

Consultation Draft Statement of Community Involvement

(Planning matters)

Environment

2 December 2019

To take part in future consultations on planning policy, please email your contact details to LocalPlan@richmond.gov.uk to be added to the Local Plan Consultee Database.

Contents

1. Introduction.....	2
1.2 Principles of Community Engagement.....	2
2. The Local Plan.....	4
2.1 Introduction	4
2.2 Development Plan Documents (DPDs).....	4
2.3 Supplementary Planning Documents (SPDs)	7
2.4 Area Action Plans.....	7
2.5 Local Development Scheme (LDS).....	7
2.6 Duty to Co-operate	7
2.7 Neighbourhood Planning	7
2.8 Commitment to Engagement.....	8
2.9 Outcomes and reporting back	12
2.10 Equalities.....	13
2.11 Equality Impact Assessments.....	14
2.12 Data Protection.....	14
3. Consulting the community on Planning Applications	16
3.1 Introduction	16
3.2 Pre-application discussions.....	16
3.3 Publicising planning applications	17
3.4 Viewing planning applications	18
3.5 How to comment.....	18
3.6 Taking views into account.....	19
3.7 Letting people know the outcome	20
3.8 Appeals	20
3.9 Enforcement:.....	20
4. Monitoring	22
5. Further Information & Advice	23
Glossary	24
Appendix 1 – who we will consult	25

1. Introduction

- 1.1.1 This document is the Statement of Community Involvement (SCI) for the London Borough of Richmond upon Thames. It sets out how the local planning authority will engage with the community and other stakeholders for two key processes which affect the planning and development of the borough:
- the production of planning policies - the Local Plan and associated documents, including neighbourhood planning, and
 - deciding planning applications.
- 1.1.2 Planning plays such a key part in shaping our environment and place that it is important that all those affected have the chance to have their say and have their views considered.
- 1.1.3 The Council's first SCI was adopted in June 2006. It was revised in 2009 (to reflect the then changes to Planning Policy Statement 12) and 2015 (to incorporate changes in relation to the production of Supplementary Planning Guidance).
- 1.1.4 A draft of this document was produced in Spring 2019 and subject to a six week consultation between July 22 2019 and 30 August 2019. Responses to this consultation were taken into account and incorporated into the final version, which the Council adopted on 2 December 2019.

1.2 Principles of Community Engagement

- 1.2.1 The Council has developed a comprehensive community engagement programme which is underpinned by a strategy that seeks to inform, involve and engage residents. The approach being to create innovative new ways to enter into a meaningful dialogue with residents, recognising that engagement should be tailored to suit the Borough's communities and to reach communities which are less heard than others.
- 1.2.2 The core principles for how the Council engages are:
- **Meaningful:** engagement will have purpose, and be appropriate, localised and community-based
 - **Coordinated:** the approach to engagement will be embedded across all Council services to ensure consistency and quality
 - **Clear and transparent:** communications will be clear and understandable, decisions will be transparent and shared widely
 - **Responsive and visible:** the Council will respond to the voice of residents and communities in a timely way with a flexible approach
 - **Inclusive and accessible:** the programme will actively seek fairer representation and consider new ways of engaging residents so that the voices of those who have been less heard as included

- **Action focused:** we will enable the community to work with us in finding solutions for local issues together through co-production.

1.2.3 It is envisaged that in reviewing the Local Plan and in deciding planning applications, engagement with residents and stakeholders will reflect these core principles and the requirements set out in relevant legislation relating to plan making, planning applications, neighbourhood planning and the Community Infrastructure Levy.

2. The Local Plan

2.1 Introduction

- 2.1.1 The Planning and Compulsory Purchase Act (2004), amended by the Localism Act (2011), sets out the current system of producing local plans, along with the National Planning Policy Framework (2019). Government places Local Plans at the heart of the planning system. The Local Plan is a key document as it sets out a vision, spatial strategy and framework to inform the future development of the borough.
- 2.1.2 The Richmond upon Thames Local Plan was adopted in July 2018 following independent examination¹. The planning policy framework for the borough is set out below:

National Policy & Guidance	National Planning Policy Framework and other national policy statements National Planning Practice Guidance National Waste Planning Policy
Development Plan	London Plan Richmond upon Thames Local Plan Twickenham Area Action Plan West London Waste Plan Ham & Petersham Neighbourhood Plan
Guidance documents	Supplementary Planning Documents & Guidance (to provide more specific advice on the implementation of policies and/or for specific development sites) Conservation Area Studies & Appraisals Other Guidance including Planning Advice Notes, for example in relation to basements. Supplementary Planning Guidance produced by the Mayor of London.
Other relevant	Local Development Scheme Statement of Community Involvement Community Infrastructure Levy Charging Schedule ² Article 4 Directions – conservation, office to residential, shops to financial and professional services Authority's Monitoring Report

2.2 Development Plan Documents (DPDs)

- 2.2.1 DPDs are a major part of the Planning Policy Framework for the borough setting out strategic and non-strategic policies. The process for producing a Local Plan is set out in Figure 1 below. Minimum requirements for consultation relating to the production of DPDs is set out in legislation, in

¹ Subject to two legal challenges affecting two specific areas.

² Prepared in accordance with the CIL Regulations 2010 (as amended)

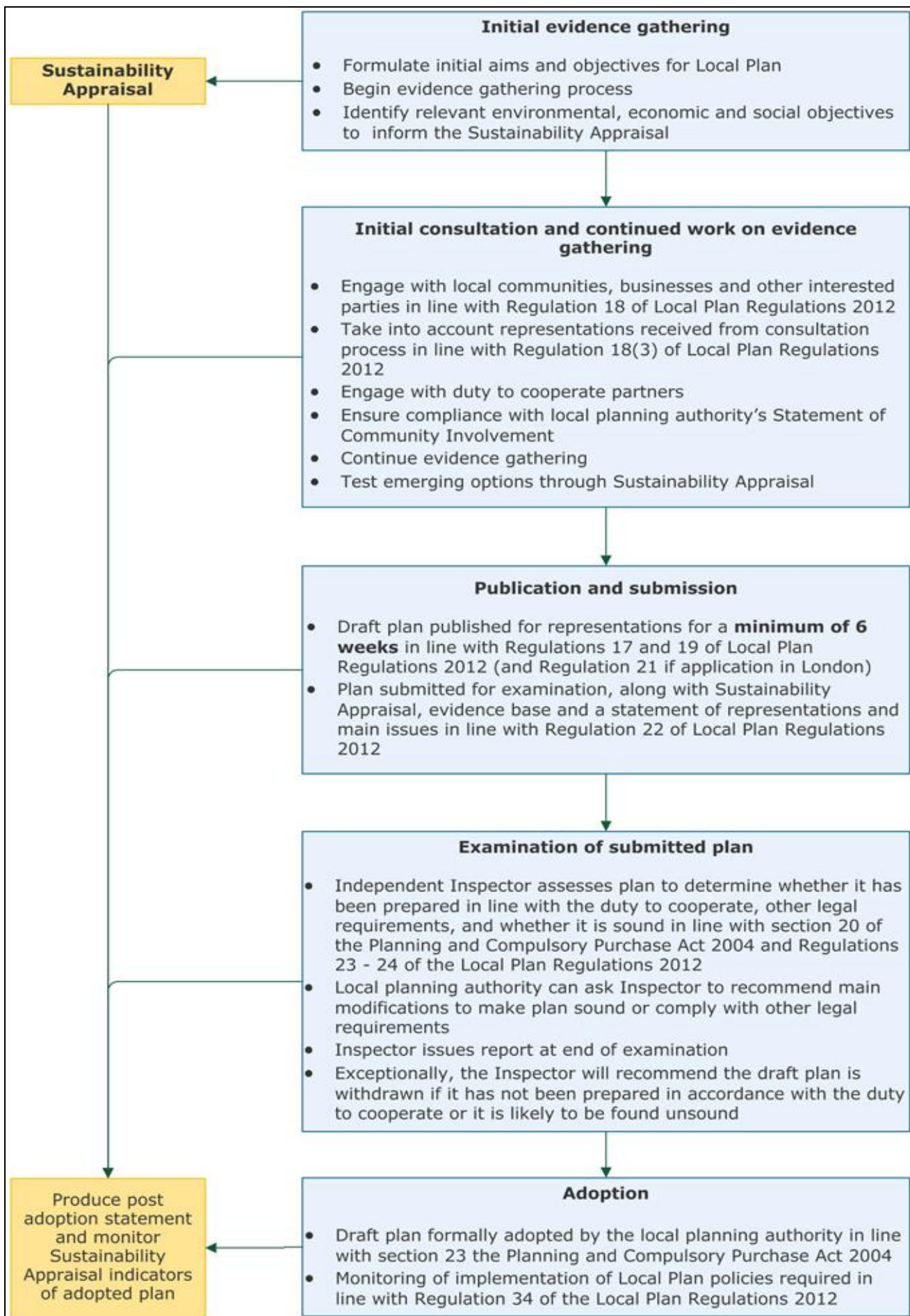
particular the Local Plan Regulations 2012³. The Council will meet these requirements, and where considered necessary and important, the Council will go beyond them.

2.2.2 The Council will consult on changes to the policies map concurrently with the Local Plan itself. Although not a DPD, the policies map is important in illustrating site and area specific policies. The precise extent of boundaries is of significance to interested parties.

2.2.3 There are a number of other documents that are required at various stages in the plan making process which the Council is committed to producing:

- **Sustainability Appraisal** – which are an integral part of plan making designed to promote sustainable development through assessment of plans at various stages
- **Health Impact Assessment** - this sets out the findings of the assessment of the health and wellbeing impacts of the policies
- **Habitats Regulation Assessment** – the assessment of the potential effects of a development plan on one or more European sites, including Special Protection Areas and Special Areas of Conservation including RAMSAR sites.
- **Duty to Co-operate Statement** – to demonstrate the duty to cooperate with other local authorities, and with other prescribed bodies, on strategic matters that cross administrative boundaries, linked with Statements of Common Ground.
- **Statement of Common Ground** - a written record of progress made by strategic policy-making authorities during the process of planning for strategic cross-boundary matters. It demonstrates at examination that plans are deliverable over the plan period and based on effective joint working across local authority boundaries.
- **Equality Impacts Assessments** (see Section 2.11)

³ Town and Country Planning (Local Planning) (England) Regulations 2012
<http://www.legislation.gov.uk/ukxi/2012/767/contents/made>



2.3 Supplementary Planning Documents (SPDs)

- 2.3.1 Minimum requirements for consultation relating to the production of SPDs are set out in legislation, in particular the Local Plan Regulations 2012⁴. SPDs are another part of the planning policy framework which provide more detailed guidance relating to the implementation of certain Local Plan policies (for example the Affordable Housing SPD) or site-specific briefs and masterplans (e.g. Old Deer Park SPD).
- 2.3.2 SPDs are drafted in a similar way to DPDs. However, they are not subject to all the stages that are required for DPDs and may not need a Sustainability Appraisal or other supporting documents. Most importantly, they are not subject to public examination by an independent planning inspector.

2.4 Area Action Plans

- 2.4.1 The Council adopted an [Area Action Plan for Twickenham](#) centre in 2013. It sets out detailed policies and proposals for this area and is part of the development plan.

2.5 Local Development Scheme (LDS)

- 2.5.1 The [LDS](#) is the document which sets out which Development Plan Documents are to be produced and when. It is regularly kept up to date. There is no formal requirement for public consultation on the LDS; instead it is seen as a project plan of work to be carried out, thereby keeping the local community and other stakeholders informed as to when, and at what stage, the public can get involved in the local plan making process.

2.6 Duty to Co-operate

- 2.6.1 The Council wishes to and has a legal duty to co-operate, or work together, with its neighbouring local authorities and other bodies including the Mayor of London, the GLA and Transport for London.
- 2.6.2 The Council is required to produce, maintain and keep up to date a Statement of Common Ground (SCG) to highlight agreement on cross boundary strategic issues with neighbouring authorities and other relevant organisations. A [Duty to Co-operate Statement](#) was published in July 2017 as one of the Local Plan Submission documents. It is intended that further such documents be published and consulted on where required. In addition, Duty to Cooperate monitoring is published regularly via monitoring of the Local Plan.

2.7 Neighbourhood Planning

- 2.7.1 The Localism Act 2011 introduced a set of tools that empowers local communities to develop a shared vision for the future development of their local area. Local communities can apply to be designated as 'Neighbourhood Forums', which can then choose to:
- write a neighbourhood plan which sets out planning policies that will be used to determine planning applications in that area; and
 - grant planning permission for specific development through neighbourhood development orders and the Community Right to Build.

⁴ Town and Country Planning (Local Planning) (England) Regulations 2012
<http://www.legislation.gov.uk/ukxi/2012/767/contents/made>

- 2.7.2 A Neighbourhood Forum decides on and is responsible for the early stages of consultation relating to the emerging plan. The local community also decides whether the final version of the neighbourhood plan is adopted or not through a local referendum. If the majority of those voting are in favour, the plan is 'made' (formally adopted) and becomes part of the borough's development plan.
- 2.7.3 A neighbourhood plan must be in general conformity with the strategic policies in the Local Plan and the London Plan. A neighbourhood plan cannot be used to prevent development in an area. It can promote more development than set out in the Local Plan, but not less.
- 2.7.4 The Council has an important role to play in the neighbourhood plan making process. It has a statutory duty to provide advice and support to a neighbourhood forum that is producing a neighbourhood plan; for carrying out formal consultation on proposed neighbourhood areas/forums and plans; and for arranging the examination and referendum on submitted plans. The Council is committed to undertaking these responsibilities in line with the core principles outlined in section 1.2.2 of this document.
- 2.7.5 Further information on neighbourhood planning in Richmond can be found in the Council's [Neighbourhood Planning Protocol](#). This provides more detail on how the process works, how communities can become involved in it, and on the type and amount of support the Council will provide.

2.8 Commitment to Engagement

What the Council will do before and during engagement

- 2.8.1 The Table 1 below sets out how the Council intends to consult using a variety of methods, so that it can reach a wide and representative audience. Any of the methods set out in Table 1 may be employed for planning policy and conservation consultations. A commensurate approach will be taken depending on the type of document being produced and the nature of the consultation. For example, engagement on a site brief or Conservation Area Appraisals and Management Plans may relate only to a specific site or area. Where necessary officers will engage with relevant Councillors over the extent of the area where a consultation relates to a site-specific proposal. Officers, in conjunction with Councillors, will decide which is the most effective way to communicate on that particular issue, and which methods should be employed.
- 2.8.2 The Council will ensure that its documents are clearly written and understandable and use as little jargon as possible. Documents will also be made available in different languages and accessible formats on request.
- 2.8.3 If the Council considers it appropriate to go over and above the legal requirements for engagement on plan-making, such as holding events, the Council will think carefully about any venues to be used to ensure they are accessible to all. Events will be held at convenient times of the day and week where possible, in order to maximise attendance.

- 2.8.4 Opportunities for community involvement will be widely publicised using a range of methods, which could include for example, face to face meetings, the use of social media and the web, appropriate to that engagement.
- 2.8.5 The purpose of the engagement will be clear, as will how to participate. What happens after will also be clear.
- 2.8.6 In producing a Local Plan, a consultation period of a minimum of 6 weeks or otherwise prescribed by the Regulations will be used for the statutory consultation stages. For SPDs, the period prescribed by the Regulations is shorter - a minimum of 4 weeks – however, in practice, the Council tends to consult for a period of 4 to 6 weeks on the statutory stage. As a principle, where a consultation period has been prescribed by legislation or chosen by the Council, the Council will be mindful of holiday periods, including bank holidays, and if appropriate extend consultation periods.

Table 1: Methods of Engagement

<p>Local Plan Consultee Database – letters and emails.</p>	<p>The Council will keep the Local Plan Consultee Database as up-to-date as is practicable.</p> <p>Officers will use the Local Plan Consultee database, or if relevant, subsets of it, to contact consultees (including subscribed residents, partner organisation and other stakeholders) when consultations are underway, and when necessary, to keep them informed of progress with plan making. The database also includes major landowners, planning agents and developers who asked to be on the database. It also includes bodies who the Council is required to consult under various legislation, referred to in Appendix 1.</p> <p>Consultees on the Local Plan Consultee Database will be consulted by email in the first instance, and by letter if preferred or email contact is unsuccessful.</p> <p>Email or using an online consultation portal (where enabled) is the preferred method of receiving consultation responses as it is the respondents preferred method and can be analysed quickly and efficiently.</p> <p>Any person or organisation is free to sign up to be on the Local Plan Consultee Database. In communications, information on the Council's privacy notice will be provided. Individuals on the database will be given the opportunity to opt-out of future notifications at the stages they are contacted in the plan making process.</p> <p>See Section 2.12 on data protection. Please note anonymous responses cannot be accepted and that comments will be attributed to individuals and organisations.</p>
<p>Notification letters to owners / occupiers</p>	<p>Where considered appropriate, such as in relation to site specific proposals or documents, the Council may decide to notify owners / occupiers in writing of specific consultation proposals and final outcomes.</p>
<p>Web pages & digital communications The Council's website: www.richmond.gov.uk</p>	<p>There is a wealth of information on the Council's website relating to the Local Plan including information on consultations, the status of the Plan and progress in meeting the agreed timetable as set out in the LDS.</p> <p>A Consultation section is available on the Council's homepage which directs users to live consultations and also via the planning landing page which allows access to planning specific consultations.</p> <p>The Council encourages responses to be made online. However, respondents are of course free to respond to consultations using their preferred method.</p>

	<p>Questionnaires may be used to gauge opinion on a specific issue and may be particularly useful in assessing opinions in the early stages of plan making. These will be available in an online consultation portal (preferred), digital (word document and/or PDF) and paper form.</p> <p>The Council produces regular e-newsletters for residents and businesses. Both are opportunities to publicise plan making consultations and planning applications received by the Council. For planning applications, meeting dates and their associated agendas, reports and minutes can be made available.</p> <p>In communications, information on the Council's privacy notice will be provided, and details on how to un-subscribe.</p>
Printed media – local press, leaflets and newsletters	<p>A formal public notice is placed in a local newspaper where required by the relevant Regulations.</p> <p>Tie-in with other Council leaflets and newsletters will be used where possible, as will the production of bespoke literature.</p>
Social media	<p>Use of social media such as Twitter and Facebook are useful tools to publicise consultations, allowing 24 hour access to planning services and the ability to respond to consultations.</p> <p>The Council's Community Engagement Officers facilitate local area Facebook groups. The Council is committed to being more responsive to residents who choose to communicate using social media through its emerging Community Engagement Programme.</p>
Face-to-face communication via workshops, meetings, drop-in events etc.	<p>Face-to-face contact with stakeholders is an important means of communication in shaping policy and in understanding the response to emerging policy.</p> <p>Meetings, workshops, drop-in events and potentially information stands will be used where appropriate. These may take the form of bespoke exercises and/or those with selected stakeholders such as amenity groups or business organisations in order to get to the heart of issues. Equally, the Council aims to coordinate engagement across the organisation. Where possible Local Plan consultations will tie in with Council-wide engagement, which also has the benefit of potentially reducing consultation fatigue.</p>
Libraries	<p>Documents will be available to view in the Civic Centre and the main libraries of Richmond Lending Library, Richmond Reference Library, Teddington, Twickenham, East Sheen and Whitton as relevant.</p> <p>The availability of these documents will be publicised by a variety of ways including, on the Council's website, via the Local Plan Consultee Database, by press release and if required by a Press Notice.</p>

	All locations are accessible to people with disabilities.
--	---

2.9 Outcomes and reporting back

2.9.2 It is important that those who have invested time in participating in engagement are listened to and their views are fully considered and taken into account. Table 2 below provides guidelines for how the outcomes of engagement will be dealt with and reported on.

Table 2: Reporting outcomes:

Formal consultations prescribed by legislation:	<ul style="list-style-type: none"> • A record will be made of all responses received. Please note that anonymous responses cannot be accepted, and that comments will be attributed to individuals and organisations. • Respondents will be acknowledged. • The Council will take all responses fully into account. • The Council will engage in further discussions where the Council considers this would assist in developing a document. • Respondents to consultations who have not previously responded will be added to the Local Plan Consultee Database, unless a request has been made to the contrary. • The outcomes of consultation will be formally reported to Members along with any changes to be made to the planning documents. • Respondents will be advised on the next stages in the plan making/ document production process, to which they have made a response, via the Local Plan Consultee Database.
Other Engagement:	<ul style="list-style-type: none"> • The Council will take all responses fully into account. • A record will be made of all responses received. • As a minimum, responses will be collated and summarised and fed back to stakeholders via appropriate means.
In addition:	
Local Plan	<p>A Statement of Consultation will be produced in line with legal requirements.</p> <p>Individual representations will be made publicly available as will</p>

	the Council's response to each representation where appropriate.
Supplementary Planning Documents	<p>A consultation statement is to be produced in line with legal requirements.</p> <p>Individual representations will be made publicly available as will the Council's response to each representation where appropriate.</p>
Neighbourhood Planning	<p>Neighbourhood Forums must undertake a statutory consultation on an early draft of the Neighbourhood Plan. A summary of the responses received and the engagement processes undertaken to produce the Plan must be recorded in a Statement of Consultation, which is published by the Council. For more information, please see https://www.richmond.gov.uk/neighbourhood_plans</p> <p>In relation to the Council's duties:</p> <p>Designation of the Neighbourhood Area/ Forum (also covering applications for re-designation) – The Council will produce a Schedule of Individual Responses which will be subject to the Council's decision making process, either being reported to and agreed by Committee or delegated to officers for approval.</p> <p>Consultation on Final Version of Neighbourhood Plan – The Council will prepare a Schedule of Individual Responses.</p>

2.9.3 The above refers to the formal stages in producing plans and related documents. In addition, the opportunity to keep others informed of progress in plan making will be taken where possible, for example through the Duty to Co-operate process and through meetings with various groups such as amenity societies, bodies responsible for planning and commissioning health care services (currently the CCG) and information sharing meetings with commercial estate agents and other Economic Development partners.

2.10 Equalities

2.10.1 The Public Sector Equality Duty (Equality Act 2010) aims to promote quality, eliminate discrimination and encourage good relations between different groups associated with age, disability, sex, gender reassignment, race, religion, sexual orientation and other protected characteristics. The Council wishes to engage with all individuals and groups to ensure that the opportunity arises for all, including those which are potentially "less heard" or "hard to reach", to have their say. This goes beyond the minimum requirements to consult statutory consultees set out in plan-making Regulations. Some groups may find it harder to respond to consultations for example because of economic restrictions or difficulties in getting around. In order to support residents to engage in meetings and feedback on plans we will seek to ensure all venues are accessible and that consultations are held across the borough where appropriate, or within the area to which a consultation relates to, to minimise travel time and expense. We will also

publicise consultations online so that residents who prefer not to attend meetings can feed in their views. We will make it clear for all meetings that are held that reasonable adjustments can be made and will encourage residents to let us know what we can do to help them to participate. The Council wants to hear from all groups and individuals and will continue to engage with representative groups.

2.10.2 Over many years, the Council has built up an extensive database of groups and individuals that are consulted on a regular basis on local plan making activities, and this includes ‘hard to reach’ groups. There are in total approximately 1,700 contacts within the Local Plan Consultee Database, and this includes a variety of residents’ and local amenity groups and societies as well as groups such as Age Concern, Age UK Richmond upon Thames, local youth clubs, Richmond Advice & Information on Disability (Richmond AID), Richmond Ethnic Minorities Advocacy Group (EMAG), the Inter Faith Forum, the Richmond Council for Voluntary Service, which works with charities, voluntary organisations, community groups, social enterprises and individuals looking to start up a new organisation with a social purpose. In addition, the Local Plan database also includes the London Gypsy and Traveller Unit, the National Federation of Gypsy Liaison Groups as well as the Friends, Families and Travellers service.

2.11 Equality Impact Assessments

2.11.1 There is a requirement to carry out an Equalities Impact Assessment and comply with the Equalities Act.

2.11.2 The Council is committed to carrying out Equality Impact Assessments as part of the plan making process. This sets out the assessment against nine protected equalities characteristics. It is undertaken to ensure that any potential equalities consequences of the policies and site allocations have been considered and, where possible, eliminated or minimised so that opportunities for promoting equality and diversity are maximised.

2.12 Data Protection

2.12.1 The Council is committed to doing all it can to respect privacy and protect personal information. The EU’s General Data Protection Regulation (GDPR) came into force on 25 May 2018 and sits alongside the UK Data Protection Act 2018. The GDPR applies to personal data – this is any information that can directly or indirectly identify a person. Extensive information on an individual’s rights and how the Council protects data is available on the Council’s website⁵ including the Council’s privacy notice.

2.12.2 In communications using the Local Plan Consultee Database, it is always clear that if the respondent would prefer not to receive notifications regarding planning policy and design matters from us in the future they are advised how to opt-out.

2.12.3 For the purposes of data protection, information the Council holds will only be used in connection with the planning documents that are being prepared and will not be passed to anyone else other than those who are directly involved

⁵ https://www.richmond.gov.uk/council/open_richmond/data_protection

with preparing them unless the Council is required to disclose this information by law or by any government department or other regulatory authority.

2.12.4 To be clear, a representation to formal plan making consultations cannot be made anonymously, and responses will be available for others to view and passed to the Planning Inspectorate for matters where their statutory role is to examine documents. However, personal details like postal and email addresses and phone numbers are removed.

3. Consulting the community on Planning Applications

3.1 Introduction

3.1.1 The Council has long-established and well-tried methods of dealing with and consulting on planning applications. These methods, and the overall approach, will continue to form the basis for future consultations. As with engagement for plan-making, engagement on planning applications will reflect the corporate principles set out in Section 1.2 above, be mindful of best value, as well as meeting statutory requirements.

3.2 Pre-application discussions

3.2.1 The Council is keen to encourage developers to discuss their proposals with planning officers before submitting an application. This can confirm whether the principle of development is acceptable and clarify the format, type and level of detail required to enable the authority to determine an application. It also provides an opportunity to indicate the full range of supporting material that should accompany an application. Pre-application advice and Planning Performance Agreements (PPAs) are currently provided on request. The procedure for arranging this and a schedule setting out the charges that different types of advice attract is available on the [Council's website](#). Draft PPA templates are also available on line, and once submitted, the Council is able to provide a quote. Full details of the type of supporting documents by application type can also be found on the [Council's website](#).

3.2.2 The Council does not have a pre-application charge for:

- Applications involving improvements to access for disabled people. Other developments, which may incorporate improved access in their design, but is not the main purpose of the development, would not benefit from this exemption.
- Pre-application advice to independent local businesses proposing the development (including change of use) of premises for their business use. This does not apply to larger developments and change of use (over 100 sq m floorspace).

3.2.3 The Richmond Design Review Panel assesses pre-application schemes within the borough, ideally at an early stage in the design and planning process and occasionally post-application schemes, with a view to raising the architectural quality of proposals. Further information on the Panel, including details of the types of schemes referred to it, can be found on the [Council's website](#).

Pre-application consultation

3.2.4 Developers are encouraged to consult neighbours and/or local amenity bodies before submitting an application, and some already carry out some promotional publicity. The Localism Act (2011) sets out requirements for pre-application consultation and the NPPF also encourages applicants who are not already required to do so by law to engage with the local community before submitting an application. The Local Validation Checklist requires all major developments to be accompanied with a Community Engagement

Report. In addition, the Council strongly encourages applicants of all other schemes to engage with the local community prior to submission. Developers will then be able to submit a consultation statement with the application, setting out who has been consulted and how, responses that were received and changes to the scheme that were made as a result.

3.3 Publicising planning applications

- 3.3.1 A [weekly list](#) of all applications is published on the website, sent to Councillors, libraries and on request to members of the public by email, through The Digest newsletter.
- 3.3.2 When publicising planning applications, the Council is guided by the statutory requirements of The Town and Country Planning (Development Management Procedure) (England) Order, and so:
- For applications requiring an Environmental Impact Assessment (EIA), sites concerning and affecting the setting of a listed building or conservation areas, or a scheme that does not accord with the development plan, a site notice will be displayed in at least one place on or near the land to which the application relates for not less than 21 days (30 days for EIA developments). A notice of such applications will also be published in the local newspaper (at the current time this is The Richmond and Twickenham Times).
 - Advertisement applications will be publicised by a site notice for not less than 21 days.
 - Permission In Principle/Technical Details Consents applications will be publicised by a site notice for not less than 14 days.
 - For all other applications, either a site notice will be displayed in at least one place on or near the land to which the application relates for not less than 21 days; or a notice (in the form of a letter) will be posted to any adjoining owner or occupiers and neighbours whom the Council considers are likely to be affected by a proposal, requesting any comments to be submitted within 21 days.
 - The Town and Country Planning (Local Authority Consultations etc.) (England) Order 2018 extends periods of public consultation before decisions are made to grant planning permission, permission in principle, listed building consent and certain prior approvals for development which is the subject of permitted development rights by one day for each bank or public holiday which occurs during specified periods.
- 3.3.3 The Council considers it best practice to seek to negotiate improvements to applications in cases where minor changes may be needed to make a scheme acceptable. In some circumstances the Council will re-consult on amendments if it is considered that they raise new issues which could lead to further comment.
- 3.3.4 Where appropriate, the views of other organisations will be sought (some as a legal requirement) such as Historic England and the Environment Agency, as well as for example, advisory groups and local amenity societies. Bodies such as Natural England will be allowed a longer period of time to comment on applications where this is prescribed by legislation, as in the case of applications accompanied by an Environmental Statement for example.

- 3.3.5 Neighbouring authorities will be consulted where planning applications are judged to potentially have an effect beyond the borough boundary. The owners/occupiers of properties that adjoin the application site, but which are located in other boroughs, will also be directly consulted in line with para. 3.3.2. In such cases, appropriate consultation with statutory bodies, other departments and the community will be carried out as necessary and in line with the current Scheme of Delegation, reported as to whether objections are to be raised.
- 3.3.6 Details of applications can be found on the Council's website by [searching](#) by address, application number, postcode or using a local planning search to [view all active planning applications within 250 metres of your property](#). This enables 'self service' and 24 hours access to key information.

3.4 Viewing planning applications

- 3.4.1 The Council publishes its Statutory Register of planning applications [online](#). The Register includes forms, plans, drawings and reports accompanying the application and decision notices. Any comments received also form part of the Register, and are made available online until an application is determined. Different documents are viewable at different times in the life of the application following guidance published by the Information Commissioners Office.
- 3.4.2 The electronic version of planning application documents can be viewed free of charge at the Civic Centre and Council libraries during office/opening hours without an appointment. A hard copy of the planning application can be viewed on request at the Civic Centre, Twickenham. To request this service, please telephone 020 8 891 1411. 24 hours' notice is required.

3.5 How to comment

- 3.5.1 Comments may be made by anyone, regardless of whether they were consulted individually. However, the Council cannot accept anonymous objections / letters of support and therefore we require a name and full postal address with any representation made.
- 3.5.2 Any comments are welcomed, whether in support of an application or objecting to it, although the Council can only take account of "material planning considerations". These include matters like the effect on traffic or parking, the appearance of the proposal, overlooking or disturbance, loss of light or privacy and impact on the local environment. The Council cannot take into account matters like loss of property value, private disputes between neighbours, matters covered by leases or covenants, the impact of construction work, and competition between firms. The website provides guidance on [what is a valid objection to a planning application](#).
- 3.5.3 Comments should be submitted as soon as possible, although the Council will take into account any representations received up to the date it makes a decision. As outlined in [Planning Committee Procedure Rules](#), written representations received prior to the completion of the committee report will be referred to within the report. Representations received after the report is published will be reported to the Planning Committee via the Addendum,

providing they are received by the Development Control Officer by 12 noon on the day before the meeting.

- 3.5.4 Comments should be made in writing, preferably by submitting comments on the electronic case file or online at www.richmond.gov.uk/planning or by post to Development Management at the Civic Centre. Any hard copy written representations received are included within the hard copy case file available for public inspection. Representations submitted online will be published and will be available to view on our website, usually within 48 hours. Representations received via email or post may not be published on our website.
- 3.5.5 The Council is aware that many people for various reasons, including the elderly and disabled people, may have difficulty viewing documents online, or visiting the Civic Centre or their local library. Everyone's views are important. In such circumstances the Council will discuss with that person the reasonable steps which can be taken to provide assistance.

3.6 Taking views into account

- 3.6.1 All material planning representations received will be taken into consideration during the assessment process of a planning application. The Council's Scheme of Delegation is online (forming part of the [Council's Constitution](#)), including explanation of the circumstances in which planning applications are referred to the Planning Committee. Whether a decision is made under delegated powers or by the Planning Committee, the officer's report will summarise all representations received, and take into account all material considerations raised during the assessment of the application.
- 3.6.2 The Committee Agenda is published in advance and can be viewed on the Council's website. The meetings are held in public at York House, Twickenham (unless otherwise agreed). Members of the public who have made representations, will be sent notification of when the Planning Committee will take place in advance.
- 3.6.3 When an application is referred to the Planning Committee, there is an opportunity for a limited number of interested parties to [address the Committee in person](#). Members of the public must register to speak in advance before the meeting. Further details, including how to apply to speak, can be found on the [Council's website](#).
- 3.6.4 Subject to there being no technical difficulties, the Council will publish [webcasts](#) of the proceedings of Planning Committees.
- 3.6.5 Legislation prescribes that schemes of potentially significant importance require the Mayor of London to be consulted in his role of making strategic planning decisions for London. The Mayor may take over the determination of an application therefore becoming the local planning authority. In such cases all representations made for and against the application are forwarded to the Mayor and a public hearing must then be held before deciding whether or not to grant permission. Notification of the date of the hearing will be given before

the event in the form of a site notice. Members of the public can attend the meeting and persons who have already made representations on the proposal may speak at the meeting by prior arrangement.

3.7 Letting people know the outcome

3.7.1 It is not usually possible to respond individually to comments or questions raised in individual representations. Information on the progress of an application will be made available on [the Council's website](#). Once a decision has been made on an application it will not be possible to individually inform people of this, but it will be possible to view the report prepared by the case officer and the decision notice online. The latter will show any conditions that may have been placed on a permission.

3.8 Appeals

3.8.1 Every applicant has the right of appeal the decision to [The Planning Inspectorate](#) if aggrieved by the Council's decision to refuse the application, or by conditions imposed on a grant of permission. All planning appeals are administered by the Planning Inspectorate. However, when an appeal is lodged:

- Any comments members of the public have previously made on a planning application will be passed to the Inspectorate, and these will be fully considered by the Inspector who decides the appeal; and
- The Council will notify all those originally notified of an application and those who have submitted a representation.

3.8.2 The Planning Inspectorate has published guidance booklets to taking part in the planning appeal proceedings:

1. Written representations: <https://www.gov.uk/government/publications/planning-appeals-dealt-with-by-written-representations-taking-part>
2. Informal Hearings: <https://www.gov.uk/government/publications/planning-appeals-dealt-with-by-a-hearing-taking-part>
3. Public Inquiries: <https://www.gov.uk/government/publications/planning-appeals-dealt-with-by-an-inquiry-taking-part>

3.9 Enforcement:

3.9.1 Where the Council receives a complaint of an alleged breach of planning control, it has a duty to investigate. Enforcement procedures are carried out in accordance with the National Planning Policy Framework (2012) and the Council's adopted [Planning Enforcement Policy](#) (2016).

- 3.9.2 Complainants, contravenors and other parties who may have expressed an interest in a particular enforcement case are updated individually at key stages of the investigation.
- 3.9.3 Given the sensitive nature of enforcement investigations and the legal mechanisms required to resolve breaches, the Council does not carry out consultation on enforcement proceedings. Any planning related comments provided by contravenors or affected parties will however be considered as a material consideration when deciding on how to progress a case.
- 3.9.4 Where planning applications are submitted proposing a resolution to a breach, consultation will be carried out as set out in Section 3.3. Where appeals are lodged against an issue of an enforcement notice, neighbours are consulted in the same way as for an appeal against a refusal of planning permission or conditions imposed on a grant of permission.
- 3.9.5 When an enforcement investigation is concluded, complainants and contravenors are individually advised on the outcome.

4. Monitoring

- 4.1.1 The SCI will be reviewed and updated as necessary, for example to reflect changes in legislation or national guidance and to reflect the Council's corporate policy on community engagement. It will also need to incorporate developments in consultation methods. Indeed, legislation requires local authorities to keep the SCI up to date and to review it every 5 years, or to justify why this hasn't been done.
- 4.1.2 The Council will continue to monitor the effectiveness of its consultation procedures. It has an established complaints procedure in place.

5. Further Information & Advice

The Council's website https://www.richmond.gov.uk https://www.richmond.gov.uk/services/planning	The Council's homepage and first point of call for planning services
https://www.richmond.gov.uk/services/planning/planning_policy/local_plan	Local Plan web pages, including current consultations and the LDS (timetable for production of Local Plan documents)
https://www.richmond.gov.uk/services/planning/borough_cil_and_planning_obligations	Sets out the Borough CIL Charging Schedule as well as details of how CIL monies are spent.
https://www.richmond.gov.uk/services/planning/make_a_planning_application	Advice on how to make a planning application
The Planning Portal https://www.planningportal.co.uk/	The Government's online planning and Building Regulations resource which provides information on plans, appeals, applications and through which a planning application can be submitted.
Planning Aid https://www.rtpi.org.uk/planning-aid/	This is a charity offering free, independent, professional advice on planning issues.
Royal Town Planning Institute (RTPI) https://www.rtpi.org.uk/	The RTPI provides planning advice for the benefit of the public and its Members.
Local Neighbourhood Planning website https://locality.org.uk/	Providing information and support regarding neighbourhood planning
Community Planning Website http://www.communityplanning.net/	Provides a range of advice and information to assist community involvement in planning and place-shaping.

Glossary

Community Infrastructure Levy

The Community Infrastructure Levy (CIL) is a planning charge, introduced by the Planning Act 2008, as a tool for local authorities to help deliver infrastructure to support the development of their area. It came into force on 6 April 2010 through the Community Infrastructure Levy Regulations 2010. It allows local authorities to raise funds from owners or developers of land undertaking new building projects in their area.

Development Plan Documents

DPDs have development plan status and are subject to independent examination carried out by a Planning Inspector.

Supplementary Planning Documents (SPD)

Documents which add further detail to the policies in the Local Plan. SPDs can be used to provide further guidance for development on specific sites, or on particular issues, such as design. SPDs are material considerations in planning decisions but are not part of the statutory development plan.

Supplementary Planning Guidance (SPG)

SPGs have been produced by the Council to provide greater detail on policies. Since 2004, the Council has no longer produced SPGs as they have been replaced by SPDs. However, the Council's SPGs remain material considerations in planning decisions unless withdrawn.

The Mayor of London produces SPGs to provide further guidance on policies in the London Plan that cannot be addressed in sufficient detail in the plan itself.

Appendix 1 – who we will consult

The bodies and organisations to be consulted under the various planning regulations are extensive and subject to organisational change and amendments to these Regulations. All planning documents are sent to bodies identified in these Regulations for formal consultations. The specific and general consultees are defined in the various pieces of legislation below:

National planning policy documents and guidance https://www.gov.uk/government/publications/national-planning-policy-framework--2
Planning Practice Guidance – Statutory Consultees https://www.gov.uk/guidance/consultation-and-pre-decision-matters#Statutory-consultees-on-applications
The Town and Country Planning (Local Planning) (England) Regulations 2012 http://www.legislation.gov.uk/uksi/2012/767/contents/made
Localism Act 2011 http://www.legislation.gov.uk/ukpga/2011/20/contents/enacted
Planning Act 2008 http://www.legislation.gov.uk/ukpga/2008/29/contents
Planning and Compulsory Purchase Act (2004) as amended http://www.legislation.gov.uk/ukpga/2004/5/contents
Local Plan checklist https://www.local.gov.uk/pas/pas-topics/local-plans/local-plan-checklist
Town and Country Planning Act (1990) (as amended) http://www.legislation.gov.uk/ukpga/1990/8/contents