



**Statement of Community Involvement
Consultation Report
December 2021**

Introduction

What is the SCI?

1. The Statement of Community Involvement (SCI) is our commitment to people about how we will consult and engage with the community throughout the planning process.
2. The Development Consultation Charter forms part of the SCI and sets out standards of consultation for developers who wish to develop in the borough.
3. We want to make planning matters more accessible and create a better experience for people around engaging during the planning application process and the preparation of planning policy.
4. 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.

What is a consultation report?

5. This consultation report summarises the consultation that took place for the SCI. It sets out what events took place, how the SCI was publicised and provides a summary of the responses received throughout the consultation period. It also sets out what consultation events were unable to take place as a result of restrictions relating to COVID-19.

Who was consulted and how?

6. Consultation on the Statement of Community Involvement (SCI) began in January 2020 and was closed due to COVID-19 in May 2020.
7. The SCI Engagement Plan set out a series of actions and groups of people to engage with, with a particular emphasis on engaging with people who do not usually get involved with planning.
8. To achieve this, the Council collaborated with community groups such as the Regeneration for All Liaison Group to combine resources and reach as many people as possible. The Council has also engaged with the Forum for Equality and Human Rights in Southwark (FEHRS) where representatives at the meeting were asked to let members of the their respective community groups

know about the consultation. Council officers also attended meetings with community groups and forums to engage with people from diverse backgrounds.

9. The SCI was advertised through Southwark Council's social media with a Twitter update released regularly. Those signed up to MySouthwark (over 16,000 people) also received regular reminders of the consultation.
10. Members of community groups were asked to encourage other members of the groups they represent to take part in the consultation.
11. Council officers participated in leaflet drops in areas where there is a lot of regeneration and development happening such as Old Kent Road.
12. Posters were also put in libraries and leaflets have been put in local businesses and faith centres in the Old Kent Road Opportunity Area.
13. An online survey was published on the Consultation Hub to reach those who would not attend one of the consultation events. A link to this survey was sent to MySouthwark users and was in Twitter posts.

Consultation events summary

14. The council had already held Planning Workshops on the SCI and Development Consultation Charter on March 25 2019 (76 attendees) and August 1 2019 (85 attendees). These events focused on how the public would like to be engaged on planning matters and the feedback received helped to shape the current draft of the SCI.
15. The SCI Engagement Plan sought to implement the principles set out in the council's new Approach to Community Engagement as well as engage with those who do not usually engage with planning. Engagement throughout the consultation of the SCI focused on reaching different groups of people from our diverse communities.
16. The Regeneration for All Liaison Group, who the council was working with on this consultation, also intended to hold events for three key groups that they are already working with – older people, younger people and those from an African/Caribbean background.
17. Events were formatted and structured differently depending on the target audience. For example, council officers attended coffee mornings/ resident meetings to engage with older people living in Sheltered Housing Units

(SHU). The Faith Workshops are intended as an introduction to planning as many of these communities have not yet engaged with planning.

18. The list below outlines the key events of the SCI consultation. These events include information sessions, leaflet drops, workshops and drop in sessions.

| Date | Consultation method | Comment |
|---------------|--|--|
| 27-Jan | Community and Voluntary Sector meeting | Information item to inform representatives about the SCI and the consultation |
| 04-Feb | LGBT Forum | Forty five minute discussion on the SCI and how consultation in planning can improve. Approx. 25 attendees |
| 27-Feb | Consort SHU | Discussion on getting involved in planning and how it could be made easier at a resident's coffee morning. Approx. 10 attendees |
| 02-Mar | OKR Leaflet Drop and Questionnaire | Information leaflets handed out on the street, placed in local shops and places of worship. Officers spoke with members of the community to let them know about the consultation and how to get involved in planning |
| 03-Mar | FEHRS Meeting | Forty five minute discussion on the SCI with representatives from different community groups |
| 03-Mar | Russel Court SHU | Discussion on getting involved in planning and how it could be made easier at a resident's coffee morning. Approx. 8 attendees |
| 03-Mar | Atrium Drop In Session | Answering questions from residents and council staff |
| 04-Mar | Pedworth SHU | Discussion on getting involved in planning and how it could be made easier at a resident's coffee morning. Approx. 7 attendees |
| 04-Mar | Silverlock SHU | Discussion on getting involved in planning and how it could be made easier at a resident's coffee morning. Approx. 5 attendees |
| 11-Mar | Workshop for Faith Groups | Two hour workshop on an Introduction to Planning, specifically targeted at members of faith groups in the borough. Approx. 15 attendees |

Further events were cancelled due to COVID-19 restrictions

Summary of comments received

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 has 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. |

| Emerging themes | Comments |
|-----------------|--|
| | <ul style="list-style-type: none"> • 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 |

19. Below is a summary of the comments received throughout the formal consultation period – this includes comments submitted via the Consultation Hub, emails and discussions through consultation events. Appendix A sets out a summary of all of the written comments received with an officer response.

20. Despite regular updates on the council’s Twitter page and reminders sent out via MySouthwark, the response rate to the Consultation Hub or responses received via email remained low. We received 14 written emails regarding the consultation and 25 responses to the online survey.

21. However, it is worth noting that majority of those who attended consultation events had never engaged in planning before and so the aim to extend the reach into the community was achieved. To encourage more people to engage in the consultation we will shorten the online survey and target publicity of the SCI to groups we have not reached yet.

| Document | Comments |
|----------|---|
| SCI | <ul style="list-style-type: none"> • Most agree it intends to be a positive, ambitious document but the objectives of the document need to actually happen – should be monitored externally • Some people like that the document is informative, most feel it is too long with too much information and links to other information makes it confusing • Document should be simplified and clearer to understand • Need to see examples from the council about how this engagement will happen |

| Document | Comments |
|----------|--|
| | <ul style="list-style-type: none"> • Most state that it is not possible to know if the SCI will meet the Engagement Principles until it is given time to see if it works • SCI should be enabling residents to communicate with each other • There are no hard proposals in the document • Many examples given of consultations where views of residents were ignored • Lengthy documents put people off getting involved • Councillors and council staff will need to change their attitudes for this to work instead of just pretending to listen – the SCI will not make engagement better, it is up to council staff • Ordinary people/ lay people do not have the time to spend on going through consultation documents • Use of jargon/corporate buzz words • Summaries of policy documents should be made available – policy documents are too long and difficult to understand. There are too many of them • Provide community focus groups without the ‘usual suspects’ • Website needs to be clearer • Planning documents should be presented at Tenant and Residents Associations meetings • Leaflets and emails need to provide the information about the plans – it should not just be links • It is vital that the council do not slide into a digital-only approach. It would be wrong for councils to continue like this after COVID-19. Online engagement does not reach those without a computer • Good planning rules are wasted if the council does not carry out the necessary inspections to make sure that the building complied with the planning permission • LBS needs to widen the way we communicate about policy consultations • There should be a London-wide publicity campaign to explain the importance of local plans • Majority of people want to receive feedback via email/social media/website using visuals • To get involved in development management, things need to be publicised and there needs to be tools to assist easy community involvement |
| DCC | <ul style="list-style-type: none"> • Document too long and complicated, needs to be more concise and simpler in structure • It should be a policy/legal requirement that developers have to follow these guidelines • Not sure how this will work in practice • Equalities duties should be key • Need to see examples |

| Document | Comments |
|----------|---|
| | <ul style="list-style-type: none"> • Sceptical about developers close relationships with the council • Developers concerned about timing of releasing pre-app notes into public domain. Also, if a developer wants a completely confidential pre-app, will the council refuse? • Intention is good but must be followed up with action |

What have we learned from the consultation?

22. A low response to the online survey has reaffirmed that using a range of consultation methods has the benefits of reaching more people and generating more discussion around planning and consultation in planning. Because of this we will:

- Shorten the online survey so that it is easier to complete
- We will reinforce that comments can be submitted by emailing planningpolicy@southwark.gov.uk as many people find it easier to write their own feedback rather than follow an online survey
- We will use a range of methods to consult including 1-2-1 phone calls, Zoom drop in sessions and a live webinar where people can submit questions.

23. Feedback from consultation events suggests that people are interested in planning but are often unsure of when developments are happening until it is too late. It has been suggested that communication around planning should be improved.

24. People often rely on active community groups or Tenants and Residents Associations to find out about what is going on in the borough. Improved communication with these groups may improve the response rate of the community to planning consultations.

25. The theme of more horizontal engagement between members of the community has emerged. This means that members of the community want the opportunity of talking and working together as a way to engage and share ideas.

26. There is a lack of trust between the community and the council. Many members of the community do not trust that the council will carry out the level of engagement set out in the SCI and DCC and believe this should be monitored externally. To address this, the DCC has been updated to require that Engagement Plans and Engagement Summaries are a validation requirement for developers and these will be uploaded as part of the planning

register for the relevant application. The officer report specifies how consultation has been carried out by both the developer and the council and how these comments have been taken into account.

Extension of consultation

27. The SCI consultation began in January 2020 and was due to close on April 8 2020 after twelve weeks of consultation. On March 16 2020 this consultation was extended until April 30 2020.
28. This consultation was extended as it was a good opportunity to encourage people to get involved with planning and inform people how to find out about what developments are happening in their area. The extension was intended to give people more time to respond to the consultation. The extension in the consultation deadline was intended to allow the council to continue to encourage people to get involved with planning as well as the SCI.
29. Members of community groups had also suggested extending the consultation over the school holiday period in April as it was thought that there would be an increase in people going to libraries, local shops etc. where they will see the publicity on the SCI and have more time to engage with the online survey.
30. The extension would have also allowed the council to attend community group meetings, such as the Disability Forum, to fully achieve the objectives set out in the Engagement Plan.
31. Following this initial extension in the consultation, the consultation was further extended until June 30 2020. This was due to restrictions put in place relating to COVID-19. It was considered that this extension may allow for more time to complete the objectives set out in the Engagement Plan. However, it became clear that it would not be possible to carry out all of the events set out in the Engagement Plan owing to ongoing restrictions. Because of this, the consultation ended on May 15 2020. An updated consultation plan sets out how we consult in the next phase of consultation.

What happens next?

32. All of the comments received during the consultation were considered and helped to shape the amended SCI.
33. The SCI was also amended to outline standards of consultation when, in exceptional circumstances such as COVID-19, face-to-face engagement is not possible. It is important that this is included in the SCI so the community

can be aware of what type of engagement they can expect in different circumstances.

34. This amended SCI will go back out to consultation for another 12 weeks so that the community can give their opinions on any additional changes they would like to see made to the SCI.

35. Once this consultation is over, responses will be compiled and the SCI will be amended where necessary to take on board the comments received. This new SCI will then be formally adopted by Cabinet.

Appendix A: Officer responses to a summary of comments received via the consultation hub or email

| Question | Officer response |
|--|---|
| What do you think is positive about the SCI? | |
| Good/great/sounds positive | Support noted |
| Paper commitments are just that unless they are monitored externally | We will upload Engagement Plans and Engagement Summaries on to the planning register so that you can see how consultation is happening for each application |
| It sounds very inclusive and positive in as much that citizens are being considered in planning decisions. It's about time the council listened to the views of citizens who reside in the borough and balances the needs of them over developers who only see the area as one in which to make money. It's also good to have all relevant planning information in one document. | Support noted |
| Only if this is a genuine offer, no flip flopping and obstructions by the usual suspect lbs officers. Who often frustrate processes with their own agenda | The Statement of Community Involvement is out commitment on how we will engage throughout all planning matters. The standards set out in this document must be adhered to |
| Southwark council are trying to change the way development happens to include the voices on local and existing residents and businesses. It will allow for issues to be raised on how future development my impact existing communities. | Support noted |
| It is positive PROVIDED that it is continuous. | Support noted |
| It is a huge and ambitious document. It seems to cover everything one could possibly think of that would need community involvement. | Support noted |
| Engaging ownership from the local community of their area and resources. | Noted. |
| The aspirations are excellent. It is ambitious, forward-thinking and aligned with inclusive, well-being and access agendas. | Support noted |
| To make it collaborative and democratic so that the majority can decide rather than just people with power or money | Support noted |

| Question | Officer response |
|---|--|
| I like all the bullet points above. Community involvement will bring about better planning decisions for all stakeholders by ensuring that planning is an activity that is done in partnership with the community and not to it | Support noted |
| It's impossibly complicated. No normal person could work out what it's about. It's presumably been written by council officers, who are experts at writing in jargon for each other to read | The SCI must set out the standards for consultation throughout the entire planning process which can make it a very long document. The SCI has been rewritten to be clearer and use plain English. |
| The basic principles are great – the question is whether they are ever put into practice. | The SCI is our commitment to the community on how we will consult. We will upload Engagement Plans and Engagement Summaries on to the planning register so that you can see how consultation is happening for each application |
| What do you think can be improved in the SCI? | |
| Build an underground station | The Old Kent Road AAP deals with the proposal to build new underground stations as part of the Bakerloo Line extension. |
| Introduce real content to the statement - write it like an informative newspaper feature which informs the layman about the facts and figures of past community involvement. How has been structured and how it is going to be changed and improved. Give examples of independent views with quotes from named experts who have been involved. Avoid as much as possible restatement of cliches associated with concepts - 'inclusivity' etc | The introduction of the SCI will be amended to more clearly set out the purpose of the document. We will upload Engagement Plans and Engagement Summaries onto the council website so that the community can see how these consultation standards are put in to practice and see examples of how community engagement happens |
| Agendas are hidden. In all reality there are no equal partnerships | One of our Engagement Principles is collaboration which intends to bring people from different groups together |
| It needs firm commitments of practical ways that communities can be involved - not just warm words. It needs to be brought to 'life' with testimonials and | As this is a new way of consulting, we do not have testimonials yet on how this consultation process will work. In the meantime, we will upload Engagement Plans and Engagement Summaries on |

| Question | Officer response |
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| examples of cases where you said this, we listened and this was the outcome. | to the planning register so that you can see how consultation is happening for each application |
| <p>Public pre-app consultation comments should go through council</p> <p>Planning docs online should be presented more systematically – eg Design and Access in 4 parts, Light and shade study in four parts not consecutive in the list.</p> <p>Visualize- impact more needs to be done now to assist comm groups and planning cllrs</p> <p>List of community groups on the doc a start but need a much bigger process which is by area and interest group – can Community Southwark help or develop better system across the council TRAs also need to be engaged.</p> | <p>The council will monitor public pre-app consultation comments through the Pre-Submission Engagement Summary that is prepared by developers and discussed with the council.</p> <p>Developers are now required to submit 3D images of large developments which assists in visual impact assessments</p> <p>The council is committed to working with all members of the community and meets with members of community groups when necessary. This will continue throughout the life of the SCI</p> |
| Transparency . Who decided on these topics regarding democracy and how was the Call For rolled out. Often in areas of gentrification. Grass roots communities are undermined and ignored. | The council is committed to working with all members of the community and meets with members of community groups when necessary. This will continue throughout the life of the SCI |
| Including community involvement around public land that the council are looking to sell. Offering it to the community first! | Consultation around the Community Infrastructure Levy gives the community the opportunity to give opinions on what projects should be funded in the community. |
| I think that the Statement of Community Involvement is fine PROVIDED that people WANT to be involved - quite often this is not the case. | The council will continue to work with and encourage people to get involved in the planning process |
| The statement is very long, it's also quite complicated. Even though the intention is good, I suspect the level of engagement with it will be extremely poor due to the length and convoluted document. In the current form, I do not think it simply and concisely explains why it is important or relevant in a way that the local population would participate with it | <p>Once adopted, the council must adhere to the standards set out in the SCI.</p> <p>The introduction of this document and the website will be amended to highlight the importance of getting involved in planning and why that is relevant to local communities.</p> <p>There are many parts to the planning system that the document must cover,</p> |

| Question | Officer response |
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| | however, the SCI has been rewritten to be clearer and use plain English. |
| I fear that it is going to be too big to make it work. Officers at the Council will just not be able to keep in mind and take into account all the things set out in the SCI. | Once adopted, the council must adhere to the standards set out in the SCI. |
| Too long, too many links, information overload For me I don't much care about written statements from the council, the way the council actually behave and engage with people it way more important. | There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English. |
| Work with unfunded organisations to shape the future of our communities by empowering SGTO to help equip tenants and residents associations as well the tenant managed organisations | The council will continue to work with representatives of community groups and engage with other organisations whenever necessary. |
| At this stage it is entirely bureaucratic. Document too long, nothing concrete There is little evidence of how the Council plans to actually implement the plan other than setting up a series of committees and groups. Questions of the accountability and transparency of these groups are not really addressed. There is a lack of timelines which is problematic | There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English. The SCI sets out the minimum timeframes that a planning policy document will be consulted on as well as a planning application |
| If the words meant what they say and Southwark weren't just paying lip service to us, it would be nice. | The council is committed to continuing to improve consultation in planning so that the community can continue to help shape their neighbourhoods |
| It says a lot about what you are going to do and the principles that you should adhere to, but far less about how you will directly communicate with the community and how we can directly respond. This should be the focus of the statement, and should be more concisely explained nearer the beginning of the document. As it is, the document seems overly long and more concerned with explaining at length things that the Southwark Council should be doing as a matter of course, e.g. working for diversity. I found this | There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English. The document will also be amended to highlight what methods the council uses to communicate with the community. |

| Question | Officer response |
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| document too long and with no particular point clear from the outset. I am a masters graduate who works in publishing with a particular interest in urban planning, so I imagine that a lot more people will have the reaction of: too long, didn't read. | |
| Make it more accessible. Make sure every resident is aware and encouraged to participate. Use all the social media channels, Southwark magazine, south London news, put leaflets on libraries, supermarkets, churches, and train and tube stations, schools and bus stops. Really make it inclusive by ringing a proportion of population who doesn't go out as much too. Make the council responsible for reaching every single household | <p>Consultation on the SCI used many different mediums to make people aware of this consultation, for example, council social media, posters and leaflet drops, emails to MySouthwark users and asking representatives of community groups to help us to inform members of their organisations.</p> <p>Every Engagement Plan for different consultations will highlight what methods of communication will be used to reach the community.</p> |
| The document is a complete mess: it's amateurishly designed and apparently not proof-read. It commits the council to using plain English and then has multiple uses of IDM, an acronym not explained in the document. | The document has been amended to explain what IDM means. |
| This document was not written for an average person living in our community. It is very long, is trying to explain many things, giving links to many on-line pages (and it is very confusing). As a resident, I want to have a simple explanation. The document doesn't work for me and needs to be simplified to be understood | There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English. |
| Does the SCI meet the principles of Built on Trust, Collaborative, Inclusive | |
| Hopefully | Noted |
| <p>I disagree with all these questions because I have actually participated in many of the consultations and the same kind of vacuous contentless concepts were discussed most of the time.</p> <p>The one real value of the groups was not followed up - many interesting and interested people were put together,</p> | <p>The SCI intends to continue to improve consultation on planning.</p> <p>In future consultations, we will encourage horizontal engagement and communication between members of the community so that ideas within the community can continue to come forward.</p> |

| Question | Officer response |
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| <p>with different skills, from different walks of professional life and there was an opportunity to group us together and allow us as individuals to form an ongoing connection - that would give us a platform and real power.</p> <p>But the outcome of the each consultative exercise was just to satisfy the requirements that you had consulted people. And they gave brain storming answers to philosophical questions laden with jargon that didn't mean much to me.</p> <p>And I see that jargon reflected in the documents and paragraphs reflected here.</p> | <p>Each consultation has added value to the writing of all policy documents and a Consultation Report reflects how comments made at consultation shape policy documents.</p> <p>The SCI has been rewritten to be clearer and use plain English.</p> |
| <p>Words in a plan mean nothing is the reality is no one is really listening</p> | <p>The SCI commits the council's planning department to proving feedback after a consultation period on policy documents.</p> |
| <p>Activity is reliant on developers in terms of quality of plans and individuals and community groups to respond. Planning applications paperwork and the planning policy needs substantial more openness to enable peoples engagement to be meaningful in everyday language. Plus the issues that may be of top concern are not highly relevant in planning policy.</p> | <p>It is important that developers engage through the DCC as this is the earliest opportunity the community can have to give opinions on a development.</p> <p>All consultation events will be held using everyday language and more visuals to facilitate those who may not be able to understand detailed planning policy documents.</p> |
| <p>There is no mention of a robust whistle blowing policy which is more than a paper commitment</p> | <p>A whistle blowing policy is not considered necessary. We will upload Engagement Plans and Engagement Summaries on to the planning register so that you can see how consultation is happening for each application and so the community can monitor if consultation is going as set out in the SCI and DCC</p> |
| <p>Need to see an example of this process being carried out</p> | <p>We will upload Engagement Plans and Engagement Summaries onto the council website so that the community can see how these consultation standards are put in to practice</p> |
| <p>To be transparent, open and honest, it needs to be simpler to read and comprehend. It isn't inclusive, I think</p> | <p>There are many parts to the planning system that the document must cover,</p> |

| Question | Officer response |
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| <p>most residents would look at this and wonder what it's got to do with them.</p> | <p>however, the SCI has been rewritten to be clearer and use plain English.</p> |
| <p>My “not sures” are because I do not think we can answer until we see how it works. My “fully disagree “ is because I do not see in the SCI any system for enabling individual residents to communicate with one another about issues either being consulted on or which individual residents raise either in a consultation or spontaneously because of an issue they are concerned about. All the responses to consultation are directed to the Council. I am not immediately clear how residents will have access to the comments of all others. Perhaps it will be there. But what seems absent is the democratic ability of residents to communicate with one another. You may well say that there are lots of community organisations where that can be done. But my wish would be that when one resident raises an issue other residents should be able to communicate with that person and through discussion between residents agreement may be reached on how to address a particular issue with the Council. I appreciate that there are GDPR issues with this but if that can be overcome I think we would start having some real democracy in Southwark.</p> | <p>We will continue to work with community groups and encourage community groups to work together.</p> <p>This summary of responses provides you with the comments that were made during the online consultation survey. It is not possible to share personal information about those who made comments due to General Data Protection Regulations (GDPR).</p> |
| <p>No real hard proposals are there to 'practically' engage the community. Like SGTO will be an established partner in all consultations, funds will be ringfenced for the council to engage voluntary organisations like tenants and resident associations and no meaningful commitments to ensure that service users will ALWAYS be represented in a meaningful way</p> | <p>Engagement Plans for individual projects will highlight how the community can expect to be engaged with in specific cases. The SCI sets out the minimum standards for this as different projects will require different levels of engagement. The council will also continue discussions with representatives of community groups to ensure the community is represented in a meaningful way, for example, a new Old Kent Road Community Panel is being set up to help assess</p> |

| Question | Officer response |
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| | developments in the Old Kent Road area. |
| The lack of transparency in the consultation process suggests a tick-box checking approach rather than any genuine engagement from the overall community | We will upload Engagement Plans and Engagement Summaries on to the planning register so that you can see how consultation is happening for each application. Consultation reports for policy are also uploaded online so that you can know what to expect from a consultation and see that it is in line with the principles set out in the SCI so that there is full transparency in how consultation in planning is happening |
| In the past - e.g. Rotherhithe Street Parking changes - you've had a consultation which came out against your plans but you said you know better and went ahead anyway. | Engagement Summaries and You Said/We Did reports will be uploaded to the website so that you can see how your comments were taken on board and also to explain why some ideas may not have been possible |
| The principles are all sound but in communicating with the community via a series of lengthy linked PDFs, you risk putting people off engaging at all. | There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English. |
| Apart from receiving this email I haven't seen any advertising anywhere else | Notifications were sent out to MySouthwark users several times throughout the consultation, the Council's Twitter regularly reminded people of the consultation, posters were put up in libraries and leaflet drops were held in the Old Kent Road Area (these leaflet drops would have continued in other areas but restrictions relating to COVID-19 came into effect) |
| <p>It's more an attitude of mind on behalf of Councillors and Council staff. Just pretending to listen to and collecting a few requirements from the local community isn't enough.</p> <p>If the recent Our Healthy Streets consultation in Dulwich is anything to go by, I would answer all the above questions as fully disagree. I don't trust the process, it wasn't inclusive and was far from collaborative. Local councillors were essentially trying to force feed an unpalatable solution to the community.</p> | Training will be provided to all planning officers on how to engage with the community effectively so that all officers can carry out the standards of consultation set out in the SCI |

| Question | Officer response |
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| <p>In theory, the SCI should put people at the heart of engagement, but here is often a big gap between theory and practice.</p> <p>And why do you use management consultant style language such as "values" It just makes all the verbiage hard to penetrate. What's wrong with "principles"</p> | |
| <p>It will only attract those people who have some sort of specialist interest in council procedure and decision-making. No ordinary member of my Tenants & Residents Association will have the time, energy or ability to fathom out what it is all about.</p> | <p>The Introduction of the SCI and the website will be updated to explain to people why it is important to get involved in planning and how this relates to everyone's life.</p> <p>There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English.</p> |
| | |
| <p>Does the SCI meet the principles of reflective, timely, proportionate, evidence based?</p> | |
| <p>Looks good if it is actually going to happen</p> | <p>The council is committing to the principles set out in the SCI</p> |
| <p>I do not see the evidence in this document about what reflective thinking you have done based on workshops you have run in the summer of 2019. There are loads of glossy photos which give the impression that you have done a lot but actually there is no real ongoing connection between what you are doing now and many of the individuals that took the time to come and participate in the workshops.</p> | <p>At the 2019 workshops, it became clear that people wanted consultation in planning to become more transparent, accessible and inclusive. The SCI aims to achieve this through providing links to all information relevant to the planning system and setting out clear standards of how you can expect to be consulted.</p> |
| <p>Most data taken is word of mouth. No hard evidence whatsoever</p> | <p>Evidence for the SCI was taken from conversations held at workshops in 2019 and ongoing conversations with representatives of community groups. Discussions with the community is best way to find out how they wish to be consulted.</p> <p>All other planning policy documents are supported by a robust evidence base that can be found on our website.</p> |

| Question | Officer response |
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| The processes proposed are new and the above relate to process and delivery. I do not know of the evidence of good public engagement in planning policy except that nationally it is seen as difficult and lack of public confidence. | Engagement Plans and Engagement Summaries are a validation requirement for developers and these will be uploaded as part of the planning register for the relevant application. |
| Most current consultations are not evidence based | The SCI is committing to new ways of working going forward |
| Promises/plans need to be adhered to | Agreed |
| I'm not clear if the document is a hard and fast promise/commitment or it's a good intention to do the best effort. Currently I don't believe Southwark do any of these things well, or meet any of these commitments. | The SCI sets out our minimum standards for consultation in planning that must be adhered to once adopted |
| Only time will tell. It all looks good but how it works in practice is what will matter. | The SCI is committing to the standards set out in the document |
| The principles are sound but the delivery through a PDF using corporate buzzwords and jargon does not fill the reader with confidence that they will be met. | The SCI has explained wherever possible what words relating to planning mean. However, the SCI has been rewritten to be clearer and use plain English. |
| I am looking forward to Southwark being much more open with the information it has and letting us judge whether its decision making was based on the evidence and whether it is sticking to its own principles. | Noted |
| Document is too difficult to understand | There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English. |
| | |
| Does the SCI meet the principles of simple & accessible, clear & informative, responsive | |
| It needs to meet these principles to work | Agreed |
| The council have always been responsive in my experience | Noted |
| there would need to be a complete change to our current experiences where we are routinely NOT consulted on anything even when it's right on our boundary or in one case when a development was actually right on our land. Despite complaining about this, we still do not receive consultations. I'm unclear as to whether this will change, | The SCI sets out how you can expect to find out about planning applications. It is also recommended that you sign up to the mailing list to receive notifications about applications in your area |

| Question | Officer response |
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| <p>the meaningful engagement would require us to receive timely notice of planning and engagement from Southwark when we respond. To give another example, a complaint to Building Control almost 1 year ago, we are still yet to receive a response.</p> | |
| <p>Only time will tell</p> | <p>We will upload Engagement Plans and Engagement Summaries on to the planning register so that you can see how consultation is happening for each application.</p> |
| <p>As I think the Statement itself could be more accessible, clearer and more informative, it doesn't suggest that the engagement will be any of those things.</p> | <p>The SCI has been rewritten to be clearer and use plain English.</p> |
| <p>There are too many different sections to read and it is impossible to easily grasp the difference between them: Neighbourhood Planning; Local Plan; Plan-Making; Development Plan; Planning Policy Framework, etc.</p> | <p>There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English.</p> |
| <p>As the document committing Southwark to these principles itself completely fails to be 'simple & accessible' and 'clear and informative', I have no faith in future communications being any better</p> | <p>There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English.</p> |
| | |
| <p>How can we improve access to planning policy documents?</p> | |
| <p>Email them to us</p> | <p>When a planning policy document is going out to consultation an email will be sent to MySouthwark users with a link to the documents</p> |
| <p>The tactic of putting up so many documents makes it impossible for the layman to engage without actually spending hours and hours wading through documents.</p> <p>You need to make a summary that is interesting and engages people. It needs to name Southwark people involved and what they are trying to do. It needs to name people (who have participated in workshops).</p> <p>You need to think about the average person trying to engage with this and if</p> | <p>All of the plans and supporting documents for the plans are necessary to have up on the website so that people can read them in full and read the evidence base. This is necessary for a plan to be submitted to the Planning Inspectorate to be examined and then adopted.</p> <p>The SCI has been rewritten to be clearer and use plain English.</p> |

| Question | Officer response |
|--|--|
| <p>you are serious about engaging that person - then reduce the content and offer different paths.</p> <p>Currently the amount of stuff you have up would be ideal for professional town planners.</p> | |
| <p>Provide community focus groups without the usual suspects interference</p> | <p>Workshops held by the council are generally open to the public. For the SCI, we held workshops and discussions that were tailored for specific groups e.g. an Introduction to Planning working for faith communities and discussions with older people in sheltered housing units</p> |
| <p>Simple language and provider when subjects get technical which they will, provide examples to refer too. If you really want to improve access and get citizens involved then the council need to make sure this happens.</p> | <p>There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English.</p> |
| <p>The website is not clear enough. I have been involved in planning policy and applications for about 4 years. I have found all of the above on the website.</p> <p>More one page diagrams like those to explain the developer charter would help with links.</p> | <p>We are continuing to update the website to make it easier to use.</p> |
| <p>Signpost hard copies in libraries</p> | <p>Posters advertising a consultation are put up in libraries</p> |
| <p>Clearer filing system</p> | <p>We are updating our website to make it clearer to use</p> |
| <p>Most policy documents are 'on line' there are many people who for various reasons do not have computers, cannot use them, cannot read especially if they are full of jargon.</p> | <p>Hard copies of local planning documents can be found in libraries and council offices when out to consultation</p> |
| <p>The web search is somewhat unwieldy, both on Southwark website and the planning sub-site. It's not easy to find these documents. Searching often only returns references to meetings about the documents and not the actual documents.</p> | <p>We are continuing to update our website to make it clearer to use</p> |
| <p>Present documents at TRAs</p> | <p>Tenants and Resident Associations can sign up to MySouthwark to get notified of consultations that may be relevant to them or their residents</p> |

| Question | Officer response |
|---|---|
| Writing in letters not emails | In order to reach as many people as possible, email notifications via MySouthwark are used. We currently have 16000 people signed up to receive updates |
| <p>There are too many of them, they are too difficult to find and they are off-putting in their density and style.</p> <p>Only a minority of respondents will have the time or resource to really address this consultation</p> | There are many parts to the planning system that the document must cover and it must also have several supporting documents, however, the SCI has been rewritten to be clearer and use plain English. |
| Leaflets and emails need to have the basic salient points about the plans featured more prominently to engage the community – no one will bother following links to planning policy documents unless the plans are outlined to them. | Leaflets and emails will cover the basic points of a consultation with a link to the main documents for those who would like to learn more |
| In theory I am able to access these documents, because I am computer-literate. But I don't think ordinary people should have to spend their time doing something which is really the job of specialists. | Copies of policy documents are also available in libraries and council offices for those who are not computer-literate |
| A simple postcode finder with a general outline of plans within 100, 500m etc) would be useful. Prioritised by the scope (e.g. 35 storey building first and someone's side return extension last) | Southwark Maps is available which highlights planning applications in the borough in map format. Notification of planning applications is also available through the planning register. The SCI will make it clearer how to access information. |
| I am not sure, but I know that it is vital that the council do not slide into a digital-only approach. The COVID-19 crisis has obviously created a time when all consultation is digital and I think it would be easy but wrong for councils to continue that way afterwards. | The amended SCI will outline what type of consultation you can expect when face-to-face is not possible but it will also stress that alternatives to face-to-face should only be used in exceptional circumstances |
| | |
| Does the SCI help you to get involved in plan-making? | |
| <p>Personally, I would like either speed humps or regular 20 MPH signs in my street.</p> <p>It would be nice to see this happen soon and then I will now that you are taking notice.</p> | This is not a planning issue and is outside the scope of this consultation. However, your query will be forwarded to the council Highways department |

| Question | Officer response |
|--|--|
| <p>So far suggestions given are ignored by LBS officers & by Cllrs</p> <p>Showballed on request to the city contractors personal agenda & the email new who have the lucrative contracts</p> <p>Cllrs who are corrupt</p> | <p>Feedback on consultations will be given in the form of a You Said/We Did report so that people can see how their comments helped shape a document and to explain why some suggestions were not used</p> |
| <p>The statement is a long policy document, the diagrams are better more accessible and short.</p> | <p>There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English.</p> |
| <p>If you are not aware of them then you cannot get involved. We find out most things through our local T & RA Committee meetings</p> | <p>Tenants and Residents Associations can sign up to MySouthwark to find out about consultations that may be relevant to them and their residents</p> |
| <p>currently the only way I hear about anything is via the Walworth Society. Interestingly, it seems if you live in a Council property you get a newsletter that talks about whats going on. We live in a private block of flats and don't receive any information directly from Southwark, it's like they don't know we are here.</p> | <p>The Walworth Society and other community organisations are often involved in planning matters. One of the principles in the SCI is collaboration with community groups as they often have a wide reach into the community</p> |
| <p>I guess if I was really really keen on it then it would. But I don't see how it helps the council to elicit responses from people.</p> | <p>The council wants to encourage people to engage with planning so that the community can become more involved in shaping their place</p> |
| <p>I have no idea how to do it - and I am a University lecturer!</p> | <p>There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English.</p> |
| <p>Telling me what the plans were would make me engage in them more, not telling me how the planning system works</p> | <p>The SCI highlights the plans relevant to Southwark and briefly explains what each of them are</p> |
| <p>The SCI itself doesn't. There has to be pull on behalf of council staff</p> | <p>Noted. Once the SCI is adopted these standards of consultation will have to be carried out by the council.</p> |
| <p>I find it totally overwhelming. It makes me less inclined to get involve</p> | <p>There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English.</p> |
| <p>I do not see anything in this document that materially changes my chances of being involved in any particular plan making processes.</p> | <p>One of the aims of the document is to provide you with information and show you where you can find information</p> |

| Question | Officer response |
|--|---|
| | about the planning process if you choose to get involved |
| <p>There needs to be far more effort to engage with local residents. The residents need to have the opportunity to understand about planning, developments and changes in their local area, how this will affect them, what the benefits/detriments will be to them etc.</p> <p>Recently there was a consultation on the new Walworth library; they claimed a distribution of approximately 15,000. This consultation received 340 responses which equates to just over 2% response to the circulation. If you put that into perspective of the location population size of Walworth and the surrounding area, it's a really poor response and can't possibly reflect a true representation of those diverse people.</p> | <p>The SCI aims to set out how you can find out about and engage with planning.</p> <p>It sets out how people can find out about a consultation through MySouthwark. This database holds 16,000 users that receive notifications about planning consultations. Consultations are also advertised through council social media. We aim to reach as many people as possible and inform them of consultations in their area, however, we cannot guarantee the number of people who choose to get involved. We will update the website and improve our messaging on this consultation to encourage people to engage with planning and why planning is important to engage with.</p> |
| <p>I have fairly recent experience of how the carrying out of works approved by planning rules are quite likely to breach the planning if the council does not monitor the works as they are being done. I would suggest that you look at the history of the planning and carrying out and objections to the building built at [REDACTED]. Any amount of good rules are wasted if the Council does not carry out the necessary inspections to make sure the building complied with the planning permission. Also there is a clear flaw in the planning rules which allows the owner to say he/she is building a family house when the intention is to let rooms in or parts of the house and not use the house as a family home.</p> | <p>The SCI sets out how you can report a breach in planning through the enforcement team. This comment has been passed on to the relevant enforcement team.</p> |
| <p>I think it would help if you widened the way you communicate about planning policy consultations. I hardly ever hear about planning consultations in my area - such as the Blue Marketplace - but I would be keen to contribute. Also, I think it would be good if you allowed people to input online. It's not always</p> | <p>The SCI has been amended to further highlight how you can find out about planning in your area.</p> <p>Online consultation will form a part of most consultations going forward as this is recognised as an effective form of engagement.</p> |

| Question | Officer response |
|---|---|
| <p>practical for people to come to a consultation, like a one off at one specific time. Or if you do, you will not get responses from certain groups of people such as young people (you should include teens - they'll be living here the longest!) or those with children.</p> | |
| <p>Consultations should be done in line with agreed regulations and should not be discreet.</p> <p>They should follow strict timelines.</p> <p>Feedback should be taken on board and follow-up meetings with amended proposals should be put forward.</p> | <p>The SCI sets out the standards of consultations. The minimum timelines for consultation are set out in the SCI and individual consultation plans for planning policy documents will set out exact dates and timelines. Feedback will be given through You Said/We Did report</p> |
| <p>Really not good enough Southwark. How do you propose to engage those parts of the community who, for example aren't online</p> | <p>Although digital engagement is effective, it will not make up an entire consultation except in exceptional circumstances. Consultations on policy documents generally consist of workshops and other events that will facilitate those who are not online</p> |
| <p>I wish the experts would get on with their jobs for the benefit of the whole community and stop wasting time on consulting sectional interests.</p> | <p>Noted</p> |
| <p>I feel that all London councils and the mayor should have a combined publicity campaign to explain the importance of local plans and that during eg the consultation of site allocations is the time when you can most affect the future of your neighbourhood, rather than waiting for a developer to submit an application entirely in line with the priorities of the local plan.</p> | <p>Noted</p> |
| | |
| <p>How would you like to receive feedback on consultations?</p> | |
| <p>Majority say via email, some answered via twitter using a link to find out more info. Publish on the website</p> <p>Posters for the local community</p> <p>Use TRAs to feedback</p> <p>Use visuals</p> | <p>The SCI sets out the minimum standards for feedback to the community on a consultation for a planning policy document.</p> <p>Feedback will be placed on the website with a notification of this set out through email.</p> |

| Question | Officer response |
|---|--|
| <p>Provide a list of consultations and the results of what was discussed</p> <p>Provide a summary of responses</p> <p>In writing to the person who raises an issue</p> | |
| <p>Does the SCI help you to get involved in Development Management? Most lay people won't bother to read the SCI – it is too wordy</p> | <p>There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English.</p> |
| <p>Information on lbs website is problematic it's always off line</p> | <p>We are updating the planning pages so that is easier to use</p> |
| <p>The actual delivery of engagement will help</p> | <p>Noted</p> |
| <p>Workshops are needed to inform decision making</p> | <p>The Development Consultation Charter sets out when a workshop is necessary in a planning application</p> |
| <p>Get involved through our Tenants & residents Association when we are told/asked. Although often we find out when it is too late or our objections are ignored.</p> | <p>Tenants and Residents Associations can sign up to be notified of when there is a planning application in their neighbourhood so they are up to date with what is happening in their area</p> |
| <p>If what is written is actually implemented it might make a difference</p> | <p>Noted</p> |
| <p>Time will tell. It is complicated but it might help</p> | <p>Noted</p> |
| <p>There is little information available about actual plans let alone how to get involved</p> | <p>The SCI sets out when you will be consulted and provides information on how to make a comment. The SCI provides links to all of the plans mentioned in the document so that you can find out more information about them.</p> |
| <p>To get involved in development management, things need to be publicised and there needs to be tools to assist easy community involvement</p> | <p>The SCI sets out how a planning application is publicized</p> |
| <p>I am not sure this document advances the public's ability to get involved to any significant extent.</p> | <p>One of the aims of the SCI is to provide information for people so that they know how to get involved if they choose to do so</p> |
| <p>it is not clear and cannot be use to guide me through complexities of planning approvals</p> | <p>The Consultation Roadmap sets out the process of how a planning application is approved</p> |
| | |

| Question | Officer response |
|---|--|
| What do you think is positive about the DCC? | |
| Allow us to give feedback | Noted |
| I hope that developers will learn to take account of the parking limitations in areas where there previously was a carpark , which is now going to have a house built on it. [REDACTED] is a specific example. People thrown out of their flats. Redesign of building making a house and several flats BUT surveying the road for parking at a time during normal working hours is simply either stupid or crooked. | Parking surveys are assessed on a case by case basis and under guidelines that are set out at a national level |
| No equal community power here a strategic partnership is needed across all these proposals | The DCC aims to include the community at the earliest possible stage in a development so that the community can have their say on what is happening in an area |
| it focuses on involving the community, however, my fear again is it's just words - the reality is no one actually listens to feedback from citizens | A consultation report will be provided by a developer to set out how the comments received by the community were taken into account |
| Make developers consider the view and issues on existing residents and businesses | This will be set out in a consultation report |
| Sounds good if implemented and legislated for. If it's just a good intention it won't happen, there needs to be some legal recourse to ensure the Developer is obligated to carry out the policy. Any loophole will be used and exploited in order to maximise developer profit over local resident benefit. | Once adopted by the council, developers will be obliged to carry out the consultation standards in the DCC |
| It looks mighty comprehensive | Noted |
| It is supposed to set standards for community consultation but doesn't force staff to actually adhere to it. | Once adopted by the council, developers and council staff will be obliged to carry out the consultation standards set out |
| I think the fact that you have to click through to yet another document is highly problematic. | The SCI and DCC are separate documents as the SCI sets out the consultation that will be carried out by the council and the DCC sets out the consultation that will be carried out by developers |
| Comprehensive and shows actual routes to engagement | Noted |
| There is nothing positive about it | Noted |

| Question | Officer response |
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| As the Covid announcement takes so much space on the web page of the council it's very difficult to read | The council's priority is to ensure that all residents are up to date on the current situation relating to COVID-19. This announcement will be removed when possible |
| It is probably a useful planning tool for developers and council officers. | Noted |
| I think it's good that early engagement is been promoted and that developers will have to commit themselves to the full process. | Noted |
| it sets out expectations and a process | Noted |
| | |
| What can be improved in the DCC? | |
| Make it more concise | The DCC will be amended to make it more concise |
| Make it less complicated and simpler in structure | The format of the DCC will be amended |
| The successful contractors should also have teams at director levels that reflect the diversity of the community | A community panel for the Old Kent Road area is being set up to represent the community in developments in this area |
| Developers need to say exactly what they intend to do. So for example if they say they will provide a % of social housing then they must be held to that. At the moment it seems as is they can state one thing at the consultation phase and then renege on it when the development is actually taking place. When this happens does the council hold them to account? If not who does? | The percentage of social housing etc. is agreed in a section 106 once an application is approved. This is a legal agreement and must be adhered to. If a developer wishes to carry out a development that does not adhere to the section 106 they would have to submit a new application |
| <p>Council also need to make an effort to engage to understand concerns in timely fashion eg site allocation in current local plan coming forward several years later. Local community then needs engagement by council for mayor/strategic schemes.</p> <p>Consultants required to set out engagement activity but it is the council and ward councillors who know which groups are operating in the local area and can encourage groups to make time for developer activity.</p> | <p>The SCI sets out how the community will be consulted for a local plan.</p> <p>Developers will receive advice from the council on which community groups need to be consulted so that they can be sure to reach the relevant people when carrying out a consultation</p> |

| Question | Officer response |
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| <p>Exhibitions only reach a few people – timeliness of developer online material needs improving</p> <p>Developers access to contacts for local groups to ensure information is sent out through many channels – especially for major/strategic schemes</p> | |
| <p>Making it a policy that developers have to follow these guidelines</p> | <p>The DCC will be adopted by the council and developers will have to follow these guidelines</p> |
| <p>It seems to focus on “regeneration” which is sometimes seen as a euphemism for demolishing council blocks of flats and selling to developers who will profit from the deal by having a greater portion of private flats than council remnant flats in the new building. And it also seems to mean rehousing tenants in ways not always satisfactory.</p> | <p>The DCC sets out consultation standards for all levels of planning applications and not just those in areas of regeneration. The council’s housing team carries out extensive consultation when a planning application involves a council owned property so that residents are aware and involved in the decision-making process</p> |
| <p>Make it a legal requirement to follow all of the standards and advertise these at entrances to all buildings</p> | <p>The DCC will be adopted by the council and developers will have to follow these guidelines</p> |
| <p>It could be made more practical and specific. For instance, leaflet-drop: who will write these leaflets? What style of language will they be written in? What level of education will they assume of the readership?</p> <p>Surely it is impossible to ensure that all sections of a local community will participate? How can you avoid consultation being dominated by vested interests?</p> | <p>Specific information about different ways to consult, for example leaflet drops, was not included as this will vary greatly depending on the size, scale and nature of a project. This will be set out in more detail in individual engagement plans.</p> <p>The DCC and SCI aims to sets standards for consultation that will allow as many people as possible to get involved</p> |
| <p>I would very much like the council to commit to council and developer communications been held to much stricter transparency and accuracy rules.</p> <p>To give a common example, London is full of developer hoardings announcing that the development includes, say, '80 new affordable homes' while not mentioning that the buildings demolished to make way for the new development contained 120 social rent homes.</p> | <p>All documents relating to an application are uploaded on the website. This includes an officer report which sets out what is currently on the site and what the proposed development will offer</p> |

| Question | Officer response |
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| Use flow chats rather than long lists | The format of the DCC will be amended to make it clearer to understand |
| Does the DCC meet the principles of Built on Trust, Collaborative, Inclusive | |
| <p>I agree that a Development Charter that holds developers to account is a good thing. I am not sure who this would work in practise.</p> <p>I appreciate the efforts to do this - but I have a low level of trust that it will actually be enforced ie in situations when push comes to shove and some developers are offering a fortune to Southwark to put up posh flats in Old Kent Road when the new tube station comes.</p> | Once the DCC is adopted developers and the council will be obliged to carry out the consultation standards set out in the document |
| Equality duties should be key | Agreed. This will be addressed in individual consultation reports |
| Need to see practical examples to make a judgement on this | As this is a new process there are not many examples of this type of consultation yet. Engagement Plans and Engagement Summaries are a validation requirement for developers and these will be uploaded as part of the planning register for the relevant application. |
| It will depend on size of scheme and developer, and longer term relationship with council. | Once the DCC is adopted developers and the council will be obliged to carry out the consultation standards set out in the document |
| unless there is legislation and there is a legal obligation to prove they have engaged with the local population and that they can't proceed unless there is a suitable level of response from the consultees. It's not enough to say we offered a consultation, it must be met with a response. If there is a lack of response, the consultation has failed and they must be forced to do it again. | <p>Once the DCC is adopted developers and the council will be obliged to carry out the consultation standards set out in the document.</p> <p>Feedback will be provided in a consultation report</p> |
| sceptical about developers and also sometimes their cosy relationship with the Council and/or some of the Council employees. | Once the DCC is adopted developers and the council will be obliged to carry out the consultation standards set out in the document |

| Question | Officer response |
|--|--|
| No quality check are made by council planning staff to check whether or not the developers are consulting, what promises they have made and whether they have followed through on those commitments | The developer will be required to submit an Engagement Plan and Engagement Summary outlining the consultation that took place and how the community's comments were taken into account |
| In theory, yes, but past experience has shown that developers and councils don't always seem to act on the guidance principles they outline | Once the DCC is adopted developers and the council will be obliged to carry out the consultation standards set out in the document |
| It depends entirely on whether Southwark makes developers stick to their agreements, something the council has a very poor record on. | Once the DCC is adopted developers and the council will be obliged to carry out the consultation standards set out in the document |
| | |
| Does the DCC meet the principles of reflective, timely, proportionate, evidence based? | |
| From the lack of content, lack of accountable individuals, named in this consultation, lack of history and reference, factual examples. I don't see how the processes that you set out here so theoretically can actually be answered meaningfully | As this is a new process there are not many examples of this type of consultation yet. We will upload Engagement Plans and Engagement Summaries on to the planning register so that you can see how consultation is happening for each application |
| Much of quality of consultation, engagement and developer proposals assessment is subjective. | An Engagement Plan and Engagement Summary will be submitted by a developer to assess the consultation carried out |
| All this demands a day of studying the documents. I do not have that time. I am worried that the council is slanting this survey towards getting the answers it wants, rather than getting real feedback. | There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English. |
| Great principles, I remain skeptical | Noted |
| This should be quantifiable and measurable and focus for immediate improvement. | Developers have started using the DCC to improve their engagement on schemes that they submit to the council. Examples of these Engagement Plans and Engagement Summaries will be available online |
| The Development Consultation Charter is not "Simple & Accessible", it's complicated, too long and I would imagine a majority of residents won't know it exists, or even if they did come across it would not read it due to its complexity. It is not clear, or well | The format of the DCC has been altered to make it easier to understand, and the SCI has been rewritten to be clearer and use plain English |

| Question | Officer response |
|---|---|
| explained. Finally I can't comment on the responsiveness because my only experience is of receiving no response at all. | |
| I am worried about the complication of the SCI. | Once adopted, the standards set out in the SCI will have to be adhered to. There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English. |
| the fact that these consultation documents are so bad does nothing for my faith in the council's ability to provide clear and readable documents in future. | There are many parts to the planning system that the document must cover, however, the SCI has been rewritten to be clearer and use plain English. |

Summary of responses made via email

| Source | Comment |
|--|---|
| Environment Agency No comment | Noted |
| Resident Expresses interest in becoming involved with planning | Noted |
| Resident Expresses interest in becoming involved with planning, particularly interested in 'negotiating a mature approach to Southwark's wellbeing & to the ladies who have single handedly raised this borough' | Noted |
| Resident Caroline Gardens would benefit from an on site nurse with an emergency alarm for residents – possible community funding project | Noted |
| Resident The consultation survey is too long and complex Involved in the Peckham Heritage Regeneration Partnership and have scrutinized planning documents and impressed by the care and quality of the decision making process. But concerned that the volume of evidence in major cases requires a professional level of expertise and time that is not widely available. | We will shorten the survey for the next round of consultation so that it is easier to complete. An officer report sets out a full analysis of the planning application and the reasons for recommending a decision on a planning application and so must contain a lot of detail. Officer reports also now contain an Executive Summary. |

| Source | Comment |
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| <p>Planning register is crucial for democratic communication. Officer reports are invaluable but is it possible to have simplified version to explain recommendations that would then be put out to public consultation before final decisions are made.</p> | |
| <p>Resident Concerned about the chance people will get to speak at planning committees. Objections are limited to 3 minutes which gives the impression that matters have been decided and objections are just a formality</p> | <p>Noted. The SCI deals with the consultation process while planning committees deal with the decision-making process</p> |
| <p>The Planning Lab on behalf of Peer Group Supports community engagement throughout the planning process.</p> <p>Peer Group agree that engagement should take place from the earliest possible stages in the process of developing a proposal but consider that timing of this communication should be able to reflect individual site circumstances. In particular, the timing of public consultation may need to respond to individual Client and site sensitivities and potential impacts on business continuity.</p> <p>Concerned that sending pre-app meeting notes too soon in the pre-application process would have a detrimental impact on the effectiveness of early confidential pre-app discussions. Pre-apps are often used to test principles and sharing meeting notes too early could result in unsettling existing tenants before a concept is ready to be progressed. Developers can require a degree of commercial confidentiality, not to the detriment of stakeholders, but for their own business priorities and continuity. Pre-app meeting notes should not be published until the</p> | <p>Noted. In order to maintain some form of confidentiality, nothing relating to the pre-app will be released into the public domain until a formal planning application is submitted.</p> <p>The Engagement Plan sets out a template for what the consultation should aim to achieve and who it should aim to consult. It is important that engagement is planned so that the most can be made of the consultation period. If some of the information is unknown then part of the aim of the engagement should be find out this missing information.</p> <p>Proposals will be expected to meet the standards set out in the DCC. In cases where the design is at a very early stage and images are not possible then this may justify not having CGI images. However, these images should then be made available at a later stage of the consultation.</p> <p>The roadmap is intended to set out in a simple manner the general steps in the planning process. This will be amended to be made clearer.</p> |

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| <p>submission of an application at the earliest.</p> <p>The current draft of the engagement plan requires a significant amount of information and detail be provided upfront. Peer Group considers that the consultation process should be a dynamic process, responsive to project specifics and issues that emerge and that the Engagement Plan should not be too prescriptive at this early stage in a project.</p> <p>Pre-app validation list: this list should not be mandatory for every major application but that applicants should provide a level of information suitable to their specific proposals. For instance, at the first pre-application stage it is unusual for most schemes to have prepared CGI images or 3D modelling when a proposal may still be at concept stage.</p> <p>Roadmap: Roadmap states that developers will begin the engagement process by 'registering their interest' and LBS will arrange to have a meeting within 3 weeks. Peer Group is unclear on what information is required to register interest and whether a meeting will be confidential at this stage?</p> | |
| <p>Thames Water Ltd New developments have the potential to increase the requirements for water and wastewater infrastructure. As such we would welcome inclusion of text within the SCI encouraging applicants to seek pre-application advice from Thames Water to discuss water and wastewater infrastructure requirements ahead of the submission of any application</p> | <p>Noted. Applicants will be notified by council officers to seek pre-app advice from Thames Water wherever relevant</p> |
| <p>Resident</p> | <p>Noted</p> |

| Source | Comment |
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| <p>keen to get involved in the planning activities, particularly when it comes the buildings immediately surrounding the Trilogy development</p> | |
| <p>Highways England No comment</p> | Noted |
| <p>Planning Advisory Service</p> <ul style="list-style-type: none"> • Clarification on whether all Pre Apps and Planning Performance Agreements (PPAs) big and small have to have an engagement plan • If an applicant doesn't want to consult at pre-app will LBS refuse to enter into a Pre App/PPA • Or will LBS have a pre app and explain to the applicant that pre-app notes will go public • Can an applicant ask that a pre app/PPA never goes public • In agreed pre app/PPA, are councillors briefed on pre app before planning committee • Clarification needed on what part of pre app gets put into public domain e.g. meeting minutes, plans, final PPA advice from LBS? • Can pre apps be Freedom of Information or do you agree confidential pre-apps? | |
| <p>Transport for London Although the revised Statement of Community Involvement (SCI) provides details of how local residents will be involved in the planning process, it has relatively little to say about engagement with stakeholders such as Transport for London. For completeness it may be helpful to include a brief section on stakeholder engagement including a list of organisations that will be consulted on planning policy documents and planning applications</p> | Noted. Reference to stakeholder engagement will be included |