



BACKGROUND PAPERS

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To: Councillors Bailey, Baines, Bolton, Draycott (Vice-Chair), Hadji-Nikolaou, Parsons and Rattray (Chair) (For attention)

All other members of the Council
(For information)

You are requested to attend the meeting of the Scrutiny Commission to be held in council offices on Monday, 13th January 2020 at 6.00 pm for the following business.

Chief Executive

Southfields
Loughborough

3rd January 2020

AGENDA

7. CABINET ITEMS FOR PRE-DECISION SCRUTINY

The following items have been identified for pre-decision scrutiny from the Cabinet agenda for 16th January 2020:

- | | | |
|-----|---|--------|
| (a) | Corporate Plan 2020-2024
A report of the Chief Executive to present the final version of the Corporate Plan for 2020-2024 for recommendation to Council will be considered for pre-decision scrutiny in order to make recommendations as appropriate to the Cabinet. | 4 - 43 |
|-----|---|--------|

(c) Design Supplementary Planning Document

44 - 87

A report of the Head of Planning and Regeneration to seek approval for the adoption of the Design Supplementary Planning Document will be considered for pre-decision scrutiny in order to make recommendations as appropriate to the Cabinet.

SCRUTINY QUESTIONS

What topics to choose?

- What difference will scrutiny make?
- Is this an area of concern – public/performance/risk register?
- Is this a corporate priority?
- Could scrutiny lead to improvements?
- What are the alternatives to pre-decision scrutiny?

Pre-decision scrutiny

- What is Cabinet being asked to agree?
- Why?
- How does this relate to the overall objective? Which is ...?
- What risks have been identified and how are they being addressed?
- What are the financial implications?

- What other options have been considered?
- Who has been consulted and what were the results?
- Will the decision Cabinet is being asked to take affect other policies, practices etc.?

Basic Questions

- Why are you/we doing this?
- Why are you/we doing it in this way?
- How do you/we know you are making a difference?
- How are priorities and targets set?
- How do you/we compare?
- What examples of good practice exist elsewhere?



m.e.l
research

2019 Residents' Survey

Charnwood Borough Council

Final Report

October 2019

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Project details and acknowledgements

Title	2019 Residents' Survey: Face-to-face interviews
Client	Charnwood Borough Council
Project number	19082
Client reference	Mike Roberts
Author	Diana Danaila, Research Executive
Reviewer	Clare Rapkins, Associate Director

We would like to thank the residents of Charnwood Borough who took part in the survey and shared their views.

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Executive Summary

Background

- On a biennial basis, Charnwood Borough Council carries out a Residents' Survey to understand and track changes in residents' views on the local area and the Council's services.
- M·E·L Research were commissioned to carry out Charnwood Borough Council's biennial Residents' Survey in 2017 and 2019.
- This year's survey was conducted using a face to face methodology only.

Method

- A quota sampling approach was used to ensure that the sample represented the population of Charnwood Borough.
- Independent quotas were set by ward, gender, age and ethnicity (White and BME) based on the 2011 census data.
- Postcodes were provided to trained interviewers to be used as starting points.
- They subsequently knocked on residents' doors and invited them to participate ensuring the quotas were met.
- The results have been compared to the 2017 survey and the LGA Resident Satisfaction Polling Survey (June 2019) where possible.

Results

Local Area

- Nearly all respondents (94%) reported that they were happy (either very happy or happy) living in their area.
- The top three important things for residents were:
 - Feeling safe in their home and the local area (67%)
 - Cleanliness and tidiness of their local area (41%)
 - Their rubbish collected on a regular and reliable basis (33%)
- The availability of affordable housing to rent was the lowest priority amongst residents (7%)

- Respondents were most satisfied with rubbish collected on regular and reliable basis (96%), feeling safe in their home and local area (89%) and being able to go to well-maintained parks and green spaces (86%)
- The variety of shops and markets available is an area where the Council may wish to improve in the future (as it has high importance but low satisfaction).
- 93% felt that their local area is a place where people from different backgrounds get on well together.

Local Council

- When reporting a problem, the most popular contact method was telephone (80%).
- 86% were satisfied with their experience of contacting the council.
- Residents would prefer to hear about the Council's services either by letter (56%), email alerts (50%) or leaflet (48%).
- If the Council provided more online services, 71% would use them.
- 80% were satisfied with how the Council kept them informed about their services.
- 67% were satisfied with how Charnwood Borough Council spent its proportion of Council Tax.
- 63% felt the Council provides value for money.
- 83% trust Charnwood Borough Council.
- 68% of Loughborough residents felt the Council supports their town centre.

Getting Involved

- 29% felt that it was easy to influence decisions that might affect them in Charnwood. Although, nearly six in ten thought it was hard (42%) The remaining 29% did not know which suggests residents were unsure how to engage with the Council.
- 36% were satisfied with how they can get involved in local decision making.

Introduction

Background

On a biennial basis, Charnwood Borough Council carries out a Residents' Survey to understand and track changes in residents' views on the local area and the Council's services. M·E·L Research were commissioned to conduct the survey on the Council's behalf in 2017 and 2019.

Method

A quota sampling approach was used. Independent quotas set by ward, gender, age and ethnicity (White vs. BME) based on the 2011 census data. The aim was to ensure the sample was broadly representative of the Charnwood population. As the final sample was almost identical to the Charnwood population, no weighting was required this year.

The survey was conducted face-to-face using Computer Assisted Personal Interview (CAPI) machines. The Royal Mail's Postal Address File (PAF) was used to generate a random sample of postcodes stratified by ward. These postcodes were then used as starting points by our trained interviewers. They subsequently knocked on residents' doors and invited them to participate ensuring the quotas were met.

Response and statistical reliability

An overall target of 550 responses was set in order to achieve a margin of error of $\pm 4\%$ at the 95% confidence level (based on a population of 166,100). This would mean that we can be 95% certain that had every resident been surveyed, the overall results would be 4% above or below the figures that were reported (e.g. a 50% satisfaction rate could in reality lie within the range of 46% to 54%). Overall 551 interviews were conducted (See Appendix B for full respondent breakdown).

Notes on reporting

Where deemed relevant, and where base sizes were sufficiently large (50 and above), data has been analysed using z-tests. A z-test is a type of statistical test used to compare two groups in order to determine whether differences between the two groups are due to chance, or due to a "real" or statistically significant difference (at 95% confidence level). Where there is a statistically significant difference between groups, this has been noted in the report and is referred to as a "significant difference". However, a significant difference may not always mean that the difference is 'important'. It will also need to be considered in practical terms i.e. does the difference matter? For example, whilst there may be a significant difference, it may not matter due to its low importance or because the response is still very positive for both groups.

Results have been broken down by ward and demographics and displayed in tables within the report. However due to the small base sizes, they should be treated as indicative only.

The results have been compared to the 2017 survey where questions are identical. We have also compared some questions (satisfaction with refuse collection, cleanliness and sports facilities, being kept informed, value for money and level of trust) to the June 2019 LGA polling results (<https://www.local.gov.uk/polling-resident-satisfaction-councils-june-2019>). Due to the slight difference in the wording of the questions, between this survey and the LGA polling and the difference in methodologies (telephone for the LGA polling vs. face-to-face for your survey) caution should be used when interpreting the results.

Owing to the rounding of numbers, percentages displayed visually on graphs in the report may not always add up to 100% and may differ slightly when compared with the text. The figures provided in the text should always be used as the authoritative results. For some questions, respondents could give more than one response (multiple choice). For these questions, the percentage for each response is calculated as a percentage of the total number of respondents and therefore percentages do not add up to 100%.

For open-ended questions, quotes have been included for the key themes where appropriate.

Results

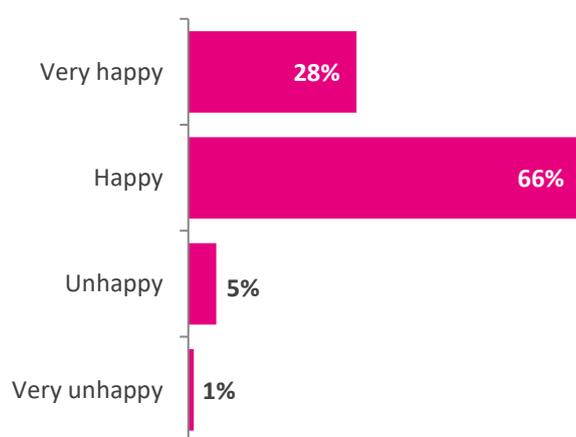
1. Local Area

Living in the area

Respondents were asked how happy they are living in the area. Over nine out of ten (94%) reported that they were either happy or very happy, with the majority (66%) being 'happy'.

Figure 1.1 Living in the area

Percentage of respondents- base size 551



Year	Happiness (%)
2019	94%
2017	97%

Comparison by survey period showed that this year result was significantly lower than that of 2017, meaning that residents of Charnwood were less happy about living in the area, than they were two years ago.

Table 1.1. breaks the result down by ward. As seen in the table below, 12 out of 28 wards were happy (gave a score of 100%) living in their local area. However, this level is lower in other areas such as East Goscote (78%) and Loughborough Hastings and Loughborough Storer (both 80%). Please note that the response numbers for each individual ward are very small and so results in the table should be treated as indicative only.

Table 1.1 Living in the area- Ward breakdown

Ward	No.	Satisfied (%)	Ward	No.	Satisfied (%)
Anstey	22	100%	Loughborough Southfields	22	100%
Barrow and Sibley West	22	100%	Loughborough Storer	20	80%
Birstall Wanlip	21	95%	Mountsorrel	23	100%
Birstall Watermead	21	100%	Queniborough	10	80%
East Goscote	9	78%	Quorn and Mountsorrel Castle	22	100%
Forest Bradgate	11	91%	Rothley and Thurcaston	20	80%
Loughborough Ashby	21	95%	Shepshed East	22	100%
Loughborough Dishley and Hathern	20	100%	Shepshed West	21	95%
Loughborough Garendon	19	100%	Sibley	24	92%
Loughborough Hastings	20	80%	Syston East	20	90%
Loughborough Lemington	22	91%	Syston West	25	96%
Loughborough Nanpantan	18	100%	Thurmaston	32	94%
Loughborough Outwoods	19	100%	Wreake Villages	10	90%
Loughborough Shelthorpe	25	100%	The Wolds	10	90%

A significant difference was found between age groups, with respondents aged 18 to 24 significantly happier (99%) compared to those aged 35 to 44 (90%) and 55 to 64 (92%).

Area priorities

Respondents were provided with a list of priorities and asked to choose the three that were most important to them. Figure 1.2 shows that the top priorities are:

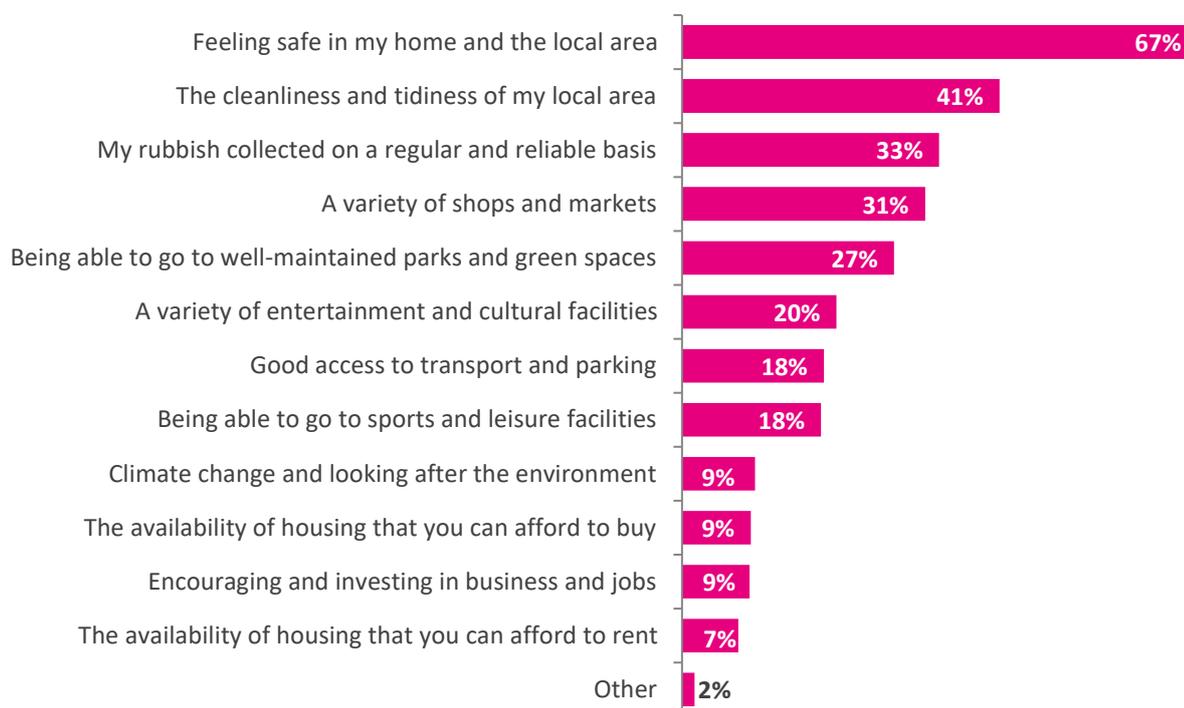
1. Feeling safe in own home and the local area (67%)
2. Cleanliness and tidiness of my local area (41%)
3. My rubbish collected on regular and reliable basis (33%)

The least important areas were:

1. The availability of housing that you can afford to rent (7%)
2. Climate change and looking after the environment (9%)
3. The availability of housing that you can afford to buy (9%)
4. Encouraging and investing in business and jobs (9%)

Figure 1.2 Area priorities

Percentage of respondents- base size 551



Satisfaction with area

Respondents were also asked how satisfied they were with each of the topics that been asked to prioritise above. Results show that satisfaction was generally high across the board. The areas with the highest satisfaction were:

- Rubbish collected on regular and reliable basis (96%)
- Feeling safe in home and local area (89%)
- Being able to go to well-maintained parks and green spaces (86%)

Satisfaction was lowest for encouraging and investing in business and jobs (56%). Although this could be due to the relatively high proportion (16%) of residents that said don't know to this question.

Figure 1.3 Satisfaction with services/aspects of living in an area

Percentage of respondents- base size 551

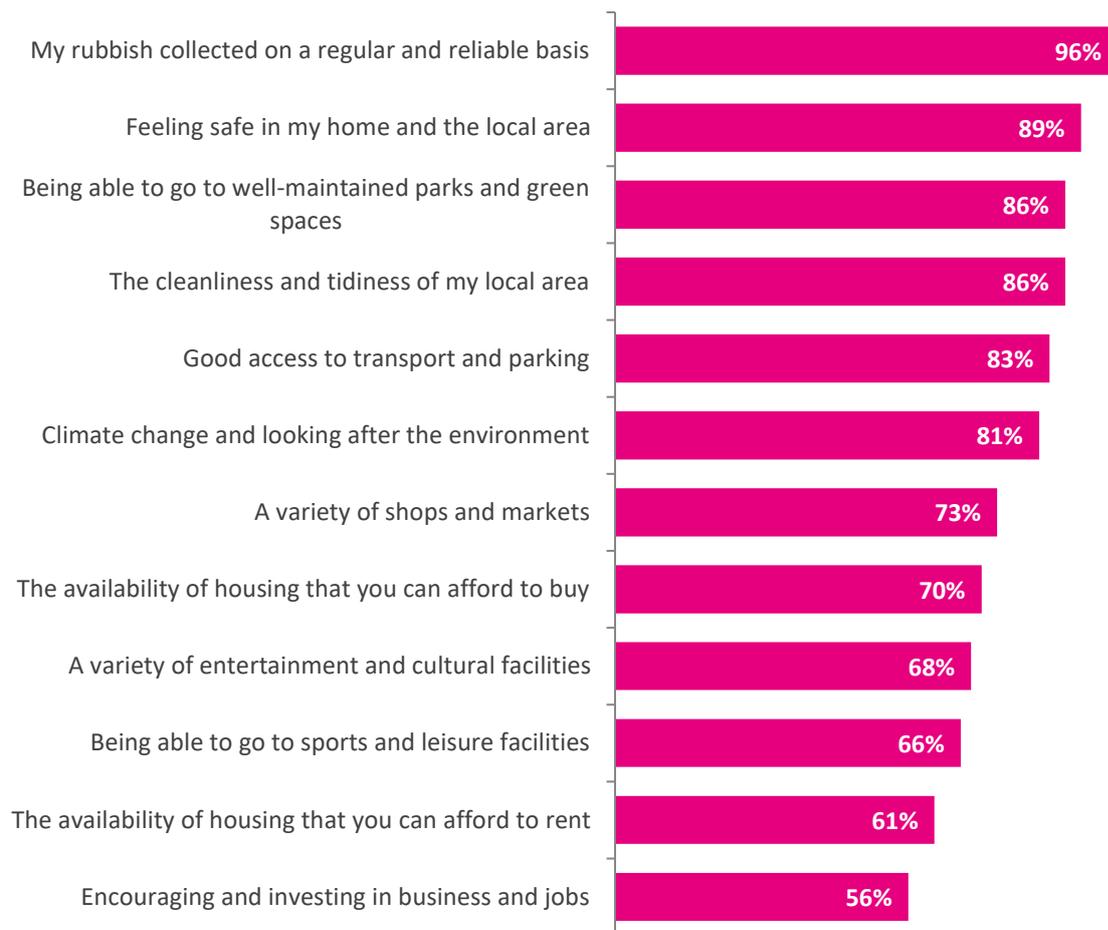


Table 1.2 below compares the satisfaction levels for three service areas (cleanliness, waste collection and sports and leisure) against the latest LGA results. It shows that Charnwood Borough Council has performed significantly better than the national average in all three. However, these results should be treated as indicative as the questions are not identical to the LGA survey.

Table 1.2 Comparison between LGA and Charnwood BC Survey results

Satisfaction %	Cleanliness	Waste collection	Sports and leisure
Charnwood Borough Council (n=551)	86%	96%	66%
LGA (n=1,004)	70%	74%	56%



A range of significant differences were identified between age groups.

- *Being able to go to sports and leisure facilities:* Residents under 35 (57%) are less likely to be satisfied than those aged 35-44 (73%) or those aged 55-74 (74%).
- *Encouraging and investing in business and jobs:* Residents aged between 35-44 (67%) were more likely to be satisfied than residents in the 18-24 (46%) or 65-74 age group (51%).
- *Feeling safe in my home and the local area:* 83% of 35-44 year olds report satisfaction compared to 94% of 65-74 year olds.
- *Climate change and looking after the environment:* 70% of 45-54 year olds report satisfaction compared to 84%-85% of 18-44 year olds and 90% of those aged 65-74.
- *My rubbish collected on a regular and reliable basis:* 93% of 35-44 year olds report satisfaction compared to 100% of 18-24 year olds.
- *Availability of affordable housing to buy:* Residents aged 18-24 (52%) are less likely to be satisfied compared to older residents (64%-84%).
- *Cleanliness and tidiness of my local area:* 91% of 18-34 year olds report satisfaction compared to 79% of 45-54 year olds.



Significantly fewer white residents (71%) were satisfied with the variety of shops and markets available, compared to non-white residents (83%).



A range of significant differences were found between respondents with and without a disability:

- *Being able to go to sports and leisure facilities:* 65% of those without a disability report satisfaction compared to 81% of those with a disability (limited a lot).
- *Availability of affordable housing to rent:* 35% of those with a disability (limited a little) report satisfaction compared to 63% of those without a disability and 68% of those with a disability (limited a lot).
- *My rubbish collected on a regular and reliable basis:* 89% of those with a disability (limited a lot) report satisfaction compared to 96% of those without a disability.

Importance vs. Satisfaction

Figure 1.4 overleaf plots importance against satisfaction with Council services or aspects of living in an area. The vertical pink line marks the mean importance score (24%), and the horizontal pink line marks the mean satisfaction score (81%). In summary, the chart highlights the following:

High importance and low satisfaction

Items in box A are those that were considered important (above 24%) but have lower satisfaction levels (below 81%). Items within this box are the ones that the Council should prioritise for future improvement. The diagram indicates that the 'variety of shops and markets' is the only aspect that falls within this category.

High importance and high satisfaction

Items that fall in box B were also considered to be important services, but satisfaction is higher. The Council should therefore ensure that the quality of these services (such as my rubbish is collected on a regular and reliable basis) is maintained.

Low importance and high satisfaction

Items in box C are aspects which have a low importance but high satisfaction. These include: Climate change and looking after the environment and good access to transport and parking. Less priority should be placed on these as they are less important to residents and the Council is already doing well in these areas.

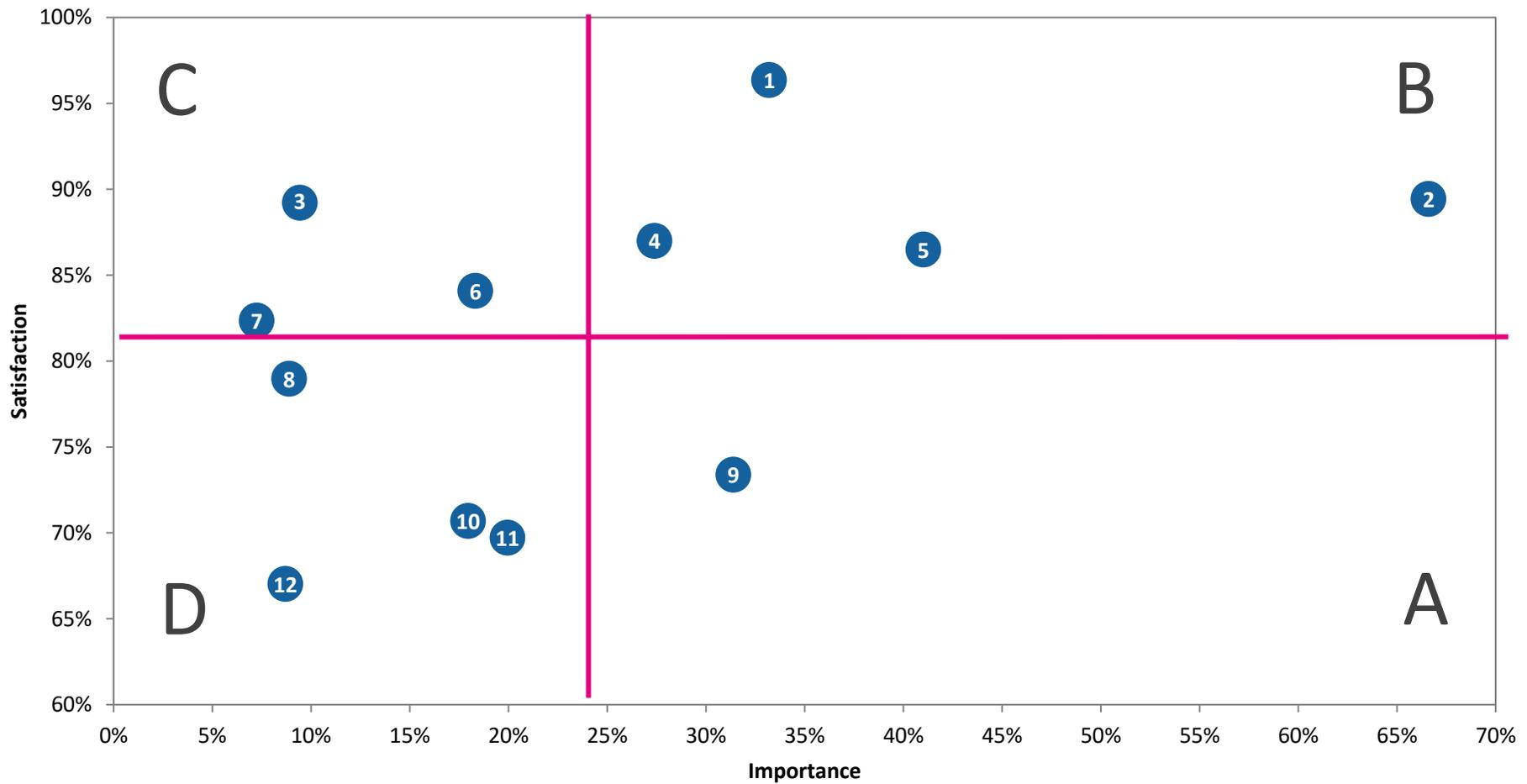
Low importance and low satisfaction

Items in box D are those that have both a relatively low importance and low satisfaction rating. These include: a variety of entertainment and cultural facilities and encouraging and investing in business and jobs. Therefore, the Council should not direct limited resources in improving on these areas as they are considered less important to residents.

Figure 1.4 Importance vs. satisfaction

Percentage of respondents

- | | |
|---|--|
| 1. My rubbish collected on a regular and reliable basis | 7. The availability of housing that you can afford to rent |
| 2. Feeling safe in my home and the local area | 8. The availability of housing that you can afford to buy |
| 3. Climate change and looking after the environment | 9. A variety of shops and markets |
| 4. Being able to go to well-maintained parks and green spaces | 10. Being able to go to sports and leisure facilities |
| 5. The cleanliness and tidiness of my local area | 11. A variety of entertainment and cultural facilities |
| 6. Good access to transport and parking | 12. Encouraging and investing in business and jobs |



Areas of concern

Respondents were subsequently asked if there were any areas that they were concerned about. This was an open-ended question. All 551 respondents provided an answer. Table 1.3 shows the number of mentions for the each of the key themes.

Results show that the vast majority (460 respondents) did not have any areas of concern.

Table 1.3 Areas of concern- Themes

Theme	Frequency
No areas of concern	460
Safety/ASB	15
Cleanliness/maintenance	12
Speeding	11
Roads	8
Street lighting	8
My area is left out	7
Parks	6
Services/facilities/infrastructure/investment needed	6
Noise	6
Other	5
Housing	5
Parking	3
Health services	3
Transport	2
Traffic	2
Activities for children	1

Of those residents that mentioned an area of concern, the most common theme was safety/ASB (15 mentions) closely followed by cleanliness and maintenance (12 mentions). Below are some example quotes for the top theme.

Safety/ASB (15 people)

Respondents highlighted concerns around crime in their local area, drug users and ASB. A few respondents mentioned that there was a need for greater police presence.

Security issues - not enough police
(*Birstall, Leicester*)

Drugs is an issue here (*Loughborough*)

Need more police patrol
(*Barrow upon Soar*)

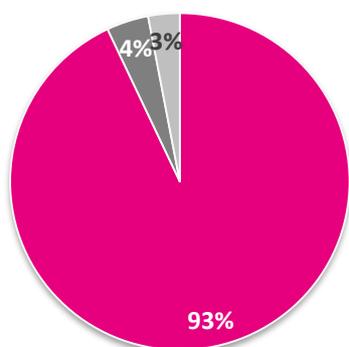
Local police unresponsive (*Thurmaston*)

Community cohesion

Respondents were asked whether they felt that their local area was a place where people from different backgrounds get on well together. Over nine out of ten (93%) felt that it was.

Figure 1.5 People from different backgrounds getting on

Percentage of respondents- base size 551



■ Yes ■ No ■ Don't know

Year	Getting on well (%)
2019	93%
2017	93%

Comparison by survey period showed that this year result was in line with that of 2017.

Table 1.4 breaks results down by ward. As seen in the table below, 9 out of 28 wards felt that their local area was a place where people from different backgrounds get on well together (gave a score of 100%). However, this level is lower in other wards such as: Rothley and Thurcaston (70%). Please note that the response numbers for each individual ward are very small and so results in the table should be treated as indicative only.

Table 1.4 People from different backgrounds getting on - Ward breakdown

Ward	No.	Getting on well (%)	Ward	No.	Getting on well (%)
Anstey	22	91%	Loughborough Southfields	22	95%
Barrow and Sileby West	22	100%	Loughborough Storer	20	95%
Birstall Wanlip	21	100%	Mountsorrel	23	100%
Birstall Watermead	21	95%	Queniborough	10	90%
East Goscote	9	89%	Quorn and Mountsorrel Castle	22	91%
Forest Bradgate	11	82%	Rothley and Thurcaston	20	70%
Loughborough Ashby	21	90%	Shepshed East	22	86%
Loughborough Dishley and Hathern	20	100%	Shepshed West	21	95%
Loughborough Garendon	19	100%	Sileby	24	92%
Loughborough Hastings	20	95%	Syston East	20	85%
Loughborough Lemyngton	22	100%	Syston West	25	80%
Loughborough Nanpantan	18	100%	Thurmaston	32	88%
Loughborough Outwoods	19	89%	Wreake Villages	10	90%
Loughborough Shelthorpe	25	100%	The Wolds	10	100%

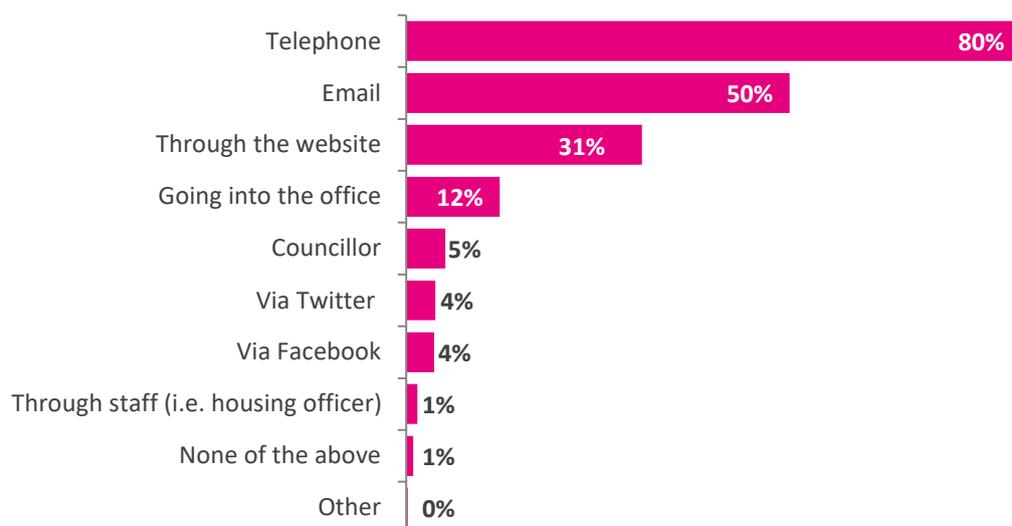
2. Local Council

Contacting the Council

Respondents were asked, if they had to contact the Council for any reason, how they would they do it. Eight out of ten (80%) contacted the Council by telephone, a half (50%) by email and almost a third (31%) through the website.

Figure 2.1 Methods of contacting the Council

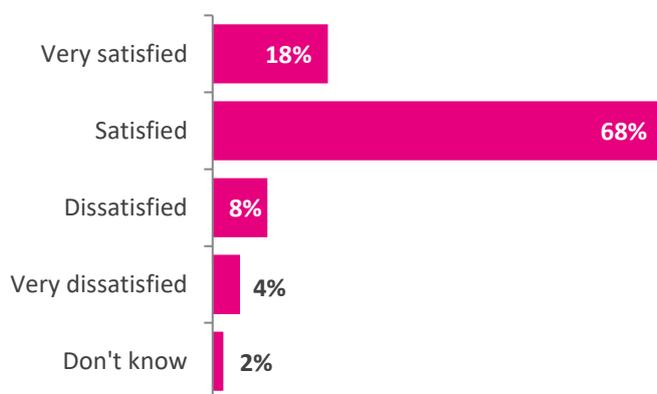
Percentage of respondents- base size 551



Respondents were asked, if they had contacted the Council for any reason, how they would rate their experience. Nearly nine out of ten (86%) reported satisfaction ('very satisfied' and 'satisfied' combined), with the majority stated 'satisfied' (68%).

Figure 2.2 Experience of contacting Council

Percentage of respondents- base size 434



Year	Satisfaction (%)
2019	86%
2017	85%

Comparison by survey period showed that this year result was in line with that of 2017.

Table 2.1 breaks results down by ward. As seen in the table, Loughborough Outwoods are 100% satisfied, but this percentage is much lower in Loughborough Hastings where only 72% are satisfied. Please note that

the response numbers for each individual ward are very small and so results in the table should be treated as indicative only.

Table 2.1 Experience of contacting Council - Ward breakdown

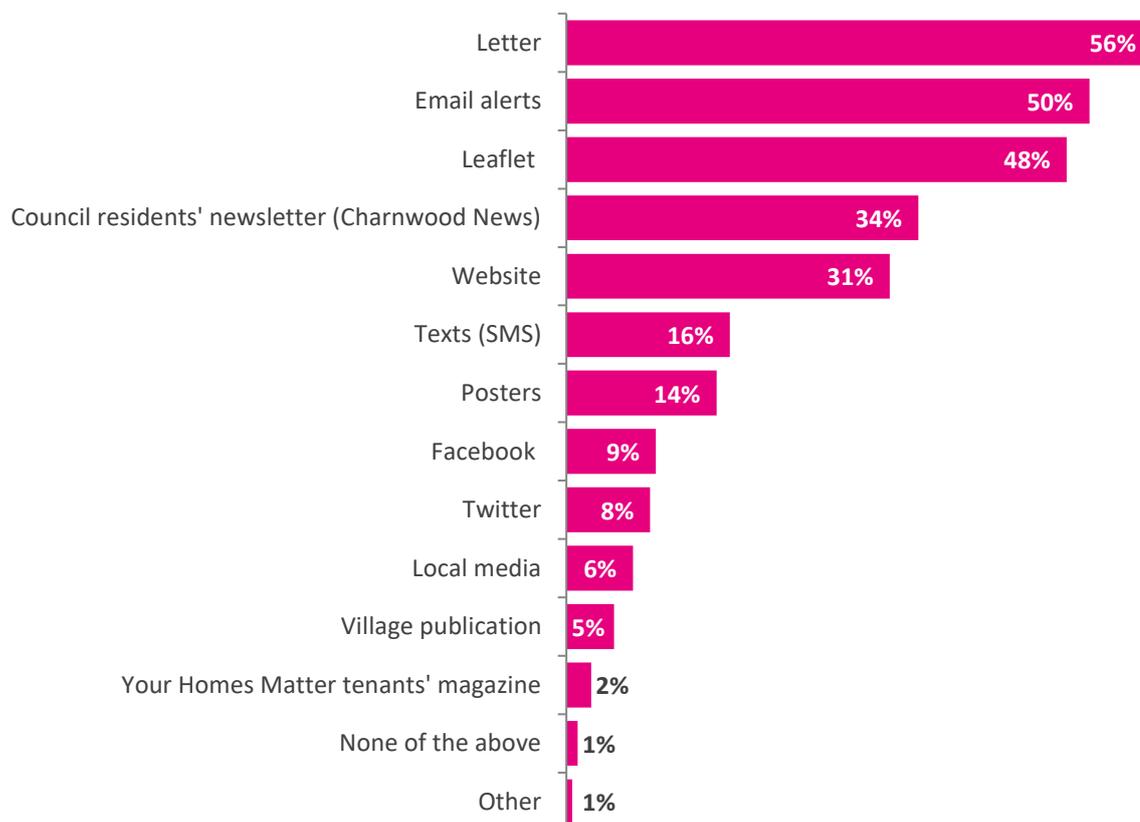
Ward	No.	Satisfied (%)	Ward	No.	Satisfied (%)
Anstey	10	80%	Loughborough Southfields	16	94%
Barrow and Sileby West	18	78%	Loughborough Storer	14	93%
Birstall Wanlip	19	84%	Mountsorrel	21	95%
Birstall Watermead	13	77%	Queniborough	9	78%
East Goscote	8	75%	Quorn and Mountsorrel Castle	21	95%
Forest Bradgate	9	89%	Rothley and Thurgaston	18	78%
Loughborough Ashby	17	76%	Shepshed East	16	75%
Loughborough Dishley and Hathern	18	94%	Shepshed West	18	89%
Loughborough Garendon	17	94%	Sileby	20	85%
Loughborough Hastings	18	72%	Syston East	16	81%
Loughborough Lemyngton	18	94%	Syston West	22	86%
Loughborough Nanpantan	16	94%	Thurmaston	13	77%
Loughborough Outwoods	14	100%	Wreake Villages	8	75%
Loughborough Shelthorpe	18	89%	The Wolds	9	89%

Preferred method of receiving news and information about services

Respondents were asked how they would like to hear about Council services. Results show that the most popular methods were letter (56%), email alerts (50%), and leaflet (48%). The least popular methods were via the Your Homes Matter tenants' magazine (2%) and village publication (5%).

Figure 2.3 Preferred contact methods

Percentage of respondents- base size 551

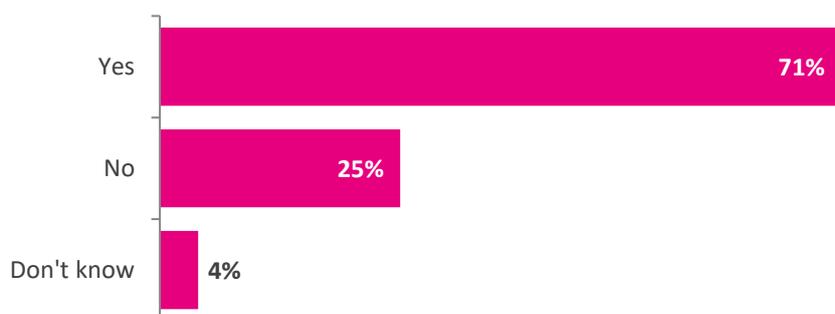


Use of online services

All respondents were asked if the Council provided more services (such as bookings, payments and reporting problems online) would they use them. Around seven in ten (71%) said yes, while only a quarter (25%) said they would not use these online services. The remaining 4% did not know.

Figure 2.4 Use of other online services

Percentage of respondents- base size 551

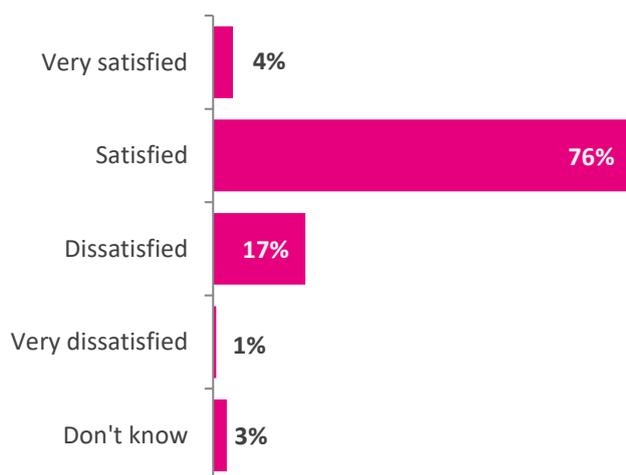


Being kept informed

Respondents were asked how satisfied or dissatisfied they were with how the Council keeps them informed about their services. Results show that around eight out of ten (80%) were satisfied ('very satisfied' and 'satisfied' combined) with the vast majority being 'satisfied' (76%). Only 17% said they were dissatisfied.

Figure 2.5 Being kept informed

Percentage of respondents- base size 551



Year	Satisfied (%)
2019	80%
2017	81%

Comparison by survey period showed that this year result was in line with that of 2017.

Comparison with the LGA polling results from June 2019 shows that Charnwood Borough Council residents are significantly more satisfied with the way the Council keeps them informed (80%), compared to the national score (59%). Still, caution is advised when interpreting this result, because the questions differ slightly.

Table 2.2 breaks results down by ward. As the table below shows, satisfaction was highest in Syston West (96%) and lowest in Loughborough Hastings (50%). Please note that the response numbers for each individual ward are very small and so results in the table should be treated as indicative only.

Table 2.2 Being kept informed- Ward breakdown- DK excluded

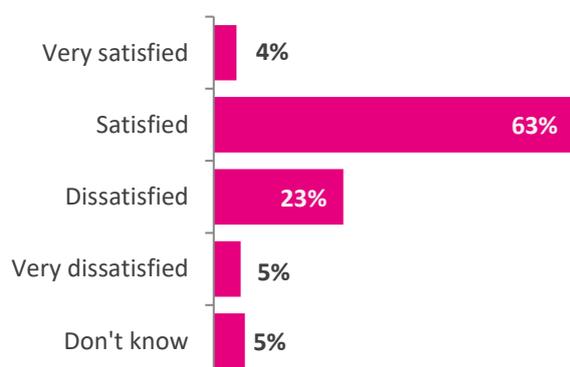
Ward	No.	Satisfied (%)	Ward	No.	Satisfied (%)
Anstey	22	77%	Loughborough Southfields	22	77%
Barrow and Sileby West	22	82%	Loughborough Storer	20	70%
Birstall Wanlip	21	76%	Mountsorrel	23	83%
Birstall Watermead	21	71%	Queniborough	10	80%
East Goscote	9	78%	Quorn and Mountsorrel Castle	22	95%
Forest Bradgate	11	73%	Rothley and Thurcaston	20	70%
Loughborough Ashby	21	90%	Shepshed East	22	95%
Loughborough Dishley and Hathern	20	95%	Shepshed West	21	90%
Loughborough Garendon	19	74%	Sileby	24	79%
Loughborough Hastings	20	50%	Syston East	20	85%
Loughborough Lemyngton	22	77%	Syston West	25	96%
Loughborough Nanpantan	18	78%	Thurmaston	32	59%
Loughborough Outwoods	19	84%	Wreake Villages	10	80%
Loughborough Shelthorpe	25	88%	The Wolds	10	90%

A significant difference was found between age groups, with respondents aged 65-74 (87%) significantly more satisfied compared to those aged 35-44 (73%).

Council tax

Respondents were provided with some information around the proportion of Council Tax that Charnwood Borough Council receives and subsequently asked how satisfied or dissatisfied they were with how this is spent. Results shows that nearly seven out of ten (67%) were satisfied ('very satisfied' and 'satisfied' combined), with the majority being 'satisfied' (63%). Almost three out of ten (27%) report dissatisfaction in this area.

Figure 2.6 Council tax spending
Percentage of respondents- base size 551



Year	Satisfied (%)
2019	67%
2017	83%

Comparison by survey period shows that this year result is significantly lower than that of 2017, meaning that residents of Charnwood are less satisfied about how the council is spending the council tax, than they were two years ago.

Table 2.3 breaks results down by ward. As the table shows, satisfaction was highest in Birstall Wanlip (86%) and lowest in Shepshed East (36%). Please note that the response numbers for each individual ward is very small and so results in the table should be treated as indicative only.

Table 2.3 Council tax spending-Ward breakdown

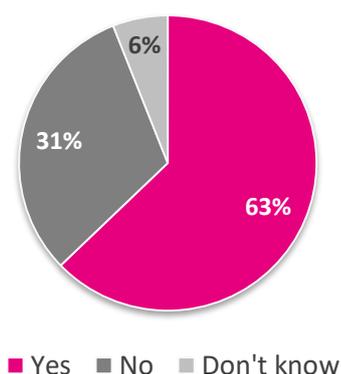
Ward	No.	Satisfied (%)	Ward	No.	Satisfied (%)
Anstey	22	64%	Loughborough Southfields	22	68%
Barrow and Sileby West	22	82%	Loughborough Storer	20	55%
Birstall Wanlip	21	86%	Mountsorrel	23	70%
Birstall Watermead	21	43%	Queniborough	10	70%
East Goscote	9	78%	Quorn and Mountsorrel Castle	22	55%
Forest Bradgate	11	82%	Rothley and Thurcaston	20	60%
Loughborough Ashby	21	52%	Shepshed East	22	36%
Loughborough Dishley and Hathern	20	80%	Shepshed West	21	48%
Loughborough Garendon	19	74%	Sileby	24	79%
Loughborough Hastings	20	75%	Syston East	20	85%
Loughborough Lemyngton	22	64%	Syston West	25	60%
Loughborough Nanpantan	18	83%	Thurmaston	32	50%
Loughborough Outwoods	19	84%	Wreake Villages	10	80%
Loughborough Shelthorpe	25	84%	The Wolds	10	70%

Value for money

Respondents were also asked whether or not they consider that the Council offers value for money. Results show that over six out of ten (63%) consider they do, while about a third (31%) felt they do not.

Figure 2.7 Value for money

Percentage of respondents- base size 551



Comparison with the LGA polling results from June 2019 shows that Charnwood Borough Council residents were significantly more satisfied with the value for money offered by the Council (63%), compared to the national score (48%). Still, caution is advised when interpreting this result, because the question wording differs.

Table 2.4 breaks results down by ward. As the table shows, agreement that Charnwood Borough Council offers value for money was highest in Forest Bradgate (82%) and lowest in Shepshed East (36%). Please note that the response numbers for each individual ward is very small and so results in the table should be treated as indicative only.

Table 2.4 Value for money -Ward breakdown

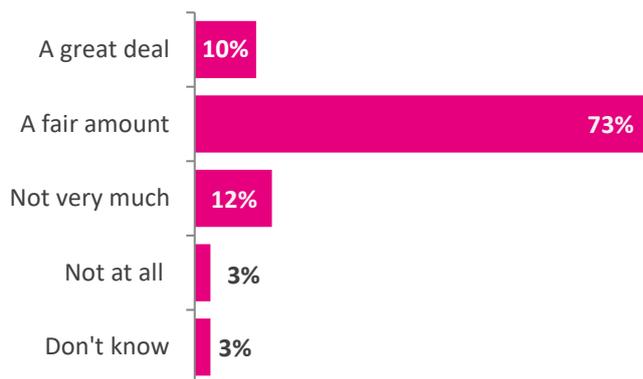
Ward	No.	Offers VfM (%)	Ward	No.	Offers VfM (%)
Anstey	22	64%	Loughborough Southfields	22	59%
Barrow and Sileby West	22	73%	Loughborough Storer	20	50%
Birstall Wanlip	21	76%	Mountsorrel	23	74%
Birstall Watermead	21	43%	Queniborough	10	70%
East Goscote	9	78%	Quorn and Mountsorrel Castle	22	64%
Forest Bradgate	11	82%	Rothley and Thurcaston	20	60%
Loughborough Ashby	21	52%	Shepshed East	22	36%
Loughborough Dishley and Hathern	20	75%	Shepshed West	21	43%
Loughborough Garendon	19	68%	Sileby	24	79%
Loughborough Hastings	20	65%	System East	20	65%
Loughborough Lemyngton	22	59%	System West	25	44%
Loughborough Nanpantan	18	78%	Thurmaston	32	47%
Loughborough Outwoods	19	74%	Wreake Villages	10	80%
Loughborough Shelthorpe	25	76%	The Wolds	10	70%

Trusting the Council

All respondents were asked how much they trust Charnwood Borough Council. Results show that overall, around eight out of ten (83%) trust it ('a great deal' and 'a fair amount' combined). Only 15% report not trusting the Council.

Figure 2.8 Trusting the Council

Percentage of respondents- base size 551



Comparison with the LGA polling results from June 2019 shows that significantly more Charnwood residents trusted the Council (83%). This compares to 58% nationally.

Table 2.5 breaks results down by ward. As seen below, residents of Birstall Wanlip and Quorn and Mountsorrel Castle trust Charnwood Borough Council 100%, but this percentage is much lower in Birstall Watermead where only 62% trust the Council. Please note that the response numbers for each individual ward is very small and so results in the table should be treated as indicative only.

Table 2.5 Trusting the Council -Ward breakdown

Ward	No.	Trust (%)	Ward	No.	Trust (%)
Anstey	22	82%	Loughborough Southfields	22	91%
Barrow and Sileby West	22	91%	Loughborough Storer	20	65%
Birstall Wanlip	21	100%	Mountsorrel	23	96%
Birstall Watermead	21	62%	Queniborough	10	80%
East Goscote	9	78%	Quorn and Mountsorrel Castle	22	100%
Forest Bradgate	11	91%	Rothley and Thurcaston	20	65%
Loughborough Ashby	21	76%	Shepshed East	22	77%
Loughborough Dishley and Hathern	20	80%	Shepshed West	21	86%
Loughborough Garendon	19	89%	Sileby	24	83%
Loughborough Hastings	20	90%	Syston East	20	65%
Loughborough Lemyngton	22	77%	Syston West	25	80%
Loughborough Nanpantan	18	100%	Thurmaston	32	75%
Loughborough Outwoods	19	89%	Wreake Villages	10	80%
Loughborough Shelthorpe	25	84%	The Wolds	10	80%

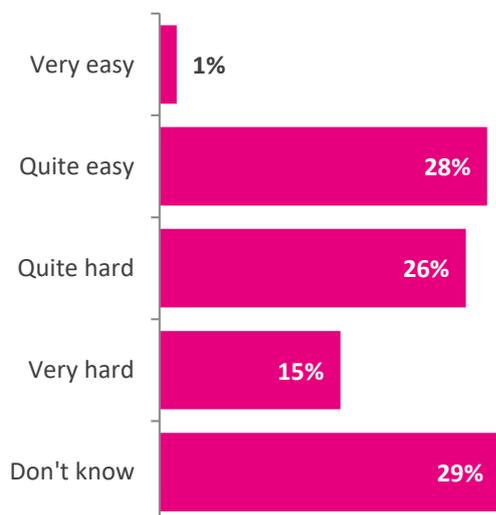
A significant difference was found between age groups, with respondents aged 18-24 trusting Charnwood Borough Council significantly more (95%) compared to those aged 25-84 (76%-83%).

3. Influencing decisions

Respondents were asked how easy they felt it was to influence decisions that might affect them. Results show that three out of ten (29%) felt that it was easy and four out of ten (42%) felt that it was hard. 29% said they did not know which suggests they have not taken part in consultations or did not know how to.

Figure 3.1 Influencing decisions

Percentage of respondents- base size 551



Year	Influence decisions - easy (%)
2019	29%
2017	43%

Compared to 2017, significantly fewer residents felt it was easy to influence decisions that might affect them. (29% felt it was easy this year compared to 43% in 2017).

Table 3.1 breaks results down by ward. As seen below, the highest percentage of residents that consider it easy to influence decisions can be found in Loughborough Outwoods (58%) while the lowest percentage is in Anstey (5%). Please note that the response numbers for each individual ward is very small and so results in the table should be treated as indicative only.

Table 3.1 Influencing decisions- Ward breakdown

Ward	No.	Easy (%)	Ward	No.	Easy (%)
Anstey	22	5%	Loughborough Southfields	22	9%
Barrow and Sileby West	22	32%	Loughborough Storer	20	15%
Birstall Wanlip	21	38%	Mountsorrel	23	30%
Birstall Watermead	21	14%	Queniborough	10	50%
East Goscote	9	56%	Quorn and Mountsorrel Castle	22	36%
Forest Bradgate	11	55%	Rothley and Thurcaston	20	20%
Loughborough Ashby	21	38%	Shepshed East	22	36%
Loughborough Dishley and Hathern	20	55%	Shepshed West	21	5%
Loughborough Garendon	19	47%	Sileby	24	38%
Loughborough Hastings	20	40%	Syston East	20	20%
Loughborough Lemington	22	14%	Syston West	25	12%
Loughborough Nanpantan	18	50%	Thurmaston	32	13%
Loughborough Outwoods	19	58%	Wreake Villages	10	30%
Loughborough Shelthorpe	25	40%	The Wolds	10	20%

All respondents were subsequently asked to provide reasons for their response to this question (ability to be able to influence decisions). This was an open-ended question. Comments were separated into whether they had rated it as easy or hard.

Table 3.2 shows the themes that emerged from those who rated it as **easy** (162 respondents). The most common reason was that it was just their own personal opinion rather than being based on anything concrete (55 people). This was followed by 19 respondents commenting that it was easy to influence decisions as they could attend meetings or groups. 18 respondents said that they could do so by contacting their councillor. Only 3 respondents explicitly reported that their rating was based on past experience.

Table 3.2 Influencing decisions (Easy) - Themes

Theme	Frequency
No reason/own perception	55
Meetings/groups	19
Councillors/representatives	18
By contacting Council (e.g. by email)	15
Votes	10
Easy to approach them	8
Opportunities available	8
Speak with residents	7
Know how to do it	5
Hope that they can influence	5
Council listens	4
Responsive	4
Past experience	3
Have contacts	2
Local paper/Online	2
Other	3

Table 3.3 shows the themes that emerged from those who rated it as **hard** (229 respondents). The most common reason was that the Council ignores or does not listen to them (55 comments). The second most common reason was that it was just their own personal opinion (33 mentions). This was followed by 20

comments stating that they lacked information or knowledge about how they could go about influencing decision making.

Table 3.3 Influencing decisions (Hard) - Themes

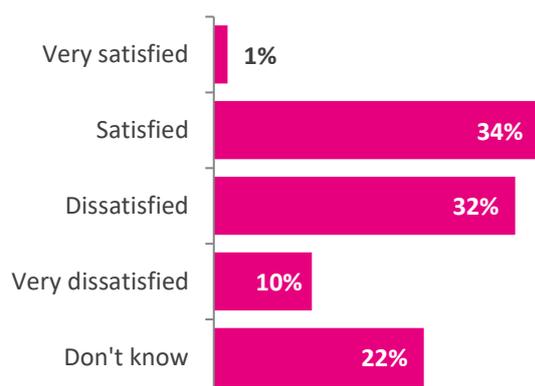
Theme	Frequency
Don't listen/ignore us	55
No reason/own perception	33
Don't know how	20
No means/mechanism	19
Lack of consultation/communication	17
Have no voice as individual/can't influence	17
Lack of information/knowledge on process	9
Not accessible/helpful	7
Can't attend meetings	7
Long process/difficult	6
Keep to myself	6
Not interested	5
Haven't tried/don't know how	4
More focus on Loughborough	4
Other	20

Involvement in local decision-making

Respondents were asked how satisfied or dissatisfied they were with how they can get involved in local decision-making. Results show that around a third (35%) were satisfied ('very satisfied' and 'satisfied' combined) with the vast majority being 'satisfied' (34%). Four in ten (42%) stated that they were dissatisfied with how they can get involved in local decision making.

Figure 3.2 Involvement in decision making

Percentage of respondents- base size 551



Year	Getting involved (%)
2019	35%
2017	55%

Comparison by survey period shows that this year result is significantly lower than that of 2017, meaning that significantly fewer residents are satisfied with how they can get involved in local decision-making, compared to two years ago.

Table 3.4 breaks results down by ward. As seen below, the highest percentage of residents that are satisfied with how they can get involved in local decision-making can be found in Quorn and Mountsorrel Castle

(77%) while the lowest percentage is in Anstey (9%). Please note that the response numbers for each individual ward is very small and so results in the table should be treated as indicative only.

Table 3.54 Involvement in decision making - Ward breakdown - DK excluded

Ward	No.	Satisfied (%)	Ward	No.	Satisfied (%)
Anstey	22	9%	Loughborough Southfields	22	9%
Barrow and Sileby West	22	27%	Loughborough Storer	20	20%
Birstall Wanlip	21	33%	Mountsorrel	23	30%
Birstall Watermead	21	24%	Queniborough	10	50%
East Goscote	9	56%	Quorn and Mountsorrel Castle	22	77%
Forest Bradgate	11	55%	Rothley and Thurcaston	20	55%
Loughborough Ashby	21	52%	Shepshed East	22	41%
Loughborough Dishley and Hathern	20	55%	Shepshed West	21	33%
Loughborough Garendon	19	37%	Sileby	24	46%
Loughborough Hastings	20	30%	Syston East	20	30%
Loughborough Lemyngton	22	18%	Syston West	25	44%
Loughborough Nanpantan	18	39%	Thurmaston	32	16%
Loughborough Outwoods	19	42%	Wreake Villages	10	30%
Loughborough Shelthorpe	25	44%	The Wolds	10	30%

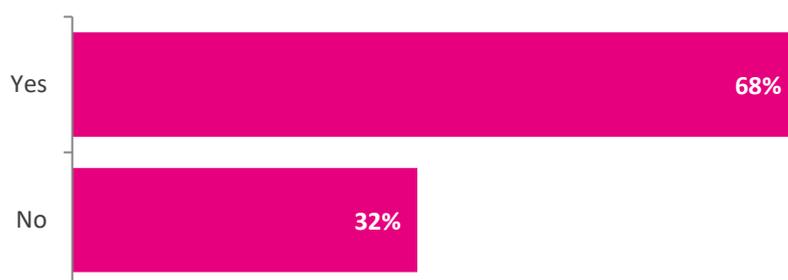
A difference was found between age groups, with respondents aged 18-24 (23%) being significantly less satisfied compared to those aged 25-34 (38%) and 45-74 (38%-48%).

4. Loughborough residents only

Loughborough residents were asked whether they believe that the Council adequately supports the town centre. Results show that almost seven out of ten (68%) believe they do, while the remaining three out of ten (32%) believe they don't.

Figure 4.1 Supporting Loughborough's town centre- DK excluded

Percentage of respondents- base size 211



All those who said that the Council does not adequately support the town centre were asked to provide ideas to help the Council achieve this in the future.

68 people responded to this question. The most frequent complaint was that residents felt the business rates and rents were too high (27 mentions). This could be linked to the high number of closed shops and businesses and the perceived lack of variety (18 people). Other themes can be found in Table 4.1 below.

Table 4.1 Supporting Loughborough’s town centre - Themes

Theme	Frequency
Business rates/rent too high	27
Shops/businesses closing/too many empty shops/a larger variety of shops needed	18
Lack of development/investment/funding	7
Fly tipping/cleanliness/recycling needs improving	6
Offer more incentives to businesses	5
Not good for pedestrians	2
Need more family activities	2
Empty shops	1
No encouragement for small businesses	1
Look after green space	1
More support needed for businesses	1
Greater promotion	1
Parking	1
Other	4

5. Conclusions

Overall Charnwood Borough Council has performed well. Over nine out of ten (94%) were happy about living in their area and felt that their local area was a place where people from different backgrounds get on well together (93%). Around eight out of ten (83%) trusted the council and 86% were satisfied with their experience of contacting it. Almost all service areas that residents consider important are also provided at a satisfactory level, with the exception of “the variety of shops and markets available”. This is an area where the Council may wish to improve in the future (as it has high importance but low satisfaction).

An area where satisfaction has decreased significantly compared to 2017 is the satisfaction with how money is spent (16 percentage points decrease) which translates into a low proportion of residents that consider that the Council offers value for money (63%). Although, this is significantly higher than the national average (48%).

One way to improve the low satisfaction levels with how money was spent and the value for money offered by the Council might be to find better ways of getting residents involved in local decision-making and making it easy for them to influence decisions. Both these areas currently have low satisfaction rates (35% and 42% respectively).

Charnwood Borough Council has performed significantly better than the national average in all compared area. However, these results should be treated as indicative as the questions are not identical to the LGA survey.

Appendices

Appendix A: Respondent Profile

Appendix B: Questionnaire

Appendix A: Respondent Profile

Ward	Frequency
Anstey	22
Barrow and Sileby West	22
Birstall Wanlip	21
Birstall Watermead	21
East Goscote	9
Forest Bradgate	11
Loughborough Ashby	21
Loughborough Dishley and Hathern	20
Loughborough Garendon	19
Loughborough Hastings	20
Loughborough Lemyngton	22
Loughborough Nanpantan	18
Loughborough Outwoods	19
Loughborough Shelthorpe	25
Loughborough Southfields	22
Loughborough Storer	20
Mountsorrel	23
Queniborough	10
Quorn and Mountsorrel Castle	22
Rothley and Thurcaston	20
Shepshed East	22
Shepshed West	21
Sileby	24
Syston East	20
Syston West	25
Thurmaston	32
Wreake Villages	10
The Wolds	10

Gender	Frequency
Male	274
Female	271
Prefer not to say	6

Age	Frequency
18 - 24	79
25 - 34	81
35 - 44	100
45 - 54	87
55 - 64	76
65-74	69
75-84	32
85+	21

Ethnicity	Frequency
White	475
Non-White	71

Disability	Frequency
Yes – limited a lot	37
Yes – limited a little	37
No	471

Religion	Frequency
No religion	241
Christian (all denominations)	252
Buddhist	1
Hindu	26
Jewish	0
Muslim	15
Sikh	4
Any other religion	0

Sexual Orientation	Frequency
Heterosexual/straight	535
Gay man	4
Gay woman	0
Bisexual	1
Other	2

Appendix B: Questionnaire

Charnwood Residents' Survey 2019

Good morning/afternoon/evening. My name is xxxx and I am from M·E·L Research, an independent Social Research Company. We are working on behalf of Charnwood Borough Council to conduct their residents survey to find out how satisfied residents are with our services and life in the borough.

The survey should take no more than 10 minutes to complete and will be carried out in accordance with the Market Research Society's Code of Conduct and Data Protection Act 2018 (incorporating GDPR). All information you provide will be treated in the strictest of confidence and you will not be personally identifiable in the research report. Details of how M·E·L Research process personal data can be found at <https://melresearch.co.uk/page/privacypolicy>. This includes your right to withdraw consent at any time.

More information about the research

If you have any questions or queries regarding this survey, you can contact Mike Roberts, the Council's Communications Manager on 01509 634705 or Clare Rapkins from M·E·L Research on Freephone number 0800 0730 348 or email info@melresearch.co.uk for more information.

Q1 How happy or unhappy are you with living in the area?

- Very happy
- Happy
- Unhappy
- Very unhappy
- Don't know

Q2 What are the **three** most important things to you from this list:
(CAN TICK A MAXIMUM OF 3 PRIORITIES OVERALL) (SHOWCARD 1)

A variety of entertainment and cultural facilities	<input type="checkbox"/>	01	Good access to transport and parking	<input type="checkbox"/>	07
A variety of shops and markets	<input type="checkbox"/>	02	Climate change and looking after the environment	<input type="checkbox"/>	08
Being able to go to sports and leisure facilities	<input type="checkbox"/>	03	My rubbish collected on a regular and reliable basis	<input type="checkbox"/>	09
Being able to go to well-maintained parks and green spaces	<input type="checkbox"/>	04	The availability of housing that you can afford to buy	<input type="checkbox"/>	10
Encouraging and investing in business and jobs	<input type="checkbox"/>	05	The availability of housing that you can afford to rent	<input type="checkbox"/>	11
Feeling safe in my home and the local area	<input type="checkbox"/>	06	The cleanliness and tidiness of my local area	<input type="checkbox"/>	12
			Other, please specify below:	<input type="checkbox"/>	13

Other, please specify below:

Q3 And how satisfied or dissatisfied are you with each of the following:
(PLEASE TICK ONE BOX FOR EACH ROW) (SHOWCARD 1)

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't know
A variety of entertainment and cultural facilities	<input type="radio"/>				
A variety of shops and markets	<input type="radio"/>				
Being able to go to sports and leisure facilities	<input type="radio"/>				
Being able to go to well-maintained parks and green spaces	<input type="radio"/>				
Encouraging and investing in business and jobs	<input type="radio"/>				

And how satisfied or dissatisfied are you with each of the following:
(PLEASE TICK ONE BOX FOR EACH ROW) (SHOWCARD 1)

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't know
Feeling safe in my home and the local area	<input type="radio"/>				
Good access to transport and parking	<input type="radio"/>				

Climate change and looking after the environment	<input type="radio"/>				
My rubbish collected on a regular and reliable basis	<input type="radio"/>				
The availability of housing that you can afford to buy	<input type="radio"/>				
The availability of housing that you can afford to rent	<input type="radio"/>				
The cleanliness and tidiness of my local area	<input type="radio"/>				

Q4 Are there any areas you feel concerned about?

Q5 Do you feel that your local area is a place where people from different backgrounds get on well together?

Yes

No

Don't know

Q6 How would you contact the Council if you needed to? **(PLEASE TICK ALL THAT APPLY) (SHOWCARD 2)**

Email	<input type="checkbox"/>	01	Through the website	<input type="checkbox"/>	06
Telephone	<input type="checkbox"/>	02	Via Twitter	<input type="checkbox"/>	07
Going into the office	<input type="checkbox"/>	03	Via Facebook	<input type="checkbox"/>	08
Councillor	<input type="checkbox"/>	04	Other, please specify below	<input type="checkbox"/>	09
Through staff (i.e. housing officer)	<input type="checkbox"/>	05	None of the above	<input type="checkbox"/>	10

Other, please specify below:

Q7 If the Council provided more services online (such as bookings, payments and reporting problems online), would you use them?

- Yes
- No
- Don't know

Q8 If you have contacted the Council for any reason, how would you rate your experience?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Don't know
- Not Applicable – I have never contacted the Council

Q9 How would you like to receive news and information about our services? **(PLEASE TICK ALL THAT APPLY)**
(SHOWCARD 3)

- | | | | | | |
|--|--------------------------|----|-------------------------------------|--------------------------|----|
| Email alerts | <input type="checkbox"/> | 01 | Leaflet | <input type="checkbox"/> | 08 |
| Facebook | <input type="checkbox"/> | 02 | Website | <input type="checkbox"/> | 09 |
| Twitter | <input type="checkbox"/> | 03 | Local media | <input type="checkbox"/> | 10 |
| Council residents' newsletter (Charnwood News) | <input type="checkbox"/> | 04 | Your Homes Matter tenants' magazine | <input type="checkbox"/> | 11 |
| Posters | <input type="checkbox"/> | 05 | Village publication | <input type="checkbox"/> | 12 |
| Texts (SMS) | <input type="checkbox"/> | 06 | Other, please specify below | <input type="checkbox"/> | 13 |
| Letter | <input type="checkbox"/> | 07 | None of the above | <input type="checkbox"/> | 14 |

Other, please specify below:

Q10 How satisfied or dissatisfied are you with how the Council keeps you informed about their services?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Q11 An average Band D property pays £122.09* to the borough council on an annual basis. This covers services such as waste collection and recycling, leisure centres, food hygiene and safety, council housing, markets and fairs, CCTV.

**this figure does not include the Loughborough Special levy for residents living in Loughborough or Parish or Town Council precepts*

How satisfied or dissatisfied are you with how Charnwood spends their proportion of your Council Tax?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Q12 Do you think the Council provides value for money?

- Yes
- No
- Don't know

Q13 Do you feel it is easy to influence decisions that might affect you in Charnwood?

- Very easy
- Quite easy
- Quite hard
- Very hard
- Don't know

Q14 Please can you include reasons?

Q15 How satisfied or dissatisfied are you with how you can get involved in local decision making?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Q16 How much do you trust Charnwood Borough Council?

- A great deal
- A fair amount
- Not very much
- Not at all
- Don't know

Q17 For Loughborough residents only. Do you think the Council adequately supports the town centre?

- Yes
- No
- I am not a Loughborough resident.

Q18 How do you think the Council can better support the town centre?

Q19 Have you seen a copy of the Council's residents magazine 'Charnwood News' in the past 12 months? INTERVIEWER SHOW RESIDENT COPY OF MAGAZINE.

- Yes
- No
- Can't remember

And finally a few questions from yourself to help analyse the data. Please note that you do not have to provide answers to any of the questions, however even a partial response is useful. This information will be kept confidential and you will not be personally identifiable from the results or the report.

Q20 What is your gender?

- Male
- Female
- Prefer not to say

Q21 How old are you? (SHOWCARD 4)

- | | |
|-------------------------------|---|
| <input type="radio"/> 18 - 24 | <input type="radio"/> 65-74 |
| <input type="radio"/> 25 - 34 | <input type="radio"/> 75-84 |
| <input type="radio"/> 35 - 44 | <input type="radio"/> 85+ |
| <input type="radio"/> 45 - 54 | <input type="radio"/> Prefer not to say |
| <input type="radio"/> 55 - 64 | |

Q22 What is your ethnic group? (SHOWCARD 5)

- | | |
|--|---|
| English / Welsh / Scottish / Northern Irish / British <input type="radio"/> 01 | Any other mixed / multiple ethnic background <input type="radio"/> 11 |
| Irish <input type="radio"/> 02 | Indian <input type="radio"/> 12 |
| Gypsy or Irish Traveller <input type="radio"/> 03 | Pakistani <input type="radio"/> 13 |
| Any other White background <input type="radio"/> 04 | Bangladeshi <input type="radio"/> 14 |
| African <input type="radio"/> 05 | Chinese <input type="radio"/> 15 |
| Caribbean <input type="radio"/> 06 | Any other Asian background <input type="radio"/> 16 |
| Any other Black / African / Caribbean background <input type="radio"/> 07 | Arab <input type="radio"/> 17 |
| White and Black Caribbean <input type="radio"/> 08 | Any other ethnic group <input type="radio"/> 18 |
| White and Black African <input type="radio"/> 09 | Prefer not to say <input type="radio"/> 19 |
| White and Asian <input type="radio"/> 10 | |

Q23 Are your day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?

- Yes – limited a lot
- Yes – limited a little
- No
- Prefer not to say

Q24 What is your religion? (SHOWCARD 6)

- | | | | | | |
|-------------------------------|-----------------------|---|--------------------|-----------------------|---|
| No religion | <input type="radio"/> | 1 | Muslim | <input type="radio"/> | 6 |
| Christian (all denominations) | <input type="radio"/> | 2 | Sikh | <input type="radio"/> | 7 |
| Buddhist | <input type="radio"/> | 3 | Any other religion | <input type="radio"/> | 8 |
| Hindu | <input type="radio"/> | 4 | Prefer not to say | <input type="radio"/> | 9 |
| Jewish | <input type="radio"/> | 5 | | | |

Q25 How would you describe your sexual orientation? (SHOWCARD 7)

- Heterosexual/straight 1
- Gay man 2
- Gay woman 3
- Bisexual 4
- Other 5
- Prefer not to say 6

Q26 What is your first language?

- English 1
- Other (please specify below) 2
- Prefer not to say 3

Other, please specify below:

Q27 What is your post code? *This will be used so that we can see if there are any differences in views by different areas/wards.*

Q28 As part of our quality checking process, some of the people who answered the survey will be selected at random to answer a few quick questions. Could I please take either your email address - you will be sent a quick online form or telephone number - where someone will call you if necessary? This will not be passed to anyone else.

Yes - email

Yes - telephone

No

Q29 Finally, would you like to be kept up-to-date on borough council news via the Council's e-mail alert Charnwood Now? This would require your name and email address.

Yes

No

Q30 If YES, please provide your details below:

First Name	<input type="text"/>
Last Name	<input type="text"/>
Phone	<input type="text"/>
Email	<input type="text"/>

Thank you for taking the time to complete this survey



m.e.l
research



Design Supplementary Planning Document Statement of Consultation (November 2019)

Introduction

1. The Charnwood Local Plan Core Strategy was adopted in November 2015. It forms the development plan for the Borough alongside the saved policies in the Borough of Charnwood Local Plan (2004).
2. A Design Supplementary Planning Document (SPD) is being prepared to provide further information and guidance on the following development plan policies:
 - Policy CS2 High Quality Design
 - Policy CS15 Open Spaces, Sport and Recreation
 - Policy CS16 Sustainable Construction and Energy
 - Policy EV/1 Design (saved Local Plan policy)
3. Once adopted, the Design SPD will be a material consideration in the determination of planning applications in the Borough. The Design SPD is intended to replace previously adopted design guidance, which are the Leading in Design SPD from 2005 and the House Extensions SPD from 2003.

Consultation Process

4. In accordance with Regulation 12 of the Town and Country Planning (Local Planning) (England) Regulations 2012, a draft version of Design SPD was consulted on for six weeks between 30th September 2019 and 11th November 2019. The draft Design SPD was informed by a range of meetings with internal Council departments and elected members and a series of design workshops with key stakeholders, including members of the public and developers.
5. Prior to the Regulation 12 consultation, workshop meetings were held with Council officers in the Development Management and the Cleansing and Open Spaces Team. This was followed up by an evening meeting with Council Members in July 2019.
6. During the Regulation 12 consultation, two workshop sessions were held to support the production of the Design SPD. These workshops were attended by a variety of stakeholders, including members of the public, parish councillors and interest groups. The workshops were held on the following days at the stated locations, between 10:00am and 12:00pm:
 - Thursday 17th October 2019 at Syston Community Centre, Syston
 - Tuesday 29th October 2019 at Charnwood Borough Council Offices (Southfield), Loughborough

7. The feedback from both of the workshop events forms Appendix 2 of this statement.

Consultation Results

8. There were a total of 23 representations made on the draft Design SPD during the consultation period. The full representation made by each stakeholder, as well as the Council’s response and proposed actions can be viewed in the table in Appendix 1.

Appendix 1: Table of Received Representations

NAME/ORGANISATION	RESPONSE	OFFICER COMMENTS	PROPOSED ACTION
Dr Amit Bharkada	It is essential that any developments that are put forward, factors in the requirements for health and education. If builds are significant, then consultation needs to occur with local GP practices in order to address the increased population need, especially when the demands on the NHS are increasing. We need to look at how the council and developers can support, in providing safe and effective care which can only really be done with collaborative conversations. The above will ensure the housing developments leaves a positive legacy.	Comments noted. The need for local health practitioners to be engaged early in the development process is acknowledged. The Government’s planning practice guidance on design encourages applicants to proactively engage an inclusive, diverse and representative sample of the community so that their views can be taken into account on design. In addition, the Design SPD recognises that achieving high quality design is a collaborative exercise involves a wide variety of built and natural environment professionals as well as members of the local community.	No proposed action.
Cllr Dennis Marchant (for Quorndon Parish Council)	<p>Quorndon Parish Council Planning Committee welcomes the Design Supplementary Planning Document initiative and would like to comment as follows:</p> <p>Introduction 1.3 'Neighbourhood Development Plan' should be included as a document adopted by the council. Reason: 1. Village Design Statements can be and are sometimes included as part of or as an appendix to the Neighbourhood Plan. 2.Design Guidance can be included within the Neighbourhood Plan.</p> <p>Design Principles of Charnwood</p>	<p>Comments noted. It is agreed the status of any made neighbourhood plan in the Borough should be recognised within the Design SPD, as NPs may include policies on design or contain design guidance as an appendix. This is noted and shall be amended in the next iteration of the SPD.</p> <p>The provision of signage for cyclists and pedestrians that is in keeping with the</p>	<p>At paragraph 1.3, add following bullet point: <u>Neighbourhood plans (when made)</u></p>

	<p>3.74 Add: Ensure that Pedestrian and Cycleways destinations are signed by feature signs that blend with the environment. Reason: 1. To encourage visitors and residents to make use of the Pedestrian and Cycleways to reduce car use and increase exercise. 2. in developing the Quorn Neighbourhood plan comments were received regarding the lack of signage of footpaths and cycle ways and are Community Actions.</p> <p>3.144 It is agreed that mitigation measures that reduce noise and indeed reduce the visual impact of traffic are essential for development schemes that are close to highways however, the example scheme illustrated (site of Farley Way, Quorn) is considered to be a poor example. Reason: Quorndon Parish Council has received residents complaints from this development regarding noise and visual impact as have Charnwood Borough Council.</p> <p>End of Comments.</p>	<p>surrounding character is acknowledged however it is the responsibility of the Local Highways Authority to provide this on new development and thus falls outside the remit of the Design SPD, which predominantly focuses upon design matters that applicants are able to control</p> <p>The support for the guidance in the SPD on mitigating noise impacts is welcomed. In regards to the example scheme pictured (Farley Way, Quorn), an alternative scheme shall be considered in the next iteration of the SPD.</p>	<p>At Paragraph 3.74, insert new text – ‘...modal shift from cars, <u>and introduce signage where appropriate</u>’</p> <p>Delete Image between paragraph 3.144 and 3.145,.</p>
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<p>Design Midlands (formerly OPUN)</p>	<p>Design:Midlands (D:M) www.designmidlands.org (formerly Opun, Architecture East Midlands Ltd) works with local authorities, the commercial sector, developers, communities and design professionals to help create better neighbourhoods, buildings and spaces across the Midlands. It is a charitable company limited by guarantee (Co no. 04456338, charity no. 1143920). D:M specialises in providing targeted and bespoke design support services across the Midlands specifically managing the regional design review panel (DRP).</p> <p>D:M has been involved, working with Charnwood Borough Council (CBC), in reviewing some major schemes in the Borough. D:M feel that the SPD should make clear reference to the provision of a dedicated design review panel for Charnwood. That would offer transparency and consistency in the design support that could be offered. It is important that the SPD provides clear advice on how that DRP would work, the criteria and objectives that CBC wish to achieve in supporting the Local Plan and SPD ambitions. As the regional provider of DR - we feel D:M has both the local context but regional and national expertise on design, climate change and sustainability best practice that is required to manage a DRP for CBC.</p> <p><u>Charnwood design review panel</u></p> <p>The context for establishing a design review service is a set out in Charnwood Local Plan Policy <i>CS2 - High Quality Design</i>.</p> <p>To ensure that all applications for major and sensitive developments go through design review, CBC need to provide clear advice in this SPD but also at pre-app. D:M are best placed to support CBC in setting up an independent design review panel that would undertake design reviews of sensitive schemes, ensure meeting of NPPF2 design guidance, as well as the implications of the National Design Guide.</p> <p>The Design Review Panel is not to duplicate or replace existing in-house design service, or replace</p>	<p>Comments noted. The Design SPD reiterates the requirements of the Charnwood Core Strategy 2015 which states that Design Review is to be carried out for major or sensitive development proposals.</p> <p>It is acknowledged that Design Midlands is a provider of a design review service within the East Midlands. However, the purpose of the SPD, or any planning document, is not to favour or recommend a particular service over others which may be available. The local planning authority is only able to inform a developer whether a design review is needed to be carried out on their proposal and that it should be undertaken by an independent review panel; it is the developer's choice to decide which service to use.</p>	<p>No proposed action.</p>
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	<p>CBCs determination processes. It is an advisory service that will provide independent advice from a multi-disciplinary expert panel to support scheme progression and offer support to both the developers and CBC in securing high quality development which meets policy CS2.</p> <p>The Design Review Panel will include a wide range of built environment disciplines to complement and support existing design expertise. These will include:</p> <ul style="list-style-type: none"> - Urban Design / Building for Life12 - Architecture - Landscape Architecture - Highways - Conservation / Heritage - Sustainability / Energy - Hydrology etc. <p>Design Review charges are generally met by the planning applicant. Costs vary in relation to the size and sensitivity of the scheme. Workshops can also be held to include community representatives and Elected Members.</p>		
Hans Butler	I have skimmed the Design SPD and, as a layman, agree with what is in it and have no other significant comment. I shall not be at either of your two workshops, but will pass on my general support for your process to Councillor Jane Hunt when we next meet.	Comments noted. Support for the SPD is welcomed.	No proposed action.
Anglian Water Services Limited	<p>Thank you for e-mail relating to Charnwood Draft Design SPD consultation.</p> <p>It would appear that Charnwood District is located outside of our area of responsibility. Therefore we have no comments relating to the content of the Council's Draft Design Guide SPD.</p>	Comments noted.	No proposed action.

<p>Highways England</p>	<p>We welcome the opportunity to comment on the Charnwood Design Supplementary Planning Document (Design SPD). It is noted that this document provides guidance on design to support the adopted Charnwood Local Plan Core Strategy 2011 - 2028 in respect of Core Strategy Policy CS2 'High Quality Design', Core Strategy Policy CS15 'Open Space, Sport and Recreation' and Core Strategy Policy CS16 'Sustainable Construction and Energy'.</p> <p>Highways England has been appointed by the Secretary of State for Transport as strategic highway company under the provisions of the Infrastructure Act 2015 and is the highway authority, traffic authority and street authority for the Strategic Road Network (SRN). It is our role to maintain the safe and efficient operation of the SRN whilst acting as a delivery partner to national economic growth. In relation to the Charnwood Local Plan Core Strategy and supporting Design SPD, our principal interest is safeguarding the operation of the A46 and M1 which route through the borough area.</p> <p>We note that the Charnwood Design SPD is intended to provide general guidance to achieve a consistent high standard of design in Charnwood and to provide greater clarity on how development proposals can meet the policy requirements in the adopted Charnwood Local Plan Core Strategy.</p> <p>We have very limited comments to provide in relation to this consultation although we welcome the clear arrangements set out by the Council to facilitate the delivery of high-quality development including further guidance on highways standards.</p> <p>We have no further comments to provide and trust the above is useful in the progression of the Charnwood Design SPD.</p>	<p>Comments noted. Support for the SPD is welcomed.</p>	<p>No proposed action.</p>
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<p>Alan Johnson</p>	<p>I'm very impressed with the Design Document and you should be congratulated for producing it. I make several suggestions below which may be worth considering.</p> <ul style="list-style-type: none"> • It's important that streets, pedestrian paths and cycleways are well maintained. Walking and cycling to local shops, the health centre etc. should be encouraged to improve health and combat obesity. I've noticed that sometimes block paving is patched up with tarmac rather than the original paving being replaced. This is unattractive and gives the impression that the street scene is not cared for and is unimportant. • I fully support your emphasis on pre-application discussions. • Have you considered the use of mental maps to help define a locality or a distinctive area with which people identify? • You appreciation of the importance of the distinctiveness of areas is excellent IMO. • Perhaps you should mention the important of protecting public views such as interesting buildings and landmarks. 	<p>Comments noted. Support for the SPD is noted and welcomed.</p> <p>The Design SPD encourages new developments to support sustainable forms of transportation as much as possible however, in terms of managing the streets and footpaths post-development, this is the responsibility of either the County Council or a private estate management company, and therefore it is beyond the remit of the SPD to provide guidance on this. However, the Design SPD is able to mention that an aspect of good design is the continued management of developments once complete.</p> <p>Noted.</p> <p>The suggestion for utilising mental maps is useful and should be considered by applicants when they are initially assessing development sites. In addition, the Design SPD encourages new developments to be legible and easy for people to navigate around and more legible development can be easily mentally mapped.</p> <p>Noted</p> <p>The protection of views towards landmark features can be broadened in the SPD to include those towards key buildings.</p>	<p>No action.</p> <p>No action</p> <p>No action</p> <p>No action.</p> <p>At paragraph 3.17, add the following: '...such as differing scales, mass, heights and materials used. <u>Significant views or vistas should be maintained or enhanced in new development proposals.</u>'</p>
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	<ul style="list-style-type: none"> • I suggest that more “productive” shrub planting should be encouraged such as rose hips, blackberry and elderberry to encourage foraging and human activity and interaction within residential areas. • Major reservations about developers being encouraged to safeguard mature trees in housing schemes. Large trees in small gardens can shield out sunlight and daylight. Falling branches can pose a danger to children playing in gardens. Also there are issues to do with subsidence. By all means safeguard and incorporate large trees but keep them well away for houses. • Encourage developers to plant Mulberry trees and Siston plums but ensure that they do not cause safety issues when fruit falls to the ground and poses an accident risk to elderly people slipping on the fruit. • Crab apple trees can cause problems because of the sheer amount of fallen fruit. The one planted beside the car park near the Green in Siston was a mistake as was the one I was encouraged to plant in my garden. The fruit falls onto Bath Street, people complain and I have to sweep up the apples every few days. Also the fallen fruit attracts wasps, so I am told. • I also suggest that you provide best practice on cycle paths and how they can be incorporated into housing development. 	<p>The suggestion of providing more ‘productive’ planting that people can interact with (e.g. picking berries) can be covered within the Design SPD.</p> <p>The Design SPD encourages developers to retain mature and healthy trees on the sites they are developing. The SPD provides examples of circumstances where preserving groups of mature trees can be beneficial to the development proposal (e.g. serving as buffers adjoining neighbouring buildings). In general, consideration should be given to the location of mature trees and any proposed buildings on site.</p> <p>Providing specific guidance on the management of trees after the completion of developments is beyond the remit of the Design SPD. However, landscape management plans are expected to provide detail on how planting schemes are managed after completion of developments. These often accompany planning applications for major developments.</p> <p><u>Cycle paths</u> The Design SPD provides guidance in paragraph 3.74 on how high quality cycle and walking routes can be implemented on site.</p>	<p>Checklist at paragraph 2.7, under ‘connections and movement’ column, insert ‘<u>Use of mental maps</u>’.</p> <p>At paragraph 3.106, insert following text: <u>‘Trees that bear fruits such as berries or apples can be placed in appropriate areas of a development (e.g. public open space) to encourage a level of interaction and increase availability of healthy food in the built environment.’</u></p> <p>The Design SPD is to provide paragraph on maintenance of schemes post-construction.</p> <p>No action</p> <p>No action</p>
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S Cuff	<p>I would like to see a specific section on good design for house extensions - something very important to residents in parts of Nanpantan Ward, where, as you now we have been blighted by poorly designed & constructed extensions & garage conversions.</p> <p>The attached document can still be found on the CBC web-site.</p> <p>I would recommend that this document is updated and included in the SPD.</p>	<p>Comments noted. The Design SPD provides guidance on design issues that are common to house extension proposals – in particular, the impact upon neighbouring buildings in relation to overlooking and overshadowing. Issues regarding impact upon surrounding context/character is covered under Principle 1 'Respecting and enhancing local character'</p> <p>It is worth noting that under current permitted development rights homeowners are allowed to extend their homes to certain dimensions without the need for planning permission.</p>	<p>Guidance on house extensions to be reviewed and main principles included within the Design SPD.</p>
William Davis Ltd.	<p>I refer to the above consultation document. Please accept this as a formal response to the Supplementary Planning Document consultation (the SPD) on behalf of William Davis Limited (WDL). The representation firstly details a general observation relating to the SPD before focussing upon specific content.</p> <p><u>General Comment</u> Firstly, WDL would like to question the timing of the SPD and the associated consultation period. Whilst it is appreciated there is a requirement for area specific design in any given Local Authority relating to the existing surroundings and current built form, the basis for any new design guidance derives from Central Government policy. Therefore, with the anticipated "Building Better, Building Beautiful" report due for publication in November 2019, and Government's commitment to produce a National Design Guide/Code it is suggested that the consultation document is poorly timed and could potentially be considered out-of-date by time of adoption.</p> <p>Notwithstanding this, the role of an SPD, as defined by the extant NPPF (February 2019) is to "add further details to policies in the development plan." It is considered that as the Local Plan is currently being reviewed the Policies the SPD is concerned with supplementing may well be subject to alteration during this process. It can therefore</p>	<p><u>General comments</u> Comments are noted. The production of a Design SPD for Charnwood was an objective set out in the Core Strategy 2015 (<i>paragraph 4.63</i>) and has been timetabled in the current Local Development Scheme (published April 2019).</p> <p>The publication of the National Design Guide and updated guidance on design by the Government is duly noted. It is also acknowledged that the new guidance encourages local authorities to provide their own locally specific design guidance as well, providing it does merely replicate guidance set out in the new Guide. The Design SPD is considered to be in compliance with the the National Design Guide and any future guidance will be taken into account when it is published.</p> <p>The production of the new Local Plan for Charnwood is also duly noted and, in order to ensure compliance with adopted policies, the Design SPD would need to</p>	

	<p>be accepted the SPD could be rendered out-of-date once the Local Plan Review process is complete in November 2020.</p> <p>With the above details in mind WDL is of the opinion the SPD's development should be delayed in order to appreciate the emerging design position at both a Local and National level. This will avoid contrary design requirements and ensure applicants have a clear understanding of what is required from any given proposal.</p> <p><u>Technical Space Standards</u></p> <p>Initially, WDL would like to highlight the Council's notion that all new residential developments should consider using the Government Technical Space Standards (as referred to under para 3.96 of the SPD.) In requesting that new homes meet an increased space standard the SPD is initially making assumptions against the viability of projects without clear evidence of need or valid justification. Moreover, Technical Space Standards are not referenced within the Core Strategy. Whilst WDL fully supports the need for high quality design it must be noted that the role of an SPD is to supplement existing Policy and not establish anything new. The NPPF is overtly clear in defining the role of SPDs in stating:</p> <p>(SPDS) "can be used to provide further guidance for development on specific sites, or on particular issues, such as design. Supplementary planning documents are capable of being a material consideration in planning decisions but are not part of the development plan." (Annex 2.)</p> <p>The requirement for increased Space Standards is new Policy as it is not part of the extant Local Plan. Therefore, use of these standards must be means tested, consulted upon and independently examined and form part of the Local Plan Review. Reference to these standards within</p>	<p>be reviewed. However, as the Local Plan is currently at an early stage (Regulation 18) and has not been submitted for examination, delaying the Design SPD until after the adoption of the new Local Plan is not deemed practical and may result in non-compliance with the NPPF's objectives of achieving high quality design.</p> <p><u>Technical Space Standards</u></p> <p>Concerns relating to the inclusion of the technical space standards within the Design SPD are noted. It is considered appropriate to remove the space standards from the Design SPD prior to adoption.</p>	<p>No action</p> <p>remove 'Internal Space Standards' box from the Design SPD (below <i>paragraph 3.96</i>)</p>
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	<p>the consultation document is ultra vires to the purpose of an SPD; a precedent established by <i>LJ Gilbert, William Davis and Others vs Charnwood Borough Council (2017) (EWHC 3006.)</i></p> <p>It is suggested for the avoidance of doubt reference to Technical Space Standards is removed from the emerging SPD.</p> <p><u>50% Frontage Parking Threshold</u></p> <p>Within Section 3 parking is discussed. The SPD proposes that, as a rule, “50% of frontages should be for green space and not for parking.” William Davis objects to this prescribed standard as, whilst for larger detached properties this can be accommodated within an emerging layout; it cannot be achieved for smaller house types. In allowing for 50% green space to the frontage of, for example, a 2 or 3 bed terraced dwelling whilst also affording the minimum 2 No. 2.4m x 5.5m off street car parking spaces (as dictated within the adopted Leicestershire Highway Design Guide) there would be an intrinsic requirement to allocate rear parking spaces or dedicated parking bays set away from the homes as there is simply not enough space at the frontage of this size of unit to achieve the 50% threshold. This would lead to unattractive and fragmented street scenes with offset parking areas or lead to on street parking; all of which is considered poor design. Moreover, it could ultimately lead to homeowners including hard surfacing to front gardens to gain the required parking.</p> <p><u>Rear Parking Provision</u></p> <p>Notwithstanding this position, the introduction of rear parking areas reduces the level of surveillance and therefore would not be supported by the local constabulary. Furthermore, in achieving the 50% green space to all frontages the density of layouts would be reduced, which would impose an unnecessary burden on developers and could adversely impact upon viability, which is not supported by the extant NPPF.</p>	<p><u>50% Frontage Parking Threshold</u></p> <p>Concerns raised regarding the 50/50 approach to house frontages are noted. The Design SPD sets out guidance which is not required to be followed by developers but is encouraged to be considered when drawing up proposals. In response to some of the concerns raised, however, it is considered appropriate to amend the guidance to encourage this approach for larger dwellings in particular or for larger plots on sites.</p> <p><u>Rear parking provision</u></p> <p>Concerns are noted. The Design SPD encourages a mix of parking solutions to be considered in developments, which includes parking provision to the rear of buildings. In addition, the Design SPD encourages any rear parking provision (e.g. rear parking courts) to be well overlooked by neighbouring buildings, providing them a good level of security</p>	<p>Amend language in document to encourage 50% frontage parking threshold for larger dwellings in particular or for larger plots on sites. Below paragraph 4.10, add new paragraph: <u>‘The 50/50 approach may be more appropriate to be applied fronting larger dwellings.’</u></p> <p>No action</p>
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	<p><u>Landscaping strip</u></p> <p>In addition to this, the SPD puts forward the notion that tandem properties are to include landscaping strips of 1 metre to separate adjoining hard surfaced parking areas. This is not practical as it would impact upon density and therefore pose viability and deliverability concerns for some projects. Notwithstanding this, these strips would leave unsightly areas as in reality management companies wouldn't undertake their maintenance and ownership concerns between neighbours could lead to either a lack of upkeep or inconsistency between maintenance of strips on the same street; ultimately leading to messy, inconsistent street scenes. All of which is considered poor design.</p> <p>WDL therefore objects to the 50/50 approach and landscaping strips and requests these are removed from the SPD.</p>	<p>and making them more attractive for people to use.</p> <p><u>Landscaping strips</u></p> <p>Concerns regarding the upkeep of landscaping strips post-completion are noted. In light of these comments, it is considered appropriate for the SPD to add guidance on how landscaping strips should serve a clear purpose (e.g. be part of a planting scheme or SuDs).</p>	<p>At the end of paragraph 4.11 add following: <u>'Any landscaping strip should serve a clear purpose such as provide planting or serve as part of a SuDs scheme.'</u></p>
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B Allborough	<p>Having examined the Reception copy, with the same difficulty as previously due to the single staple in a top-left position (solution: 2 staples left side to create book format for easy study), may I comment as follows:</p> <ol style="list-style-type: none"> 1. Pages 6 & 7: As the 'Planning' department should you have ensured that the headings on page 6 should be on the same page as the table on page 7? – not easy on separate pages! 2. Item 3.77: seems contrary to CBC current policy of switching off lights on many streets 3. Item 3.80: should also mention that speed humps are proven to damage small vehicles 4. Item 3.81-85: Signboards on pedestrian areas (& on major roads) must be clear of the vegetation covering them in many areas 	<p><u>Pages 6&7</u> Comments noted. Issues relating to the presentation of the document are acknowledged and shall be addressed for the final published version of the SPD.</p> <p><u>Item 3.77</u> Comments noted. The Design SPD encourages good lighting schemes on new development to help improve wayfinding, safety and support vitality within the evening hours. The switching off of street lighting is the responsibility of the County Council and is not a planning or design matter.</p> <p><u>Item 3.80</u> Comments noted. The Design SPD recognises that speed humps can be hazardous to certain road users and states that they should not be relied upon, though their installation in some cases may be necessary on the advice of the Local Highway Authority.</p> <p><u>Item 3.81-85</u> Comments noted. The Design SPD provides good design guidance and advice for new signage above shopfronts. The management of any existing signage (for example, clearing them of vegetation) is the responsibility of shop-owners and the Design SPD is not able to provide guidance on how people should do this, as it is neither a planning or urban design matter.</p>	<p>Amend document accordingly.</p> <p>No action.</p> <p>No action.</p> <p>No action.</p>
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<p>Carter Jonas LLP <i>obo</i> Taylor Wimpey UK Ltd</p>	<p><u>Chapter 2: The Design Process</u></p> <p>Taylor Wimpey supports the staged approach identified by the Council to ensure that the context of development sites are fully understood and that final design proposals respond to this. The guidance contained in the SPD confirming that the Design and Access Statement is the appropriate document for this process to be detailed in is also supported.</p> <p><u>Design review</u> The use of design review, in accordance with the NPPF, is supported by Taylor Wimpey. However, paragraphs 2.22 and 2.23 of the SPD should provide further clarity regarding this process. As currently drafted paragraph 2.23 states: "...Applicants will be informed by the Council when independent design review is required for their development proposals". Further information should be provided regarding proposals that are likely to require design review; and the process that the Council will go through to implement this, including likely timescales and costs. This would ensure that the design review process was transparent and could be fully accounted for from the outset of development proposals being brought forward.</p> <p><u>Paragraph 3.6</u> The recognition in paragraph 3.6 that new developments should take inspiration from existing features but not necessarily replicate these is supported; as is the acknowledgement that successful design often incorporates existing architectural characteristics in more contemporary buildings.</p>	<p>Comments noted. Our responses to each issue raised are provided below, by individual section:</p> <p><u>Design review</u> The Design SPD reiterates the policy requirement in the Core Strategy for major or sensitive developments. The definition of 'major development' in the context of the policy is the same as the NPPF definition, as follows: <i>'For housing, development where 10 or more homes will be provided or the site has an area of 0.5 hectares or more. For non-residential development, it means additional floorspace of 1,000m2 or more, or a site of 1 hectare or more, or otherwise provided in the Town and Country Planning (Development Management Procedure) (England) Order 2015'</i>. It is considered appropriate for the SPD to provide some clarity on the type of proposals that are likely to require Design Review.</p> <p>Design Review will be required on proposals that the Council identifies as being sensitive.</p> <p><u>Paragraph 3.6</u> Comments noted and support welcomed.</p>	<p>No action.</p> <p>Add to Paragraph 2.23 <u>'Some examples of recent proposals in the Borough which have been subject to design review have been the sustainable urban extensions (SUEs) and the Loughborough University Science and Enterprise Park. Design review will be required on proposals which the Council identifies as being sensitive.'</u></p> <p>No action.</p>
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	<p><u>Building height, street width ratio – Paragraphs 3.13, 3.14</u> The guidance contained regarding building heights is noted. However, a flexible approach should be taken to the application of this in order to ensure that site context fully informs the design of the proposals without being unduly constrained by generic design guidance.</p> <p><u>Development in the landscape – Paragraphs 3.23</u> Paragraph 3.23’s recognition that new developments of the edge of towns and larger villages have the ability to ensure a harmonious relationship between the existing settlement and the surrounding landscape is supported.</p> <p><u>Green Infrastructure – Paragraph 3.54</u> The recognition that green infrastructure can take many different forms and be managed in different ways is supported. This allows flexibility when development proposals are being brought forward to enable the most appropriate form of green infrastructure to be brought forward on particular sites, dependant on its purpose and context. This also assists in improving the range of open spaces available to residents of the Borough.</p> <p><u>Public art</u> Further clarity is needed regarding when public art will be required by the Council. This would provide certainty from the outset of development proposals being brought forward meaning that public art could be integrated from the outset.</p> <p><u>Principle 3: Well connected and legible streets and spaces</u> It is acknowledged that well-designed streets are a crucial factor in allowing developments to function well and providing high quality public space. The guidance contained in the SPD provides a useful reference point for the design of streets throughout developments in order to ensure that these maximise pedestrian and cyclist safety and opportunities for the use of these more sustainable travel modes.</p>	<p><u>Building height, street width ratio – Paragraphs 3.13, 3.14</u> Comments noted and support welcomed. The guidance within the Design SPD is intended to be utilised in a flexible manner and dependent upon individual site context.</p> <p><u>Development in the landscape – Paragraph 3.23</u> Comments noted and support welcomed.</p> <p><u>Green Infrastructure – Paragraph 3.54</u> Comments noted and support welcomed.</p> <p><u>Public art</u> Public art is not a requirement sought by the Council but it is seen as a significant opportunity to contribute to the distinctive of a place.</p> <p><u>Principle 3: Well connected and legible streets and spaces</u> Comments noted and support welcomed.</p>	<p>No action.</p> <p>No action.</p> <p>No action.</p> <p>No action.</p> <p>No action.</p> <p>No action.</p>
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	<p><u>Principle 4: Creating multi-functional, safe and inclusive places</u> The SPD sets out the opportunities that new developments bring for improving the quality of life of local communities and bringing about positive change. The principles set out within this guidance are supported and the positive outcomes of new development should be highlighted through the application process.</p> <p><u>Principle 5: Adapting to Climate Change</u> The guidance contained in this section of the SPD regarding new developments impact on trees, biodiversity, sustainable drainage systems and energy efficiency is supported. It is recognised that these aspects have an important role to play in shaping the design of development proposals and ensuring that these result in the creation of positive places for people to enjoy; whilst ensuring their longevity into the future.</p> <p><u>Principle 6: Protecting the amenity of existing and future occupiers</u> Ensuring the amenity of existing and future occupiers is key to Taylor Wimpey when bringing forward development proposals. The guidance contained in the SPD provides a useful reference in the design of new development.</p> <p>It is noted that separation distances are provided for 2 storey dwellings and 3 storey dwellings but not 2.5 storey dwellings. Clarity on this point would be helpful.</p> <p>The flexibility provided by paragraph 3.140, confirming that the guidance set out will be applied having regard to the wider design issues and site context, is welcomed. It is, however, noted that paragraph 3.141 states: "As a guide, separation distance should be increased by 1m for every 0.4m difference in floor levels between dwellings." It will need to be ensured that this guidance is applied on a site specific basis as this could be particularly challenging on sloping sites.</p> <p><u>Additional parking guidance</u></p>	<p><u>Principle 4: Creating multi-functional, safe and inclusive places</u> Comments noted and support welcomed.</p> <p><u>Principle 5: Adapting to Climate Change</u> Comments noted and support welcomed.</p> <p><u>Principle 6: Protecting the amenity of existing and future occupiers</u> In regards to separation distances, the Design SPD states that for every 0.4m difference in floor height, separation distances should increase by 1m. This guidance should be utilised for intermediate heights (e.g. 2.5 storeys) of new dwellings.</p> <p><u>Additional parking guidance</u> Comments noted and support welcomed.</p>	<p>No action.</p> <p>No action.</p> <p>No action.</p>
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	<p>The information contained within the SPD regarding parking design is helpful. However, a holistic approach should be taken in order to ensure the most appropriate solution for an individual site is delivered. The variety of typologies for car parking that the SPD contains is supported in order to ensure that the most appropriate form of car parking for particular sites can come forward.</p>		
Historic England	<p>Reference to heritage assets and their settings should be included throughout.</p> <p>It may be helpful to include reference to heritage within paragraph 2.5. Reference is welcomed within paragraph 2.7. 2.7 should also include reference to settings and it may be helpful to change the title of the column to <i>'heritage assets and their settings'</i>, to more closely reflect the NPPF, also separating natural designations in relation to wildlife sites into a separate category.</p> <p>Reference to heritage advice would also be helpful, within the Design Process section for example, such as Good Practice Advice 3: The Setting of Heritage Assets https://historicengland.org.uk/images-books/publications/gpa3-setting-of-heritageassets/</p> <p>Within Design Principles, reference to heritage assets and their settings, within the existing text or as a standalone section would be welcomed.</p>	<p>Comments noted. The Design SPD provides guidance for all types of proposals, including those which could affect heritage assets and their settings. However, it is considered appropriate to identify heritage assets in the table at paragraph 2.7 to give further clarity to developers on examples of key constraints that should be identified early in the site assessment stage. It is also considered appropriate to reference 'Good Practice Advice 3' within the SPD, as further guidance for developers to consider.</p>	<p>Amend paragraph 2.5 to include reference to heritage assets '...to identify key visible features including the topography, key views, nearby footpaths, neighbouring buildings/land uses, heritage assets and significant landscape features...'</p> <p>Reference 'Good Practice Advice 3' in the Design SPD and provide web link.</p>
Gladman	<p><u>Introduction</u></p> <p>This letter provides the representations of Gladman made in response to the current consultation on the Charnwood Design SPD (the Design SPD). Gladman acknowledge the key emphasis placed by the Government on securing good design in new developments through national planning policy. The preparation of the Design SPD gives rise to the opportunity to clarify design policies of the Core Strategy which will assist applicants and decision makers alike in the implementation of policy and the delivery of high-quality developments. The Council's decision to renew its current design guidance is therefore welcomed by Gladman.</p>	<p>Comments noted and the general support for the content of the SPD is welcomed. The Design Review is required under Policy CS2 of the Core Strategy for major or sensitive developments. The Design SPD states that applicants will be informed when it is considered appropriate for them to pursue a design review.</p>	<p>No action</p>

	<p>Gladman attended one of the workshop events organised by the Council as part of this SPD preparation process. The event was useful and well attended. Gladman is grateful for the Council's invitation to attend the event and opportunity provided to meet and discuss the Design SPD with officers, stakeholders, and members of the community. Gladman's comments on proposals for the Design SPD as drafted are provided below.</p> <p><u>SPD Scope and Purpose</u></p> <p>As the Council is no doubt aware, the SPD process should not be used as a method to introduce new policy requirements through the backdoor outside of the Local Plan preparation process. The new Local Plan, which is being prepared by the Council separately but in parallel to this SPD, represents the most appropriate process for the Council to pursue a new policy direction in relation to design, open space, climate change and planning obligations where justified and deliverable.</p> <p>Early on within the Draft Design SPD, the Council clarify that the SPD's purpose is to provide guidance on how a high standard of design can be met in response to Policies CS2 High Quality Design, CS15 Open Spaces, Policy CS16 Sustainable Construction and Energy, and saved policy EV1 Design.</p> <p>In broad terms, Gladman consider that the Design SPD as drafted achieves this brief and provides for a sufficiently transparent but flexible explanation of the Council's expectations for design in new developments which is responsive to these policies. The Design SPD is therefore considered to achieve the correct balance in providing sufficient guidance to assist applicants in the interpretation of cited policies, whilst ensuring that its content is not too prescriptive in its requirements which could otherwise harm the deliverability of development in the District.</p> <p>The only exception to the above is in relation to guidance provided for the Design Review as required through Policy CS2 of the Core Strategy. As drafted the Design</p>	<p>Design Review will be sought for major applications (as defined by the NPPF) and sensitive development proposals –</p>	<p>Document amended accordingly</p>
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	<p>SPD adds little which explains the role/requirements of Design Review which would benefit applicants and decision makers. It is unclear on what basis an independent design review will be required beyond being related to a “major” or “sensitive” development. Key and unanswered questions relating to the Design Review include:</p> <p>The type of application it relates to (for example, how applicable is the design review to outline applications where access is the only detailed matter?);</p> <p>Under what mechanism and how the Design Review will take place?</p> <p>Who will undertake the Design Review?</p> <p>Are there further requirements of the Design Review which go beyond validation requirements or the guidance otherwise set out in the Design SPD?</p> <p>What weight is attached to the Design SPD when undertaken the Design Review?</p> <p>Over what timescales will the Design Review be undertaken? and</p> <p>Is there an opportunity for an applicant to respond to conclusions made?</p>	<p>the Design SPD will be amended to clarify under which conditions a proposal will likely be seen as ‘sensitive’ by the Council and subject to Design Review.</p> <p>Design Review will assess and provide their views on the design of the scheme as a whole, regardless of what feature (e.g. access) is being sought consent at that stage.</p> <p>The exact mechanism of the design review is determined by the provider of the review panel.</p> <p>The applicant can decide which provider of design review to employ.</p> <p>The purpose of Design Review is to provide recommendations in relation to the design of proposals. The Design SPD (once adopted) will be a consideration in formulating those recommendations.</p> <p>The Design SPD will be a very significant consideration when undertaking the Design Review. ‘Weight’ is a matter to be considered when determining a planning application, which is a separate process.</p> <p>The exact timescales of a Design Review procedure shall be determined on a case by case basis.</p> <p>Applicants will be able to respond to conclusions made by the Design Review.</p>	<p>No action</p>
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	<p>To ensure that the SPD meets its defined scope in relation to Policy CS2, Gladman consider that the above should be clarified within the Design SPD before it is adopted.</p> <p><u>Alignment with National Planning Policy</u></p> <p>It is acknowledged by Gladman that the Design SPD is being produced at a transitional period for national planning policy which creates difficulties in ensuring that the SPD is fully aligned with this evolving context. The Design SPD is responsive to the policy requirements of the Core Strategy which was adopted in 2015. However, since adoption of the Core Strategy, national planning policy has been updated by the Government with the 2019 NPPF now forming the most up-to-date document. In addition, the Government has published updated to Planning Practice Guidance, and has recently issued the National Design Guide</p> <p>Having reviewed the Council's draft proposals for the Design SPD, Gladman consider that, in most areas, the Design SPD is aligned to the policies of the 2019 NPPF, updates to PPG, and the newly issued National Design Guide.</p> <p><u>Density</u></p> <p>An evident weakness of the Design SPD as drafted however relates to the national planning policy requirements for the effective use of land and the achievement of appropriate density. The guidance currently provided in the Design SPD only relates to directing higher density at very accessible locations. This does not translate exactly to reflect the policies of the 2019 NPPF which seeks to promote higher density where there is a shortage of available land, and the need to consider market conditions, the need for specific types of housing, and local character. The failure to make effective use of land may now amount to a reason to refuse a development, and so greater guidance as to how the Council would expect developments to make effective use of land is of increased importance for applicants.</p>	<p>The scope of the SPD is being checked against Core Strategy Policy CS2.as part of the responses to consultation responses received and the actions listed.</p> <p>Noted</p> <p><u>Density section</u></p> <p>On the matter of density, the Design SPD provides guidance on where higher densities may be most appropriate from the perspective of achieving the requirements. Higher density development being located in very accessible locations is one example of appropriately considering density in good design practice. It does not seek to override the NPPF's objectives of making effective use of land, which ties in with development density. Nevertheless, it would be prudent to clarify the SPD's role by amending the density section of the document.</p>	<p>Amend paragraph 3.20 as follows: '<u>Town centres and other locations well served by public transport provide an opportunity to increase the density of developments.</u></p>
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	<p><u>Draft Local Plan 2036</u></p> <p>The SPD will need to be reviewed following adoption of the Local Plan. The Government’s emerging standards for home building as to be implemented as part of the Future Homes Standards currently being consulted on may also need to be considered.</p> <p><u>Conclusions</u></p> <p>Gladman welcome the opportunity to commitment on the draft Design SPD and thank the Council for the invitation to attend the related workshop.</p> <p>In broad terms, Gladman consider that the Design SPD as drafted achieves its purpose and provides sufficient guidance as to how the Council wishes relevant policies of the development plan to be implemented to achieve high standards of design. Importantly the guidance is flexible and avoids the application of prescriptive requirements which go above and beyond existing policy.</p> <p>Further guidance is however required in order to clarify the role and process of the Design Review as required through Policy CS2 of the Core Strategy.</p> <p>A clear challenge during the preparation of the Design SPD has been to ensure consistency with both the relevant policies of the Core Strategy and changes to national planning policy and guidance. Gladman largely consider that the Council has achieved this successfully within the Draft Design SPD, though there is a clear disparity in the guidance provided in relation to the effective use of land and density which does not reflect most recent national planning policy. A revision should be made to the Design SPD as drafted to account for this.</p> <p>The SPD will need to be updated following adoption of the emerging Local Plan, and where required in response to any potential changes made to national planning policy and enhanced building standards.</p>	<p><u>Draft Local Plan 2036</u></p> <p>The need for the Design SPD to be reviewed following adoption of the Charnwood Local Plan 2036 is noted.</p> <p>Noted</p>	<p>No action</p>
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	Should the Council wish to discuss the content of these representations any further then please do not hesitate to get in touch.		
Severn Trent	<p>Thank you for the opportunity to comment on your consultation. Severn Trent are generally supportive of the principles outlined within the Charnwood Borough Council Draft Design Supplementary Planning Document, there are however a few elements of the document that we feel could be enhanced to ensure the delivery of the objectives indicated by the design SPD related to the functions of a Water and Sewerage Provider.</p> <p><u>Water Efficiency</u> Water is a valuable resource, to ensure that sufficient potable water is available to accommodate future growth within and beyond the local plan period without causing any adverse impact on the environment, Severn Trent are looking for new reliable sources of water that can be used to augment our current supply, however Growth and climate change are likely to have an impact on the availability of water, meaning that we need to start being more responsible in how we use water.</p> <p>Severn Trent would therefore strongly encourage the inclusion of a section of Design SPD to address this water efficiency. Part G of Building Regulations highlights a maximum water consumption rate of 125 litres of water per person per day, but it also identifies that an optional rate of 110 Litres of water per person per day can be utilised, paragraph 2.8 of Building Regulations part G states: <i>“The optional requirement only applies where a condition that the dwelling should meet the optional requirement is imposed as part of the process of granting planning permission. Where it applies, the estimated consumption of wholesome water calculated in accordance with the methodology in the water efficiency calculator, should not exceed 110 litres/person/day”</i></p> <p>It is therefore advised that this recommendation is included within the Design SPD to enable developments</p>	<p>Comments noted. Responses to each subsection are provided as follows:</p> <p>The Design SPD provides design guidance to help interpret requirements for Policy CS16 ‘Sustainable Construction and Energy’. A key criteria of this policy is:</p> <ul style="list-style-type: none"> • <i>Encouraging residential development to meet the equivalent of Code for Sustainable Homes Level 5 for water efficiency (80 litres/person/day)</i> <p>As water efficiency is encouraged through adopted planning policy in the Borough, it is considered that it is not necessary to repeat this within the Design SPD.</p>	<p>No action.</p> <p>No action.</p>

	<p>this can help to identify any constraints or risk to the development schedules early.</p> <p><u>Principle 1: Respecting and enhancing the Local Character</u> Severn Trent recognise the importance of protecting the natural character or settlements and the local area. We also note that some features that play an important part in both place setting and natural processes, key features from a sewerage perspective is the performance of surface water assets such as watercourses, ditches and land drains, whilst these features should not connect into the sewerage system the removal of these assets can result in a detrimental impact on sewer performance. As flows are re-directed into the sewerage system. We would therefore recommend that these features are recognised within this section as this ensure that they are protected as open features. Where they are considered as part of the design they can be utilised alongside SuDS features within areas of open space, enhancing both biodiversity and amenity for new developments and result in blue – green corridors through development for wildlife.</p> <p><u>Public Open Space</u> Paragraph 3.37 highlights that “streets can be made more attractive and multi-functional by introducing planting and landscaping as well as street furniture.” We are supportive of the principle of planting green features that create multifunctional space, in particular where surface water management is considered part of the multi-function incorporated. There are a number of Source control SuDS techniques that could be used to assist with this such as Tree-pits, Bio-retention areas and rain gardens. It is</p>	<p>engaged/consulted by developers as they progress their schemes. If specific constraints have been identified as part of a pre-application submission (developers are encouraged to have undertaken site analysis prior to meeting the local planning authority) then the planning team can inform developers of which organisations to contact and at what point in the process will mitigation measures likely need to be implemented.</p> <p>Concerns are noted however this section deals with explaining how proposals can respect and enhance the built environment through their design and how they can limit their impacts upon the natural environment (for example, when development is proposed to the edge of settlements bordering open countryside). Any potential impacts upon utility systems and other existing infrastructure should be identified as constraints during site assessment phase and are best reiterated in the Design Process section.</p> <p>Comments noted. The Design SPD encourages the implementation of SuDs within open amenity spaces provided on new developments.</p>	<p>No action.</p> <p>No action.</p>
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	<p>strongly recommended that this is acknowledged within the design SPD. Paragraph 3.40 talks about individual open spaces that are part of an interconnected network this approach should be aligned with SuDS principles in such that the site is design utilising a sub catchment principle locating SUDS within open space parcels that slow the flows before reaching the final site control features. This approach can also help to create blue-green corridors that will assist wildlife and ecological movement through development providing additional biodiversity enhancements. It is understood that appropriate inclusion of networks of open space has wider benefits outside of surface water in areas such as mental and physical health, but as this is outside of our area of specialism we are not proposing to comment on these elements.</p> <p><u>Principle 5: Adapting to Climate Change</u> Severn Trent is supportive of the inclusion of principle 5. Climate change is anticipate to have a significant impact on rainfall and surface water flows, this will in turn impact on sewerage performance and design, as such new development should be designed with these impacts in mind.</p> <p><u>Paragraph 3.105 Trees</u> Severn Trent are supportive of planting trees to enhance biodiversity and these can be utilised to assist with the reduction in surface water flows getting to the sewerage system. It is important however that were trees are located within the urban environment the opportunity to provide multiple benefits including surface water management through the inclusion of tree-pits is also undertaken. The use of tree-pits can assist with the appropriate development of the trees as well as surface water management, providing wider benefits to the development.</p> <p><u>Paragraph 3.116 Maximising biodiversity creation on new development</u> Severn Trent is supportive of the principle to maximise Biodiversity within new development as it can assist with</p>	<p>Comments noted.</p> <p>Comments noted.</p> <p>Comments noted. The Design SPD encourages developers providing SuDs to refer to the CIRIA SuDs Manual for more comprehensive guidance on</p>	<p>No action.</p> <p>No action.</p> <p>No action.</p>
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	<p>the mitigation of climate change and management of surface water flows. We would note that where SuDS are designed in accordance with The SuDS Manual (CIRIA) they can result in increased bio-diversity elements. We would also recommend the consideration of Blue –Green corridors where that can enable wild life to pass through new development preventing the segregation natural habitats through the development. These corridors will also enable watercourses and SuDS to be located in open spaces, resulting in multi-functional space that can minimise the land take needs for surface water management and open space requirements.</p> <p><u>Sustainable drainage systems</u> Severn Trent is supportive of the inclusion of SuDS within new development therefore we are supportive of paragraphs 3.119 - 3.121 for the reasons outline earlier in our response. Please keep us informed when your plans are further developed when we will be able to offer more detailed comments and advice. For your information we have set out some general guidelines that may be useful to you.</p> <p><u>Position Statement</u> As a water company we have an obligation to provide water supplies and sewage treatment capacity for future development. It is important for us to work collaboratively with Local Planning Authorities to provide relevant assessments of the impacts of future developments. For outline proposals we are able to provide general comments. Once detailed developments and site specific locations are confirmed by local councils, we are able to provide more specific comments and modelling of the network if required. For most developments we do not foresee any particular issues. Where we consider there may be an issue we would discuss in further detail with the Local Planning Authority. We will complete any necessary improvements to provide additional capacity once we have sufficient confidence that a development will go ahead. We do this to avoid making investments on speculative developments to minimise customer bills.</p> <p><u>Sewage Strategy</u></p>	<p>various design approaches to SuDS implementation.</p> <p>Comments noted.</p> <p>Noted.</p> <p>Noted.</p>	<p>No action.</p> <p>No action.</p> <p>No action.</p>
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	<p>Once detailed plans are available and we have modelled the additional capacity, in areas where sufficient capacity is not currently available and we have sufficient confidence that developments will be built, we will complete necessary improvements to provide the capacity. We will ensure that our assets have no adverse effect on the environment and that we provide appropriate levels of treatment at each of our sewage treatment works.</p> <p>Surface Water and Sewer Flooding We expect surface water to be managed in line with the Government's Water Strategy, Future Water. The strategy sets out a vision for more effective management of surface water to deal with the dual pressures of climate change and housing development. Surface water needs to be managed sustainably. For new developments we would not expect surface water to be conveyed to our foul or combined sewerage system and, where practicable, we support the removal of surface water already connected to foul or combined sewer.</p> <p>We believe that greater emphasis needs to be paid to consequences of extreme rainfall. In the past, even outside of the flood plain, some properties have been built in natural drainage paths. We request that developers providing sewers on new developments should safely accommodate floods which exceed the design capacity of the sewers.</p> <p>To encourage developers to consider sustainable drainage, Severn Trent currently offer a 100% discount on the sewerage infrastructure charge if there is no surface water connection and a 75% discount if there is a surface water connection via a sustainable drainage system. More details can be found on our website</p> <p>Water Quality Good quality river water and groundwater is vital for provision of good quality drinking water. We work closely with the Environment Agency and local farmers to ensure that water quality of supplies are not impacted by our or others operations. The Environment Agency's Source</p>	<p>Comments noted. It is beyond the remit of the Design SPD to provide guidance on the design and specifications of sewer systems.</p> <p>Noted.</p>	<p>No action.</p> <p>No action.</p>
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	<p>Protection Zone (SPZ) and Safe Guarding Zone policy should provide guidance on development. Any proposals should take into account the principles of the Water Framework Directive and River Basin Management Plan for the Severn River basin unit as prepared by the Environment Agency.</p> <p>Water Supply When specific detail of planned development location and sizes are available a site specific assessment of the capacity of our water supply network could be made. Any assessment will involve carrying out a network analysis exercise to investigate any potential impacts. We would not anticipate capacity problems within the urban areas of our network, any issues can be addressed through reinforcing our network. However, the ability to support significant development in the rural areas is likely to have a greater impact and require greater reinforcement to accommodate greater demands.</p> <p>Water Efficiency Part G of Building Regulations specify that new homes must consume no more than 125 litres of water per person per day. We recommend that you consider taking an approach of installing specifically designed water efficient fittings in all areas of the property rather than focus on the overall consumption of the property. This should help to achieve a lower overall consumption than the maximum volume specified in the Building Regulations. We recommend that in all cases you consider:</p> <ul style="list-style-type: none"> • Single flush siphon toilet cistern and those with a flush volume of 4 litres. • Showers designed to operate efficiently and with a maximum flow rate of 8 litres per minute. • Hand wash basin taps with low flow rates of 4 litres or less. • Water butts for external use in properties with gardens. <p>To further encourage developers to act sustainably Severn Trent currently offer a 100% discount on the clean</p>	<p>Noted.</p> <p>Comments noted. The Design SPD cannot provide standards on the installation of efficient bathroom fittings such as toilets and showers, as this is not a planning matter. The Design SPD also can impose any expectations upon developers, as this would constitute as additional policy requirements which SPDs are not able to seek. However, in regards to water efficiency, Policy CS16 does require developers to consider water efficiency in their development proposals through the following criteria:</p> <ul style="list-style-type: none"> • <i>Encouraging residential development to meet the equivalent of Code for Sustainable Homes Level 5 for water efficiency (80 litres/person/day)</i> 	<p>No action.</p> <p>No action.</p>
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	<p>water infrastructure charge if properties are built so consumption per person is 110 litres per person per day or less. More details can be found on our website</p> <p>We would encourage you to impose the expectation on developers that properties are built to the optional requirement in Building Regulations of 110 litres of water per person per day.</p> <p>We hope this information has been useful to you and we look forward in hearing from you in the near future.</p>		
Environment Agency	<p>Thank you for giving the Environment Agency the opportunity to comment on your Design Supplementary Planning document.</p> <p>We do not have any bespoke comments to make on this submission.</p>	Noted.	No proposed action.
Leicestershire County Council Highways	<p>This response is being made on behalf of Leicestershire County Council as the Local Highway Authority (LHA).</p> <p>The LHA welcomes the opportunity to comment on the Borough Council's draft Design Supplementary Planning Document (DSPD). It is committed to continuing to work with Local Planning Authorities and other bodies to support the delivery of houses (and jobs) to meet the future needs of Leicester and Leicestershire's growing population. It also recognises intentions to create attractive, safe and distinct places for people to live in.</p> <p>However, like many other LHAs the County Council faces significant financial challenges in seeking to maintain even its existing highway assets (including roads, footways, cycleways, signs, lines, structures, street lighting, etc.). Increasing lengths and numbers of assets will only add to these pressures, especially where there are desires to create housing developments that move away from using standard pallets of highway materials and that incorporate, public spaces, extensive street furniture, trees or planting in the public highway ('non-standard design elements').</p>	<p>Noted.</p> <p>Noted.</p>	<p>No action.</p> <p>No action.</p>

	<p>The LHA would therefore wish to see the final version of the Borough Council's DSPD placing a strong emphasis on the importance of maintaining the quality of a development throughout its lifetime. It would also want the final DSPD to highlight the need for appropriate maintenance strategies to be put in place where the use of 'non-standard design elements' are proposed, including the need for payment of commuted sums to the LHA. Such matters are best addressed at the earliest stages in the development of a site's design and layout; the promotion of early joint discussions between the site promoters, Local Planning Authority and LHA should be referenced in the final version of the DSPD.</p> <p>The LHA is also committed to promoting means of travel alternate to the private car, recognising the environmental and public health benefits that this can bring. It acknowledges the importance that well-located, well-designed and well-connected developments can help to play in achieving this. In this respect, it would like to see the final version of the DSPD strengthened to ensure that transport connectivity is considered early in the process of a site's planning, including (as appropriate) through master-planning and the transport assessment process. This will enable the LHA to be best placed to provide advice on how it might be appropriate to provide for means of travel other than by private car in the light of any existing provision(s) in the area of a site and of any of its own policies, strategies, plans and initiatives.</p> <p>In the light of Leicestershire County Council's formal declaration of a Climate Change Emergency, it is supportive of seeing greater numbers of electric vehicles on our roads, to replace fossil-fuelled cars. Provision of charging points across the Country remains a challenge to greater electric vehicle ownership and usage (and the LHA, like many other bodies, continues to press Government for a common, national strategy for / approach to the development and delivery of charging infrastructure). In this respect, the LHA considers that the final DSPD could be stronger in its reference to the provision of charging points, especially in the design of new houses.</p>	<p>Comments noted. We note the importance of management strategies for streets and public spaces after development schemes are completed in order to retain their quality and use. The Design SPD shall contain guidance on where this would be appropriate for developers to pursue.</p> <p>Comments noted. The Design SPD encourages that developers undertake thorough site assessments prior to determining proposal layouts and design priorities etc. The Design SPD provides a checklist (under paragraph 2.7) to provide a starting point for developers to carry out site assessments. The matter of transport connectivity e.g. proximity of site to public transport connections is covered under the 'connections and movement' column.</p> <p>Comments noted. The Design SPD cannot require electric car charging points to be implemented in new residential developments, as this is a matter for local planning policies to address. The Design SPD provides guidance on how electric car charging points should be designed in order to appear congruous with surrounding street character. This is supplied within 'Additional principles for well designed parking' in Appendix 1: Additional parking guidance.</p>	<p>Amend paragraph within Providing attractive and well managed public and private spaces “For new public spaces it is important that long term maintenance strategies are considered at an early stage in the design process, and this should involve discussions with key stakeholders such as the Local Highway Authority”.</p> <p>No action.</p> <p>No action.</p>
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	<p>I hope that this response will be of assistance in shaping the final version of the Borough Council's DSPD. The LHA would be happy to discuss its comments further with the Borough Council as necessary.</p> <p>Clarification comments received from Leicestershire County Highways</p> <p>1.The LHA would therefore wish to see the final version of the Borough Council's DSPD placing a strong emphasis on the importance of maintaining the quality of a development throughout its lifetime': Where there is deterioration of appearance and attractiveness overtime, this can detract from a development's original quality. Thus, the LHA would wish to see text included in the final version of the Design DPD that highlights the importance of seeking to ensure that the quality of a development can be maintained and is lasting throughout its lifetime, and is not just about its appearance at time of completion.</p> <p>2. 'It would also want the final DSPD to highlight the need for appropriate maintenance strategies to be put in place where the use of 'non-standard design elements' are proposed, including the need for payment of commuted sums to the LHA': This comment is linked to the first. Despite having some of the best maintained roads in the country, the LHA no longer has sufficient funds to seek to maintain in a constant state of condition even its existing highway assets, let alone to deal with the additional liabilities of new assets created as part of new developments. (The LHA no longer receives increases in its maintenance block grant from Government to make allowance for additional assets.) Thus, in the interests of seeking to maintain the long-term quality of developments where 'non-standard design elements' (examples of which were given in the LHA's original response) are intended to be incorporated, it is important that appropriate long-term maintenance strategies are put in place, including the possible use of commuted sums. The LHA would wish to see the final version of the Design DPD include a section on long-term maintenance strategies.</p> <p>3. 'Such matters are best addressed at the earliest stages in the development of a site's design and layout;</p>	<p>Comments noted. It agreed that the importance of maintaining the quality of development through its lifetime should be referred to within the Design SPD.</p> <p>Agreed.</p>	<p>Amend Materials and Detailing section:</p> <p>"The choice of materials which do not deteriorate in their attractiveness over time is important in maintaining the quality of a development throughout its lifetime".</p> <p>See proposed amendment within attractive and well managed public and private spaces.</p>
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	<p>the promotion of early joint discussions between the site promoters, Local Planning Authority [LPA] and LHA should be referenced in the final version of the DSPD': The LHA is conscious of issues of site (financial) viability. In this respect, it considers that it is important for site promoters / developers (and indeed the LPA) to be aware of a site's potential highways and transportation related costs, including in respect of possible costs relating to long-term future maintenance of 'non-standard design elements', at the earliest opportunity in order to feed into site costs / viability considerations. This should help to avoid issues arising at later stages in the planning, design and delivery of a development. The LHA would therefore wish to see included in the final version of the Design DPD text that stresses the need for early joint discussions between the site promoters, LPA and LHA so that design issues can be discussed; the potential for incorporation of 'non-standard design elements' can be identified; and in principle agreement reached about the proposed long-term maintenance strategy.</p>	<p>Noted. Charnwood Borough Council welcomes early joint working with the Local Highway Authority.</p>	<p>No change</p>
<p>Cllr M Draycott</p>	<p><u>Chapter 1 Introduction</u> First yes housing is needed but not the bog standard designs going up which where ever you go all look the same. It is social housing that is needed and good quality does not mean expensive.</p> <p>In this document I do not agree of more of the same. Adding even more properties to existing settlements who are struggling now to cope with the 1000s of new homes, with no improvements to the infrastructure, is not acceptable. It is destroying local identities such as Shepshed and within a decade it will be joined to Loughborough and no longer recognisable as its former self; Shepshed Town.</p> <p>Rather with so many more properties being proposed in Loughborough & Shepshed mainly, there is enough to build them as one settlement or a new SUE. To the East of Loughborough there is plenty of land to do this and could butt up against the boundary of Loughborough ie. Cotes for example, which developers are already interested in. Plus the Planners argument about</p>	<p>Comments noted. Concerns raised about development at Loughborough and Shepshed and the pressure upon infrastructure are noted however, this is a matter for the Local Plan to address. The Design SPD is primarily focused upon explaining how development can be better designed to reflect the requirements of Policy CS2 of the Core Strategy and the NPPF's objectives for achieving high quality design in new developments.</p>	<p>No action.</p>

	<p>"infrastructure would be to costly" would not apply in this case to this site. Loughborough, villages and towns already made larger need a respite and it does not seem right that large areas to the East of the Borough are not sharing the pain.</p> <p>Finally I welcome the inclusion of sites for Gypsies, Travellers and Travelling Show people but the figures seem very small and will take decades to deliver. Again with such a large borough surely more sites could be made available and in decent places.</p> <p>Industrial Heritage. I welcome the inclusion of Nottingham Road, Loughborough becoming a Gateway in and out of the town centre. Thousands of people from the railway station use this road and it is in great need of some TLC in order for it to be of the same standard as say Epinal Way, flower baskets and all plus more litter bins.</p> <p><u>Principle 1 Respecting and enhancing the local character</u> To have all new housing in neat and orderly rows has resulted in estates all looking the same and soulless. Its stated Respecting and enhancing local character that means building properties that represent the area and being different is not bad practise.</p> <p><u>Principle 5 Adapting to Climate Change</u> Houses being built are not fit for the future. They need to be better insulated, zero carbon standard etc instead of the bog standards being applied now. Social housing should be being build as the greatest need and can be of good quality as Norwich City Council's recent eco efficient Goldsmith street Council housing project confirms.</p>	<p>The Design SPD encourages all new development to consider ways in which it can be made distinctive, balancing innovative and different designs while at the same time respecting local identity and character. It does not seek to advocate any particular approach to the layout of new dwellings, as this is something which should be informed as a result of assessing the site context and its surroundings.</p> <p>We understand concerns relating to the energy efficiency of new homes however this is a matter for the Building Regulations to address and is therefore beyond the scope of the Design SPD. The Design SPD does however encourage developers to think about how development can be made more adaptable to climate change in general ,some examples provided in the SPD include increasing biodiversity, the provision of SuDs systems and facilitating</p>	<p>No action.</p> <p>No action.</p>
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	<p><u>Flooding.</u> Its increasingly clear that with so much concrete covering our earth now water has no where to go. Any more development needs to state gardens are not covered by concrete but by materials that allow water to drain away. In the meantime housing needs to be prepared for flooding. For example ground floor electric plugs not low down, wall surfaces that can cope with flooding etc.</p> <p>Honesty is needed with housing development. Yes planting of new trees etc included but as we all know its at a cost. For example the current highway improvements on the A512/Jc23 M1 to enable the new Garendon Houses has seen hundreds of bushes, plants and trees cut down for the work to start. Its has been a shock to all those seeing every day it happen. More honesty please.</p>	<p>more natural forms of heating and ventilation.</p> <p>In regards to flooding, the SPD encourages developers to install permeable ground features in their development (for instance permeable surfacing in car parking courts/driveways for houses). Furthermore, the general requirements for new large scale development to provide a proportion of open green spaces is a means of increasing permeability</p> <p>Certain permitted development rights can be removed from new homes in order to address homeowners paving over front gardens.</p> <p>Noted.</p>	<p>No action.</p> <p>No action.</p>
<p>Joseph Hall</p>	<p>The planning system has a responsibility for planning for health. It would be good to see health and physical activity referenced more strongly from the outset to demonstrate the importance and impact of design on health. This directly connects to providing attractive public and private spaces; well-connected and legible streets and spaces; creating multi-functional, safe and inclusive places and adapting to climate change.</p> <p><u>Principle 2 Providing attractive and well managed public and private spaces</u> 3.36-3.40: Inclusion of planting, landscaping, street furniture and styling is welcomed to maximise the use of public open space. In addition to this, it is essential these spaces are well-lit and have good natural surveillance in order for the benefits to physical activity and social interaction to be fully realised.</p>	<p>Comments noted. The ways in which planning can influence the health of local communities is extensive and design is one part of a multi-faceted and multi-stakeholder approach. The Design SPD encourages many interventions on developments which can help support the health and wellbeing of communities.</p> <p>Comments noted.</p>	<p>No action.</p> <p>No action.</p>

	<p><u>Principle 3 Well connected and legible streets and spaces</u> Reference to Manual for Streets is welcome, as are the references to pedestrian and cycle connectivity. It should be strongly highlighted that the MfS recommends prioritising active travel over the private vehicle. All active travel connections should have strong natural surveillance, provide the most direct route and have high-quality waymarking in place. It would be good to see inclusion of best practice incorporation of cycle routes along primary routes (for example "Do" for protected cycle lanes and "Don't" for cycle lanes painted alongside streets or on pavements (which are recognised as failing to encourage greater levels of cycling).</p> <p><u>Principle 4 Creating multi-functional, safe and inclusive places</u> Inclusion of Sport England's Active Design principles is positive. It would be useful to clarify how this will be considered/ assessed during the planning process to encourage proactive use of these principles to develop more physically active places.</p> <p><u>Additional parking guidance</u> It is critical that parking pro-actively considers not only the private vehicle, but also parking for cycles. If we wish to deliver mode shift we need to ensure we're creating places that allow for cycling to be a feasible option (to reduce congestion, reduce emissions and provide more physically active communities). Requirements for cycle parking - at homes, workplaces, in towns, villages and at other public amenities - should be specified to promote active travel.</p>	<p>The inclusion of best practice examples shall be considered for the next iteration of the SPD. The Design SPD encourages the provision of cycle routes that are separate from the highway and be well connected to important destinations such as schools and community facilities, to make them more attractive for cyclists to use than the highway.</p> <p>The Active Design guidance document from Sport England is a material consideration for planning applications and reference to it within the Design SPD provides clarity on its relevance towards design decisions in Charnwood.</p> <p>The Design SPD provides guidance on how cycle parking should be implemented on new developments (in 'Appendix 1: Additional parking standards') however it is unable to provide specific requirements for cycle parking; the role of the SPD is provide additional information in support of adopted planning policies and expecting developers to meet specific requirements to provide cycle spaces would go beyond this role.</p>	<p>At paragraph 3.74 (Cycle and walking routes), provide best practice examples of cycle routes.</p> <p>No action.</p> <p>No action.</p>
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<p>Steve Beard (Sport England)</p>	<p>Thank you for consulting sport England on the above, please note that we are Sport England not Sports</p> <p>Sport England is pleased to see the section on and the inclusion of Active Design</p> <p>However, We would support upfront/earlier references to the establishment of Active Environments to create an environment for residents/communities to be healthy. This is in part picked up in para 3.87 but we feel this is this too late in the SPD. Particularly given the headline references to health and wellbeing in the Strategic Growth Plan</p> <p>It is not just about getting people active in public open spaces or in sports facilities it is about creating an environment where people find it easier/safer to walk or cycle rather than using the private car and therefore active.</p> <p>The question we have is - How does the SPD deliver housing sites (designs) that positively influence levels of physical activity and are good for people's health?</p> <p>An introductory paragraph which sets up the objective to create healthy communities would be supported, eg</p> <p><i>The linkages between health and the built and natural environment have long been established and the role of the environment in shaping the social, economic and environmental circumstances that determine health is increasingly recognised and understood.</i></p> <p><i>An ever-increasing body of research indicates that the environment in which we live is inextricably linked to our health across the life course. For example, the design of our neighbourhoods can influence physical activity levels, travel patterns, social connectivity, mental and physical health and wellbeing outcomes.</i></p> <p>Source Public Health England - Spatial Planning for Health An evidence resource for planning and designing healthier places 2017</p>	<p>Comments noted. The Design SPD provides guidance which encourages new development to help facilitate more active lifestyles for residents. However, it is acknowledged that effective implementation of such a goal requires a multi-faceted approach, implementation of many of the design solutions covered/promoted in the SPD would provide certain 'spin-off' benefits like encouraging healthier options of travel and improving accessibility to open space and sports provision.</p> <p>The paragraph provided in the representation (in regards to Active Design) is considered appropriate to be added to the SPD at paragraph 3.92.</p>	<p>In 'Active Design by Sport England' box add following paragraph: <u>Active Design is about designing and adapting where we live to encourage activity in our everyday lives and helps to implement the objective raised above: It's a combination of 10 principles that promote activity, health and stronger communities through the way we design and build our towns and cities.</u></p> <p>Reword following line: 'Sport England's Active Design guidance was published in 2015 and is based around 10 Active Design principles <u>The 10 principles of active design are:</u></p>
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	<p>Also,</p> <p>We would suggest intro para to active design. E.g;</p> <p>Active Design is about designing and adapting where we live to encourage activity in our everyday lives and helps to implement the objective raised above; It's a combination of 10 principles that promote activity, health and stronger communities through the way we design and build our towns and cities.</p>		
<p>Paul Metcalfe (National Forest Company)</p>	<p>It is disappointing that the National Forest is not mentioned within the document. In order to make the design of new development locally relevant it is considered that the reflecting and enhancing the character of the National Forest and Charnwood Forest should be promoted as a design principle.</p> <p>The document suggests that new development should contribute to local distinctiveness, but does not set out what this might be. The NFC considers that where local distinctiveness is lacking a National Forest-inspired identity should be adopted. This would involve incorporating features such as tree planting, creation of green space, natural play and sustainable design. I have attached a copy of the NFC's Design Charter which sets out how a National Forest character can be adopted.</p> <p>The use of trees to create character is referenced in various places within the document. In order to settle new development into the landscape, as discussed from paragraph 3.21 onwards, reference should be made to the use of larger grown tree species which have a mature height above the ridgeline of the properties. This will ensure that views of the development are softened by trees within the development in addition to trees in open spaces on the edge of development.</p> <p>Paragraph 3.54 onwards on green infrastructure would be a logical place to refer to the National Forest and the need to include woodland planting and landscaping to accord with the planting guidelines as set out in Local Plan policy</p>	<p>Comments noted. It is considered appropriate for the Design SPD to provide references to the National Forest within its guidance.</p> <p>The Design SPD identified how distinctive design can be achieved and that each site should be considered on its own merits, rather than focusing on prescription.</p>	<p>Make reference to the National Forest in Design SPD.</p> <p>No action.</p>

	<p>CS12. This policy expects planting to be incorporated in new developments within the National Forest and within Charnwood Forest of between 20-30% of the site area as explained in the NFC's planting guidelines which is referenced in the policy.</p> <p>Principle 5 on adapting to climate change should also make reference to mitigating the impacts of climate change. Tree planting, sustainable drainage, biodiversity enhancements and incorporating sustainable design principles would also assist with mitigating climate change along with adapting to it.</p> <p>Section 3.105 concerning trees should also make reference to the importance of planting trees within the National Forest to create a National Forest character and contribute towards the creation of the Forest. The energy efficiency section should also make reference to the use of locally grown wood fuel as a low carbon heating option which would also reinforce local distinctiveness.</p> <p>I would be grateful if you could take these comments into account in your next draft of the document and we would welcome the opportunity to comment further on this in due course. Please let me know if you would like to discuss these comments further.</p>		
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J Potter	<p>It would be helpful to include some specific balance in the document:</p> <p>1) To avoid unnecessarily urbanizing and/or obtrusive external lighting for example at settlement edges and with regard to countryside aesthetics , nature conservation , night skies ;</p> <p>2) Excessive hard surfacing is also connected to detrimental minerals-extraction.</p> <p>Footnote comment: at Fairfield it was a positive that a view from Leicester Road re the old, white painted, school building was to some degree opened up - not so well designed though [front lawn gone] now an expanse of tarmac; playing field views from the A6 towards the L.G.S. buildings ought not to be lost.</p>	<p>Comments noted. The Design SPD provides guidance on how lighting schemes on new developments should be approached, in <i>paragraph 3.77</i>. In addition, development to the edges of settlements in provided specific design guidance at <i>paragraph 3.23</i>.</p> <p>Comments noted. The Design SPD encourages the use of more sustainable construction methods in new developments.</p> <p>The importance of maintaining views towards landmark features of buildings/ key views shall be covered in the next iteration of the Design SPD.</p>	<p>No action.</p> <p>No action.</p> <p>At paragraph 3.17, add the following: '...such as differing scales, mass, heights and materials used. <u>Significant views or vistas should be maintained or enhanced in new development proposals.</u>'</p>
D Brass	<p>Having spent years teaching of environmental priorities, and thousands of pounds on panels etc. to generate and store electricity, and knowing how other nations continue to be in terms of use of fossil fuels, I feel your number five must be number one! Not only must we do our best to conserve the planet, we must set an example. Certain priorities I believe, spring directly from this:</p> <p>a) Wherever possible development should be within a green framework (i.e. there should be no blurring of boundaries between centres of population) – this to include woodland, fields, hedges etc. that link wildlife to people. Ancient woodland should be sacred (no HS2) Specialist knowledge of trees and plants that promote reduction of CO² release into the atmosphere must be utilised</p>	<p>Comments noted. The order in which each of the design principles is arranged in the document does not prioritise one principle over another and the Design SPD is to be read as a whole.</p> <p>Matters regarding development between settlements are the attention of the Local Plan and not the Design SPD, however the SPD does provide guidance on how developers can approach proposals to the edge of existing settlements, bordering upon open countryside, in a sensitive and appropriate manner and one example of doing this includes retaining planting and greenery at the site boundaries.</p>	<p>No action.</p> <p>No action.</p>

	<p>b) Water courses within any local area must be managed to achieve priorities decided on a national as well as a regional and local basis e.g. Wetlands, marshes etc. in defined areas, efficient capture of, and direction of water to prevent flooding. This priority suggests types of technological development but primarily tree planting (11.11.19 floods)</p> <p>c) The character of an area (e.g. Rutland) or a town (Bath) has generally been created over time and the availability of materials, stone and wood replaced by brick on a large scale in the nineteenth century. The recent use of concrete on a large scale it could be argued, has transformed 'character' as well as largely increasing CO² emissions. There is no doubt the past half-century has seen town and city individuality lost to road and transport needs and development carried out by those without knowledge of or commitment to a place.</p> <p>Existing topography i.e. the constraints imposed by earlier development – of rail, road, town/village centre, should, I would argue, be respected e.g. if 'old' railway lines had not been ignored, they would be reused.</p> <p>These lines like our own Great Central can be developed for getting from A to B, but as they can (also) run steam locomotives which at a first class tourist attraction Had to sit in the Ladies Waiting Room as I did last week, is to be transported back in time - a happy journey for senior citizens like myself but also informative for the young.) By and large human habitation has grown consistently with natural communication links – river to sea, confluences etc. and it has proved wisest to develop on flood plains. Industry in the past became mechanised when power sources allowed (water/coal) today the use of solar power should intimately geared to design and development wherever possible on brownfield sites.</p> <p>Population growth; in the past was not seen as a difficulty in terms of design, the upper echelons of society owning</p>	<p>The management of water courses is a strategic planning matter and is beyond the remit of the Design SPD. The Design SPD does encourage developers to consider planting trees in appropriate locations however.</p> <p>Noted.</p> <p>The reuse of old railway lines or former transportation corridor would be supported should a development site present such an opportunity. Developers are encouraged to acknowledge such opportunities in their site assessments, which the Design SPD encourages to be carried out.</p> <p>Issues relating to the concentration of new development along transportation</p>	<p>No action.</p> <p>No action.</p> <p>No action.</p> <p>No action.</p>
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	<p>country estates or gravitating to the leading edge of cities which were closer when the working classes of people occupied areas of high density and minimal design. Today by contrast increase in population is threatening the character of every town and city and many villages too, when to other centres. Analysis of population statistics is therefore vital in the design and development of any area, respect being shown to its 'nature' inhabitants as well as incomes (It may be argued that property development in Loughborough has for years now favoured university students to the detriment of young Loughburians unmarried or married with young children).</p> <p>Property in the age of climate change and new materials. Visiting older properties that for reasons of supply and demand have been re-jigged to house 'singletons', couples, families etc. leaves one in no doubt that constructing the same type of terraced or semi-detached houses shows a real want of imagination. New build should also take account of new technologies with respect to water use and solar energy. As those who earn less spend more proportionately on rent, mortgage and utilities than the better paid, priority it seems to me should be given to quality of design for those who now generally require two incomes to fund home and family.</p>	<p>corridors and brownfield development are matters for the local plan to address, not the Design SPD. In regards to solar power, the Design SPD does provide a level of guidance on where solar panels are best located in order to maximise their efficiency.</p> <p>The analysis of population statistics is useful for development design purposes, in so far as providing an insight into the demographics of areas and identifying changing lifestyle patterns. This is an important consideration in design and interventions are identified within the 'Adaptability' section of the SPD which encourages developers to consider providing homes that are easily adaptable to changing needs (such as the needs of the elderly or single people).</p>	No action.
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Appendix 2: Charnwood Design Workshops

- i. During the consultation on the draft Design SPD, two workshop sessions were held at the Syston Community Centre and at the Charnwood Borough Council offices in Loughborough.
- ii. The aim of the workshops was to engage with local people on design issues and allow them the opportunity to influence the content of the Design SPD. The workshop exercise was based around asking the following three questions:
 1. *What does the phrase 'high quality design' mean to you?*
 2. *What do you perceive to be the main barriers in achieving high quality design?*

3. *How can some of these barriers be overcome efficiently and effectively?*

iii. In response to **question 1 ‘What does the phrase ‘high quality design’ mean to you?’**, the following comments were raised:

- *Long lasting*
- *Use of sustainable materials*
- *‘Quality for money’ rather than ‘value for money’*
- *Facilitates social interaction*
- *Secure (natural surveillance)*
- *Good integration of utilities*
- *Contextually appropriate – materials, massing and detailing*
- *Uses new technologies*
- *Achieves carbon neutrality*
- *Adaptability of spaces and buildings*
- *Preserving green spaces, hedgerows and trees*
- *Is able to be enforced*
- *Harmonious*
- *Accessible by public transport*
- *Adds variety*

iv. In response to **question 2 ‘What do you perceive to be the main barriers to achieving high quality design?’**, the following comments were raised:

- *Challenge of designing individual buildings*
- *What is appropriate in areas of weak character?*
- *Lack of integration between authorities*
- *Constraints of national planning legislation*
- *Timescales for projects*
- *Use of standard house types*
- *Lack of understanding on design issues*

- *Section 106 agreements and negotiations*
- *Building regulations on energy efficiency*
- *Viability of development proposals*
- *Lack of certainty – no ‘rules’*
- *Skills shortages in construction industry*
- *Maximising densities on site*
- *Lack of consequences for ‘bad design’*
- *Councils not leading on development projects*
- *Brownfield sites not being maximised*
- *Sites are cleared before starting design process*
- *Schools not teaching design*

v. In response to **question 3 ‘How can some of these barriers be overcome efficiently and effectively?’**, the following comments were raised:

- *Redistribution of costs (land ownership costs/ overheads)*
- *Mutual agreement between land owners*
- *Aesthetically pleasing mitigation measures*
- *Prioritising small, low cost interventions for good design*
- *Early engagement with infrastructure providers*
- *Functionality of development balanced with design*
- *Providing infrastructure first - roads, schools*
- *Prioritising community facilities and ensure they are affordable to use/ run*
- *Getting parking off the streets and in front of houses*
- *Garages made fit for purpose (to remove cars from forecourts/streets)*
- *Early engagement with infrastructure providers*
- *Society and community cohesion – facilitating interaction*
- *Liaison with researchers*
- *Role of SPD in providing clarity on issues – e.g. ‘weak character’*

- *Preserve historic character of villages*
- *Authorities being proactive when working together*
- *Homes adaptable to changing lives*
- *Different timescales for larger development proposals (i.e. longer determination times)*
- *Advocating 'exemplar' local schemes in SPD*