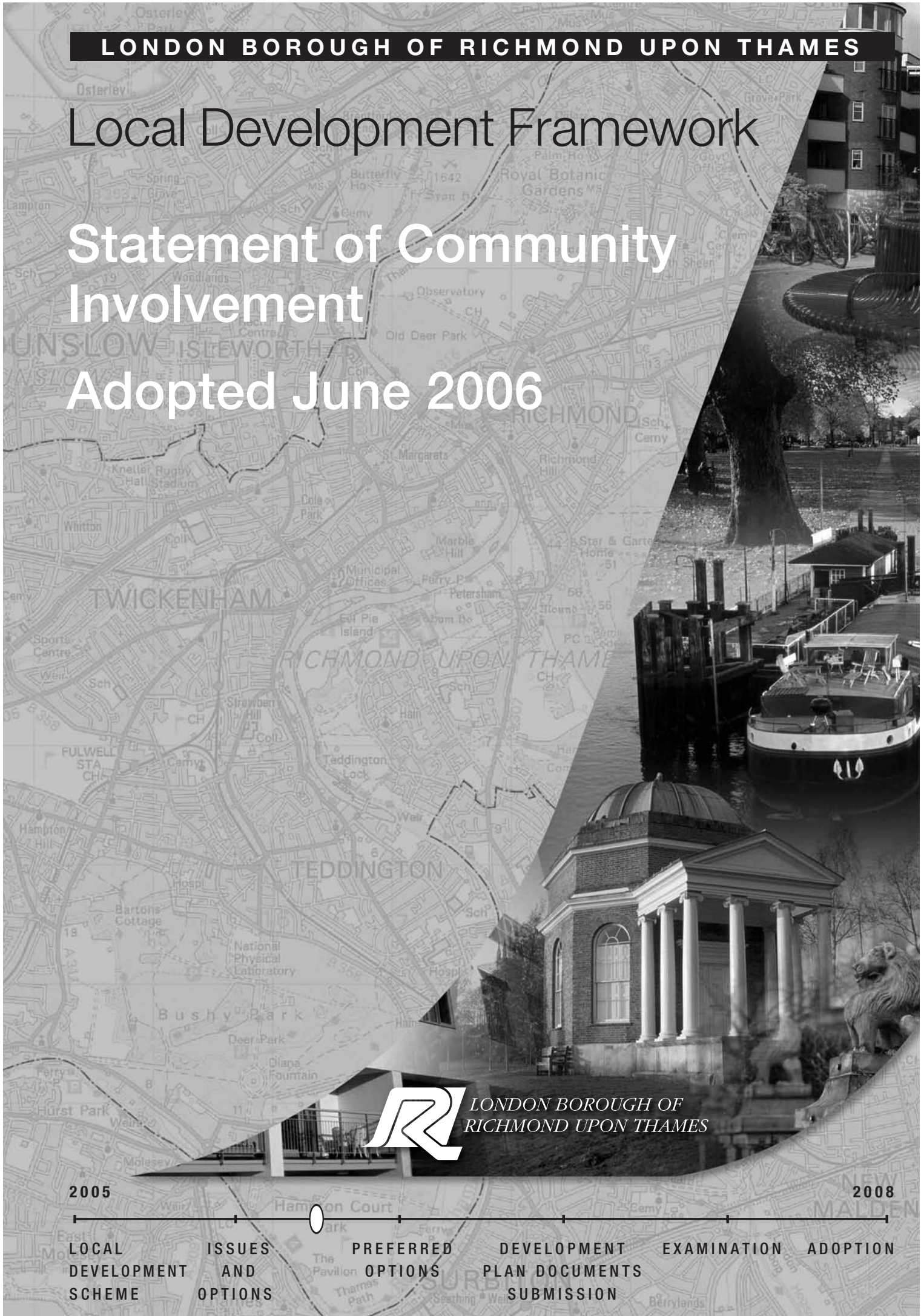


Local Development Framework

Statement of Community Involvement

Adopted June 2006



LONDON BOROUGH OF
RICHMOND UPON THAMES

2005

2008

LOCAL
DEVELOPMENT
SCHEME

ISSUES
AND
OPTIONS

PREFERRED
OPTIONS

DEVELOPMENT
PLAN DOCUMENTS
SUBMISSION

EXAMINATION

ADOPTION

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Nese keni veshtersi per te kuptuar kete botim, ju lutemi
ejani ne recepcionin ne adresen e shenuar me poshte ku ne
mund te organizojme perkthime nepermjet telefonit.

Albanian

إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في
العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية
هاتفية.

Arabic

এই প্রকাশনার অর্থ বুঝতে পারায় যদি আপনার কোন সমস্যা হয়, নিচে দেওয়া
ঠিকানায় রিসেপশন-এ চলে আসুন যেখানে আমরা আপনাকে টেলিফোনে দোভাষীর
সেবা প্রদানের ব্যবস্থা করতে পারবো।

Bengali

اگر در فهمیدن این نشریه مشکلی دارید لطفاً به میز پذیرش
در آدرس قید شده در زیر مراجعه نمایید تا ترتیب ترجمه
تلفنی برایتان فراهم آورده شود:

Farsi

જો તમને આ પુસ્તિકાની વિગતો સમજવામાં મુશ્કેલી પડતી હોય તો, કૃપયા
નીચે જણાવેલ સ્થળના રિસેપ્શન પર આવો, જ્યાં અમે ટેલિફોન પર ગુજ
રાતીમાં ઇન્ટરપ્રિટીંગ સેવાની ગોઠવણ કરી આપીશું.

Gujarati

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਹੇਠਾਂ
ਦਿੱਤੇ ਗਏ ਪਤੇ ਉੱਪਰ ਰਿਸੈਪਸ਼ਨ 'ਤੇ ਆਓ ਜਿੱਥੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਤੇ ਗੱਲਬਾਤ
ਕਰਨ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

Punjabi

پہاں اشاعت کو سمجھنے میں کوئی مشکل ہے تو، براہ کرم نیچے دیئے ہوئے ایڈریس کے استقبالیے پر جا کر ملیئے، جہاں
پہاں کیلئے ٹیلیفون انٹرپریٹنگ سروس (ٹیلیفون پر ترجمانی کی سروس) کا انتظام کر سکتے ہیں۔

Urdu

London Borough of Richmond upon Thames

Statement of Community Involvement

*A consultation strategy for planning policy and applications
A Local Development Framework document*

Adopted 9th June 2006

FOREWORD

The Council is engaged in a new three-year process for developing planning policies for the future of the Borough, which will collectively be called the Local Development Framework. This document, the Statement of Community Involvement, sets out how we propose to inform and consult the community during the course of that process, and how we will feed back the outcome of that consultation. It also describes how we will approach consultation on planning applications.

A draft Statement of Community Involvement was published and consulted on in June-July 2005, and the version submitted to the Secretary of State in September 2005 was subject to further consultation that Autumn. The response to both public consultations was broadly positive, and there were a number of helpful suggestions.

The Inspector appointed by the Secretary of State concluded that, subject to some recommendations which have been incorporated into this document, the Statement of Community Involvement is sound in terms of the criteria set out in national guidance.

I hope that this adopted version will enable everyone who wishes to, to get involved in planning for our local area.

A handwritten signature in black ink, appearing to read 'Martin Elengorn', written in a cursive style.

Councillor Martin Elengorn
Cabinet Member for Environment
June 2006

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PART I The new Planning Policy system

1. Introduction and purpose

Land-use planning affects all of us. The places in which we live, go about our daily lives, shop, work, study and spend our leisure have all evolved over time. New developments and land use changes are relatively infrequent; we notice when they happen, especially when they take on a dramatic scale, or they are close to where we live or work. Such developments have to be approved through planning decisions, yet the planning process is something that many people know little about and take little interest in, unless a proposal directly affects them.

Decisions on planning applications are not taken in isolation. Development proposals are assessed in the context of planning policies, which aim for a consistency of approach, give guidance for development and establish a local authority's objectives in relation to planning issues. However, planning policy documents are a further stage removed from individuals and interests in the community, who find it even harder to relate to them and often see little need to participate in their preparation.

At present, local planning policies for the London Borough of Richmond upon Thames are set out in a single document, the Unitary Development Plan First Review, with its accompanying proposals map. However, the Unitary Development Plan system is being replaced: the next Section and Appendix 6 summarise the form which policy documents will take in the future and the process for their preparation.

Richmond upon Thames Council has always tried to engage people in the planning process, by publicising development proposals widely and by seeking their views in the preparation and drafting of policies. This document, the Statement of Community Involvement, sets out when and how the many individuals and groups associated with the Borough can become involved in taking forward the preparation of planning policy, and express their views on planning proposals. It is the Council's first published strategy for consultation on planning matters, and will be one of a set of documents under the new planning system.

2. The new Planning Policy system

A new planning policy system, introduced through the Planning and Compulsory Purchase Act 2004, has changed the way Councils are required to put together plans for their areas. In this Borough, the Unitary Development Plan First Review, adopted in March 2005, will be replaced by a set of documents which together will form a Local Development Framework. This does not mean that the new process starts with a clean sheet. Policies in the Unitary Development Plan First Review can continue to operate for up to three years until they are replaced by development plan policies in the Local Development Framework. Many of the current policies will be carried forward through the Local Development Framework, but we need to be sure that they continue to meet the community's needs and are appropriate in the light of operational experience and changing circumstances. These circumstances include national and regional guidance on planning matters. Like the Unitary Development Plan, the Local Development

Framework will set out how this guidance is to be applied at the local level, as well as linking in with other local strategies, such as the Community Plan. In many respects, the Local Development Framework may differ more in process and in format than in content, compared with the Unitary Development Plan First Review. A description of the Local Development Framework and its most significant new features are provided in Appendix 6 to this Statement. This Statement of Community Involvement is one of the documents in the Local Development Framework.

3. The Statement of Community Involvement

This document is the Council's Statement of Community Involvement, a statutorily required Local Development Document which sets out the consultation strategy for the Local Development Framework. It explains how local communities and other interested parties will be involved in the Local Development Framework process and also considers consultation procedures for planning applications, especially major proposals.

The Statement of Community Involvement was adopted by the Cabinet Member for Environment on 9th June 2006 following Examination by an Inspector appointed by the Secretary of State. The Inspector made nine recommendations which have been incorporated into this document. The consultation draft of the document had previously been subject to public consultation from 17 June-29 July 2005 and the version of the document submitted to the Secretary of State was subject to public consultation from 7 October-18 November 2005¹. The Council will notify all those who made a representation on the submission of the Statement of Community Involvement of the publication of the Inspector's report and the subsequent adoption of the Statement of Community Involvement. In assessing whether the Statement of Community Involvement was sound, the Inspector determined² whether the:

- local planning authority has complied with the minimum requirements for consultation (set out in regulations)
- Statement of Community Involvement links with other community involvement initiatives, such as the Community Plan
- Statement identifies in general terms which local community groups and other bodies will be consulted
- Statement identifies how the community and other bodies can be involved in a timely and accessible manner
- methods of consultation to be employed are suitable for the intended audience and for the different stages in the preparation of local development documents
- resources are available to manage community involvement effectively
- Statement shows how the results of community involvement will be fed into the preparation of development plan documents and supplementary planning documents
- authority has mechanisms for reviewing the Statement of Community Involvement; and

¹ The Town and Country Planning (Local Development) (England) Regulations 2004. Regulations 28 and 29

² the criteria are set out in Planning Policy Statement 12 Local Development Frameworks, para 3.10

- Statement clearly describes the planning authority's policy for consultation on planning applications.

The local authority will need to demonstrate, in preparing Local Development Framework documents, that the consultation procedures set out in the Statement of Community Involvement have been carried out.

The benefits of the Statement of Community Involvement include:

- greater public ownership of planning policy documents
- an improved sense of inclusion in the planning process
- the ability to influence the decision making process
- policies better able to meet local needs
- more opportunity to work collaboratively
- better understanding of the planning process
- greater potential for effective use of resources

PART II How we want you to be involved

Introduction

The aim of the Statement of Community Involvement is to develop a cost effective strategy which engages (i.e. informs, consults and feeds back to) the community as widely as possible during the three-year process of developing the Local Development Framework. The following Sections 4-6 outline the Local Development Framework programme and how our Strategy of Community Involvement fits in. The choice of methods and detail of documentation are affected by the staffing and resources available to the Council.

4. What will be consulted on and when

The documents to be consulted on during the course of the Local Development Framework process are:

- Statement of Community Involvement (SCI)
- Core Strategy
- Site specific allocations
- Proposals map
- Development plan documents containing development control policies (DPDs)
- Supplementary planning documents (SPDs)
- Sustainability appraisal report (SA)

In addition, this Statement must outline how planning applications are to be consulted on. Because they differ from the items listed above, they are subject to a different form of consultation, which is described in Section 8. The other items are all programmed into the Local Development Scheme, so it is possible to set out the indicative programme for consultation in the table below. The key stages, which are shaded, are described in Sections 6. Opportunities will be taken to link with other consultations, e.g. in relation to the Community Plan, as appropriate and when timescales allow.

Consultation Programme (with key consultation stages shaded)

Time/Stage	Consultation	Documents
March 2005	informal, limited discussion	Statement of Community Involvement preparation
18 April 2005		Local Development Scheme takes effect
STAGE 1		
Jun/July 2005	6 weeks	draft Statement of Community Involvement
Jun/July 2005	4 - 6 weeks	Supplementary Planning Documents
July/Aug 2005	5 weeks	Sustainability Appraisal Scoping Report
Sept 2005		submit Statement of Community Involvement to Sec of State
STAGE 2	Issues and Options	
2005-early 2006	4 - 6 weeks	draft Supplementary Planning Docs Phase 1 & SA
Oct-Nov 2005	6 weeks	submitted Statement of Community Involvement
Oct-Dec 2005	informal consultation	Issues & options for: Core Strategy Development Plan Docs (DC policies) Site specific allocations Accompanying Sustainability Appraisal
Dec 2005		Annual Monitoring Report submitted to Gov Office for London
	Informal consultation on possible site specific allocations	Examination of Statement of Community Involvement
		Adopt Supplementary Planning Docs Phase 1
		Adopt Statement of Community Involvement, amended if needed
		Community Plan preparation and consultation
STAGE 3	Proposals for Preferred Options	
	6 weeks	Preferred options on -Core Strategy - Development Plan Docs (DC policies) - Site specific allocations Accompanying Sustainability Appraisal
	4 - 6 weeks	draft Supplementary Planning Docs Phase 2 & SA
		Annual Monitoring Report submitted to Gov Office for London

		Adopt Supplementary Planning Docs Phase 2 Community Plan finalisation
STAGE 4	Submission of Dev Plan Docs 6 weeks	Submit - Development Plan Docs (DC policies) - Core Strategy - Proposals map - Site specific allocations - accompanying Sustainability Appraisal
		Pre-Examination meeting Examination of - Development Plan Docs (DC policies) - Core Strategy - Proposals map - Site specific allocations - Sustainability Appraisal Draft Supplementary Planning Documents Phase 3 Annual Monitoring Report submitted to Gov Office for London
STAGE 5		Inspector's report Adoption of - Development Plan Docs (DC policies) - Core Strategy - Proposals map - Site specific allocations - Sustainability Appraisal Report Adoption of Supplementary Planning Documents Phase 3

Note: the order in the above table is as at March 2006. For exact dates of consultation, refer to the Local Development Scheme.

5. Who do we want to involve?

The strategy for informing and consulting has to take into consideration the different groups of stakeholders who have different levels of interest in, and understanding of, the subject of planning and planning policy. In addition some residents and businesses are easier to engage than others. We have therefore categorised the types of stakeholders with a view to considering the most cost effective methods of reaching each group.

As part of our research for this Statement of Community Involvement, we have already sought views from some of the organisations which have been involved in previous consultation and which represent extensive membership or a special interest.

Range of stakeholders

Type of stakeholder	Approximate number in group
a. Councillors/Local MPs	54 + 2
b. Other Council Departments	25
c. Strategic Partners	24
d. Local and interest group representatives	33 representing c. 6,000 residents/interests
e. Local Devt Framework consultee database, largely derived from UDP database	approx. 750 at Sept 2005
f. Businesses operating in the Borough	Up to 5,000 businesses
g. Hard to reach residents	To be determined
h. Residents –not represented in any other groups	Not known
j. Developers, Agents, Landowners	80+
k. National and Regional Government and related bodies	Approx.60

A list of those in categories c and k is in Appendix 1.

a. Councillors and Local Members of Parliament

There are two MPs and fifty-four Councillors for the London Borough of Richmond upon Thames. The Councillors were invited to two training sessions in 2004. Councillors and local MPs will be involved throughout the Local Development Framework process.

b. Other Council Departments

A series of meetings has taken place with officers in appropriate sections such as Development Control, Transport, Corporate Policy, Parks and Open spaces, Property Services, Community Safety, Housing and Social Services, and Education. Topic-related working groups have been established within the Council for discussions on issues and options, operational experience with Unitary Development Plan policy, and related Council strategies. Area Champions may also have a role to play in identifying local issues and sites.

c. Strategic Partners in the Community Plan (see Appendix 1 for list)

By working closely with the Local Strategic Partnership and any other groups flowing from the Community Strategy, the Council will ensure that the Local Development Framework is closely integrated with the Community Strategy. In Autumn 2004 a presentation was made to the strategic partners with which the Council develops joint strategies and works on a day-to-day basis, such as the Police, the Primary Care Trust, Richmond Housing Partnership and LA21. Discussions with Local Strategic Partners will take place throughout the Local Development Framework process, including consultation on possible site specific allocations. This process is already under way. A virtual conference is planned for Autumn 2006, to develop the replacement Community Plan, which will be linked with the Local Development Framework.

d. Local and interest groups (see Appendix 1 for list of types of group)

There are many groups which represent geographical parts of the Borough and also many special interest groups. They play an active role in representing residents and businesses in the community and have good knowledge of some of the local issues and are interested in planning policy. 33 groups have already become involved in the process, with their representatives attending informal consultation workshops in March 2005, at which the UDP consultation process was analysed and ideas for the Statement of Community Involvement were discussed. Consultation on the draft version of this Statement of Community Involvement provided the opportunity for wider group involvement.

e. Local Development Framework consultee database

There were about 3,000 residents/businesses/groups on the Unitary Development Plan database (with an overlap with groups c, d and j). This database included individuals and organisations which responded to proposed planning policy in the past and who therefore have experience and understanding of the subject. It is hoped that they will maintain an interest and want to stay involved. In May 2005 they were contacted about the Local Development Framework and invited onto the Environment Directorate consultee database. As the Local Development Framework process progresses, the database is expected to expand.

f. Businesses operating in the Borough

There are about 5,000 businesses in the Borough, most of which are small. There are also those which form part of wider organisations. Some businesses are contactable through organisations which represent their interests, such as the Chamber of Commerce and Town Centre Managers. However many are independent and not a member of a group. In this respect they are hard to reach, which requires greater effort to engage with them.

g. Under-represented and hard to reach groups

There are some residents who are often under-represented and hard to reach individually. These include ethnic minorities, older people, youth and disabled people. These groups may have some representation through local groups which we will work with to help with community consultation.

h. Residents not represented in d, e or g.

This probably represents a large proportion of the 172,000 residents of the Borough. These residents may not fall into the category g of the under-represented and 'hard to reach' groups but they could be considered difficult to reach as they do not belong to a local group already involved in planning issues. We have classified some of them to help in targeting

communications as follows: 25-55 year old commuters living in the Borough, self-employed (15,800 in the Borough) who may or may not work at home, carers, residents with no car (occupying 18,000 households in the Borough). They may not have become engaged in the past because of limited publicity or they have not found the subject interesting or clearly relevant to their lives. There may also be many in this group who have found out about the Council planning policies as a result of applications for planning permission.

j. Developers, Agents and Landowners

This group is likely to have a vested interest in planning policy and process, and will therefore be more readily engaged than other groups. They could potentially contribute to the evidence base for the Local Development Framework. Many of these will already be on the Local Development Framework consultee database.

k. National and Regional Government and related bodies (See Appendix 1 for list).

The list includes consultation bodies specified in national guidance and Regulations, such as neighbouring local authorities and service suppliers and utility companies. It also includes a range of national and regional organisations, including such diverse bodies as English Heritage, Transport for London, and the Port of London Authority.

6. How will we inform, consult and feed back?

This section outlines the proposed methods for informing, consulting and feeding back at each of the four stages of the Local Development Framework process. At the back of this document in Appendix 2 there is a summary table of our proposed methods and a table on approximate costs. Appendix 3 provides a list of possible forms of communication and the pros and cons. The questionnaire used for responses to the pre-submission draft Statement of Community Involvement is attached at Appendix 7.

The Council aims to have a cost-effective programme of communication with all stakeholders at each of the four stages of the Local Development Framework process as described in Section 4 of this document. The programme depends upon what we are trying to do at each of the four stages and which groups of stakeholders we are aiming to engage, as outlined in Section 5. For example, consultation on supplementary planning documents may be more targeted, depending on the subject matter; and consultation on proposal sites will be more localised, as appropriate for the site. The methods used also depend upon Council resources and funds. The financial and staffing resources for the consultation strategy will come from within existing Policy and Design Section budgets, with possible additional bids for funding at particular stages in the process. A charge may have to be made for some Local Development Framework documents, with a reduction for local residents and interest groups.

The three types of engagement are:

- Informing – making you aware of how you can be involved and providing you with information about the Local Development Framework and what the local authority is doing.
- Consulting – asking you for your views about particular issues or draft documents.
- Feeding back – letting you know the results of consultation and what will happen next

Throughout the Local Development Framework process the Council will ensure that you are able to track progress through our Local Development Framework pages on the Council website and provide you with a mechanism for feedback through a dedicated Local Development Framework email address ldf@richmond.gov.uk. A phone line is also available for enquiries at 020-8891-7322.

Formal decisions will be taken at each stage of the Local Development Framework process by either the Cabinet or Cabinet Member for Environment, depending on the nature of the decision. In either case the decision will be scrutinised by the Environment and Sustainability Overview and Scrutiny Committee. Reports including major changes to policy or new policies, Development Plan Documents and any accompanying Sustainability Appraisals to be formally submitted to the Secretary of State will therefore go to Cabinet. Reports of consultation not including any changes to policy, pre-submission Development Plan Documents and Supplementary Planning Documents, including site briefs, will go to the Cabinet Member for a decision.

For site briefs, the methods of consultation will include an advertisement in the local press, information on the Council's website, and direct contact with those with an interest in the site. The extent of this direct consultation will vary according to the nature and location of

the site and the potential forms of development, but will include those who have previously expressed interest in the future of the site, landowners and those in the immediate vicinity.

The methods proposed for each stage of the Local Development Framework process are set out below.

Stage 1 - June/Aug 2005: Pre-submission consultation on the draft Statement of Community Involvement

Objectives of informing and consulting

1. To obtain comment on the pre-submission draft Statement of Community Involvement from national/regional bodies and local groups of residents/businesses already involved (a-e and j-k).
2. To inform the large number of local, non-engaged residents and businesses about the Local Development Framework and draft Statement of Community Involvement and encourage them to become involved in the process (f-h).
3. To build up the database of Local Development Framework consultees, including group representatives (see Questionnaire Q6), for effective and continuous involvement throughout the process

Methods for informing

There is a statutory obligation* to advertise the availability of the pre-submission draft Statement of Community Involvement document for consultation through the local press and on the Council's website, and inform statutory consultees, who must be sent a copy of the document. The pre-submission draft Statement of Community Involvement must be made available on the web and at the principal offices and elsewhere.

The Council provided copies of the draft Statement of Community Involvement and the accompanying questionnaire (a copy is at Appendix 7) to all the Borough's libraries and at the Civic Centre. The following additional methods of informing were used:

1. Groups a-e and j-k
As these groups were already represented on the consultee database, an email or letter was sent with information about the draft Statement of Community Involvement and an invitation to comment through the questionnaire enclosed separately with the document. Representatives of organisations were encouraged to consult with their members through their meetings and newsletters.
2. Groups f-h
Many of these people are unaware of, or disinterested in, the planning policy process. They were not involved in the UDP and will probably not be aware of the new system and the need for a consultation strategy. An article was written which brought the subject to life and made it relevant. This was posted on the Council's website on a special Statement of Community Involvement page, and promoted on the Home Page with the relevant link. The Draft Statement of Community Involvement was published on the website and made available in hard copy in all libraries and at Planning Reception and on request. A related press release resulted in an article which appeared in the Richmond and Twickenham Times on 1st July.

* under the Town and Country Planning (Local Development) (England) Regulations 2004

Consultation Methods (Consultation period 6 weeks)

The consultation response mechanism to the draft Statement of Community Involvement for all stakeholders was the two-page questionnaire. A reference copy was put in Appendix 6 of the draft Statement of Community Involvement, and can be found in this document at Appendix 7. The questionnaire was also available on-line. Responses provided comments on the draft Statement of Community Involvement as well as providing the Council with details of more consultees, who have been added to the emerging Local Development Framework consultee database. They have also identified potential representatives to assist in consultation through their existing group meetings.

In addition to inviting response through a questionnaire, officers used opportunities to attend several meetings where information about the new planning process could be provided and involvement in public consultation was invited. These included a Planning Service Customer Forum for interest groups held on 21st July, a meeting of the Planning Service Customer Forum for planning agents on 25th July, and a Registered Social Landlords' Forum on 23rd June. At a seminar held by the Council's Disability Equality and Access Partnership on 21st July, the Head of Development Control spoke on "Development Control and Planning - What is the Council doing about providing an inclusive environment?", and the Policy and Plans Co-ordinator spoke on "Creating an inclusive environment through the Local Development Framework".

Consultation on the supplementary planning document on Barnes Goods Yard took the form of direct consultation of people who had expressed interest in the past (as part of the Unitary Development Plan process) and of those living in the immediate vicinity.

Feeding back in Stage 1

The results of the survey were analysed, amendments made and presented in a report submitted to the Cabinet Member on 15th September 2005 and to the Environment Overview and Scrutiny Committee on 13th September 2005. Respondents were notified of the report's availability by email or mail. The report was posted on the Council website, made available in libraries and in the Civic Centre. A dedicated email address and specified telephone line were set up for queries. They are: ldf@richmond.gov.uk and 020-8891-7322.

Expected outcomes

With groups f-h, to whom the subject is less familiar, we did not expect a high level response at this stage in the process. We expected greater interest in stage 2 when issues were presented. We did however expect a high response from the other groups (a-e and j-k). All respondents' contact details were added to the new Local Development Framework consultee database for ongoing dialogue during the process, and for identification of potential representatives.

Actual outcome

A summary of the results of public consultation on the draft Statement of Community Involvement is given in Appendix 8. A list of the 71 respondents, a summary of their views and the response to them were posted on the Statement of Community Involvement page of the Council's website at http://www.richmond.gov.uk/home/environment/planning/local_development_framework/statement_of_community_involvement.htm. There was a broadly positive view about the consultation strategy outlined in the draft Statement of Community Involvement, with the

majority of respondents considering that the methods proposed for informing, consulting and feeding back were about right. The submitted Statement of Community Involvement also took into account the views of the Environment Overview and Scrutiny Committee held in June 2005 and of those responses received after the consultation deadline which do not appear in the summary.

Stage 2: Issues and Options with accompanying Sustainability Appraisals, and submission of Statement of Community Involvement

Stage 2 is an extremely important stage of the Local Development Framework process. A range of planning policy issues as well as sustainability appraisal information needed to be presented and discussed. In addition respondents were consulted on the Statement of Community Involvement as submitted, together with a statement of consultation¹. The main message to get across was that consultees needed to get involved at this stage if they wanted their ideas and issues to be considered for the Development Plan Document preparation. Although the principal stage of Issues and Options took place October-December 2005, the Council may wish to consult on more specific issues, such as proposal sites, at later points in the Local Development Framework programme, in order to work up preferred options. The methods for informing and consulting would be tailored appropriately.

Objectives of informing and consulting

The main objective at this stage was to encourage discussion and input on the issues through meetings with as many residents and businesses as possible. This required creating awareness and interest with the non-engaged groups and continued engagement with residents/businesses already involved (Groups a-e and j). Linked with this objective is the continued opportunity to build up a Local Development Framework consultee database for effective directed dialogue during the process.

Methods for Informing

There is a statutory obligation² to advertise the availability of the submitted Statement of Community Involvement document for consultation through the local press and on the Council's website, and inform statutory consultees. The submitted Statement of Community Involvement must be made available on the web and at the principal offices and elsewhere. The Council placed the document at the Civic Centre and in the five main libraries (Richmond, Twickenham, Teddington, East Sheen and Whitton), which are the main deposit locations. In addition, copies were sent to other libraries for information purposes. Copies of documents will also be sent to the statutory consultation bodies.

In response to comments made on the draft Statement of Community Involvement, the availability of hard copies of the Issues and Options was made clear.

The Issues and Options and associated Sustainability Appraisal consultation is not a statutory consultation stage and therefore the same regulations did not apply, but the Council followed similar procedures for these as for the draft Statement of Community Involvement.

¹ The Statement of Consultation was submitted under the Town and Country Planning (Local Development) (England) Regulations 2004, Regulation 28 (1)(c).

² under the Town and Country Planning (Local Development) (England) Regulations 2004

In addition a newsletter was published, called the *Local Development Framework Supplement*, which contained the key facts about the Local Development Framework and outlined the planning policy issues and sustainability issues for discussion, as well as referring to the possibility of meetings. This newsletter and accompanying questionnaire were distributed with the Council Magazine *Arcadia*, which goes to all households, schools and key businesses in the Borough. The documentation was also posted on the Council website. Copies of the newsletter were also made available at libraries and the Planning Reception and distributed as appropriate. The essence of the newsletter was also presented as a press release for an article in the local press and the Council magazine. An important additional form of communication was the link with the on-line communities websites.

Consultation Methods (Consultation period 6 weeks)

Stakeholders were invited to submit their views on the Issues and Options using the questionnaire inserted in the widely distributed newsletter. The newsletter helped explain the broad background and issues. However consultation meetings were also used to provide stakeholders with the opportunity to be better informed or discuss the subject, prior to completion of the questionnaire. No specific meetings were set up as it is more cost effective to use the agenda of existing meetings. Planning Officers gave presentations and answered questions at the regular public Area Consultation Meetings held in each area of the Borough. To answer queries a phone line was available alongside a dedicated email/postal address. An open-ended response mechanism was included in all consultation materials. Stakeholders were invited to comment or submit ideas by email or through the post.

Additional methods of targeting our stakeholders

Groups a-e and groups j-k

The majority of these groups received a copy of the newsletter and questionnaire, and were informed by letter/email. As well as giving a presentation at each of the Area Consultation Meetings held across the Borough in Oct-Dec 2005, Planning Officers gave a presentation on Issues and Options to a meeting of the Local Strategic Partnership held in November.

Group f – Businesses operating in the Borough

The newsletters were distributed to a number of Borough businesses in each area using the Local Development Framework consultee database and other sources. Some business representatives attended local Area Consultation Meetings at which the issues were presented for discussion. Information was provided to the Chamber of Commerce and Town Centre Managers for discussion at their meetings.

Group g– Under-represented and hard to reach groups

A number of people in these groups will have received the newsletter and questionnaire being distributed to all households with the Council magazine. Others will have been on the Local Development Framework consultation database. In addition, the Council's Business Consultancy Unit set up focus groups using MORI, with priority given to those representing ethnic minorities and disabled people. The group facilitators were requested to provide information on Issues and options and to invite group members to participate in this stage of the Local Development Framework process.

Group h – Other residents

This group of residents was expected to be more difficult to reach and engage. They may be uninterested, too busy or find the subject difficult and consider it not relevant to their day-to-day life. We therefore tried to catch them in the course of their day-to-day business or when they were out at events. The Council Planning Policy staff were in attendance at busy locations across the Borough, such as railway stations, outside supermarkets and in town centres, handing out the newsletters and questionnaires, and, where possible, answering questions. The newsletter explained the subject and encouraged response through the questionnaire and through attendance at meetings.

Feeding back in stage 2

Respondents have been acknowledged. The responses from the questionnaires will be analysed, assessed and presented in a report. As the other method of consultation was through meetings, one of the response mechanisms for these will be meeting minutes. Individuals and specific groups/organisations have also sent in written responses. Consultees will be notified of the report's availability. The report will be posted on the Council website, made available in libraries and in the Planning Reception. The dedicated email address and a phone line are available for queries.

Expected outcomes

We expect to have all potential issues identified at this stage as well as an indication of respondents' preferred options. The final Statement of Community Involvement and Sustainability Appraisals will also have been assessed. With groups f-h to whom the subject is less familiar we expect a much higher level of engagement and feedback at this stage than at Stage 1 of the process. We expect all other groups of stakeholders to provide feedback.

Site Specific Allocations

Various methods will be used to derive a list of site specific allocations. There were opportunities to identify potential new sites during the Issues and Options stage of consultation. Major landowners in the Borough were contacted early in 2006, followed up by discussions as appropriate, to consider how identified and unidentified sites should be treated in relation to site specific allocations. In mid-2006 letters will be sent to landowners, members of the Local Strategic Partnership and local interest groups to invite consideration of possible site specific allocations and to identify any further new sites. In September 2006 the Cabinet will consider draft site specific allocations alongside preferred options for other Development Plan Documents.

Stage 3: Proposals for Preferred options

At this stage the Issues and Options will have been assessed for presentation into preferred options. The aim of this consultation is to inform individual residents and businesses about the options, which are preferred and why, prior to formal submission to the Secretary of State. The consultation will also include associated documents - a statement of which bodies were consulted at the Issues Stage and how these Issues have been addressed at the proposed Preferred Options Stage, and a sustainability appraisal report.

Objectives of informing and consulting

As with Stage 2, the objective is to engage and encourage feedback by as many residents and businesses as possible across the Borough. This requires creating awareness and an interest with the non-engaged groups and re-engaging groups of residents/businesses already involved (a-e and j).

Methods of informing

There is a statutory obligation* to advertise the Preferred Options and associated documents for consultation through the local press and on the Council's website, and inform statutory and other consultees. The Preferred Options and associated documents must be made available on the web and at the principal offices and elsewhere, and the Council intends to place the documents at the Civic Centre and in the five main libraries. Documents may also be available at other libraries for information purposes. Copies of documents will also be sent to the statutory consultation bodies.

By this stage there should be a large consultee database of 'interested' residents and businesses. In addition to the statutory requirements, those on the database will be mailed/emailed about the proposed options, which will be the subject of a second newsletter and questionnaire. Again the newsletter will be written and designed at a level to engage residents and businesses not already involved in the process.

To capture those residents/businesses not yet on the consultee database, the newsletter will be widely distributed and put on the the Council website. It will also be made available in paper copy at libraries and the Planning Reception. A press release will be written for the local press and Council magazine. The on-line communities websites will also be informed about links. A phone line and postal/dedicated email address will be available for queries.

Consultation Methods (Consultation period 6 weeks)

A feedback mechanism will be included in all communications to obtain views on the preferred options. Comments will also be sought on site specific allocations.

Feeding back on Stage 3

The findings from the responses will be summarised in a report to the Cabinet Member and to Environment and Sustainability Overview and Scrutiny Committee. This will include a statement setting out who was consulted, how they were consulted, a summary of the main issues raised and a statement setting out how the main issues have been addressed in the Development Plan Documents.

All external and internal consultees will be informed of the results by mail or email. The report will also be posted on the Council website and made available in libraries and in the Planning Reception. The results will also be presented in a press release and an advertisement in the Council magazine and local press.

Expected outcomes

A higher response is expected than for Stage 2 as there will now be more names on the consultee database and direct mail is a more targeted form of communication. The responses to the preferred options which arise out of the consultation will be considered in preparing Development Plan Documents for submission.

* under the Town and Country Planning (Local Development) (England) Regulations 2004, Regulation 26

Stage 4: Submission of Development Plan Documents

Objectives

The objective at this stage is to make people aware that the documents have been submitted to the Secretary of State for examination by an Inspector. This gives consultees the opportunity to comment on the detailed wording of the policies.

Methods of informing

Development Plan Documents will be approved by Cabinet and Full Council before formal submission. There is a statutory obligation* to advertise the availability of the submitted Development Plan Documents and associated documents (statement of consultation and sustainability appraisal) for consultation through the local press and on the Council's website, and inform statutory and other consultees, including consultees who requested notification. Copies of documents will be sent to the statutory consultation bodies. The submitted Development Plan Documents and associated documents must be made available on the web and at the principal offices and elsewhere; the Council intends to place the documents at the Civic Centre and in the five main libraries. In addition to these locations, copies of documents will be sent to the other libraries for information purposes. It may be necessary to charge for documents, with a reduction for local residents and interest groups.

Consultation methods (starting from the date of submission, 6 weeks)

Under para 29 of the Town and Country Planning (Local Development) (England) Regulations 2004, a person may make written representations about a Development Plan Document and associated documents. The dedicated postal and email address will be available for making representations and a phone line will be available for enquiries.

The authority is required to make copies of the representations available at the places where the pre-submission documents were placed on deposit (i.e. at the Civic Centre and main libraries) and on the web site, and send them to the Secretary of State.

Response will be invited on all documents, including site specific proposals. The Inspector appointed to carry out the Examination must consider any representations made on the submitted Development Plan Documents and associated documents.

Feeding back on stage 4

The feedback from this stage will be in the form of a Planning Inspector's report which will make recommendations that are binding on the Local Authority.

External and internal consultees will be informed of the results by mail or email. The report will also be posted on the Council website and made available in libraries and in the Planning Reception. The results will also be presented in a press release and as an item in the Council magazine and local press.

* under the Town and Country Planning (Local Development) (England) Regulations 2004

7. Consultation on Supplementary Planning Documents

Supplementary Planning Documents are described at section f) of Appendix 6. They include guidance which is applicable to the whole Borough (such as Design Guidelines) and planning guidance for smaller areas (such as site briefs). They may cover topics of wide or narrow interest. The extent of consultation will depend on the scope and nature of the document.

Preparation of Supplementary Planning Document

There will generally be no formal prior consultation on draft Supplementary Planning Documents, but discussions will be held with landowners (in the case of site briefs) and other interested parties, if appropriate, before the Cabinet Member agrees a draft Supplementary Planning Document for consultation. A Sustainability Appraisal will be drawn up to assist with decision-making.

Public consultation

Public consultation will take place over a period of 4 – 6 weeks*, starting from the day on which the document is published and placed on deposit. A Supplementary Planning Document which is applicable to the whole Borough will be placed on deposit, with its accompanying Sustainability Appraisal, at the Civic Centre and in the five main libraries. A Supplementary Planning Document which is applicable to an area, such as a site brief, will be placed on deposit, with its accompanying Sustainability Appraisal, at the Civic Centre and at the nearest local library for the site. Details of all Supplementary Planning Documents will also be posted on the Council's website. Interested parties will be consulted by post or email. These will include those specific consultation bodies and general consultation bodies listed in Appendix 1 as the Council consider appropriate, given the subject matter of the Supplementary Planning Document concerned and the affect it will have on those organisations. The views of the Environment and Sustainability Overview and Scrutiny Committee will be sought. Any person may make representations about a Supplementary Planning Document.

Feedback and Adoption of Supplementary Planning Document

The response to public consultation will be summarised in a report to the Cabinet Member and appropriate changes made. The final version will then be formally agreed by the Cabinet Member and adopted. It will be published on the Council's website and consultees will be informed.

* in accordance with The Town and Country Planning (Local Development) (England) Regulations 2004, Regulations 17 and 18

Table 1 Methods proposed for informing, consulting and feeding back for Statement of Community Involvement, Sustainability Appraisals and Development Plan Documents

Proposed Methods	STAGE 1 SCI draft June/July 2005			STAGE 2 SCI, Issues/options and SA Oct-Dec 2005			STAGE 3 Preferred Options and SA			STAGE 4 DPD submission and SA		
	Inform	Consult	Feed back	Inform	Consult	Feed back	Inform	Consult	Feed back	Inform	Consult	Feed back
Letter to LDF consultee database	x		x	x			x			x		
Email to LDF consultee database	x		x	x			x			x		
Documents on Council website	x		x	x		x	x		x	x		x
Documents in libraries/ Council offices	x		x	x		x	x		x	x		x
Newsletter				x			x					
Meetings – internal	x			x			x			x		
Meetings – external					x							
Questionnaire		x			x							
Focus groups					x							
Advertising – local press	x			x			x		x	x		
Press release local press	x			x			x		x	x		
Insert – Council magazine				x			x					
Advertising Council Magazine									x			
Press release Council Magazine				x			x		x			
Outside locations e.g. supermarketsstati ons				x								
Links to community Website	x			x			x			x		

8. Consultation on Planning applications

Introduction

This part of the Statement of Community Involvement sets out the Council's current approach to community involvement on planning applications, which has recently been reviewed. The Council has always made efforts to exceed the statutory requirements for consultation¹, which are in summary (a) to display a notice at or near the site for at least 21 days, *or* to serve a notice on any adjoining owner or occupier, *and* (b) to advertise locally. Where consultees are notified by letter, they are given 21 days, or 28 days in the case of a planning application potentially affecting a Site of Special Scientific Interest (SSSI) or in a SSSI consultation area², in which to comment.

The Council's Development Control section, which takes the lead in processing and assessing planning applications, distinguishes between 'major', 'minor' and 'other' applications. The varying nature of these applications calls for a variety of consultation methods. However, the different forms of consultation do not imply any lesser or greater significance for the individuals involved. It is recognised that the impact of any proposal will be important to those affected by it.

Major applications include those for:

- ten or more dwellings
- 1000 sq m or more of offices, industry, storage, warehousing, retail distribution or servicing, or where the site area for these uses is 1 ha or more.
- all other major applications involving 1000 sq m or more, or where the site area is 1 ha or more.

Minor applications include those for:

- nine or less dwellings
- conversion of dwelling(s) to flats
- under 1000 sq m of offices, industry, storage, warehousing, retail distribution or servicing
- all other minor developments, including reserved matters from previous planning permissions

'Other' applications include those for:

- change of use
- householder extension
- advertisement
- alterations to, or demolition of, listed building
- Conservation Area Consent
- other decisions not applicable to any of the above (e.g. Sec 192 application for Certificate of Lawfulness)
- prior approval applications (see separate paragraph below)

¹ These are formally set out in Article 8 of the Town and Country Planning (General Development Procedure) Order, as amended.

² in accordance with Section 28 of the Wildlife and Countryside Act 1981 as amended by Section 75 and Schedule 9 of the Countryside and Rights of Way Act 2000

Many of the planning applications submitted to the local planning authority per year are relatively small. In 2004/05, the Development Control section received 4337 planning applications. Of these, decisions (i.e. permissions or refusals) were made on 32 major applications, 878 minor applications, and 2794 'other' applications. The largest residential scheme under construction in recent times was for 536 homes.

The Council recognises the importance of striking the right balance between meeting targets, holding pre-application discussions, and conducting consultation to ensure that people express well-informed views. The Development Control section processes about 200 planning applications per Development Control officer per year, which is above the national average. In 2004/05, 68% of major applications were dealt with within 13 weeks (the Government target is 60%), 72% minor applications were dealt with in eight weeks (the Government target is 65%), and 81% of 'other' applications were dealt with within eight weeks (the Government target is 80%).

Pre-application

Information and advice

The provision of sound information and advice is part of a public service, but also generally improves the quality of response to consultation. In addition, it is important to give guidance to prospective applicants, including those who have limited experience of planning matters. The Council publishes leaflets on the following topics:

- *Making a Planning Application? – a guide to applicants*
- reproduction of Ordnance Survey extracts
- scale of fees for planning applications
- a householder's guide to permitted development

Some of these are available at the Planning Reception area at the Civic Centre in Twickenham and also on the website at <http://www.richmond.gov.uk/home/environment/planning.htm> where there are links to other sources of advice. Also available at the Planning Reception area is a duty planning officer service in the afternoon for individual advice on planning matters; copies of key documents such as the Unitary Development Plan First Review for reference or for purchase; copies of Conservation Area Statements and Studies and supplementary planning guidance; and information about the Planning Portal website and Planning Aid for London. For a greater level of pre-application advice on specific sites or development proposals, applicants are encouraged to write in.

For some time the Development Control section had a planning support centre, through which many of the most frequently asked questions and requests were dealt with, whether received from telephone callers or through the dedicated email box. On 25 July 2005, this was renamed the Customer Service Centre and was extended to include ground maintenance, parks and open spaces (including trees), waste and recycling. Seven dedicated email boxes were set up to cover different departmental areas, including the original address at envprotection@richmond.gov.uk. The new lo-call telephone number for the Customer Service Centre is 08456-122660.

Site briefs for major applications

Where it is known in advance that a significant site is likely to become available for development, the Council identifies the site through the Unitary Development Plan or Local

Development Framework process, and/or draws up a site brief indicating the uses which might be acceptable on the site, the design parameters and other factors to be taken into account before a planning application is submitted. Site briefs have been the subject of public consultation in the past and this practice will continue. Recently, planning guidelines were prepared for a group of sites in part of the Crane Valley, so that they could be considered collectively as well as individually.

Major applications - pre-application discussions and early consultation

"The objective of pre-application discussions should be to confirm whether the principle of development is acceptable and to clarify the format, type and level of detail required to enable the authority to determine an application." * Development Control Officers expect their own pre-application discussions with prospective applicants to be held on the basis of well-considered options, accompanied by plans, albeit in draft form, in order to discourage speculative proposals. No fee is charged for these discussions.

The approach will vary according to the developer or landowner, but the Council encourages pre-application discussions and community involvement from the outset. Seeking community views on the acceptability of proposals, especially before an application is finalised, strengthens people's ability to exert influence and provides an opportunity for problems to be ironed out, thus reducing the potential for later confrontation. There is however a need to recognise and maintain the distinction of the roles and responsibilities of the applicant on the one hand and the local planning authority representatives on the other. For this reason, Council officers generally leave developers to pursue their own methods of consultation at this stage, using their own resources, so that officers can remain at 'arm's length' from discussions, meetings, exhibitions and information distribution. Officers will, however, ask for feedback on how pre-application consultation has been conducted and what the outcome has been. Whether prospective applicants embark on community involvement at this stage or not, officers recognise the importance of respecting a developer's confidentiality, especially where this concerns commercially sensitive information.

What happens when a planning application has been received

How to find out that a planning application has been made

There are informal and formal ways that this might happen. The Council's website is used to display a weekly list of all planning applications received and decisions made. The on-line service provides information for each application, including drawings, supporting material, response to consultation, officer comments, reports and other documentation. This also means that the progress of each application can be tracked and representations made on-line. The Government's proposed new application forms will provide more detailed information on applications from the outset.

People can also find out about an application through an advertisement in the local press, a site notice, or direct notification. Not all minor applications are advertised in the local press (for example, a Sec 192 application for a Certificate of Lawfulness). However, all minor applications in the Borough's seventy Conservation Areas are advertised in the press and through a site notice, even where one would not normally be required. Neither local residents' groups nor local Councillors are notified directly, but they keep a watching brief

* ODPM Dec 2004: *Statements of Community Involvement and Planning Applications*, para 3.1.2. See also para 4.7 of the same guidance

on the sources of information. A copy of the planning application itself can be seen at the appropriate local library and at the Civic Centre, as well as on-line.

Consultation

All applicants are encouraged to explain their proposals informally to neighbours and to anyone else who might be affected, either before or at the time of making their application. The Council's own consultation of neighbours often extends beyond those immediately affected. All consultees directly notified by the Council of a planning application are sent a leaflet advising them on how best to make comments and providing information on procedures. A copy of the leaflet is at Appendix 4. Consultees are asked to respond within 21 days. Comments may be made by anyone, regardless of whether they are consulted directly. Comments should normally be made in writing, but if this creates difficulties, the Planning support centre will advise on how to proceed.

For major applications, the form of consultation varies according to the nature of the application and the site involved. For example, there may be public meetings, which can be instigated by any party, including the Council, the applicant, or a local group. These would normally be chaired by an 'independent' person, to ensure that the local authority "maintains probity, transparency and impartiality." * Sometimes a planning application is discussed at the Area Consultation Meetings held by Councillors, using information provided by the Development Control section.

For Listed Building consent or Conservation Area consent applications, the Council displays a site notice on or near the land to which the application relates, for a minimum of 21 days. The application is also publicised in the local press.

Consultation does not solely involve members of the public. Certain planning applications, because of their size or nature, need to be referred to statutory consultees, such as the Greater London Mayor, an adjoining local authority, English Heritage, or the Environment Agency. These organisations have 28 days in which to respond, and may require the case officer to contact the applicant for further information or amendments. Non-statutory consultees, such as Thames Water, may be consulted on major applications, as appropriate.

It is the Council's practice to negotiate improvements to applications and to overcome objections. If an application is amended and the Council considers that the amendments raise new issues, previous consultees and those who have commented on the application are notified. Bearing in mind the pressure to determine applications speedily, the response time is reduced to 14 days.

Taking views into account

Comments received are placed on the planning file and are available for public inspection, either in hard copy or through the Council's website. Anyone commenting on a planning application is informed of any subsequent submission to Committee (in cases where an application is reported to Committee), the decision on the application, and, where appropriate, of any subsequent appeal.

Many planning applications do not need to be reported to Committee, and are decided by Senior Development Control Officers under 'delegated powers'. The report of the officer is

* ODPM Dec 2004: *Statements of Community Involvement and Planning Applications*, para 3.2.3

put on the website once the decision has been made. Where an application is submitted to Committee for decision, the representations received are summarised in the Committee report, and a limited number of interested parties is given the opportunity to address the Committee for three minutes each. Some people prefer to have their views expressed by their local Councillor or by the representative of a local group, especially where views are shared by a number of individuals.

The Planning Committee meets once a fortnight at the Civic Centre. Agendas for the meetings are published at least five days in advance. Items on the agenda can be re-ordered so that more controversial applications can be prioritised. Special Committee meetings are often scheduled for major or controversial planning applications, which will require a recognised high level of debate.

What happens after a decision has been made

Those who have commented on an application are notified of the decision, but it is not normally possible to respond to questions raised in individual letters. Only the applicant can appeal to the Secretary of State against a decision which has been made, or the failure to make a decision within the target time recommended by Government. If an appeal is made, those affected by the proposal and those who have commented on the application are notified and invited to write to the Planning Inspectorate with comments. Any comments previously made are automatically passed to the Inspector. The Council later informs consultees whether the appeal is to be dealt with by the written method, by public inquiry or by informal hearing. They may attend a public inquiry or informal hearing and are given the opportunity to express their views in person. The final decision is taken by an Inspector from the Planning Inspectorate or occasionally by the Secretary of State.

Prior approval applications

These proposals, which include telephone kiosks, some types of mast, and (currently*) applications on Crown land, are in principle permitted development, but the local authority is notified to ensure that the siting and appearance are appropriate. The Council would consult on these as for planning applications, with the methods used being tailored to the nature of the application. For example, there might be a site notice and/or direct consultation of those immediately affected.

Enforcement

Most enforcement cases arise following a referral from a member of the public. All referrals are treated confidentially. There is no public consultation with the public on enforcement cases, which can be sensitive. Often cases are resolved by the submission of a planning application, which is then publicised in the normal way.

Applications to lop, top or fell protected trees

Trees are protected if they are subject to a Tree Preservation Order or, if they are located within a Conservation Area, if they have a trunk diameter (measured at 1.5m above the

* this may cease to be the case in 2006

ground) greater than 7.5cm. All applications for works to protected trees are included on the weekly list of planning applications.

Applications for works to trees in Conservation Areas are determined within six weeks; comments on these applications should be sent to the Council within 14 days. Applications for works to trees covered by a Tree Preservation Order are determined within eight weeks, and comments should be received within 21 days. The decision on the application is usually made under delegated powers and is notified to those who made a representation on the application.

Further information about trees in the Borough is available on the Council's website at http://www.richmond.gov.uk/home/leisure_and_culture/parks_and_recreation/parks_and_open_spaces/trees.htm

9. Equality issues

The Council's equality and diversity policy and strategy outlines how we aim to fulfil equality legislative and policy commitments, including our commitments to the Equality Standard for Local Government and the general duties to promote race, disability and gender equality.

The Statement of Community Involvement outlines how we plan to involve all sections of Richmond's diverse communities in the Local Development Framework and will be consistent with the aims and objectives of the Council's Equality and Diversity policy. It recognises the efforts which should be made to engage groups in the population who have been under-represented in consultation on planning issues in the past (see Section 5).

The Council's Accessibility Guide outlines how all Council publications, including Committee agendas, can be made available in large print, braille, audio tape or a community language. The Planning Reception area on the second floor of the Civic Centre is accessible by wheelchair users, and the department has a Minicom and text phone line on 020-8891-7120. There is also a Minicom line on 020-8831-6001. The main reception area in the Civic Centre has an induction loop, and can provide portable induction loops for use elsewhere in the building. In particular circumstances, arrangements can be made to lend a copy of plans, or a case officer may visit a consultee with mobility problems to show him/her the planning application of concern.

10. Monitoring the effectiveness of the Statement of Community Involvement

Review

The Statement of Community Involvement is subject to review, though it should only be necessary to revise it if and when significant changes have occurred, for example in the types of groups which the local authority wishes to engage, or if different methods of involvement are to be used.

The Annual Monitoring Report will examine whether or not the Council has met with the consultation requirements outlined in the Statement of Community Involvement. Adjustments will be made accordingly.

Measuring effectiveness

The questionnaire circulated with the draft Statement of Community Involvement included a question on the level of satisfaction with the recent Unitary Development Plan process (adopted March 2005). The same question will be asked in a questionnaire at the end of this Local Development Framework process in 2007. It will then be possible to compare the satisfaction levels with the Local Development Framework with those for the Unitary Development Plan.

An additional question will be asked in 2007 about the strengths and weaknesses of the Local Development Framework consultation process. This question has already been asked of the local groups in relation to the Unitary Development Plan and the responses were considered in developing the Statement of Community Involvement.

Customer satisfaction

Qualitative research into customer satisfaction has been put on a more regular footing in recent years. A Service Panel has been instituted, consisting of local groups, applicants and their agents. In July 2004 two meetings were held with each of these groups. The purpose of the meetings was to gather feedback from the various groups who use the planning service, e.g. in the form of customer surveys. The meetings provided the opportunity to become more personally involved, and gave Council officers the chance to listen and to explain. As a result of the meetings and other customer service feedback, a Planning Improvement Action Plan was drawn up.

It was proposed to make the meetings an annual event, and in July 2005 two meetings to obtain customer feedback on the Planning Service were held, one for local interest groups, the other for applicants' agents. Officers from Development Control and from the Planning Policy and Design teams described progress and improvements since the 2004 meetings, and invited response. Customer feedback forms were also completed by those attending.

Detailed surveys have been conducted in recent years to find out the degree of satisfaction with the Planning Application process. In 2003/04 a survey of agents was conducted in accordance with the Audit Commission's guidance, which calls for such a survey to be carried out every three years.

A 'mystery shopper' exercise is carried out on a quarterly basis in all Council Directorates, to assess the speed and quality of service, through responses to communication by email, letter, telephone and at reception areas.

It is hoped to use a number of these means to get feedback on the effectiveness and degree of satisfaction with the ways in which the Statement of Community Involvement is being implemented.

11. Where you can go for further Information and advice

Government guidance on the new planning policy system can be found in Planning Policy Statement 12: Local Development Frameworks, published in 2004. A copy is available on the web at

http://www.odpm.gov.uk/stellent/groups/odpm_control/documents/contentservertemplate/odpm_index.hcst?n=5038&l=2

The Government has also published more specific advice in *Creating Local Development Frameworks, A Companion Guide to PPS12*. Sec 7 concerns Statements of Community Involvement.

The Council's own website at www.richmond.gov.uk gives access to information on:

- planning policy documents, including the Unitary Development Plan First Review at http://www.richmond.gov.uk/home/environment/planning/unitary_development_plan.htm
- supplementary planning guidance at http://www.richmond.gov.uk/home/environment/planning/unitary_development_plan/supplementary_planning_guidance.htm
- Conservation Area Statements at http://www.richmond.gov.uk/home/environment/land_and_premises/conservation/conservation_areas/conservation_area_statements.htm
- the Local Development Scheme at http://www.richmond.gov.uk/home/environment/planning/local_development_framework/local_development_scheme.htm

Information on planning applications is available at

<http://www.ukplanning.com/richmond/searchsubmit/performOption.do?action=search>

The Planning Portal is a useful source of information, on plans, appeals, applications, contact details, research areas found at www.planningportal.gov.uk

Planning Aid for London is a voluntary organisation providing free, independent and professional advice on town planning matters to individuals and some community groups. The organisation can be contacted through:

Planning Aid for London, Unit 2, 11-29 Fashion Street, London E1 7QX

Tel. 020 – 7247 – 4900

Email: info@planningaidforlondon.org.uk or on www.pafl.org.uk

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APPENDIX 1 CONSULTEES

The Community Plan Strategic Partners (Group c in Section 5 of this SCI)

Community Legal Service
Employment Service
Ethnic Minorities Advocacy Group
Faith Community
Learning Partnership
Local Agenda 21 Steering Group
London Fire Brigade
London United Buses
Metropolitan Police Service
The Pension Service
Richmond and Twickenham Primary Care Trust
Richmond Chamber of Commerce
Richmond Housing Partnership
Richmond in Business
Richmond upon Thames College
Richmond upon Thames Council for Voluntary Service
South London Learning Skills Service
South West Trains

Specific Consultation Bodies as set out in Annex E of PPS 12 and in Part 1 of The Town and Country Planning (Local Development) (England) Regulations 2004 (included in Group k in Section 5 of this SCI)

Mayor of London
Surrey County Council
Adjoining Boroughs – London Boroughs of Wandsworth, Hammersmith and Fulham, and Hounslow; Spelthorne Borough Council; Elmbridge Borough Council and Royal Borough of Kingston upon Thames
Adjoining Parish Councils, as appropriate (none adjoin LB Richmond upon Thames)
The Countryside Agency
The Environment Agency
Highways Agency
The Historic Buildings and Monuments Commission for England
English Nature
Network Rail (successor consultee to the Strategic Rail Authority)
Regional Development Agency, where appropriate
Those providing electronic communications or owning or controlling such apparatus within the Borough
Richmond and Twickenham Primary Care Trust
Strategic Health Authority
Utilities – gas and electricity suppliers, sewerage and water undertakers

Government Departments which should also be consulted, as set out in Annex E of PPS 12 (included in Group k in Section 5 of this SCI)

Government Office For London (GOL)
Home Office

Department for Education and Skills (through GOL)
Department for Environment, Food and Rural Affairs
Department for Transport
Department of Health
Department of Trade and Industry (through GOL)
Ministry of Defence
Department of Work and Pensions
Department of Constitutional Affairs
Department for Culture, Media and Sport
Office of Government Commerce (Property Advisers to the Civil Estate)

Other Consultees (many of these non-statutory consultees are listed in Annex E of PPS 12)

Age Concern
British Airports Authority
Bus operators
Chambers of Commerce
Church Commissioners
Civil Aviation Authority
Commission for Architecture and the Built Environment (CABE)
Commission for Racial Equality
Crown Estate Office
Disability Rights Commission
English Heritage
Equal Opportunities Commission
Fire and Rescue Services
Friends of the Earth
Freight Transport Association
Gypsy Council
Health and Safety Executive
Historic Royal Palaces
House Builders Federation
Housing Corporation
Learning and Skills Council
London Wildlife Trust
National Playing Fields Association
Passenger Transport Authorities
Passenger Transport Executives
Port of London Authority
Regional Housing Boards
Richmond Sports Council
River Thames Society
River Thames Alliance
Road Haulage Association
Royal Parks Agency
Sport England
Thames Landscape Strategy - Hampton to Kew
Thames Strategy - Kew to Chelsea
Transport for London

Local Organisations not included above i.e. General Consultation Bodies as set out in Annex E of PPS 12 (Groups d, f, g, j in Section 5 of this SCI)

Local societies, amenity and interest groups

Local community and voluntary groups, including advocacy groups and partnerships, e.g. Richmond Advice and Information on Disability RAID, Race Equality Partnership, Richmond Youth Forum, Disability Equality and Access Partnership (DEAP), Richmond CAB, West London River Group

Local Chambers of Commerce

Town Centre Managers for Richmond, Twickenham and Whitton

Organisations representing local businesses, the development industry, etc.

Environment Trust for Richmond

Local Agenda 21

London's Arcadia

APPENDIX 2

TABLE 2 RESOURCE IMPLICATIONS OF METHODS PROPOSED

Proposed Methods	Quantity
Letter to LDF consultee database	Letters, Officer time, postage, rpc per 2, 000
Email to LDF consultee database	Officer time
Documents on Council website	Officer time
Documents in libraries/Council offices	Officer time, printing b/w 100pp documentsx 200
Newsletter	Officer time, design and print A4 4 sided colour 80,000 copies
Meeting –internal	Officer time per meeting
Meeting –external existing meetings (eves)	Officer time including preparation per meeting
Meeting – external to be publicised	Officer time including preparation and publicity per meeting
Questionnaire	Officer time plus design print –7,000 copies Analysis
Focus groups	Officer time, analysis and report per group of 8 people
Advertising – local press (Statutory)	Officer research/copywriting/ proofing per one insertion
Press release –local press	Officer time copywriting/proofing and pushing story
Insert –Council magazine	Insertion costs ie excludes design/ print of insert
Advertising –London Gazette (Statutory)	Officer research/copywriting/ proofing per one insertion
Advertising – Council Magazine	Officer time copywriting/proofing and design One half page insertion
Press release -Council Magazine	Officer time copywriting/proofing
Fairs/events/outside supermarkets/stations	Officer time x 2 people per event Exhibition materials for above
Posters	Officer time A4 copy/design and print x 200 copies
Links to community website	Minimal officer time

APPENDIX 3 Informing and consulting methods for engaging the residents and businesses

Approximate officer time, and pros and cons of each method

Officer time relates to Senior Officer time unless stipulated, when it is Junior Officer time

INFORMING methods

Informing methods	Officer time for briefing information, information gathering, managing outputs, writing brief, copy and proofing	Pros	Cons
Reports	Report writing will often include research as well. Can vary between 3-20 days.	Essential as collates the necessary information.	None as they are not promotional tools.
Newsletter/leaflet 4 page A4 full colour x 8,000	Briefing information 4-5 days. Copywriting/proofing 2 days.	Control message and image.	Takes 2-3 weeks to produce.
Leaflets A3 colour 2pp folded with map x 80,000	Briefing information 4-5 days. Copywriting/proofing 2 days.	Control message and image. Map can help explain message.	High costs. Takes 2-3 weeks to produce.
Leaflet A5 4pp colour x 70,000	Briefing information 4-5 days. Copywriting/proofing 2 days.	Control message and image.	High costs. Takes 2-3 weeks to produce.
Council Magazine <i>Arcadia</i> <i>Press advertising</i> <i>Arcadia inserts</i>	Briefing information 3 days. Copywriting/proofing 2 days	Council magazine which 55% all Borough households claim to receive of which 3/4 read. Can control message and image.	4 x year. Long lead-time. Not flexible for last minute.

Informing methods	Officer time for briefing information, information gathering, managing outputs, writing brief, copy and proofing	Pros	Cons
Press advertising – Richmond and Twickenham Times (R&TT) R&TT DO NOT DO inserts	Briefing information 3 days. Copywriting/proofing 2 days.	Credible. Control message and image. Use response mechanism. Circulation level of 16,500 and readership 41,000. 25% of Borough households.	Biased according to the types of readers of 25% of Borough.
Press advertising – R&TT Planning notices (56cms x 3 columns)	Briefing information 3 days. Copywriting/proofing 2 days.	See above (Current Council local paper for Statutory notices)	See above
London Gazette	Briefing information 3 days. Copywriting/proofing 2 days	(For Statutory notices)	Low readership
Richmond Guardian inserts		Print 32,000 copies 48,000 readers	Biased according to the types of readers.
Poster signs -on lamp columns A1 Correx or metal Say 20 signs	Briefing information 3 days. Copywriting/proofing 2 days.	Creates awareness	Only get across simple messages and call to action. Seems expensive May be criticised for too much clutter in streets.
Detailed colour A4 posters Say 200 signs	Briefing information 3 days. Copywriting/proofing 2 days.	Creates awareness	Only get across simple messages and call to action. Criticism of clutter/wastage.

Informing methods	Officer time for briefing information, information gathering, managing outputs, writing brief, copy and proofing	Pros	Cons
A3 Posters in acrylic signs	Briefing information 3 days. Copywriting/proofing 2 days.	Acrylics re-usable so less criticism about wastage and can continue usage for 3 years. Consistent look to acrylic.	Inside posters need laminating if staying out long time.
Posters for 10 community notice boards and 20 for libraries/atrium	Briefing information 3 days. Copywriting/proofing 2 days.	Should be the place people look.	No measure of who looks at the Community noticeboard. Libraries crowded boards.
Press releases for all types of media	Briefing information 3 days. Copywriting/proofing 2 days.	Cheap	Not guaranteed message. It depends on other news. Feature article?
Council Website	Briefing information 3 days. Copywriting/proofing 2 days. 3 days	Cheap Approx 80% of Borough residents have access to website.	Depends on number of hits. The subject matter is difficult to explain in two sentences on the 'Home' page.
On line Communities website managed by volunteers across the Borough	Minimal officer time. The organisation is on LDF database, so will receive LDF correspondence with online links	Good for publicity and information. Approx 80% of Borough have website access.	The subject matter can be difficult to explain
Envelopes A5/A4	Not applicable	Not applicable	Not applicable
Postage –outward	Not applicable	Not applicable	Not applicable

APPENDIX 3 Continued

CONSULTATION methods

Consultation methods	Officer time for briefing information Information gathering, managing outputs, writing brief, copy and proofing	Pros	Cons
One on one interviews at Council	Briefing information 3 days.	Depth of response good. Exploratory/creative.	May not be representative. Extremely high cost per respondent.
Focus groups (8-10 people)	Briefing information 3 days.	Depth of response good. Exploratory/creative.	Can skew feedback. High cost per respondent.
Meetings – special Aiming for 50 - 100	Briefing information 3 days. Time setting up /meeting –invites etc and chasing x2 days Junior Officer time. Officer time/presentation at meeting x 1-2 days work.	Have control of meeting flow.	Need to fund promotion to get attendance. Can be dominated by a few. Attendance not guaranteed.
Meetings – existing group meeting 50 (schools/colleges/amenity groups)	Briefing information 3 days. Time setting up meeting –invites etc 2 days Junior Officer time. Officer time/presentation at meeting x 1-2 days work.	Cheaper to get audience than special meetings. Group specific so tailor materials.	Have representation from specific group ie less random audience. Can be dominated by a few.
Public events eg Fairs	Briefing information 3 days. Time setting up meeting –invites etc 2 days Junior Officer time. Officer time manning the stands x 1-2 days work.	Can reach hard to reach groups not usually engaged.	Need to have the people with the expertise to answer questions at stands. Requires a lot of evening and weekend work. Random distribution. Uncertain outcome.
Exhibitions – specific	Briefing information 3 days. Time setting up meeting –invites etc 2 days Junior Officer time. Officer time manning the stands x 1-2 days work.	Officers have the time to explain in detail and engage.	Need to fund promotion to achieve attendance. Variable attendance.

Consultation methods	Officer time for briefing information Information gathering, managing outputs, writing brief, copy and proofing	Pros	Cons
Questionnaire designed for self completion (postal/door drop delivery)	Briefing information 3 days Officer time writing/design of questionnaire 4 days minimum.	Provides widest representation Measurable feedback.	Needs to be easy to understand and engaging otherwise poor response. Would need accompanying leaflet to explain subject.
In –street interviews using questionnaire	Briefing information 3 days Officer time writing/design of questionnaire 4 days minimum. Officer time standing in the streets say 12 key venues ie @ 12days x 1 Senior and 1 Junior Officer.	Can select respondents. Able to bring subject to life. Can explain questions and ensure questionnaire completed on the spot.	Cost can be high. Self selective sample according to time of day and location. Only have people's attention for 5 minutes max.
Council Citizens panel	Briefing information 3 days Officer time writing/design of questionnaire 4 days minimum.	Panel already set up. Representative sample of 1,300 Borough residents.	Cannot get this subject across easily in a self completion questionnaire.
Council Website	Briefing information 3 days Officer time writing/design of questionnaire 4 days minimum. Council Web team time setting up mechanisms for response x 3 days.	Cheap form of communication.	Depends upon access to/ need to use Council website during period of consultation. 'Home page' two sentence difficult to engage respondents.
Envelopes A5/A4 reply paid	Not applicable	Not applicable	Not applicable
Postage –outward and inward	Not applicable	Not applicable	Not applicable

APPENDIX 4 TEXT OF LEAFLET SENT TO CONSULTEES ON PLANNING APPLICATIONS

(also on the Council's website)

Planning Applications

Objecting to or Supporting Planning Applications

If you are a neighbour of a planning application site or a local resident you may have been informed about it by letter from the Planning Department or have seen the proposal advertised on the site or in a local newspaper. If you have views for or against a planning application proposal you can submit them to the Council.

If you wish to comment on an application please do this in writing to the planning officer who is dealing with the application. It may be something that can be changed during the application process. Should you have any queries please do not hesitate to contact us. See 'How To Contact Development Control' below. Although we do not acknowledge receipt of letters commenting on applications we will inform you of the decision made on the application.

How we consult on planning applications

It is a legal requirement to publicise all planning applications either by letter or by site notice. It is the practice at Richmond Council to publicise more widely than is required. Not only do we seek to consult adjoining neighbours affected by a proposal to a proposal by letter but notices are also published in the local paper and/or displayed on or close to the site (for at least 21 days) for many applications. These include those which would affect the character or setting of a listed building, or the character of a conservation area, or which in the council's opinion are likely to have implications for more than the immediate neighbours. We also consult neighbouring borough councils where appropriate and also consult directly any properties in other boroughs that are directly affected by the proposal.

We encourage and advise applicants to talk to their neighbours informally before submitting their application. This will not affect the consultations that we will carry out.

A weekly list of all applications received is posted on our website and available for inspection at the Civic Centre. In the case of development affecting a conservation area or listed buildings, or a major proposal, then we will also publish details of the application in a local newspaper.

As a neighbour, you will be given 21 days to comment. It is helpful to us to know your views whether you support the proposal, object to it or merely have a view to express about it.

The Councils practice is to negotiate improvements to applications and if possible overcome objections made by neighbours. If an application is amended and we believe the amendments raise new issues, then we will write to you again giving you 14 days to make any further comment.

How to comment

Comments may be made by anyone, regardless of whether they were consulted by letter. Before you express an opinion on a proposal it is usually helpful for you to be able

to see the detailed plans of the scheme. The plans can be viewed at the Civic Centre between 9pm and 4.30pm Monday to Fridays or your local library for applications in the immediate vicinity. From late 2003 the details of planning applications, including drawings, will also be available via a link on the Council's website.

We are aware that many people for various reasons, including the elderly and people with disabilities, may have difficulty in visiting the Civic Centre or their local library. In such circumstances we may be able to arrange to lend a copy of the plans or visit the person at home. If this is the case for you then please contact the department as soon as possible. Comments should normally be made in writing, quoting the reference number of the application and your own address so that we may write to you if necessary. If you have difficulty with this please contact the Planning Support Centre who will be able to help. You may also e-mail your comments to us at envprotection@richmond.gov.uk

What is a valid objection?

The Council can only take into account 'material planning considerations' when looking at your comments. The most common of these (although not an exhaustive list) are shown below:-

Loss of light or overshadowing · Overlooking/loss of privacy · Visual amenity (but not loss of private view) · Adequacy of parking/loading/turning · Highway safety · Traffic generation · Noise and disturbance resulting from use · Hazardous materials · Smells · Loss of trees · Effect on listed building and conservation area · Layout and density of building · Design, appearance and materials · Landscaping · Road access · Local, strategic, regional and national planning policies · Government circulars, orders and statutory instruments · Disabled persons' access · Compensation and awards of costs against the Council at public enquiries · Proposals in the Development Plan · Previous planning decisions (including appeal decisions) · Nature conservation · Archaeology

We cannot take into account matters which are sometimes raised but are not normally planning considerations like the perceived loss of property value, private disputes between neighbours, the loss of a view, the impact of construction work or competition between firms, restrictive covenants, ownerships disputes over rights of way, fence lines etc and personal morals or views about the applicant.

N.B. It is important to understand that the material considerations relevant to any particular application will need to be weighed in the final decision process according to their seriousness and relative importance.

Taking your views into account

When we receive your comments your letter will be placed on the planning file and be available for public inspection. Many decisions are taken by officers under 'delegated powers', but if the application is to be decided by the Planning Committee your views will be included in the report for them to consider.

N.B. Some applications are decided by the Council's Planning Committee when there is an opportunity for a limited number of interested parties to address the Members in person. The remainder are decided by Senior Council Officers under Delegated Powers agreed by the Council. **It is important to indicate in any written representations you submit whether you also wish to reserve the opportunity for a limited number of interested parties to address the Members of the Planning Committee. You will then need to register to speak after we advise you of the committee date. If you do, this opportunity will be arranged IF the Officers recommended decision is**

contrary to the one that you want and your written views are based on planning considerations. If you do not, the case may be dealt with under the delegated powers procedure when this opportunity is not available.

The Committee agenda is published five days before the meeting and is available to view on our website or in the Council offices. The meetings are held in public at the Civic Centre every two weeks. If the application on which you have commented is to be heard by the Committee we will write to you and invite you to come and speak at the meeting. If you prefer, you can contact your local councillor and ask if they would put forward your views at the meeting. The names and contact details of councillors on the Committee and your local councillor can be found on our website. Alternatively, we can send these to you.

It should be noted however, that councillors who are voting members of the Planning Committee cannot express a view on any comments sent to them if they wish to participate in the decision making process at a later date. For this reason, interested parties may wish to avoid sending views to these members and send them direct to the Planning Department.

Please note that documents submitted for consideration in respect of planning applications (e.g. documents submitted as part of an application and representations relating to an application) are made available for inspection by the public, including being viewable on the Council's web site. Please clearly specify in your documentation any personal information that you do not want placed on the web site. We will contact you if we need to discuss this further with you.

Letting you know the outcome

It is not usually possible to respond to questions raised in individual letters. However, we appreciate how important planning decisions are to people. As a result, once a decision has been made on an application on which you have made a comment, you can see the report prepared by the case officer. Amongst other things, the report will set out the planning policies that are relevant, detail your comments and address those comments so that you can see how the decision was reached. The report plus the Decision Notice will contain the conditions that have been put on any approved application or the reasons for refusing those applications that are rejected.

Only the applicant can appeal against the decision. If an appeal is made, and you have commented on the earlier application, you will be notified and invited to write to the Planning Inspectorate with your comments. Any comments you have made previously will be passed on to the Inspector.

What happens if the application is refused?

If an application upon which you have commented is refused, you may hear no more - other than be advised of our decision. On the other hand, every applicant has the right of appeal to the Secretary of State for the Environment, Transport and the Regions if aggrieved by the Council's decision to refuse the application, or conditions imposed on a grant of permission.

If someone near you has appealed against a refusal of planning permission, the Council will inform all occupants of properties that it considers might be affected by the proposal and tell them whether the appeal is to be dealt with by the written method, public inquiry,

or by informal hearing. Members of the public may attend a public inquiry or informal hearing and will be given the opportunity to express their point of view.

With all types of appeal, neighbours may write, expressing their views, direct to the Secretary of State. Again, comments should relate only to the relevant planning issues.

The final decision on all appeals is taken either by an Inspector from the Planning Inspectorate or occasionally by the Secretary of State for the Environment in person.

How to contact the planning department

Write to:

Development Control

The Civic Centre

44 York Street

Twickenham TW1 3BZ

E-mail: envprotection@richmond.gov.uk

or Telephone: 020 8891 7300 for advice

APPENDIX 5 GLOSSARY OF TERMS

Adoption: the stage at which the local planning authority can adopt, by Council resolution, a document as Council policy. A Unitary Development Plan or a Development Plan document acquires statutory weight, once adopted.

Area action plans: can be used to provide a planning framework for areas of change. None is proposed for the Borough in the Local Development Scheme.

The **Community:** people living in, working in, studying in, or visiting the Borough, who would have a direct interest in being involved in happenings in the area.

Community Plan: non-statutory plan published by local authorities which sets out the long-term vision for the their areas and the targets which will help to achieve that vision. The Community Plan for LB Richmond upon Thames for 2003-2006 is available in public libraries and on the Council's website at www.richmond.gov.uk. The Community Plan Partners are listed on page 6 of the Plan.

Development plan: consists of the spatial development plan for London (London Plan 2004) and the following development plan documents contained within the local development framework: core strategy, sit specific allocations, proposals map, other development plan documents (see Section 2).

Development plan documents (DPD): spatial planning documents subject to consultation and independent examination. The development plan documents to be prepared by this Council are listed in the Local Development Scheme.

Examination: independent examination of a submitted development plan document whether or not representations have been received. The Inspector at an independent examination must consider the "soundness of the plan". The documents which are subject to Examination are listed in Section 2.

Local development documents (LDD): will comprise development plan documents and supplementary planning documents.

Local development framework (LDF): will comprise a portfolio of local development documents, which will provide the framework for delivering the spatial planning strategy for the area. See description in Appendix 6.

Local development scheme (LDS): will set out the programme for the preparation of the local development documents. All plan-making authorities must submit a local development scheme to the First Secretary of State for approval within six months of the commencement date of the Act regardless of where they are in terms of their current development plan.

London Plan: The Mayor's spatial development strategy for London, published February 2004.

Planning Policy Statements (PPS): an expression of government policy on an individual planning topic e.g. PPS12 deals with local development frameworks. The

government intends to replace its current set of planning policy guidance notes with planning policy statements by December 2004.

Proposals Map: a geographical representation of the policies and proposals contained in development plan documents.

Saved Policies: transitional arrangements allow for the policies and proposals in the Unitary Development Plan First Review to be 'saved' for three years from the date of adoption (i.e. from 1st March 2005).

Stakeholder: includes individuals, groups, organisations or companies that would either be affected by or could impact upon the implementation of a project

Statement of Community Involvement: sets out the Council's strategy for involving the community in the preparation, alteration and continuing review of all local development documents and for consultation on planning applications. The Statement of Community Involvement is not a development plan document but will be subject to independent examination. A consultation statement showing how the local planning authority has complied with its Statement of Community Involvement is required for all local development documents.

Supplementary planning documents (SPD): the successor documents to supplementary planning guidance. They provide policy guidance to supplement the policies and proposals in development plan documents. They do not form part of the development plan and are not subject to independent examination. They are a material consideration in the determination of planning applications.

Sustainability appraisal: includes Strategic Environmental Assessments (SEAs) as applied to policies, plans and programmes. The European 'SEA Directive' (2001/42/EC) does not in fact use the term strategic environmental assessment. It requires a formal 'environmental assessment' of certain plans and programmes, including those in the field of planning and land use. The sustainability appraisal covers wider objectives than the strategic environmental assessment but in practice both procedures will be combined. These processes provide a tool for appraising policies to ensure they reflect sustainable development objectives.

Unitary Development Plan: a borough-wide statutory development plan, which sets out a local authority's policies for the development and use of land. For this Borough, the relevant document is the Unitary Development Plan First Review, adopted in March 2005. Unitary Development Plans are being replaced by Local Development Frameworks under the new planning policy system described in Section 2.

APPENDIX 6 LOCAL DEVELOPMENT FRAMEWORK

The most significant new features about the Local Development Framework and its process are:

- programming from the outset and initial evidence-gathering to inform policies
- greater emphasis on early and continuous consultation in order to reach consensus on key issues at an early stage and thus avoid late changes, programmed and described in a Statement of Community Involvement
- sustainability appraisals, starting at an early stage
- wider-ranging policies, linked with other strategies, which extend beyond land-use issues to take account of social, environmental and economic considerations
- the Framework consists of a set of documents, enabling changes to be made to one document without having to review them all at the same time
- an examination rather than an inquiry by an Inspector. This is a more positive, less adversarial approach to assessing the soundness of documents. The examination may proceed by written representations, by round table discussions, and/or by formal or informal hearings. The Government expects that the majority of representations will be considered by way of written representations. An Inspector can request that parties assist with his/her deliberations, and interested parties can exercise their right to be heard (see PPS12 Annex D).
- an Inspector's report which is binding i.e. the Inspector's recommendations will be binding on the local authority

A Local Development Framework consists of a set of documents prepared by the Council. The diagram at the end of this Appendix, which is taken from national planning policy guidance (PPS12 Local Development Frameworks), shows which documents, taken together with the London Plan, will form the Development Plan for the Borough, to replace the Unitary Development Plan First Review. Some documents are compulsorily required, while others are optional. The documents which this Council intends to produce can be described briefly as follows:

a) Local Development Scheme

The Local Development Scheme functions as a project plan for the Local Development Framework, and is the first document to be produced. It sets out in advance what policy documents the local authority intends to publish and the programme for their production over the next three years. It also explains how the Local Development Framework will be resourced and its relationship with national planning guidance, the London Plan and other relevant strategies. The Local Development Scheme for the London Borough of Richmond upon Thames was submitted to the Government Office for London in February 2005 and took effect on 18th April 2005. It can be made available in hard copy and is also on the Council's website at http://www.richmond.gov.uk/home/environment/planning/local_development_framework/local_development_scheme.htm

b) Core Strategy

The Core Strategy is a statutory document describing the Council's long-term spatial vision for its area and strategic planning objectives, and how these relate to other strategies, such as the Community Plan. The core policies set out how

- the strategy should be achieved and monitored over a time period of at least ten years from adoption. Other development plan documents must be in conformity with the Core Strategy. It serves similar functions to those of Part 1 of a Unitary Development Plan. The Core Strategy is subject to public consultation and Examination.
- c) **Site Specific Allocations**
This statutory document identifies, as appropriate, sites likely to be the subject of planning proposals, and land allocated for specific uses. This document is subject to public consultation and Examination.
- d) **Proposals Map**
Local planning authorities must produce a Proposals Map which should express geographically its adopted development plan policies, including site specific policies and proposals, and identify areas of protection and specific designation, such as Conservation Areas and the Green Belt. The map is subject to public consultation and Examination.
- e) **Other Development Plan Documents**
Although these documents are optional, rather than statutory, they are subject to public consultation and Examination. In this Borough, 'Other Development Plan Documents' will incorporate the development control policies to guide development in the area, set out criteria for the assessment of planning applications and elaborate on the policies and vision outlined in the Core Strategy. These development control policies must be in general conformity with the London Plan and with national planning guidance.
- f) **Supplementary Planning Documents**
These are the successors to Supplementary Planning Guidance, which will remain in force while the parent Unitary Development Plan First Review policies are operational. Supplementary Planning Documents serve the same purpose. They cannot introduce new policy, but they elaborate in greater detail how the Council expects existing policy to be implemented. These documents are subject to public consultation, but not to Examination by an Inspector. In this Borough, there will be two phases of Supplementary Planning Documents. In the first phase, Supplementary Planning Documents will produced on:
 - Design guidance for small and infill residential sites
 - Design for Resource and Energy Conservation
 - Detailed design guidelines
In the second phase, Supplementary Planning Documents will produced on:
 - Development and Flood Risk
 - River Thames guidelines (possibly a joint document)
In addition, a site brief for Barnes Goods Yard will be prepared during 2005.
- g) **Annual Monitoring Report**
A statutory document to demonstrate how successfully the relevant and measurable policies in the Unitary Development Plan First Review (and subsequently the Local Development Framework) have been operating. It must also provide information on the stage which each Local Development Framework document has reached and give reasons for any delay. This Council's first Annual Monitoring Report under the new system was published in September

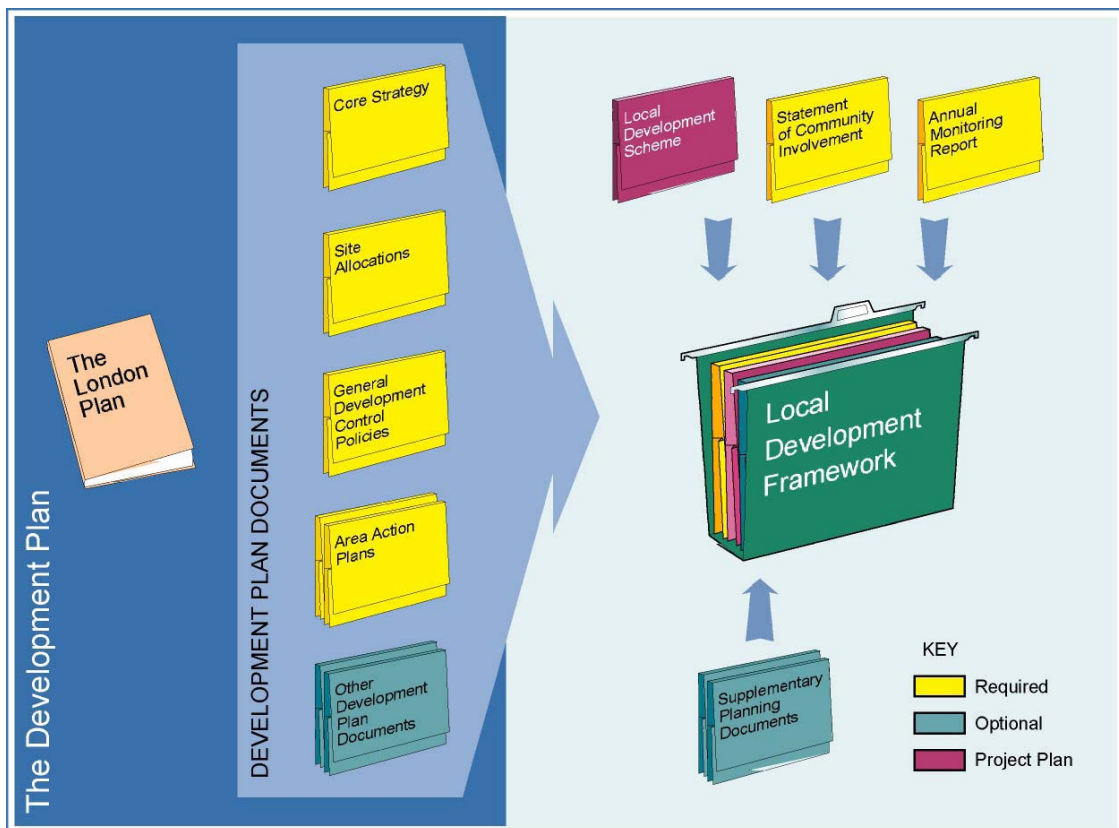
2004. It can be made available in hard copy or found on the Council's website at http://www.richmond.gov.uk/home/environment/planning/unitary_development_plan.htm. This document is not subject to public consultation or Examination by an Inspector, but must be sent to the Secretary of State.

h) Sustainability Appraisal

This is not included in the diagram below because it is not a single document, but a process which is an integral part of good plan making and is statutorily required. It runs in parallel with the Local Development Framework, appraising planning policy against a set of wide-ranging criteria in order to promote sustainability. A sustainability appraisal report accompanies a development plan document submitted to the Secretary of State. Sustainability Appraisal is a separate topic for public consultation. Whether the Sustainability Appraisal Report has been taken into account and the requirements of the Strategic Environmental Assessment Directive have been met, are considered at Examination.

i) Statement of Community Involvement

This statutory document is the consultation strategy for the Local Development Framework process, explaining how local communities and other interested parties will be involved. It also considers consultation procedures for planning applications, especially major proposals. This document is subject to public consultation and Examination.



APPENDIX 7 QUESTIONNAIRE - for reference only.

Please complete a copy of the questionnaire distributed separately.

**London Borough of Richmond upon Thames
Draft Statement of Community Involvement (SCI) Questionnaire**

What we would like you to do

Please complete this questionnaire about our strategy for engaging a wide range of the community in the Local Development Framework process, after reading the accompanying draft Statement of Community Involvement sections 4 -6 and also the tables in Appendix 2 and 3 on proposed methods and costs for informing, consulting and feeding back in stages 1, 2, 3 and 4 of the process. **If you have any queries or would like a copy of this questionnaire in Braille, large print, audio tape or a community language please contact 020 - 8891 – 7322 or email ldf@richmond.gov.uk**

1. Did you become involved in the recent London Borough of Richmond Unitary Development Plan process? (1998-2005) **Please tick appropriate box**

Yes

No

Cannot remember

2. If yes, how satisfied were you with the process? **Please tick appropriate box**

Very Satisfied	Quite Satisfied	Neither	Quite Dissatisfied	Very Dissatisfied	Do not Know
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Please explain your reason(s) below

.....
.....
.....
.....

3. Do you **wish** to be involved in the London Borough of Richmond upon Thames Local Development Framework and be added to the Local Development Framework database **please tick the box**

No please go to question 4

Yes please go straight to question 5

4. Even if **you do not wish** to be involved in the London Borough of Richmond upon Thames Local Development Framework **we would be grateful if you could complete your personal details at the end of this questionnaire and return it in the reply paid envelope. This helps us find out how representative the response is.**

5. If you wish to be involved in this new Local Development Framework Process how would you personally like to be informed? **Please tick all boxes which apply**

Letter

Email

Planning Policy webpage at

http://www.richmond.gov.uk/home/environment/planning/unitary_development_plan.htm

6. Do you think our choice of methods for informing, consulting and feeding back to engage a wide section of the community as **outlined in sections 4-6 and Appendix 2-3** is about right or do you think we should make any changes?

Please tick appropriate boxes

STAGE 1

Consulting on the draft SCI Informing Consulting Feedback

About right

Need to make some changes

Do not know

If you think we need to make some changes or additions please state for which methods and in what way below

Please tick appropriate boxes

STAGE 2

Consulting on issues/options Informing Consulting Feedback

About right

Need to make some changes

Do not know

If you think we need to make some changes or additions please state for which methods and in what way below

Please tick appropriate boxes

STAGE 3

Consulting on preferred options Informing Consulting Feedback

About right	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need to make some changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do not know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you think we need to make some changes or additions please state for which methods and in what way below

Please tick appropriate boxes

STAGE 4

Consulting on submission of Plan documents Informing Consulting Feedback

About right	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need to make some changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do not know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you think we need to make some changes or additions please state for which methods and in what way below

7. The Council is seeking to appoint representatives from local community groups to help disseminate information within their group. Their role would be to encourage engagement amongst members. If you represent a group would you be willing to act as a consultation representative? **Please identify group details on next page and tick appropriate box below**

- Yes
- No

8. If you are responding as an individual rather than on behalf of a group/organisation we would be grateful if you could tell us a bit more about yourself so that we can ensure we have representative feedback.

Please tick appropriate boxes

Sex	Male <input type="checkbox"/>	Female <input type="checkbox"/>					
Age	16-25 <input type="checkbox"/>	26-35 <input type="checkbox"/>	36-45 <input type="checkbox"/>	46- 55 <input type="checkbox"/>	56-65 <input type="checkbox"/>	66- 75 <input type="checkbox"/>	76+ <input type="checkbox"/>
Ethnic Group	White <input type="checkbox"/>	Mixed <input type="checkbox"/>	Asian/ Asian British <input type="checkbox"/>	Black/ Black British <input type="checkbox"/>	Other <input type="checkbox"/>		
Disabilities	None <input type="checkbox"/>	Mobility problems <input type="checkbox"/>	Visual impairment <input type="checkbox"/>	Hearing loss <input type="checkbox"/>			

If you would like your contact details or those of your organisation to be added to our database for the purposes of consultation on the Local Development Framework and other planning issues please complete the section below. Please complete in BLOCK CAPITALS.

Name.....

Organisation represented if applicable.....

Contact Address.....

Postcode

Telephone no.....

Email

Fax (optional).....

Thank you for your response which will be collated and available for public scrutiny. Please return the questionnaire by Friday July 29th 2005 by:

- Post to: Bridget Clements, Room 225, London Borough of Richmond upon Thames, Civic Centre, 44 York Street, Twickenham, TW1 3BZ.
- Email to: ldf@richmond.gov.uk
- Fax to: 020 8891 7768
- Hand in to: the Environment Reception (2nd Floor of the Civic Centre, 44 York Street, Twickenham)

APPENDIX 8

SUMMARY OF CONSULTATION ON DRAFT STATEMENT OF COMMUNITY INVOLVEMENT, June-July, 2005

Background

What methods did we use to inform and consult?

Approximately 600 individuals and other stakeholders, as defined in the draft Statement of Community Involvement (SCI) proposal in Section 5, were informed personally and provided with the opportunity to respond in one of two ways:

- by letter with a hard copy of the document and a questionnaire (groups a-c)
- by email or letter with links to the Council website for the document and questionnaire (groups d-e, j-k). The offer of hard copies, if required, was stated in the correspondence.

These methods were in line with those proposed for Stage 1 of the LDF process (see the draft SCI page 15).

The number of stakeholders informed directly (excluding Councillors) was approximately 550. Full use was made of the LDF consultee database.

Two press notice insertions and an article in the Richmond and Twickenham Times on 1st July, along with a notice in the London Gazette and a link to a dedicated SCI page from the home page of the Council's website were chosen to communicate with stakeholders not yet on the LDF consultee database. These groups (f-h) represent the majority of residents living in or running a business in the Borough.

Summary of the results

How many people responded to our consultation?

There were 71 returns by the end of the consultation period, comprising 36 individuals and 35 local groups or statutory consultee representatives. This represents a fairly good cross section of the different stakeholders we need to engage. 46 of the 71 respondents added comments to the questions with open ended sections, and all of these comments have been considered. The responses are summarised along with officer comments in a schedule to be found on the SCI page of the Council's website at http://www.richmond.gov.uk/home/environment/planning/local_development_framework/statement_of_community_involvement.htm or available on request. As stated in the draft SCI, 'with groups f-h, to whom the subject is less familiar, we can not expect a high level response at this stage of the process'. 20% of the 71 respondents were in this 'less familiar' category in that they stated they had not previously been involved in the UDP which is a good response at this stage.

How many of the sample were involved in the UDP and what did those involved think of the UDP process? (Questions 1&2)

51 respondents ie 65% recalled having been involved in the UDP. The feedback was broadly positive with twice as many 'satisfied with the process' as 'dissatisfied' (28 vs 13 respondents). The follow-up comment most frequently mentioned for the satisfaction was that they were kept well informed about developments, endorsing the need to feed back properly at each stage. Dissatisfaction was mostly due to the Council appearing not to act on their comments.

How many consultees want to be involved in the LDF consultee database?

(Question 3)

87% of those responding to this question want to be on the LDF consultee database. Only 8 people do not want to be on the database. Apart from one respondent who wanted their local group to represent them, and another wanting nothing to do with the process, reasons were not forthcoming. This is a pity as it would be helpful for the Council to know what barriers exist to engagement. Some people suggested that use of jargon could put people off.

How do the respondents personally want to be informed? (Question 5)

The results indicate that the most popular method for informing these consultees is by the traditional form of a letter. A few were happy with email only and others both email and letter. Those who mentioned the web page also expected to be informed by one of the other methods above. These results are not unexpected and confirm the need to build up the LDF consultee database as stated on page 15 and to ensure the direct method (letter/email) is used to inform where possible. The use of email is preferable to letter as we are aiming for a 'cost effective' programme (page 14) and email only requires officer time whereas letters require this as well as materials and postage. (See relative costs page 32).

What do respondents think about our chosen methods of informing, consulting and feeding back to engage a wide section of the community at all four stages? (Question 6)

The majority of respondents considered our choice of methods for informing, consulting and feeding back at all four stages of the process were 'about right'. Of those who had a view about whether we had the methods 'about right' or 'needed some changes' between 63% and 77% considered that we had it 'about right' and between 23% and 37% felt that some changes were needed.

The Council has considered all the open-ended responses made to this question and they are summarised along with officer comments in a schedule posted on the SCI page of the Council's website at

http://www.richmond.gov.uk/home/environment/planning/local_development_framework/statement_of_community_involvement.htm.

There were many positive comments endorsing our choices. There were no comments which suggested that we had to rethink the strategy or make any significant changes at any of the stages of the process. The changes offered were more a question of emphasis and requests to ensure that we managed to do what we stated in the document such as 'creating awareness and interest amongst non-engaged' and 'bringing the subject to life' on page 14. Some consultees made comments which related to all stages of the process, for example the need for hard copies in all libraries or business members requiring meeting minutes by email.

Some common themes which emerged in relation to our proposed methods of informing, consulting and feeding back included:

Website : issues of limited access, technical problems

Newsletter a good idea but must ensure wide dissemination and language clear

Preference for letters to be sent rather than email/website

Additional venues for engaging hard to reach groups

More obvious notices in the papers

More proactive mechanisms to involve local residents in planning applications

All comments have been all considered in the context of the need to engage more widely and the limited resources available.

Would you be willing to act as a consultation representative? (For group representatives only) (Question 8)

26 respondents are prepared to act as consultations representatives which is a positive indication of engagement. This offer is being progressed for Stage 2.

**The Local Development Framework for the London
Borough of Richmond upon Thames is prepared
by the Policy Section of the Environment Directorate**

Policy Section

Environment Directorate

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