
10 November 2021

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Dear Councillor,

A meeting of **CABINET** will be held in the **COUNCIL CHAMBER** at these offices on **THURSDAY, 18TH NOVEMBER, 2021 at 5.00 pm** when your attendance is requested.

Yours sincerely,
KATHRYN HALL
Chief Executive

A G E N D A

	Pages
1. To receive Declarations of Interest from Members in respect of any matter on the Agenda.	
2. To receive apologies for absence.	
3. To confirm Minutes of the previous meeting held on 18 October 2021.	3 - 6
4. To consider any items that the Leader agrees to take as urgent business.	
5. Introduction of Flexible Season Tickets and Review of Pay and Display Parking Charges.	7 - 20

To: **Members of Cabinet:** Councillors J Ash-Edwards (Chair), J Llewellyn-Burke (Vice-Chair), J Belsey, R de Mierre, S Hillier, R Salisbury and N Webster

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**Minutes of a meeting of Cabinet
held on Monday, 18th October, 2021
from 4.00 pm - 4.22 pm**

Present: J Ash-Edwards (Chair)
J Llewellyn-Burke (Vice-Chair)

J Belsey
R de Mierre

S Hillier
R Salisbury

N Webster

Also Present: Councillors R Bates, P Brown, R Clarke, J Dabell, A Eves,
I Gibson and S Hatton

1. ROLL CALL AND VIRTUAL MEETING EXPLANATION.

The Leader conducted the roll call to confirm the Members present.

Tom Clark, Head of Regulatory Services advised that The Local Authorities (Executive Arrangements) (Meetings and Access to Information) Regulations 2012 permit remote attendance at Cabinet meetings provided they are live streamed to allow for public access.

2. TO RECEIVE DECLARATIONS OF INTEREST FROM MEMBERS IN RESPECT OF ANY MATTER ON THE AGENDA.

None.

3. TO RECEIVE APOLOGIES FOR ABSENCE.

No apologies were received as all Members were present.

4. TO CONFIRM MINUTES OF THE PREVIOUS MEETING HELD ON 13 SEPTEMBER 2021.

The minutes of the meeting held on 13 September 2021 were agreed as a correct record and electronically signed by the Leader.

5. TO CONSIDER ANY ITEMS THAT THE LEADER AGREES TO TAKE AS URGENT BUSINESS.

None.

6. PERFORMANCE MONITORING FOR THE FIRST QUARTER OF 2021/22.

Peter Stuart, Head of Corporate Resources introduced the report. He noted that the report had been to the Scrutiny Committee for Leader, Finance and Performance on 15 September and the Members had amply scrutinised the report. They made suggestions which resulted in a minor programme of work to improve the statistics

and add more detail in paragraphs 12 to 17. They will include the provision of data on longer term trends, and more data on fly tipping, Electric Vehicle Charging points (EVCs) and planning enforcement notices. He confirmed the report for the second half of the year would be at the next meeting.

The Deputy Leader welcomed the good results and highlighted that the Council had coped very well with the extra duties linked to the pandemic. Going forward historical data might be of little use and a forward-looking approach would be better. She asked for further information on the high rate of rental collection.

The Head of Corporate Resources advised a proactive approach had been taken, agreeing revised rental arrangements which have been detailed in the Members Information Service bulletins. The KPIs were measuring against these new agreed figures. If tenants could display hardship or good reason, then seeking to be a fair landlord the Council would seek to agree an appropriate level of rent. As a result of these revised agreements the collection rate is high.

The Cabinet Member for Community highlighted the additional work by the Council in several areas: new grants to businesses to help the local economy, and the environmental health team helping to ensure businesses are covid compliant as many have had to change how they operate. The provision of EVCs is not a statutory responsibility of the Council but we do want to encourage people to switch to electric vehicles. Data on the usage of EVCs would be beneficial. He noted the financial burden of the pandemic on the Council and that not all the expenditure is recoverable from Government, there had also been a fall of income in a number of areas.

The Cabinet Member for Environment and Service Delivery welcomed the additional data on EVCs. He confirmed that instances of fly tipping in the District was lower than the surrounding authorities and enforcement action will be taken where possible.

The Cabinet Member for Customer Services noted that over £48.5m grants had been processed for residents and businesses, and she highlighted that some KPIs are outdated.

The Cabinet Member for Economic Growth welcomed the report and thanked officers for maintaining their KPIs whilst supporting local businesses. The footfall figures continue to improve and enquired whether footfall would continue to be monitored after the current Government funding was exhausted.

Judy Holmes, Assistant Chief Executive confirmed the Council had taken advantage of Government Welcome Back funding to commission footfall data in the three towns and some villages. The Council is looking to maintain this data capture beyond March 2022, as it will help to understand the impact on the high streets.

The Cabinet Member for Customer Services expressed concern over the increased waste to landfill and wondered if future reports would show a return to pre-pandemic levels.

The Assistant Chief Executive advised the increase in waste to landfill was due to residents working from home and it would be hard to predict future levels, but it is hoped it may reduce as some people return to their workplaces. The Council continues to educate and encourage residents to recycle as much as possible.

As no further questions the Leader took the Members to the recommendations which were agreed unanimously.

RESOLVED

That Cabinet noted the Council's performance in the first quarter of the year and identified any areas where further reporting or information was required.

The meeting finished at 4.22 pm

Chairman

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INTRODUCTION OF FLEXIBLE SEASON TICKETS AND REVIEW OF PAY AND DISPLAY PARKING CHARGES.

REPORT OF: Assistant Chief Executive
Contact Officer: Rob Anderton, Divisional Leader – Commercial Services and Contracts
Email: robert.anderton@midsussex.gov.uk Tel: 01444 477374
Claire Onslow, Business Unit Leader - Parking Services
Email: claire.onslow@midsussex.gov.uk Tel: 01444 477586
Wards Affected: All
Key Decision: Yes
Report to: Cabinet
Date of Meeting: 18th November 2021

Purpose of Report

1. To present proposals to introduce a new flexible season ticket offer and an increase in parking charges to take account of inflation, with effect from early 2022.

Summary

2. This report proposes changes to the season ticket offer to provide a more flexible range of options. This is to respond to customer demand following a change in behaviour as a result of the pandemic.
3. Mid Sussex will not have increased parking charges for 10 years. This means that the car park charges have not kept pace with inflation despite the increasing costs of managing and maintaining town and village car parks. The Council's Parking Strategy 2020-2030 highlights the need to invest in the parking estate to support sustainable economic growth and to improve the customer experience.
4. The report also proposes an uplift in line with inflation to charges for all pay and display car parks in the three towns in Mid Sussex.

Recommendations

5. That Cabinet recommends to Council, subject to consultation:
 - i. the introduction of flexible 3, 5 and 6 day season tickets;
 - ii. Cabinet is recommended to agree the new tariffs, as outlined in paragraph 16;
 - iii. an annual inflationary review of parking charges thereafter.
-

Background

6. In December 2020 the Council agreed the Parking Strategy 2020 – 2030, which is supported by a five-year action plan. The Parking Strategy sets a clear ambition to invest in and modernise the car park estate. This will ensure high standards of future service delivery including modernisation and investment in new technology to improve the customer experience. Establishing new pricing strategies underpins the commitment to deliver these ambitions.
7. In year one of the Action Plan the Council committed to developing a season ticket policy and to exploring differential tariff regimes.

Parking Strategy

8. Parking Matters Ltd were engaged to support the cross-party Member Working Group to develop the Parking Strategy. To inform this work, Members were provided with an evidence base which included data benchmarking this Council with similar and neighbouring Councils. Further details of this work can be found in the Phase 2 Evidence Report: <https://www.midsussex.gov.uk/media/5443/parking-strategy-refresh-phase-2-report.pdf> .
9. This evidence demonstrates that Mid Sussex pay and display charges are at the lower end of the pricing spectrum, with the 0.80p 1 hour charge being typically lower than many comparable areas, which started at £1. The Consultants also noted it was unusual not to have applied any inflationary increases in a 10-year period. They advised that this has resulted in a real term loss of income once inflation is taken into account. To avoid this gap occurring in the future the Consultants recommended that parking charges should be subject to an annual review.
10. Parking Matters Ltd also carried out work to explore the options and impact of introducing differential parking charges by town and car park, introducing charging in the larger villages, introducing Sunday, Public Holiday and Evening charges, and introducing a new season ticket offer.
11. The consultant's recommendation was that introducing differential charging and new charging regimes was appropriate,.
12. Given the significant and ongoing impact of the pandemic, and continued uncertainty over the short-term outlook for the high street, it is not proposed to take the proposals around differential tariffs forward at this stage.
13. However, in order to enable continued investment in the car parks and to support associated services, it is proposed that car parking charges should be increased to align with inflation and with similar neighbouring Councils' charging regimes.

Pay and Display Charges

14. Despite not increasing parking charges there have been ongoing inflationary increases to the cost of managing and maintaining the car parking estate, and the introduction of digital technologies. This investment has resulted in a high-quality car park estate: 19 of the Council's 32 car parks currently hold the British Parking Association Park Mark Award, which formally recognises well-maintained, clean and safe car parks across the country.
15. Using the evidence provided as a baseline for applying price increases, a starting point considered a 20p price increase for the 1 hour stay from 80p to £1.00, this being a 25% price increase which is also in line with inflation which would have been 23% had inflationary increases being levied since 2012.
16. The table below demonstrates this increase applied to all long and short stay tariff charges:

Parking Periods	Current Pay & Display tariff	Proposed Pay & Display Tariff (25% increase)
all car parks 0 - 1hr	£ 0.80	£ 1.00
all car parks 1 – 2hr	£ 1.20	£ 1.50
all car parks 2 – 3hr	£ 2.00	£ 2.50
short stay 3 - 4hr	£ 4.00	£ 5.00
short stay 4hr +	£ 6.00	£ 7.50
long stay 3 - 4hr	£ 3.00	£ 3.70
long stay 4hr +	£ 4.00	£ 5.00

17. It is proposed that these charges are applied to all long and short stay town centre pay and display car parks, subject to completion of the appropriate legal and governance processes.
18. For context, a desktop comparison of nearest neighbours and comparable areas has been completed showing the average cost of a 2 hour stay. This is provided at Appendix 1.
19. Based on customer behaviour during the first six months of the current financial year and assuming car park use continues at similar levels, it has been estimated that the above changes would give rise to a potential annual income uplift of £350k (net VAT). This does not account for any recovery growth or short-term behaviour displacement as a result of implementing the changes.

Flexible Season Tickets

20. Currently, season tickets are available with annual, quarterly, and monthly options, providing parking in designated long stay car parks at a discounted rate to the equivalent daily pay and display rate for six days a week (Monday – Saturday). Historically, Season Tickets have been purchased by a wide range of customers and have serviced town centre workers, in and out commuting and residents parking.
21. The table below demonstrates the current price of season tickets and the discount offered on the daily parking tariff. This does not include the Boltro Road car park, Haywards Heath.

Current Season Tickets (Monday – Saturday)	No. Charging Days	% discount on normal tariff	Current Season Ticket Charge
Annual	312	56%	£550
Quarterly (13 weeks)	78	52%	£150
Monthly (4 weeks)	24	31%	£66

22. In their feasibility work, Parking Matters Ltd highlighted that the current season ticket prices in Mid Sussex were very favourable compared to similar local authority and privately operated car parks, and that introducing price increases and flexible options should therefore be considered.

23. During the pandemic and continuing into the recovery period, working patterns have changed, with more people working from home either permanently or as part of a hybrid working arrangement. This change in behaviour has impacted the demand for season tickets across all town centres, and whilst there are signs of recovery, it is not expected to recover to pre pandemic levels.
24. Pre pandemic, Season Tickets generated an annual income of c£200k, which equates to approximately 10% of the overall income generated by parking charges.
25. As at the end of September 2021, season ticket sales were down by 42% on the same pre pandemic period in 2019. There were 202 active season tickets in operation, of which 59% were annual and 36% quarterly. Season Ticket income still accounts for around 10% of the overall income generated by parking charges.
26. In October 2020, all season tickets were migrated from paper permits to virtual season tickets via the MiPermit system. The migration to virtual season tickets not only provides the customer with an improved service and self-service options it also enables the Council to provide a more flexible approach to managing and delivering season tickets.
27. This enables the Council to respond to the recommendations of the Parking Strategy and to changing consumer behaviour by introducing a new range of flexible season tickets to provide customers with options to meet their personal circumstances.
28. The proposed options are:
 - iv. Flexible 3 day a week season ticket (allowing 12 parking days in a monthly period)
 - v. 5 day a week, Monday to Friday season ticket
 - vi. 6 day a week Monday – Saturday season ticket
29. The 5 and 6 day season ticket options will continue to provide annual, quarterly, and monthly options to suit customer circumstances.
30. Season Ticket prices are based on a methodology that considers the daily long stay all day tariff, multiplied by the number of charging days for the chosen season ticket option. The principles set out in the Parking Strategy are then applied which is season tickets should represent no less than 25% and no more than 50% discount on the standard daily pay and display charge for the equivalent period.
31. Using these principles, and assuming an inflationary uplift in the daily pay and display charges, the proposed pricing of the new range of flexible season tickets is:

Flexible 3 day Season Ticket Charge Only available on a monthly basis 3 days in a week	No. Charging Days	% discount on normal tariff	Season Ticket daily rate following application of discount	New cost
	12	25%	£4	£45

5 day Season Ticket Charge (Monday – Friday only)	No. Charging Days	% discount on normal tariff	Season Ticket daily rate following application of discount	New cost
Annual	260	50%	£2.50	£650
Quarterly (13 weeks)	65	49%	£2.54	£165
Monthly (4 weeks)	20	25%	£3.75	£75

6 day Season Ticket Charge (Monday – Saturday)	No. Charging Days	% discount on normal tariff	Season Ticket daily rate following application of discount	New cost
Annual	312	50%	£2.50	£780
Quarterly (13 weeks)	78	50%	£2.50	£195
Monthly (4 weeks)	24	25%	£3.75	£90

32. It is difficult to predict the financial impact of the introduction of a new flexible range of season tickets, however, given the decrease in demand it is hoped that by offering more flexible options, demand will increase. This will be kept under review.

Legal Governance

33. Following agreement by Council, officers will begin the legal process to advertise the amendments to the Off Street Parking Places Order.
34. This process will include a minimum period of 21 days' statutory public consultation, followed by a detailed review of all feedback received, before the Off Street Parking Places Order can be formally sealed and the changes implemented.
35. It should be noted that as part of the lease agreement with the privately operated Marketplace car park in Burgess Hill, there is a requirement for these parking charges to replicate those of MSDC car parks. Negotiations with the car park operators will be undertaken to ensure new charges are applied.

Conclusion

36. The Parking Strategy sets a clear ambition to invest in and modernise the car park estate to ensure high standards of future service delivery including modernisation and investment in new technology to improve the customer experience. Establishing new pricing strategies underpins the commitment to deliver these ambitions.
37. Over the past 10 years, pay and display charges have not increased in line with inflation, whilst the operational costs to manage the pay and display town and free larger village car parks have increased year-on year. In addition, the Council has made a significant investment in new digital technology over the same period.
38. The evidence base supporting the Parking Strategy highlighted that Mid Sussex charges are at the lower end of the charges spectrum when compared to similar and neighbouring Councils and that it was unusual that no inflationary charges have been applied for 10-year period. With the proposed inflationary increase in parking charges, Mid Sussex remains competitive.
39. The introduction of a new range of season tickets enables the Council to respond to customers need post pandemic by providing more flexibility.

Financial implications

40. In 2019/20 1.6 million pay and display transactions were made in the town centre car parks across Mid Sussex, generating an income of £1.9 million for the Council, which was reinvested in the maintenance, management and improvement of the car park service and in supporting key statutory Council services.
41. By comparison, in 2020/21 following the impacts of the pandemic there were just 754k pay and display transactions, generating an income of £884k. This £1.1m reduction in income has significantly impacted the Council's finances at a time when there are significant budget pressures in other Council services caused by the pandemic.
42. In the first six months of 2021/22, almost 592k pay and display transactions have been made, which is 28% down on the pre pandemic data of 2019 for the same period.
43. Based on customer behaviour during the first six months of the current financial year and assuming car park use continues at similar levels, it has been estimated that the proposed inflationary uplift will provide a potential annual income uplift of £350k. This does not account for any recovery growth or short-term behaviour displacement as a result of implementing the changes.
44. Given the unprecedented nature of the pandemic recovery it is difficult to predict how increases in charges will impact on car park usage. Parking Matters Ltd, relying on extensive industry evidence, have confirmed that price alone is not a major factor in influencing consumer behaviour although the local offer does impact consumer decision making.
45. Given the current decrease in demand, it is difficult to predict the financial impact of the introduction of a new flexible range of season tickets. However, it is hoped that by offering more flexible options, demand will increase, and this will be reflected in income. This will be kept under review.

Risk Management Implications

46. It is anticipated that an increase in parking charges may cause some initial parking displacement onto nearby residential roads. This impact is most likely to be seen in Burgess Hill and Haywards Heath as the controlled parking zone in East Grinstead limits the availability of free restricted and unrestricted parking in the town centre.
47. It should also be acknowledged that the proposed increases in pay and display charges may displace some town centre footfall to other locations where comparable parking charges are considered to offer more value for money in relation to the retail offer provided.

Equality and Customer Service Implications

48. An Equality Impact Assessment has been completed for the introduction of a new flexible season ticket offer and an increase in parking charges. This is attached at Appendix 2.

Sustainability Implications

49. The proposals contained within this report are part of a wider package of works proposed within the Parking Strategy 2020-2030, which include the production and implementation of an investment plan for the car park estate. This plan will set out actions to deliver a more modern and sustainable parking service, which will be part-funded by the income generated by these changes.

Background papers

50. Parking Strategy 2020-2030 and Five Year Action Plan:
<https://www.midsussex.gov.uk/parking-travel/parking-strategy/>

Nearest Neighbour Benchmarking

APPENDIX 1

Comparison of nearest neighbours and comparable areas completed showing the average cost of a 2 hour stay.

Note- every area has a different pricing strategy and may not provide a direct policy comparison.

Authority / Area	Current 2 hr stay charge
Chichester differential tariffs are applied to car parks depending on location	£1.80/ £2.80 - £4
Crawley	£2.00
Worthing differential tariffs are applied to car parks depending on location	£2.30 - £2.50
Horsham differential tariffs are applied to car parks depending on location	£1.80 - £2.80
Sevenoaks differential tariffs are applied to car parks depending on location	£2 - £4
Dorking	£2
Lewes differential tariffs are applied to car parks depending on location	£1.40 - £1.80
Seaford / Newhaven	£1.10
Reigate	£2.20

MID SUSSEX DISTRICT COUNCIL

Equality Impact Assessment

Title of Policy/Service/Contract: Introducing a new flexible Season ticket offer and increasing pay and display charges

Division: Commercial Services & Contracts (Parking Services)

Lead Officer: Claire Onslow

Date Assessment completed: 27 October 2021

1. SCOPING

1.1 What are the aims of the policy, service/service change or contract?

To introduce a new flexible season ticket offer and an increase in parking charges to take account of inflation with effect from March 2022

1.2 Who does the service/policy/contract affect? Who are the main customers (internal or external)?

Members of the general public who choose to park in the pay and display car parks in the three towns in Mid Sussex

1.3 What equality information is available, including any evidence from engagement and analysis of use of services?

There is no equality information available about users of the car parks. Further understanding customer needs and behaviours will form part of the Parking Strategy delivery.

1.4 What does this information tell us about the equality issues associated with the service and implications for the protected groups?

As detailed above, there is no specific information for this.

1.5 Are contractors or partnerships used to deliver the service? Y/N

If No go to section 2.

If yes, please refer to the guidance notes for completing impact assessments and complete the next three questions.

Yes, the mechanism to pay for parking is provided by third party operators. Payment options are provided via cash and card (Chip & Pin and cashless) and via a pay by phone provider.

Identify the contractors/partnerships used to deliver the service.

MiPermit – The Council's pay by phone provider

Flowserve – The Councils at machine payment processor

What is their contribution to equality in service delivery and the promotion of equality?

MiPermit – Providing a range of options to access the service – web, app, contact centre and text- in line with industry standards.

Flowbird – All machines take payment by cash, debit / credit card via either a chip / pin pad or cashless option (cashless includes apple and android pay)

How are equality issues addressed through contractual arrangements and service level agreements?

Regular service review and continuous improvements in line with developing technology, using data from service delivery and industry standards.

2. Assessment of Impact; Analysis and Action Planning

Any gaps in information or provision, opportunities to promote equalities and good relations identified above need to be translated into SMART actions and recorded here. These actions need to be delivered and monitored through the service planning process.

Opportunity to promote equality, good relations and/or address barriers to service/differential impact	Current action taken to address these	Further actions required and timescales	Lead Officer	How will impact be measured
The needs of different ethnic groups including white minorities, but also established white communities				
Possible language barriers with understanding the changes and/or how to purchase a ticket or new flexible season ticket	Use of pictorial signage where possible to aid interpretation Clear promotion of the contact centre where assistance can be provided. Clear website information	None identified	Claire Onslow	Customer data / feedback indicating barriers to use due to languages to be reviewed and changes made as appropriate
The needs of men and women. Including taking account of pregnancy and maternity.				
There is no reason to suggest that men and women would be adversely impacted by an increase in parking charges or a new flexible season ticket option	None identified	None identified	Claire Onslow	
The needs of disabled people				
Blue badge holders are currently exempt from charges in MSDC car parks.	Continue with free parking for blue badge holders and communicate this message on site and in communications / website promoting the service. Mipermit offer text, app and website options for customers with hearing impairments	None identified	Claire Onslow	Customer data / feedback indicating barriers to use due to languages to be reviewed and changes made as appropriate
The needs of people with a religion or belief				

There is no reason to suggest that people with religion or beliefs would be adversely impacted by an increase in parking charges or a new flexible season ticket option	None identified	None identified	Claire Onslow	
Opportunity to promote equality and/or barriers to service/differential impact	Current action taken to address these	Further actions required and timescales	Lead Officer	How will impact be measured
The needs of gay men, lesbians, bisexuals and heterosexual people				
There is no reason to suggest that gay men, lesbians, bisexuals, and heterosexual people would be adversely impacted by an increase in parking charges or a new flexible season ticket option	None identified	None identified	Claire Onslow	
Issues from marriage and civil partnership				
There is no reason to suggest that marriage or civil partnerships would be adversely impacted by an increase in parking charges or a new flexible season ticket option	None identified	None identified	Claire Onslow	
The needs of different age groups, for example older and younger people				
Older People: There is no reason to suggest that older and younger people would be adversely impacted by an increase in parking charges or a new flexible season ticket option	Alternative free or time restricted on street parking or public transport options may be available as an alternative to paying for parking in a car park. Flexible season ticket provides a new option for part time working.	None identified	Claire Onslow	
The needs of transgender communities				
There is no reason to suggest that transgender communities would be	None identified	None identified		

<p>adversely impacted by an increase in parking charges or a new flexible season ticket option</p>			<p>Claire Onslow</p>	
<p>The needs of people who are disadvantaged by socio-economic factors such as low incomes, skill or living in a deprived area</p>				
<p>People disadvantaged by social economic factors such as low income may be adversely impacted by a rise in pay and display charges or a new flexible season ticket option</p>	<p>Alternative free or time restricted on street parking and public transport may be available as an alternative to choosing to pay for parking in a car park.</p> <p>Season tickets do offer a reduced cost on the price of daily parking and the new flexible range provides some budgeting options, acknowledging that up front purchase may be a barrier</p>	<p>None identified</p>	<p>Claire Onslow</p>	<p>Usage data and customer feedback to be monitored</p>
<p>The needs of people who live in a rural area</p>				
<p>There is no reason to suggest that people who live in a rural area would be adversely impacted by an increase in parking charges or a new flexible season ticket option</p>	<p>None identified</p>	<p>None identified</p>	<p>Claire Onslow</p>	

3. Mid Sussex District Council Equality Impact Assessment Summary

Key Findings	Future Actions
<ul style="list-style-type: none"> • Blue Badge Holders are exempt from current charges and can park for free • There may be access barriers for people impacted by age or socio economic factors but alternative free on street options or public transport options may be available. 	<ul style="list-style-type: none"> • Regular review of car park operations and customer feedback are undertaken to identify if service changes / improvements need to be made • As part of the Parking Strategy delivery customer research will be carried out to ensure service developments consider the needs of all customers.

4. Signing off this assessment and action plan

SignatureClaire Onslow
 Person undertaking the assessment

Date27/10/21.....

SignatureJudy Holmes
 Head of Service

Date28/10/21.....

Please send your completed impact assessment to Neal Barton for publication on the website.