Guildford Borough Council
Guildford Development Framework

Community engagement strategy

CONSULTATION STATEMENT

June 2011
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Introduction

The purpose of this consultation statement

This statement has been prepared by Guildford Borough Council to show the consultation that has been undertaken during the drafting of the Community engagement strategy.

- the names of any persons whom the Council and Local Strategic Partnership consulted in connection with the preparation of the document;
- how those persons were consulted;
- a summary of the main issues raised in those consultations; and
- how those issues have been addressed in the final document.

This is a record of the consultation undertaken during the preparation of the Community engagement strategy (CES).

The Community engagement strategy was prepared alongside the Community involvement in planning document, and consultation on both documents took place at the same time.
Initial consultation on the draft Community engagement strategy

Who was consulted?
Early stage consultation took place between 5 August to 30 September 2010 on the proposed contents of on both documents. This was in accordance with regulation 26 of the Town and Country Planning (Local Development) (England)(Amendment) Regulations 2008 and 2009. A copy of the email sent is attached at appendix 2.

Specific contacts were consulted via email. These included the environment agency, the house builders federation, the University of Surrey, Surrey County Council highways department, Campaign to Protect Rural England, Government Office of the South East, adjoining borough councils, all Guildford borough Parish Councils, South East Regional Assembly, South East regional Development Agency, selected residents associations and action groups, The Guildford Society, Guildford Environmental Forum, Open Spaces Society, Equalities Opportunities Commission, all Guildford borough councillors, all Local Strategic Partnership Board members, and Guildford Borough Council Chief Executive and Management Team members.

How were they consulted?
All those consulted at this early stage were sent an email on 5 August seeking early comments by 30 September 2010 (see appendix 2).

Two letters were received and the comments were taken into account whilst drafting the consultation versions of the documents.

Responses to the consultation on the initial proposed contents of the documents were received from:
- The Guildford Society
- Head of Environmental Health & Licensing Services

Key issues raised
- Ordinary working people should be included
- Right to speak at committees should be mentioned
- Differing communication needs should be addressed
Formal consultation on the draft Community Engagement Strategy

Following the initial consultation, an article was placed in About Guildford in January 2011 highlighting the forthcoming consultation documents (appendix 3) The draft CES and CIP documents were then made available for a formal twelve week consultation period. The consultation period ran from 9 March until 5pm 2 June 2011.

Who was consulted?
The Council consulted:
- each of the specific consultation bodies in accordance with part 23 of the Town and Country Planning Regulations, to comply with the requirements of consultation on the Community involvement in planning.
- general consultation bodies considered appropriate.

Please see appendix 1.

How they were consulted?
Consultees were informed that the draft documents (Community involvement in planning together with the Community engagement strategy) were available for comment via email or postcard (see appendix 4). The postcard and email explained how to view the document and make comments. In total 1298 consultation emails and 591 letters were sent.

The Council also made all information available on its website (see Appendices 5) with updates via twitter , posted on the Guildford Borough Council planning facebook page and some LSP partners promoted the consultation through their websites.

http://www.surrey.ac.uk/
http://www.cofeguildford.org.uk/
http://www.surreyhealth.nhs.uk/Pages/default.aspx
http://www.tvha.co.uk/
http://www.royalsurrey.nhs.uk/
http://www.surreycc.gov.uk/
http://www.guildford.gov.uk/article/496/Guildford-Business-Forum
http://www.guildford.gov.uk/home
http://www.surrey.police.uk/
http://www.fsb.org.uk/
The consultation was advertised on the Councils planning twitter webpage.

In addition, copies of the documents and supporting documentation were made available in the Borough’s libraries, at the Council Office main reception (see Appendix 8) and the Planning reception. Officers also presented an item on the draft Community engagement strategy and Community involvement in planning document to the Guildford Youth Group.
Key issues raised during the consultation

The Council received 13 responses to the consultation, the main key issues are set out below:

1. locate individuals who have something to say on an issue
2. consult on issues that can be influenced and that are meaningful to people
3. prioritise the important consultations that will really matter, and put less resources into those that don't
4. lack of clarity about whose document this is
5. a glossary of initials (e.g. LSP) right at the beginning would be helpful for the casual reader
6. the key to success is to ensure that communication is sustained and made relevant to all residents
7. interest in how the strategy will be implemented, managed and monitored.

All comments have been taken into account and the final document amended as appropriate. The Councils response to the comments received is attached in appendix 9.
APPENDICES
Appendix 1 - Those consulted on the draft Community Engagement Strategy

1st Horsley Scout Group
1st Jacobs Well Scout Group
1st Merrow Scout Group
1st Rydes Hill Scout Group
5th Guildford Scout Group
A2 Dominion
Abbotswood Resident Association Central Crescent
Abbotswood Residents Association
Abbotswood Women in Touch
Academy of Contemporary Music
Access Group - Guildford
ACE Surrey
Action for Links for Living (ALL)
Active Surrey
Affinity Sutton Homes Group
Age Concern Riverside
Age Concern Surrey
Ahmadiyya Muslim Association UK
Airwave Solutions Ltd
Albury Parish Council
Albury Trust
Alliance Planning
Allianz Insurance PLC
Ancient Monuments Society
Andy Trask Designs
Angus Farquhar
APA Planning Services Ltd
Architectural Heritage Fund
Arriva Southern Counties
Arriva Surrey and West Sussex
Arthur Waller Properties Ltd
Arthington Parish Council
Arthington Walk Residents Association
ASAP Architecture
Asda
Ash Action Group
Ash Citizens Advice Bureau
Ash Grange County Primary School
Ash Green Residents Association
Ash Library
Ash Manor School
Ash Parish Council
Ash Residents Action Group
Ashenden Residents Association
Ashill Developments
Ashurst & Lakeside Road Residents Association
Asian Muslim Elders Luncheon Club Woking
Astenbell Ltd
Astonlat Bowling Club
Atisreal
Austen Road Surgery
B.P. Hydraulics Ltd
Bagnall Property Consulting
Bahai Community of Guildford
Bahai Women Association
Barclay Roe
Barlow Robbins Solicitors
Barnett Spooner
Barnwood Housing Co-operative Ltd
Barton Willmore
Basingstoke Canal Authority
Beaufield Homes
Beckbridge Limited
Beechcroft Drive Residents Association
Bell Cornwall
Bellfields Residents Association
Bellfields Youth & Community Centre
Bellway Homes
Belmont Preparatory School
Bewley Homes PLC
Biodiversity Working Group
Bircham Dyson Bell
Blackwater Valley Countryside Partnership
Blackwater Valley Enterprise Trust
Blackwater Valley Friends of the Earth
Blue Sky Planning Limited
BME/Asylum Seekers (Guildford Diocese)
Boughton Hall Avenue Residents Association
Bovis Homes Ltd
Boxgrove County Primary School
Boxgrove Park Neighbourhood Watch and Residents Assoc.
Boxgrove Park Residents Association
Boyer Planning Ltd
Bramley Parish Council
Compton Village Association
Connect2U Disability Forum
Connexions
Council for British Archaeology
Council for Romany and other Travellers
Country Land and Business Association
CPRE
CPRE Surrey Branch and Guildford District
Cranley Road Area Residents Association
Cranmore School
Crossroads
Crown Estate Commissioners
Crown Hall
Custom Homes
D & M Planning Partnership
Daily Mail
Dairy Crest Ltd
David Lock Associates
Davis Langdon
Davis Planning
DC Planning Ltd
Deeprose Engineering Ltd
DEFRA
Department for Social Responsibility
Department for Transport
Department for Work and Pensions
Dept Culture Media and Sport
Derek Horne and Associates Ltd
Design Analysis Partnership
Dev Plan
Development Plan Services
Development Planning Partnership
Dialogue
Diocese of Arundel and Brighton
Diocese of Guildford
Disability Challengers
DisCASS
DMH Stallard
Downsedge Residents Association
Downside and Hatchford Village Hall
DPDS Consulting Group
DPDS Regional Ltd
DPP
Dr Hornett & Partners
Dray Court

British Property Federation
Broadway Malyan Planning
Bryan Jezeoph Consultancy
Bryan Smith Associates
BT Group plc
Buglear Bate and Co
Burpham Community Association
Burpham Foundation Primary School
Bushy Hill Community Centre
Bushy Hill Junior School
Bushy Hill Tenants Association
Business Link Surrey
BWEA
Byfleet Parish Council
CABE
Caldecotte Consultants
Camargue Ltd
Care for Guildford
Carter Jonas
Carter Planning Ltd
Casa Developments
Castle Land and Development
CEMEX UK Properties
CGMS Consulting
Chestnut Planning
Chilworth C of E Infant School
Chris Tennant Window Cleaning Service
Christ Church
Christ's College
Church Lane Residents Association
Church of England
Cirrus Properties
Citygrove
Civic Trust
Civil Aviation Authority
Clandon C of E Infant School
Clandon Regis Golf Club
Clayton Drive Residents Association
Cobham Conservation and Heritage Trust
Cobham Way Road Fund
Coinford Design and Build
Colliers CRE
Commission for Racial Equality
Communique
Compton Parish Council
Drayton House School
Drivers Jonas
DTZ Consulting
DTZ Pieda Consulting
East Clandon Parish Council
East Guildford Residents Association
East Horsley Parish Council
EDF Energy
Edwin Road Residents Association
Effingham Parish Council
Effingham Residents and Ratepayers Association
Elmbridge Borough Council
Elstead Parish Council
Emmanuel Church
English Churches Housing Group
English Heritage
English Rural Housing Association
Entec UK Ltd
Environment Agency
Epsom and Ewell Borough Council
Equal Opportunities Commission
Eugena Construction
Explore Learning Ltd
Fairlands Community Assoc.
Fairlands, Liddington Hall and Gravetts Lane Community Assoc.
Fairlands, Liddington Hall and Gravetts Lane Community Assoc.
Fairview New Homes Limited
Federation of Small Businesses
First Merrow Scout Group
First Wessex Housing Group
Firstplan
Footsteps
Footsteps Registered Charity
Forestry Commission England
Frank Taylor Planning
Freight Transport Association
Friary House Residents’ Association
Friary Ward Residents Association
Friends, Families and Travellers
Furze Hill Residents Association
Fusion Online Limited
G4 Residents Association
GACC
Gardiner and Associates
Gatwick Airport
George Abbot School
Gerald Eve
Gerald Eve LLP
Ginger Townplanning
Girl Guiding Surrey West
GL Hearn
Gleeson Homes Ltd
Gleeson Land
Glenesk School
Goadsby and Harding Commercial
Godalming Town Council
Godefrey Chappells Ltd
GoinGreen
Gosden House School
Government Office for the South East
Green Issues Communications
Greencroft Residents Association
Greenoak Housing Association
Gregory Gray Associates
Grenke Leasing Ltd
Grove Heath North Residents Association
Guide Dogs for the Blind
Guildford Access Group
Guildford Action
Guildford Allotment Society
Guildford Anti-Incinerator Network
Guildford Arts
Guildford Assoc. of Voluntary Service & Voluntary Action SW Surrey
Guildford Baptist Church
Guildford Boat House
Guildford Borough Council
Guildford Bowling Club
Guildford Business Forum
Guildford Cathedral Church of the Holy Spirit
Guildford Centre for the Blind
Guildford Chamber of Commerce
Guildford Citizens Advice Bureau
Guildford City Football Club
Guildford Club for the Disabled
Guildford College
Guildford Community Church
Guildford Community Family Trust
Guildford Community Mediation Service
Guildford Connexions
Guildford County School
Guildford Cycle Group
Guildford Divisional Police
Guildford East Scout District
Guildford Environmental Forum
Guildford Freiburg Association
Guildford Golf Club
Guildford Grove Primary School
Guildford High School for Girls
Guildford Institute
Guildford Interiors
Guildford Jewish Community
Guildford Labour Party
Guildford Library
Guildford Lions Club
Guildford Mental Consortium
Guildford Methodist Church
Guildford Phone Mast Campaign
Guildford Poyle Charities
Guildford Quaker Meeting
Guildford Rugby Club
Guildford Scout Council
Guildford Society (planning)
Guildford Sunset Homes
Guildford United Reformed Church
Guildford YMCA
Guildford Youth Council
Guildfordians Rugby Club
GVA Grimley Ltd
H.C. Webb Estates Ltd
Hallam Land Management Limited
Hampshire County Council
Headway Surrey
Health & Safety Executive
Heathrow Airport
Henry Dolan & Associates Communications Consultant
Heritage Property Services
Highways Agency
Hillier Almshouses
Hives Planning
HM Revenue and Customs
Hodgson Lunn and Co Architects
Hogs Back Residents Association
Holly Lodge County Primary School
Holmbury Developments Ltd
Holmwood Close Residents Association
Holy Trinity (Guildford) Housing Association Ltd
Holy Trinity Amenity Group
Holy Trinity Church
Holy Trinity Junior School
Home Builders Federation
Home Group Housing Association Ltd
Home-Start Guildford
Hope, Guildford
Horsley Countryside Preservation Society
Horsley Library
House of Christian
Howard Hutton & Associates
Howard of Effingham School
Hungarian Cultural Group Guildford
Hyder Consulting
Iceni Projects Limited
Independent Freelance
Inland Waterways Association
Insight Town Planning Limited
IWA Guildford & Reading Branch
Jacobs Well Residents Association
JDC
Jencar Engineering
Jobcentre Plus
John Cooper Associates
John Moore Trust
Jones Day
Jones LL
JPC Consultants
Kalon Biological Ltd
King Sturge LLP
Kings College for the Arts & Technology
Knightsbridge Property Development Corporation
Lacey Simmons Ltd
Laing Homes South West Thames
Lambert Smith Hampton
Lanesborough Prep School
Lawn Tennis Association
Leena
Leith Planning
Levvel Consulting Ltd
Llanaway Investments
Loates-Taylor Shannon Architects
Lockwood Day Centre
London and Hampton Developments
London and Quadrant Housing Trust
Lot Oriel
Lynx Hill Residents Association
M J Gleeson
Maddox and Associates
Mansard Country Homes
Marks and Spencer
Markwell and Markwell
Martinou
Mayer Brown
McCloskey and Bingham
Med Hi Tec and Thoughtful Products Ltd.
Member of Parliament for Guildford
Merrow C of E Infant School
Merrow Cricket Club
Merrow Methodist Church
Merrow Residents Association
Merrow Residents Association
Merrow Village Club and Hall
MGA
Michael Cox Associates
Michael Shanly Homes
Mill Lane Residents Association
Millgate Homes
Millmead Court
Ministry of Defence
Mitchell Evans Partnership
Moat
Mobile Operators Association Ltd
Mole Valley District Council
Mono Consultants Ltd
Montagu Evans LLP
Mott MacDonald
Mount Alvernia Hospital
Mount Green H A
Mount Green Housing Association
Multiple Sclerosis Society - Guildford and District Branch
MVA Consultancy
Nathaniel Lichfield & Partners
Nathaniel Lichfield and partners
National Federation of Housing Associations
National Gardens Scheme Charitable Trust
National Grid
National Trust
Natural England
Nepalese Society and other ASP groups
Network Rail
New Earth Solutions
New Inn Surgery
Newark Lane Residents Association
Newman Davis & Company
NewSmith Asset Management LLP
NFU South East Region
No. 5 Chambers
Normandy Parish Council
Normandy United Reformed Church
Norrels Drive Association
North Place Day Centre
North Street Stallholders Association
North West Surrey Association of Disabled People
Northmead Junior School
Northumberland Estates
Oak Grange Road Association
Ockham and Hatchford Residents Association
Ockham Parish Council
Onslow County Infant School
Onslow Village Residents Association
Open Spaces Society
Openreach newsites
Outdoor Advertising Consultants
Outline
Pakistan Muslim Welfare Association
Pannell Kerr Forster
Park Barn and Westborough Community Association
Park Barn Centre
Park Barn Residents Association
Park Barn/Westborough Community Forum
Parsons Birnckerhoff
Parsons Birnckerhoff Ltd
Partners of Loseley Park
Paul Dickinson and Associates
Paul Newman Property Consultant
Pavillion Housing Association
Peacock and Smith
Peaslake Community Council
Peaslake School
Peaslake Surgery and Dispensary
Pennymead Drive Residents Association
Perry Hill Ward Residents Association
Persimmon Homes South East
Peter Pendleton & Associates Ltd
Pewley Down Infant School
P-Fava.Consulting
Philippine Association of Surrey UK
Phillip Sears Designs
Phillips Planning Services Ltd.
Pine Walk Residents Association
Pirbright Laboratory Residents Association
Pirbright Parish Council
Pirbright Village Primary School
Planning Issues
Planning Magazine
Planning Perspectives
Planning Potential
Police Station
Pond Meadow Special School
Priors Field School
Property and Transport Group (GBF)
Puttenham & Wanborough Residents Assoc.
Puttenham and Wanborough Housing Society Ltd
Puttenham Church of England Infant School
Puttenham Golf Club Ltd
Puttenham Parish Council
Qinetiq Ltd
Queen Eleanor's C of E Junior School
Queen Elizabeth Park Residents Association
Quod Planning
R.N.Buddery F.R.I.C.S.
Radian
Raglan Housing Association
Ramblers Association
Rapleys LLP
Reigate and Banstead Borough Council
Rentwood Resource Centre
Ridgemount Residents Association
Ripley C of E Infant School
Ripley Carriage Ltd
Ripley Court Educational Trust
Ripley Parish Council
Rookwood Residents Association
Roseacre Gardens Residents Assoc.
Rosebery Housing Association
Rosemary Crescent Residents Association
Rosemary Simmons Memorial Housing Association
Royal Automobile Club
Royal Borough of Kensington + Chelsea
Royal Grammar School
Royal Horticultural Society
Royal Surrey County Hospital
RPS - Planning, Transport & Environment
RPS Plc
RSCH
RSPB South East Office
RT Design
Rushmoor Borough Council
Rydes Hill Convent Prep School
Safeguard Coaches Ltd
Sakura
Sallie Hair and Beauty
Salvation Army
Sandfield County Primary School
Sanofi Aventis
Sapphire Asset Management
Save the Children UK
SCC Adult Services
SCC Youth Development Service
Scott Brownrigg
Scott Brownrigg Limited
Scott Wilson
Seale And Sands Parish Council
Seale, Sands & Runfold Amenity Society
Send C of E Infant School
Send Parish Church
Seven Signs
Seymour Estate Agents
Shackleford Parish Council
Shah Jahan Mosque
Shalford Conservation Society
Shalford Infant School
Shalford Parish Council
Shawfield County Primary School
Shawfield Day Centre
Shelter
Shepherds Hill Residents Association
Shere and Peaslake Scout Group
Shere C of E Infant School
Shere Parish Council
Shere Surgery & Dispensary
SHIFA
Showmans Guild of Great Britain LHC Region
Simmons & Sons
SITA
SITEC
SMPAC
Snaky Lane Community Wildlife Group
Social and Recreational Project
South East Coast Ambulance Service
South East Planning Aid
South East Water
South West Community Support Services Lockwood
South West Surrey Assoc. for Mental Health
South West Surrey Secondary Short Stay School
Southern Water
Spelthorne Borough Council Planning and Housing Strategy
Sport England
Sport Guildford
Sports Council South East Region
St Bede’s C of E Junior School
St Catherine’s School
St Catherine’s Village Association
St Clare’s Church
St John the Evangelists Church
St John's Ambulance County HQ Brigade
St John's Seminary
St Joseph's RC Junior School
St Lawrence County Primary School
St Lukes Surgery
St Martha Parish Council
St Martin's Court
St Mary's C of E Infant School
St Nicolas C of E Infant School
St Nicolas Surgery
St Peter's Catholic Comprehensive School
St Peter's Shared Church
St Pius Catholic Church
St Saviours Church & Centre
St Teresa's Prep School
St Thomas of Canterbury Catholic Primary School
Stamford Associates Limited
Steer Davies Gleave
Stevens and Bolton
Stockton Road Residents Association
Stoke Residents Area Neighbourhood Watch
Stonebridge Action Group
Stoughton Action Group
Stoughton Community Association
Stoughton Infant School
Strategic Planning Advice Ltd
Strutt and Parker
Support to Moldovan Investment and Export Promotion Organisation
Surrey and Borders Partnership NHS Trust
Surrey Advertiser Ltd
Surrey Amphibian and Reptile Group
Surrey Archeological Society
Surrey Association for Visually Impaired
Surrey Badger Protection Society
Surrey Chambers of Commerce
Surrey Community Action
Surrey Community Development Trust
Surrey Community Development Trust
Surrey Community Foundation
Surrey Council for Voluntary Youth Services
Surrey Countryside Access Forum
Surrey Countryside Access Forum
Surrey County Agricultural Society
Surrey County Council Adult and Community Learning
Surrey County Playing Fields Association
Surrey Economic Partnership
Surrey Education Business Partnership
Surrey Farming and Wildlife Advisory Group
Surrey Federation of W.I's
Surrey Fire and Rescue Service HQ
Surrey Gardens (East Horsley) Ltd
Surrey Heath Borough Council
Surrey Heathland Project
Surrey Hills AONB Office
Surrey PCT
Surrey Police
Surrey Primary Care Trust
Surrey Scouts
Surrey Traveller Community Relations Forum
Surrey Wildlife Trust
Surrey Young Farmers Clubs
Surrey Youth and Adult Education Service
Surrey Youth Service
Sutton and East Surrey Water Company
SWT Countryside Services Ltd
Tandridge District Council
Taylor Wimpey plc
Taylor Wimpey Strategic Land
Terence O'Rourke Ltd
Tetlow King Planning
Thai Terrace Restaurant
Thames Valley Housing Association
Thames Water Development Control
Thames Water Property Services
The Barry Jackson Practice
The Bat Conservation Trust
The Clandon Society
The Coal Authority
The College of Law
The Crown Estate
The Development Planning Partnership
The Fairlands Practice
The Friary
The Georgian Group
The Glass and Knob Connection
The Good Intent Public House
The Guildford Society
The Gypsy Council
The Herpetological Conservation Trust
The House of Commons
The Housing Corporation
The Learning Corporation LLP
The Lifettrain Trust
The National Trust
The Peace Party
The Planning Bureau Limited
The Planning Inspectorate
The Raleigh School
The Ripley Society
The Rotary Club of Guildford District
The Shah Jahan Mosque
The Surrey and Hampshire Canal Society
The Theatres Trust
The Trustee's of the Tyman Pension Scheme
The Twentieth Century Society
The University of The Third Age
The Victorian Society
The Willows
The Woodland Trust
Three Valleys Water
Tibalds Planning & Urban Design
Tillingbourne Junior School
Tilhams Green Residents Association
T-Mobile
Tongham Parish Council
Tormead School
Tourism South East
Town Centre Management Group
Tribal MJP
Trustees of the Rundle Brendon Will Trust
Tyting Society
UK Association of Preservation Trusts
UNICHEM LTD
Unisport
University of Surrey
Vail Williams
Vincent Knight
Voluntary Action South West Surrey
WAAG
Waitrose
Waldon Telecom Ltd
Wanborough Parish Council
Wanborough Parish Council
WASHA
Waverley Borough Council
West Clandon Parish Council
West End Parish Council
West Horsley Parish Council
West Retford Hotel Limited
West Send Neighbour Group
West Surrey Divisional Commander
West Surrey Society
West Waddy ADP
Westborough and District Residents Organisation
Westborough Allotments Self Help
Association
Westborough, Broadacres & District Residents Assoc.
Westfield (Friary Centre)
Weston Lea Residents Association
Wey & Arun Canal Trust
Wey House School
Wey Valley Indoor Bowling Club
Weyfield Residents Association
Weymount Neighbourhood Group
White and Sons
White Young Green
White Young Green Planning
Whitmoor Common Association
Wildbrook Properties Ltd
Williams Brothers
Williams Property Management
Wodeland Avenue Action Group
Woking Borough Council
Wonersh Parish Council
Wonersh Surgery
Wood Street (St Alban's) Scout Group
Wood Street County Infant School
Wood Street Residents Association
Woodlands Park Residents Association
Woolf Bond Planning
Worpledon County Primary School
Worpledon Parish Council
Worpledon Park and Ride Action Group
Wotton Parish Council
WS Planning
Wyke Primary School
YMCA
Zinhome Limited

Guildford Borough Council internal contacts:
- Access Officer
- Assistant Parking Manager
- Bereavement Services Manager
- Building Control Manager
- Business Rates and Systems Manager
- Business Services Manager
- Cash Office and Payments Manager
- Central Support Team Leader
- Communications Officer
- Community Safety Warden Supervisor
- Community Services Manager
- Council Tax Manager
- Customer Services and Marketing Officer
- Development Control Manager
- General Manager
- Guildford Philharmonic
- Head of Community Care Services
- Head of Environmental Health and Licensing Services
- Head of Human Resources
- Head of Parks and Countryside Services
- Housing Needs and Advice Officer
- Human Resources Partners
- Leisure Strategy and Development
- Licensing Services Manager
- Mobile Works Manager
- Neighbourhood and Community Safety Officer
- On-Street Parking Coordinator
- Parks Development Manager
- Payroll and Insurance Manager
- Payroll and Insurance Manager
- Planning Policy Manager
- Principal Accountant
- Principal Conveyancing Solicitor
- Principal Development Control Officers
- Principal Environmental Health Officer
- Principal Planning Enforcement Officer
- Private Sector Services Manager
- Recycling Officer
- Rehousing and Information Manager
- Resident Involvement Manager
- Senior Ranger
- Tenant Services Team Leader
- Town Centre Officer
- Trees and Countryside Manager
- Web Programme Manager
Appendix 2 – Email sent to consultees

5th August 2010

Dear Consultee

Get involved and have your say

Everyone should have the opportunity to get involved and have their say in local issues that affect or interest them. To help make this happen, we are preparing a community engagement strategy. Before we do this we’d like to hear how you would like to be involved.

Tell us what you think

We would like your feedback on what we are proposing to include in the strategy and we would also like to hear your views on the following questions:

- Do you agree with what we propose to include in the strategy? (see below)
- What else do you think should be included in the Community Engagement Strategy?
- How do you like to be consulted or get involved? What works well for you and what does not work so well? (For example public meetings, telephone or postal surveys, focus groups, workshops).
- Would you like to be more involved in influencing how services are run and if so, how?
- How can we encourage everyone in your local area to have their say? For example young people, older people or other groups in the community.

What is a community engagement strategy?

The community engagement strategy will guide us and our partners (including the county council, police and health service) on how we involve and consult our communities, interested people and organisations about the many services we all provide.

As part of the strategy we will set out how we will involve the community and other interested individuals and groups as we prepare planning policies and guidance, and when we consider planning applications in Guildford Borough. This is called the Statement of Community Involvement. (Please note that certain matters, for example, the time given to respond to planning consultations, are set by national legislation and can not be changed.)

What will it look like?

The community engagement strategy could consist of the following sections:

- **Visions and values** – our commitment to involving you
- **Involving you** – standards, types of community engagement, how decisions are made, how to reach everybody
- **Additional information** – including an updated Planning Statement of Community Involvement
The views of the community are valuable. To benefit from your local knowledge we need a clear approach on how everyone working and living in the borough can get involved.

You can see the current planning Statement of Community Involvement at http://www.guildford.gov.uk/index.aspx?articleid=3980

You can find more details on our partners in the Local Strategic Partnership at http://www.guildford.gov.uk/index.aspx?articleid=638

**Next steps**

We will draft the strategy and consult you again later in the year.

If you have any questions please get in touch using the above contact details.

Yours sincerely

Kate Lines
Senior Planner
Planning Policy
Heroes welcome here

Heroes are welcome in Guildford - that’s the message from local businesses. Last Friday the Heroes Welcome scheme is officially launched in the borough.

The scheme, designed to showcase support for British armed forces personnel, their families and those working within the armed forces, is the brainchild of Mayor of Guildford, Cllr Marcia Mooreby.

Businesses in the area were invited to sign up to the scheme which allows armed forces personnel to benefit from special offers and discounts at local businesses including restaurants, retail outlets and the leisure industry.

Mayor of Guildford, Cllr Marcia Mooreby officially launched the Heroes Welcome scheme in Guildford. The borough has a strong military tradition and it is evident that many local businesses will recognise and support this fantastic scheme.

Service personnel can easily identify participating businesses who will display a Heroes Welcome sticker on their shop windows. The scheme aims to provide a heroes welcome to the men and women of the British armed forces (including reserved forces) and veterans or production of an identification card.

Have your say on equalities

We are looking for local people and organisations to help us develop our equality and diversity work.

We want to improve our working with representatives of our local groups and individuals who can tell us what they need from public services, and how they think these services should be provided.

In 2009, we tested this approach when we contacted a group of local organisations to ask for their comments on our Single Equality Scheme. Now, we would like your feedback on other equalities issues. If you would like to get involved, call Richard Wood on 01483 446012 or email richard.wood@guildford.gov.uk

Temporary closure of Gallery and Tourist Information Centre

Guildford House Gallery will be closed for approximately three weeks in February for renovation and renovation work.

Guildford Tourist Information Centre is also set to close for a short period at the end of February to allow the team to move to their new location at Guildford House Gallery. All tourism services will be available online and by telephone.

For more information on the temporary closure, visit www.guildford.gov.uk, call 01483 444033 or Tourist Information Centre, or 01483 777777 or information on Guildford House Gallery.

Mayer of Guildford, Cllr Marcia Mooreby officially launched the Heroes Welcome scheme in Guildford.

John Savin, national co-ordinator of Heroes Welcome, attended the launch event to talk to local businesses about the success of the scheme. The event was sponsored by The County Club.

For further information or to sign up your business please contact Kate Walter, Civic Secretary at Guildford Borough Council on 01483 444021 or email kate.walter@guildford.gov.uk

How would you like to get involved?

Everyone should have the opportunity to get involved and have their say on local issues that affect their interests and their families. To help you to do this, we are piloting a community engagement strategy which will provide a clear approach on how everyone working and living in the borough can get involved.

What is a community engagement strategy?

Our community engagement strategy will influence and guide us and our partners (including the council, police, and health services) on how we involve and consult our communities, interested people and organisations about the many services we provide.

Part of the strategy will set out how we will involve interested individuals and groups as we prepare planning policies and guidance, and when we prepare planning applications in the borough. This section will enable Community Involvement in Planning.

For more information on our community engagement strategy and to see the draft document, visit www.guildford.gov.uk/kcpl. You can find more details on our partners in the Local Strategic Partnership at www.guildford.gov.uk/lsp. Tell us what you think. Your views are important to us. We would like your feedback on the draft strategy and will be running a consultation in early 2011. We will be asking you:

- Do you agree with what we propose to include in the strategy?
- What else you think should be included in the community engagement strategy?
- How you prefer to be consulted and involved. What works well for you?
- What does not work so well for you?
- How would you like to be more involved in running local services and facilities?
- How can we encourage everyone in your local area to have their say?

For more information and email planningpolicy@guildford.gov.uk or call 01483 444017.

Challenges ahead but it’s not all gloom

When you read this edition, the financial challenges that Guildford Council should have told us how much grant funding will be available for Covid-19 recovery these years.

The Government clearly faces significant financial constraints and it’s unclear what the Government will do with its funds to local government and the community.

So far, Guildford Borough Council has announced that it will not increase council tax or public sector services and the Council’s Cabinet has decided that the Council will not be increasing its own charges.

What do others think of Guildford Borough Council?

Councillors may think they are doing a good job, but we are not sure. It is important to us (and you) what others think and say.

We are conducting a survey of residents that includes a series of questions about the Council’s work. We would like to hear from you. We would like to hear from you.

We are conducting an independent assessment of what the Council does. The Audit Commission’s latest report on the Council’s value for money achievement says:“The Council has responded promptly to the economic downturn, identifying and realising efficiency savings and maintaining financial balance.”

As for the future, the report says that the Government’s proposed 20% reduction in funding will have a significant impact on the Council’s financial position.

The report continues: “The funding reduction may require the Council to make difficult decisions about what services it provides and how it provides them. Savings on this scale may require changes to models of service delivery if service delivery is to be maintained.”

The Audit Commission concludes: “Councils will need to manage conflicting pressures, maintaining existing services at the same time as maintaining the Council’s ability to manage its financial position.”

Clearly, the next few years will present significant challenges. However, we should not only concentrate on ‘gloom and doom’. Guildford Council has the autumn benefit of our new housing entourage and its wide programme of entertainment to look forward to and lift your spirits this year!
Appendix 4 Email sent to consultees for 12 week public consultation.

Community Involvement consultation 10 March to 2 June 2011

We invite your comments on two new consultation documents.

- The Community Engagement Strategy explains how and when the Local Strategic Partnership (including Guildford Borough Council, the police and health service) will engage with you.
- The Community Involvement in Planning sets out how and when you can get involved in planning policy and decisions in your area.

The consultation period runs from **Thursday 10 March** to **5pm on Thursday 2 June 2011**.

For more information see the attached card and you visit our [website](#).

You can submit comments online at [Community Engagement Strategy consultation form](#) / [Community Involvement in Planning consultation form](#) or by email to planningpolicy@guildford.gov.uk. The documents are available to view in local libraries and at the Council’s [planning helpdesk](#), Millmead, Guildford. If you wish to be notified of the future adoption of these documents, please state this in your response.

You have received this email because you have responded to a consultation in the past or have requested to be on our mailing list for updates on the Guildford Development Framework (GDF). If you no longer wish to receive information or notification of consultations about the GDF, please let us know by return email.

More information about the [Guildford Development Framework](#) is available from our website.

If you have any questions, please contact us.

Kind regards

---

**Tracey Haskins**  
**Planning Policy Manager**  
Guildford Borough Council  
Phone: 01483 444471  
Email: planningpolicy@guildford.gov.uk
Appendix 5 – Postcard sent to consultees without an email address

Have your say...

The Local Strategic Partnership (including Guildford Borough Council, the police and health service) has drafted a community engagement strategy setting out how and when we will engage with you. At the same time the Council has also drafted a community involvement in planning document setting out how and when you can get involved in planning policy and decisions in your area. We’d love to know what you think.

Get in touch and let us know by 2 June 2011 at:
Planning Services
Guildford Borough Council
Millmead House
Millmead
Guildford
GU2 4BB
email: planningpolicy@guildford.gov.uk
call: 01483 444471

See the draft consultation documents at Guildford Borough Council’s planning reception, and Guildford, East Horsley and Ash libraries (please check opening times) or view online at www.guildford.gov.uk/ces.

Get in touch and let us know by 2 June 2011
Appendix 6 – The Council’s Local Development Framework page with link to the consultation
Appendix 7 – The draft Community engagement strategy and Community involvement in planning consultation webpage

Community Engagement Strategy and Community Involvement in Planning

Get involved and have your say

It's important for everyone to have the opportunity to get involved and have their say in local issues that affect or interest them.

To help make this happen, we have drafted a community engagement strategy setting out how everyone working and living in the borough can get involved. We have also drafted a document on community involvement in planning, setting out how and when you can get involved in planning policy and decisions in your area.

What is a community engagement strategy?

The community engagement strategy will guide us and our partners (including the county council, police and health service) on how we engage with our communities, interested people and organisations in the many services we all provide.

What is community involvement in planning?

This document sets out how we will involve the community and other interested individuals and groups as we prepare planning policies and guidance and when we consider planning applications in Guildford Borough.

Tell us what you think

Get in touch and let us know what you think of the draft documents by 2 June 2011. You can submit comments on our online forms, which you can find under the related pages section on this page, or to our contact details below.

You can see the draft consultation documents at Guildford Borough Council's planning reception, at local parish council offices and Guildford, East Horsley and Ash libraries (please check opening times) or view online below:

- Community Engagement Strategy [1018kb]
  To submit comments please use our Community Engagement Strategy consultation form
- Equality Impact Assessment - Community Engagement Strategy [50kb]
- Community Involvement in Planning (CIP) [138kb]
  To submit comments please use our Community Involvement in Planning consultation form
- Equality Impact Assessment - Community Involvement in Planning [48kb]
- CIP Consultation Summary [93kb]

You can find more details on our partners in the Local Strategic Partnership under 'related pages' to the right of this page.

Next steps

We will review all comments received, amend the documents where we can and publish the final documents later this year.

Community Engagement Strategy consultation form

You are in: Guildford Home Page / Environment and planning / Planning / Local Development Framework / Community Engagement Strategy and Community Involvement in Planning / Community Engagement Strategy consultation form

Name

Organisation (if applicable)

Address

Postcode

Email address

Comments (if applicable please refer to page 9 numbers in your comments)*

Do you wish to be notified of the future adoption of this document? (contact details required)

Submit

Subscribe to this page | Comment on this page | Print this page | Top

Last updated: 10 March 2011 09:53 AM

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Appendix 8 – Document advertised and made available in the main reception of the Council Office
## Appendix 9 – Consultation Responses

### Comments received on the Community Engagement Strategy and the Responses / Recommendations

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Summarised comments on the Community Engagement Strategy</th>
<th>Response / Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interested individual</td>
<td>Paper is good, although text sounds like many I have seen written by consultants! So how will it work in practice? The main issue is locating individuals who have something constructive to say on a particular topic, and then giving them the opportunity to discuss it. Not everyone is ‘e’ orientated. How about combining it with improving the NW scheme. NW meetings could then be held for locals to air their views in a forum they feel comfortable with. Double use is improved local communities...providing there is an excellent Chairman who can keep discussion constructive and not acrimonious, and provide accurate feedback to the council. Anne Milton is an excellent MP. We are very lucky to have someone prepared to be involved in personal issues as well as ‘the bigger picture’.</td>
<td>Thankyou for taking the time to respond. The document has been amended to reflect your comments, and neighbourhood watch groups have been added. *NW = Neighbourhood Watch</td>
</tr>
<tr>
<td>Guildford Borough Resident</td>
<td>Since I received your email advising me of the the above drafts, I have read them in the Horsley Library. Although I feel that they are rather over lengthy, I have no problem with their content. I look forward to seeing individual consultations.</td>
<td>Thank-you for your comments. We will consider the length of the documents. One possibility to reduce the length of the Community involvement in planning document is to add a link to glossary.</td>
</tr>
<tr>
<td>Planning Officer, Gypsy Liaison Group</td>
<td>Gypsy and Traveller people have been consulted A LOT recently and there is frustration that questions are asked but nothing is ever done so make sure you are consulting on issues that can be</td>
<td>Thank-you for your comments and in particular the attached link. We have updated our consultation database</td>
</tr>
</tbody>
</table>
influenced and that are meaningful to people. Prioritise the important consultations that will really matter, and put less resources into those that don't.

There are often issues surrounding literacy, so don't rely on written consultations, and don't always expect to get written responses to consultation exercises that you carry out - you might need to think of alternative ways of collating views, or get a community representative to work with you to get opinions down in writing if regulations require written responses.

It takes time to build up trust with people, so ask people who already have that trust if they are willing to undertake or plan consultation with you - for example Traveller Education Officers, Gypsy/Traveller Liaison Officers, Health Visitors. This link might have some useful contacts for you: [http://www.sabp.nhs.uk/aboutus/diversity-inclusion/Gypsies%20%20Travellers%20Information%20Pack.pdf](http://www.sabp.nhs.uk/aboutus/diversity-inclusion/Gypsies%20%20Travellers%20Information%20Pack.pdf)

Interested individual

Further to your draft document I would make the following comments: reference the above document. Your system crashed 95% of the way through my comments.....“Is this how all local consultations will take place?” Frustrate the commentator such that he gives up!


Emailed responses will save the frustration of typing in a small “box not fit for purpose” with no way of spell checking and no

with the relevant contact details.

We have taken on board your comments regarding over-consulting people and targeting consultation, using community representatives and offering alternatives to written responses and amended the document to reflect this.

Apologies for the difficulties you experienced whilst commenting on the Community engagement strategy.

I have made the web administrator aware of this for future consultations.

Again, apologies for the difficulties you have experienced. An email
<table>
<thead>
<tr>
<th><strong>Way of saving half way through!!</strong></th>
<th><strong>Address is also available for replies which may be a more suitable medium for longer responses.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Guildford United Reformed Church</strong></td>
<td><strong>Pressure of time (almost all of us are volunteers) prevents us from responding in detail but we actively support the Town Centre Chaplaincy/Street Angel project and I am confident that they will respond and will put much the same points as we would do.</strong></td>
</tr>
<tr>
<td><strong>The Coal Authority</strong></td>
<td><strong>Having reviewed your document, I confirm that we have no specific comments to make on this document at this stage.</strong></td>
</tr>
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</table>
| **Interested individual** | **I have tried to get involved with various issues in the village. But at every turn the Guildford Borough Council, Surrey County Council and the Surrey Police seem unable to see eye to eye over a large range of problems that we have. If the same collection of public servants continue to rule in all these governing bodies, then I can see no way forward with this scheme. It sounds good but all the time poor management and inflexibility reign in these departments I truly can not see Community Involvement/Strategy ever working.** The Secretary of State has made it abundantly clear that democracy has no place in our society. Sad as it may sound the civil servants of the SCC and the GBC will not be changing the spots for the good of the community. | **Thank-you for taking the time to respond to the consultation and I am sorry to hear about your experiences.** The CES aims to get a more co-ordinated approach towards involving the public in decisions that affect them and to highlight the different methods of engagement available. However, as well as taking into account peoples comments we do have to consider facts, Government guidance and professional opinions too to come to a balanced and well
<table>
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<tr>
<th>Commenter</th>
<th>Comment</th>
<th>Response</th>
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</thead>
<tbody>
<tr>
<td>Interested individual</td>
<td>The reckless and uncaring GBC have allowed the 'Green belt' to be destroyed because of weak administration from the very top. The staff in the planning, policy and strategy departments have no idea how to deal with the gypsy invasion. We have designated sites for waste and recycling in Guildford but the GBC turn a blind eye to the unsightly recycling dump-sites that have been allowed to mushroom along the Guildford-Aldershot Road. Wrecked cars hanging 20 feet in the air and just 10 feet away from some ones bedroom is an insult to humanity. Operating Licences are handed out like confetti with no regard to public safety. Lorries 60 feet long trying to negotiate narrow bridges and 90° bends is a nightmare for the residents of Normandy. But nobody cares in the GBC. It's always somebody else's problem to put right never the GBC.</td>
<td>Whilst your comments have been noted they do not appear to be directly relevant to the consultation documents. Part of your comments have been deleted due to their racist content. I have forwarded your comments to the Development Manager for information. Operating licenses and highways matters are the responsibility of Surrey County Council highways department. Your earlier comments have also been noted, and comments made as directly above.</td>
</tr>
<tr>
<td>Hon Secretary QEPRA</td>
<td>I am most interested in the Documents. I have to say that my confidence in the Documents is not improved by the fact that there appears to have been a significant amount of &quot;cutting and pasting&quot; and also the fact that there are many errors of grammar, spelling and clarity that need to be addressed. Once these have been sorted out, I am sure we will comment further.</td>
<td>Thankyou for your comments. The documents are still in draft form and I suspect that the what appears as cutting and pasting is the text 'draft' watermarked across each page with diagrams over the top. I am not aware of any spelling or grammatical errors but will re-review the document.</td>
</tr>
<tr>
<td>The Guildford Society</td>
<td>GENERALLY</td>
<td>Thankyou for your comments and for taking the time to give such detailed</td>
</tr>
</tbody>
</table>
2- In one sense this is a first class document.

It covers the requirements of such a strategy in some detail and, as far as can be judged, with complete accuracy. The presentation is excellent and the tone very readable for a fairly dry subject. A brief comparison with comparables from other Authorities suggests that this is perhaps the most outstanding currently published. Again, a brief investigation suggests that this could be all original work. It certainly seems to owe little to BS8900 and draft BS8904 [in particular Section 3], and although there is common ground with the Surrey Engagement Framework, it does not re-use much of the material.

3- On the other hand, it is not clear exactly how the document fits into the ordering of things. We said in 2005, “for each LDD the Council should publish at an early stage the proposed community involvement ie a specific vision of [the tables] with target dates.”

What we have here is effectively a textbook, capable of general application. Guildford itself has little mention in the text. It could almost be a pro-forma text, drafted, say, by NAVCA, with occasional gaps to fill in the name of the relevant authority. There is little attempt to 'fit it to the ground'. There are long lists of all possible activities, without suggestion as to which GBC proposes to use on which occasions in the near future. At a time of unusual financial stringency, one might have expected that the key local issues be drawn out. The others are unlikely to happen [or happen sufficiently to engage the Borough as a whole].

4- There are generic heads of 'communities' but no hard or soft suggestion as to when and where [for the Guildford Society's interest] local Civic Societies should become involved. Maybe this feedback.

The document is original. It is a document drafted on behalf of the Guildford Local Strategic Partnership, which includes the Council, and therefore can not be too local authority focused as it applies to all LSP partners. The aim is to give ideas about the different methods of engagement available and the best ways to go about this proportional to the type of feedback sought. The text has been reviewed, and either Guildford or the borough is mentioned on the majority of pages.

As mentioned above, the document is for the LSP partners, to have a joined-up commitment to undertaking good quality engagement.

It is envisaged that the Community engagement strategy will be the overarching document setting out the principles and aims for community engagement in the borough, with Community involvement in planning and other LSP partners' consultation protocols being linked documents.

For Guildford, the Community engagement strategy is the first of its kind and as far as we are aware there is no national pro-forma document. Should Government guidance change we would look to
is appropriate for a grand 'strategy', but I think we locally are more interested in the missing chapter on 'tactics'. And the text is hazy over exactly is the 'we' who are doing the engagement. Is it GBC as a whole, or officials or elected representatives or the Local Strategic Partnership or the Police Authority [in which case why is GBC writing the strategy for the Police Authority?]

**FOR GBC 'DIRECTION' RATHER THAN THE DRAFTING TEAM**

5- To produce a document of this quality must have taken considerable effort. This effort is presumably being replicated in the 400 local authorities up and down the country, as well as the many other authorities who are also concerned to 'engage'. Yet we have a textbook apparently specifically written for Guildford which would serve as well, with the names changed, for any of the other 400. This does look to be an area where general collaboration at a very early stage would have economically produced a national pro-forma document that could be adopted as it stood, or, in the exceptional case, marginally modified for local circumstances. Maybe that is the case, but if it is, it seems not to be referenced.

6- And why now? At least one local authority nearby has stopped all work on its Strategy until the Government's intentions become a bit clearer [see below].

**SPECIFICALLY AND FOR THE TEAM**

7- Whose document

The document is for the Local Strategic Partnership, which includes representatives from the Police Authority. Its aim is to encourage good high quality engagement from all LSP partners.

Paragraph 1.1 sets out briefly who update the document as appropriate.
There is a lack of clarity about whose document this is. Is it the 'Local Strategic Partnership', as the box on Page 4 would seem to suggest? If this is the case, should not this body be explained [with membership in an annex] right at the beginning? Is it Guildford Borough Council? The unspoken lead ['we'] is that of officials working on their own initiative? However the normal democratic assumption is that it is Councillors who are 'in charge', and that Councillors should be the foremost point of contact and the reference, supported as maybe by officials. Why then is it necessary for 'we' to 'contact' Borough Councillors [para 3.2 last item box on page 11]? More particularly, the Localism Bill promises to give greater freedom to Councillors to lead on local issues, which would suggest that they will have more scope to lead.

8- Why now? - The current reforms of the Planning and Local Government systems will surely produce great changes in the present scenario. This document is wisely headed 'Strategy 2011' but it would be clearer if it was headed 'Interim Strategy 2011', and the text referred rather more strongly to the forthcoming changes.

9- Glossary - As with all documents, a glossary of initials [eg LSP] right at the beginning would be helpful for the casual reader.

10- Para 2.1 - The LSP apparently 'in consultation with interested parties' agreed a vision for Guildford. Should the readership know who were the 'interested parties'? And the BS8900 Vision of "a place where people want to live and work now and in the future" seems more strategic than the tactical Vision that LSP has proffered. Moreover and in this the Local Strategic Partnership is with a link to the relevant webpage. However, further details of the organisations involved will be added for clarification.

Contact with Councillors can be a two-way process, and the word 'contact' has been replaced with 'interact' to reflect this and address the point you raise.

The document is not an interim document and will be updated as and when required.

The document has been amended to replace abbreviations, such as LSP, with the full word for clarity.

A footnote will be added to the strategy to explain that the vision contained in the sustainable community strategy was developed at a community assembly in February 2009. This vision is specific to
broader context, the BS proffers a definition of sustainability: “an enduring, balanced approach to economic activity, environmental responsibility and social progress” which again seems more strategic.

11- Para 3.2 - As for The Guildford Society, we particularly value direct across-the-table discussion meetings with Borough council officers or with developers’ representatives. These meetings are not ‘public’. A recent example of the former kind of discussion is the series of meetings we have had with Chris Mansfield on the Slyfield Area Regeneration Project. An example of the latter is a recent meeting on the Friary with two of Westfield’s directors, who contacted us at Carol Humphrey’s prompting. The Strategy could refer to such meetings.

12- Para 3.5 - While it is admirable that the Guildford Borough Heritage Team involved the ‘SAVI’ groups in the plans to develop the museum site, it is not clear how far the engagement went out to the population at large, despite the travelling exhibition. What was the attendance, and how effective was this in reaching people normally at work during the day? Perhaps a few more words?

13- Para 3.11 - The note does not suggest exactly how people may get their details added to the Framework contact database. This lies behind the reference given, which perhaps could be made a little clearer.

Guildford Resident

This is an essential requirement particularly in the context of the Localism Bill. The key to success is to ensure that communication is sustained and made relevant to all residents. Residents want to

Guildford borough.

Additional wording will be added on specific discussion meetings with interested parties.

It is the intention to develop a separate webpage of case studies of good engagement which can go into greater detail.

Reference to the contact details added.

Thank-you for your comments. This is a 12 week public consultation. A thorough consultation has been
be sure that their input into their local plan and those things which are important to them are taken account of and enacted in an appropriate way. This consultation was not communicated particularly well and time to react is short. Borough councillors could have been made responsible for taking forward communication of this initiative to ensure the widest distribution possible.

<table>
<thead>
<tr>
<th>South West Action Group (SWAG)</th>
</tr>
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<tbody>
<tr>
<td>South West Action Group (SWAG) have read through the draft copy of the document, and as members of the seldom heard group (learning disability), we feel that this document covers our expectations of the Borough Council and services provided. We noted on page 13 that our voices must be given particular consideration. Therefore we would request all information that is sent to SWAG be as accessible as possible using symbols, pictures, photographs all in Easy Read form please. SWAG is part of the Government Policy called Valuing People Now which aims to make sure services for people with learning disabilities are the right services and that they are working properly. The Partnership Board meets once a month at Leatherhead, and the local sub group meet on the 3rd Thursday of every month at Ash Community Centre from 10.00-12.30. We have a representative from the following groups present and would like to extend the invitation for someone from the Borough Council to attend: Social Services, local charities including Mencap, Just Advocacy and Job Centre Plus, housing groups, NHS team, self advocacy groups, parents and carers, Transition team and further/higher education.</td>
</tr>
<tr>
<td>conducted, with advance notification in the About Guildford Council paper that was delivered to all Borough residents on January 2011, 1237 emails to all those on our contact database, 583 letters to those without email contacts, publicity on the GBC website and through posters, emails to all Councillors, Parish Council contacts and resident associations that we are aware of, a display in the Council reception and copies sent to local libraries, amongst other things.</td>
</tr>
<tr>
<td>Email forwarded to Guildford Borough Council Housing Support Manager (31 May) to extend invitation to attend SWAG meetings.</td>
</tr>
<tr>
<td>Extra wording will be added to the document to suggest visual easy to read formats are used with symbols, photos and pictures.</td>
</tr>
</tbody>
</table>
We have attached a copy of our last minutes held at Ash for your information and if you would like to be included in our future minutes please let me know and I will add you to our mailing/database list. [http://valuingpeople.gov.uk/index.jsp](http://valuingpeople.gov.uk/index.jsp)

May I draw your attention to the link on my address to the valuingpeople.gov.uk website that gives excellent information on disability issues in the community. Particularly there is a section on Easy Read accessible information for learning disabilities you and others may be interested in.

**Business Support Manager, Guildford Borough Council**

I see the strategy as fundamental to way Guildford borough wants to see engagement develop in the future. This is relevant to all services, not just a few. There are very strong links to work we are doing on customer service excellence and equality and diversity, in particular. My main interest is in how the strategy will be implemented, managed and monitored. At the moment I haven't got any answers, but would like to pose some questions. Page 9/3.1 - Coordination of consultation - You know we have plans to try and do this ourselves, but what about the partner organisations? How do you see this working in practice? How will services in Guildford borough know that whatever their plans, they should be considered as part of the CES? Page 11/3.3 - Refers to 'many groups, organisations and individuals'. Does the partnership already have a list of who these are? What other customer insight does the partnership already share? I am particularly interested in the seldom heard from groups, as I am working with the E&D group on developing customer insight. Page 14/3.5 - I am pleased to see mention of equality monitoring. Does the partnership have a standard approach? So in summary, I think the strategy is a great opportunity to significantly improve the way we manage and coordinate engagement, not only in Guildford borough, but across the partnership. We must ensure

**Thank-you for your comments.**

The implementation of the Community engagement strategy is something that we will be working on in due course.

The Council does have a consultation database that contains many contacts for groups, organisations and individuals that represent different interests in the borough, and this database is being continually updated.

The partnerships contacts are not known, and can not be shared due to data protection. There is a standard
| that the necessary resources are provided so the key objectives of the vision are achieved. I am happy to discuss this further when appropriate. | template for equalities monitoring undertaken by public bodies (www.equalities.gov.uk). |