





FloodSmart Sequential Test

Site address	53 Meadowcroft Avenue Catterall Preston PR3 1ZH
Site coordinates	349568E, 443197N
Report prepared for	Mr M Hurst High Peak Architects Ltd. 2nd Floor, Wharf House Wharf Road Whaley Bridge High Peak SK23 7AD
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1. Executive summary

The Site is currently used within a residential capacity as a two storey residential dwelling with a garage and a landscaped garden area.

The existing residential dwelling will be retained, but development proposals comprise the demolition of the garage and the construction of two x two storey residential dwellings with associated driveways and garden areas.

According to the EA's mapping and data included within a separate site-specific Flood Risk Assessment (FRA) (FloodSmart Plus 72791R1 (GeoSmart, 2020)), the Site is located within Flood Zone 1 and Flood Zone 2 and is therefore classified as having a Low and Medium probability of fluvial flooding from the River Calder. Flood Zone 3 lies adjacent to the north of the Site which is classified as having a High probability of fluvial flooding, but does not impact the Site itself. The EA's Risk of Flooding from Rivers and Sea (RoFRS) map confirms the Site to be at a variable risk, with the area proposed for development at Medium to Low risk.

Development proposals comprise the demolition of the garage and the construction of two, two storey residential dwellings with associated driveways and garden areas. The client has no interest in obtaining and developing other land. If other available Sites are identified by the Sequential Test, then the proposed development would not go ahead.

On a review of a report on the Wyre Council's Annual Position by Felgate (2020) a deficit of 36 dwellings against the required 3,157 units amounting to 4.94 years was identified. As such the development proposals at the Site would provide additional residential accommodation to help meet the current shortfall within Wyre Council's 5 year housing plans.

In accordance with the National Planning Policy Framework (NPPF) (2019) and associated guidance (2014), as the Site lies within Flood Zone 2, the Sequential Test is required, a pragmatic approach on the availability of alternative Sites should be taken.

A review of the designated search area, with due regard to the selected Site parameters outlined within Section 5 of this report, indicates that there are three potential alternative development locations which are at a lower flood risk and present a comparable deliverable area/ yield. However, as the client has indicated no desire to acquire additional land these Sites have been ruled out due to the development potentially becoming financially unviable and further increasing Wyre's housing deficit **Therefore, the Site and proposed development is considered to have passed the Sequential Test.**

The mitigation measures set out within the recommendations of the FRA report (ref: 72719R1 (GeoSmart, 2020)) would provide suitable mitigation to reduce the impacts of flooding over the lifetime of the proposed development. As the development is classed as More Vulnerable within a fluvial Flood Zone 2 the Exception Test is not a requirement. Should the mitigation measures proposed within GeoSmart's FRA be applied, the flood risk is likely to be suitably managed over the lifespan of the development.

In conclusion, the proposed development passes the Sequential Test. There are therefore no tenable grounds for refusal on flood risk or policy grounds.

2. Background, Scope and Limitations

Report background

The National Planning Policy Framework (NPPF, 2019) and National Planning Practice Guide (NPPG) (2014) set out national policy and guidance and underpin the requirement for the Sequential and Exception Tests.

The NPPF and NPPG are supported directly by guidance from the Environment Agency (EA) and Department for Environment and Rural Affairs (DEFRA) entitled “Flood Risk Assessment: The Sequential Test for Applicants”, as well as local guidance documents and policies; which aim to strengthen the national policy and guidance relating to how the Sequential Test must be undertaken.

The NPPG published in March 2014 and updated in 2015 clarifies the role of the Sequential Test:

The overall aim should be to steer new development to Flood Zone 1. Where there are no reasonably available sites in Flood Zone 1, local planning authorities allocating land in local plans or determining planning applications for development at any particular location should take into account the flood risk vulnerability of land uses (see table 2) and consider reasonably available sites in Flood Zone 2, applying the Exception Test if required (see table 3). Only where there are no reasonably available sites in Flood Zones 1 or 2 should the suitability of sites in Flood Zone 3 be considered, taking into account the flood risk vulnerability of land uses and applying the Exception Test if required.

This report has been prepared with reference to the NPPF (2019) and NPPG (2014) which promote a sequential, risk-based approach to the location of development:

“This general approach is designed to ensure that areas at little or no risk of flooding from any source are developed in preference to areas at higher risk. The aim should be to keep development out of medium and high risk flood areas (Flood Zones 2 and 3) and other areas affected by other sources of flooding where possible” (NPPG, 2014).

When determining planning applications, local planning authorities should ensure flood risk is not increased elsewhere and only considers development which is appropriate in areas at risk of flooding where, informed by a site-specific flood risk assessment following the Sequential Test, and if required the Exception Test, it can be demonstrated that:

- *within the site, the most vulnerable development is located in areas of lowest flood risk unless there are overriding reasons to prefer a different location; and*
- *development is appropriately flood resilient and resistant, including safe access and escape routes where required, and that any residual risk can be safely managed, including by emergency planning; and it gives priority to the use of sustainable drainage systems.*

The aim of a Sequential Test is to steer new development towards areas with the lowest probability of flooding (NPPF, 2019). Reasonably available sites located in an EA Flood Zone 1 should be considered before those in Flood Zone 2 and only when there are no reasonably available sites in Flood Zones 1 and 2 should development in Flood Zone 3 be considered. As the Site is located within Flood Zone 2, this report has been prepared to confirm the

Sequential approach has been applied to identify any potential alternative Sites at a lower overall flood risk.

Report scope

Information was requested from Wyre Council who provided a series of tables detailing available Sites allocated within the local SHLAA and also confirmed the proposed search parameters were acceptable. All correspondence is included within Appendix B.

A site-specific Flood Risk Assessment (report ref: 72719R1) produced in 2020 and a review of the Wyre Council Strategic Housing Land Availability Assessment (SHLAA) (2017), Wyre Local Plan 2011-2031 Annual Position Statement (APS) (2020) and the Wyre Borough Council Strategic Flood Risk Assessment (SFRA) (2016) has been conducted to identify potential local flooding issues around the Site and, where appropriate, identify information to support a Sequential and/or Exception Test required as part of the National Planning Policy Framework (NPPF, 2019).

This assessment has been undertaken by firstly compiling information concerning the Site and the surrounding area. The information which is gathered is then used to construct a 'conceptual site model', including an understanding of the appropriateness of the development as defined in the NPPF (2019) and the source(s) of any flood risk present.

Report limitations

It is noted that the findings presented in this report are based on a desk study of information supplied by third parties. Whilst we assume that all information is representative of past and present conditions, we can offer no guarantee as to its validity and a proportionate program of site investigations would be required to fully verify these findings.

This report excludes consideration of potential hazards arising from any activities at the Site other than normal use and occupancy for the intended land uses. Hazards associated with any other activities have not been assessed and must be subject to a specific risk assessment by the parties responsible for those activities

3. Site analysis

Site information

The Site is located in Catterall in a setting of residential land use at National Grid Reference SD 49568 43197 (Figure 1). The general ground levels on the Site are between 13.00 and 14.30 mAOD with the Site rising gradually in a southerly direction. This is based on EA elevation data obtained for the Site to a 1 m resolution with a vertical accuracy of ± 150 mm. Site plans and drawings are provided in Appendix A.

Figure 1 Site Location



Development

The Site is currently used within a residential capacity as a two storey residential dwelling with a garage and a landscaped garden area.

Development proposals comprise the demolition of the garage and the construction of two x two storey residential dwellings with associated driveways and garden areas.

The effect of the overall development will result in an increase in number of occupants and/or users of the Site but will not result in the change of use, nature or times of occupation. According to Table 2 of the NPPG (2014), the vulnerability classification of the existing development is More Vulnerable and proposed development is More Vulnerable. The estimated lifespan of the development is 100 years.

Hydrological features

The River Wyre is located 370 m west of the Site with its tributary, The River Calder located 95 m north of the Site flowing in an easterly direction.

A tributary to the River Calder is located adjacent to the north of the Site and appears to be a culverted drainage ditch as there is another surface watercourse located 190 m west of the Site.

Further tributaries to the River Calder are located 360 m and 370 m east of the Site, along Garstang Road.

There is a surface watercourse located 415 m southeast of the Site.

Figure 2 Surface water features



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Flood Risk

According to the EA's mapping and data included within a separate site-specific Flood Risk Assessment (FRA) (FloodSmart Pro 72719R1 (GeoSmart, 2020)), the Site is located within a fluvial Flood Zone 1 (Low Probability) and Flood Zone 2 (Medium Probability).

Flood Zone 3 is located adjacent to the northern boundary of the Site, but does not affect the Site, the proposed development or any access and egress routes to and from the Site.

The area proposed for development is located within Flood Zone 2 (Medium Probability), according to RoFRS mapping this is at Medium to Low risk. The northwest corner of the Site is at high risk and the southern half of the Site at a Very Low risk.

The FRA states:

- During a 1 in 100 year plus 35 % climate change allowance event and a 1 in 100 year plus 70% climate change allowance event, the flood level at the Site would be 13.41 mAOD and 13.99 mAOD respectively.
- During this event, flood depths in the area proposed for development could be between up to 0.06 m during a 1 in 100 year plus 35% climate change allowance event and up to 0.64 m during a 1 in 100 year plus 70% climate change allowance event.

The FRA recommends finished floor levels are set at 14.01 mAOD to provide sufficient freeboard (0.6 m) above the modelled 1 in 100 year plus 35% flood level.

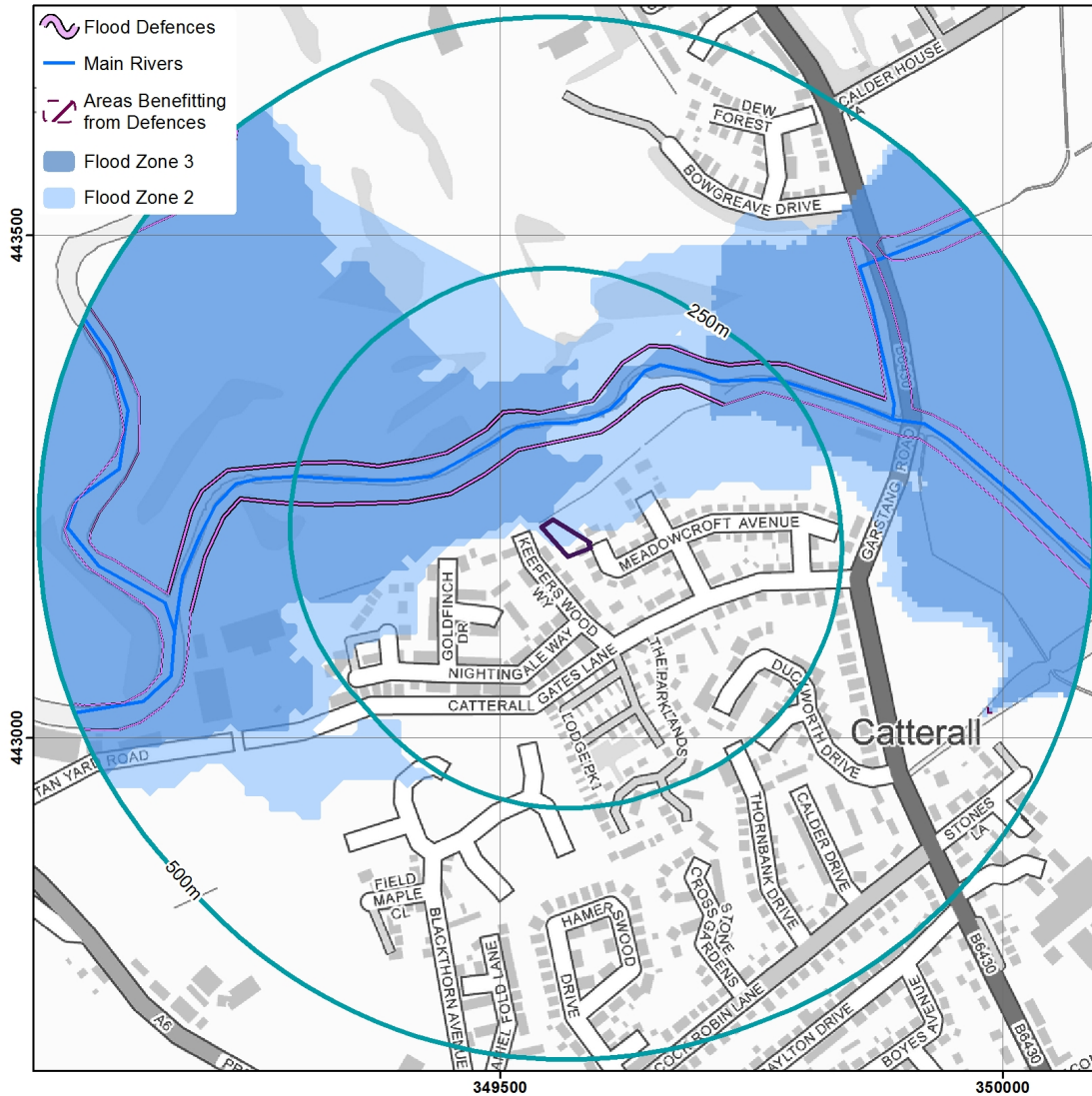
Where it is not possible to raise the finished floor levels additional mitigation measures were recommended including:

- Passive flood door systems;
- Temporary flood barriers;
- Air brick covers (manual or automatic closing);
- Non-return flap valves on sewer outfalls;
- Flood resilient materials and designs:
 - Use of low permeability building materials up to 0.3 m such as engineering bricks (Classes A and B) or facing bricks;
 - The use of internal lime plaster/render or where plasterboards are used these should be fitted horizontally instead of vertically and/or using moisture resistant plasterboard at lower levels;
 - Water, electricity and gas meters and electrical sockets should be located above the predicted flood level;
 - Communications wiring: wiring for telephone, TV, Internet and other services should be protected by suitable insulation in the distribution ducts to prevent damage.
- Ground floors designed to permit water passage at high flood depths;

- Hard flooring and flood resilient metal staircases; and
- Sump and pump.

The development is classified as 'More Vulnerable,' therefore a Sequential Test is required, in line with the National Planning Policy Framework (NPPF, 2019) and Wyre Council's planning Requirements.

Figure 3 EA Flood Map for Planning



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As defined in the NPPF (2019):

Ignoring the presence of any defences, land located in a Flood Zone 2 is considered to have a Medium probability of flooding, with between a 1 in 100 and 1 in 1000 annual probability of fluvial flooding or between a 1 in 200 and 1 in 1000 annual probability of coastal flooding in any one year.

Development of "Water-Compatible", "Essential Infrastructure", "Less Vulnerable" and "More Vulnerable" land uses are suitable for this zone with "Highly Vulnerable" land uses requiring an Exception Test to be passed prior to development taking place

The EA's Risk of Flooding from Rivers and Sea (RoFRS) map confirms there is a variable risk, which ranges from negligible to high (Figure 4). The area proposed for development has a Medium to Low risk of flooding.

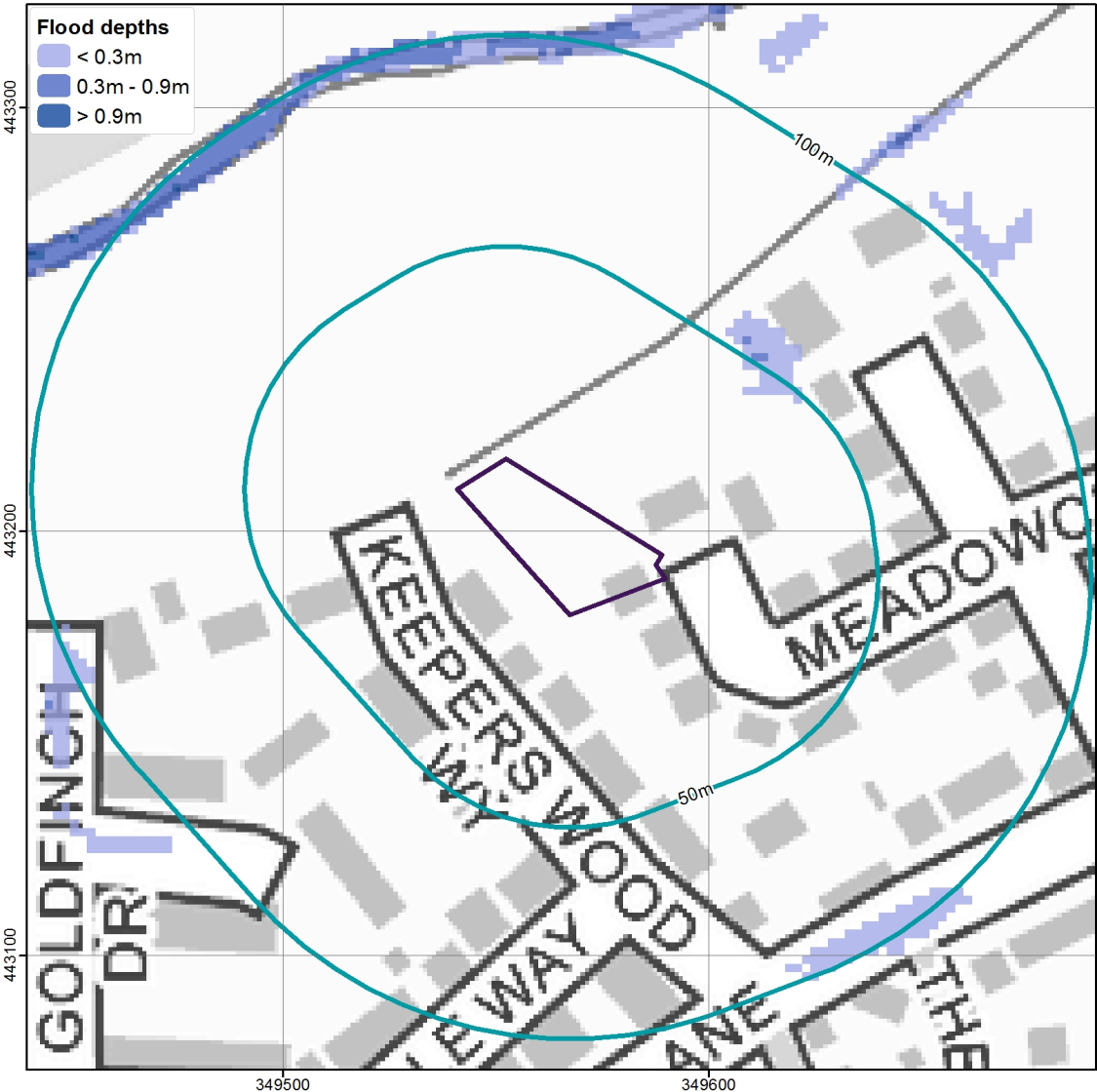
Figure 4 EA Risk of Flooding from Rivers and Sea



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The FRA (GeoSmart, 2020) confirms there is a Very Low risk of surface water (pluvial) flooding at the Site. Figure 5 confirms the 100 year event would not flood within a 40m radius of the Site.

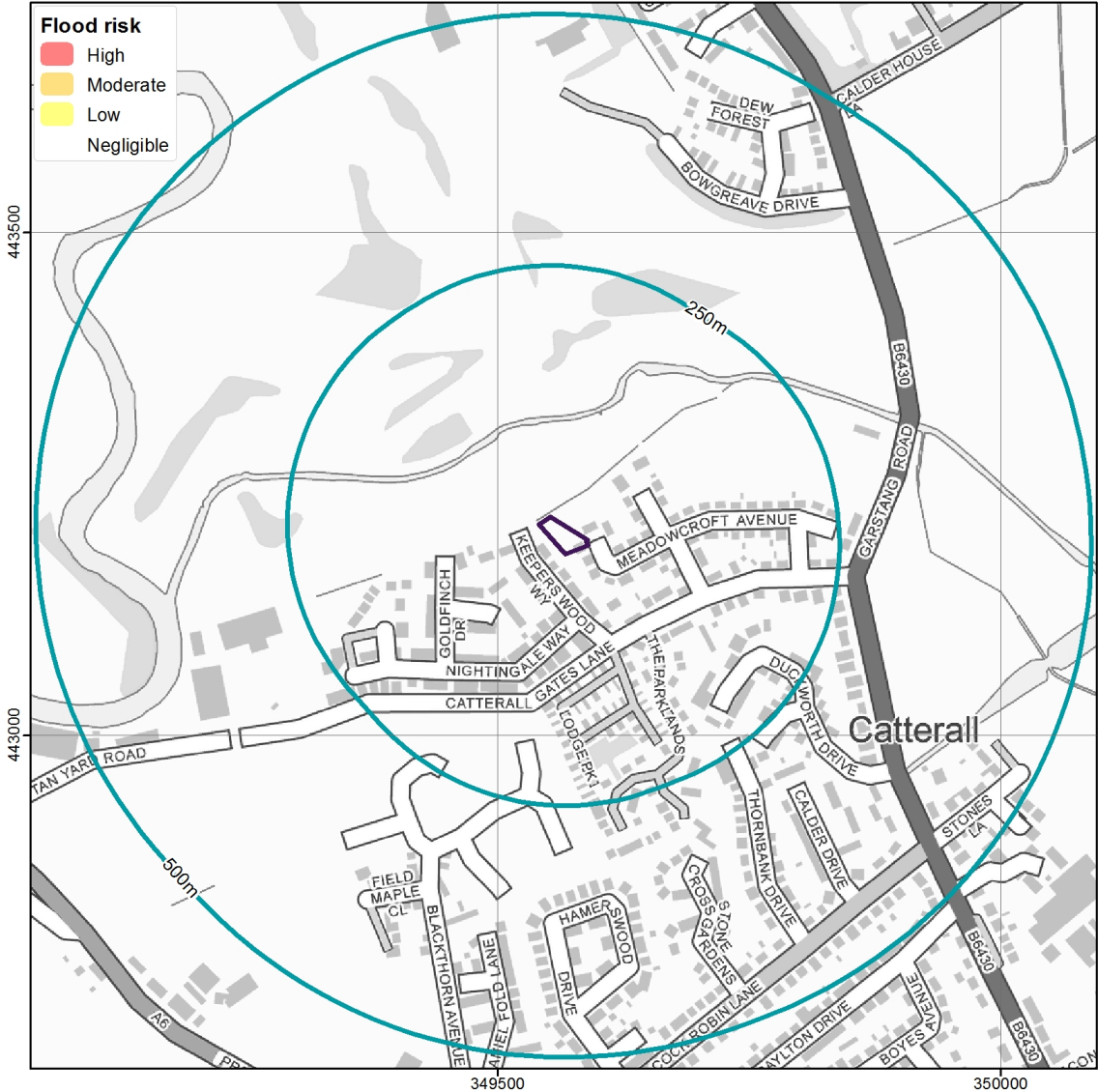
Figure 5 EA Risk of Surface Water (pluvial) Flooding



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According to GeoSmart's Groundwater Flood Risk (GW5) mapping the Site has a Negligible risk of groundwater flooding.

Figure 6 GeoSmart (GW5) Groundwater Flood Risk



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4. Local Policy & Guidance

Information on how to conduct a Sequential Test within Wyre Council and specifically for this Site was requested and confirmed by the Planning Development Manager, relating to future development within Wyre Council. Additional flood risk documentation has also been consulted, reviewed and is outlined below.

Wyre Council Flood Risk Sequential Test: Advice for Applicants (2015)

In accordance with national planning policy, in order for development to pass the sequential test it has to be demonstrated that there are no reasonably available alternative sites appropriate for the proposed development located in areas with a lower risk of flooding.

The Council views reasonably available sites as those that are deliverable and developable (as defined by the NPPF, para. 47 and footnotes 11 and 12) for the uses proposed and:

- 1. Lie within the agreed area of search; and*
- 2. Are within the agreed comparator site threshold; and*
- 3. Can accommodate the general requirements of the development; and*
- 4. Are, in principle, in conformity with the objectives and policies of the Adopted Development Plan and the objectives and policies of the National Planning Policy Framework and its associated National Planning Practice Guidance (or similar), including those relating to flood risk and relevant aspects of climate change, where they offer more up-to-date guidance.*

The Council would normally accept that a site is not reasonably available if:

- 1. It contains an existing operational or business use unless a planning approval for development proposes to extinguish that use; or*
- 2. It has a valid planning permission for development of a similar type and scale which is likely to be implemented.*

Evidence that a planning permission is likely to be implemented can include:

- 1. The discharge of conditions (or the submission of an application to discharge conditions); or*
- 2. Indication from the landowner(s), applicant or developer that a development is being brought forward: or*
- 3. The approval of reserved matters (or an application for reserved matters).*

Where contact has been made with a landowner under (2) above, applicants should detail the nature and timing of this contact and where possible provide the name of the owner in question. If a landowner is unwilling to make the site available for the use in question, then written evidence of this should be provided where possible. The Council reserve the right to adopt due diligence in such cases and may contact landowners to verify site availability.

Applications for residential development – the 5 year land supply position and the sequential test

NPPF Para 49 states that housing applications should be considered in the context of the presumption in favour of sustainable development and that relevant policies for the supply of housing should not be considered up-to-date if the local planning authority cannot demonstrate a 5 year supply. However, the NPPF also specifically recognises that flood risk can be considered to be a constraint to development and therefore the approach to steer development away from flood risk areas in the NPPF still has considerable weight even in the absence of a 5 year land supply. Thus the Council will not accept a lack of five year supply as an argument for disregarding the need to address the sequential approach to development in an area of flood risk.

Wyre Borough Council Strategic Flood Risk Assessment (2016)

4.3 Sequential Test

The Sequential Test is, in effect, a sieving process designed to steer new development to areas with the lowest probability of flooding, where possible. If flood risk avoidance was the sole consideration in the selection of development sites, this would mean that when a LPA is allocating sites for development in their Local Plan all sites that are in Flood Zone 1 (areas with a low probability of river or sea flooding) would be allocated before those in Flood Zone 2 (areas with a medium probability of river or sea flooding). Only where there are no reasonably available sites in Flood Zones 1 or 2 should the suitability of sites in Flood Zone 3 (areas with a high probability of river or sea flooding) be considered, taking into account the flood risk vulnerability of the land use proposed.

The NPPF requires LPAs to apply this Sequential Test when allocating land for development in order to demonstrate that no reasonably available sites are available which have a lower probability of flooding that would be appropriate for the development. It advises that the SFRA should be the basis for applying this test. It is also advised that within each flood zone, surface water and other sources of flooding need to be taken into account in applying the sequential approach to the location of development.

Where it is necessary, following application of the Sequential Test, to locate new development in Flood Zones 2 and 3a, such development should be focused within areas where:

- *The preferred policy option in the relevant Catchment Flood Management Plan or Shoreline Management Plan is to 'hold the line';*
- *The standard of protection afforded by the existing defences is compatible with the land use type proposed;*
- *The application of the sequential approach has been used to identify the areas within the zone that are at least risk; and*
- *Flood forecasting and warning systems, as well as flooding emergency response procedures, are well-developed'.*

If, following the application of the Sequential Test, it is not possible, consistent with wider sustainability objectives, for the development to be located in zones with a lower probability of flooding; the Exception Test can be applied if appropriate.

Wyre Council Strategic Housing Land Availability Assessment (SHLAA) (2017), Suitability Assessment

Suitability Assessment

Suitability Stage 1 - Basic Parameters Gateway (Sieve 1)

The 2010 SHLAA used a series of criteria designed to sieve out (i.e. remove from further assessment) sites that failed to meet basic parameters. As part of the update process, these have been reviewed and, where necessary, revised. Sites that do not meet the basic parameters are recorded but take no further part in the assessment process

Parameter 1 – Green Belt

2010 - Sites automatically sieved out if in the Green Belt.

2017 - Sites automatically sieved out if in the Green Belt

Comment – No change in approach – matters of Green Belt designation will be considered through the new Wyre Local Plan. It is noted, however, that additional Green Belt sites (over and above those identified as part of the 2010 SHLAA) have been included within this Assessment where put forward through the Call for Sites process. Further, as part of the Local Plan evidence base, the council has published a review of the Green Belt. Where an area of land has been recommended for removal on the basis of it not meeting the purposes of the Green Belt it has been included in the SHLAA but, along with all other Green Belt sites, has been automatically sieved out.

Parameter 2 – Location

2010 - Sieve out if the site is not contiguous to existing built development.

2017 - Sieve out if the site is located in a detached or isolated position.

Comment – This SHLAA has been carried out using two basic assumptions: 1) that based on the evidence relating to likely Objectively Assessed Need, the level of housing required over the period of the local plan will be significantly above that in the 1999 Local Plan and Regional Planning Guidance for the North West. 2) that this being the case, given the largely rural nature of the borough, it is certain that development in what is currently defined countryside in the 1999 Local Plan will be required and that such development may need to be large in scale. The current guidance on the application of SHLAA methodology suggests that all sites considered to be capable of supporting residential development should be identified. However away from the Forest of Bowland, Wyre contains extensive areas of 11 countryside that are, in theory, physically suitable for development, being flat or gently undulating agricultural land albeit accessed from a network of rural roads. On the assumption that it would be unreasonable and disproportionate to identify all of this countryside as potential development land, there is a need to identify limits to the extent to which the SHLAA regards the countryside as potential development land. It is noted that this parameter was originally designed to limit the identification of sites in unsustainable locations and to protect the fundamentally rural nature of large parts of the borough from sporadic development in the countryside. It essentially limits the identification of sites to those that are either within existing settlements or lie adjacent to (contiguous with) a settlement. For the

current SHLAA the wording has been amended to allow for larger areas of land to be identified (which by definition will contain land at a distance from the nearest settlement) whilst retaining the original intent. Whether or not a site is so detached or isolated as to require exclusion from further assessment is a matter of planning judgement. In applying this principle regard has been had to defined settlement boundaries in the 1999 Local Plan and the emerging settlement boundaries for the new Wyre Local Plan where these are different. It is noted that at the time of writing the new Local Plan will increase the number of settlements with defined boundaries and this has been taken into account in applying this principle. The identification of a settlement is based on the Wyre Settlement Study, August 2016.

Parameter 3 – Scale

2010 - Sieve out if the site is out of scale with the character of the existing settlement.

2017 - Sieve out if the site is significantly out of scale with the existing settlement.

Comment – the council is mindful of the need to avoid the SHLAA being used to place an artificial limit on the potential for settlement growth by only identifying sites that are proportionate in scale. It is considered that the question of what constitutes an acceptable degree of settlement growth is a matter for the local plan taking into account the wider evidence base. However there may be a small number of cases where it is reasonable to consider scale as a factor. As such this parameter has been retained, modified to exclude the word “character” as the SHLAA does not assess settlement character (although heritage matters are considered through the detailed assessment process – see below).

Parameter 4 – Recreation Sites

2010 - Not used

2017 - Sieve out as green infrastructure unless not in use as such

Comment – So as to ensure that the SHLAA presents a realistic view of potential housing land supply, it is right and proper that regard is had to current and emerging local plan policies where relevant. It is noted that the 2010 SHLAA contained a number of sites currently designated, and used for, recreation purposes in the 1999 Local Plan under policy TREC14. Using current terminology, such sites fall under the umbrella term “green infrastructure”. As the protection and enhancement of green infrastructure is likely to remain a significant policy objective of the emerging local plan, sites falling into this category have been automatically assumed to be unsuitable for residential development unless there is evidence to suggest that the land is no longer available for recreation use.

Parameter 5 – Current Use Precludes Development

2010 - Not used

2017 - Sieve out if the current use precludes development

Comment – This parameter applies to developed sites in non-residential use. For the avoidance of doubt it excludes open countryside, including land in active agricultural use. Where a site is in active developed use, it is deemed to be unsuitable for residential development unless there is significant evidence that the existing use is likely to cease within a defined timescale and the site

become available. The promotion of a site in active use through the call for sites process is not in itself evidence of suitability.

Parameter 6 – Flood Risk

2010 - Not used

2017 - Sieve out if considered to be at significant risk of flooding

Comment – Flood risk is a significant matter for many of Wyre’s communities. As part of the local plan evidence base, the council has commissioned a Level 2 Strategic Flood Risk Assessment (SFRA). As part of this work a number of sites have been categorised according to their suitability for development based on flood risk matters. This assessment uses a traffic light ranking system which has been adapted for the SHLAA using an A,B,C,D categorisation for ease of use (see Table 2). At the time of writing the SFRA is work in progress but is deemed to be sufficiently advanced to be used as part of the SHLAA assessment process.

Table 2 – SFRA/SHLAA Flood Risk Categorisation

SFRA Rank Colour	SHLAA Cat	SFRA Suitability
GREEN	A	Site considered suitable for development
AMBER	B	Site considered potentially suitable subject to passing the sequential/ exception test and with some mitigation
AMBER	C	Site potentially suitable subject to passing the sequential/ exception test and with mitigation
RED	D	Site not considered suitable for development

Where sites are located mainly or wholly in flood zones 2 and 3, and are subject to high levels of flood risk, and/or development of the site may restrict or prevent future options for flood risk management (including setback of defences and natural flood plain management) they are classed as red (i.e. the greatest level of risk) in the SFRA. For the purposes of this SHLAA sites categorised RED (D) have been sieved out at stage 1. It should be noted that such sites could come forward for development and be acceptable in terms of flood risk should the sequential test be passed and an appropriate scheme of mitigation be accepted. Equally, the presence of a site in the green and amber (A, B and C) categories does not mean that acceptability of future development proposals in terms of flood risk is guaranteed.

Suitability Detailed Assessment (Sieve 2)

Sites passing through the initial assessment gateway were subject to a more detailed assessment designed to identify factors that may affect their suitability for residential development. The detailed assessment captured information on:

- The current land use and character of the site
- The general character of the surrounding area
- Potential land use conflicts, including neighbouring uses

- *Planning status and history, including relevant permissions and development plan allocations*
- *Potential policy constraints*
- *Potential physical constraints, such as topography*
- *Heritage features and designations*
- *Ecological features and designations*
- *Environmental matters, including contaminated land, proximity of waste disposal sites and agricultural land classification*
- *Site access*

Data were captured through a variety of means:

- *GIS-based mapping (including aerial photographs) managed by Lancashire County Council. This resource includes data on matters such as environmental designations and flood risk, the presence of historical buildings, the location of health-related services and schools, and bus services/routes.*
- *Site visits and photo survey where appropriate.*
- *Consultation with technical officers such as Lancashire County Council Highways, Wyre Environmental Protection and Wyre Development Management (subject to resources).*

Availability (Sieve 3)

Sites deemed to be suitable for residential development were then assessed for their availability - essentially a question of whether or not there is an indication that the relevant landowner wishes to bring the site forward for residential development.

For the final analysis, where either the landowner has indicated non-availability or where ownership is unknown, the site has been “sieved out”. Where a site has multiple ownership and there is either a difference of opinion across the owners or where there is an “unknown” element, a judgement has been made on the overall position.

f) Site capacity

Site capacity is estimated by multiplying the NDA by an assumed site density, expressed as dwellings per hectare. For the purposes of this SHLAA a general assumption has been made that capacity should be estimated on the basis of a density of 30 dwellings per net hectare which reflects a need to maximise the delivery of housing whilst retaining local character. Individual developments may come forward at higher or lower densities. Thus the estimated capacity of a site with a total site area of 5.00 ha would be determined by the following calculation:

Estimated capacity = 5/100 x 60 = 3 hectares NDA x 30 dph = 90 dwellings.

Note that capacity is an estimate of potential number of dwellings that could be accommodated..

5. Sequential Test Approach

The Sequential Test should be applied to demonstrate that there are no reasonably available sites in areas with a lower probability of flooding that would be appropriate to the type of development or land use proposed.

Guidance

The definition of 'reasonably available sites' has been extracted and interpreted from both the National Planning Policy Framework (Annex 2) (2019) and "Demonstrating the flood risk Sequential Test for Planning Applications" document (2014) prepared by the Environment Agency, which defines reasonably available as sites that are suitable, developable & deliverable.

Deliverable – sites that are available, suitable, & achievable as shown on Local Planning Authority's SHLAA (Strategic Housing Land Availability Assessments) or other appropriate guidance or documentation.

Developable – sites should be in a suitable location for development and there should be a reasonable prospect that the site is available and could be viably developed at the point envisaged.

A Sequential Test (ST) is required to demonstrate that there are no sequentially preferable "reasonably available" sites at a lower flood risk (i.e. in Flood Zone 1 in this case) within a defined area. With regard to the extent of a defined area the PPG (Paragraph: 033 Reference ID: 7-033-20140306) states that this should be defined by local circumstances, and when determining if a ST has been passed the PPG (Paragraph: 034 Reference ID: 7-034-20140306) states that this should take into account the *"particular circumstances in any given case"*.

Local Authorities are also advised (Paragraph: 033 Reference ID: 7-033-20140306), *"When applying the Sequential Test, a pragmatic approach on the availability of alternatives should be taken."*

A development proposal will only fail to pass the Sequential Test if alternative sites are identified within the search area that are at lower risk of flooding, would be appropriate for the proposed development and are 'reasonably available' for development. A site is only considered to be reasonably available if it is both 'deliverable' and 'developable' as defined within Annex 2 of the NPPF (2019):

- To be considered deliverable, sites should be available now, offer a suitable location for development now, and be achievable with a realistic prospect that housing will be delivered on the site within five years and in particular that development of the site is viable. In accordance with paragraph 47 of the NPPF (2019) sites with planning permission should be considered deliverable until permission expires.
- Sites with planning permission should be considered deliverable until permission expires, unless there is clear evidence that schemes will not be implemented within five years, for example they will not be viable, there is no longer a demand for the type of units or sites have long term phasing plans.

- To be considered developable, sites should be in a suitable location for housing development and there should be a reasonable prospect that the site is available and could be viably developed at the point envisaged.

These sites will usually be drawn from the evidence base / background documents which have been produced to inform the emerging Local Plan. In the absence of such, 'reasonably available' sites would include any sites that are known to the LPA and that meet the functional requirements of the application in question.

Wyre Borough Council were approached to confirm which documents should be used, to identify potential reasonably available sites. Correspondence is included in Appendix B of this report, on the basis of discussions, the following documentation will be assessed:

- Wyre Council Strategic Housing and Land Availability Assessment (SHLAA) (2017).

This is the most current evidence-based documents pertaining to land availability for housing development in Wyre Council. The conditions and documents set out above have been used to identify sites and determine whether they are reasonably available and suitable alternatives for the proposed development to pass the Sequential Test.

Sequential Test Criteria (Search parameters in line with requirements set out within Sequential Test Guidance for Applicants V1.1 May, 2015)

In this instance, the Sequential Test seeks to identify reasonably available sites which have a capacity to accommodate the proposed development of two dwelling houses. In order to conduct a search for alternative Sites which could be more feasible than the current Site, a number of criteria have been set agreed with Wyre Borough Council:

- The whole Wyre Borough Council area will be used to identify alternative Sites;
- A minimum of three agents who individually or collectively cover the agreed area of search will be used;
- Any alternative Sites which are outside of the developable area (+/- 10%) will be discounted;
 - **Minimum size:** 516.6 m² (0.05ha).
 - **Maximum size:** 631.4 m² (0.06 ha).
- Any alternative Sites which would provide less than or more than 2 dwellings will be discounted from the search for alternative Sites;
- Any alternative Sites in Flood Zones 2 or 3 will be discounted from the search;
- Any alternative Sites at higher flood risk from other sources such as groundwater or surface water flooding will be discounted from the search;

6. Site-specific Sequential Test

This Site-specific Sequential Test has been undertaken in two parts, as follows. All alternative sites identified and compared with the Site are included within Appendix C, D and E of this report.

1. Wyre Council's Strategic Housing Land Availability Assessment 2017 (SHLAA) has been used to compare alternative available residential Sites;
2. The 31/03/20 Housing Capacity search was undertaken;
3. All sites gained planning permission between 31/03/20 from an advanced search of the planning portal; and
4. A commercial land search has been undertaken to identify any alternative and available Sites, with information from online land/commercial property searches.
 - a. Please note: A minimum of three agents who individually or collectively cover the agreed area of search have been used.

1. 2017 Wyre Council Strategic Housing Land Availability Assessment

The following Site was identified from the SHLAA as being potentially viable alternative development Sites, being a similar size and yield to the proposed Meadowcroft Avenue development Site.

Table 1: Comparable area / yield site to Meadowcroft Avenue (SHLAA Search)

Site Name	No. units proposed / potential Yield	Site size (ha)	Comments and constraints	Remove or retain
Eastlands, Lancaster New Road, Cabus	2	0.2	Lower overall flood risk but developable area is not comparable to the Site.	Remove

Summary of Table 1 – Search of Sites from the Wyre Council SHLAA, 2017

One site was identified from the SHLAA as being a comparable site area/ yield to that proposed however as the developable area is larger this has been removed as allocating it as an alternative would be counteractive towards housing targets and maximising any available space.

2. 31/03/20 Housing Capacity Search

Table 2: Comparable area / yield site to Meadowcroft Avenue (31/03/20 Housing Capacity Search)

Site Name	No. units proposed / potential Yield	Site Area (ha.)	Comments and constraints	Remove or retain
West of Hollins Lane, Forton	2x3 bed SD houses	0.06	Lower overall flood risk and comparable area/ yield.	Retain
West of Wallace Farmhouse, Wallace Lane	2x4 bed detached	0.06	Lower overall flood risk and comparable area/ yield.	Retain
North of Oakwood House, Wallace Lane, Forton	2x3 bed SD houses	0.06	Greater risk of pluvial flooding than the Site	Remove
West of Fell House, Back Lane, Great Eccleston	Unspecified	0.06	Lower overall flood risk however the exact proposed yield of the development was unspecified therefore requires further investigation	Retain

Summary of Table 2 – Search of Sites from the 31/03/20 Housing Capacity Search

Three sites were identified from the Housing Capacity Search as being an alternative potential development site, situated at a lower flood risk with a comparable yield and development area.

It should also be noted however that it is understood that the client does not own the alternative sites and therefore it would not be a financially viable solution to purchase additional land comprising of an equal number of units to land the currently owned.

3. Wyre Council planning search of Sites with planning permission between 31/03/2020 and 18/02/2021

wyre council

Home

Search My Profile Login Register

Planning – Results for Application Search

Refine search Save search Print

Sort by Date Received Direction Descending Results per page 10 Go

Previous 6 7 8 9 10 11 12 13 14 15 Next

Showing 91-100 of 497

Erection of replacement building (Class B2) following demolition of existing building (Class B2)
 Sunnybank Industrial Estate Grange Road Hambleton Poulton-Le-Fylde Lancashire FY6 9DA
 Ref. No: 20/01030/FUL | Received: Fri 23 Oct 2020 | Validated: Fri 23 Oct

Table 3: Sites with planning permission granted between 31/03/2020 and 18/02/2021

Address	Planning ref	Developed area size (ha)	Site yield	Viable Alternative?
Moor End House Stricklands Lane Stalmine Poulton- Le-Fylde Lancashire	20/00883/REM	680 m ²	2	No, as the developable area is greater than that proposed for the same units and would therefore be counteractive to local housing targets.
Land South Of 2 Cold Row Cottages Carr Lane Hambleton Lancashire	19/01269/REM	850 m ²	Unspecified	No, as the developable area is greater than that proposed for the same units and would therefore be counteractive to local housing targets.
Land At Church Lane (Former	19/00140/FUL	847 m ²	2	No, as the developable area is

Church Hall) Church Lane Hambleton				greater than that proposed for the same units and would therefore be counteractive to local housing targets.
--	--	--	--	--

Summary of Table 3 – Search of Sites from Wyre Borough Council with planning permission between 31/03/2020 and 18/02/2021

Three sites were identified as having planning permission approved during the period between 31/03/2020 and 18/02/2021 however as the proposed developable area for each of these is greater than the proposed development at Meadowcroft fails against Wyre Borough Council's defined sequential test parameters.

4. Commercial land search

A commercial land search was undertaken on the 19th and 26th of January 2021. This involved a search across multiple on-line real estate agencies including, www.rightmove.com, www.mapio.co.uk and www.onthemarket.com and local estate agents www.butsonblofeld.co.uk/ and www.abarnett.co.uk/properties/developments/ to assess land which could be considered 'freely available' for the proposed development.

Table 4: Commercial land search

Address	Size (ha)	Site yield	Viable Alternative?
Plot 1-3, (Rear of Ashcroft), Market Street, Hambleton	0.23	3	No, the potential Site area and site yield is higher than the site parameters.
Castle Lane, Garstang, Preston	0.09	1	No, lower yield than the proposed development.
Bruna Hill, Barnacre, Preston	2.00	4	No, the potential Site area and yield is much higher than the proposed development.
Plot 1-5 Malley Lane, Eaves, Preston	0.12	5	No, the potential site is greater than the proposed yield of the Site and would therefore be counteractive to local housing targets.
Lancaster Road, Forton, Preston	0.09	5	No, the potential site yield is greater than the Site and would therefore be counteractive to local housing targets.

Cartgate, Preesall, Poulton Le Fylde	0.5	10	No, the potential Site area/ yield is much higher than the proposed development.
Land to the west of the A6/ Preston	38.70	269-270	No, the potential Site area and yields are much higher than the proposed development.
Lodge Lane Elswick, Preson	0.08	2	No, as the developable area is greater than that proposed for the same units and would therefore be counteractive to local housing targets.
Stoneygate Lane, Knowle Green, Preston	0.09	5	No, the proposed development area and yield is greater than that proposed and therefore would be counteractive to local housing targets

Summary of Table 4 – Commercial land search

None of the sites identified during the commercial search were deemed to be of a comparable area / yield to Meadowcroft Avenue and therefore no viable alternative can be offered.

Overall Summary

As there are no available alternative Sites identified, and the Site is classed as More Vulnerable within Flood Zone 2 in line with paragraph 158-160 of the NPPF (2019) the Exception Test is not required. Should the Site be pursued for development the proposed mitigation measures within the FRA report (72719R1) undertaken by GeoSmart, should be adopted to suitably manage flood risk over the lifespan of the development.

7. Conclusions

A review of the designated search area, with due regard to the selected Site parameters outlined within Section 5 of this report, indicate that there are no potential alternative development locations which are at a lower flood risk or which are deliverable and developable now. **Therefore, the Site and proposed development is considered to have passed the Sequential Test.**

As the Site is located within Flood Zone 2 and classed as a More Vulnerable development the Exception Test is not a requirement in line with paragraphs 158-160 of the NPPF (2019). The proposed mitigation measures within the FRA prepared by GeoSmart should be adopted to suitably manage flood risk over the lifespan of the development.

An assessment of flood risk from all sources, and associated mitigation measures, should be set out within a Site-specific Flood Risk Assessment for submission with the fixed scheme plans, as part of a planning submission. Where mitigation measures are adopted, the proposed development is considered to have passed the Sequential and Exception Tests. There are therefore no tenable grounds for refusal on flood risk grounds.

8. References and glossary

Defra/Environment Agency (2005). Flood Risk Assessment Guidance for New Development. *Phase 2 Framework and Guidance for Assessing and Managing Flood Risk for New Development – Fill Documentation and Tools*. R & D Technical Report FD232-/TR2.

GeoSmart (2020). FloodSmart Pro Report - 72719R1.

Ministry of Housing, Communities and Local Government (2014). Planning Practice Guidance. Flood Risk and Coastal Change. Accessed from <http://planningguidance.planningportal.gov.uk/blog/guidance/flood-risk-and-coastal-change/> on 01/02/2021.

Ministry of Housing, Communities and Local Government (2019). National Planning Policy Framework (NPPF). Accessed from: <https://www.gov.uk/government/publications/national-planning-policy-framework--2> on 13/02/2021.

Wyre Council (2015) Flood Risk Sequential Test: Advice for Applicants. Accessed from https://www.wyre.gov.uk/info/200315/planning/964/flood_risk_sequential_test_-_advice_for_applicants on 13/02/2021.

Wyre Council (2016) Wyre Borough Council Strategic Flood Risk Assessment. Accessed from https://www.wyre.gov.uk/downloads/file/3618/wyre_council_level_1_strategic_flood_risk_assessment on 13/02/2021.

Wyre Council (2017). Strategic Housing Land Availability Assessment (SHLAA) Accessed from https://www.wyre.gov.uk/info/200457/housing/1151/wyre_strategic_housing_land_availability_assessment_july_2017 on 13/02/2021.

Glossary

General terms

BGS	British Geological Survey
EA	Environment Agency
GeoSmart groundwater flood risk model	GeoSmart's national groundwater flood risk model takes advantage of all the available data and provides a preliminary indication of groundwater flood risk on a 50m grid covering England and Wales. The model indicates the risk of the water table coming within 1 m of the ground surface for an indicative 1 in 200 year return period scenario.
Dry-Island	An area considered at low risk of flooding (e.g. In a Flood Zone 1) that is entirely surrounded by areas at higher risk of flooding (e.g. Flood Zone 2 and 3)
Flood resilience	Flood resilience of wet-proofing accepts that water will enter the building, but through careful design will minimise damage and allow the re-occupancy of the building quickly. Mitigation measures that reduce the damage to a property caused by flooding can include water entry strategies, raising electrical sockets off the floor, hard flooring.
Flood resistance	Flood resistance, or dry-proofing, stops water entering a building. Mitigation measures that prevent or reduce the likelihood of water entering a property can include raising flood levels or installation of sandbags.
Flood Zone 1	This zone has less than a 0.1% annual probability of river flooding
Flood Zone 2	This zone has between 0.1 and 1% annual probability of river flooding and between 0.1% and 0.5 % annual probability sea flooding
Flood Zone 3	This zone has more than a 1% annual probability of river flooding and 0.5% annual probability of sea flooding
Functional Flood Plain	An area of land where water has to flow or be stored in times of flood.
Hydrologic model	A computer model that simulates surface run-off or fluvial flow. The typical accuracy of hydrologic models such as this is $\pm 0.25\text{m}$ for estimating flood levels at particular locations.
OS	Ordnance Survey
Residual Flood Risk	The flood risk remaining after taking mitigating actions.
SFRA	Strategic Flood Risk Assessment. This is a brief flood risk assessment provided by the local council
SuDS	A Sustainable drainage system (SuDS) is designed to replicate, as closely as possible, the natural drainage from the Site (before development) to ensure that the flood risk downstream of the Site does not increase as a result of the land being developed. SuDS also significantly improve the quality of water leaving the Site and can also improve the amenity and biodiversity that a site has to offer. There are a range of SuDS options available to provide effective surface water management that intercept and store excess run-off. Sites over 1 Ha will usually require a sustainable drainage assessment if planning permission is required. The current proposal is that from April 2014 for more than a single dwelling the drainage system will require approval from the SuDS Approval Board (SABs).

NPPF (2019) terms

Exception test

Applied once the sequential test has been passed. For the exception test to be passed it must be demonstrated that the development provides wider sustainability benefits to the community that outweigh flood risk and a site-specific FRA must demonstrate that the development will be safe for its lifetime taking account of the vulnerability of its users, without increasing flood risk elsewhere, and, where possible, will reduce flood risk overall.

Sequential test

Aims to steer new development to areas with the lowest probability of flooding.

Essential infrastructure

Essential infrastructure includes essential transport infrastructure, essential utility infrastructure and wind turbines.

Water compatible

Water compatible land uses include flood control infrastructure, water-based recreation and lifeguard/coastal stations.

Less vulnerable

Less vulnerable land uses include police/ambulance/fire stations which are not required to be operational during flooding and buildings used for shops/financial/professional/other services.

More vulnerable

More vulnerable land uses include hospitals, residential institutions, buildings used for dwelling houses/student halls/drinking establishments/hotels and sites used for holiday or short-let caravans and camping.

Highly vulnerable

Highly vulnerable land uses include police/ambulance/fire stations which are required to be operational during flooding, basement dwellings and caravans/mobile homes/park homes intended for permanent residential use.

9. Appendices

Appendix A

Site plans



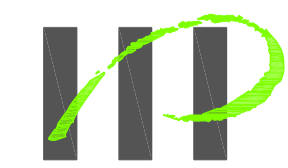
Existing Site Layout 1:200



Proposed Site Layout 1:200



Location Plan 1:1250



HIGH PEAK ARCHITECTS LTD

2nd Floor, Wharf House, Wharf Road, Whaley Bridge, High Peak, Derbyshire SK23 7AD
Tel: 01663 719717 Website: highpeakarch.com Email: hpa@highpeakarch.com

Residential Development
53 Meadowcroft Avenue, Catterall

Location and Site Plans
KB01.01

Appendix B

Council correspondence (2020/21)

From: Hayes, Lyndsey
To: Michael Piotrowski
Cc: James Robinson; Harris, Len
Subject: RE: Sequential Test search parameters - 72719 53 Meadowcroft Avenue
Date: 08 January 2021 10:38:05
Attachments: image003.png
image004.png
image005.png
image006.png
image007.png
image009.png
wyrecouncil_small.png
facebook_wyre_small.png
twitter_wyre_small.png

Mr Piotrowski

I confirm your search parameters are correct.

In terms of sources for you to consider it will be the latest list of deliverable housing land supply sites and the 2017 SHAA (although these sites in the 2017 SHLAA are likely to all be too large). Both documents are available here:-

[Flood risk sequential test - advice for applicants | Flood risk sequential test - advice for applicants | Wyre Council](#)

Kind Regards

Lyndsey Hayes
Planning Development Manager
Wyre Council

Lyndsey.Hayes@wyre.gov.uk
01253 887230
Civic Centre, Breck Road, Poulton-le-Fylde, Lancashire, FY6 7PU



facebook.com/wyrecouncil



@wyrecouncil

The Wyre Council email disclaimer can be found at www.wyre.gov.uk/disclaimer.

From: Planning <planning@wyre.gov.uk>
Sent: Tuesday, January 5, 2021 4:48 PM
To: Hayes, Lyndsey <Lyndsey.Hayes@wyre.gov.uk>; Thow, David <David.Thow@wyre.gov.uk>
Subject: FW: Sequential Test search parameters - 72719 53 Meadowcroft Avenue

Can someone answer this?

Thanks Nick

From: Michael Piotrowski [<mailto:MikePiotrowski@geosmartinfo.co.uk>]
Sent: 05 January 2021 16:23
To: Planning <planning@wyre.gov.uk>
Cc: James Robinson <JamesRobinson@geosmartinfo.co.uk>; Harris, Len <Len.Harris@wyre.gov.uk>
Subject: Sequential Test search parameters - 72719 53 Meadowcroft Avenue

This email is from an external email address
Do not click any links or open attachments unless you know the content is safe.
Never disclose your user details or password to anyone.

To whom it may concern,

Mr Len Harris kindly provided us with your contact details. We would like to obtain confirmation that our search parameters for our Sequential Test report are suitable, in relation to our Site:

53 Meadowcroft Avenue
Catterall
Preston
PR3 1ZH
E.349568 N.443197

The Site is located within Flood Zone 2, with access to the Site in Flood Zone 2 and Flood Zone 1. The Site area is 831 m² and the developable area is 574 m². A Site boundary and development plan is attached.

Search Parameters (in line with your requirements set out within Sequential Test Guidance for Applicants V1.1 May 2015):

- The whole Wyre Borough Council area will be used to identify alternative Sites;
- A minimum of three agents who individually or collectively cover the agreed area of search will be used;
- Any alternative Sites which are outside of the developable area (+/- 10%) will be discounted;
- Any alternative Sites which would provide less than or more than 2 dwellings will be discounted from the search for alternative Sites;
- Any alternative Sites in Flood Zones 2 or 3 will be discounted from the search;
- Any alternative Sites at higher flood risk from other sources such as groundwater or surface water flooding will be discounted from the search;

We look forward to hearing from you with your acceptance of the above search parameters.

Kind Regards,
Mike



Mike Piotrowski
Principal Hydrologist

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Environmental Thinking mikepiotrowski@geosmartinfo.co.uk



@geosmartinfo

https://url6.mailanyone.net/v1/?m=1kwp6p-0006D1:5U&i=57e1b682&c=-8DgXfaRTfJH5hbDmQ2it7bKmsmmWS1L_CGfSYK6w-5wpxqihw7w9YUgis8m:RuIVkbJwTIApONGqZJFCfclY3DzSBT70mxepISLNEE3B1rdgGZBibhRhesySl_KnQoAMPihum2xabRRQs1utIT6lob6UKUYlKhBBmCoVxIOOo5wNN8h7GnjZUHIIMEVrDvdRvHjvo8oTF0o2Z3eamAZPUZa11hsqEhc4YEgqhlU

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Register for FREE CPD

From: Michael Piotrowski
Sent: 05 January 2021 16:03
To: 'Harris, Len' <Len.Harris@wyre.gov.uk>
Cc: James Robinson <JamesRobinson@geosmartinfo.co.uk>
Subject: RE: Sequential Test Information - 72719 53 Meadowcroft Avenue

Hi Len,

I hope you are well and had a nice Christmas / New Year break?

I was wondering if you had any timescales on when the housing tables might be available on the website or if this might be something you may be able to provide in an email to us?

I will be sending our search parameters (in line with your Sequential Test Guidance for Applicants V1.1 May 2015) to the Planning Policy email you suggested to gain confirmation of their suitability.

All the best,
Mike

Mike Piotrowski

Appendix C

SHLAA (2019) Land Search

Appendix E

Commercial Land Search (2021)

Sequential Test - 72719.01												Comparison Statement	Remove or Retain from further assessment
53 Meadowcroft Avenue (Subject site)													
	N/A	PR3 1ZH	349568, 443197	0.07	2	2	High to Low	Very Low	Negligible				
Site Name	Price (£)	Postcode (nearest)	Grid ref.	Area (ha)	No. Units proposed / potential Yield	Flood Zone	RoFRS	Pluvial	Groundwater				
Land Parcel Site Name - Chichester District Council													
Commercial Search Sites													
1	Plot 1-3, (Rear of Ashcroft), Market Street, Hambleton	199000	FY6 9AP	337467, 442477	0.23	3.00	1	Negligible	Very Low	Negligible	No, the potential Site area is much higher than the proposed development.	Remove	
2	Castle Lane, Garstang, Preston	250000	PR3 1TL	350275, 445122	0.09	1	1	Negligible	High	Negligible	No, lower yield then the proposed development.	Remove	
3	Bruna Hill, Barnacre, Preston	320000	PR3 1QB	350498, 443700	2	4	1	Negligible	Very Low	Negligible	No, the potential Site area and yield is much higher than the proposed development.	Remove	
4	Plot 1-5 Malley Lane, Eaves, Preston	1150000	PR4 0BN	350098, 438292	0.122	5	1/2	Negligible	Low	Negligible	No, the potential site is above the proposed yield for Meadowcroft Avenue and would therefore be d	Remove	
5	Lancaster Road, Forton, Preston	575000	PR3 0BN	349069, 450863	0.085	5	1	Negligible	Very Low	Negligible	No, the potential site is above the proposed yield for Meadowcroft Avenue and would therefore be d	Remove	
6	Cartgate, Preesall, Poulton Le Fylde	Over 500000	FY6 0NP	336971, 447236	0.23	Unspecified	1/2	Negligible to Low	Very Low	Negligible	No, the potential Site area/ yield is much higher than the proposed development.	Remove	
7	Land to the west of the A6/ Preston	POA	PR3 1DY	348441, 445709	38.7	269-270	1	Negligible	High	Negligible	No, the potential Site area is much higher than the proposed development.	Remove	

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Tel: 01743 298 100

Email: info@geosmartinfo.co.uk

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- sets out minimum standards which firms compiling and selling search reports have to meet
- promotes the best practice and quality standards within the industry for the benefit of consumers and property professionals
- enables consumers and property professionals to have confidence in firms which subscribe to the code, their products and services.
- By giving you this information, the search firm is confirming that they keep to the principles of the Code. This provides important protection for you.

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- at all times maintain adequate and appropriate insurance to protect consumers
- conduct business in an honest, fair and professional manner
- handle complaints speedily and fairly
- ensure that products and services comply with industry registration rules and standards and relevant laws
- monitor their compliance with the Code

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If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure. If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award compensation of up to £5,000 to you if he finds that you have suffered actual loss as a result of your search provider failing to keep to the Code.

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The Property Ombudsman scheme
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP
Tel: 01722 333306
Fax: 01722 332296
Email: admin@tpos.co.uk

You can get more information about the PCCB from www.propertycodes.org.uk.

Please ask your search provider if you would like a copy of the search code

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GeoSmart Information Limited is registered with the Property Codes Compliance Board as a subscriber to the Search Code. A key commitment under the Code is that firms will handle any complaints both speedily and fairly.

If you want to make a complaint, we will:

- Acknowledge it within 5 working days of receipt.
- Normally deal with it fully and provide a final response, in writing, within 20 working days of receipt.
- Keep you informed by letter, telephone or e-mail, as you prefer, if we need more time.
- Provide a final response, in writing, at the latest within 40 working days of receipt.
- Liaise, at your request, with anyone acting formally on your behalf.

If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs): Tel: 01722 333306, E-mail: admin@tpos.co.uk.

We will co-operate fully with the Ombudsman during an investigation and comply with his final decision.

Complaints should be sent to:

Alan White
Operations Manager
GeoSmart Information Limited
Suite 9-11, 1st Floor,
Old Bank Buildings, Bellstone,
Shrewsbury, SY1 1HU
Tel: 01743 298 100
alanwhite@geosmartinfo.co.uk