

Eastertown Evolution Community Interest Company

Business plan created 1st October 2023

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Executive summary

What are we doing?

Developing Eastertown Common to create a beautiful green space for the residents of Eastertown and our visitors.

Why are we doing it? (Background)

Because we have the opportunity to buy Dr Ann Codman's field in the heart of Eastertown and build on her generosity of allowing people to use her field for recreation, dog walking and occasional events.

Ann bought the field many years ago to keep it as a green space. She kindly allowed local residents to walk their dogs and hold several events. She also enabled a local farmer to use the land, in return for a pepper corn rent AND farming it sensitively.

Sadly, Ann died in June 2023, however Ann will live on forever as we plan to implement her wishes for her field to remain a 'green' space.

The land is being sold; the local farmer is retiring in September 2025 – so things will change. Perhaps not for the better, so by buying the land and creating Eastertown Common we can create a beautiful green space for generations to come.

A lot of people both from Eastertown and Lympsham walk their dogs through Eastertown lane and complain of the speed of some of the traffic and feeling unsafe.

Local parents are concerned about their children's safety whilst riding their bikes in the lane.

Some residents who are hard of hearing like to walk the lane but can't hear the traffic and the camber of the road makes it difficult to keep closely to the side.

We have also learnt that Eastertown had a common and held a fair in the 1800's so really this is re-instatement of Eastertown Common, not creation of something new and it could address the safety concerns about walking in our lane.

What will be lost if the field is sold?

Access to the field for dog walking

Access to a safe place for children to play

Access to a place for community events and gatherings and socialising

Potentially a risk of the loss of:

- environmentally sensitive farming practice
- a green space in the heart of the hamlet
- a biodiverse environment

Who will benefit from this?

Everyone in Eastertown, any visitors, the wildlife and the environment.

How will they benefit?

Opportunities:

- to be involved in the development of the proposed Eastertown Common
- to socialise
- to volunteer
- to gain employment
- to improve mental health/physical health and well-being
- to grow and/or pick free organic produce
- to learn about environmental issues and things we can do to make a positive difference
- to freely and safely enjoy a green space in the heart of our hamlet
- birds, butterflies and wildlife will have an improvement to their habitats
- bio diversity will be improved and carbon capture provided by additional native trees.

Who will be involved?

Anyone who wants to be. The views of local residents have already been sought and will continue to be, so that everyone has an opportunity to have their say and shape this exciting opportunity.

Where will it happen?

In Dr Ann Codman's field in the heart of Eastertown where many people already walk their dogs.

How will it happen?

We have set up Eastertown Evolution Community Interest Company limited by guarantee (CIC). This is a transition of Eastertown Evolution Community Group which we set up during 'lock-down', to support our local community during difficult times AND to do our bit for the environment. **Then**, we had ideas but no land, **now** we have the opportunity of the land to realise our aspirations.

Being a CIC gives us access to significant capital and revenue funding from the governments Community Ownership Fund – a fund set up to save parks, pubs, shops or any community asset that could be lost to the community if sold.

We have been successful on our initial 'expression of interest' and have been invited to re-submit a full application in January 2024.

A wide range of fund raising is underway.

When will it happen?

The land is likely to be up for sale in March 2024. Helen Brown, Ann's niece who is the beneficiary of the land, wants us to buy the field so that together we can create a lasting legacy to her aunt.

In the meantime, we are:

- fund raising
- continuing to get local people's views on the project, to shape the final plans.
- setting up our governance structures
- identifying the host of assessments that will need to be done.
- linking with other similar ventures to learn from their experience

This is such a wonderful opportunity to enhance the lives of people, our local community, wildlife and the environment.

Market summary

Our local residents are our direct beneficiaries. Eastertown has 44 homes and whilst hard to get exact demographic details, we estimate there to be 132 people living here, with an increasing number of children and young people.

The surrounding villages of Lympsham (which Eastertown is part of), East Brent and Brent Knoll and Bleadon are also potential beneficiaries and anyone who visits. There are also people who once lived in Eastertown or Lympsham who have maintained links and say they would come and enjoy the common.

Whilst there is a lovely children's park in Lympsham, access from Eastertown means walking along a busy road with blind bends and no pavements. There are plans for pavements but when is unknown, as it has been talked about for years and is linked to a housing development.

Financial summary

Right now, we have:

- £500 in the bank
- Pledges of £10,610
- Pledges of services equivalent to 10,500
= £21,610

What we need:

Capital funding - £106,800

Revenue funding - £6,350 (year 1), £5,850 (year 2 and 3)

Main sources of income:

- Grants
- Donations
- Fundraising
- Crowd funding

Application submitted to Community Ownership fund as follows: (have to find 20% of the total funding required)

- Capital funding
 - £106,800 applied for
 - £21,360 to find (20%)
 - less pledges to date of £21,610 = £250 surplus
- Revenue:
 - £6350 year 1 applied for to COF
 - £5850 years 2 and 3 to secure

How we'll get the money we need:

- Grants
- Fundraising
- Donations
- Crowd funding

What we need to do to make the project happen

- Secure investment/funds
- Involve our community in the development of plans
- Secure solid management and operational practice

Our vision, mission and values

Our vision:

To have an environment friendly Eastertown Common which will be a beautiful asset for Eastertown residents and anyone who cares to visit for generations to come.

Our mission:

- To create a beautiful, accessible and safe 'green' space for people, animals and wildlife to enjoy
- To create opportunities for everyone to get involved
- To enhance our environment and increase its biodiversity and do our bit to address the current environmental concerns
- To strengthen our community spirit and prevent social isolation.

Our values

Respect and kindness to people, animals and the environment.

Operational plan

Our objectives:

- Buy the land and create Eastertown Common.
- Continue fundraising to make sure we have enough for both capital and revenue costs.
- Continue with 'community' engagement' – getting as many views of local/ interested people for their ideas, involvement, concerns.
- Undertake a range of assessments e.g., Environmental, Highways, Health & Safety etc to make sure we do the right thing.

Milestones:

By end of February 2024, we will:

- have secured the funding to purchase the land
- have purchased the land (subject to Probate timescales)
- have carried out 3 independently facilitated focus groups
- have the first visual example of Eastertown common ready for wider consultation and adjustment
- know what assessments are required and commission them
- have in place all required governing policies and procedures

By March 2024 we will:

- have continuous community engagement/involvement embedded
- have a plan for continuous fund raising
- have implemented the plan, in conjunction with the local farmer and his requirements for land use.

Resources

- The land
- Equipment – gardening tools
- Services of a range of assessors – e.g., Health & Safety, Environmental, Highway, independent community engagement facilitators
- Architect
- Legal advice/services
- Planning advisors
- Ground workers

Partners and/or supporters

Lympsham Parish Council - supporter in principle
The parish of the Three Saints - supporter
Lympsham School – supporter
Green Wedmore – supporter and partner
Tessa Munt, Councillor Wells - supporter
James Heappey, MP for Wells constituency – supporter
Somerset Council – partner as will contribute to a host of council strategies/plans
e.g. Biodiversity plans, Climate & Ecological plans,
The Food Forest Project – supporter and partner
The Transition Network - partner
Plant life – partner
Somerset Wildlife - partner
Ecologi - partner
Open spaces - partner
Wildspaces – partner
Proud gay bar - supporter
Osprey Outdoors – supporter and partner
A diverse range of local residents and people who live outside our area but once
lived here are supporters
Some local businesses are supporters in principle, others yet to be approached

We are also developing links with Lympsham W.I., Lympsham Café, Lympsham
Sports Social Club, Lympsham Cricket club, Lympsham Tennis Club, Lympsham
Manor Hall, Brent Area Medical Centre, local Village Agent, local Police Support
Officers, local voluntary organisations, local artists and local residential and nursing
homes.

Suppliers

- Local farmers
- Local gardeners
- Local businesses

We aim to work with firms that are local in order to support local businesses and
reduce transport miles.

Strategic connections

Our proposal contributes to:

- Somerset Council Biodiversity plans e.g. Pollination action plan
- Somerset Council Climate and Ecological Emergency plans and actions
- Somerset Council Health and Wellbeing advisory network
- Somerset Council Equalities and Diversity strategies and plans

Sustainability

Sustainability is fundamental to our aim of creating a common for Eastertown for generations to come. We start from a solid base, given the land has been sensitively managed for over 32 years and our community is increasingly on that is supportive of and to each other.

The UN Environmental Programme describes sustainability as *‘Making choices that ensure an equal, if not better, way of life for generations’* and *‘aim to improve the quality of human life, without putting unnecessary strain on the earths supporting ecosystems.’*

WE believe if we all do a little, we can do a lot and make the world a better place for all.

By working with our community and supported by our steering group, we will map our potential actions to the Governments Sustainable Development Goals, which are:

1. **End poverty** – already we are known for sharing and caring, recycling and repurposing.
2. **End hunger, achieve food security and improve nutrition and promote sustainable agriculture** – we already share food and produce and will do more by our plans for community gardening and food forest.
3. **Ensure healthy lives and promote well-being for all at all ages** – we already ‘look out for each other’ and help others, the common use of Ann’s field already provides a safer place to walk and play, a place to socialise and be in touch with nature.
4. **Ensure inclusion and equitable quality education and promote lifelong learning opportunities for all** – we are lucky to have a wide age range in our community and the opportunities for the young and the older to share their experiences and knowledge. Working together on the Eastertown Common is and will do so much more.
5. **Achieve gender equality and empower all woman and girls** – and we do, of all ages.
6. **Ensure availability and sustainable management of water and sanitation for all** – our hamlet is surrounded by rhynes and our collective management of our waste, our potential pollutants are a vital part of this goal.
7. **Ensure access to affordable, reliable, sustainable and modern energy for all** – we’ve seen a growth of renewal energy alternatives: solar panels, ground source heat pumps and supporting others to insulate and make our homes more efficient.
8. **Promote sustainable, inclusive and sustainable economic growth, full and productive employment and decent work for all** – our proposed common will lead to volunteering opportunities and add to people’s knowledge and skills and it will lead to local employment by us using local services and businesses.
9. **Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation** – we can play a big part by using

businesses that are working hard to do 'business sustainably'. Our common will be financially sustainable for generations because we work together, volunteer our time and skills that reduces costs AND our design for the common will be low impact in relation to on-going management costs.

10. **Reduce inequalities within and among countries** – our many conversations to increase awareness has already led to actions that make a positive difference both in our own community and the wider world.
11. **Make cities and human settlements inclusive, safe, resilient and sustainable** – this is an area we are increasingly developing by being made aware of needs and then lead to what can be done. Our car sharing and/or shopping for others is embedded and greatly helps individuals and the environment.
12. **Ensure sustainable consumption and production patterns** – at a tiny level, we can and do optimise our community's consumption and demand for food – we could do so much more.
13. **Take urgent action to combat climate change and its impacts** – the list of what we do and could do is endless. A key action of taking this forward will be working in partnership with Lympsham school's environmental group.
14. **Conserve and sustainably use the oceans, seas and marine resources for sustainable development** – we want to assess our surrounding waterways and work with other groups to improve the situation
15. **Protect, restore and promote sustainable use of terrestrial eco-systems, sustainable management of forest, combat desertification and halt and reverse degradation and halt bio-diversity loss** – we are fortunate that: the local farmer using the field does so with sensitivity to the environment, we have a director with a passion for the environment and very lucky to have the services of a local self-taught naturalist who is surveying the land to establish what we already have.
16. **Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels** – we already support each other to obtain 'fairness' in a host of ways, benefits, health and social care, though need to map and do more.
17. **Strengthen the means for implementation and revitalise the Global Partnerships for Sustainable Developments** – as members of The Transition Network, we already have a global perspective and can and do learn and influence a worldwide approach.

One small act of kindness has led to amazing consequences: the gift of a bed, from Dr Ann Codman's to a person who has been fortunately granted refugee status in the UK has led to: friendships, awareness of each other's cultures, food and challenges and increased understanding and acceptance of diversity and inclusion. A big break though had been linking with our LGBT community – and a reminder that we are all 'people' far more than we are anything else.

Legal requirements

Compliance with our governing bodies: Companies House and the Community Interest Company regulators.

People, Management and Governance

Background

Crucial to this development are:

- local resident's views, ideas, opinions and concerns
- passionate people to lead and facilitate the project – our directors and our steering group.
- local businesses and farmers

Our team

Directors:

- Lynne Booth – Chair
- Emma Grant – Secretary
- Debbie Smith – Environmental advisor
- Dr Peter Smith – Marketing and PR

Recruitment of vice chair and treasurer underway

Steering group:

- The directors
- Colin Poole
- Geraldine Jones
- Patricia Brown
- Helen Brown
- Matt Small
- Focus group representatives

Our Organisation

What is it?

We have set up a Community Interest Company limited by guarantee.

This means no dividends are paid, any income goes to the project for the benefit of the community. This is a transition of Eastertown Evolution Community Group, which we set up during lock-down to both support our local community during tough times AND do our bit for the environment.

The Community Interest Company (CIC) structure was first introduced in 2005. It is designed for social enterprises or not-for-profit projects and is structured like a normal limited company, so it's limited by shares or by guarantee.

Who is in the CIC?

Directors X 4

- Chair and fundraising lead - Lynne Booth
- Environmental advisor – Debbie Smith
- Secretary – Emma Grant
- Marketing and PR – Dr Peter Smith

Responsibilities:

Ensuring:

- we comply with our regulator's requirements – Companies House and the CIC Regulator
- the involvement of our local community & other stakeholders through planning, design, implementation and review.
- the delivery of the project.
- the company operates solely for the benefit of the community

Links with the community

All Directors live in Eastertown and are committed to developing this initiative for the benefit of the local community and for generations to come.

Steering group members:

- Helen Brown and Patricia Brown (Anns' nieces) to help realise their aunts wishes
- Colin Poole, for his archaeological /historical knowledge of the area – did you know there was once a pond on the land? And a windmill nearby? And that John Wesley preached in Eastertown.
- Geraldine Jones for her fund-raising and community engagement skills
- Matt Small, architect in training at UWE, leading on community engagement and development of the 'vision' for Ann's field.

We also plan to have a range of other specific sub-groups (to be confirmed and set up as required) for example: children/young people/older people sub- groups, community gardening sub-group.

SWOT analysis of the management group

Strengths	Weaknesses
• Experience of managing a successful community café & a host of community activities during lock-down • Project management experience & qualifications • Senior management of NHS organisations & budget management • Significant administration experience & skills • Fund raising abilities • Enthusiasm • Links with other organisations • Experience of successful engagement & involvement • Existing membership of organisations who can help deliver the project • Significant experience and knowledge of health & well-being	• Trying to do too much, however balanced by prioritisation
Opportunities	Threats
• Linking with other organisations who have experience in creating community space – in particular Green Wedmore. • Linking with Lympsham School and developing the project so the children have additional activities e.g., Forest school • Linking with local businesses	• Objections that are heard through the grapevine and therefore difficult to address. • Objections that aren't resolved in a way that satisfies the objectors

Engagement and consultation with our local community (see attached engagement report)

Building on the ideas many of the local people involved in the community activities of Eastertown Evolution group during lockdown, we have sought the views of more people by:

- Local people who are keen for this development talking to their friends and neighbours to tell them about the possibilities and get their views
- We have produced information leaflets distributed to every household in Eastertown outlining the proposal and inviting them to give their views
- We have provided information and updates to Lympsham Parish Council
- We have had the information leaflet published in Lympsham News
- We have had an independent person to visit every household in Eastertown to discuss and gain an insight to their views
- We have delivered flyers to every household in Eastertown and Lympsham inviting them to an engagement event in The Manor Hall in Eastertown to learn more and give their views, ideas and concerns
- We have posted the information and flyer on local newspaper websites, Lympsham Village Community Facebook group, Eastertown – Somerset Facebook group, Lympsham - old photos Facebook group and the Lympsham Community shop and Lympsham Sports Club
- We have informed and invited specific groups and organisations – Women's Institute and the local school and pre-school.

Feedback to date has helped us to modify our proposal and business plan. Of course, there are other factors that will determine the final proposal such as planning permission, environmental assessment, highways assessment and health and safety assessment however they have advised that they will be required AFTER the land has been purchased.

Of significance the engagement process has identified two severely isolated residents who have been agreeable to our support to help them gain support through other organisations, as well as our support by inviting them to be involved despite their limitations – a great example of communities supporting communities.

Impact table

This highlights what we will do and what it means

The Change	The impact
Engage with local people to design Eastertown Common	Local people will be proud of the 'Common' and their role in its development Local people will be able to use and enjoy the Common Local people will feel part of the community and less isolated than some currently feel
How we will measure it	1:1 interviews/discussions Independent interviews Data to show how many people have commented
How we will use what we learn	Review findings at Board and steering group meetings Use the information to shape on-going operational plans
How we will communicate our learning	Compile – You said, we did newsletter, on social media, in reports to the parish council and the local church

How will people benefit?

Opportunities:

- to be involved in the development of the proposed common
- to socialise
- to volunteer
- to improve mental health/physical health and well-being
- to grow and or pick free organic produce
- to learn about environmental issues and things that can be done to make a positive difference
- to freely enjoy a green space in the heart of our hamlet
- for employment

Activities – what we will do

We will create Eastertown Common for the benefit of our local community and visitors.

This we will do in consultation with local residents and interested parties. We have/will:

- Continue fund raising
- Invite and encourage people to be involved
- Continue to get local people's views on the project, to shape the final plans.
- Commission the host of assessments that will need to be done.
- Engage the services of a budding architect and his colleagues at UWE to lead the engagement process and create a visual image of the proposed Common so local people can 'see' what it might be like and then we can jointly amend and adapt to reach a vision we are happy with.

Activities and time scale:

During the next 2 months:

- Continue fund raising
- Purchase the land
- Continue community engagement and finalise the plan, with clear actions and milestones
- Identify and commission a range of required and/ or beneficial assessments
- Identify and develop necessary governing documents, policies and procedures

During the next 9 months:

- Continue community involvement
- Continue fund raising
- Implement the plan

Our Market

We know people want the land we are purchasing to remain a green space. Some people want it to stay as it is - agricultural land. Others want it to become Eastertown Common/Green.

The reality is that it will be sold, the farmer who currently farms the land is retiring in September 2025 so it WILL change and perhaps not for the better.

Other similar initiatives in our area:

- Green Wedmore have successfully developed a community park and a community farm.
- Hutton have developed a community park.

Market research and engagement action plan

Building on our informal discussions to date, our marketing research and engagement action plan is as follows:

Market Research & engagement	SMART targets	Responsible	Timescale	Summary action & findings
Deliver information newsletter to every house in Eastertown	All households to be given an information newsletter	Lynne Booth & Geraldine Jones	By end of October 2023	Completed NB – Same information was in Lympsham News December edition.
Re-brand Eastertown - Somerset Facebook page	Eastertown Facebook page re-branded	Emma Smith & Matt Small	By end of December 2024	Using existing Facebook page as is and work underway to develop website & link the two.
Facilitate open day for people to learn more and convey their ideas/thoughts at Manor Hall	All houses in Eastertown & Lympsham given a flyer with information of the event. Advertised on Facebook, and noticeboards, local shop etc	Matt Small & the directors	During January 2024	Event held on 20 th January 2024, attended by 33 people from Eastertown & Lympsham and surrounding villages and by people living in Weston-Super-Mare who used to live here. Full engagement report being compiled.
Facilitate focus groups	3 focus groups of 6 – 8 people – targeted by demographics	Emma Smith – school Lynne Booth – WI, Cricket club, tennis club, gardening club and The Parish of the Three Saints	During January & February 2024	
Virtual design work by architect & team with UWE support	Visual proposal ready by end of Feb 2024	Matt Small	By end of Feb 2024	

Resources and costs

Pre-start-up costs

None, all advice required is being provided by other CICs, and voluntary organisations

Start-up costs

- Purchase of land - £80K
- Legal fees for purchase of land - £5K
- Public liability insurance - £300
- Architect fees - £3k
- Range of required assessments – £4k
- Planning permission application - £4k
- Ground works - base for building, paths, fencing, parking space for three disabled/limited mobility parking spaces, gates - £5k
- Raised beds - £500
- Benches - £3K
- Donation to The Food Forest charity - £1K
- Wildflower seeds – £500
- Memorial wall - £ 500

= £106,800

Implementation and running costs

- Opening event - £500
 - Annual maintenance – hedging, land management - £ 5k a year
 - Water rates - £250 a year
 - Public liability insurance - £300 a year
 - Accountant – £300 a year
- = year 1 - £6,350, years 2 & 3 £5,850 pa

Our income

Start- up income

- Community Ownership fund (CFC) – application submitted for capital funding for £85,440
- Matched funding of £21,360 is required (can be other donations, grants or ‘in kind’.)
- Pledges from local residents and local businesses (at 3/10/23) £21,610 (includes existing donation to Eastertown Evolution Community Group from The Nuttal Trust - £500). We are aware that people’s circumstances may change and result in the withdrawal of pledges. So, we have implemented equity crowd funding to secure the funding and give people the opportunity of a return of their investment.

Running costs

- Community Ownership fund – application submitted for revenue funding for £6,350 for the first year.

Fundraising - projected:

Year 1

- The Nuttal Trust - £5k
- Equity Crowd funding - £5K
- Grants - £10k
- Fund raising events - £2K

= £22K (we need £21,560 and whilst we have existing pledges of £21,360, we want to ensure the security of these required funds, in case pledgees circumstances change.)

Year 2 and 3

- The Nuttal Trust
- Somerset Community Foundation
- The National Lottery
- Spark Somerset and vast number of organisations that support our type of proposal
- Fund raising events

The impact of this initiative

We want the development of Eastertown Common to have a positive impact and the table below outlines how we will measure this.

Aim	Objective	Output	Outcome	Impact
To create an accessible common in Eastertown that people want to use and enjoy	To buy the land to develop Eastertown Common	Funding secured to buy the land	Funding and plans realised	People of Eastertown and visitors use and enjoy Eastertown Common. Dr Ann Codman's wishes are realised
To buy the land for the benefit of the community	To set up a Community Interest Company To secure funding to purchase the land	Community Interest Company set up Funding of £80K secured	Land purchased for the benefit of the community CIC set up for the benefit of the community	The land belongs to the community interest company for the benefit of local people
To involve the local community and interested people in the develop of Eastertown Common	To gain the views of at least 50% of the people in Eastertown To gain the views of people in Lympsham and the views of local school children	Local school children provide their comments People in Lympsham give their views 50% of people in Eastertown give their views 3 Focus groups provide comments Local residents engage with the architect to develop the virtual design	Lympsham school staff enable local children to comment People Eastertown & Lympsham give their views Focus groups provide comments Local residents of Eastertown and Lympsham contribute to the design	Local views help to shape the development of Eastertown Common

Aim	Objective	Output	Outcome	Impact
To work with and benefit from other organisations	To work with: The Food Forest, Green Wedmore, Plant Life, The Transition network Lympsham and Somerset Council	Eastertown Common benefits from the experiences of other organisations & Vis versa	Other organisations help with the development of Eastertown Common	Eastertown Common is developed on partnership with other organisations

Risk Assessment & Register - L = Low, M = Medium, H = High

Risk	Consequence	Likelihood	Outcome	Impact	Mitigation	Who by
Insufficient funding	Delay to purchase	L	M	M	Continue with a wide range of fund raising and funding applications. Monitor closely and involve others in fund raising	Lynne Booth. Emma Grant, Peter Smith Debbie Smith Geraldine Jones
Objections to the proposed project & some objections being said to others but not received directly by the Directors or steering group	Tension within the community and a challenge to hear people's views/concerns	M	M	M	Continue with a wide range of community engagement. Respond to all concerns and try to find solutions Use focus groups so objectors can hear the views of others Ensure independent people undertake community engagement	Lynne Booth, Emma Grant, Peter Smith Debbie Smith Matt Small
People deciding not to be involved in delivering the project or not delivering what they said they would	Delay to implementation	L	M	M	Work closely with all involved, address their concerns/workload and ensure supported to deliver or support to adjust their involvement. Involve keen, enthusiastic people and ensure clarity on what needs to be done and when	Lynne Booth Peter Smith Debbie Smith Emma Grant

Risk	Consequence	Likeli hood	Outcome	Impact	Mitigation	Who by
Directors fall ill/die	Could destabilise the project	L	L	L	Ensure vice roles in place for key positions	Lynne Booth, Emma Grant, Peter Smith, Debbie Smith
Regulatory and or compliance risk	Could destabilise the project	L	L	L	Monitor compliance on monthly basis and take action if required	Lynne Booth, Emma Grant, Debbie Smith, Peter Smith
-Policy changes- public complaints, -and/or bad press	Create extra work	L	L	L	Work closely with other experienced CICs, utilise support of 'my community'. Listen and respond to concerns.	Lynne Booth, Emma Grant, Peter Smith, Debbie Smith, Matt Small

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