

Appendix B
Planning Committee - 25th April 2005
Planning Report and Update Sheet

Agenda Item: 5

Ward: All

Portfolio Holder: Cllr J.W. Raine

Special Planning Committee

25th April 2005

Report of Head of Planning Services

Statement of Community Involvement (SCI) and Pre-Submission
Consultation Requirements

1. Purpose of Report

- 1.1 The purpose of this report is to update Members on the production of the Statement of Community Involvement (SCI) as outlined in the Council's Local Development Scheme (LDS) and considered any representations received (which will be set out in a schedule circulated at the meeting) in the initial pre-submission consultation phase and any recommended officer changes.

Recommendation that –

- (i) Members consider the comments made and authorise revisions to the draft SCI for the next phase of consultation;**

2 Background

- 2.1 Members will recall a comprehensive report considered at their last meeting, which set out the background to the preparation of the Statement of Community Involvement (SCI) and outlined the formal and informal consultation arrangements and the time scale prescribed. Members agreed the recommendation to carry out pre-submission consultation as described in the report. Copies of the Draft Preliminary Statement were sent to all Parish and Town Councils in the district, together with the main statutory consultees, on the 6th April 2005 with a request to receive any responses by the 20th April 2005. Officers also held a 'focus group' on the 7th April 2005 with representatives of the citizens panel, to discuss the Council's general approach to consultation on planning matters. Notes of the feedback were collected by officers and the members of the group are likely to feedback with their individual views.

- 2.2 A schedule of responses received by the 22nd April and any recommended officer changes to the draft SCI will be prepared for consideration at the meeting with a view to revising and improving the Statement prior to the next formal 6 week stage of consultation.
- 2.3 The public consultation period will commence on 4th May 2005 and run until 15th June 2005 (inclusive). Details of the consultation arrangements will be set out in the formal adverts, associated publicity material and on the Council's web site.

3. Corporate Considerations

(Reproduced from previous report)

<p>Resource Implications: (Identify Financial, Legal, Property and Personnel issues)</p>	<p>Failure to meet the timetable for the production of the SCI as identified in the LDS is likely to impact upon future levels of Planning Delivery Grant. In addition, failure to comply with statutory procedures will necessitate additional consultation, which may impact upon staff and financial resources.</p> <p>The regulations require formal "local advertisements" which will cost around £2500.00 to achieve district wide coverage. Printing and distribution will be met from existing budgets. There is currently no budget provision for a public local inquiry into the SCI.</p>
<p>Policy Implications: (Identify how proposals link to Council priorities and the current policy framework, and if they do not, identify implications)</p>	<p>The requirement to demonstrate 'frontloading' of consultation prior to document preparation is a requirement of PPS12 and PPS1.</p> <p>Failure to comply with the requirements outlined in the Town and Country (Local Development) England Regulations 2004 will prevent the adoption of the SCI and its use to test the soundness of other LDDs.</p>
<p>Equalities Issues: (Identify potential human rights issues and any impact on grounds of race, gender, disabilities, age, sexual orientation and religious belief)</p>	<p>The Town and Country Planning (Local Development) England Regulations 2004 set out minimum requirements for community involvement. PPS12, paragraph 3.7 identifies the LPA's duties with regard to the Race Relations (Amendment) Act 2000, Equal Opportunities and the Disability Discrimination Act 1995.</p>

4. Risk Management

Risk Identified	Inherent Risk Evaluation		Proposed measures	Residual Risk Evaluation	
<ul style="list-style-type: none"> ▪ Failure to deliver agreed work programme as outlined in the LDS 	Risk Score	7	<ul style="list-style-type: none"> ▪ Agreed programme of pre-submission consultation. 	Risk Score	5

NB: Risk Score derived from level of Impact and Likelihood, calculated from the Risk Matrix

5. Conclusions

- 5.1 Members will be advised at the meeting of any representations received during the initial period of consultation so that the draft Statement can be finalised for advertisement and consultation.
- 5.2 Consultation arrangements for the SCI will meet the requirements of The Town and Country (Local Development) (England) Regulations 2004 and the guidelines established by the draft SCI itself.

Gary Williams
Head of Planning Services

Appendices:	None
Background Papers:	PPS12 Local Development Frameworks ODPM
Related Information:	Town and Country (Local Development) England Regulations 2004
References: (To or from other Committees)	None
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**SPECIAL PLANNING COMMITTEE
25TH APRIL 2005**

UPDATE SHEET

Malvern Hills District Council - Statement of Community Involvement (SCI)

Summary of responses to pre-submission consultations

At the time of writing 12 responses to the pre-submission consultation have been received during the consultation period (6th April 2005 to 20th April 2005). The following represents a summary of responses and key points. The update sheet also includes feedback received during a focus group session held with 5 representatives of the Malvern Hills District Citizens Panel on 7th April 2005 (Appendix 1).

Any additional / late representations will be reported to Committee verbally.

The presentation and consideration of summary responses at this pre-submission stage is considered appropriate. It should be noted that at the next formal consultation stage in the preparation of the SCI, each response will be individually registered and provided with an individual response. Any unresolved duly made objections will be considered by an Independent Planning Inspector.

Details of respondents at the pre-submission stage are provided in Appendix 2 to this update sheet.

Responses

General

- (i) On the whole representations have been supportive of the SCI with respect to its purpose, content and presentation.
- (ii) It has been suggested that greater explanation of specific technical terms, processes and legislative requirements should be provided to aid understanding by non-specialist readers. Less jargon and more plain English should be used.
- (iii) Greater attention should be given to defining and measuring outcomes associated with the proposed processes and levels of community involvement in planning matters.
- (iv) Various typographical and grammatical errors have been noted throughout the document.
- (v) Concern expressed regarding the very limited time provided for Parish Councils to respond to the consultation and it was suggested that future consultation should recognise that Parish Councils may meet infrequently which does not enable responses within short consultation periods.
- (vi) Concern expressed that Parish Councils may not have access or regular access to the internet or email and that electronic communication in the future may take precedence over written communications.
- (vii) More information required regarding how the Council will feedback to those who have contributed.
- (viii) A4 summary of entire document is required.

- (ix) Consultation processes associated with LDD documents too long and bureaucratic.
- (x) There is a potential mismatch between the content of Parish Plans and LDD documents.
- (xi) The tenor of references to 'community' involvement is considered to be patronising. There is risk that the public will remain disengaged from the planing process.

Officer recommended response

- (i) Support for the draft SCI is noted and welcomed.
- (ii)-(iii) The draft SCI should be amended to reflect the above comments.
- (iv) Accept and amend accordingly
- (v) Noted: The Draft SCI (Paragraph 4.2) states that the Council will give the consultees the longest possible time to respond to consultation exercises. However, it should be also be recognised that certain consultation periods are set out in legislation or represent effective maxima if other targets are to be met (such as national standards for processing planning applications). With respect to pre-submission consultation associated with the Draft SCI it should be recognised that the short consultation represents a pre-cursor to 6 weeks formal consultation commencing in May 2005. Further, Parish Councils are being encouraged by bodies such as CALC to employ greater use of delegation arrangements to enable quick responses to be provided where necessary / essential.
- (vi) Noted but no change recommended. Both the benefits and limitations of greater reliance upon electronic and web based communication are highlighted in the SCI. In order to meet national and local E-Government objectives maximum use should be made of available technology where this can improve and speed up consultation processes, and reduce costs. However, where consultees can not access electronic material hard copy will continue to be supplied for the time being.
- (vii) Accept and amend accordingly.
- (viii) Noted. Recommend summary page provided.
- (ix) Noted but no change recommended. Whilst the SCI provides a basis for tailoring and adapting consultation to meet the needs of the district, the basic requirements associated with LDD consultation are established under national legislation.
- (x) Noted but no change recommended. The point raised would be more appropriately addressed through the annual review of the district's Local Development Scheme.
- (xi) Noted but no change recommended. Monitoring of the effectiveness of the provisions of the new planning system and specifically the SCI will provide a measure of whether the new process represents a positive change.

Section 1 - Introduction

- (i) Several responses considered the Introduction to be unduly technical and orientated towards setting out legislative requirements as opposed to providing readers with a more general introduction to the purpose of the Draft Statement of Community Involvement and the District Council's commitments.

Text in the body of the document could be brought forward to provide a summary page.

- (ii) Paragraph 1.11: The table setting out the components of the Local Development Framework (LDF) should include production dates where these are known.
- (iii) Paragraph 1.4: Should be clarified to identify which organisations can produce the various LDF documents listed.
- (iv) Paragraph 1.15: Request for funds for Parish Councils to help the process of internet access and email useage.

Officer recommended response

- (i) Include revised summary statement at beginning of the document.
- (ii) Add production dates to Table under Paragraph 1.11.
- (iii) Accept and amend accordingly.
- (iv) Noted. No change recommended as request is outside the remit of the SCI.

Section 2 - The aim of the SCI and the process involved.

- (i) Paragraph 2.6: There should be an additional paragraph, which summarises the process set out in the table under 2.6.
- (ii) The Parish council is somewhat suspicious of para 2.7, which precludes discussion of spatial land use policies and matters concerning Regional Spatial Strategy (RSS).

Officer recommended response

- (i) Accept. Include an additional paragraph.
- (ii) No change recommended. The respondent appears to have mis-interpreted para 2.7, which simply outlines that as the SCI does not include spatial land use policies or proposals (dealing only with the process of consultation) there is no requirement for it to be tested for general conformity with the RSS. LDD documents referred to in Section 6 of the Draft SCI would inevitably include examination of any spatial policies and proposals, whether of regional, strategic or local significance.

Section 3 - The profile of our community - meeting the challenges

- (i) Paragraph 3.2: The SCI should recognise that conclusions drawn with respect to a low density population at the district level can not be applied to Malvern which includes nearly half the district population.
- (ii) Paragraph 3.3: The SCI should make reference to using the fullest range of consultation channels.

Officer recommended response

- (i-ii) Accept. Text in Section 3 should be amended accordingly.

Section 5 - Methods of Community Involvement

- (i) Paragraph 5.2: Within the Table under 5.3 greater consideration should be given to ways of making updated information on the Council's website more easily available / accessible and / or providing updated information automatically to interested parties via email.
- (ii) Paragraph 5.2: Within the Table under 5.3 there is a hint that Parish Councils may have an opportunity to assist in the preparation and distribution of consultation material. How and what funding will be made available.

Officer recommended response

- (i) Accept and amend accordingly.
- (ii) Noted but no change required. The potential cost and resource implications for Parish Councils is noted, but each consultation exercise and associated resource implications would have to be considered on an individual basis having regard to wider partnership objectives and the content / purpose of the consultation exercise.

Section 6 - Consultation on Local Development Documents (LDDs)

Paragraph 6.3:

- (i) Table under Paragraph 6,.3 is too complex and individual summary tables should be provided for each type of consultee.
- (ii) The requirements in the table under Paragraph 6.3 should be treated flexibly.

Officer recommended response

- (i) Not accepted. There is a requirement to ensure that the SCI is no more than 25 pages plus appendices. Providing individual summary tables would add significantly to the length of the SCI. In addition the current table enables readers to see how requirements differ for each type of consultee.
- (ii) Accepted: Additional text to be provided to clarify that the table will be used to provide a minimum guide

Section 7 - Consultations on Development Proposals and Planning Applications

- (i) Paragraph 7.4: Clarification is required with respect to intentions regarding the erection of telecommunications masts under Tier 3.
- (ii) Paragraph 7.5: Include reference to Councillors with respect to the provision of guidance (last line).
- (iii) Paragraph 7.14: Include additional text to stress that summaries of Parish and Town Council comments on planning applications will not dilute or change the meaning of the comments made.
- (iv) Paragraph 7.16 - Concern regarding post decision reporting via the Council's website. Particularly, if reasons for decision contrary to Parish Council's comments are not provided.

- (v) Where development affects the lives of local residents both they and the developer should be invited to a meeting to present their cases.

Officer recommended response

- (i) Accept. Reference should be changed to refer to masts exceeding 15 metres in height.
- (ii) Accept and amend accordingly.
- (iii) Accept and amend accordingly.
- (iv) Concerns regarding access to the website are noted. It should be noted that the full text of Committee agenda reports and minutes can already be inspected on the website. Also following legislative changes all decisions to approve development are accompanied by reasons as to why the development has been allowed. In addition it is proposed that Public Access will be introduced in the near future which will enable fuller online interrogation of planning application records.
- (v) Noted but no change proposed. The SCI already recommends that applicants for certain forms of development undertake pre-submission consultation. This however, can be encouraged but not required. There are very few applications that do not affect someone and to extend such a proposal to all applications would not assist in meeting national targets for the processing of planning applications. Those applications which, are presented to a Development Control Committee are subject to public speaking procedures both for and against a proposal.

Appendix 1

- (i) Include in Section 2 of SCI.

Officer recommended response

- (i) Accept and insert in Section 1.

Appendix 5

- (i) Include the following as LDD consultees:
- * Central Technology Belt (CTB)
 - * Rural Regeneration Zone (RRZ)
 - South Worcestershire NHS Primary Care Trust
- (iii) Reference needed to requirement to consult AWM under requirements of Town and Country Planning (General Development Procedure) (England) Order 2003 to notify AWM with respect to specific regionally significant projects / proposals.
- (iii) Correct references to :-
- * Worcestershire Telecare (not Worcestershire Careline)
 - * Malvern Hills Conservators
 - * Correct current reference to Worcestershire CAB

Officer recommended response

- (i) - (iii) Accept and amend accordingly

Glossary

- (i) Sustainability Appraisal (referred to twice with different definitions)
- (ii) Improved definition of the Regional Spatial Strategy (RSS) is required.
- (iii) Move to front of document - between Index and Introduction.

Officer recommended response

- (i-iii) Accept and amend accordingly

Recommended Changes to Draft Statement of Community Involvement

Insert revised / expanded Glossary immediately following Contents Page (delete Glossary from Appendices).

Insert new summary page before Introduction

“Summary

Key objectives of the new national planning system are to strengthen community involvement, to improve the quality of the planning process and secure better outcomes and forms of development that meet community needs. This Statement of Community Involvement (SCI) explains what Malvern Hills District Council will do to involve you in the preparation of planning policy and when we are considering planning and related applications. But even more importantly it actively invites your participation in planning matters.

Section 1 of the SCI briefly explains the new planning system introduced in 2004 and the principal changes to both plan making / planning policy development and the Development Control process (essentially how we deal with planning and related applications). The SCI provides you with advance notice of what you can expect the Council to do as a minimum. This Section also sets out how the Community Strategy for Malvern Hills District acts as a lead for what we do in most areas of planning.

Section 2 of the SCI spells out the purpose of the SCI in greater detail highlighting the benefits for the community through greater involvement in planning matters and the District Council itself. This Section will also provide you with information related to the process of developing and adopting a SCI and how and when you can influence its content.

Effective community engagement and involvement in planning requires that the Council understands the specific characteristics of Malvern Hills District and its communities. Greater understanding of the differences between our urban and rural areas will enable the Council to adapt and tailor consultation to reach a wider and increased audience. Section 3 highlights key issues in this area, which need to be addressed through the SCI.

The Council already has a corporate Communication and Consultation Policy / Strategy. However, the SCI adds to this stating that we intend to undertake planning consultation in line with specific guiding principles. Section 4 sets these out in greater detail but they are based upon:

- Communicating clearly;
- Making it easy to get involved
- Considering ideas and comments fairly
- Making sure involvement is meaningful and effective; and,
- Learning and being creative.

Section 5 establishes the methods of consultation we will employ. These may change and widen over time as new ideas and technological solutions come forward. Future consultation will need to be effective but also represent value for money.

Therefore, your feedback on this aspect of the SCI is particularly important. In effect what's the best way for us to let you or your organisation know about planning issues and related applications?

Section 6 and 7 provide you with the details of how and when your views will be sought in relation to new plans / planning policies and planning / related applications.

Finally the SCI in Section 8 identifies how our resources will be used and how the SCI will be implemented.

Readers of this document should recognise that the SCI is about process not planning policy as such. Furthermore, you should be aware that the SCI is not an end in itself, rather it is a means of improving the planning process, in particular the preparation of planning policy and the delivery of sustainable development.”

Sections 1 and 2 (General)

These Sections are to be re-ordered to provide easier introduction into the SCI and avoid excessive detail regarding the new LDF system at the start of the document.

Paragraph 1.1

Amend to table to include programmed dates for LLD preparation, as follows:

Core Strategy and Strategic Policies - Commences preparation July 2006
 Generic Development Control Policies - Not programmed
 Allocations - Not programmed but will follow adoption of Core Strategy
 Annual Monitoring Report - August to December
 Proposals Map - Commences preparation July 2006
 Statement of Community Involvement - January 2005 to January 2006

Paragraph 1.23

Delete as included in new summary.

Paragraph 2.6

Delete the last two sentences. Add additional new paragraph 2.7 (existing table to follow) and renumber Section 2 accordingly.

"2.7 The preparation and adoption of the SCI follows a formal process to which the Council must comply. The process provides for a 6 weeks period in which formal comments about the SCI can be submitted directly to the Council by anyone with an interest in the document. The Council is required to register, acknowledge and respond individually to all representations it receives. The Council is then required to provide the Secretary of State with copies of the SCI, together with other related material such as the nature of comments received and how the Council has responded to the comments, together with details of the consultation we have undertaken. The comments are considered by an Independent Inspector, who may decide, in exceptional circumstances, that a formal Public Inquiry is required to

consider objections to the SCI. Otherwise the Inspector will consider comments and the 'soundness of the SCI' on the basis of written representations only. Ultimately, the Council will receive a binding Inspector's report, setting out any changes required to the SCI, the SCI is then formally adopted and receives status as a LDD document. The following table sets out in summary the key stages."

Table re July 2005 to be amended to read " we compile the relevant documentation, including the final draft of the SCI and submit it to the Secretary of State for consideration (Reg 28)".

Paragraph 3.4

Add to the end of the existing paragraph. "Whilst significant at the district level low population density within the principal towns is clearly not a significant factor in influencing approaches to public consultation. This means that there are opportunities to consider tailoring consultation exercises and mechanisms to meet the respective needs and opportunities within both urban and rural locations / issues."

Paragraph 3.8

Add additional second, third and fourth bullet points:

- * " The need to consider developing and using different consultation mechanisms in urban and rural locations, tailored to meet specific locational needs and opportunities"
- * " To consider the widest range of possible consultation mechanisms to deliver a meaningful response"
- * "Where appropriate / possible offer decision makers options with respect to consultation measures to be undertaken, identifying the potential resource implications for each option"

Paragraph 5.2

Add to column dealing with advantages / disadvantages related to the Council's website. "The Council will consider ways in which access to updated web based information can be improved, either by improving links to new information or providing updates via email".

Paragraph 6.3

Add the following to the footnote to the Table "In addition the consultation arrangements shown represent a minimum and will be treated flexibly. Each consultation exercise will be re-evaluated on its merits and the issues involved prior to the commencement of consultation."

Paragraph 7.2 (Tier 3) - Third Bullet point.

Reword to read "Planning applications for Telecommunications Development for the erection of masts, which exceed 15 metres in height."

Paragraph 7.5

Amend last sentence to read "Furthermore, we intend to publicise the availability of such advice and provide guidance for officers, councillors and public alike."

Paragraph 7.14

Add after 4th sentence "Furthermore, every attempt will be made to ensure that any summary does not dilute or change the content of the Parish or Town Council representation". The remainder of the paragraph is to become new paragraph 7.15. Renumber the remainder of the Section accordingly.

New Paragraph 8.5

8.5 "The Council intends to develop a range of indicators, which will try to measure the effectiveness of the SCI and related measures. Reporting will be undertaken as part of the Annual Monitoring Report and will have regard to outputs such as:-

- Numbers of people engaged in planning consultations
- Satisfaction ratings
- Participation in public speaking
- Seeking direct feed back on specific consultation mechanisms / exercises
- Citizens Panel Review
- Focus Groups
- Levels of participation with recognised hard to reach groups
- Impact of public feedback on planning policy / decisions.

8.6 The SCI has been prepared in parallel with a best Value Review of Planning Services, which has resulted in an ambitious Improvement Plan for the next 2 to 3 years. Significant actions within the Improvement Plan (which will be available from mid May 2005 on the Council's website) are closely related to providing greater information and improvements associated with customer standards and specifically consultation, reporting arrangements and the advice we offer. The provisions of the Best Value Improvement Plan will therefore significantly add to the minimum requirements established by the SCI itself."

Appendix 1

Insert after paragraph 1.12 and delete reference to Appendix 1 in paragraph 1.12.

Appendix 2 – Malvern Hills District Council: Communications and Consultation Policy and Strategy

Delete - the inclusion of the corporate policy and strategy have lead to some confusion over the content of the SCI and adds considerably to the overall length of the SCI. The document can be inspected on the Council's website.

Renumbered Appendix 2 - Planning Application Consultees

Add to foot of Table: The District Council is also required to consult the Regional Development Agency (advantage West Midlands) on regionally significant applications / proposals under the requirements of the Town and Country Planning (general Development Procedure) (England) Order 2003. In addition the District Council has endorsed a regional consultation protocol of regionally significant proposals with the Regional Planning Body for the West Midlands (details of which can be supplied upon request).

Appendices / Glossary / Minor Textual Changes - Corrections

Update as requested/ necessary.

Additional Appendix – Conservation Issues

6. “Consultation on Conservation Matters

The Council will also consult with the public on the following activities and initiatives:

1. Conservation Area designation or review
2. Introduction of Article 4(2) Directions
3. Serving Tree Preservation Orders
4. Works to protected trees and important hedgerows.

Conservation

The Council may also be required to notify property owners where there is a listed building considered to be at risk and advise of changes to, additions or removals from the Statutory List.

In the case of Conservation Area designation or review the Council would also normally engage in meetings with the Parish/ Town Council and local community groups with opportunities for comment. Information would also be available for public view in Customer Contact Centre (Hub) in Malvern and where possible a location local to the Conservation Area.

The Council’s web site will be used to provide information about the service and activities undertaken by the Conservation Team within Planning Services, with contact details available for staff.

Protected trees and hedgerows

In making, serving, reviewing or revoking Tree Preservation Orders, the Council will consult with those landowners and residents deemed to be affected by the Order. This will involve sending copies of the Order to the interested parties including the local Member and Parish/ Town Council (and associated Tree Wardens) and inviting comments within the statutory 28 day period. Where the landowner cannot be identified a copy of the Order will be posted on the tree(s) affected. The Council will

consider all representations received within 28 days of the date of serving and a decision on whether to confirm, modify or revoke the Order will be made by the relevant Development Control Committee within 6 months of the date of serving. Where no objections are received the Order will be confirmed without modification and without reference to the Development Control Committee.

Applications for works to trees covered by a Tree Preservation Order will be determined within 8 weeks from the date of receipt. Notification for works to trees in conservation areas will be determined within 6 weeks from the date of receipt and if consent is not given, the Council will consider placing a Tree Preservation Order on the tree(s).

With respect to applications and notifications for works to protected trees, Officers have delegated powers to determine all, (with the exception of works to protected trees on Council owned land), taking into account representations received.

Consultations on works to protected trees will be undertaken with the local Members, Parish/ Town Council and other interested parties where appropriate. Details of applications for works to trees covered by a Tree Preservation Order and within Conservation Areas are published on the Council's web site on a daily basis.

Following any decision, a decision letter will be sent to the applicant and letters informing of the decision will be sent to those interested parties who made representation.

Important Hedgerows - All notifications to remove hedgerows under the Hedgerow Regulations 1997 will be determined within 6 weeks of the date of receipt. Consultation will be carried out with all relevant statutory and interested bodies, including Worcestershire Wildlife Trust and Worcestershire County Council, in addition to the local Member and Parish/ Town Council. All comments received will be taken into account in making a decision to consent removal or issue a Hedgerow Retention Notice.

With respect to Conservation and other related planning enforcement matters, the Council intends to produce separate from the SCI more detailed guidance regarding enforcement policy, procedures and arrangements for handling comments."

Responses from Citizens Panel Focus Group – 7th April 2005**Methods of consultation**

- * Parish and town councils:
- * Consult them on applications and documents
- * Ask them to distribute information to parishioners
- * Ask them for best ways to consult their parishioners
- * Involve them in pre-application discussions
- * Use their notice boards
- * Use their newsletters
- * Get planners to attend their meetings
- * Provide them with a 'Planning manual' which contains copies of all the literature etc.
- * Use the existing annual Business Survey
- * Letters to residents
- * Planning newsletter
- * Church newsletters
- * Site notices
- * Newspapers
- * Ask them to list applications geographically
- * Have a dedicated section for planning issues
- * Radio
- * Talking magazine
- * Flyers through doors / in newspapers
- * E-mail
- * Have section on the website where residents can submit their e-mail address and so receive the weekly list and other planning updates
- * Consultees can receive amendments via e-mail
- * Website
- * need to publicise what information / facilities are on the website e.g. committee reports and facility to track applications
- * Information/ documents in public buildings e.g. post offices, doctors, pubs, library
- * Public meetings
- * Use groups/ people to disseminate information e.g. Neighbourhood Watch, Social Services, district nurses, Chamber of Commerce
- * Schools - use Planning for Real or equivalent to engage young people
- * Text
- * Produce an "Idiot's Guide" to the planning process and make readily available
- * Use other Council documents e.g. Council Tax leaflet

Other points:

- * Advertise where information can be found and put the onus on residents to keep checking for updates/ developments
- * Increase consultation area for applications
- * Clearer justification needed for decisions
- * Need for improved consistency in decision-making

Respondents: Statement of Community Involvement (SCI) April 2005

- * Mr B J Fishwick - Alfrick
- * Kempsey Parish Council
- * Worcester City Council
- * South Shropshire District Council
- * British Waterways (no specific comments at this stage)
- * Cllr J Tretheway - Malvern Wells
- * Malvern Hills Highways Partnership Unit
- * Hallow Parish Council
- * Mr A R Drenth
- * Mr I Wellings
- * Advantage West Midlands
- * South Worcestershire NHS Primary Care Trust