

LDF

Local Development Framework

Statement of Community Involvement

Approved November 2006





London Borough of Hackney

Statement of Community Involvement

As approved by Cabinet and full Council on 29/11/2006

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1. DOCUMENT SCOPE

- 1.1. This document has been developed as part of the Hackney Local Development Framework (LDF) as required by the Planning and Compulsory Purchase Act (2004). It has been consulted on in line with Regulation 25 which requires a 6-week minimum period of public consultation. Following this period the document was amended in light of the representations received. The document was then submitted for independent examination by the Planning Inspectorate. This examination included a further 6-week period of consultation and an examination in public administered by the Planning Inspectorate. The modifications recommended by the Planning Inspectorate were then made and the document adopted by Hackney Council on 29 November 2006.
- 1.2. The timetable for the production of this document is contained within another LDF document called the Local Development Scheme (LDS). This can be viewed on the internet at www.hackney.gov.uk/ldf.
- 1.3. The SCI will be assessed annually as part of the Annual Monitoring Report (AMR). These assessments and the Planning Engagement Strategy will inform a 3-year fundamental review. In future, the aim will be the development of review triggers for the SCI as part of the AMR and/or the Planning Engagement Strategy.

2. INTRODUCTION

- 2.1. The purpose of this Statement of Community Involvement (SCI) is to outline the Council's standards for community involvement in the planning process and to identify the ways we will achieve these standards. It is part of the Planning Service's wider engagement strategy that aims to more comprehensively involve the community in the entire planning process.
- 2.2. The Statement of Community Involvement (SCI) is a statutory document required by the Planning and Compulsory Purchase Act (2004). The Act (2004) introduced a number of changes to the planning system as part of the Government's commitment to creating sustainable communities and delivering sustainable development. The major change is the replacement of the Unitary Development Plan (UDP) with a Local Development Framework (LDF). The LDF is made up of a portfolio of documents known as Local Development Documents (LDDs) which include:
- Development Plan Documents (DPD) - Important development plans which will be independently assessed
 - Supplementary Planning Documents (SPD) - Development plans which will not be independently assessed
 - Statement of Community Involvement (SCI) – setting out standards for community involvement
- 2.3. The Local Development Scheme (LDS), which outlines the Council's work programme for the next 3 years is also included in this LDF but is not an LDD (See Figure 1)
- 2.4. Planning Policy Statement (PPS) 12 sets out the Government's policy on the preparation of the LDF and Local Development Documents (LDD) and gives a strong emphasis to community involvement, stressing that it should be both continuous and effective, particularly in the early stages of plan preparation.
- 2.5. The SCI sets out the standards the Council will work to in involving the community in the preparation, alteration and continuing review of all local development documents and planning applications. It also shows how the Council will meet the legal requirements set out in the Act.

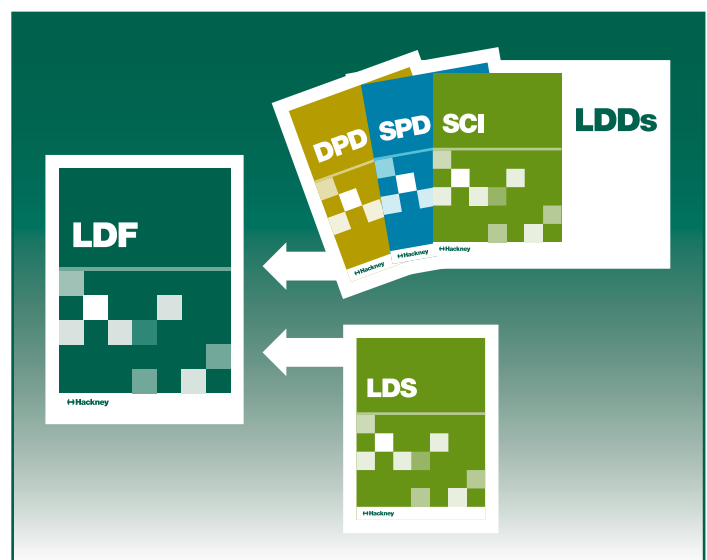


Figure 1 – Schematic of the LDF documents

2.6.

The SCI describes how the community can become involved in the development of some of these documents and determination of planning applications. The SCI will cover:

- Who makes up the community to be consulted
- How we will provide opportunities for the community to be involved in production of LDF documents and consideration of planning applications
- The methods of consultation we will employ
- How we will provide feedback to the consultees
- What resources will be required.

3. MAIN PRINCIPLES

3.1.

We are committed to improving the way we involve the community in the planning process. Through community participation and involvement we will help deliver the spatial objectives of the Community Strategy. The Community Strategy will be the subject of re-consultation in 2006. The impacts of any amendments to the Community Strategy will be appraised in the Annual Monitoring Report and will feed through to changes in LDF documents. Any consultation programmes scheduled during the same period as this or subsequent consultation periods will look to maximise efficiency through concurrent consultation programmes. The Government has outlined their principles for community involvement¹ which are:

■ **Community involvement that is appropriate to the level of planning.**

We will try to find the most appropriate method and level of community involvement depending on the nature of the planning process involved. We will try to establish the needs of the community and use methods that reflect those needs.

■ **Front loading of involvement.**

'Front loading' means finding ways to involve the community from the earliest stages of the planning process. Through this we will encourage meaningful involvement that can influence and inform policy decisions.

■ **The methods used to encourage involvement and participation should be relevant to their experience.**

We will try to find ways to involve the community that will be suitable for the particular needs of the community affected by plans or proposals.

■ **Clearly articulated opportunities for continuing involvement.**

The involvement of communities will not end after a consultation exercise. We will give feedback to the community after consultation and will also outline the key stages when further involvement will be possible.

■ **Transparency and accessibility**

We will make the processes clear by letting people know when they will be able to participate and the ground rules that will be in place.

■ **Planning for involvement**

Involvement will be incorporated into the planning process at key stages, in particular in the developmental stages, and will also be linked to other council consultation processes such as the Community Strategy.

1 Planning Policy Statement 1 (PPS1) – delivering sustainable communities, and Community Involvement in Planning: The Government's Objectives

- 3.1. In addition, we will also work towards:
- 3.2. **Building on our capacity to involve.** It is also intended to improve the way we consult through developing and maintaining a dialogue with the Hackney community. Networks with the community will be created in line with our engagement strategy. This will build the capacity for the community to input into the planning process, leading to improvements in the effectiveness of our consultation exercises.
- 3.3. **Working in partnership.** We will ensure that in planning for the future we work in partnership with our diverse community. We aim to prepare an LDF and make decisions on planning applications which reflect the community aspirations. Hopefully it follows that the LDF documents we produce will represent an agreed vision signed up to by the community and other stakeholders.
- 3.4. The Council has standards under its Corporate Consultation and Public Information Strategy and Consultation Charter which will also be adhered to. The Engagement Strategy of Planning Services will encompass the standards set out in the SCI but develop further the engagement of the community in planning issues.

4. COMMUNITIES OF HACKNEY

- 4.1. The Council's Community Strategy 2004 -2014 'Mind the Gap' reviews the makeup of the Hackney Community which will inform consultation exercises undertaken for planning purposes. Key points are reproduced below.

Hackney's population has a significantly younger average age than either the rest of England or London. There are more children below the age of 16 in the borough and more people in their twenties and thirties – the age when people are most likely to have families.

Past and present communities include: French Protestants, Sephardic Jews, Irish, Germans, Afro-Caribbeans, Cypriots, Vietnamese, South Asians, West Africans, Turks, Somalians and Kurds. Currently over a half of Hackney residents come from ethnic minority groups.

Together with the ethnic and religious mix, Hackney's population also has a wide mix of occupations and a high percentage of graduates. In particular the borough has a large community of artists and people working in the cultural industries and a growing sector of information technology and multi media experts.

Despite being adjacent to the wealth of the City of London, Hackney has one of the worst levels of deprivation in the country regardless of which scale of measurement is used. Unfortunately there is little evidence to suggest that the gap between the deprivation levels in Hackney and the rest of the country are narrowing.

The borough suffers from low skill levels, high unemployment rates and low incomes. Many residents have poor literacy and numeracy skills, having left school with few qualifications. Means-tested and disability benefits support approximately 40% of families in the borough which means that most children in Hackney are in families dependent on benefits.

The local economy is now dominated by small and medium size businesses and public services. 30% of businesses in the borough are located in its southern tip, the City fringe area. In many key employment sites in the borough land designated for employment use is under pressure for residential development and increases in land values in the borough are resulting in rises in commercial rent levels. Around two thirds of Hackney's working population have jobs outside the borough.

- 4.2. The key implications of these factors are:

- **Language barriers for written and oral communication.** The council needs to provide clear and appropriate translation and interpretation of consultation documents.
- **Relatively low uptake of online services due to low incomes.** Access to the internet is not available to everyone. The methods used will have to incorporate elements of both online and offline consultation.

- **Young people will require a different approach to traditional methods** as these have not provided an adequate level of involvement in the past.
- **Poor literacy may reduce the effectiveness of traditional written consultation.** More face-to-face consultation opportunities could be used. Some online delivery may provide non-written information. Promotion of visual displays in consultation exercises will also contribute to dealing with this issue.
- **Higher levels of unemployment** may present greater opportunities for consultation during working hours. However, many residents in employment work outside the borough so may find it difficult to attend meetings/workshops during working hours. Meetings will need to be undertaken in a way that addresses the needs of both groups.
- **Some areas are dominated by businesses and some by residents.** Need to ensure that an appropriate mix of consultation is undertaken meeting the needs of all groups.

4.3. Consultation methods will be assessed for their effectiveness in reaching the communities of Hackney through ongoing monitoring and feedback, and groups that are not engaging in consultation will be identified through that process. Appendix 5 and 6 contains the monitoring forms which will be used to provide this data

4.4. See Appendix 1 – Tools for Consultation Exercises for resources which may be used to make contact with representative groups.

5. WHEN THE COMMUNITY CAN GET INVOLVED IN THE PLANNING PROCESS

- 5.1. The community will have an opportunity to get involved in two distinct stages of the planning process;
- input into the development of the new LDF through consultation on Local Development Documents (LDDs)
 - input into consideration of applications received for planning permission

CONSULTATION ON LOCAL DEVELOPMENT DOCUMENTS (LDD)

- 5.2. In 2004 the Council started work on the preparation of a new development plan for the borough to deliver the spatial planning strategy for the Council. There will be opportunities for public involvement as this process unfolds in the development of policies, guidance and strategies as set out below.
- 5.3. The Council will produce two types of LDD – Development Plan Documents and Supplementary Planning Documents. The Local Development Scheme sets out the timetable and types of documents produced and can be viewed at: <http://www.hackney.gov.uk/ldf>. Progress on these documents will also be reported in a quarterly newsletter.
- 5.4. **Development Plan Documents** will cover such things as Core Policies (the vision of the future development of Hackney), Area Action Plans (plans for discrete areas of the borough such as town centres) and Specific Area Policies (parts of the borough which are identified as needing special attention for planning purposes).
- 5.5. The stages where community are able to contribute to the development of the documents are outlined Figure 2. The methods that the Council will use to consult with the community are outlined further in the section titled ‘Standards for community involvement’.
- 5.6. **Supplementary Planning Documents** will be used to develop policies that provide additional guidance in support of their parent DPDs. Opportunities for public involvement are reduced for these documents in order to speed up their development. Although there are a reduced number of stages where the community will be consulted, these stages will be resourced equivalently to ensure that community aspirations are adequately addressed.

Grey boxes in the process diagrams in Figure 2 indicate where the community will be informed and/or have an opportunity to be involved in development of LDDs. There are, however ongoing opportunities to receive information and/or submit comments. A newsletter of LDF progress will provide information to interested parties and the community can submit any comments on an LDF document before a consultation period opens via the internet²

2 See www.hackney.gov.uk/planning-consultation.htm

5.7. Throughout the consultation process on any LDD there is corresponding consultation on the Sustainability Appraisal (SA) of the LDD. An SA will show how the Council is taking sustainable development into account. The initial stage in developing a LDD will be developing the objectives of the SA as part of a Scoping Report. To comply with European Union requirements and good practice, the Council will provide an opportunity for those identified as 'Key Stakeholders' (see Key Stakeholders Engagement section below) to comment on these objectives. This will be undertaken at the beginning of the Key Stakeholder Engagement Phase as described in the LDS.

5.8. During both Statutory Consultation Stages 1 and 2 on an LDD a draft SA will be made available for inspection and comment. The final adopted LDD will also have a final version of the SA provided alongside the document.

Key Stakeholders Engagement

5.9. In the initial stages of development, prior to Cabinet approval of a consultation draft, the Council will seek to involve Key Stakeholders who will have an interest in the resultant LDD. The Key Stakeholders will be identified by the Planning Service and the corporate consultation team in conjunction with elected members and will be in-line with Regulations³. These groups can be identified using the tools identified in Appendix 1 – Tools for Consultation Exercises. This should be undertaken as early as possible in the development of the document as Key Stakeholders will have an involvement preceding this engagement stage during the SA scoping stage.

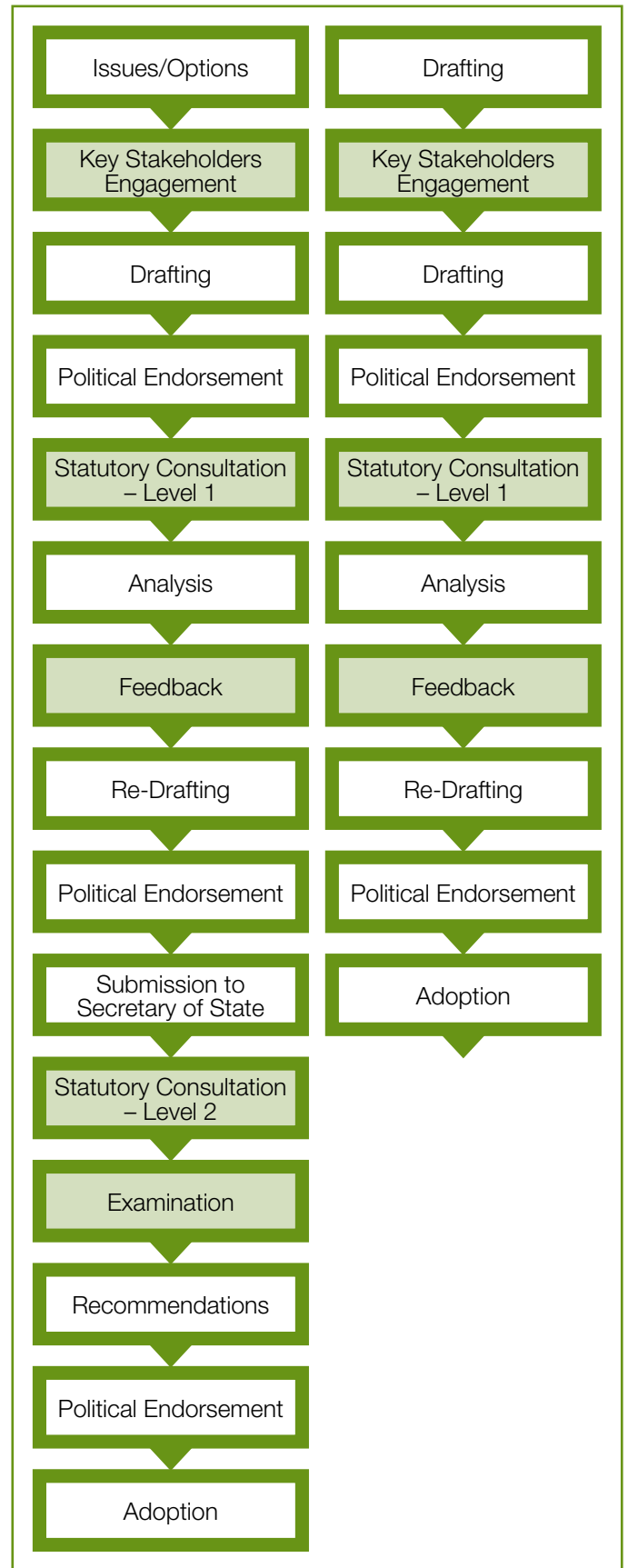


Figure 2 – Simplified diagram of the consultation process for LDDs

3 Town and Country Planning (Local Development) (England) Regulations 2004 – Regulation 25

5.10.

Initially an approach will be made to the Key Stakeholders to inform them of a document under preparation and provide an opportunity to comment as part of a programme of ongoing involvement. These Key Stakeholders will always include, but are not limited to:

Specific Consultation Bodies

- Mayor of London
- London Borough of Haringey
- London Borough of Waltham Forest
- London Borough of Newham
- London Borough of Tower Hamlets
- Corporation of London
- London Borough of Islington
- Countryside Agency
- Environment Agency
- English Nature
- English Heritage
- Department for Transport (Rail Division)
- Transport for London
- London Development Agency
- Mobile Operators Association
- Any other electronic communications apparatus supplier in Hackney
- City and Hackney Teaching Primary Care Trust
- City and Hackney Teaching Primary Care Trust
- Any person with a Gas or Electricity licence exercising functions in Hackney
- Thames Water

General Consultation Bodies

- Sustainable Development Group⁴
- Local Councillors for the area that the document relates to
- Each Neighbourhood Forum in Hackney
- All theme groups in the Hackney Strategic Partnership⁵ will be requested to suggest a local representative who can contribute to the plan formulation
- Council for Voluntary Service⁶
- Disability Hackney
- Hackney Chamber of Commerce
- Hackney Enterprise Network
- Commission for Architecture and the Built Environment
- Lee Valley Regional Park

4 A group established to review planning policies and programmes to ensure that they comply with best practice regarding sustainability (<http://www.hackney.gov.uk/planning-consult-forums.htm>).

5 A partnership involving local people, businesses, public, the voluntary sector agencies and the Council (<http://www.hackney.org/>)

6 Administers the Community Empowerment Network for Hackney which helps voluntary and community groups and residents' groups get involved as equal and full partners in the Hackney Strategic Partnership (www.hcvs.org.uk)

Please note these lists also relate to successor bodies where re-organisations occur.

- 5.11. Where appropriate the Council will include other relevant organisations and individuals in these initial consultation exercises. The Council maintains a database of consultees for use in all stages of consultation.
- 5.12. It is expected that, while the Key Stakeholders will be determined by Hackney Council, some consultation exercises may be undertaken by external consultants.
- 5.13. Responses at this stage will be recorded and will be incorporated in the first drafts of the documents being prepared. All invitees and participants will be forwarded copies of the first draft when Statutory Consultation – Level 1 begins.

Political Reporting

- 5.14. An alternative way to make representations is through the political process via the local councillor. The consultation process described above requires two stages of political reporting when councillors will be asked to make comment on the document under preparation. It is strongly advised that views are expressed directly to the Planning Service in the first instance to achieve early resolution, however if the response through this channel is considered insufficient, this alternative approach is available.

Statutory Consultation – Level 1

- 5.15. There are statutory requirements for consultation at this stage outlined in the Regulations⁷. These include:
- Publication on the Hackney Website
 - Make copies available in Council Offices and to statutory consultees
 - Advertisements in Hackney Today
 - Accepting representations on the documents.
- 5.16. In addition to this, we will undertake other consultation as outlined in this document (under the section titled 'Standards for community involvement').
- 5.17. Representations on the documents will be possible during a minimum 6 week period.
- 5.18. This stage of consultation will generally be undertaken by the Council rather than being outsourced to external bodies.

Feedback

- 5.19. The Council will endeavour to feedback to those involved in the development of LDDs how their comments have been addressed in the revised documents. This is outlined in the following section (Communicating results).

⁷ Town and Country Planning (Local Development) (England) Regulations 2004 – Regulation 26

Statutory Consultation – Level 2 and Examination

- 5.20. After submission of a DPD to the Secretary of State, a 6-week consultation period commences for the public to make representations on that plan. This is a statutory process as set out in the Regulations⁸. Comments are sent to the Council but are forwarded in full to the Secretary of State who undertakes an independent examination of the DPD.
- 5.21. At the time of submission, the Council will again:
- Publish the draft document on the Hackney Website
 - Make copies available in Council Offices and to statutory consultees
 - Place advertisements in Hackney Today
 - Accept representations on the draft documents on behalf of the Secretary of State
- 5.22. The Secretary of State determines the type of examination they will undertake for the purposes of an independent examination. This may provide an opportunity for any objectors to make their case to the inspector directly. The findings of this examination are binding upon the Council.

CONSULTATION ON APPLICATIONS FOR PLANNING PERMISSION

- 5.23. The Local Development Documents developed under the preceding section will be used to assess applications to develop sites in the borough. These proposals will be submitted to the Planning Service as planning applications.
- 5.24. When planning applications are submitted the applicant will be advised by the Council to undertake consultation with the community which is commensurate with the scale of the development proposed. Pre-application discussions will establish the level of consultation which the Council considers suitable in line with guidance provided in this document. This will help to establish key issues at an early stage.
- 5.25. Bodies such as English Nature will be allowed a longer period of time to comment on applications where this is prescribed by legislation.
- 5.26. On most applications the level of consultation undertaken by the Council will suffice. On those applications that the Council considers a major development there will be further consultation required. Consideration should be had for pre-application consultation as a means to ease the processing of planning applications.
- 5.27. The Council suggests a tiered approach to the consultation requirements for major developments. Three tiers are identified with increased requirements being associated with developments which are more controversial or are less compliant with the provisions of the LDF. The amount of consultation necessary will however be better identified following discussions with planning officers at a pre-application stage.

⁸ Town and Country Planning (Local Development) (England) Regulations 2004 – Regulations 28-33

- 5.28. Guidelines for consultation on major applications are outlined in a guidance note which is provided both on the internet⁹ and during the initial discussions between Council officers and the applicant (attached as Appendix 2).
- 5.29. Any member of the community can submit comments on any planning application by searching for the planning application on the internet at www.hackney.gov.uk/planning. The results of any such consultation will be reported and taken into account in decisions made by, and on behalf of, the Council.
- 5.30. Individuals and community groups can also obtain free advice and support when dealing with the council on planning applications from Planning Aid for London (www.planningaidforlondon.org.uk or phone 020 7247 4900).

Consultation Opportunities for Applicants

- 5.31. If an applicant undertakes consultation before submitting an application they should provide the Council with a consultation report detailing the methods of consultation undertaken and the number of people reached. The aim and value of this early consultation is that issues will be identified early in the process. This will enable changes in the proposal to be considered or provide an opportunity to obtain community support in advance of the council consultation exercise. Any application that is less contentious is likely to suffer fewer delays if community support can be obtained.

London Borough of Hackney Responsibilities

- 5.32. The Council is required to meet the statutory minimum requirements for consultation as set out in the Town and Country Planning (General Development Procedure) Order 1995. Notification of neighbours and other affected parties is carried out when the Council receives a valid application. The consultation period runs for 21-days from the date of the letter of notification to a third party. During the 21 day period any person can submit written comments on the application to the council via the internet or post. Representations made are considered by the case officer in assessing and recommending an application for approval or refusal of planning permission. The Council may undertake pre-application consultation if it is thought necessary.
- 5.33. Further details on the notification and consultation undertaken by the Council can be found in Appendix 3 – Consultation on Planning Applications

⁹ <http://www.hackney.gov.uk/ep-pre-app-major-comm-consult.htm>

6. STANDARDS FOR COMMUNITY INVOLVEMENT

- 6.1. This section details the methods which will be employed at various consultation stages and what each method will entail.
- 6.2. During the **Key Stakeholder Engagement** phase of consultation (see Figure 2) some of the methods outlined in this section will be employed. After advising Key Stakeholders of a document under preparation some groups will also be invited to workshops (if required); however attendance may need to be restricted to ensure that the workshops will remain a manageable size. Flexibility needs to be retained in determining an appropriate approach to take account of the differing needs of the Key Stakeholders, the membership of which will vary considerably with the type of document being produced.
- 6.3. The table below indicates which methods will be compulsory and which are optional extra methods that should be considered during **Statutory Consultation – Level 1** (see Figure 2). The consultation plan (a requirement for cabinet approval before the document goes to consultation) should refer to each of the methods required during Statutory Consultation – Level 1. If methods are considered inappropriate the reasons should be stated in the Consultation Plan. Methods listed as statutory options must always be met.

Methods	Core Policies	Area Action Plans / Specific Area Plans / General Policies	SPD
Public exhibitions / displays / stalls / community surgeries	OPTIONAL	REQUIRED	OPTIONAL
Workshops (interactive): Planning For Real / Design Days / etc	REQUIRED	REQUIRED	REQUIRED
One-to-one meetings with selected stakeholders	OPTIONAL	REQUIRED	REQUIRED
Focus groups	REQUIRED	REQUIRED	OPTIONAL
Public meetings / area meetings	OPTIONAL	OPTIONAL	OPTIONAL
Formal written consultation / referenda / community surveys / leaflets / newsletters	REQUIRED	REQUIRED	REQUIRED
Letters to statutory bodies (listed in Regulations)	STATUTORY	STATUTORY	STATUTORY
Documents, available for inspection at Council offices during set consultation period	STATUTORY	STATUTORY	STATUTORY

Methods	Core Policies	Area Action Plans / Specific Area Plans / General Policies	SPD
Meeting presentations (if requested)	REQUIRED	REQUIRED	OPTIONAL
Steering / advisory group	REQUIRED	REQUIRED	REQUIRED
Media (local press, TV, radio, etc)	STATUTORY	STATUTORY	STATUTORY
Internet (website)	STATUTORY	STATUTORY	STATUTORY
Hotline / contact number / contact email / contact address	REQUIRED	REQUIRED	REQUIRED
Official launch	REQUIRED	OPTIONAL	OPTIONAL

STATUTORY – Must be undertaken. Statutory requirement.

REQUIRED – Must be considered and addressed in the consultation plan. Should not be dismissed without good reason.

OPTIONAL – Not required but may be used if considered appropriate

6.4. Full checklists for consultation exercises are attached as Appendix 4 – Consultation Programme/Exercise Checklists.

6.5. The requirements for consultation at **Statutory Consultation – Level 2** (see Figure 2) for a DPD are stipulated in the regulations¹⁰ as:

- Make documents available for inspection at Council offices
- Publish documents on the website
- Send documents to the general and specific consultees and notify any person who has requested to be notified of the document submission to examination
- An advertisement to be placed in a local newspaper

PUBLIC EXHIBITIONS / DISPLAYS / STALLS / COMMUNITY SURGERIES

6.6. This type of event would be held locally and in an accessible venue if possible and at various times to encourage all sections of the community. Usually they will require a staff member to be present. The aim of this is to provide an officer who can discuss issues with the public and provides an opportunity for the public to make comments to be considered in the drafting/decision-making process. Associated activities could include providing further information (i.e. leaflets, posters, documents) at the event.

¹⁰ Regulation 28 – Town and Country Planning (Local Development)(England) Regulations 2004

- Record number of attendees, sex, and age for effectiveness monitoring (Appendix 5 – LDF Consultation Monitoring Form)
- Best for reaching public in places they frequent
- Spread throughout 6-week consultation period

WORKSHOPS (INTERACTIVE): PLANNING FOR REAL / DESIGN DAYS / ENQUIRY BY DESIGN

6.7. This type of event is likely to be for key stakeholders and community groups and provides an opportunity to bring those groups together to establish key issues and solutions. The format of the workshop can be modified to suit the particular circumstances of the consultation exercise. Typically the workshop will involve a presentation and open-floor discussion. Notes from the workshop should be recorded and provided to participants shortly after the event. Independent facilitation of the event should also be considered.

- Record ratio of attendance to invites for effectiveness monitoring (Appendix 5 – LDF Consultation Monitoring Form)
- Best for focused discussion with key stakeholders/representative bodies
- Spread throughout 6-week consultation period but advantageous to complete early
- Provide a range of times and dates to suit consultees

ONE-TO-ONE MEETINGS WITH SELECTED STAKEHOLDERS

6.8. These meetings should take place with those stakeholders most affected by the document under consultation. The aim of these meetings should be to obtain in-depth comments regarding the document and resolution of potential issues. This may require the number of people to be kept to a minimum. Thought needs to be given to suitable locations and times.

- Record ratio of attendance to invites for effectiveness monitoring (Appendix 5 – LDF Consultation Monitoring Form)
- Best for focused discussion with key stakeholders/representative bodies
- Spread throughout 6-week consultation period but advantageous to complete early
- It may be necessary to limit invitations to only the parties most affected

FOCUS GROUPS

6.9. These are semi-structured meetings/interviews with a small group of individual representative participants. This type of consultation activity is used to obtain the opinion of representative group of people on a topic to assist in planning for a target group or wider community.

- Record ratio of attendance to invites for effectiveness monitoring (Appendix 5 – LDF Consultation Monitoring Form)
- Best for focused discussion with key stakeholders/representative bodies
- Spread throughout 6-week consultation period but advantageous to complete early

PUBLIC MEETINGS / AREA MEETINGS

6.10. This method will be useful for informing a large group of people at one time and receiving feedback. It needs to be well advertised and managed to be most effective. As much information as possible should be made available to attendees. Independent facilitation of the event should also be considered.

Care should be taken if considering this option as studies have generally found it an insufficient approach to community involvement. It has been found to be hard to build consensus as either the community's views are often suppressed or difficulties are found in coping with the volume or diversity of views¹¹.

- Record number of attendees, sex, and age for effectiveness monitoring (Appendix 5 – LDF Consultation Monitoring Form)
- Spread throughout 6-week consultation period but advantageous to complete early
- Provide a range of times and dates to suit consultees

FORMAL WRITTEN CONSULTATION / REFERENDA / COMMUNITY SURVEYS / LEAFLETS / NEWSLETTERS

6.11. These methods are employed to pass on information to the community. Often this is the most cost effective method of providing information to a large number of consultees. Thought should be given to including multiple documents being provided in a 'package'. All documents must provide details on how comments can be submitted to the council. Email should be considered as an alternative to hard copy letters where possible.

- Record number distributed and number returned with comments for effectiveness monitoring (Appendix 5 – LDF Consultation Monitoring Form)
- Use freepost address for comments to increase response rate.
- Best for informing large number of people
- Consultation period begins upon delivery of formal consultation correspondence
- Include translations into the 10 community languages
- To be sent out as early in the consultation period as possible. Preparation of the text of the letters should precede the cabinet meeting.

¹¹ Larsen, Christine Sylvest (2004) *Facilitating community involvement: practical guidance for practitioners and policy makers*. Home Office On-line Report. London: Home Office.
<http://www.homeoffice.gov.uk/rds/pdfs04/dpr27.pdf>

LETTERS TO STATUTORY BODIES

6.12. These bodies are prescribed under the Town and Country Planning (Local Development) (England) Regulations 2004. Thought should be given to including multiple documents being provided in a 'package'. All documents must provide details on how comments can be submitted to the council. Email should be considered as an alternative to hard copy letters where possible.

- Record number distributed and number returned with comments for effectiveness monitoring (Appendix 5 – LDF Consultation Monitoring Form)
- Statutory requirement
- Best for notifying statutory bodies
- Consultation period begins upon delivery of formal consultation correspondence

DOCUMENTS, AVAILABLE FOR INSPECTION AT LPA OFFICES DURING SET CONSULTATION PERIOD

6.13. Documents under consultation should be provided to all seven of the Hackney Libraries, the Planning Reception area and the Town Hall reception area for the public to view. There should be a copy for public reference to remain at the location for the duration of the consultation period. There should also be information on how to obtain a copy of the consultation document for personal reference. Consideration should also be given to using more locations and the provision of hard copies of the consultation document at each location.

- Provide a feedback form along with documents which includes the monitoring information in Appendix 6 – Public Monitoring Form.
- Statutory requirement
- Best for providing information to public without internet access at home
- Include translations into the 10 community languages
- Locations for documents are: Town Hall reception, Planning Department reception, 7 Public Library information desks
- The consultation period begins upon the availability of documents in these locations

MEETING PRESENTATIONS

6.14. Making an officer available to present to various community meetings at times will be an effective method of passing information on to the public through representative groups. This will also provide an opportunity to provide the audience with options to feedback into the consultation process. Officers should also make any materials, such as leaflets, available at the meeting.

- Record the number of presentations done for effectiveness monitoring (Appendix 5 – LDF Consultation Monitoring Form)

- Best for focused discussion with key stakeholders/representative bodies
- Spread throughout 6-week consultation period but advantageous to complete early.

STEERING / ADVISORY GROUP

- 6.15. This should be formed of key internal and external stakeholders. This group should have its terms of reference developed initially, then regular meetings where updates should be provided. The group should be focussed on progressing the document by considering issues and providing options or guidance for resolving those issues.
- Record ratio of attendance to invites for effectiveness monitoring (Appendix 5 – LDF Consultation Monitoring Form)
 - Best for focused discussion with key stakeholders/representative bodies
 - Reporting to such a group is required in the political approval process throughout LDD development

MEDIA (LOCAL PRESS, TV, RADIO, ETC)

- 6.16. Options for utilising the Media include interviews, media releases and advertisements. One or more of these options should be used. The primary aim of this is to disseminate information to a wide audience. Regular updates on consultation can also be provided through Hackney Today.
- Record number of press releases/advertisements for effectiveness monitoring (Appendix 5 – LDF Consultation Monitoring Form)
 - Best for informing large number of people
 - If advertising include translations into the 10 community languages
 - Spread throughout 6-week consultation period but advantageous to undertake early

INTERNET (WEBSITE)

- 6.17. Information on consultation will be provided through the Planning consultation page at: <http://www.hackney.gov.uk/planning-consultation.htm>
- This will primarily provide detailed information to all parties. It may also be possible to provide an opportunity for the public to submit comments via email or online forms. There should be reference to the website in all other forms of media produced. Email notification will be the primary way of informing the public that documents are available online as it is likely that those with email will also have internet access.
- Record number of webpage visits for effectiveness monitoring (Appendix 5 – LDF Consultation Monitoring Form)
 - Most effective for informing the public who have internet access
 - Include the full document, a summary document and any media releases on the website.

- Consultation period begins upon availability of documents online

HOTLINE / CONTACT NUMBER / CONTACT EMAIL / CONTACT ADDRESS

- 6.18. A phone contact at the Council should be included in any consultation material. This in most cases will be the responsible officer's phone number. It may be required to setup a temporary freephone number if telephoning an officer is the preferred method of consultation. There should also be a contact email address provided using a generic email address.
- Record number of calls/emails for effectiveness monitoring (Appendix 5 – LDF Consultation Monitoring Form)
 - Best for informing large number of people and answering concerns
 - Should be available for entire consultation period and continue to be available until document adoption.

OFFICIAL LAUNCH

- 6.19. A launch may be used to raise awareness of a significant document being released. This should be a publicly advertised/notified event which is open to the public. Written material such as leaflets and posters should be available to attendees.
- Record number of attendees for effectiveness monitoring (Appendix 5 – LDF Consultation Monitoring Form)
 - Should take place on or shortly after the 6-week consultation period begins.

7. COMMUNICATING RESULTS

- 7.1. The Council has a clear commitment to informing the community about the results of consultation. Once the consultation period for any LDD is complete and the document re-drafted the results of the consultation will be presented along with the amended document as part of the Cabinet report. The results of the consultation, in the form of a consultation report, will include reference to the key issues raised and the Council's response to each issue.
- 7.2. These reports will be made available to the public on the internet or by contacting the Planning Service. All consultation response sheets will include an option to receive the report via email or to a postal address which will be supplied by the respondents.
- 7.3. Results of consultation will be provided on the internet. There will also be email addresses gathered through the website and on forms sent out and forums/meetings/ etc. At events or in handouts there will be contact details for non-internet users to register to be sent out hard copies.

	General public with internet access	General public without internet access	Respondent with internet access	Respondent without internet access
How do people find out about LDD statutory consultation – Level 1 results being available?	Advertised on the Hackney Council website.	Advertised in letters, leaflets, media, and at presentations.	Notified using the email address provided.	Provides postal address for us to post results.
How do people get copies of LDD consultation results?	Request a copy via email on the website.	Phone the planning section and request a copy via post.	Emailed.	Posted.
How do people get copies of DPD as submitted to Examination?	Download from the website.	Available during consultation period following submission.	Notified that the document is available on the website via email.	Available during consultation period following submission.
How do people get copies of finalised SPD?	Download from the website.	Available from the planning section.	Notified that the document is available on the website via email.	Notified that the document is available from the planning section by letter.

- 7.4. Results will be provided in a timely manner, however the actual time to provide such reports will vary in line with the complexity, scale, success and interest associated with the consultation programme. It is suggested that results will be published within 2-3 months of the close of the consultation period before the political reporting process (for the adoption of SPD or the submission of DPD to examination) is complete.

7.5.

Key stakeholder discussions early in the drafting process will form the basis for the draft document for the consultation period. All those involved in the key stakeholder discussions will be notified that the draft document is available when the consultation period commences.

8. RESOURCE IMPLICATIONS

- 8.1. Consultation is undertaken by a number of groups throughout the council. The Planning Service undertakes consultation on planning applications through planning officers who are responsible for each application with administrative assistance provided by the technical support team. This is an ongoing process with improvements being implemented in conjunction with the Projects section of the Planning Service.
- 8.2. The consultation required for LDF documents is provided through the Policy section of the Planning Service who also may draw on expertise from the Projects section and the corporate Communications Team. Each LDF document is managed by one officer of the Policy section who will draw on other teams for input as required.
- 8.3. The Council will increase the efficiency of consultation on LDF documents by programming phases of consultation where possible. It is envisaged that this will lead to savings through multiple topics being discussed in each forum and materials produced for multiple consultation exercises.
- 8.4. The scale of the consultation will reflect resources available for the consultation process in terms of staff and cost. The resources available will be set through council budgeting processes. This requires a consultation plan to be established early in the process to ensure that sufficient resources will be made available for an appropriate consultation programme to be undertaken. An indicative cost table is presented below.

	Material cost	Staff time
Public exhibitions / displays / stalls / community surgeries	Moderate-High	Moderate
Workshops (interactive): Planning For Real / Design Days / Enquiry by Design	High	High
One-to-one meetings with selected stakeholders	Low	Moderate
Focus groups	Low	Moderate
Public meetings / area meetings	Moderate-High	Moderate
Formal written consultation / referenda / community surveys / leaflets	Moderate	Low
Letters to statutory bodies (listed in Regulations)	Low	Low
Documents, available for inspection at LPA offices during set consultation period	Low-Moderate	Low
Meeting presentations	Low	Low-Moderate
Steering / advisory group	Low	Low-Moderate
Media (local press, TV, radio, etc)	Low	Low-Moderate

	Material cost	Staff time
Internet (website)	Low	Moderate
Hotline / contact number / contact email / contact address	Moderate	Moderate
Official Launch	Low	Low-Moderate

8.5.

This table does not incorporate response or analysis resource implications. These resource requirements are likely to be a function of the success of the consultation exercise or the nature of the issues addressed by the document.

APPENDIX 1 – TOOLS FOR CONSULTATION EXERCISES

This appendix is subject to change. For the current versions of this appendix please contact the Hackney Planning Department or visit our website at: www.hackney.gov.uk/planning

Types of groups for consultation exercises

GROUPS	RESOURCES
General public	Direct mail
Community and Voluntary Groups	Comis database Residents associations database Neighbourhood committees/forums Contacts and Events database
Technical audiences	Comis database Contacts and Events database Development Control Vetting Sheet Weekly planning newsletter
Internal staff/Councillors	CE LDF Sub-Group Development Control Vetting Sheet Quarterly LDF newsletter Weekly planning newsletter

Direct mail

At times it will be necessary to make contact with all residents in a certain area, from the entire borough to a single neighbourhood. One method to achieve this will be the use of direct mail to residents. The simplest and most cost-effective means of achieving this is through an advertisement or by including a leaflet or other material for distribution with the council newsletter, Hackney Today. The intention may be to identify those people interested in further involvement therefore a contact at the Council must be provided.

Comis database

www.hackney.gov.uk/comis

This is a publicly accessible database which contains details of 2,400 local community services provided by the voluntary sector, health service and local authorities. Useful searches can be carried out using this site to identify relevant groups by location, activities or interests. The site does not contain details for private/commercial services but provides links to other sites which may be helpful.

Residents/Tenants Associations database

There are around 100 Residents Associations in Hackney which represent the interests of the residents of a number of discrete areas around the borough. A database of these groups is held by the council a protocol has been agreed with Landlord Services to obtain these contact details.

Neighbourhood committees/forums

The borough is divided up into four neighbourhoods, each of which has a committee or forum. These groups may be a suitable vehicle for engaging the local community in some major planning applications or the development of Local Development Documents. Consideration of the method of presenting information needs to be undertaken (ie. Presentation or distribution of information). Meetings are held once every three months. Each group has a Hackney staff member assigned who is the most appropriate first point of call.

Further details are available on the Hackney website at:

<http://www.hackney.gov.uk/neighbourhoods.htm>

Contacts and Events database

A subset of this council-wide database includes consultees for LDF documents, both statutory and non-statutory. The database has been used in the past for UDP consultation and thus contains many of the consultees who will continue to be interested in local planning issues. The consultees identified in completed consultation programmes will also be added to this database for future LDF consultation exercises. Further consultees who give notice that they would like further involvement in LDF preparation will also be added to the existing database.

This database can be accessed through the Policy and Communications Department

Development Control Vetting Sheet

The vetting procedure which all planning applications are subject to requires a checklist to be completed which identifies both internal and external consultees (see also Appendix 3 – Consultation on Planning Applications). Those identified in the vetting procedure are notified as an affected party of the proposed development.

Chief Executive's LDF Sub-Group

This is a cross-departmental meeting to oversee the ongoing development of the LDF and identify where there is a need to involve other staff in the drafting process. This process is described in the political reporting stage of any LDF document in preparation.

Quarterly LDF newsletter

To enable the community to be kept informed of the progress and future developments on the LDF, a newsletter will be produced on approximately a quarterly basis. This will inform any parties interested in the development of the LDF on the status of LDF documents and provide information on where and how to input on these documents. This newsletter will aim to be only two sides of an A4 size providing a brief synopsis of the current progress of the LDF.

Weekly planning newsletter

This newsletter is distributed to a wide number of internal and external parties with an ongoing interest in Hackney planning issues. There is an opportunity to advertise upcoming or current consultation exercises on LDF documents or major planning applications to this audience through this newsletter.

APPENDIX 2 – MAJOR TEAM PROCEDURE NOTE: COMMUNITY CONSULTATION GUIDANCE

This appendix is subject to change. For the current versions of this appendix please contact the Hackney Planning Department or visit our website at: www.hackney.gov.uk/planning

Community Consultation Guideline Requirements

The following information is guidance as to the requirements council places on applicants which fall under the definition of ‘major applications’. Applicants must determine into which ‘tier’ their proposal is likely to fall, and if necessary, can request further advice from the planning department on this matter.

The following material contains *suggested* techniques. Applicants should aim to meet the principles of community engaging and use this document as guidance only. Accordingly the case officer may suggest consultation techniques which they deem appropriate which are not contained herein.

Table of Potential Methods of Community Involvement

APPROACH	Tier 1: Significant Applications where there are considerable issues of scale and controversy or contrary to or out of line with Unitary Development Plan.	Tier 2: Significant Applications broadly in accordance with Development Plan BUT raising controversial issue or detail.	Tier 3: Applications of a scale or development area for which a local authority requires wider community involvement; applications that fall within sites that are 'sensitive' to development pressures and allocated sites that may not have been subject to extensive consultation in the local plan process.
Public Meetings	✓		
Public Exhibition	✓	✓	✓
Surgeries	✓	✓	
Development Briefs	✓		
Workshops	✓		
Enquiry by Design and/or Planning for Real	✓	✓	
Citizen Panels	✓	✓	✓
Consultation Panel	✓		
Media	✓		✓
Website	✓	✓	✓
Local architectural or Design Panel	✓	✓	

Methods	Main considerations
Public meetings and exhibitions	Exhibitions should be held locally to the proposed development and over a number of days and varying times of day to ensure that all sections of the community are appropriately represented. Can be fairly resource-intensive and attendees are self-selecting. Public meetings and exhibitions provide a more transparent opportunity for open pre-application discussions, provide an early opportunity for the community to comment on evolving proposals prior to submission, and can offer a high degree of success in keeping people informed.
Surgeries	Surgeries give local community groups the opportunity to discuss applications with the relevant Officers. Surgeries are seen as being able to provide a greater focus on individuals and issues; offer the opportunity to 'dilute' large numbers of people; provide a 'one-to-one' service; and help to diffuse potential objections.
Development Briefs	Where significant change is likely to occur a planning authority may expect to prepare and negotiate with the developer a planning brief, either as part of the pre-application consultation or as part of the application process. The development brief is likely to reduce the uncertainty for developers, minimise abortive work and the amount of negotiation required over a planning application; influence the design of a site; resolve any potential constraints on the site; and bring different parties together, including the local community, in order to achieve consensus and minimise the risk of objection to a scheme.
Workshops (interactive): Planning For Real / Design Days / etc	Workshops are commonly used consultation devices that engage key stakeholders and community groups at an early stage in the planning process. Workshops can form part of a continuing process of community involvement and may bring all possible groups together at the draft proposal stage. Workshops can be re-engaged as proposals emerge and may provide a strong endorsement of the overall principles of development. Workshops require significant preparation to allow a structured approach and report back. Useful for identifying and focusing discussion around difficult issues and key themes (e.g. affordable housing or area-based policies).

Enquiry by Design and Planning for Real exercises	New opportunities and synergies emerge which add value and quality to developments and consensus can be forged amongst previously implacable opponents. These exercises are recognised as being a successful way in which to engage local communities on planning proposals of significance and are fully supported by the planning authority; give the community 'ownership' of the proposals that have been submitted; and help to produce a scheme through a workshop environment.
Citizen Panels	<p>The Panels are randomly selected and are used to find out the views of residents on specific issues and how these could improve. The results of these are then considered by the Council and, where appropriate, changes or improvements are made. The Panel is a direct way of influencing the service delivery of the Council.</p> <p>Citizen Panels can maintain a cost-effective method of consulting with the public; provide flexible and reliable resources for various forms of consultation; support effective partnership working; and promote the exchange of information and understanding amongst the Partners.</p>
Consultation Groups	<p>Consultation Groups are made up of local residents, local schools, the Council, and other key groups as appropriate and are used to facilitate the progress of significant development sites.</p> <p>Consultation groups help to ensure that views, opinions and concerns of local communities about the development are fed back into the planning process as it proceeds, ensure that the work of the group and progress on the scheme are fed back to local communities, take into account the views of local people expressed in the consultation process, and advise developers on how best to identify and pursue issues with local communities</p>
Websites	The development and use of local planning authority's websites offers greater access and involvement for all members of the community. Websites are increasingly the first port of call for the public and professionals seeking detailed information. Should be user-friendly and include all relevant documents (e.g. in PDF and word format).

Media (local press, TV, radio, etc)	<p>In addition to the statutory requirements for advertising planning applications, the use of local newspapers/radio station to carry articles and stories about proposed development would have the benefit of reaching and engaging the wider community.</p> <p>The media is useful for raising levels of awareness and the profile of the LDF and fosters enthusiasm for and involvement in forward planning. Could be augmented by reference to a 'hotline' for more information.</p>
Pre-existing Panels, Forums and Design Teams	<p>Forums comprise 'regular' applicants and provide a medium through which the local planning authority can disseminate information and discuss significant planning applications. The benefits of this approach include securing of a high quality development, ensuring continued community involvement in the development process; securing as far as possible a sustainable form of development; and providing an overview of publicity for the development.</p>

APPENDIX 3 – CONSULTATION ON PLANNING APPLICATIONS

This appendix is subject to change. For the current versions of this appendix please contact the Planning Department or visit our website at: www.hackney.gov.uk/planning

LONDON BOROUGH OF HACKNEY

PLANNING SERVICES INTERNAL GUIDANCE NOTE

DEVELOPMENT CONTROL CONSULTATION

SECTION 1

INTRODUCTION – HOW THIS DOCUMENT CAN BE USED

This document is a general guide for Council Officers, but available to the public, on the way in which the Council will notify the public throughout the assessment of a planning application. The requirements we have set out are minimum standards and there will always remain the scope for further consultation if considered necessary by the Development Control Service.

The list of people who will be notified of an application will be determined by addressing Sections 2–4 which concern the Council agreed requirements for notification of neighbours, standard consultees and additional consultees.

The application, if it is recommended for approval, may also need further consultation in line with Section 5.

Further notification through the use of site and press notices will also be undertaken in line with Section 6.

In the case of amendments to the application or appeal of a decision, the standards for further notification are outlined in Section 6 and 7.

It is advised that this document is used in conjunction with the Town and Country (General Development Procedure) Order 1995¹² which sets out Government requirements for consultation.

¹² http://www.legislation.hmsso.gov.uk/si/si1995/Uksi_19950419_en_1.htm

SECTION 2

NEIGHBOUR CONSULTEES

The Council will carry out the following minimum notification of adjacent occupiers (neighbours) in respect of planning applications in line with the table presented below. It should be noted that there will be particular circumstances where wider notification is required.

Notification of neighbours will be in the form of a standard letter sent via second class post to the neighbours identified in line with the below standards. Other parties may still be notified through being listed as a standard consultee (see Section 3), an additional consultee (see Section 4) or through site notices or advertisements (see Section 6). If a party is not notified by any of the above methods but nevertheless becomes aware of the application, they may comment on the application and will be accorded the same weight as comments received from formally notified parties.

The consultation period will run for a period not less than 21 days from the date of sending the letter to the neighbour consultees. If no response from neighbours has been received in this period it will be considered that there is no comment made.

Application Type	Notification Requirements
Certificate of Lawfulness for a proposed or existing use or development	Developments do not <i>generally</i> require neighbour notification
All advertisements	
Consultations from adjoining London borough councils and the Corporation of London	
All tree applications	
Approval of details	
All Listed Building applications	
All Conservation Area Consent applications	
Householder extensions	

Application Type	Notification Requirements
Minor development ¹³	<p>We will notify all properties in a 360 degree arc around the application site. This will include properties with a shared section of boundary but also properties on both sides of the application site, and properties at the front and the rear of the site even if they are separated by a roadway.</p> <p>The application will also be advertised by site notice(s) (see Section 6).</p>
Minor development – public interest <ul style="list-style-type: none"> ■ Telecommunications ■ Change of use to social club, A3, day nursery, hostels, health facilities, etc. ■ Other proposals likely to be of wide public interest 	<p>The extent of neighbour consultation will be at least equal to that required in a minor development (as above). The extent of notification will be assessed during the validation process for the application.</p>

13 Any development not otherwise separately identified and does not exceed the ‘major’ definition in the Town and Country Planning (General Development Procedure) Order 1995:

“major development” means development involving any one or more of the following -

(a) the winning and working of minerals or the use of land for mineral-working deposits;

(b) waste development;

(c) the provision of dwellinghouses where -

(i) the number of dwellinghouses to be provided is 10 or more; or

(ii) the development is to be carried out on a site having an area of 0.5 hectare or more and it is not known whether the development falls within paragraph (c)(i);

(d) the provision of a building or buildings where the floor space to be created by the development is 1,000 square metres or more; or

(e) development carried out on a site having an area of 1 hectare or more

Application Type	Notification Requirements
Major development ¹⁴	<p>We will notify all adjoining properties as for minor development and also all properties within 30m of the boundaries of the application site. This area is the minimum requirement and it will remain at the officer's discretion to notify further neighbours outside this area.</p> <p>The application will also be advertised in local press and by site notice(s) (see Section 6).</p> <p>Further information on notification and consultation for Major Applications can be found in our Pre-Application Advice pack (Major Applications)¹⁵.</p>

If additional neighbours are identified during the site visit which have not been listed on the list of consultees the officer will need to complete the additional neighbour form and submit to the administrative section (Technical Support).

¹⁴ as defined by the General Development Procedure Order (see footnote 13)

¹⁵ See <http://www.hackney.gov.uk/ep-pre-app-major-comm-consult.htm>.

SECTION 3

STANDARD CONSULTEES

This table sets out the standard consultees who should be notified according to the nature of the development subject to the planning application. It is likely an application will correspond to at least one of the application types listed and generally only one application type.

It may be necessary to carry out further consultation with additional consultees according to the particular circumstances of the application (e.g. if the application site is located in a conservation area). These criteria are set out in Section 4.

A standard letter will be sent to the relevant consultees from this list. The consultation period will run for a period not less than 21 days from the date the letter is sent to these recipients. If no response from a body which provides technical advice has been received in this period an approach by telephone or email will be made to enquire if a reply is forthcoming. If a reply will not be available within a reasonable period then a decision will have to be made in light of available information.

Application Type	External Consultees	Internal Consultees
Household extensions	■ None	■ None
Basement conversion	■ Thames Water	■ None
Certificates of lawfulness (existing)	■ None	■ Council Tax
Certificates of lawfulness (proposed)	■ None	■ None
Prior approval (telecommunications) and other telecommunications	■ Schools within 150m ■ Local Residents Association(s)	■ Pollution Group ■ Transportation
Advertisements	■ None	■ None
Illuminated Advertisements	■ None	■ Transportation
Consultations from adjoining London borough councils and the Corporation of London (minor)	■ None	■ None
Consultations from adjoining London borough councils and the Corporation of London (major)	■ Fire Service ■ Local Police ■ Local Residents Association(s)	■ Conservation And Design ■ Planning Policy ■ Transportation ■ Pollution Group ■ Waste Services

Application Type	External Consultees	Internal Consultees
Changes of use (residential)	<ul style="list-style-type: none"> ■ Local Residents Association(s) ■ Thames Water 	<ul style="list-style-type: none"> ■ Transportation ■ Private Sector Housing ■ Pollution Group ■ Waste Management
Changes of use (commercial)	<ul style="list-style-type: none"> ■ Local Residents Association(s) ■ Thames Water 	<ul style="list-style-type: none"> ■ Transportation ■ Waste Management ■ Pollution Group
Live/work units	<ul style="list-style-type: none"> ■ Invest In Hackney ■ Local Residents Association(s) 	<ul style="list-style-type: none"> ■ Planning Policy ■ Waste Management ■ Pollution Group ■ Transportation
New retail	<ul style="list-style-type: none"> ■ Invest In Hackney ■ Local Residents Association(s) 	<ul style="list-style-type: none"> ■ Transportation
New industrial	<ul style="list-style-type: none"> ■ Invest In Hackney ■ Local Residents Association(s) ■ Thames Water 	<ul style="list-style-type: none"> ■ Waste Management ■ Transportation ■ Planning Policy ■ Pollution Group ■ Employment Policy
New leisure	<ul style="list-style-type: none"> ■ Local Police ■ Local Residents Association(s) ■ Fire Service 	<ul style="list-style-type: none"> ■ Waste Management ■ Transportation ■ Pollution Group ■ Conservation And Design
New offices (A2 and B1)	<ul style="list-style-type: none"> ■ Local Residents Association(s) ■ Invest In Hackney 	<ul style="list-style-type: none"> ■ Waste Management ■ Pollution Group ■ Transportation
New residential (minor)	<ul style="list-style-type: none"> ■ Primary Care Trust ■ Thames Water ■ Local Residents Association(s) 	<ul style="list-style-type: none"> ■ Waste Management ■ Private Sector Housing ■ Transportation
New residential (major)	<ul style="list-style-type: none"> ■ Primary Care Trust ■ Local Residents Association(s) ■ LFEPA ■ Local Police ■ Invest In Hackney ■ Thames Water 	<ul style="list-style-type: none"> ■ Waste Management ■ Housing Department ■ Private Sector Housing ■ Transportation ■ Education Dept ■ Planning Policy ■ Pollution Group ■ Conservation And Design

Application Type	External Consultees	Internal Consultees
Major mixed use	<ul style="list-style-type: none"> ■ Primary Care Trust ■ Local Residents Association(s) ■ Fire Service ■ Local Police ■ Invest In Hackney ■ Thames Water 	<ul style="list-style-type: none"> ■ Waste Management ■ Housing Department ■ Private Sector Housing ■ Transportation ■ Education Dept ■ Planning Policy ■ Pollution Group ■ Conservation And Design
Council's own development (additional consultees to those consulted according to proposal type)	<ul style="list-style-type: none"> ■ Local Residents Association(s) ■ GOL 	<ul style="list-style-type: none"> ■ No additional consultees
Extensions to retail	<ul style="list-style-type: none"> ■ None 	<ul style="list-style-type: none"> ■ Waste Management
Extensions to employment	<ul style="list-style-type: none"> ■ Invest In Hackney 	<ul style="list-style-type: none"> ■ Planning Policy ■ Waste Management ■ Pollution Group ■ Transportation
HMOs	<ul style="list-style-type: none"> ■ Local Residents Association(s) 	<ul style="list-style-type: none"> ■ Housing Department ■ Pollution Group ■ Waste Management ■ Transportation
Residential conversions	<ul style="list-style-type: none"> ■ Local Residents Association(s) ■ Thames Water 	<ul style="list-style-type: none"> ■ Transportation ■ Private Sector Housing ■ Pollution Group ■ Waste Services
Major employment schemes	<ul style="list-style-type: none"> ■ Invest In Hackney ■ Fire Service ■ Local Police ■ Local Residents Association(s) ■ Thames Water 	<ul style="list-style-type: none"> ■ Waste Management ■ Economic Development Officer ■ Planning Policy ■ Pollution Group ■ Transportation
Cross-overs	<ul style="list-style-type: none"> ■ None 	<ul style="list-style-type: none"> ■ Transportation
Other highways	<ul style="list-style-type: none"> ■ None 	<ul style="list-style-type: none"> ■ Transportation
A3 use	<ul style="list-style-type: none"> ■ Local Police ■ Local Residents Association(s) ■ Thames Water 	<ul style="list-style-type: none"> ■ Pollution Group ■ Waste Management ■ Transportation
Extended opening hours	<ul style="list-style-type: none"> ■ Local Police ■ Local Residents Association(s) 	<ul style="list-style-type: none"> ■ Licensing

SECTION 4

ADDITIONAL CONSULTEES

For some applications, there are other groups and organisations that should be consulted in addition to the standard consultees according to the criteria set out below. These criteria and the group which should be consulted are listed in the table below. It should be noted that an application may meet several of the criteria listed.

In some circumstances there are additional groups which may need to be consulted (for example, London Fields Users Group for any applications that affect London Fields). These can be found in Appendix 1.

A standard letter will be sent to the relevant consultees from this list. The consultation period will run for a period not less than 21 days from the date the letter is sent to these recipients. If no response from a body which provides technical advice has been received in this period an approach by telephone or email will be made to enquire if a reply is forthcoming. If a reply will not be available within a reasonable period then a decision will have to be made in light of available information.

Criteria	External Consultees	Internal Consultees
All applications for development that affects the character, appearance or setting of Conservation Area	<ul style="list-style-type: none"> ■ Local CAAC 	<ul style="list-style-type: none"> ■ Conservation and Design
Larger applications for development that are within or affect the setting of Conservation Area		<ul style="list-style-type: none"> ■ Conservation and Design
Applications for development that affects character or appearance of Conservation Area involving land more than 1000 sq m; or change of use on land of more than 1000 sq m; or if the building is more than 20m high	<ul style="list-style-type: none"> ■ English Heritage (LB & CA) 	
Demolition of a building in a Conservation Area	<ul style="list-style-type: none"> ■ English Heritage (LB & CA) 	
All major applications, Listed Building Consent and applications concerning Locally Listed Buildings outside of Conservation Area	<ul style="list-style-type: none"> ■ Hackney Society 	

Criteria	External Consultees	Internal Consultees
All Listed Building Consents and applications which affect the setting of a Listed Building		<ul style="list-style-type: none"> ■ Conservation and Design
All applications for works to a Locally Listed Building		<ul style="list-style-type: none"> ■ Conservation and Design
Any demolition of a Listed Building	<ul style="list-style-type: none"> ■ Ancient Monuments Society ■ Council for British Archaeology ■ Society for Protection of Ancient Buildings ■ Georgian Group ■ Victorian Society 	<ul style="list-style-type: none"> ■ Conservation and Design
Application for LBC for Grade I or Grade II* Listed Building	<ul style="list-style-type: none"> ■ English Heritage (LB & CA) 	<ul style="list-style-type: none"> ■ Conservation and Design
Application for PP that affects setting of Grade I or Grade II* Listed Building	<ul style="list-style-type: none"> ■ English Heritage (LB & CA) 	
Application for PP that affects setting of Grade II Listed Building involving more than 1000sq m or a building more than 20m high	<ul style="list-style-type: none"> ■ English Heritage (LB & CA) 	
Application for LBC for Grade II Listed Building which is railway station, theatre, cinema.	<ul style="list-style-type: none"> ■ English Heritage (LB & CA) 	
Application for LBC for works to grade II Listed Building owned by LA where application is made by a person other than the authority	<ul style="list-style-type: none"> ■ English Heritage (LB & CA) 	
Application for LBC for works of any curtilage building to a principle grade II railway station	<ul style="list-style-type: none"> ■ English Heritage (LB & CA) 	
Application for LBC for works of alteration of any grade II Listed Building involving demolition of a principal external wall or a substantial part of the interior of the principal wall	<ul style="list-style-type: none"> ■ English Heritage (LB & CA) 	

Criteria	External Consultees	Internal Consultees
Application for PP for development within the curtilage of Grade II listed building which affects the setting of the Listed Building	<ul style="list-style-type: none"> ■ English Heritage (LB & CA) 	
Applications in Areas of Archaeological Priority	<ul style="list-style-type: none"> ■ GLAS (English Heritage) 	
Any application that affects a Registered Park/Garden	<ul style="list-style-type: none"> ■ Garden History Society 	<ul style="list-style-type: none"> ■ Landscape and Tree Officer
In, adjoining or affecting Lee Valley Regional Park	<ul style="list-style-type: none"> ■ Lee Valley Regional Park Authority 	
Tree/Landscaping issues		<ul style="list-style-type: none"> ■ Landscape and Tree Officer
All council owned tree issues		<ul style="list-style-type: none"> ■ Council Arboriculture Officer
Street tree issues		<ul style="list-style-type: none"> ■ Highways
New housing over 300 units creating sport/recreation demand	<ul style="list-style-type: none"> ■ Sport England 	
The creation or loss of major sports facilities or playing grounds	<ul style="list-style-type: none"> ■ Sport England 	
Development that breaches the consultation threshold height within the background consultation area for the strategic view of Saint Paul's Cathedral from Westminster Pier ¹⁶	<ul style="list-style-type: none"> ■ GLA ■ Corporation of London ■ London Borough of Islington ■ London Borough of Lambeth ■ London Borough of Southwark ■ London Borough of Tower Hamlets ■ Westminster City Council 	<ul style="list-style-type: none"> ■ Conservation and Design ■ Planning Policy

¹⁶ See RPG3A from GOL

Criteria	External Consultees	Internal Consultees
Development that breaches the consultation threshold height within the background consultation area for the strategic view of Saint Paul's Cathedral from King Henry VIII Mound in Richmond Park ¹⁷	<ul style="list-style-type: none"> ■ GLA ■ Corporation of London ■ London Borough of Hammersmith and Fulham ■ Royal Borough of Kensington and Chelsea ■ London Borough of Richmond upon Thames ■ London Borough of Southwark ■ London Borough of Tower Hamlets ■ London Borough of Wandsworth ■ Westminster City Council 	<ul style="list-style-type: none"> ■ Conservation and Design ■ Planning Policy
New Housing over 500 units or greater than 10 hectares	<ul style="list-style-type: none"> ■ GLA 	
New use over 20, 000 sq. m	<ul style="list-style-type: none"> ■ GLA 	
New tall building over 30m high	<ul style="list-style-type: none"> ■ GLA 	
Existing tall building height increase of 15m or more	<ul style="list-style-type: none"> ■ GLA 	
10 hectare mining operation	<ul style="list-style-type: none"> ■ GLA 	
50 000 tonne waste operation	<ul style="list-style-type: none"> ■ GLA 	
Helipport	<ul style="list-style-type: none"> ■ GLA ■ Air Traffic Services 	
Bus or Coach Station application	<ul style="list-style-type: none"> ■ GLA ■ SRA 	<ul style="list-style-type: none"> ■ Transportation
Tramway, or cable car application	<ul style="list-style-type: none"> ■ GLA ■ SRA 	<ul style="list-style-type: none"> ■ Transportation
Railway or Railway Station	<ul style="list-style-type: none"> ■ GLA ■ SRA 	<ul style="list-style-type: none"> ■ Transportation
B8 use of more than 4 hectares	<ul style="list-style-type: none"> ■ GLA 	
Loss of 200 units or 4 hectares of land for housing	<ul style="list-style-type: none"> ■ GLA 	

¹⁷ See RPG3A from GOL

Criteria	External Consultees	Internal Consultees
Loss of 4 hectares or more of B1, B2, B8 uses	<ul style="list-style-type: none"> ■ GLA 	
Loss of 2 hectares of playing fields	<ul style="list-style-type: none"> ■ GLA ■ Sport England 	
1000 sq m. of MOL new or change of use	<ul style="list-style-type: none"> ■ GLA 	
Non-residential parking of more than 200 spaces	<ul style="list-style-type: none"> ■ GLA 	
Over 200 residential units	<ul style="list-style-type: none"> ■ MPA (Asset Management) 	
Over 1 hectare floorspace	<ul style="list-style-type: none"> ■ MPA (Asset Management) 	
Over 250 car parking spaces	<ul style="list-style-type: none"> ■ MPA (Asset Management) 	
In or adjoining a watercourse	<ul style="list-style-type: none"> ■ British Waterways ■ Environment Agency ■ Canals officer (GLA) ■ English Nature ■ The Countryside Agency (SE & London) 	<ul style="list-style-type: none"> ■ Conservation and Design
Involves new surface water discharge to watercourse or in an area with surface water run-off issues	<ul style="list-style-type: none"> ■ Environment Agency 	<ul style="list-style-type: none"> ■ Transportation
Affects an aquatic/wetland site of conservation interest	<ul style="list-style-type: none"> ■ Environment Agency 	
(Potentially) Contaminated site	<ul style="list-style-type: none"> ■ Environment Agency 	
Private foul drainage <50m from a well, borehole or spring or <10m from a watercourse	<ul style="list-style-type: none"> ■ Environment Agency 	
In sensitive groundwater vulnerable area or source protection zone	<ul style="list-style-type: none"> ■ Environment Agency 	
Requires private water supply	<ul style="list-style-type: none"> ■ Environment Agency 	
Within 250 m of landfill	<ul style="list-style-type: none"> ■ Environment Agency 	
Involves storage of hazardous substances, chemicals, fertilisers, mineral oils and derivatives, sewage sludge, silage, slurry/manure/ agricultural effluent.	<ul style="list-style-type: none"> ■ Environment Agency ■ Thames Water ■ SRA ■ LFEPA 	<ul style="list-style-type: none"> ■ Transportation ■ Pollution Group

Criteria	External Consultees	Internal Consultees
In an area with sewage disposal issues	<ul style="list-style-type: none"> Environment Agency 	
Site within 500m of process subject to IPC regulations	<ul style="list-style-type: none"> Environment Agency 	
Waste management application	<ul style="list-style-type: none"> Environment Agency 	<ul style="list-style-type: none"> Transportation Pollution Group
Mineral (or exploratory) workings	<ul style="list-style-type: none"> Environment Agency 	
Located in a flood zone	<ul style="list-style-type: none"> Environment Agency¹⁸ 	
Affecting a Theatre	<ul style="list-style-type: none"> The Theatres Trust 	
Red Routes	<ul style="list-style-type: none"> TfL 	<ul style="list-style-type: none"> Transportation
Development on Bridges		<ul style="list-style-type: none"> Transportation
Locations intersecting safeguarded areas	<ul style="list-style-type: none"> ELLP Cross-Rail SRA Union Rail 	
Located in South Shoreditch	<ul style="list-style-type: none"> SHOW 	
Any development requiring ground works which may affect the foundations of water structures – e.g. Trunk sewers, water mains, reservoirs, wells and associated adits and headings, tunnel systems or adjacent to operational land, and premises.	<ul style="list-style-type: none"> Thames Water 	
Works involving deep excavation, piling and/or significant dewatering.	<ul style="list-style-type: none"> Thames Water 	
Any development within 100m of statutory bunded reservoirs and within 30m of statutory service reservoirs.	<ul style="list-style-type: none"> Thames Water 	
Applications involving building over or 15m of a public sewer	<ul style="list-style-type: none"> Thames Water 	
Applications involving building over or within 15m of a trunk sewer.	<ul style="list-style-type: none"> Thames Water 	

¹⁸ See <http://www.pipenetworking.com/floodrisk/index.html> for further criteria.

Criteria	External Consultees	Internal Consultees
Adjoining the borough boundary or affecting an adjoining London borough or the City of London (at officers discretion if not in contact with the boundary)	<ul style="list-style-type: none"> ■ Adjoining London Borough Council or the Corporation of London 	
Highway and Traffic issues (incl. vehicle access)	<ul style="list-style-type: none"> ■ Highways Agency 	<ul style="list-style-type: none"> ■ Transportation
Classified Road (incl. traffic issues)	<ul style="list-style-type: none"> ■ TfL 	<ul style="list-style-type: none"> ■ Transportation
Loss of employment space	<ul style="list-style-type: none"> ■ Invest in Hackney 	<ul style="list-style-type: none"> ■ Planning Policy

SECTION 5

APPLICATIONS RECOMMENDED FOR APPROVAL

In some instances planning applications are required to be referred to other bodies if a recommendation is made for approval. The criteria and the body to be notified are¹⁹:

Criteria	External Consultees
Departures from the LDF concerning a development of more than 150 houses or flats; or more than 5,000 square metres of gross retail, leisure, office or mixed commercial floor space	■ GOL
Sport England objection received	■ GOL
Development of land by LBH	■ GOL
Development which would prejudice the LDF	■ GOL

¹⁹ Further guidance on referrals to GOL can be found in the Planning Circular 07/99: The Town and Country Planning Directions 1999 at <http://www.communities.gov.uk/index.asp?id=1144425>

SECTION 6

SITE AND PRESS NOTICES

Certain applications will require wider notification than is provided solely through notification by direct letter. In these cases further advertising of the proposed development is undertaken through the use of site and press notices. These applications and the requirements are presented below.

The consultation period will run for a period not less than 21 days from the date of either the posting the site notice or the publication date of the press notice.

Application Type	Site Notice	Press Notices
Major developments	Required	Required
Application for Listed building consent		
Applications in conservation areas		
Applications for conservation area consent		
Minor development	Required	Optional
All other applications	Optional	Not used

Site notices will take the form of an A4 notice (minimum size) and a minimum of one site notice will be erected in a prominent location close to the application site. The case officer will photograph the site notice when it has been erected and will place the photograph on the planning application file as confirmation that a notice has been erected.

Press notices will take the form of a notice of the application details which will be placed in the next published copy of 'Hackney Today'. This publication is the Council's free fortnightly newspaper delivered to all homes in the borough and available at Council Offices.

SECTION 7

AMENDMENTS

Where amended plans are submitted in respect of a planning application under consideration by the Council we will re-notify the consultees in accordance with the scale and impact of the amendment. The minimum notification requirements are outlined below:

MAJOR AMENDMENT

- All original neighbours, objectors/supporters, standard consultees, and additional consultees will be notified of the amendment via mail.
- New 14 day consultation period will commence from date of the last letter sent.
- Site notices and press advertisements will not be repeated.
- Amended plans and description will be updated on the Hackney Planning Website

MINOR AMENDMENT

- No formal notification will be undertaken.
- Amended plans and description will be updated on the Hackney Planning Website

The classification of the amendment will be determined at the discretion of the case officer.

SECTION 8 APPEALS

The Council's decision to refuse planning permission or other approval, to grant planning permission subject to conditions, or for failure to determine an application within the statutory period may be appealed by the applicant. Appellants are required to make any appeal within a 6-month period from the decision date or the end of the statutory 8-week processing period (whichever is appropriate).

In such cases where an appeal is lodged we will send a letter to inform the following:

- All neighbours as originally consulted,
- Any objectors to the original application,
- Any other consultees if considered appropriate.

Further comments relating to the application/appeal should be directed to the Planning Inspectorate rather than the Council. Full details will be included with our appeal notification letter.

APPENDIX 4 – CONSULTATION PROGRAMME/EXERCISE CHECKLISTS

This appendix is subject to change. For the current versions of this appendix please contact the Planning Department or visit our website at: www.hackney.gov.uk/planning

Further information on consultation techniques can be found in the DCLG Research Report called 'Statements of Community Involvement and Planning Applications'²⁰

Full consultation period

Pre consultation period

- Consider the resource requirements and availability at an early stage. Identify the potential for more than minimum consultation requirements described by this document to be undertaken.
- Develop consultation plan.
- Complete 'forthcoming public consultation' proforma in the Consultation and Public Information Strategy and return to Policy and Communications Department.
- Notify Key Stakeholders from Key Stakeholder discussions that draft document is available (See Communicating results).
- Consider the community that you are targeting and the type of information that will be of relevance to them.
- Determine the best way to present the information (E.g. On a board, as a mobile display, within a building etc.).
- Get all information for public display approved by the Policy and Communications Department.
- Ensure the use of large print on information boards.
- Make displays colourful and interesting.
- Include information on the sustainability appraisal of the document in each consultation exercise.
- Consider the use of questions to direct where the most significant input is expected or required. There will be a need to ensure that single issue comments are still recorded.

During consultation period

- Collate all consultation results in preparation for developing the consultation report.

²⁰ <http://www.communities.gov.uk/pub/416/>

StatementsofCommunityInvolvementandPlanningApplicationsPDF336Kb_id1145416.pdf

After consultation period

- Advertise consultation results (in the form of committee reports) being available on Hackney website and through any other current consultation programme.
- Provide committee reports to those who have requested to be informed of consultation results.
- Provide consultation results.
- Analysis of all responses.
- Review the consultation exercises – what worked and what didn't?
- Calculate information for effectiveness monitoring. Appendix 5 – LDF Consultation Monitoring Form should be completed. Information provided by the public (through completing Appendix 6 – Public Monitoring Form) should also be compiled for the consultation report.
- Ensure that updated document is provided on website.
- Email/mail respondents that re-drafted document is available.

Public exhibitions / displays / stalls / community surgeries

Pre event

- Where possible, use visual and auditory methods to cater for people with hearing or sight impairments.
- For broad community matters, locate the information at a central meeting point (E.g. Building or car park).
- Determine the locations for the event. Select exhibition locations that are well used or easily accessible by the community (E.g. Library, shopping centres, community centre). Smaller venues can be more intimate whereas larger venues will be suitable when large audiences are anticipated.
- Organise and book venue for exhibition/display/stall/community surgery. Provide secure storage for personal effects of officers.
- Determine suitable times for the event to provide for as large a cross-section of the community possible to attend.
- Prepare the appropriate material for the exhibition/display/stall/community surgery.
- Arrange for translation of documents.
- Identify officers who should be involved in the consultation and arrange training.
- Notify relevant departments within Council.
- Advertise on the internet site.
- Advertise in Hackney today.
- Advertise at associated consultation events.
- Arrange a means to record comments. Should provide a feedback form which also includes the monitoring form (Appendix 6 – Public Monitoring Form).

During event

- Record number, sex, and estimated age of attendees for (Appendix 5 – LDF Consultation Monitoring Form).
- Record email/postal addresses of those who want to be informed of the results of the consultation process.
- Record/gather comments.

After event

- Update consultation details on the internet.
- Update monitoring record (Appendix 5 – LDF Consultation Monitoring Form).

Workshops (interactive): Planning For Real / Design Days / etc

Pre event

- Where possible, use visual and auditory methods to cater for people with hearing or sight impairments.
- Determine the general size, focus and desired outcome of the workshop. Consider whether you wish to use the workshop to involve the wider community or to obtain the ideas and input of a particular group.
- Determine venue, time, length of session. The makeup of consultees and the most suitable locations and time of day needs to be considered. Evening meetings are advised to better enable some voluntary and community groups access.
- Send invites and ask for RSVPs.
- Invite Key Stakeholders from Key Stakeholder discussions if these have been held.
- Prepare notes, displays and other material. Any information should be made available to attendees as early as possible. 2 weeks prior to meeting is a good guideline.
- Arrange a means to record comments. Should provide a feedback form which also includes the monitoring form (Appendix 6 – Public Monitoring Form).

During event

- Set up room to be conducive to small or large group discussions.
- Provide relevant material to each table e.g. Maps, plans, summary reports, workshop guidelines.
- Set up displays and white boards, overheads/or butchers paper for recording group comments.
- Facilitate/guide the discussions with specific questions or topics.
- Arrange scribe and facilitator within each small group.
- Record attendance at workshop.
- Seek feedback on the workshop approach through feedback form or informally.
- Record email/postal addresses of those who want to be informed of the results of the consultation process.

After event

- A summary of meeting notes should be sent to participants within 7 days.
- Ensure participants are informed of future activities, news etc.
- Update monitoring record (Appendix 5 – LDF Consultation Monitoring Form).

One-to-one meetings with selected stakeholders

Pre event

- Organise meeting through telephone, email or mail contact clearly outlining the purpose of the meeting.
- Follow up with correspondence to confirm the meeting details and its purpose.
- Prepare for the meeting, outlining information that is sought or is to be presented, and key questions to be asked.
- Forward information in a timely manner (2 weeks prior to the meeting is a good guideline) to participants to ensure an informed meeting.
- Take any supporting information such as maps to the meeting to assist in discussions.
- Record the number of invitations sent.

During event

- Give the meeting participant/s your contact details.
- Hold the meeting in a space that is relatively quiet and where there are unlikely to be interruptions.
- Take care not to make commitments at the meeting that require Council endorsement.
- Document the meeting discussions.
- Record the names and contact details (email/postal) of the attendees.

After event

- Provide meeting participants with a copy of the minutes from the meeting within 7 days.
- Formally advise Council staff of any items discussed that could be an issue for Council or relate to another work area or project.
- Update monitoring record (Appendix 5 – LDF Consultation Monitoring Form).

Focus groups

Pre event

- Where required, use visual and auditory methods to cater for people with hearing or sight impairments.
- Determine the best way to present the information.
- Determine the number of focus group sessions to hold.
- Select and invite participants.
- Record the number of invitations sent.
- Select and book venue.
- Send preliminary information to the participants.
- Prepare questions and the sessions approach, including the material required.

During event

- Set the 'ground rules' at the beginning of the session.
- The involvement of a specialist facilitator may be advisable.
- Present the information and what you expect to get out of the session.
- Record the names and contact details (email/postal) of the attendees.

After event

- Provide meeting participants with a copy of the minutes from the meeting within 7 days.
- Inform focus groups of future consultation activities.
- Update monitoring record (Appendix 5 – LDF Consultation Monitoring Form).

Public meetings / area meetings

Pre event

- Where possible, use visual and auditory methods to cater for people with hearing or sight impairments.
- Determine the venue and timing such that the greatest number of consultees can attend.
- Prepare materials, including displays, meeting agenda, summary information.
- Advertise on the internet site.
- Advertise in Hackney today.
- Advertise at associated consultation events.
- Set up the room to create a relaxed environment with the focus being the information to be presented.
- Prepare agenda for the meeting.
- Arrange a means to record comments. Should provide a feedback form which also includes the monitoring form (Appendix 6 – Public Monitoring Form).

During event

- Give a clear outline of the meeting approach and the time that will be allocated to each item on the agenda.
- Give a 'background' presentation of the issue or proposal to inform people prior to the discussion.
- If individuals are dominating the discussion consider breaking into small groups.
- Highlight how participants can be further involved in the consultation.
- Record number of attendees.
- Record sex of attendees.
- Record estimated age of attendees.
- Record email/postal addresses of those who want to be informed of the results of the consultation process.

After event

- Make a summary of the outcomes of the meeting available to the participants.
- Update monitoring record (Appendix 5 – LDF Consultation Monitoring Form).

Formal written consultation / referenda / community surveys / leaflets / newsletters

Pre event

- Record the number of documents distributed.
- Record the names and contact details (email/postal) of the recipients if appropriate.

Letters

- Determine the most appropriate approach to seeking written submission. For example, forwarding a letter inviting a submission.
- Design a letter and arrange the printing and distribution inviting submissions.
- For a letter inviting a submission include all details of the proposal.
- Arrange a means to record comments. Should provide a feedback form, or information of how to obtain one, which also includes the monitoring form (Appendix 6 – Public Monitoring Form).

Email

- For an email inviting a submission include all details of the proposal.
- Arrange a means to record comments. Should provide a feedback form, or information of how to obtain one, which also includes the monitoring form (Appendix 6 – Public Monitoring Form).

Newsletters/Leaflets

- Determine the main message of the publication.
- Develop topic headings and key points.
- Provide all the essential information (e.g. Who, what, where, when, why and how).
- Include contact details.
- Design the layout and size of the leaflet.
- Design heading styles and positioning.
- Determine the number of leaflets required.
- Arrange printing of the leaflet.
- Arrange distribution of the leaflet.
- Circulate a copy of the leaflet to all internal stakeholders for their reference.
- Arrange a means to record comments. Should provide information of how to obtain a feedback form which also includes the monitoring form (Appendix 6 – Public Monitoring Form).

Surveys

- Determine the broad objectives of the survey (e.g. Why, what, who and how).
- Develop the specific survey questions.
- Test the survey on a sample group or Council Officers and modify as required.
- Organise distribution of the survey.
- Organise free post address.
- Include the monitoring form (Appendix 6 – Public Monitoring Form).

During event

- File all responses that are received during the consultation period.

After event

- Record the number of comments received.

Surveys

- Undertake cross tabulation of data (e.g. age and gender cross tabulation).
- Update monitoring record (Appendix 5 – LDF Consultation Monitoring Form).

Letters to statutory bodies

Pre event

- Determine the most appropriate approach to seeking written submission. For example, forwarding a letter inviting a submission.
- Design a letter and arrange the printing and distribution inviting submissions.
- For a letter inviting a submission include all details of the proposal.
- Record number distributed.
- Record the names and contact details (email/postal) of the recipients.

During event

- File all responses that are received during the consultation period.
- Ensure that all consultees are advised by either their acknowledgement of the letter or by making follow up calls.

After event

- Record the number of comments received from the statutory bodies.
- Update monitoring record (Appendix 5 – LDF Consultation Monitoring Form).

Documents, available for inspection at LPA offices during set consultation period

Pre event

- Arrange a means to record comments. Should provide a feedback form, or information of how to obtain one, which also includes the monitoring form (Appendix 6 – Public Monitoring Form).
- Determine whether any other material would be appropriate to include alongside the documents under consultation (e.g. leaflets, etc.).

During event

- File all responses that are received during the consultation period.

After event

- Record the number of comments received using the monitoring form and tabulate age and sex details.
- Update monitoring record (Appendix 5 – LDF Consultation Monitoring Form).

Meeting presentations

Pre event

- Where possible, use visual and auditory methods to cater for people with hearing or sight impairments.
- Forward information to participants to ensure an informed meeting.
- Take any supporting information such as maps to the meeting to assist in discussions.

During event

- Give the meeting participant/s your contact details.
- Take care not to make commitments at the meeting that require Council endorsement.
- Document the meeting outcomes/discussions.
- Gather contact details from interested attendees.

After event

- Follow up on any meeting actions.
- Update monitoring record (Appendix 5 – LDF Consultation Monitoring Form).

Steering / advisory group

Pre event

- Determine the role of the group.
- Develop Terms of Reference for the Committee.
- Determine the membership selection process and criteria.
- Record the number of invites to join the group distributed.
- Determine frequency of meetings.
- Determine a time and venue for each of the meetings; meetings should be held at the same time and venue if possible.

During event

- Meet in accordance with terms of reference or agreed arrangement.
- Determine responsibilities and outcomes.
- Establish sub committees to undertake specific projects and task accordingly.
- Report of outcomes and recommendations.
- Record attendance.

After event

- Provide minutes and actions to all members.

Media (local press, TV, radio, etc)

Pre event

- Determine the purpose and objectives of the media release/advertisement
- Write the story/advertisement, including information of who, what, when, where and how.
- Enable feedback from the community including contact details or a process for submissions/input.
- Record number of press releases made and advertisements placed.

During event

- When someone from the community responds to the media release, record where they heard about the consultation.

After event

- Update monitoring record (Appendix 5 – LDF Consultation Monitoring Form).

Internet (website)

Pre event

- Determine the purpose and objectives of having information available on the internet.
- Write the story/advertisement, including information of who, what, when, where and how.
- Arrange a means to record comments. Should provide a feedback form, or information of how to obtain one, which also includes the monitoring form (Appendix 6 – Public Monitoring Form).
- Ensure there is a means of recording the number of webpage visits.

During event

- Ensure information is kept up to date, especially at the outset or conclusion of other consultation activities.

After event

- Ensure information is kept up to date.
- Update monitoring record (Appendix 5 – LDF Consultation Monitoring Form).
- Provide consultation report if appropriate or required.

Hotline / contact number / contact email/ contact address

Pre event

- Determine the telephone contact arrangements.
- Consider how responses outside office hours will be handled.
- Provide training to relevant officers.
- Determine the period that the hotline/phone in/contact email will remain valid for.
- Advertise on the internet site.
- Advertise in Hackney today.
- Advertise at associated consultation events.

During event

- Ensure an officer is available each day of the consultation period.
- Record number of calls/emails/letters.

After event

- Update monitoring record (Appendix 5 – LDF Consultation Monitoring Form).

Official launch

Pre event

- Where possible, use visual and auditory methods to cater for people with hearing or sight impairments.
- Determine the best way to present the information.
- Determine the venue and timing.
- Prepare materials, including displays, speakers, summary information.
- Promote the meeting.
- Set up the room to create a relaxed environment with the focus being the information to be presented.
- Arrange a means to record comments. Should provide a feedback form, or information of how to obtain one, which also includes the monitoring form (Appendix 6 – Public Monitoring Form).

During event

- Obtain contact details for each of the participants.
- Highlight how participants can be further involved in the consultation.

After event

- Record attendance number for monitoring.
- Update monitoring record (Appendix 5 – LDF Consultation Monitoring Form).

APPENDIX 5 – LDF CONSULTATION MONITORING FORM

Public exhibitions / displays / stalls / community surgeries
Public meetings / area meetings
Documents, available for inspection at LPA offices during set consultation period

	Event 1	Event 2	Event 3	Event 4
Number of Attendees/ Forms Returned				
Sex: Male				
Sex: Female				
Age: Under 18				
Age: 18 – 25				
Age: 26 – 34				
Age: 35 – 49				
Age: 50 – 65				
Age: Over 65				
Number of Public Monitoring Forms returned				

Workshops (interactive): Planning For Real / Design Days / Enquiry by Design
One-to-one meetings with selected stakeholders
Focus groups
Steering / advisory group

	Event 1	Event 2	Event 3	Event 4
Number of Invites				
Number of Attendees				
Number of Public Monitoring Forms returned				

Formal written consultation / referenda / community surveys / leaflets
Letters to statutory bodies

Number Distributed
 Number of Replies
 Number of Public Monitoring Forms returned

Meeting presentations

Number of Presentations

--

Media (local press, TV, radio, etc)

Number of Press Releases/
 Advertisements

Press Releases	Advertisements

Internet (website)

Number Webpage Visits

--

Hotline / contact number / contact email / contact address

Number Received

Phone Calls	Email	Letters

Official launch

Number of Attendees
 Number of Public Monitoring Forms returned

APPENDIX 6 – PUBLIC MONITORING FORM

Customer Monitoring

We are committed to making sure that all sections of Hackney community have access to our services. Please help us to monitor who we are reaching by providing some details about yourself.

This information is for monitoring purposes only.

1. **Are you a Hackney resident?** Yes No
2. **Do you own a business in Hackney?** Yes No
3. **Do you** work shop study **in Hackney?**
4. **What is your postcode?** _____
(This information is to monitor geographical area only)
5. **What is your gender?** Male Female
6. **Which one of the following age groups do you fall into?**
18-25 26-34 35-49 50-65 65+
7. **Do you consider yourself to have a disability?** Yes No
8. **Are you registered disabled?** Yes No
9. **How would you describe your ethnic group.**
Please choose **one** section from A to F, then tick the appropriate box to indicate your cultural background.
 - A) **White**
 - British
 - Irish
 - Irish Traveller
 - Turkish Cypriot/Turkish-speaking (including Kurdish)
 - Other Kurdish
 - Other European
 - Jewish
 - Charedi (Orthodox Jewish)
 - Any other White background _____ (please write in)

- B) **Mixed**
- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed background _____ (please write in)
- C) **Asian or Asian British**
- Indian
- Pakistani
- Bangladeshi
- Any other Asian background _____ (please write in)
- D) **Black or Black British**
- Caribbean
- African _____ (please write in)
- Other Black or Black British _____ (please write in)
- E) **Chinese**
- Chinese
- F) **Other**
- Vietnamese
- Any other ethnic group _____ (please write in)

TRANSLATION

This document provides information about the Hackney Local Development Framework. Why not ask a friend to translate it for you? Or, if you would like a copy in your own language, write your name and address clearly in the box below, tick here and return to the address below.

এই দলিলে হ্যাকনির স্থানীয় উন্নয়ন কাঠামো সম্পর্কে তথ্য রয়েছে। এটিকে অনুবাদ করে দিতে কেন আপনি আপনার একজন বন্ধুকে বলছেন না? অথবা, যদি এর এক কপি আপনি আপনার নিজের ভাষায় চান, তাহলে নীচের বাক্সে স্পষ্ট করে আপনার নাম ও ঠিকানা লিখুন, এখানে টিক দিন এবং নীচের ঠিকানায় ফেরৎ পাঠান। (Bengali)

本文件提供有關海克尼地方發展架構的資料，何不請朋友給你把它翻譯？又或者若你想取得以你母語撰寫的版本，請在以下空格清楚填寫你的姓名和地址，並在這裏 一劃，然後寄交以下地址。(Chinese)

Ce document fournit les informations sur le Cadre de Travail du Développement Local d'Hackney. Pourquoi ne pas demander à un ami de le traduire pour vous ? Si vous souhaitez en obtenir une copie dans votre langue maternelle, vous pouvez également écrire lisiblement vos nom et adresse dans la boîte ci-dessous, cocher cette case et nous retourner ce document à l'adresse indiquée ci-dessous. (Français)

Este documento contiene información sobre el Marco de Desarrollo Local de Hackney. ¿Por qué no le pide a un amigo que se lo traduzca? O, si desea recibir una copia en su propio idioma, escriba claramente su nombre y dirección en el cuadro inferior destinado a ello, marque esta casilla y envíe el formulario a la dirección de más abajo. (Spanish)

આ લેખમાં હેકની સ્થાનિક વિકાસ માળખા [Hackney Local Development Framework] વિષે માહિતી આપવામાં આવેલ છે. તમારા કોઈ મિત્રને તેનો અનુવાદ કરવા પૂછી તો જુઓ? અથવા જો તમારે આની એક નકલ તમારી ભાષામાં જોતી હોય તો તમારું નામ અને સરનામું નીચેના ખાલામાં સ્પષ્ટ રીતે લખો, અહીં ટિકનું ચિહ્ન કરો અને નીચે આપેલ સરનામે પરત મોકલો. (Gujarati)

ਇਹ ਦਸਤਾਵੇਜ਼, ਹੈਕਨੇ ਦੀ ਸਥਾਨਕ ਵਿਕਾਸ ਯੋਜਨਾ [Hackney Local Development Framework] ਬਾਰੇ ਜਾਣਕਾਰੀ ਮਹੱਤਵਪੂਰਨ ਕਰਦਾ ਹੈ। ਅਪਣੇ ਦੋਸਤ/ਸਹੇਲੀ ਨੂੰ ਇਸਦਾ ਅਨੁਵਾਦ ਕਰਨ ਲਈ ਕਿਉਂ ਨਹੀਂ ਕਹਿੰਦੇ ? ਜਾਂ, ਜੇ ਤੁਸੀਂ ਇਸਦੀ ਇੱਕ ਕਾਪੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਬਾਕਸ ਵਿੱਚ ਆਪਣਾ ਨਾਂ ਅਤੇ ਪਤਾ ਸਾਫ਼-ਸਾਫ਼ ਲਿਖੋ, ਇਥੇ ਨਿਸ਼ਾਨ ਲਾਓ ਅਤੇ ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਵਾਪਸ ਭੇਜੋ। (Punjabi)

Dokumentiga wuxu ku siinayaa warbixin ku saabsan Qaabka Horumarinta Deegaanka Hackney [Hackney Local Development Framework]. Maad weydiisatid saaxib inuu kuu tarjamo? Ama, haddaad jeclaan lahayd nuqul luqaddaada ah si cad ugu qor magacaaga iyo cinwaankaaga sanduuqa hoose, calaamadi halkaan u soo Celina cinwaanka hoose. (Somali)

Bu belge Hackney Local Development Framework (Hackney Yerel Gelişim/Kalkınma Çerçevesi) hakkında bilgi sunmaktadır. Neden bir arkadaşınızdan bu belgeyi sizin için tercüme etmesini istemiyorsunuz? Veya bu belgenin kendi dilinize tercüme edilmiş kopyasını edinmek istiyorsanız, adınızı ve adresini aşağıdaki kutuya açık şekilde yazıp burayı işaretledikten sonra belgeyi aşağıdaki adrese gönderin. (Turkish)

[Hackney Local Development Framework] کے بارے میں معلومات فراہم کرتی ہے۔ آپ اپنے کسی دوست سے کیوں نہیں کہتے کہ وہ آپ کے لئے اس کا ترجمہ کر دے؟ یا اگر آپ کو اپنی ہی زبان میں اس کی نقل چاہئے تو براہ کرم درج ذیل خانے میں صاف صاف اپنا نام اور پتہ لکھیں، یہاں نشان لگائیں اور اسے درج ذیل پتے پر واپس کریں۔ (Urdu)

Tài liệu này cung cấp thông tin về [Hackney Local Development Framework] (Phác họa về Phát triển Địa phương tại Hackney). Tại sao không nhờ một người bạn dịch giúp? Hoặc, nếu bạn muốn một bản bằng ngôn ngữ của mình, viết tên và địa chỉ rõ ràng vào ô dưới đây, đánh dấu vào hộp này và gửi lại theo địa chỉ sau. (Vietnamese)

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For more information on the Local Development Framework visit www.hackney.gov.uk/ldf