Waltham Forest

Leyton Mills SPD

Statutory Consultation Report Spring 2024





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Executive Summary

This report summarises the consultation and engagement undertaken in relation to the Leyton Mills Supplementary Planning Document (SPD) being prepared by the Place and Design team at Waltham Forest Council, in collaboration with the London Legacy Development Corporation (LLDC).

Leyton Mills SPD is one of the six priority SPDs that the council is preparing, covering key themes and guidance to support the implementation of the strategic policies set out in the newly adopted Waltham Forest Local Plan (Part 1). The Leyton Mills SPD is area based, as opposed to a thematic document, which will guide the development of a new neighbourhood in the south of the borough and is made up of four key sites.

The statutory consultation for the Leyton Mills SPD took place between 4 March and 14 April 2024. It included an interactive website and survey, a drop-in event at Leyton Mills Asda, a letter drop in the Leyton Mills area, and a workshop with Young Advisors.

This report provides a comprehensive summary of the engagement methods used in the consultation, the range of residents who were engaged, and the key findings and learnings from the consultation for the Leyton Mills SPD.



Exemplar
Design SPD



Green and
Blue Spaces
SPD



Retrofit &
Residential
Extensions SPD



Industrial
Intensification
SPD



Developer
Contributions
SPD



The Leyton Mills SPD statutory consultation was conducted online and in-person and a wide range of responses were received. The graphic below provides a summary of the key engagement features.



High level engagement figures for the Leyton Mills SPD statutory public consultation held Spring 2024.

1 Introduction

Waltham Forest Council, in collaboration with the London Legacy Development Corporation (LLDC), has prepared a Leyton Mills Supplementary Planning Document (SPD) to guide development over the next 15 years and become a new inclusive and sustainable neighbourhood in the south of the borough that is accessible to all.

As part of drafting the Leyton Mills SPD, the council engaged with landowners, ecologists, architects, developers, community members, and businesses to establish a vision for how the Leyton Mills area could be developed over the next 15 years. The statutory consultation inviting comments on the draft Leyton Mills SPD ran for a six-week period between Monday 4 May and Sunday 14 April 2024.

The comments received during the consultation were recorded and helped to refine the final Leyton Mills SPD to be adopted by the council.

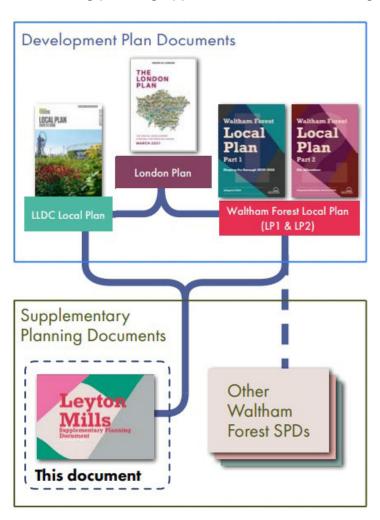


1.1 Planning policy context

A Supplementary Planning Document (SPD) is a technical document that Local Planning Authorities can produce to provide guidance on planning policies in a Local Plan. The Waltham Forest Local Plan guides development in the borough for 15 years and shows how inclusive and well planned growth in Waltham Forest can go as far as possible to meet the needs of the borough.

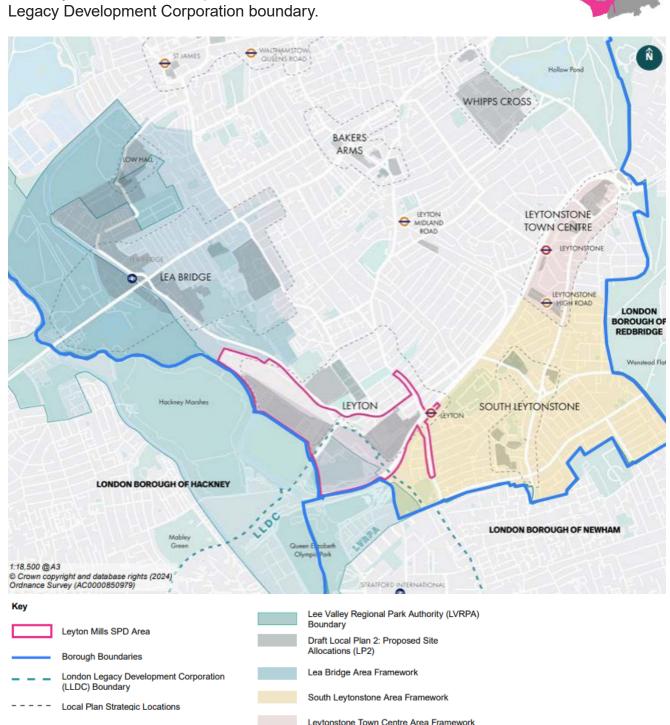
The new Local Plan is in two parts. Part 1 (LP1) establishes the borough-wide spatial strategy, with 16 Strategic Locations identified as the most sustainable locations for inclusive, planned growth. Part 2 of the Local Plan (LP2) will be a Site Allocations document, and is currently being prepared.

For this SPD, the Waltham Forest Local Plan Part 1, and Part 2 once adopted, and the London Legacy Development Local Plan are the main documents that are used for guiding planned growth and assessing planning applications in the area, along with the London Plan.



1.2 Area covered by the SPD

Leyton Mills is located in Leyton, in the south-west of the London Borough of Waltham Forest. It is close to the borough boundaries of Hackney and Newham and part of the area falls within the London Legacy Development Corporation boundary.



1.3 The sites

The area includes four key sites as set out below.



- Leyton Mills SPD Area
- Key sites within the Leyton Mills SPD Area
- 1 New Spitalfields Market
- 2 Leyton Mills Retail Park
- 3 Temple Mills Bus Depot
- 4 Eton Manor

1.4 Key vision of the SPD

The vision for Leyton Mills is made up of four key themes, illustrated below, that are informed by contextual analysis and respond to existing conditions as well as potential opportunities. The vision has also been developed in tandem with the Exemplar Design principles.

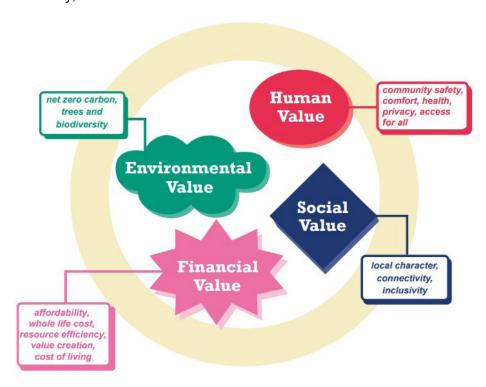


1.5 Exemplar design

The Council is determined that all new development in the borough is of the highest – or 'exemplar' – design quality. This means considering quality and deliverability from the start of a proposal through to completion and beyond. Development at Leyton Mills, and throughout the borough, will respond appropriately to local character, be generous and joyful and consider people and the planet.

The exemplar design approach underpins all of the Council's planning guidance, and will ensure new buildings and places in the borough not only look great, but also meet the needs of all the people who will use them – like making sure they are safe and inclusive to all, helping to foster a sense of community, are sustainable and green, and represent good value for money. To ensure this, this SPD will address the following four interconnected principles of exemplar design:

- Human value community safety, comfort, health, privacy, access for all;
- Social value local character, connectivity, inclusivity for all, equitable distribution of the benefits of planned growth;
- Environmental value –net zero carbon, trees and biodiversity, improving air quality, reducing the risk of surface water flooding, and;
- Financial value affordability, high quality workspace and good jobs, whole life cost, resource efficiency, value



2 The Consultation

The aim of the statutory consultation was to present the draft Leyton Mills SPD to the local community and key stakeholders to seek feedback.

To provide further detail on the overarching inclusive growth strategy and planning policies in the Waltham Forest and LLDC Local Plans, and ensure that development in the area accords with the council's Exemplar Design principles and help to deliver the Waltham Forest Borough Missions that set out the plan for a more equal borough by 2030, the council and LLDC have worked in partnership to prepare the Leyton Mills SPD.

During this consultation a wide range of people across the <u>area covered by the SPD</u> were asked to share their views on the draft SPD and the topics they cover. The responses are detailed in Appendix 1. All feedback was recorded in order for it to be incorporated into the SPDs and to help refine the document ahead of adoption as planning guidance.

A variety of engagement methods were used to engage with as broad a range of residents as possible. Methods included an online survey, a drop-in event and a workshop. The consultation was advertised on the Council's web platform 'Let's Talk', the Waltham Forest Council's public website, LLDC website and in the local press. All consultation material was produced 'in-house' by the Place and Design team.

2.1 Consultation objectives

The statutory consultation for the SPD had 6 main objectives:

- Seek resident and communities views to the themes, topics and key principles of the SPD.
- Ensure those who might be directly affected by the guidance are informed and have their voices heard and recorded.
- Reach as broad a range of residents and stakeholders as possible through diverse engagement methods.
- Encourage comprehensive comments and feedback, ensuring that all voices are heard and recorded.
- Meet the requirements of both the LLDC and LBWF Statement of Community Involvement
- Identify which aspects of the consultation were successful and where lessons can be learned in order to keep refining and improving how we engage productively with our residents and communities.



2.2 Engagement with 'less heard from' groups

In our commitment to inclusive community consultation, we have made significant efforts to engage with groups that can be under-represented in public discourse. This section outlines the strategies employed and the outcomes of our efforts to reach young people, faith groups, people with learning disabilities, and private tenants.

2.2.1 People with Learning Disabilities

Efforts to reach out to individuals with learning disabilities included:

Direct Outreach: The Place and Design team contacted WILMA group who works with people with disabilities and other vulnerable groups in the borough via email and a follow up meeting was held. They requested consideration of meanwhile uses, and expressed support for 15-minute neighbourhoods requesting that shops such as B&Q remain. They also requested pet friendly safe accommodation for women fleeing violence.

Survey Participation: Among survey respondents, 2% described being limited "a bit" by health problems or disabilities, while 5.5% felt limited "a lot."

2.2.2 Private Tenants

Recognising the unique challenges and perspectives of private tenants:

Outreach Attempts: Similar to our approach with people with learning disabilities, we made concerted efforts to engage private tenants through direct contact methods. This included contacting Estate Agents in the area and E10 Homes agreed to send details of the consultation to their private tenants to notify them of the consultation.

Survey Participation: Private tenants comprised 5.7% of survey respondents, with an additional 2.3% living in social or affordable housing. The main responses were around concerns that shops should remain affordable and they wanted to see the retention of existing shops such as B&Q. Some raised concerns about building heights.

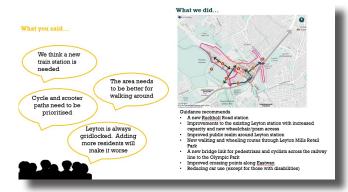
2.2.3 Young People

Recognising the importance of integrating the perspectives of young individuals in our planning processes, we held a Young Advisors' Workshop.

The Young Advisors (YA) were consulted early in the process to develop the Leyton Mills Supplementary Planning Document in spring 2023. They made a number of recommendations that were taken forward when drafting document. An update meeting was held in March 2024 to explain how they had influenced the document and four of the original six advisors attended. Through the consultation we learned

they were pleased to see how their comments had been taken forward and they asked further questions about the timescales, affordability of new businesses and the design quality of tall buildings. The images below were used at the YA workshop.

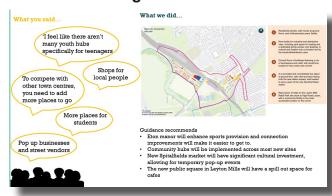
Moving around the area



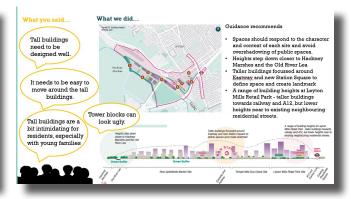
Biodiversity and Greenspace



How the buildings should be used



Building Heights



A sample of the presentation material used at the Young Advisors workshop

2.3 Consultation methods

The consultation process for the Leyton Mills Supplementary Planning Document (SPD) was designed to ensure broad and inclusive community engagement. This section details the various consultation events and methods used to gather feedback from a diverse range of stakeholders. Consultation Events and Methods:

2.3.1 **Statutory Notice**

A statutory notice was published to formally announce the consultation period and invite public participation.

Planning and Compulsory Purchase Act 2004 TOWN AND COUNTRY PLANNING (LOCAL PLANNING) (ENGLAND) REGULATIONS 2012

Leyton Mills Supplementary Planning Document (SPD) Consultation Notice

In accordance with Regulations 12 and 13 of the Town and Country Planning (Local Planning) (England) Regulations 2012 (as amended), Waltham Forest Council hereby gives notice of the preparation of an Area Specific (Leyton Mills) Supplementary Planning Document (SPD) for public consultation. This SPD, informed by the existing Leyton Mills framework, is being prepared in collaboration with the London Legacy Development Corporation (LLDC) to facilitate the transition of planning powers.

Upon adoption, this SPD, along with the Waltham Forest Local Plan Part 1, Spatial Strategy and Planning Policies (adopted 29th February 2024) and Part 2, Site Allocations (in preparation), will guide inclusive and sustainable growth and regeneration in the area around New Spitaffields Market, Leyton Mills Retail Park, Eton Manor Bus Depot, and Temple Mills over the next 15 years. Hetail Park, Eton Marior Bus Depot, and reinple mills over the field 19 years. The SPD aims to ensure that development within this area is coordinated, sustainable, and of high quality.

Preparation and Consultation: The Leyton Mills SPD has been prepared in accordance with Part 5 (Regulations 16-23) of the Town and Country Planning (Local Development) (England) Regulations 2012. As part of this process, the Council is seeking representations on the SPD, including its accompanying Sustainability Appraisal and Equality Impact Assessment.

Consultation Period: The public consultation period will run from 4 March 2024 to 14 April 2024.

During the consultation period, a paper copy of the Draft SPD will be available at:

- Waltham Forest Town Hall, Fellowship Square, London F17 4JF
- Waltham Forest Branch Libraries during normal opening hours

An electronic version of the Draft SPD will also be available for downloading from Council's dedicated webpage and sending online representation/comment at: https://talk.walthamforest.gov.uk/leyton-mills-spd

An in-person consultation event is planned for 14 March 2024 at the Leyton Mills Asda entrance, Marshall Rd, London E10 5NH. Details of the event are available on https://talk.walthamforest.gov.uk/leyton-mills-spd

How to comment

Comments should be made through the Council's dedicated webpage https://talk.walthamforest.gov.uk/leyton-mills-spd or by post to Place and Design Team, Waltham Forest Town Hall, Forest Road, Walthamstow, London, E17 4JF. All comments on the document must be received by 5.00 pm on Sunday 14 April 2024.

Should you wish to discuss any issues or require any further information please do not hesitate to contact the Place and Design Team by email SPDconsultation@walthamforest.gov.uk

Alternatively, you can write to us at: Place and Design Team, Wa Forest Town Hall, Forest Road, Walthamstow, London, E17 4J

Representations: Please note all comments will be held by the Council and will be available to view publicity. Comments cannot be treated as confidential. Your personal information such as your postal and e-mail address will not be published, but your name and organisation (if relevant) will. The London Borough of Waltham Forest maintains a database of consultees who wish to be kept informed about the Local Plan Supplementary Planning Documents. In responding to this consultation you contact details will automatically be added to the consultation database (if not already held). If you do not want to be contacted about future Local Plan and Supplementary Planning Document consultations, please state this in

The Statutory Notice published in the Waltham Forest Guardian Newspaper

2.3.2 **Document Availability**

Copies of the draft Leyton Mills SPD were made available at local libraries and the Town Hall, ensuring accessibility for all residents, including those without internet access.

2.3.3 **Documents Produced In-house**

All visual material was produced in-house by the Place and Design team and was designed to be engaging using straight forward language.

2.3.4 **Email Outreach**

Emails were sent to individuals on the Waltham Forest database and the London Legacy Development Corporation (LLDC) database, informing them of the consultation and encouraging their participation.

2.3.5 **Interactive Website and Survey**

The "Let's Talk" online platform was utilised to host a survey questionnaire, allowing residents to provide their feedback from their homes. The website featured detailed information about the SPD and its key components.

2.3.6 Drop-in Event at Leyton Mills Asda

A five-hour drop-in event was held at Leyton Mills Asda, providing an opportunity for face-to-face engagement on 14 March 2024 between 14:00 and 19:00. This location was chosen as it is within the SPD area.

Council staff who had prepared the draft document were available to answer questions, collect feedback, and provide additional information.

A key part of the consultation set out what the community had told us in earlier engagement and we took the opportunity to go back and show how the draft SPD responded to comments. This is reflected in the 'What you told, and what we did' presentation board below. We were able to show that we had produced a clear document in-house to highlight what we had heard previously.

Seven visitors, some without access to phones, were directly emailed details after the event to ensure their participation.

What you told, and what we did

Climate Resilience & Biodiversity

The Marshes, River Lea and the areas open spaces are of vital importance and need to be protected.

Increased human activity through the Marshes and along the River Lea could impact existing biodiversity or disturb animal habitats.

Retain existing trees and plant new ones.

A generous planted buffer should go along the boundary of the New Spitalfields Market

Having places to work close to people's homes will reduce pollution related to commuting.

Guidance has been informed by an ecology survey, and includes strong requirements to protect the Marshes and the Old River Lea, including generous Green Buffers, and biodiverse-rich planting and landscaping throughout.

A safe and well-connected place

Improve connections throughout the area - to High Road Leyton, Hackney Marshes, the Olympic Park, Orient Way and Coronation Gardens and across the railway

The pavements are unsafe and unpleasant, and the roads difficult to cross because of traffic

New developments must be car free so not to add to pollution and congestion.

Public transport, including a new station, would help people get around without cars.

Provide space for deliveries and parking for electric vehicles.

Guidance has been drawn up to create high-quality public realm and routes for walking and cycling throughout, as well as making provision for a new 'green' bridge over the railway, a new station at Ruckholt Road, and requirements for parking and deliveries.

A quality place to live

Height and density of development is a key concern and affordable housing should be truly affordable.

Tall buildings should be architecturally interesting and not negatively impact the Marshes or neighbouring homes.

Including spaces for young people to study, hang out and chill is really important.

The sites should continue to provide employment.
Being able to work locally is important.

Ensure a good mix of unit sizes and types are built, including family houses with gardens.

The SPD includes a building heights strategy, showing where tall buildings could be appropriate, and where they will need to be lower near the Marshes. It sets out an expectation for high quality, characterful mixed-use buildings including community facilities.

A strong local economy

More things to do in the day and night are needed, as well as services e.g. healthcare, cafés, restaurants, schools etc.

The idea of a cultural and social hub is welcome, but there is a need to make sure it offers something for the community such as a market.

Large shops like Asda and B&Q on the Leyton Mills site serve the community.

Provide workshops for community based training courses for all ages e.g. to develop trade skills.

New development should attract small businesses, which will in turn support existing local businesses and the local economy.

The SPD indicates where different uses should be located, including industrial, workspace and retail (including a replacement ASDA store) as well as requirements for affordable workspaces, a skills and training centre, a cultural hub and other facilities.





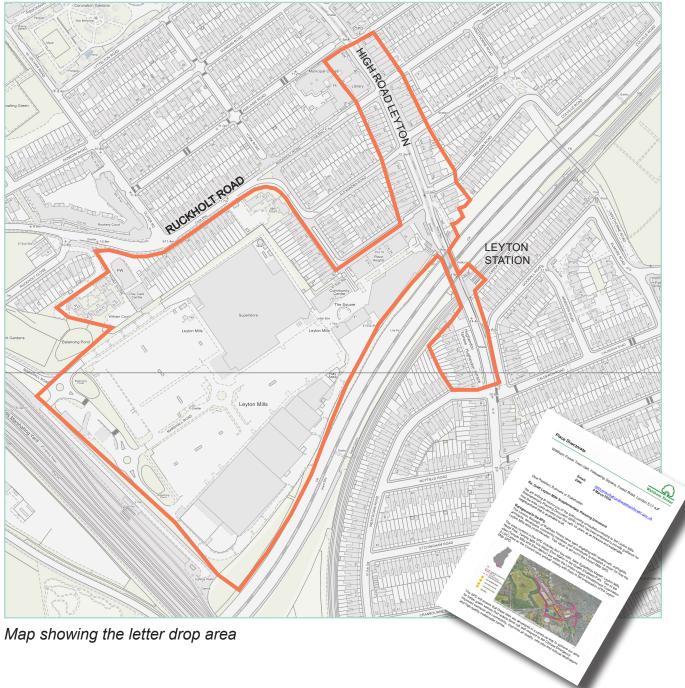




A sample of the boards used at the drop-in event outside Asda 14 March 2024

2.3.7 Letter Drop

500 letters were distributed throughout the Leyton Mills area, informing local residents about the consultation and inviting them to participate. The map below shows the area covered. This method ensured that those who might not use digital platforms were still informed and able to contribute. The full letter can be found in Appendix 2.



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2.3.8 Direct Communication with Key Stakeholders

Direct emails were sent to key stakeholders, inviting their specific feedback and addressing their concerns. This targeted approach ensured that critical stakeholders were actively involved in the consultation process.

2.3.9 Social Media Campaign

A comprehensive social media campaign, in collaboration with the council's communications team, was launched to raise awareness about the consultation. Posts on platforms such as Facebook, Twitter, and Instagram provided updates and encouraged community members to participate.

Social media engagement was made up of posts and paid for ads targeted at those living within the SPD area posted from the council's social media accounts.

2.3.10 Waltham Forest News Article

An article was published in Waltham Forest News, detailing the consultation process and how residents could get involved. This helped to reach a wider audience, including those who might not be engaged through digital channels.

2.3.11 Workshop with Young Advisors

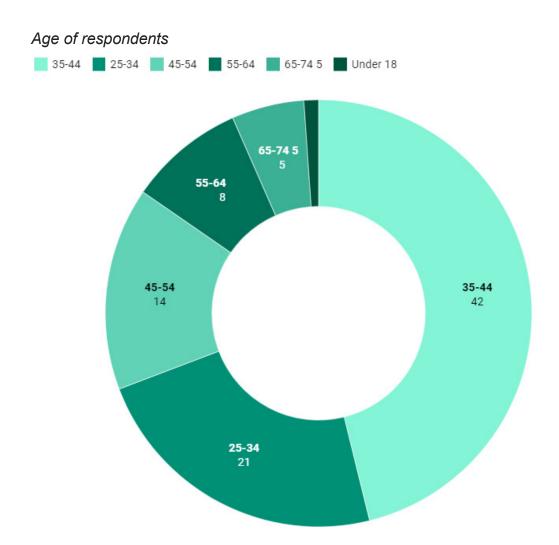
A workshop was conducted with Young Advisors, providing a platform for younger residents to voice their opinions and contribute to the development of the SPD. This ensured that the perspectives of the younger generation were included in the consultation.

2.4 Demographics

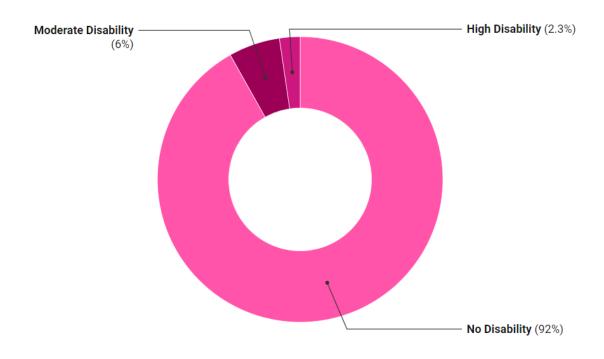
A wide range of residents responded to the consultation. At the drop-in event, although detailed demographic data was not collated, it was evident that this was a successful way of engaging a representative mix of residents. In the online survey, 32% of respondents were under 44 with a relatively even split of male (39%) and female (47%) respondents.

The majority of respondents were White British (62%) and homeowners (78%), suggesting a need to further consider how to engage different ethnic groups, given the diverse mix of the borough, and those in the private rental sector and social housing.

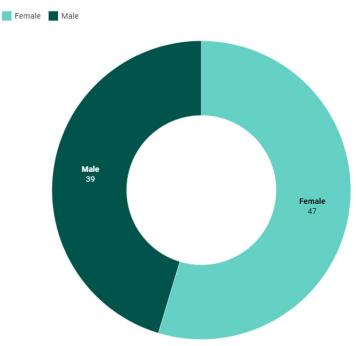
7% of respondents were either disabled (2%) or had a limited disability (5%) with 5% preferring not to say.



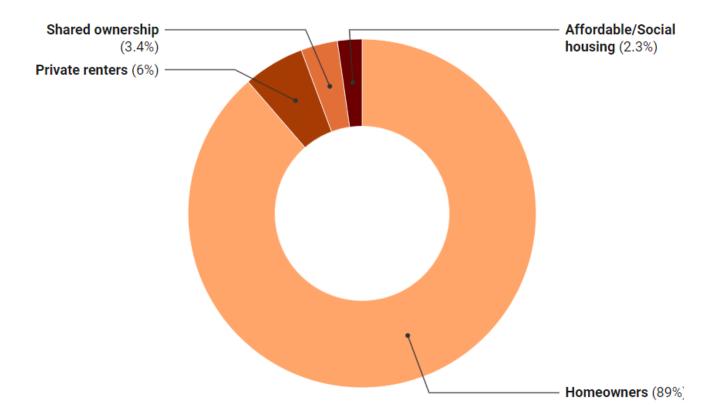
Disability data relating to respondents

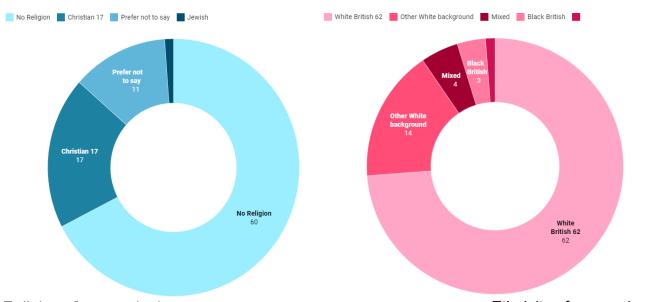


Gender of respondents



Tenure of homes





Religion of respondents

Ethnicity of respondents



2.5 Consultation summary by theme

2.5.1 Climate resilience and biodiversity

- Residents want to see increased urban greening and tree planting in the Leyton Mills area.
- Consultees considered improved air quality to be important.
- The importance to protect the ecology of Hackney Marshes and River Lea was highlighted and supported.
- The green bridge link was supported and seen as a positive move forward.

2.5.2 A safe and well-connected place

- The need for improved sustainable transport infrastructure was supported.
- There was strong support for reducing traffic, encouraging walking, and cycling
- Enhancements to Leyton Underground Station were considered positive, and there was general support for the new Ruckholt Road Station.
- Residents were supportive of better connections but highlighted that these should be safe and well lit.

2.5.3 A quality place to live

- There were some concerns relating to building heights in new developments.
- The need for cultural and entertainment hubs was considered fundamental to improve Leyton and the economy alongside other uses.
- The need for affordable housing was considered important with many concerned whether they will be truly affordable.
- Several spoke of their reliance on affordable retail and their desire to retain shops such as ASDA and B&Q.
- There was support for traffic reduction and congestion with reduced parking.
- Play equipment in parks and facilities for all age groups was a key consideration.

2.5.4 A strong local economy

- There was general support with some commenting that more needs to be done to attract businesses
- The protection of jobs was considered vital to ensure the economy is boosted with further employment for local people.

2.6 Summary of responses from statutory consultees

2.6.1 Aviva

- Desired more flexibility regarding the provision of Suitable Alternative Natural Greenspace (SANG).
- Requested more details on the land requirements, timing, and funding arrangements for the bridge.
- Requested the entire site to be suitable for tall buildings with greater flexibility around their location.
- Noted that Aviva's land ownership was incorrectly shown and needs to be corrected.
- Advocated for the ability to deliver sites independently.
- Objected to the requirement of having Biodiversity Net Gain (B&G) exceeding 10%, stating it is against policy.

2.6.2 Asda (via Newsteer)

- Requested the removal of references to basement or podium parking, advocating for more flexibility in surface parking.
- Sought flexibility in the wording for opportunities such as a school/community facility, preferring to use 'potential' for key opportunities like educational facilities or station entrances.
- Questioned the necessity of an educational/community facility, wanting it removed or not paid for by the developer, and sought clarity on its delivery.
- Proposed that the quantum of homes be a minimum target rather than an approximate target.
- Recommended that the proposed 'deliverables' and 'opportunities' should not be too prescriptive at this stage of the process but to allow flexibility.

2.6.3 City of London Corporation (CoLC) via Deloitte

- Supports the SPD aims and scope.
- Supports the proposals for the improvement of existing bus infrastructure to the site, including new bus stops and agrees these should be sensitively located to avoid conflicts between vehicles and pedestrians.
- Requested greater flexibility in wording around car parking, tall buildings, and ecological enhancements, including green buffers to Hackney Marshes.

- Suggested introducing some car parking to improve viability and potential for car clubs.
- Flexibility may be necessary on matters of height, form and massing when considered on a site-by-site basis.
- Supported cultural facilities only if the market use is relocated.
- Supported the ambition for a new station and active travel but sought flexibility for cycle routes through New Spitalfields site.
- Wanted a softening of the requirement for industrial intensification.
- Supported the intensification of employment floorspace and a range of proposed uses, seeking flexibility around the quantum of industrial floorspace.

2.6.4 Transport for London (TfL)

- Prioritisation of walking, cycling and wheeling was supported.
- Proposals for substantially car-free areas and that all key development sites should be Low Traffic Neighbourhoods with no through-routes for general traffic were supported.
- Would encourage the use and/or expansion of Legible London and a continuation of the cycle wayfinding system
- Welcome the requirement that 'The number of re-provided parking spaces should be lower than the existing and should be the minimum required to serve the needs of the retail development.
- Support any re-provided spaces should include electric charging for customers' and would encourage cargo cycle parking in close proximity to the supermarket entrance be required as well.

2.6.5 Lee Valley Regional Park Authority (LVRPA)

- Support the vision on protecting open spaces and biodiversity and improving accessibility for walking, wheeling and cycling to enhance connectivity both throughout the area and its immediate surroundings.
- Support the requirement for site-wide masterplans and planning applications to be accompanied by a 'Biodiversity Net Gain Design Stage Report' and BNG Strategy.
- Support the requirement that site masterplans and development proposals should provide for the open spaces and play space needs of development onsite and not rely on off-site provision

- Some concerns were raised with tall buildings 18+ storeys and the impact on the Park and open spaces.
- Notes and welcomes the statements and guidance in support of enhancing sporting and recreational facilities on site

2.6.6 Sport England

- Expressed overall support for the SPD.
- Recommended including greater references to active design using the toolkit for potential improvements.
- Footpath to Hackney Marshes should not prejudice the use of playing fields.
- Did not object to consolidated car parking at Eton Manor as long as sufficient parking remains for the Lee Valley Hockey and Tennis Centre.

2.6.7 Historic England

- Supports the document with a minor request for change.
- Welcome the references in the document to the listed buildings, conservation area and archaeological resource, as well as the opportunity for new development to draw on the history and culture of Leyton in its design and layout.

2.6.8 Hackney

- Welcomed the ecological survey but felt it did not go far enough.
- Called for wider buffers and a wetland at New Spitalfields Market and suggested a payment similar to SANGs to mitigate for recreational pressure impacts on Hackney Marshes.
- Requested further engagement on transport matters.
- Expressed concerns about light pollution impacts on Hackney Marshes from tall buildings, and people driving to cultural, and leisure uses.
- Supported aspirations for sustainable transport, including a new station at Ruckholt Road and sought more detail on the land assembly process, and funding and delivery of Ruckholt Road station.
- Raised concerns about pre-provision of the bus garage, its impact on bus spaces, and the need for a new bus route from Leyton Mills Asda to Westfield Stratford.

2.6.9 Newham

- Expressed support for the SPD but cautioned about the potential impacts of meanwhile uses at New Spitalfields Market.
- These included guidance for how the highways and public transport capacity impacts of meanwhile uses will be identified and managed, and guidance for the management of safety and amenity impacts (e.g. noise, air pollution).



3 Conclusion

3.1 Achieved objectives

- Seek resident and communities views to the themes, topics and key principles of the SPD.
 - As with the early consultation in Summer 2023, the statutory consultation was based around key themes.
- Ensure those who might be directly affected by the guidance are informed and have their voices heard and recorded.
 - The themes, topics and key principles of the SPD were brought to the public at the drop-in event outside Asda. Letters were distributed to those most likely to be affect by the guidance in the SPD and direct emails were send to key stakeholders.
- Reach as broad a range of residents and stakeholders as possible through diverse engagement methods.
 - The consultation materials were designed to be clear and attractive across different formats to engage residents. All material was produced in-house which gave officers an opportunity to upskill.
- Encourage comprehensive comments and feedback, ensuring that all voices are heard and recorded.
 - The questionnaire was divided into the themes, key principles, and site specific information to encourage comprehensive comments and feedback. These were then added to a schedule of representations (see Appendix 1) to ensure that all voices are heard and recorded.
- Meet the requirements of both the LLDC and LBWF Statement of Community Involvement
 - The consultation took place over a 6-week period to meet the requirements of the LLDC Statement of Statement of Community Involvement and exceed the requirements of the LBWF Statement of Community Involvement.

- Identify which aspects of the consultation were successful and where lessons can be learned in order to keep refining and improving how we engage productively with our residents and communities.
 - The team faced some challenges in engaging certain groups, such as private tenants and individuals with disabilities and will continue to establish connections with different and less well-represented groups across the borough to ensure that future consultations continue to reach ever wider demographics. More learnings for future consultations can be found below.

3.2 Learning for future consultations

The Place & Design team are clear that engagement is an ongoing process, not a one off event. Given that, we are of the view that we can always continue to learn and refine how we engage with our residents and communities. We are also clear that the work of making connections is iterative.

3.2.1 Key learnings to take forward

- A broad audience, including young people, was engaged and whilst some engagement took place with certain less heard from groups such as private tenants, individuals with learning disabilities, and social tenants, further work should be taken to increase the number of voices heard amongst these groups. We believe we can do this by engaging with these groups earlier. Time is needed to establish connections with less heard from community groups. This is an ongoing process and there are no short-cuts to this trust building. This work needs to happen not just immediately ahead of a consultation but should be happening all the time to ensure groups feel relaxed about engaging with the Council.
- Our residents and communities have insights that are valuable to the development of guidance.
- When engaging with the general public and where we are consulting on a technical document, we should consider providing a simplified version or videos giving a summary of the key points.
- Where possible we should minimise the number of consultation questions to simplify the consultation process.



4 Appendices

Appendix 1 - Schedule of representations

Appendix 2 - Letter distributed in the letter-drop

Get in touch:

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