



**Liss Village Neighbourhood Development Plan
Making the Plan:**

Infrastructure and Services

Submitted to the South Downs National Park Authority

**Liss Parish Council
November 2016**

Introduction

1. Infrastructure and utility providers and those providing key community services were approached during the preparation of the plan in order to identify any constraints on development arising from infrastructure and service provision. These constraints are potentially on the ability of the village as a whole to provide development or of individual sites.
2. Liss does not have any history of major problems in electricity and water supply, although parts of the more outlying parts of the village rely on overhead cables for electricity. Gas is supplied to the village, but not to outlying parts. Drainage, however, has been a problem in parts of the village: the village has experienced flooding from the River Rother but also from drains being unable to cope with runoff. Surface water runoff from fields into built development is a problem in places.
3. The community has expressed concerns over drainage and surface runoff, traffic, including constraints imposed by the rail level crossings, and also the ability of community services such as the schools and the doctors' surgeries to cope with increased demand. The evidence from providers, however, as set out below, is that adequate provision can be made.

Schools

4. Liss has a junior school and an infant's school. **Appendix 1** explains the general position on school places within the village, which shows that children's services at Hampshire County Council consider that they can accommodate additional children arising from the proposed development. Meetings were also held with the Liss Junior school and the Liss Infant School. The Junior School is currently at capacity (243 pupils) but a phased increase in population can be accommodated as they currently open up places to surrounding areas to ensure the school runs at its capacity. The school would like a rear access with cycleway to reduce risk of accidents in Hillbrow road and would like the parents' car park at the front removed. The Infant School is currently close to capacity (174 pupils – capacity 180) but a phased increase in population can also be accommodated. There is potential to increase teaching space within the existing building. Neither of these schools have any dedicated bus service.
5. There are also primary schools on the boundaries of the Parish at Rake and Greatham which take pupils from Liss,
6. Secondary School provision serving Liss is provided by schools in Liphook and Petersfield, and there is also a secondary school at Bordon. Stagecoach service 38 from Liss Forest and Liss to Petersfield has an afternoon service timed for normal end of day at The Petersfield School (TPS) to suit student timetables. Many students for TPS use the South West Trains rail service to/from Petersfield and then walk to the station from the school. Bohunt School at Liphook is served by Richardsons services 991, 992, 993, 994 to and from Liss Forest, Liss, West Liss and Hill Brow. Afternoon services are timed for normal end of day at the school to suit student timetables. There are no services to Bordon. The area also has a number of private sector schools, particularly Churchers College, Ditcham Park and Bedales. For Churchers College Richardsons provide a private hire bus to/from Liss Forest, Liss, West Liss and Hill Brow. Afternoon

services are timed for normal end of day at Churchers College to suit student timetables.

7. Tertiary colleges are at Alton and Havant and Churchers College also has a 6th form. Alton College is served by Stagecoach service 38 from Liss and Liss Forest and Purple Bus Service from Rake, Hill Brow and West Liss. Purple bus services are exclusively for Alton College students and do not convey members of the public. Churchers 6th form is served by the Richardsons private hire bus to/from Liss Forest, Liss, West Liss and Hill Brow. A 6th form is coming into operation at Bohunt at Liphook in 2017.
8. Accompanied services for special needs children are operated in the Liss area by Wheel Drive and AMK. Children are taken either to local schools or to Treloars (Alton).

Doctors

9. Liss has two doctor's surgeries, the Liphook and Liss Surgery, and the Riverside Surgery. **Appendix 2** is a record of correspondence with the practice manager of the Liphook and Liss Surgery. This shows there are problems in the capacity of the surgery in Liss but the practice is expecting to manage this by the provision of additional capacity in new premises at Liphook.
10. A meeting was held with Practice Manager of the Riverside Partnership outlining anticipated growth of the village over the next 10-15 years. We were informed that the existing partnership with a surgery at Bordon will provide adequate cover for the expected numbers and the current surgery has space capacity. They currently have 5 doctors, 1 triage nurse, 2 health care nurses and 2 practice nurses shared between both surgeries that move between sites to suit requirements. Current patient numbers are 6,000 of which 60% are Liss residents. Bordon's growth will be provided for, probably by an additional Hospital, which will relieve pressure on this practice. In the short term, however, the surgery has had significant problems following serious flooding of its premises two years ago, and more recently has had problems over recruiting doctors. Congestion in the side road next to the surgery due to commuters parking affects patient access and parking.

Traffic and Parking Provision

11. Hampshire County Council is the highway authority for Liss. They have not commented in detail on the proposals in the plan. At a meeting in October 2015 with the Traffic Management team of the Council general advice was given that developments of the size being considered were unlikely to need substantial works to access them, or to overload the road network, but some traffic calming measures might be considered.
12. Consultation with the community, however, has shown concerns about existing traffic problems, including speeding along Andlers Ash Road, down Hill Brow Road, Station Road and Farnham Road. The suitability of Hill Brow Road, Hatch Lane and Andlers Ash Road to have further development accessing them has also been raised. In the absence of specific advice from the highway authority no technical view of the road capacity and access has been taken. However, the Steering Group has noted concerns about the suitability of Hill Brow Road and Hatch Lane for accessing development, given their steep and winding nature, and the environmental impact of creating new accesses. For other roads, the existing problems appear related to the lack of enforcement of

speed limits and parking, and therefore the use of traffic calming measures could be considered in relation to new development accessing roads such as Andlers Ash and Farnham Road. More generally, congestion within the village centre, often associated with the level crossing (see below) is a concern.

13. Liss is fortunate to have free parking, apart from provision at the railway station, but due to the increased volume of commuters, parking areas are under pressure and street parking in the centre is getting worse.

The car parks in the village centre are:

Station Road (EHDC owned, adjacent to Scout Hut). Free parking for approximately 12 cars.

Railway Station 48 standard bays, Day £4.00 - Saturday £2.00 - Sunday free, 1 disabled space

Liss village (EHDC owned in Station road). Free, 17 standard parking bays, 1 disabled space

Hillbrow Road Car Park (EHDC). Free, Long stay, 38 standard parking bays, 1 disabled space. Short stay, 35 standard parking bay, 1 disabled space

Newman Collard Playing fields. About 25 spaces. Private car park for the playing fields, also extensively used for the nearby doctors' surgery and for the two schools.

Upper Mead. About 35 spaces. Privately owned car park, but used extensively by the public

14. Hampshire County Council has recently provided additional traffic management officers to enforce a new traffic management order covering on street parking in the centre of the village. Traffic generated by development will undoubtedly add to the demand for parking. The overall level of housing development has been determined by the East Hants Joint Core Strategy, but as far as possible the neighbourhood development plan has selected residential development sites within walking distance of the village centre. However, particularly if items are to be carried some journeys into the village will be by car.

Rail

15. Liss is on the main railway line between London and Portsmouth. This provides a good rail service north and south, including to and from nearby Petersfield and Liphook, and is important for those commuting to jobs elsewhere, and accessing senior schools in Petersfield and Liphook. **Appendix 3** is an email from Keith Budden, Chairman of the Parish Council, who has been the principal liaison between the Parish Council and Network Rail. This service can clearly support the proposed development.
16. A significant problem for the community, however, is the congestion caused by the length of time that the main level crossing in Liss is down to let trains through. This reflects the constraints on rail operation by having the station next to the crossing, a difficult slope on the railway line, and pressure to increase rail services. The Network Rail response reflected in Appendix 3 is that there is little obvious prospect of any

improvement in waiting times for road traffic. This was an issue taken into account in considering suitable locations for residential development. In order not to concentrate development in one location, the locational strategy has distributed housing sites across the village but with a majority of provision on the side of the level cross which has the majority of the village centre and services.

Drainage and Flooding

17. Correspondence with Southern Water in **Appendix 4** shows that they do not see any showstoppers related to the residential sites. Southern Water also commented on the Consultation Draft of the neighbourhood development draft but only the safeguard existing sewers and to ensure that policies supported the provision of new sewers. The plan was amended accordingly. The plan also promotes sustainable urban drainage systems (SUDS) and encourages development to improve existing surface water runoff where it is a problem on any of the proposed housing sites.
18. The River Rother runs through the centre of the village and is subject to flooding. In 2014 residential properties, the Riverside Surgery and other properties were severely flooded. None of the proposed housing sites are close to the River Rother and the Environment Agency in its response to the Consultation Draft of the Liss Village Neighbourhood Development Plan stated that " We are pleased to see that the proposed housing allocations have been directed to the areas of lowest probability of flooding and that they are all located within Flood Zone 1".

Community Services

- 19 Liss village has playing fields at Newman Collard Playing Fields, and the West Liss and Liss Forest Recreation Grounds These are used by an active football club, particularly for juniors, who also use a playing field at Rake, as well as informal pitches. These playing fields are fully used and the major pitches at Newman Collard suffer from severe drainage problems. The football club has been actively searching for additional provision and has engaged with the neighbourhood development plan in looking for a site to be designated. It has proved difficult to find sites which are reasonably well located, are suitable for use as a playing field and have an owner willing to make the land available for that use. Further provision will be required as the village expands. The village also has a privately-owned cricket ground and a golf driving range.
20. There are sports pavilions at Newman Collard playing fields, the West Liss recreation ground and at the cricket ground. The pavilion at West Liss is in a very poor state, and proposals have been developed to replace it, but financing that is problematic
21. The village has a number of meeting places, including the Crossover centre for young people, and the Triangle Community Centre, a British Legion club, a Village Hall, St Marys Church Hall, and on the edge of the Parish a hall at Rake. Small churches and chapels also provide places to meet. Liss has a large number of clubs and societies and these facilities are under considerable pressure and development in the village will add to that. One objective in providing a new pavilion at West Liss is to provide facilities that can be used for a wide variety of uses.

22. Liss village has a parish church at St Marys, and also a number of other churches and chapels, including St Pauls URC, St Peters IPC, Liss Evangelical, Jehovah's Witness Hall and St Agnes RC.

Appendix 1

Hampshire Children's Services Department view on the capacity of Liss schools

From: Shefferd, Martin

Sent: Wednesday, February 10, 2016 12:12 PM

To: 'Charmian Porton'

Subject: RE: Liss Neighbourhood Plan - Admissions data.

Charmian,

As a quick response, in order to be full Liss Infant and Junior accept pupils from outside the Liss catchment area. This shows that in all year groups the number of Liss pupils seeking a place at one of the Liss Schools is around 12 per year group lower than the school's admission numbers.

The 283 dwellings proposed for the area suggests a pupils yield of approximately 84 primary age pupils across all 7 year groups, i.e. 12 per year group. This information shows Liss parents seeking a place at a Liss school will be able to secure a place at one of the schools provided that they apply at the correct time.

It is also the case that a number of Liss parents choose to send their children to Greatham Primary School and, as you state, this school does have some surplus places should parents from the new developments choose to send their children to Greatham Primary.

Overall it is forecast that there will be a sufficient number of school places in the area to accommodate the anticipated yield of pupils from the 283 dwellings.

Many people think that the number of pupils from a new development is much higher than is actually the case. The yield of pupils we use is 0.3 pupils per dwelling so for every 100 dwellings would bring an additional 30 primary age pupils across all 7 year groups, i.e. about 4 per year group.

Regards,

Martin Shefferd

*Martin Shefferd, Strategic Development Officer,
Children's Services Department,
Hampshire County Council,
3rd Floor, Elizabeth II Court North,
Winchester, SO23 8UG*

 martin.shefferd@hants.gov.uk

 01962 845746

Appendix 2

Correspondence with Liphook and Liss Surgery

From:

Sent: Tuesday, March 15, 2016 6:03 PM

To:

Charmian

Thanks for your email. To answer your questions:

As I said in our telephone conversation and to reiterate this. GP's are independent contractors unlike hospitals we receive a set level of funding from the department of health to deliver primary care. That contract is coming under increasing pressure, as is well documented in the media. There is a shortage of doctors across the country and contract funding is being tightened in line with the economic situation, so in effect we are being squeezed, by rising patient demand, increasing regulatory requirements and particularly patient expectation, an aging population and a limited resource pot to cater for these issues.

To cover the points you have raised

Patients at Liss- male and female and in age bands

Please see the chart below the total practice population is 10,850

Patient Count: 5803

Males: 2792

Females: 3011

	Age	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79
	Gender								
Patients at Liss	Female	296	324	233	289	448	438	401	304
	Male	323	378	264	260	383	430	345	275
Total		619	702	497	549	831	868	746	579

Dispensary

The practice has a dispensing licence. So, we can only dispense to our registered list of patients who live more than a mile from a pharmacy (a pharmacy can dispense to anyone no matter where they live) we have 2000 patients we dispense to and approximately 1200 of these are based in Liss. We offer a delivery service to housebound patients requiring a weekly script and these are typically unable to come to the practice or have difficulty with carers etc. Our reach is limited as there are now an increasing number of Pharmacies

Premises and better use of space

Liss currently has available space of 183m², the current NHS guidelines HBN11 2013 say we should have 500m². To mitigate this all the administration work has been moved to Liphook, including the telephony, so basically Liss is purely Dispensary, Doctors and Nurses and one receptionist. There is one small admin room that was converted from a store cupboard. We work as a Hub centred in Liphook so it's one practice from two sites. Patients travel to both locations. Basically, we can do no more.

There are no cost-effective options achieved from building more on our present site. Even if we could we would have to move off site to rebuild which again has issues as there is no land available to service us in temporary accommodation, even if this could be funded. Liphook only has 220m² on two floors and again needs minimum of 500m².

At Liphook, planning has been granted for a new building to house ourselves and Liphook Village Surgery, the owner will gift us the land. Details outlined below from a recent presentation I made to the CCG. Basically, they cannot commit to the funding, in spite of the premises growth, we are looking for an additional £120k pa to cover the rent. As you say population is growing

Population and Housing Growth

Anticipated population Growth 2500 at 2.5 per home

Maple Park (formerly OSU)	63 units
Silent Gardens – Just Commenced	128 units
Longmoor Road Just completed	11 units
Beavers Yard Canada Way (NYC)	20 units
Lowseley Farm (NYC)	155 units
Penally Farm Hewshot Lane	40 units
Windfall Sites	
Hartford Cottage Headley Road (RS)	36 units
Passfield Business centre (RS)	48 units
Total	501 units
EHDC Joint Core Strategy	175 units
Likely Bohunt Park	140 units
Total next 5 years	816 units
Liss Joint Core Strategy	150 units
Grand Total	966 units

NYC = Not yet started
RS = recently submitted

What we would get!



- Planning Permission for 980m²
- 1 Acre site (slightly larger)
 - 54 car parking spaces
 - 3 disabled car parking spaces
 - 1 ambulance Bay
- Copyright to drawing and scheme
- Needs to look like this – SDNP Authority
- Could be bigger (on footprint) but re submission of planning application – possible but protracted
- Size depends on aspirations

and Liphook is under more pressure than Liss.

New Development “The Opportunity”



Bohunt Site Liphook

- Has Planning Permission for a new Medical Centre granted 1/4/2011 - in perpetuity.
- Land gifted by owner
- Need to build road and roundabout.
- Potential Build of 140 new homes - **New Surgery not contingent upon this.**
- Parish Council/Population supports the new medical centre development – parish plan

Opening Hours – If you look at our web site : <http://www.liphookandlissurgery.co.uk/>

There is a list of our opening hours, these are but basically 8am to 6.30 Monday to Friday – every other weekend am and every other Monday evening after until 7.30. These are the hours contracted and funded by the Government and SECCG.

Services

We offer a full range of services you would expect from a practice, please see our web site. Mental health services etc are commissioned to be delivered in the community not in surgery.

Statistics

This is a good site to look at and gives lots of information and you can look at all practices in Hampshire. <http://fingertips.phe.org.uk/profile/general-practice/data#mod,2,pyr,2014,pat,19,par,E38000154,are,J82164,sid1,2000005,ind1,-,sid2,-,ind2,->

Waiting Time for appointments

If it's an acute problem or urgent, patients, if appropriate, would be seen same day. For a routine book ahead appointment, that's non-urgent its one week.

Is this enough for you to be getting

on with? Thank,

Mike

Mike Korab Practice Manager

**LIPHOOK&LISS
SURGERY**

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Dear Mike,

As our Neighbourhood Plan is due to go out for consultation, we would welcome some 'facts and figures' that we can demonstrate to the Liss residents that we have taken on board their concerns regarding G.P. surgeries, in particular, waiting times for appointments. They need to be re-assured that everything is being done to address the many pressures on health services locally, now and in the future when plans to build 283 (150 on greenfield sites) additional housing units which will have an impact on local services and infrastructure.

- * Current number of patients in Liss.
- * Number of Professionals – GP's/ nurses etc.
- * Opening times, weekend cover, other services i.e. Mental health etc.
- * Waiting time for appointments
- * Future plans to build new surgery in Liphook.
- * What has already been done to make better use of space at Liss.
- * Pharmacy facilities.
- * Use of technology.

Do you have any statistics on a) average age of patients, b) number of diabetics, etc. Any additional facts that you have to better inform the people of Liss would be welcome.

My thanks to you for your help

and time, Kind Regards,

Charmian Porton

Appendix 3

Correspondence from Keith Budden about Network Rail

From: Keith Budden

Sent: 06 November 2015 09:18

To:

Subject: Re: Network Rail

Hi Stephen

I'm good thanks

Re Network Rail - they have plans in the new franchise agreement (for whoever wins after SWT current franchise expires at end of next year) to ask for the inclusion of an extra train per hour each way off peak (so we would have two stopping trains per hour instead of 1) and one extra train in the morning and evening peaks (although as yet no indication of time).

Surprisingly perhaps, the bottleneck on introducing these extra trains is the approach to Woking station where currently trains on the 'up' track (towards London) have to cross all four lines which head down to Basingstoke before they can enter Woking station. This places significant constraints on the train service to Basingstoke, Southampton, Salisbury and Exeter. Network Rail's proposed solution to this is to build a flyover (not dissimilar to the work they have done west of Reading for the Oxford line). Network Rail have committed to funding this flyover but only on condition that the new franchise holder introduces the extra trains on our line (which is known in rail circles as the 'Portsmouth Direct' line).

On the infrastructure itself, within its own 15-year plan, Network Rail is committed to extending the London bound platform to be able to accommodate a 12-coach train, (by extending the platform in front of the electric substation). This should improve matters with the level crossing somewhat as London bound trains will no longer overhang the level crossing. It should be noted though that although this in the 15-year plan, there is no indication when during that period, they expect this work to be carried out. Like many other items in the plan, it is of course also dependent on Government or EU funding being made available.

During the Network Rail consultation, I expressed concern, on behalf of LPC that while we would obviously welcome the additional rail services, they could result in the level crossing being closed for even more of each hour than it is now. Network Rail's response was that with careful scheduling the extra time should be minimal (i.e. as per now when the up and down trains arrive within 4 minutes of each other) but we wait and see what more detail will emerge from the tender documentation.

We await with interest to see which companies express an interest on bidding for the franchised for the area currently operated by South West Trains. So far Stagecoach (South West Trains), First Group and Virgin have thrown their hats into the ring but there may well be more by the time the window for franchise applications ends.

Hope that gives you

enough to go on Warm

regards

Keith

On 05/11/2015 10:38, Stephen wrote:

Hi Keith

Trust you are well. For the draft NP that we are starting to prepare, we could do with a summary of what Network Rail is up to – short and long term.

I wondered if you could give me a brief overview to add into the 'infrastructure' notes I am compiling at the moment.

If you need a chat – please call

Regards

Stephen Mannerings

0771 441 2625

Appendix 4 Correspondence with Southern Water

From: Policy, Planning [mailto:Planning.Policy@southernwater.co.uk]

Sent: 21 December 2015 14:11

To:

Subject: RE: Liss Neighbourhood Plan

Hi Stephen

Apologies for the delay. Following an assessment of the sites you submitted to us, I can confirm that Southern Water currently does not consider there to be any showstoppers related to the sites you identified in your previous correspondence.

As I stated in my earlier emails, Southern Water has a statutory duty to serve new development, and is committed to providing the right infrastructure in the right place at the right time in collaboration with developers, the parish council and the planning authority.

Local infrastructure, such as local underground sewers, should be funded by the development if this is specially required to service individual development sites. To this end, the principle is that new development needs to connect to the sewerage network at the nearest point of adequate capacity. This may require off-site infrastructure if the nearest point is not located within the immediate vicinity of the site. We look to the Parish Councils and East Hampshire District Council to ensure through planning policies and planning conditions that development is co-ordinated with the provision of infrastructure.

I will provide a full response on my return to the office after the Christmas break.

Kind regards Kirsten

Kirsten Williamson Planning Coordinator



From:

Sent: 02 November 2015 13:03

To: 'Policy, Planning'

Subject: RE: Liss Neighbourhood Plan

Hi Kirsten

Many thanks for your prompt reply, I look forward to hearing back from you in a couple of weeks or so. If we need any guidance in the meantime, I will give you a call.

Thanks again.

Kind regards Stephen Mannerings

From: Policy, Planning [<mailto:Planning.Policy@southernwater.co.uk>]

Sent: 02 November 2015 12:44

To:

Subject: RE: Liss Neighbourhood Plan

Dear Stephen

Many thanks for this information. I will ask for our Developer Services colleagues to model the potential impact of these sites against our infrastructure capacity and get the results of that work to you as soon as I can. They are quite busy at the moment so it may take a couple of weeks. Once we have the results we can decide whether you think a meeting is still required as we will have a better understanding of the potential issues. Happy to discuss over the phone too if you have any queries in the meantime.

Kind regards Kirsten

Kirsten Williamson Planning Analyst



Sent: 02 November 2015 12:23

To: Policy, Planning

Subject: RE: Liss Neighbourhood Plan

Dear Kirsten

Liss Parish Neighbourhood Plan

The Steering Group have now short listed proposed sites for potential development within the village and I would be grateful if we could arrange a meeting to discuss the likely impact upon the current infrastructure.

A copy of last week's Forum presentation is attached which shows the five proposed sites. I look forward to hearing from you soon.

Regards

Stephen Mannerings

Steering Group Member 0771 441 2625

www.lissnp.org.uk

From: Policy, Planning [<mailto:Planning.Policy@southernwater.co.uk>]

Sent: 06 August 2015 13:58

To:

Subject: RE: Liss Neighbourhood Plan

Dear Stephen Mannerings,

Liss Parish Neighbourhood Plan

Thank you for your email, which we received on 31st July 2015. As requested, we have looked through the information you provided and at this stage we offer some general comments we would wish to see considered as part of your process of drafting the Liss Neighbourhood Plan.

Southern Water is the statutory sewerage undertaker and provides wastewater services to Liss. Southern Water has a statutory duty to serve new development, and is committed to providing the right infrastructure in the right place at the right time in collaboration with developers, the parish council and the planning authority. Capacity above that which is currently available can be provided in parallel with development, provided there is good forward planning.

The Liss Neighbourhood Plan (when adopted), the adopted joint East Hampshire and South Downs National Park Core Strategy will inform Southern Water's investment planning. Adoption provides planning certainty to support investment proposals to Ofwat, the water industry's economic regulator, through the five yearly price review process. The last price review was in 2014. Ofwat's price determination will fund this investment programme in the period to 2020. The next price review is in 2019, covering the investment period 2020 to 2025.

Strategic infrastructure, such as extensions to wastewater treatment works, can be planned and funded through the price review process and coordinated with new development. Local infrastructure, such as local underground sewers, should be funded by the development if this is specially required to service individual development sites. To this end, the principle is that new development needs to connect to the sewerage network at the nearest point of adequate capacity. This may require off-site infrastructure if the nearest point is not located within the immediate vicinity of the site. We look to the Parish Councils and East Hampshire District Council to ensure through planning policies and planning conditions that development is coordinated with the provision of infrastructure.

Once site options are refined for the Neighbourhood Plan and the proposed level of development is identified for each site, Southern Water could carry out a capacity assessment in order to inform the Parish Council whether existing capacity is sufficient to service the proposals. Planning policies and allocations can then be worded to incorporate infrastructure requirements, and provide early warning to developers to facilitate delivery.

I hope this is of assistance and look forward to being consulted on your Neighbourhood Plan. Any future correspondence can be sent to the address below or by email to planningpolicy@southernwater.co.uk.

Yours sincerely, Kirsten Williamson

Kirsten Williamson Planning Analyst



From:

Sent: 31 July 2015 11:46

To:

Subject: Liss Neighbourhood Plan

Hi Clare

Liss Neighbourhood Plan

Thanks for the call this morning, we would appreciate your input.

Attached is a copy of the Forum presentation given to the village earlier this month which outlines our work and proposals to date, plus a map of the Parish showing locations of possible sites for development.

Additional information can be seen on our website www.lissnp.org.uk

Once you have had a quick look through the attached, perhaps we could discuss

the way forward.

Many thanks.

Regards

Stephen Mannerings

Steering Group Member 0771 441 2625