

London Borough of Southwark Local Plan Examination

Inspectors' Guidance Notes for participants in virtual hearing sessions 08 February 2021

1.0 Introduction

- 1.1 The hearings for the examination are proceeding by exclusively “virtual” sessions. These guidance notes focus specifically on participation in the virtual hearing sessions and should be read alongside the Inspectors' Guidance Notes issued on 11 December 2020 (EIP90) which provide more general advice on the examination.
- 1.2 Jacqueline Christie is the Programme Officer for the examination. She is the first point of contact for those with queries about the hearing sessions or the examination generally.

The Programme Officer's contact details are:

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2.0 The “virtual” hearing sessions

- 2.1 Those who made representations seeking a change to the New Southwark Plan and have asked to speak have a right to be heard as part of the examination hearings. The virtual hearing sessions will give those unable to attend the physical hearing sessions in person the opportunity to speak.
- 2.2 A timetable for the virtual hearing sessions has been produced and those concerned have been informed although it should be noted that this may be subject to alteration. Those affected by any alterations will be notified in advance.
- 2.3 The virtual hearing sessions will in some cases involve more than one participant and deal with a particular Matter and in all cases, the Council will take part in the hearing session.
- 2.4 The virtual hearing sessions will be focussed on the specific issues raised in the representations of the participants concerned. The Inspector(s) will lead the hearing session and agendas will be produced in advance, again focussing on the specific issues raised in representations.
- 2.5 Participation in the virtual hearing sessions is by invite only. Detailed issues relating to participation in the virtual hearing sessions should be raised with the Programme Officer giving as much notice as possible.

- 2.6 For observers who want to view the discussion, the virtual hearing sessions will be streamed live via a Council Link which will be added to the Hearings Schedule chapter of the New Southwark Plan Examination Page 30 minutes before the start of each session.
- 2.6 The Council will be hosting the virtual hearing sessions using “Zoom”, an online video conferencing system. Participants will take part in the sessions remotely from home or another location and will not be expected to attend the Council Offices.

3.0 Joining the virtual hearing sessions as a participant

- 3.1 These notes are for Windows/PC users. If you are using a tablet (IOS or Android) or a Mac, the steps and controls may vary. They are intended as an informal guide to help you join and use Zoom during the hearing process. We recommend that you download Zoom prior to the hearing sessions. The Programme Officer will send you an email invitation for the relevant sessions where you are due to participate. The email will contain a link and a passcode. Follow the steps below:
1. **IMPORTANT:** If you are speaking on more than one Matter, make sure you open the email/appointment that refers to the relevant session
 2. Click on the link (URL) in the email to join the meeting
 3. Make a note of the meeting passcode (in case it is needed)
 4. Select ‘Join meeting’

If you have used Zoom before go to step 10 below:

If you are using Zoom for the first time, it will ask if you want to download and run Zoom. Complete the following steps to do this:

5. Select ‘download and run Zoom’
 6. The Zoom installer will download
 7. If the installer does not start by itself, open the Zoom installer, usually located on the bottom left hand side of your browser window
 8. When the installer has finished, follow the instructions on the screen
 9. Select Join meeting
 10. You will be instructed to wait, the meeting host will let you in
 11. When you are admitted click ‘join with computer audio’
 12. While you are waiting, check your camera is turned off and your microphone is muted, and complete steps 13 and 14 below
 13. Click on blue button in top right hand corner and select ‘gallery view’
 14. Hover over the video icon and click on the up arrow located at the top right-hand of the icon. This will bring up a menu, click ‘Video Settings’. In the new menu scroll down the menu and tick ‘Spotlight my video when I speak’
- 3.2 All participants should ensure they join the hearing session at **least 20 minutes** prior to the start. This should allow sufficient time for any problems to be resolved. If there are a number of people joining, please be patient, the host knows you are there and will admit you as soon as possible.
- 3.3 If you experience any technical difficulties joining the hearing session, contact the Programme Officer immediately. Likewise, if you experience technical difficulties during the session that you cannot resolve yourself, contact the Programme Officer for assistance.

3.4 **The Council will be running a test event on Monday 15th February 2021 at 10:00 and 13:00 for virtual participants, if you are interested in joining this please email the Programme Officer and she will send you an invitation.** We will not be attending the test event; it is intended only to ensure participants are comfortable participating in the virtual hearings.

3.5 Participants without access to the internet can dial-in to the virtual hearing by telephone. The telephone number, ID number and participant number will be provided in the invitation. Please note there is charge for accessing Zoom via the telephone. This varies depending on the type of phone you use and your service contract. Please speak to the Programme Officer well in advance if you intend to use the telephone function. If you are a telephone participant use the following controls.

1. Enter *6 on your keypad to mute/unmute your microphone
2. Enter *9 on your keypad to raise your hand

4.0 Format of the virtual hearing sessions and using the Zoom controls

4.1 The Inspector(s) will lead the hearing session and ask a series of questions but will give full opportunity for participants to make points relevant to their representations. If you wish to respond to a question or to speak, you must use the 'raise hand' facility to alert the Inspector. To raise your hand, you will need to a) click on 'participants' this will bring up a panel to the side of the screen b) click the 'raise hand' icon at the bottom of the screen c) the hand icon will appear next to your name in the participants list.

4.2 Only one participant will be invited to speak at a time. When the Inspector invites you to speak, you must switch your audio and video on. The Inspector will try and bring you into the discussion as soon as possible. The Inspector can see the order in which participants are queuing to speak. When you are ready to speak please state your name and, if any, your organisation or who you represent. Only the person speaking and the Inspector should be visible on the screen at any one time. When you have finished speaking, please turn off your video and audio.

4.3 You should have made appropriate arrangements to ensure that your working environment is quiet, and that the hearing session (and your ability to concentrate on it) is not disrupted by external noise and unnecessary distractions. Please ensure that your camera is positioned to provide a clear, front-on view of your face and avoid sitting where you are silhouetted in front of a window or light.

4.4 When adjournments are announced, please make a careful note of the resumption time and be back at your screen before that time. If you need to leave early for any reason, please inform the Programme Officer as soon as possible.

4.5 Participants should not attempt to introduce or share documents or use the chat facility. If the Inspector requires additional documents, he will ask for them and they should be submitted separately via the Programme Officer.

5.0 Privacy

5.1 The hearings will be conducted in line with the Council's data protection policies and processes. Please have regard to the attached EIP127: Southwark NSP Privacy Notice. You can turn your camera off if you don't want your image to be viewed.

- 5.2 Please do not make your own recording of the hearing. You must ensure that no-one else appears on your camera unless it has been otherwise agreed, and you should clear your background of personal information. You must also not share any personal information during the hearing, either yours, or anyone else's.

David Spencer and Philip Mileham

INSPECTORS