

Statement of Community Involvement

Engagement and Consultation Plan

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| Version | Author | Distribution date | Changes |
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1. Introduction

1.1 What is the aim of this engagement?

This engagement plan sets out how we will engage with local residents, businesses and the community in shaping the Statement of Community Involvement (SCI). We will show how we will bring people together from across our communities including:

- Residents
- Businesses
- Community and Voluntary Sector Organisations
- Key Stakeholders

We want to put the right people at the centre of the engagement process by being clear about how we work together and that we recognise the value and range of local knowledge and expertise those communities can offer. By listening to people about how they wish to be engaged we can develop effective engagement processes and identify the different needs of a variety of people with a range of lifestyles.

1.2 What is the statement of community involvement about?

The SCI is our commitment to people about how we will consult and engage with the community throughout the planning process. We want to hear from communities, residents, businesses and other stakeholders about how we can work together to shape and change areas in the borough.

We want to make planning matters more accessible and create a better experience for people around engaging within planning consultations and on planning policy.

In providing opportunities for people to get involved in shaping and improving the current SCI we can create more engagement and collaboration around local planning decisions and the preparation of regeneration and planning strategies for the future.

1.3 What can be influenced by the public and what is fixed?

The legal requirement for the SCI is set out in the Planning and Compulsory Act 2004 (as amended). This means that we have a duty to consult the public on planning policy documents and on most planning applications.

The planning processes highlighted in the Consultation Roadmap (Appendix D of the Statement for Community Involvement) are statutory. This means that each step in the process and the consultation timelines are fixed and will not be changed.

The Public Sector Equality Duty means that the council has a key role around in working to remove discrimination, improve and advance equality of opportunity and nurture strong positive relationships between people.

1.4 The new approach to community engagement

We have developed a new approach to community engagement which outlines how we will engage with our communities. This approach is based on a co-produced vision and set of principles and provides the framework for effective two way conversations between both the council and the community and amongst our diverse community itself.

The principles also provide the basis for creating two way relationships between us based on honesty and trust with the potential for great collaborative working. The updated SCI will reflect this new approach and provide key information around:

- *How to get involved*
- *Digital tools available*
- *Accessing and responding within the planning process*

1.5 How do we plan to achieve our objectives?

1. **Targeted events for people in the community** that:
 - Have an interest in planning issues or
 - Have not engaged previously or
 - Have specific needs and challenges around engagement and planning matters
2. Specific events and activities for **key stakeholders** using existing engagement structures and relationships
3. Specialist event for **developers, architects and planners**
4. Specialist event for **Forum for Equalities and Human Rights in Southwark (FEHRS)**
5. **Online survey**
6. Spreading general **key messages** about the consultation and opportunities to get involved

In sharing the Engagement Plan and approach with external bodies such as the Regeneration for All Liaison Group with significant experience around planning matters we can test the process, appropriateness, reach and outcomes.

1.6 What are the key milestones?

| Stages | Milestones |
|--------|--|
| One | <p>Review the current Statement of Community Involvement (SCI), evidence base and literature regarding best practice</p> <ul style="list-style-type: none"> • <i>Collect and summarise resident feedback on consultations and engagement involved in the planning process</i> • <i>Review best practice on community engagement in relation to planning</i> |
| Two | <p>Planning Workshop – 25th March 2019</p> <ul style="list-style-type: none"> • <i>Public consultation on the Development Consultation Charter and SCI</i> |
| Three | <p>Development Consultation Charter presented at Cabinet – 30th April 2019</p> <ul style="list-style-type: none"> • <i>Charter approved for validation of pre-applications and planning processes</i> |
| Four | <p>Review of Community Engagement - Planning Workshop – 1st August 2019</p> <ol style="list-style-type: none"> 1. <i>Review of current planning consultations and engagement</i> 2. <i>Review of the Development Consultation Charter</i> |

| | |
|--------------|---|
| | <ul style="list-style-type: none"> • <i>Feedback used to shape the SCI</i> |
| Five | Formal consultation begins on the SCI <ul style="list-style-type: none"> • <i>Consultation period will begin November 2019 and end January 2020</i> |
| Six | Reporting back and dissemination <ul style="list-style-type: none"> • <i>Feedback on how the community have helped to shape the SCI and Development Consultation Charter will be made available online, via email and at key meetings</i> |
| Seven | SCI and Development Consultation Charter presented at Cabinet – June 2020 <ul style="list-style-type: none"> • <i>Recommendation - Formal approval of SCI & Development Consultation Charter</i> |

2. What do we already know?

2.1 Evidence

Younger and Older People

- *Challenge around all engagement is low levels of participation particularly from young people (under 24), but also people under 45 who form a high percentage of the population*
- *(40% of the Southwark population consists of those aged 20 to 39, compared to 34% in the rest of London and only 8% of the population of Southwark is aged over 65)*

- Digital engagement highlighted as a way of increasing participation
- Planning played a key role in the move to digital increasing participation from 2000 to 7000 users of digital planning tools
- Consultation and Involvement Team Digital engagement review will identify whether we have the right tools for younger people
- Using a range of tools and approaches can improve participation with both younger and older people
- Southwark Youth Council and Ageing Well can develop more opportunities for engagement

Disability and Health

- *Over 3,500 people registered with a GP in have three or more chronic conditions*
- *Many people with multiple long term conditions are aged over 50 - more than half aged over 70 years*
- *13.5% of people reported a long term condition that limited them - this includes those with physical and mental disability as well as illness*

- Better reach and connection provide more opportunities for engagement for people with disabilities
- As peoples needs are not the same we can provide a range of options for getting involved
- Suitable engagement materials and venues with access for everyone
- Using a reflective approach and learn from work across other projects around mental health
- Working with Community Southwark, Public Health and Clinical Commissioning Group (CCG) to offer the best support around engagement

- *54.2% of Southwark's population is from White Ethnic backgrounds (which includes 39.7% from White British backgrounds) and 12.4% from White Other Ethnic backgrounds*
- *45.8% of the population are from Black and Minority Ethnic (BAME) backgrounds, nearly 27% from Black African and Caribbean backgrounds. 9.4% of people from Asian backgrounds with just over 6% from Mixed ethnic backgrounds and 3.3% from Other Ethnic backgrounds*
- *A significant majority of people (52.54%) are Christian with people from the Muslim faith at 8.52%. The next largest groups are Buddhist at 1.35% and Hindu at 1.27%. Both Jewish and Sikh faiths make up just below 1% of the population*

- Improve our reach to a range of BAME and Latin American communities through the faith strategy
- Recognise that for some people faith is integral to their ethnicity and not separate from it
- Understand that refugees and migrant communities are often supported through faith communities
- Use plain English and translation where necessary for consultation and engagement content
- Develop simple, accessible and targeted engagement methods to remove to increase participation

Gender, Gender identity and transgender

- *Southwark has the second largest gay or lesbian population in London at 5% with our neighbouring borough Lambeth as the highest*
- *The percentage of women is (50.5%) and men (49.5%)*

- Work with LBGTQ+ and Community Southwark to improve understanding of reach and needs
- Test engagement process and reach with Southwark LGBTQI and LGBTQI staff support network
- Develop stronger connections and support the work of Health watch and Local LBGTQ+ network
- Work to address highlighted concerns about the closure of LBGTQ+ safe venues
- Place stronger focus on engaging with men in some consultations to increase participation

Addressing socio-economic disadvantage

- *Socio- economic disadvantage continues to be a major cause of inequality for people living in Southwark.*
- *A person's family economic and social position can have an impact of their income, health, living conditions or occupation.*

- Target people and communities that not engaged previously around planning matters
- Increase engagement of people experiencing socio-economic disadvantage
- Increase participation using Resident involvement, Social Regeneration Charters, Empowering Communities and the Great Estates programme

2.2 Previous Consultation

| Planning Workshop 25th March 2019 - 76 participants Review of community engagement – Planning Workshop 1st August 2019 - 85 participants | |
|---|--|
| Emerging themes | Comments |
| Transparency | <ul style="list-style-type: none"> • Show clearly how public consultation has resulted in changes within policy documents • Show clearly how s106 and CIL is collected and delivered • Make it clear what is meant by '<i>planning considerations</i>' so that the community have a fair chance of making an impact on a development • Communication between the public and the council needs to be improved • The website is confusing and it is hard to find out about developments • Why are pre-applications confidential and not made public like the rest of the application • There is a lack of clarity on what the community is consulting on and on how the public can influence the outcome • A timetable should be published online so the public can keep up to date with the progress of the application |
| Accessibility | <ul style="list-style-type: none"> • The Charter contents are unclear and difficult to understand • Professional support is required at consultation • The community needs resources to appoint advisors independent of the developer and the Council • Plain English should be used and efforts made to ensure the document can be understood by all residents within the borough. • When residents are trying to engage on strategic and major applications, there is no level playing field. Difficulty in understanding planning documents makes it difficult to engage • There should be a better use of visuals when it comes to planning applications as it can be difficult for the community to understand technical drawings and plans |
| Inclusivity | <ul style="list-style-type: none"> • The diversity of consultees must be ensured. • The council should work collectively with communities to validate the evidence that is gathered to ensure the facts about the site and surrounding area is correct. • Diversity and equality must be taken into account in the planning process. • There should be a community-led design review panel and community mapping at the grassroots level. • There needs to be a means to expand reach to people on MySouthwark mailing list so that as many people as possible are informed about consultation events • There should be an Equalities Impact Assessment at an early stage of the application |
| Consistency | <ul style="list-style-type: none"> • Developers must be clear in who they have consulted and how • It is not clear how or when the council consults and this leads to frustration and inconsistency • The community would like the Council to ensure that any engagement carried out by a developer, as result of the Developer Consultation Charter, is meaningful and inclusive • There needs to be a way of standardising consultation to make sure that it is meaningful and not a tick box exercise |

2.3 What do we want to find out about in more detail?

- How can the planning process be made simpler?
- How can we share information better and so we are making informed decisions?
- What are the best range of approaches and materials for planning consultations and engagement?
- How can we reach a more diverse group of people and expand the MySouthwark account?
- How can we ensure that the equalities impact assessment is developed throughout the process?
- How can we know whether the Approach to community engagement is being implemented properly?
- What are the most effective ways of keeping people informed of process and decisions taken?

3. Engagement and Consultation Plan

3.1 The stages of engagement

| Stage | When and how are we engaging and who will be involved at each stage |
|-------|--|
| One | Desk top research conducted by Planning Policy and Consultation and Involvement teams |
| Two | Planning Workshop – 25 th March 2019 will provide an insight into the key challenges for people when engaging with the planning process. This is an opportunity to shape and improve the Development Consultation Charter so that it is easier to read and understand |
| Three | Cabinet report on the Development Consultation Charter – 30 th April 2019 |
| Four | Approach to Community Engagement - Planning Workshop – 1 st August 2019 will provide an opportunity to test how the vision and principles of the new approach to Community Engagement can be applied in planning processes through the SCI and the Development Consultation charter |
| Five | <p>Formal consultation will <i>begin November 2019 and end January 2020</i> This period will involve wide dissemination of information through the community and voluntary sector, Members and within existing council engagement structures such as:</p> <ol style="list-style-type: none"> 7. Resident involvement 8. Empowering Communities 9. Great Estates programme <p><u>Council Consultation Hub</u></p> <p>Online survey – (developed by Southwark Council)</p> <p>Using the new Approach to Community Engagement, the draft SCI and Development Consultation Charter to ask key questions around what people think about the SCI, whether they have any suggestions for change that will impact support more people getting involved in discussions that impact their neighbourhoods.</p> <p>We can also ask questions about what we would like to find out about in more detail (<i>please see section 2.4 above</i>).</p> |

Targeted events for people that:

10. Are Interested in planning issues – (facilitated by Southwark Council)

Everyone that has expressed an interest in planning issues as advertised through My Southwark

11. Have not had opportunities to engage before – (facilitated by Southwark Council)

People that may experience challenges around engagement or that have specific needs and concerns.

12. Faith organisations

13. Migrant communities

14. Young people

15. Older people

16. LGBTQ

17. Disability and Health

18. People with literacy issues or where their first language is not English

19. People most at risk of loneliness or social isolation

Targeted events for organisations and groups that are:

20. Key stakeholders in the community - (facilitated by the stakeholders)

21. Southwark Voice

22. Voluntary and Community Sector liaison group

23. Tenants and resident groups

24. Neighbourhood planning forums

25. Development forums

26. Specialist forums

27. Developers, Architects and Planners - (facilitated by Southwark Council)

An event about 'working within the spirit' of the Development Consultation Charter and the vision and principles of the new Approach to Community Engagement

28. Forum for Equalities and Human Rights in Southwark (FEHRS) – (facilitated by Southwark Council)

Six This report will contain a summary of previous consultations

Seven Cabinet report on the SCI and Development Consultation Charter

3.2 Key messages about the SCI and what it is trying to achieve

Building on trust.....by working in an atmosphere of mutual respect and transparency around the scope of public consultation and how the community can influence plan-making. We will clearly outline how we will consult and engage throughout the entire planning process expressing goodwill and openness to listen and understand one and another.

Being clear and informative..... we will provide clear information and materials for any consultation events using suitable tools and more visual information. We will improve communication methods and increase the number of people that both receive and understand planning documents and processes by clearly advertise all planning applications through MySouthwark so that the community is aware of developments in their area.

Simple and accessible.....by producing information in plain English we can make planning easier to understand for everyone by providing easy-to-read guides online on technical planning documents so that all member of the community can learn about and understand planning better as well as being able to engage more effectively.

Being inclusive..... by improving our understanding of both people and places we have greater opportunities to reach a diverse range of people. This creates a way for better connection with more representative and diverse people involved in decision making.

Being evidence based..... by listening and using local community expertise and experience as well as national and local information and data we can develop an improved understanding of who will be affected by planning matters in an area. We will work to ensure that all planning policies put forward will be founded on a transparent evidence base that will be made available online and help us to develop better decision making and provide greater clarity on how an engagement process has been shaped.

Collaborative working.....by bringing our community together with our partners we can work to shape engagement plans and activities as well as set clear objectives. In understanding the perceptions and realities of living in the borough we can develop better and more effective engagement processes. The Development Consultation Charter aims to ensure developers will engage with the community from the earliest possible stage so that the community can truly be involved with developments in their area.

3.3 The materials and spaces we will use

- Where appropriate we will use large print, braille and colour sensitive for people with challenges with eyesight
- Ensure venues have hearing loops or British Sign Language translation where needed
- Use language translation where needed
- Ensure that all venues are wheelchair accessible
- Use documents/engagement materials written in plain English
- Use visual aids where possible to allow for easier understanding of planning documents
- Ensure relevant documents are made available prior to the event to allow for meaningful engagement
- Hold events at different times in the day to cater for as many people as possible

- Online hub
- Posters and leaflets

3.4 How will we promote the engagement opportunity?

Publicity and Communications

- My Southwark - over 10,000 residents signed receive updates and are informed of any consultation and engagement events relating to planning
- Dissemination of leaflets and posters detailing key events and the online consultation link
- Council's social media platforms

Key stakeholders and networks will host their own events using information and materials provided

Targeted event for those that have not had opportunities to engage before or have specific concerns and needs

- Faith and Migrant organisations – use of contact lists, Faith Strategy Steering Group and Community and Voluntary Sector organisations to spread the message and targeted events with faith communities interested in planning
- Young people – Youth Council and use of Southwark Young Advisers for consultation and engagement with young people engaging with young people. Information given to parents via schools and contacts from Children's and adults services.
- Older people – Southwark Pensioners Forum, Sheltered housing units
- LGBTQ - Southwark LGBTQI network, LGBTQI staff support network and Health
- Disability and Health through the work of the Disability Forum, Community Southwark, Public Health, Southwark Carers and the Clinical Commissioning Group (CCG)
- People with literacy issues or where their first language is not English – through faith communities, Community and voluntary sector and BAME
- People most at risk of loneliness or social isolation – through Public Health work around loneliness and isolation.

Targeted events for key stakeholders

These events will be promoted on the consultation hub and via posters and leaflet. Key stakeholders will also promote the event through their own internal methods and networks.

- Community voice
- Voluntary and Community Sector liaison group
- Tenants and resident groups
- Neighbourhood forums
- Development forums
- Specialist forums

Targeted event for Developers, Architects and Planners

This event will be promoted on the consultation hub and via posters and leaflet. Developers, Architects and Planners will also promote the event through their own internal methods and networks, including all of the developers on uniform the planning applications database.

3.5 What is our plan for letting people know the outcome of the consultation?

We will feedback to the community by:

- Councils Consultation Hub (to online respondents within 2 months after the consultation closes)
- Councils Consultation Hub '*You Said/We Did*'
- An update to everyone that has signed up to My Southwark
- Via a link within the councils social media platforms
- Feedback – headline information to Planning Webpage and Twitter (including comments and anecdotal from events)
- Email to participants that attended targeted activities
- Email via the councils other engagement structures such as Resident involvement, Social Regeneration Charters & Great Estates
- Consultation report produced by the Planning Policy Team
- Faith Communities, LGBTQI+, Disability Forum, Southwark Pensioners Forum, Clinical Commissioning Group, Public Health, Age friendly and Youth Council to feedback on key meetings.
- Key Voluntary and Community Sector stakeholders such as Forum for Equalities and Human Rights in Southwark (FEHRS), Community voice, Voluntary and Community Sector liaison group, Tenants and resident groups, Neighbourhood forums, Development forums, Specialist forums to feedback internally and people using their networks
- Southwark YouTube – Thank you message from Councillor Situ and the Director for Place and Wellbeing

4. Activity plan

| NO. | WHAT | WHO | PURPOSE | WHERE & HOW | WHEN | LEAD |
|-----|-------------------------|--|--|---|---|---|
| 1. | Online Survey | Consultation and Involvement Team | Borough wide survey | Consultation hub | January 2020 – April 2020 | Jas/ Jonathan |
| 2. | Email consultation link | Planning Policy Team | To everyone interested in planning | MySouthwark | January (with a reminder alert in February) | Ciara/ Emma |
| 3. | Event/meeting | Tenant and Homeowner Involvement Team | Tenant and Homeowner Involvement | | January 2020 – April 2020 | John |
| 4. | Event/meeting | Planning Policy Team | Joining conversations and events about social regeneration | | January 2020 – April 2020 | |
| 5. | Event/meeting | Empowering Communities Team | Ward based groups | | January 2020 – April 2020 | Empowering communities team |
| 6. | Event/meeting | | Great estates programme | | January 2020 – April 2020 | Tenant and Homeowner Involvement Team |
| 6. | Event | Consultation and Involvement Team & Planning Policy Team | For everyone signed up to MySouthwark | At a venue in the community – workshop/drop in | January 2020 – April 2020 | Jas/ Jonathan/ Ambrose/ Planning policy |
| 5. | Email Consultation link | Consultation and Involvement Team | Faith and migrant communities | 1. Faith communities contact list 2. Faith Strategy Steering Group | January (with a reminder alert in February) | Jas/ Ambrose |

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| | | | | | | |
| 6. | Event | Consultation and Involvement Team & Planning Policy Team | To reach faith, migrant social action based projects that have specific concerns or needs around planning matters | Workshop at a venue in the community | January 2020 – April 2020 | Jas/ Jonathan/ Ambrose/ Planning policy |
| 6. | Email Consultation link | Community and Voluntary Sector Engagement | Youth Council Young People | | January (with a reminder alert in February) | Suley |
| 7. | Event/meeting | Community and Voluntary Sector Engagement/Planning Policy | To reach young people that have not previously engaged in planning consultations or that have specific concerns or needs | Workshop/activity at a venue in the community/Tooley Street | January 2020 – April 2020 | Suley/ Ambrose/ Planning policy |
| 8. | Email Consultation link | Consultation and Involvement Team | Older People | 1. Southwark Pensioners Forum 2. Sheltered Housing Units 3. Ageing Well | January 2020 – April 2020 | Lynne/ Jess |
| 9. | Event/meeting | Consultation and Involvement Team & Planning Policy Team | To reach older people that have not previously engaged in planning consultations or that have specific concerns or needs | Age friendly engagement - Workshop/activity at a venue in the community/Tooley Street | January 2020 – April 2020 | Jess/Lynne/ Ambrose/ Planning Policy |
| 4. | Email Consultation link | Consultation and Involvement Team | LGBTQI | 1. Southwark LGBTQI network 2. Health watch | January (with a reminder alert in February) | Lynne/ Jess |
| 5. | Event/meeting | Consultation and Involvement Team | To reach LGBTQI community that have not previously engaged in planning consultations or that have specific concerns or needs | Workshop/activity at a venue in the community/Tooley Street | January 2020 – April 2020 | Lynne/ Jess/Planning Policy |

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| 6. | Email Consultation link | Consultation and Involvement Team | Disability and Health | Via the Disability Forum | January (with a reminder alert in February) | Lynne |
| 7. | Event/meeting | Consultation and Involvement Team | To reach people with a disability and those that have not previously engaged in planning consultations or that have specific concerns or needs. | Workshop/activity at a suitable venue in the community or Tooley Street. | January 2020 – April 2020 | Jas/Jonathan/Lynne/Ambrose/Planning Policy |
| 8. | Email Consultation link | Public Health | Disability and Health | Via current work/contacts in this area | January (with a reminder alert in February) | Rosie |
| 9. | Email Consultation link | Clinical Commissioning Group (CCG) | Disability and Health | Via current work/contacts in this area | January (with a reminder alert in February) | Rosemary |
| 10. | Email Consultation link | Community Southwark | Disability and Health | Via current work/contacts in this area | January (with a reminder alert in February) | ? |
| 11. | Email Consultation link | Public Health | People most at risk of loneliness or social isolation | Via current work/contacts in this area | January (with a reminder alert in February) | Clitza |
| 12. | Event/meeting | Consultation and Involvement Team /Public Health | To reach people most at risk of loneliness or social isolation and those that have not previously engaged in planning consultations or that have specific concerns or needs | Workshop/activity at a suitable venue in the community or Tooley Street. | January (with a reminder alert in February) | Jess/Lynne/Ambrose/Clitza/Ambrose |
| 13. | Email Consultation link | Consultation and Involvement Team | People most at risk of loneliness or social isolation | Via current work/contacts in this area | January (with a reminder alert in February) | Jess/Lynne |
| 14. | Date of Meeting/event | Consultation and Involvement Team/ Planning Policy | Forum for Equalities and Human Rights in Southwark (FEHRS) - Targeted event for Developers, Architects and Planners | Internal event/meeting | January 2020 – April 2020 | ? |

| | | | | | | |
|-----|-----------------------|--|--|------------------------|---------------------------|---|
| | | | | | | |
| 15. | Date of Meeting/event | Community voice | Stakeholder engagement | Internal event/meeting | January 2020 – April 2020 | ? |
| 16. | Date of Meeting/event | Voluntary and Community Sector liaison group | Stakeholder engagement | Internal event/meeting | January 2020 – April 2020 | ? |
| 17. | Date of Meeting/event | Tenants and resident groups | Stakeholder engagement | Internal event/meeting | January 2020 – April 2020 | ? |
| 18. | Date of Meeting/event | Neighbourhood forums | Stakeholder engagement | Internal event/meeting | January 2020 – April 2020 | ? |
| 19. | Date of Meeting/event | Development forums | Stakeholder engagement | Internal event/meeting | January 2020 – April 2020 | ? |
| 20. | Date of Meeting/event | Specialist forums | Stakeholder engagement | Internal event/meeting | January 2020 – April 2020 | ? |
| 21. | Date of event | Consultation and Involvement Team/ Planning Policy | Targeted event for Developers, Architects and Planners | Event | January 2020 – April 2020 | Jas/ Jonathan/ Ambrose Juliet/Jess |

5. List of stakeholders & consultation area

Stakeholder engagement activities are listed in the activities plan above. Key stakeholders and networks will host their own events using information and materials provided

| Type | Level of engagement | Stakeholder |
|---------------------------|---|--|
| Review of Engagement Plan | Test the process, appropriateness, reach and outcomes | Regeneration for All Liaison Group |
| Facilitation | Internal consultation meeting/event | Southwark Voice |
| Facilitation | Internal consultation meeting/event | Voluntary and Community Sector liaison group |
| Facilitation | Internal consultation meeting/event | Tenants and resident groups |
| Facilitation | Internal consultation meeting/event | Neighbourhood Planning forums |
| Facilitation | Internal consultation meeting/event | Development forums |
| Facilitation | Internal consultation meeting/event | Specialist forums |

6. Monitoring plan

A monitoring plan will be confirmed with stakeholders.

7. Contact information

Stakeholders are able to contact officers if they would like to know more about the engagement plan or activities:

Community.Engagement@southwark.gov.uk

planningpolicy@southwark.gov.uk

In writing to:

Planning Policy, FREEPOST SE1919/14 London SE1P 5LX.