

To: All Members of the EXECUTIVE

When calling please ask for:

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Manager

Policy and Governance

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Calls may be recorded for training or monitoring

Date: 24 February 2017

Membership of the Executive

Cllr Julia Potts (Chairman)
Cllr Tom Martin (Vice Chairman)
Cllr Brian Adams
Cllr Andrew Bolton
Cllr Kevin Deanus

Cllr Jim Edwards
Cllr Jenny Else
Cllr Carole King
Cllr Ged Hall

Dear Councillors

A meeting of the EXECUTIVE will be held as follows:

DATE: TUESDAY, 7 MARCH 2017

TIME: 6.45 PM

PLACE: COUNCIL CHAMBER, COUNCIL OFFICES, THE BURYS,
GODALMING

The Agenda for the Meeting is set out below.

Yours sincerely

ROBIN TAYLOR
Head of Policy and Governance

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NOTES FOR MEMBERS

Contact Officers are shown at the end of each report and members are welcome to raise questions, make observations etc. in advance of the meeting with the appropriate officer.

AGENDA

1. **MINUTES**

To confirm the Minutes of the Meeting held on 7 February 2017 (to be laid on the table for half-an-hour prior to the meeting).

2. **APOLOGIES FOR ABSENCE**

To receive apologies for absence.

3. **DECLARATIONS OF INTERESTS**

To receive from members, declarations of interest in relation to any items included on the agenda for this meeting, in accordance with the Waverley Code of Local Government Conduct.

4. **QUESTIONS FROM MEMBERS OF THE PUBLIC**

To answer any questions from members of the public, received in accordance with Procedure Rule 10.

The deadline for receipt of questions for this meeting is 5pm on Tuesday 28 February 2017.

5. **FORWARD PROGRAMME** (Pages 9 - 12)

To agree the forward programme of decisions for Waverley Borough Council, as attached.

6. **BUDGET MANAGEMENT REPORT** (Pages 13 - 24)

[Portfolio Holder: Councillor Ged Hall]
[Wards Affected: All Waverley Wards]

The report provides a review of the 2016/17 budget for the General Fund and the Housing Revenue Account against the forecast to 31 March 2017, based

on the latest information available.

Recommendation

It is recommended that the Executive:

- 1. approves the rescheduling of £40,000 for the Replacement of the Property Terrier Database system into 2017/18;**
 - 2. approves the rescheduling of £20,000 for the Call Management System Technology into 2017/18;**
 - 3. approves a virement of £50,000 from the Void repairs budget, a virement of £60,000 from the Cyclical repairs budget and a virement of £140,000 from the Redecoration budget into the Responsive repairs budget;**
 - 4. recommends to Council to approve the rescheduling of £290,000 for Windows & Doors into 2017/18;**
 - 5. recommends to Council to approve the rescheduling of £205,000 for Health & Safety into 2017/18;**
 - 6. recommends to Council to approve the rescheduling of £800,000 for Building Services into 2017/18;**
 - 7. approves the rescheduling of £80,000 for Communal & Estate works into 2017/18;**
 - 8. approves the rescheduling of £20,000 of the Professional Fees & Miscellaneous budget into 2017/18;**
 - 9. recommends to Council to approve the rescheduling of £700,000 for Weyhill, Haslemere into 2017/18; and**
 - 10. approves Officers applying for Planning permission to undertake window replacement works at Hillcroft, Shepherds Hill, Halsmere.**
7. HOUSING SERVICE WATER CHARGE CONSULTATION FEEDBACK
(Pages 25 - 32)

[Portfolio Holder: Councillor Carole King]
[Wards Affected: All Waverley Wards]

The purpose of the report is to provide the Executive with details of the feedback from Council tenants on the proposal to end the current arrangement with Thames Water for the collection of their water charges. In light of this feedback and the legal and financial advice, the Executive is asked to make a decision regarding the future of the Thames Water arrangement.

Recommendation

It is recommended that

1. following the consultation with housing tenants, the Executive agrees to end the arrangement with Thames Water for the Council to collect water charges for council homes with no water meters so that in future tenants can pay their water charges direct;
 2. authority be delegated to the Strategic Director of Front Line Services, in consultation with the Portfolio Holder for Housing, to serve notice to end the arrangement with Thames Water on 30 September 2017; and
 3. the strategy, as set out in the report, be approved.
8. AMENDMENTS TO WAVERLEY'S OFF-STREET PARKING ORDER - CONSULTATION FEEDBACK (Pages 33 - 36)
[Portfolio Holder: Councillor James Edwards]
[Wards Affected: All Waverley Wards]

The purpose of this report is to provide feedback following the six week consultation period on proposals to amend Waverley's Off-Street Parking Order.

Recommendation

It is recommended to the Council that the proposed amendments to the Parking Order, as set out at Annexe 1, be approved and approval given to publish the required notice of intention.

9. DUNSFOLD CONSERVATION AREA APPRAISAL (CAA) (Pages 37 - 82)
[Portfolio Holder: Councillor Brian Adams]
[Wards Affected: Chiddingfold and Dunsfold]

The purpose of the report is to recommend that the Dunsfold Conservation Area Appraisal (CAA) (with boundary amendments) be adopted by the Council as a material consideration and used in the determination of any application for planning permission and listed building consent within the Conservation Area (CA).

Recommendation

It is recommended to the Council that the Conservation Area Appraisal for Dunsfold be adopted as a material planning consideration, to include the following amendments to the boundary:

- **Extension: War Memorial and common land between Oak Tree Lane and Mill Lane**
- **Extension: Garden of the Long House**
- **Extension & Removal: Northern tip of CA**
- **Removal: Southern end of Nugent Close**

- **Removal: Gardens of 1-4 Binhams Lea**
- **Extension: Winn Hall**
- **Extension & Removal: Garden of The White House**
- **Extension: Garden of Yonder Lye**

10. DUNSFOLD CHURCH CONSERVATION AREA APPRAISAL (CAA) (Pages 83 - 120)

[Portfolio Holder: Councillor Brian Adams]
[Wards Affected: Chiddingfold and Dunsfold]

The purpose of the report is to recommend that the Dunsfold Church Conservation Area Appraisal (CAA) (with boundary amendments) be adopted by the Council as a material consideration and used in the determination of any application for planning permission and listed building consent within the Conservation Area (CA).

Recommendation

It is recommended to the Council that the Conservation Area Appraisal for Dunsfold Church be adopted as a material planning consideration, to include the following amendments to the boundary:

- **Extension: St Mary's Church cemetery**
- **Extension: Land at Church Close Farm**
- **Removal: Field adjacent to The Rectory**

11. COMPLAINTS HANDLING IN WAVERLEY IN 2015/16 (Pages 121 - 140)

[Portfolio Holder: Councillor Julia Potts]
[Wards Affected: All Waverley Wards]

The report provides information on complaints handling in Waverley in 2015/16, including the number of complaints received, Waverley's performance in responding to complaints, and lessons learned. As confirmed in the report, there was a slight decrease in the number of complaints received in 2015-16 when compared with the previous year, and an improvement in the percentage of complaints responded to within the target timescales.

Recommendation

It is recommended that the Executive notes the performance on complaints handling in 2015/16, welcomes the comments of the Corporate Overview & Scrutiny Committee and endorses the lessons learnt.

12. COMPLAINTS ABOUT WAVERLEY'S SERVICES RECEIVED BY THE LOCAL GOVERNMENT OMBUDSMAN AND HOUSING OMBUDSMAN IN 2015/16 (Pages 141 - 154)

[Portfolio Holder: Councillor Julia Potts]
[Wards Affected: All Waverley Wards]

The report is in two parts. The first part summarises the complaints made to the Local Government Ombudsman about Waverley's services in 2015/16.

The second part summarises the complaints made by Waverley's tenants and leaseholders to the Housing Ombudsman Service which assumed responsibility for investigating complaints about a local authority's landlord functions with effect from 1 April 2013.

Recommendation

It is recommended that the Executive receives the information in this report and endorses the learning outcomes.

13. EXECUTIVE DIRECTOR'S ACTIONS

To note the following urgent actions taken by the Executive Director after consultation with the Chairman and Vice-Chairman since the last meeting, under the provisions of Paragraph 1 of the Scheme of Delegation. The Register of Decisions will be laid on the table half an hour before the meeting:-

i. Urgent Tree Works

Authority to undertake urgent tree works to the sum of £20,000, to be met from the Urgent Schemes Capital Budget for 2016/17.

ii. Holloway Hill

Authority for urgent works at the Holloway Hill Scout/Guide Hut, to the sum of £8,000, to be met from the Urgent Schemes Capital Budget for 2016/17.

14. EXCLUSION OF PRESS AND PUBLIC

To consider the following recommendation on the motion of the Chairman:-

Recommendation

That, pursuant to Procedure Rule 20, and in accordance with Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of the following item(s) on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during these items, there would be disclosure to them of exempt information (as defined by Section 100I of the Act) of the description specified at the meeting in the revised Part 1 of Schedule 12A to the Local Government Act 1972.

15. SUPPLEMENTARY ESTIMATE - ENFORCEMENT ACTION (Pages 155 - 160)

To consider the (Exempt) report, attached.

16. ANY OTHER ISSUES TO BE CONSIDERED IN EXEMPT SESSION

To consider matters (if any) relating to aspects of any reports on this agenda which, it is felt, may need to be considered in Exempt session.

**For further information or assistance, please telephone
Emma McQuillan, Democratic Services Manager, on 01483 523351 or
by email at emma.mcquillan@waverley.gov.uk**

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Waverley Borough Council Key Decisions and Forward Programme

This Forward Programme sets out the decisions which the Executive expects to take over forthcoming months and identifies those which are key decisions.

A key decision is a decision to be taken by the Executive which (1) is likely to result in the local authority incurring expenditure or making savings of above £20,000 and/or (2) is significant in terms of its effects on communities living or working in an area comprising two or more wards.

Please direct any enquiries about the Forward Programme to the Democratic Services Manager, Emma McQuillan, at the Council Offices on 01483 523351 or email committees@waverley.gov.uk.

Executive Forward Programme for the period 8 March 2017 onwards

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O AND S
POLICY AND GOVERNANCE, HUMAN RESOURCES, BRIGHTWELLS AND LEP CLLR JULIA POTTS (LEADER)						
1. Performance Management	Quarterly combined performance report	Executive		April 2017	Louise Norie	CORP/COMM
CUSTOMER AND CORPORATE SERVICES – CLLR TOM MARTIN (DEPUTY LEADER)						
1. Age Concern Farncombe	To agree new lease arrangements	Executive		April 2017	David Allum	CORPORATE
2. Customer Services Review	To review and agree the way forward for Customer Services	Executive and Council	√	July 2017	David Allum	CORPORATE

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O AND S
PLANNING – CLLR BRIAN ADAMS						
1. CIL Preliminary Draft Charging Schedule	To agree for the basis of consultation	Executive		April 2017	Graham Parrott	COMMUNITY
2. Building Control Options Appraisal/Business Plan	To agree the way forward	Executive and possibly Council		April 2017	Elizabeth Sims	CORPORATE
3. Local Plan Part II – Issues and Options	To seek agreement for consultation	Executive	√	April 2017	Graham Parrott	COMMUNITY
4. CIL Preliminary Draft Charging Schedule	To agree the next stage	Executive		May 2017	Graham Parrott	COMMUNITY
5. Local Plan Part II – Approval for Regulation 18 Consultation	For approval	Executive and Council		July/August 2017	Graham Parrott	COMMUNITY
ECONOMIC DEVELOPMENT – CLLR ANDREW BOLTON						
1. Economic Development Strategy	For approval	Executive and Council		July 2017	Damian Roberts	COMMUNITY
COMMUNITY SERVICES AND COMMUNITY SAFETY – CLLR KEVIN DEANUS						
1. 'Prevent' Counter-Terrorism Strategy	To agree a Strategy and Action Plan	Executive		April 2017	Katie Webb	COMMUNITY

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O AND S
2. Safeguarding Policy	To review and adopt the policy	Executive		April 2017	Kelvin Mills	COMMUNITY
3. Joint Enforcement Team (JET) Initiative	To agree next steps	Executive		April 2017	Richard Homewood	COMMUNITY
ENVIRONMENT – CLLR JIM EDWARDS						
HEALTH, WELLBEING AND CULTURE – CLLR JENNY ELSE						
FINANCE – CLLR GED HALL						
1. Budget Management [E3]	Potential for seeking approval for budget variations	Executive (and possibly Council)	√	Potentially every Executive meeting	Peter Vickers	CORP/COMM
HOUSING – CLLR CAROLE KING						
1. Housing Delivery Board [E3]	Potential to approve and adopt policies and make decisions to assist in the delivery of affordable homes in the Borough	Executive (and possibly Council)	√	Potentially every Executive meeting	Andrew Smith	CORPORATE
2. Implementing requirements of the Housing and Planning Act 2016	Decisions to implement changes resulting from the Act	Executive (and possibly Council)	√	April 2017	Andrew Smith	CORPORATE
3. Review of Housing Maintenance Contracts [E3]	To review the contracts and consider any recommendations	Executive and Council	√	April 2017	Hugh Wagstaff	CORPORATE

Background Information

The agenda for each Executive meeting will be published at least 5 working days before the meeting and will be available for inspection at the Council Offices and on the Council's Website (www.waverley.gov.uk). This programme gives at least 28 days notice of items before they are considered at a meeting of the Executive and consultation will be undertaken with relevant interested parties and stakeholders where necessary.

Exempt Information - whilst the majority of the Executive's business at the meetings listed in this Plan will be open to the public and press, there will inevitably be some business to be considered which contains confidential, commercially sensitive or personal information which will be discussed in exempt session, i.e. with the press and public excluded. These matters are most commonly human resource decisions relating to individuals such as requests for early or flexible retirements and property matters relating to individual transactions. These may relate to key and non-key decisions. If they are not key decisions, 28 days notice of the likely intention to consider the item in exempt needs to be given.

This is formal notice under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that part of any of the Executive meetings listed below may be held in private because the agenda and reports or annexes for that meeting contain exempt information under Part 1 of Schedule 12A to the Local Government Act 1972 (as amended), and that the public interest in withholding the information outweighs the public interest in disclosing it. Where this applies, the letter [E] will appear after the name of the topic, along with an indication of which exempt paragraph(s) applies, most commonly:

[E1 – Information relating to any individual; E2 – Information which is likely to reveal the identity of an individual; E3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information); E5 Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings; E7 – Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime].

WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 7 MARCH 2017

Title:

BUDGET MANAGEMENT REPORT

[Portfolio Holder: Cllr Ged Hall]

[Wards Affected: All]

Summary and purpose:

This report provides a review of the 2016/17 budget for the General Fund and the Housing Revenue Account against the forecast to 31 March 2017, based on the latest information available.

How this report relates to the Council's Corporate Priorities:

The monitoring and management of the Council's budgets ensures there is financial control over the services that contribute to the Corporate Priorities. Savings identified can be redirected towards Corporate Priorities or action can be taken to rectify overspends.

Resource/Value for Money implications:

This report reviews the position against the budget to date for the General Fund, the Housing Revenue Account and Capital Programmes. It reviews the progress of service delivery against budget, taking into account 2015/16 outturn implications where necessary, projecting the potential year-end position after the impact of management actions.

Legal Implications:

There are no direct legal implications relating to this report.

Introduction

1. Throughout 2016/17 performance against budget will be monitored on a monthly basis.
2. Financial position reporting will also focus on performance against financial targets such as income, establishment and Star Chamber savings. Financial risk is always inherent in service delivery and service managers will be assisted in the identification, evaluation and mitigation of significant risks and these will be reported throughout budget management as necessary.

General Fund

3. The current budget management report for 2016/17 shows an underspend of £66,000 which is an overspend change of £26,000 on the £92,000 underspend reported previously. The current position with an underspend of £66,000

represents -0.5% of the General Fund net budget of £14.3m. This is detailed in the table below:

Estimated variance against 2016/17 budget at outturn			
Service Variations:	Reported previously at 31/12/16	Current position at 31/01/17	Change since 31/12/16
	(Underspend)/ Overspend	(Underspend)/ Overspend	(Decrease)/ Increase
	£'000	£'000	£'000
Finance			
Council Tax Support – grant income	(36)	(36)	
Business Rates – cost of collection	17	17	
Rent Allowance and Rent Rebates overpayments recovered	50	50	
Interest on Investments – 4		(25)	(25)
Planning			
Building Control – income	120	120	
Building Control – Consultation – 5 (i)		10	10
Development Control – income	80	80	
Development Control – resubmissions and appeals – 5 (ii) & 5 (iii)		73	73
Development Control – Agricultural appraisals – 5 (iv)		24	24
Development Control – RTP1 training	(15)	(15)	
Communities			
Leisure Centre – income	(186)	(186)	
Waverley Training Services – 6		81	81
Environment			
Parking Income – 7	(175)	(305)	(130)
Saturday Garden Waste	6	6	
School parking permits	20	20	
Contaminated Land	(30)	(30)	
Returns on collection of Refuse and Recycling	23	23	
Textile – income	7	7	
Policy and Governance			
South East Subscription	2	2	
Land Charges – 8		(25)	(25)
Staffing Establishment			
Establishment Cost – 9	25	43	18
Overspend/(underspend) against budget	(92)	(66)	26

4. Finance

The interest on investments has been positive so far and the expectation is that the budget will be exceeded by at least £25,000.

5. Planning

- i. Corporate O&S Committee has been monitoring the financial position of the building control service for some time and received a report on the future

options at its January meeting. It has been proposed to allocate £10,000 to undertake a review of the building control service.

- ii. The number of new major applications has reduced but there are a number of resubmissions where no fee is payable. These applications still incur cost of advertisement, consultants on expert matters and legal advice.
- iii. There are a number of appeals including at Public Inquiry going through the system at present on greenfield sites which were submitted during the period when the Council could not demonstrate a 5 year land supply. These incur the cost of consultants and Counsel in defence of the Council's case in the interest of robustly resisting unacceptable development.
- iv. There have been a number of applications this year that required an agricultural appraisal that resulted in an overspend of £24,000. Future applications will now require that an independent expert agricultural appraisal is submitted with the application so that, in effect, this cost is funded by the applicant and not the Council.

6. Communities

2016/17 was a period of great operational change in Waverley Training Services which included the reduction of staff numbers including a management re-structure. It is projected that a shortfall against budget of £81,000 for this financial year will materialise due to a range of factors including sub-contractor issues and prior year grant uncertainty from the Government. The service is still forecast to broadly break even. This does not reflect the underlying strength of the business opportunity that exists going forward following the changes to government funding to be implemented in May.

7. Environment

Parking Income has held up against budget and the latest estimate is that income will be £305,000 above budget over the whole year.

8. Policy and Governance

Land Charges income has been strong and the latest estimate forecast is that income will be £25,000 above budget for the year.

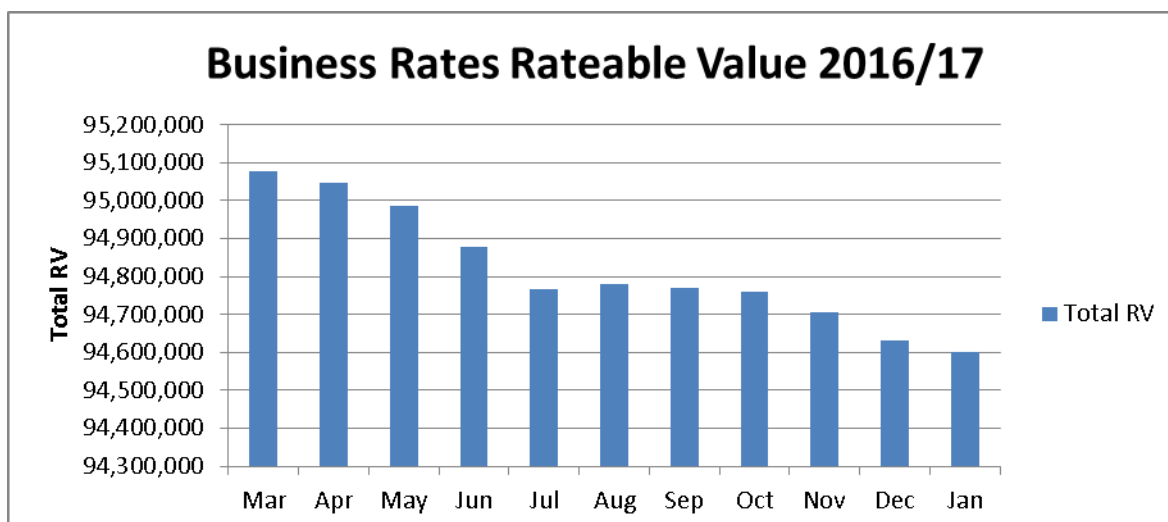
Staffing Establishment

9. Staffing establishment costs are forecast to be on budget for the year, including use of agency staff.

Forecast outturn of establishment cost against 2016/17 budget	
	£'000
2016/17 Establishment Cost Budget:	
2016/17 Staff Budget	13,436
LESS Vacancy Target	(200)
Approved Budget	13,236
2016/17 Establishment Cost Forecast Outturn:	
Permanent Staff Cost	12,385
Agency Staff Cost	894
Forecast Outturn	13,279
Overspend/(underspend) against budget	
	43

Potential Risks

10. Building Control loss of custom to increased competition from independent approved inspectors has not returned and the developing of a new business model for Building Control is still in progress as per the Corporate O&S meeting in January and will follow a Business Plan in the next cycle.
11. Development Control forecasted income is dependent on future applications that cannot be accurately estimated at this time and therefore full year income could be below the current £80,000 shortfall forecast to budget.
12. Housing Benefit Rent Allowances overpayment is increasing due to the success of the government's data matching initiatives. Recovery of overpayments is challenging and will potentially result in a further increase in the provision for unrecoverable overpayment.
13. The Government set the maximum recoverable EU referendum costs at £149,284 and these have been exceeded by £56,320. The shortfall is mainly due to the Government setting its estimate based upon a combined election where the costs are shared, in addition there was a very high turnout and high number of postal votes. We hope to recover the majority of this overspend and are awaiting the Cabinet Office decision.
14. Business Rates Retention Scheme. Performance is on track; however, the income from Business rates is subject to changes in rateable values (see chart below), appeals and refunds, which can potentially be significant.



Use of Balances

15. No use of the General Fund working balance was planned within the 2016/17 Budget. Projected movements in 2016/17 are illustrated in the table below. In line with the Financial Strategy the General Fund balance will be maintained at £3.2million.

Forecast General Fund balance movement	
	General Fund £'000
Balance 1 April 2016	3,200
Forecast outturn variation on budget	66
Reduced by Approvals:	
Revenue carry forward from 2015/16	(59)
Supplementary Estimates:	
Local Plan phase 2	(200)
Brightwells Regeneration Scheme Judicial Review	(250)
Legal fees on planning appeals	(30)
Weydon Lane - feasibility study	(50)
New Years Eve Waste Collection	(11)
Leisure Centre options appraisal	(50)
Transfer from Revenue Reserve Fund to meet the above demands	584
Forecast balance 31 March 2017	3,200

Supplementary estimates approved this year have put a significant pressure on the Revenue Reserve Fund. Any future request will put pressure on the capital programme as the Revenue Reserve Fund is now fully allocated.

General Fund Capital

16. The General Fund Capital programme is monitored each quarter. The total capital programme budget for 2016/17 is made up as follows:

Capital Programme for 2016/17		£'000
Original budget approved by Council in February 2016		2,588
Carry forward from 2015/16 approved during 2015/16		2,218
Carry forward from 2015/16 approved by Executive in June 2016		972
New schemes and additional budget approved during 2016/17		1,119
Manfield Park Industrial Units	917	
Other approvals e.g. S106 projects, virements	202	
Carry forward to 2017/18 approved by Council in December 2016		(1,944)
Total General Fund Capital Programme for 2016/17		4,953

17. The table below summarises current performance to date:

Current performance against Capital Programme for 2016/17					
	Current Budget	Forecast Outturn	Reschedule	(Underspend)/ Overspend	Comment
Service	£'000	£'000	£'000	£'000	
Community	1,276	1,276			See para. 18
Customer & Corporate	556	421	60	(75)	See para. 19
Environment	354	308	46		See para. 20
Other Projects	411	411			
Memorial Hall	2,177	2,177			
Manfield Industrial Unit	17	17			
Frensham Common	69	69			
Urgent schemes budget	93	93			
Total programme	4,953	4,772	106	(75)	

18. Community

Due to adverse weather there is additional budgetary need for further health & tree works to be carried out. Therefore, it has been requested that an 'Executive Director's decision' is taken to allow a further £20,000 budget to be allocated from the provision for urgent schemes.

19. Customer & Corporate

- i. The Replacement of the Property Terrier Database is unlikely to take place this financial year. Scoping works are underway, however it is requested that the full budget of £40,000 is rescheduled into 2017/18 to enable this project to be undertaken in 2017/18.
- ii. The project to purchase and implement new Call Management Technology will take place in 2017/18. Currently the Customer Services Project Group is looking at proposals which are yet to be agreed. Therefore, it is requested that the full £20,000 budget is rescheduled into 2017/18 to enable this work to be completed.

Housing Revenue Account (HRA)

20. A summary of progress against revenue budget for the HRA is given in the table below. The HRA contains the day to day running cost of managing the Housing Service such as staff costs and repairs, contributions to the capital programmes and financing costs. The forecast outturn on the HRA is £93,000 overspend against

budget and represents less than 0.6% of the net HRA budget of £13.6m. This is detailed in the table below.

Estimated variance against 2016/17 budget at outturn			
Service Variations:	Reported previously at 31/12/16 (Underspend)/ Overspend £'000	Current position at 31/1/17 (Underspend)/ Overspend £'000	Changes since 31/12/16 (Decrease)/ Increase £'000
INCOME			
Dwelling Rent			
Gross Dwelling Rent income	178	178	
Voids income loss	(26)	(26)	
Garage Rent			
Gross Garage rents	(47)	(47)	
Voids income loss	70	70	
Other Income			
Family Support service	(32)	(32)	
Interest on Investments – 21		(30)	(30)
COSTS			
Maintenance			
Responsive Repairs – 22 (i)		250	250
Void Repairs – 22 (ii)		(50)	(50)
Cyclical Repairs – 22 (ii)		(60)	(60)
Redecoration – 22 (ii)		(140)	(140)
Other Costs			
EasyMove Service – 23	(10)	(20)	(10)
Overspend/(underspend) against budget	133	93	(40)

21. Other Income

The interest on investments has been positive so far and the expectation is that the budget will be exceeded by at least £30,000.

22. Maintenance

- i. Responsive Repairs budget continues to come under considerable pressure this year with a potential projected overspend of £250,000. The budget is demand led and the pressure comes from a combination of additional orders from tenants as well as responding to new requests for repairs in a much more timely way. Given this pressure and the need to contain expenditure within overall budgets, officers have been actively refocusing expenditure on the highest priority repair activities while at the same time creating capacity in other non-urgent revenue and capital maintenance budgets during the year to offset this pressure.

- ii. The void, cyclical repairs and redecoration budgets now forecast an underspend of £50,000, £60,000 and £140,000 respectively. This is partially due to reduced void properties in December, and reduced spend due to additional controls on costs being put into place. It is therefore requested that £250,000 from these budgets is vired to the responsive repairs budget to ensure repairs can continue to be carried out where required.
- iii. Executive approval is sought to apply for Planning permission to undertake window replacement and associated works at Nos 5-12 Hillcroft, Shepherds Hill, Haslemere. GU27 2JL

23. Other Costs

As previously reported there has been less take up than planned for the EasyMove service. There is an allowance of £40,000 in the budget for EasyMove grant payments to enable residents to move into smaller, more suitable, homes. A saving of £10,000 has been previously forecast and a further £10,000 saving is estimated this financial year.

HRA Capital

Core Capital

24. The total capital programme approved budget for 2016/17 is made up as follows:

Approved Budget for 2016/17		£'000
Original budget approved by Council in February 2016		8,619
Carry forward from 2015/16 approved during 2015/16		810
Carry forward from 2015/16 approved by Executive in June 2016		800
Virements approved in 2016/17 approved by Executive in November 2016		(535)
Carry forward to 2017/18 approved by Executive in November 2016		(25)
Carry forward to 2017/18 approved by Council in December 2016		(720)
Total		8,949

25. The table below summarises current performance to date:

Work Stream	Approved Budget 2016/17	Forecast Outturn as at 31/01/17	Reschedule	(Underspend)/ Overspend	Comment
	£'000	£'000	£'000	£'000	
Kitchens & Bathrooms	3,327	2,937		(390)	See para. 28
Windows & Doors	572	222	290	(60)	See para. 29
Roofing & Associated Work	1,024	604		(420)	
Aids & Adaptions	200	200			
Structural & Damp Work	619	548		(71)	See para. 30
Health & Safety	550	310	205	(35)	See para. 31
Building Services	2,427	1,627	800		See para. 32
Communal & Estate Work	265	130	80	(55)	See para. 33
Professional Fees & Miscellaneous	165	99	20	(46)	See para. 34
Target Savings Core Capital Programme	(200)			200	
Grand Total	8,949	6,677	1,395	(877)	

26. Demand pressures on the Responsive Repairs and Voids budgets as outlined above, and the likely impact of the Housing and Planning Act, will bring about significant reductions in funding available to the Council for future capital investment. As a result, officers have sought opportunities to scale back requirements for capital spending in-year in all but the most essential areas. At the same time work has taken place during the year to identify Housing Revenue Account property and land assets that are no longer economic to maintain and have been or are in the process of disposal. The capital receipts from the sale of these assets will provide an additional source of capital funding that can be reinvested back into the housing service in future years.

27. Kitchens & Bathrooms

The focus on repairing rather than replacing Kitchens & Bathrooms in voids will result in savings estimated to reach £390,000, of which £120,000 is against bathrooms and £270,000 against kitchens.

28. Windows & Doors

- i. Replacement windows at Hillcroft, Haslemere – It is requested that £70,000 of the Hillcroft windows budget is rescheduled into 2017/18 due to delays in delivering the project this year. Due to the type of property, bespoke designs have been drawn up and Waverley Borough Council have a requirement to gain planning permission before works begin.
- ii. Windows & Door Replacement – Due to contract and mobilisation delays this work will not be complete in 2016/17. It is therefore requested that £220,000 of the windows & doors budget is rescheduled into 2017/18 to enable the planned works to be completed.

29. Structural & Damp work

Sound Insulation – Access issues to a single property has delayed these works and due to ongoing difficulties gaining access it is expected that these works will not be carried out. Therefore there is a forecast saving of £21,000 on this budget.

30. Health & Safety

- i. Asbestos Removal – Asbestos removal has been progressing throughout the year as works have been required, however it is forecast that the full budget will not be spent by year end. It is therefore requested that £40,000 is rescheduled into 2017/18 to enable further works to be carried out next year.
- ii. Fire Risk Assessment - Due to access issues being experienced to carry out fire risk assessments it is requested that £150,000 is rescheduled to 2017/18 to enable further assessments to be carried out.
- iii. Fire walls – No further spend is expected on this work stream this financial year therefore it is requested that the remaining £15,000 budget is rescheduled into 2017/18 to enable works to continue.

31. Building Services

- i. Communal gas heating replacement – Due to the need to retender these works the delivery has been delayed and the contractor is not yet on site. Therefore it is requested that £500,000 of this budget is rescheduled into 2017/18 to enable the works to be completed.
- ii. Domestic heating upgrade – Due to access issues being experienced to upgrade heating to some properties it is requested that £250,000 is rescheduled to 2017/18 to enable completion of the planned upgrades.
- iii. Electrical upgrade - Due to access issues being experienced to carry out electrical upgrades to some properties it is requested that £50,000 is rescheduled to 2017/18 to enable completion of the planned upgrades.

32. Communal & Estate work

- i. Car Parking schemes – In order to enable the completion of a major parking scheme in 2017/18 it is requested that £50,000 of the car parking budget is rescheduled into the next financial year.
- ii. Community Rooms – Consultation and negotiations are currently underway to enable a number of community rooms to be leased to third parties. Until this is completed works are unable to go ahead, therefore it is requested that £30,000 of this budget is rescheduled into the next financial year when it is hoped required works can be carried out.
- iii. Estate works - In addition to the previously reported saving, a further saving of £20,000 are forecast to be achieved on this budget.

33. Professional fees & Miscellaneous

- i. Professional fees – To enable delivery of schemes in 2017/18 it is requested that £20,000 of the professional fees budget is rescheduled into the next financial year.
- ii. Renovation of pre-1945 council dwellings – In addition to the previously reported saving, a further £16,000 saving will be achieved this financial year.

Stock Remodelling

34. The total stock remodelling capital programme approved budget for 2016/17 is made up as follows:

Work Stream	Approved Budget 2016/17	Forecast Outturn as at 31/01/17	Reschedule	(Underspend)/ Overspend	Comment
	£'000	£'000	£'000	£'000	
Approved Schemes	2,253	2,253			
Potential Schemes	1,319	738		(581)	
Total	3,572	2,991		(581)	

New Build

35. The New Build capital programme approved budget for 2016/17 is made up as follows:

Work Stream	Approved Budget 2016/17	Forecast Outturn as at 31/01/17	Reschedule	(Underspend)/ Overspend	Comment
	£'000	£'000	£'000	£'000	
Project management	400	400			
Pre-development expenditure	184	184			
Committed schemes	5,831	4,775	700	(356)	See para. 37
Proposed schemes	196	196			
Land and asset purchase	1,182	1,182			
Total	7,793	6,737	700	(356)	

36. The Weyhill project is pending decision on delivery method therefore the budget provision will not be spent this financial year. Therefore it is requested that the full £700,000 budget is rescheduled into 2017/18 to ensure sufficient budget is available to enable this scheme in the next financial year.

Recommendation

It is recommended that the Executive:

1. approves the rescheduling of £40,000 for the Replacement of the Property Terrier Database system into 2017/18;
2. approves the rescheduling of £20,000 for the Call Management System Technology into 2017/18;
3. approves a virement of £50,000 from the Void repairs budget, a virement of £60,000 from the Cyclical repairs budget and a virement of £140,000 from the Redecoration budget into the Responsive repairs budget;
4. recommends to Council to approve the rescheduling of £290,000 for Windows & Doors into 2017/18;
5. recommends to Council to approve the rescheduling of £205,000 for Health & Safety into 2017/18;
6. recommends to Council to approve the rescheduling of £800,000 for Building Services into 2017/18;

7. approves the rescheduling of £80,000 for Communal & Estate works into 2017/18;
8. approves the rescheduling of £20,000 of the Professional Fees & Miscellaneous budget into 2017/18;
9. recommends to Council to approve the rescheduling of £700,000 for Weyhill, Haslemere into 2017/18; and
10. approves Officers applying for Planning permission to undertake window replacement works at Hillcroft, Shepherds Hill, Haslemere.

Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 07/03/2017

Title:

HOUSING SERVICE WATER CHARGE CONSULTATION FEEDBACK

[Portfolio Holder: Cllr Carole King]

[Wards Affected: All]

Summary and purpose:

The purpose of this report is to provide the Executive with details of the feedback from Council tenants on the proposal to end the current arrangement with Thames Water for the collection of their water charges. In light of this feedback and the legal and financial advice, the Executive is asked to make a decision regarding the future of the Thames Water arrangement.

How this report relates to the Council's Corporate Priorities:

This report relates to the Council's secure tenants and relates to the Corporate Priorities of "Community Wellbeing" and "Value for Money".

Financial Implications:

As previously reported, there are significant financial implications for Waverley. From 1 October 2017 onwards, Waverley will no longer receive commission from Thames Water, which amounts to approximately £80,000 per annum. The Council's liability for refunds is estimated to be £400,000 (as approved by Council on 20 October 2016).

Legal Implications:

There are wide legal implications under the Housing Act 1985. In August and December 2016, the Council received external legal advice in relation to the Southwark High Court water charges case. The Council has a duty to consult with its tenants on matters of housing management under section 105 of the Housing Act 1985. On 31 January 2017, the Council completed its consultation with its housing tenants. As far as the Council is aware, Waverley Borough Council is the first Council to be following Southwark's approach in terminating the water collection agreement with Thames Water and arranging for refunds for its tenants with unmetered properties. Following termination of the agreement, tenants will have a direct relationship with Thames Water for the collection of water charges. The Council and Thames Water will work together to ensure that the transition is as smooth as possible.

Introduction

1. The Council agreed on 27 September 2016 that the decision about the future of the arrangement with Thames Water be delegated to the Executive following a detailed appraisal of the options, including termination.
2. The Executive received a report on 29 November 2016 setting out the strategy and timescale for addressing the current contract issues relating to the collection of water charges for Waverley tenants living in properties without water meters, serviced by Thames Water.
3. Members will recall the Jones v Southwark 2016 High Court case reported to the Executive on 27 September 2016 and the need to review the Thames Water contract arrangements to establish the financial liability and consider the process to refund tenants.
4. Secure tenants must be consulted regarding any change in the way their home is managed under the Housing Act 1985. A consultation exercise was conducted with those tenants affected, during the period from 13 December 2016 to 31 January 2017.

Consultation

5. 2,577 personal letters were sent to all tenants for whom water charges are collected, explaining the situation and requesting views on the proposed option *“to end the current Thames Water arrangement and for you to have a direct relationship with your water supplier, as many tenants already do”*.
6. Tenants were invited to give feedback online, by email, in writing or in person at the All Tenants Open Meeting on 19 January 2017.
7. A consultation web page was created for the duration of the period replicating the information in the letter. A facility was also provided to enable tenants to feedback online.
8. Overall, there was a very low response to the consultation with four emails, two letters and 30 tenants attending the meeting. A low response rate following direct communications typically indicates that there is little concern about the proposal. The written response was divided with 50% of respondents by email and letter supportive of the change (for example *“The changes Waverley want to make in this area are perfectly acceptable”*) and 50% preferring to stay with the current arrangements (for example *“I would wish to stay with the current arrangements, which I am used to and understand”*).
9. All 30 tenants who attended the All Tenants Open Meeting were supportive of the proposed change. They listened to a presentation from the Head of Housing Operations and had the opportunity to question a representative from Thames Water. Attendees identified that *“it was good to have ownership and control of your water service”*, *“you can find a cheaper tariff as single occupant”* and *“I can continue to pay at the post office”*.

10. In addition to the formal responses the Rent Accounts Team received 35 enquiry calls. The majority of these calls were from older tenants asking how they would make future payments. Of these 17 stated they wished things could stay the same as they had always paid their water charges this way.
11. Tenants' areas of concern have been logged and consideration given to how to ensure a smooth transition regarding the proposed change to collection of water charges by Thames Water (rather than Waverley Borough Council). Tenants attending the All Tenants Open Meeting had similar concerns which were allayed after meeting with the Thames Water representative.

Issue	Response
Will I have to change my water utility provider?	There will be no change in your water utility provider. It will continue to be Thames Water.
Who do I pay?	Waverley until 30 September 2017 and Thames Water from 1 October 2017.
How do I pay?	Thames Water has a range of payment methods; direct debit, debit or credit card, by phone, by post, at the bank, post office or PayPoint, online or telephone banking. Thames Water will set up a suitable payment plan with you. A range of plans are available, weekly or monthly payments, PayPoint or direct debits.
Will water charge go up?	The water charge will be the same irrespective of who collects it.
How will I transfer my details?	Waverley will share your name and address with Thames Water for them to contact you directly to make a payment plan.
Who will deal with repairs?	The repair obligation remains the same. Waverley pipes in homes and to the edge of the property boundary and Thames Water the public sewers.
Can I have a water meter?	You can apply for a water meter at any time, but it would be best to apply when Thames Water contact you. If your home is not suitable for a water meter Thames Water will consider your home size and the number of occupants and charge a revised tariff.
Historic problems with water suppliers	Individual issues will be addressed on a case by case basis
Can I choose a different water supplier?	Currently customers in England are unable to choose as water suppliers are fixed by geographic areas.

Strategy Update

12. On 29 November 2016 the Executive agreed a working strategy and timetable which, following the consultation with Council tenants, officers now recommend the Executive to adopt. Positive progress has been made with implementing the early stages of the strategy and this is reported below with additions to the agreed strategy in purple / italic font.

		Timescale
Formal consultation on current arrangements with Thames Water	Formally consult with those tenants affected by the High Court ruling and consider the outcome before deciding on the final course of action.	Second week of December to end January 2017
Progress: Consultation completed with low response rate broadly in support of the proposal.		
Short term changes to the contract	Negotiate a deed of variation with Thames Water to ensure that there are no future liabilities arising from the High Court ruling.	January 2017 - April 2017
Progress: The Strategic Director of Front Line Services, in consultation with the Portfolio Holder for Housing, is negotiating a deed of variation to amend the current arrangement with Thames Water. The variation reduces the amount of commission received to conform with the prescribed amount in the Water Resale Act 2006, thus ceasing the Council's liability as at 31 March 2017.		
Formal Decision by Executive	Executive consider feedback from consultation and agree final strategy and actions.	March 2017
Progress: Current Report		
Feedback to Tenants	Write to tenants letting them know the outcome of the consultation and the Council's final course of action.	March 2017
Progress: Draft letter prepared, subject to Executive decision. Tenants will be advised of the Council's decision and early information provided about the handover process, range of payment opportunities and tariffs.		
Refunds	Provide a refund to current Council tenants affected, by crediting their rent account. Any outstanding debt to the Council, <i>relating to the property</i> , will be met from the credits made.	From April 2017

	<i>Refund letter stating, amount, tenancy address(s) and next steps will be sent to tenants.</i>	
Progress: Process at design stage to implement April 2017.		
Notice of termination of current contract	Progress with giving six months notice of termination of the current agreement with Thames Water and agree a handover date based on alignment with billing periods.	Notice to be given in April 2017
Progress: Subject to Executive approval, notice will be issued at the end of March 2017 to end the arrangement on 30 September 2017. The timing provides a six month notice period and aligns with the half yearly billing period.		
Former tenants	<p>Invite former tenants to apply for a refund through the Council website. The invitation will be publicised through the website and local press release.</p> <p>Any outstanding debt to the Council, <i>relating to the property</i>, will be met before payments are made.</p> <p><i>Email notification of the outcome of application will be sent to all applicants.</i></p>	April 2017
Progress: Process at design stage to implement April 2017.		
Introduction letter	<i>Write to tenants to introduce Thames Water, confirming handover date, contact details, FAQs, payment and tariff options.</i>	<i>September 2017</i>
Progress: relationship with Thames Water, payment plan and tariff information received. Agreement to work in partnership during handover.		
Direct Billing with Tenants	Contract notice period expired with Thames Water and direct billing arrangements in place for existing Council tenants.	October – December 2017

Handover Project

13. Thames Water has transferred similar payment arrangements from a Housing Association last year and are transferring a further seven organisations in April 2017. They interviewed 300 residents to establish what went well and what did not to continuously improve the service. A dedicated project team to assist tenants set up new payment plans and ensure they are on the best tariff will also be provided.
14. A joint letter will be sent in September introducing Thames Water, with contact details, FAQs and payment options for tenants to set up payment plans.
15. Waverley will share name and address information in accordance with the Data Protection Act 1998. If a tenant fails to contact Thames Water their account will default to a weekly payment plan to replicate current arrangements.
16. The Housing website will be developed to explain the handover process and provide contact details and links to the Thames Water website.

Conclusion

17. There was a very small response to the consultation, which indicates little tenant concern about the proposal. All of the attendees at the All Tenants Open meeting and around 50% of respondents were supportive and positive about the proposal. The concerns raised have been addressed by Thames Water and the transition period will be made as easy and simple as possible for tenants.
18. Ending the water charge collection arrangement will provide equality of service for all Waverley tenants and enable Thames Water customers to access lower tariffs and repayment support.

Recommendation

It is recommended that

1. following the consultation with housing tenants, the Executive agrees to end the arrangement with Thames Water for the Council to collect water charges for council homes with no water meters so that in future tenants can pay their water charges direct;
 2. authority be delegated to the Strategic Director of Front Line Services, in consultation with the Portfolio Holder for Housing, to serve notice to end the arrangement with Thames Water on 30 September 2017; and
 3. the strategy, as set out in the report, be approved.
-

Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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WAVERLEY BOROUGH COUNCIL

EXECUTIVE 07/03/2017

Title:

**AMENDMENTS TO WBC'S OFF-STREET PARKING ORDER- CONSULTATION
FEEDBACK**

**[Portfolio Holder: Cllr James Edwards]
[Wards Affected: All]**

Summary and purpose:

The purpose of this report is to provide feedback following the six week consultation period on proposals to amend Waverley's Off-Street Parking Order.

Financial Implications:

There will be some minor changes to signage and lining in Meadow car park, however these costs will be met from existing budgets, and were identified in the 2017/18 budget setting process.

Risk Management Implications:

Due to the level of feedback to the consultation, and the fact that the amendments being made are relatively minor and will not affect most customers using the car parks, there is very limited risk associated with the amendments.

Background

1. Waverley's Parking Order outlines the regulations for all Off-Street parking places in the Borough. This is a necessary documentation so that customers understand how to use the car parks, and so that any breaches in usage can be penalised fairly and robustly.
2. Officers identified that there were several amendments within the Parking Order which were required in order to remove reference to superseded legislation and to clarify the requirements to avoid ambiguity over interpretation when dealing with appeals etc. This review was solely related to rules of usage in the car parks.
3. Annexe 1 sets out the list of significant amendments.
4. Having undertaken a period of six weeks of consultation, one objection was received which related to the removal of the Leisure Centres from the Parking Order. This has been responded to, explaining that the leisure centre car parks are actually leased to and controlled by the centre operators, and therefore it is not appropriate for Waverley to specify these in the Order.
5. The following milestones outline the next steps of the statutory process the Council is required to follow, and corresponding dates:
 - Report to Executive with feedback on consultation and final recommendations- 7 March

- Full Council approval - 25 April
- Publish Notice of Intention document - 21 days

6. Based on this timetable, it would be expected that amendments to the Parking Order will come into effect from approximately 22nd May 2017.

Recommendation

It is recommended to the Council that the proposed amendments to the Parking Order, as set out at Annexe 1, be approved and approval given to publish the required notice of intention.

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List of main amendments to Parking Order

1. Clarified that trailers are allowed in a Parking Place, so long as they are displaying a registration of the towing vehicle.
2. The maximum weight limit of vehicles is out of date- has been replaced with a maximum size to not exceed two parking bays length ways, and requires that two pay and display tickets are purchased.
3. Previous version stated it must be the disabled person's vehicle if a disabled bay is used- amended to state that disabled bays may be used if the vehicle is carrying a disabled person.
4. States that if the phone and pay system is not available, an alternative payment method must be used to purchase a Pay and Display ticket.
5. Removal of 'Power to Immobilise' section.
6. Removal of references to 'Visitor Bays' in Council car parks.
7. Inclusion of times when maximum stay applies at Bramley library.
8. Corrections of maps for Meadow, Godalming, Locality Office Farnham, Dogflud Way, Farnham and Leisure Centre in Farnham.
9. Amendments to include Woolsack Way (The Wharf) car park.
10. Removal of coach parking at Meadow car park, except for evenings and weekends.
11. Traffic Enforcement Centre registration fee updated.
12. Removal of Haslemere and Godalming Leisure Centres from the Order.

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WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 7 MARCH 2017

Title:

DUNSFOLD CONSERVATION AREA APPRAISAL

[Portfolio Holder: Cllr Brian Adams]

[Wards Affected: Chiddingfold and Dunsfold]

Summary and purpose:

The purpose of this report is to recommend that the Dunsfold Conservation Area Appraisal (CAA) (with boundary amendments) be adopted by the Council as a material consideration and used in the determination of any application for planning permission and listed building consent within the Conservation Area (CA).

How this report relates to the Council's Corporate Priorities:

It relates to the Council's Corporate Priority 3 to protect and enhance the environment of Waverley.

The production of the CAA for Dunsfold CA is set out within the Planning Service Plan 2016/17 and follows the programme agreed by Executive in October 2011.

Financial Implications:

There are no resource implications. The use of the document as a material planning consideration will be managed within existing resources. Some of the environmental enhancement projects identified in the Management Plan could potentially be funded through Section 106, Planning Infrastructure Contributions (PIC) or the Community Infrastructure Levy (CIL).

Legal Implications:

This Appraisal is being carried out pursuant to Section 71 of the statute set out below as well as in accordance with the corporate policy and objective referred to above. The Dunsfold CAA (with incorporated boundary amendment) will be a material consideration when considering planning and listed building applications in the area. Thus "Special Attention" (s 69 Planning and Listed Building Act 1990) must continue to be paid to the desirability of preserving or enhancement of the character or appearance of this conservation area. The proposed extensions will give an additional degree of protection against the demolition of buildings and walls within the boundary of the Conservation Area. It also means that additional tests (as set out in the Local Plan and National Planning Policy Framework) are considered when determining planning applications. Permitted development rights in these areas are reduced. This means that the extent of building works that can be carried out without the need for planning permission is reduced. In addition advertisement control is extended, together with similar protection for trees equivalent to the Tree Protection Order regime.

There are Human Rights Act 2001 implications (Article 8 (1) (Property and Family Life) but the Courts have held that public interest policy objectives constitute a lawful interference with these rights .

The boundary changes will be reflected by entries in the Local Land Charges Register.

There is no formal appeal process against any boundary alteration. Challenge if any could only be brought by way of Judicial Review, subject to the normal public interest test and proof of Wednesbury unreasonableness comprised in this Appraisal (Associated Picture Houses Ltd v Wednesbury Corporation 1948 and related case law)

Introduction

1. Dunsfold is one of 43 Conservation Areas (CAs) in Waverley. In 2011, the Executive agreed a programme for the commencement of CAAs which has been extended to 2020. Prior to the programme 4, CAAs had been adopted. Since the programme has commenced, 11 CAAs have been adopted, Dunsfold will be the 12th to be adopted in the programme alongside Dunsfold Church. A copy of the latest version of the CAA, amended following the consultation, is attached as Annexe 1.
2. The need to undertake CAAs is set out in the Planning (Listed Building and Conservation Areas) Act 1990 (Section 71) and is supported through saved Policy HE8 of the Waverley Local Plan and Emerging Local Plan Policy HA1.
3. CAAs are undertaken to identify and explain the character of the Conservation Area (CA). This document identifies the specific qualities of the Dunsfold CA and thereby help to manage change within the area. The Management Plan section also identifies a variety of projects that should be implemented to preserve and enhance the area.
4. It is considered pertinent for Waverley to undertake CAAs and this process allows for a review of the boundary and an assessment of adjacent areas to evaluate whether the boundary should be extended.
5. In the draft CAA prepared for consultation, four extensions were proposed to the existing CA boundary. Additionally three areas were proposed to be removed from the CA and also two areas for part extension and part removal.

Consultation process

6. A walkabout was conducted with the Local Councillor and representatives from the Parish Council. A public consultation was undertaken to support the development of the CAA and to ask the public's views of the proposed changes to the boundary.
7. 11 responses were received to the consultation and are summarised in the separate Consultation Statement which is attached at Annexe 2.

- 8 Following consultation and consideration of the responses, one area (the properties Gorse View and Pondsides) originally proposed for exclusion, is proposed to be retained in the CA.

Conclusion

9. Dunsfold CAA has been subject to a robust consultation process to ensure residents and interested stakeholders had the opportunity to comment. Once the document is adopted, it will be fully published to incorporate additional photographs and will be published on the Waverley website.

Recommendation

It is recommended to the Council that the Conservation Area Appraisal for Dunsfold be adopted as a material planning consideration, to include the following amendments to the boundary:

- Extension: War Memorial and common land between Oak Tree Lane and Mill Lane
- Extension: Garden of the Long House
- Extension & Removal: Northern tip of CA
- Removal: Southern end of Nugent Close
- Removal: Gardens of 1-4 Binhams Lea
- Extension: Winn Hall
- Extension & Removal: Garden of The White House
- Extension: Garden of Yonder Lye

Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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Dunsfold Conservation Area Appraisal and Management Plan

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PART 1 – Dunsfold Conservation Area Appraisal

1. Introduction

1.1 What is a Conservation Area?

A Conservation Area (CA) is defined as “an area of special architectural and historical interest, the character or appearance of which it is desirable to preserve or enhance”. Designation of a CA covers all land within the CA and therefore planning control is directed at maintaining the special interest of the entire area, including the buildings, streetscene, uses and the relationship of these elements with open spaces and landscape.

CA designation gives a degree of protection against demolition of buildings and walls and the removal, or works, to trees, as well as reducing householder permitted development rights. CA designation enables the planning authority to ensure that the historic character and special interest, which attract people to live, work and visit the area, remain intact and that development is of high architectural quality and in keeping with the area’s existing character.

1.2 What is a Conservation Area Appraisal (CAA) and Management Plan?

A CAA sets out to identify and assess the special interest of the CA, such as the notable buildings and open spaces, and the inter-relationship of these together to form a unique character. The management plan will use the information gathered in the CAA to identify and implement enhancement and public realm enhancement schemes to preserve and enhance the CA.

This CAA informs positive management of the CA and is a material consideration to be used in the determination of any application for planning permission and listed building consent within the CA. It should also be used to influence enhancement schemes for the long term management of the CA.

The document should be read in conjunction with Waverley’s Local Plan (both adopted and emerging) and National Planning Policy Framework (NPPF).

1.3 Planning Policy Framework and Sources

The Planning (Listed Building and Conservation Area) Act 1990 Section 71 states:

“It shall be the duty of a local planning authority from time to time to formulate and publish proposals for the preservation and enhancement of any parts of their area which are conservation areas.”

Policy HE8 in the Local Plan states:

“...the Council will seek to preserve or enhance the character of conservation areas by...(e) carrying out conservation area appraisals”.

The NPPF, Chapter 12 (126) states:

“Local planning authorities should set out in their Local Plan a positive strategy for the conservation and enjoyment of the historic environment...”

The CAA helps to identify the significance of heritage assets, and as such enables planners to confidently determine whether an application will devalue the significance of the CA.

It is in accordance with the above legislation and local policy that this CAA has been conducted. This appraisal was compiled with the assistance of Historic England’s guidance “Conservation Area Designation, Appraisal and Management” (February 2016). Historic England has also published guidance called “Knowing Your Place” (March 2011).

1.4 Methodology

To assess the CA comprehensively, a historic study of the area was undertaken, including assessment of historic maps in comparison to modern maps. In conjunction with this, site visits were conducted to establish the character and identify the architectural interest of the CA. A photographic survey was undertaken of the key views and vistas within the CA, and is used throughout this appraisal. The boundary has also been reviewed.

1.5 Community Involvement

A site visit was held on 20th June 2016 with local councillors to identify enhancement schemes and gain feedback on the CAA, with any comments made incorporated.

A six week consultation was undertaken seeking residents’ views. Key stakeholders (including Historic England and the Parish Council) were also included. Responses to the consultation were reviewed and where necessary the document updated. A summary of responses can be found in the accompanying consultation statement.

1.6 Summary of Dunsold Conservation Area

Date of designation	26 March 1974
Location	Easting (x)500,624.36; Northing (y)136,316.34
Current size	12.3ha
Changes to boundary	2017
General Condition	Good, 1 Listed Building on Waverley’s ‘at risk’ list

Heritage Assets	11 Listed Buildings, 1 Building of Local Merit, 6 Heritage Features
Positive factors	Uncluttered streetscene, retention of gaps between buildings so the CA retains its connection with the wider landscape.
Negative factors	Loss of significant chimneys, close- boarded fencing fronting the common, 20 th century development which seeks to follow Surrey vernacular but lacks the sensitivity and details.

2. Defining the Special Interest

Historic England defines special interest as the “special architectural or historic interest” of the area that warrants designation and the “character or appearance of which it is desirable to preserve or enhance”.

2.1 Summary of the Special Interest

The following provides a summary of the special interest of Dunsfold CA:

Overview	The CA developed as narrow ribbon along the edge of the elongated common along the western edge. Later development outside the CA on the eastern edge has changed the character to some degree. However, the common still dominates the street scene providing the CA, along with gaps between dwellings, with its feel of open space and connection with the wider landscape.
Heritage	The majority of the listed buildings within the CA are grouped along both ends of the western edge of the common. Many show evidence for previous uses, such as blacksmith.
Form	Linear with the row of houses alongside the elongated common.
Notable buildings	The area’s special character lies in the quality of its domestic scale buildings, many of which are listed buildings. There are none that stand out beyond this apart from Forge Cottage which is one of the earliest known hall houses in Surrey.
Main architectural features	Tall dominant chimneys, tile hanging, brick dentils
Vistas	As a result of its dominance within the streetscene, the vistas which are important to the CA are orientated around the common.

3. Assessing the Special Interest

3.1 Location and Setting

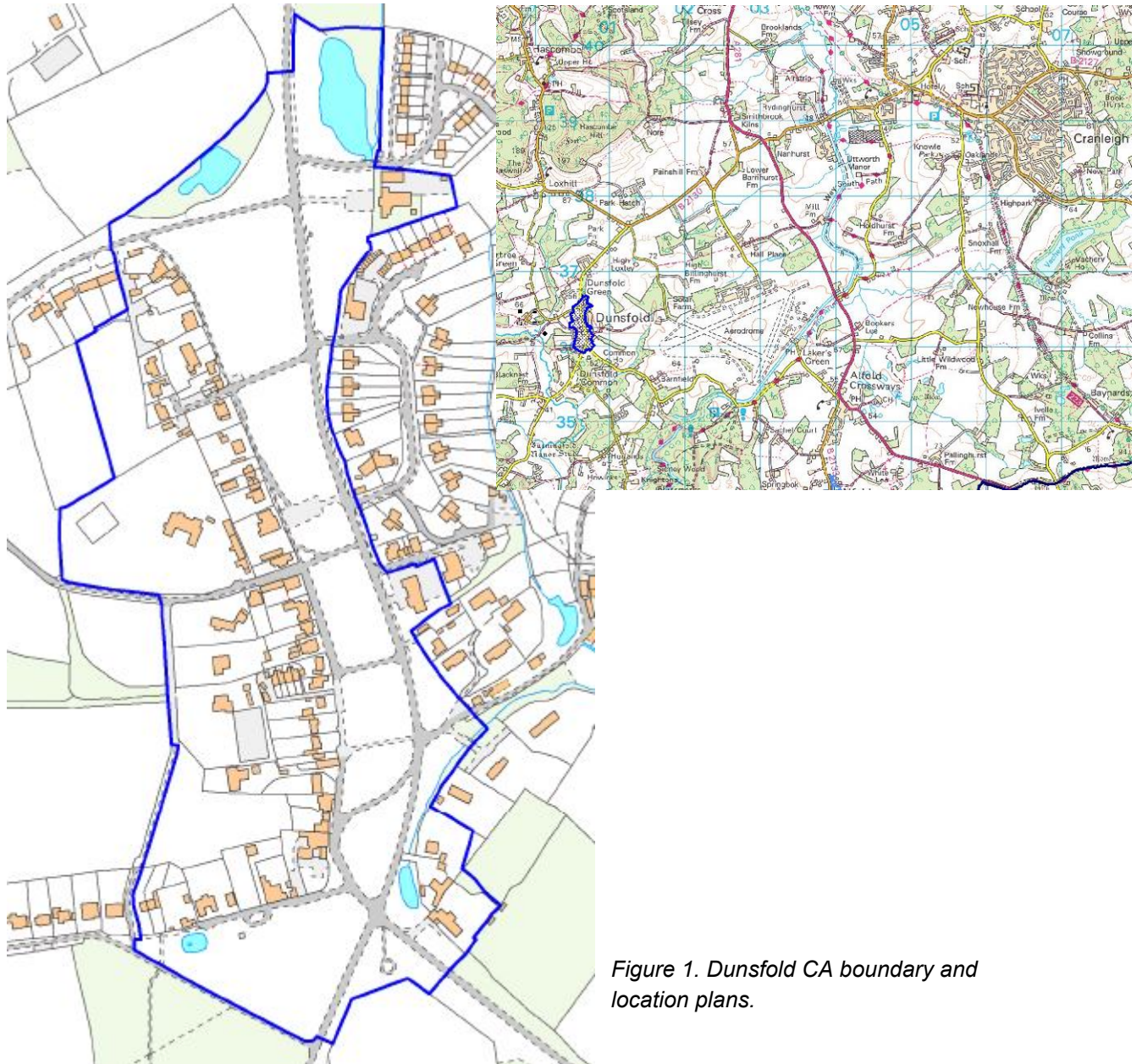


Figure 1. Dunsfold CA boundary and location plans.

Dunsfold CA is located south west of Cranleigh and north east of Chiddingfold. The traffic through the CA is moderate, as Dunsfold Common Road is used as a route between Haslemere and Cranleigh and the A281, the major route between Guildford and Horsham, lies 2 miles to the east, and therefore does not significantly detract from the character and setting of the CA.

3.1.1 Landscape Setting

The CA lies within the Wealden Clay and is relatively flat with areas of marshy land. It sits about 1½ miles south of the greensand ridge of Hascombe Hill and is

elongated north-south on higher land between two tributary streams of the River Arun system.

3.1.2 General Character and Plan Form

The CA is linear in form with, historically, most dwellings to the west and the common land in between them and the road. The CA is very open and the majority of houses are spaced apart. 20th century development has formed on the east side of the common outside of the CA and gradually behind the historic line of houses in what would have been orchards.

3.1.3 Economic profile and potential forces for change

Census data show that within the built up area of Dunsfold, 98% of the economically active population are employed or self-employed and 80% of the population own their own properties.

Dunsfold is predominantly residential with a village shop with post office and one pub and thus it is likely that the majority of residents work either outside the CA or are self-employed.

The main pressure for change on the CA is development on the eastern side of the common just outside the CA. Future development proposals should take into account the character and special interest of the CA as identified within this appraisal to ensure the CA is preserved or enhanced for future generations.

3.1.4 Vistas

Below are a selection of the key vistas experienced by those who live, work and travel through the CA.



Figure 2: Plan of key vistas through CA.



Vista 1: view from behind the war memorial looking into the CA.



Vista 2: view looking west along Oak Tree Lane, with landmark oak tree



Vista 3: view of the south of the common from bench in the middle of the CA



Vista 4: Looking north from public carpark with Hascombe Hill in the background and piece of public art in the foreground.



Vista 5: View looking south along common and historic row of houses from Shoppe Hill

3.2 Historic Development

Dunsfold is not recorded in the Domesday Survey of 1086 and was most likely at that time an area of uninhabited woodland which belonged to the Manor of Bramley. However, the name Dunsfold originates from the Saxon period with 'Duns' originally deriving from a personal name and 'fold' meaning a small enclosure for animals; a small herding settlement or a herdsman's hamlet. Therefore, it may have originally been a clearing used for summer grazing by inhabitants of older settlements to the north. The orientation of the main route north to south and the pattern of development along it aids this theory.

In the 12th Century, discovery of ironstone in the region resulted in settlement in the area beginning to grow and the church, to the north west of the CA, was first mentioned in 1291 in the taxation of Pope Nicholas. However, the area still remained predominantly agricultural although only pastoral as a result of the heavy clay soils.

By the 15th and 16th centuries the industries within Dunsfold thrived and several iron forges and furnaces were noted in the area. The standard of housing surviving from this period, including Burningfold Manor outside of the CA, indicates the wealth and importance of this industry to the area. However, from late 16th onwards the industries reliant on charcoal began to decline due to its excessive use causing a shortage of timber, although references show they were still at work until at least 1758.

Up until the 19th Century, Dunsfold was a dispersed settlement with small groups of houses dotted along the elongated common, including two within the CA on the western side of the common, on the northern and southern corners.

In 1814, the area was connected to London and Littlehampton by the Wey & Arun Canal which linked the River Arun to the Godalming Navigations. After this, the area within the CA began to build up and, in 1839, the National School was built on the eastern side with funds provided by Miss Katherina Woods of Burningfold Manor and supported by voluntary subscriptions.

By 1871, within the CA there were two blacksmiths, a post office, an inn and a school, but the area almost reached a point of stagnation when the introduction of the Guildford to Horsham railway in 1865 caused canal traffic to virtually cease by 1868, followed by an Act of Abandonment in 1871. However, from the end of the 19th Century and throughout the 20th Century, the village grew in popularity with a wealthier middle class attracted by this rural idyll. From the start, the long established local building firm of W.T & W Underwood (builders of several of Lutyens' Arts and Crafts houses in Waverley) were well placed to serve the needs of

the increasingly prosperous village. Their skill in Surrey vernacular techniques still remains much in evidence.

Development on the eastern side of the green, in the 20th Century, gradually increased the size of the village and by mid 20th Century the area had become a busy village centre with several shops and two pubs. The common was also still being used for cattle grazing. However, by the 1980s, the area had become predominantly residential as a result of industry and shops closing. In 2004, the school was closed. However, unlike many villages, the CA has managed to hold onto its pub, post office and village shop.

3.3 Architectural Quality and Built Forms

3.3.1 Period and style

The earliest property within the CA is Forge Cottage. It has been dated using dendrochronology to 1254 (the earliest date recorded in Surrey)¹. Its scissor brace frame is one the earliest forms of a hall house. Its first floor was inserted at a later date.



The other buildings within the CA, which originated as hall houses, were built in the late 16th Century. These typify the traditional Surrey vernacular characterised by exposed timber frame, clay tile hanging and with later brick infill panels.

The gradual infill along the western side of the common has resulted in dwellings of varying style and periods but they still exhibit details from the typical Surrey vernacular. Many of the properties show evidence for earlier uses such as blacksmiths and shops.

As a result of its remoteness, the area was not influenced by classically inspired architectural styles until the 19th century, when access to new materials and an increase in development within the village allowed for it. Thus there are several Victorian and Edwardian dwellings within the CA with slate roofs set at a lower angle and more uniformly positioned fenestration.

However, from the 19th Century onwards, the area was also inspired by the Vernacular Revival movement. The Vernacular Revival and Arts and Crafts

¹ R. Wild & A. Mair, *Key dating features for timber-framed dwellings in Surrey*. Vernacular Architecture, Vol.44 (2013) 46-61

movement were influenced by traditional architectural styles, and thus some of the dwellings from this period are similar in materials and style to the older buildings described above.

Many of the buildings built in the mid 20th Century onwards, as infill, attempt to follow the Surrey vernacular but some lack the sensitivity and detail required with this style.

3.3.2 Scale and height of buildings

The majority of buildings within Dunsfold CA are two storeys in height, with a maximum of two and a half storeys in the middle of the CA. The buildings within the CA are generally domestic in form and are consequently not large in scale, primarily of detached form with a few semi-detached and only one terrace (New Inn Cottages).

3.3.3 Materials

The materials used within the CA are largely from the local area these include:

- clay roof & hanging tiles
- exposed timber framing
- red brick
- ironstone
- bargate stone

together with imported:

- slate roof tiles (19th Century properties)

3.3.4 Details

Key detailing found on buildings within the CA include:

- First floor jetties
- Tall, dominant chimneys
- decorative clay tile hanging
- dog-tooth brick dentils
- brick arched windowheads
- rat trap bond (noted as it is unusual in this area, flemish bond is still the dominant style used)
- gablets
- brick nogging



3.3.5 Street form and frontages

Properties within the CA front onto the common which divides them from the main road and keeps the feel of open space. The majority of properties therefore front onto a small path running along the edge of the common, with a small number of access roads. Boundary treatments mainly consist of low walls, some with hedges behind, and picket fencing. A few properties front directly onto the minor road, track or path with no form of boundary treatment or space between.

3.4 Listed Buildings and Heritage Features



Figure 3: Plan of heritage assets

3.4.1 Listed Buildings

There are 11 statutory listed buildings in the CA:

Grade I - none

*Grade II** - none

- Grade II* - Pond Cottage, Oak Tree Lane
- Oak Tree Cottage, Oak Tree Lane
 - Oak Tree House, Oak Tree Lane
 - The Sun Inn, The Common

- Yonder Lye, The Common
- Hope Cottage, The Common
- The Forge, The Common
- 1,2 & 3 New Inn Cottages, The Common
- Wheelwrights (North End Cottage), The Common
- Gratton Corner (Cottage), The Common
- Dunsfold School & Schoolhouse, Dunsfold Common Road
- Dunsfold War Memorial, junction of Alfold Road and Dunsfold Common Road

All Listed Buildings are available to view in detail on Waverley Borough Council's mapping system as well as on Historic England's website.

3.4.2 Buildings of Local Merit (BLMs)

Buildings of Local Merit (BLMs) are buildings identified by Waverley as being of local historic, architectural or townscape merit. Many local authorities have lists of such buildings, sometimes called the local list and sometimes Buildings of Townscape Merit (BTM).

There is presently 1 BLM within Dunsfold CA:

- The Old Reading House, The Common

3.4.3 Heritage Features

In 1986, Waverley Borough Council produced a list of heritage features in Waverley. The list covers natural landmarks, archaeological sites, historic structures, historic trees, roads, track ways and gardens. The purpose of the list was to identify features that for the most part were not protected by legislation, but were a significant and valuable part of the character and history of the Borough. The intention was that by recording them there would be more awareness of the value of preserving them.

List of heritage features:

- A pond to the north of the school, west of Dunsfold Common Road. This is not historic, an older pond stood on the other side of the road but at the time of recording it had dried up and was then an area of trees and undergrowth and trees. However, it has now been reinstated
- Two old village ponds, one just south of The White House, and the other beside Oak Tree Lane with a small island on which is a Willow.
- A wooden guide post with two arms pointing towards Church & School on the junction of Shoppe Hill and Dunsfold Common Road. In black lettering on white

background, no distances shown. It is likely that the existing post is a replacement.

- The village pound is believed to have stood near the entrance to the drive to Pound Farm. Unfortunately, there is no evidence for this and nothing can be seen.
- A small brick pigsty with a pitched tiled roof, stands against the front garden wall of Oak Tree Cottage.
- A large Oak Tree opposite the west end of Oak Tree House.
- The War Memorial in front of the cricket ground, (1914-18 and 1939-45) in the form of a pillar surmounted by a cross, on a octagonal stepped plinth.

There are two further heritage features identified on figure 3 which either cannot be located or have been replaced by more modern signage.

3.5 Heritage at Risk

The “Heritage at Risk Register ” for Grade I and II* Listed Buildings and other heritage assets held by Historic England identifies sites that are at risk of being lost as a result of neglect, decay or inappropriate development. No Heritage Assets within the CA have been identified within this list.

Waverley BC holds a list of Grade II Listed Buildings which are considered to be ‘at risk’.

Dunsfold School has been identified by the Council as a building which is considered to be ‘at risk’ as result of it standing empty since 2004. The future of the building is currently uncertain.

It is important to ensure that any Listed Buildings that fall into disrepair are identified early, so that the Council can work with the owners to find appropriate solutions and bring the building into a productive use.

3.6 Buildings which positively contribute to the CA

Positive Contributors are buildings which are not listed, or locally listed, but positively contribute to the special interest of the CA.

The following buildings have been identified as positively contributing to the character of the CA:



Roseacre – Built around 1912 this Edwardian house, with its original gates, doors and

windows and fine detailed bargeboards, is a good example of its type.

The Old Store House & Goose Green – These two properties were built by Underwood & Sons and are a good example of their craftsmanship and skills. These were originally shops on the ground floor, of which evidence can still be seen.



Bowbricks – This 1840s Victorian villa is one of several similar examples on the common. However, this is the best example as it still has the original windows. It shows how better links, provided through the canal, were changing the materials used and is a good example of how the use of non local materials do not always significantly compromise the look and feel of a place.

3.7 Open Spaces and Streetscape

3.7.1 Open spaces

The common land stretches along the whole length of the CA encompassing over 50%. It therefore dominates the character of the CA and provides a very open feel to the area. There are three ponds, several benches dotted around providing seating, and a piece of public art to provide added interest. The cricket pitch is to the south of the CA.



Figure 4: Plan of footpaths and common land in and around the CA.

The common is kept as grassland which contrasts with other village greens which are short mown. Pevsner described it as a '*splendidly rough and shaggy big green*'. This helps in retaining the rural character of the area. In the summer months, well worn paths can be seen in the grass, some areas have a path mown to allow ease of access.

There are four main Public Rights of Way within Dunsfold CA. These link the CA with St Mary's Church and the surrounding countryside.

3.7.2 Streetscape

The common land dominates the streetscape with the majority of dwellings within the CA set behind the common and accessed by several tracks. As a result, the streetscape is very rural in character.

Areas of common land have given way to use for parking as a result of the rural area's heavy reliance on cars. Whilst parking is visible and does have some impact upon the character of the CA, it is not so dominant or intrusive so as to undermine the special character, since it effectively limits the amount of parking elsewhere. In any event, use of Common Land for parking purposes is controlled by Common Land legislation



There are two distinct avenues of trees. The first is at the north of the CA along the main road providing drivers with a distinct change in the area as they leave and enter the CA. The other is along one of the access roads in the centre of the CA effectively cutting the common in half.

3.8 Assessment of Condition

Overall: Good Condition

Apart from those already identified in section 3.5, the Listed Buildings, Buildings of Local Merit and other buildings within the CA are in good condition and appear to be well maintained, which reflects on the character of the CA.

However, the following issues have been identified within the CA:

In some areas, tall close-boarded fencing has been used in frontages facing the common. This significantly harms the character of the area through the loss of the open spaces between the dwellings, which are no longer visible. This existing

fencing may now be outside the Council's control by virtue of time or alternatively may have been regarded as "permitted development".

3.9 Identifying the Boundary

Dunsfold CA was designated over 40 years ago. Therefore areas within the boundary may no longer have special interest. Physical boundaries/curtilages may have changed or areas that were previously omitted may now be considered to be of special interest. As part of the appraisal, the boundary of Dunsfold CA has been reviewed using Historic England's guidance (Conservation Area Designation, Appraisal and Management (2016)). The following changes are identified for the boundary, and the reasons for these amendments are discussed below.

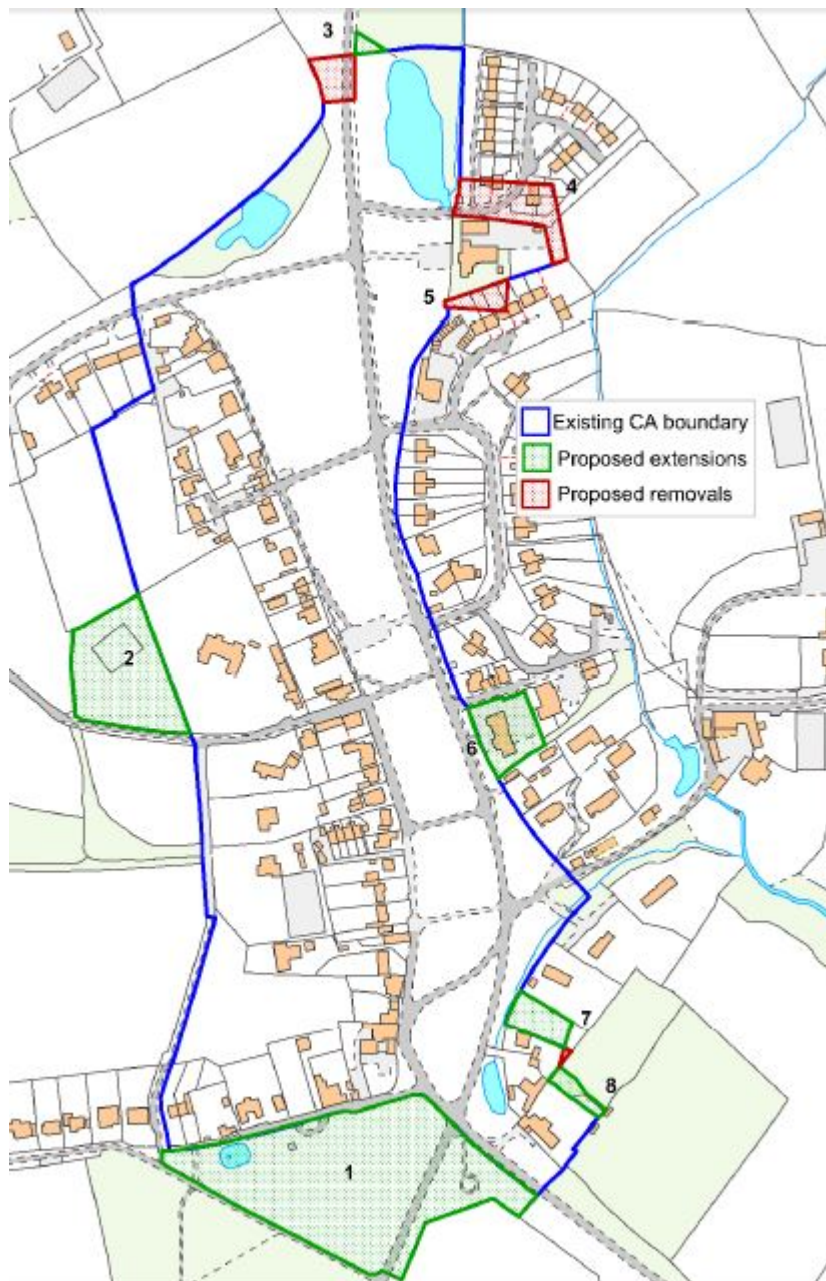


Figure 5: Plan of proposed amendments to boundary

1. Extension: War Memorial and common land between Oak Tree Lane and Mill Lane

The above extension to the CA has been proposed following a review of the boundary against Historic England guidance because it is a green space which is an essential component of a wider historic area. The area of common land to the south of Oak Tree Lane is proposed to be included within the CA because it is an important part of the setting of the row of listed buildings along Oak Tree Lane already within the CA. It includes a pond opposite Pond Cottage and a large oak tree which is over 400 years old, considered to be an important landmark tree. This area is framed by the trees south of Mill Lane which creates a more physical end to the CA.

The War Memorial is an important feature of Dunsfold as it represents the community's focal point for remembrance, which was commissioned after the First World War, as a way to express its emotions at the end of the war. This one is unusual as originally had no names on it. It also provides vistas looking towards the CA and from the CA looking towards the War Memorial. Therefore it is also proposed to become part of the CA.

2. Extension: Garden of the Long House

For unknown reasons, when originally designated the CA boundary dissected the garden of the Long House. To rationalise the boundary it is proposed to extend the boundary to include the whole of the garden.

3. Extension & Removal: Northern tip of CA

It is proposed to tidy up the northern end of the CA, to provide clarity over where the boundary ends, by removing the north west section to create a more definable boundary at the point where the hedge for the adjacent field is closest to the road and adding a section on the east side of the road so the boundary follows the tree line.

4. Removal: Southern end of Nugent Close

Nugent Close was developed in the late 1990s, after the Conservation Area was designated. The current CA boundary dissects 1 & 2 Nugent Close and the gardens of 11 & 12 Nugent Close and does not include the full estate. The road is a modern development, which does not contribute to the special architectural or historical interest of the wider CA, and thus it is proposed for removal from the CA.

5. Removal: Gardens of 1-4 Binhams Lea

The existing boundary of the CA dissects the gardens of 1-4 Binhams Lea. It is proposed to completely remove the gardens from the CA in order to rationalise the boundary.

6. Extension: Winn Hall

The parish hall was built in the early 1900s at the request of the Rector of St Mary's Church by Underwood & Sons. It is in the Arts & Crafts style with typical Surrey vernacular such as clay tile hanging and tall dominant chimneys. It is open to the common unlike most of the other properties on the eastern edge and is of high community value. Therefore it is proposed to extend the CA boundary to include this building.

7. Extension & Removal: Garden of The White House

The boundary of the CA currently dissects the garden of The White House. To rationalise the boundary, and remove any confusion over the protection status of the dwelling, the north section of the garden is proposed to be included within the CA.

A small piece of land behind The White House is under the ownership of a property which is outside the CA. Therefore to avoid confusion it is proposed to remove the area from the CA.

8. Extension: Garden of Yonder Lye

The existing CA boundary dissects a corner of the curtilage of Yonder Lye from the rest of the garden. Therefore it is proposed to extend the boundary to include the whole of the garden so it follows a physical boundary.

PART 2 – Management Plan

4.0 Management Plan

The following sections within the Management Plan set out specific actions/projects aimed at preserving and enhancing the CA in the future.

4.1 Managing Change

The qualities that make CAs appealing can often lead to further pressure for development. However, given the close knit development pattern of the CA, there are few (if any) opportunities for new development (beyond smaller extensions or alterations to existing buildings). It is expected that where consent or planning permission is necessary, the appraisal section of this document should be taken into account when making the decision.

Various small scale enhancement opportunities within the CA have also been identified and form part of this management plan.

4.2 Designation

4.2.1 Buildings of Local Merit

In addition to statutory listing, the NPPF states that Heritage Features and BLMs are non-designated heritage assets. Waverley has set up a project to identify, review and adopt additional BLMs. This is a community led project which includes a consultation process with owners and local amenity societies. The Parish Council takes the lead on the project with support given by Waverley Borough Council.

Recommendation:

That Dunsfold Parish Council is encouraged, with the support of Waverley Borough Council officers to undertake a review of the BLMs to identify potential candidates to be designated as a BLM.

4.3 Heritage at Risk

The character of Dunsfold CA is heavily reliant on the preservation of the heritage assets. These assets should be preserved, and those which are deemed 'at risk' identified.

4.4 Celebration: Waverley Design Awards

The Waverley Design Awards scheme was introduced in 1995 to encourage an interest in the quality of the built and natural environment of the Borough. The

scheme promotes an awareness of the need for high standards in design including planning, architecture, sustainable development and landscaping.

The awards are normally made every two years and the next one is due in 2018. It is important to ensure that outstanding design is identified and promoted especially when it preserves and enhances the CA.

Recommendation:

Dunsfold Parish Council is encouraged to nominate new, outstanding developments to the Waverley Design Awards.

4.5 Enhancement Schemes

4.5.1 Utility companies

Utility companies often carry out works on the highway within the CA (road or pavement). Utility companies (and their contractors) are required to ensure that the surface is made good, to the same standard that was originally there. In addition, it is understood that they can implement a temporary surface for a period of six months before making the area good. Within a CA, unsatisfactory works by utility companies can undermine the character of the area and have a detrimental impact on the appearance of the street.

A Task Group at Surrey County Council (SCC) has produced a report: "Improving the Co-ordination and Quality of Work of Utilities Companies in Surrey", 10 January 2013. This considered the views of residents, councillors, utilities companies and officers. The conclusions were that SCC could undertake a number of actions to work more effectively with utilities companies to improve the quality of street works in Surrey, minimising the disruption caused to residents and road users by:

- Communication
- Monitoring and Reporting
- Utility companies must apply for a permit from the Streetworks team at SCC.
- Improved working in areas with special conditions (*including Conservation Areas*).

Recommendation

Utility Companies should be made aware of the CAA document, and in particular be encouraged to ensure that their work is completed and 'made-good' as soon as practically possible. Where this has not happened (and within the existing guidance) the Streetworks team at SCC should be informed so that they can take appropriate action.



4.5.2 Fingerposts

A review of the finger posts within the CA has been undertaken and several are in a state of poor repair. It is recommended that these are either repaired or replaced. One of these is a heritage feature. However, it is evident that it may have already been repaired or replaced in the past. It is expected that any further repair would follow the existing style and form.

4.5.3 Access tracks/roads

Many of the access tracks/roads along the common are in a poor state of repair, particularly near the shop. It is recommended that the responsibility for maintenance is ascertained by officers and repairs encouraged to be undertaken by the appropriate body responsible.



4.6 Taking the CAA forward

It is recognised that the CAA will be a living document that informs the consideration of planning and Listed Building applications within the area. It also, through the Management Plan, identifies the key environmental enhancements that are a priority for the CA. Whilst Waverley Borough Council has a key role in ensuring that the document is implemented and regularly reviewed, many of the Management Plan actions need to be co-ordinated with partner organisations such as Surrey County Council and Dunsfold Parish Council. Without these partners involvement, many of the projects will neither be viable or achievable.

Appendices

Appendix 1: Extracts from Waverley BC Local Plan 2002 and Pre-submission version of Waverley Borough Local Plan Part 1: Strategic Policies and Sites (August 2016)

Local Plan Policy HE8 – Conservation Areas

The Council will seek to preserve or enhance the character of conservation areas by:

- (a) the retention of those buildings and other features, including trees, which make a significant contribution to the character of the conservation area;
- (b) requiring a high standard for any new development within or adjoining conservation areas, to ensure that the design is in harmony with the characteristic form of the area and surrounding buildings, in terms of scale, height, layout, design, building style and materials;
- (c) in exceptional circumstances, allowing the relaxation of planning policies and building regulations to secure the retention of a significant unlisted building;
- (d) protecting open spaces and views important to the character and setting of the area;
- (e) carrying out conservation area appraisals;
- (f) requiring a high standard and sympathetic design for advertisements. Internally illuminated signs will not be permitted;
- (g) encouraging the retention and restoration of shop fronts where much of the original detailing still remains. Alterations will take into account the upper floors in terms of scale, proportion, vertical alignment, architectural style and materials. Regard shall be paid to the appearance of neighbouring shop fronts, so that the proposal will blend in with the street scene.
- (h) encouraging the Highway Authority to have regard to environmental and conservation considerations in implementing works associated with its statutory duties, including the maintenance, repair and improvement of public highways and the provision of yellow lines, street direction signs and street lighting.

Local Plan Part 1: Strategic Policies and Sites Policy HA1 – Protection of Heritage Assets

The Council will ensure that the significance of the heritage assets within the Borough are conserved and enhanced to ensure the continued protection and enjoyment of the historic environment by:

1. Safeguarding and managing Waverley's rich and diverse heritage. This includes all heritage assets, archaeological sites and historic landscapes, designated and non-designated assets, and their setting in accordance with legislation and national policy.
2. Understanding and respecting the significance of the assets.
3. Undertaking further Conservation Area Appraisals and producing and implementing related Management Plans.

4. Facilitating and supporting the identification and review of heritage assets of local historic, architectural and archaeological significance in accordance with the Council's agreed procedures.
5. Supporting appropriate interpretation and promotion of the heritage assets throughout the Borough.
6. Targeting for improvements, those heritage assets identified at risk or vulnerable to risk.

Appendix 2 - Glossary of terms

IMPORTANT NOTE: This glossary does not provide legal definitions, but acts as a guide to key planning terms.

- Building of Local Merit: BLM stands for Building of Local Merit. It is a building identified by Waverley Borough Council as of local historic, architectural or townscape merit. Many local authorities have lists of such buildings, sometimes called the local list and sometimes Buildings of Townscape Merit (BTM). Waverley Borough Council chooses the designation BLM because it is less likely to be confused with statutory listed buildings and also recognises that not all our valuable buildings are within towns.
- Conservation Areas: Areas designated by the Local Planning Authority under the Planning (Listed Buildings and Conservation Areas) Act 1990 Section 69 as being of special architectural or historic interest, the character of which it is desirable to preserve and enhance.
- Designated Heritage Asset: A World Heritage Site, Scheduled Monument, Listed Building, Protected Wreck Site, Registered Park and Garden, Registered Battlefield or Conservation Area designated under the relevant legislation.
- Development: Development is defined under the 1990 Town and Country Planning Act as “the carrying out of building, engineering, mining or other operations in, on, over or under land, or the making of any material change in the use of any building or other land.”
- Galletting: Architectural technique of placing pieces of ironstone or flint in the mortar between bricks or stonework.
- Heritage Assets: Parts of the historic environment which have significance because of their historic, archaeological, architectural or artistic interest. This includes designated heritage assets and non-designated heritage assets.
- Listed Building: A building of special architectural or historic interest. Listed buildings are graded I, II* or II. Listing includes the interior as well as the exterior of the building, and any pre 1948 buildings or permanent structures (e.g. walls) within its curtilage. Historic England is responsible for designating buildings for listing in England.
- Local Plan: A development plan prepared by district and other local planning authorities.

Non-designated Heritage Asset:

These are buildings, monuments, sites, places, areas or landscapes that have not previously been formally identified but that have a degree of significance meriting consideration in planning decisions, because of its heritage interest.

National Planning Policy Framework:

Issued by Central Government setting out its planning policies for England and how these are expected to be applied. It sets out the Government's requirements for the planning system only to the extent that it is relevant, proportionate and necessary to do so. It provides a framework within which local people and their accountable councils can produce their own distinctive local and neighbourhood plans, which reflect the needs and priorities of their communities.

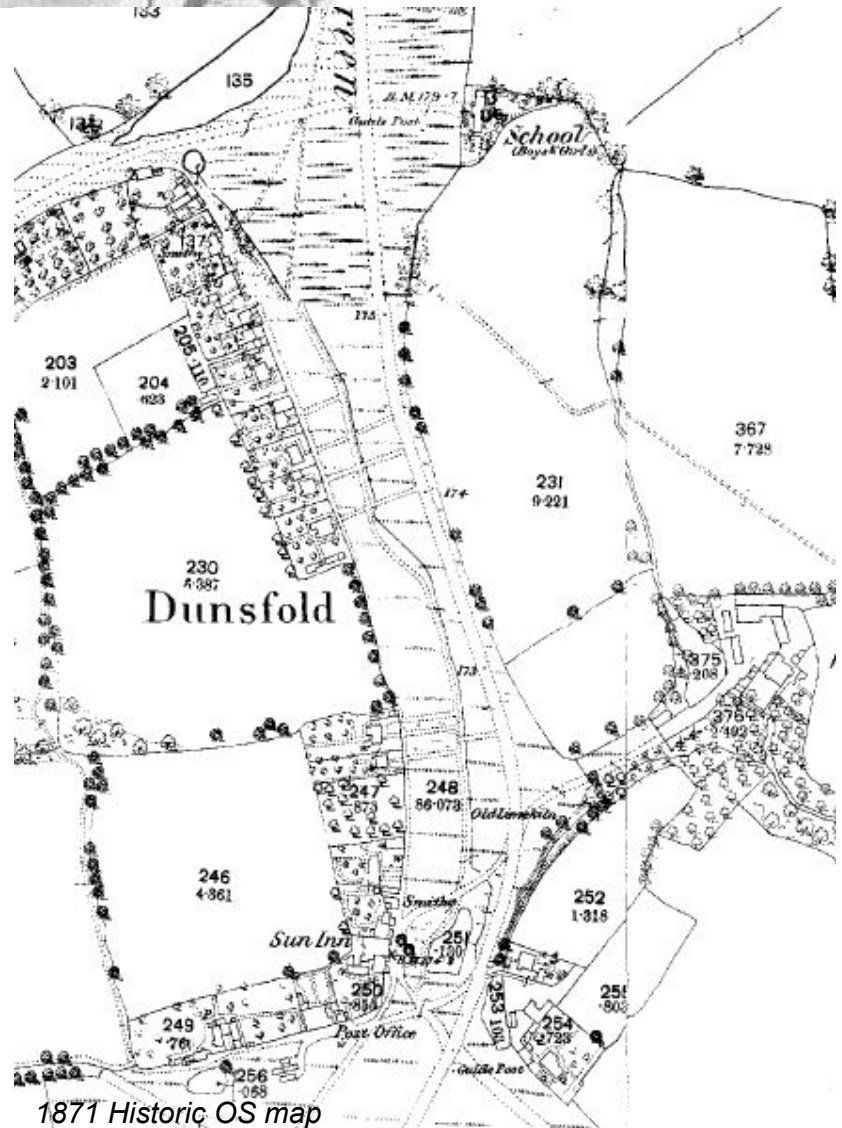
Vernacular:

Traditional architecture using local materials and following well-tried forms and types. For example, the Surrey vernacular is typified by steep tiled roofs, timber frames, brickwork and tile hanging.

Appendix 3: Historical maps



1819 William Mudge map



1871 Historic OS map
Page 71

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Consultation Statement Dunsfold Conservation Area Appraisal (CAA)

Introduction

Waverley Borough Council prepared a draft Conservation Area Appraisal for Dunsfold and carried out an associated consultation. This report outlines how the consultation was undertaken, who was involved and how responses were considered.

Consultation Process

A walkabout was conducted with Local and Town Councillors and environmental enhancement projects for the management plan were highlighted.

The formal consultation started on Monday 17 October 2016 for six weeks, ending on Monday 28 November 2016.

The following methods to inform the public of the consultation included:

- Letter to all residents and businesses in the existing CA and proposed extensions and removals (including leaflets to explain the implications of being in a CA for those within an extension).
- Letter for key stakeholders including:
 - Dunsfold Parish Council
 - Surrey County Council Highways and Rights of Way
 - Statutory consultees (Historic England, Natural England and Environment Agency)
 - Thames Water
 - Relevant internal Waverley officers
 - Local Councillors

Please see Appendix A for a full list of consultees.

A hard copy of the draft Dunsfold CAA document was made available at Planning Reception, Council Offices, Godalming (Monday to Thursday 9am – 5pm and Friday 9am – 4pm), and a copy could be viewed online at:

www.waverley.gov.uk/dunsfoldcaa

Whilst the consultation was focussed, it did not preclude other interested parties from responding. In addition to the webpage on the Council's website, a press release (Appendix B) was issued to inform the public of the consultation.

Respondents were able to comment on the draft Dunsfold CAA in a variety of ways:

- Via the online Innovem (consultation) database accessed via the website (with no need to register)

- By email to the conservation inbox (conservation@waverley.gov.uk)
- By letter

A number of key questions were asked:

- Do you have any comments on the draft Dunsfold Conservation Area Appraisal, and should it cover any other issues?
- Do you have any comments on the draft Management Plan, and should it cover any other issues?
- Do you agree with the proposed extension to include the War Memorial and common land between Oak Tree Lane and Mill Lane?
- Do you agree with the proposed removal Gorseview and Pondsides?
- Do you agree with the proposed extension to include the full curtilage of the Long House?
- Do you agree with the proposed extension to include the whole curtilage of Mundy's Hill?
- Do you agree with the proposed extension and removal at the northern tip of the CA?
- Do you agree with the proposed removal of the southern end of Nugent Close?
- Do you agree with the proposed removal of the gardens of 1-4 Binhams Lea?
- Do you agree with the proposed extension of Winn Hall?
- Do you agree with the proposed extension and removal at the garden of The White House?
- Do you agree with the proposed extension to include the full curtilage of Yonder Lye?
- Are there any other areas that should be included or excluded? If so, please identify where the boundary should be extended or reduced, what it should include or exclude, and why? Please include a map for ease of identifying the areas.

A full summary of the consultation responses is set out below. The main issues have been identified as a result of this process and, where appropriate, amendments made to the CAA.

Consultation Responses

11 responses were received to the draft document. The responses fell into one of three categories:

- 1) Key consultees
- 2) Comments on the proposed boundary changes
- 3) Comments suggesting amendments to boundary

The comments are summarised below.

- 1) Key consultees

Consultee	Comment
Historic England	Historic England welcomes the Council's appraisal of the Dunsfold Conservation Area and endorses the approach taken.

	We have no specific comments to offer on the detailed content of the draft appraisal which, we believe, the Council is best positioned to determine given its local knowledge and familiarity with the areas.
Natural England	Natural England does not consider that the Dunsfold Church Conservation Area Appraisals poses any likely risk or opportunity in relation to our statutory purpose, and so does not wish to comment on this consultation.
Dunsfold Parish Council	The Parish Council has noted the comment in paragraph 3.5 Heritage at Risk relating to Dunsfold School. It has also noted paragraph 4.2 and the invitation to identify potential candidates to be designated as a Building of Local Merit. Once adopted the Parish Council currently intends to take up such invitation. The Parish Council has also commented on amendments to the boundary. In particular they have objected to the removal of the properties Gorse View and Pondsides, this objection can be seen below. They agreed with all the other extensions and removals.

2) Comments on proposed boundary changes

The comments received were generally supportive of the proposed boundary changes, both the extensions and removals. In particular the extension to include the War Memorial and common land between Oak Tree Lane and Mill Lane, the extension to include Winn Hall, the extension to include the whole of the garden at the Long House, and the extension to include the whole of the garden at Yonder Lye.

The extension to include the whole of the garden at Yonder Lye has been amended slightly following a site visit, by invitation of the owner of the property, to clarify where the physical boundary was.

There were several objections to the proposed boundary changes:

Removal: properties Gorseview and Pondsides

5 respondees objected to this removal and 1 supported it. Those objecting to the removal gave the below reasons:

Comment	Officer Response
Dunsfold Parish Council: Retaining these properties within the CA boundary is consistent with the natural boundary line of the footpath lying to the west and is consistent with and protects Ale House Field remaining within the Conservation Area.	The relationship of the public footpath to the CA is acknowledged and for this reason it is considered that the boundary should remain as it is.
Gorseview and Pondsides face onto The Common and are separated	Please see response above.

<p>from Mill Lane, which is differently orientated, by a wide track. Pondsides were extended in recent years and the fact that it was within the CAA ensured that the work was appropriate.</p> <p>Concern that any change in the status of these two houses could lead to an inappropriate development in future years on this important site.</p>	
<p>What is the reason for proposing to remove these properties? What was the reason for them being included previously?</p>	<p>Please see section 3.9 of the CAA.</p>
<p>These houses are 80 years old and their address is Mill Lane, The Common and therefore should have the same protection as other older properties on the common.</p>	<p>The age of the property is not related to CA designation, it is about the character and appearance of the area.</p>
<p>Would make Ale House Fields more accessible to developers. The track to the west of the properties is a public footpath which is widely used by villagers. Removing the CA status of these properties would be the first step to its destruction as an optimum refuge for wildlife.</p>	<p>It appears that this objector has misunderstood the purpose of Conservation Area designation. Please see section 1.1 of the CAA which explains that it is in relation to the built environment not habitats for wildlife.</p>

Extension and removal: Northern tip of the CA

2 respondents objected to this removal and 3 supported it. Those objecting to the removal gave the below reasons:

Comments	Waverley Response
<p>This area is like a little oasis for wild creatures. What would be the point of lifting its status as a Conservation Area?</p>	<p>It appears that this objector has misunderstood the purpose of Conservation Area designation. See section 3.9 of the CAA for reasons for the amendments.</p>

Removal: Southern end of Nugent Close

Extension and removal: the garden of The White House

Only 1 respondent objected to these amendments with the same comments for both:

Comments	Waverley Response
<p>Do not see the point of removing these areas. It will only make it easier for developers, planners and builders to access vulnerable</p>	<p>It appears that this objector has misunderstood the purpose of Conservation Area designation. Both these amendments are gardens and are simply</p>

areas and therefore destroy the existing wildlife habitats.	to 'tidy up' the boundary so it follows physical features on the ground. See section 3.9 of the CAA for a more detailed reason for the amendments.
-------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------

3) Suggestions for other boundary amendments

<p>Include the whole of the field behind The Mews.</p> <p>The field is well screened by trees and continuous hedges along its western boundary and this line provides a strong visual enclosure to the CA.</p>	<p>As a result of the dwellings along The Mews, this field no longer reinforces the character of the CA. There are some trees on the edge of the field, the majority of which are in separate ownership, which can be seen from within the CA and therefore have a amenity value. However, these are already within the CA therefore there is no justification for including the whole fo the field.</p>
<p>Include the northern part of the common and the dwellings surrounding it at Elms Corner.</p> <p>A major attribute of Dunsfold Village is its long common, bordered by houses of varying ages, which offers views to the Hascombe Hills. This area, without doubt, forms part of the historic village and contains some of the most ancient buildings and ponds</p>	<p>This area does follow the reasons for designation. It is unknown why it was not included in the original designation. However, it is a large area to include and when reviewing the boundary it was considered that, due to the hedge, trees and vegetation at the northern tip of the existing boundary, when in the CA it is not appreciated as one whole.</p> <p>Therefore, it is not appropriate, as part of this appraisal, to extend the boundary to include such a large area. However, the Council may consider this area for Conservation Area designation in the future.</p>
<p>Mill Lane as it leads down to the old mill through the woods.</p>	<p>Although the mill is considered a heritage asset there is little built form which connects it to the main village. Therefore it is not suitable for conservation area designation.</p>

Next Steps

The consultation has informed the necessary amendments to the document before being submitted through the committee process (Executive and Full Council) for adoption as a material consideration in the assessment of planning and Listed Building applications and to inform future environmental enhancement works.

Appendix A – Consultees

- Surrey County Council
 - Highways & Parking
 - Rights of Way
- Waverley Borough Council
 - Local Ward Councillor
 - Officers from Planning, Environmental Services and Community Services
- All commercial businesses in CA and proposed extensions and removals
- Historic England
- Natural England
- Environment Agency
- Thames Water
- Dunsfold Parish Council
- The Owner/ Occupiers within the CA and proposed extensions and removals.

Appendix B – Press Releases

Dunsfold Conservation Area Appraisal consultation

Consultation For Dunsfold Conservation Area Appraisals starts next week

The consultation on the draft Dunsfold and Dunsfold Church Conservation Area Appraisals (CAAs) will begin on Monday 17 October.

Once complete and adopted, the CAAs will assess the special architectural and historic character and condition of the Conservation Areas and will contain Management Plans identifying potential enhancement schemes.

Subject to consideration of the consultation responses, the council is likely to adopt these as material considerations and will influence the determination of any application for planning permission and listed building consent in the areas.

The Dunsfold and Dunsfold Church CAAs propose changes to the conservation area boundaries, including extensions and some small removals.

Councillor Brian Adams, Portfolio Holder for Planning, said: “The consultation will allow the council to take into account all the views of residents and interested parties to help mould the CAA.

“Currently the draft Dunsfold CAA proposes a significant boundary extension to the War Memorial and common land between Oak Tree Lane and Mill Lane.

“Additions to the Dunsfold Church CAA includes land adjacent to the church.

“Dunsfold and Dunsfold Church are two of 43 Conservation Areas in the borough and the council is dedicated to keeping the areas preserved and where possible, enhanced, for future generations.”

The consultation will last for six weeks, concluding on Monday 28 November at midnight.

The documents can be viewed online at www.waverley.gov.uk/DunsfoldCAA and www.waverley.gov.uk/DunsfoldChurchCAA

Hardcopies are also available in the planning reception of Waverley Borough Council offices, The Burys, Godalming, GU7 1HR.

Comments can be submitted via an online questionnaire, emailed to conservation@waverley.gov.uk or posted to Waverley Borough Council addressed to Sophie Piper.

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WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 7 MARCH 2017

Title:

DUNSFOLD CHURCH CONSERVATION AREA APPRAISAL

**[Portfolio Holder: Cllr Brian Adams]
[Wards Affected: Chiddingfold and Dunsfold]**

Summary and purpose:

The purpose of this report is to recommend that the Dunsfold Church Conservation Area Appraisal (CAA) (with boundary amendments) be adopted by the Council as a material consideration and used in the determination of any application for planning permission and listed building consent within the Conservation Area (CA).

How this report relates to the Council's Corporate Priorities:

It relates to the Council's Corporate Priority 3 to protect and enhance the environment of Waverley.

The production of the CAA for Dunsfold Church CA is set out within the Planning Service Plan 2016/17 and follows the programme agreed by Executive in October 2011.

Financial Implications:

There are no financial implications. The use of the document as a material planning consideration will be managed within existing resources.

Legal Implications:

This Appraisal is being carried out pursuant to Section 71 of the statute set out below as well as in accordance with the corporate policy and objective referred to above. The Dunsfold Church CAA (with incorporated boundary amendment) will be a material consideration when considering planning and listed building applications in the area. Thus "Special Attention" (s 69 Planning and Listed Building Act 1990) must continue to be paid to the desirability of preserving or enhancement of the character or appearance of this conservation area. The proposed extensions will give an additional degree of protection against the demolition of buildings and walls within the boundary of the Conservation Area. It also means that additional tests (as set out in the Local Plan and National Planning Policy Framework) are considered when determining planning applications. Permitted development rights in these areas are reduced. This means that the extent of building works that can be carried out without the need for planning permission is reduced. In addition advertisement control is extended, together with similar protection for trees equivalent to the Tree Protection Order regime.

There are Human Rights Act 2001 implications (Article 8 (1) (Property and Family Life) but the Courts have held that public interest policy objectives constitute a lawful interference with these rights .

The boundary changes will be reflected by entries in the Local Land Charges Register.

There is no formal appeal process against any boundary alteration. Challenge if any could only be brought by way of Judicial Review, subject to the normal public interest test and proof of Wednesbury unreasonableness comprised in this Appraisal (Associated Picture Houses Ltd v Wednesbury Corporation 1948 and related case law)

Introduction

1. Dunsfold Church is one of 43 Conservation Areas (CAs) in Waverley. In 2011, the Executive agreed a programme for the commencement of CAAs which has been extended to 2020. Prior to the programme, 4 CAAs had been adopted. Since the programme has commenced, 11 CAAs have been adopted, Dunsfold Church will be the 13th to be adopted in the programme alongside Dunsfold.
2. The need to undertake CAAs is set out in the Planning (Listed Building and Conservation Areas) Act 1990 (Section 71) and is supported through saved Policy HE8 of the Waverley Local Plan and Emerging Local Plan Policy HA1.
3. CAAs are undertaken to identify and explain the character of the Conservation Area (CA). This document will identify the specific qualities of the Dunsfold Church CA and will thereby help to manage change within the area. The Management Plan section also identifies a variety of projects that should be implemented to preserve and enhance the area.
4. It is considered pertinent for Waverley to undertake CAAs and this process allows for a review of the boundary and an assessment of adjacent areas to evaluate whether the boundary should be extended.
5. Two extensions are proposed to the existing CA boundary and formed part of the consultation. Additionally one area is proposed to be removed from the CA. These are detailed within the CAA document, which is attached at Annexe 1.

Consultation process

6. A walkabout was conducted with the Local Councillor and representatives from the Parish Council. A public consultation was undertaken to support the development of the CAA and to ask the public's views of the proposed extensions.
7. 3 responses were received to the consultation and are summarised in the separate Consultation Statements which are attached at Annexe 2. These did not result in any changes to the CAA document.

Conclusion

8. Dunsfold Church CAA has been subject to a robust consultation process to ensure residents and interested stakeholders had the opportunity to comment.

9. Once the document is adopted, it will be fully published to incorporate additional photographs and be published on the Waverley website.

Recommendation

It is recommended to the Council that the Conservation Area Appraisal for Dunsfold Church be adopted as a material planning consideration, to include the following amendments to the boundary:

- Extension: St Mary's Church cemetery
- Extension: Land at Church Close Farm
- Removal: Field adjacent to The Rectory

Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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Dunsfold Church Conservation Area Appraisal and Management Plan

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PART 1 – Dunsfold Church Conservation Area Appraisal

1. Introduction

1.1 What is a Conservation Area?

A Conservation Area (CA) is defined as “an area of special architectural and historical interest, the character or appearance of which it is desirable to preserve or enhance”. Designation of a CA covers all land within the CA and therefore planning control is directed at maintaining the special interest of the entire area, including the buildings, streetscene, uses and the relationship of these elements with open spaces and landscape.

CA designation gives a degree of protection against demolition of buildings and walls and the removal, or works, to trees, as well as reducing householder permitted development rights. CA designation enables the planning authority to ensure that the historic character and special interest, which attracts people to live, work and visit the area, remains intact and that development is of high architectural quality and in keeping with the area’s existing character.

1.2 What is a Conservation Area Appraisal (CAA) and Management Plan?

A CAA sets out to identify and assess the special interest of the CA, such as the notable buildings and open spaces, and the inter-relationship of these together to form a unique character. The management plan will use the information gathered in the CAA to identify and implement enhancement and public realm enhancement schemes to preserve and enhance the CA.

This CAA informs positive management of the CA and is a material consideration to be used in the determination of any application for planning permission and listed building consent within the CA. It should also be used to influence enhancement schemes for the long term management of the CA.

The document should be read in conjunction with Waverley’s Local Plan (both adopted and emerging) and National Planning Policy Framework (NPPF).

1.3 Planning Policy Framework and Sources

The Planning (Listed Building and Conservation Area) Act 1990 Section 71 states:

“It shall be the duty of a local planning authority from time to time to formulate and publish proposals for the preservation and enhancement of any parts of their area which are conservation areas.”

Policy HE8 in the Local Plan states:

“...the Council will seek to preserve or enhance the character of conservation areas by...(e) carrying out conservation area appraisals”.

The NPPF, Chapter 12 (126) states:

“Local planning authorities should set out in their Local Plan a positive strategy for the conservation and enjoyment of the historic environment...”

The CAA helps to identify the significance of heritage assets, and as such enables planners to confidently determine whether an application will devalue the significance of the CA.

It is in accordance with the above legislation and local policy that this CAA has been conducted. This appraisal was compiled with the assistance of Historic England’s guidance “Conservation Area Designation, Appraisal and Management” (February 2016). Historic England has also published guidance called “Knowing Your Place” (March 2011).

1.4 Methodology

To assess the CA comprehensively, a historic study of the area was undertaken, including assessment of historic maps in comparison to modern maps. In conjunction with this, site visits were conducted to establish the character and identify the architectural interest of the CA. A photographic survey was undertaken of the key views and vistas within the CA, and is used throughout this appraisal. The boundary has also been reviewed.

1.5 Community Involvement

A site visit was held on 20th June 2016 with local councillors to identify enhancement schemes and gain feedback on the CAA, with any comments made incorporated.

A six week consultation was undertaken seeking residents’ views. Key stakeholders (including Historic England and the Parish Council) were also included. Responses to the consultation were reviewed and these did not result in any changes to the document. A summary of responses can be found in the accompanying consultation statement.

1.6 Summary of Dunsfold Church Conservation Area

Table 1: Dunsfold Church CA at a glance	
Date of designation	26 March 1974
Location	Easting (x) 499,895.00; Northing (y) 136,382.30
Current size	2.29 hectares

Changes to boundary	2017
General Condition	Good
Designated Buildings	3 Listed Buildings and 2 Heritage Features
Positive factors	Uncluttered streetscene
Negative factors	Parking during events at the church

2. Defining the Special Interest

Historic England defines special interest as the “special architectural or historic interest” of the area that warrants designation and the “character or appearance of which it is desirable to preserve or enhance”.

2.1 Summary of the Special Interest

The following provides a summary of the special interest of Dunsfold Church CA:

Overview	The CA is made up of a small compact grouping of dwellings, surrounding the church, which has had little development and therefore has remained distinctly rural. The main village of Dunsfold developed 1/3 mile to the south east, rather than surrounding the church, resulting in this small grouping.
Heritage	St Mary’s Church, built in the 13 th Century is rare because of its virtually complete original form. The houses surrounding it have developed because of the church.
Form	Small compact grouping surrounding the church
Notable buildings	St Mary’s Church
Main architectural features	Clay tile hanging, dominant chimneys
Vistas	Because of its size and location, the main vistas within the CA are orientated around the small green and the church. However, there is one that includes landscape beyond the CA.

3. Assessing the Special Interest

3.1 Location and Setting

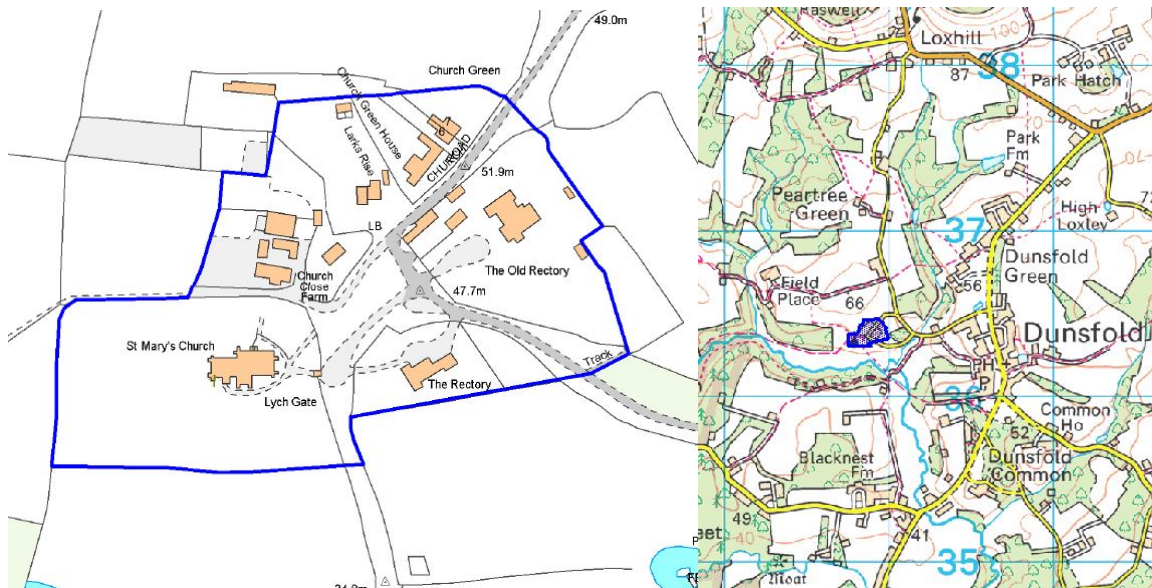


Figure 1. Dunsfold Church CA boundary and location plans.

Dunsfold Church CA is located 1/3 of a mile west of the centre of Dunsfold and south of Loxhitt. The one road through the CA, Church Road, only leads to church and the surrounding dwellings therefore there is little traffic disturbance to detract from the character or setting of the CA.

3.1.1 Landscape Setting

The CA lies on a higher ridge of Wealden Clay above a tributary stream of the River Arun system. However, the CA is hidden from its surroundings behind a belt of trees around the surrounding fields.

3.1.2 General Character and Plan Form

The CA is a small compact grouping of buildings surrounding the church remote from the village. The area is distinctly rural in its character and the properties within it indicate the two separate uses for the area, ecclesiastical and agricultural.

3.1.3 Economic profile and potential forces for change

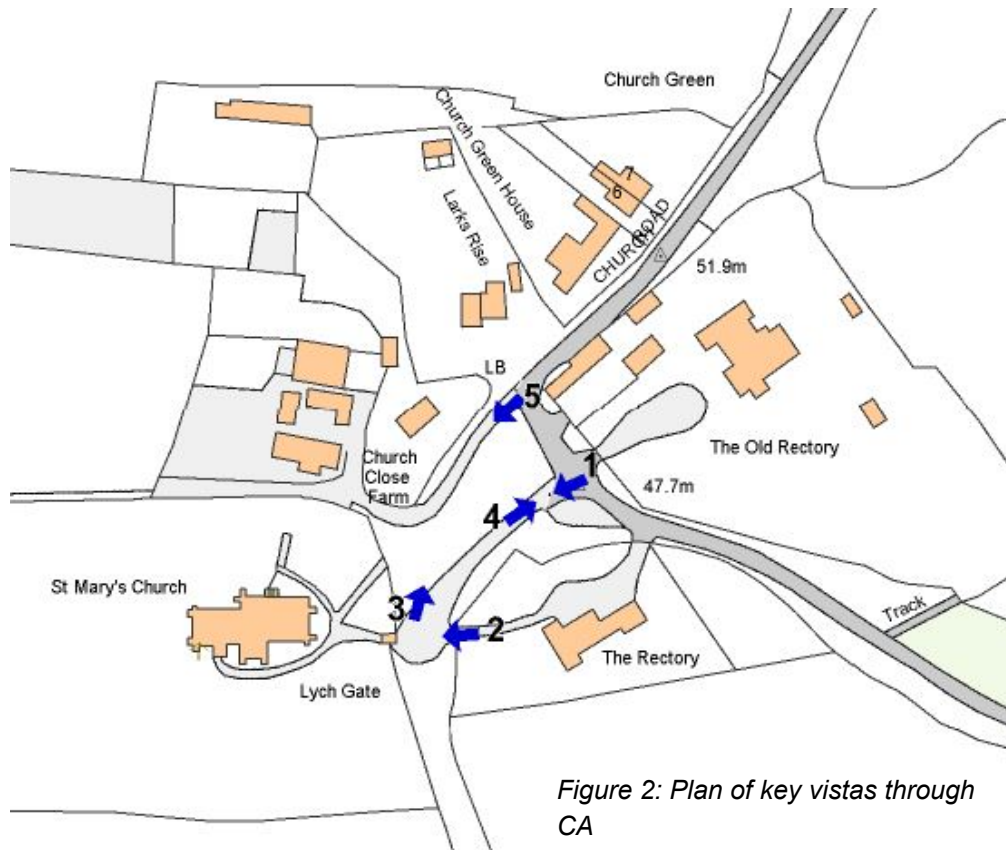
Census data show that within the built up area of Dunsfold, 98% of the economically active population are employed or self-employed and 80% of the population own their own properties.

The CA is predominantly residential with some agricultural use and thus it is likely that the majority of residents work either outside the CA or are self-employed.

As a result of its topography and compact nature, there is very little pressure for change on the CA. However, any future development proposals should take into account the character and special interest of the CA as identified within this appraisal to ensure the CA is preserved or enhanced for future generations.

3.1.4 Vistas

Below are a selection of the key vistas experienced by those who live, work and travel through the CA.



Vista 1: looking towards the church from Church Road with the small area of green in the foreground



Vista 2: view of the church from The Rectory with the lych gate in the foreground



Vista 3: view looking north from the lych gate



Vista 4: view looking towards The Old Rectory



Vista 5: view looking towards the church and landscape beyond the CA.

3.2 Historic Development

The church was built around 1270 - 1290 and is considered to be a rarity due to its completeness despite later alterations. The living (means of support) at that period was in the gift of the Crown and all the visible evidence suggests that Dunsfold Church was built by royal masons. The original patrons were the rectors of Shalford, which was a Crown living.

There are numerous theories on why the church is built away from the present main village, the one thought to be the most probable is that it is the site of an existing chapel which may have been there as the result of it being a sacred pre-Christian site. This theory is based upon the close siting of the Holy Well, which lies down the hill by the stream, which is thought to have pagan origins. It may be that the earliest settlement was around the church, above the dense woodland and marsh below. The village may then have relocated to be nearer the main cart routes.



In 1294, the first rector was listed as Alan de Dollyng, three years after the church was first recorded in the Taxatio Ecclesiastica. In 1305, Edward I granted the right of presentation of Shalford and Dunsfold to the Hospital of St Mary at Spital without Bishopsgate, a priory of Augustinian canons.

In the 15th century, the shingled bell turret was constructed and The Old Rectory was built. The CA may have had other dwellings within it from this period but there is no surviving evidence above ground. Around 1536, the advowson reverted back to the Crown and it remains today in the gift of the Lord Chancellor, following the dissolution of the monasteries.

By 1881, the church was in bad condition so alterations and repairs were commissioned. This included the heightening and widening of the Chancel arch, the filling up of the Priest's door and the exposing of the exterior stones and the joints galleted.



Eleven years later in 1892, further restoration took place. This mainly concentrated on the Nave and the tower was taken down, reconditioned and rebuilt as it was. After completion in 1893, a list of Rectors of Dunsfold was compiled and painted on the north wall.

Throughout the 20th Century the CA remained remote with little development. The last dwelling to be built within the CA was the new Rectory in the 1960s to the south west of the original rectory.

3.3 Architectural Quality and Built Forms

3.3.1 Period and style

Despite its small number of buildings, Dunsfold Church CA exhibits a variety of architectural periods and styles as a result of its slow development and also having been continuously inhabited since the medieval period.

The church was constructed between 1270 to 1291, in a cruciform plan, in walls of Bargate Stone rubble. The roof would have originally been laid with Horsham Stone, but these now only survive on the lower portion with clay tiles laid up to the ridge. In the 19th Century, alterations such as the galleting of the exterior walls with ironstone and repairs were made, but the building has remained in its original style and form.

The dwellings within the CA reflect the agricultural and ecclesiastical use of the area. The oldest dwelling is The Old Rectory, a 15th Century large timber framed house.

There are two sets of semi-detached workers properties. The first is from the 1850s and the second dates to early 20th Century. These reflect the continued need for accommodation for those working on the land, or in industry associated with it, up until mid 20th Century.

3.3.2 Scale and height of buildings

Apart from the church, the buildings within the CA are domestic in scale, mainly two storeys in height with some single storey (including the agricultural barns).

3.3.3 Materials

The materials used within the CA are largely from the local area these include:

- Red brick
- Bargate stone
- Plain clay tiles
- Horsham Stone
- Ironstone
- Exposed timber frame

3.3.4 Details

Key detailing found on buildings within the CA include:

- Galleting
- Tall chimneys
- Clay tile hanging

3.3.5 Street form and frontages

The properties within the CA are set back from the road with tall mature hedges and trees forming boundary treatment to support the rural nature of the area. The Old Rectory's single storey outbuildings back straight onto Church Road creating a more formal boundary on the north side. They are in the traditional Surrey vernacular style.

3.4 Listed Buildings and Heritage Features

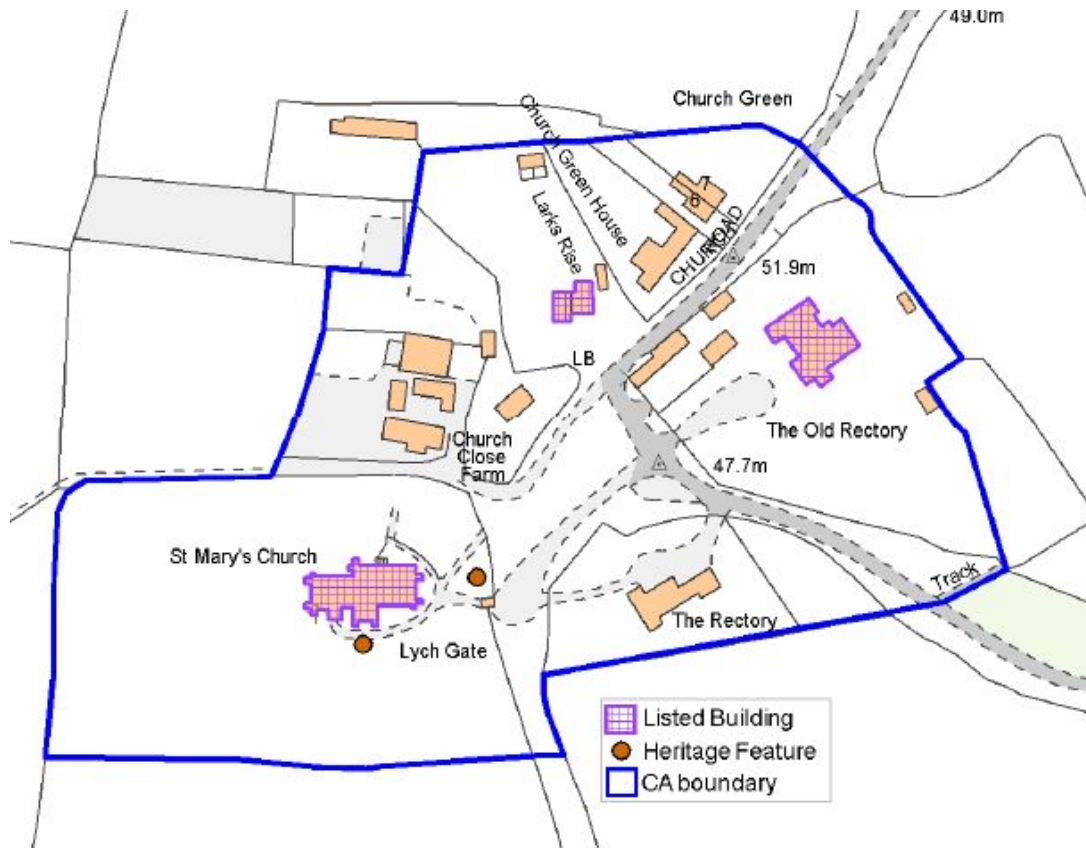


Figure 3: Plan of Heritage Assets

3.4.1 Listed Buildings

There are 3 statutory Listed Buildings in the CA:

Grade I

- St Mary's Church, Church Road

Grade II*

- none

Grade II

- Lark's Rise, Church Green
- The Old Rectory, Church Road

3.4.2 Buildings of Local Merit (BLMs)

Buildings of Local Merit (BLMs) are buildings identified by Waverley as of local historic, architectural or townscape merit. Many local authorities have lists of such buildings, sometimes called the local list and sometimes Buildings of Townscape Merit (BTM).

There are presently no BLMs within Dunsfold Church CA.

3.4.3 Heritage Features

In 1986, Waverley Borough Council produced a list of heritage features in Waverley. The list covers natural landmarks, archaeological sites, historic structures, historic trees, roads, track ways and gardens. The purpose of the list was to identify features that for the most part were not protected by legislation, but were a significant and valuable part of the character and history of the Borough. The intention was that by recording them there would be more awareness of the value of preserving them.



List of heritage features:

- The lychgate to the churchyard erected as a memorial to Queen Victoria in 1901.
- A large, old yew tree in the churchyard, thought to be one of the oldest in Surrey.

3.5 Heritage at Risk

The “Heritage at Risk Register ” for Grade I and II* Listed Buildings and other heritage assets held by Historic England identifies sites that are at risk of being lost as a result of neglect, decay or inappropriate development. No Heritage Assets within the CA have been identified within this list.

Waverley BC holds a list of Grade II Listed Buildings which are considered to be ‘at risk’. At time of print, there are no identified Grade II properties which are considered to be ‘at risk’.

It is important to ensure that any Listed Buildings that fall into disrepair are identified early, so that Waverley Borough Council can work with the owners to find appropriate solutions and bring the building into a productive use.

3.6 Buildings which positively contribute to the CA

Positive Contributors are buildings which are not listed, or locally listed, but positively contribute to the special interest of the CA.

As a result of the CA consisting of only a small cluster of buildings, of which three have already been identified and designated accordingly, there are currently no additional buildings that need to be identified.

3.7 Open Spaces and Streetscape

3.7.1 Open spaces

In the centre of the CA, there is a small area of green it is on a slope so is unlikely to be used for recreational purposes. However, it does contribute to the open setting of the settlement. In addition, the church has a large churchyard which has an area dedicated as a garden of remembrance.

There are two main Public Rights of Way within Dunsfold Church CA. These link the CA with Dunsfold village, the Holy Well and the surrounding countryside.

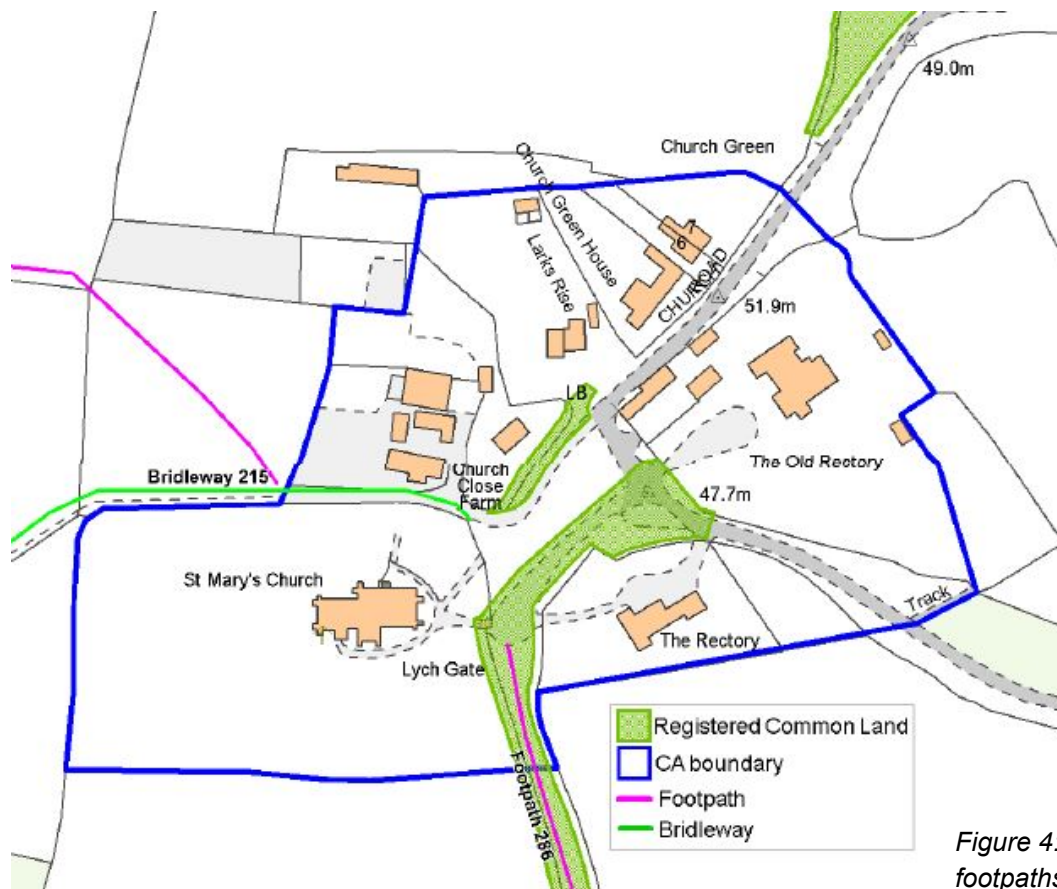


Figure 4: Plan of footpaths and common land in and around the CA

3.7.2 Streetscape

Although on an elevated position, the CAs backdrop of trees outside, helps retain its isolated and rural feel. This rural character is retained until it opens out on entering the CA where boundary treatments consist of tall mature hedged and trees. The most notable tree within the CA is in the church yard, a hollowed yew tree which is believed to be one of the oldest in Surrey.

Notably, the CA has no street furniture which means there is no unnecessary clutter thereby reinforcing the rural character of the area.

Not all the properties within the CA have off-street parking spaces. However the road is too narrow to accommodate on street parking. Therefore some parking occurs just to the side at the north end of Church Road. Whilst this is visible, it does not have an impact on the character of the CA. Generally, the area does not have issues with parking. However, at times, events at the church can cause problems since the church does not have a car park and, due to its location, most attendees travel by car. As this is only on certain days, it does not have a materially detrimental impact upon the CA.

3.8 Assessment of Condition

Overall: Good condition

The Listed Buildings and other buildings within the CA are in good condition and appear to be well maintained, which reflects positively on the character of the CA.

3.9 Identifying the Boundary

Dunsfold Church CA was designated over 40 years ago. Therefore areas within the boundary may no longer have special interest. Physical boundaries/curtilages may have changed or areas that were previously omitted may now be considered to be of special interest. As part of the appraisal the boundary of the CA has been reviewed using Historic England's guidance (Conservation Area Designation, Appraisal and Management (2016)). The following changes are identified for the boundary, and the reasons for these amendments are discussed below.

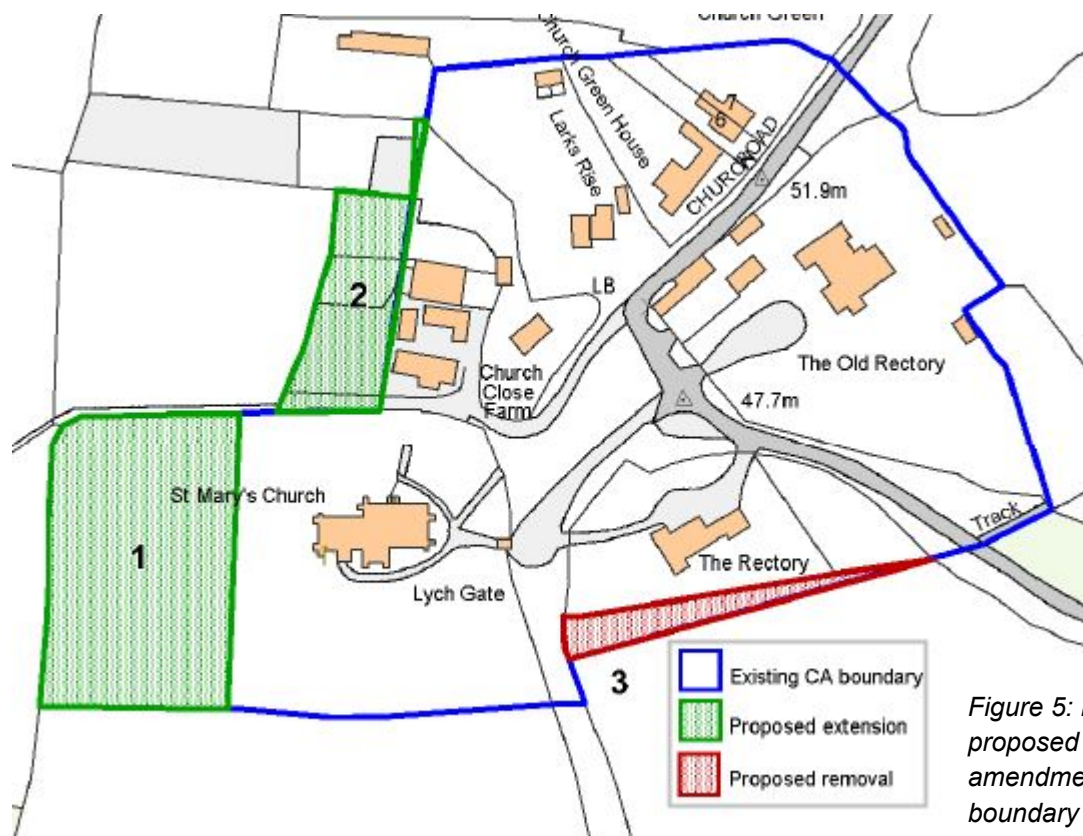


Figure 5: Plan of proposed amendments to boundary

1. Extension: St Mary's Church cemetery

Since designation, the boundary for St Mary's Church cemetery has been extended. The cemetery as a whole plays an important part in the character of the CA. Therefore, it is proposed to extend the boundary to include the whole of the cemetery in order to rationalise the boundary.

2. Extension: Land at Church Close Farm

Since designation, the physical features at Church Close Farm have altered. Therefore it is proposed to extend the boundary to follow physical features in order to rationalise the boundary.

3. Removal: Field adjacent to The Rectory

The Conservation Area currently includes the corner of a field to the south of The Rectory. This has been recommended for removal from the CA following assessment of the land in accordance with guidance from Historic England. Conservation Areas are defined as 'an area of special architectural and historical interest, the character or appearance of which is desirable to preserve or enhance'. The guidance is clear that CA designation is not generally appropriate for protecting areas of wider landscape, unless the character or appearance of the open area particularly relates to the historic fabric of which the CA designation relates.

The CA currently cuts across the field, as there is no architectural interest on the site, and there is no evidence of any historical links between the field and the wider CA to warrant the protection of an area of wider landscape. Therefore, to avoid future confusion, it is proposed that the whole field be excluded from the CA.

PART 2 – Management Plan

4.0 Management Plan

The following sections within the Management Plan set out specific actions/projects aimed at preserving and enhancing the CA in the future.

4.1 Managing Change

The qualities that make CAs appealing can often lead to further pressure for development. However, given the close knit development pattern of the CA, there are few (if any) opportunities for new development (beyond smaller extensions or alterations to existing buildings). It is expected that where consent or planning permission is necessary, the appraisal section of this document should be taken into account when making the decision.

4.2 Designation

4.2.1 Buildings of Local Merit

In addition to statutory listing, the NPPF states that Heritage Features and BLMs are designated heritage assets. The Council has set up a project to identify, review and adopt additional BLMs. This is a community led project which includes a consultation process with owners and local amenity societies. The Parish Council takes the lead on the project with support given by Waverley Borough Council.

Recommendation:

Dunsfold Parish Council is encouraged, with the support of Waverley Borough Council officers, to undertake a review of the BLMs to identify potential candidates to be designated as a BLM.

4.3 Heritage at Risk

The character of Dunsfold Church CA is heavily reliant on the preservation of the heritage assets. These assets should be preserved, and those which are deemed 'at risk' identified.

4.4 Celebration: Waverley Design Awards

The Waverley Design Awards scheme was introduced in 1995 to encourage an interest in the quality of the built and natural environment of the borough. The scheme promotes an awareness of the need for high standards in design including planning, architecture, sustainable development and landscaping.

The awards are normally made every two years and the next one is due in 2018. It is important to ensure that outstanding design is identified and promoted especially when it preserves and enhances the CA.

Recommendation:

Dunsfold Parish Council is encouraged to nominate new, outstanding developments to the Waverley Design Awards.

4.5 Enhancement Schemes

4.5.1 Utility companies

Utility companies often carry out works on the highway within the CA (road or pavement). Utility companies (and their contractors) are required to ensure that the surface is made good, to the same standard that was originally there. In addition, it is understood that they can implement a temporary surface for a period of six months before making the area good. Within a CA, unsatisfactory works by utility companies can undermine the character of the area and have a detrimental impact on the appearance of the street.

A Task Group at Surrey County Council (SCC) has produced a report: "Improving the Co-ordination and Quality of Work of Utilities Companies in Surrey", 10 January 2013. This considered the views of residents, councillors, utilities companies and officers. The conclusions were that SCC could undertake a number of actions to work more effectively with utilities companies to improve the quality of street works in Surrey, minimising the disruption caused to residents and road users by:

- Communication
- Monitoring and Reporting
- Utility companies must apply for a permit from the Streetworks team at SCC.
- Improved working in areas with special conditions (*including Conservation Areas*).

Recommendation

Utility Companies should be made aware of the CAA document, and in particular be encouraged to ensure that their work is completed and 'made-good' as soon as practically possible. Where this has not happened (and within the existing guidance) the Streetworks team at SCC should be informed so that they can take appropriate action.

4.6 Taking the CAA forward

It is recognised that the CAA will be a living document that informs the consideration of planning and Listed Building applications within the area. Whilst Waverley Borough Council has a key role in ensuring that the Management Plan is implemented and regularly reviewed, many of the Management Plan actions need to be co-ordinated with partner organisations such as Surrey County Council and Dunsfold Parish Council.

Appendices

Appendix 1: Extracts from Waverley BC Local Plan 2002 and Pre-submission version of Waverley Borough Local Plan Part 1: Strategic Policies and Sites (August 2016)

Local Plan Policy HE8 – Conservation Areas

The Council will seek to preserve or enhance the character of conservation areas by:

- (a) the retention of those buildings and other features, including trees, which make a significant contribution to the character of the conservation area;
- (b) requiring a high standard for any new development within or adjoining conservation areas, to ensure that the design is in harmony with the characteristic form of the area and surrounding buildings, in terms of scale, height, layout, design, building style and materials;
- (c) in exceptional circumstances, allowing the relaxation of planning policies and building regulations to secure the retention of a significant unlisted building;
- (d) protecting open spaces and views important to the character and setting of the area;
- (e) carrying out conservation area appraisals;
- (f) requiring a high standard and sympathetic design for advertisements. Internally illuminated signs will not be permitted;
- (g) encouraging the retention and restoration of shop fronts where much of the original detailing still remains. Alterations will take into account the upper floors in terms of scale, proportion, vertical alignment, architectural style and materials. Regard shall be paid to the appearance of neighbouring shop fronts, so that the proposal will blend in with the street scene.
- (h) encouraging the Highway Authority to have regard to environmental and conservation considerations in implementing works associated with its statutory duties, including the maintenance, repair and improvement of public highways and the provision of yellow lines, street direction signs and street lighting.

Local Plan Part 1: Strategic Policies and Sites Policy HA1 – Protection of Heritage Assets

The Council will ensure that the significance of the heritage assets within the Borough are conserved and enhanced to ensure the continued protection and enjoyment of the historic environment by:

1. Safeguarding and managing Waverley's rich and diverse heritage. This includes all heritage assets, archaeological sites and historic landscapes, designated and non-designated assets, and their setting in accordance with legislation and national policy.
2. Understanding and respecting the significance of the assets.
3. Undertaking further Conservation Area Appraisals and producing and implementing related Management Plans.

4. Facilitating and supporting the identification and review of heritage assets of local historic, architectural and archaeological significance in accordance with the Council's agreed procedures.
5. Supporting appropriate interpretation and promotion of the heritage assets throughout the Borough.
6. Targeting for improvements, those heritage assets identified at risk or vulnerable to risk.

Appendix 2 - Glossary of terms

IMPORTANT NOTE: This glossary does not provide legal definitions, but acts as a guide to key planning terms.

Building of Local Merit: BLM stands for Building of Local Merit. It is a building identified by Waverley as of local historic, architectural or townscape merit. Many local authorities have lists of such buildings, sometimes called the local list and sometimes Buildings of Townscape Merit (BTM). In Waverley we chose the designation BLM because it is less likely to be confused with statutory listed buildings and also recognises that not all our valuable buildings are within towns.

Conservation Areas: Areas designated by the Local Planning Authority under the Planning (Listed Buildings and Conservation Areas) Act 1990 Section 69 as being of special architectural or historic interest, the character of which it is desirable to preserve and enhance.

Designated Heritage Asset: A World Heritage Site, Scheduled Monument, Listed Building, Protected Wreck Site, Registered Park and Garden, Registered Battlefield or Conservation Area designated under the relevant legislation.

Development: Development is defined under the 1990 Town and Country Planning Act as “the carrying out of building, engineering, mining or other operation in, on, over or under land, or the making of any material change in the use of any building or other land.”

Galletting: Architectural technique of placing pieces of ironstone or flint in the mortar between bricks or stonework.

Heritage Assets: Parts of the historic environment which have significance because of their historic, archaeological, architectural or artistic interest. This includes designated heritage assets and non-designated heritage assets.

Listed Building: A building of special architectural or historic interest. Listed buildings are graded I, II* or II. Listing includes the interior as well as the exterior of the building, and any pre 1948 buildings or permanent structures (e.g. walls) within its curtilage. Historic England is responsible for designating buildings for listing in England.

Local Plan: A development plan prepared by district and other local planning authorities.

Non-designated Heritage Asset:

These are buildings, monuments, sites, places, areas or landscapes that have not previously been formally identified but that have a degree of significance meriting consideration in planning decisions, because of its heritage interest.

National Planning Policy Framework:

Issued by central government setting out its planning policies for England and how these are expected to be applied. It sets out the Government's requirements for the planning system only to the extent that it is relevant, proportionate and necessary to do so. It provides a framework within which local people and their accountable councils can produce their own distinctive local and neighbourhood plans, which reflect the needs and priorities of their communities.

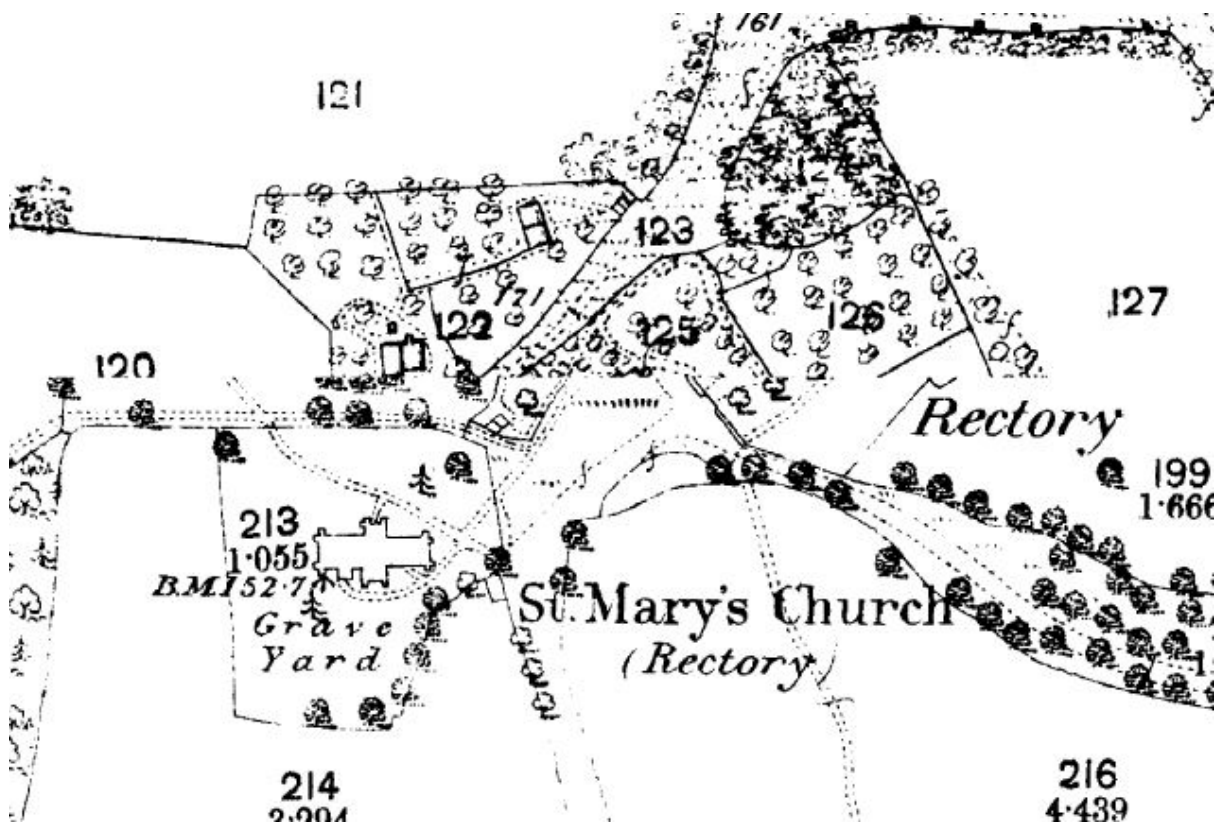
Vernacular:

Traditional architecture using local materials and following well-tried forms and types. For example, the Surrey vernacular is typified by steep tiled roofs, timber frames, brickwork and tile hanging.

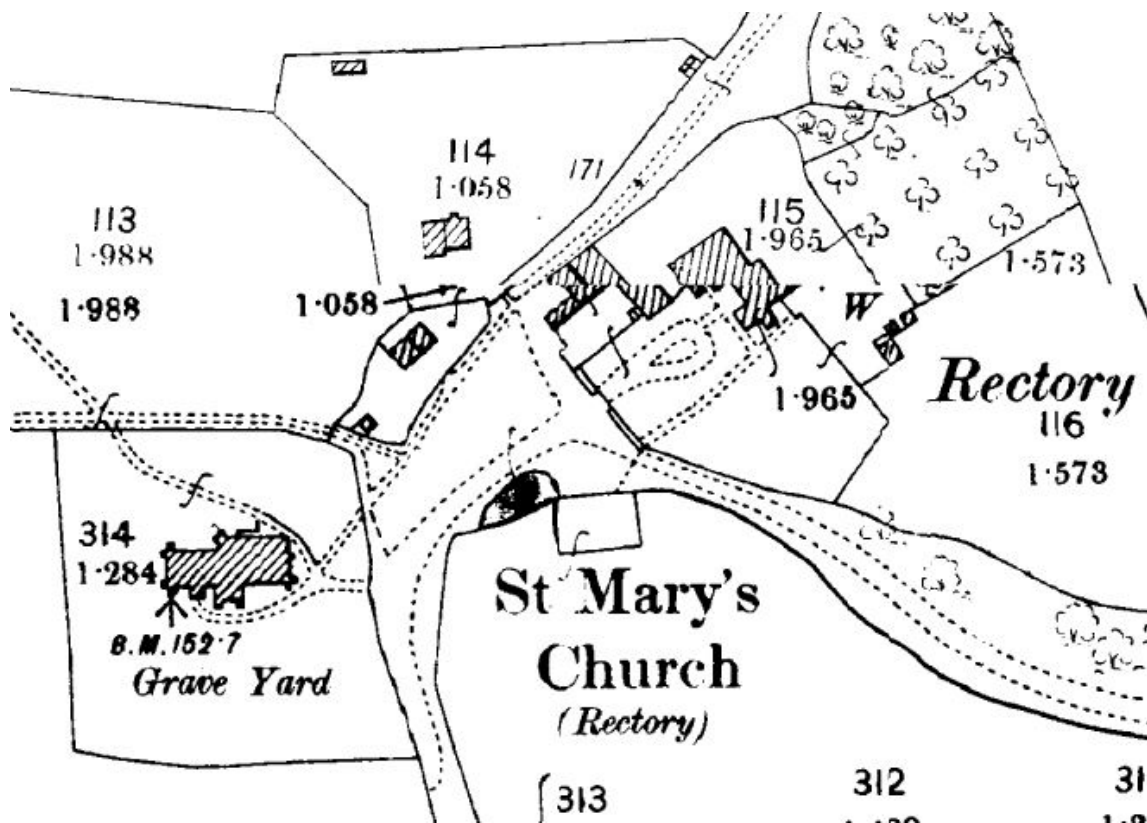
Appendix 3: Historical maps



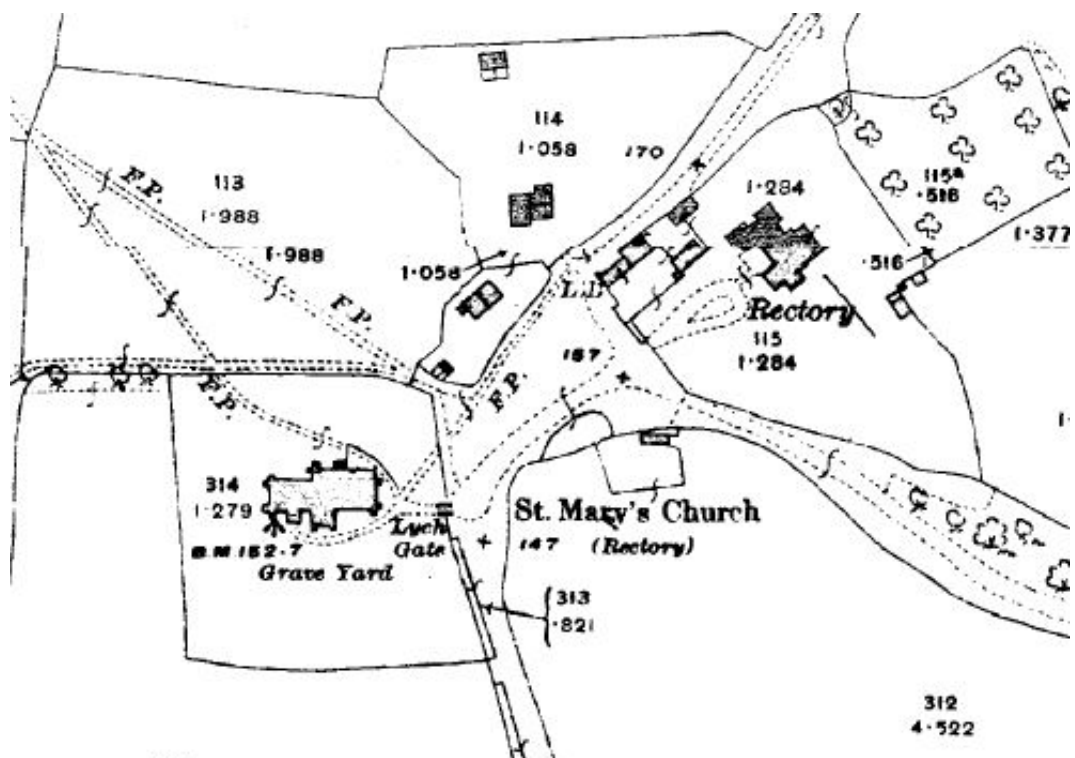
1819 William Mudge map



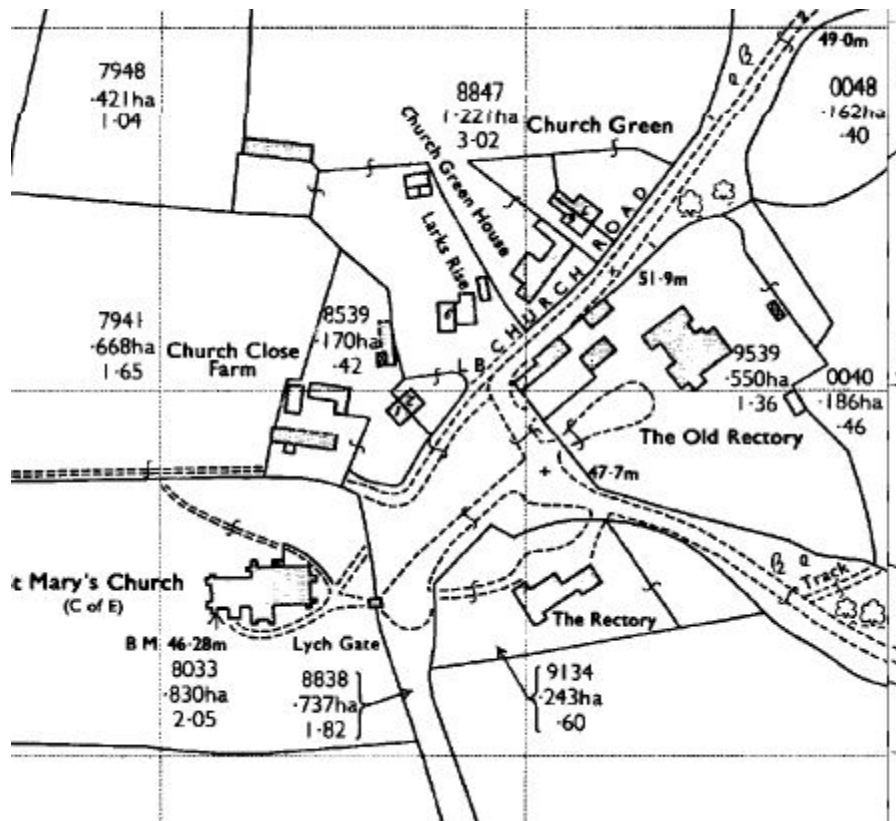
1871 Historic OS map - unfortunately the two sections of the map have not aligned properly and therefore the Rectory can not be seen.



1898 Historic OS map



1914 Historic OS map



c. 1960-82 OS map

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Consultation Statement Dunsfold Church Conservation Area Appraisal (CAA)

Introduction

Waverley Borough Council prepared a draft Conservation Area Appraisal for Dunsfold Church and carried out an associated consultation. This report outlines how the consultation was undertaken, who was involved and how responses were considered.

Consultation Process

A walkabout was conducted with Local and Town Councillors and environmental enhancement projects for the management plan were highlighted.

The formal consultation started on Monday 17 October 2016 for six weeks, ending on Monday 28 November 2016.

The following methods to inform the public of the consultation included:

- Letter to all residents and businesses in the existing CA and proposed extensions and removals (including leaflets to explain the implications of being in a CA for those within an extension).
- Letter for key stakeholders including:
 - Dunsfold Parish Council
 - Surrey County Council Highways and Rights of Way
 - Statutory consultees (Historic England, Natural England and Environment Agency)
 - Thames Water
 - Relevant internal Waverley officers
 - Local Councillors

Please see Appendix A for a full list of consultees.

A hard copy of the draft Dunsfold Church CAA document was made available at Planning Reception, Council Offices, Godalming (Monday to Thursday 9am – 5pm and Friday 9am – 4pm), and a copy could be viewed online at:

www.waverley.gov.uk/dunsfoldchurchcaa

Whilst the consultation was focussed, it did not preclude other interested parties from responding. In addition to the webpage on the Council's website, a press release (Appendix B) was issued to inform the public of the consultation.

Respondents were able to comment on the draft Dunsfold Church CAA in a variety of ways:

- Via the online Innovem (consultation) database accessed via the website (with no need to register)
- By email to the conservation inbox (conservation@waverley.gov.uk)
- By letter

A number of key questions were asked:

- Do you have any comments on the draft Dunsfold Church Conservation Area Appraisal, and should it cover any other issues?
- Do you have any comments on the draft Management Plan, and should it cover any other issues?
- Do you agree with the proposed extension to include the whole of St Mary’s Church cemetery?
- Do you agree with the proposed extension to include land at Church Close Farm?
- Do you agree with the proposed removal of the field adjacent to The Rectory?
- Are there any other areas that should be included or excluded? If so, please identify where the boundary should be extended or reduced, what it should include or exclude, and why? Please include a map for ease of identifying the areas.

A full summary of the consultation responses is set out below. The main issues have been identified as a result of this process. No changes were required to the CAA as a result of the consultation.

Consultation Responses

3 responses were received to the draft document, all of which were from key consultees.

The comments are summarised below.

Consultee	Comment
Historic England	Historic England welcomes the Council’s appraisal of the Dunsfold Church conservation area and endorses the approach taken. We have no specific comments to offer on the detailed content of the draft appraisal which, we believe, the Council is best positioned to determine given its local knowledge and familiarity with the areas.
Natural England	Natural England does not consider that the Dunsfold Church Conservation Area Appraisals poses any likely risk or opportunity in relation to our statutory purpose, and so does not wish to comment on this consultation.
Dunsfold Parish Council	The Parish Council agrees with the amendments to the boundary and has no further comments to make.

No comments were made on any of the proposed amendments to the boundary.

Appendix A – Consultees

- Surrey County Council
 - Highways & Parking
 - Rights of Way
- Waverley Borough Council
 - Local Ward Councillor
 - Officers from Planning, Environmental Services and Community Services
- All commercial businesses in CA and proposed extensions and removals
- Historic England
- Natural England
- Environment Agency
- Thames Water
- Dunsfold Parish Council
- The Owner/ Occupiers within the CA and proposed extensions and removals.

Dunsfold Conservation Areas Appraisal consultation

Consultation For Dunsfold Conservation Area Appraisals starts next week

The consultation on the draft Dunsfold and Dunsfold Church Conservation Area Appraisals (CAAs) will begin on Monday 17 October.

Once complete and adopted, the CAAs will assess the special architectural and historic character and condition of the Conservation Areas and will contain Management Plans identifying potential enhancement schemes.

Subject to consideration of the consultation responses, the council is likely to adopt these as material considerations and will influence the determination of any application for planning permission and listed building consent in the areas.

The Dunsfold and Dunsfold Church CAAs propose changes to the conservation area boundaries, including extensions and some small removals.

Councillor Brian Adams, Portfolio Holder for Planning, said: “The consultation will allow the council to take into account all the views of residents and interested parties to help mould the CAA.

“Currently the draft Dunsfold CAA proposes a significant boundary extension to the War Memorial and common land between Oak Tree Lane and Mill Lane.

“Additions to the Dunsfold Church CAA includes land adjacent to the church.

“Dunsfold and Dunsfold Church are two of 43 Conservation Areas in the borough and the council is dedicated to keeping the areas preserved and where possible, enhanced, for future generations.”

The consultation will last for six weeks, concluding on Monday 28 November at midnight.

The documents can be viewed online at www.waverley.gov.uk/DunsfoldCAA and www.waverley.gov.uk/DunsfoldChurchCAA

Hardcopies are also available in the planning reception of Waverley Borough Council offices, The Burys, Godalming, GU7 1HR.

Comments can be submitted via an online questionnaire, emailed to conservation@waverley.gov.uk or posted to Waverley Borough Council addressed to Sophie Piper.

WAVERLEY BOROUGH COUNCIL

CORPORATE OVERVIEW & SCRUTINY COMMITTEE - 24 JANUARY 2017

EXECUTIVE – 7 MARCH 2017

Title:

COMPLAINTS HANDLING IN WAVERLEY IN 2015/16

**[Portfolio Holder: Councillor Julia Potts]
[Wards Affected: All]**

Summary and purpose:

This report provides information on complaints handling in Waverley in 2015/16, including the number of complaints received, Waverley's performance in responding to complaints, and lessons learned. As confirmed in the report, there was a slight decrease in the number of complaints received in 2015-16 when compared with the previous year, and an improvement in the percentage of complaints responded to within the target timescales.

How this report relates to the Council's Corporate Priorities:

Investigating complaints from members of the public provides Waverley with an opportunity to keep under review and improve the quality of its services to the community, and is a key part of understanding residents' needs. It can also help to identify areas in which the Council could provide better value for money in its services, and can result in action that will improve the lives of residents.

Financial implications:

There are no unbudgeted costs associated with the new dedicated complaints handling database which is being built in-house.

Legal Implications:

There are no legal implications associated with the proposals. The Council's complaints handling process is fully consistent with best practice and the most recent guidance from the Local Government Ombudsman.

Waverley's policy for dealing with complaints

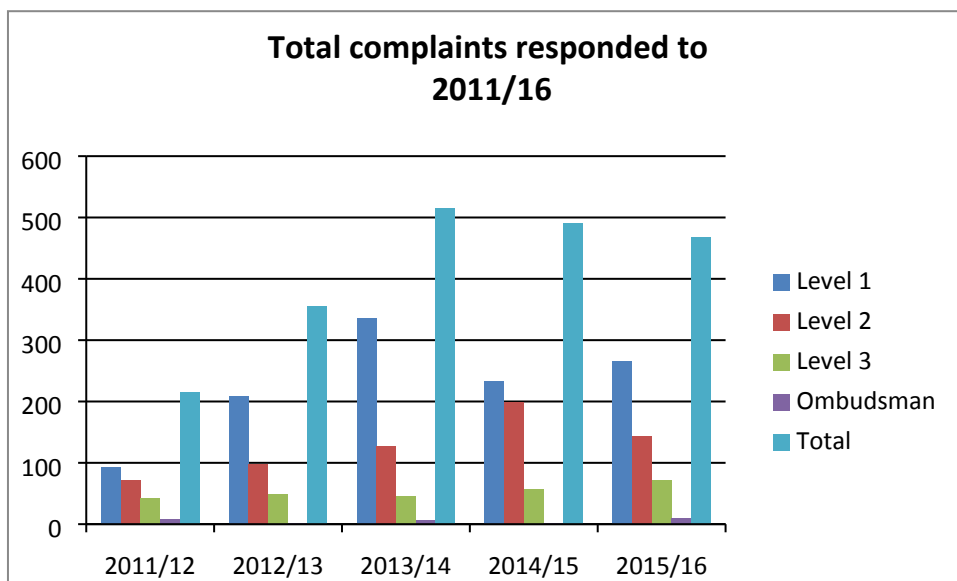
1. Waverley's policy for dealing with complaints from members of the public has been in place for a number of years, and closely reflects guidance published by the Local Government Ombudsman. This guidance recommends that an effective complaints procedure should have the following features – accessibility, communication, timeliness, fairness, credibility and accountability.
2. A copy of the policy is attached as Annexe 1. The policy now includes the procedure to be followed when dealing with complaints made by a third party (see page 3.)

New complaints database

3. As Members may recall from previous reports on complaints handling, increasing difficulties have been experienced with the database that is currently used for handling complaints from customers. The system was originally designed to log FOI enquiries but was adapted to enable complaints to also be logged. Despite a number of modifications, officers have concluded that the database needs to be replaced by a more bespoke system. A new, dedicated complaints database will therefore be introduced at the beginning of January 2017.
4. The new system will enable more detailed analysis of complaints handling across all services, including the outcome of complaints. It will also issue automatic reminders regarding response deadlines to officers who are dealing with complaints, which it is hoped will, in turn, improve performance in response timescales.

Complaints responded to by Waverley in 2015/16

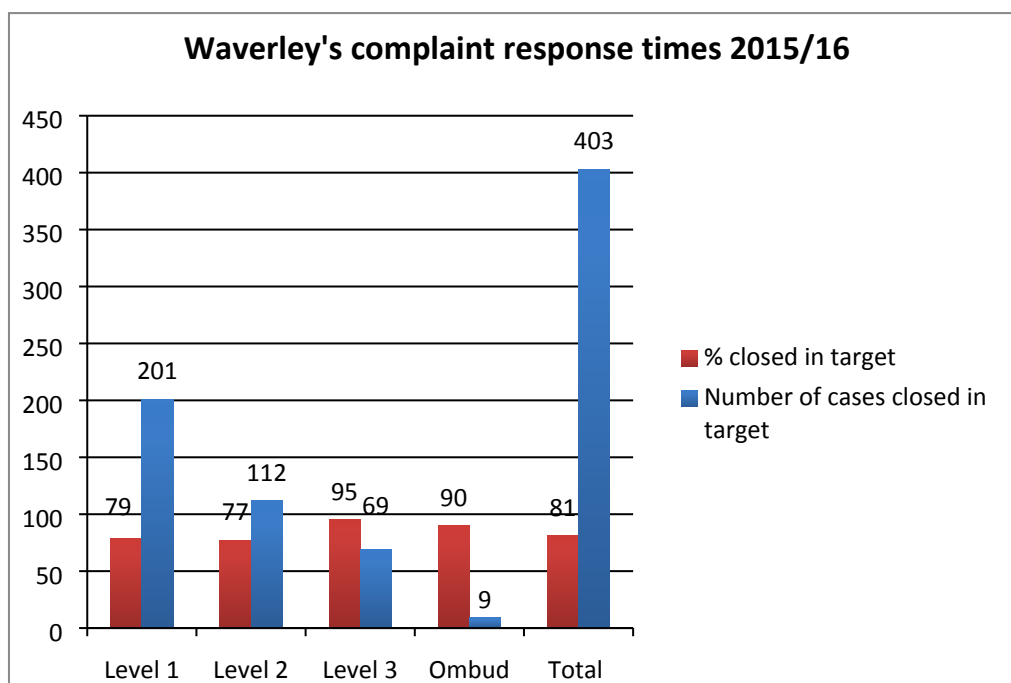
5. The following table shows the total number of complaints responded to in 2015/16 at each level, and in the four previous years.



6. While there was a slight increase in Level 1 complaints in 2015/16, fewer complaints progressed to Level 2 which is to be welcomed. There was also a small increase in Level 3 complaints but a small decrease in the total number of complaints received.
7. An analysis of complaints responded to within each service area is attached as Annexe 2. Within the Housing Service, the majority of complaints concerned responsive repairs, whereas in Planning the majority of complaints concerned development control matters.
8. Housing responded to a total of 251 complaints (*compared with 268 in 2014/15*), followed by Planning which received 81 complaints (*89 in 2014/15*) and Environmental Services which responded to 73 complaints (*71 in 2014/15*).

Waverley's performance in responding to complaints

- In 2015/16, 81% of all complaints were responded to within the target timescales, compared with 76% in 2014/15. The benchmark for responding to complaints is 95% of all complaints to be responded to within the target timescales (i.e. 10 working days for Level 1 complaints and 15 working days for Level 2 and Level 3 complaints). There is still therefore scope for improving performance.
- The table below shows performance in responding to complaints at each level of the complaints procedure.



Lessons learned

- Learning lessons from complaints is an important part of improving Waverley's services and all lessons learned together with any action taken as a result of a complaint, should be recorded on the complaints handling database. [Annexe 3](#) gives a few examples of these. It is hoped that the new database will enable more detailed analysis of this aspect of complaint handling.

Conclusion

- In 2015/16 there was a further small improvement in the Council's performance regarding the time taken to respond to complaints, and efforts are being made to ensure that performance continues to improve, in particular by continuing to raise staff awareness of the complaints procedure.

Comments from the Corporate Overview & Scrutiny Committee

- The Corporate Overview & Scrutiny Committee reviewed the Complaints Handling report for 2015/16 and noted that the performance on the time taken to respond to complaints had continued to improve, although still fell short of the target. The Committee queried whether the target was realistic, but recognised the benefit of having a challenging target to work towards.

14. There was some speculation that Waverley tenants might be reluctant to complain to their landlord, the Council, particularly in relation to housing matters; but the Tenants' Panel representative assured the Committee that the Panel had promoted the complaints procedure through their own newsletter and encouraged tenants to use it if they had cause to complain. The Chairman shared a personal concern that there might be a risk of the complaints procedure being perceived by staff as a form of safety-net for poor service, as customers had a means through which they could complain. He was disappointed that the approach was to require a complaint to be made before an issue could be resolved, rather than trying to resolve a grievance before it became a complaint and the communication became more confrontational.

Recommendation

It is recommended that the Executive notes the performance on complaints handling in 2015/16, welcomes the comments of the Corporate Overview & Scrutiny Committee and endorses the lessons learnt.

Background Papers

There are no background papers (as defined by Section 100D (5) of the Local Government Act 1972) relating to this report.

CONTACT OFFICERS:

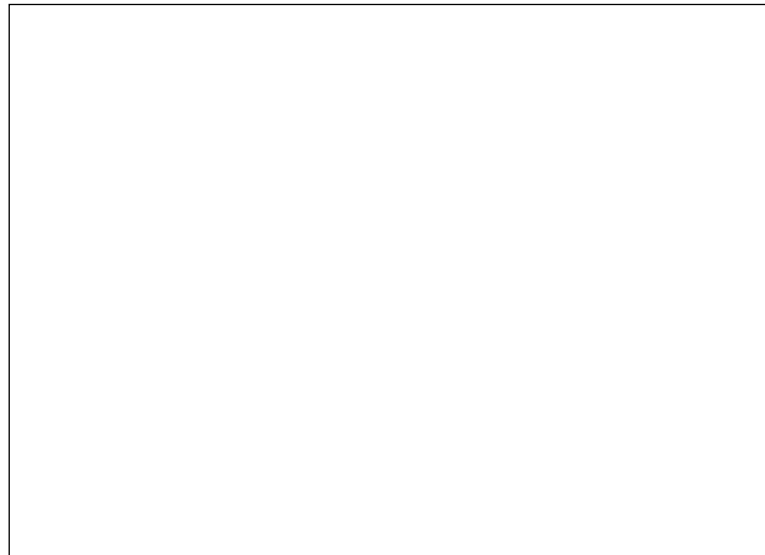
Name: Sue Petzold

Telephone: 01483 523202

E-mail: sue.petzold@waverley.gov.uk



Policy for dealing with complaints and improving services



<i>Owned by:</i>	<i>Sue Petzold</i>
<i>Created Date:</i>	<i>January 2017</i>
<i>Date for review:</i>	<i>January 2018</i>

Policy Statement

Customers' complaints give us a chance to deal with problems and improve our services. When things go wrong we should say we are sorry and learn from any mistakes.

This document sets out Waverley's policy on dealing with complaints about the way in which the Council delivers services to its customers.

Complaints handling policy

What is a complaint?

A complaint is:

An expression of dissatisfaction about the standard of service, actions, or lack of action by Waverley (whether the service is provided directly by Waverley or by a contractor or partner) that requires a response.

Complaints do not always come 'neatly packaged' in a letter, email or telephone call. It is also sometimes difficult to see if a customer is making a complaint or just requesting a service or an explanation of a decision. This is demonstrated by the following examples:

Example 1

'I disagree with the reasons for refusing my planning application' is not a complaint. However, when responding to this statement it would be helpful to give the customer an explanation of why their application was refused and remind them of their right to appeal to the Secretary of State.

'I believe that the Council has behaved in an unprofessional way and was biased in dealing with my planning application' is a complaint.

Example 2

*'The dustmen missed emptying my bin today'...*is not a complaint but arrangements should be made for the customer's bin to be emptied as quickly as possible.

'For the past three weeks the dustmen have not emptied my bin' is a complaint.

In cases where the customer's intentions are unclear, it is helpful to clarify with them whether they are trying to make a complaint and, if so, what their expectations are.

Waverley's standards for dealing with complaints

Verbal complaints

Complaints made by telephone or in person to be should be responded to within 3 working days and, if possible, sooner.

Customers who make a complaint over the phone or in person, that concerns a complex issue or involves a serious allegation about an officer or action taken by the Council, should be encouraged to put their concerns in writing.

Written complaints

Complaints received by email, letter, via the Council's website or on a complaints form should be acknowledged within 3 working days of the receipt date, and a full response should be given to all Level 1 complaints within 10 working days. If it is not possible to meet this timescale because the matter is complex, the officer investigating the complaint should send a holding response.

A full response should be given to Level 2 and Level 3 complaints within 15 working days.

A complaint that may lead to an insurance claim should be put in writing so it can be passed to the Council's insurers.

Complaints received from a third party

In accordance with the Data Protection Act 1998, Waverley is legally obliged to ensure that all personal data it holds about individuals is kept securely and is not disclosed to a third party without the permission of the individual to whom the data relates. Therefore when a complaint is received from a third party acting on behalf of the complainant, it is essential that the complainant is asked to confirm that they have agreed for their complaint to be dealt with in this way.

In cases where a third party is unable to provide evidence that they have been authorised by the complainant to act on their behalf, the complainant should be asked to complete a third party authorisation form, a copy of which is attached as Appendix 1.

Waverley's complaints procedure

Level 1

As a first step, customers can raised their concerns with a member of staff in the service they are complaining about. Contact phone numbers are on Waverley's website and in the complaints leaflet.

Level 2

If the customer is unhappy with the response to their Level 1 complaint they can ask the appropriate Head of Service to investigate their concerns.

Level 3

If a customer remains unhappy with the response they receive from the Head of Service they can ask the Executive Director to review their complaint.

If the customer is still unhappy having received a response from the Executive Director, they can raise their concerns with the Local Government Ombudsman, or if they are a Council tenant or leaseholder and their complaint concerns landlord issues eg responsive repairs, they can make a complaint to the Housing Ombudsman.

Roles and responsibilities in Waverley's complaints handling procedure

Logging, tracking and closing complaints

All complaints received by Waverley should be logged on the Sharepoint database by the appropriate Service Complaints Administrator (SCA). A list of all SCA's and their deputies is attached as Appendix 2.

The complaints database holds the following information:

- contact details for each complainant
- copies of the incoming correspondence and Waverley's response,
- the outcome of the complaint ie whether it is upheld, partly upheld or not upheld; and
- where appropriate, lessons learned and action taken.

Once a complaint has been logged on the database, the SCA will send out an acknowledgement within 3 working days confirming the name of the officer who will be investigating the complaint and the date when a full reply will be sent to the complainant.

As soon as the complainant has been sent a response, the SCA will close the complaint, record the outcome of the complaint and whether any lessons have been learned.

Investigation of complaints

Level 1 complaints are investigated by the most appropriate officer in the relevant service.

Level 2 complaints are investigated by the appropriate Head of Service.

Level 3 complaints are investigated by the Executive Director with assistance from the Corporate Complaints Officer who is responsible for collating all the relevant information in consultation with Heads of Service and other members of staff.

All responses to complaints should signpost the complainant to the next level of the complaints procedure if they feel that their concerns have not been answered properly. All responses sent to Level 3 complaints will remind the complainant of their right to raise their concerns with either the Local Government Ombudsman or the Housing Ombudsman if they remain unhappy with the Council's response to their complaint.

A note on the general principles to be followed when investigating complaints is attached as Appendix 4.

Remedies

When a complaint is upheld or partly upheld there needs to be a remedy which should be appropriate to the nature of the complaint. In some cases it may be helpful to ask the complainant how they would like their complaint to be resolved, bearing in mind that the Local Government Ombudsman advises that: *'As far as possible the complainant should be put in the position he or she would have been in had things not gone wrong'*.

Remedies could (where relevant) include:

- An apology.
- An explanation of the way the matter was handled and what went wrong.
- Action by Waverley to make sure that the problem complained about does not happen again which could include a review of policy and procedures, and feedback to the complainant on how their complaint has been used to improve the service.
- A face to face discussion/interview.
- Compensation, which may not always be money but could include vouchers or an offer to provide another form of assistance to the complainant.

Grounds for paying financial compensation

There may be circumstances when a customer has grounds for claiming compensation if there is evidence that:

- the Council failed to do something or did something wrong or badly,
- the error or omission amounted to negligence or a failure to meet a legal obligation to the complainant, and
- the complainant suffered financial loss, additional expense or inconvenience as a result.

Liability

Care should be taken not to admit any liability on behalf of the Council when investigating a complaint that could involve a claim for compensation. It is good practice to empathise with a complainant, but this should not extend to admitting responsibility before the investigation is completed.

It is important to identify if liability lies elsewhere e.g. with a contractor and whether any part of the claim for compensation may not be covered by the Council's insurance. Legal and/or insurance advice should be always be sought in any circumstances where the amount of financial compensation being requested exceeds £100.

Amount

It is important to ask the complainant to itemise their claim, provide receipts where possible, and put a price against each part of it where they are alleging a financial loss, additional expense or inconvenience as a result of the Council's error or omission. This assists with the investigation of the complaint and makes it easier to arrive at a suitable figure if the complaint is upheld. In some circumstances, e.g. repairs covered by the Right to Repair not carried out within set time limits, the amount of compensation payable is laid down in Regulations and will not exceed £50.

Authorisation

All compensation payments must be authorised by the relevant Head of Service, and if the amount to be paid exceeds £100, the payment must also be authorized by the Executive Director, or in his absence by another Director.

Offering compensation:

Any letter making an offer of compensation must be approved by the appropriate Head of Service and, if appropriate, the Insurance Officer before it is sent to the complainant. Where compensation is being offered, the letter should include the statement that *'the offer/award of compensation is not an admission of liability by the Council and is being made in full and final settlement'* of the complaint. This means that if the offer is accepted the Council regards the matter to be closed, although this does not prevent the matter being revisited if asked to do so by either the Local Government Ombudsman or the Housing Ombudsman.

Appendix 3 sets out a short check list of the steps to be followed by officers dealing with requests for financial compensation from a complainant.

Dealing with unreasonably persistent and unreasonable complainants

We consider an unreasonably persistent complainant is a person who:

- Repeatedly makes an unreasonable complaint or expects an unrealistic outcome; or
- Makes a reasonable complaint in an unreasonable way (for example by making excessive demands on time and resources of staff, changing the basis of the complaint as the investigation proceeds, refusing to accept that certain issues are not within the scope of our complaints procedure or refusing to accept the Council's response).

For advice on dealing with complainants of this kind, please refer to the Council's policy on dealing with unreasonably persistent and unreasonable complainants.

Author and feedback

The Council welcomes comments and feedback on its policies and procedures. Please contact the Corporate Complaints Officer if you have any comments.

Related Information

Other Related Council Policies/Information

Policy for dealing with unreasonably persistent complaints and unreasonable complainant behaviour.

Other Documents:

Local Government Ombudsman's guidance on complaint handling.

Authorising third party involvement in communications with the Council

In accordance with the Data Protection Act 1998, Waverley Borough Council is legally obliged to ensure that all personal data it holds about individuals is kept securely and is not disclosed to a third party without the permission of the individual to whom the data relates.

If you would like a third party, ie another person including your local MP or Councillor, to help you communicate with the Council, or you would like them to communicate with the Council on your behalf, please complete the following form and send this to

Your name:.....

Address:.....

.....

Summary of the matter you would like to raise with the Council:

.....
.....
.....
.....
.....

I authoriseto communicate with the Council on my behalf regarding the matter summarised above. Their contact details are as follows:

.....
.....
.....

I authorise Waverley Borough Council to release to the person named above any personal information about me that is held by the Council and which is relevant to the matter I wish to raise.

I understand that the above authorisations will remain valid for six months from the date on which I signed this form.

Signature:.....

Date:.....

Email:.....

Waverley's Service Complaint Administrators

Sharon Bryden – *Housing*

Tracey Langdon – *Planning and Building Control*

Clare Arnold – *Community Services and Leisure and Countryside*

Carolyn Jarvis – Grogan – *Environmental Services and Environmental Health*

Tricia Boxall – *Elections*

Sharon Dunn – *Council Tax, Benefits and Business Rates*

Julia Brennan – *Freedom of Information*

Ema Dearsley – *Democratic Services*

1. General Principles to be followed in the investigation of complaints

How a complaint is received should not make a difference to how it is investigated, although a written complaint is likely to include more detailed information. Some, or all of the following steps, will need to be taken:

- Establish what issues are being raised by the complainant and the outcome being sought e.g. apology, compensation etc
- Research relevant legislation, policy, procedures
- Establish chronology of events i.e. who did what and when
- Consult other members of staff as necessary
- Seek legal or insurance advice if necessary

2. Points to bear in mind when preparing a response to complaints received in writing

2.1 Tone and style

Written responses to complainants should be professional but customer friendly. It is important to remember that most complainants will not be familiar with how the Council works and services interact. Each letter (or e-mail) should aim to make the complainant appreciate that their complaint has been taken seriously.

2.2 General context

Replies should:

- set the context by re-iterating the nature of the complaint.
- answer all the points of concern raised by the complainant.
- set out briefly, but clearly, any legislation, policy, procedures and good practice issues relevant to the complaint, enclosing any supporting documents if necessary.
- explain any recommendations and remedies arising from the complaint.
- use Plain English, avoiding jargon, technical terms and uncommon abbreviations as much as possible.
- avoid very long paragraphs or sentences so that statements are concise and clear.

2.3 Apologising

An apology should always be given even if the complaint has not been upheld e.g. *'I am sorry that you have felt the need to complain to the Council'*. But legal liability should not be admitted nor, without legal advice, should there be an admission that the Council was wrong.

3. Points to bear in mind when responding to complaints made by telephone or in person

Many formal complaints begin as complaints made by telephone or in person. Every effort should therefore be made to resolve complaints made by phone or in person by:

- actively listening to what the complainant is saying to show the complaint is being taken seriously and providing verbal encouragement e.g. 'Yes', 'No', 'I see'.
- not interrupting and allowing the complainant to air their concerns.
- asking open questions to gain information and get to the root of the problem e.g. how, when, what.
- answering questions as fully as possible and if the answer is not known, promising to find out and call them (back) or write if they prefer with a deadline by when this will be done.
- providing the member of staff's name who is dealing with the complaint and using the complainant's name (if provided).
- apologising that they felt the need to complain even if it appears the Council is not in the wrong – the complainant's perception may be that it is.
- not blaming the 'system' or any other service area – many customers make no distinction between different parts of the Council.
- avoiding reaching any conclusion without all the relevant information.

But remember that the Council does have a Policy on Dignity and Respect at Work, and that officers should not be subjected to unreasonable behaviour.

Steps to be taken when considering whether financial compensation should be paid to a complainant whose complaint has been upheld or partly upheld

All compensation claims should be considered in the first instance under Level 1 of the Council's complaints procedure, and should be logged on the complaints database.

Careful consideration should be given to the following:

Why is the complainant claiming financial compensation?

How much compensation has been requested, and is this regarded to be reasonable and/or justified?

Has the complainant provided evidence eg photos, receipts, costings to support their claim?

Has the claim been considered by the Council's Legal Service and/or the Council's Insurance Officer, and what are their recommendations?

Does the claim relate to repairs covered by the Right to Repair legislation,(in which case the amount being claimed should not exceed £50)?

If the amount being claimed is £100 or less, has the appropriate Head of Service been asked to authorise payment in accordance with the complaints policy?

If the amount being claimed exceeds £100, has payment been authorised by the Executive Director in accordance with the complaints policy?

Any compensation paid needs to be consistent with other cases of a similar nature to offer a sense of equity between complainants.

NB These may be occasions when a payment of compensation is made to a customer who is in debt to the Council eg a tenant with rent arrears, a council tax payer whose account is in arrears or a benefit claimant who has not paid back an overpayment of benefit.

In such circumstance it is important that the compensation payment is used to clear any debt that is owed to the Council, and only then will the remaining balance – if any - be paid to the complainant.

Closed Complaints from 01/04/2015 to 31/03/2016

Service	Service Area	Complaint Level 1	Complaint Level 2	Complaint Level 3	Ombudsmen - Initial Enquiries	Total
Housing	Responsive repairs	106	24	12	0	142
	ASB - Housing	14	3	3	0	20
	Tenancy Management	13	3	3	1	20
	Estates Service	11	2	1	0	14
	Planned maintenance	7	2	1	1	11
	Home ownership	6	3	2	0	11
	Housing options	7	2	1	0	10
	Rent collection	5	3	0	0	8
	Private sector	1	1	1	0	3
	Home Choice	2	1	0	0	3
	Proposed	2	0	0	0	2
	Service Improvement	2	0	0	0	2
	Disabled adaptations	1	0	0	0	1
	Housing Support	0	0	0	1	1
	Sheltered housing	1	0	0	0	1
	Affordable Housing	1	0	0	0	1
Housing	1	0	0	0	1	
	Total	180	44	24	3	251
Planning	Development Control	9	45	25	4	83
	Planning Enforcement	1	5	0	0	6
	Building Control	0	2	1	1	4
	Planning Policy	0	1	0	0	1
	Total	10	53	26	5	94
Environmental Services	Waste	30	6	1	0	37
	Environmental Health	4	7	4	0	15
	Car Parks	8	6	1	0	15
	Recycling	7	2	1	0	10
	Total	49	21	7	0	77
Finance	Council tax	2	8	6	0	16
	Benefits	3	2	4	1	10
	Other	2	0	1	0	3
	Insurance	1	1	0	0	2
	Total	8	11	11	1	31

Elections and Special Projects	Elections	9	8	1	0	18
	Total	9	8	1	0	18
Community Services	Countryside	3	1	0	0	4
	Parks and landscape	1	0	1	0	2
	Total	4	1	1	0	6
IT, Customer and Office Services	Property	1	2	1	0	4
	Property facilities management	1	1	0	0	2
	Total	2	3	1	0	6
Policy and Governance	Committee Services	0	1	0	0	1
	Freedom of information	0	1	0	0	1
	Total	0	2	0	0	2
Total	263	143	71	9	486	

Examples of lessons learned recorded on the complaints database in 2015/16

Housing

- Need to improve communications between the Customer Services Team and Mears.
- When an officer leaves Waverley, care should be taken to ensure the efficient handover of casework and continuity of service to customers.
- Closer supervision of void works carried out by contractors required.
- Instructions to contractors need to be more specific and clear.
- Tenants should be kept updated regularly on the progress of works to their home.
- Prompt action needs to be taken in response to alleged breaches of the tenancy agreement.
- Need to ensure that when contractors are working on an empty property they are clear about whether the property is a void or empty as a result of a temporary decant.

Development control

- Case officers need to ensure that if appropriate the Historic Buildings Officer is consulted on pre-application enquiries so that the correct advice is given to the applicant.
- Need to keep under close review the discharge of conditions so that no work starts until all pre-commencement conditions have been complied with.

Council Tax

- More care needs to be taken when exchanging information with the Council's bailiffs.
- Need to improve the wording of standard letters regarding entitlement to the 50% discount for properties that are empty and unfurnished for six months.

Elections

- Need to review the procedure for dealing with requests from independent candidates for copies of the electoral register.

Licensing

- Need to improve the procedure for dealing with the annual pricing of licences.

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WAVERLEY BOROUGH COUNCIL

CORPORATE OVERVIEW & SCRUTINY COMMITTEE - 24 JANUARY 2017

EXECUTIVE – 7 MARCH 2017

Title:

COMPLAINTS ABOUT WAVERLEY'S SERVICES RECEIVED BY THE LOCAL GOVERNMENT OMBUDSMAN AND HOUSING OMBUDSMAN IN 2015/16

[Portfolio Holder: Councillor Julia Potts]

[Wards Affected: All]

Note pursuant to Section 100B(5) of the Local Government Act 1972

Annexes to this report contain information by virtue of which the public is likely to be excluded during the item to which the report relates, as specified in Paragraph 2 of Part I of Schedule 12A to the Local Government Act 1972, namely:-

Information which is likely to reveal the identity of an individual.

Summary and purpose:

This report is in two parts. The first part summarises the complaints made to the Local Government Ombudsman about Waverley's services in 2015/16. The second part summarises the complaints made by Waverley's tenants and leaseholders to the Housing Ombudsman Service which assumed responsibility for investigating complaints about a local authority's landlord functions with effect from 1 April 2013.

How this report relates to the Council's Corporate Priorities:

Investigating Ombudsman complaints can help to identify areas in which the Council could provide better value for money in its services. The Council's investigations can also result in action to improve processes and systems which, in turn, can improve the service which the Council provides to its customers.

Financial Implications:

See paragraph on Corporate Priorities above.

Legal Implications:

There are no legal implications associated with this report. The Council's complaints handling process is fully consistent with best practice, and the most recent guidance from the Local Government Ombudsman.

Complaints about Waverley's services received by the Local Government Ombudsman in 2015/16

- The Local Government Ombudsman's (LGO) annual review letter concerning complaints about Waverley's services received in 2015/16 is attached as Annexe 1. In addition to statistical information on the complaints and enquiries received by the LGO about Waverley's services (set out in full later in this report), the letter draws attention to the following:
 - The continued publication of the LGO's decisions (alongside an improved facility to browse for decisions on the Ombudsman's website), and focus reports on key themes to help the sector learn from its mistakes and support better services for citizens; and
 - The government's intention to produce draft legislation for the creation of a single ombudsman for public services in England, which is supported by the LGO as providing a clearer route to redress in an increasing complex environment of delivering public services.
- In response to councils' feedback, the Ombudsman has provided additional information to show how upheld complaints were remedied in 2015/16. This includes the number of cases where the LGO's recommendations remedied the fault and the number of cases where the LGO decided that the authority had offered a satisfactory remedy as part of its local complaints process.
- As Members may recall, prior to April 2014 the LGO's findings of maladministration were reserved only for those cases where there had been significant fault by a local authority, requiring the publication of a formal report. However, the LGO now regards all administrative fault to be maladministration. This approach brings the LGO's practices in line with other Ombudsmen schemes, including the Housing Ombudsman Service, which also regard administrative fault as maladministration.
- The following tables give comparative information for the years 2013/14, 2014/15 and 2015/16.

Complaints and enquiries received about Waverley's services in 2015/16

Year	Benefits and tax	Corporate and other services	Environmental Services	Highways and transport	Housing	Planning and Development	Total
2013/14	4	6	2	0	2	9	23
2014/15	2	1	2	1	2	12	20
2015/16	5	2	2	2	4	11	26

Decisions made by the LGO in 2015/16

Year	Detailed investigations carried out		Advice given	Closed after initial enquiries	Incomplete or invalid	Referred back for local resolution	Total
	Upheld	Not upheld					
2013/14	1	4	0	11	1	4	21
2014/15	0	5	1	10	0	5	21
2015/16	4*	4	1	10	2	5	26

* Uphold rate = 50%

How upheld complaints were remedied

5. Three of the four upheld complaints were remedied by implementing the LGO's recommendations, ie a compliance rate of 100%. A brief summary of these cases is attached as (Exempt) Annexe 2.
6. The other upheld complaint – also summarised in Exempt Annexe 2 - resulted in a finding of fault but because this was addressed by the Council, no further action was taken by the LGO as this was considered a reasonable way of resolving the matter.

Complaints about Waverley's landlord and leasehold services received by the Housing Ombudsman Service in 2015/16

(i) Approach taken by the Housing Ombudsman Service in dealing with complaints about social landlords

7. Responsibility for investigating complaints about the landlord function of a local authority transferred from the Local Government Ombudsman to the Housing Ombudsman Service (HOS) in April 2013. Complaints about homelessness and housing allocations remain within the remit of the LGO.
8. In line with the LGO's approach, the HOS will only investigate a complaint if it is considered that the complainant has completed the authority's complaints procedure. However, before approaching the Ombudsman the complainant has the option of raising their concerns with a 'designated person' (ie a Waverley Councillor, an MP or Waverley's Designated Tenants Panel). The complainant can ask the designated person they have chosen to review their complaint and consider whether the matter can be resolved. If the designated person is unable to resolve the complaint, they can refer the complainant's concerns to the HOS for further investigation.
9. Recent consultation with landlord and tenant associations has confirmed there is substantial support for the retention of an independent Housing Ombudsman. This view has been accepted by the Government and so, for the time being, the HOS will remain outside the remit of the proposed Public Sector Ombudsman. However, the HOS is keen to work collaboratively with other Ombudsmen, including the new entity if this is established.
10. Unlike the LGO, the HOS does not send local authorities an annual letter, and the information in this part of the report is taken from the Council's own records.

(ii) Complainants following the 'designated person' process in 2015/16

11. In 2015/16 two complainants asked for their complaint to be reviewed by Waverley's Designated Tenants Complaints Panel.
12. The first of these complaints concerned problems that the complainant had experienced on moving into her new home, as a result of the alleged failure of the Council's contractors to leave the property in a clean condition. The Panel met once to review the complaint and recommended to the Council that the complainant should be offered the sum of £100 as compensation for the unsatisfactory condition of her new home. The Council accepted the Panel's recommendation and the complainant

was offered £100 compensation. However, the tenant rejected the offer and took her complaint to the HOS.

13. The second complaint concerned problems which were being experienced by the complainant as a result of nuisance from odours and cigarette smoke coming from the flat below. The Panel met once to review the complaint. The Panel apologised to the complainant for the delay that had occurred in investigating the matter, but agreed that officers' investigations had been hampered by the difficulty in gaining access to the neighbouring flat. The Panel therefore concluded that officers needed to continue with their investigations. The complainant confirmed that she would be taking her complaint to the HOS, but no enquiries were received from the Ombudsman, and it is understood that the complainant is no longer a Council tenant.

(iii) Outcome of complaints made by Waverley's tenants to the Housing Ombudsman Service in 2015/16

14. In 2015/16 the HOS made further enquiries in respect of three complaints that had completed the Council's complaints procedure. These complaints concerned:
 - poor management of a decant;
 - the poor standard of improvement works carried out in a tenant's home and the Council's handling of the subsequent complaint in the early stages of the Council's complaints procedure; and
 - the unsatisfactory condition of a property at the start of a tenancy.
15. While the Council responded to the HOS's enquiries within the specified timescales, as at 31 March 2016 no determination had been made in any of these cases. However, determinations have now been made in respect of two of these complaints, both of which have been upheld. A brief summary of these complaints is attached as (Exempt) Annexe 3.

Comments from Corporate Overview & Scrutiny Committee

Corporate Overview & Scrutiny Committee reviewed the summary of complaints investigated by the Local Government and Housing Ombudsmen and the outcomes, and had no observations to pass to the Executive.

Recommendation

It is recommended that the Executive receives the information in this report and endorses the learning outcomes.

Background Papers

Review of Local Government Complaints 2015-16 published by the Local Government Ombudsman July 2016.

The Housing Ombudsman Annual Report and Accounts 2015-16 Housing Matters: Fairness Matters published in July 2016.

CONTACT OFFICER:

Name: Sue Petzold **Telephone:** 01483 523202

E-mail: sue.petzold@waverley.gov.uk

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21 July 2016

By email

Paul Wenham
Executive Director
Waverley Borough Council

Dear Paul Wenham,

Annual Review Letter 2016

I write to you with our annual summary of statistics on the complaints made to the Local Government Ombudsman (LGO) about your authority for the year ended 31 March 2016.

The enclosed tables present the number of complaints and enquiries received and the decisions we made about your authority during the period. I hope that this information will prove helpful in assessing your authority's performance in handling complaints.

Last year we provided information on the number of complaints upheld and not upheld for the first time. In response to council feedback, this year we are providing additional information to focus the statistics more on the outcome from complaints rather than just the amounts received.

We provide a breakdown of the upheld investigations to show how they were remedied. This includes the number of cases where our recommendations remedied the fault and the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. In these latter cases we provide reassurance that your authority had satisfactorily attempted to resolve the complaint before the person came to us. In addition, we provide a compliance rate for implementing our recommendations to remedy a fault.

I want to emphasise that these statistics comprise the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, but who may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside an annual review of local government complaints. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

Effective accountability for devolved authorities

Local government is going through perhaps some of the biggest changes since the LGO was set up more than 40 years ago. The creation of combined authorities and an increase in the number of elected mayors will hugely affect the way local services are held to account. We have already started working with the early combined authorities to help develop principles for effective and accessible complaints systems.

We have also reviewed how we structure our casework teams to provide insight across the emerging combined authority structures. Responding to council feedback, this included reconfirming the Assistant Ombudsman responsible for relationship management with each authority, which we recently communicated to Link Officers through distribution of our manual for working with the LGO.

Supporting local scrutiny

Our corporate strategy is based upon the twin pillars of remedying injustice and improving local public services. The numbers in our annual report demonstrate that we continue to improve the quality of our service in achieving swift redress.

To measure our progress against the objective to improve local services, in March we issued a survey to all councils. I was encouraged to find that 98% of respondents believed that our investigations have had an impact on improving local public services. I am confident that the continued publication of our decisions (alongside an improved facility to browse for them on our website), focus reports on key themes and the data in these annual review letters is helping the sector to learn from its mistakes and support better services for citizens.

The survey also demonstrated a significant proportion of councils are sharing the information we provide with elected members and scrutiny committees. I welcome this approach, and want to take this opportunity to encourage others to do so.

Complaint handling training

We recently refreshed our Effective Complaint Handling courses for local authorities and introduced a new course for independent care providers. We trained over 700 people last year and feedback shows a 96% increase in the number of participants who felt confident in dealing with complaints following the course. To find out more, visit www.lgo.org.uk/training.

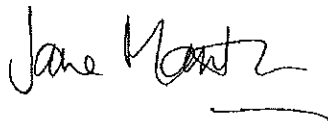
Ombudsman reform

You will no doubt be aware that the government has announced the intention to produce draft legislation for the creation of a single ombudsman for public services in England. This is something we support, as it will provide the public with a clearer route to redress in an increasingly complex environment of public service delivery.

We will continue to support government in the realisation of the public service ombudsman, and are advising on the importance of maintaining our 40 years plus experience of working with local government and our understanding its unique accountability structures.

This will also be the last time I write with your annual review. My seven-year term of office as Local Government Ombudsman comes to an end in January 2017. The LGO has gone through extensive change since I took up post in 2010, becoming a much leaner and more focused organisation, and I am confident that it is well prepared for the challenges ahead.

Yours sincerely



Dr Jane Martin
Local Government Ombudsman
Chair, Commission for Local Administration in England

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of the Local Government Act 1972.

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