

TWIGWORTH PARISH COUNCIL
Draft minutes
OF MEETING HELD AT 7.00PM ON 3rd JULY 2025
IN THE DOWN HATHERLEY VILLAGE HALL
<https://twigworthparishcouncil.wordpress.com>

1.	Welcome by Chair of Council
2.	Attendance recorded as Parish Councillors, Elaine Watson, John Redfern Mike Davies & George Sharpley & 8 Members of the public
3.	Apologies received, and accepted from Parish Councillor Graham Bocking Apologies received from Borough Councillor Rojina Pardhan Rai /Sarah Hands & County Councillor Sarah Hands
4.	Council received Declaration of Interest for matters on the agenda – Cllr Watson planning item 25/0032/FUL Cllr Davies – dog barking item 10
5.	Members of the Public were invited to speak to the Council & then members of the public were invited to observe the remainder of the meeting <ul style="list-style-type: none"> • Place of worship for Hindu faith requested, explained their community initiatives, wanting a community hall, history of twigworth green s106/CIL • Twigworth Church current situation discussed • Twigworth Court potential future planning application • Council position on planning applications relating to Chestnut Tree Farm clause 12 • Gateway areas relating to individual householders • Road safety – the height of bushes towards new roundabout. Land belongs to Vistry and will be brought up at site meeting • Newt run queries • January 2024 flood Heck noted- <p>Public session closed at 19.31</p>
6.	Council noted no report from County Councillor Hands
7.	Council noted no reports from Borough Councillor Hands and Borough Councillor Rai
8.	Minutes of previous meeting held on 8th May 2025 were

	agreed
9.	Council considered motion from Cllr Sharpley “Parish Councillors are required to respond to emails requesting approval for actions”. There was no decision made on this item. Cllr Redfern left the meeting at this point
10.	<p>Council discussed updates on key issues</p> <ul style="list-style-type: none"> • Twigworth Green -dog waste bins-clerk- “Due to the on -going issues regarding the bins at the above development we are discussing this issue internally with Vistry in order to reach a solution as soon as possible”- Gateway • Twigworth Green bus shelter – clerk- installation date 8th July 2025 • Twigworth Green area within Down Hatherley Parish- Clerk-waiting response from Democratic Services but it should not be a major issue, as DHPC are very active in supporting the residents of the parish • Anti-social behaviour on Twigworth Green including waste, abusive behaviour, dog barking (Cllr Sharpley) Council agreed its policy on how to deal with this issue-clerk to seek multi-agency approach and forward any emails or reports to other agencies, Council to seek police liaison, clerk to collate statistics data, Council to continue to use newsletter etc. Council may consider paper copies of newsletter in budget setting/annual report to seek to engage with all demographics • Twigworth residents meeting to discuss ASB or failure of services (Cllrs Redfern/Sharpley)- waiting feedback • Community policing on Twigworth Green - clerk to email Cllr Bocking to seek police involvement – Clerk to email police officially including attending pc meeting/safer communities’ team, TBC officers/ Borough Councillors • Meeting with Vistry site manager to take place on 17th July to discuss landscaping, tree replacement, planting etc (Cllrs Redfern/Sharpley) • STWA drainage upgrade including update on TBC position and action to be taken by MP (Cllr Sharpley)

	<ul style="list-style-type: none"> • Parish Council's stance on planning approvals in view of flooding/drainage (Cllr Sharpley)- Chestnut Tree Farm application clause 12 to be consistent on all applications • A38 speed limit – accident on DH junction on 23/6/25 (Cllr Watson) noted- Clerk will ask for accident data
11.	<p>Council noted responses to any outstanding planning matters</p> <ul style="list-style-type: none"> • Officer recommends approval of Brook Lane 23/00605/APP-clerk has queried Chestnut Tree Farm condition 12- DHPC will be attending to speak at the committee meeting. • 25/0032/FUL- Roseland – Clerk submitted support comments based on views expressed by Councillors
12.	Financial reports and payments list approved
13.	<p>Council noted updates on 4-year plan – (clerk)</p> <ul style="list-style-type: none"> • Year 2 targets review (see summary attached) • Target 39 Define the A38 entrances to our village by using Village Gates CIL funding received which could be used – identified as a priority target – Clerk to obtain quotes /position to be agreed by Glos Highways & bring to next meeting • Target 38 A38 pavement widening and kerbs- Cllr Sharpley- pavement /hedge cleared in May 2025 but uneven surface /narrow pavement still an issue – bring to the attention of County Councillor Hands
14.	Climate Change Community Fund – Council noted and agreed to hold a work shop to discuss 4 year plan targets that may benefit from grant applications (autumn 2025)
15.	Council received reports as read where attached
16.	<p>Council considered other updates</p> <ul style="list-style-type: none"> • 2 Bus Shelters on A38 PC are waiting invite to adopt from GCC (clerk) • Residents' observations- Individual correspondence to be forwarded to the Clerk who will respond, collate, forward to other agencies and put on the next agenda for PC decision on ACTIONS to be taken- see ASB agenda items

17.	Council noted feedback from Councillors on any other matters- see earlier agenda items
18.	Date of next meeting confirmed as Thursday 4th September 2025
19.	Close of meeting 20.39

**agreed MINUTES OF THE
ANNUAL MEETING OF THE COUNCIL
HELD AT 7.00PM ON 8th May 2025
IN THE DOWN HATHERLEY VILLAGE HALL**

<https://twigworthparishcouncil.wordpress.com>

1.	Welcome and introductions – by the present Chairman
2.	Election of Cllr George Sharpley as Chairman, followed by signing of acceptance of office papers
3.	Election of Cllr John Redfern as Vice-Chairman, followed by signing of acceptance of office papers
4.	Attendance recorded as Parish Councillors, George Sharpley, Graham Bocking, John Redfern, Mike Davies, Frances Evans, GRCC – Rural Housing Enabler
5.	Apologies for absence received accepted and recorded from Elaine Watson Borough and County Councillors did not attend
6.	No Declaration of Interest for matters on the agenda were received
7.	Minutes of the previous Parish Council Meeting held on 19th March approved- see page 3
8.	Council agreed delegation to Clerk of authority to make submission of comments on planning matters where no meeting of the Council can be held
9.	Council agreed to defer review of standing orders & financial regulations
10.	Council agreed no alterations to the adopted Complaints, Freedom of Information, Data protection, Code of conduct, planning, environmental, risk management, biodiversity, communication, training and development, social media, disciplinary, grievance and privacy policies as displayed on the website are necessary
11.	Council agreed changes are required to the asset register <ul style="list-style-type: none"> • Notice Board in lay-bye £800-remove as not PC property • Noticeboard at the retail unit to be added £1062 • the defibrillator at the retail unit to be added £1600
12.	Council agreed representation on outside organisations <ul style="list-style-type: none"> • Cllr Sharpley– flood warden and cluster of PC flood committees • Cllr Bocking -Police and Crime Commissioner Group/Police Liaison • Cllr Bocking – Planning Committees and Flood Warden Group meetings
13.	Council agreed to add Defibrillator and Notice board to insurance policy for the coming year
14.	Council agreed no changes to the bank mandate are required at this time
15.	Council approved Ian Selkirk as its independent internal auditor as last year
16.	Council confirmed it wishes to renew its subscription to GAPTC & PATA Payroll

17.	Council approved the financial reports and payment list as attached PAGE 5
18.	Council approved its AGAR completion and delegated to the Chair of Council to sign the appropriate forms page 9
19.	Council agreed 4-year plan review as at the end of year 2 of current Council- 1 st year of 4 year plan Council reviewed year 2 targets and amended appropriate PAGE 10
20.	Council agreed delegation to Cllr Redfern for postings on to the website, newsletter and parish council Facebook page
21.	Council agreed that its meeting schedule shall remain as 1 st Thursday of May, July, September, November, January, March commencing at 7.00pm
22.	Council considered planning matters and method of submitting comments under delegation to clerk
23.	Council noted resident asked for a replacement dog bin with larger capacity at HalfPenny Close (resident request) or additional dog bins/dual purpose bins on the main pathways into the development noting that the issue of emptying (capital costs are S106 allocation) Emptying costs are the responsibility of the developers/management company and any such alterations will need agreement with the developers -s106 balance £1302- Cost implications for residents also considered Current bin not large enough – PC agreed to use s106 for larger bin –old bin to offer to developer for elsewhere on site . PC to ask developer to agree to empty larger bin- Developer to be asked to install larger bin.
24.	Council noted noticeboard update from Cllr Sharpley- installed /completed
25.	Council noted reports from Cllr Redfern and taken as read. PAGE 12
26.	Council noted update on actions for Councillors -page 15
27.	Council noted report on residents' concerns page
28.	Council noted reports from Cllr Sharpley taken as read. Update on developer adoptions and sewage issues PAGE 18 Update on NAFRA 2 given by Cllr Bocking including flood risks Emergency Planning officer at TBC
29.	Close of meeting at 20.01 followed at 8pm by the Parish assembly,

Financial reports

Cash book

<u>payee</u>	<u>date</u>	<u>CHQ NO</u>	<u>AMOUNT</u>	<u>CURRENT A/C BALANCE</u>
opening current account balance				7595.25
b h salary	10/04/2025	710	-810.12	6785.13
hmrc	10/04/2025	711	-366.34	6418.79
bh expesnses	10/04/2025	712	-40.23	6378.56
pata	01/05/2025	713	-151.40	6227.16
gaptc	01/05/2025	714	-361.32	5865.84
qtec noticeboard inst	08/05/2025	715	-204.00	5661.84
I selkirk	15/05/2025	716	-160.00	5501.84
b h salary	27/05/2025	717	-783.92	4717.92
b h salary	05/06/2025	718	-809.92	3908.00
hmrc	05/06/2025	719	-733.08	3174.92
community first ins	26/06/2025	720	-147.24	3027.68
tbc precept	28/04/2025	rec	25000.00	28027.68
tbc CIL	28/04/2025	rec	4099.28	32126.96
b holder salary so	25/04/2025	so	-158.61	31968.35
b holder salary so	25/05/2025	so	-158.61	31809.74
b holder salary so	25/06/2025	so	-158.61	31651.13
build back better grant -noticeboard	01/05/2025	rec	1200.00	32851.13
b h expenses	26/06/2025	721	-69.21	32781.92

BANK RECONCILIATION

01/04/2025	OPENING BANK BALANCE		7595.25
	EXPENDITURE FOR PERIOD	5112.61	
	INCOME FOR PERIOD	30299.28	
	NET EXPENDITURE		
as at above	BANK BALANCE AS ABOVE		32781.92
as at 28/5/25	BAL PER S/M		34699.98
	LESS U/P CHEQUES		
	718	-809.92	
	719	-733.08	
	720	-147.24	
	so	-158.61	
	721	-69.21	
			-1918.06
	<u>reconciled balance</u>		<u>32781.92</u>

RECONCILIATIONS

31/06/2025

PAYROLL		PATA	CASH BOOK	DIFFERENCE	
	NET	2827.77	2827.77	0.00	
	ees ni	34.74			
	PAYE	715.60	1099.42	0.00	0.00
	epers ni	349.08			
	GROSS	3578.11	3927.19	0.00	0.00

expenses	may	july
mileage	18.63	18.63
printing	12.60	15.60
post	9.00	9.00
	40.23	43.23
salary		25.98

<u>reserves</u>	Mar-22	Mar-23	Aug-23	Mar-24	Mar-25
defib	3145	871	3277	2500	1000
SWAG			575	575	575
PRECEPT		1500	1500	2500	2500
EQUIPMENT			200	200	1000
VAS					400
BUS SHELTERS			3000	300	300
NDP	585	585	585	585	585
contingency				500	500
EARMARKED	3730	2956	9137	7160	6860
general	-846	4639	23645	59	735
bank balance at Y/E	2884	7595	32782	7219	7595

fixed assets	2024	2025
Brick bus shelter	7000	7000
Notice Board in bus shelter	800	800
Notice Board in lay-bye	800	0
2 Dog bins by bus stop	800	800
Defibrillator		1600
Noticeboard at retail centre		1062
total	9400	10200
2.00 bus shelters on A38 pending	£14k	

	<u>BUDGET</u>	<u>ACUTAL YEAR TO DATE</u>	<u>BALANCE AVAILABLE TO SPEND</u>	<u>notes</u>
budget to date				
PRECEPT	25000	25000		
grants		1200		
CIL		4099		
WAYLEAVE		0		
VAT to be reclaimed		0		
OTHER RECEIPTS		0		
GRANTS		0		
INCOME	25000	30299		
EMPLOYMENT COSTS	16460	3927	12533	14 HRS LC2 P28+ers ni
ADMIN	625	161	464	
INSURANCE	400	147	253	incl 3 bus shelters
GRANTS		0	0	
WEBSITE	400	0	400	if gov.uk
SUBSCRIPTIONS	250	361	-111	larger electorate
repairs and replacements	500	204	296	
EQUIPMENT (CAPITAL)	1200	0	1200	
VENUE HIRE	350	0	350	prev year
AUDIT	160	160	0	
TRAINING	200	0	200	
PAYROLL COSTS	130	151	-21	
COMMUNITY ENGAGEMENT	630	0	630	4 YEAR PLAN
LCA	50		50	4 YR PLAN
VAS	400		400	
VILLAGE GATEWAYS	2500		2500	4 YEAR PLAN
ENVIRONMENT POLICY	0		0	4 YEAR PLAN
NEWSLETTERS	0		0	4 YEAR PLAN
WASTE BINS	0		0	4 YEAR PLAN
TRO FOR 20MPH				4 YEAR PLAN
Expenditure	24255	5113		
contingency/balance	745	25187		
expenditure	25000	30299	19142	

4 year plan Year 2 targets

as confirmed by Councillors at AGM

pillar	target	descriptor	notes
1 ENVIRONMENT	4/7	Protect green spaces and promote/instigate environmental enhancement schemes for example tree planting, new ponds, water environments- develop a green infrastructure plan and map	Bfwd from year 1 Cllr Redfern/Sharpley
	8	Create a list of sustainable “must haves” for our village	
	9	PC to monitor planning applications to protect the separate identities of the three villages and their environments, for example by: protecting green corridors to prevent coalescence and promoting distinctive characteristics and features of the individual villages	Cllr Bocking
3 AMENITIES	30	Dog waste bins and signage	Bfwd from year 1
	10	Promote and provide opportunities for the reduction of waste and increase of recycling, for example by: upgrading litter bins to recycling bins, working with developers	S106/CIL funding
4 HIGHWAYS	36	TG bus shelter	Bfwd from year 1
	38	A38 pavements and kerbs footpath widening –to seek work from Glos Highways to make this area safe	Bfwd from year 1 – additional definition added for year 2 -Cllr Sharpley
	39	Define the A38 entrances to our village by using Village Gates	CIL funding received-priority target
	42	Twigworth Green 20 mph speed limit	ongoing
	43	GCC have responsibility to regularly maintain street furniture i.e. cleaning of signage, removing redundant furniture (Lorry Information sign) etc.	PC to liaise/lobby
5 -PLANNING	48	Promote positive planning and influencing local development, e.g by delivering the Norton, Down Hatherley & Twigworth Development Plan	Cllr Bocking
6 -GOVERNANCE	52	Annual review of 4-Year Plan	

Councillor reports to be taken as read

Parish Council Report - May/June 2025 **Cllr John Redfern**

Twigworth Green

1. Dog Waste bin at SUDs Pond - awaiting Clerk/TBC update
2. Continuing problems with the routine servicing of dog waste bins at TG... Vistry have now transferred ownership of all red dog waste bins to Gateway ... Have requested Gateway advise frequency and day of servicing - awaiting reply
3. Bus Shelter (promised July 2025) - awaiting update from Clerk/TBC/Vistry
4. Weaver Crescent Communal Waste Facility on-going abuse by residents - Bromford are monitoring and taking appropriate actions
5. Barley Drive property has serious issues with rubbish, bins, vermin.. general appearance of house - Two Rivers Housing, the Landlord has been contacted... awaiting outcome of investigation (TBC also involved)
6. Following resident complaints about excessive dog barking (A38 Lay-By) near Leighton Close/Comfrey Gardens... published a Twigworth News Special - Dog Barking, posted on website and social media platforms
7. Raised an ASB incident involving racial abuse and intimidation against a resident; CCTV available, reported to TBC as ASB and to Police
8. ASB issues have again arisen at Halfpenny Close, Solace multi-agency team of TBC, Police and Police Community Support officers involved
9. Meeting and site walkabout arranged (in July) with Vistry Site Manager to review residents issues (TG Observations List)
10. Received an update from GCC on the proposed Primary School development (see attached)
11. Hatherley Brook "green footbridge" - reported rotting boards - GCC attended promptly and have resurfaced the footbridge

Twigworth Court

Met with the resident owner of Twigworth Court at his request, to view his development proposal he will soon be submitting; he has already held preliminary discussions with TBC Planning; he may attend a meeting at some point to address the PC.

Parish Council Noticeboard, Website & Social Media

- Parish and public notices now being posted at new noticeboard; noticeboards at Orchard Park Bus Shelter and A38 Lay-By now discontinued with all notices removed
- June/July Newsletters published, plus a Special Issue on Dog Barking
- Website upgrades carried out on many of our webpages

Items for Council Consideration

- 1. Part of the Twigworth Green development is within the Down Hatherley Parish - awaiting feedback from Clerk/DHPC**
- 2. Climate Change Community Fund - application for this grant to provide sign posts and benches for TG suspended due to other issues and insufficient time**
- 3. Would be good to arrange a Public Relations visit by our local PCSO Unit for residents to meet and engage - rather than what is normally the case, responding on their blues and twos!**
- 4. Would be good to meet our new Borough Councillor and perhaps arrange a walkabout to appreciate some of the community issues and a chance to meet residents**
- 5. Twigworth Green - Proposed Primary School**
Outline planning permission for a mixed use development comprising demolition of existing buildings; up to 725 dwellings and a local centre of 1 acre; primary school, open space, landscaping, parking and supporting infrastructure and utilities, was granted by the Planning Inspectorate, following an appeal, in December 2017.

Following an enquiry about the proposed school at Twigworth Green, Cllr Redfern has received a reply from the GCC Director of Education.... it reads..

"The scale of the development (725 homes) at Twigworth Green will generate the need for 210 places (1 Form Entry).

As part of the original negotiations with the developer, GCC secured an additional parcel of land which will enable the school to expand by a further 0.5 FE (105 places) which will meet the school places need to in the future.

The timeline for any school expansion is based on our data driven forecasts around birth rates, child yields from new housing etc, and is in line with the Department for Education requirements.

The latest planning area forecasts show the LA will need to plan for the school to be in place by 2028 to meet the additional demand.

GCC are in the final phases of securing the site from the developer and in the late summer/autumn of this year will start to plan for how the site will be developed for the school.

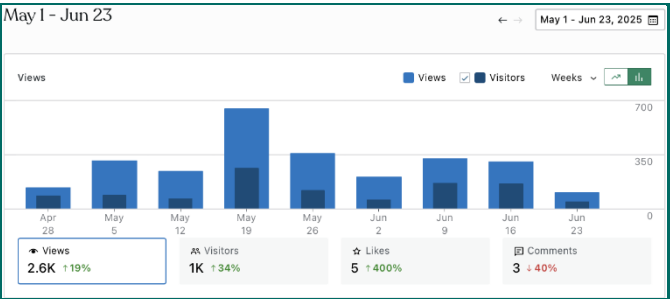
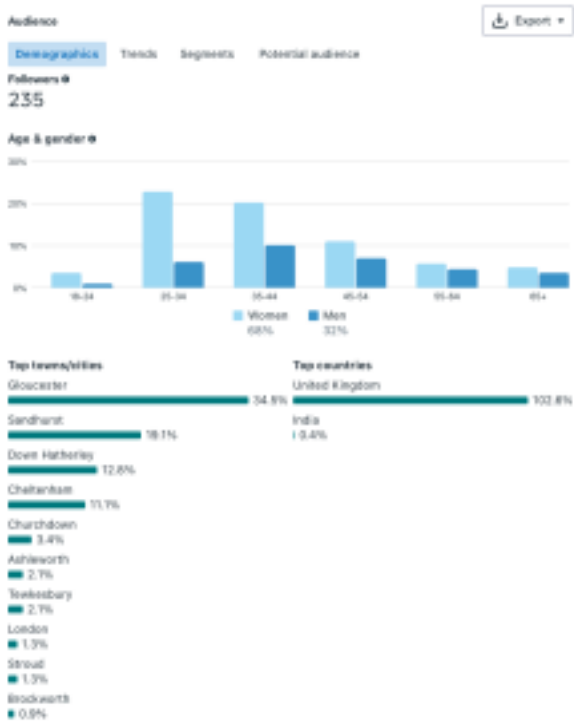
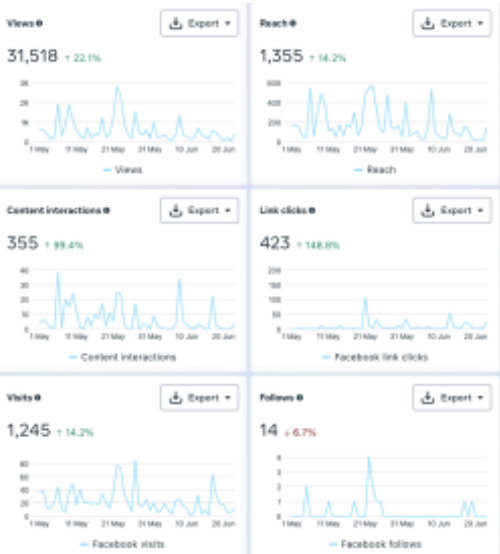
As part of the progress of the scheme officers will engage with local stakeholders to share updates on progress.

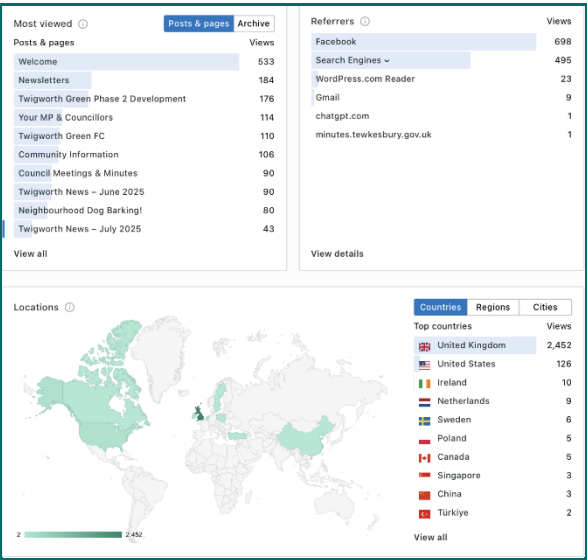
As with all the LA's new schemes, GCC officers will also hold some public engagement events to share plans of the proposals and seek feedback prior to formally submitting a planning application. No dates are set yet for these, but be assured officers will be liaising with stakeholders early in this process.

Council Cabinet approval will be required to progress the proposals.

We would be looking to take the proposal to cabinet at the end of 2025 - early 2026...."TPC

TPC Website Stats - May 1 - June 23





Locations

Countries

Regions

Cities

Top countries

Views

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Report from Cllr Sharpley

Planning and Drainage: Twigworth and Down Hatherley

Background: in 2023/4, developers successfully appealed a refusal to develop at Chestnut Tree Farm in Twigworth. However, the Planning Inspector added a condition that new houses could not be connected to the public sewer until the sewerage network had been upgraded.

The developers appealed to have this condition removed.

Tewkesbury Boro Council's Planning Dept recommended permit as Severn Trent Water raised no objections to the proposal and accordingly there was no sustainable reason on which to object.

On 18 th February 2025, the Planning Committee at Tewkesbury rejected the appeal, against the guidance of their officers.

follow-up correspondence has taken place between Twigworth Parish Council (George Sharpley) and Planning Dept at Tewkesbury Borough Council (Bob Ristic).

**The questions here are prompted by concern that
Tewkesbury Borough
Council's planning team not taking the sewerage issues
seriously.**

8th April 2025

Dear Mssrs Masiwa and Ristic,

Sewerage in Down Hatherley and Twigworth

I see that last November Severn Trent withheld comment on Application 23/00605/APP, as they were undertaking an assessment of the overall impact of additional houses on the wider area, an assessment which is not yet complete.

I have some questions for you if I may:

1. Are you aware that this site (Brook Lane) is very close to Chestnut Tree Farm, and that sewage from both sites will enter the same network?
2. If so, why in February 2025 did you recommend 'permit'; (24/00457/FUL) for the removal of a critical condition to ensure a wider network upgrade, while Severn Trent's assessment of the network was (and is) still not complete?
3. Are you familiar with the sewerage network routes in this area?
4. Do you understand the difficulties faced by residents of these two villages, and what is causing them?

If there is anything you would like to be briefed on, we can help.

With best wishes,

George Sharpley

Chairman

Twigworth Parish Council

11th April 2025

Dear George,

Thanks, you for your email.

In response to your questions:

1. The Council is very aware of the foul and surface water issues affecting

the area.

2. This application was recommended for approval as Severn Trent Water raised no objections to the proposal and accordingly there was no sustainable reason on which to object. The amended condition as proposed would still have provided sufficient controls over the drainage infrastructure and connections. (See email from Bob Ristic on 9 th May).

3. As point 1 above we are aware of sensitivities with the network and subsequent onward conveyance to Netheridge. We consult and take advice from Severn Trent and our drainage adviser on all relevant applications.

4. We are sensitive to the sentiments of residents and applications are carefully assessed. These balance the experience and local knowledge as well as technical evidence submitted.

You will no doubt be aware of a recent appeal decision at Mount View where the inspector contended with drainage concerns raised.

I trust this is of assistance.

Regards

Bob Ristic

Team Manager (South)

Development Management

Tewkesbury Borough Council

The Inspector's ruling was placing a demand on Severn Trent to improve the network. Why should they raise an objection to its removal?!

14th April 2025

Dear Bob,

Thank you for your replies to my previous questions.

This is obviously not a minor issue for people in this community.

You mention in your answer to my second question that "the amended condition as proposed would still have provided sufficient controls over the drainage infrastructure and connection".

I know that for some years TBC has been aware of the dire state of Severn Trent's sewerage network in this area. So if I may I have a couple more questions:

1. Have you withheld approval for connection to the public sewer, for example, for the new houses at Athelai Edge (Down Hatherley/A38) until the wider network has been upgraded? And likewise for any other medium to large developments in the area?

2. Is your department aware that channelling sewage to different exits from the Brook Lane site makes no difference to the strain on the network, as it all leads back to the Ash Lane Pumping Station? What are you proposing to do about that?

With thanks again,
George

9th May 2025

Hi Chris,

Sorry for not getting back to you sooner. Re your questions,

1. TBC is not responsible for granting/withholding connections, this is the responsibility of Severn Trent Water. We would however have the power to refuse to discharge planning conditions if we are not satisfied with the submitted

details. The decision we would reach on this would be as a result of direct consultation with STW as the network operator.

2. We are aware of the complexities and pressures of the network in the area. As above any decisions we issue/make are in consultation with STW who hold data in respect of capacities and flow routes etc.

I appreciate the concerns of residents. If there are issues I would encourage them to be reported to STW to help inform of any issues in then area. I understand some recent pipe lining has taken place which should hopefully improve matters along with further upgrade works which are being planned for the current funding cycle. Again, the detail of this sits with STW.

I hope this helps.

Regards

Bob

15th May 2025

Good morning Bob,

Thank you for your reply (I am assuming your email was meant for me? I've no doubt you have a significant number of correspondents!)

For the STW upgrade to be considered acceptable, I am assuming that local pumping stations in Twigworth and Down Hatherley will be able to function properly in times of heavy or persistent rain, and that the current trend of sewage returning into private properties, of flooding outside spaces, and of causing foul odours will no longer happen.

Presumably this is the target before a significant number of additional houses are to be connected to the network?

How is this remedial work to be assessed? Who approves the upgrade? Or is it left to STW to regulate their own improvements?

I will indeed contact STW. Do you know the STW officer who is overseeing the upgrade to the Twigworth area?

Many thanks for your assistance,
George

15th May 2025

Hi George

Sorry for addressing the previous email incorrectly.

The network upgrades pumping station are all STW infrastructure. As a statutory undertaker STW can carry out works to their network under permitted development. The Council have no control or oversight of that infrastructure or improvement works which are the responsibility of STW as the statutory undertaker to maintain and operate.

The extent of planning control is within any development up to a connection point to ensure there is appropriate provision for any development. That would be in consultation with STW who would advise on capacity of their network to accommodate the requirements of that development.

Our planning advice contact is Rhianon Thomas -

planning.apwest@severntrent.co.uk and her Colleague Bill Walton is the Asset protection manger.

Hope this helps