/PH PH NF/PH PH PH</p>
<p>6. Next SG Meeting Friday, 16th April – 10:30am (to include MB?)</p>	

Ledbury NDP Steering Group (SG) agenda and actions

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)

Consultants: Bill Bloxsome (BB); Carly Tinkler (CT) Samantha Banks,

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Action colour code: Red = still to do

Meeting 32 – Friday 16th April 2021 Present: PH; NF; AL	
1. Notes of Meeting 30 and 31. These were accepted with some amendments.	
2. Actions/Communications Agreed PH to contact BB to request update of Topic Paper 2 to go on website and to ask question on implications of green infrastructure proposals (e.g for landowners), suggesting including a paragraph on this in Topic Paper 4. PH also to ask BB if he would like to attend WP meeting on 27 th April for the Gladmans presentation. PH to email Sam Banks and planners thanking them for their recent feedback. AP to be asked to confirm that the arrangements and notice for the extraordinary council meeting on 22 nd April are still applicable. AP also to be asked if a planner will be present at the WP meeting on 27 th April. NF to look at responses to Cllr Harvey's comments and forward to PH to finalise and send out a.s.a.p. NF to respond to feedback from Ian James. SG agreed that his question concerning talking to large employers about possible relocation to the Little Marcle Road was a good one, that this would be raised during consultation and could be included in a business breakfast arranged to answer various questions in late May. <u>LVBA:</u> PH to send his completed material to CT by 23 rd April, suggesting others' contributions might be included as an appendix. CT also to be sent Topic Paper 3 (recreation and open space) with target date for completion of Topic Paper 6 draft by 7 th May. An agreed draft can then be online by 14 th May for use during the consultation phase. SG discussed several revised GI and settlement boundary maps, agreeing to use the most recent versions because of their clarity.	PH PH PH NF & PH NF PH
3. Funding PH is part way through completing the Localities grant application and NF has covered most of that for the Awards for All grant. NF needs to chase Dave Tristram today. Funding will be for work after 6 th July.	NF & PH
4. Printing and Distribution NF had obtained a 3 rd quote for printing on heavier paper (130gsm) – 5,000 leaflets would cost £769, 5,000 questionnaires, £598. The 2nd quote on 80gram paper was £1166 for the	

Ledbury NDP Steering Group (SG) agenda and actions

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<p>leaflet, £942 for the questionnaire, much more expensive. AP quoted £243 for all the printing. NF suggested going back to the 3rd quote for printing the leaflet on 80gram paper and printing the questionnaire in-house. This would not involve stapling and therefore reduce workload for staff.</p> <p>Mock-up being worked on by NF will be forwarded for approval shortly and completed for office to copy and post to councillors on Monday 19th April. PH to check with AP that this is possible.</p> <p>AP to be asked about suggested in-house printing, with help from volunteers to fold, stuff envelopes etc.</p> <p>Budget currently underestimates printing costs but covers consultation boards separately and has a contingency of £450. SG discussed regarding the use of a Freepost licence, the re-using the envelope and using a Freepost label. MB to be asked her advice and AP to be asked to arrange the Freepost licence.</p> <p><u>Royal Mail delivery</u>: If approved on 22nd April, the distribution of the consultation document should be booked on 26th April to be sent out in the week commencing 17th May. PH to ask AP to arrange.</p>	<p>PH</p> <p>SG PH</p> <p>PH</p>
<p>5. Website</p> <p>PH has spent considerable time determining which documents are current and in order to go on the website and removing others. Olivia is close to getting the website ready, liaising with PH.</p> <p>LSCA papers were considered and SG agreed that just the relevant meeting notes and final draft of the LVBA should go on the website.</p> <p>SB is likely to recommend that only the latest versions of documents should be on the site and has yet to give further advice on what should/should not be on.</p>	
<p>6. Other Matters</p> <p>Olivia to provide minutes of last WP meeting by 19th April to go out with agenda and papers for next WP meeting on 27th April by 21st April at latest.</p>	<p>PH</p>
<p>7. Next SG Meetings</p> <p>SG Meeting 33 with MB on Thursday 22nd April at 10:30am – questions, including advice on handling Freepost details, to be prepared.</p> <p>SG Meeting 34 on Thursday 29th April at 10:30am.</p>	

Ledbury NDP Steering Group (SG) agenda and actions

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)

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Meeting 33 – Thursday 22nd April 2021	
Present: PH; NF; MB	
1. Notes of Meeting 32 These were accepted.	
2. Document approval Consultation documents going to full council this evening for approval. Several points raised by Councillors had resulted in revisions other queries had been investigated with Herefordshire Council and professional consultants. PH confirmed ED&P did not need to see the latest version of the documents before they went to full Council. PH pointed out that question 3a may be removed and replaced by a question on retaining a route under the viaduct to access the housing site. If the Council does not approve the documents the consultation will be delayed even though the communications and consultation document with its time frame has been approved. Tuesday 27 April is the next Working Party meeting – members will be sent/delivered by hand hard copies of the leaflet and questionnaire as for the Council meeting.. PH to feedback to MB what happens at Full Council.	
3. Sending documents out and printing After documents are approved (hopefully 27 April Working Party) It will take two weeks to print MB agreed A3 folded format was good for the questionnaire – these will be printed by the Council black and white. Royal Mail delivery to be booked on 28 th April for delivery 3 weeks later – PH to get the Clerk to organise NF to get another print quote for 4,500 on lighter-weight paper. Ask people to return completed questionnaires by Friday 25th June. MB suggested Councillors should be asked to test the questionnaire but ensure they know this is a dummy run and their answers to the trials will not be their official answer. PH to ask volunteers to stuff envelopes at the Working Party meeting. PH asked MB about Freepost address how to make it easy for people to return. How to get people to return questionnaires via Freepost MB said generally you would include an envelope with the Freepost address. Need to know if it is ok for the Freepost address to be hand written PH to ask Angie to check this when she books Freepost	NF PH PH PH PH

Ledbury NDP Steering Group (SG) agenda and actions

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<p>Volunteers</p> <p>MB said it would take a couple of days to set the questionnaire up on Survey Monkey therefore it could go live by 7th May</p> <p>Need 10 people to test whether it works – PH to ask for volunteers at Working Party meeting.</p> <p>Volunteers also needed for data entry of paper questionnaires – PH to ask for at Working Party meeting - MB advised to recruit as many volunteers as possible – suggested 6-10 needed and they need to be computer literate. She will set up volunteer training sessions on line.</p> <p>Survey Monkey – 2 addresses needed to allow more than one volunteer to input at the same time</p> <p>More than one questionnaire can be filled in from the same computer (IP address) to allow multiple people per household, but this will be monitored for fraudulent use</p> <p>Each data entry volunteer will have a number/code which will be written on the paper questionnaire</p>	<p>PH</p>
<p>Website</p> <p>Links to questionnaire and leaflet to be posted on the front page of the LTC website and front page of Neighbourhood Planning page.</p> <p>Ask MB how to do this does the link come within the leaflet?</p> <p>Topic papers to go under section 2.2 on the Neighbourhood Planning page and referred to in leaflet.</p> <p>Put Maps under Maps section NF to send PH pdfs</p> <p>NF to add note on page 11 of leaflet – ‘for bigger versions of these maps visit our web page: Section 9 Maps and Plans’</p> <p>Agreed website structure is now working well.</p>	<p>MB</p> <p>PH</p> <p>NF</p> <p>NF</p>
<p>Consultation</p> <p>In June – in addition to the online consultation, plan for physical/socially distanced Exhibition (say 2 x 3 days – mid-week/Saturday) and also a Business breakfast day.</p>	
<p>6. Next SG Meeting</p> <p>Thursday 29th April – 10:30am</p>	

Ledbury NDP Steering Group (SG) agenda and actions

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)

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Action colour code: Red = still to do

Meeting 34 – Thursday 29th April 2021 and Friday 30th April 2021 Present: PH; NF; AL	
1. Notes of Previous Meetings <u>Meeting 33</u> These were agreed after some minor changes. <u>Thursday 29th April</u> Discussed issues for meeting the next day: revised timetable now we are 1 week late; work on Awards for All and reply to Dave Tristram; edits of leaflet and questionnaire; sending CT remaining material to complete draft LVBA.	
2. Edits of Questionnaire and Leaflet SG discussed and agreed responses and actions to feedback received from LTC on 22 nd April and members of the NDP Working Party on 27 th April and others asking about the readiness of these documents for public consultation. Comments from Cllr l'Anson (e.g. on youth facilities) to be added. See separate table produced by NF.	NF NF
3. Timeframe First consultation will now be May/June, with Reg 14 in September. This will give 6 weeks for analysis of results during the main summer holiday period.	
4. Urgent Actions: <ol style="list-style-type: none"> Meeting with Dave Tristram re. Awards for All to be arranged by PH for Wednesday 5th May (10:30am). Localities grant application to follow. NF to contact BB re. questions arising from comments on green infrastructure proposals, associated map changes and to check definitions to be added to the leaflet (re. LEZ's/LSC's and town centre). BB also to be asked to update Topic Paper 2 and 4 to be in line with the Issues and Options paper. AL to update Issues and Options paper in line with the changes agreed for the questionnaire and leaflet. NF to consult MB on 2 issues relating to the use of double questions and comment boxes in the questionnaire. PH to contact CT with remaining section on Public and Social Amenity to enable her to complete a full draft LVBA by mid-May or a.s.a.p. to go on the website. CT to be sent Topic Paper 3 on Recreation, Leisure and Open Space. 	PH NF AL NF AL NF PH

Ledbury NDP Steering Group (SG) agenda and actions

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)

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Action colour code: **Red = still to do**

f. PH to produce Project Plan on what now needs to be done and involve AP in next discussion about printing/distribution/consultation, including use of social media. Consultation with individual companies and organisations to be covered including Haygrove, with whom PH has recently been in contact. The NDP will help in the process of identifying a community garden site. SG agreed to organise a meeting with Haygrove (possibly involving Sustainable Ledbury) during the May/June consultation and that they should be encouraged to look at a range of possible sites in and around Ledbury.	PH
5. Next SG Meeting Thursday, 6 th or Friday, 7 th May with AP if possible.	

Ledbury NDP Steering Group (SG) agenda and actions

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)

Consultants: Bill Bloxsome (BB); Carly Tinkler (CT) Samantha Banks,

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Office: Angie Price (the Clerk, AP)

Action colour code: Red = still to do

Meeting 35 – Thursday 6th May 2021	
Present: PH; NF; AL; AP	
1. Notes of Meeting 34	
These were agreed with some minor amendments.	
2. Discussion of Project Plan	
PH had produced a Project Plan for the public consultation covering 9 sections: booking services (printing and delivering); completing reference documents (edits, leaflet, topic papers); setting up the website (admin. files, all reference documents, testing of questionnaire); printing, stuffing envelopes and delivery to Royal Mail; promotion including social media; in-depth consultation with key groups; inviting contributions from other groups; organising physical presentations; setting up data analysis.	
During discussion, some timelines were changed and actions agreed as follows:	
a) <u>Booking services (including printing and delivery)</u>	
AP to apply for the Freepost licence this week, "Freepost Ledbury Town Council", with questionnaire note asking people to send paper returns in their own envelope (dependent on confirmation from AP on which Freepost option ordered).	AP
AP to supply white envelopes from PH's NDP budget. SG agreed need for printed label on the envelope to indicate that it's about the NDP consultation. (AP has since offered to print the envelopes which is a cheaper and quicker option.)	AP
Office to order 4,500 envelopes and print accordingly.	AP
AP to book Royal Mail delivery over the next few days to 4,184 postcodes, allowing about three-week lead-time to ensure envelopes are with Royal Mail by 24 th May.	
PH to send postcodes to AP to liaise with Royal Mail.	PH
NF to inform AP of total weight of leaflet, questionnaire and envelope using 100gsm paper and C5 envelope.	NF
AP to provide 3rd quote for printing and to decide whether she has capacity to print the questionnaire, which will be in black and white with no staples.	AP
Volunteers to stuff envelopes, most likely 21 st to 23 rd May.	SG
b) <u>Setting up website</u>	
PH to help over next 8 days. It was agreed that PH/NF try to ensure that all documents are converted to pdf's to be smaller and that they be sent to AP a.s.a.p. NOT to other staff. (Although problem with this is that the PC filed versions need to be in native format for possible future WP edit/re-use.	PH/NF
	PH

Ledbury NDP Steering Group (SG) agenda and actions

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)

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Action colour code: **Red = still to do**

<p>It had not been discussed that all website files have to be pdf or picture format for upload to the site. AP has since agreed office can probably convert to pdf format any files needed to go on the website so that documents sent by the SG in native format can be saved to the PC area.)</p> <p>PH to send filing spreadsheet to AP again. Staff to replace updated versions of the filing spreadsheet in the filing system as it is added to.</p>	
<p>documents online as they change.</p> <p>c) <u>Promotion including social media</u> Timeline was discussed and can be changed. PH/SG to send AP agreed message for social media platforms and press. AP/office to post to social media and forward questions to SG. AP will also set reminders on social media. AP pointed out restrictions which might still apply when holding physical presentations from 25th May. Burbage Hall may be suitable for one-to-one discussions with volunteers covering different topics. PH suggested this would be easier after 21st June for the 'business morning' and 2-3 public presentation days he proposes over a three-day period. Display boards set 2 metres apart could be used at these meetings. A permanent display of posters on boards could be set up for the public in a location like the Library. SG to design content and printing of suitable A3 pages; boards from previous use may be available from AP/office.</p> <p>d) <u>Inviting contributions from other groups</u> SG to agree list of businesses/groups to consult by Zoom and those to send the leaflet and questionnaire to by email or post. PH pointed out need for consulted organisational representatives to accept and allow publication of their views. AP to organise Declaration of Interest and confidentiality forms for all volunteers involved. SG agreed end date for consultation responses. The online service should come down at midnight on 4th July and questionnaires returned to LTC office by Monday 5th July.</p> <p>e) <u>Completing reference documents</u> Olivia to be asked to send last WP notes to ensure that all comments have been covered. NF to include further comments received from Cllr. l'Anson and Steve Glennie Smith on the grid. NF to change map for Option A to use solid colour for proposed playing fields and additional employment land. NF</p>	<p>PH</p> <p>AP</p> <p>SG</p> <p>SG</p> <p>AP</p> <p>NF</p> <p>NF</p>

Ledbury NDP Steering Group (SG) agenda and actions

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)

Consultants: Bill Bloxsome (BB); Carly Tinkler (CT) Samantha Banks,
Herefordshire Council (SB); WP = Working Party

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<p>also to indicate in the consultation leaflet to technical difficulty experienced in enlarging these maps.</p> <p><u>Testing the questionnaire</u>: paper version to be tested between 12th and 14th May by MB and six people (Rob, Patrick, Nicola's mother, Fred, Griff, Diane).</p> <p>MB to set up online between 14th and 17th May.</p> <p>Six people to be asked to test online version (Celia, Paul, Beverley, Tony, John, Sally) a.s.a.p. after MB's work between 17th and 20th May. with aim to go live online by 21st May.</p> <p>Printing of leaflet and questionnaire to start on 14th May, stuffing envelopes from 21st May for delivery to Royal Mail by 24th May.</p> <p>NF to ask BB to make changes to Topic Papers 2 and 4 by Monday 10th May if possible, or plan to use existing versions online.</p> <p>PH to ask CT to complete draft LVBA by 24th May if possible, to go online with other topic papers.</p> <p>SG to agree final list of edits, questionnaire, leaflet and Issues paper on 11th May.</p>	<p>MB</p> <p>NF</p> <p>PH</p>
<p>3. Funding</p> <p>PH to contact Dave Tristram to look at Awards for All application to go out by 7th May. Next Localities application to go out next week.</p>	<p>PH</p>
<p>4. Next SG Meetings</p> <p>Tuesday, 11th May, 2:30pm</p> <p>Friday, 14th May, 10:30am</p>	

Ledbury NDP Steering Group (SG) agenda and actions

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)

Consultants: Bill Bloxsome (BB); Carly Tinkler (CT) Samantha Banks,

Herefordshire Council (SB); WP = Working Party

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Meeting 36 – Tuesday 11th May 2021	
Present: PH; NF; AL	
1. Notes of Meeting 35 These were agreed after some amendments.	
2. Leaflet and Questionnaire (V10) Both documents had been amended to take account of comments received from Councillors and members of the NDP WP. SG agreed further changes as follows: <ul style="list-style-type: none"> i) Page references should be removed because in printing and folding the leaflet, they could be wrong causing unnecessary confusion. ii) It was agreed to extend the end dates for receipt of the questionnaire to 11th July for online, and 12th July for postal submissions. This should allow for delay in Royal Mail delivery. iii) Church Street be replaced by Church Lane address on questionnaire. NF to implement these changes to be checked today by PH and AL	SG
3. Testing Paper Version 10 SG to ask 6 people, as agreed at last meeting, to test whether the updated leaflet and questionnaire work together; feedback to be requested by 9:30am on 14 th May. NF to send updated version to MB for comment and ask when the online questionnaire may be ready for testing, preferably by 18 th May.	NF
4. Printing Quotes and Contacts Three quotes for printing the leaflet and questionnaire were compared: highest from PIP Printers (with Ryman), Hereford; middle one from Perpetual Press, Newent; and AP's internal quote. SG discussed the quotes, including differences in their presentation. SG agreed that while the Newent quote is about £150 higher, it includes labour and in view of AP's limited staff resources at present, the Newent quote should be recommended. PH to confirm with AP. NF to phone Newent printers on 12 th May to check if they can accept the order and then email AP to confirm they can do the work. The order to be made by the Clerk.	PH & NF

Ledbury NDP Steering Group (SG) agenda and actions

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<p>5. Other Bookings/Admin. With Office Freepost licence has been ordered, but AP has not received an answer yet; hopefully response by Monday 17th May. PH to follow up. Royal Mail delivery has also been asked for. PH to follow up. PH to send maps to AP (12th May) for checking that there are no illegal website accessibility issues.</p>	<p>PH PH PH</p>
<p>6. Issues and Topics Papers AL to change text of Issues paper along lines agreed for the leaflet and questionnaire. NF to change the maps. Current versions of Topic Papers 1 – 5 to be used as they are without further work by BB. They represent development of ideas to date and essential evidence upon which the Issues paper is based.</p>	<p>AL NF</p>
<p>7. Consultee Comments/Suggestions on Version 9 Docs All comments and suggestions received from the Council and members of the NDP WP have been received and recorded on a grid (Edits, April 2021). The impact of the new nursing home on green space as shown in figure 8 was discussed. SG agreed that though small, this location is depicted next to the by-pass as non-green space on the existing map. PH to send edits grid to all those involved, including a request to those we are asking to do online testing next week.</p>	<p>PH</p>
<p>8. Filing PH had updated the filing system document (including all meeting notes and attachments) to be sent to AP for change to pdfs for the website. PH to send latest versions of Topic papers 1 – 5 to NF to go online. 'Draft' on all documents to be removed before they are turned into pdfs. In addition to asking about the online survey, NF to ask MB about use of a QR code and its cost.</p>	<p>PH PH NF</p>
<p>9. LVBA Update PH had agreed with CT that the LVBA was too complex to complete and be available for people to read at this stage. SG agreed that it should be completed by 12th July, with a first full draft by 21st June and final agreed draft (including feedback from contributors) by 5th July. PH to send his contribution to CT by 7th June and CT to ask any other contributors to complete by that date. Digitalising of maps and some more photos would need arranging with CT. PH to contact CT with the above proposal for her views. PH and CT had agreed that a single page document about LVBA progress should go on the website, also inviting</p>	<p>PH PH</p>

Ledbury NDP Steering Group (SG) agenda and actions

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contributions, for example favourite views, from the public. SG to discuss this at meeting on 14 th May.	SG
10. Funding Confirmation of Awards for All application was received on 10 th May. PH to complete Localities report and aim to complete the second Localities application by end of this week.	PH
11. Next SG Meeting Friday, 14 th May 10:30am.	

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)
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Meeting 37 – Friday 14th May 2021		
Present: PH; NF; AL		
1. Notes of Meeting 36	These were agreed.	
2. Update of Project Plan	SG worked through and updated the project plan taking the current situation into account as follows: a) <u>Booking Services (incl. printing and delivery)</u> The chair of ED & P after the meeting on 13 th May approved the revised quotation for increased numbers of leaflets and questionnaires (6,700) within a reworked NDP budget. NF had rung the printer who is waiting for the work to start a.s.a.p. PH is liaising with AP and Hannah to confirm Royal Mail booking and timeline and the date when the Freepost address will be available. Current aim is for completed envelopes to be collected on 27 th May for delivery by Royal Mail in the week of 7 th June. PH to inform office of wording to print on envelopes: HAVE YOUR SAY ON LEDBURY'S FUTURE. Enclosed is your Neighbourhood Development Plan consultation questionnaire. People who might help with stuffing envelopes: Celia, Paul, Beverley, John, Patrick, Fred, PH, NF and AL. SG should ask for more volunteers to help if possible, as this is a very large task. Office to use boxes the envelopes came in for dispatch to Royal Mail, acquiring a few more if necessary. b) <u>Completing reference documents</u> The final paper versions of the leaflet and questionnaire have been tested by MB and 6 others. Useful feedback received has now been incorporated by NF in revised final versions. NF has also included a QR code. PH and AL to check both documents immediately after this meeting. SG discussed end date for responses in the light of current timeline. This was changed to Friday, 16 th July in view of uncertainty around the delivery of the consultation documents. PH to send comments grid to all participants, inviting some of them to test the online survey when it's set up next week. Possible people to be asked: Celia, Paul, Griff, Tony, John, Helen, Steve Chowns (Patrick and Fred in reserve).	NF PH SG PH/AL/NF

2965

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2968

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Page 1 of 2

2967

Ledbury NDP Steering Group (SG) agenda and actions

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)

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<p>d) <u>Promotion (Incl. social media) and consultation with key groups.</u></p> <p>SG to agree message for social media and press on Tuesday, 25th May for local papers on Friday, 28th May. Proposed content to be emailed by PH beforehand.</p> <p>NF and AL to look at plan for consultation with key groups prior to discussion on 25th May.</p> <p>PH to send latest comms. and consultation paper (v8).</p>	<p>PH NF & AL PH</p>
<p>3. Date of Next SG Meeting</p> <p>Tuesday, 25th May, 10.30 am</p>	

Ledbury NDP Steering Group (SG) agenda and actions

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)

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Meeting 39 – Tuesday, 25th May 2021 Present: PH; NF; AL	
<p>1. Update of Project Plan SG worked through and updated the project plan taking the current situation into account as follows:</p> <p>a) <u>Plan for Royal Mail Delivery</u> The Royal Mail team have not yet got back to Hannah to confirm delivery, which was due to start on 7th June. PH to ask Hannah to contact Patrick at Royal Mail about what's going on. PH also to ask Hannah to arrange collection by Royal Mail from 1st June. PH confirmed that 6,601 completed envelopes need to be distributed by Royal Mail to reach all Ledbury parish addresses.</p> <p>b) <u>Envelope Stuffing</u> NF and AL had labelled a total of 7,000 envelopes. NF confirmed that 6,700 leaflets and questionnaires would be ready on 26th May and delivered to AL's address between 11am and 2pm. Boxes of 500 labelled envelopes, (to include leaflets and questionnaires) to be assembled by AL, NF and PH on 26th May for distribution by PH and NF same day to addresses of the following: Celia; Griff; Tony; Helen; John; Dan; Malcolm; Andy; Steve (Glennie Smith) and Paul. Each box to include letter from PH to show appreciation, explain stuffing procedure and details to return by 31st May.</p> <p>c) <u>Online Testing</u> Testers include: Celia; Griff; Tony; Helen; John; Paul. Olivia to put documents online on 26th May. Online testing to be coordinated by PH between 26th and 28th May with plan to go live by evening of Friday 28th May. PH to ask councillors to double check the online survey a.s.a.p. SG discussed access to the leaflet online and putting a link to it on several pages. Feedback awaited on this from the testers.</p>	<p>PH</p> <p>PH</p> <p>SG</p> <p>PH</p> <p>PH</p>
<p>2. Other Matters PH to contact CT about completion and timeline for Topic Paper 6. AL to reply to BB about latest Topic Papers 1 – 5 for the website.</p>	<p>PH</p> <p>AL</p>
<p>3. Date of Next SG Meeting Thursday, 3rd June, 2:30pm</p>	

Action colour code: Red = still to do

Page 1 of 2

2970

Ledbury NDP Steering Group (SG) agenda and actions

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)

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<p>Posters to be as robust as possible, probably using 120 gm. card. Monday, 7th June, AP to be asked to arrange printing of about 100 copies of the poster for distribution by WP members. Posters to be removed if tatty and definitely after 16th July.</p>	<p>PH</p>
<p>4. CT'S Work SG discussed the delay in completing Topic Paper 6. NF and AL were both unhappy about progress and offered to help with writing up the baseline section on Public and Social Amenity. However, PH was committed to finishing this section and agreed to complete it by Tuesday, 8th June and email CT about the overall timeline and completion of Topic Paper 6.</p>	<p>PH</p>
<p>5. Other Matters Funding: PH to send NF next Localities grant application (to be completed ahead of Reg 14 consultation) to return to PH before it is passed to AP. No response yet from Awards for All. Consultees' Grid: NF had produced a grid to aid planning of all consultation with relevant individuals, businesses, groups and other organisations. AL to add comments to the grid before discussion at next meeting.</p>	<p>PH & NF AL</p>
<p>6. Date of Next SG Meeting Wednesday, 9th June, 4.30 pm.</p>	

Action colour code: Red = still to do

2972

Ledbury NDP Steering Group (SG) agenda and actions

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)

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unhappy about the failure to complete Topic Paper 6 in line with the other topic papers and BB's work on the NDP. AL proposed several approaches to resolve this impasse, but PH thought the only practical solution was for him to write up the section on Public and Social Amenity at the end of next week (18 th June), to send to CT on Monday 21 st June.	PH
6. Date of Next SG Meeting Tuesday, 15 th June, 1:30pm – to agree WP papers to send to Olivia and discuss consultation grid and physical presentations.	

Ledbury NDP Steering Group (SG) agenda and actions

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Meeting 42 – Tuesday, 15th June 2021	
Present: PH; NF; AL	
1. Notes of Meeting 41 These were agreed.	
2. Agenda and Papers for WP Meeting (22nd June) The minutes of the last, and papers for the next WP meeting were agreed to include an updated project timeline already produced by NF and budget update to be covered by PH. Papers to be sent to Olivia by 16 th June. The Royal Mail delivery to all HR8 postcodes includes a few addresses outside the parish and the participation of these people in the survey was discussed. SG agreed to recommend they be allowed to participate because of their close proximity and involvement in Ledbury for work, education, retail or social reasons. SG discussed the project timeline which has slipped by about 1 month. Reg 14 will now be reached in October/early November, Reg 16 in late January/February 2022. PH pointed out that this still meant the NDP would be fully applicable for 2 years, at which point the new Core Strategy and planning regulations were likely to come into force. SG agreed concern that the timeline is very tight with no room for further slipping and that it also needed to adapt to the LTC meeting timetable, when available.	PH SG
3. CT's Work PH had sent CT a timeline for completion of the LVBA by 16 th July and would discuss further with her on 16 th June. NF offered to look at digitalising maps required for the LVBA. PH to inform CT of the offer and ask how many maps were involved. AL also prepared to look at the digitalising task, perhaps getting a contact from Herefordshire Council.	PH
4. Posters Sally (in the LTC office) has been asked to produce 50 posters on heavy card and she will contact NF when they are ready. Locations in and around the town were discussed and the list divided between SG members to distribute a.s.a.p.	SG
5. Training for Data Input NF to email MB about possible dates for training (21 st , 22 nd and 23 rd June) and ask how long this will take. NF then to email 6 people volunteering: Steve Chowns; Tony Evans; Griff; Celia; Malcolm; Sue (plus PH and NF)	NF NF

Ledbury NDP Steering Group (SG) agenda and actions

Members: Cllr Phillip Howells (PH); Nicola Forde (NF); Ann Lumb (AL)

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<p>6. Consultees' Grid</p> <p>SG discussed the grid representing all individuals, organisations and groups to be consulted before 16th July. Consultations will be undertaken in 5 main ways:</p> <ol style="list-style-type: none"> 1. Where consultation is ongoing or already undertaken, the organisations will be asked to sign to confirm that the existing template is up to date. 2. Face-to-face or Zoom meetings. 3. Template for completion with specific questions drafted by SG (supported if available by last consultation results to update). 4. Non-standard email (e.g. about future needs or plans) 5. Standard email – SG discussed whether this should be to encourage the organisation/group to complete the questionnaire (and fill in the organisational name instead of the postcode) or whether it should just be to illicit specific views to be returned as an email. <p>SG agreed the approach to adopt for each consultee and this was recorded by NF on the grid.</p> <p>NF and AL to prepare draft template questions to be discussed at next SG meeting.</p>	<p>NF&AL</p>
<p>7. Physical Presentations</p> <p>Continuing Covid restrictions means that we shall not be able to organise physical presentations as planned. However, SG agreed to hold 2 events under the Market House open to all members of the public on Wednesday, 30th June (9 – 1pm) and Wednesday 7th July (2 - 6pm).</p> <p>NF/AL to prepare material for exhibition boards and provide questionnaires/leaflets and templates (for non-residents) to give out.</p> <p>PH to talk to AP about arrangements and ask for volunteers to help at WP meeting on 22nd June.</p>	<p>NF&AL</p> <p>PH</p>
<p>8. Other Matters</p> <p>NF to ask Olivia to put up photos sent for the website.</p> <p>PH to ask Dave Tristram if we can apply for any other alternative grants.</p> <p>NF to contact BB to arrange meeting with SG in week of 28th June and invite him to participate in a Market House presentation.</p> <p>NF/AL to contact Tom Banner at the Ledbury Reporter re. publicising views/contributions from public and about a reminder to people to complete the questionnaire.</p>	<p>NF</p> <p>PH</p> <p>NF</p> <p>NF&AL</p>
<p>9. Next SG Meeting</p> <p>Wednesday, 23rd June, 1:30pm.</p>	

Ledbury NDP Steering Group (SG) agenda and actions

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Consultants: Bill Bloxsome (BB); Carly Tinkler (CT) Samantha Banks,

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Action colour code: **Red = still to do**

Meeting 43 – Wednesday, 23rd June 2021	
Present: PH; NF; AL	
1. Notes of Meeting 42 These were agreed.	
2. Royal Mail Delivery Some residents have still not received their consultation envelope delivered by Royal Mail (e.g. Victoria Road, Southend), while at least one address has received two envelopes. PH to complain and question whether business addresses/shops received the envelope.	PH
3. Organising Training with MB NF has organised two training sessions with MB for the people volunteering to input data from the paper questionnaire. These sessions will be on Tuesday, 29 th June and Thursday, 1 st July.	NF
4. Finalising 1st Consultations SG discussed and agreed to produce draft templates and emails to consult organisations/groups/individuals in 5 ways (see attached grid for details): a) Email with previous consultation responses asking to formally update earlier response (11 organisations/individuals). b) Zoom or face-to-face meeting (6 organisations/individuals) c) Template (with leaflet and questionnaire attached) for self-completion by organisations, asking for both general feedback and answers to specific questions (about 24 organisations). Templates to be sent via AP. d) Non-standard emails (with template and questionnaire attached) to be sent asking for both general and specific feedback (14+ organisations/individuals). Emails to be sent via AP. e) Standard email to be sent to remaining groups/organisations (about 60) to be drafted by AL. Emails to be sent via AP.	PH (10) NF (1) PH (6) SG (24) NF & AL (14+) AL (60)
5. Physical Presentations PH to confirm details of physical presentations to be held under Market House on 7 th July (2 – 6pm with SG present 2 – 4pm) and 14 th July (9 – 1pm). On each occasion, volunteers will be asked to help with a member of the SG present at each session. PH to organise with AP and seek volunteers. NF to draft email for volunteers. NF is to send boards to Olivia for her suggestions. It was also agreed that NF would simplify the leaflet text used on the boards and use A1 rather than A3 if possible for the associated maps.	NF & PH NF

Action colour code: Red = still to do

2977

Ledbury Neighbourhood Development Plan Budget
Revision version 2019-2021

As at: 30/06/2021

Income	Projected income	Actual income	Difference
Locality grant 1 (in yr 20/21)	£5,000.00	£5,026.00	£26.00
Locality grant 2 (in yr 21/22)	£5,000.00	£4,954.00	£-46.00
Awards for all Grant (in yr 21/22)	£0.00	£0.00	£0.00
Malvern Hills AONB donation	£600.00	£600.00	£0.00
LTC (up to end March 21)	£10,000.00	£6,000.00	£-4,000.00
Due to Awards for All not accepting grant application, need to apply for the reserves funding in 21-22 as provided for if needed	£10,000.00	£0.00	£-10,000.00
Other income	£0.00	£0.00	£0.00
Income totals	£30,600.00	£16,580.00	£-14,020.00

Expenditure

Consultants	Projected spend	Actual spend	Difference
Landscape assessment	£10,000.00	£8,925.00	£-1,075.00
Additional landscape work	£2,600.00		£-2,600.00
Technical planning	£5,260.00	£2,101.00	£-3,159.00
Additional technical support	£2,440.00		£-2,440.00
Subtotal	£20,300.00	£11,026.00	£-9,274.00

Consultation - 1st Public	Projected spend	Actual spend	Difference
Leaflet print and delivery	£2,872.00	£2,522.00	£-350.00
Room hire (Assuming not given COVID restrictions)	£100.00	£0.00	£-100.00
Refreshments (ditto re COVID?)	£0.00	£0.00	£0.00
Materials	£150.00	£72.50	£-77.50
Consultant support	£1,940.00		£-1,940.00
Subtotal	£5,062.00	£2,594.50	£-2,467.50

Counultation - Reg 14 and Reg 16	Projected spend	Actual spend	Difference
Advertising and promotion	£0.00		£0.00
Room hire (Assuming COVID restrictions allow)	£250.00		£-250.00
Refreshments (ditto re COVID)	£150.00		£-150.00
Materials	£500.00		£-500.00
Consultant support	£3,064.00		£-3,064.00
Subtotal	£3,964.00	£0.00	£-3,964.00

Other expenses	Projected spend	Actual spend	Difference
Other expenses contingency	£1,274.00		£-1,274.00
Subtotal	£1,274.00	£0.00	£-1,274.00

Totals	Projected	Actual	Difference
Total income	£30,600.00	£16,580.00	£-14,020.00
Expenditure			
Consultants	£20,300.00	£11,026.00	£-9,274.00
Consultation - 1st Public	£5,062.00	£2,594.50	£-2,467.50
Consultation - Reg 14 and Reg	£3,964.00	£0.00	£-3,964.00
Other expenses contingency	£1,274.00	£0.00	£-1,274.00
Total expenditure	£30,600.00	£13,620.50	£-16,979.50
Total surplus/excess inc over exp	£0.00	£2,959.50	£2,959.50

2978

PROJECT TIMELINE (rev 15 June 2021)

Notes:

- Need to insert LTC meeting timetable when it's available

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan 2022	Feb 22
Council Meetings		ED&P 11th	ED&P 11th	Full Council 15th	ED&P 20th		ED&P 7th							
NDP WP Meetings		NDP WP 2 nd	NDPWP 2 nd & 30th											
NDP SG Meetings	21st	2nd	2 nd & 30th											
Study/Analysis/Report Deadlines		Final Draft Topic papers - Mid-Feb	Policies and studies to NDPWP on 2 nd , ED&P on 11 th , Full Council 1 st April				16th Draft Lands cape Study	Analysis of consultation results, re-write of NDP	Draft NDP to HCC - 4 weeks			Analysis of consultation results, re-write of NDP and preparation of materials for Reg 16 consultation	HC revised SEA	

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan 2022	Feb 22
Revised Consultation Timetable														
LTC meetings							Full cnd 29th	Planning 12th	Planning 9th Full cnd 30th	Planning 14th	Planning 11th	Planning 9th		
LVBA							1 st consultation	Analysis and drafting	Analysis and drafting	Draft to HC - 4 weeks	Reg 14 consultation			
				Easter				School Holidays					School holidays	

Previous Timetable				Easter			1 st consultation	School Holidays		Reg 14				Reg 16
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2979

Ledbury Neighbourhood Development Plan

Communications and consultation plan

for the development of an enhanced version of the current Ledbury Neighbourhood Development Plan scheduled to be adopted in early 2022

Communications and consultation plan objectives

1. To ensure the public (residents of Ledbury Town and the Parish) are fully informed of progress as far as reasonably possible during all stages of enhancing the current Ledbury Neighbourhood Development Plan (the Ledbury NDP - which was adopted in January 2019)
2. To achieve this (especially in the context of the COVID-19 pandemic and the possible need to use virtual, digital and printed media as a primary means of communication to support social distancing) through a variety of media platforms so the public can comment or ask questions at any point and in particular during specific consultation meetings, discussions and organised events
3. To demonstrate that consultation has been adequately sought with all relevant stakeholders, including community groups and organisations, landowners and businesses likely to have an interest in or be affected by the development issues covered by the NDP
4. To carry out the number of specific consultation meetings and events necessary to substantiate sufficient public reach and volume of responses have been achieved to fully support, with adequate evidence, the resulting policies advanced in the draft enhanced NDP
5. To demonstrate that all feedback during the whole exercise has been fully considered in policy formulation and when necessary, reflected in changes to the draft NDP before a final version is produced
6. To ensure the evidence base and resulting policy formulation process has been formally documented, collated, filed and referenced in a structured format sufficient for easy and informed public access and ultimate formal examination before the plan can be put forward for an adoption referendum.
7. This document will be updated regularly with up-to-date versions showing actual timescales achieved, activities to be conducted and budget figures.

Communications plan

1. **Media to be used to advise the public, businesses and community organisations of the NDP development stages and to promote the related specific consultation rounds will include:**

For the 1st Public consultation round (under Plan A options shown below and assuming COVID secure conditions):

Ledbury Neighbourhood Development Plan

Communications and consultation plan

for the development of an enhanced version of the current Ledbury Neighbourhood Development Plan scheduled to be adopted in early 2022

- Letters and/or emails to businesses, community groups and organisations from council held and other accessible permission-based lists as identified in the Consultation Plan section below
- Public consultation leaflet and questionnaire delivered to all residences in Ledbury and the Parish
- Use of existing networks such as the U3A, Ledbury Civic Society, Ledbury Traders Association and the WEA (Workers' Educational Association) to help get the consultation messages disseminated (a full list of some 70+ Ledbury community groups is held by the annual Ledbury Community Day organisers)
- Social media – Facebook including the various different Ledbury based Facebook sites*, Nextdoor, Town Council website and especially the NDP pages of the website. Use of twitter and Instagram will also be considered if deemed relevant to reach significant numbers of Ledbury people.
- Local press – mix of news release information and possible paid adverts in:
 - Ledbury Focus – free monthly magazine with 6,000 copies distributed free to all households in the Ledbury area and copy deadline one month ahead; we need to provide a pre-set page copy
 - All About West of the Hills – free bi-monthly magazine with 7,000 copies distributed free to all households in the Ledbury and surrounding areas and copy deadline one month ahead
 - Ledbury Reporter – weekly newspaper with a deadline of Tuesday for the Friday issue of the same week; also with online news content
 - Hereford Times – weekly newspaper with the same copy deadline and also with online news content
 - BBC Hereford and Worcester

* Including:

- Voice of Ledbury: 9,378 members
- Ledbury Community Action: 190 members
- Ledbury Noticeboard: 12,206 members
- Loving Ledders: 955 members
- Town Talk: Ledbury Politics: 497 members
- What's On Ledbury Area: 1,467 members
- The Shops of Ledbury: 900 like the page
- Old Ledbury: 4,331 members
- Ledbury COVID-19 Support Group: 1,465 members
- Next Door: 7% of Ledbury households = approx. 300
- Ledbury Town Council twitter site: 209 followers

Member numbers quoted as at 18/03/21 - Note these are substantial increases over the last few years demonstrating the much wider reach that can now be achieved through the use of social media (no doubt influenced by social isolation during the lockdowns and people finding other means to keep in contact) justifying this being included as a key element of the first round of

Ledbury Neighbourhood Development Plan

Communications and consultation plan

for the development of an enhanced version of the current Ledbury Neighbourhood Development Plan scheduled to be adopted in early 2022

public consultation as being viable and valid to achieve a representative response sample despite lockdown conditions.

For the Reg 14 round of consultation (under Plan B options shown below and assuming COVID restrictions lifted):

- All the above plus posters on public notice boards, shop windows and in the library and at physical meetings with a combination of venues and presentations by different consultation groups

2. Preparation lead times

To complete the 1st Public round of consultation in June-July:

- Prior to March 2021 - Preparation, gathering the baseline evidence and producing the topic guide papers on which to base the consultation programme
- March 2021 - First news release on progress and seeking stakeholder requests to provide input, help with evidence gathering and any policy ideas/formulation input
- March to early April 2021 - Start advertising public consultation programme to be held (original plan was April-May 2021 but with time taken to produce the consulted-upon leaflets and get the Royal Mail delivery programme in place this eventually became June-July 2021), including booking any adverts/mag space, social media and websites and email to all local organisations and groups. Design and set up online survey and post consultation documents on the NDP website
- Late March to mid-April 2021 - Design and organise production and distribution of consultation leaflet and questionnaire to all households and be available from mid-June with a returned deadline by 16th July 2021.

To complete the Reg 14 round of consultation in August-September:

- July 2021 - Book venues and dates for public consultation events, recruit volunteers for events
- July 2021 - Design and set up online and paper questionnaire on policy proposals to be used at events
- July 2021 – Advertise/promote using media indicated, organise and produce display materials including exhibition-type policy description posters and posters for notice boards and shop windows, arrange refreshments, produce volunteer rota from the NDP WP to explain policies and encourage/collect completed questionnaires at events
- August to September 2021 - Hold public consultation events including business breakfast and evening consultation events such as for the Ledbury Traders Association, all other town centre traders and businesses in and around Ledbury

Ledbury Neighbourhood Development Plan

Communications and consultation plan

for the development of an enhanced version of the current Ledbury Neighbourhood Development Plan scheduled to be adopted in early 2022

3. Hard to reach groups

- These will be reached in particular by posters and questionnaires delivered to where they could be expected to be read and seen - such as to the care homes, schools, food bank, library (full list below) - and with consultation visits where appropriate and/or requested

4. Resources available:

- See table in the Consultation statement and plan

5. Approval timescales:

- 1st Public consultation round: All communication materials to be ready for ED&P committee recommendation for approval at the March 2021 meeting with full Council approval at the April 2021 meeting
- Reg 14 consultation: All communication materials to be ready for ED&P committee recommendation for approval at an early to mid-July 2021 meeting with full Council approval at a late July meeting

Consultation statement and plan

1. Overview

This consultation statement sets out how the Ledbury Neighbourhood Plan WP intends to consult on the contribution to the evidence base and then formal public review and feedback stages of the NDP process leading up to Reg 16 and ultimate adoption.

Since this exercise is to amend and update the current adopted version and not to produce a totally new version of the Ledbury Neighbourhood Development Plan, four consultation stages are planned, including two rounds of full public consultation

- An initial invitation to participate in the Working Party and baseline evidence gathering
- A first round of evidence based public consultation to inform the development of a proposed settlement boundary and policy amendments/additions to produce a first draft of the new version of the NDP leading up to a Reg 14 submission version. The purpose of this consultation is to gain an understanding of the how the community and other stakeholders view different options suggested by the evidence base in order to draft the Reg 14 version
- A second round of stakeholder and public consultation on this draft to inform editing to produce a final version to be approved to go to Reg 16 for formal examination by the inspector

Ledbury Neighbourhood Development Plan

Communications and consultation plan

for the development of an enhanced version of the current Ledbury Neighbourhood Development Plan scheduled to be adopted in early 2022

- There will be a final consultation stage on the final version of the plan incorporating any necessary or suggested inspector edits/amendments to the plan, which once confirmed as being adequately incorporated in the final plan, will go on to a referendum for adoption.

The size of the Ledbury NDP area (the whole parish, which includes the town itself and surrounding countryside encompassed within the formal Ledbury parish borders) creates a significant challenge to consulting on neighbourhood plan documents. The population of the plan area is close to 10,000. Ensuring adequate consultant opportunities for the rural areas of the parish in particular is addressed in this plan.

In summary, the first round of public consultation, once the outcomes have been analysed, will form the evidence to produce the proposed settlement boundary and policy revisions into a Reg 14 draft of the NDP. The second public consultation round on this draft will lead to changes to the policies based on the outcomes from the analysis and in line with the agreed NDP update objectives – which may have also been refined as a result of the consultations.

2. How the consultation will be set up

We are currently very limited on conducting face to face research within current Covid-19 restrictions. Currently (June 2021) running face to face sessions is still problematic until lockdown is fully lifted, which is not scheduled to be fully removed until at least 21st June and even then it depends on what restrictions are put in place following the end to lockdown. Our plan would be to ensure as much consultation takes place virtually or with little or no contact as possible whilst ensuring the breadth and depth of the consultation originally planned is maintained.

This is anticipated to apply to the first round of public consultation, so we will work towards Plan A (virtual) for that stage. As lockdown restrictions are removed, we can supplement with Plan B (face to face) should restrictions allow – which is expected to be the case for the second/Reg 14 round of public consultation. Subject to lockdown easing timescales, it may also be possible to include some Plan B events in the latter part of the first round of consultation – options for this are included in the consultation budget for activities below.

- **Plan A**
 - Consultation material drafted with information in an Issues leaflet on each of the policy areas with key areas for decisions highlighted. This information with a questionnaire to be delivered to all households in the wider Ledbury parish. It is proposed to use Royal Mail for delivery to the 6,601 households according to their data to all the residential postcodes in the area. These will also be accessible electronically on the NDP/TC website and also available to email or print and post out on request.

Ledbury Neighbourhood Development Plan

Communications and consultation plan

for the development of an enhanced version of the current Ledbury Neighbourhood Development Plan scheduled to be adopted in early 2022

- The aim will also be to place a recorded Zoom presentation on the website which will enable people to access a presentation at a time to suit them, and a series of Zoom sessions is planned (a combination of day/evening/ weekday/weekend), either targeting particular groups such as businesses, recreation groups, through schools, retailers and traders or open sessions. This will follow a presentation style session to participants, where questions can be asked to gather some qualitative and quantitative data to help develop policy proposals. Sessions can either be recorded or a note taker nominated (otherwise it is a lot to facilitate and note take for one person).
- **Plan B Event types**
 - 2-day consultation event
 - Business Breakfast
 - Parent's evenings
 - Retailers and traders evening consultation event
 - Possible consultation venues
 - The Recreation Ground
 - Community Hall
 - St Katherine's Hall
 - The Masters House and library
 - The Market House
 - Town Council offices
 - The Burgage Hall
- 3. **Consultation groups to be contacted/actually contacted (using COVID secure means as appropriate) with approximate numbers**
 - When setting up the Working Party
 - A leaflet asking for any NDP suggestions and for volunteers was produced and distributed by Ledbury Town Council at the Ledbury Community Day in August 2019
 - A letter was sent out to 76 local groups and organisations in October 2019 asking for any NDP suggestions and for volunteers to help with the NDP
 - Consequently, a core Working Party of some four Town Councillors/Ward Councillors, a regular dozen or more community volunteers and support from Herefordshire Council planning and funding officers have been working closely together on the NDP with the two engaged consultants (with a third associate consultant of one of these also engaged specifically on the consultation process) and Town Council office staff since early 2019
 - **Target evidence base consultation by key issues and by community groups**
 - **Employment**
 - Heineken/UBL

Ledbury Neighbourhood Development Plan

Communications and consultation plan

for the development of an enhanced version of the current Ledbury Neighbourhood Development Plan scheduled to be adopted in early 2022

- Pugh's Auctioneers and estate agents
- John Goodwin Estate Agents
- Mr Bruce Gilbert – farmer and landowner of a proposed employment land off Little Marcle Road
- Other landowners of land being allocated/included in the settlement boundary
- Tri-services - police, fire and ambulance
- Potential budget hotel operators
- Business outside the town centre in trading estates and elsewhere – a list of 76 business will have had individual business letters sent to the Chief Executive inviting input and comment
- **Town centre**
 - Tesco
 - Coop
 - Police – Insp James Ashton
 - Ledbury Traders Association - all 48 members will have individually received an email with the same business letter
 - All other town centre retailers and business including services such as hotels, dentists, estate agents, banks, solicitors and accountants will have had a hand delivered copy of the same business letter through their letter box to approximately 165 businesses (Traders Association duplicated)
- **Herefordshire and Gloucestershire Canal Trust**
 - Representative of the trust
- **Medical facilities**
 - Ledbury Health Partnership
 - Ledbury Health Group
- **Neighbouring NDP parishes**
 - Dymock Parish Council
 - Wellington Heath Parish Council
 - Colwall Parish Council
 - Pixley and District Parish Council
 - Eastnor and Donnington Parish Council
 - Bosbury and Coddington Parish Council
- **Railway station**
 - The Kennels (Wilce family-owned land north of the railway station)
 - Network Rail
 - West Midlands Train Network
- **Sport and fitness**
 - Ledbury and District Sports Federation
 - Ledbury Swifts Football club
 - Ledbury Town Football Club
 - Ledbury Rugby Football Club
 - Ledbury Cricket Club
 - Mr Arthur Hindmarsh – owner of Property Solutions; owns LFC land

Ledbury Neighbourhood Development Plan

Communications and consultation plan

for the development of an enhanced version of the current Ledbury Neighbourhood Development Plan scheduled to be adopted in early 2022

- Mr Alistair Young – farmer and landowner of a proposed site for a new combined Ledbury football facility
- John Masefield Secondary High School (sports facilities)
- Ledbury Harriers Running Club
- Ledbury Tennis Club
- **Design issues**
 - Paul Neep, Architect
- **Community gardens**
 - Haygrove Community Gardens
 - Ledbury Allotments
 - Underdown walled garden
- **Footpaths and cycleways**
 - Hereford Local Access Forum (HLAC)
 - Ledbury Area Cycle Forum
 - Ledbury Walker's Club
 - Ledbury Ramblers
 - Footpaths Officer – Ian Fountaine
- **Public green spaces**
 - Children's Play Groups/parent groups
 - Herefordshire Green Network
 - Herefordshire Wildlife Trust
 - Ledbury Naturalists' Field Club
 - Tree Warden
 - Sustainable Ledbury
- **Other green spaces and recreation areas**
 - Malvern Hills AONB Partnership
 - Local camping, caravanning and chalet holiday sites
 - Ledbury Park
 - Hellens
 - Eastnor Castle
 - Westons Cider
- **Other principal community groups and organisations** (using the Ledbury Community Day list of approximately 70 community organisations including the key ones listing below)
 - Ledbury Town Council
 - Ledbury Town Councillors
 - Ledbury Places
 - Ledbury Civic Society
 - Ledbury Poetry Festival
 - Community Action Ledbury
 - Community Voluntary Action Ledbury & District (CVA)
 - U3A
 - St Michael & All Angels Church
 - Catholic Church of the Most Holy Trinity

Ledbury Neighbourhood Development Plan

Communications and consultation plan

for the development of an enhanced version of the current Ledbury Neighbourhood Development Plan scheduled to be adopted in early 2022

- Ledbury Methodist Church
- Ledbury Primary School
- Ledbury Market Theatre
- Bill Wiggin MP
- Local Deputy Lord Lieutenants
- **Youth groups**
 - Ledbury Scouts
 - Ledbury Air Corps
 - LYAS (Ledbury Youth Activities Support)
 - Busy Bees Pre-school
 - Market Theatre Youth Group
- **Hard to reach**
 - Elderly people at care homes
 - Leadon Bank
 - Shaw Health Care
 - Harling Court
 - Disabled people
 - via CVA and Age Concern
 - Young people not necessarily in formal groups via the LYAS (Ledbury Youth Activity Service) drop-in centre and John Masefield High School
 - Users of the Food Bank
 - Local fruit farms
 - Salter's Hill Home Care and Support
 - Traveller groups
 - Rural populations in the villages and hamlets of the parish hinterland

4. Advertising and promotion

- As per the communications plan media platforms to be used

5. Format

- The second public consultation events will feature display story boards of the process from the beginning to the position/story so far.

6. Staffing

- Plan A
 - Max Bassett (Consultant) to help set up and facilitate Zoom sessions and polls.
 - Steering group and WP member(s) to assist in taking notes of any key points raised and be available to answer questions.
 - Max Bassett to design online survey (and print version) for sharing online or via email, collate and analyse responses alongside Zoom poll results.

Ledbury Neighbourhood Development Plan

Communications and consultation plan

for the development of an enhanced version of the current Ledbury Neighbourhood Development Plan scheduled to be adopted in early 2022

- Present results back to the Steering group in report and executive summary formats.
- Plan B (for each event)
 - Set up and dismantle will require 6 people
 - During the event the requirement will be 2 people each to take contact details/issue questionnaires and to provide refreshments, and 5 people to represent each of the key issues being consulted upon

7. Questionnaires/surveys

- Same format for all consultations
 - Agree Strongly, Agree, Don't Know, Disagree, Disagree Strongly and No opinion
 - Easy layout with tick boxes and then a comment box for each objective or policy

8. Budget/resources

- See the NDP budget for overall budget estimates. We have initially allowed for up to £5,000 per public consultation round, although in practice we anticipate a cost somewhat less per event as indicated in the tables below.

Draft plan consultations timescales and costs

- After the 1st public consultation round in June and July 2021, analysis of the data during July and early August will lead to the production of a Reg 14 draft plan which will be written taking into account all the public, local authority and stakeholder suggestions and comments.
- Assuming agreement from HC that this is appropriate as a Reg 14 document, a second public round of consultation will take place in September and October 2021 on the now completed plan to produce a Reg 16 document.
- Assuming again, acceptance that this document is suitable to be seen as a Reg 16 version, a final round of consultation on this final draft is scheduled for December 2021, with any final edits as a result incorporated with the aim of going to referendum for the revised plan adoption in January 2022.

Ledbury Neighbourhood Development Plan

Communications and consultation plan

for the development of an enhanced version of the current Ledbury Neighbourhood Development Plan scheduled to be adopted in early 2022

Estimated and actual costs 1 st Public consultation round leading to a Reg 14 draft plan	£	£
		Total
Leaflet and questionnaire		
Produce copy (actual)	0	
Print 6,700 of each (actual)	1,488	
Free post licence (actual)	241	
6,700 envelopes (estimate)	150	
Delivery to Royal Mail Swindon (actual)	165	
Distribution by the Royal Mail (actual)	628	
Postage return costs of quest (estimate)	200	2,872
Events in May if allowed		
Room hire and refreshments	0	
Presentation card/posters – A3 (actual)	87	87
Consultant support		
Questionnaire design	500	
Consultant's time to set up data analysis including keying in any manual surveys, analysing quantitative and qualitative data and producing a report	1,440	1,940
	Total	£4,899

Ledbury Neighbourhood Development Plan

Communications and consultation plan

for the development of an enhanced version of the current Ledbury Neighbourhood Development Plan scheduled to be adopted in early 2022

Estimated costs Reg 14 draft public consultation	£	£
		Total
Advertising and promotion:		
Expected Ledbury Focus and All About West of the Hills mags will publish at no cost as a community communication as in the past.	0	0
Rooms & refreshments at events:		
Room hire: 3 @ £50 and 1 @ £100 For: 1 x 2-days event and 3 other half day events	250	
Refreshments 2-days event @ £30 per day	60	
Business event @ £30	30	
Two other events @ £30	60	400
Consultation materials and support:		
Printing estimated 100 hard copies of the plan to handout @ £2.50 each	250	
Presentation card/posters - Print A3 x 50 @ £2.50 each	125	
Questionnaire production and print 250 @ £0.50 each	125	500
Consultant's time to help with producing story board content and questionnaires time to set up data analysis including keying in any manual surveys, analysing quantitative and qualitative data and producing a report	1,614	1,614
	Total	£2,514

Ledbury Neighbourhood Development Plan

Communications and consultation plan

for the development of an enhanced version of the current Ledbury Neighbourhood Development Plan scheduled to be adopted in early 2022

Estimated costs Reg 16 consultation	£	£
		Total
Consultation support:		
Consultant's time to help set up data analysis including keying in any manual feedback, analysing quantitative and qualitative data and producing a report to assist with final editing	1,450	1,450
	Total	£1,450

On the basis of the review of the measures undertaken above and in light of the anticipated relaxation of restrictions by central government on the 19th July 2021 recommendations on what should be done with each of the measures is outlined below.

Element	Recommendation	Comments	Implications
<i>General</i>			
20mph speed limits across all locations	Remove temporary limits following 19 th July, but initiate project to develop 20mph limits more widely following the securing of funding.	<p>The measures were introduced as part of the EATM measures to support the other measures and not as stand alone measures. Therefore as the EATM measures are removed the limits would be expected to follow.</p> <p>Retention of the limits to the expiry of the TTRO would require further investment in signage and markings to make them more robust and it is unlikely that process to introduce permanent limits could be concluded in time for expiry of TTRO's</p>	Removal of existing temporary signage. Initiate steps to develop programme of permanent 20mph limits.
<i>Hereford</i>			
Footway widening / Parking suspension Broad Street, King St, Bridge St	Footway widening is removed and parking reinstated following 19 th July.	<p>Public perception and desire for additional space provided through footway widening will have significantly diminished following relaxation to the point where retaining the measures is not justified.</p> <p>Further adaptation of streets can be developed through HCCI project for Cathedral & River Wye Quarter.</p>	<p>Planters will need to be taken away and lining adjustments required to reinstate parking bays on broad Street to original layouts.</p> <p>Liaison with business with on street trading will be required to coordinate the impact of the change on their operation.</p>
Old Wye Bridge Closure	To be confirmed following further consideration with cabinet member if Old Bridge Closure should be	Closure incurs an ongoing cost for maintaining signage. With swimming pool reopening there is increased	Temporary signage would need to be removed if measures removed.

2997

Agenda Item 15

Element	Recommendation	Comments	Implications
	removed following 19 th July or retained for longer period SMV21TX18G.	pressure on the St Martin St exit onto the A49. Further consideration of the bridge and active travel route can be developed through HCCI project for Cathedral & River Wye Quarter. Closure has made walking and cycling on this key route into the city easier and supported on street trading on Bridge Street.	Liaison with business with on street trading will be required to coordinate the impact of the change on their operation.
Aubury Street Closure	Retain closure until expiry of TRO.	Measure has made cycle lane considerably safer with no significant dis-benefit. Permanent arrangement can be considered as part of HCCI project for Cathedral & River Wye Quarter, noting there will be a period where it will have to be removed before a permanent TRO is implemented.	Temporary signage to be amended to semi permanent signage to remove the ongoing maintenance costs. Inclusion of permanent closure as consideration in CRWQ design.
Widemarsh St Timed Closure amendment.	Revert closure back to original times (10:30am to 4:30pm)	Public perception and desire for additional space provided through footway widening will have significantly diminished following relaxation to the point where retaining the measures is not justified.	None – simply revert to original timings.
Ledbury Road Cycle Lane	Retain the lane in its current form.	Whilst there have been issues with parking in the lane it has generally been beneficial. It does not have a TTRO so there is no expiry or need to remove it. As part of the wider active travel master planning, consideration can be given to enhancing the lane to	None

2998

2999

Element	Recommendation	Comments	Implications
		make it segregated or to introduce double yellow lines along the lane.	
<i>Bromyard</i>			
Footway widening / Parking suspension High Street	Footway widening is removed and parking reinstated following 19 th July.	Public perception and desire for additional space provided through footway widening will have significantly diminished following relaxation to the point where retaining the measures is not justified.	Planters will need to be taken away and lining adjustments required to reinstate parking bays.
<i>Kington</i>			
High Street Chicane	Chicane removed following 19 th July.	Public perception and desire for additional space and hence the need to step off the footway will have diminished following relaxation to the point where retaining the measures is not justified.	Chicane signage will need to be removed.
<i>Ledbury</i>			
Woodleigh Road One Way	Retain one way and cycle / pedestrian space until expiry of TTRO	One way has provided benefits for pedestrians and cycles without any significant disbenefits. Suggest that process to make TRO permanent commenced once funding source identified.	None in the short term. Seek funding for TRO process to make measures permanent.
<i>Ross on Wye</i>			
Warning Signage	Removal of warning signage following 19 th July.	Public perception and desire for additional space and hence the need to step off the footway will have diminished following relaxation to the point where retaining the measures is not justified.	Removal of temporary signage.

On the basis of the review of the measures undertaken above and in light of the anticipated relaxation of restrictions by central government on the 19th July 2021 recommendations on what should be done with each of the measures is outlined below.

Element	Recommendation	Comments	Implications
<i>General</i>			
20mph speed limits across all locations	Remove temporary limits following 19 th July, but initiate project to develop 20mph limits more widely following the securing of funding.	The measures were introduced as part of the EATM measures to support the other measures and not as stand alone measures. Therefore as the EATM measures are removed the limits would be expected to follow. Retention of the limits to the expiry of the TTRO would require further investment in signage and markings to make them more robust and it is unlikely that process to introduce permanent limits could be concluded in time for expiry of TTRO's	Removal of existing temporary signage. Initiate steps to develop programme of permanent 20mph limits.
<i>Hereford</i>			
Footway widening / Parking suspension Broad Street, King St, Bridge St	Footway widening is removed and parking reinstated following 19 th July.	Public perception and desire for additional space provided through footway widening will have significantly diminished following relaxation to the point where retaining the measures is not justified. Further adaptation of streets can be developed through HCCI project for Cathedral & River Wye Quarter.	Planters will need to be taken away and lining adjustments required to reinstate parking bays on broad Street to original layouts. Liaison with business with on street trading will be required to coordinate the impact of the change on their operation.
Old Wye Bridge Closure	To be confirmed following further consideration with cabinet member if Old Bridge Closure should be	Closure incurs an ongoing cost for maintaining signage. With swimming pool reopening there is increased	Temporary signage would need to be removed if measures removed.

2997

Agenda Item 15

Element	Recommendation	Comments	Implications
	removed following 19 th July or retained for longer period SMV21TX18G.	pressure on the St Martin St exit onto the A49. Further consideration of the bridge and active travel route can be developed through HCCI project for Cathedral & River Wye Quarter. Closure has made walking and cycling on this key route into the city easier and supported on street trading on Bridge Street.	Liaison with business with on street trading will be required to coordinate the impact of the change on their operation.
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Ledbury Road Cycle Lane	Retain the lane in its current form.	Whilst there have been issues with parking in the lane it has generally been beneficial. It does not have a TTRO so there is no expiry or need to remove it. As part of the wider active travel master planning, consideration can be given to enhancing the lane to	None

Element	Recommendation	Comments	Implications
		make it segregated or to introduce double yellow lines along the lane.	
<i>Bromyard</i>			
Footway widening / Parking suspension High Street	Footway widening is removed and parking reinstated following 19 th July.	Public perception and desire for additional space provided through footway widening will have significantly diminished following relaxation to the point where retaining the measures is not justified.	Planters will need to be taken away and lining adjustments required to reinstate parking bays.
<i>Kington</i>			
High Street Chicane	Chicane removed following 19 th July.	Public perception and desire for additional space and hence the need to step off the footway will have diminished following relaxation to the point where retaining the measures is not justified.	Chicane signage will need to be removed.
<i>Ledbury</i>			
Woodleigh Road One Way	Retain one way and cycle / pedestrian space until expiry of TTRO	One way has provided benefits for pedestrians and cycles without any significant disbenefits. Suggest that process to make TRO permanent commenced once funding source identified.	None in the short term. Seek funding for TRO process to make measures permanent.
<i>Ross on Wye</i>			
Warning Signage	Removal of warning signage following 19 th July.	Public perception and desire for additional space and hence the need to step off the footway will have diminished following relaxation to the point where retaining the measures is not justified.	Removal of temporary signage.

2999

LTC Clerk

From: Gary Troy
Sent: 13 July 2021 08:53
To: LTC Clerk
Subject: Parking hazard

Agenda Item
16

Hi Angie,

I have received another complaint from a member of the public regarding poor parking at the end of Oatley's Crescent and the junction with Margaret road significantly impeding pedestrian ability to see oncoming traffic!

I am expecting to receive a photograph from the concerned person who is worried about children crossing to get to LPS in the morning and returning in the afternoon.

May I ask that this is brought to the attention of the appropriate Committee / WP as an agenda item. The application of Yellow lines, reducing the speed limit to 20 MPH permanently would all help, as would additional signage perhaps? But I have been asked why there can't be a dedicated crossing?

Regards,
GARY

PLANNING COMMITTEE	12 AUGUST 2021	AGENDA ITEM: 17
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Report prepared by Angela Price – Town Clerk

Purpose of Report

The purpose of this report is to advise Members of the Planning Committee of a request received from a resident of Horse Lane Orchard for a drop-down kerb.

Detailed Information

A request has been received from resident of Horse Lane Orchard for a drop-down kerb to be considered to aid a resident who now has a Motability Scooter and who is currently having to negotiate a difficult crossing over the A449 when travelling from his home to town. Currently the resident has to leave the pavement and drive to the main road on the left hand side of the road and then has to cross the road diagonally onto the driveway of the Police Station.

To make this safer the request is for Ledbury Town Council to give consideration of a Traffic Regulation Order (TRO) for the installation of a drop-down kerb on the left side at the bottom of Horse Lane Orchard and another drop-down opposite on the kerb to the lower side of the entrance to Cabbage Lane.

Recommendation

That Members of the Planning Committee give consideration to the above and include the request for a drop-down kerb as outlined as part of the Council's proposed TRO request to Herefordshire Council, via the Traffic Management Committee.

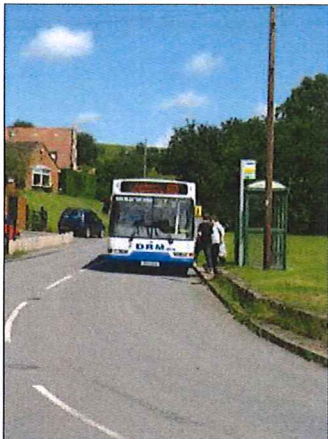
Agenda Item

19a

Herefordshire Sustainable Transport Group (HSTG)

Response to consultation
on the Herefordshire
Bus Service Improvement
Plan

© HSTG 02 August 2021



3002

Herefordshire Bus Improvement Plan (BSIP)
Herefordshire Sustainable Transport Group (HSTG)
Response to Consultation

In the Council's consultation document on the Herefordshire BSIP, Councillor Harrington is correct in stating.... *'Good and affordable transport is vital to the people of Herefordshire. An efficient and varied transport network is essential for the county's economy'*. This is backed up by the bold statement.... *'This administration is committed to increasing the bus network across the City, market towns and our villages. There will of course be challenges and there will be a need for investment into an improved bus network but we are determined to get residents and schoolchildren back onto buses in a way that we haven't done for nearly two decades.'*

To this must now be added the very important aspects of:

- tackling climate change and the need to significantly and quickly reduce carbon emissions from transport.
- The need to tackle traffic congestion by encouraging people to switch from car to bus.
- The need to address the inequality and social isolation experienced by those without access to a car as a result of declining bus services.
- The need to protect the valuable Herefordshire environment, both rural and urban from increased traffic intrusion.

A much improved bus network can greatly assist in all this.

How is this going to be achieved? One major and perhaps most important factor is the need to provide an attractive, safe, comfortable, frequent, easily accessible and affordable alternative to the car. At the same time such an alternative can be a catalyst for the future economic and social well being of our rural and urban communities.

An alternative to the car already exists. It is the humble omnibus, which has been a significant part of Herefordshire life for many years, from pre first world war to the present and sustained by the unique existence of local bus operators in a corporate bus world.

However, as central government has finally realised, the bus has been forced into a shadow existence in the transport scene, especially in the more rural areas of Britain. Hence the publication of the government's 'Bus Back Better' and the opportunity given to local authorities to prepare Bus Improvement Plans, pursue partnerships with operators and put a plan into action. As Councillor Harrington states.... *'The financial incentives and the direction from central government asking bus service providers and local authorities to work together in 'enhanced partnerships' gives us the very best opportunity in decades for private bus companies and the Council to work together collaboratively, this is an opportunity we must not waste to return bus coverage in Herefordshire to levels that are sustainable and effective.'*

From Sweden a colleague reports ‘ *This morning I will take a five minutes walk to get my bus into the nearest town (Jaerna in Sweden). I have over twenty buses each weekday and about ten on Saturdays, Sundays and holidays. They connect with trains. They are affordable. They are punctual and reliable and they cost me just over £2 for any single trip by any local train or bus in any combination and changes as long as it is completed within 75 minutes*’. **Our ambition in Herefordshire should be to at least match this for the majority of the county’s population.**

Whilst consultation with the public is important, it remains for the local authority to produce a BSIP of boldness and vision that will improve the lives of existing passengers, encourage new passengers to use the bus rather than a car and show the government that Herefordshire can provide a first-class bus network.

People will use buses if they are:

- Convenient which means a frequent service.
- The bus has distinct time and access advantage over the car through bus priority in urban areas.
- The vehicles are comfortable and clean and there is a good standard of driving with helpful and informative drivers.
- There is good roadside infrastructure such as provision of clean bus shelters.
- There is good, easy to access information on bus times and routes.
- There is a distinct cost advantage to using the bus rather than a car and there is a range of ticket types available for all ages with flexible ticketing between operators throughout the county.

Rail & Bus for Herefordshire has already published a Vision of Passenger Transport in Herefordshire which contains much detail about a potential network and level of service. HSTG fully endorses this document and its recommendations. However, it remains with Herefordshire Council to design and implement a bold county wide bus network that satisfies the basics identified above. We wish them well and offer any support that we can.

The consultation survey can be found on the link below:

[Bus service improvement plan survey—Herefordshire Consultations](#)

Appendix:

In 2014 a Passenger Opinion Survey was conducted for DRMBus Ltd. It identified some of the basic elements that people were looking for in a local bus service. A copy of the report is appended for information.

HSTG 02-08-2021

3004

Agenda Item
19 (b)



Passenger Opinion Survey for DRMBUS Bromyard Ltd.

Gareth Calan Davies
(Transport Geographer)
August 2014

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Contents

Page 3	Introduction
Page 5	Service 476 Ledbury-Hereford A. Passenger Data Analysis B. Passenger Opinion Analysis C. Passenger Comments Summary
Page 14	Service 420/469 Bromyard-Hereford A. Passenger Data Analysis B. Passenger Opinion Analysis C. Passenger Comments Summary
Page 15	Summary of Findings and Recommendations
Page 19	DRMBUS to Survey Findings Appendix A - Copy of Survey Form Appendix B - Service 476 Timetable Appendix C - Service 420/469 Timetable Appendix D - DRMBus Route Map

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Introduction

The survey was commissioned by DRMBUS to obtain information on how the public rated the bus services provided by the Company. The survey comprised a short questionnaire handed to passengers to complete on their journey. Surveyors travelled on the buses and were available to provide assistance and answer questions. Part 1 of the survey form provided information on the passenger and the journey. Part two of the form provided information on how the passenger rated the service. For this part five indices were used:

Overall rating of the service provided
Punctuality and timekeeping
Cleanliness and standard of vehicles
Courtesy and helpfulness of drivers
Standard of driving

A copy of the survey form is given in Appendix A to this report. In addition a count of passengers boarding at each stop was kept for each journey.

The survey was conducted each way on service 476 Ledbury -Hereford (nineteen single journeys) and services 420/469 Bromyard-Hereford (ten single journeys) over a three day weekday period in August 2014. The school holiday period was chosen in order to focus on the adult passenger whilst

avoiding any distortion in the results because of large school traffic flows. A total of 441 passenger journeys was recorded on service 476 of which 89% were return journeys. A total of 151 passenger journeys was recorded on service 420/469 of which 63% were return journeys.

Passengers were not surveyed on return journeys where they had completed a form on outward journey. 196 forms were returned on the 476 service and 48 forms on the 420/469 service. After factoring for the return journeys the results gave a successful return rate of forms of 80% for the 476 and 56% for the 420/469. From these figures it was deduced that a representative sample had been achieved on both routes and analysis of the forms could proceed.



Service 476 Ledbury-Hereford

A. Passenger Data Analysis

1. The main traffic flows were identified as:

Journeys within Ledbury Town	20%
Journeys Ledbury-Hereford	40%
Journeys intermediate stops to Hereford	13%
Journeys intermediate stops to Ledbury	7%
Journeys Bartestree/Lugwardine to Hereford	15%
Journeys within Hereford City	5%

2. Journey Purpose

Work	21%
School	1%
College	3%
Shopping	36%
Social	29%
Medical	10%
Other	0%

3. Ticket Type

Single	8%
Return	20%
Weekly	10%
Concessionary	62%

4. Frequency of Travel

Daily	31%
2-3 times/ week	43%
Infrequently	26%

5. Status

Male	34%
Female	66%

6. Age Group

Under 16	6%
16-25	10%
25-60	31%
Over 60	53%

7. Occupation

Education	6%
Employed	35%
Unemployed	11%
Retired	48%

Notes

The 476 service has a good volume of passenger traffic for what is an inter-urban country service. There is a healthy mix of journey purpose and frequency of travel. However, of note is the high incidence of female patronage (66%) which is undoubtedly related to a skew in the age profile to the over 60

retired population of Ledbury. This is further born out by the high incidence of concessionary passes (62% of all tickets). This is an area to be monitored closely as the concessionary age qualification changes and the future of concessionary passes in their present form becomes uncertain. These factors are likely to lead to a significant drop in concessionary revenue over the coming years. It is recommended that increased emphasis be put on attracting an increased number of fare paying passengers through various fare deals and active publicity drives.

B. Passenger Opinion Analysis

The results of the response to the five 'opinion' categories are given below:

Overall Rating

Very good	62%
Good	34%
Average	4%
Poor/very poor	0%

Punctuality & Timekeeping

Very good	48%
Good	31%
Average	11%
Poor	5%
Very poor	5%

Cleanliness & Standard of Vehicles

Very good	66%
Good	29%
Average	5%
Poor	0%
Very poor	0%

Courtesy & Helpfulness of Drivers

Very good	75%
Good	22%
Average	3%
Poor	0%
Very poor	0%

Standard of Driving

Very good	65%
Good	32%
Average	3%
Poor	0%
Very poor	0%

Notes

There is a high overall level of satisfaction with the 476 service as indicated by the above figures. However, a point to note is the lower percentage level of satisfaction with punctuality and timekeeping. Whilst passengers commented on the fact that there have recently been a series of road

works and consequent delays on the Hereford Road, there is a growing underlying problem with timekeeping on certain journeys. The principal journey affected.

is the 0930 from Ledbury which has a consistently heavy load and hence high boarding and alighting times. This means that frequently the journey can run anything up to 15 minutes late. This in turn affects the 1015 return journey from Hereford and the 1100 from Ledbury. It is often only by mid-day that the time is recovered.

Timekeeping is a consistent topic in the written comments made by passengers on the survey forms. These comments make valuable reading and provide a pointer to where the service can be further improved. The comments are listed below under the main headings of timetables, punctuality, vehicles, drivers and fares.

C. Passenger Comments Summary

There were a large number of comments praising the service with words such as *'excellent service'*, *'keep the good work up'*, *'how can you improve on perfection'*, *'I do believe you have got the service right'*, *'best service in Herefordshire'*, *'for goodness sake do not change it or start withdrawing services, thin edge of the wedge'*.

Timetable Comments

The main comments were:

'Can we have a 0730 from Ledbury?'

'Can we have the 0820 bus from Ledbury on a Saturday?'

'Too long a gap between 1710 and 1840 departures from Ledbury?'

'Can we have a 1600 bus from Ledbury?'

'What about combining the 1715 and 1745 Hereford departures at a 1730 time?'

'Too long a gap between the 1750 and 1915 departures from Hereford.'

'Can we have a bus at 0845 from Ledbury?'

'Can we have the 0730 from Hereford at 0720?'

'Can we have the 0930 from Bartestree during school holidays as well as schooldays? The 0950 is often full when arriving at Bartestree and runs consistently.'

'If the evening services are reduced I will be forced to use the train but I would much rather use the DRMBUS service (this accounted for twelve individual comments)'

'Why do the Stagecoach, Astons and DRMBUS all come at the same time at the Deer Park terminus?'

Punctuality and Timekeeping

The number of written comments on buses running late amounted to eighteen. Whilst some passengers qualified their comments with the mention of road works, an interesting point consistently made was the lack of adequate communication with the DRMBUS office where phone calls

are often not answered. This is a particularly tricky one without having another person at Bromyard to man the telephone and a separate number for bus enquiries. However, with the facility on the new machines for tracking buses it would seem sensible to explore the possibilities of installing a system that would answer passenger queries. There is nothing more daunting and upsetting than standing at a bus stop for ages not knowing whether to go home or not.

Another request was for better travel information on the DRM website.

Vehicles

Comments made included the need for increased capacity during school times and also four requests that schools traffic be kept separate from the public service!! Interestingly there were a number of comments that the seats are too hard on the new buses and also that the seats are frequently stained.

One question was *'Do they ever clean the seats?'*

Another comment was *'the buses get too hot and it is very difficult to open the windows, especially if you are elderly'.*

Drivers

The main comments were:

'Some drivers are forced to go too fast and brake hard to keep up with schedules. Can we have a smoother more relaxed ride please?'

'Often there are persons on the platform chatting to the drivers. I thought this was against the psv drivers ruling.'

Can we have better discipline of children who occupy seats when elderly people are forced to stand?’

‘Can we have some ruling on pushchairs left in the gangway? This is a safety hazard and parents should be made to fold pushchairs and stow them safely.’

Fares

The main comments were:

‘Tarrington fares are too high; there is inequality between Tarrington and Ledbury fares on distance. This disadvantages those people in the country who rely on the bus.’

‘Bartestree fares too high on a distance basis. I thought you wanted to encourage more people to use the buses.’

‘Can we please have better flexibility in the issue of weekly tickets, e.g. not just Monday to Monday but any seven day period?’

‘Can we have email payment for bus passes please?’

Other Comments

There were a number of requests for DRMBUS to take on other services, e.g. Cheltenham on a Saturday, Gloucester now that Stagecoach have reduced their frequency on the 132 and an interesting request to consider running a Ledbury local network.

Service 420/469 Bromyard-Hereford

A. Passenger Data Analysis

This service has a smaller number of journeys per day than the 476 but nevertheless is integral to the DRMBUS network operation.

1. The main traffic flows were identified as:

Journeys within Bromyard Town	10%
Journeys Bromyard-Hereford	60%
Journeys intermediate stops to Hereford	15%
Journeys Bishops Frome-Hereford	15%

2. Journey Purpose

Work	21%
School	1%
College	2%
Shopping	36%
Social	30%
Medical	10%
Other	0%

3. Ticket Type

Single	35%
Return	35%
Weekly	4%
Concessionary	26%

4. Frequency of Travel

Daily	27%
2-3 times/ week	49%
Infrequently	24%

5. Status

Male	46%
Female	54%

6. Age Group

Under 16	0%
16-25	35%
25-60	34%
Over 60	31%

7. Occupation

Education	13%
Employed	30%
Unemployed	20%
Retired	37%

B. Passenger Opinion Analysis

The results of the response to the 'opinion' categories on the questionnaire are given below:

Overall Rating

Very good	64%
Good	29%
Average	2%

Poor	5%
Very poor	0%

Punctuality & Timekeeping

Very good	63%
Good	35%
Average	2%
Poor	0%
Very poor	0%

Cleanliness & Standard of Vehicles

Very good	58%
Good	37%
Average	5%
Poor/very poor	0%

Courtesy & Helpfulness of Drivers

Very good	77%
Good	21%
Average	2%
Poor	0%
Very poor	0%

Standard of Driving

Very good	71%
Good	26%
Average	3%
Poor	0%
Very poor	0%

Notes

Again there is a generally high degree of satisfaction with the 420/469 service although it comprises fewer journeys than the 476 and another operator is on the same route. Undoubtedly there is a loyalty to DRMBUS as the local company but it is also worth note that a more even spread of age groups use the service with a higher incidence of under 60's than on the 476 service. This is echoed in a lower incidence of concessionary fares and people in the retired category. This points to the fact that consideration should be given to developing the route as it would appear more persons per head of population in Bromyard are reliant on the bus than in Ledbury. The poor performance of Bishops Frome, the largest village on the service is of note and perhaps more active marketing in this area is needed.

C. Passenger Comments Summary

There were a number of general comments about how good the DRM service is. This led to calls for DRMBUS to expand the operation of the 420/469 with a more regular headway and more buses via Shucknall.

There were three calls for a service to Worcester based primarily on the very poor performance of the FirstBus 420 service.

There were four calls for early evening buses.

Surprisingly there was very little mention of fares, only one criticism of fares being too high. The deduction from this is

that passengers will pay the fare for a decent service. Whilst the level of patronage was far less than the 476 Ledbury service this may well be a factor of an infrequent timetable. There are significant pointers in the survey that the 469/420 is in need of a better timetable and it would be encouraging to think that DRMBUS will soon consider this.



Summary of Findings & Recommendations

1. There is an overall general passenger satisfaction with DRMBUS services. However, this should not lead to complacency as there are a number of areas in the operation of the service need closer investigation.
2. The attention of DRMBUS management is drawn to the recurring problem of reliability on certain 476 journeys. This could be the result of too tight a timing on the service. A constant problem in this area could lead to an erosion of the goodwill which DRMBUS currently enjoys and as such the matter should be examined as soon as possible. This is directly related to the criticism of drivers speeding to keep to schedule.
3. The lack of ability to communicate with the Company when there are irregularities to the bus service is a recurrent theme. DRMBUS is advised to consider looking at some system that could possibly be tied into the new GPS facility on the ticketing system.
4. Intermediate fares on the 476 service need examination in the light of representation from both Tarrington and Bartestree areas. A small reduction in these fares could help goodwill tremendously and make the passengers feel they are valued. It is possible that the fare scale has become too coarse over the years. The new ticketing equipment should aid in levelling the fare scale.
5. The level of service on the 476 appears right for the

volume of traffic on offer. Any reduction in this service is likely to have a detrimental economic effect on the overall performance of the service. This is evidenced by the number of comments about possible transfer to train travel should the evening services be reduced.

6. At the present there is an imbalance in the 476 service revenue with an over emphasis on concessionary fares. Given the uncertain future of this form of revenue and the fact that passengers in this age group are in decline, DRMBUS is strongly urged to consider various means of increasing firebox cash revenue.

7. Whilst there is a fine economic balance between the introduction of additional journeys and the cost/revenue balance of the 476 service, we feel there is merit in operating the 0930 Bartestree-Hereford during school holidays. This will have the effect of deflecting criticism that the 0950 arrival at Bartestree is frequently full and constantly late running.

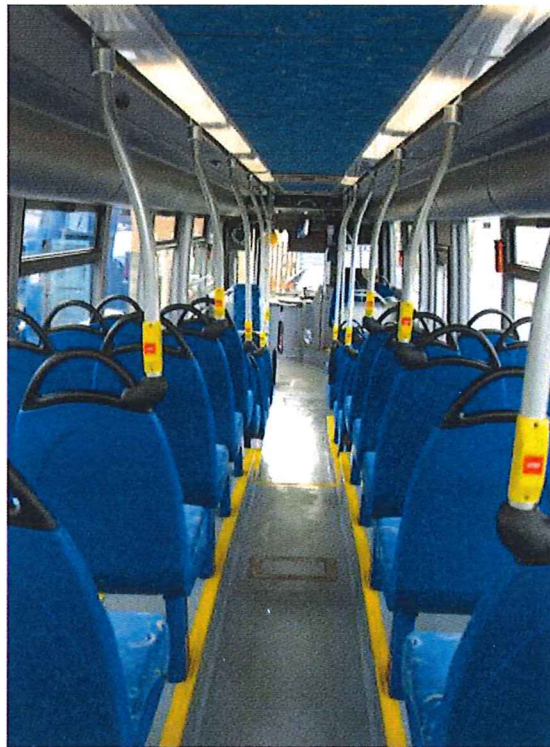
8. Similarly the possibilities for adjusting the timetable to lessen the gaps in the late afternoon journeys should be examined.

9. DRMBUS should give due consideration to a modest expansion of its network in the Ledbury area.

10. Further and continuous active marketing of the 476 service is essential to maintain and improve on the revenue situation.

11. The 420/469 service shows potential for development

given the comments received from current passengers.
DRMBus are urged to consider this in the form of a more
balanced timetable and promotional marketing



DRMBUS Response to Survey Findings and Recommendations

1. DRMBUS is pleased to note the high level of satisfaction with the bus services it provides as evidenced by the findings of the passenger survey.
2. The matter of reliability and timekeeping on the 476 service is being investigated. A recurring problem would appear to be the 09.30 departure from Ledbury Deer Park which loads heavily all stops to Hereford and does therefore incur a time penalty. This has a knock on effect on the return 10.15 from Hereford and also the 11.00 from Ledbury. It is hoped to advance the 09.30 departure to 09.20 running five minutes earlier throughout. This, however, is dependent on agreement with Herefordshire Council over a special dispensation as regards the acceptance of concessionary fares passes before 09.30.
3. The Company is investigating the possibilities for using automatic bus time information systems which can be accessed from mobile phones. However, the cost of installing such systems may be prohibitive for a small company.
4. The company provides the 476 service on a commercial basis, i.e. without any financial support from Herefordshire Council. Therefore fare levels have to be set in line with revenue targets for the traffic on offer and which will enable the company to cover the costs of operation. Whilst it may be perceived that the single fares for Tarrington and

Bartestree are high it should be noted that the weekly ticket has been kept at £18.00 which is considered to offer excellent value for money to encourage regular passenger usage.

5. The level of service on the 476 route is continuously monitored. The withdrawal of the 18.30 Ledbury-Hereford and 19.15 Hereford-Ledbury journeys is a result of the withdrawal of Herefordshire council financial support. It is worth note that the trend in the last round of Herefordshire council budget cuts for bus service support has been aimed at evening and Sunday service. Most last bus departures from Hereford city centre are now around 18.00. DRMBUS in retaining the 19.15 journey commercially provides one of the last journeys out of the city (compare 18.05 to Leominster and 18.15 to Kington). This bus also provides a last evening journey to Bromyard.

6. The Company is aware of the changing dynamics in the make up of its revenue base and is conscious of possible political decisions affecting the senior citizen concessionary bus pass scheme. It also monitors the changing patterns of movement in school children and student traffic flows and subsequent income achieved. Over the years DRMBUS has been active with a number of promotions designed to increase the percentage of revenue achieved from the fare-box. These promotions will continue and new ones being planned over the coming years.

7. DRMBUS is actively pursuing the introduction of the 09.30 journey from Bartestree to Hereford during school holidays on a permanent basis. This will be actively marketed

in the Bartestree area and should help relieve loading problems on the 09.30 from Ledbury.

8. Afternoon journey provision is determined by the need to cater for large traffic flows of schoolchildren and students from Hereford to both Ledbury and Bromyard. To fill gaps in the journeys from Ledbury to Hereford an extra bus would need to be inserted in the schedule. Market research reveals that the passenger traffic on offer would be insufficient to warrant the cost of introducing another bus into the schedule.

9. Expansion of services in the Ledbury area is reliant on changes in demand and the likely effect on other operators of recent Herefordshire council financial cuts in bus subsidies. However, the opportunities for providing new services are constantly being monitored along with market research of potential new passenger flows.

10/11. Active marketing and development of the DRMBus is considered important will continue. The Company has allocated funds for this purpose under a marketing and promotions budget heading.

12. The individual comments as regards drivers and operation of the vehicles have been drawn to the attention of all drivers who also periodically attend refresher courses in public liaison.

DRMBus 01-09-2014

Appendix A

Survey Form

<p>Whilst many bus companies are reducing their services we at DRMBus want to improve and develop ours for the benefit of passengers present and future. This survey is to help us plan for such improvements and development of our services.</p> <p style="text-align: center;">Please take time to fill in the survey form on both sides and hand back to the surveyor or driver.</p> <p style="text-align: center;">We appreciate your help and custom</p> <p style="text-align: center;"><u>About Your Journey</u></p> <p>Where did you board the bus? _____</p> <p>Where are you travelling to? _____</p> <p>What time bus will you return on? _____</p> <p>What is the purpose of your journey?</p> <p>(please tick) work _____ school _____ college _____ shopping _____ social _____ medical _____ other (please specify) _____</p> <p>What type of ticket do you have?</p> <p>(please tick) single _____ return _____ weekly _____ concessionary pass _____</p> <p>DRMBus termly pass _____ education dept pass _____</p> <p>How often do you travel? daily _____ 2-3 times a week _____ infrequently _____</p> <p style="text-align: center;"><u>About You (please tick as appropriate)</u></p> <p>Status: male _____ female _____ Age group: under 16 _____ 16-25 _____ 25-60 _____ over 60 _____</p> <p>Occupation: full time education _____ employed _____ unemployed _____ retired _____</p> <p style="text-align: center;">Please turn over and complete the back of the form</p>	<p style="text-align: center;"><u>About DRMBus</u></p> <p>How do you rate overall the bus service we provide?</p> <p>(please tick one) very good _____ good _____ average _____ poor _____ very poor _____</p> <p>If poor or very poor please tell us why _____</p> <p>How do you rate the punctuality and timekeeping of our bus service?</p> <p>(please tick one) very good _____ good _____ average _____ poor _____ very poor _____</p> <p>If poor or very poor please tell us why _____</p> <p>How do you rate the cleanliness and standard of our vehicles?</p> <p>(please tick one) very good _____ good _____ average _____ poor _____ very poor _____</p> <p>If poor or very poor please tell us why _____</p> <p>How do you rate the courtesy and helpfulness of the drivers?</p> <p>(please tick one) very good _____ good _____ average _____ poor _____ very poor _____</p> <p>If poor or very poor please tell us why _____</p> <p>How do you rate the standard of driving of our staff?</p> <p>(please tick one) very good _____ good _____ average _____ poor _____ very poor _____</p> <p>If poor or very poor please tell us why _____</p> <p style="text-align: center;">What improvements to the DRMBus service would YOU like to see?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p style="text-align: right;">For office use only</p> <p>Date _____ Service _____ Journey _____ Card No. _____</p>
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**PLEASE HAND BACK TO THE SURVEYOR OR DRIVER AT
END OF JOURNEY OR ON YOUR RETURN JOURNEY**

Service 476 Timetable


25

3029

Appendix C

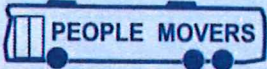
Service 420/469 timetable


• AWARD WINNING • MODERN & LUXURIOUS WITH FRIENDLY DRIVERS •



DRM BUS

Your Local Bus Company





www.drmbus.com

NEW TIMES NEW FARES from 1 September 2013

Bromyard-Hereford 420/476 via Burley Gate 469 via Bishops Frome

Bromyard-Hereford	475 Mon-Fri	468 Sat	420 Mon-Sat	420 Sun	420 500 TO 5-14	469 Mon-Sat	420 Mon-Sat	420 Mon-Sat	420 Mon-Fri
Winslow Road						0900			
Pump St			0730	A			0915	1045	1430
Tower Hill	0605	0730		0750	0750				
Flaggoner's G	0608		0733	0753	0753	0918	1048	1433	1703
B Gate	0620		0745	0803	0803		1058	1443	1713
Bishops Frome		0745				0930			
Withington V Hall	Via Ledbury 0845	0745	St M / Bish Colleges	0800		0945	1108	1453	1723
Bus Station	0720	0825	0818	0830	-	0955	1120	1503	1735
St Peters Sq			0820			1000	1122		
Bish / St M (SDO)				0840	0845				

Hereford-Bromyard	420 Mon-Sat	420 Mon-Sat	469 Mon-Sat	420 Mon-Sat	469 Sun	469 Sun	420 Mon-Fri	476 Mon-Thur	476 Fri-Sat
Bish / St M (SDO)				1540	1555				
Bus Station	0955	1155	1325	1610	1610	1715	1740	2115	2315
St Peters Sq	1000	1200	1330			1720		2117	2317
Withington V Hall		1210	1340	1620			1750	Via Ledbury 2148	Via Ledbury 2348
B Gate	1015	1220		1630			1800	2210	0010
Bishops Frome			1355		1635	1745			
Flaggoner's G		Clover Rd	Clover Rd	Clover Rd			1810		
Winslow Road	1032	1232	1407						
Tower Hill				1642 (N)	1650	1800	1812	2225	0025
Pump St	1040	1240	1415						

College Days		A	420	Get Withing Sch	0715	Martley PO	0725	Whitbourne Sch	0730
Additional Journeys	W	420	Whitbourne Sch	R	Martley PO	1710	Get Withing Sch	1715	
Sundays & Bank		476	Bower Hill	0840	Ledbury	0930	Hereford	1030	
School Days Only		420	Hereford	1745	Ledbury	1814	Tower Hill	1858	
		420	Hereford	1930	With V Hall	1950			

Hereford		Adult Single		BOLD = Return	
2.50	3.50	Whitstone			
3.00	4.00	2.50	3.50	B Gate	
3.50	4.50	3.50	4.50	2.20	3.20 Bromyard/B Frome

SINGLE
+ £1 =
RETURN

Mon-Sun
WEEKLY
£18.00

Save Money
Travel when you
like, as often as
you like

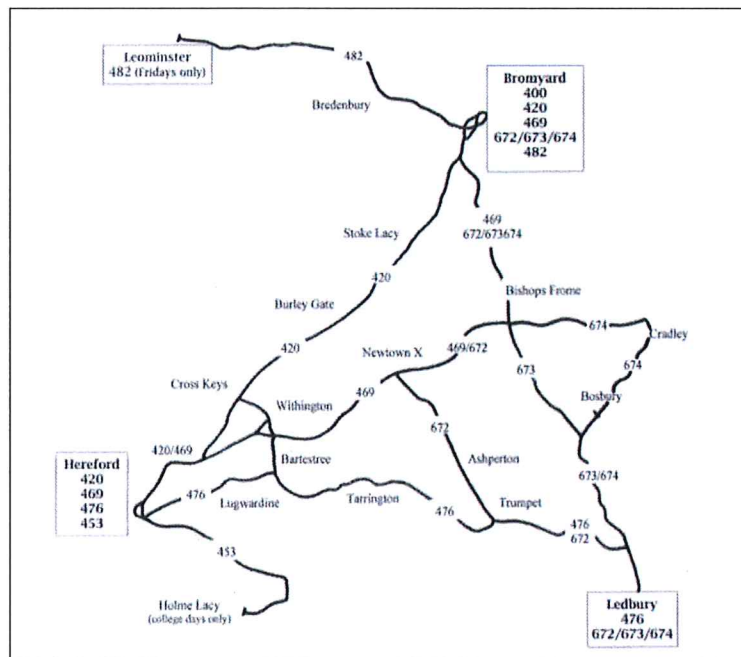
PENSIONERS

Mon-Fri AFTER 0930
Anytime Sat-Sun
TRAVEL FREE
Mon-Fri BEFORE
0930 £1.50

Thank you for travelling with DRM BUS

Appendix D

DRMBUS Route Map



3031

