



Statement of Community Involvement

Adopted December 2021

Contents

1.	Introduction	4
1.1.	What is a Statement of Community Involvement?	4
1.2.	Why is the SCI being updated?	4
1.3.	Contact details	4
2.	Coronavirus (COVID-19) implications	5
3.	BREXIT and changes to the planning system	5
4.	Involving the community in planning policy	7
4.1.	The Local Plan process	7
4.2.	Relationship of the local plan to other documents	8
4.3.	Duty to Cooperate and Statements of Common Ground	10
4.4.	How we consult people	11
4.5.	Who we consult	13
4.6.	Consulting on different stages of different plans - who and how?	14
4.7.	What we do with the comments we receive	18
4.8.	How can people get involved?	19
5.	Involving the community at the planning application stage	20
5.1.	Legal requirement to consult on planning applications	20
5.2.	Pre-application discussions	20
5.3.	Pre-application consultation	21
5.4.	Local Development Orders	22
5.5.	Who will be consulted on planning applications and how?	22
5.6.	How can people get involved in the application process?	24
5.7.	How can I find out about planning applications in my area?	24
5.8.	How to comment on a planning application	25
5.9.	What we do with the comments we receive?	25
5.10.	Speaking at Planning Committee	26
5.11.	Sources of planning advice	26
6.	Involving the community in producing the Broads Plan	27
6.1.	The Broads Plan	27
6.2.	Reviewing the plan	27
6.3.	Environmental report	28
7.	Neighbourhood planning	29
7.1.	About Neighbourhood Plans	29
7.2.	Neighbourhood Plans - 'cans' and 'cannots'	29
7.3.	Neighbourhood Plans produced by parishes in the Broads	29
7.4.	Producing a Neighbourhood Plan	29
7.5.	How the community is involved in the process	31
7.6.	More information	32
8.	Planning help and advice available to the community	33
8.1.	8.1 Introduction	33

8.2.	What type of service is provided by Planning Aid?	33
8.3.	Contact and more information	33
9.	Complaints procedure	34
9.1.	Stage one: Complaint dealt with by a senior manager	34
9.2.	Stage two: Complaint dealt with by Management Team	34
9.3.	Stage three: Chief Executive’s Review	34
9.4.	What happens next?	34
9.5.	What if I am still not satisfied?	35
10.	Reviewing the Statement of Community Involvement	35
11.	Data protection	35
Appendix A: Local Development Scheme		36
Appendix B: Venues Around the Broads Executive Area		37
	Libraries	37
	Local Authority offices	37
Appendix C: List of Consultees (Planning Policy and Broads Plan)		38
	Specific Consultees	38
	General Consultees	38
	Local Consultees	39
	Consultees specific to the Broads	39
Appendix D: Local Plan Data Privacy Notice		40
	Privacy notice	40

1. Introduction

1.1. What is a Statement of Community Involvement?

This Statement of Community Involvement (SCI) is the Broads Authority's formal policy to:

- a) Identify how and when local communities and stakeholders will be involved in the preparation of the Local Plan for the Broads. The Planning Policy Officer is responsible for the production of the Local Plan;
- b) Set out community involvement in the consideration of planning applications. The Development Management Officers are responsible for determining planning applications, and the Planning Administration Team is responsible for the receipt and processing of applications and fees; and
- c) Explain how the public can inform the review of the Broads Plan (the strategic management plan for the Norfolk and Suffolk Broads). The Management Team is responsible for the Broads Plan.

The SCI is a requirement of the Planning and Compulsory Purchase Act 2004 (as amended). Section 18¹ of the Act states that:

- 1) The local planning authority must prepare a statement of community involvement.
- 2) The statement of community involvement is a statement of the authority's policy as to the involvement in the exercise of the authority's functions under sections 13, 15, 19, 26 and 28 of this Act and Part 3 of the principal Act of persons who appear to the authority to have an interest in matters relating to development in their area.

1.2. Why is the SCI being updated?

This SCI updates and replaces the version adopted in July 2020. The National Planning Practice Guidance (NPPG) requires SCIs to be updated every 5 years. However, the July 2020 version of our SCI amended the January 2020 version to reflect the access and social distancing restrictions imposed by COVID19, when Local Planning Authorities had to rethink how to hold public consultations and the Government stated that SCIs needed to be amended. At the time of writing, COVID risk levels have significantly reduced and restrictions are no longer in place, and so it seems prudent to review and amend the SCI. The timing of this review also fits in with the production of the new Local Plan for the Broads, and with the review of the Broads Plan.

1.3. Contact details

For more information about the SCI, planning documents and applications in the Broads Authority Executive Area, or the Broads Plan, please contact us:

¹ <http://www.legislation.gov.uk/ukpga/2004/5/section/18>

Tel: 01603 610734
Email: PlanningPolicy@broads-authority.gov.uk
planning@broads-authority.gov.uk
BroadsPlan@broads-authority.gov.uk
Post: Broads Authority, Yare House, 62-64 Thorpe Road, Norwich, Norfolk NR1 1RY
Website: <https://www.broads-authority.gov.uk/contact-us/contact-form>

2. Coronavirus (COVID-19) implications

The NPPG was updated in May 2020 to say²: ‘where any of the policies in the Statement of Community Involvement cannot be complied with due to current guidance to help combat the spread of coronavirus (COVID-19), the local planning authority is encouraged to undertake an immediate review and update the policies where necessary so that plan-making can continue’.

Further temporary changes were made by the Government about the requirement to place hard (i.e. paper) copies of documents in the Head Office of local planning authorities. The Town and Country Planning (Local Planning) (England) (Coronavirus) (Amendment) Regulations 2020 make the changes and the NPPG says ‘these regulations make temporary changes to how documents are required to be made available under regulation 35 of the Town and Country Planning (Local Planning) (England) Regulations 2012 (“the 2012 Regulations”). They temporarily remove the requirement on a local planning authority to make documents available for public inspection at the authority’s principle office and at such other places as the authority considers appropriate. They also make temporary changes to regulation 36 of the 2012 Regulations to remove the requirement on a local planning authority to provide hard copies of documents made available under regulation 35. Documents are still required to be made available on the local planning authority’s website. This modification will apply until 31 December 2021’.

Given that, at the time of producing this SCI, the modifications to the regulations are in place until December 2021, and that COVID social distancing restrictions are relaxed, this SCI update reflects our hope that hard copy documents could be available to view at physical venues in 2022.

3. BREXIT and changes to the planning system

We are aware of the Planning White Paper proposals on removing the need for Sustainability Appraisals (SA), on amending the process relating to Habitats Regulation Assessments (HRA), on the Duty to Cooperate, and more fundamentally on altering the planning system and how people are engaged in planning. At the time of writing, trials are about to begin on digitising consultation and engagement in planning. This SCI includes some aspects of this, but will be further reviewed and amended as requirements are put in place.

² <https://www.gov.uk/guidance/plan-making#coronavirus>

The United Kingdom has left the EU, and SA and HRA are linked to EU Directives/ Regulations. However, the requirement to undertake a SA and HRA is currently still in place, and the SCI reflects this. As any changes to this requirement are made, the SCI will be reviewed and amended as appropriate.

4. Involving the community in planning policy

4.1. The Local Plan process

The Local Plan³ includes policies to help determine planning applications and allocate some areas of land for certain land uses. The Broads Authority has started to review the Local Plan for the Broads and the adopted planning policies. As part of this review, we will look into other issues in the Broads Authority Executive Area. The process is set out in Table 1 below. A timeline showing the estimated dates for the Local Plan review is the Local Development Scheme in [Appendix A](#). We anticipate that this timeline will be amended more regularly than the SCI⁴.

Over the coming years we will also produce and consult on some Supplementary Planning Documents (SPDs) and planning guides. We follow a set process for SPD production, consultation and adoption, and will produce guides in a similar way.

Table 1

Broads Local Plan process

Sustainability Appraisal and Habitats Regulation Assessment	1: Identify issues	Review existing policies and identify gaps in policies.
	2: Collect evidence	Research what will inform the Local Plan.
	3: Consult	Let stakeholders and the public know the Authority is producing the Local Plan and ask for their views on what it should cover. Minimum 6-week consultation period. (Regulation 18)
	4: Prepare Draft Plan	Prepare a draft Local Plan with help from evidence and comments received.
	5: Consult	Consult stakeholders and the public on the draft Local Plan for a minimum of 6 weeks.
	6: Improve Plan	Consider consultation comments and any further evidence when improving the Local Plan.
	7: Publish Plan	Consult stakeholders and the public on the improved Local Plan for a minimum of 6 weeks. (Regulation 19)
	8: Submit	Assess consultation comments. If the Authority wants to improve the Plan further, stages 6 and 7 are repeated. If the Authority considers the Local Plan is sound, submit it to the Planning Inspectorate. (Regulation 22)
	9: Examine	An independent Planning Inspector examines the submitted Local Plan. There may be Public Hearings. (Regulation 24) Modifications to the Local Plan will also be subject to consultation.
	10: Adopt	If the Independent Planning Inspector finds the Local Plan sound, the Authority can adopt the Plan. (Regulations 25 and 26)

³ <https://www.broads-authority.gov.uk/planning/planning-policies>

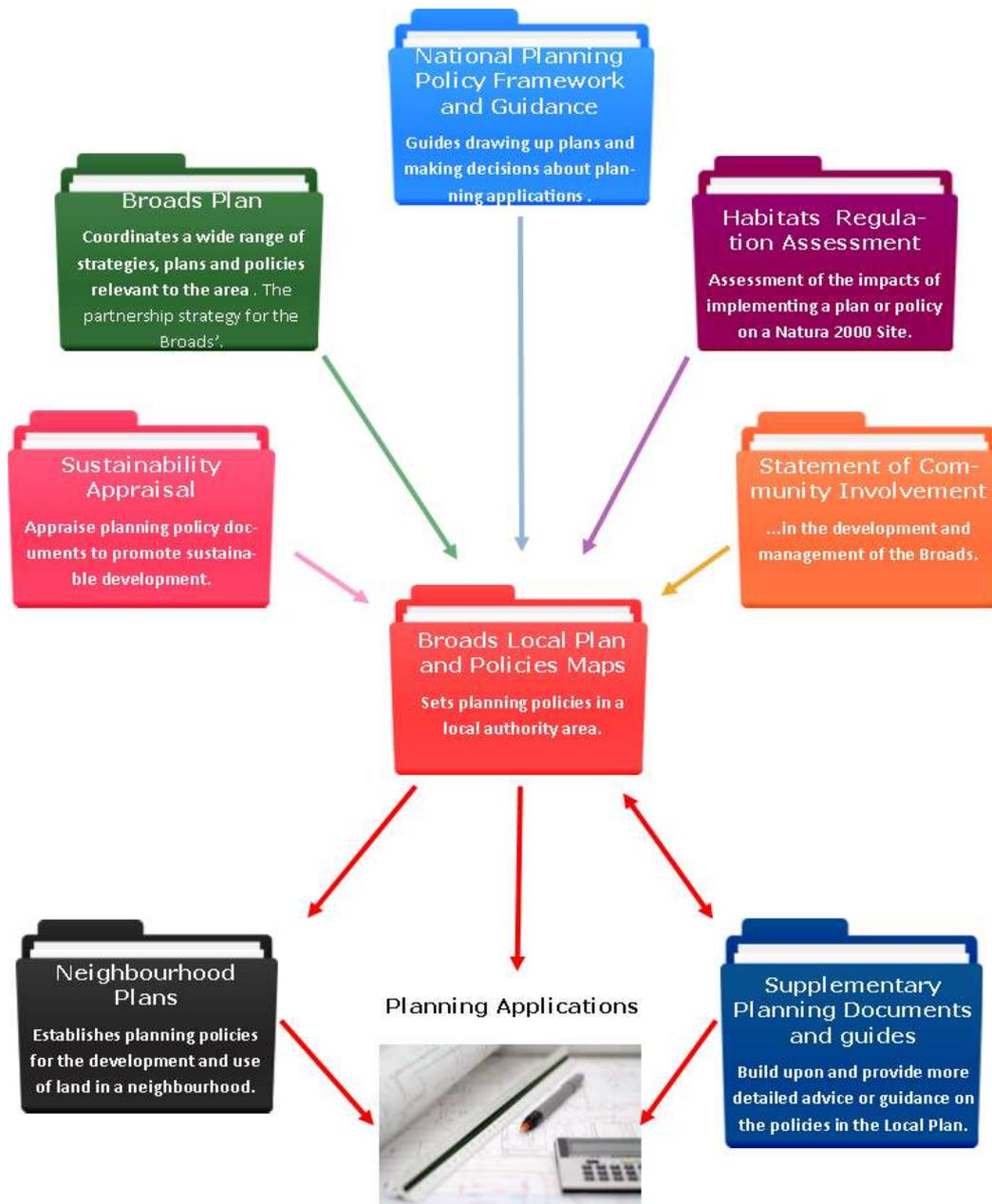
⁴ To see the most up to date version, please go here: <https://www.broads-authority.gov.uk/planning/planning-policies/development/supporting-documents-and-evidence>

The public can take part in stages 3, 5 and 7. They can also take part in stage 9 if they made comments at stage 7 (in terms of taking part in the Examination). The public can comment on modifications to the Local Plan, also as part of stage 9. The Authority can carry out extra consultation if needed.

4.2. Relationship of the local plan to other documents

Figure 1

How various documents relate to the Broads Local Plan and what each document is for



Sustainability Appraisal

A Sustainability Appraisal (SA), including a Strategic Environmental Assessment (SEA), must take place as part of the Local Plan process. The SA process will assess the social, environmental and economic effects of the Plan and this will help make sure that decisions made contribute to sustainable development. These documents are put together at the same time as the Local Plan and help to inform and shape the Local Plan policies.

For Supplementary Planning Documents (SPD), a SEA is completed that may use the SA criteria.

The first stage of the SA is to produce a Scoping Report. This identifies the key sustainability issues for the area through consultation and a review of literature and data. The Environment Agency, Natural England and Historic England must be consulted at this stage.

Following the Scoping Report, different versions of the SA are produced to go with each stage of the Plan making process. The SA assesses policies and proposals in the Plan and recommends improvements. The SA is published alongside the Local Plan and is also open to comment.

Habitats Regulation Assessment

The Habitats and Birds Directives protect sites of exceptional importance in respect of rare, endangered or vulnerable natural habitats and species within Europe. These European Sites include Special Areas of Conservation (SACs), Special Protection Areas (SPAs) and Offshore Marine Sites (OMSs), but at the moment there are no OMSs designated.

Articles 6(3) and 6(4) of the Habitats Directive (European Community 1992) require Habitats Regulations Assessment (HRA) of any plans or projects likely to have a significant effect on a designated feature of a European Site (European Commission 2002).

A Habitats Regulations Assessment assesses potential effects of a proposed plan on all European sites, both within and next to the plan area. It may also include an Appropriate Assessment (AA). The HRA (and AA) should make sure that a plan or project is only approved after determining it will not adversely affect the integrity of any European Site.

The HRA takes the following format:

- Evidence gathering - Identifying European sites in and next to the Broads designated area that may be affected. Research the qualifying features, site conditions, conservation objectives and other relevant plans or projects that might be relevant.
- Task 1 – Screening to decide if a policy is likely to have a significant effect. At this stage there should be enough information available to screen policies effectively.
- Task 2 – Appropriate Assessment and determining the effect on site integrity.

4.3. Duty to Cooperate and Statements of Common Ground

New legislation (Localism Act, section 110) sets out a 'duty to co-operate', which applies to all Local Planning Authorities, National Park Authorities and the Broads Authority, County Councils in England and several other public bodies. The new duty means that councils and public bodies must 'engage constructively, actively and on an ongoing basis' to develop strategic policies. Councils also have to consider joint approaches to plan making.

A statement of common ground records progress made by strategic policy-making authorities during strategic planning for cross-boundary matters. The statement records effective co-operation, or shows where it is not happening, throughout the plan-making process. It can be used at examination to prove that plans are deliverable over the plan period based on effective joint working across local authority boundaries. For Local Planning Authorities, it is used as part of the evidence needed to show they have complied with the duty to cooperate.

More information can be found at <https://www.gov.uk/guidance/plan-making>

The NPPF and NPPG lists issues requiring cooperation as:

- The homes and jobs needed in the area;
- The provision of retail, leisure and other commercial development;
- The provision of infrastructure for transport, telecommunications, waste management, water supply, wastewater, flood risk and the provision of minerals and energy (including heat);
- The provision of health, security, community and cultural infrastructure and other local facilities; and
- Climate change mitigation and adaptation, conservation and enhancement of the natural and historic environment, including landscape.

Certain other public bodies have to follow the duty to cooperate. These are prescribed in the [Town and Country Planning \(Local Planning\) \(England\) Regulations 2012](#) as amended by the [National Treatment Agency \(Abolition\) and the Health and Social Care Act 2012 \(Consequential, Transitional and Saving Provisions\) Order 2013](#). The organisations that have a statutory duty to cooperate⁵ are:

- Environment Agency
- The Civil Aviation Authority
- The Homes and Communities Agency

⁵ Please note that the regulations also refer to the Mayor of London and Transport for London but these are not relevant to the Broads Authority.

- Historic England
- The Office of Rail Regulation
- Natural England
- Norfolk County Council and Suffolk County Council
- Highways Agency
- New Anglia (Local Enterprise Partnership)
- Primary Care Trust⁶
- Marine Management Organisation

The Broads Executive Area covers parts of two County Councils and six District/Borough/City Councils:

- Norfolk County Council
- Suffolk County Council
- Broadland District Council
- East Suffolk Council
- Great Yarmouth Borough Council
- North Norfolk District Council
- Norwich City Council
- South Norfolk District Council

The Authority will ensure it 'engages constructively, actively and on an ongoing basis' with relevant organisations. Duty to Cooperate workshops are part of the Local Plan production process.

4.4. How we consult people

While at the time of writing (autumn 2021) COVID19 social distancing rules have been relaxed, it is possible that restrictions are put in place in future. Therefore, not all engagement methods listed may be possible. We will assess any risks in deciding how best to engage with the public and may use alternative approaches. If we hold events in person, we will adhere to any social distancing rules in place at the time.

Advertising consultations

Depending on the consultation stage, we will use some or all the following advertising methods:

- Advertise and promote consultations on the Authority's website.
- Email or write to relevant organisations or individuals who asked to be on our consultation database.
- Display posters at suitable places around the Broads.

⁶ The Health and Social Care Act 2012 abolishes Strategic Health Authorities and other health bodies such as Primary Care Trusts. Instead there are newly established bodies, the clinical

commissioning groups and the National Health Service Commissioning Board.

- Ask Town and Parish Councils and Councillors for their help letting people know about consultations.
- Use adverts or press releases to promote consultations in the local press or community magazines.
- Use social media (Facebook: <https://www.facebook.com/BroadsAuthority/> and Twitter: <https://twitter.com/BroadsAuth>) and information technology.

Methods of consultation

Depending on the type of consultation document, we will use some or all the following consultation methods.

- We may make presentations to certain groups or organisations. This could be in person or by using video conferencing.
- We may attend Parish meetings if asked, particularly if they can be grouped or where there is a policy issue of local significance. This could be in person or by using video conferencing.
- We may hold open days or public meetings at accessible venues at times when most people will be able to attend. There could be potential in arranging such a 'meeting' using video conferencing (perhaps with the need to make appointments).
- Depending on any COVID19 social distancing or other access restrictions in place, we would hope to be able to put printed documents in public venues around the Broads. [Appendix B](#) lists the usual venues. Where possible, hard copies will be available at reception at Yare House. For some documents, we may be able to attach them to windows so they can be read from outside the building. For other documents, documents may be viewable on an appointment basis (a phone number would be provided to check availability).
- We can print copies of the documents for individuals on request (we may have to charge a fee to cover costs and this will be set out in the consultation part of the document).
- We may deliver consultation summary leaflets to most homes in an area at certain stages of the plan making process.
- We can accept comments by email or post.
- We may put up unstaffed displays (including summary posters) in public areas.
- We may send out questionnaires, either printed or online.

- We can translate parts of documents or summary leaflets into other languages if needed.
- We can provide braille or large print versions if needed.

Consultations are held for a set period. We will make sure that deadline dates and times are clear and well publicised. To be included in the consultation, comments must reach us by the stated deadline. Late responses are kept on file, but are unlikely to influence subsequent versions of the document. At the formal stages of publication of a Local Plan, late representations are not 'duly made' and therefore cannot be used.

4.5. Who we consult

The Authority consults a wide range of people and organisations, under three main groups:

- **Specific Consultees:** These are the organisations we have to consult to comply with planning regulations. We also include the Local Enterprise Partnership (New Anglia) and the Norfolk and Suffolk Nature Recovery Partnership as Specific Consultees.
- **General Consultees:** These are extra organisations that we think are relevant to the consultation. They may be national, regional or local organisations.
- **Local Consultees:** These organisations or individuals are local to the Broads.

See [Appendix C](#) for a list of consultees, correct at the time of writing and adopting this SCI document.

Some groups may be harder to reach than others. These groups can include people whose first language is not English, people with disabilities, young people, older people and gypsies, travellers and travelling show people, and those who live on boats. Such groups may be unable or unwilling to engage in traditional consultation methods, and Table 2 below explains how we will aim to reach these groups.

Table 2

Reaching 'hard to engage' groups

Group that may be harder to engage with	How we will consult these groups
Young people	We may attend school assemblies, produce consultation materials aimed at school-aged people, and/or put up displays at venues that young people attend, taking into account social distancing or access restrictions. We may engage youth groups that operate in the area.
People with English not as their first language	We may put display posters in venues used by this particular group. We may translate parts of documents or summary

Group that may be harder to engage with	How we will consult these groups
	posters and questionnaires if needed.
People with disabilities	Make sure that open days or public meetings (if held) are held in accessible venues. Include organisations and individuals that represent this particular group in our General Consultees list (for example Equal Lives). Provide large print and braille versions of consultation materials if needed.
Gypsies, travellers and travelling show people	Include organisations and individuals that represent this particular group in our General Consultees list. Also ensure that our contacts at the District Councils invite comments from the Housing Teams.
Elderly people	Make sure that open days or public meetings (if held) are held in accessible venues. Include organisations or individuals that represent this particular group in our General Consultees list (for example Age UK Norfolk). Make sure that hard copies of documents are available in public venues, subject to social distancing and access restrictions.
Those who live on boats	Talk to residential boaters face-to-face (subject to any COVID19 social distancing and access restrictions in place at the time of the consultation) or drop off leaflets and other information as appropriate. Our Ranger team may also be able to help contact residential boaters.

4.6. Consulting on different stages of different plans - who and how?

Different consultation methods suit different stages of the plan making process and the type of document being consulted. There are regulations that the Authority must follow, setting out who to consult, when and for how long, as set out in Table 3 below. We may also add in extra stages of consultation.

We will try to avoid school holidays for consultations. If we can't avoid this, we may extend the consultation period beyond the minimum required.

We prefer to let people know about consultations by email, and also receive comments by email, as this reduces postage costs and time, but we will send or receive communications by post if needed.

Table 3

Public consultation requirements of different plans

Document	Stage	Length of Consultation	Who we consult and how we consult them
Sustainability Appraisal Scoping Report ⁷	Before plans are started	5 weeks	We will consult the Environment Agency, Natural England, Historic England, New Anglia, Norfolk and Suffolk Nature Recovery Partnership, Norfolk and Suffolk County Council and our six constituent districts. We will also consult the RSPB and Marine Management Organisation.
Broads Local Plan and Sustainability Appraisal ⁸	Consultation (Regulation 18)	Minimum 6 weeks	This is the first stage of consulting on a planning document, and consultation methods will be wide ranging. We will notify those on our consultation database, place e-documents on the website, where possible place printed documents in public venues ⁹ around the Broads, where possible place hard copies in Yare House reception (maybe use a view by appointment system or documents be attached to windows) and where possible hold public events such as open days either in person or using video conferencing (subject to any social distancing and access restrictions in place at the time). We will attend Parish meetings if asked (where possible and subject to any social distancing in place at the time), particularly if they can be grouped or where there is a policy issue of local significance. We may produce summary leaflets or surveys, present to specific groups (such as school assemblies) (where possible and subject to any social distancing in place at the time) and produce summary posters or unstaffed displays at suitable venues as needed.
	Publication (Regulation 19)	Minimum of 6 weeks	At this stage of consultation, we will notify those on our consultation database, place documents on the website and where possible place printed documents in public venues around the Broads and place hard copies in

⁷ The Environmental Assessment of Plans and Programmes Regulations 2004:

<http://www.legislation.gov.uk/ukxi/2004/1633/contents/made>

⁸ The Town and Country Planning (Local Planning) (England) Regulations 2012:

<http://www.legislation.gov.uk/ukxi/2012/767/contents/made> and The Environmental Assessment of Plans

⁹ Please note that Regulation 35 of the 2012 regulations which says that documents are made available when 'made available for inspection, at their principal office and at such other places within their area as the local planning authority consider appropriate, during normal office hours' has been temporarily halted, as set out in section 2 of this document

Document	Stage	Length of Consultation	Who we consult and how we consult them
			<p>Yare House reception (maybe use a view by appointment system or documents be attached to windows).</p> <p>We will ask those who respond if they want us to let them know about the progress of the document as it is submitted, examined and potentially adopted.</p>
	Submission (Regulation 22)	-	<p>At Submission stage, we must tell Specific and General consultees and those who asked to be kept informed that they can see the documents on the Authority's website and where possible at appropriate public venues and where possible place hard copies in Yare House reception (maybe use a view by appointment system or documents may be attached to windows). We will also put a notice in the local press.</p>
	Examination (Regulation 24)	-	<p>Any consultee who made a representation and said that they want to attend the Examination in Public and speak at the public hearings will be told the date, time, venue and format of the hearings. It should be noted that the Planning Inspectorate will use different ways of holding the hearings such as video conferencing to reflect the social distancing or access restrictions in place.</p> <p>We will advertise the date, time, venue and format of the examination on our website and at public venues.</p> <p>The Inspector may also ask someone who has made a representation to provide further information to help their understanding. When we receive the Inspector's Report, we will place it on our website and where possible in public venues and where possible place hard copies in Yare House reception (maybe use a view by appointment system or documents may be attached to windows) and contact those who asked to be kept informed.</p> <p>If we need to consult on modifications to the Local Plan, we will do this in the same way as previous stages of consultation.</p>

Document	Stage	Length of Consultation	Who we consult and how we consult them
	Adoption (Regulation 26)	-	As well as informing interested parties of adoption, we will place a notice in the local press, write to or email consultees, and where possible place information in public venues, where possible place hard copies in Yare House reception (maybe use a view by appointment system or documents may be attached to windows) and on our website.
Statement of Community Involvement	Draft SCI	5 weeks	There is no requirement to consult on the SCI. Once adopted, we will advise those on our consultation database that we have amended and adopted the SCI. We will place a copy on our website, advertise the adoption via social media and where possible have hard copies at public venues, and where possible have a hard copy at Yare House reception (maybe use a view by appointment system or documents may be attached to windows).
Supplementary Planning Documents ¹⁰	Draft SPD (Regulation 12)	4 weeks	We will notify those on our consultation database, place documents on the website, where possible place printed documents in public venues and where possible place hard copies in Yare House reception (maybe use a view by appointment system or documents may be attached to windows). We may hold public events such as open days (where possible and subject to any access restrictions and social distancing in place at the time). We may produce summary leaflets or surveys, present to specific groups (such as school assemblies) (where possible and subject to any access restrictions and social distancing in place at the time) and produce summary posters or un-staffed displays at suitable venues. We will ask those who responded if they want us to let them know when the Plan is adopted.
	Adoption (Regulation	-	As well as informing the interested parties of adoption, we will place a notice in the local

¹⁰ The Town and Country Planning (Local Planning) (England) Regulations 2012: <http://www.legislation.gov.uk/uksi/2012/767/regulation/12/made>

Document	Stage	Length of Consultation	Who we consult and how we consult them
	14)		press, write to or email consultees on our database, where possible place information in public venues, where possible place hard copies in Yare House reception (maybe use a view by appointment system or documents may be attached to windows) and on our website.
Guides	Consultation	Around 6 weeks.	We will notify those on our consultation database, place documents on the website, where possible place printed documents in public venues and where possible place hard copies in Yare House reception (maybe use a view by appointment system or documents may be attached to windows). We may hold public events such as open days (where possible and subject to any access restrictions and social distancing in place at the time). We may produce summary leaflets or surveys, present to specific groups (such as school assemblies) (where possible and subject to any access restrictions and social distancing in place at the time) and produce summary posters or un-staffed displays at suitable venues. We will ask those who responded if they want us to let them know when the Plan is adopted.
	Adoption	-	As well as informing the interested parties of adoption, we will place a notice in the local press, write to or email consultees on our database, where possible place information in public venues, where possible place hard copies in Yare House reception (maybe use a view by appointment system or documents may be attached to windows) and on our website.

4.7. What we do with the comments we receive

When you respond to a Planning Policy consultation, your comments will eventually be viewable by the public. This helps ensure a transparent planning system. We will check all comments before they are made public, to make sure that the language used is appropriate for a public audience (e.g. not offensive or inflammatory).

We will abide by data protection rules and will make sure that full personal details are not made publicly available. Names (and job titles and organisations where appropriate) will be made public in the list of consultation responses. We will deal with your personal data in line with GDPR requirements (see [section 11](#) and [Appendix D](#)).

All comments received will be acknowledged and logged on our database. At the end of the consultation period, we will put together a summary document of comments received, our response, and details about how the comments will be used. We will explain clearly why we made our decisions. The report will be available on the planning policy pages of our website and in paper format on request (a fee may be charged for this). The report will be ready after a reasonable time following the end of the consultation period, allowing us time to read, consider and respond to all comments.

When we submit the Local Plan (or any other planning document) to the Planning Inspectorate to be examined, we must produce a Consultation Report. This report will include the comments received at all stages of the Local Plan production. It will explain how we used the comments and how they have affected the development of Local Plan policy.

We cannot guarantee that every comment will result in changes to the plan that is being consulted on. However, we can guarantee that we will read every comment and provide a response saying what actions will be taken, or give reasons if no action is taken.

4.8. How can people get involved?

We will advertise our consultations widely in a variety of ways, so that people can find out about consultations and tell us what they think. Anyone interested can get in touch with us and ask to be kept informed about particular planning documents or consultations. From time to time, we will contact consultees to see if they still want us to keep their details on our consultation database.

5. Involving the community at the planning application stage

The Broads Authority is the local planning authority for all land and properties within the Broads Authority Executive Area. Therefore, the Authority is responsible for processing and managing most forms of development in the Broads¹¹.

5.1. Legal requirement to consult on planning applications

As well as consulting on strategic documents, the Broads Authority also has to consult the community on planning applications. The requirements are set out in the Town and Country Planning (Development Management Procedure) (England) Order 2010.

5.2. Pre-application discussions

The Localism Act 2011 sets out requirements for consultation in the pre-application process, and the National Planning Policy Framework (NPPF) also encourages applicants to engage in this process. This can provide feedback at an early stage as to whether their application is likely to be acceptable in principle.

The NPPF says: 39. Early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties. Good quality pre-application discussion enables better coordination between public and private resources and improved outcomes for the community.

For all applications, we encourage pre-application discussions with our Planning Officers, who can offer guidance and advice on design and on the planning policies and regulations that may apply. They can also give advice about the type and level of information required to enable the Authority to validate and determine their application. We can also let the applicant know which organisations we will be consulting. This will give the applicant an opportunity to contact the organisations beforehand and address any concerns they may have. We can also advise if planning permission is not needed.

The NPPF says: 41. The more issues that can be resolved at pre-application stage, the greater the benefits.

Pre-application advice can:

- Help identify issues any developer should consider in formulating proposals including flood risk

¹¹ <https://www.broads-authority.gov.uk/planning/planning-permission>

- Help identify the level of supporting information and detail what should accompany the plans and forms required to be submitted with any formal application
- Avoid expensive mistakes being made at application stage
- Speed up processing of the application
- Make sure groups or individuals you must consult by law are engaged as early as possible
- Identify schemes which are unlikely to win support
- Avoid time spent on making an application if permission is not needed

At the time of writing, this service is provided for free. If you want to take advantage of pre-application advice, please fill out the pre-application advice form on the Authority's website¹².

5.3. Pre-application consultation

The Localism Act sets out the requirements for statutory pre-application consultation; the NPPF also encourages those not required by law to undertake community engagement. All applicants are encouraged to consult neighbours, the appropriate Parish/ Town Council and other local amenity bodies before submitting their application. How this is done will vary in proportion to the scale and nature of the development proposal. As a minimum, for minor applications we recommend the applicants consult immediate neighbours before submitting an application.

For major applications, such as those that may be controversial, on sensitive sites or significant in scale, we encourage developers to engage with the local community at an early (pre-application) stage in order to establish local issues and concerns that may need to be addressed in the application. How this is done is up to the developer, but we would encourage public exhibitions, public meetings, press releases and public notices.

Applicants will then be able to submit a Consultation Statement with their application.

Major applications are defined as residential development comprising 10 or more dwellings OR if the number of dwellings is unknown, the site area is 0.5 hectare or more; or any other use where the floor space proposed is 1,000 square metres or more OR if the site area is one hectare or more¹³.

¹² http://www.broads-authority.gov.uk/_data/assets/word_doc/0004/410269/Do_I_need_Planning_Permission_form.doc

¹³ It is worth noting that the term major development is also used in relation to policy DM1. In this context, Footnote 60 of the 2021 NPPF (that relates to paragraph 177) says that whether a proposal is 'major development' is a matter for the decision maker, taking into account its nature, scale and setting, and whether it could have a significant adverse impact on the purposes for which the Broads has been designated. This type of major development does not have a numerical or size threshold.

5.4. Local Development Orders

Local Development Orders are made by local planning authorities and give a grant of planning permission to specific types of development within a defined area. They streamline the planning process by removing the need for developers to make a planning application to a local planning authority.

On producing a Local Development Order, the regulations¹⁴ state that the draft local development order and statement for reasons need to be made available in a similar way to those of the Local Plans. The venues as set out in [Appendix B](#) will therefore hold paper copies of the documents, and a copy will be posted on our website.

Where the draft local development order would grant planning permission for development specified in the order, the Authority will display in at least one place on or near to the site to which the order relates a notice (as set out in Schedule 7 of The Town and Country Planning (Development Management Procedure) (England) Order 2010) and give every person whom we know to be the owner or tenant of any part of the site whose name and address is known to the authority, a copy of the Order.

The consultation will last a minimum of 28 days.

The Specific Consultees as set out in [Appendix C](#) will be consulted, as well as the following groups:

- Voluntary bodies some or all of whose activities benefit any part of the local planning authority's area;
- Bodies which represent the interests of different racial, ethnic or national groups in the local planning authority's area;
- Bodies which represent the interests of different religious groups in the local planning authority's area;
- Bodies which represent the interests of disabled persons in the local planning authority's area;
- Bodies which represent the interests of persons carrying on business in the local planning authority's area.
- Any person with whom they would have been required to consult on an application for planning permission for the development proposed to be permitted by the order.

5.5. Who will be consulted on planning applications and how?

Once an application has been submitted, the Authority is responsible for managing the consultation, determining who will be consulted and how long they will have to comment.

¹⁴ http://www.legislation.gov.uk/uksi/2010/2184/pdfs/uksi_20102184_en.pdf

The Authority carries out consultation for applications, even those when pre-application advice has been sought

Depending upon the nature and location of the application, the Authority may consult various bodies and organisations to receive their views regarding the application. These can include the Environment Agency, Anglian Water, Natural England, Norfolk or Suffolk County Council Highways Departments, Norfolk Landscape and Archaeology Department, Norfolk or Suffolk Fire Service, Broads Society and others considered pertinent to the proposal.

The Authority may also consult internal officers for their specialist views. These can include the Ecologist, the Landscape Officer, the Historic Environment Manager, the Authority's Arboriculture Consultant and the Waterways and Recreation Officer. The Parish/Town Council is a statutory consultee and is always consulted.

For applications that relate to the use and enjoyment of the water space and/or affect navigation, the Authority will consult with relevant organisations that represent the various users of the Broads system.

These organisations/officers are consulted by email (or by post if no email address is provided to the Authority) with information as to how they can view the application online. Neighbours are consulted by post, and Parish and Town Councils are sent an email informing them of the consultation period or sent a copy of the application by post if an email address is unavailable.

Some applications may have historic environment issues. On these occasions, the Authority will consult with Norfolk County Council Historic Environment Service, and Historic England East of England Region as well as the Authority's Historic Environment Manager.

On occasion, planning applications are revised after they have been submitted, due to concerns raised by case officers or to address comments received from consultees or the public. Depending on the significance of the changes, the Authority may re-consult with the Parish Council, neighbours and anyone else likely to be affected by the changes made. The usual time for response to amendments is 10 working days.

In addition to consulting neighbours and other Statutory Bodies, the Authority publicises planning applications and other submissions as set out in the Table below to ensure the local communities have a number of ways to find out what is being proposed in their area.

For all Local Planning Authority applications and consents submitted to the Broads Authority, we will:

- a) Send notification of the application to the respective District/Borough/City Council
- b) Display a notice of the proposal in a prominent position on or near the proposed site
- c) Consult, by letter or email, immediate neighbours, respective Parish Council and respective District/Borough/ City Council Ward and County Members

- d) Publish full details of the application on the Authority's website
- e) Make details of the application available for inspection at the Authority's head office during normal working hours. Due to the restrictions arising from Covid-19 there will be specific arrangements and you may need to make an appointment to view these – please contact us to discuss this.
- f) Consult any relevant statutory and non-statutory bodies

In addition to the above, we will give notice in a local newspaper of the following types of development:

- a) Works within a Conservation Area or within the curtilage of a listed building.
- b) A proposal which is Environmental Impact Assessment development
- c) A proposal which is contrary to the Development Plan
- d) A proposal which affects a public right of way
- e) Major development, including development likely to be of interest to a wider number of people
- f) Telecommunications development

A Weekly List¹⁵ of new planning applications is issued each week to allow the public to stay up-to-date with applications submitted for sites within their local area.

5.6. How can people get involved in the application process?

Members of the public can get involved during the consultation period, by informing the Authority in writing of their views on proposals or by providing any relevant information they feel the Authority should know.

Applications are also discussed at Parish/Town Council Committee meetings. Members of the public may be able to speak at these meetings. However, it is advised that the Parish Clerk/Representative is asked for that Parish's protocol in respect of its planning meetings.

The Broads Authority's Planning Committee¹⁶ is a public meeting and anyone can register to speak on an application, or turn up on the day to observe.

5.7. How can I find out about planning applications in my area?

The Weekly List published on the Authority's website shows new applications registered within the Broads Authority's Executive Area. Site notices are another way to find out about planning applications. These are erected on or close to the application site in places accessible to the public from public footpath or highway. Press Notices are included in the local newspaper for applications as specified the box on the previous page.

¹⁵ <https://planning.broads-authority.gov.uk/online-applications/search.do?action=weeklyList>

¹⁶ <https://www.broads-authority.gov.uk/about-us/committees/planning-committee>

5.8. How to comment on a planning application

Consultation letters, Site Notices and Press Notices will all include details of how to view the planning application and how to make comments on the application.

There is a statutory consultation period of 21 days from the date of the Site Notice or neighbour notification letter, or 14 days from the date of the press advertisement, for responses to be made. However, bodies such as Natural England will be allowed a longer period of time to comment on applications where this is prescribed by legislation for applications for development potentially affecting a SSSI. Any responses received during this consultation period are uploaded onto the Broads Authority's Public Access system and can be viewed by the wider public.

Comments on a planning application must be made in writing and can be submitted in three different ways:

- a) through the Broads Authority's Public Access system
- b) by email
- c) by post

5.9. What we do with the comments we receive?

We aim to acknowledge representations received from neighbours, Parish/Town Councils, District or other councillors and the Broads Society on undetermined applications within five working days of receipt. We will acknowledge representations from other bodies as appropriate.

The Authority displays all comments received regarding an application on its website under the application's reference (although we will not include any inappropriate or offensive comments). These can be accessed by all members of the public.

The Planning Officer responsible for an application will take all comments received into consideration when making his/her recommendation. Where appropriate, comments received may result in amendments being made to the proposal and/or adding conditions to the decision notice. In some instances, comments received may result in the refusal of a proposal.

Every Planning Officer will ensure that any comment received is referenced in their final report on the proposal, whether or not further action has been taken as a result of the comment.

The determination of each planning application will be made either at Officer level under the Authority's Scheme of Delegation or by the Planning Committee. If the application is taken before the Planning Committee for determination, any comments or representations received will be brought to the attention of the Members.

5.10. Speaking at Planning Committee¹⁷

The majority of applications are not required to go before the Planning Committee to be decided, because they fall within the Authority's Scheme of Delegation and can be determined by Officers.

For those applications that need to go to Planning Committee, the Planning Committee meeting is held around every 4 weeks, on a Friday morning at Yare House, 62-64 Thorpe Road, Norwich.

Meetings are open to the public, and applicants and objectors to development proposals may speak to the committee. Please see [Public Speaking at Planning Committee](#).

Full details, including Committee agenda papers, Committee minutes and planning decisions, are published on our website at <https://www.broads-authority.gov.uk/planning>.

5.11. Sources of planning advice

Planning Aid

Planning Aid provides free, independent and professional advice to those who are unable to pay professional fees. See [section 8](#) for more details.

Planning Portal

The Planning Portal is a Government website that offers clear guidance on the planning system in England and Wales. The website also allows you to submit online planning applications to the Authority. The website is available to view at www.planningportal.gov.uk.

GOV.UK

There is a lot of information about the planning system on the Government website at <https://www.gov.uk/planning-permission-england-wales>

¹⁷ https://www.broads-authority.gov.uk/_data/assets/pdf_file/0005/414887/PUBLIC-SPEAKING-September-2018.pdf

6. Involving the community in producing the Broads Plan

6.1. The Broads Plan

The Broads Plan is the strategic plan to manage the Norfolk and Suffolk Broads. It sets out a vision, long-term aims and short-term objectives for the Broads, and coordinates and integrates a wide range of strategies, plans and policies relevant to the area with the purposes and duties set out in the Broads Act. The Broads Plan is a plan for the Broads, not just for the Broads Authority. While the Authority is responsible for its production, a wide range of partners will take a lead or joint role in the delivery and monitoring of specific actions in the Plan.

The Broads Plan helps shape the planning policies adopted with the Broads Local Plan, and neighbouring Local Planning Authorities need to have regard to it when adopting their own planning policies. The Broads Plan may also be a material consideration in making decisions on individual planning applications.

6.2. Reviewing the plan

The Authority is required to review the Broads Plan at least once every five years and update it as appropriate.

Each stage of the review process will involve working with our officers and members, key statutory and delivery partners, and stakeholder groups and individuals with an interest in the Broads. Our Broads Engage web pages¹⁸ highlight the consultation methods we use regularly, including stakeholder workshops, committee and interest group meetings, focus groups, social media (Twitter and Facebook) one-to-one discussions, written consultations in paper and electronic formats, surveys and questionnaires, and public events in local venues around the Broads, including 'drop-in' area parish forums, all subject to social distancing and access restrictions at the time. We will follow the process in Table 2 to engage with those who may be considered as 'hard to engage'.

While at the time of writing (autumn 2021) COVID19 social distancing rules have been relaxed, it is possible that restrictions are put in place in future. Therefore, not all engagement methods listed may be possible. We will assess any risks in deciding how best to engage with the public and may use alternative approaches. If we hold events in person, we will adhere to any social distancing rules in place at the time.

¹⁸ Broads Engage: <https://www.broads-authority.gov.uk/about-us/how-we-work/broads-engage>

The stages of a Broads Plan review are:

- Carry out preliminary scoping work to review the Plan's vision, aims and objectives, and assess outputs and outcomes since the Plan was adopted.
- Prepare a first draft Plan and publish it for public consultation for a minimum period of 6-8 weeks. Consider comments received, and carry out additional internal and external consultation if needed.
- Prepare revised draft Plan and publish it for a 6-8 week period of public consultation.
- Prepare and publish final Plan.

The draft and final versions of the Plan and associated documents will be made available in paper and electronic format, and in large print or audio formats on request. We will publish information about consultations on our website, through our social media including Twitter, Facebook and relevant blogs (for example, from the Chief Executive), in our visitor and toll payer newsletters, in the local press, and where possible place paper copies in Yare House reception and in the public venues shown in [Appendix B](#).

6.3. Environmental report

The Broads Plan review is informed by an Environmental Report (combining Sustainability Appraisal and Strategic Environmental Assessment), which assesses any significant environmental, economic and social impacts of the Plan on conservation sites designated under the European Habitats Directive. This process will be run in parallel with the Plan review process.

7. Neighbourhood planning

7.1. About Neighbourhood Plans

The Localism Act 2011 (as amended) makes provision for communities to prepare their own Neighbourhood Development Plans, which can add detail beyond that of the Local Plans and can include policies that can include additional, more local details reflecting local circumstances that is not appropriate for Local Plans to cover. These plans can set planning policies to guide future development in the parish. They must have regard to National Policy as well as be in general conformity with any Plan that has been adopted by the Local Authority. They are community led and can be written by Town or Parish Councils, or where there is no Town or Parish Council by a specially created Neighbourhood Forum.

7.2. Neighbourhood Plans - 'cans' and 'cannots'

A Neighbourhood Plan **can**:

- Decide where and what type of development should happen in the neighbourhood (alongside the Local Plan);
- Promote more development than is set out in the Local Plan; and
- Include policies: For example, regarding design standards provided the Neighbourhood Plan policies do not conflict with the strategic policies in the Local Plan.

A Neighbourhood Plan **cannot**:

- Conflict with the strategic policies in the Local Plan prepared by the LPA;
- Be used to prevent development that is included in the Local Plan; and
- Be prepared by a body other than a Parish or Town Council or a Neighbourhood Forum.

7.3. Neighbourhood Plans produced by parishes in the Broads

There are no parishes wholly within the Broads Authority Executive Area. Each parish that is partly in the Broads, where the Broads Authority is the LPA, will also have a part within one of the Authority's constituent council areas, with that council being the LPA.

7.4. Producing a Neighbourhood Plan

While the Neighbourhood Plan will be written by the community, the Local Planning Authority (LPA) still has a role to play. The Authority and its constituent councils work together to assist the community in producing a Neighbourhood Plan. The Council usually leads on the LPA's side of producing the Neighbourhood Plan, usually because the majority

of the area of a Parish is not in the Broads Authority Executive Area, but also because the Council will eventually run the referendum stage of production.

That being said, both the Authority and the relevant Council need to undertake the required formal stages in line with their particular procedures. Table 4 summarises the process¹⁹.

Table 4
Stages of Neighbourhood Plan production

Stage	Explanation
Designating a Neighbourhood Area or Neighbourhood Forum	<p>If the application is for an entire parish, then the LPAs designate the Neighbourhood Plan. For the Broads Authority, this is through Planning Committee.</p> <p>If for an area different to an entire parish, the Council and the Broads Authority will advertise the application for six weeks. The Council will probably lead on contacting particular consultees, with the Authority providing relevant contact details. The Authority will advertise the consultation on its website.</p> <p>On completion of the consultation (if required), the Authority and Council designate the Neighbourhood Area or take the decision to designate the Neighbourhood Forum.</p> <p>The majority of the Authority’s formal involvement in the production of a Neighbourhood Plan is delegated to the Planning Committee.</p>
Pre-submission publicity and consultation	<p>The qualifying body (Parish Council or Neighbourhood Forum) publicises the draft plan or Order and invites representations and consults the consultation bodies as appropriate. The Authority and Council help. The Authority will place the consultation document on its website and where possible in its Head Office reception which may be via a view by appointment system or documents may be attached to windows.</p>
Submission to the local planning authority and publication	<p>The Authority and Council check that the submitted proposal complies with all relevant legislation. If the plan meets the legal requirements, the Authority and Council publicise the proposal for a minimum of 6 weeks and invite representations, and appoint an independent examiner (with the agreement of the qualifying body).</p>

¹⁹ More detail on the process of producing a Neighbourhood Plan can be found here <https://www.gov.uk/guidance/neighbourhood-planning--2#key-stages-in-neighbourhood-planning>

Stage	Explanation
Submission to Independent Examiner and Examination	The Neighbourhood Plan and representations are sent to the independent examiner, who undertakes the examination. The independent examiner issues a report to the local planning authority and qualifying body. The Authority and Council consider the report and reach their own view – to proceed to referendum or not.
Referendum	The Council organises and runs the referendum.
Making the neighbourhood plan	The results of the referendum are reported to the full Authority. Paragraph 38A (4)(a) of the Planning and Compulsory Purchase Act 2004 requires that the Local Planning Authority must make the neighbourhood plan if more than half of those voting have voted in favour of the plan being used to help decide planning applications in the plan area. The making of the Neighbourhood Plan is through resolution at a Broads Authority meeting.

Once the neighbourhood area is approved, the Authority and Council are legally required to provide support and advice covering such issues as planning matters and advice on the legal requirements for producing a Neighbourhood Plan. The Authority and Council are also responsible for checking that the submitted Neighbourhood Plan has followed the proper legal process, publicising the proposed plan and arranging for the independent examination and referendum to take place. The NPPG sets out the role for the LPA at:

<https://www.gov.uk/guidance/neighbourhood-planning--2#the-role-of-the-local-planning-authority-in-neighbourhood-planning>

7.5. How the community is involved in the process

The community are formally involved in the stages set out in Table 5 below. The Neighbourhood Forum/Parish Council may involve the community in other ways at other stages of the Neighbourhood Plan production.

Table 5

Community involvement in neighbourhood planning process

Stage	Length of time	How and who?
Pre-submission consultation	6 weeks	Relevant consultees are invited to comment on the draft Neighbourhood Plan. The draft plan is displayed on the Authority's website.

Stage	Length of time	How and who?
		A hard copy is where possible displayed at the Authority's head office (maybe a view by appointment system or documents may be attached to windows).
Publication	6 weeks	Relevant consultees are invited to comment on the publication version of the Neighbourhood Plan. The draft plan is displayed on the Authority's website. A hard copy is displayed at the Authority's head office where possible, (which may be a view by appointment system or by documents attached to windows).
Referendum	One day only to cast vote	Those who live in the Parish and are over 18. Polling stations for each ward of a Parish. Run by the Council.

7.6. More information

For more information, visit these useful websites:

Locality:

<https://locality.org.uk/>

Forum for Neighbourhood Planning:

<https://neighbourhoodplanning.org/>

Community Knowledge Hub:

<http://planning.communityknowledgehub.org.uk/>

Government Guidance:

<http://planningguidance.planningportal.gov.uk/blog/guidance/neighbourhood-planning/>

Planning Help:

<http://www.planninghelp.org.uk/improve-where-you-live/shape-your-local-area/neighbourhood-plans>

Planning Advisory Service:

<https://www.local.gov.uk/pas/pas-topics/neighbourhood-plans>

Localism Act and Neighbourhood Planning:

<http://www.legislation.gov.uk/ukpga/2011/20/part/6/chapter/3>

8. Planning help and advice available to the community

8.1. 8.1 Introduction

Planning Aid is a voluntary service linked to the Royal Town Planning Institute (RTPI) that offers free independent professional advice on planning issues. Planning Aid is provided to support community groups and individuals who have limited resources to participate effectively in planning matters.

8.2. What type of service is provided by Planning Aid?

The remit of Planning Aid involves advising community groups in negotiations with the Local Planning Authority and, if necessary, representing the groups at examination.

Planning Aid England can help individuals and communities to:

- Understand and take part in the planning system
- Take part in the preparation of plans
- Comment on planning applications
- Apply for planning permission
- Appeal against a decision
- Help individuals represent themselves at appeals or public enquiries

Every part of the UK is covered by Planning Aid, with each region having its own service. Developers should consider contacting Planning Aid for advice about appropriate engagement techniques.

8.3. Contact and more information

Planning Aid England can be contacted by phoning 020 7929 8338 (although no advice given over the phone) or by completing the online form at <https://planningaid.zendesk.com/hc/en-us/requests/new>. Further information is available on the RTPI website at <https://www.rtpi.org.uk/planning-aid/>.

Information on the planning system is also available on the Government planning portal website at www.planningportal.gov.uk.

9. Complaints procedure

We operate a three-stage procedure²⁰.

9.1. Stage one: Complaint dealt with by a senior manager

Initially you may wish to informally contact a senior manager responsible for the area of work where you have a complaint. You can write to us by email or letter, or use our [contact form](#). Alternatively, if you phone us and say you wish to make a complaint, you will be put through to the officer best able to deal with your concerns.

We will deal with your complaint efficiently and make every effort to resolve it. We will provide a written reply to emails or written informal complaints within 10 working days of receipt. This also applies to informal complaints made by phone that cannot be resolved at the time.

9.2. Stage two: Complaint dealt with by Management Team

If you are not satisfied with the response under Stage 1, please complete our [formal complaint form](#) (word doc) which we will forward to the relevant member of our Management Team. We will send you an acknowledgement of your complaint within three working days of receipt.

The member of Management Team will send you a detailed reply in writing within 10 working days, saying whether or not your complaint is upheld. If it is not possible to respond fully within this timescale they will explain why, and tell you when the response can be expected. The reply will also explain how you can take your complaint forward if you are not satisfied with our response.

9.3. Stage three: Chief Executive's Review

This is the final stage in our complaints process, and is only possible when the Stage 2 process has been completed. If you are not satisfied with our Stage 2 response, you can make a written request asking the Chief Executive to review your complaint. If your complaint concerns the Chief Executive, it will be reviewed by the Chair of the Authority.

We will acknowledge Stage 3 requests within three days of receipt, and send a detailed reply within 20 working days. If it is not possible to respond within this timescale we will explain why, and when the response can be expected.

9.4. What happens next?

We will aim to resolve any problems as quickly and fully as possible, and will respond to complaints within the timescales shown above. If your complaint is upheld, we will send you

²⁰ <https://www.broads-authority.gov.uk/contact-us/comments-and-complaints/how-to-complain>

a written apology and an explanation of any action we are taking to prevent a similar thing happening again.

9.5. What if I am still not satisfied?

The reply you receive from the Chief Executive will set out your right to contact the Local Government Ombudsman (LGO). If your complaint was made because you consider the Authority had not followed its procedures correctly and may have caused you an injustice, visit [Home - LGO](#) or telephone 0300 0610614.

Occasionally, your complaint will be dealt with under a different procedure. For details see [Other Complaints Procedures](#)

10. Reviewing the Statement of Community Involvement

The SCI will be kept under review. Revisions will be made only if there are new groups we wish to engage, or where the regulations relating to public consultation change. The SCI will be fully reviewed by 2026 at the latest.

11. Data protection

The Broads Authority is registered under the Data Protection Act 1988 for the purpose of processing personal data in the performance of its legitimate business. The information held by the Authority will be processed in compliance with the principles set out in the Act. When we consult on documents, we will send out the information sheet at [Appendix D](#) that says how we will treat data we receive.

Appendix A: Local Development Scheme

A Local Development Scheme (LDS) sets out the timeline for producing Local Plans and related documents. The following LDS is in place at the time of adopting this SCI, and may change from time to time. It was adopted December 2021.

Local Development Scheme Timeline for producing the Local Plan for the Broads Adopted December 2021																																																	
	Completed?	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24						
SA Scoping Report - targeted consultation	Y																																																
Evidence production																																																	
Issues and Options production																																																	
Stakeholder engagement																																																	
Navigation Committee																																																	
Planning Committee																																																	
Broads Authority																																																	
Issues and Options consultation																																																	
Assess representations to Issues and Options																																																	
Further evidence																																																	
Preferred Options produced																																																	
Stakeholder engagement																																																	
Nav Com, PC, BA																																																	
Preferred Options consultation																																																	
Assess representations																																																	
Further evidence																																																	
Submission version produced																																																	
Stakeholder engagement																																																	
Nav Com, PC, BA																																																	
Submission version consultation																																																	
Assess representations																																																	
Nav Com, PC, BA																																																	
Submission and Examination																																																	
Rough date for adoption																																																	

Neighbourhood Plans:

Many Neighbourhood Plans are under production and are at various stages. Please go to this webpage to see the Neighbourhood Plans adopted and in production that are relevant to the Broads:

<https://www.broads-authority.gov.uk/planning/planning-policies/neighbourhood-planning>

Appendix B: Venues Around the Broads Executive Area

While at the time of writing (autumn 2021) COVID19 social distancing rules have been relaxed, it is possible that restrictions are put in place in future. Therefore, not all engagement methods listed may be possible. We will assess any risks in deciding how best to engage with the public and may use alternative approaches. If we hold events in person, we will adhere to any social distancing rules in place at the time.

Libraries

Acle Library	Loddon Library
Beccles Library	Lowestoft Library
Brundall Library	Oulton Broad Library
Bungay Library	Norwich Millennium Library
Cromer Library	Stalham Library
Great Yarmouth Library	Wroxham Library

Local Authority offices²¹

Broads Authority Offices, Yare House, 62-64 Thorpe Road, Norwich (call to check as you may need to make an appointment)

Broadland District Council Office, Yarmouth Road, Norwich

East Suffolk Council, the Marina Customer Service Centre, Lowestoft

Great Yarmouth District Council Offices, Town Hall, Great Yarmouth

Norfolk County Council, County Hall, Norwich

North Norfolk District Council Offices, Holt Road, Cromer

South Norfolk Council Offices, Swan Lane, Long Stratton

Suffolk County Council, Endeavour House, Ipswich

²¹ We no longer leave documents at Norwich City Council's offices as there is no reception and also as the Forum is next door.

Appendix C: List of Consultees (Planning Policy and Broads Plan)

At the time of writing, all those on the consultation database are being contacted to see if they wish to remain on it, and to confirm their details. As such, this information is correct as at November 2019. From time to time, other organisations may be added to the consultation list.

Specific Consultees

Norfolk County Council	Environment Agency
Suffolk County Council	NHS STP Estates
Highways England	Town and Parish Councils partly within the Broads Executive Area
Natural England	Coal Authority
Homes and Communities Agency	Relevant electricity and gas companies
Network Rail	Local Enterprise Partnership (New Anglia)
Historic England	Relevant Telecommunications Companies
Clinical Commissioning Groups	Norfolk and Suffolk Nature Recovery Partnership
Neighbouring District Councils	Relevant sewerage and water undertakers
Norfolk and Suffolk Constabulary	
Marine Management Organisation	

General Consultees

Age UK Norfolk	Home Builders Federation
Broadland Older People's Partnership	Landowners, agents, developers and Housing Associations operating in the area
CPRE Norfolk	MPs
Crime Prevention and Architectural Liaison Officer Norfolk/Suffolk	National Farmers Union
Equal Lives	Norfolk Constabulary
Forestry England (East England Conservancy)	Norfolk Farming & Wildlife Advisory Group
GeoSuffolk	Norfolk Geodiversity Partnership
Historic Environment Service (Norfolk and Suffolk)	Norfolk Wildlife Trust
	Public Health – Norfolk and Suffolk

RSPB Eastern England	SUSTRANS
Sport England - Eastern Region	The Crown Estate
Suffolk Archaeological Service	The Traveller Movement
Suffolk Coalition of Disabled People	Train Operating Companies
Suffolk Constabulary	Water Management Alliance
Suffolk Wildlife Trust	

Local Consultees

AONB groups	Local partnerships
Chambers of Trade	Local residents
Civic societies	Residents associations
Local businesses	Schools
Local interest groups	County Council and Ward Councillor

Consultees specific to the Broads

Association of Inland Navigation Authorities	Community Action Norfolk
British Assoc of Shooting and Conservation	Eastern Rivers Ski Club
British Canoeing	Eastern Regional Rowing Council
British Horse Society	Hire Boat operators
British Reed Growers Association	Inland Waterways Association
British Waterski	Nancy Oldfield Trust
Broads Angling Services Group	Norfolk & Suffolk Boating Association
Broads Hire Boat Federation	Norfolk Heritage Fleet Trust
Broads Local Access Forum	Norfolk Windmills Trust
Broads Reed and Sedge Cutters Assn	Oulton Broad Water Sports Centre
Broads Society	The Broads Trust
Broads Tourism	Yare Users Association
Brundall Riverside Estate Association	
Butterfly Conservation - Norfolk Branch	
Campaign for National Parks	

Appendix D: Local Plan Data Privacy Notice

This consultation document and consultation process have been developed in line with the Broads Authority's Statement of Community Involvement²².

Information provided by you in response to this consultation, including personal data, may be published or disclosed in accordance with the access to information regimes (these are primarily the Freedom of Information Act 2000 (FOIA), the Data Protection Act 2018 (DPA), and the Environmental Information Regulations 2004).

Are you satisfied that this consultation has followed the Consultation Principles? If not, or you have any other observations about how we can improve the process, please contact us at planningpolicy@broads-authority.gov.uk.

Privacy notice

Personal data

The following information explains your rights and under the Data Protection Act 2018. Our Data Protection Policy is available at [Planning privacy \(broads-authority.gov.uk\)](https://www.broads-authority.gov.uk/planning-privacy).

The Broads Authority will process your personal data in accordance with the law. In the majority of circumstances this will mean that your personal data will be made publicly available as part of the process. It will not however be sold or transferred to third parties other than for the purposes of the consultation.

1. The identity of the data controller and contact details of our Data Protection Officer

The Broads Authority is the data controller. The Data Protection Officer can be contacted at

dpo@broads-authority.gov.uk or (01603) 610734.

2. Why we are collecting your personal data

Your personal data is being collected as an essential part of the consultation process, so that we can contact you regarding your response and for statistical purposes. We may also use it to contact you about related matters. We will also contact you about later stages of the Local Plan process.

3. Our legal basis for processing your personal data

The Data Protection Act 2018 states that, as a Local Planning Authority, the Broads Authority may process personal data as necessary for the effective performance of a task carried out in the public interest, i.e. a consultation.

4. Who we will be sharing your personal data with

Your personal data will not be shared with any organisation outside of MHCLG. Only

²² Our current SCI is here: https://www.broads-authority.gov.uk/data/assets/pdf_file/0024/209337/Final_adopted_SCI_formatted_July_2020.pdf

your name and organisation will be made public alongside your response to this consultation.

Your personal data will not be transferred outside the EU.

5. How long we will keep your personal data, or criteria used to determine the retention period

Your personal data will be held for 16 years from the closure of the consultation in accordance with our Data and Information Retention Policy. A copy can be found here <http://www.broads-authority.gov.uk/about-us/privacy>.

6. Your rights (e.g. access, rectification, erasure)

The data we are collecting is your personal data, and you have considerable say over what happens to it. You have the right:

- a) to see what data we have about you
- b) to ask us to stop using your data, but keep it on record
- c) to ask to have all or some of your data deleted or corrected
- d) to lodge a complaint with the independent Information Commissioner (ICO) if you think we are not handling your data fairly or in accordance with the law. You can contact the ICO at <https://ico.org.uk/>, or telephone 0303 123 1113.

7. Your personal data will not be used for any automated decision making.