

# **TAVISTOCK CONSERVATION AREA APPRAISAL AND MANAGEMENT PLAN PUBLIC CONSULTATION October - December 2008**

**1 Methodology**

**2 Questionnaire**

**3 Questionnaire results (graphs)**

**4 Questionnaire results (summary of other matters raised)**

**5 Questionnaire letters and individual responses (table)**

## **1 METHODOLOGY**

The Tavistock Conservation Area Character Appraisal and Management Plan were both written between August 2008 and September 2008 by The Conservation Studio. The document was drawn up following a stakeholders' meeting in July and included redrafting following consultation with West Devon District Council and the Tavistock Townscape Heritage Partnership.

For the six week long public consultation period, the documents were uploaded onto the Council's website in October 2008 along with the questionnaire, which was also printed in the Tavistock Times published on 13 November 2008. The public consultation phase ended on 5th December 2008.

139 questionnaires were returned, some of them with accompanying letters or emails which, where they are of any complexity, have been considered separately in Chapter 5. The questionnaires were collected by the Borough Council and forwarded onto The Conservation Studio.

Chapter 2 provides a copy of the questionnaire, while Chapter 3 provides a graphical analysis of the responses. Chapter 4 includes further responses from the questionnaires, covering a variety of topics. Chapter 6 includes a list of respondents who indicated that they would like to help with future initiatives.

Once this public consultation report is approved by the Borough Council, the text and maps will be amended accordingly, and following the acceptance of the final draft, illustrations added and the final documents will be published.

## 2 QUESTIONNAIRE

### Tavistock Conservation Area: Draft Character Appraisal and Management Plan

#### Questionnaire

## Your views are welcome

Please fill in as much of the form as you are able to

**Q1 In terms of areas to target, please tick 3 boxes for the areas you feel are the most in need of improvement.**

| Area   | Please tick 3 boxes |
|--|---------------------|
| Bedford Square                                       |                     |
| Pannier Market                                       |                     |
| Guildhall/Police Station/Court Gate area             |                     |
| Other Abbey remains, including Betsy Grimbal's Tower |                     |
| Market Road area, including the Auction rooms        |                     |
| Guildhall Square/Abbey Place                         |                     |
| King Street/Market Street/Bank Square                |                     |
| West Street  |                     |
| Dolvin Road  |                     |
| Other (please specify)                               |                     |

**Q2 Could you please tick 5 boxes which you think are the most important issues that need to be addressed in respect of the future of the Conservation Area.**

| Issue  | Please tick 5 boxes |
|--|---------------------|
| Amend the boundary of the Conservation Area  |                     |
| Improve Signposting and Interpretation facilities especially in relation to World Heritage Site status |                     |
| Promote a scheme for the Whitchurch Road/ Pixon Lane road improvements                                 |                     |
| Consider better traffic management and pedestrian priority schemes                                     |                     |
| Consider new Car parks and Park and Ride facilities  |                     |
| Removal of unsightly Car parking   |                     |
| Borough Council to consider providing more conservation staff resources                                |                     |
| Borough Council to appoint a Heritage and Design Champion  |                     |
| Review the Borough Council's Historic Buildings Grant scheme   |                     |
| Introduce tighter Planning controls on unlisted residential properties                                 |                     |

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|  |  |
|--|--|
| Set up a Conservation Area Advisory Committee  |  |
| Better Protection of "Buildings at Risk" including a Borough wide survey                 |  |
| Select further buildings for possible listing  |  |
| Prepare Design Guides ( e.g. for shop fronts and the Bedford cottages)                   |  |
| Commission a Public Realm Strategy   |  |
| Town Council to prepare a Conservation and Management Plan for its Estate                |  |
| Support action to preserve the Guildhall including setting up a Historic Buildings Trust |  |
| Promote Townscape Heritage Initiative /other funding bids                                |  |
| Carry out works to trees in the Dolvin Road Cemetery                                     |  |
| Consider appointing a Town Centre Manager  |  |
| Others (please specify)  |  |

**Q3 Would you like to get more involved in developing the plans for future improvement of the Conservation Area?**

If you do please provide your details below:-

Name:

Address:

Contact telephone number:

E-mail address:

**Q4 What is your interest in these plans?**

**Please tick as many boxes as apply to you.**

|  |  |
|--|--|
| <b>Interest</b>                                  |  |
| Local resident                                   |  |
| Member of amenity group                          |  |
| Property owner                                   |  |
| Local Councillor                                 |  |
| Visitor  |  |
| Work in Tavistock or nearby                      |  |
| Local agency/local authority employee            |  |
| Shop keeper/café or restaurant manager/assistant |  |
| Local business person                            |  |
| Other (please specify)                           |  |

**Q5 If you have been able to read the Character Appraisal did you think it was worthwhile and informative?**

Please circle one box only:

|              |                |
|--------------|----------------|
| 1 = Poor     | 4 = good       |
| 2 = not good | 5 = excellent  |
| 3 = average  | 6 = don't know |

**Q6 If you have been able to read the Management Plan, how useful do you think it might be?**

Please circle one box only:

|                |                 |
|----------------|-----------------|
| 1 = no use     | 4 = useful      |
| 2 = little use | 5 = very useful |
| 3 = OK         | 6 = Don't know  |

**Other comments:**

**If you have any other comments or questions please use the space below:-**

### 3 QUESTIONNAIRE RESULTS (GRAPHS)

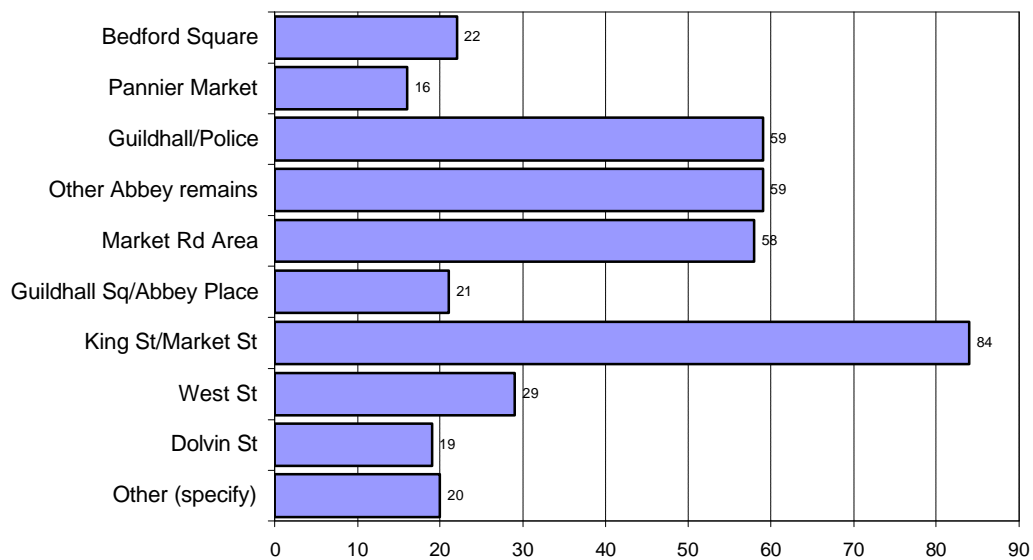
#### Tavistock Conservation Area: Draft Character Appraisal and Management Plan

#### Consultation Questionnaire Response

139 questionnaires were returned. A copy of the original questionnaire is included at Appendix 1. The responses have been summarised in the following tables for ease of interpretation.

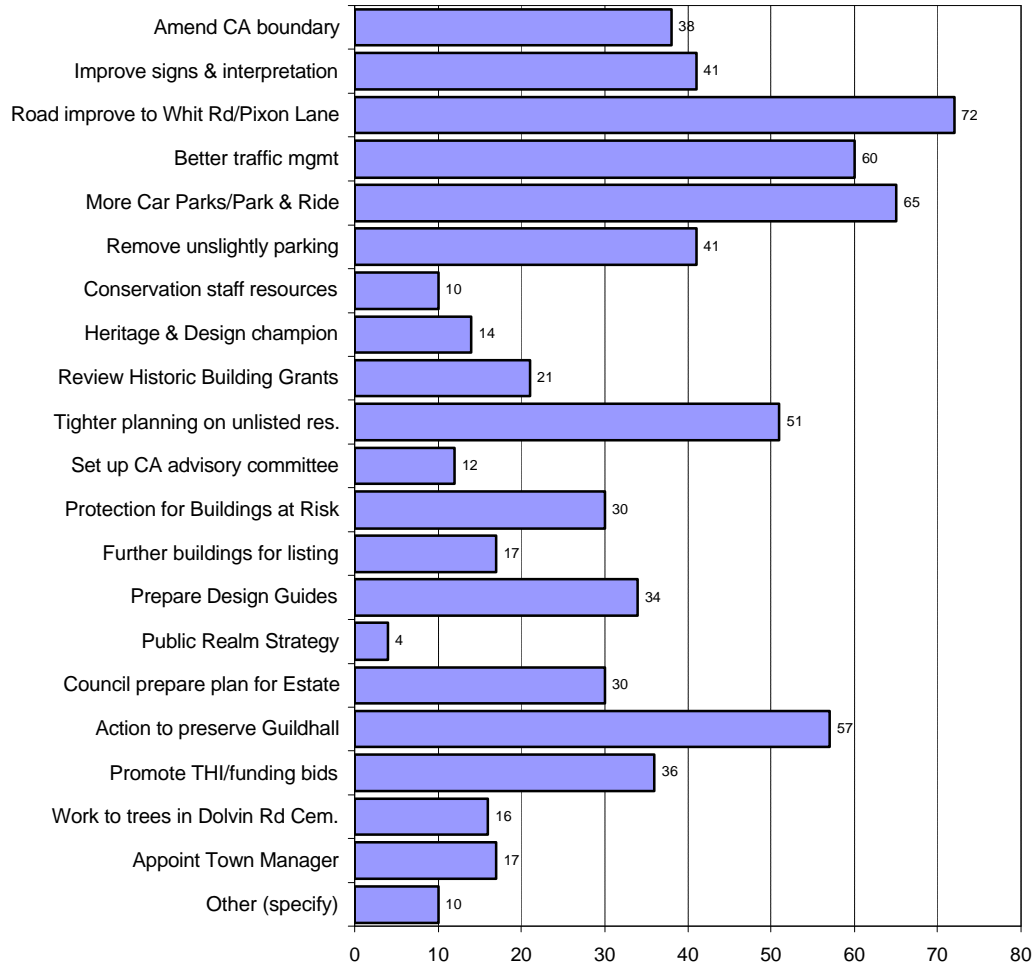
**Question 1 : In terms of area to target, please tick 3 boxes for the areas you feel are the most in need of improvement.**

**Q1: Areas to target**



**Question 2: Tick 5 boxes for the most important issues to be addressed**

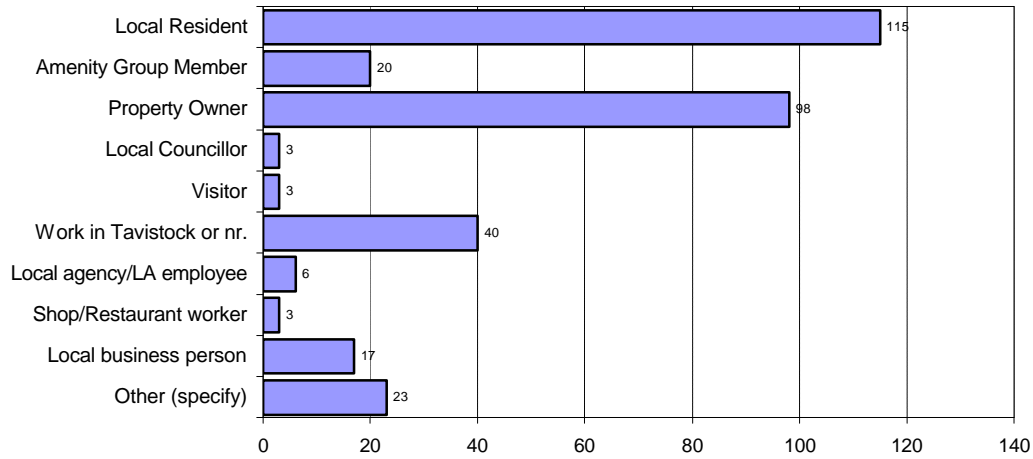
**Q2: Most important issues**



**Question 3: 28 people indicated they would like to get more involved in developing the plans for future improvements of the Conservation Area**

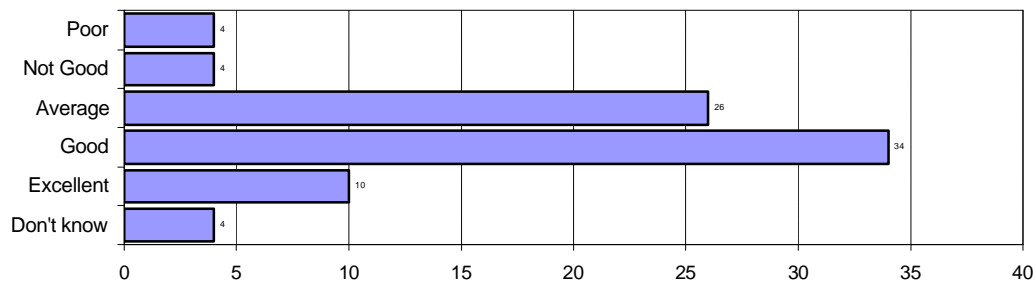
**Question 4: What is your interest in these plans? Tick as many boxes as apply.**

**Q4: What is your interest?**



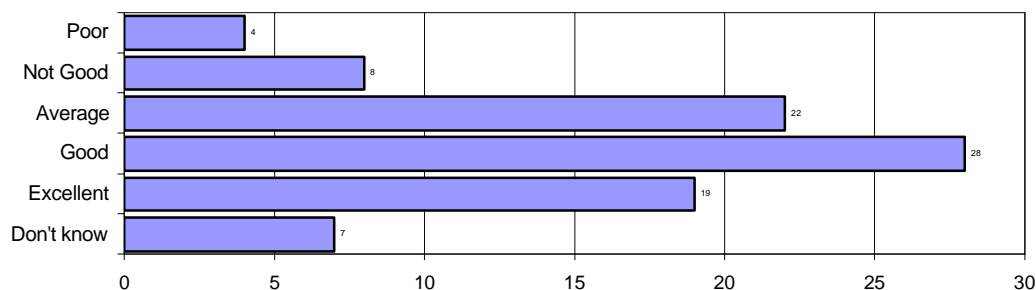
**Question 5: If you have been able to read the Character Appraisal did you think it was worthwhile and informative? (82 responses)**

**Q5: Value of Character Appraisal?**



**Question 6: If you have been able to read the Management Plan did you think it was worthwhile and informative? (88 responses)**

**Q6: Usefulness of Management Plan?**



## 4 QUESTIONNAIRE RESULTS (SUMMARY OF OTHER MATTERS RAISED)

### TAVISTOCK GENERAL

- Tavistock is an amazing town – lets keep it that way (1 response)
- There needs to be a balance between preserving the best of Tavistock and allowing opportunities for change (1)
- Tavistock has a high quality environment which needs strict controls (1)
- New development must be sustainable – the aim should be to make Tavistock the most civilized, human friendly and ecological town in Britain (1)
- Tavistock is not a tourist centre and should be maintained or improved for the benefit of its residents and local businesses (1)
- Supports general framework of the appraisal and looks forward to seeing improvements to the town – suggests going for the simple cheaper options first to provide some instant impact (1)
- Concerned about proposed expansion of Tavistock and the need to provide sufficient infrastructure and jobs (2)

### CHARACTER APPRAISAL AND MANAGEMENT PLAN

- Management Plan should not consider local issues such as car parking, traffic management and town centre management (1)
- Critical of delay in providing character appraisal and management plan (1)
- Management plan for CA and management plan for WHS should work together (1)

### WEST DEVON BOROUGH COUNCIL

- Staffing levels at WDBC are inadequate and advice can be conflicting – published guidelines on conservation matters would be helpful (1)
- New grant scheme would be useful but not if it costs too much or means further restrictions on property owners (1)
- Objects to appointment of more Council staff due to cost on local Council tax payers (1)

### CONSERVATION AREA BOUNDARY REVIEW

- Supports proposed extensions to CA boundary (3)
- Objects to CA boundary extensions (2)
- West end of Courtenay Road should not be included in CA (1)
- There should be more consultation before CA boundary is extended (1)
- Supports addition of Deer Park Lodge and St John's House in CA (1)
- Extend CA as far as Morwellham (1)

### LANDSCAPE AND SETTING

- Preservation of the setting of Tavistock is very important (1)
- No new housing on or near skylines (1)
- Protect hilltop to west of Monksmead (1)
- Sports facilities to the south of Tavistock in Crowndale valley should be served by footpaths/cycleways, and more natural planting provided (1)
- New youth club needed next to Tavistock College (1)
- Improve entrance from Horrabridge (1)

- Boundaries of Tamar Valley AONB and Dartmoor National Park should be merged to encompass Tavistock and the WHS (1)

## RAILWAYS

- Objects to new railway from Tavistock to Bere Alston – existing buses are more than adequate (2)
- Suggests any new railway should be connected to Okehampton not Bere Alston (1)

## ROADS

- A386 bypass to west and north of town should meet all other incoming roads (response 41 - not clear what is meant) (1)
- Clean up/reduce street signage (1)
- Wants to see street improvements such as removal of electricity wires, excess signage, new street lights (1)
- Move taxis to Brook Street and West Street (1)
- Junction of Pixon Lane and Whitchurch Road needs improvement (2)
- All road and pavement improvements must be done to satisfy the requirements of the Disability Discrimination Act (1)
- Wants traffic calming in Bannawell Street (1)
- Wants 30 mph restriction up Butchers Hill (1)
- Street lights should point downwards to prevent nighttime light pollution (1)

## CAR PARKING

- Residents should be allowed to use their front gardens for car parking – opposes Article 4 Direction because this would provide constraint (1)
- Return Bedford Square to pre-1990 layout (2)
- Bank Square and Guildhall Square parking should be maintained as existing (3)
- Supports partial or total removal of public parking in Guildhall Square (2)
- Maintain existing car parking, redevelop Bedford Car Park as a multi-storey car park, and add cheap Park and Ride in Pixon Lane (1)
- Add additional car parking spaces to the Somerfields car park (1)
- Town Council should pay for the redevelopment of the Pixon Lane site as a car park, which should be available to residents for a small annual fee (1)
- Wants more parking provided in the town not less (2)
- Wants Park and Ride scheme for office workers and visitors (2)
- Keep short term car parking in town centre (1)
- Park and Ride scheme has its advantages but would be expensive and might be empty for half the time (1)

## NEW DEVELOPMENT

- Provide householder guidance on renewable energy (1)
- Objects to additional new buildings in Tavistock CA (1)
- Objects to poor quality modern development within CA (2)
- Concerned about amount of new housing development being proposed in or around Tavistock, particularly because of the amount of additional traffic this will generate (1)

## ACTION/SITE SPECIFIC PROPOSALS

- Does not support purchase of Bedford Cottage as an exemplar (1)
- Does not support idea of an Article 4 Direction – residents should be able to use modern materials (1)
- Bedford Cottages particularly need improvements (1)
- Buddleia growing out of Smith's building in Duke Street (1)
- Objects to the incremental removal of the shelters in The Meadows (1)
- Vending portacabin in The Meadows is an eyesore, and bandstand should be restored and used (1)
- Pannier Market should be open longer (1)
- Add trees and planting to Bedford Square (1)
- Supports Building at Risk survey (1)
- Supports further statutory listing (1)
- Wants stronger enforcement against satellite dishes and action to remove overhead wires and utility cabling (2)
- Improve Holy Well in Benson's Meadow (1)
- Buildings in CA should be regularly maintained (1)
- Clean up the River Tavy and The Meadows
- Tidy up empty sites etc in Plymouth Road (1)
- Pannier Market needs repairing (1)
- Does not support too many blue plaques in town – existing ones to be placed very carefully and link in with Town walks (1)
- Supports appointment of Town Centre Manager (2)
- Objects to appointment of a Town Centre Manager (2)

## PUBLIC CONSULTATION

- Only one day's notice of public meeting provided (1)
- Unable to view documents on Council's website (2)

## 5 QUESTIONNAIRE LETTERS AND INDIVIDUAL RESPONSES

These are provided overleaf in table form. Each comment has been assessed and a response noted. The documents will be amended accordingly once this Public Consultations Report has been agreed by the client.

## TAVISTOCK CONSERVATION AREA PUBLIC CONSULTATION RESPONSES - INDIVIDUAL LETTERS

| Number | Name  | Comment   | Response   |
|--------|---|---|--|
| 1      | Mrs J Penrose   | <p>(i) Road Management - wants number of lorries through town reduced; no more traffic lights; leave zebra crossing at Bishopsmead as it is; improvements at Anderton Lane junction should not further urbanise the area</p> <p>(ii) Parking - does not support removing of any car parking spaces, particularly outside the Guildhall and in Bank Square; Council could encourage visitors by cost of their parking being reimbursed when purchases made; want the Police Station to stay where</p> <p>(iii) Rail link - good idea but should not be linked to new housing development</p> <p>(iv) Buildings - wants more listed buildings, and also help towards the cost of repairs; supports stronger enforcement; considers Old Folks Rest Room could be Locally Listed</p> <p>(v) Shopping - Objects to recycling bins on street; also thinks condition of shops in West Street area is poor</p> <p>(vi) Mining Heritage Centre could be combined with existing Tourist Information Centre</p> <p>(vi) Not keen on additional posts such as Heritage Champion</p>                             | <p>Noted - these are the responsibility of the highways Engineers at DCC - so NFA</p> <p>Noted - changes to car parks are under discussion with Tavistock Town Council, WDBC and DCC</p> <p>Noted</p> <p>Noted - these will all be considered by WDBC</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>   |
| 2      | Judith Williams   | <p>(i) Pixon Lane public inquiry in the 1980s considered it for a bypass</p> <p>(ii) Civic Society declined due to lack of support</p> <p>(iii) Access for the disabled needs to be considered in town centre</p> <p>(iv) Dolvin Road cemetery may have been used to bury plague victims in the 18th and 19th centuries</p> <p>(v) Old oak tree on Whitchurch Road by Oak Tree Lane must be preserved</p>   | <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Not in Conservation Area but could be protected by Tree Preservation Order (TPO) - if not already</p>   |
| 3      | RPS Planning Consultants representing Kilbride Community Rail | <p>(i) Opening a new railway line between Tavistock and Bere Alston will support Strategic Action 1 in Management Plan by improving the accessibility of Tavistock as part of the World Heritage Site</p> <p>(ii) Section 3.3 - Suggests including a specific reference to reopening the railway line</p> <p>(iii) Section 3.4 - traffic congestion within the town could be relieved by bypass - this is supported in association with the reopening of the dismantled railway</p> <p>(iv) Strategic Action 4 - supports proposals to improve pedestrian safety and reduce traffic</p> <p>(v) Paragraph 7.1 and Spatial Action 1 - M Plan should make clear the difference between the existing CA along the former railway line and the CA which covers Tavistock town</p> <p>(vi) Paragraph 7.3 - bullet points - do these relate to overall development in Tavistock or just to the CA?</p>   | <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Just to the CA - amend text accordingly</p>   |
| 4      | Tavistock Tree Preservation Group                             | <p>(i) Agrees with proposed extensions to the CA</p> <p>(ii) Pleased to be included as 'relevant' organisation</p> <p>(iii) Wants even greater emphasis on significance of trees within Tavistock</p> <p>(iv) 'Important' trees also include younger or smaller trees, not just mature species</p> <p>(v) Trees marked on map are only indicative</p> <p>(vi) Care of trees particularly in cemetery - trees are of equal importance to the graves</p> <p>(vii) Pleased to see reference in appraisal to the way in which the removal of trees can adversely affect front gardens or boundaries</p> <p>(viii) Guildhall Square - supports reinstatement of railings to the Librarian's Cottage and Subscription Library but objects to the removal of the trees on the eastern end of the square</p> <p>(ix) Wants trees in Tavistock graded according to agreed criteria</p> <p>(x) Street signage - considers that it is often badly sited and of poor design</p> <p>(xi) Road markings - similarly over dominant - use of thinner lines in less obtrusive colour would be very welcome in CA</p> | <p>Noted</p> <p>Noted</p> <p>Strengthen text where appropriate</p> <p>noted - add comment in text</p> <p>Agree - add more detailed explanatory note in text</p> <p>Amend text to emphasise that any tree work must be very carefully considered</p> <p>Noted</p> <p>Noted</p> <p>This is a matter for the Tree Preservation Group and WDBC</p> <p>Noted - this is a matter for DCC</p> <p>Noted - this is a matter for DCC</p> |

|    |  |  |   |
|----|--|--|---|
| 5  | Miss R Pierson                                   | Supports proposals to renovate historic buildings and support local traders; does not think that new posts such as Heritage Champion or Town Centre Manager is justified; existing car parking should be left  | Noted   |
| 6  | Margaret Wilton                                  | <i>Also submitted questionnaire which has been counted separately</i><br>(i) Objects to removal of car parking in Guildhall Square and Bank Square<br>(ii) Objects to pedestrianisation of King Street and Market Street area - access needed for service vehicles<br>(iii) Considers town should be for residents as much as for visitors - elderly and disabled need vehicular access to town centre   | Noted<br>Street surfaces could be 'shared' at certain times of day, therefore allowing service access<br>Noted  |
| 7  | Miss G M Hiles                                   | <i>Also submitted questionnaire which has been counted separately</i><br>(i) Particularly objects to removal of car parking because of the effect it might have on local businesses  | Noted   |
| 8  | C A Cambrook                                     | <i>Also submitted questionnaire which has been counted separately</i><br>(i) Considers that any improvements should be for the residents of the town first, rather than visitors - wants to keep town centre car parking and thinks that the local shopkeepers should be supported   | Noted   |
| 9  | Tavistock Town Council                           | (i) Considers that the report is overly critical of the Town Council<br>(ii) Does not support extension of the CA<br>(iii) Would like greater representation on Tavistock Partnership<br>(iv) Small number of typos and matters of fact about organisational issues<br>(v) Objects to proposals to reduce parking spaces in Town Centre<br>(vi) Town Centre Manager - amend Strategic Action 6<br><br>(vii) Organisational Action 1 - householders should not be forced to employ an agent when submitting planning applications<br>(viii) Dolvin Road Cemetery trees are well managed and gravestones are not being harmed by trees<br>(ix) No 22 Market St is owned by a member of Tavistock Partnership - comments in document may be less than impartial and should be deleted<br>(x) Considers that the Town Council has unfairly been singled out - WDBC and DCC should also have list of actions<br>(xi) Removal of car parking in Guildhall Square would result in a loss of income of around £15,000 pa<br>(xii) Strategic Action 6 should commence with 'Subject to funding' | Not intended - will check text for any bias<br>Noted<br>Matter for WDBC and TTHP<br>Amend text accordingly<br>Noted<br>Agreed - amend Strategic Action 6 to read 'The Town Council <b>may</b> consider the idea of appointing a Town Centre Manager.....'<br>Disagree - government advice on 'good practice' suggests that this should be done to encourage high quality applications<br>Check and amend text if necessary<br><br>Disagree - ownership of this important building is not relevant and the writer of the report has no links whatsoever with the owner<br>There are actions for WDBC in the Action Plan<br><br>Noted<br>Agree - amend text |
| 10 | Revd Tim Treanor, Tavistock and Gulworthy Parish | (i) Add the church as a stakeholder to the appraisal and M Plan<br><br>(ii) Concerned that St Eustachius is not described accurately<br>(iii) The importance of St Eustachius as an historical and cultural centre should be emphasised<br>(iv) Should the listed status of the church be upgraded?  | Agree - amend text<br><br>Noted - amend text where necessary<br>Noted - amend text where necessary  |
| 11 | Anon   | (i) Add Marshall's Memorial Cottages, Whitchurch Road, to CA   | This is a matter for English Heritage<br>Too far from existing boundary but could be CA in its own right - discuss with WDBC  |
| 12 | Kathy Hoare                                      | (i) Map 4 - amendment needed   | Agreed - will add   |
| 13 | Alex Mettler - email dated 27.11.08              | (i) Series of typos and mistakes   | Agreed - will be incorporated where not a matter of style   |
| 14 | Alex Mettler - email dated 30.10.08              | (i) Proposed justification for CA boundary review based on 1905 map; also withdraws opposition to Courtenay Road being in CA   | Disagree - whilst the 1905 map is a useful tool when assessing the CA boundary, post 1905 buildings of merit, or other features, might justify designation as a CA  |

|    |  |  |  |
|----|--|--|--|
| 15 | Alex Mettler - email<br>6.11.08                                    | (i) Changes to Maps required   | Largely agree and will include these in revised maps   |
| 16 | Dick Eberlie - email<br>dated 10.11.08                             | (i) Add references to scheduled ogam stones in garden of Vicarage to section 3.2, Gazetteer and relevant Character Area<br>(ii) Add reference to the listed Vicarage in relevant sections  | Agree - will add<br>Agree - will add   |
| 17 | David Stuart, English<br>Heritage                                  | (i) Final presentation of document must be 'reader friendly' including illustrations to lighten the text<br>(ii) Document could draw out the differences between the WHS boundary and the existing and proposed CA boundary<br><br>(iii) Development in future will be focused on land to the south-western edge of town - this is not covered to any extent in document<br><br>(iv) Detailed visual audit of buildings within the CA to assess the use of materials and their condition would have been helpful<br>(v) Supports drawing up of Management Plan for Town Council estate<br>(vi) Add reference of scheduled stones in Vicarage garden  | Noted - this will be done at final stage<br>Cornwall County Council, which drew up the original WHS boundary for Tavistock, will be consulted to see if they can provide justification for their boundary for the WHS<br>This area sits well away from the proposed CA boundary and has been inspected - it does not relate visually to the CA - however, the text will be amended to give this matter greater importance<br>Not in Project Brief<br>This is a matter for the Town Council<br>Noted - will add |
| 18 | <a href="mailto:ginnymusic@yahoo.co.uk">ginnymusic@yahoo.co.uk</a> | (i) Care of the trees and foliage next to Courtenay Road required<br>(ii) Madge Lane needs improvements, especially to the surface<br>(iii) Road system around the Drake statue at the western end of Plymouth Road needs improvement<br>(iv) Keep existing car parking in town<br>(v) Keep existing trees in Guildhall Square and Bank Square<br>(vi) Opposes Article 4 Direction<br>(vii) Would like list of restrictions in the CA and WHs<br><br>(viii) Objects to Courtenay Road being put in CA<br>(ix) Accepts that views within the town are important but says that they have already been spoilt in places such as next to Auction House<br>(x) Would not have bought house a year ago if had known it was in a WHS and a potential CA | Noted - will add to text<br>Already in text but strengthen<br>Noted - add as an possible long term aspiration to traffic controls<br>Noted NFA<br>Noted NFA<br>Noted NFA<br>WDDC will be producing householders' guidance for this in due course, subject to funding<br>Noted<br>Noted   |

WDBC West Devon  
Borough Council

DCC Devon County  
Council

WHS World Heritage  
Site