DARTFORD LOCAL PLAN

0 4 OCT 2017

Statement of Community Involvement

Dartford Council's approach to public consultation, and community involvement, in planning the development of the Borough.

June 2017

AGENDA ITEM 6
ME 18/10/17

Contents

	Page No
Principles of Community Involvement	1
Dartford's Core Principles of Public Involvement	3
People Involved in Planning	6
Involvement in Borough Planning Policy	11
Neighbourhood Planning	18
Planning Applications and Development Management	22
Glossary	32
Appendix 1: Outline of Local Plan Process	33
Appendix 2: Publicity and types of Planning Application	34

1. Principles of Community Involvement

1.1 Dartford Borough Council ('the Council') has set out the approach it will take in all its activities to consultation and engagement[1]. In all our public engagement activities, we aim to:

Public Involvement Aims

- ☑ Ensure local people have an impact on decision making
- ☑ Engage with all communities, use resources effectively
- ☑ Reduce consultation fatigue
- ☑ Produce evidence-based policy

[1] http://www.dartford.gov.uk/__data/assets/pdf_file/0010/194995/2015-2018-Consultation-Engagement-Strategy-2final.pdf

1.2 We are committed to providing high quality, cost effective planning services to people who live, work and visit the Borough. In order to do this, we seek to understand the views and local experiences of these groups.

1.3 We recognise that the local area *'is involved in a series of regeneration projects of national significance, which have a major impact on the lives of local people. The Council is committed to consulting and involving people in the development of the area'.* (Consultation and Engagement Strategy 2015-2018).

1.4 This Statement of Community Involvement ('SCI') by Dartford sets out the fundamental principles the Council will apply for ensuring the involvement of local people and organisations in planning the future of Dartford Borough. It is directly taken into account when Local Plans for the Borough are independently examined.

1.5 This document has taken account of a range of external and internal considerations, in line with practise for producing an SCI, including:

- Feedback from key organisations, representative groups and local people. The framework set by government, including that set by legislation, for effective and efficient planning decisions.
- The needs of all residents and organisations in the Borough, including rights through the Equalities Act 2010.
- Available technology and resources, as we want to be confident and realistic in our commitments to engaging with you.

1.6 As a result, the Council has agreed, and will consistently apply, the following principles of public involvement in planning for Dartford. We will aim to ensure every relevant planning decision is informed by public input based on these principles, which are explained later in the document:

Dartford's Core Principles of Public Involvement

Public involvement will be at a timely stage before final decisions are made by the Council.

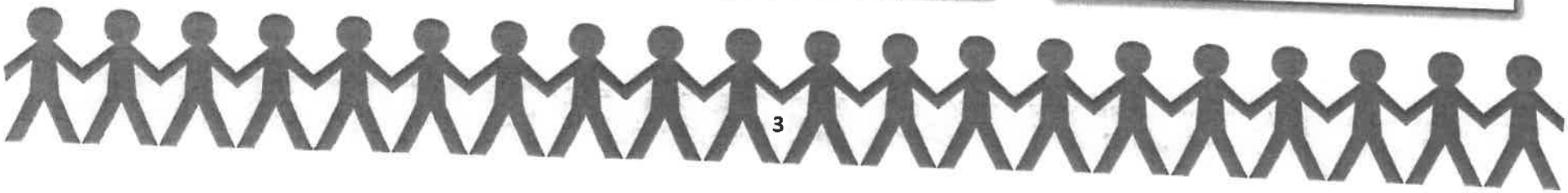
(PRINCIPLE A)

Explanatory information supporting proposals, or further contact details, will be provided to inform people responding to proposals.

(PRINCIPLE B)

Clear deadlines will be provided for public consultations. The time period should be reasonable, but will recognise if there is a fixed timescale in which decisions need to be taken.

(PRINCIPLE C)



Dartford's Core Principles of Public Involvement

Public comments will be acknowledged, and taken into account, with applicable planning issues appropriately weighed up.

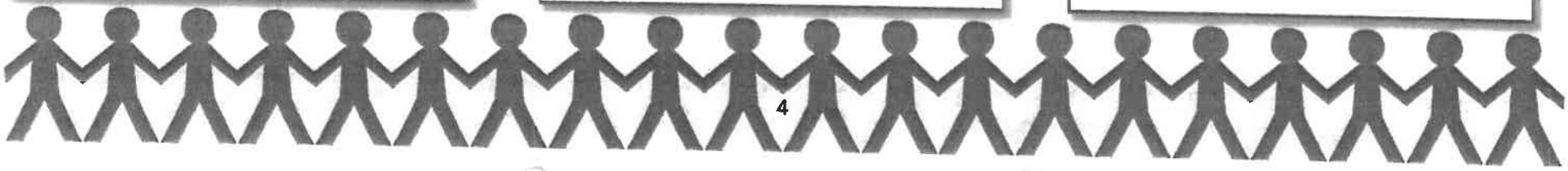
(PRINCIPLE D)

Notification and publicity will occur as soon as possible; with electronic communication primarily used, and webpages regularly updated.

(PRINCIPLE E)

Local Plan communication and activities will fit the purpose of the proposed document and the stage of its preparation.

(PRINCIPLE F)



1.6 Principles A-D relate to the four Public Involvement Aims in the Council's published Consultation and Engagement Strategy (listed in the first paragraph above).

1.7 In planning, we support the principle of 'front loading' public involvement as early as possible in the process, so it can really influence proposals. For planning applications submitted to the Council, this means once all necessary information has been received, and in particular encouraging developers of significant developments to consult with the public before an application is submitted.

1.8 Early engagement over major proposals should be followed up with further stage(s) of consultation. However for some minor planning applications, consultation may be most valued by the public once specific details are available.

1.9 In applying Principles A and C (in planning policy and for planning applications where developers hold pre-application public consultation) regard should be had to whether any participation/ publicity has previously occurred. Advance publicity and – where possible – notification of individuals/ organisations, should avoid any group needing more time to respond than the normal reasonable period. Sometimes this period is prescribed in legislation, but previous publicity should be taken into account.

1.10 In applying our commitment to these important principles, the Council takes seriously laws to protect individual rights and will adhere to data protection policies. The Council will ensure that telephone numbers, e-mail addresses and signatures of individuals are deleted from public view.

1.11 Those participating in planning decisions taken for the public good also have responsibilities. You may be held legally responsible for representations which may contain libelous or defamatory statements. Comments clearly offensive to social groups identified in legislation will not be published as objections to proposals. We will also not accept aggressive behaviour towards, or communication with, Council Officers and Members.

2 People Involved in Planning

2.1 Planning is about managing the development and use of land and buildings. It guides how towns, villages and countryside will look and how they will work in future. It balances the development of our communities, put forward as the economy changes, with the need to conserve and improve the environment. The Council thinks local people, organisations and businesses in the Borough should have every chance to get involved in shaping Dartford through planning decisions.

2.2 What can planning achieve, and what things does planning involve that people may want to play a part in? The government has set out[2] the core aspects of good planning as follows, and the Council believes local involvement by the public can help achieve these outcomes in Dartford.

2.3 As planning is so wide-ranging many organisations and people are directly involved, or can have their say on development proposals. This includes different parts of the government, local residents and groups or businesses, but also private utility companies for example.

2.4 The Council has overall responsibility for producing future planning strategy for the Borough and preparing a Borough-wide Local Plan. It also determines planning applications most of the Borough. The Ebbsfleet Development Corporation deals with applications in its own area. Other organisations particularly involved in planning decisions in the Borough include:

[2] NPPF paragraph 17.

Ebbsfleet Development Corporation (EDC)

- They decide on planning applications in their area, which includes a part of Dartford Borough and some of Gravesham Borough.
- http://ebbsfleetdc.org.uk/

National government

- The national government provides overall policies and regulations e.g. the National Planning Policy Framework (NPPF).
- Any appeals and examinations are undertaken by the Planning Inspectorate. They may also deal directly with projects of national significance in the Borough
- https://www.gov.uk/government/organisations/planning-inspectorate

Kent County Council (KCC)

- KCC is responsible for all minerals and waste applications in the Borough, along with some Education and other applications.
- http://www.kent.gov.uk/waste-planning-and-land

Parish or Town Councils

- They are often a key consultee on applications and policy,. They are also now able to develop neighbourhood plans (discussed later in this document).

2.5 Planning is often thought of as having two stages:

- Firstly, there is the preparation of **planning policy /plan-making**. This sets out guidance about how places are expected to develop over time. National policy is mainly in the National Planning Policy Framework[3] (NPPF). Councils set out their most important planning policies in Local Plans. Also, local communities can set out their own policies in Neighbourhood Plans.
- Secondly, there is the need to consider and decide on the individual proposals land-owners/ developers put forward as residents, businesses, to build on or change the use of property and land. This mainly requires considering planning applications, a process known as **development management**.

[3] https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/6077/2116950.pdf

2.6 As outlined in following chapters of this document, there are opportunities to have your say in different ways in both of these activities.

2.7 For further information see the weblinks, or various guides to the planning system have been produced, for example the Handy Guide to Planning[4], written by a national charity and the professional body for planners.

[4] http://www.rtpi.org.uk/media/1454776/planning_handy_guide_2012_5_final.pdf

Features of Good Planning

Be genuinely plan-led, empowering local people to shape their surroundings...

Not simply be about scrutiny, but instead be a creative exercise in finding ways to enhance and improve the places in which people live their lives

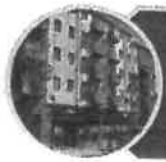
Proactively drive and support sustainable economic development to deliver the homes, business and industrial units, infrastructure and thriving local places that the country needs

Always seek to secure high quality design and a good standard of amenity for all existing and future occupants of land and buildings

Take account of the different roles and character of different areas, promoting the vitality of our main urban areas, protecting the Green Belts around them...

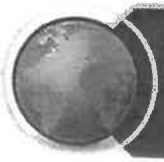
Actively manage patterns of growth to make the fullest possible use of public transport, walking and cycling...

Encourage the effective use of land by reusing land that has been previously developed (brownfield land)...



Promote mixed use developments...

Contribute to conserving and enhancing the natural environment and reducing pollution...



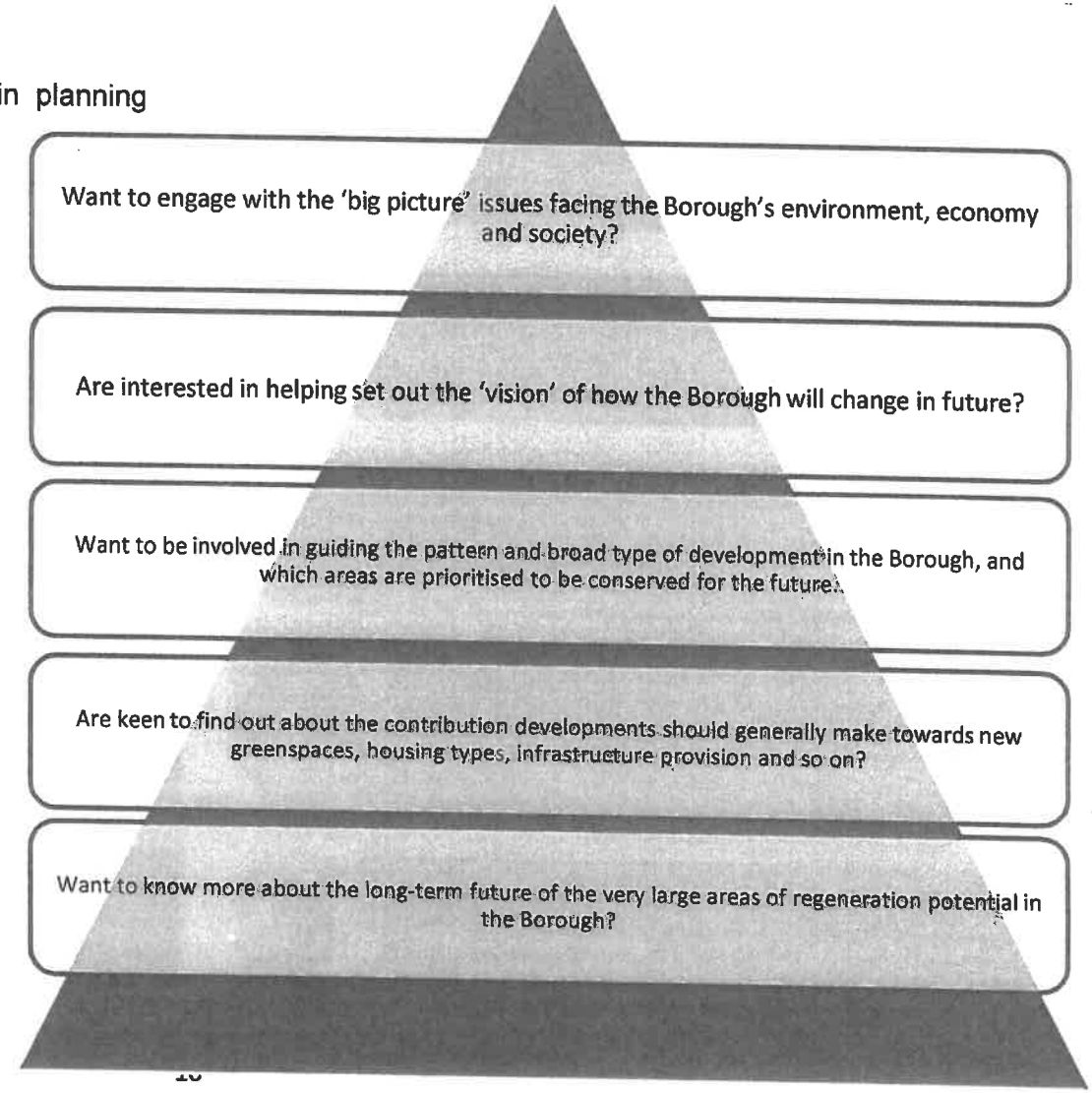
Support the transition to a low carbon future in a changing climate, taking full account of flood risk and coastal change, and encourage the reuse of existing resources...

Conserve heritage assets in a manner appropriate to their significance...

Take account of and support local strategies to improve health, social and cultural wellbeing...

3. Involvement in Borough Planning Policy

3.1 You may find it rewarding to get involved in planning policy/ plan-making if you:



3.2 Primary legislation in this country requires that the Local Plan should be the starting point for decisions on planning applications. Other local and national planning policy documents are also likely to be major considerations in development management. Our Local Plan documents provide an overall picture of how the Borough will change, but also directly guide whether or not individual proposals are seen as acceptable.

3.3 More detailed law[5] plus national government guidelines (for example in the NPPF) say how Local Plan documents should be produced. The system is based on collecting and closely considering information from two important sources:

- Views of the public expressed through consultation and participation.
- Technical or factual evidence on specific topics (or registers, or procedural schedules / programmes). This informs, but is not normally the subject of, consultation.

3.4 Due to their importance, Local Plans[6] are subject to greater requirements and stages than other planning policy documents such as 'Supplementary Planning Documents' (SPDs). Whatever the type of policy in production, the degree of information from consultees (and technical work) will build up step by step, and shape the policies that result. The length of the process will vary but the broad stages showing how this happens, and the approach taken to public participation, are set out in a simplified form in Appendix 1.

3.5 Dartford will therefore undertake actions and apply its Core Principles of Public Involvement A to F as set out in the following table, when preparing planning policy. This sets out information on: communication, who will be contacted and feedback; both for Local Plans and other applicable planning policy documents

3.6 Principles A and F in particular will be applied through the steps required to produce planning policy. We will indicate how consultation views can influence the

[5] For instance Regulations from 2012: http://www.legislation.gov.uk/uksi/2012/767/pdfs/uksi_20120767_en.pdf.

[6] A legal definition of what constitutes a document with the status of a Local Plan set out at Regulation 5 & 6 of the 2012 Regulations

document as it develops. The Council will be clear and open that if a specific option is viewed as a current preference; or where the final draft approach has been formed, this will be made clear.

3.7 There are typically several stages in preparing and completing a new Local Plan, and therefore different people are involved to different extents as the plan progresses. This step by step 'iterative' approach, and applicable Regulations are outlined in Appendix 1.

3.8 The leading decision-taker in finalising Local Plans is an independent Planning Inspector, and therefore they will usually determine the approach to involvement at this 'examination' stage (accordingly we may not be able to conduct some of the activities below). However in line with the Principles set out, Dartford will look to 'front load' involvement on formative stages before the Inspector's Examination of the Plan.

3.9 In order to ensure local views and understanding are used to make our planning policies as good as possible by the time they are finalised, we will undertake the following detailed actions. It shows in table form how, in line with Principle F, engagement will be based on the nature of the proposals. Essential activities for all relevant planning policy documents are set out; and the right hand column adds to this by indicating the additional actions necessary for preparation of the most important documents (Local Plans). It goes though, in turn, how we will communicate on planning policy, ow publicity will occur, and how feedback is to be used:

	For preparing Non Local Plan policy documents (e.g. SPDs).	For preparing Local Plans *(additional to the Non Local Plan activities)*
How we will communicate	• We will maintain regularly updated planning policy webpages outlining the latest news on anticipated future planning policy consultations, and whether or not public involvement stages are ongoing/ expected shortly. • We will directly notify contacts of consultation periods using email, and accept comments back in written form (email or hard copy). • We will provide for direct telephone contact in office hours to answer queries on the consultation. • We will review annual progress in producing planning policy in publically available documents e.g. the AMR. • We will include diagrams, charts or other illustrations to help explain technical proposals. • We will make publicly available supporting evidence/ documentation, which may include surveys or profiles of local communities or studies of the Borough's environment or local features.	• We will set out in advance a formal document (Local Development Scheme) approved by elected Members that outlines future Local Plans, their scope, and indicate the broad stages of public participation expected and their timing. • We will allow at least 6 weeks for comments to be submitted for consultation. We will avoid where possible deadlines in August or late December. • We will produce occasional user-friendly summaries of planning policy progress/ overall situation through news bulletins when appropriate, and updating the website. • Local Plans will include a Glossary of terms to set out key phrases in simple language. • We will produce summaries of proposals or non-technical versions of studies e.g. Sustainability Appraisals. • We may, in special circumstances, provide bespoke additional links electronically (or sometimes a short single hard copy extract) for parish/ town councils and non- profit making representative organisations within the Borough, if required to help consideration of complex supporting material. • We hold General Assembly of Council meetings of all the Borough's elected

		Members to approve key stages which are open to public observers, using formal reports that are available on-line in advance of the meetings (also available following meetings, along with minutes). • Local Plans documents (adopted or consultation papers) will be easily accessible on-line from the Council's planning policy pages, and in hard copy form at most or all Libraries within the Borough. • The statutory Policies Map will be available on the website, with interactive functions to see how policy wording relates to specific areas (and hard copies at libraries).
How publicity will occur and who will be contacted	• We will notify all relevant contacts who have expressed an interest in planning policy consultations, including Parish and Town Councils. • We will consider specific further actions to promote awareness of local proposals (for instance local site notices). • We will aim to attend and engage with existing consultative sessions, where these are relevant and draw in representative organisations from across the Borough (e.g. the Community Forum at Bluewater and the Borough Parish/ Town Council Forum). • We will seek to use selective additional activities where relevant to the content of the document and where likely to be effective. • We will seek to maximise input from parties	• We will ensure we inform a range of key local residents/ businesses, statutory consultees, voluntary bodies, and groups representing religious, ethnic, nationality and disabled interests of Local Plan consultations. • We will consider specific actions to further raise the profile of public involvement opportunities (for instance; increased use of social media, or local newspaper adverts; or targeting specific contacts). • We expect to use additional methods of public participation (for instance a series of public exhibitions) at the appropriate stage in plan making. These will be appropriately advertised in advance. • We will seek participation across all groups in Dartford society e.g. aiming to use local

	through aiming to time participation exercises together, or working with other organisations. ('Consultation fatigue' can arise if people are put off from further involvement because of repetitive or overlapping engagement, especially for people with limited time or resources). • We will keep our contacts list of interested people up to date by ensuring anyone is able to sign up to easily online or via email or phone.	forums for particular age groups at an appropriate stage, and taking efforts to include those that may be 'hard to reach'. • We will conduct a Customer Access Review to consider implications for a range of groups in the Borough, including groups by disability, gender, sexual orientation, race or religion. • We will ensure strategic cross-boundary issues are identified and addressed (a legal requirement under the Duty to Cooperate).
How we will use feedback	• All written comments within the consultation period will be acknowledged. • All comments will be made public (apart from anonymous or defamatory/ discriminatory views). They cannot be treated as confidential. • We will identify those involved so far, and use a summary of feedback, in further public participation. • We will address feedback in formal reports that are available on-line in advance of Cabinet meetings of elected Members. • We will inform participants in preparing planning policy of the finalisation of documents. • We will use feedback on general topics of concern and local interest to enhance the data we collect on our performance and outcomes of planning policy (the information in our monitoring documents).	• Feedback will lead to identified amendments to early stage proposals. • We will inform those involved in early stage proposals of further consultation, up to Publication of the Plan (see Appendix). • We will ensure those responding to Publication of the Plan are informed of key stages in finalising the Plan (see Appendix). • After publication stage (and before where appropriate), we will detail the main issues raised in public participation. We will aim to document a response to points arising (or individual respondents) or how they can find out more about how their feedback has been addressed. • We will aim to provide up to date and accessible information on the scrutiny of the Plan by the Planning Inspector as part of the Examination in Public.

Further information on Local Plans and other Planning policy documents is available at the following links:

Adopted Local Plans	Supplementary Planning Documents (SPDs)	Neighbourhood Plans
(Including Core Strategy and DP Plan)	(Including parking and windfalls)	(Including guidance)

4. Neighbourhood Planning

4.1 Parish and Town Councils play an important role in shaping Borough-wide planning policy, as Dartford Borough Council sees them as a key consultee; but they are also able to set planning policy directly, by producing Neighbourhood Plans. These set out local objectives and guidelines for development within a Parish or other neighbourhood area. Once finalised, the policies in a Neighbourhood Plan will be used when Dartford Council decides on planning applications in that area.

4.2 Neighbourhood Plans can:

- Identify a shared vision and environmental, economic and social objectives for a neighbourhood
- Help decide where new homes, shops, offices and other development can be built
- Influence the main design features of new homes and other buildings
- Identify how improvements to the local environment can be delivered e.g. for local green spaces

4.3 Local residents, organisations or businesses can get directly involved in Neighbourhood Plans by working with their Parish or Town Council to help write the documents. Alternatively, like Local Plans, there are several stages they can give feedback to their Parish or Town Council if a Plan is being prepared. Neighbourhood Plans are progressed as set out below:

4.4 The Borough Council provides support and advice to those producing Neighbourhood Plans and makes some key decisions.

4.5 This includes at the outset of the process when the area to be covered by the Neighbourhood Plan is approved by the Borough Council. Plans can be prepared in areas of the Borough both with and without Town or Parish Councils. Where there is a Town or Parish Council, they will take on responsibility for preparing the Plan. In areas where there is no Town or Parish Council, a local group can get directly involved in driving forward a Plan by forming a 'Neighbourhood Forum', which – once agreed by the Borough Council - takes on the responsibility for producing the Neighbourhood Plan.

4.6 Whether produced by an existing Town/ Parish Council, or in area where a new Neighbourhood Forum is set up, the Borough Council will support to the best of our ability and in line with the Dartford's Core Principles A to F set out earlier. The points below outline what we will aim to do to assist neighbourhood planning in the Borough:

Advising on local and wider engagement

- We will offer advice on the principles and practicalities of public engagement, including how to draw from themes and actions included in the Borough SCI, and with tips on how to 'work back' from the requirements of a Consultation Statement.
- We will offer advice on relevant organisations and contacts outside the Parish/Town who may benefit the NDP e.g. service providers, public officials with specialist expertise.

Assisting technical and evidence consideration

- We can help explore and explain technical issues, either directly from our experience or by offering resources, data, links or contacts.
- We can review early ideas by the Town/Parish about the scope and source of the evidence necessary to justify NDP proposals.

Helping programme and structure documents

- We will encourage Town/Parishes to, and assist them with, thinking about the importance of clear objectives and priorities, interdependencies in making policy decisions; and how they can plan in milestones to produce a realistic project programme that drives the NDP forward.
- We will help Town/Parishes to document and organise the reports necessary to produce and support a NDP.

Checking proposals

- We will offer early input once a full informal draft NDP is available to us, particularly with regard to conformity with the Core Strategy and NPPF.
- We will ensure statutory documents have been produced before the NDP proceeds too far, seek to see the documents in advance of submission in order to provide constructive comments, and review how Basic Conidtions can best be met.
- We will consider the appointment of, and report produced by, the Independent Inspector carefully and in close communication with the Town/Parish.

Resourcing the Examination and Referendum

- We will put arranagements in place for Examination and Referendum, keeping the Town/Parish informed and acting in a timely way as required in legislation.

Parish and Town Council Contacts

- **Bean Parish Council** – Mrs JS Beckett (Parish Clerk) Contact Telephone: 01474 832999 Email: Beanparishcouncil@btinternet.com
- **Darenth Parish Council** – Mr K Holmes (Parish Clerk) Contact Telephone: 01322 861292 Email: darenthparishcouncil@btinternet.com
- **Longfield and New Barn Parish Council** – Mrs Jan Grigg (Parish Clerk) Contact Telephone: 01474 707290 Email: longfieldparishcouncil@btconnect.com
- **Southfleet Parish Council** – Mrs J Hardinges (Parish Clerk) Contact Telephone: 01474 833906 Email: clerk@southfleetpc.kentparishes.gov.uk
- **Stone Parish Council** – Mrs J Thomas (Parish Clerk) Contact Telephone: 01322 384400 Email: clerk@stoneparishcouncil.com
- **Sutton-at-Hone and Hawley Parish Council** – Mrs K gale (Parish Clerk) Contact Telephone: 01322 862291 Email: sahparishcouncil@gmail.com
- **Swanscombe and Greenhithe Town Council** – Mr G Blew (Town Clerk) Contact Telephone: 01322 385513 Email: graham.blew@swanscombeandgreenhithetowncouncil.gov.uk
- **Wilmington parish Council** – Mr I D Armitt (Parish Clerk) Contact Telephone: 01322 221149 Email: clerk-wpc@outlook.com

4.7 The 'flow' diagram below outlines the overall expected progress. Dartford Borough Council will seek to 'front load' its advice, with the aim of quickly building local capability of the neighbourhood to deliver their own Plan. Once the Neighbourhood Area has been confirmed, we will be open to requests to help organise a realistic set of necessary actions, to ensure the Neighbourhood Plan gets off to a successful start and builds momentum. Achievement of local aspirations is likely to depend on a clear and relevant set of priorities/ objectives, and a suitable programme of staged actions to deliver the Neighbourhood Plan. The discussion over the timing of steps should include exploring periods that suitably align with Borough Council resources and Local Plan production.

Further information / Useful Links:

Locality (lead Neighbourhood Plan network/support)

My Community (provides Neighbourhood Plan support)

National Government (national guidance for Neighbourhood Plans)

Preparing a draft Neighbourood Plan

- The Parish or Town Council will gather evidence and organise local public engagement. There is usually the opportunity at this stage for local people to get involved in the Plan drafting process, as most Parishes will need significant help from volunteers.
- The Parish/Town Council will use the evidence and input from local people to establish an overall vision and key objectives to help shape a Plan for the neighbourhood, alongside advice from the Borough Council. These objectives could cover topics such as housing; businesses; design; green spaces or transport.
- Establishing the vision and key objectives will lead to drafting more detailed policies that will eventually be used to help determine planning applications in the neighbourhood area.

Plan Pre-Submission & Examination

- The Parish/Town Council will hold public consultation on the Plan proposals for a 6 week period, when written comments will be invited.
- The Borough Council will check that key information is available in line with procedures (this includes the Parish/Town Council producing a statement on the consultation that has taken place and how issues arising have been dealt with).
- The Borough Council will appoint an independent Examiner to scrutinise the Plan. The Examiner may choose to conduct this through written representations, or may chair a public Hearings session, where anyone can observe the discussion.

Referendum

- The independent Examiner will consider if the Plan meets 'Basic Conditions' (principles set by government) and write a report with recommendations.
- If the Plan meets the 'Basic Conditions' (possibly after modifications, which may require further public consultation) the independent Examiner will recommend the Plan proceeds to a referendum.
- No Neighbourhood Plan can be 'made' and come into full force unless a majority of local people voting in a referendum approve it. The Borough Council must 'make' the Plan within 8 weeks of a supportive referendum.
- The independent Examiner will advise whether the referendum area needs to extend beyond the area of the Neighbourhood Plan. The public can vote in the referendum if eligible to vote in local elections and live in the referendum area.

5. Planning Applications and Development Management

5.1 Dartford Council is the main organisation deciding on most planning applications in the Borough. Nevertheless, other organisations may make decisions, particularly in the Ebbsfleet area, and for large or specialist proposals. (Some of the following details will differ for the Ebbsfleet Development Corporation, for example on specific arrangements for decision making).

5.2 If you are making a planning application of whatever kind, we aim to provide a service that is easy to understand, fair, prompt and courteous. For the public as whole, for example when residents comment on a planning applications, Dartford's planning service will be accessible, as easy to understand as possible, and recognise the relevant planning factors people are concerned about (set out in law).

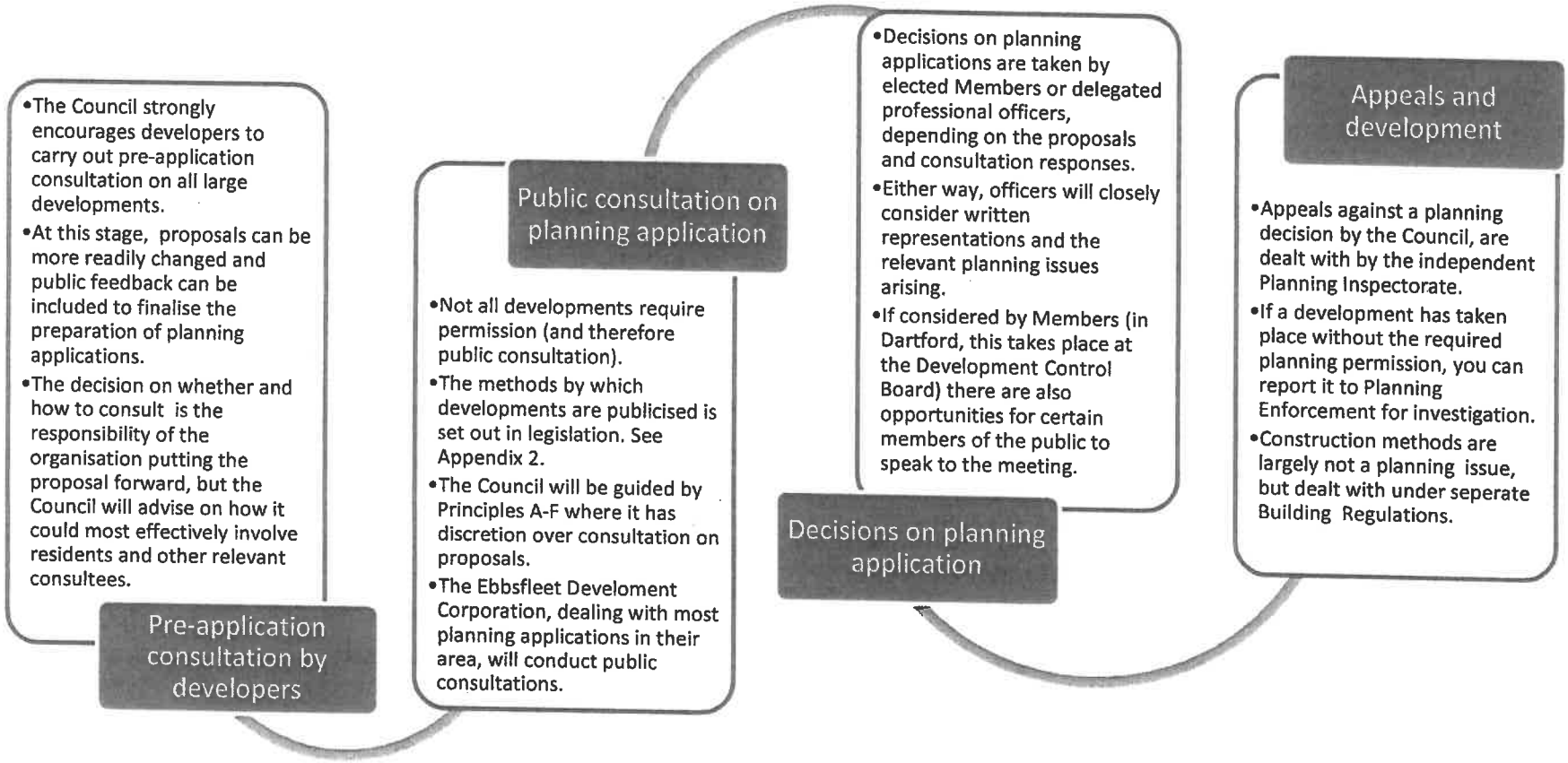
5.3 We receive a variety of planning applications[7]. These range from small household extensions through to applications for major new housing developments or large commercial buildings or other facilities. Large proposals may be firstly put forward as an outline planning application. This will establish the principle of development, often depending on local planning policies, with other detailed matters reserved for future consideration.

5.4 Some developments do not require the granting of planning permission, such as 'permitted development', including some changes of use, or alternatively, some types of development are only required to formally notify the Council of proposals and we can only review certain aspects. The Planning Portal provides useful guidance, including an interactive model house, of whether or not works may need planning permission. Other legislation such as Building Regulations may also apply.

[7] We use the term "planning application" in this document to cover a range of statutory processes relating to getting authorisation for developments.

5.5 How we deal with these various types of proposals is set out by government, and the approach to consultation is largely specified in secondary legislation.

Details in the rest of the chapter are set out on a generalised level, and may not apply to certain types of development. Broadly the following four stages can be identified:



5.6 When dealing with planning applications, the Council considers whether individual proposals comply with policies in the Local Plan, as well as taking into account other planning considerations. (In order to be effective, consultation responses need to refer clearly to these considerations that relate to the purpose of planning for the public good and the encouragement of sustainable development. Responses that are not material planning considerations, for example changes in personal house values, cannot be taken in to account in the planning decision.

Useful Links:

Dartford's Planning Homepage (Information and guidance)

EDC Community Engagement (EDC consultation information)

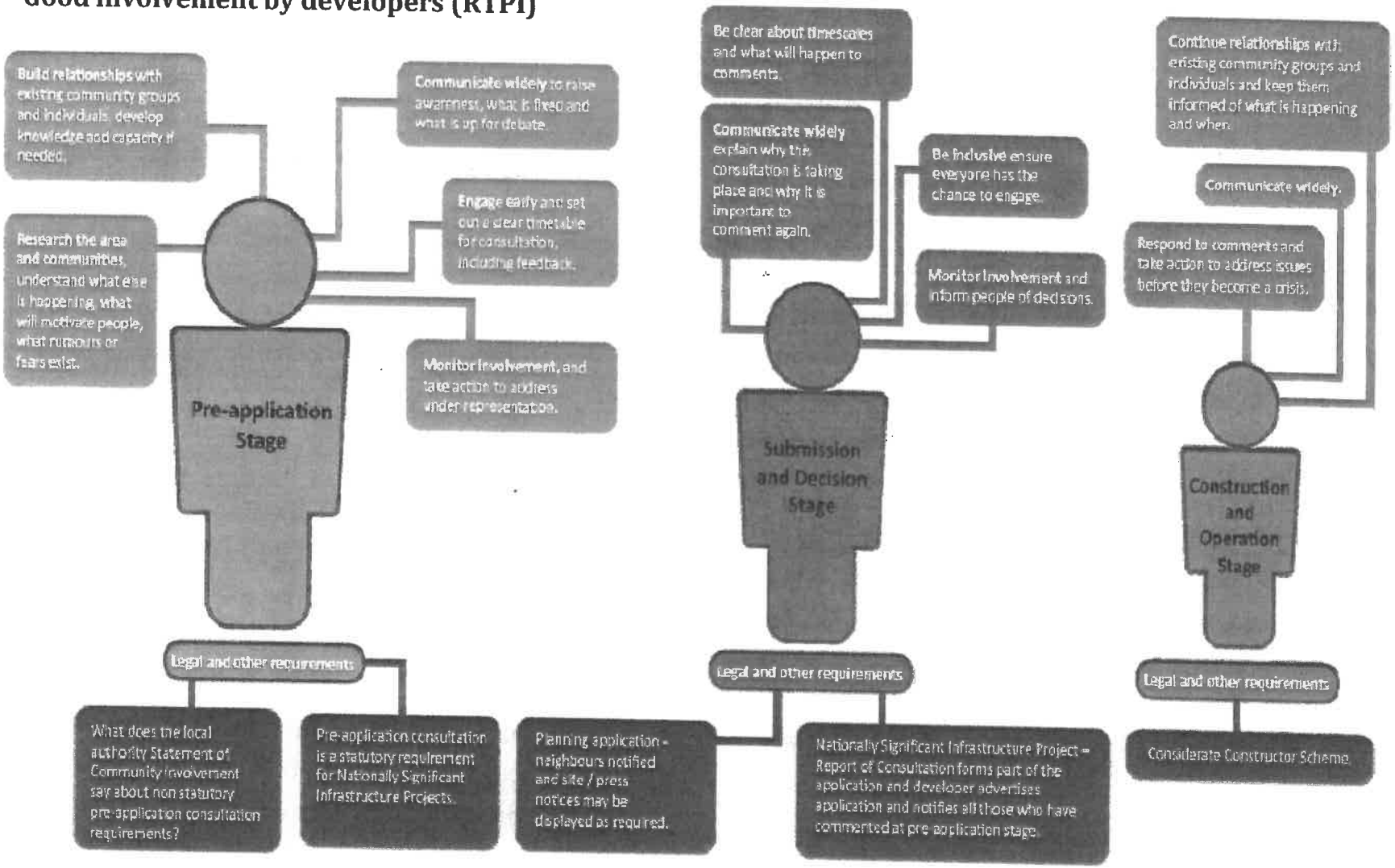
Planning Portal (Submit applications and useful information)

Pre-application consultation by developers

5.7 Landowners, developer agents or builders have clear responsibilities to the public from the outset of considering submitting planning application, through to constructing and maintaining their premises. This is outlined by the Royal Town Planning Institute (RTPI) below, which shows further stages of good involvement by developers.

5.8 The Council encourages developers to talk to people early on in forming their ideas for proposals. A set of well targeted and responsive consultation events can help produce developments with community support. We offer a pre-application service to developers, and will use this to check developers are intending to organise consultation with the community for appropriate schemes. We will expect developers to base their consultation on the best practice principles outlined in the RTPI document.

Good involvement by developers (RTPI)



5.9 Any developer of an applicable proposal that does not conduct community consultation is risking additional issues arising in their scheme that may have adverse impacts on the determination of their application, with delay likely. Advice from the Council should be followed as to when and what kind of engagement should take place, and with whom in local communities. However, the Council cannot force developers to undertake pre-application activities, with responsibility for this resting with the developer.

5.10 The government expect key schemes to undertake community consultation as part of their pre-application preparation and discussions. They confirm in national guidance[8]: "The approach to pre-application engagement needs to be tailored to the nature of the proposed development and the issues to be addressed".

5.11 Developers in Kent have signed up to this approach through the Kent Developers Group. They have helped produce a protocol[9] with Local Planning Authorities that states:

> *'Developers will engage early, openly and collaboratively with community and amenity groups and where relevant, Town and Parish Councils before and when planning applications are made. Where appropriate, developers will demonstrate in support of any subsequent planning application, how the responses to this engagement have been taken into account and have shaped the scheme.'*

5.12 The Council will expect consultation to take place as early as possible with local people and Town/ Parish Councils. Ordinarily it should take the form of both electronic information/ events and publicity/ activities within the relevant communities.

5.13 Meaningful local publicity and activities would typically entail a round of publicity (e.g. letters or leaflets

[8] https://www.gov.uk/guidance/before-submitting-an-application#local-people-at-pre-application-stage

[9] http://ebbsfleetdc.org.uk/wp-content/uploads/2017/02/Planning-Protocol.pdf

delivered to residents and wider publicity) followed by an opportunity to give feedback in person. Exhibitions can prove very positive, and these should occur with:

- Input from the Council in relation to where to hold events e.g. appropriate venues.
- Guidance from the Council on the duration and days of the exhibition – it will need to be open on different days/ times of the week/ day.

5.14 Participants must be able to easily express their views to the developer, and the ability to input should be in easily accessible written form, e.g. feedback forms or questionnaire including open questions.

5.15 Producing and publicising effective on-line information will be invaluable in ensuring engagement efforts can be managed and ensuring the public can be kept informed of the latest news. Developers should provide contact details, and are expected to be contactable by email and to provide responses in a reasonable timescale.

5.16 A report on community consultation and engagement will need to be prepared and submitted with the planning application. This will summarise the process, outcomes, and demonstrate how a representative range of relevant views have been sought. Views on the proposals should be clearly evidenced and how the proposal has been finalised using this input.

5.17 As shown in the RTPI's illustration, developers should continue public engagement once an application is submitted, and after the proposal is decided. This includes open communication towards and during the construction stage.

5.18 Although not conducted by the Council, we will seek to promote the adoption of a positive approach as set out in Principles A-F.

Consultation on applications

5.19. The process for publicising planning applications is largely defined by government. After we receive a planning application, for most proposals there will be a period of consultation where written views on the proposed development can be expressed by residents and other interested people. The formal consultation period will normally last for 21 days; we will identify and consult relevant groups.

5.20 The government has introduced a penalty for Councils if they are judged too slow in deciding planning applications. Therefore public responses should be made promptly and set deadlines will be applied.

'Delay in decision taking significantly increases the risk that decisions will be taken on appeal, out of the hands of the Council that is directly accountable to local communities.'

5.21 For most smaller planning applications the Council is required to either erect a site notice or contact neighbours, if the development is proposed under a normal planning application. For more complex and larger planning applications where we want to let other people in the area know we will also erect a site notice regardless of whether we notify neighbours. For larger planning applications and certain types of application we may also publicise the development in the local. The range of options used and types of development are featured in Appendix 2, an extract from the legislation.

5.22 We will make details of all applications available in full on-line, and we publish a weekly list of applications received. Details of planning applications can be found online at Public Access for Planning. For those without access to information technology. Planning applications can be viewed through the public access system on monitors at the Civic Centre during normal office hours.

5.23 Comments on any application must be made in writing supplying your name and address; this can be done via the above public access links. Any representations you make by email or hard copy will be placed on-line (personal data removed) and made available on request to the applicant or any interested party.

Decisions on planning applications

5.24 Once public consultation has concluded, we will consider the representations made by consultees - which also include Town/ Parish Councils, technical and statutory advisors and infrastructure providers for all relevant proposals - and proceed to decide the application.

5.25 Professional planners will review the proposal and comments, and either issue a decision, or some applications will go on to be considered by elected Members of the Council. However some developments are received by the Council on the basis of only being allowed to consider narrow technical issues on a purely factual basis.

5.26 Most planning applications do not attract representations and are dealt with at officer level. Officers can only approve applications where one or two written objections have been received if the application complies with Local Plan policies.

5.27 The Council's Development Control Board is made up of elected Councillors and meets monthly. The purpose of the Board is to consider planning applications and, where appropriate, enforcement action against breaches of planning control and related matters.

'Board meetings are based on a discussion informed by a report on the relevant planning issues.'

5.28 It will describe the application site, the proposed development, any relevant planning history, relevant planning policy, responses from those who have been consulted on the application, along with any other comments received; and it will set out consideration of the issues.

5.29 If an application is due to be considered by the Development Control Board, those who commented on the application, as well as the applicant and agent, have the right to speak at the meeting. But only one speaker will be allowed to speak in favour of an application and one against. This will be operated on a "first come first served" basis. The Council will write to all relevant parties advising them of the public speaking arrangements.

5.30 In addition, the Council will advise all those who made comments on the application of the final decision once it is made.

Appeals, Construction and Enforcement

5.31 It is possible the final decision on a development may be taken on appeal, by an independent Planning Inspector appointed by the Secretary of State. This can occur if the Council refuses an application or fails to reach a decision in set time periods, or selected other circumstances.

5.32 Only applicants and those who have received an enforcement notice can appeal against the decision of the Council. There is no third party right of appeal in this country e.g. neighbours aggrieved by a grant of planning permission.

5.33 As a general rule, detailed issues of construction methodology and the safety and details of how a development is constructed are not planning matters. Building Regulations are separate to the planning system. They provide minimum standards for design, construction and alterations that apply to virtually every building. Building Control may be carried out by Council officers or private Approved Inspectors. These provide services to ensure the safe construction/ demolition and condition of all types of buildings in Dartford. Sites under construction are reviewed to ensure Building Regulations are met. The Council cannot regulate the work of Private Approved Inspectors.

5.34 If you have grounds to think development is being built, or a change of uses is occurring, which requires planning

permission it has not got, you can ask for it to be looked at via the Council's Planning Enforcement service. You are advised to undertake some basic checks first using the website, and a request for investigation should be submitted via the online form[10]. Planning enforcement can sometimes raise complex legal issues, and if it is clear that planning permission is not required, then the Council are unable to take any action. Examples of issues arising which planning legislation does not cover include boundary disputes and work on property not in the applicant's ownership, Party Wall Act issues, on-street parking or materials on the highway, building regulation issues boundary/ land ownership disputes and on-street parking matters.

5.35 The Council has a Planning Enforcement Policy[11] which sets out the Council's approach to, and priorities for, enforcement issues. Please note that officers will not investigate anonymous complaints.

5.36 Therefore you can play a role in ensuring development occurs as planned, as well as influencing the decisions made whilst it is being planned.

Find out more:

Planning Portal – The Decision Making Process

RTPI – Guidance and planning information from the professional body for planners

Planning Aid Direct (England) – Planning advice

Planning Aid Jargon Buster – Planning terms glossary

RTPI's Handy Guide to Planning (2012)

10 http://windmz.dartford.gov.uk/ufs/BP_BREACH_PLANNING.eb?ebd=0&ebz=4_1495469207076

11 http://www.dartford.gov.uk/by-category/environment-and-planning2/new-planning-homepage/planning-enforcement/planning-enforcement-policy

Glossary

Adoption - Formal and final approval of a planning policy document by a Local Planning Authority, at which point it comes fully in to legal force.

Amenity - A positive element or elements that contribute to the overall character, quality of life, comfort or enjoyment of an area. May be influenced by, for example, open land, trees, historic buildings, wider environmental factors and the inter-relationship between them, or less tangible factors such as tranquillity.

AMR - The Authorities Monitoring Report: factual document feeding back on changes to sustainable development topics in a Local Planning Authority area, and associated progress on plan/ infrastructure delivery.

Brownfield land - Land that has been previously developed as defined in the *NPPF*, plus land at identified development sites, which was previously used for quarrying and may not fully meet the formal *NPPF PDL* definition.

Building regulations - A separate statutory process to land use planning, concerning ensuring structures are built to and constructed with sufficient quality, including energy efficiency. Building regulations approval is required for most building work in the UK.

Development Control/ Management - The process whereby a local planning authority determines whether to approve or refuse a planning application.

National Planning Policy Framework (NPPF) - The National Planning Policy Framework 2012 sets out government planning policies to guide the preparation of plans and decision making about planning applications.

Policies Map - Formerly referred to as a Proposals Map, it shows the location of Local Plan proposals and other designations of land on an Ordnance Survey base map.

Supplementary Planning Document (SPD) - Documents which add further detail to the policies in the Local Plan. They can be used to provide further guidance for development on specific sites, or on particular issues, such as design. Supplementary planning documents are a material consideration in planning decisions but are not part of the development plan.

Sustainable development - Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

Sustainability Appraisal - Sustainability appraisal is a process that is carried out as an integral part of developing Local Plans, with the aim of promoting sustainable development through the integration of social, environmental and economic considerations. It is a requirement of national and European legislation and is subject to the same level of public consultation and scrutiny as the Core Strategy.

Appendix 1: Outline of Local Plan Process

For the 2012 Regulations referred to below, click here.

Initial document drafting

•This will be informed by technical evidence, which will be made available or referenced in the document.

There will normally be an 'iterative' process i.e. distinct steps or discussions that move forward and help shape the emerging document; with information flowing backwards and forwards between participants and the Council.

A range of particpation and communication techniques will be used, in order to generate interest and build a dialogue. Questions will generally be of an open form to capture ideas and information (not often 'agree or disagree?' without further chance to comment). The scale and type of public involvement activities will depend on the documentbeing produced, including :

- its legal significance - generally, Local Plans have the highest legal standing
- the level of public controversy expected,
- the scope of the document in covering topics and across the Borough

For Local Plans:

•This is governed by Regulation 18 stage requirements of the 2012 Regulations.

•The intention to produce a document and its broad purpose will have already been set out in the Local Development Scheme.

•An early opportunity will be given to shape the overall direction of the Local Plan, with the chance to input on formative aims, proposals and principles

•There will usually be at least two distinct stages of consultation, which will include written consultation. Specific issues and options will usualy be explored via public participation.

Publication of the draft document

•This will primarily be publicity that seeks written reaction (representations) to the draft document., following approval by the appropriate elected Councillors of Dartford.

The focus on this stage will be ensuring thos e who have previously been in volved in the document are aware that : specific proposals have now reached a critical stage, and final views should be put forward (having considered the evidence and case presented in support of the proposals).

There will be information available on both involvement so far and techical evidence.

For Local Plans:

-This is governed by Regulation 19 & 20 of the 2012 Regulations.

-Responses by the public should relate to the Test of Soundness set out in the NPPF (paragraph 182), concerning whether the Plan is positively prepared, justified, effective and consistent with national policy.

-Responses are for the attention of the Planning Inspector ,who will be required to consider in the finalisation of the document whether the Plan meets the Test of Soundness.

Finalisation of document

•Finalisation of planning policies will take full account of the consultation that has occured, and it is expected that the final document will have been amended since the draf t as a result of views expressed through public consultation

To come into full force, the document must be formally adopted by the appropriate elected Councillors of Dartford.

F or Local Plans:

•-A formal Submission of the Plan and all supporting information, including consultation responses is required under Regulation 22 of the 2012 Regulations.

-An indpendent Planning Inspector will conduct an Examination in Public (under Regulations 23-25 of the 2012 Regulations).

-Adoption (Regulations 26 of the 2012 Regulations) cannot occur before the Inspector has agreed a version of the Plan in terms of Soundness and legal compliance.

- Further participation, either a stage of further general consutlation in writtenModifications ,or potentially focussed on certain particpants in the Examinsation in Public may therefore occur after initial Examination hearing sessions; this will be governed by the Inspector.

Appendix 2: Publicity and types of Planning Application

The following table replicates national guidance setting out statutory publicity requirements for planning and heritage applications[12]:

Type of development	Site notice	Site notice or neighbour notification letter	Newspaper advertisement	Website
Applications for major development as defined in Article 2 of the Development Management Procedure Order	-	X	X	X
Applications subject to Environmental Impact Assessment which are accompanied by an environmental statement	X	-	X	X
Applications which do not accord with the development plan in force in the area	X	-	X	X
Applications which would affect a right of way to which Part 3 of the Wildlife and Countryside Act 1981 applies	X	-	X	X
Applications for planning permission not covered in the entries above eg non-major development	-	X	-	X
Applications for listed building consent where works to the exterior of the building are proposed	X	-	X	X
Applications to vary or discharge conditions attached to a listed building consent or conservation area consent, or involving exterior works to a listed building.	X	-	X	X

[12] https://www.gov.uk/guidance/consultation-and-pre-decision-matters#statutory-publicity-requirements

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intentionally left blank

Statement of Community Involvement in Planning (SCI) Consultation 2017

This questionnaire forms the main and final opportunity for public input on the draft SCI document. This consultation is taking place from the 8th September 2017 and will close on the **20th October 2017**. Completed questionnaires can be returned by email to ldf@dartford.gov.uk or vis post to Planning Policy Team, Regeneration Directorate, Dartford Borough Council, Dartford, Kent, DA1 1DR.

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1. At the end of Section 1 pf the draft SCI document, we outline proposed 'core principles' to guide our approach as follows. Please select up to 3 principles that are most important to you (Please check ('X') in up to 3 of the boxes A to F).

☐ (A) Public involvement will be at a timely stage before final decisions are made by the Council.

☐ (B) Explanatory information supporting proposals, or further contact details, will be provided to inform people responding to proposals.

☐ (C) Clear deadlines will be provided for public consultations. The time period should be reasonable, but will recognise if there is a fixed timescale in which decisions need to be taken.

☐ (D) Public comments will be acknowledged, and taken into account, with applicable planning issues appropriately weighed up.

☐ (E) Notification and publicity will occur as soon as possible; with electronic communication primarily used, and webpages regularly updated.

☐ (F) Local Plan communication and activities will fit the purpose of the proposed document and the stage of its preparation.

2. How useful is the information in Section 2 on the people/ groups involved in planning to you? Click here to read Section 2 of the draft SCI (opens in new window)

○ 5. (Very) ○ 4. ○ 3. ○ 2. ○ 1. (Not Very)

3. In section 3 of the draft SCI, we set out our proposed approach to public involvement in Borough planning policy, especially Local Plans. How helpful are the details on **how we will communicate** in producing planning policy documents and Local Plans? Click here to read the 'How we will communicate' section of the draft SCI (opens in a new window)

○ 5. (Very) ○ 4. ○ 3. ○ 2. ○ 1. (Not Very)

4. How helpful are the details in Section 3 of **how publicity will occur and who will be contacted**? Click here to read the 'How publicity will occur and who will be contacted' section of the draft SCI (opens in a new window)

○ 5. (Very) ○ 4. ○ 3. ○ 2. ○ 1. (Not Very)

Statement of Community Involvement in Planning (SCI) Consultation 2017

5. How helpful are the details in Section 3 of **how we will use feedback** in producing planning policy documents and Local Plans? Click here to read the 'How we will use feedback' section of the draft SCI (opens in a new window)

○ 5. (Very) ○ 4. ○ 3. ○ 2. ○ 1. (Not Very)

6. Are there any other actions you think it is important we should propose in Section 3, for public involvement in setting planning policies (including Local Plans)? Click here to read Section 3 of the draft SCI (opens in a new window)
If so, please provide up to three if possible.

1. .....

2. .....

3. .....

7. How helpful are the details in Section 4 on community and public involvement in Neighbourhood Planning? Click here to read Section 4 of the draft SCI (opens in a new window)

○ 5. (Very) ○ 4. ○ 3. ○ 2. ○ 1. (Not Very)

8. How helpful are the details in Section 5 on Planning Applications and Development Management in producing planning policy documents and Local Plans? Click here to read Section 5 of the draft SCI (opens in a new window)

○ 5. (Very) ○ 4. ○ 3. ○ 2. ○ 1. (Not Very)

9. Do you have any further comments or suggestions?

.....

.....

.....

.....

.....

.....

10. How valuable do you think the draft SCI on a whole will be in increasing public involvement in planning the Borough?

○ 5. (Very) ○ 4. ○ 3. ○ 2. ○ 1. (Not Very)

AGENDA ITEM 7

PE 18/10/17

From: Iain.Norman@kent.gov.uk [mailto:Iain.Norman@kent.gov.uk]
Sent: 27 September 2017 18:30
To: Graham Blew <graham.blew@swanscombeandgreenhithetowncouncil.gov.uk>
Cc: manager@kentalc.gov.uk
Subject: RE: 2: Enquiry: Kent County Council - Highways Tracker survey 2017

Dear Graham,

Thank you again for the email and apologies also for not originally picking up on your comments under Section 56.

As mentioned in my email below, I have contacted our local Highway Manager for West Kent (Carol Valentine) on your behalf and she has confirmed the following:

- With regards to 'whether any improvement/s have taken place since the completion of the survey in September 2015'. I can confirm that all Highway scheme work improvements are fully documented and available for public viewing via the Dartford Borough Council Website via the link below…

  http://committeedmz.dartford.gov.uk/ieListMeetings.aspx?CId=110&Year=0

- All relevant highway issues and schemes are discussed at the Joint Transportation meeting every quarter, held at Dartford Civic Centre. Due to the high volume of reactive repair works in the Parish, the Joint Transportation meeting tend to discuss the key issues for the local area.

In relation to any local highway issues raised by Swanscombe & Greenhithe Town Council via the 'Parish Portal' website, these can be audited via our 'WAMS' computer system.

If any of your members therefore have any questions or queries regarding particular local highway issues they may have, please do contact our District Highway District Manager (Denise Sutton) or Highway Stewards (Paul Colley and Lauren Neale) as the first point of contact.

We are keen to understand the issues in your local area (such as schemes, drainage, speed limits etc.) and are happy to meet with members of Swanscombe & Greenhithe Town Council and where possible work together to reach a satisfactory solution.

With regards to whom your Kent County Council Highways contacts are and what role they play:-

- The Highway District Manager (Denise Sutton) represents Kent County Council at the Joint Transportation Board and provides a point of contact for the Parish, Councillors and Members. She will also direct them to the relevant KCC officers if any enquiry does not relate directly to a Highway maintenance issue. Primarily Denise manages the maintenance team and budget for Dartford.

- The Dartford Highway Stewards - Paul Colley and Lauren Neale attend emergencies and respond to customer highway maintenance enquiries. They also work closely with parishes and as stated above are willing to meet with you and your colleagues on a regular basis.

If your members raise an enquiry via the 'Parish Portal' website, the enquiry will automatically be redirected to the appropriate highways department dependent on which 'service' and 'subject' they choose. If your members need any advice or help with raising an enquiry via the 'Parish Portal', our District Manager and Highway Stewards are on hand to help you with this.

The District Highways Team are keen to build a good working relationship with Parishes and welcome any feedback they can use to improve the level of customer service you receive.

The Highways & Transportation Tracker survey results will be used along with customer service metrics and highways asset management information to develop its strategic approach to highways maintenance. The survey feedback you give regarding the level of customer service you receive will (upon your explicit consent) be shared with the appropriate highway teams and used to improve their service with you.

I hope the information in this email is of value to the members of Swanscombe & Greenhithe Town Council and goes someway to answering your query.

Kind regards,
Iain

Iain Norman | Business Improvement & Development Assistant | Kent County Council | 1st floor, Invicta House, County Road, Maidstone, ME14 1XX | Internal: 7200 411657 | External: 03000 411657 | www.kent.gov.uk |

From: Graham Blew
Sent: 25 September 2017 09:42
To: 'iain.norman@kent.gov.uk' <iain.norman@kent.gov.uk>
Cc: 'manager@kentalc.gov.uk' <manager@kentalc.gov.uk>
Subject: Enquiry: Kent County Council - Highways Tracker survey 2017

Dear Iain

The Town Council have received the email below and the KCC Highways Tracker Survey for 2017.

I have attached the Town Councils response to the survey from last year (September 2016).

You will see under Section 56 the Town Council enquired as to "*whether any improvement/s had taken place since the completion of the previous survey in September 2015?*"

Before I put the 2017 survey to my members for consideration are you able to provide a response to this enquiry.

Many thanks.

Yours sincerely,

Graham Blew

Graham Blew

From: Laura Dyer <manager@kentalc.gov.uk>
Sent: 22 September 2017 17:07
Subject: Kent County Council - Highways Tracker survey 2017
Attachments: Parish and Town Council Tracker survey.docx

Dear Member

Please find attached a Survey issued by Kent County Council Highways and Transportation, who would welcome your feedback on the Highways and Transportation service they deliver in your community.

There are a number of other ways you can complete the Survey which is outlined in the email below. The closing date for the survey is **FRIDAY 1ST DECEMBER 2017.**

If you have any problems or queries however, please contact: Iain Norman, Highways, Transportation & Waste, Business Team, 1st floor, Invicta House, Maidstone, Kent, ME14 1XX on Tel: 03000 411657 or email: iain.norman@kent.gov.uk

Please note that the survey should be returned to iain.norman@kent.gov.uk and not to KALC.

Many thanks.

Kind Regards

Laura Dyer
Finance and Administration Manager
Kent Association of Local Councils
White Cliffs Business Park
Whitfield
Dover
Kent, CT16 3PJ

Tel: 01304 820173

Dear Representative,

I would welcome your help in providing me with your feedback on the Highways and Transportation service we deliver in your community.

The survey questions focus on satisfaction with the condition of roads, pavements, street lighting, drainage and vegetation clearance plus issues relating to highway safety.

Kent County Council Highways and Transportation Survey

RTE 18/10/17

- September 2017

Parish and Town Councils

Please return by: Friday 1st December

Kent County Council
kent.gov.uk

Kent County Council - Highways and Transportation Survey 2017

Dear Representative,

I would welcome your help in providing me with your feedback on the Highways and Transportation service we deliver in your community.

The survey questions focus on satisfaction with the condition of roads, pavements, street lighting, drainage and vegetation clearance plus issues relating to highway safety.

This survey helps me to make informed decisions on future operations and strategic priorities and I do hope that you will be able to invest a little of your time to let me know what matters most to our residents and elected representatives.

In order to get a rounded perspective, the survey is also being conducted with County Members along with a representative sample of around 1,200 Kent residents across the County (via a door-to-door survey starting **Monday 5th October**).

The survey results for last year are published on Kent County Council's website. You can find the report via going to www.kent.gov.uk > 'About the Council' > 'Strategies and policies' > 'Transport and Highway Policies'. Or, alternatively you can open the following link here.

There are a number of ways you can take part in the survey:

- *Paper copy* - please return to Iain Norman, Highways, Transportation & Waste, 1st floor, Invicta House, Maidstone, Kent, ME14 1XX.
- *Word document* - a questionnaire can be sent to you via email (please email: iain.norman@kent.gov.uk). This document can be made available in alternative formats (i.e. large font, braille etc.) and can be explained in a range of languages – please contact Iain Norman.
- *Email* - Iain Norman can email you the list of the survey questions which you can answer by return of email.

Your survey answers are important to us. **Please read the Privacy Notice and then complete the Consent Form** and return it with your survey, regarding how we may share or use the information you provide us with.

If however you wish to report a particular local highways issue then this can be done via the fault reporting page on the KCC website (via: http://www.kent.gov.uk/roads-and-travel/report-a-problem) or via your *Parish Portal*. For comments or suggestions regarding local highway matters, then please speak with your local District Highway Manager or Highway Steward contact.

Your participation will be greatly appreciated. Our District Highway Managers are on hand to see how we can help you with completing the questionnaire.

Please note the closure date for this survey is: **Friday 1st December**

If you have any problems or queries however, please contact: Iain Norman, Highways, Transportation & Waste, Business Team, 1st floor, Invicta House, Maidstone, Kent, ME14 1XX on Tel: 03000 411657 or email: iain.norman@kent.gov.uk

Thank you very much in advance for your help,

Yours faithfully

Roger Wilkin

Director of Highways, Transportation and Waste

Privacy Notice and Consent Form

Please read and then complete the consent form below:

What is the purpose of this survey?

To understand the views and opinions of Parish & Town Councils regarding how they feel about the highway services being delivered by KCC as well as quality of customer service provided by KCC's Highways & Transportation staff.

How will we use the answers you give us and information regarding you?

Your answers will be shared with Lake Market Research whom collates, categorises and anomalises this information in key themes for inclusion in a summary report which is then shared within KCC and published on our Kent County Council website. This means that it will be impossible to identify any individual within the report.

Parish & Town Councils views and opinions regarding:

- The quality of customer service provided to them by their local Highways District Management Team will be shared upon explicit consent only of the Parish & Town Council concerned with the local Highways District Management Team and Senior Management Team, for purposes of improving customer service.

- Your experience attending the Annual Parish Seminar will be collated and anomalised and divided into 'venue' and 'content'. Feedback regarding the 'venue' will be shared with the staff responsible for organising and booking the seminars. Comments regarding the seminar 'content' itself will be shared with the Senior Management Team whom are responsible for setting the seminar format.

Consent Form:

		Please initial eac space below
1.	I confirm that I have read and understand the above Privacy Notice.	
2.	I understand that my participation is voluntary and that I am free to withdraw at any time, without giving reason.	
3.	I understand that Lake Market Research will have access to my data only if they agree to preserve the confidentiality of that data and if they agree to the terms specified in this form.	
4.	I agree to take part in this survey.	

Thank you for taking the time to read this Privacy Notice.

Kent County Council
Highways and Transportation Survey 2017

Parish and Town Councils

Please submit only one survey per Parish or Town Council. This survey should be completed taking into account the collective views of your parishioners and your Parish or Town Council as a whole.

Please add your Parish or Town Council's name here:

Date survey completed:

Please return your completed survey by **Friday 1st December**

Please add an 'x' in the tables below to indicate your answer

Section 1 – Contact with Kent County Council

Q1 Has your Parish or Town Council contacted *Kent County Council* to ask for information or report a problem with roads, pavements, street lighting, drains or vegetation in the past 12 months?

Yes	
No – go to Question 3	
Don't know	

Q2 How satisfied or dissatisfied were your Parish or Town Council with the service they received?

Very satisfied	
Satisfied	
Neither dissatisfied nor satisfied	
Dissatisfied	
Very dissatisfied	
Don't know	

Q3 Overall, how satisfied or dissatisfied were your Parish or Town Council with the service provided by your *Highways District Manager and Steward?*

Very satisfied	
Satisfied	
Neither dissatisfied nor satisfied	
Dissatisfied	
Very dissatisfied	
Don't know	

Q4 Have you any specific feedback about your Parish or Town Council's relationship with your District Manager or Highway Steward, which would help us improve our service to you?

Please write your comments here:

Q5 Are you willing for us to share the above comments regarding your Parish or Town Council's relationship with your District Highway Manager or Highway Steward?

If No, or if you leave the table below blank, we will only send your comments onto Lake Market Research for report purposes only.

If Yes, please select from the list below which teams you would like us to share your comments with:	
Director and Senior Managers	
District Highway Manager	
Highway Steward for your local area	

Q6 Did your Parish or Town Council attend one of *Kent County Council's* Annual Highway Parish Seminar this autumn?

Yes	
No – go to Question 9	
Don't know	

Q7 If yes, how satisfied were your Parish or Town Council with the Seminar overall?

Very satisfied	
Satisfied	
Neither dissatisfied nor satisfied	
Dissatisfied	
Very dissatisfied	
Don't know	
Not applicable	

Q8 If yes, have your Parish or Town Council any ideas regarding how we can improve the Seminar?

Please write your comments here:

Section 2 – Roads, pavements, street lights, drainage and vegetation in Kent

Please add an 'x' in the tables below to indicate how satisfied or dissatisfied your Parish or Town Council with the condition of each of the following in your local area:

		Very satisfied	Satisfied	Neither dissatisfied nor satisfied	Dissatisfied	Very dissatisfied	Don't know	Not applicable
Q9	Residential or estate roads							
Q10	Main 'A' or 'B' roads							
Q11	Town centres or village roads							
Q12	Country lanes (i.e. a rural classified road)							
Q13	Pavements on residential or estate roads							
Q14	Pavements in town centres, villages residential or estate roads							

Please add an 'x' in the tables below to indicate how satisfied or dissatisfied your Parish or Town Council with each of the following in your local area:

		Very satisfied	Satisfied	Neither dissatisfied nor satisfied	Dissatisfied	Very dissatisfied	Don't know	Not applicable
Q15	Street Lighting							
Q16	Cleaning of road drains & gullies							
Q17	Cutting of grass & shrubs on highway verges							
Q18	Weed control on pavements and roads							

Section 3 – Use of Safety Cameras in Kent

Q19 Does your Parish or Town Council think that safety cameras make the roads....

A lot safer	
A little safer	
They make no difference	
A little less safe	
A lot less safe	
Don't know	

Section 4 – Improving the Highway Service

Q20 Please provide any comments, suggestions or feedback your Parish or Town Council may have in the space provided below which will help us improve our service to you.

Please write your comments here:

END OF SURVEY

Thank you for taking the time to complete and submit this survey.

Should you have any further questions or concerns about this survey or any of its questions, please contact:

Iain Norman on tel: 03000 411657 or email: iain.norman@kent.gov.uk

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Reminder: Please complete below (if not already done so at the front of this questionnaire):

Your Parish or Town Council's name:

Date completed: