# Perth and Kinross Council Planning & Development Management Committee –17 January 218 Report of Handling by Interim Development Quality Manager

PROPOSAL: Change of use from holiday accommodation unit to a dwellinghouse

and ancillary bothy to holiday accommodation unit, siting of a yurt to form a holiday accommodation unit and erection of ancillary sauna and

shed for holiday accommodation use (in retrospect)

**LOCATION:** West Cottage Stables, Glenlyon, Aberfeldy, PH15 2PL.

Ref. No: 17/01626/FLL Ward No: P4- Highland

# **Summary**

This report recommends **approval** of the application as the development is considered to comply with the relevant provisions of the Development Plan and there are no material considerations apparent which outweigh the Development Plan.

#### **BACKGROUND AND DESCRIPTION OF PROPOSAL**

- The application site is West Cottage Stables, Glenlyon, by Aberfeldy, and falls within the Breadalbane Environmentally Sensitive Area and the Loch Rannoch and Glen Lyon National Scenic Area. The application seeks detailed planning permission for a number of changes, in retrospect. These include the change of use from a holiday accommodation unit to a dwellinghouse and the change of use from an ancillary bothy to a holiday accommodation unit. Also included is the siting of a yurt and the erection of an ancillary sauna and shed for holiday accommodation use.
- There are some minor changes to the main building to accommodate the change of use to dwellinghouse. These include a small timber-clad extension on the rear of the property to house a biomass boiler and flue. The existing chimney is also reduced in height by approximately 1 metre. Some works approved under the 2011 permission are now to be deleted from the overall scheme including the conservatory extension on the west elevation. A number of rooflights have also been altered.

# **ENVIRONMENTAL IMPACT ASSESSMENT (EIA)**

An Environmental Statement was not required to be submitted with the proposal as the scale of development falls below the EIA thresholds.

# **NATIONAL POLICY AND GUIDANCE**

4 The Scottish Government expresses its planning policies through The National Planning Frameworks, the Scottish Planning Policy (SPP), Planning Advice

Notes (PAN), Creating Places, Designing Streets, National Roads Development Guide and a series of Circulars.

# **National Planning Framework**

NPF3 is a long-term strategy for Scotland and is a spatial expression of the Government's Economic Strategy and plans for development and investment in infrastructure. Under the Planning etc. (Scotland) Act 2006 this is now a statutory document and material consideration in any planning application. The document provides a national context for development plans and planning decisions as well as informing the on-going programmes of the Scottish Government, public agencies and local authorities.

# **Scottish Planning Policy 2014**

- The Scottish Planning Policy (SPP) was published in June 2014 and sets out national planning policies which reflect Scottish Ministers' priorities for operation of the planning system and for the development and use of land. The SPP promotes consistency in the application of policy across Scotland whilst allowing sufficient flexibility to reflect local circumstances. It directly relates to:
  - The preparation of development plans;
  - The design of development, from initial concept through to delivery; and
  - The determination of planning applications and appeals.
- 7 The following sections of the SPP will be of particular importance in the assessment of this proposal:
  - Sustainability: paragraphs 24 35
  - Placemaking : paragraphs 36 57

# **Planning Advice Notes**

- The following Scottish Government Planning Advice Notes (PANs) and Guidance Documents are of relevance to the proposal:
  - PAN 40 Development Management
  - PAN 51 Planning, Environmental Protection and Regulation
  - PAN 61 Planning and Sustainable Urban Drainage Systems
  - PAN 68 Design Statements
  - PAN 69 Planning and Building standards Advice on Flooding
  - PAN 75 Planning for Transport
  - PAN 77 Designing Safer Places

# **Designing Places 2001**

9 The first policy statement which marks the Scottish Government's determination to raise standards of urban and rural development.

# **Designing Streets 2010**

10 Designing Streets is the first policy statement in Scotland for street design and marks a change in the emphasis of guidance on street design towards placemaking and away from a system focused upon the dominance of motor vehicles. It has been created to support the Scottish Government's placemaking agenda and is intended to sit alongside the 2001 planning policy document Designing Places, which sets out Government aspirations for design and the role of the planning system in delivering these.

# **National Roads Development Guide 2014**

11 This document supports Designing Streets and expands on its principles and is considered to be the technical advice that should be followed in designing and approving of all streets including parking provision.

# **DEVELOPMENT PLAN**

The Development Plan for the area comprises the TAYplan Strategic Development Plan 2016-2036 and the Perth and Kinross Local Development Plan 2014.

# **TAYplan Strategic Development Plan 2016-2036**

- 13 TAYplan sets out a vision for how the region will be in 2036 and what must occur to bring about change to achieve this vision. The vision for the area as set out in the plans states that:
  - "By 2036 the TAYplan area will be sustainable, more attractive, competitive and vibrant without creating an unacceptable burden on our planet. The quality of life will make it a place of first choice where more people choose to live, work, study and visit, and where businesses choose to invest and create jobs."
- Whilst there are no specific policies or strategies directly relevant to this proposal, the overall vision of TAYplan, as stated above, should be noted.

# Perth and Kinross Local Development Plan 2014

- The Local Development Plan (LDP) was adopted by Perth and Kinross Council on 3 February 2014. The LDP sets out a vision statement for the area and states that, "Our vision is of a Perth and Kinross which is dynamic, attractive and effective which protects its assets whilst welcoming population and economic growth." It is the most recent statement of Council policy and is augmented by Supplementary Guidance.
- 16 The principal relevant policies are, in summary:

# Policy PM1A - Placemaking

17 Development must contribute positively to the quality of the surrounding built and natural environment, respecting the character and amenity of the place. All development should be planned and designed with reference to climate change mitigation and adaption.

# Policy PM1B - Placemaking

18 All proposals should meet all eight of the placemaking criteria.

# **Policy PM3 - Infrastructure Contributions**

Where new developments (either alone or cumulatively) exacerbate a current or generate a need for additional infrastructure provision or community facilities, planning permission will only be granted where contributions which are reasonably related to the scale and nature of the proposed development are secured.

# Policy ED3 - Rural Business and Diversification

Favourable consideration will be given to the expansion of existing businesses and the creation of new business. There is a preference that this will generally be within or adjacent to existing settlements. Out-with settlements, proposals may be acceptable where they offer opportunities to diversify an existing business or are related to a site specific resource or opportunity. This is provided that permanent employment is created or additional tourism or recreational facilities are provided or existing buildings are re-used. New and existing tourist related development will generally be supported. All proposals are required to meet all the criteria set out in the policy.

# Policy RD3 - Housing in the Countryside

The development of single houses or groups of houses which fall within the six identified categories will be supported. This policy does not apply in the Green Belt and is limited within the Lunan Valley Catchment Area.

# Policy TA1B - Transport Standards and Accessibility Requirements

Development proposals that involve significant travel generation should be well served by all modes of transport (in particular walking, cycling and public transport), provide safe access and appropriate car parking. Supplementary Guidance will set out when a travel plan and transport assessment is required.

# Policy NE1B - National Designations

23 Proposals will only be supported in an area that is a National Designation if it does not negatively affect the qualities for which it has been designated or affect the integrity of the area.

# Policy NE2B - Forestry, Woodland and Trees

Where there are existing trees on a development site, any application should be accompanied by a tree survey. There is a presumption in favour of protecting woodland resources. In exceptional circumstances where the loss of individual trees or woodland cover is unavoidable, mitigation measures will be required.

# Policy NE3 - Biodiversity

All wildlife and wildlife habitats, whether formally designated or not should be protected and enhanced in accordance with the criteria set out. Planning permission will not be granted for development likely to have an adverse effect on protected species.

# Policy ER6 - Managing Future Landscape Change to Conserve and Enhance the Diversity and Quality of the Areas Landscapes

Development proposals will be supported where they do not conflict with the aim of maintaining and enhancing the landscape qualities of Perth and Kinross and they meet the tests set out in the 7 criteria.

# Policy EP2 – New Development and Flooding

There will be a general presumption against proposals for built development or land raising on a functional flood plain and in areas where there is a significant probability of flooding from any source, or where the proposal would increase the probability of flooding elsewhere.

# Policy EP3B - Foul Drainage

In settlements where there is little or no public sewerage system, a private system may be permitted provided it does not have an adverse effect on the natural and built environment, surrounding uses and amenity of the area.

# Policy EP5 – Nuisance from Artificial Light and Light Pollution

29 Consent will not be granted for proposals where lighting would result in obtrusive and/ or intrusive effects.

# **Policy EP8 - Noise Pollution**

There is a presumption against the siting of proposals which will generate high levels of noise in the locality of noise sensitive uses, and the location of noise sensitive uses near to sources of noise generation.

#### SITE HISTORY

31 05/01688/FUL - Conversion of stables into dwellinghouse 21 October 2005: Application Permitted under delegated powers

11/00703/FLL - Convert stables into single dwellinghouse (for holiday use) 27 June 2011: Application Permitted under delegated powers

#### **CONSULTATIONS**

32 As part of the planning application process the following bodies were consulted:

#### **External**

33 None.

#### Internal

#### **Environmental Health**

No objection to the proposed development subject to 2 conditions being added to any consent in relation to plant noise and stove operation. Environmental Health also recommended an informative in relation to private water supply.

# Flooding and Structures

The Flooding Officer initially objected on grounds of flood risk. The agent submitted further information in respect of this objection and the Flooding Officer has now removed the objection as it has been demonstrated that the proposal is acceptable. The Flooding Officer now recommends an Informative to be added to any consent in relation to construction within a flood risk area.

# **Transport Planning**

36 No objection to the development.

#### **Contributions Officer**

37 No contributions required.

# **REPRESENTATIONS**

- 7 letters of representation were received objecting to the proposal. In summary, the letters highlighted the following concerns:
  - Visually intrusive
  - Over-developed
  - Out of character with the area
  - Road intensification / road safety

- Lack of parking facilities
- Overlooking / privacy
- Flood risk
- Private water supply and drainiage / toilet concerns
- Light Pollution
- Unsuitable amenity space
- 39 These issues are addressed in the Appraisal section of the appraisal.

#### 40 ADDITIONAL STATEMENTS

Environmental Statement	Not Required
Screening Option	Not Required
Environmental Impact Assessment	Not Required
Appropriate Assessment	Not Required
Design Statement / Design & Access Statement	Submitted
	(Supplementary Statement)
Reports on Impact or Potential Impact	Not Required

Sections 25 and 37(2) of the Town & Country Planning (Scotland) Act 1997 (as amended) require the determination of the proposal to be made in accordance with the provisions of the Development Plan, unless material considerations indicate otherwise. The adopted Development Plan comprises the TAYplan Strategic Development Plan 2016–2036 and the Perth and Kinross Local Development Plan 2014. The relevant policy considerations are outlined in the policy section above and are considered in more detail below. In terms of other material considerations, this involves considerations of the Council's other approved policies and supplementary guidance, namely the Development Contributions and Affordable Housing Guide 2016 and the Housing in the Countryside Guide 2014.

# **Development Contributions and Affordable Housing Guide 2016**

This document sets out the Council's Policy for securing contributions from developers of new homes towards the cost of meeting appropriate infrastructure improvements necessary as a consequence of development.

# Housing in the Countryside Guide 2014

A revised Housing in the Countryside Guide was adopted by the Council in October 2014. The guide applies over the whole local authority area of Perth and Kinross except where a more relaxed policy applies at present. In practice this means that the revised guide applies to areas with other LDP policies and it should be borne in mind that the specific policies relating to these designations will also require to be complied with. The guide aims to:

- Safeguard the character of the countryside;
- Support the viability of communities;
- Meet development needs in appropriate locations;
- Ensure that high standards of siting and design are achieved.
- The Council's "Guidance on the Siting and Design of Houses in Rural Areas" contains advice on the siting and design of new housing in rural areas.

# **Principle**

# Change of use from holiday accommodation unit to dwellinghouse

- The LDP through Policy PM4 Settlement Boundaries specifies that development will not be permitted, except within the settlements identified by a defined settlement boundary in the Plan.
- However, through Policy RD3 Housing in the Countryside, it is acknowledged that opportunities do exist for housing in rural areas to support the viability of communities, meet development needs in appropriate locations while safeguarding the character of the countryside as well as ensuring that a high standard of siting and design is achieved. Thus the development of single houses or groups of houses which fall within the six identified categories will be supported. The Council will support proposals for the erection, or creation through conversion, of single houses and groups of houses in the countryside which fall into at least one of the following categories:
  - a) Building Groups
  - b) Infill site
  - c) New houses in the countryside on defined categories of sites as set out in section 3 of the Supplementary Guidance
  - d) Renovation or replacement of houses
  - e) Conversion or replacement of redundant non-domestic buildings
  - f) Development on rural brownfield land
- In this case, the proposed change of use to a dwellinghouse is considered against criterion (e) conversion. As the proposed change of use is the conversion of an existing building, the principle of a residential unit is therefore acceptable and in accordance with Policy RD3 Housing in the Countryside. The previous use of the building as a dwellinghouse is also noted.

# Provision of holiday accommodation units

48 Policy ED3 - Rural Business and Diversification of the LDP gives favourable consideration to the expansion of existing businesses and the creation of new business in rural areas. There is a preference that this will generally be within or adjacent to existing settlements. Outwith settlements, proposals may be acceptable where they offer opportunities to diversify an existing business or are related to a site specific resource or opportunity. This is provided that permanent employment is created or additional tourism or recreational facilities are provided or existing buildings are re-used. New and existing tourist related

development will generally be supported. All proposals are required to meet all the criteria set out in the policy. In this instance, as the proposal creates additional tourism facilities, the proposal is considered acceptable in principle. Furthermore, the change of use of the bothy to a holiday accommodation unit is considered as an appropriate re-use of an existing building.

# **Design and Layout**

# Change of use from holiday accommodation unit to dwellinghouse

- There have been some minor changes to the building itself to accommodate the change of use. These include a modest timber clad extension on the rear of the property to house a biomass boiler and flue in addition to the permanent blocking of doors on the east elevation. The existing chimney is also reduced in height by approximately 1 metre and the previously approved conservatory extension on the west elevation will be omitted as part of the current proposals. A number of rooflights are also altered. These changes are considered to be acceptable and do not compromise the overall character and amenity of the host building, which is traditional in nature.
- It is noted that there has been concern through the letters of representation received regarding issues of overlooking and invasion of privacy. As this element of the proposal changes the use of the holiday accommodation unit back to its previous use as a dwellinghouse, it is considered that there are no adverse concerns in relation to design and layout. Appropriate standards of amenity for the existing dwellinghouses and that proposed are provided.

#### Change of use from ancillary bothy to holiday accommodation unit

The existing ancillary bothy lies to the south-west of West Cottage against the woodland backdrop. It is proposed to change the use of this unit to a holiday accommodation unit. The existing building is approximately 7.5metres at maximum length and 4 metres at maximum width and is finished in board on board timber cladding coated with light brown preservative. The roof is finished in galvanised corrugated tin sheeting. The unit contains a small kitchen, utility and bathroom and has a sleeping loft accessed by a small staircase / ladder. This design is considered to be appropriate as it is respectful to the surrounding woodland and rural environment and thus does not appear out of place. The location of the bothy against the woodland backdrop is also not considered to appear out of place.

# **Erection of yurt**

The retrospective application incorporates the siting of a yurt for holiday accommodation use. The yurt is approximately 6 metres in diameter and approximately 3.5 metres at maximum height. The yurt is constructed with timber joists and supporting posts with a white cotton / polyester sheeting with a decorative frieze. The proposal is located in an area of woodland to the southwest of the said bothy.

- Whilst the design of the yurt differs from the traditional design of the neighbouring structures, it is considered acceptable. This is due to yurts generally appearing as tent-like structures. The scale and massing of the proposed yurt is considered to be acceptable without detracting from the woodland environment in which it is located.
- With regards to layout, the siting of the yurt in the woodland environment is considered acceptable. There is no tree felling required to accommodate the proposal and developments of this nature require a rural environment, such as a woodland setting, for optimum experience. The proposal is well screened from the surrounding area and does not compromise the existing character of the area.

# Erection of an ancillary sauna and shed

- The proposed sauna is relatively small scale measuring approximately 3.5 metres at maximum length and 2.6 metres at maximum width. The sauna is of timber board cladding to match that of the existing bothy and has a mineral felt roof covering. The sauna is located to the immediate south-west of the bothy, against the boundary of the woodland.
- The proposed shed is approximately 3.4 metres at maximum length and 1.9 metres at maximum width and is also board on board timber clad with a mineral felt roof covering. The shed is located to the immediate rear (west) of the existing bothy at the boundary of the woodland area.
- Due to the small scale of the sauna and shed, their sensitive positioning behind the existing bothy against the boundary wall and combined with a suitable palette of materials for a woodland setting, the design and layout is considered to be acceptable.

# **Landscape and Visual Amenity**

- Development and land use change should be compatible with the distinctive characteristics and features of Perth & Kinross's landscape. Development proposals will be supported where they do not conflict with the aim of maintaining and enhancing the landscape qualities of Perth and Kinross. In this case, the site falls within the Loch Rannoch and Glen Lyon National Scenic Area. The proposal must therefore be assessed against the landscape framework available.
- With regards to the change of use elements, as these relate to existing buildings, it is considered that there are no landscape impacts arising. The siting of the yurt, sauna and shed are also not considered to raise any adverse concerns. This is due to the shed and the sauna being appropriately sited in close proximity to the existing bothy, sensitively located behind the garden boundary wall, whilst the yurt is effectively screened by the surrounding woodland.

Overall, the proposal is not considered to erode local distinctiveness, diversity and quality of the landscape and the features that give rise to the designation of the Loch Rannoch and Glen Lyon National Scenic Area.

# **Residential Amenity**

- Within some of the letters of representation received, there were a number of points raised as concerns in relation to residential amenity. These points included light and noise pollution, overlooking and privacy, and the provision of toilet facilities.
- Environmental Health department have highlighted that they have no objection to the proposed development subject to two conditions being added to the permission (conditions 2 and 3) and an informative (Informative 3). These conditions relate to plant noise and the operation of the proposed stoves, whilst the informative is in relation to private water supply.
- With regard to the change of use elements of the proposal, as these relate to existing buildings, no adverse concerns are anticipated. As previously mentioned, the existing holiday unit is to be changed to a dwellinghouse, which was the previous use of the building. As such, this becoming a residential unit once again is considered acceptable. With regards to the bothy, the orientation of windows and the siting of the unit do not result in any adverse amenity issues.
- The yurt, sauna and shed, whilst new structures, are also not considered to have any adverse impact upon residential amenity. Environmental Health identified that, as the yurt is approximately 50 metres from the nearest residential receptor, they have little concerns that cannot be controlled via a condition. Whilst light pollution was raised as a concern within the letters of representation received, as there are no external lights proposed, it is considered that there will be no adverse impacts in relation to light pollution.
- Some letters of representation received raised the lack of toilet facilities in the yurt as a concern. Whilst this is not uncommon for this type of development, the agent was consequently contacted regarding this and has stated that the yurt will have its own separate composting toilet facility. Furthermore, Environmental Health was consulted as part of this application and did not raise any concerns. It is therefore considered that there are no sanitation issues arising from the development which would have an adverse impact upon residential amenity.

#### **Roads and Access**

The site incorporates a car parking area which is capable of accommodating at least 4 vehicles. This is in addition to a small parking area in front of the existing holiday unit. This is considered to be sufficient for the level of traffic likely to be generated by the proposals. Whilst the letters of representation are noted which raise parking and access as a concern, the proposal has been assessed by Transport Planning who have confirmed that there is no objection

to the proposed development. Overall, it is considered that there are no adverse road or access implication arising.

# **Drainage and Flooding**

- The site falls within the SEPA 1 in 200 year flooding envelope. As such, the Flooding Officer was consulted as part of this proposal. It should also be noted that a number of representations received also identified that the site falls within the flooding envelope.
- The Flooding Officer initially objected to the proposed development as it was not effectively demonstrated that there was acceptable emergency access/ egress in a flooding event. As a result, the agent submitted further information which highlighted an emergency access/ egress route whilst also conveying that the yurt is not within an area of land likely to flood.
- The additional information submitted has been reviewed and the objection from the Flooding Officer removed as it is considered that the proposal is now acceptable in relation to flood risk. However an informative has been recommended (Informative 6) to be added to any permission in relation to construction within a flood risk area.
- Overall, on receipt of the further information requested it is considered that there is no drainage or flooding implications associated with the proposed development.

# **Natural Heritage and Biodiversity**

The site falls within the Breadalbane Environmentally Sensitive Area and the woodland setting is a sensitive receptor. There is however no tree felling proposed as part of this application and the new build elements of the proposal are relatively small scale. It is therefore considered that there will be minimal impact upon the natural heritage and biodiversity of the area. Informatives are recommended to be added to the consent in relation to protected species and nesting birds as a precaution (Informatives 4 and 5).

# **Developer Contributions**

# **Primary Education**

- The Council's Developer Contributions Supplementary Guidance requires a financial contribution towards increased primary school capacity in areas where a primary school capacity constraint has been identified. A capacity constraint is defined as where a primary school is operating, or likely to be operating following completion of the proposed development and extant planning permissions, at or above 80% of total capacity.
- 73 This proposal is within the catchment of Glen Lyon Primary School and Education & Children's Services have no capacity concerns in this catchment area at this time and therefore no contributions are required in this instance.

# **Economic Impact**

The development of this site would generate short term economic investment through the conversion period and indirect economic investment of future occupiers of the associated development. There will also be some economic impact from the provision of the holiday accommodation units on the site.

#### **LEGAL AGREEMENTS**

75 None.

#### **DIRECTION BY SCOTTISH MINISTERS**

Under the Town and Country Planning (Development Management Procedure) (Scotland) Regulations 2013, regulations 30 – 33 there have been no directions by the Scottish Government in respect of an Environmental Impact Assessment screening opinion, call in or notification relating to this application.

# CONCLUSION AND REASONS FOR RECOMMENDATION

- To conclude, the application must be determined in accordance with the adopted Development Plan unless material considerations indicate otherwise. In this respect, I have taken account of the LDP and material considerations and in this case I am content that the development proposed does not conflict with the Development Plan.
- Accordingly the proposal is recommended for approval subject to the following conditions.

#### RECOMMENDATION

Approve the application.

#### **Conditions and Reasons for Recommendation**

All plant or equipment shall be so enclosed, attenuated and/or maintained such that any noise therefrom shall not exceed Noise Rating 35 between 0700 and 2300 hours daily, or Noise Rating 25 between 2300 and 0700 hours daily, within any neighbouring residential property, with all windows slightly open, when measured and/ or calculated and plotted on a rating curve chart.

Reason - In order to safeguard the neighbouring residential amenity in the area.

The stove shall only operate on fuel prescribed and stored in accordance with the manufacturer's instructions. The stove and flue and any constituent parts shall be maintained and serviced in accordance with the manufacturer's instructions. No changes to the biomass specifications shall take place.

Reason - To ensure the correct operation of the stove.

The holiday accommodation hereby approved (the yurt and the bothy) shall be used solely for holiday accommodation and shall not be occupied as the sole or main residence of any occupant.

Reason - In order to clarify the terms of the permission; to control and restrict the use of the building.

# **B** JUSTIFICATION

The proposal is in accordance with the Development Plan and there are no material reasons which justify departing from the Development Plan.

#### C PROCEDURAL NOTES

None.

#### **D** INFORMATIVES

- 1 An application for Building Warrant may be required.
- The applicant shall ensure the private water supply for the dwellinghouse/ development complies with the Water Scotland Act 1980 (Section 63), The Private Water Supplies (Scotland) Regulations 2006 and The Water Intended for Human Consumption (Private Supplies) (Scotland) Regulations 2017. Detailed information regarding the private water supply, including the nature, location and adequacy of the source, any storage tanks/ pipework and the filtration and disinfection treatment proposed to ensure provision of an adequate and consistently wholesome water supply shall be submitted to Perth and Kinross Council Environmental Health in line with the above Act and Regulations.
- The presence of protected species, and the extent to which they could be affected by the proposed development, should be established before works commence. Should protected species be identified within the site the developer should ensure that all appropriate measures required to comply with the relevant legislation are carried out. Planning permission for a development does not provide a defence against prosecution under another Act.
- Trees and scrub are likely to contain nesting birds between 1st March and 31st August inclusive. Trees and scrub are present on the application site and are to be assumed to contain nesting birds between the above dates. The applicant is reminded that, under the Wildlife and Countryside Act 1981, as amended (section 1), it is an offence to remove, damage or destroy the nest of any wild bird while that nest is in use or being built. Planning permission for a development does not provide a defence against prosecution under this Act.
- The applicant should be aware of the Perth & Kinross Council Flooding and Flood Risk Guidance Document (June 2014) for advice on construction within a flood risk area.

Background Papers: 7 letters of representation

Contact Officer: Sean Panton

Date: 22 December 2017

# ANNE CONDLIFFE INTERIM DEVELOPMENT QUALITY MANAGER

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