# Developers' Engagement Charter

### **ADOPTED SEPTEMBER 2024**



## Contents

- Foreword
- Purpose of the Developers' Engagement Charter
- What are the benefits of early community engagement?
- Who you should consult
- When should you consult
- 7 Your engagement methods
- **11** Guidance for your Statement of Community Consultation
- **13** How to contact communities
- 13 Including communities
- **13 Post-permission construction phase**
- 14 Appendix 1 Case Studies



## Foreword

The planning system is responsible for shaping the places where people live, work and visit. Therefore, it is vital that communities are empowered and enabled to actively take part in the process of transforming the built environment.

Our Greenwich, our corporate plan sets out our vision to improve the quality of life and health of our residents, and identifies the importance of community engagement in achieving this. One of the plan's key missions is to ensure the Council is better at listening to communities and make sure communities feel they are heard.

This mission is at the heart of this Developer's Engagement Charter and will help deliver the following outcomes:

- We communicate and engage in ways that give all residents a voice
- Residents can express which topics they would like the Council to engage on
- Our communities are involved in defining and designing the services they receive
- We are better at understanding the challenges facing the borough

This Charter, the Statement of Community Involvement and the Community Engagement Pledge outline our commitment to meaningful community engagement. We expect developers bringing forward proposals to engage effectively and positively with residents, the community and stakeholders as early as possible and throughout the planning process. As well as delivering positive outcomes for local people, this also allows us to deliver innovative, people centred design solutions to address some of the pressing challenges we are facing in London.



**Cllr Majid Rahman** Cabinet Member for Planning, Estate Renewal and Development





## Purpose of the Developers' Engagement Charter

Early engagement is essential. It allows communities to influence schemes early in the process, builds trust and understanding of each party's considerations, may reduce disagreements at later stages and ultimately helps deliver high quality, sustainable development. It offers a voice to communities and stakeholders and provides opportunities for developers to listen and respond to suggestions, ideas and feedback.

This developers' engagement charter has been prepared to be used by developers. It provides advice on the level of detail which is expected from developers when carrying out community engagement on major development schemes, especially during the pre-application stage. It includes the following aims:

- ensure all relevant and procedural requirements for community engagement and consulting on major developments are met at pre-application and application stages.
- ensure developers take the opportunity to go beyond minimum requirements for community engagement and consultation by using the best practice approaches highlighted in the community engagement pledge.
- provide advice to developers to ensure that engagement with different groups is carried out in a timely manner and at a formative stage where residents and communities can share their views and influence the outcome of a design scheme.

There are widespread examples of good practice of early community engagement in Royal Greenwich, and a number of these are identified in the case studies included in Appendix A. Advice and guidance on how best to engage the local community is also available from the Council's Community Engagement team. You can contact the team at **community.engagement@royalgreenwich.gov.uk** 

# What are the benefits of early community engagement?

The National Planning Policy Framework (NPPF) highlights that early engagement has significant potential to improve the efficiency and effectiveness of the planning system for all parties.

Community engagement in the planning process is important because it:

- reflects the views and aspirations of local communities, which can result in design outcomes which better meet the needs of a diverse population.
- can draw on local knowledge which can improve the effectiveness of decision making and offer a relevant method of providing insight about specific areas (e.g. local history).
- helps to foster social cohesion by reaching out to communities and ensures they are given opportunities to participate in local decision making.
- promotes a more transparent system which explains all the participatory stages in the planning process and why stakeholder involvement is important.
- also seeks to increase trust between developers, stakeholders and local authorities by promoting more opportunities to engage with these communities.

# Who you should consult

It is important to engage communities affected by proposals, representing the area and the diversity of the Royal Borough. All community engagement must be compliant with the Equality Act 2010 and uphold the values of equality, diversity, inclusion and equity.

We recommend that as a minimum, the groups identified in the list below are considered when undertaking early community engagement:

- Local residents, workers and businesses around the development site
- Community organisations
- Voluntary sector organisations
- Neighbourhood Forums
- Ward Councillors
- Youth forums and groups
- LGBTQ+ groups
- Local faith groups
- Groups representing disabled persons in the area
- Groups representing racial, ethnic or national groups in the area
- Special interest groups (for example, business networks)

You should also seek advice from local community groups, the council's community engagement team and planning officers who may be able to assist you in identifying additional stakeholders, as well as helping you to understand their interests and needs, and how best to engage with them.

6

## When you should consult

#### Early community engagement should ideally be sought in two stages:

- 1. Feedback should be sought from interest groups, local residents, businesses and organisations before the proposals are drawn up (Stage 1 of the RIBA plan of work 2020) to ensure their comments can be taken into consideration on what may be appropriate for a site.
- 2. Additional feedback should be sought again once the proposal has been drawn up (Stage 2 of RIBA plan of work 2020) and prior to a planning application being submitted. This is to ensure that communities' views are taken into consideration prior to submission and that they are consulted throughout the process.

## Your engagement methods

The Council expects you to use a range of engagement activities to ensure that the identified methods are inclusive to all groups and accessible to communities. A minimum of 14 days' notice (not including public holidays or festivals) of engagement events should be given when consulting for major developments. The Council expects you to provide a minimum of 21 days for engagement responses to be provided by submitters when consulting for major developments.

Some recommended types of engagement methods are set out below:

#### Table 1: Engagement methods

Methods	Explanation		
Leaflets/ use of traditional media & development information website	Written and/or email correspondence, newsletters, social media, leaflets, posters on public noticeboards, and/or a website setting out the key aspects of a proposed development and advising where further information can be obtained and, for larger developments, where comments can be made (i.e. by reference to an informative website/public exhibition/ engagement event etc.). Potential locations where leaflets or informational posters could be placed are in community centres, libraries, schools, on the doors of blocks of residential housing or on lamp posts.		
Exhibition, drop-in and consultation events	These events normally involve display boards showing proposed area changes. They allow people to browse and take in information regarding a scheme. The Council encourages developers to hold exhibitions in venues that are familiar to the community, such as community centres, schools and libraries, and located close to the development site. The venues should be in locations which can be reached by a range of transport options and have disabled access. The dates and times of in-person exhibitions need to be considered to ensure communities can attend.		
	Digital alternatives to in-person events should also be considered and may help to reach more local community members. A digital format could take the form of a webinar, which enables the presentation of the same material as could be presented in a physical space and also enables comments to be made via a question and answer session, and via follow up email, online/social media or phone correspondence. Officers should be invited to the event in an observational capacity. All feedback should be provided to officers following the event to inform their advice in response to pre-application advice requests.		
Interactive digital engagement	Use of an interactive website and/or digital engagement/social media platforms to provide detailed information on the proposed development and key objectives for the site, and provision of the opportunity to comment (i.e. by use of online questionnaires, surveys, comments portal or similar). This could incorporate the use of new technologies/interactive features and 3D modelling (i.e. Vu City). It may also include digital online forums and exhibitions. Where targeted online consultation is used, the parameters for consultation (i.e. the geographic and demographic profile of those targeted) should ensure the consultation include all communities around the development site so the process is transparent and open.		

Methods	Explanation	
Workshops/ focus groups	These workshops are a more collaborative approach to engagement than public exhibitions and consultation events. They typically provide attendees with greater scope to offer their opinions on the form and function of a proposed development.	
	Focus group workshops can be held at a venue in the immediate vicinity of the development site or online and should be publicised in advance. They are likely to be more effective when held during the earliest stages of scheme development and are typically more productive when limited to a specified number of attendees that represent a cross section of all parts of the local community. Consideration should be given to the use of professional facilitators to prepare workshop materials, set discussion topics and questions and lead the workshop session. Officers should be invited to workshops in an observational capacity. You may wish to consider livestreaming or making recordings of workshops available online for those unable to attend.	
Ward Councillors	Locally elected councillors can advise and represent on planning issues and can be a valuable link between developers and the community. Councillors can help notify residents and businesses of any current or forthcoming consultations that are due to occur and set out any concerns relayed by their local residents.	
Forums	Forums are more structured interactive events attended by local community stakeholders, to which Ward Councillors may also be invited. Forums can be organised by a developer's professional team, or on their behalf by a professional facilitator, and held at an appropriate venue near the development site. These events should offer a concise introduction of the site and key facts regarding the proposed development. The session should conclude with a discussion and a question and answer session between the developer and attendees.	
	Forums can be streamed online for those unable to attend and provide alternative online method of submitting feedback to broaden the reach of these events. Case officers can be invited to these events, but their involvement will be as observers and they will not provide comment on the acceptability of the proposal to the developer or other attendees. Officers may provide an overview of the policy context for the site being discussed.	
Community Review Panel	The Council is proposing to establish a Community Review Panel. This is one way that the Council and developers can better understand the needs of the local community. The intention of the panel would be to provide independent advice on planning in the borough's main regeneration areas. It will discuss development proposals but also look at important issues including housing, transport, public and green space and the environment. The idea of the Community Review Panel will be to get the views of panel members and the discussions will be turned into a formal report which will be used as a formal part of the planning process.	

#### Table 2: When to use each engagement method

Table 2 shows which early community engagement methods are expected to be used by developers for different schemes. However, if you suspect your proposal may hold specific importance for the community either by a particularly sensitive use or location, a proportionate response is expected, and more engagement activities should be undertaken.

Method	Non-major developments (less than 1,000m2 add. floorspace* or 10 new residential units	Change of use (all proposal where no additional floorspace proposed)	Major development (1,000- 9,999m2 add. floorspace or 10-49 new residential units	Large- scale major development (10,000m2 or more add. floorspace or 50 or more residential units
Leaflets/use of traditional media and development website	$\bigotimes$	$\bigotimes$	$\bigotimes$	$\bigotimes$
Interactive digital engagements	$\bigotimes$	$\bigotimes$	$\bigotimes$	$\bigotimes$
Ward Councillors		$\bigotimes$	$\bigotimes$	$\bigotimes$
Focus groups			$\bigotimes$	$\bigotimes$
Exhibition, drop-in and consultation events			$\bigotimes$	$\bigotimes$
Engagement forums				$\bigotimes$
Community Review Panels				<b>S</b>

# Statement of Community Consultation guidance

For all major applications, a developer's Statement of Community Consultation (SCC) must be submitted as part of the formal planning application in accordance with our Local Information Requirement List which can be found at **www.royalgreenwich.gov.uk/requirements-list**.

#### Table 3: SCC Format

The SCC should follow the outline format set out below:

Information to be provided:	Additional detail to incorporate:
Identify the scope of community engagement expected by this guidance note and explain how this has been achieved	-
Provide a fact-based audit	<ul> <li>The audit should include:</li> <li>identification of the stakeholders relevant to this site – who are the owners, occupiers and users of the existing buildings and surrounding the site? What are the demographics of the existing occupiers and users of the site?</li> <li>site layout and community buildings - give a description of the existing buildings and space surrounding the site. Are there any buildings of wider community interest e.g. Assets of Community Value?</li> <li>climate change and sustainability – what climate change mitigation and adaptation considerations are relevant for the site? What sustainability considerations are there?</li> <li>accessibility and movement - how is the site currently accessed by its current users? What are the important routes and why? What data is available?</li> <li>social infrastructure – what social infrastructure is currently provided on the site or surrounding the site? Are there any schools, local businesses or sites of cultural importance in close proximity to the site? If so, how have you considered</li> </ul>

**ADOPTION VERSION** 

Information to be provided:	Additional detail to incorporate:
Details of the engagement methods that have been used to meet the expected scope of engagement (Table 2) with local stakeholders before the submission of the planning application	<ul> <li>This is to include the provision of data to demonstrate the reach and inclusivity achieved using the chosen methods of engagement.</li> <li>Monitoring data should as a minimum cover: <ul> <li>Number of engagement events that were held.</li> <li>How the engagement events were advertised.</li> <li>Number of letters that were sent to local residents, businesses and community groups.</li> <li>Number of people who attended engagement events in total.</li> <li>Number of written comments received.</li> <li>Identification of where people attending consultation events live or work. Please provide an area breakdown.</li> </ul> </li> </ul>
Provision of a schedule/timeline of when the engagement was undertaken relative to other milestones such as engagement with officers and/or councillors and application submission	-
Provision of a full schedule of the comments / feedback provided by those consulted during each round of engagement to provide a summary of stakeholders' views. This includes identifying what elements of the scheme stakeholders liked, what they disliked and what they would like to see as part of the development	-
Outline how the scheme has been amended to address the feedback received, having regard to the need to accord with development plan policies. Where no amendments were made in response to feedback, the decision not to amend the scheme should be similarly justified / a rationale given	-
Provide a Social Value Statement that describes the economic, social and environmental impacts of the development, and how the development will contribute to the long-term wellbeing and resilience of existing and future residents and businesses	-
Provide an Equality Impact Assessment (EqIA)	<ul> <li>The EqIA should address:</li> <li>how the planning application promotes equality across protected characteristic groups.</li> <li>how protected characteristic groups may be negatively affected by the proposal.</li> <li>detailed actions to mitigate any identified negative impacts on groups with protected characteristics.</li> </ul>

If you decide to undertake further engagement after submitting your application, please provide an updated statement of community consultation with evidence of the further engagement undertaken.

Where an application is reported to a planning committee for determination, the submitted SCC will be used to inform a section of the report outlining the engagement that the applicant has undertaken with the local community and how this engagement has contributed to the finalised design of the proposed development.

## How to contact communities

The Council has a consultation database consisting of a wide variety of consultees including statutory consultees, community groups, voluntary groups, businesses, faith groups, developers and Councillors.

Information held on the consultation database constitutes personal data and therefore the Council is obliged to manage all personal data collected under the General Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018. The Council has prepared a Privacy Notice which sets out how we will use information collected and how it will protect individual privacy. The Privacy Notice is published on our website.

## Including communities

Some of the community may find it difficult to take part effectively without support offered by the developer. Some of the lesser heard from groups might include people whose first language is not English, young people, older people, people with accessibility requirements, refugees, and certain ethnicities, as well as people who lack the time or resources to participate effectively. The use of user friendly versions of consultation documents (e.g., large print, audio and translated) is encouraged to help people with accessibility requirements. Consultation document graphics (e.g., maps and diagrams) should be large in size and displayed clearly so that they can be easily understood.

You should ensure engagement is appropriate to the communities being consulted. Additionally, when drafting informational consultation documents about the proposed development, you should consider how developments may benefit different groups in the community, for example children's play facilities, or homes which are wheelchair accessible.

Applicants and developers need to refer to the Our Greenwich: Community Engagement Pledge for information on engagement activities. Please visit **royalgreenwich.gov.uk/community-engagement-pledge** to read more about the pledge and advice available from the Council's Community Engagement team. You can contact the team at **community.engagement@royalgreenwich.gov.uk**.

For developers who frequently develop within the Royal Borough of Greenwich, you are encouraged to create and publish your own charter or set of principles for community engagement. These should set out your own promises for achieving meaningful community engagement as an integrated part of development proposals you bring forward. Where these charters exist, you should also set this out in your community engagement strategy, including how these promises are implemented.

## **Post-permission construction phase**

Communication should not end with the granting of planning permission and should be considered throughout the construction phase. Developers are encouraged to inform interested parties of Construction Management Plans or other construction related works required by pre-commencement conditions.

# Appendix 1 - Case Studies

The following are examples of good engagement practice in Royal Greenwich in recent years.

#### **Case Study 1: Woolwich leisure centre scheme**

**Location:** Land bound by Vincent Road, Wilmount Street and Woolwich New Road, Woolwich, SE18

Type of development: Major Developer: Royal Borough of Greenwich and Hill Residential Limited Architect/Agent: Faulkner Browns Architects, Child Graddon Lewis architects and Gross Max landscape architects/Tibbalds Planning and Urban Design Status of application: Approved Reference: 22/1017/F Decision Date: 22 December 2022

The development comprised a mixed-use development for a new leisure centre, 482 new homes, commercial floorspace and new areas of public open space including a new community square. This scheme engaged with residents and the local community prior to submission of their planning application. The objective of the consultation was to understand the key issues that the local community identified, and to work in partnership with the community to develop a scheme.

To ensure that engagement was inclusive for all groups, the Council, Hill and the project team identified the key stakeholders who would be targeted and encouraged to participate in the consultation. Among the key stakeholders identified were; local residents, local businesses, local community groups and charities, residents association, Ward Councillors, planning officers from the Council and the GLA, political representatives from the Council including the Leader and Deputy Leader.

The Council, Hill and the project team had undertaken a range of consultation activities to engage local residents and businesses. These included:

- Two online consultation events held in February 2019 and December 2020 to January 2021
- Two-day consultation event held in October 2021 at General Gordon Square
- Two-day consultation event held in December 2021 at the Tramshed Theatre and Woolwich Library

A range of consultation tools were used during the consultation which coincided with Covid-19 restrictions being gradually lifted. This provided the project team with the opportunity to adopt a more flexible approach to consultation which included virtual and face to face meetings.

The range of consultation tools used during the consultation included:

- Printed communications A2, A3 and A4 posters and pop-up banners displayed in libraries, leisure and community centres
- Digital communications Council website dedicated to the scheme, email to leisure centre members, school bulletin
- Social media Facebook, Instagram, Twitter
- Internal communications Intranet, Talk Greenwich
- Woolwich Big Screen 10 screenings per day for first two weeks of consultation
- Greenwich Info: full page advert, 7th December

The Council and Hill created a community engagement programme which ran from 28th January to 22nd February 2019. This involved targeting 8 focus groups which included:

- People aged 55+
- General public
- BAME groups
- Women & girls
- Young people
- Sports clubs
- · Individuals with disabilities/and or with long term conditions
- Disabled people's organisations

The Council's engagement programme with residents, community groups and other stakeholders consisted of public consultations events, drop-in-sessions and forums. Collectively there were 2785 responses received from all the consultation events. Feedback from the consultations highlighted an overwhelming support for the scheme. The feedback received from the local community and key stakeholders were used to inform all aspects of the proposals. Comments received from stakeholders were taken on board by the project team where feasible. Three design schemes were presented to Cabinet in April 2019. The project team were then instructed to concentrate on developing two of the options. The Cabinet team chose their final preferred design for the leisure centre in January 2020.



Computer visualisation of proposed Woolwich leisure centre development. View from General Gordon Square



View of proposed Woolwich leisure centre from Woolwich Arsenal Station



Image from October 2021 consultation event in General Gordon Square



Image from the December 2021 consultation at Tramshed Theatre

#### Case Study 2: Kidbrooke Village Centre (Phase 3)

Location: Kidbrooke Park Road, Kidbrooke, SE3 Type of development: Major Developer: Berkeley Homes Architect/agent: Lifschutz Davidson Sandilands, Studio Egret West, Barton Wilmore, CZWG and Gardner Stewart Architects/ Barton Wilmore Community engagement consultant: Curtin & Co Transport Consultants: WSP Status of application: Approved Reference: 19/3415/F Decision Date: 31 March 2021

The development comprised the construction of 1,306 residential units, publicly accessible open space and associated access, car parking, cycle parking and landscaping.

Berkeley Homes carried out two public exhibitions on the 13th and 15th June 2019 at the Kidbrooke Village Information Centre. The venue was chosen as the venue was easily accessible for the local community.

The public exhibitions were part of the public pre-application consultations undertaken with local residents, community groups and local elected representatives regarding Berkeley Homes proposals for the site.

Throughout the pre-application stage Berkeley Homes has sought to collaborate with the local community by:

- Informing the local residents, community groups, site neighbours and elected officials about the proposals for the site
- Responding to concerns raised by stakeholders and seeking to resolve any identified issues through the design process, providing further information, or further liaison
- Actively engaging with the community regarding development proposals and ensuring that liaison continues in the post-submission phase
- Berkeley Homes' consultation approach was to ensure that all stakeholders with an interest in the proposal should have a range of opportunities to comment and help influence the proposals.
- Berkeley Homes proposed to raise awareness of the proposal using the following consultation techniques:
  - A dedicated consultation website to enable the local community and other stakeholders to be informed about the development proposal and to provide online access to the exhibition boards displayed at the public consultation events. The website also provided an online feedback form which enabled people to comment on the proposal. The comments from the feedback forms were then passed onto the project team.
- Berkeley Homes sent an email to 10 councillors and to the Council Leader and Deputy Leader inviting them to a preview of the public exhibition. This was held on the 13th June 2019 from 3pm to 4pm.

- Local community groups and elected officials were invited to separate meetings several weeks before the start of the formal public exhibition to discuss the emerging development plans. The groups and elected officials consisted of groups such as the Greenwich Society, the Blackheath Society, the Eltham West Ward councillors, the Greenwich Conservative Group and Clive Efford MP.
- The project team had proposed a Block J which was adjacent to residents at Meadowside. Residents at Meadowside were informed about the consultation by way of door knocking undertaken by Lexington Communications, who are a communications consultancy.

There were a number of methods of communication that were used to enable local residents to submit their comments prior to the start of the exhibition, during the exhibition and after the exhibition had concluded. These communication methods included:

- **Feedback forms:** Paper forms were distributed to everyone who signed in at the public exhibition. The feedback form gave residents and other stakeholders the opportunity to comment on the proposals.
- **Freepost:** Envelopes with a freepost address were given to all those who signed in at the exhibition to allow those who attended the exhibition to fill out the feedback form at home at their convenience and post their comments to the project team at no cost.
- **Email address:** All the exhibition advertising literature included the full contact details of the Head of Property at Lexington Communications. This email address was posted on the consultation website and in the feedback form.



- **Telephone:** A telephone number was provided by Lexington Communications at the public exhibition and during door knocking exercise to local residents. The telephone service for the consultation would be answered during office hours, Monday to Friday.
- Website: A dedicated website (www.kidbrookeregeneration.info/) was set up to include information about the exhibition and the development proposals. Visitors to the website could submit comments on the proposals through an online feedback form which was also available at the exhibition.

Exhibition poster advertising dates and times for public consultation



Invitation letter for Kidbrooke Village consultation event organised by Berkeley



Poster welcoming stakeholders to consultation event

ADOPTION VERSION

#### **Case Study 3: Former Vicarage**

Location: Former Vicarage, Sowerby Close, Eltham, SE9 6HB Type of development: Major Developer: Zenith Regeneration Architect/agent: Carey Jones Chapman Tolcher/RE Planning Community engagement consultant: Your Shout Landscape Consultants: Hill-Wood & Co Status of application: Approved Reference: 21/4511/F Decision Date: 24 August 2023

This proposal was for a comprehensive redevelopment of the former Vicarage in Sowerby Close to provide 49 affordable flats.

The developers carried out a pre-application consultation in relation to the scheme. The objectives of the pre-application consultation were:

- To inform residents, councillors, businesses and other key stakeholders about the plans for redevelopment of the site.
- To understand local views on the proposal, interact and engage with the community, identify concerns and opportunities, ensure that these comments were captured and fed into any emerging proposals.
- To demonstrate how the development team responded to issues that the community and stakeholders had raised, and how these have affected the proposals.
- To demonstrate that the project development team were committed to engaging with stakeholders throughout the pre-consultation period and beyond as detailed plans were drawn up. In order to reach and engage as many people as possible for the pre-application consultation, the project team used the following principles:
  - Ensuring that the consultation materials presented to the local community and other stakeholders used plain English and avoided jargon acronyms, thereby making the process transparent.
  - Ensuring that there is a targeted approach to make affected groups such as community groups and businesses aware of the consultation in good time, so they have sufficient time to respond.
  - Make sure that each affected group has access to and can respond to the consultation by using an appropriate consultation method.
  - Make sure that the project team are committed to the pre-application and front-loading process to enable early engagement and identify issues at the earliest opportunity which can provide great benefits.
  - The project team would respond to stakeholder comment submitted for the consultation. These comments would be published online in line with GDPR regulations.

#### **Public engagement**

The public consultation undertaken on the scheme comprised of:

A face-to-face drop-in session was held at the Vicarage building on 20 October 2021. The purpose of the event was for the project team to present the design proposals to the local community and seek their feedback.



Computer visualisations showing the comprehensive redevelopment of the former Vicarage in Sowerby Close providing 49 affordable self-contained flats.





Dear Neighbour,

Your Shout are working with Zenith Regeneration (Eltham) Ltd who are preparing to apply for planning permission to build 49 affordable flats on the site presently occupied by St John's Vicarage.

We will be holding two online presentations and question and answer events. These will be on Wednesday 20 October at 7pm and Thursday 21 October at 1pm.



At these sessions you will hear from the team behind the project. You can ask questions in advance or during the presentation – your questions will be answered by team members.

You won't need to download any software. Simply scan the QR code (below right) or go to SoverbyClose.site which also contains further information on the proposals. You may want to register in advance of the session of your choice and ask your questions. You need only join one session, but you are welcome to join both if you wish. The events will last between 30 and 90 minutes, depending on the number of questions received.

If you have questions but cannot attend the sessions, you can do so via the website and your questions will be answered.



From Monday 25 October at midday, you will be able to view all sessions in full at the website along with more information on the proposals.

- You can also contact us by phone, email, or post:
  - Call us on 0800 955 1042
  - Email us at sowerbyclose@Yourshout.org
     Freepost RTXU-JGSR-KHLE, Sowerby Close Your Shout, 28 China Works, SE1 7SJ

If you would like us to send you printed material, please let us know using the details above.

The final date for comments will be Thursday 4 November at 5pm.

Thank you for your interest in these proposals, and we look forward to hearing from you.

Your Shout On behalf of the Sowerby Close team

Invitation letter for public consultation



