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9th September 2014

Dear Sir/Madam

**ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY)
COMMITTEE**

A meeting of the above mentioned Committee has been arranged to take place on **WEDNESDAY 24th SEPTEMBER 2014 at 6.00 PM** in the **COUNCIL CHAMBER**, District Council House, Lichfield, to consider the following business.

Please note venue

Yours faithfully



Strategic Director

**To: Members of Economic Growth, Environment and Development (Overview and Scrutiny)
Committee**

Councillors Cox (Chairman), Drinkwater (Vice Chairman), Mrs Eagland (Vice Chairman), Mrs Barnett, Mrs Fisher, Hogan, Isaacs, Mrs Richards, Roberts, Smedley, Mrs Stanhope MBE, and Willis-Croft

AGENDA

1. Apologies for absence
2. Declarations of Interest
3. To approve as a correct record the Minutes of the meeting held on the 4th June 2014 (copy attached)
4. Cabinet Forward Plan (copy attached)
5. Work Programme (copy attached)
6. Examination of the Basis on which the Comments of a Parish/Town Council May Result in an Application Being Reported to Planning Committee (copy attached)
7. Local Plan Update (copy attached)
8. Progress on Supplementary Planning Documents (SPD) (copy attached)
9. High Speed 2 – Phases 1 And 2 (copy attached)
10. Compliments and Complaints – 2013/14 (copy attached)

Briefing Papers to be issued separately:

1. Lichfield and Tamworth BEP Update
2. GBSLEP/SSLEP Planning 'charter's
3. Conservation Area Appraisals and Management Plans
4. Fit for the Future Community Consultation

*Briefing Papers were introduced after the Overview and Scrutiny Committee Co-ordinating Group requested that the length and volume of agendas be addressed. Briefing papers, which are intended to provide Members with information on relevant issues, are an alternative to placing items on the Agenda. If Members wish a paper to be discussed it can be included on the Work Programme and scheduled for a future meeting.



**ECONOMIC GROWTH, ENVIRONMENT & DEVELOPMENT
(OVERVIEW AND SCRUTINY) COMMITTEE**

4th June 2014

PRESENT

Councillors Cox (Chairman), Drinkwater (Vice Chairman), Mrs Eagland (Vice Chairman), Mrs Barnett, Mrs. Fisher, Isaacs, Mrs. Richards, Smedley, Mrs Stanhope MBE, and Willis-Croft.

(In accordance with Council Procedure Rule No.17 Councillors Pritchard, Mynott and Wilcox attended the meeting).

The Chairman welcomed Councillor. Isaacs, Mrs Richards and Willis-Croft to their first committee meeting.

APOLOGIES FOR ABSENCE : Were received from Councillors Roberts, Hogan and Wilks.

DECLARATIONS OF INTEREST:

There were no declarations of interest at this point of the meeting.

MINUTES

RESOLVED: That the Minutes of the Meeting held on 12th March 2014 as circulated were approved as a correct record and signed by the Chairman.

CABINET FORWARD PLAN:

The Cabinet Forward Plan had been circulated and was considered in relation to the responsibilities of the Committee.

RESOLVED: That The Cabinet Forward Plan as circulated be noted,

WORK PROGRAMME:

The Work Programme had been circulated and considered. A concern was raised regarding the European Funding Grant for small businesses not being promoted sufficiently. It was advised that there was an application form and related information currently available on the Council's website and £78,000 had so far been granted by this scheme. Information about the grant was sent out together with the annual rate bill, although it was agreed that further enquiries would be made to ensure further promotion of the scheme.

It was proposed to add Tourism to the work programme, The Chairman wanted the committee to note that the Parish and Town Council comments on Planning Applications and referrals to Planning Committee had been moved to September's committee meeting due to the volume of the agenda.

It was noted that a report would come Members at their September meeting on Compliments and Complaints.

RESOLVED: That the Work Programme be noted.

TERMS OF REFERENCE

The document had been updated, and all agreed to the changes made.

RESOLVED: That the Terms of Reference be noted.

PARKING POLICY AND TRENDS

Members considered a detailed report on matters relating to parking supply, demand and strategy for Lichfield District, including in particular Lichfield City. On the issue of fees and charges, a discussion took place around introducing an evening car parking fee in the Lichfield City Centre. Members were informed that this issue has been considered in the past and was being looked at again in the context of the Council's Fit for the Future/Service Review programme. It was agreed that a recently prepared report on the matter should be forwarded to Committee members following the meeting.

RESOLVED: (1) That the committee notes the contents of the report.

(2) That the Committee supports the undertaking of a review of the Council's policy and strategy on parking including in respect of parking charges.

(3) That the views of key stakeholders on the contents of the review and any emerging recommendations be sought.

(4) That a future report on the outcomes of the review be submitted in due course.

(5) That the Committee agrees that the Council should respond to the County Council's review of the Civil Parking Enforcement service and determine what the future role of Lichfield District Council should be in the provision of this service.

CURRENT DEVELOPMENTS AND FUTURE OPTIONS REGARDING PARKING ENFORCEMENT

Consideration was given to a report on arrangements concerning on street parking enforcement and guidance was sought from the Committee on the District Council's future intentions for off-street parking enforcement

RESOLVED: That the committee confirm the view that it would not be appropriate for LDC to commit to funding the deficit in the on-street budget and that officers should also continue to

work towards finding a suitable alternative for off-street parking enforcement to operate when the current arrangements ends.

LICHFIELD DISTRICT LOCAL PLAN: UPDATE

Members were advised on the progress with the Lichfield District Local Plan, the preparation of Neighbourhood Plans and ongoing work to inform the production of a Community Infrastructure Levy charging schedule.

RESOLVED: That the committee notes the progress of the Lichfield District Local Plan Strategy, Neighbourhood Plan Preparation and work to progress the Community Infrastructure Levy.

(Councillor Mrs. Eagland declared a personal interest as a Member of Staffordshire County Council).

FIT FOR FUTURE – REVIEWS OF DEVELOPMENT SERVICES

Members received a report updating on the progress of the review. The Chairman welcomed the report. Concern was expressed about resources being cut too much and Councillor Pritchard confirmed he understood the concerns raised. It was noted that Mr. Trill, the Council's Principal Assistant (Regeneration) was leaving the authority and the Committee expressed their appreciation of his work for the Council.

RESOLVED: That the committee notes the contents of the report and the work that has taken place to date as part of the review and recommends approval of the strategy going forward to inform detailed proposals being presented in due course to cabinet.

FAZELEY AND BONEHILL TOWNSCAPE HERITAGE

Members received a report on the development of a Townscape Heritage (TH) Programme, based within the conservation area of Fazeley and Bonehill. If agreed by Cabinet a stage 1 application would be submitted to the Heritage Lottery Fund (HLF) before the end of August 2014. The Committee welcomed the report, supported the objectives of the TH and recommended it being taken forward as an application. The Chairman passed on his and the Committee's appreciation for the quality of report presented by officers.

RESOLVED: (1) That the Committee notes the contents of the report.

(2) That the Committee support the programme and recommends that Cabinet approve the submission of an application for the HLF for a TH in Fazeley and Bonehill conservation area.

END OF YEAR PERFORMANCE OVERVIEW 2013/2014

The Committee received a report on the End of Year Performance 2013/14. This indicated good progress against most objectives with high quality outcomes. Members noted the contents of the report. Councillor Pritchard asked that a vote of thanks be extended and recorded to all staff for their hard work.

RESOLVED: That the report be noted.

(The Meeting closed at 20:08 pm)

CHAIRMAN

FORWARD PLAN

VERSION 2

Issued: 12.09.2014

Effective for the Period 01.10.2014 – 31.01.2015

Representations in respect of all the matters shown should be sent in writing to the contact officer indicated at Lichfield District Council, District Council House, Frog Lane, Lichfield, Staffs. WS13 6YU no later than one week before the decision is due to be made.

Copies of documents can also be obtained by contacting the relevant Officer.

Facsimile: 01543 309899; Telephone: 01543 308000

- Key decisions are:
1. A decision made in connection with setting the Council Tax
 2. Expenditure or savings if they exceed £50,000
 3. A decision which significantly affects the community in two or more wards

MATTER FOR KEY DECISION ⁽¹⁾	DECISION EXPECTED TO UNDERTAKE ⁽²⁾	DATE OR PERIOD WHEN DECISION LIKELY ⁽³⁾	CONSULTATION ⁽⁴⁾ INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE ⁽⁵⁾	WHO WILL MAKE DECISION ⁽⁶⁾	CONTACT OFFICER/CABINET MEMBER ⁽⁷⁾
Money Matters Report: 1) Council's Financial Performance 2013/14 2) Statement of Accounts 2013/14		23/09/2014			Strategic (O&S) Committee	OFFICER: Mrs J Kitchen (01543) 308770 CABINET MEMBER: Councillor C Spruce (01543) 253733

MATTER FOR KEY DECISION ⁽¹⁾	DECISION EXPECTED TO UNDERTAKE ⁽²⁾	DATE OR PERIOD WHEN DECISION LIKELY ⁽³⁾	CONSULTATION ⁽⁴⁾ INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE ⁽⁵⁾	WHO WILL MAKE DECISION ⁽⁶⁾	CONTACT OFFICER/CABINET MEMBER ⁽⁷⁾
3) Treasury Management Outturn & Pls for 2013/14 3) Annual Governance Statement 2013/14						
Money Matters Reports: 1) Council's Financial Performance 2013/14 2) Treasury Management Outturn and Pls for 2013/14		30/09/2014			Council	OFFICER: Mrs J Kitchen (01543) 308770 CABINET MEMBER: Councillor C Spruce (01543) 253733

MATTER FOR KEY DECISION ⁽¹⁾	DECISION EXPECTED TO UNDERTAKE ⁽²⁾	DATE OR PERIOD WHEN DECISION LIKELY ⁽³⁾	CONSULTATION ⁽⁴⁾ INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE ⁽⁵⁾	WHO WILL MAKE DECISION ⁽⁶⁾	CONTACT OFFICER/CABINET MEMBER ⁽⁷⁾
Better Care Fund	To endorse progress on the development of the Better Care Fund for Staffordshire	07/10/2014	To be included on the Work Programme for CHH O&S in 14/15	Member decision report (reported to Council in April) Better Care Fund submission	Cabinet	OFFICER: Ms H Titterton (01543) 308700 CABINET MEMBER: Councillor C Greatorex (01543) 416677
External Funding for Housing	Acceptance of Government Funding for Disabled Facilities Grants and acceptance of Section 106 commuted sum for affordable housing.	07/10/2014		Notification of Government Funding for DFG's Section 106 Agreement.	Cabinet	OFFICER: Mr C Gibbins (01543) 308072 CABINET MEMBER: Councillor C Greatorex (01543) 416677

MATTER FOR KEY DECISION ⁽¹⁾	DECISION EXPECTED TO UNDERTAKE ⁽²⁾	DATE OR PERIOD WHEN DECISION LIKELY ⁽³⁾	CONSULTATION ⁽⁴⁾ INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE ⁽⁵⁾	WHO WILL MAKE DECISION ⁽⁶⁾	CONTACT OFFICER/CABINET MEMBER ⁽⁷⁾
Friarsgate – Future Actions	To agree the future actions regarding the Friarsgate Development	07/10/2014	Issues considered at meeting 2/12/13		Cabinet	OFFICERS: Mr R King (01543) 308060 Miss H Cook (01543) 308252 CABINET MEMBER: Councillor M Wilcox (01283) 791761
Southern Staffordshire Building Control Partnership	To enter into a long term agreement with Tamworth Borough Council and South Staffs Council	07/10/2014	Building Control Partnership Board	Building Control Partnership Report and Briefing Paper	Cabinet	OFFICER: Mr G Cooper (01543) 308155 CABINET MEMBER: Councillor I M P Pritchard (01922) 682268
Managing the Parks Estate	To consider management arrangements of specific parks and open spaces	07/10/2014	Parish Councils Operational Services, Leisure Tourism and Communications (O&S) Committee	Service Review Documents Correspondence with Parish Councils	Cabinet	OFFICER: Mr N Turner (01543) 308761 CABINET MEMBER: Councillor A F Smith (01543) 410685

MATTER FOR KEY DECISION ⁽¹⁾	DECISION EXPECTED TO UNDERTAKE ⁽²⁾	DATE OR PERIOD WHEN DECISION LIKELY ⁽³⁾	CONSULTATION ⁽⁴⁾ INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE ⁽⁵⁾	WHO WILL MAKE DECISION ⁽⁶⁾	CONTACT OFFICER/CABINET MEMBER ⁽⁷⁾
Asset Management Review	To consider the potential disposal of some property assets following a review of the property holdings.	14/10/2014	Officers of the District Council and marketing agents.	Public minutes of Asset Strategy Group	Council	OFFICER: Mr J G Brown (01543) 308061 CABINET MEMBER: Councillor C J Spruce (01543) 253722
Action on an Empty Property	To consider options available to bring an empty property back into use and determination of the appropriate option.	04/11/2014			Cabinet	OFFICER: Mr C Gibbins (01543) 308072 CABINET MEMBER: Councillor C Greatorex (01543) 416677
Money Matters Reports: 1) Council's Financial Performance 2014/15 for first 6 months April to September 2014 2) Treasury Management		18/11/2014			Strategic (O&S) Committee	OFFICER: Mrs J Kitchen (01543) 308770 CABINET MEMBER: Councillor C Spruce (01543) 253733

MATTER FOR KEY DECISION ⁽¹⁾	DECISION EXPECTED TO UNDERTAKE ⁽²⁾	DATE OR PERIOD WHEN DECISION LIKELY ⁽³⁾	CONSULTATION ⁽⁴⁾ INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE ⁽⁵⁾	WHO WILL MAKE DECISION ⁽⁶⁾	CONTACT OFFICER/CABINET MEMBER ⁽⁷⁾
Performance for first 6 months April to September 2014						
Money Matters Reports: 1) Council's Financial Performance 2014/15 for first 6 months April to September 2014 2) Treasury Management Performance for first 6 months April to September 2014		02/12/2014			Cabinet	OFFICER: Mrs J Kitchen (01543) 308770 CABINET MEMBER: Councillor C Spruce (01543) 253733
Money Matters Reports: 1) Medium Term Financial Strategy 2) Treasury Management Policy and		17/02/2015			Council	OFFICER: Mrs J Kitchen (01543) 308770 CABINET MEMBER: Councillor C Spruce (01543) 253733

MATTER FOR KEY DECISION ⁽¹⁾	DECISION EXPECTED TO UNDERTAKE ⁽²⁾	DATE OR PERIOD WHEN DECISION LIKELY ⁽³⁾	CONSULTATION ⁽⁴⁾ INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE ⁽⁵⁾	WHO WILL MAKE DECISION ⁽⁶⁾	CONTACT OFFICER/CABINET MEMBER ⁽⁷⁾
Strategy 3) Council's Tax Resolution 2015/16						
Exception and Exemptions Financial Regulations 2013/14		08/04/2015			Audit Committee	OFFICER: Mrs J Kitchen (01543) 308770 CABINET MEMBER: Councillor C Spruce (01543) 253733

1. The matter in respect of which the decision is to be made
2. What decision the Council will be asked to make
3. A date on which, or period within which, the decision will be made
4. What groups of people and/or organisations will be consulted before the decision is made and how the consultation will be carried out.
5. What background documents will be available to the person or Committee making the decision
6. Who will make the decision, i.e. the Cabinet, an Cabinet Member alone, an Officer under Delegated Powers
7. The Officer or Member who should be contacted regarding the matter under consideration.

MEMBERS OF THE CABINET

Leader of Cabinet and Cabinet Member for Communications
Deputy Leader of Cabinet and
Cabinet Member for Economic Growth, Tourism & Development
Cabinet Member for Leisure and Parks
Cabinet Member for Community, Housing and Health
Cabinet Member for I.T. and Waste Management
Cabinet Member for Finance, Democratic and Legal Services

Councillor M. J. Wilcox

Councillor I. M. P. Pritchard
Councillor A. F. Smith
Councillor C. Greatorex
Councillor I. M. Eadie
Councillor C. J. Spruce

MEMBERS OF THE COUNCIL

Allsopp, Mrs J A
Arnold, Mrs S P
Awty, R J
Bacon, B F
Bacon, Mrs N
Barnett, Mrs S A
Bland, Mrs M P
Boyle, Mrs M G
Constable, Mrs B L
Constable, D H
Cox, R E
Derrick, B W
Drinkwater E N

Eadie, I M
Eagland, Mrs J M
Evans, Mrs C D
Fisher, Mrs H E
Flowith, Mrs L E
Greatorex, C
Hancocks, Mrs R
Heath, H R
Hogan, P
Humphreys, K P
Isaacs, D
Leytham, D J
Marshall, T

Mosson, R C
Mynott, G
Norman, S G
Pearce, A
Perkins, Mrs E C
Powell, J J R
Pritchard, I M P
Pullen, D.R.
Richards, Mrs V
Roberts, N J
Salter, D F
Smedley, D
Smith, A F

Smith, D S
Spruce, C J
Stanhope MBE, Mrs M
Strachan, R W
Taylor, S D
Thomas, T J
Tittley, M.C
Tranter, Mrs H
Walker, J T
Warfield, M A
White, A G
Wilcox, M J
Wilks, J J

Wilis-Croft, K A
Wilson, B
Woodward, Mrs S E
Yeates, B W

ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY) COMMITTEE WORK PROGRAMME FOR 2014-15

Item	Sept 24th	Nov 11th	Jan 20th	Mar 12th	Details/Reasons	Link to 2014/15 One Year Action Plan	Officer	Member Lead
Policy Development								
Terms of Reference							Christine Lewis	
Local Plan – Strategy, Land Allocations and Monitoring.	✓		✓	✓	<p>To receive reports on progress with the Lichfield District Local Plan.</p> <p>The Lichfield District Local Plan when finalised and adopted will establish spatial policy for Lichfield District. The Committee needs to be updated on progress with the Local Plan work which includes preparation of an overarching Strategy, Land Allocations and a Monitoring regime.</p>	<p>Prepare a Local Plan including principles of sustainable development and the protection of key built and natural environmental assets</p> <p>Deliver increased levels of affordable housing to meet varied requirements across the District</p>	Clare Eggington	

ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY) COMMITTEE WORK PROGRAMME FOR 2014-15

Item	Sept 24th	Nov 11th	Jan 20th	Mar 12th	Details/Reasons	Link to 2014/15 One Year Action Plan	Officer	Member Lead
Sustainable Development – Supplementary Planning Document	✓		✓		<p>To receive reports on the preparation of a Supplementary Planning Document related to sustainable development.</p> <p>The SPD would provide detailed guidance on what the District Council as Local Planning Authority seeks by way of sustainable development standards and links to policy contained in the emerging Lichfield District Local Plan.</p>	Prepare a Local Plan including principles of sustainable development and the protection of key built and natural environmental assets	Dan Roberts	Cllr David Smedley
Biodiversity & Development – Supplementary Planning Document	✓		✓		<p>To receive reports on the preparation of a Supplementary Planning Document related to Biodiversity and Development.</p> <p>The SPD would provide detailed guidance on what the District Council as Local Planning Authority seeks in terms of Biodiversity Off-Setting linked to development proposals. Biodiversity off-setting is a means by which the loss of existing nature conservation sites as a consequence of development proposals are suitably mitigated for in an area.</p>	<p>Prepare a Local Plan including principles of sustainable development and the protection of key built and natural environmental assets</p> <p>Deliver new/enhanced areas of nature conservation value.</p> <p>Promote the protection of valuable areas of open space and nature conservation in new schemes in line with the District's Biodiversity Action Plan</p>	Justine Lloyd	Cllr Eric Drinkwater

ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY) COMMITTEE WORK PROGRAMME FOR 2014-15

Item	Sept 24th	Nov 11th	Jan 20th	Mar 12th	Details/Reasons	Link to 2014/15 One Year Action Plan	Officer	Member Lead
Trees and Development – Supplementary Planning Document	✓		✓		<p>To receive reports on the preparation of a Supplementary Planning Document related to Trees and Woodland.</p> <p>The SPD would provide detailed guidance on how Trees and woodland should be considered as part of any future development proposals in the District.</p>	<p>Prepare a Local Plan including principles of sustainable development and the protection of key built and natural environmental assets</p>	Gareth Hare	Cllr Eric Drinkwater
Rural Development – Supplementary Planning Document	✓		✓		<p>To receive reports on the preparation of a Supplementary Planning Document related to Rural Development.</p> <p>The SPD would provide detailed guidance on how development proposals in rural areas of Lichfield District would be considered.</p>	<p>Prepare a Local Plan including principles of sustainable development and the protection of key built and natural environmental assets</p> <p>Advise and guide neighbourhood areas in bringing forward Parish and Neighbourhood Plans</p> <p>Analyse the outputs/outcomes of the rural masterplanning work, rural sustainability studies and Parish/Neighbourhood Plans carried out to inform the Local Plan</p> <p>Prepare delivery plans linked to the Lichfield and Tamworth Economic Strategy, promoting rural economic growth</p>	Heidi Hollins	Cllr Mrs Janet Eagland

ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY) COMMITTEE WORK PROGRAMME FOR 2014-15

Item	Sept 24th	Nov 11th	Jan 20th	Mar 12th	Details/Reasons	Link to 2014/15 One Year Action Plan	Officer	Member Lead
Historic Environment – Supplementary Planning Document	✓		✓		<p>To receive reports on the preparation of a Supplementary Planning Document related to the Historic Environment.</p> <p>The SPD would provide detailed guidance on how proposals relating to the Historic Environment would be considered in Lichfield District.</p>	Prepare a Local Development Framework Core Strategy (Local Plan) including principles of sustainable development and the protection of key built and natural environmental assets	Debbie Boffin	Cllr Mrs Margaret Stanhope
High Speed 2	✓			*	<p>To receive information in respect of the proposals for a High Speed rail line which as a first phase would run between the West Midlands and London with potential later links to Manchester and Leeds</p> <p>The Government has confirmed its support in principle for a High Speed rail network with the initial focus being on developing a high-speed link between London and the West Midlands known as HS2. HS2 Limited is currently undertaking detailed design work and carrying out environmental assessments in order to inform a Hybrid Bill which will be presented to Parliament in late 2013.</p>	Whilst maintaining a fundamental objection to HS2, the District Council via the Local Plan for Lichfield recognises the need to identify local transport priorities. If HS2 gains the necessary parliamentary approvals the District Council working with partners will need to consider how best to maximise any benefits and these will be dependent upon improved transport connectivity	Craig Jordan	

ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY) COMMITTEE WORK PROGRAMME FOR 2014-15

Item	Sept 24th	Nov 11th	Jan 20th	Mar 12th	Details/Reasons	Link to 2014/15 One Year Action Plan	Officer	Member Lead
Friarsgate Scheme		✓		✓	To receive updates on progress of the project	Work with developers to move forward the Friarsgate Shopping Centre Scheme Prepare delivery plans on the back of the Lichfield and Tamworth Economic Strategy aimed at supporting the role of town centres.	Helen Cook	
Conservation Area Appraisals and Management Plans	*			✓	To receive reports relating to the preparation of Conservation Area Appraisals and CA Management Plans The Authority is under a duty to review its Conservation Areas to ensure they appropriately reflect their intended status.	Conservation areas that are properly managed and that are recognised and realised, in terms of their potential, provide better places to live, can help to improve quality of life and contribute to a thriving economy.	Claire Hines	
End of Year Performance Report				✓	To receive a report on the end-of-year performance of services feeding into the Economic Growth, Environment and Development (Overview and Scrutiny) Committees areas of responsibility.		Richard King	
Performance Indicators			✓		To report the top ten issues for each directorate.	Monitoring of performance with a view to delivering continual service improvement.	Richard King	

ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY) COMMITTEE WORK PROGRAMME FOR 2014-15

Item	Sept 24th	Nov 11th	Jan 20th	Mar 12th	Details/Reasons	Link to 2014/15 One Year Action Plan	Officer	Member Lead
Update on the review of Development Services		✓			<p>To receive a report on the findings of a Review of Development Services as part of the Council's Fit for the Future programme.</p> <p>Development Services is currently subject of a review as part of the Council's Fit for the Future programme. It is appropriate to report to the Committee progress with the review and key issues that are emerging.</p>	<p>The review is part of the Council's Fit for the Future programme that is intended to provide for a Council that is capable of delivering on priority themes and projects at an affordable cost to the Authority and local communities.</p>	Richard King	
Car Parking Matters including Civil Parking Enforcement			✓		<p>To receive a report on Civil Parking Enforcement in Lichfield District and possible future arrangements</p>		John Roobottom	
Parking Policy and Trends			✓		<p>To receive a report on parking policy and trends in parking usage.</p>	<p>Assisting in meeting demands for parking provision and sustaining our key centres.</p>	John Roobottom	

ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY) COMMITTEE WORK PROGRAMME FOR 2014-15

Item	Sept 24th	Nov 11th	Jan 20th	Mar 12th	Details/Reasons	Link to 2014/15 One Year Action Plan	Officer	Member Lead
Parish/Town Council comments on planning applications and referrals to Planning Committee		✓			To receive a report on the involvement of Parish and Town Council's in the planning application determination process.		Claire Billings	
Planning Charter's – GBSLEP and SSLEP	*				To receive a report on LDC compliance with Planning Charters prepared by the GBSLEP and SSLEP and reviews of the same.		Claire Billings	
Development Control Performance			*		<p>To receive a report on Development Control Performance.</p> <p>Development Control performance is an important measure of the effectiveness and efficiency of the District Council as Local Planning Authority. The results of monitoring will show the extent to which the Council is delivering a high quality and better value service in this respect.</p>	Monitoring of performance with a view to delivering continual service improvement.	Claire Billings	

ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY) COMMITTEE WORK PROGRAMME FOR 2014-15

Item	Sept 24th	Nov 11th	Jan 20th	Mar 12th	Details/Reasons	Link to 2014/15 One Year Action Plan	Officer	Member Lead
Fazeley Townscape Heritage Scheme			✓		To receive a report on the development of applications to draw down Heritage Lottery Fund support for a Townscape Heritage scheme based on Fazeley and Bonehill	The Action Plan identifies the importance of promoting sustainable development and growth, supporting our local communities and economy. The TH scheme if successful will help to address problems with important buildings in Fazeley and Bonehill which with improvement would benefit the character and appearance of the locality but also provide potential residential and commercial floorspace.	Maxine Turley	
Lichfield City Centre Business Improvement District	✓				To receive reports and briefing papers on the progress of BID proposals relating to Lichfield City Centre.		Elizabeth Thatcher	
Lichfield and Tamworth Business and Economic Partnership (BEP) Updates	*			✓	To receive reports and briefing papers on the achievements of the Lichfield and Tamworth Business and Economic Partnership (BEP) in supporting the local economy and local businesses		James Roberts	

ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY) COMMITTEE WORK PROGRAMME FOR 2014-15

Item	Sept 24th	Nov 11th	Jan 20th	Mar 12th	Details/Reasons	Link to 2014/15 One Year Action Plan	Officer	Member Lead
Infrastructure Delivery and the Community Infrastructure Levy (CIL)			✓		<p>To receive reports on progress with preparing an Infrastructure Delivery Plan for Lichfield District and associated with this arrangements for generating funding to support delivery of infrastructure through the imposition of CIL.</p> <p>In agreeing a Development Strategy for Lichfield District it is important to identify related infrastructure requirements and the means by which these will be delivered.</p>	<p>Prepare a Local Development Framework Core Strategy (Local Plan) including principles of sustainable development and the protection of key built and natural environmental assets.</p> <p>Identify local transport priorities with Staffordshire County Council and the two Local Enterprise Partnerships</p> <p>Prepare Delivery Plans on the back of the Lichfield and Tamworth Economic Strategy aimed at supporting the role of town centres</p> <p>Work with the Lichfield and Tamworth BEP and two LEP's to grow businesses and pursue economic growth.</p>	Clare Eggington	
Review of The Lichfield District's 2014 Festivals and Events Programme and Preview of 2015 Programme				✓	<p>To outline to the Committee the extent and success of the Lichfield District 2014 Festivals and Events Programme and to outline the proposed 2015 programme.</p>	<p>s that we will help 'boost business' and the local economy by supporting and delivering an extensive programme of events and festivals that builds upon the district's cultural reputation, the enthusiasm of local organisations and people and realise the potential of our historic assets and iconic locations.</p>	Lizzie Thatcher	

ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY) COMMITTEE WORK PROGRAMME FOR 2014-15

Item	Sept 24th	Nov 11th	Jan 20th	Mar 12th	Details/Reasons	Link to 2014/15 One Year Action Plan	Officer	Member Lead
Mid-Year Performance Report for Development Services			✓		To receive a report on the mid-year performance of the various services feeding into the Economic Growth, Environment and Development Committee and having regard to the objectives set down in the Plan for Lichfield District and the associated One Year Action Plan.	Assessment of performance against the goals set down in the One Year Action Plan	Richard King	
Tourism issues			✓		To receive a report on the District Council's approach to tourism working with partners, its agreed objectives and key achievements to date.		Elizabeth Thatcher	
Operation of the Tourism Information Centre, Lichfield		✓			To receive a report on the operation of the Tourist Information Centre based in St Mary's, Lichfield		Elizabeth Thatcher	
Operation of the Protocol for Member Engagement in Pre-Application Planning Discussions			✓		To receive a report on the operation of the Protocol a year after its first introduction.	Implementing both the GBSLEP and the SSLEP's planning charters requires the early engagement of elected members in the planning process.	Sean Coghlan	

ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY) COMMITTEE WORK PROGRAMME FOR 2014-15

Item	Sept 24th	Nov 11th	Jan 20th	Mar 12th	Details/Reasons	Link to 2014/15 One Year Action Plan	Officer	Member Lead
Compliments and Complaints	✓				To receive report on compliments and complaints about Economic Growth, Environment and Development-related services provided by the Authority		Sean Coghlan	

ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY)

COMMITTEE

Date: 17 September 2014

Agenda Item: 6

Contact Officer: Claire Billings

Telephone: 01543 308171

SUBMISSION BY CABINET MEMBER FOR ECONOMIC GROWTH, ENVIRONMENT & DEVELOPMENT

EXAMINATION OF THE BASIS ON WHICH THE COMMENTS OF A PARISH/TOWN COUNCIL MAY RESULT IN AN APPLICATION BEING REPORTED TO PLANNING COMMITTEE

1. Purpose of Report

- 1.1 To inform the Economic Growth, Environment and Development (Overview and Scrutiny) Committee of the basis upon which the comments of a Parish/Town/City Council may result in a planning application being reported to Planning Committee for determination, and to obtain its views on whether or not they wish to recommend to the Planning Committee any changes to the Council's Constitution.

2. Summary of Issues

- 2.1 At Planning Committee on the 27 January 2014, Members resolved that a report would be prepared for consideration by the then Environment and Development (Overview & Scrutiny) Committee, to examine the basis on which the comments of a Parish /Town Council may result in an application being reported to Committee.
- 2.2 One of the criteria under the Councils' Constitution, whereby officers do not have delegated powers to determine planning applications submitted under the Town and Country Planning Act 1990 (as amended) is where the planning application gives rise to **significant planning objections from any statutory consultee or Parish/Town Council and where Officers are minded to recommend approval**. The Constitution states that if such a situation arises, then such planning application will be reported to the Planning Committee.
- 2.3 On receipt of comments that raise an objection or recommend refusal from a Parish or Town/City Council, officers do carry out an assessment of whether or not the objection is 'significant' or 'planning related' before deciding whether or not it should be reported to Planning Committee. Furthermore, if there is any element of doubt, then officers do consult with the Chairman of Planning Committee, to seek a further view or whether or not an application should be reported to Planning Committee. If the comments received relate to concerns or relay the concerns of other parties, rather than constitute the views of the Parish/Town Council, then this would not generally result in an application being reported to Planning Committee for determination. Although, it is to be appreciated that a Ward Councillor could still 'call-in' and application for consideration and determination by Planning Committee, irrelevant of the comments of the Parish/Town Council; provided it is within the call-in period set out in the Member Good Practice Protocols (for Planning Committee and Non Planning Committee Members).

- 2.4 Currently approximately 95% of all applications are determined under officer delegated powers (2012/13 and 2013/14). This favourably reflects against the national average of 91% and subsequently aids the Councils' performance in relation to National Indicators with regard to the determination of planning applications (See Briefing Paper in relation to current DC Performance). It is therefore considered that performance levels are not unduly affected by the need to report applications to Planning Committee for determination, as a result of 'significant planning objections' raised by a Parish or Town Council.
- 2.5 However, it is to be appreciated that there is more work and hence additional resource involved in reporting an application to Planning Committee, as opposed to determining under officer delegated powers. In terms of the direct cost of preparing a Committee report as opposed to a delegated officer's report, information set out in the PAS Benchmarking report (March 2013), notes that in relation to an average planning application, a Committee report/Committee decision costs some 15 times more than a Officer delegated report/decision. Such additional cost of a committee decision is not normally covered by the nationally set application fees in the case of the majority of non-major planning applications. Therefore, there is an increased cost implication in requiring more applications to be reported to Planning Committee for determination.
- 2.6 During the last financial year (beginning of April 2013 to end March 2014) there were 16 Planning Committees and, it is noted that at these committees a total of 18 applications were reported to the Committee due to significant planning objections raised by a Parish/Town Council. Appendix A includes a summary of these applications and identified the relevant Parish/Town Council who raised the objection.
- 2.8 Members are therefore asked to examine the information contained in the report above and in Appendix A and to consider whether or not the existing mechanism in place to allow applications to be reported to Planning Committee following receipt of 'significant planning objections' from a Parish/Town Council are effective or not, and consequently consider whether or not a review is needed of the Constitution to redefine when applications should be reported to Planning Committee following receipt of an objection from a Parish/Town Council.

3. Community Benefits

- 3.1 In changing the Constitution to require more applications to be considered by Planning Committee would increase the democratic process in the determination of such applications.

4. Recommendation

- 4.1 That Environment and Development (Overview and Scrutiny) consider the issues raised above in relation to Parish/Town Council objections and, determine whether or not they wish to recommend to the Planning Committee any amendments to the Council's Constitution to revise the current officer delegated powers in relation to applications where a significant planning objection is raised by a Parish/Town Council.

5. Financial Implications

- 5.1 In changing the scheme of officer delegation, this could result in an increase or decrease number of planning applications being reported to Planning Committee, which would either add or decrease the overall cost of determination of planning applications, due to the additional or reduced resource implications related thereto. It is estimated; based on the information set out in the PAS Benchmarking report (March 2013), that a Committee report/Committee decision costs some 15 times more than determining an application

under Officer delegated powers (average of £2,195.12 as opposed to £143.52); a cost which is not normally covered by the nationally set application fee in the case of the majority of non-major planning applications.

6. Plan for Lichfield District Implications

6.1 None.

7. Sustainability and Climate Change Issues

7.1 None.

8. Human Rights Issues

8.1 All planning applications are determined in accordance with the relevant provisions of the Human Rights Act, whether or not they are reported to Planning Committee for consideration.

9. Crime and Community Safety Issues

9.1 None.

10. Risk Management Issues

Risk	Likelihood/Impact	Risk Category	Countermeasure	Responsibility
Failure to report any applications where significant planning objections have been raised by a Parish/Town Council would mean that applications are not considered in accordance with the Constitution.	Low/Medium	Issuing decisions that are unlawful.	Ensure the Constitution is updated and all officers are fully conversed with the changes.	Democratic & Legal Services and Officers with regard to delegated powers including the Strategic Director of DDL; Development Executive; Development Control Manager; Principal Planning Officers.
The introduction of the changes to the Constitution to reduce the officer scheme of delegation could increase workload within the department and delays the determination of applications.	Medium/High	Reputational/Financial/not meeting National Indicators	Training of officers and ensure applications are reported early to Committee following receipt of Parish/Town Objections.	Development Control Manager

Background Documents:

Planning Committee Agenda- 27 January 2014

Planning Committee Minutes- 27 January 2014

The Council's Constitution

PAS Benchmarking- March 2013

Planning Committee Members Planning Code of Good Practice- May 2008

Non Planning Committee Members Good Practice Guidance- May 2008

APPENDIX 1

Application No.	Brief description of development	Parish/Town Council raising objection	Officer recommendation	Date of Planning Comm.	Committee Decision
14/00039/FUL	Annexe in garden	Burntwood	Approve + conditions	31/3/14	Approved
13/00932/COU	Change of use to tea room	Alrewas	Approve + conditions	10/3/14	Approved
14/00022/FUL	2-bed bungalow	Burntwood	Approve + conditions	17/2/14	Approved
13/01162/FUL	Granny Annexe	Burntwood	Approve + Conditions	6/1/14	Approved
13/01119/FUL	Works to Petrol Filling station	Alrewas	Approve + conditions	9/12/13	Approved
13/01132/FUL	Wind Turbine	Wigginton, Hopwas & Elford	Approve + conditions	9/12/13	Refused
13/01039/FUL	New Access to hotel	Lichfield	Approve + conditions	9/12/13	Refused
13/00998/FUL	Retention of outbuilding in rear garden	Burntwood	Approve + conditions	11/11/13	Refused (but subsequently 'permitted development')
13/00610/COU	Temporary car park	Lichfield	Approve + conditions	21/10/13	Approved
13/00627/COU	Change of use of agricultural building to Mausoleum	Hammerwich	Approve + conditions	9/9/13	Refused
13/00702/FUL	Variation of condition to allow other to keep horses on land	Farewell & Chorley	Approve + conditions	9/9/13	Approved
13/00530/FUL	Retention of Garden Structure	Burntwood	Approve + conditions	19/8/13	Approved
13/00699/COU	Change of use of open space to garden	Burntwood	Approve + conditions	19/8/13	Refused
11/01326/FUL	Demolition of nursery and erect 7 dwellings	Lichfield	Approve + conditions	1/7/13	Approved
13/00303/COU	Conversion to 7 apartments	Lichfield	Approve + conditions	1/7/13	Approved
13/00189/FUL	Extension to dwelling and Granny Annexe in garden	Lichfield	Approve + conditions	20/5/13	Refused
13/00339/FUL	Vary condition to allow 12 months operation of holiday park	Fradley & Streethay	Approve + conditions	20/5/13	Approved
13/00136/FUL	New office block	Burntwood	Approve + conditions	8/4/13	Approved

**ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY)
COMMITTEE**

Date: 17th September 2014

Agenda Item: 7

Contact Officers: Craig Jordan / Clare Eggington

Telephone: 01543 308202; 308147

SUBMISSION BY ECONOMIC GROWTH & DEVELOPMENT CABINET MEMBER

LICHFIELD DISTRICT LOCAL PLAN: UPDATE

1. Purpose of Report

- 1.1 The purpose of this report is to update members on progress with the Lichfield District Local Plan, the preparation of Neighbourhood Plans and ongoing work to inform the production of a Community Infrastructure Levy charging schedule.

2. Summary of Policy Development

Lichfield District Local Plan: Strategy

- 2.1 Lichfield District Council submitted the Lichfield District Local Plan: Strategy (Proposed Submission) to the Secretary of State (SoS) for Independent Examination on 22nd March 2013. The SoS duly appointed a Planning Inspector, Mr Robert Yuille MSc DipTP MRTPI, to conduct the examination to see if the Plan is sound and capable of being approved and adopted or not. The Inspector considered the Plan against the following Tests of Soundness:

- **Positively Prepared:** the plan should be based on a strategy which seeks to meet objectively assessed development and infrastructure requirements, including unmet requirements from neighbouring authorities where it is practical to do so consistently with the presumption in favour of sustainable development;
- **Justified:** the plan should be the most appropriate strategy, when considered against the reasonable alternatives, based on proportionate evidence;
- **Effective:** the plan should be deliverable over its period and based on effective joint working on cross-boundary strategic priorities; and
- **Consistent with national policy:** the plan should enable the delivery of sustainable development in accordance with the policies in the National Planning Policy Framework.

- 2.2 In April 2013, the Inspector published a list of Main Matters and Issues that he explored further through hearing sessions. The hearing sessions commenced on 24th June and concluded on 10th July. Through these hearing sessions the Inspector identified a concern that the submitted Local Plan did not provide for enough housing to meet our 'objectively assessed need' and that following the hearing sessions he would provide interim findings that set out where the District Council would be required to undertake further work to ensure the Local Plan is 'sound.' This he subsequently did in September 2013.

- 2.3 To address the Inspector's concerns further technical work was undertaken, and Main Modifications were approved by Full Council on 28th January 2014. A full 6 week statutory consultation was then undertaken.

- 2.4 Members are already aware: during this consultation period a legal challenge was received to the Main Modifications, which was heard in the High Court on 1st and 2nd July 2014 and subsequently dismissed. This delayed the process somewhat, but the process has now resumed with the Inspector setting further Hearings between 9th and 17th October 2014. Main Matters have been determined (see Annex 1) and Hearing Statements invited for which the deadline for submission was 3rd September 2014.
- 2.5 Following the Hearings, the Inspector will issue a final report which will deal with all outstanding matters and declare whether the Local Plan Strategy (incorporating the main modifications) is 'sound' and can be adopted. The timescales for issuing this final report will depend on the Inspector, but it is hoped that the District Council will receive this late Autumn 2014.

Duty to Cooperate and cross boundary issues

- 2.6 Cross boundary work is on going in relation to the statutory Duty to Co operate. Responses have been made in relation to the recent consultation relating to the Tamworth Draft Local Plan and discussions are ongoing in relation to a revised Memorandum of Understanding (MoU) between the District Council and Tamworth and North Warwickshire Borough Councils which provides an updated position. Work is also ongoing in relation to other neighbouring authorities including that relating to Birmingham City Council and its emerging Draft Plan (submitted to the Secretary of State in July 2014). This includes ongoing participation in the housing study being progressed by the GBSLEP.
- 2.7 In terms of the GBSLEP Housing study, this is looking at housing requirements across the GBSLEP geography (and beyond where Housing Market Areas show a relationship with the GBSLEP area). The purpose of the Study has been two fold. Firstly it is to assist in the formulation of a high level strategic Spatial Plan for the GBSLEP of which future housing growth is a key issue and is linked to other components of growth. Secondly, it is to help inform the preparation of individual Local Plans where cross-boundary considerations may be an issue. Phases 1 and 2 of this work – evaluating objectively assessed needs, what is currently planned for and the scope for accommodating further housing based on supply side information - has been completed by consultants Peter Brett Associates (PBA) with the results made public for dissemination and discussion on 31st July 2014.
- 2.8 The consultants have concluded that, as a whole the GBSLEP area needs to deliver approximately 8,000 dwellings per annum (dpa) (based on Trends 2001-2011, which the consultants explained was their preferred scenario) or 7000 dpa (based on 2012 population projections). Current plans across this area provide for 5,500 dpa so in either case there is an under provision of housing being planned for, a significant amount of which relates to the inability of the Birmingham Local Plan to accommodate its own Objectively Assessed Needs. The GBSLEP Spatial Plan is evolving to take account of this cumulative shortfall at a strategic level but is not sufficiently advanced to say how much growth each Local Authority may need to take as this will form the work due to be carried out as part of a Stage 3 Study. It should also be noted that the study does incorporate the Black Country but the results of that element of the work are not available as yet as the Black Country Authorities have yet to meet to consider the study and agree for the work to go forward to Stage 3.
- 2.9 A brief has been prepared for Stage 3. This sets out a number of strategic scenarios for accommodating the yet unmet growth to be evaluated by consultants for consultants. The scenarios are:
- Distribute the shortfall by Local Planning authority with extra capacity being delivered through increased density and intensification of urban areas

- Peripheral urban extensions to the conurbation
 - Growth along public transport corridors
 - Growth aligned proportionately with enterprise (the Enterprise belt)
 - Dispersed pattern of growth – main centres
 - Major expansion of Telford / new settlements
- 2.10 The Joint Housing Study is one of three key pieces of evidence intended to inform the development of the GBSLEP Spatial Plan, with the others being a Strategic Environmental Assessment / Sustainability Appraisal, and a Strategic Employment Sites study. These pieces of evidence will all need to be considered together before decisions can be made in terms of the most appropriate solutions to address the distribution of growth.

Neighbourhood Planning

- 2.11 The District Council continues to work with those communities, providing advice and guidance on the neighbourhood planning process to ensure the plans meet the necessary legal and procedural requirements. Officers continue to assist the Stonnall Neighbourhood Plan Group as a Front Runner initiative and are in the process of assisting in writing policy options for the plan. Separately, a formal response has been provided to the pre-submission consultation of the Alrewas Neighbourhood Plan, and officers have carried out screening work for Strategic Environmental Assessment (SEA) and Habitat Regulations Assessment (HRA) of the same plan. Work has also continued with a number of other parishes who are considering community led plans, to ensure that communities understand the process and are able to make an informed decision on whether to proceed down the formal neighbourhood plan route.
- 2.12 The Council has received applications from Hammerwich Parish Council, to designate the parish as a neighbourhood area. Two further applications were received from Fradley & Streethay Parish to have two separate Neighbourhood Areas designated within their Parish, Fradley Neighbourhood Area and Streethay Neighbourhood Area. The requests for neighbourhood area designation were subject to a formal 6 week consultation, the Hammerwich designation consultations closed on the 30th April, with the Fradley and Streethay consultations closing on the 11th July. No objections have been received and the proposed designations will now proceed to Cabinet and Full Council.
- 2.13 Information and updates on Neighbourhood Plans can be viewed at www.lichfielddc.gov.uk/neighbourhoodplans.

Community Infrastructure Levy update for information

- 2.14 Consultation on the Preliminary Draft Charging Schedule (PDCS) was completed on 22nd April 2014. This initial consultation stage gave people the opportunity to comment upon the scale and nature of the proposed rates and the evidence which supports this. Representations have been assessed and a brief for further work is now being drafted to address / seek clarification on issues where necessary. Matters arising will be reported via the agreed corporate mechanisms for establishing CIL i.e. the Joint Member and Officer Infrastructure Working Group (previously the Joint Planning Obligations Member and Officer Working Group). This group comprises Member representation from each of the four Overview and Scrutiny Committees: Councillors Cox (Economic Growth, Environment and Development), Latham (Strategic), Tranter (Operational Services, Leisure, Parks and Play) and Woodward (Community, Health and Housing).

- 2.15 The next stage of the process will be the development of the **Draft Charging Schedule**. This will incorporate any modifications which are felt to be necessary as a result of the consultation on the PDCS.
- 2.16 Following a minimum four week consultation, the Draft Charging Schedule will have to be subject to an independent examination. Once set, the rates cannot be altered without being re-examined (although they are index-linked)
- 2.17 Alongside the Draft Charging Schedule, a Regulation 123 List needs to be prepared which will set out the different types of infrastructure which the Council would want to see funded (in part) by CIL. This list will be informed by the Infrastructure Delivery Plan which sets out infrastructure requirements (and key priorities) in line with the Local Plan.
- 2.18 CIL can only be levied once an adopted Local Plan is in place. However, work is underway to ensure that the CIL charging schedule can be examined at the earliest opportunity following Local Plan adoption, and that mechanisms are in place to ensure that CIL can be collected and administered as soon as possible after the charging schedule has been found sound. It is anticipated that this will be prior to April 2015. Progress on CIL can be viewed at www.lichfielddc.gov.uk/cil.

Local Plan delivery

- 2.19 A key element of work relating to the Local Plan and its associated documents is to ensure the delivery of strategy, ensuring this can be turned into action. In some cases this means that external funding opportunities must be sought where these align to the strategic priorities of the Local Plan and its delivery arm, the Infrastructure Delivery Plan.
- 2.20 Members received a report to the June meeting of this Committee concerning a bid to the Heritage Lottery Fund under Round 1 of its Townscape Heritage Programme which aims to regenerate economically disadvantaged historic areas by promoting and encouraging investment in under-used and neglected historic buildings located within conservation areas. This bid relates to a programme of approximately £1.6m of which £0.96m is sought from the HLF with the remainder being secured from other sources.
- 2.21 The deadline for Round One of the bid programme was 31st August. The bid was submitted on Friday 29th August, and Members will be kept informed of progress accordingly.
- 2.22 Work is ongoing in relation to the two Special Areas of Conservation (SAC): the river Mease, and Cannock Chase. Development has to be mitigated for where it has an impact on these areas as SACs are European designated sites of protection.
- 2.23 Practical works delivered through Lichfield District Council are ongoing on the River Mease Special Area of Conservation to mitigate for housing development within the catchment. The delivery of the developer contributions scheme includes awareness raising which has included pop ups for use at events, a septic tank leaflet and initial work on interpretation panels: and practical works which include the design of a silt trap, installation of a new agricultural bridge and improvement works to a road culvert. Further works are ongoing to deliver projects contained within the River Restoration Plan which are fundable through the Developer Contribution Scheme.
- 2.24 The team is also supporting the Cannock Chase Special Area of Conservation partnership in the development of the Memorandum of Understanding and the business plan which will serve as a blueprint for how the SAC partnership will operate, spelling out its purpose, vision and means of operation.

3. Community Benefits

- 3.1 The emerging Local Plan is required to replace the adopted 1998 Local Plan, providing the policy basis for ensuring sustainable growth and the future development of the District in a manner that protects and enhances the built and natural environment whilst addressing a range of issues affecting communities including housing, transport, employment and skills, infrastructure, community safety and health needs. It provides the context within which emerging Neighbourhood Plans will need to be developed by local communities.
- 3.2 The introduction of CIL will help in delivering the essential infrastructure required to support development in the District.

4. Recommendation

- 4.1 That the Committee notes the progress of the Lichfield District Local Plan Strategy, Neighbourhood Plan preparation and work to progress the Community Infrastructure Levy.

5. Financial Implications

- 5.1 The preparation of the Local Plan will have financial implications but these have been considered as part of a previous service and financial planning process and a successful growth item achieved. Monies have been set aside to cover Examination in Public costs. Neighbourhood Plans attract government grant resources to ensure Local Authorities are sufficiently well resourced in order to be able to deliver on their statutory duties in relation to these. When implemented, CIL will bring in a new funding stream to help progress the delivery of infrastructure priorities in line with the Local Plan, although some of these resources would formerly have been funded by Section 106 obligations so much will not be 'new' money. Up to a quarter of CIL receipts will have to be paid to Parish Councils where development occurs in their area (25% if a Neighbourhood Plan is in place, 15% in all other cases).

6. A Plan for Lichfield District Implications

- 6.1 The Local Plan will be relevant to all of the Council's ambitions identified in the Plan for Lichfield District where they have a spatial element. In particular, it is important to integrate the processes and content of the Local Plan with the Plan for Lichfield District 2012-16 and the Staffordshire Sustainable Communities Strategy.

7. Sustainability and Carbon Reduction Issues

- 7.1 The purpose of a Local Plan is to establish a spatial policy framework for sustainable development and one that addresses as part of policy formulation and subsequent implementation, issues relating to Carbon Reduction. The Local Plan will recognise carbon reduction as a key and over-arching issue, addressing this through spatial policy and considering the issues for mitigation and adaptation.

8. Human Rights Issues

- 8.1 The extensive consultation procedures provided for by the Planning and Compulsory Purchase Act 2004 cover human rights matters.

9. Crime and Community Safety Issues

- 9.1 Crime and community safety issues have been considered as an integral part of the emerging Local Plan Strategy.

10. Risk Management Issues

Risk	Likelihood/ Impact	Risk Category	Countermeasure	Responsibility
Local Plan process needs to ensure it is considered corporately so that the strategy can be demonstrated as being soundly based in addressing the spatial issues arising from the Council's own plans and strategies.	Low/High	Strategic/Financial	Ensured wide consideration of preferred strategy before submitting for examination and further detailed consideration before progressing Main Modifications.	Development Services/Leadership Team
Local Plan process needs to involve external bodies to the extent that the strategy can be demonstrated as being soundly based in addressing the spatial issues arising from all relevant agencies future strategies	Medium/High	Strategic/Financial	Ensured that all appropriate agencies are fully engaged in the development of the Local Plan.	Planning Policy
Local Plan proposals are not supported by adequate evidence base	Medium/High	Strategic/Financial	Ensured completion of evidence base before agreeing proposed submission Local Plan: Strategy and only include policies or proposals supported by the evidence Ensured modifications put forward through EiP were based on robust evidence	Planning Policy
National planning guidance revised as part of the Decentralisation & Localism Agenda	Medium/High	Strategic/Financial	Ensure all emerging Government guidance is considered prior to the publication of a Local Plan	Planning Policy
Local plan fails on tests of soundness	Medium / high	Strategic financial /	Consideration of the PAS Soundness Toolkit and NPPF Checklist	Planning policy

Background Documents:

1. Lichfield District Local Plan: Strategy (as submitted March 2013), Main & Other Modifications (February 2014) & Core Document List

2. Inspectors Initial Findings report: September 2013
3. Sustainability Appraisal: Proposed Submission Local Plan Strategy including EiP Modifications (February 2014)
4. Addendum to Habitat Regulations Assessment (January 2014)
5. Green Belt Review Supplementary Report (December 2013) (supplements the strategic Green Belt Review July 2012)
6. Employment Land Review Addendum December 2013
7. Submission Document List (August 2013)
8. Infrastructure Delivery Plan (January 2014)
9. Preliminary Draft Charging Schedule (March 2014)
10. The Plan for Lichfield District 2012-16
11. National Planning Policy Framework 2012 and National Planning Guidance

Important web links

www.lichfielddc.gov.uk/localplan

www.lichfielddc.gov.uk/localplanexamination

www.lichfielddc.gov.uk/evidence

www.lichfielddc.gov.uk/mods

www.lichfielddc.gov.uk/neighbourhoodplans

www.lichfielddc.gov.uk/cil



Report checked and approved:

Strategic/Corporate Director

**SUBMISSION TO ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW
AND SCRUTINY) COMMITTEE**

Date: 17th September 2014

Agenda Item: 8

Contact Officer: Craig Jordan

Telephone: 01543 308202

**SUBMISSION BY ECONOMIC GROWTH AND DEVELOPMENT SERVICES PORTFOLIO
HOLDER**

Progress on Supplementary Planning Documents (SPD)

1. Purpose of Report

- 1.1 In support of the emerging Lichfield District Local Plan: Strategy and to assist in the future implementation of policies contained within that document, the District Council has agreed to develop supplementary planning advice in respect of specified topics. These topics - Biodiversity, Trees and Landscaping, Rural Development, Historic Environment and Sustainable Development – are considered to be the most important areas where guidance in interpreting policy is required for potential planning applicants, local communities and the Council itself as local planning authority.
- 1.2 It has been agreed that to assist in taking the aforementioned SPD forward a number of member and officer Task Groups will be formed. The Task Group's are being lead by a designated member and supported by officers with specialist knowledge in the topic areas.

The Group's are as follows:

Sustainable Development

Lead Member – Cllr Smedley

Lead Officer - Dan Roberts

Historic Environment

Lead Member – Cllr Mrs Stanhope MBE

Lead Officer - Debbie Boffin

Rural Development

Lead Member - Cllr Mrs Eagland

Lead Officer – Heidi Hollins

Biodiversity & Trees & Landscaping

Lead Member – Cllr Drinkwater

Lead Officers – Portia Howe (Trees and Woodland) & Justine Lloyd/Chris Walsh (Biodiversity)

It will be noted that the latter of the above Groups is a combined group considering two SPD's.

2. Summary of Policy Development

- 2.1 Since the formation of the respective task groups officers guided by members have been progressing a range of work to inform the SPD's. The following paragraphs detail the work undertaken to date by each of the Task Groups as well as that planned:

Trees and Landscaping

A total of 15 responses were received as a result of consultation on a draft SPD. Initial consideration has been given to the responses. Several of the responses require further details to be submitted to add clarity to the points being made and some responses address issues that are more relevant to the other emerging SPDs. These latter representations have been passed to the relevant officer leads of the other Task Groups whilst communication is taking place with those bodies/organisations who require to submit additional information in terms of trees and landscaping. A meeting of the full Task Group is proposed once the assessment of the responses has been undertaken and draft amendments are available for the Task Group's consideration. Additional amendments may also be required to take in any changes to reflect best practice, British standards etc.

Rural Development

A meeting of the the Rural Development Task Group was due to take place on the 23rd July, however this was cancelled and rearranged for 11th September.

Draft chapters of the SPD have been prepared with regard to the technical aspects of the SPD and were circulated to all members of the Task Group on 21st July 2014 for consideration and comment. It is envisaged that following discussions on 11th September these chapters will be pulled together to form a single document.

Historic Environment

Eight meetings have been held of the Task Group to date and the majority of the document has now been agreed with the final section due to be discussed at the meeting arranged for the 3rd September. The intended completion of a full draft for consultation of this document will be in line with the revised Local Plan adoption timetable.

Biodiversity and Development

The Biodiversity and Development SPD is currently being amended in light of recent changes to relevant legislation and Natural England's standing advice. This update will ensure LDC is compliant with these changes and that the document will provide clearer guidance to developers. Once completed the draft SPD is intended to be reviewed by the Task Group before the end of September. The SPD will then be prepared to go out for public consultation later this year.

Sustainable Development

The Task group met on 25 June 2014. A revised introduction to the document has been drafted, to reflect changing circumstances, and progress has been made on section 2 of the document, including text regarding sustainable drainage management and 'walkable' communities. An appendix outlining the objectives of urban design has also been drafted, and has been supported by the group for inclusion.

A briefing paper on the Housing Review was discussed at the Task Group meeting. The government's continued delay in releasing information regarding the Housing Standards Review raises ambiguities for the 'technology & construction' section of the document, which will have to be completed in spite of the national situation.

Officers will continue to work on draft sections of the document, co-ordinated through the Task Group, which is scheduled to meet again in September. The intended completion of a full draft for consultation of this document will be produced in line with any revised Local Plan adoption timetable.

- 2.2 At the September 2013 meeting of the Committee it was noted that the original timetable indicated that the various SPD would be coming forward in parallel with the Local Plan adoption timescales, noting that the SPD could not be adopted until the Council has an approved Local Plan in place. Members will be aware that the Local Plan timescales have changed following the hearing sessions back in June/July 2013, the subsequent receipt of the Inspectors preliminary findings in September 2013 and proposed modification stage. Local Plan hearings are to re-open in October to hear evidence in respect of representations to the proposed modifications. . As a consequence adoption of the Local Plan will be at a later date than previously noted. This does however allow more time for the respective SPD's to be developed and indeed given some of the issues being raised and the work this is generating there is a necessity to have this additional time available to officers.

3. Community Benefits

- 3.1 The SPD's when approved and adopted by the Council will assist in delivering on the aims and objectives of the Lichfield District Local Plan providing for sustainable development which meets the needs of local residents and businesses and is acceptable in environmental terms.

4. Recommendation

- 4.1 That the Committee notes progress with the respective Supplementary Planning Document

5. Financial Implications

- 5.1 None from this report.

6. Strategic Plan Implications

6.1 The SPD when approved and adopted by the Council will assist in delivering on the aims and objectives of the Lichfield District Local Plan and which itself is aligned with the overarching community and corporate goals of the District Plan for Lichfield.

7. Sustainability and Climate Change Issues

7.1 Issues of sustainability and climate change will be addressed within each of the respective SPD's where relevant to the topics in question.

8. Human Rights Issues

8.1 None.

9. Crime and Community Safety Issues

9.1 None.

10. Risk Management Issues

Risk	Likelihood/ Impact	Risk Category	Countermeasure	Responsibility
That the SPD's do not provide the necessary guidance to assist in interpreting agreed policy.	Low/High		Setting up of the Task Groups involving members and officers will allow for the individual topics to be considered in detail and issues identified.	Development Services; Task Groups
That the SPD's are not prepared in time to operate alongside approved policy.	Low/High		The Task Groups are in the process of agreeing work programmes and timetables	Task Groups and reporting arrangements into E & D (O & S) Committee

Background Documents:

- **The Lichfield District Local Plan: Strategy – LDC published July 2012 and submitted for examination March 2013**
- **Inspectors Preliminary Findings – September 2013**
- **Local Plan Proposed Modifications – January 2014**
- **Responses to the Proposed Modifications – May 2014**

Report checked and approved:

Strategic/Corporate Director

SUBMISSION TO ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY) COMMITTEE

Date: 17th September 2014

Agenda Item: 9

Contact Officer: Craig Jordan

Telephone: 01543 308202

SUBMISSION BY CABINET MEMBER FOR ECONOMIC GROWTH AND DEVELOPMENT SERVICES

HIGH SPEED 2 – PHASES 1 AND 2

1. Purpose of Report

- 1.1 This report updates the Committee on the Government's proposals to develop a high speed rail line – High Speed 2 – as part of a high speed rail network.

2. Summary of Policy Development

- 2.1 High Speed 2 is a Government backed and promoted proposal to develop a high speed rail line between London and the West Midlands (Phase 1) with latter spurs to Manchester and Leeds (Phase 2).
- 2.2 In January 2012 the Secretary of State for Transport announced a preferred route for Phase 1 with the line running from Euston in Camden, London to a point just south of Handsacre in Lichfield District, where there would be a connection with the existing West Coast Mainline. Approximately 12 miles of the preferred route lies within Lichfield District, the only part of Staffordshire impacted upon by Phase 1.
- 2.3 Following the announcement regarding Phase 1 formal public consultation took place. Lichfield District Council objected both to the principle of high speed rail and to the proposals for HS2 as it affected the environment and residents & businesses of the District. The view expressed was that the proposal would have serious adverse impacts on the countryside and certain villages/hamlets and also offer no economic benefits locally. These concerns were shared by local communities, interest groups set up to oppose HS2 and Staffordshire County Council.

Hybrid Bill

- 2.4 A Hybrid Bill covering Phase 1 of High Speed 2 was laid before Parliament on 25th November 2013. Within the Bill are details of the planned scheme together with an extensive and comprehensive justification for the proposals and an appraisal of the impact of these and suggested mitigation.
- 2.5 The Hybrid Bill had its first reading in the House of Commons on the 25th November 2013. On the 28th April 2014 the Commons carried out the second reading when the Bill was approved to go forward for detailed scrutiny by a Select Committee of appointed MP's.
- 2.6 The Select Committee stage of the Bill's proceedings offers the opportunity to make a case before Parliament to address issues with the Bill. To make a case interested parties have to formally petition Parliament (see below). After the second reading Parliament invited petitions to be made.

- 2.7 Following a decision of the Council's Cabinet on the 1st April and endorsed by Full Council on 30th April Lichfield District Council formally submitted to Parliament a petition listing its concerns about the content of the Bill as drafted and seeking amendments. The petition was lodged on 15th May and can be viewed via the Council's website (see HS2 dedicated webpages/petition). In total 1925 petitions have been submitted to the Bill.
- 2.8 The Council's petition reflects a number of concerns raised by local residents, action groups and Staffordshire County Council. It includes some site specific 'asks' and a more general series of requests for clarification, additional/more appropriate work to be carried out to inform the final proposals and assurances that works/actions either will or will not take place as part of the development of the line and its subsequent operation as a railway.

Select Committee Stage

- 2.9 The Select Committee comprises of X MP's none of whom have a direct interest in HS2 itself. The Committee is chaired by Robert Syms MP member of Parliament for Poole, Dorset. Details of the MP's appointed to the Committee and the Committee's terms of reference are attached at **Appendix 1**.
- 2.10 The Select Committee met for the first time on 13th May 2014 to discuss future timetabling of proceedings and taking evidence/views from petitioners and agents acting on behalf of petitioning bodies on the proposed arrangements.
- 2.11 The Committee has subsequently determined that it will consider petitions in an approximate geographical order starting towards the northern end of the proposed route and then working southwards to Euston/London. The protocol is that for each area the Committee will wish to hear from the relevant petitioning Local Authorities (Unitary/City/Shire County/Shire District and Town/Parish) first, followed by affected land and property owners and finally amenity, recreational and educational bodies. On that basis proceedings proper commenced on the 1st July when as is standard for any Select Committee the Bills promoters were asked to set out the background and purpose of the Bill and the proposals contained within it. This was followed by a series of hearing sessions to consider the locus standi (status of a petitioner and their right to appear before the Committee) of petitioners and for the Committee to receive technical briefings on sound/noise issues.
- 2.12 The Committee has decided that it wishes to firstly consider issues around the proposed development of a new station facility at Curzon Street in Birmingham. To help inform the process the Committee undertook site visits to Birmingham (and Warwickshire) on the 15th July. Just prior to Parliaments summer recess from the 22nd July, the Committee was due to hear evidence from Birmingham City Council however these sessions were cancelled as it is understood that the City Council's concerns have now been suitably addressed by the scheme promoters. After the end of the summer recess on the 1st September the proceedings will resume with the Committee due to hear from land and property owners and other interested parties in respect of the proposals as they impact upon Curzon Street, the surrounding area and other parts of Birmingham. The Committee will then move onto consider matters pertaining to Solihull. At the time of writing it is likely that the Select Committee will be considering petitions in respect of Staffordshire in late October of this year. Prior to this on the 16th September the Committee is due to undertake a series of site visits including within Lichfield District.

- 2.13 Whilst the proceedings are taking place and in advance of planned appearances before the Select Committee, HS2 Limited is actively seeking to engage with petitioners to see if there is scope to address the concerns raised so that petitions may be withdrawn. It is in the interests of the scheme promoters to do this particularly where matters could be dealt with simply, expediently and not involve any or significant costs. The District Council as with other petitioners locally has been formally approached by representatives to discuss our petitioning points and this process is on-going.

Property and Compensation

- 2.14 The Government has recently published for consultation additional proposals to compensate property owners affected by HS2 Phase 1. These include the provision of two new elements supplementing previously announced provisions – an alternative cash offer (available to property owners who are included in the voluntary purchase scheme but who do not want to sell their property) and a Homeowner Payment (to be available for those property owners outside of urban areas and who as a consequence of HS2 will not see the economic benefits that urban property owners or those close to planned stations will). The consultation runs until 30th September 2014.

HS2 Phase 2

- 2.15 The Government wishes to extend HS2 to link with the north-west and Yorkshire and Humber, to encourage growth outside of the south east and West Midlands. In January 2013 the Secretary of State for Transport announced preferred routes for respective spurs to Manchester and Leeds off the Phase 1 route. The Manchester Spur would start at a point close to Fradley Business Park and travel through Lichfield District, Stafford Borough, Newcastle Borough and then Cheshire before connecting at Manchester. The Leeds spur would start at a point close to Coleshill/M42/NEC/Birmingham International slightly touch upon Tamworth Borough before travelling through Derbyshire, Leicestershire and South Yorkshire before connecting at Leeds.
- 2.16 Consultation on preferred routes for both spurs took place between July 2013 and January of this year. The results of this exercise and the implications for the Government's plans for Phase 2 are due to be reported shortly.

3. Community Benefits

- 3.1 There is significant opposition to the Government's proposals to develop High Speed 2 and the plans to extend this with Y links northwards to Leeds and Manchester as part of a wider high speed network. There are however many groups and organisations and local authorities that support High Speed 2 and high speed rail generally. The District Council and local groups have voiced concerns and particularly at the claims that High Speed is justified on the basis that it will bring about economic benefits to the West Midlands and beyond. This view is not supported and more importantly it is considered that the adverse environmental implications for Lichfield District and local communities will be substantial.

4. Recommendation

4.1 It is recommended that the Committee:

- i) notes the position with regards to the Hybrid Bill passing through its second reading and of the establishment of a Select Committee to hear evidence from petitioning bodies
- ii) notes the on-going dialogue taking place between HS2 Limited and petitioners in advance of planned Select Committee appearances
- iii) Requests that the Cabinet Member for Economic Growth and Development keeps the Committee informed of any proposals put before the District Council by HS2 aimed at satisfying its petitioning points
- iv) In the event that the District Council appears before the Select Committee, the Cabinet Member for Economic Growth and Development reports back the proceedings.

5. Financial Implications

5.1 In agreeing to petition the Hybrid Bill, the Council agreed to use the services of a Parliamentary Agent to act on its behalf in petitioning and advising on matters pertaining to the same. The Council has duly incurred fees for the preparation and submission of a petition to Parliament and advice on Select Committee issues. Separately, and to assist with its case in respect of noise matters the Council has agreed to share as part of a consortium of local authorities along the route the costs of commissioning specialist noise/sound experts.

6. Strategic Plan Implications

6.1 The development of High Speed 2 would not accord with the objectives of the Strategic Plan for Lichfield District unless as a consequence of its development the scheme would generate jobs and wealth creation in the District and have no adverse environmental impacts.

7. Sustainability and Climate Change Issues

7.1 None in this report.

8. Human Rights Issues

8.1 None in this report.

9. Crime and Community Safety Issues

9.1 None in this report.

10. Risk Management Issues

Risk	Likelihood/Impact	Risk Category	Countermeasure	Responsibility
The Council does not engage in dialogue with HS2 Limited to discuss points raised in its petition in advance of any planned Select Committee appearances	Low/high	Reputational, Social, Economic, environmental, financial	Agree to engage and authorise officers to work positively and actively with representatives of HS2 to see where there is scope to satisfactorily resolve issues.	Cabinet, Cabinet Member for Development Services, Strategic Director for Democratic, Development and Legal Services.

Background Documents: LDC Petition – submitted to Parliament May 2014
Select Committee Notes of Proceedings – Parliamentary website

Report checked and approved:

 Strategic/Corporate Director

The Select Committee and ToR

Details to follow.....

**ECONOMIC GROWTH, ENVIRONMENT AND DEVELOPMENT (OVERVIEW AND SCRUTINY)
COMMITTEE**

17 September 2014

Agenda Item: 10

Contact Officer: Sean Coghlan

Telephone: 01543 308199

**SUBMISSION BY CABINET MEMBER FOR ECONOMIC GROWTH, ENVIRONMENT AND
DEVELOPMENT**

COMPLAINTS AND COMPLIMENTS – 2013/14

1. Purpose of Report

- 1.1 To provide members with an overview of the compliments and complaints received corporately during the last financial year and a more detailed analysis of those which are of specific relevance to this Committee.

2. Recommendation

- 2.1 It is recommended that the Committee notes the contents of the report.

3. Summary of Background Information

- 3.1 At the Full Council meeting in April In 2014, a query was raised regarding the responsibility for overviewing and scrutinizing complaints received in relation to Council services; although a report is submitted annually to the Standards Committee, it is appropriate for each O&S Committee to consider the number and nature of complaints (and compliments) received in relation to the services that fall within their respective terms of reference.
- 3.2 The Council revised and restated its Corporate Complaints Procedure and published a revised Complaints Charter in early 2014 – attached for information at **Appendix A**
- 3.3 The Charter identifies a three stage complaints process
- **Stage 1** is dealt with by the relevant service manager. The complainant can expect an acknowledgement within three days and a full response within 20 working days of the complaint being received.
 - If, following the response at Stage 1, the complainant is still not satisfied then the matter will be escalated to **Stage 2**. At Stage 2, the matter and the Stage 1 response, is reviewed and considered by the relevant Director. Similar timescales operate as at Stage 1.
 - If the complainant remains dissatisfied, then the complaint will be escalated to **Stage 3**. In such instances, the Chief Executive will appoint an independent director to review the complaint and report their findings to her. Upon completion of the report, the Chief Executive will write to the complainant advising them of the outcome.
- 3.4 The stage 3 letter concludes that if the complainant is still not satisfied with the outcome then they are able to make representation to the Local Government Ombudsman who will consider their complaint.

- 3.5 All complaints are recorded on the council's Covalent software system. Complaints against the council that relate to matters that could lead to an insurance claim are recorded and dealt with separately because of their legal nature.

Corporate overview

- 3.6 During 2013/2014, 101 complaints were received by the Council, of which 92 were dealt with at Stage 1, three were escalated to Stage 2 and six progressed to Stage 3, showing that the vast majority of complaints are resolved at an early stage. The total number received in 13/14 is a significant increase on the previous year but this may be attributed to improvements in recording (following an internal audit) rather than a general increase in dissatisfaction with our services.
- 3.7 Although the total number of complaints received has increased, the speed of response has significantly improved, suggesting improved efficiency within the service.
- 3.8 The majority of complaints received related to six operational areas including council tax, planning, leisure, refuse/recycling, environmental health and housing. It is to be expected that Departments having the greatest level of contact with the public, and being the most visible, would also be subject to the highest levels of complaint.
- 3.9 In 13/14, of the 92 complaints that were received and relevant to the services provided by the District Council, 46% were justified and resulted in an apology or other action. Learning from complaints is an important aspect of the service; examples of this learning include:
- complaint relating to the website resulted in a few minor changes in line with suggestions made; the complainant was very complimentary on receiving our response.
 - complaint regarding incorrect advice resulted in staff training being conducted to rectify the problem
 - complaint regarding parking by parents near a park with football pitches resulted in a discussion with the football club concerned, who agreed to make special arrangements in the future to prevent a reoccurrence of the problem.
- 3.10 MP enquiries are recorded separately from complaints; 78 were received in 13/14.
- 3.11 Compliments are also received by the Council but these tend to be under recorded and therefore do not represent the many satisfied customers that we deliver services to.
- 3.12 A report of the complaints and compliments received in 2013/14 is attached at **Appendix B**.

Economic Growth, Environment and Development overview

- 3.13 17 complaints were received in respect of Planning and Development in 2013/14. 13 of the complaints were addressed (and closed) at Stage 1, with only 1 taken to Stage 3 (satisfactorily resolved). There were no complaints to the Local Government Ombudsman. The majority of the complaints focused on the handling of planning applications and investigations into breaches of planning control. Further complaints covered the condition of the City Centre paving; the lack of a response to a query; errors in notification/consultation and information provided through a local land charge search. Of the complaints, 14 were deemed unjustified, 1 resulted in an apology and 2 resulted in action being taken.
- 3.14 5 compliments were received in 2013/14. 3 related to praise for development control & conservation staff for the handling of planning applications, and 2 related to praise for the implementation team on their support and excellent work in managing projects.

4. Financial Implications

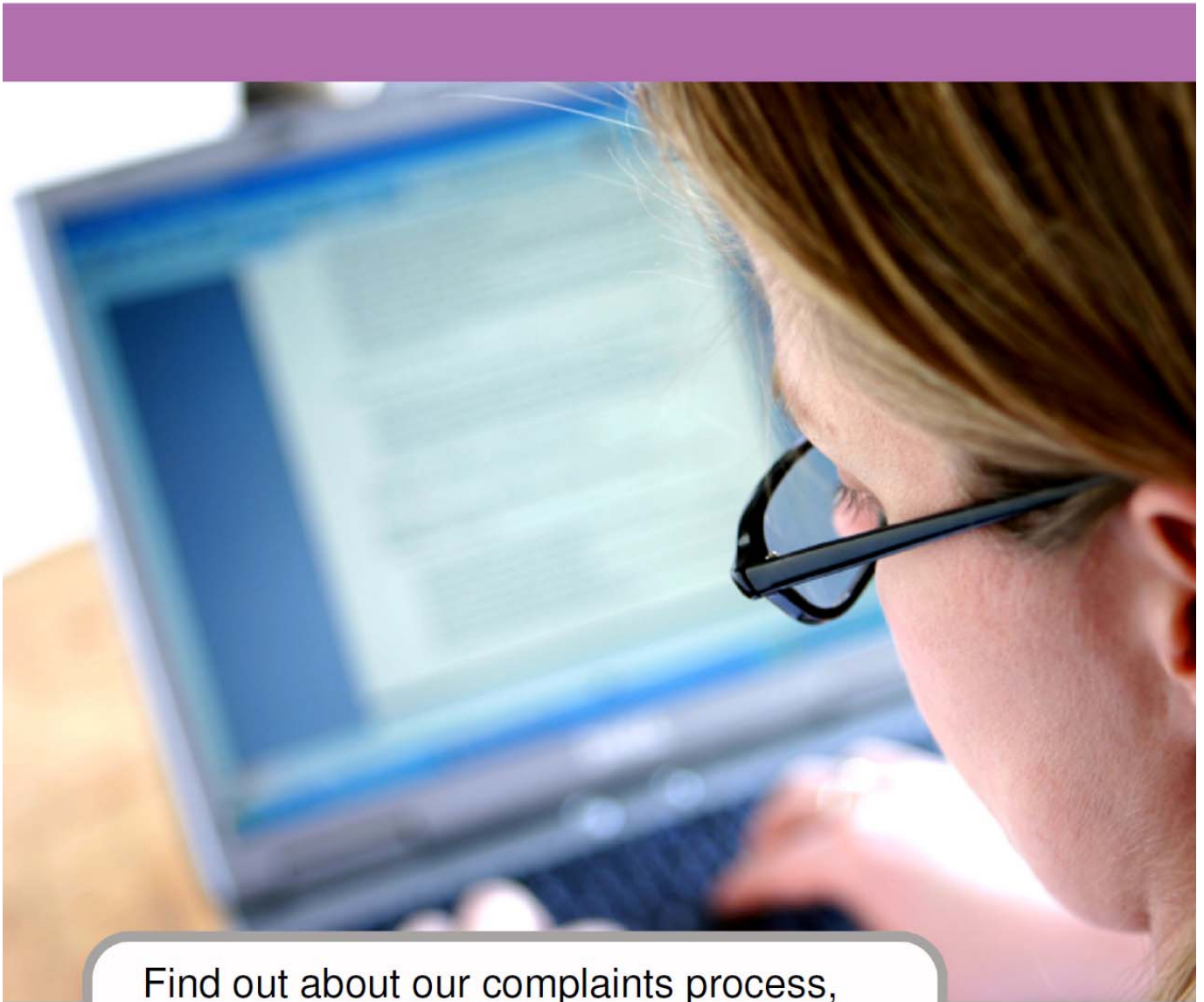
4.1 This report is for information only.

Background Documents:

Covalent reports

Our complaints charter

Guidance for staff



Find out about our complaints process, how it is managed internally, and what customers can expect from us.

www.lichfielddc.gov.uk/feedback

When complaints are dealt with positively and well, they can not only improve the reputation of the council, they can help us learn about what matters to people, which can help us when planning for the future.



It's only natural to think of complaints in a negative way. They can make us feel defensive, angry or upset. However, if we deal with complaints well, this can enhance the reputation of the council, and at the same time we can learn a lot about what matters to people, which can help us when planning for the future.

All complaints need to be recorded so we can spot trends and emerging problems. We need everybody's help to do this.

This guidance has been written so all employees are aware of our complaints process, how it is managed and what the customer can expect from us.

What is a complaint?

A complaint is an expression of dissatisfaction received from a customer about the council's service provision.

A complaint may be about a lack of response, poor service, delays in service being provided, one-off or ongoing problems and/or about behaviour of council employees.

There is no difference between an informal and a formal complaint - both indicate an expression of dissatisfaction, so both require a response. Complaints are usually written or received by email, but sometimes, verbal if the complaint is made at the point of service delivery.

Service request or complaint?

Sometimes it can be difficult to differentiate between a service request and a complaint. Generally if it is a request for a service, an appeal for assistance, or a request for a repair, these should be treated as service requests.

Examples of service requests

These can be handled at first point of contact, an apology offered where appropriate, and corrective action taken:

- Can I have an extra recycling bin?
- I'd like to report a damaged street name sign.
- Can I arrange an inspection for ...?
- I'd like to complain about my noisy neighbour.
- The changing rooms need cleaning.
- The swimming pool is too cold.
- There's litter on the grass verge outside my house.

Service requests can become complaints in the following circumstances:

- Where no action is taken to deal with the service request.
- Where the quality of service has fallen below the council's published standards.
- Where insufficient information has been provided or where information has been misleading.
- Discourteous or rude treatment by staff.
- Decisions which do not follow council policy or there is inadequate explanation.
- Decisions which do not consider all of the facts.
- If a person does not agree with the decision by the service officer or manager.

What are not complaints?

Where possible we allow all complaints to be dealt with using the process set out in this charter, but there are exclusions these include:

- A request for a service, except where this follows a service failure e.g. when an officer has failed to keep an appointment with a customer.
- Complaints against planning decisions which are dealt with under a separate appeals process.
- Insurance claims or contractual disputes - please refer to insurance officer.
- Complaints made about elected members for which a separate procedure exists. All such complaints should be referred to legal services.
- Reopening of a complaint after it has been to the Local Government Ombudsman and closed.
- Complaints made from members of staff relating to internal personnel or employment issues – these should be referred to the line manager or personnel services.
- A complaint that has already been through court or tribunal proceedings and is closed.

How to handle a complaint

Wherever possible, efforts should be made to talk to the complainant in order to fully understand their concerns and find out what changes or outcome they want to see. If the issue can be satisfactorily resolved at the first point of contact, no further action is needed.

However, if it is clear that the complainant remains unhappy (or perhaps is raising an issue for a second, or further time) this should be handled as a complaint.

In this case, please either give the complainant a copy of the **complaints, suggestions and compliments form** to complete, or offer to fill it in on their behalf. Alternatively, refer the complainant to the www.lichfielddc.gov.uk/feedback where they can fill the form in online and find out more about our complaints procedure.

Copies of the complaints, suggestions and compliments form are also available from all district council venues.

All completed complaints forms should be sent to the policy & performance team for processing.

How we process complaints

All complaints we receive are forwarded to the relevant service area's complaints coordinator (see top right).

Each directorate has at least one complaints coordinator, who on receipt of a complaint, records it on Covalent* (our performance management system), sends an acknowledgement to the complainant, and forwards it to the relevant officer to investigate.

All complaints we receive by letter or email are recorded as **stage 1** complaints and dealt with in accordance with the procedure detailed overleaf.

* Please note: All correspondence relating to complaints received or sent **must** be recorded onto covalent.

Complaints coordinators

Community, Housing & Health
June Green (308701)

Finance, Revenues & Benefits
Debbie Green (308010)

Democratic, Development & Legal Services
Teresa Hurcombe (308192)
and Jenny Moore (308051)

Burntwood Depot
Nicky Haycock (687550)

Leisure and Parks
Jenny Golding (308775)

Chief Executive
Carol Pepper (308254)
Jackie Jones (308003)

Policy & performance team

Alison Bowen (308129)
Colin Cooke (308121)



Lichfield
district council
www.lichfielddc.gov.uk

Our complaints procedure & how to investigate a complaint

Our **complaints procedure** has three stages:

Stage 1 Investigated by the line manager.

Stage 2 Investigated by the director of service.

Stage 3 Investigated by an independent senior officer on behalf of the Chief Executive. This will usually be a director who is not responsible for line managing services or staff involved in the complaint. The response is approved and signed by the Chief Executive.

If you are asked to investigate a complaint, please download the 'complaints checklist', from the '**Dealing with a complaint**' intranet section.

For each stage the following takes place:

- An acknowledgement is sent within three working days (letter or email) by the relevant complaints coordinator. A standard letter is available online.
- A full response* is sent within 20 working days by the investigating officer. The complainant must receive the response within this timescale (by letter or email).
- *The 20 working days start from the date the council received the complaint, whether letter, email, telephone call or in person.*
- A copy of the response should be forwarded by the investigating officer to the relevant complaints coordinator to record on Covalent.

***Where matters are likely to take more time to investigate/resolve, the investigating officer should keep the complainant informed of progress within the set timeframes above.**

An independent view

If after the whole of the complaints process has been followed (stages 1 - 3), the complainant is still unhappy with the outcome, they are then able to refer their complaint to the **Local Government Ombudsman (LGO)**. This is an independent body that investigates complaints free of charge. Complaints received by the LGO are sent to the policy & performance team, who record them on Covalent. An appropriate senior officer is then asked to investigate and respond to the LGO within 28 days. The responses are recorded by the LGO and sent to us in an annual audit letter.

Anonymous complaints

Please investigate any anonymous complaints you receive and record them on Covalent. Where not enough detail is provided as part of the complaint, we recognise this may not be possible.

Premature complaints

On occasion customers may contact the **Local Government Ombudsman (LGO)** before we have had the opportunity to investigate their complaint. These are called premature complaints. In such instances the LGO will forward the complaint to the policy & performance team, who will pass it to the relevant complaints coordinator. The complaints coordinator will then follow the complaints procedure. The LGO will inform the complainant that they have referred their complaint to us and we will reply directly to the complainant.

Persistent complainers

Persistent complainers are customers who frequently contact the council, particularly after their complaint has been closed. If you need advice or guidance about a persistent complainer, please speak to the policy & performance team.

MP enquiries

We get over 200 enquiries from MPs every year. The vast majority of these are from the MPs who represent constituencies covered by the council. Constituents contact them and they ask us for our comments in relation to the queries they receive. MP enquiries are not considered complaints, and are processed and recorded separately.

- MP enquiries are usually addressed to the Chief Executive and are forwarded to policy and performance team to record on Covalent.
- Once recorded, they are passed to the relevant officer to respond.
- *If you are asked to respond to an MP enquiry, please forward a copy of your response to the policy & performance team to record on Covalent.*
- MP enquiries need to be responded to within 20 working days from date of receipt by the council.

Help and advice

A copy of the council's complaints procedure and customer leaflet 'How to make a complaint, suggestion or compliment' is available at www.lichfielddc.gov.uk/feedback. The leaflet is also available from all council venues.

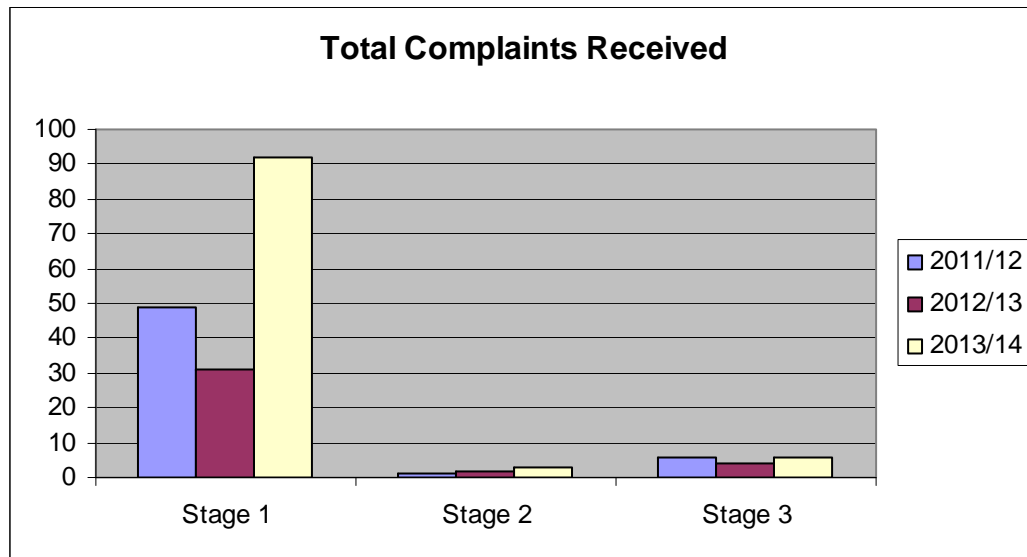
Information on the number of complaints we receive is analysed regularly and is published in the '**Dealing with a complaint**' intranet section, which also contains the 'complaint checklist' for investigating officers and other handy information.

Any questions, please contact the policy and performance team - Alison Bowen (308129) or Colin Cooke (308121).

Summary of Corporate Complaints Received 2011/12 to 2013/14

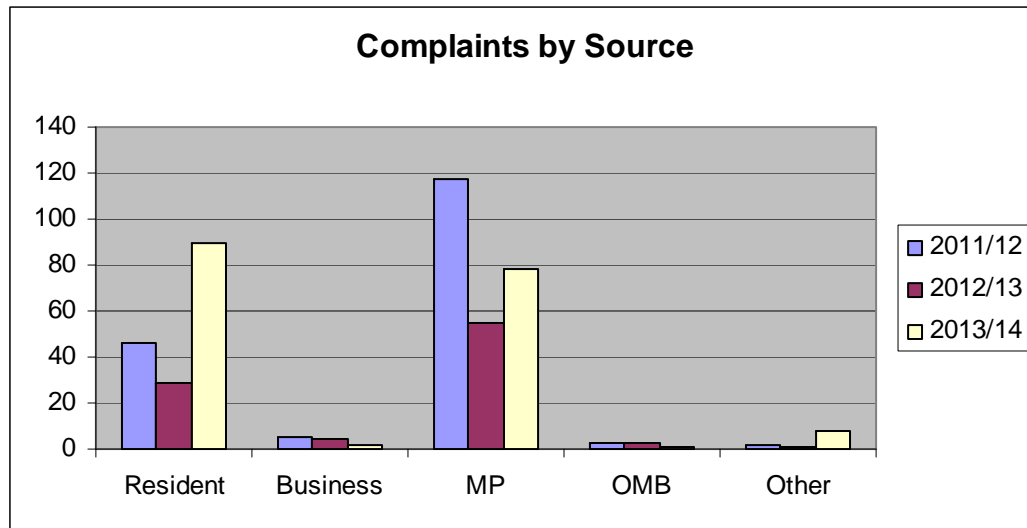
Total Complaints Received (excludes MP enquiries)

Year	Stage 1	Stage 2	Stage 3	Total	% Responded to within 20 days
2011/12	49	1	6	56	74%
2012/13	31	2	4	37	79%
2013/14	92	3	6	101	93%



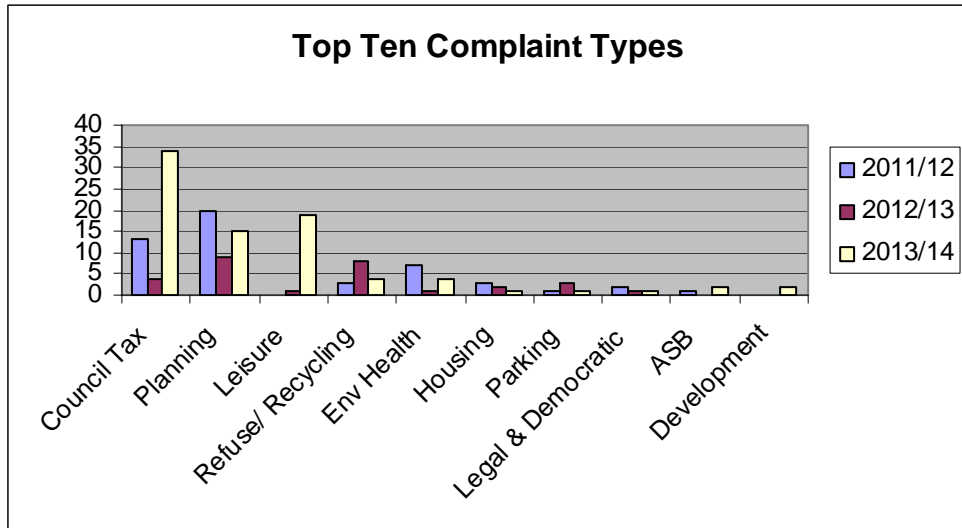
Total Complaints by Source

Year	Resident	Business	MP	OMB	Other	Total
2011/12	46	5	117	3	2	173
2012/13	29	4	55	3	1	92
2013/14	90	2	78	1	8	179



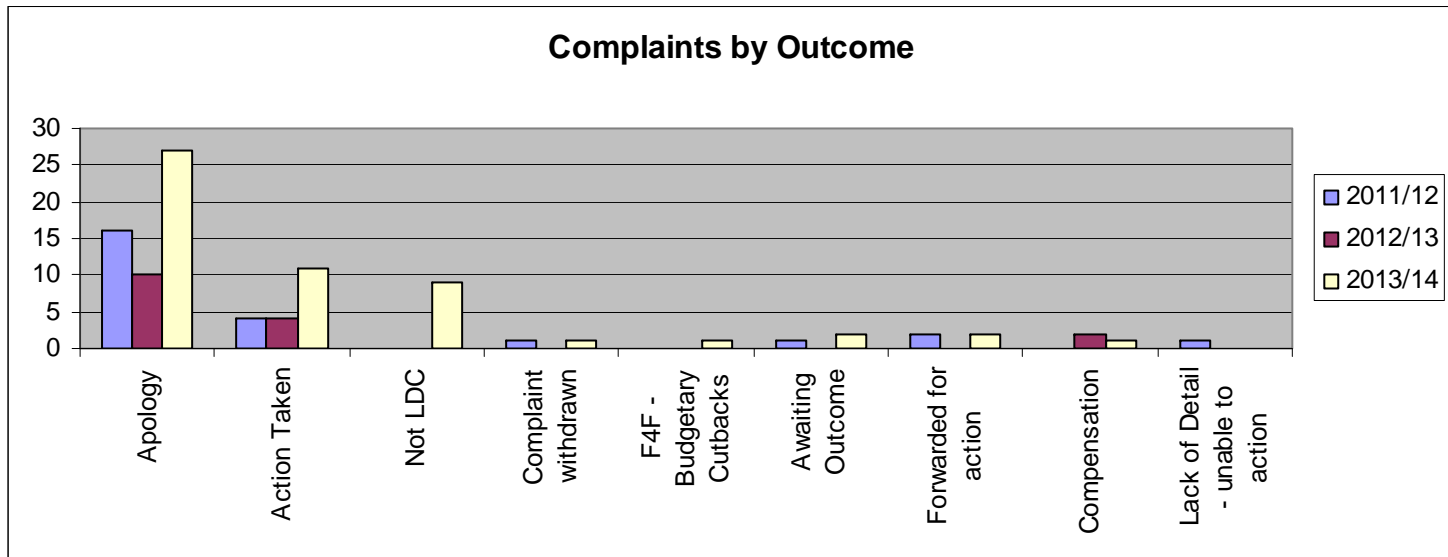
Top Ten Complaint Types (excludes MP enquiries)

Top Ten Complaint Types										
Year	Council Tax	Planning	Leisure	Refuse/ Recycling	Env Health	Housing	Parking	Legal & Democratic	ASB	Development
2011/12	13	20	0	3	7	3	1	2	1	0
2012/13	4	9	1	8	1	2	3	1	0	0
2013/14	34	15	19	4	4	1	1	1	2	2
Total	51	44	20	15	12	6	5	4	3	2



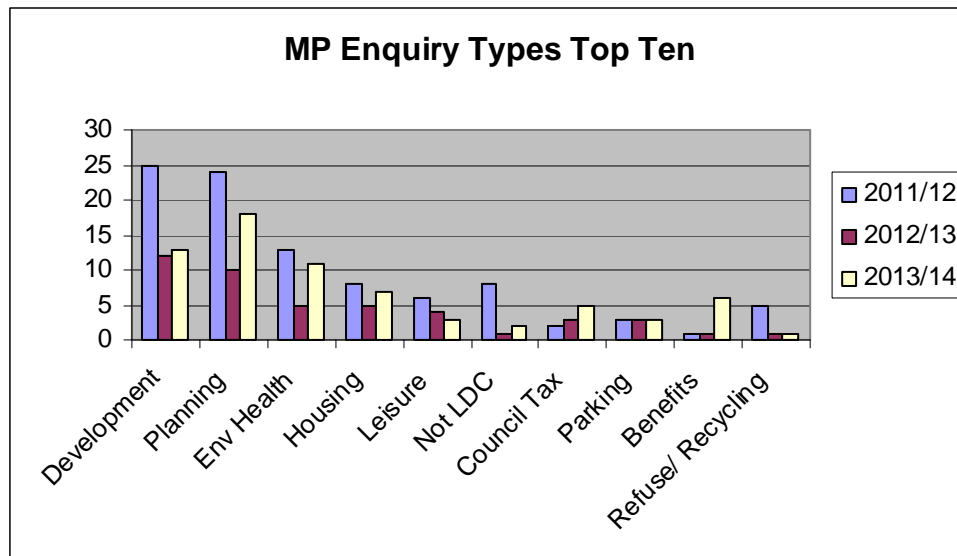
Complaints by Outcome

	Unjustified	Apology	Action Taken	Not LDC	Complaint withdrawn	F4F - Budgetary Cutbacks	Awaiting Outcome	Forwarded for action	Compensation	Lack of Detail - unable to action
2011/12	30	16	4	0	1	0	1	2	0	1
2012/13	21	10	4	0	0	0	0	0	2	0
2013/14	47	27	11	9	1	1	2	2	1	0



Top Ten MP Enquiry Types

	Development	Planning	Env Health	Housing	Leisure	Not LDC	Council Tax	Parking	Benefits	Refuse/ Recycling
2011/12	25	24	13	8	6	8	2	3	1	5
2012/13	12	10	5	5	4	1	3	3	1	1
2013/14	13	18	11	7	3	2	5	3	6	1
Total	50	52	29	20	13	11	10	9	8	7



Compliments Received 2013/14

Compliment Types									
Year	Council Tax	Planning	Leisure	Refuse/ Recycling	Env Health	Housing	Legal & Democratic	Development	Connects
2013/14	2	3	3	43	3	1	0	2	8
Total	2	3	3	43	3	1	0	2	8

