

Local Development Framework

LONDON BOROUGH OF TOWER HAMLETS Statement of Community Involvement

Improving the quality of life for everyone living and working in the Borough

February 2008



2006 - 2007
Early Intervention
(Children at Risk)
2003 - 2006
Winner of 4 previous
Beacon Awards



INVESTOR IN PEOPLE



POSITIVE ABOUT
DISABLED PEOPLE



TOWER HAMLETS

Adoption of this Document

The Statement of Community Involvement was adopted in February 2008 by Tower Hamlets Council as part of the Tower Hamlets Local Development Framework. It has been prepared following extensive involvement from general and specific consultation bodies, local organisations, the public and the development industry during informal and formal consultation phases. (Consultation Draft: from May until July 2005; First Statutory Consultation Draft: from November until December 2005 and Submission: November until December 2006).

More information on how you can get involved in the planning process is available on the Council's website www.towerhamlets.gov.uk and on 020 7364 5367.

Foreword

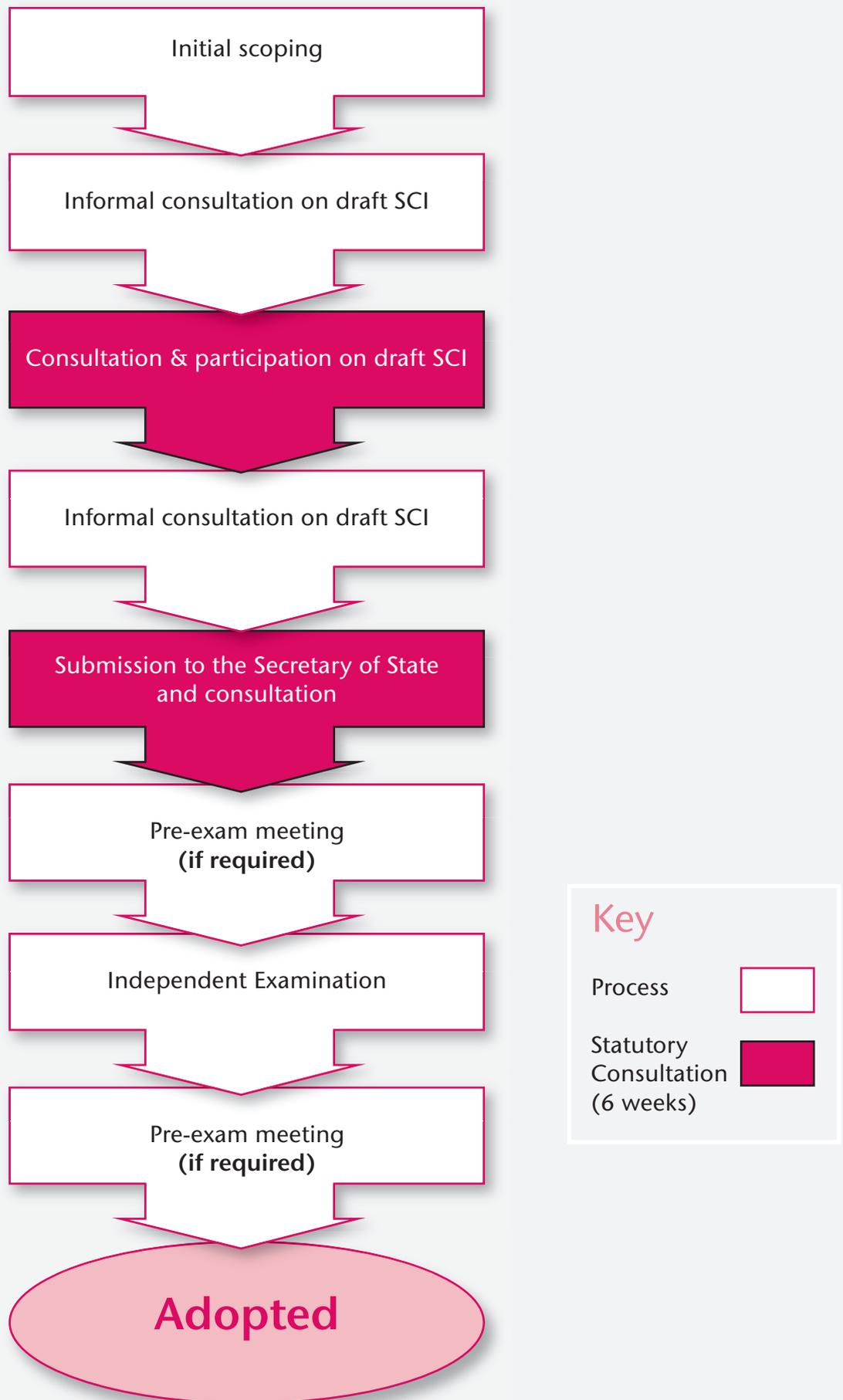
Tower Hamlets is at the heart of London's ambitious regeneration and renewal aspirations. The 2012 Olympic and Paralympic Games and the Thames Gateway regeneration project provide unparalleled opportunities for growth and change that could benefit those who work, live and study in Tower Hamlets. This is an opportunity to enhance the Borough to not only benefit people today but also improve the quality of life for generations to come.

I believe Tower Hamlets Local Development Framework is crucial to turning those opportunities and ambitions into reality.

The Statement of Community Involvement is an important element of Tower Hamlets Local Development Framework because community involvement is essential to successful planning. For the first time this Statement of Community Involvement sets out robust and transparent standards to guide full and meaningful consultation and engagement on planning matters in the Borough. This Statement will go a long way to helping ensure that the planning process in Tower Hamlets results in sustainable communities.

I would like to thank all those involved in the extensive consultation and partnership working that has resulted in the production of this Statement of Community Involvement.

Stages of the Statement of Community Involvement



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1. Planning to have your say

- 1.1 Tower Hamlets is changing – changing fast and for the better. Improvements are being made to many aspects of everyday life: in the shape of new homes, better transport connections, more shopping centres and other improvements planned for local public services.
- 1.2 There are exciting new plans for famous old East End areas like Aldgate and Brick Lane, and we are working hard to make sure that local communities benefit from the growing Docklands development on the Isle of Dogs.
- 1.3 Almost everywhere you look there are groundbreaking plans for new facilities, including schools, health centres and public parks.
- 1.4 Wherever you live in the Borough, you are likely to be affected by these changes. You may benefit from them, perhaps by getting one of the thousands of jobs being created. Alternatively, you may be concerned about the impact of some of the changes being proposed.
- 1.5 The Borough's Community Plan sets out a broad vision for the area. It was developed through wide ranging discussions with local people and sets out how to make the Borough a better place for:
 - living safely;
 - living well;
 - learning, achievement and leisure;
 - creating and sharing prosperity; and
 - excellent public services.
- 1.6 The Council is committed to listening to local people and taking their views into account. When it comes to all the physical changes taking place we would like to hear what you have to say – so that we can use residents' and other stakeholders' views to shape the way the local areas change.
- 1.7 That's why we have produced this document, officially called a 'Statement of Community Involvement' – which is simply called the Statement in the rest of this booklet.
- 1.8 This Statement sets out ways in which local people and organisations can get involved in planning decisions that will affect their street, estate or the wider area – large and small.
- 1.9 It also highlights how you can get involved in some of the more strategic plans, officially called Local Development Documents, being proposed for specific areas of the Borough.

- 1.10** This Statement is part of the Local Development Framework. Local Development Documents in the Local Development Framework will form the spatial plan for the Borough, setting out how it will look in the future. We know that a vision is all the richer for the contributions from people living and working in Tower Hamlets so this document will make it easier for people to have their say.
- 1.11** If you would like to play your part in shaping the Tower Hamlets of the future, we promise to:
- take account of your views;
 - be honest about where and how proposals can be altered; and
 - tell you, where this isn't possible and why not.

*We would like
to hear what
you have to say*



2. About the Statement of Community Involvement?

- 2.1 The Statement sets out how and when the Council will consult with local communities and how the process will be carried out.
- 2.2 The ways in which we consult on planning applications and development plans are different, but they are both clearly set out in sections 8, 9 and 10.



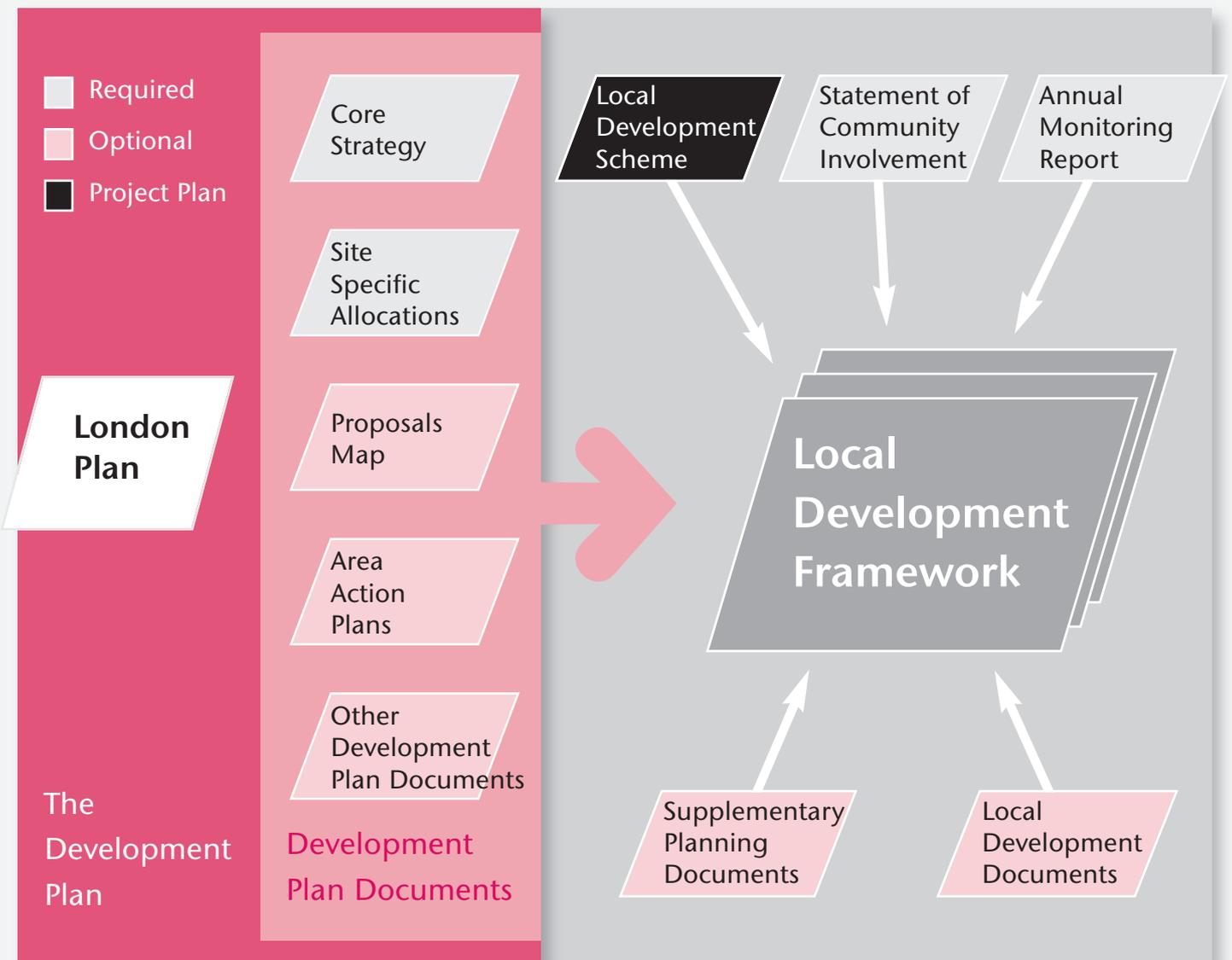
3. Our objectives

- 3.1** The Government requires all Councils to say how they will involve local communities. By law, consultation must be tailored to the make up, needs and interests of all the different groups in the area to help them participate in planning issues. Community involvement should take place from the earliest stages of the planning process.
- 3.2** We have good quality consultation standards in Tower Hamlets and the Council is committed to listening hard to what local people say. In 2003, the Council adopted the 'Consultation and Involvement Framework'. Because we are so committed to involving local people, we go further than legally required, as we believe that this improves the final outcome. Our Statement seeks to:
- set out Tower Hamlets' **vision and standards for community involvement** - and show how these link with other initiatives, such as the Community Plan;
 - recognise the importance of **community involvement from the earliest stages** of the planning process;
 - **reflect community needs** - identifying a wide range of local groups who should be involved;
 - identify **suitable ways of involving people** that are appropriate to the scale and type of planning issues being discussed. For example, workshops may be used to look at complicated issues, while shorter information sessions may be sufficient for more straightforward ones;
 - clarify the **different stages of community involvement** – from providing initial information, through to consultation and participation exercises, and on to feeding back responses to show we have listened. It also demonstrates how things may be done differently, at different stages, for particular groups within the community;
 - show how Tower Hamlets **manages these processes** effectively;
 - demonstrate how the **results** of community involvement will shape development proposals;
 - set out the Council's **policy for community involvement** on planning applications; and
 - explain how the Council aims to **learn from and improve** the process of community involvement.

4. How the Statement fits into the Local Development Framework

- 4.1 The Statement is part of the Tower Hamlets Local Development Framework. This is the plan for how the Borough will look in the future.
- 4.2 The Local Development Framework is a series of documents including:
- **Development Plan Documents**, which set out the key development goals for the Borough and include an overview of how the Borough will look, including detailed plans for particular areas and maps and documents which plan for the future. These are subject to an independent assessment;
 - **Supplementary Planning Documents**, which give more detailed information about policies contained in the Development Plan Documents but they are not subject to an independent assessment;
 - **Statement of Community Involvement**, which sets out how we will involve the local community; and
 - **Local Development Scheme**, which tells you about the Council's work in preparing and revising local Development Documents.
- 4.3 Tower Hamlets Council believes it is important to set out how it intends to involve the local community and stakeholders in the planning process, so everyone is clear about what to expect.
- 4.4 Our Statement will help to achieve this by explaining:
- **what we are seeking community involvement on.**
 - **how and when will community involvement be sought?**
 - **who will be involved?**
 - **how we will provide feedback to the people consulted?**
 - **what resources will be required?**





5. Our promise to you

5.1 The principles guiding Tower Hamlets' Statement are those set out in a document called the 'Consultation and Involvement Framework' adopted by the Council in 2003. This sets out clearly how the Council promises to listen to local people about all matters which affect them. As part of its ongoing determination to celebrate diversity, the Council will ensure that everyone in Tower Hamlets can play a full part in the social, cultural and economic life of the Borough.

5.2 We promise that:

- **consultation and involvement will be well planned and co-ordinated (as set out in attachments B and C);**
There will be cooperation with other organisations over the timing and scope of proposed consultations, and we will ensure that appropriate details are made available in the planning section of the Council's website (<http://www.towerhamlets.gov.uk>) and on the consultation calendar (<http://towerhamlets.civicaction.info>).
- **clear information will be provided;**
Information on each consultation will be made available as early as possible – and, where possible, consultation experts and translators will be available to help.
- **the scale of consultation will be appropriate for the level of planning and type of document;**
We are committed to giving individuals and organisations three months to respond to complex documents such as Development Plan Documents. This is a significantly longer period than required by law. Our three month timescale comprises a 6 week information period and a 6 week formal consultation period.
- **consultation and involvement will be flexible;**
We aim to ensure all individuals and organisations have an opportunity to participate in the planning process. We will always try to hold consultation events at a range of times and places, such as Idea Stores and local community centres, so everyone can have their say.
- **the purpose of each consultation and involvement process will be set out;**
We will let you know the purpose of every consultation stage right from the start. That includes the timescale, when decisions will be taken, and by whom. Further information is given in sections 8, 9 and 10.

- **a variety of methods will be used;**
We will use a variety of techniques such as workshops, drop-in information sessions and press launches – so that we can reach out to as many people and groups as possible.
- **accurate records of responses will be kept and summaries of the findings will be made public;**
All responses we receive from the public on local development documents will be recorded. A summary of the results of consultation and involvement processes will be made available to the public and reported back to the Council. You will be able to see how your views have been taken into account in the planning process through the Council’s website, minutes of meetings and articles published in our weekly newspaper, East End Life, delivered free to homes in the Borough.
- **where appropriate, local voluntary groups will be encouraged to participate;**
The Council will work with organisations, according to how affected they may be by the proposals – and the nature of representations received from the public.
- **all exercises will be reviewed and monitored; and**
We will seek feedback on the effectiveness of consultation events, so that we can become more responsive in future. The form in attachment D will be used to record this information.
- **training and guidance will be provided.**
Most Council officers working at consultation events will have been trained to help ensure that events are effective.

6. A portrait of Tower Hamlets' communities

- 6.1 One of the most culturally diverse in the country**
Our diversity is reflected in the ethnic and religious mix of local communities. Our Borough embraces: Afro-Caribbean, Bangladeshi, Chinese, French Protestants, Indian, Irish, Jewish, Pakistani, Somalian and Turkish communities among others. Tower Hamlets is proud to celebrate its diversity.
- 6.2 Around half of our residents belong to Black and Minority Ethnic communities**
More than 48% of the Borough's residents are from Black and Minority Ethnic (BME) communities. The Bangladeshi community now makes up a third of the total population.
- 6.3 Tower Hamlets has an unusually large and growing population of young people**
London, as a whole, has a young population but Tower Hamlets' population is even younger, having the highest proportion of residents aged under 30 of all the London Boroughs.
- 6.4 We have the largest proportion of 20-34 year-olds in the country**
Young working age adults dominate Tower Hamlets' population. These are the people most likely to create new families and to contribute to the growing proportion of young people within the Borough. 70% of the Bangladeshi community is below the age of 30.
- 6.5 Tower Hamlets' economy is built on highly skilled sectors with high productivity levels**
The proportion of employment in highly skilled sectors is the second highest within London, offering highly paid employment.
- 6.6 We have 1 business for every 22 residents – one of the highest concentrations of businesses in London**
Business growth has not been confined to large companies; Tower Hamlets has one of the highest concentrations of businesses in London.
- 6.7 Employment in the public sector is strong. Financial services, health and hospitality and tourism are the fastest growing employment sectors.**
Public administration, education and health account for 16.9% of local jobs; distribution, hotels and restaurants provide a further 14.5%.

A high proportion of the Borough's working age population has low qualifications or lacks basic skills

- 6.8** There is a 'skills gap' between the highly skilled jobs available in Tower Hamlets and the skills local residents have. This shows a need to improve further education and training facilities, so that local people can take better advantage of higher skilled local jobs.

Unemployment is high, especially amongst the younger population and certain ethnic groups

- 6.9** Despite improving school results, youth unemployment remains a major issue, raising concerns about the transition from school to work or further/higher education. There are, however, now twice as many jobs in the Borough as residents in local working age groups, so a lack of local jobs is not the reason for unemployment.

Areas of relative prosperity have developed, but deprivation levels are still widespread across the Borough

- 6.10** Areas of relative prosperity have developed, especially in the City Fringe/Wapping and in the Canary Wharf area. However, deprivation is still widespread across other parts of the Borough.



7. Making sure all our communities can have a say

7.1 Tower Hamlets is one of the most culturally diverse boroughs in London. To ensure that everyone can access local services and have a say in what is required, the Council has placed equalities at the heart of its decision-making processes – including wide ranging community involvement in planning. To help deliver this commitment the Council carries out an **Equalities Impact Assessment**. This assessment looks at the impact of policies on men and women, Black and Minority Ethnic communities, disabled people, those of different faiths or beliefs, sexual orientation and age.

7.2 When consulting on planning, the Council will consider:

- **language diversity issues (in terms of writing and speech)** – We will provide effective translation services for consultation documents and consultation events where required;
- **knowledge of planning issues** – We will make sure that non-technical and easy to understand information is provided to residents and all participants in order to help the consultation process;
- **age** – Young people are important to the future of Tower Hamlets, but haven't always been well represented in the past and this may require some different, innovative approaches to consultation. The Council is committed to involving young people as well as older age groups more actively in the planning process;
- **the business community** – Given the large number of local businesses, we will consult small, medium and large businesses to ensure their voices are heard;
- **residents** – Local people are likely to be most affected by what is proposed through the planning system. We will ensure that our consultation with local residents is undertaken in ways which recognise and meet the needs of individuals in our diverse communities;
- **consultation times** - In order to ensure people can take part, we will be as flexible as possible in the timing of consultations; and
- **on and off-line services** – Information about consultation dates and on the consultation process will be made available in different forms (as set out in attachments B and C). The internet is a useful way to involve people, but not everyone has access to it so we will ensure other methods are also used and no one misses out.

8. How and when you can get involved in the Planning process

- 8.1** We want local people to get involved in the planning process, to encourage ownership of the policies and development control decisions that will shape the future of our Borough.
- 8.2** There are two main ways that local residents, organisations, the voluntary sector, visitors and businesses can get involved:
- 1) through taking part in the Local Development Framework; and
 - 2) through consultation on individual planning applications.

Promoting local ownership for our policies



9. How and when to get involved in the Local Development Framework

- 9.1** The schedule for the production of the LDF documents is set out in a document called the LDS – Local Development Scheme. The LDS details the timetable for the production and revision of all LDF documents and gets updated each year. You can view the LDS on www.towerhamlets.gov.uk or call 020 7364 5367 for a hard copy.
- 9.2** Key stakeholders and local agencies will be involved at the very first stages of drafting an LDD. We will also inform local people about consultation dates via local advertisements including in East End Life (the Council’s weekly newspaper) and on our website, letters to individuals and organisations and through resident panels. More detailed information about when the community will be involved in preparing LDDs is set in Attachment C and later in this chapter.

Where and when appropriate, other relevant local representative bodies will be regularly consulted. They include, but are **not limited to**:

Mayor of London (Greater London Authority)

London Boroughs of Newham, Waltham Forest, Hackney, Southwark, Greenwich, Lewisham, City of London

Countryside Agency

Environment Agency

English Nature

English Heritage

Lee Valley Regional Park Authority

Network Rail

The Historic Buildings and Monuments Commission for England

Transport for London

London Development Agency

NHS London

Thames Water

Any person who owns or controls electronic communications apparatus (phone and broadband companies) in the Borough; and any person with a gas or electricity license in Tower Hamlets.

The Tower Hamlets Partnership (Biodiversity Partnership, Local Area Partnerships, Community Plan Action Groups and the Partnership Management Group); Area Directors and Neighbourhood Managers; Residents' Panel Lead Officers and the Residents' Panel; Housing Associations; local Ward Councillors; National Playing Fields Association; Business Forum; Women In Tower Hamlets Inclusive Network; Youth Parliament and/or other youth groups; Tower Hamlets Access Group; Interfaith forum and other faith groups; the Tower Hamlets Community Empowerment Network and Organisations Forum; local Police and emergency services, plus other borough-wide groups and developers (where appropriate).

Also, other voluntary bodies some or all of whose activities benefit any part of the Council's area; bodies which represent the interests of different racial, ethnic or national groups in the Council's area; and bodies which represent the interests of different religious groups in the Council's area.

- 9.3** Further to the listed bodies, any member of the community that wishes to be kept informed of the progress on the Local Development Framework can register on the LDF Database by forwarding us your contacts either by email ldf@towerhamlets.gov.uk, by post:

**London Borough of Tower Hamlets A/H,
PO Box 55739,
London E14 1BY**

or by calling us on **020 364 5367**.

About the Tower Hamlets' Community Plan and Partnership

- 9.4** The Community Plan sets out a vision to 2010. It is refreshed every year by the Tower Hamlets Partnership and both residents and service providers contribute to the Community Plan through the Local Area Partnerships (LAPs) and Community Plan Action Groups (CPAGs) – local community forums and multi-agency groups who help to shape and deliver the Community Plan.

The Partnership is well placed to canvass local people's views on planning issues and ensure that their feelings on Local Development Documents are reflected in the Community Plan. **Community and stakeholder engagement on the Local Development Framework will, therefore, be conducted through the Tower Hamlets Partnership in conjunction with the Residents Panel. The Residents' Panel includes 1,000 local people from all walks of life and all sections of the community who have volunteered to give us their views on important matters.**

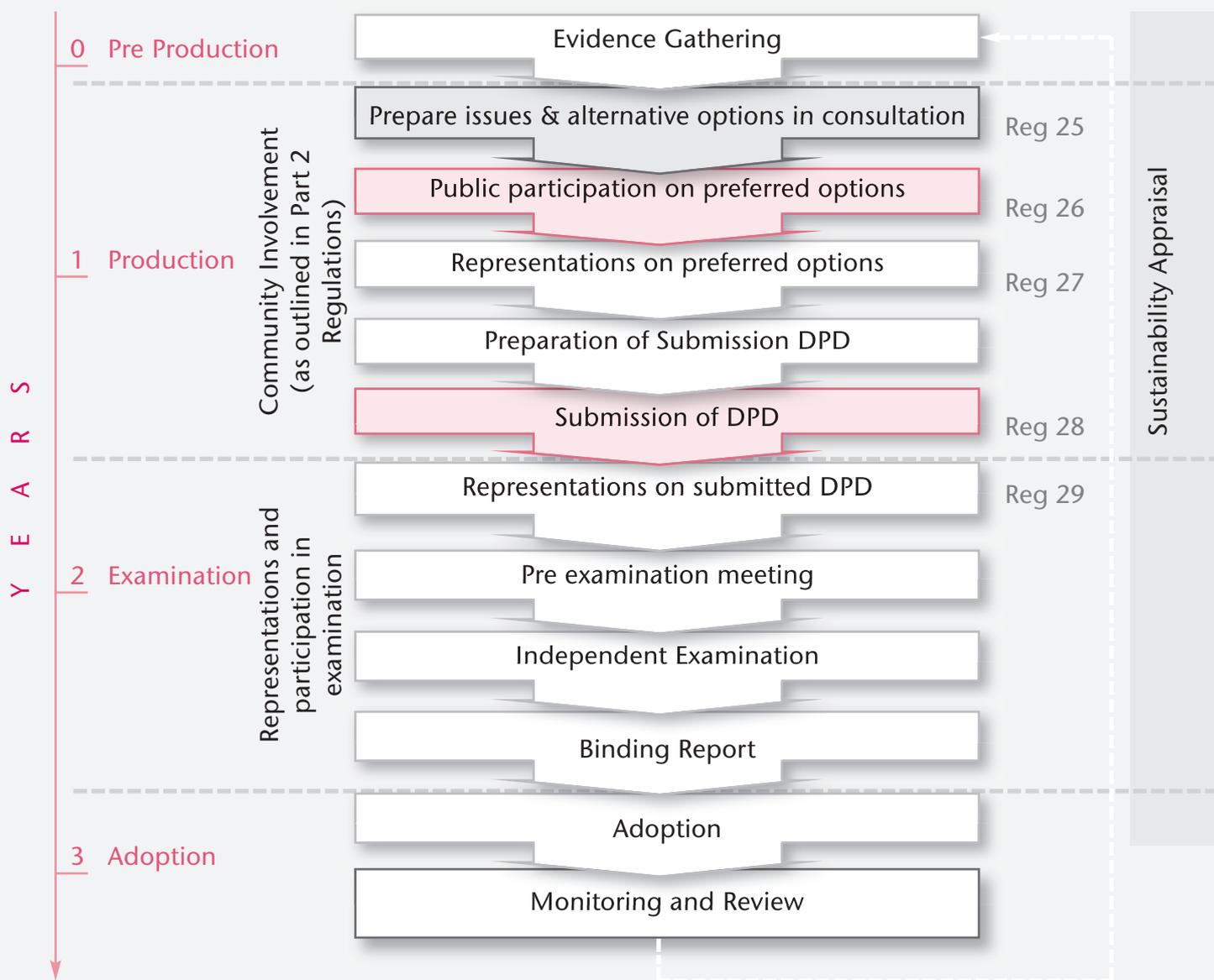
The map below shows the Local Area Partnership for where you live:



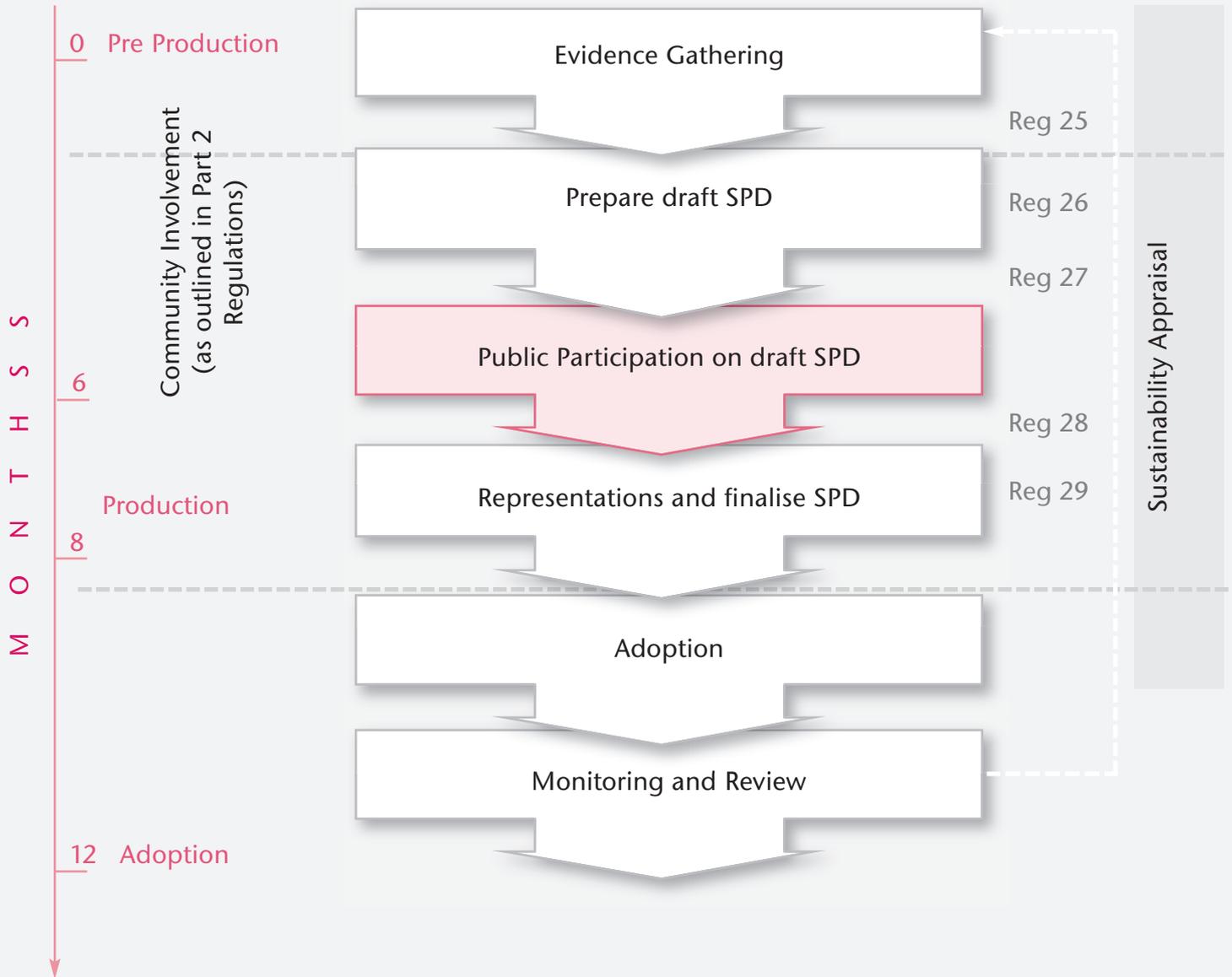
9.5 Attachments B and C set out how and when it is envisaged that the community will be involved in the Local Development Documents. **Information about the Tower Hamlets Partnership is available from the Partnership Support Team on 020 7364 4470 or the Partnership website on www.towerhamlets.gov.uk/partnership. Also look out for dates of meetings in East End Life, the Council’s weekly paper.**

9.6 There are several different stages in which the local community can participate in the plan making process. The diagrams below illustrate the stages which Development Plan Documents and Supplementary Planning Documents have to go through in order to be adopted and indicate when public participation will be sought.

Development Plan Documents:



9.7 For Supplementary Planning Documents



Key Process Statutory consultation (4 - 6 weeks)

10. How and when to get involved in Planning Applications

- 10.1** The Development Control process is the means by which developers seek approval from the Council for development proposals; everything from a family wanting to extend its home to the next skyscraper at Canary Wharf. The following requirements set out the minimum standards for consultation on planning proposals, but **there is always scope for further consultation if considered appropriate by the Development Control Team.**
- 10.2** You will usually be made aware of an application by a letter from us because you live in (or occupy) premises close to the application site and we consider you might be affected by the proposed development. We also publicise certain applications on site or in our local community newspaper, East End Life, and this may be how you find out about a scheme.
- 10.3** The notification letter, site notice or press advertisement explains where planning applications can be viewed. Application details can be viewed at our reception between Monday to Friday 9am to 5pm Mulberry Place (AH), 5 Clove Crescent, London, E14 1BY and are also available via our website (<http://www.towerhamlets.gov.uk/data/planning/data/planning-register/index.cfm>).
- 10.4** **Any member** of the community can submit comments **on any planning application.** Information can be given by contacting the **Planning and Building Hotline: +44 (0)20 7364 5009.** We ask that people look at an application before commenting on it.
- 10.5** If you are unable to visit and have questions about the application, or if you require further information, you can contact the Duty Planning Officer. The Duty Planning Officer is available from Monday to Friday, 9am to 5pm at Mulberry Place.
- 10.6** Talking to the Duty Planning Officer enables questions to be dealt with more promptly and efficiently. The planning case officer cannot enter into correspondence about the details (or merits) of any application and will not always be available to answer questions by phone or in person.

Pre-Application Discussion

- 10.7** The Council recognises the importance of community involvement from the earliest stages in the planning process. Consequently, Developers will be encouraged to undertake community consultation at the pre-application stage, particularly where a development may give rise to significant local controversy, is on a sensitive site or is of a large-scale. Officers will negotiate with the level and extent of consultation that would be appropriate for each scheme.

Going Beyond Minimum Requirements

10.8 The Council will also go beyond the minimum notification requirements where a development may give rise to significant local controversy, is on a sensitive site or is of a large-scale. In such cases a range of additional consultation techniques will be used to ensure that the development receives appropriate publicity so people know about it and can have their say. This may include the following:

- holding public exhibitions on the development proposals when the planning application is submitted. This will help local residents understand the proposals so that they can formulate their views;

And

- the right to address the Development or Strategic Development Committees before they determine an application (see below for more details).

How to let us know your views

10.9 We want to know what you think about an application and why. Your comments can be a set of bullet points for or against the development. There should be no need to employ a solicitor or other professional. We will try to assist you, but we cannot tell you what comments to make.

10.10 Comments on applications should always be made in writing. Please make sure that you quote the planning application number (if known) or the address of the property, the proposal to which it relates and that we receive your comments before the consultation deadline.

10.11 **Consultation will run for a period of not less than 21 days from the date the letter is sent.** If we do not hear from you within that time it will be assumed that you do not wish to comment. Nevertheless, even if the publicity period has expired, it may not be too late to comment and a telephone call can be made to the Duty Planning Officer to check this; but your comment must not extend the determination date. **Your written comments can be emailed (dr.developmentcontrol@towerhamlets.gov.uk) or be addressed to the Directorate of Development and Renewal, Mulberry Place (AH), PO Box 55739, 5 Clove Crescent, London E14 1BY**

10.12 All relevant comments will be taken into account before a decision is reached, provided they are received in time. We will inform you of the final decision, if you make comments.

Addressing the Development Committee

- 10.13** The vast majority (over 90%) of planning decisions are taken by senior planning officers in line with Government advice on decision making in the planning system. Where applications are for very significant developments or are particularly controversial, they are reported to one of our Development Committees for a decision. These Committees are made up of elected Councillors, who meet in public to consider an application and then to decide it. The public can not only attend these meetings, but also have the right to address the Committee so that they can hear their views first hand. The rules governing this are set out in Attachment C.
- 10.14** Further guidance notes on how to submit a comment on an application, is also set out in Attachment C.

Confidentiality

- 10.15** You should also be aware that legislation requires that any letter you send in response to an application has to be available for inspection by the applicant or others interested in the application. Because of this we cannot take into account comments that are marked “confidential”.

Standard Consultees

- 10.16** Development Control has standard consultees who should be notified according to the nature of the development subject to the planning application. It is likely that an application will correspond to only one of the application types listed. It may be necessary to carry out further consultation with additional consultees according to the particular circumstances of the application (e.g. if the application site is located in a conservation area). A standard letter will be sent to the relevant consultees from this list. The consultation period will run for a period not less than 21 days from the date the letter is sent to these recipients. Consultees are listed in detail in Attachment C.

11. Types of consultation and costs

- 11.1 When appropriate, Tower Hamlets will be consulting on several local development documents and the Statement of Community Involvement at the same time as many issues are inter-related. This will enable us to concentrate our staff time and money and will result in savings, as consultation material can be sent together. We will always try and achieve the maximum possible participation from the community, but we also have to consider our resource constraints and manage them effectively.
- 11.2 The following tables highlight staff time and cost for the different types of consultation we propose and how our consultation techniques will target the different consultation groups that form our community. The following table gives further information on how these groups are likely to be informed and involved in the planning process. Further information is also set out in Attachment B and C.
- 11.3 The Council will also look at innovative ways to guarantee the continuous improvement of our consultation methods.

General Resource Requirements

Type of Consultation	Material Cost	Staff Time	Suitable use	Target Group
Public exhibitions/ posters / leaflets / displays/stalls	Moderate- High	Moderate	All Local Development Documents	<ul style="list-style-type: none"> Local community (residents, workers and visitors) General public Voluntary groups and other organisations or bodies with an interest in the area
Advertisements and articles in local paper	Low	Moderate	All Local Development Documents	<ul style="list-style-type: none"> Local community (residents, workers and visitors) General public Voluntary groups and other organisations or bodies with an interest in the area

Type of Consultation	Material Cost	Staff Time	Suitable use	Target Group
Articles/ advertisements in specialist magazines, newsletters and bulletins (staff magazine "Pulling Together", Managers Briefing, Members Bulletin)	Low	Low	All Local Development Documents	<ul style="list-style-type: none"> Internal staff and Councillors
Direct mail, including e-mail, notifying of consultation	Moderate	Low	All Local Development Documents	<ul style="list-style-type: none"> General public, voluntary groups and other organisations or bodies registered in the LDF database
Interactive Workshops	High	High	All Development Plan Documents	<ul style="list-style-type: none"> Local community (residents, workers and visitors) General public Voluntary groups and other organisations or bodies with an interest in the area
One-to-one meetings with selected stakeholders	Low	High	All Local Development Documents	<ul style="list-style-type: none"> Key stakeholders
Formal written consultation including sending letters to statutory bodies (listed in Regulations)	Low	Low	All Local Development Documents	<ul style="list-style-type: none"> Key stakeholders

Type of Consultation	Material Cost	Staff Time	Suitable use	Target Group
Site notices and notification letters	Low	Moderate	Development Control	<ul style="list-style-type: none"> • Neighbouring land/residents/owners as defined in Attachment C
Documents, available for inspection at Council offices during set consultation period	Low - Moderate	Low	All planning policy documents and Development Control	<ul style="list-style-type: none"> • Local community (residents, workers and visitors) • General public • Voluntary groups and other organisations or bodies with an interest in the area
Meeting presentations (including development control pre-application discussion)	Low	Low-Moderate	All Development Plan Documents and Development Control	<ul style="list-style-type: none"> • Internal staff and Councillors • Business Forum • Voluntary groups and other organisations or bodies with an interest in the area
Internet (website)	Low	Moderate	Development Control and All Local Development Documents	<ul style="list-style-type: none"> • Local community (residents, workers and visitors) • General public • Voluntary groups and other organisations or bodies with an interest in the area
Hotline/contact number/contact email/contact address	Moderate	Moderate	All Local Development Documents	<ul style="list-style-type: none"> • Local community (residents, workers and visitors) • General public • Voluntary groups and other organisations or bodies with an interest in the area

12. How we will incorporate your say

- 12.1** The Council is committed to letting the community know about the outcome of all consultation exercises so you can see how we have listened to local views.

Dealing with consultation on the Local Development Framework

- 12.2** Following formal consultation on local development documents, officers will provide a summary of the main issues raised and how they have been addressed in a report to elected members. This response will detail the representations received, how they have been considered and what change, if any, has been triggered.
- 12.3** Separately the Council will make every representation publicly available on the Council's website and at the Council's Planning Office as well as our responses to the representations.
- 12.4** Outcomes from the consultation will be provided in a timely manner, although it should be noted that the length of time will vary depending on how many people respond and how complex the matter is.
- 12.5** This open and transparent process is designed to ensure that the Council considers all the views put forward during the consultation phase as well as demonstrating how these views have shaped the planning documents.
- 12.6** Further to this, the Council must also publish another document called the **Annual Monitoring Report**. The purpose of this document is to monitor the effectiveness of the proposals and policies included in the Local Development Framework and to see if they are producing the desired effect. If not, a revision of the document will be required and will be carried out by the Council, always in conjunction with public consultation and relevant authorities. You can access the Annual Monitoring Report on the Council's website and at the Council's Planning Offices - Mulberry Place (AH), 5 Clove Crescent, LONDON, E14 1BY.
- 12.7** More detailed information regarding the various key points at which we will seek community involvement is set out in Attachment C.

Ensure a high degree of transparency in the planning process

Dealing with planning applications

- 12.8** Many applications are decided by senior planning officers, but if the application is to be considered by the Committee, and you have made written comments on it, you will be notified of the date of the meeting and of your opportunity to address the Committee. The letter you receive will explain the procedure for this.
- 12.9** In both cases your views will be considered by the planning case officer and summarised in their report on the application. If their recommendation does not support your views this does not mean that they have been ignored. Sometimes people's views are not appropriate or are in conflict with those of others. We will listen to people's views and come to a decision.
- 12.10** If you have written to us, you will be sent a letter informing of the decision on the application once it has been made. We aim to do this within five working days of the decision being made.



13. Reviewing the Statement of Community Involvement

- 13.1** We will continuously monitor the techniques being used, to check that everything possible is being done to engage the maximum number of people. Reviewing your comments will be one important way that the Council will assess the effectiveness of our consultation methods. Tower Hamlets will keep the Statement under review and will update this document as needed. Groups that are not being engaged in consultation events will be identified and reported on the Annual Monitoring Report.
- 13.2** If the monitoring process indicates that our consultation processes aren't working as we would hope, a review of the Statement will follow.





And there's more...

The following four attachments provide detailed information on the way Tower Hamlets Council sets about getting the views of local people on important planning issues.

Attachment A explains:

Terms used in planning consultations

Attachment B covers:

Having your say on the Statement of Community Involvement and Local Development Framework

Attachment C explains:

Consultation on planning applications

Attachment D looks at:

How the Council monitors and reviews the effectiveness of the consultation exercises and SCI



Attachment A

Terms used in planning consultations

- **Adopted Proposals Map:** The Adopted Proposals Map illustrates all the policies contained in Development Plan Documents, together with any policies for the areas. It is revised as each new Development Plan Document is adopted, and it should always reflect the up-to-date planning strategy for an area. Suggested changes to the adopted proposals map should accompany submitted development plan documents.
- **Annual Monitoring Report (AMR):** A report submitted to the government by the Council assessing progress on - and the effectiveness of - the Local Development Framework (LDF).
- **Area Action Plans (AAPs):** A Development Plan Document, which provides a detailed planning framework for specific locations or areas where significant change or conservation is required – as in the case of major regeneration proposals.
- **Communities and Local Government:** Communities and Local Government sets UK policy on local government, housing, urban regeneration, planning and fire and rescue. It has responsibility for all race equality and community cohesion related issues across Great Britain and for building regulations, fire safety and some housing issues in England and Wales.
- **Community Strategy (CS):** Councils are required by the Local Government Act 2000 to prepare such strategies, with the aim of improving the social, environmental and economic well-being of their areas.
- **Core Strategy:** A Development Plan Development setting out the vision and strategic planning objectives for an area, having regard to the Community Strategy (see also Development Plan Documents).
- **Development:** Development, as defined under the 1990 Town and Country Planning Act, is "the carrying out of building, engineering, mining or other operation in, on, over or under land, or the making of any material change in the use of any building or other land." Most forms of development require planning permission.
- **Development Control:** The process whereby the Council receives, and considers the merits of, planning applications - and whether they should be given permission - having regard to the development plan policies and all other material considerations.
- **Development Plan Documents (DPDs):** Development Plan Documents are prepared by local planning authorities to outline the key development goals of their Local Development Frameworks. They

can be presented in several different forms – such as diagrams, maps and text – and should include:

- Core Strategy;
- Site Specific Allocations;
- Adopted Proposals Map;
- Area Action Plans and other documents.

All DPDs must be subject to rigorous community involvement, consultation and independent examination- and adopted only after receipt of an inspector's binding report. Once adopted, development control decisions must be made in accordance with them- unless there is good reason for them not to.

- **Inspector's Report:** A report issued by a planning inspector regarding the planning issues debated at independent examinations held into development plans or planning inquiries. Reports into Development Plan Documents (DPDs) are binding on local authorities.
- **Local Development Documents (LDDs):** These include Development Plan Documents (DPDs) and the Statement of Community Involvement (SCI) - which are legal requirements – along with Supplementary Planning Documents (SPDs), which do not form part of the legally required development plan.
- **Local Development Framework (LDF):** Term used to describe a collection of documents, which include all the London Borough of Tower Hamlets Local Development Documents. An LDF is comprised of:
 - Development Plan Documents;
 - Supplementary Planning Documents;
 - Statement of Community Involvement;
 - Local Development Scheme;
 - Annual Monitoring Report;
 - any Local Development Orders or Simplified Planning Zones that may be added.
- **Local Development Scheme (LDS):** The Council's three-year timetable for the preparation, production, adoption and revision of the Local Development Framework. The Local Development Scheme was adopted in May 2005. It will be monitored on an annual basis and reviewed as required.
- **Material Considerations:** These are any issues that should be taken into account in deciding a planning application, or an appeal against a planning decision.
- **Planning and Compulsory Purchase Act (2004):** This law builds on the 1990 Town & Country Planning Act – introducing significant changes to the planning system. Among its measures were a statutory system for regional planning, a new system for local planning, reforms to the development control, compulsory purchase and compensation systems and removal of crown immunity from planning controls.

- **Planning Permission:** Formal approval given by the Council, allowing a proposed development to proceed. Permission may be sought in principle through outline planning applications, or in detail through full planning applications.
- **PPS12 Planning Policy Statement 12: Local Development Frameworks (LDFs):** Document that sets out the Government's national policies on different aspects of planning - focusing on procedural policy and providing guidance for the production of the LDFs.
- **Regional Spatial Strategy (RSS):** Produced by the Greater London Authority, it is a strategy for how London should look in 15 to 20 years time and possibly longer. The Regional Spatial Strategy identifies the scale and distribution of new housing in London, indicates areas for regeneration, expansion or sub-regional planning and specifies priorities for the environment, transport, infrastructure, economic development, agriculture, minerals and waste treatment and disposal.
- **Site Specific Allocations:** Allocation of particular sites for specific or mixed uses or development, for example residential or commercial, which the Council believes they are particularly suitable for. They are included in the Development Plan Documents.
- **Statement of Community Involvement (SCI):** This sets out the way the Council plans to involve the local community in the preparation, alteration and continuing review of all Local Development Documents and Development Control decisions.
- **Sustainability Appraisal (SA):** A tool used to ensure that planning policies reflect efforts to bring lasting, 'sustainable' improvements to an area - including social, environmental and economic improvements. Required by law for all LDDs.
- **Supplementary Planning Documents (SPDs):** These are Local Development Documents which form part of the Local Development Framework, but are not considered to be Development Plan Documents (DPDs). Supplementary Planning Documents cover a range of issues and expand on the policies contained within the DPDs - but are not subject to independent examination.
- **Unitary Development Plan (UDP):** This is the old-style development plan which used to be prepared by the Council, now replaced by the LDF under the 'Planning and Compulsory Purchase Act' 2004.

Attachment B

Having your say on the Statement of Community Involvement and Local Development Framework

The Statement of Community Involvement		
Activity	What the Council has to do – by law	The Council's additional community involvement commitments
Informal Pre-Submission Consultation	Regulation 25	<ul style="list-style-type: none"> • Distribute an initial draft of the SCI to a selection of voluntary bodies whose activities benefit the whole or part of the Borough for written comment • Advertise availability of the initial SCI in East End Life and publish a copy on the website • Advertise availability of the initial SCI in the Local Strategic Partnership e-bulletin • Set up freepost address for comments.
Formal Pre-submission consultation and participation	Follow Regulation 26. Consult on the draft SCI with bodies specified in Regulation 25(2)	<ul style="list-style-type: none"> • Set a 12-week consultation period - extending the 6-week legal requirement by a further 6-weeks at the beginning of the process as an 'informal' component • Send letters to all specified bodies in section 9.1 of this document and those relevant in section 9.2 • Consult the Local Strategic Partnership (LSP) – run an article in the Partnership's e-Bulletin • Inform the Tower Hamlets' Residents' Panel and voluntary organisations about the SCI • Publish information about the draft SCI in adverts in East End Life, a non-free newspaper and on the Council website - inviting comments • Hold a 'launch' of the document • Make documents available at Idea Stores, libraries, Town Hall, Council's main planning office, and website. Available for purchase on request • Posters about the SCI and Development Plan Documents in supermarkets and/or local stores around the Borough. Posters also at Idea Stores and at the Town Hall • Display material in lobby of Town Hall.

Activity	What the Council has to do – by law	The Council’s additional community involvement commitments
Submission document consultation and participation	<ul style="list-style-type: none"> • Submit the document & associated material (including outlines of consultation and public participation) for inspection and send to DPD bodies • Give notice of the submission via local advertisements • Notify anyone who asked to be told about the submission • Accept representations made within a 6-week period specified in a public notice • Publish representations on the Council’s website, as laid down by Regulation 28. 	Set a 12-week consultation period - extending the 6-week legal requirement by a further 6-weeks at the beginning of the process as an ‘informal’ component.
Public Examination	<ul style="list-style-type: none"> • At least 6-weeks before the examination starts: <ul style="list-style-type: none"> - Advertise the date locally - Publish details on website - Notify people who made representations of the date examination starts and the name of the person appointed to hold examination. <p>[Regulation 34]</p>	
Adoption	<ul style="list-style-type: none"> • Formally adopt the document and publish an adoption statement – which is made available for inspection - including on the Council website • Advertise the adoption of the document in East End Life and on the Council website • Notify anyone requesting to know about the adoption. <p>[Regulation 36]</p>	On-going review

Consultation on the Development Plan Documents

Consultation on the Development Plan Documents		
Activity	What the Council has to do – by law	The Council's additional community involvement commitments
Evidence Gathering	Provide robust evidence for decisions	<ul style="list-style-type: none"> • Update staff and Councillors on progress to date and the way forward. Involve specialist groups in evidence gathering where relevant • Hold workshops with relevant stakeholders including neighbouring Councils' and infrastructure providers.
Informal Consultation on the Issues and Options	Consult on issues and options with consultation bodies (DPD bodies Regulation 25).	<ul style="list-style-type: none"> • Consult Local Strategic Partnership – run an article in the Partnership's e-Bulletin • Consult members of the local Residents' Panel through a series of targeted focus groups • Report back on focus groups through East End Life and the website • Publish details of the process in East End Life and on the Council website • Hold meetings with the Greater London Authority group • Hold a series of meetings and workshops with relevant stakeholders • Publish copies of documents outlining key issues and options, and accompanying materials including the initial SA/SEA, at Council offices at Mulberry Place and, Council's main planning office as well as libraries and Idea Stores • Send copies of above material to relevant consultation bodies for their comment • Provide for a Local Development Framework helpline – to answer queries from the public.

Activity	What the Council has to do – by law	The Council’s additional community involvement commitments
Formal ‘Preferred Options’ Public Participation	<ul style="list-style-type: none"> • Preferred options made available for inspection –including on the website - and sent to DPD and general consultation bodies • Run local advertisements giving notice of the preferred options • Consider representations that come in within the 6-week formal consultation period as specified through a public notice • We must consider those representations. [Regulation 26] 	<ul style="list-style-type: none"> • Formal ‘launch’ of the documents including final SA/SEA • Publish ‘Preferred Options’ advertisement(s) and series of articles in East End Life, a non-free newspaper and on the Council’s website • Notify individuals and agencies on the planning consultation database • Consult the Local Strategic Partnership - schedule information sessions/workshops for all LAPs open to all members of the public including the residents panel and community organisation representatives • Information posters and copies of all documents made available for residents to view in the foyer of libraries/ Idea Stores, Council offices, supermarkets and other places of interest • ‘Drop-in’ sessions held around the Borough • Ensure youth are targeted • Lunchtime sessions for Council staff • Workshops with Development Control personnel • Set a 12-week consultation period - extending the 6-week legal requirement by a further 6-weeks at the beginning of the process as an ‘informal’ component • One-to-one meetings with key stakeholders if required.

Activity	What the Council has to do – by law	The Council's additional community involvement commitments
Formal consultation on the 'Submission Document'	<ul style="list-style-type: none"> • Submit document and associated material – including details of consultation and public participation (include information on the website) and send to all the main consultation bodies • Give notice of the consultation via local advertisements • Notify anyone who asked to be told about the consultation • Consider representations that come in within the 6-week formal consultation period as specified through a public notice • Publish representations on the Council's website. [Regulation 28] 	<ul style="list-style-type: none"> • Set a 12-week consultation period - extending the 6-week legal requirement by a preliminary 6-week 'informal' period.
Public Examination	<ul style="list-style-type: none"> • At least 6-weeks before the examination starts: <ul style="list-style-type: none"> - Give notice by local advertisement - Publish details on website - Notify people who made representations about the date examination starts and the name of the person appointed to hold the examination. [Regulation 34] 	
Adoption	<ul style="list-style-type: none"> • Make final document and accompanying adoption statement available for inspection – including on the website • Advertise details in East End Life and on the Council website • Notify anyone who asked to be told about the adoption. [Regulation 36] 	On-going review

Consultation on other planning documents, including Supplementary Planning Documents (SPDs)

Activity	What the Council has to do – by law	The Council's additional community involvement commitments
Evidence Gathering	<ul style="list-style-type: none"> • Informally involve local community and key stakeholders 	<ul style="list-style-type: none"> • Consultation on initial SA/SEA during the preparation of the draft document. • Involve specialists as required to undertake robust research.
Public Participation	<ul style="list-style-type: none"> • Documents made available for inspection, including on the Council website, and sent to relevant consultation Bodies • Consultation on the SA/SEA • Give notice by local advertisement • Consider any representations made within four to six weeks of the date of the notice. [Regulation 17] 	<ul style="list-style-type: none"> • Allow the maximum six week period for public participation • Hold events and meetings for Supplementary Planning Documents at local venues within a week of start of participation period • Publish details in East End Life and hold focus groups/meetings with interested parties.
Adoption	<ul style="list-style-type: none"> • Adopted document, accompanying statement and details of representations made available for inspection, including on the website • Advertisements in East End Life and on website • Inform anyone who requested to be notified of adoption. [Regulation 19] 	<ul style="list-style-type: none"> representations were addressed • On-going review.

Attachment C

Consultation on planning applications

1.0 Introduction

1.1 Critical Definitions & Time Periods

- Neighbouring Land
- Major Development
- Time Periods for Publicity/Consultation

1.2 Statutory & Non-Statutory Publicity

- Major Applications
- Minor Applications
- Listed Building Consent Applications
- Conservation Area Consent
- Advertisement Consent
- Certificates of Lawfulness
- Tree Applications
- Approval of Reserved Matters
- Approval of Details (including facing materials etc.) required by Condition
- Removal or alteration of conditions on existing consents

1.3 Statutory & Non-Statutory Consultations (External)

- Local Organisations
- English Heritage (Historic Buildings Division)(Circular 14/97)
 - Planning Applications
 - Conservation Area Consent
 - Listed Building Consent
- English Heritage (Greater London Archaeological Advisory Service - GLAAS)
- National Amenity Societies
- The Garden History Society
- The Commission of Architecture and the Built Environment (CABE)
- The Highways Agency
- Transport for London
- London Fire & Civil Defence Authority

- Police Borough Crime Prevention Design Advisor
 - Thames Water
 - Mayor of London
 - CAA/Ministry of Defence
 - Other Safeguarding Lines
 - Special Consultation Requirements
 - Neighbouring Boroughs
- 1.4 Internal Consultation Requirements
- 1.5 Request for Observations from Adjoining LPAs
- 1.6 What we can take into account
- 1.7 Consulting on amendments

1.0 Introduction

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

Statutory consultation requirements are set out in Article 8 of the Town and Country Planning (General Development Procedure) Order 1995 (as amended).

Compulsory publicity for all planning applications was introduced in 1992 following the Planning and Compensation Act 1991. The purpose of this advice is:-

- a) to ensure that all applications meet the minimum statutory requirements in respect of publicity and consultations, and
- b) to ensure consistency in the Council's publicity and consultation arrangements from one application to another.

From time to time it will be necessary to carry out greater publicity/consultation than specified here (e.g. cases of major public interest and/or having an impact over a wide area).

In order to avoid any delay in the determination of applications, consultation letters should be sent within 5 working days of the application becoming valid. Upon receipt of the processed application from the Administrative Section, Case Officers should check that the correct consultations have been carried out and double check consultation addresses when putting up site notices/visiting the site.

Legislation

Aspects of Circular 15/92

- a) Any written communication to neighbouring land should be addressed to 'the owner and/or the occupier'
- b) Site notices can be particularly effective where there is doubt about who are the interested parties, perhaps because the ownership of land is uncertain; or because the siting or design of development is likely to be of interest to more than immediate neighbours
- c) Site notices should be displayed on or near the site and should be visible and legible to anyone passing without the need to enter the site to be read. A large site, one bounded by several roads and footpaths, or with more than one frontage, will normally require more than one site notice
- d) Authorities must of course notify applicants of their decisions, but apart from notifying owners and agricultural tenants who have made representations on any planning application affecting their land, there is no statutory requirement for authorities to notify decisions individually to third parties. However, the Government considers that planning authorities should decide, in the light of representations made, whether, and by what means, publicity for decisions is warranted. They may take the view that it is only courteous to do so. In reaching this decision however, the costs involved will need to be taken into account.

1.1 Critical Definitions & Time Periods

Neighbouring Land

At present, there is no definition in England of what constitutes neighbouring land. However, the Annex to Circular 15/92 does give a definition, and our adopted procedure for neighbour consultation is based on this definition:

We define 'Neighbouring Land' as land which is:

- adjacent a common boundary with the application site; and/or
- within 4 metres of the boundary of the application site (regardless as to whether or not it shares a common boundary with the application site).

However, should the nearest part of any neighbouring land described above be over 90 metres from all of the development in question, then it is excluded from the above definition of neighbouring land, and should not be consulted.

The consequence of this definition is that, for example, in a typical residential street, neighbouring land always means properties in front and to the rear, as well as those alongside.

Buildings Divided Horizontally

Where either the application or neighbouring land contains a building divided horizontally in terms of occupation (such as flats or office suites) then for consultation purposes a broader definition of neighbouring land than that given above is adopted:

- i) Where the application property comprises converted or purpose-built residential flats or is otherwise divided horizontally in terms of occupation (including wholly or partly commercial accommodation and/or shops), then in addition to the main definition, neighbouring land shall be taken to mean:
 - all premises sharing a common street entrance with the application property; and
 - regardless of whether or not they share a common entrance, all properties on the same floor as the application premises adjacent to or within 4 metres of the boundary of the application premises, and all accommodation which is above or below such neighbouring property and/or the application premises.

This will include ground and basement floors even if having their own independent entrance(s).

- ii) Where any building on neighbouring land is divided horizontally in terms of occupation (including commercial accommodation and/or shops), then every part of that building will be treated as being neighbouring land. i.e. if sending neighbour letters, then each individual occupation should receive its own letter.

Note: Where following this requirement would result in sending a large number of letters (i.e. 10 or over) to a single block of flats, and the proposed development is minor, having little impact on its neighbours, it will be permissible to place site notices by the application property and by the entrance to the neighbouring block, instead of individual consultation letters. (See also 6.3 "Minor applications").

Occupiers of Application Property

In every instance when the applicant's address is not the same as the application property, or there are units of occupation in addition to that of the applicant, a consultation letter shall be sent to the occupier(s) of the application property.

Major Development

All the following constitute **MAJOR** development:

- a) The erection of 10 or more dwellings, or if the number of dwellings is not known, where the site area is 0.5 hectares or more
- b) In other cases, where the floorspace to be created is 1,000 square metres or more, or if the site area is 1 hectare or more
- c) The winning and working of minerals or the use of land for mineral working deposits
- d) All waste developments, meaning any development designed to be used wholly or mainly for the purpose of treating, storing, processing or disposing of refuse or waste materials.

Time Periods for Consultation/Publicity

The statutory minimum period for publicity is not less than 21 days for site notices and notification letters and not less than 14 days for advertisements in local newspapers. It is Council policy normally to allow only these minimum periods, but also to accept comments afterwards if the application has not yet been determined.

The normal period for external consultation replies is 14 days. Internal consultations normally seek a response within 7 days.

It is important to note that any public representations received prior to a decision being issued must be taken into account, even if received after the statutory publicity period has expired.

1.2 Statutory & Non-Statutory Publicity

Major Applications

The following applications shall always be advertised:

- in a local newspaper (i.e. 'East End Life');
- by site notice(s); and
- by neighbour letters*.

*In these circumstances, and for the purposes of neighbour notification letters, the definition of neighbouring land shall be taken as being within 20 metres of the boundary, and not the usual 4 metres from the boundary.

- a) Major Development as defined in Article 8 of the Town and Country Planning (General Development Procedure) Order 1995

- b) Departure from Development Plan
- c) Any affecting a Public Right Of Way or Footpath/Way (but excluding pavement crossovers, new/revised vehicular or pedestrian accesses)
- d) Development where the application is accompanied by an Environmental Statement
- e) Planning applications for any development which, in the opinion of the local planning authority, affects the setting of a listed building
- f) Planning applications for any development which, in the opinion of the local planning authority, affects the character or appearance of a Conservation Area
- g) Any affecting the setting of an Ancient Monument or Archaeological Site; we define these as sites that have already been investigated and are definitely known to contain important remains; it would not normally apply if a site is merely identified as being within a zone where the Archaeological section of English Heritage have requested notification
- h) Planning applications resulting in the removal (not pruning etc.) of trees which are the subject of Tree Preservation Orders or in Conservation Areas
- i) Any significantly affecting nearby property by causing noise, smell, vibration, dust or other nuisance (this would normally include public entertainment and places of worship and all Class A3 uses)
- j) Any attracting significant crowds, traffic and noise into a generally quiet area - note all Class A3 uses included in (i)
- k) Any causing significant activity and noise during unsocial hours - note all Class A3 uses included in (i)
- l) Introducing significant change e.g. particularly tall buildings
- m) Resulting in serious reduction or loss of light or privacy beyond adjacent properties.

Note: Whilst the definition of (a) to (h) above is fairly precise, the decision as to what falls within (i) to (m) will need to be judged on a case by case basis.

Minor Applications

A planning application which is not Major Development as defined in Article 8 of the Town and Country Planning (General Development Procedure) Order 1995 shall be considered 'Minor Development'. However, if an application for Minor development falls within any of the other Major

Applications listed above, then publicity shall be carried out as per the 'Major' category and the following does not apply.

The publicity arrangements for all other Minor applications are as follows:

- a) applications will not normally be advertised in the local press;
- b) applications will not normally be publicised by a site notice, except in the cases listed in (c) (2) below; and
- c) neighbour letters should be sent to neighbouring land as defined in 1.2 above, with the following exception:

(2) in the case of small scale development which is unlikely to be controversial, neighbour consultation may be carried out by site notices alone instead of using consultation letters (examples of development to which this applies are satellite dishes, and external alterations which do not significantly change the overall character of the building).

Listed Building Consent Applications

All such applications, including applications for the variation or discharge of conditions attached to a Listed Building Consent, always must be advertised in the local press ('East End Life') and by site notice, with the following exception:

- the variation or discharge of conditions attached to a Listed Building Consent in respect of the interior of such a Grade II (unstarred) listed building

Note: this exemption does not apply if relating to external matters.

In addition, neighbour letters shall be sent as stated below:

- a) If internal and/or external alterations are proposed, send neighbour letters to all neighbouring land
- b) If partial or total demolition, or the demolition of all or a substantial part of the interior of the principal building is proposed, consult all neighbouring land within 20 metres (i.e. the same basis as if a Major planning application).

Conservation Area Consent

All applications for Conservation Area Consent must be advertised by press notice and by site notice. Consultation letters should be sent to all neighbouring land as appropriate for major applications (i.e. within 20 metres).

Advertisement Consent

Applications for Advertisement Consent shall be publicised as follows:

- a) on shop fronts or business premises - send consultation letters to premises above and below, plus those either side on all levels; if a road lies to one side, it is not necessary to consult the property on the other side of the road;
- b) forming part of a bus shelter or free-standing - consult by a site notice plus letters to any identifiable neighbouring property likely to be affected e.g. normally consult adjoining residents, but only use a site notice if adjoining a high boundary wall; and
- c) advertisement hoardings on flank walls and boundaries - neighbour consultation will normally take the form of a site notice only. However if the advertisement would have a major impact on the area or neighbouring properties (e.g. a large illuminated advertisement hoarding which could adversely affect the amenities of neighbouring residential properties) then in addition, consultation letters should be sent to neighbouring land.

Note: If the advertisement(s) is on a listed building, or lies within a conservation area, or would affect the setting of a listed building or conservation area, then the application must be advertised in the local newspaper and by site notice as affecting the setting. Otherwise, an advertisement application can not be refused as affecting the setting of a listed building and/or conservation area.

Certificates of Lawfulness

As these are judged by legal criteria, rather than planning criteria, it is not normally appropriate to send neighbour letters. However, if the application would legalise a use having an adverse impact on the amenities of any neighbours (e.g. take-away hot food shops, car repair garages) neighbour consultation should be carried out as if a planning application had been made.

The purpose of this is to test claims made by applicants (e.g. the length of time that a use may have been in existence, the hours of operation etc.). In such cases, any consultation letter must provide details of the use, hours/days of operation, the number of years the use has been operating, etc.

Tree Applications

- a) Applications proposing the removal of trees - advertise in local press ('East End Life'), display site notice and notify neighbouring land within 20 metres

- b) If only pruning/thinning works are proposed, treat as if a minor application i.e. only send consultation letters to neighbouring land within 4 metres (no press or site notices required).

Approval of Reserved Matters Specified In An Outline Permission

Reserved matters are those matters reserved by outline applications for subsequent approval and fall within the following categories:

- a) Siting
- b) Design
- c) Landscaping
- d) External appearance
- e) Means of access.

All other matters reserved by conditions are not 'reserved matters'. There is no such thing as a 'reserved matter' on a full planning permission, only approval of details.

All 'Reserved Matter' applications should be subject to the same publicity as the original application, except if the application is only for landscaping details and no one objected to the landscaping or requested to be notified of it. However, if someone had previously raised concerns about such issues or asked to be notified, a letter shall be sent to them.

Any boundary treatment facing the public highway shall be treated as landscaping, but any boundary treatment other than that facing the public highway shall be the subject of notification to all properties sharing the boundary.

Approval of Details (including facing materials etc.) required by condition

Excluding reserved matters, and those on listed building consents;

- a) Any application for external matters other than for facing materials, landscaping and/or boundary treatment, shall be subject to the same publicity arrangements as if a new full planning application had been submitted
- b) Applications for facing materials and/or landscaping details (except boundary treatment - see (c) below), when no one has objected to that aspect or requested to be notified need not be the subject of notification. However, if someone had previously raised concerns about such issues or asked to be notified, a letter shall be sent to them

- c) Any boundary treatment facing the public highway shall be treated as landscaping, but any boundary treatment other than that facing the public highway shall be the subject of publicity with all properties sharing the boundary.

Removal or alteration of conditions on existing consents

If the application relates to an aspect that was subject to objections in the original application, or concerns a condition imposed in the interests of protecting neighbours from nuisance (e.g. hours during which a use may be carried on) then publicity must be carried out as per the original application, or as per this Section, whichever is the greater. Also notify anyone who objected to the original scheme, who would not otherwise receive a notification letter. Otherwise, it will not normally be necessary to carry out any publicity (but check requirements for Listed Building Consent applications).

1.3 Statutory & Non-Statutory Consultations (External)

Local Organisations

Local Area Partnership Forums

These will not be formally consulted on applications. However, as Councillors and Chairs of the LAP Steering Group receive a copy of the list of all planning applications received, they will be in a position to decide which cases they would like to be referred.

Tenants & Residents Associations and other area based organisations

Where such area based organisations have registered their area of interest with the Development Control Services, they should be consulted on all major applications within their territory. This requirement is in addition to normal neighbour consultation requirements.

Local Societies & Amenity Groups and other issues based organisations

Issues based organisations that have registered with the Development Control Services should be consulted on planning applications which meet their specific interest. Each organisation should consult with the Development Control Service so that the service can formulate criteria on which applications they wish to be consulted upon.

English Heritage (Historic Buildings Division) (Circular 14/97)

Planning Applications

It is necessary to consult English Heritage, allowing 28 days for response, on

the following types of planning applications (see below for applications for listed building and conservation area consent):

- a) Development which in the opinion of the local planning authority affects the setting of a Grade I or II* listed building
- b) Development within the curtilage of a Grade II (unstarred) listed building which in the opinion of the local planning authority affects the setting of the listed building
- c) Development which in the opinion of the local planning authority affects the setting of a Grade II (unstarred) listed building and which involves:
 - i) the provision of more than 1,000 sq m of gross floor space (measured externally); or
 - ii) the construction of any building more than 20 metres in height above ground level.
- d) Development which in the opinion of the local planning authority affects the character or appearance of a conservation area and which involves:
 - i) the erection of a new building or the extension of an existing building where the area of land in respect of which the application is made is more than 1,000 sq m;
 - ii) the material change of use of any building where the area of land in respect of which the application is made is more than 1,000 sq m; or
 - iii) the construction of any building more than 20 metres in height above ground level.
- e) Development which is likely to affect any Grade I or Grade II* historic park or garden.

Conservation Area Consent

English Heritage must be consulted on any application for Conservation Area Consent for the demolition of any building, with 28 days allowed for response.

Listed Building Consent

English Heritage must be consulted on all applications for Listed Building Consent, with 28 days allowed for response.

English Heritage (Greater London Archaeological Advisory Service)

It is necessary to consult on all planning applications likely to result in disturbance of existing ground conditions (including all new-build, re-developments and extensions needing foundations) in areas shown on the Proposals Map as being of Archaeological Priority Area.

National Amenity Societies

In the case of all applications proposing:

- a) works for the demolition of a listed building or;
- b) works for the alteration of a listed building which comprise or include the demolition of any part of that building.

The following national amenity bodies must be notified. The consultation letter must include an extract of the Statutory List (not required for the Royal Commission) and allow, 28 days for response:

- The Ancient Monuments Society
- The Council for British Archaeology
- The Society for the Protection of Ancient Buildings
- The Royal Commission on the Historic Monuments of England
- The Georgian Group
- The Victorian Society (note: the Victorian Society will notify the Twentieth Century Society where appropriate).

Consulting the Garden History Society

It is necessary to consult the Garden History Society on any planning application which in the opinion of the local planning authority, is likely to affect any historic park or garden on the Register of Parks and Gardens of Special Historic Interest in England.

Consulting CABE

CABE may be consulted on all planning applications for large scale schemes or those which have a significant townscape impact, in all cases raising issues of more than local importance:

- a) Proposals of sufficient importance, including large public buildings e.g. Government buildings, churches, museums, art galleries, large hotels, office blocks and department stores.
- b) Sites of sufficient prominence, e.g. proposals:
 - affecting important public space(s) or the views from them, including structures and statues;
 - significantly altering the appearance of the Thames frontage; or
 - significantly altering important views because of its height or bulk.
- c) Raising conservation issues of more than local importance (relating to listed buildings and/or conservation areas).

Transport for London

TfL should be consulted on development consisting of:-

- new building(s);
- new parking facilities; and
- changes of use and conversion from non-residential to provide residential accommodation on or near (within about 50 metres) of a 'Red Route' or 'Designated Route', or likely to result in significant additional traffic on to junctions with such a Route.

London Fire & Emergency Planning Authority (LFEPA)

Consult on all non residential new-build, extensions and changes of use, enclosing a set of drawings. If the proposal is of no interest to them, they will not respond.

The official consultation requirement is in respect of all new and altered premises that need to be 'certified' by them. The above is a working definition on which our consultation practice is based.

Police Borough Crime Prevention Design Advisor

Consult on all planning applications above the following threshold:

- 200 residential units
- 10,000 sq m floorspace
- 200 car parking spaces.

Mayor of London

The local planning authority is required to notify the Mayor on all strategic applications unless the Mayor notifies the local planning authority in writing that they do not want to be consulted.

- (a) The authority must send to the Mayor -
 - (i) a copy of any representations made to the authority in respect of the application;
 - (ii) a copy of any report on the application prepared by an officer of the authority; and
 - (iii) a statement of the permission the authority propose to grant and of any conditions the authority propose to impose.
- (b) (i) a period of 14 days has elapsed beginning with the date notified in writing by the Mayor to the authority as the date they received the items specified in sub-paragraph (a); or

(ii) the Mayor has notified the local planning authority in writing that he is content for the authority to grant permission in accordance with the statement referred to in sub-paragraph (a)(iii).

At the same time as they give notice to an applicant of a determination on an application of potential strategic importance the Council should send to the Mayor a copy of that notice.

Strategically significant proposals which must be referred to the Mayor for advice and includes all development specified under the 'The Town and Country Planning (Mayor of London) Order 2000':

http://www.gov.uk/planning/downloads/statutoryinstrument2000no_1493.htm

Neighbouring Boroughs

Neighbouring boroughs should be consulted on applications having a significant impact on them. This may range from a significant visual impact of a new building adjoining the boundary to a significant traffic or economic impact even if further away (e.g. a retail park or leisure centre).

Where a proposal affects a Strategic View, all the neighbouring boroughs along the safeguarded view (both directions) should be consulted.

All neighbouring land in adjoining boroughs must be consulted as normal, ignoring the borough boundaries in assessing neighbouring land to be consulted.

Other Consultation

- Docklands Light Railway in respect of any development which would affect Docklands Light Railway lines
- Civil Aviation Authority and London City Airport for all proposals over 90m in height
- Crossrail Team for any redevelopment or other below ground-level works (including foundations) within the safeguarding zone for Crossrail
- The Port of London Authority, the Environment Agency and Thames Water should be consulted on all applications affecting the River Thames (i.e. both on the river/river-bed and/or alongside). Most small-scale changes of use and minor works on land adjoining the River Thames would not affect the river, and so neither body need be consulted in such circumstances

- The British Waterways Board and the Environment Agency should be consulted on all applications affecting the River Lea (both on the river/river-bed and/or alongside). Most small-scale changes of use and minor works on land adjoining would not affect the river, and so these bodies need not be consulted in such cases
- The Lea Valley Regional Park Authority should be consulted on all applications that may affect any area of the Park
- The Inland Waterways Association should be consulted on all applications affecting canal users (i.e. both within the curtilage of a canal & tow-path and/or alongside).

1.4 Internal Consultation Requirements

The following sections within the Council shall also be consulted as specified:

Arts & Leisure - all Arts and Leisure proposals, including Public Open Space, Sports facilities, Cinemas etc.

Access Officer – where a design and access statement has been received and for applications with implications for access.

Cleansing - all applications proposing or needing new or revised refuse storage/collection arrangements, including all new residential units (new build & conversions).

Development Design and Conservation - all applications for Listed Building or Conservation Area Consent, all Planning and Advertisement Consent applications proposing building work in Conservation Areas and/or affecting setting of listed buildings and also send applications requiring design advice.

Education - all applications relating to schools (public and private); also consult as an occupier for development adjoining schools.

Environmental Health - all planning applications proposing:

- new residential units (new build, conversions & H.M.O.s);
- class A3 uses (new build and changes of use);
- cinemas, theatres & other places of entertainment;
- other environmentally sensitive development e.g. due to noise;
- opening outside normal working hours, potential pollutants; and
- hazardous substances, decontamination of land.

Highways - all applications for planning permission proposing or needing

- vehicle parking/servicing;
- affecting pedestrian or vehicular accesses/ways or rights of way; and
- having traffic generation or management implications.

Housing

- a) For all schemes having 'affordable housing' implications and/or proposing significant social housing, consult the Housing Strategy Manager
- b) For all planning applications affecting Council housing estates consult Area Office.

Landscape

- a) All planning applications proposing or needing landscaping/planting; and all applications that would result in the loss of tree(s) or proposing buildings/structures within branch spread of a tree
- b) All tree applications (TPOs and CAs).

Strategy - all departure applications, all residential schemes proposing 30 or more residential units and applications having significant policy implications.

Development Schemes - if officers are known to have involvement in the site e.g. have produced a site brief.

Social Services - consult on all proposals catering for under 8 year olds, including children's nurseries and crèches, consult on all facilities for children aged 8 or over e.g. Private Children's Homes, consult on all planning applications for care homes, day nurseries, day centres etc. catering for adults, including the elderly, disabled etc.

Building Control will be sent a copy of the monthly list of applications, and so will not normally need to be consulted by letter.

Internal consultation letters to other Council departments specify that a response is expected within 14 days.

1.5 Request for Observations from Adjoining Boroughs

The onus is on the borough, within which the property lies to carry out all statutory and neighbour publicity/consultations. Where the proposal would significantly affect the interests of another section of the Council (e.g.

Highways on traffic matters), that section should be consulted prior to responding.

What we can take into account

We welcome any comments, whether in support of an application or objecting to it, although we can only take account of planning considerations.

Matters that may be taken into account include (these lists are not exhaustive):

Planning policies:

- Central Government policies
- The London Plan
- The Tower Hamlets Development Plan (currently the Unitary Development Plan but soon to be replaced by the Local Development Framework).

Other material considerations:

- Loss of light or overshadowing
- Overlooking or loss of privacy
- Visual appearance (for example, design, appearance and materials)
- Layout and density of buildings
- Traffic generation, highway safety or adequacy of parking
- Noise, smells and disturbance resulting from use
- Loss of trees
- Effect on listed buildings or conservation areas.

Matters that cannot normally be taken into account include the following (the list is not exhaustive):

- matters controlled under building regulations or other non-planning laws (for example, structural stability, fire protection, control of pollution, statutory nuisances etc);
- private issues between neighbours (for example, land or boundary disputes, damage to property, private rights of way, covenants etc);

- loss of value of property (but the reason why it might affect the value could be material – see “Other material considerations” above);
- problems associated with the construction period (for example, hours of work, noise, dust, construction vehicles etc – Environmental Protection legislation might be able to assist); and
- loss of a private view.

If you have no objection to an application, but wish to suggest restrictions that we should impose to control the appearance or future use of the development, please feel free to do so. For example, you might have views about the colour of the bricks or tiles in a new building or the opening hours of a restaurant.

Consulting on amendments

Sometimes applications are amended due to negotiations by the planning case officer to overcome some problem or because of a change of mind by the applicant. The decision as to whether to consult on amended plans will be judged on the individual circumstances of each case. Our decision will be based on the nature and extent of the amendments. Any that are significant will be publicised, however, minor changes to plans would not normally be publicised. This judgement is made to prevent unnecessary delay in the processing of applications and to prevent the unjustified expense of republicising minor changes to a scheme.

Where publicity is considered appropriate for amended plans it follows the same procedure as that for the original application except that only 14 days rather than 21 is allowed for comments to be made. Site notices (where necessary) for amended applications will be yellow. The original site notice would have been white.

Attachment D

Keeping track of your views

Here's an example of the form used to find out what you think about the Council's attempts to get your views

Event:

Date:

Venue:

1. **The background information was clear and easy to understand.**
(ie. display boards, summary document, introduction)

Strongly
disagree

Disagree

Neither agree
nor disagree

Agree

Strongly
agree

2. **We listened to what you had to say.**

Strongly
disagree

Disagree

Neither agree
nor disagree

Agree

Strongly
agree

- 3a. **What were the main issues you came here to discuss?**

- 3b. **You were fully able to discuss those issues.**

Strongly
disagree

Disagree

Neither agree
nor disagree

Agree

Strongly
agree

4. How useful did you find this event?

Not at all useful	Not very useful	Quite useful	Useful	Very useful
<input type="checkbox"/>				

5. If we were going to organise an event like this again, have you any suggestions for how we could do it better?

6. Have your views changed at all as a result of attending this event?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

IF YES, In What way?

Tower Hamlets has an equal opportunities policy and is keen to ensure that it is working effectively. The information you provide will be treated in the strictest confidence and will only be used for statistical monitoring.

Are you?

Female	Male
<input type="checkbox"/>	<input type="checkbox"/>

A Tower Hamlets resident?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Age?

Under 18	18-25	26-35	36-45	46-55	56-65	65+
<input type="checkbox"/>						

White	Mixed	Asian	Black	Chinese
British		Asian British Asian English Asian Scottish or Asian Welsh	Black British Black English Black Scottish or Black Welsh	Chinese British Chinese English Chinese Scottish Chinese Welsh or other ethnic group
English <input type="checkbox"/>	White and Black Caribbean <input type="checkbox"/>	Indian <input type="checkbox"/>	Caribbean <input type="checkbox"/>	Chinese <input type="checkbox"/>
Scottish <input type="checkbox"/>	White and Black African <input type="checkbox"/>	Pakistani <input type="checkbox"/>	African <input type="checkbox"/>	Any other background <i>write in</i>
Welsh <input type="checkbox"/>	White and Asian <input type="checkbox"/>	Bangladeshi <input type="checkbox"/>	Somali <input type="checkbox"/>	<input type="text"/>
other <i>write in</i> <input type="text"/>	Any other mixed background <i>write in</i>	Vietnamese <input type="checkbox"/>	Any other Black background <i>write in</i>	<input type="text"/>
Irish <input type="checkbox"/>	<input type="text"/>	Any other Asian background <i>write in</i>	<input type="text"/>	<input type="text"/>
Any other White background <i>write in</i> <input type="text"/>		<input type="text"/>		

Do you consider yourself disabled?

Yes No

If yes, please specify the nature of your disability

Learning difficulties Physical difficulty Mental Health issue

Hearing impairment Sight impairment

Other (please specify below)

Consultation methods will be assessed for their effectiveness in reaching the communities of Tower Hamlets through ongoing monitoring and feedback, and groups that are not engaging in consultation will be identified through the monitoring process.

If any changes then need to be made to the SCI as a result of the feedback received, this will be carried out as required.

Monday - Friday
9.00am - 5.00pm



THCI/06/7

English	For free translation phone
Arabic	للترجمة المجانية الرجاء الاتصال هاتفياً.
Chinese	欲索取免費譯本，請致電。
French	Pour une traduction gratuite, téléphonez.
Hindi	मुफ्त अनुवाद के लिए फोन कीजिए.
Malayalam	സൗജന്യമായ തർജ്ജിമയ്ക്കായി ബന്ധപ്പെടുക.
Somali	Turjubaan lacag la'aan ah ka soo wac telefoonka.
Portuguese	Para uma tradução grátis, telefone.
Bengali/Sylheti	বিনাখরচে অনুবাদের জন্য টেলিফোন করুন.
Gujarati	મફત ભાષાંતર માટે ફોન કરો.
Punjabi	ਮੁਫਤ ਅਨੁਵਾਦ ਲਈ ਫੋਨ ਕਰੋ.
Urdu	مفت ترجمے کے لئے ٹیلیفون کیجئے۔
Serbo-Croat	Za besplatne prevode pozovite
Spanish	Para obtener una traducción telefónica gratuita llame al:
Russian	Перевод – бесплатно. Звоните.
Albanian	Për një përkthim falas telefononi.
Tamil	இலவச மொழிபெயர்ப்புக்கு தொலைபேசி செய்யவும்.
Greek	Για δωρεάν μετάφραση, τηλεφωνήστε.
Turkish	Ücretsiz çeviri için telefon edin.
Vietnamese	Điện thoại để được thông dịch miễn phí.
Kurdish	بۆ وەرگیران (تەرجومەکردن) بە خۆرای، تەلەفۆن بکە.
Lithuanian	Del nemokamo vertimo skambinkinte
Polish	Po bezplatne tłumaczenia prosimy dzwonic

Also available in audio, large print or braille, phone

020 8430 6291