

Telford & Wrekin Draft Local Plan 2023 Help Guide

The Consultation Portal

The purpose of this guidance is to set out the steps for registering an account on our consultation portal for consultation events at Telford & Wrekin Council.

Key Guidance*

1. [Locating the Consultation Event and opening the document](#)
2. [Registering a new account to provide comments](#)
3. [Previously registered but can't remember login details](#)
4. [How to make comments and submit](#)
5. [Once your comments have been submitted](#)
6. [Frequently Asked Questions](#)

**Please click any of the above points to skip to the section relevant to you.*

Section 1: Locating the Consultation Event and opening the document

Step 1: You will now be on the home page of the Council's Local Plan website.

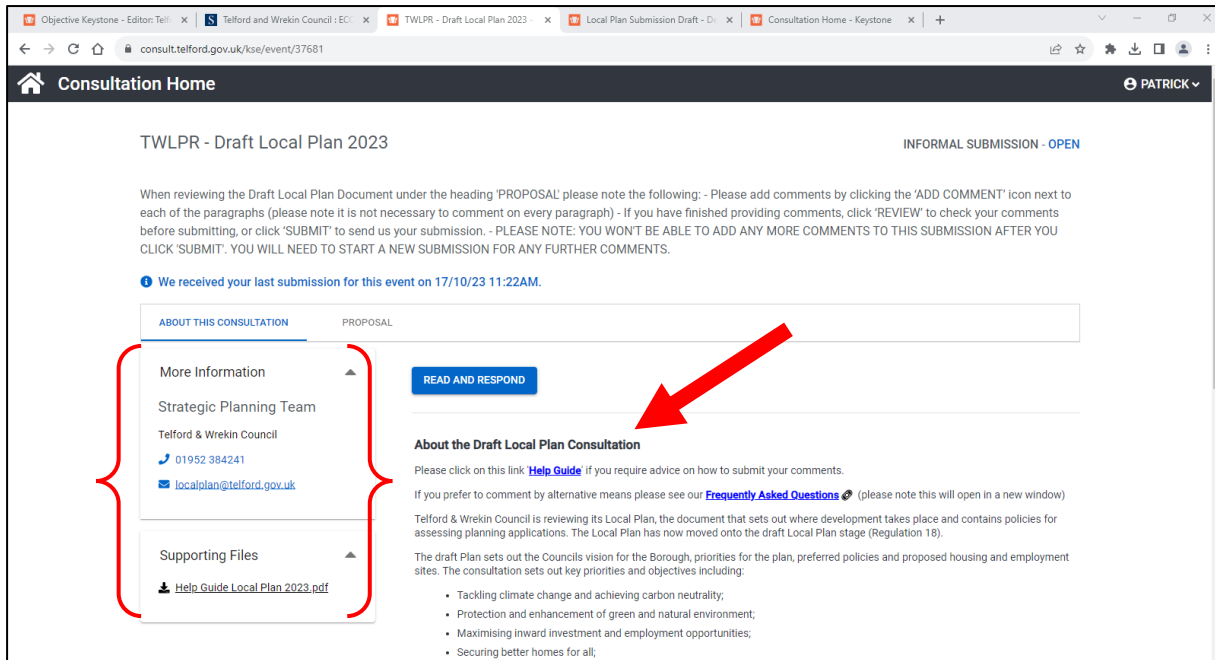
Step 2: Scroll down to the box titled 'Consultation of the Draft Local Plan (Regulation 18)' and click the highlighted green text 'consultation portal' this will then take you through to the draft Local Plan.

The screenshot shows the website for Telford & Wrekin Council's Local Plan Review. The page features a navigation menu with links for Home, Current stage, Previous stage, Timetable, Evidence Base, and Need help?. Below the navigation is a large banner image depicting a rural landscape with a tractor, a house, solar panels, and people cycling. A text box below the banner is titled 'Consultation on the Draft Local Plan (Regulation 18)'. The text in this box explains that the council is asking for opinions on policies to help determine planning applications and where new development sites for housing and employment could be built up to the year 2041. The text 'our consultation portal' is circled in red, indicating the link to click. The text also states that the consultation will close at 5pm on 12 January 2024 and provides information on alternative ways to submit comments and a link to the FAQ's.

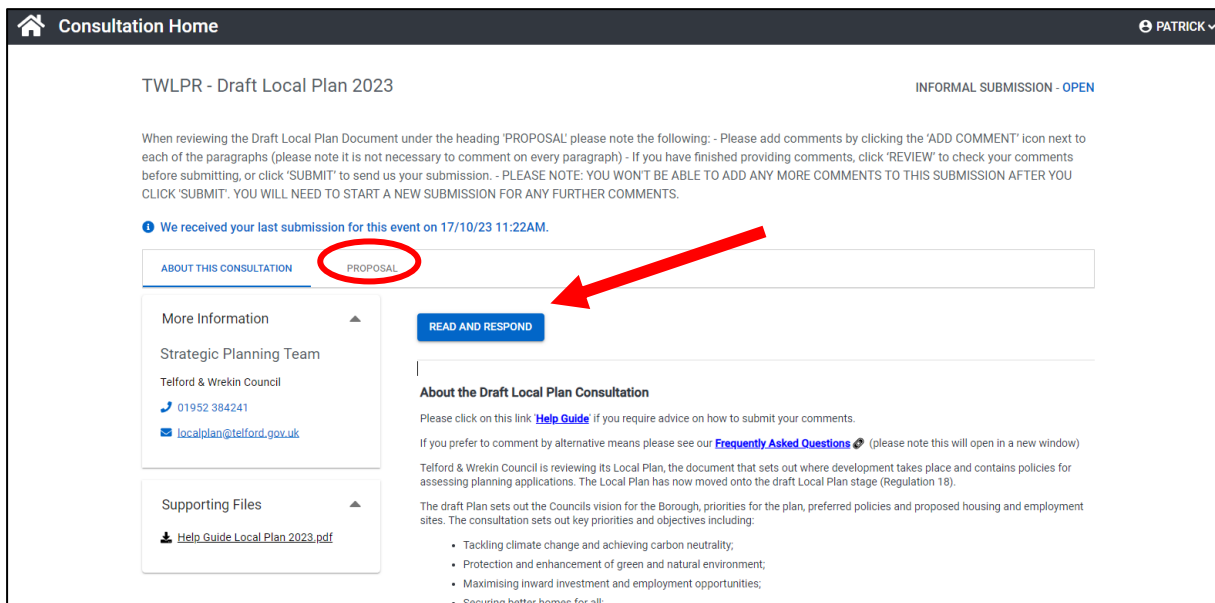
Step 3: As shown below you will be directed to the Draft Plan Consultation Home Page with two tabs 'About this Consultation' and 'Proposal'.

Two the left hand side you will see 'More Information' and 'Supporting Files'

- 'More Information' contains contact details for the Strategic Planning Team
- 'Supporting Files' includes this guidance
- 'About the Draft Local Plan Consultation' gives a brief overview of the document where there is also a clickable hyper link which will take you straight to this 'Help Guide' as well as to the council's 'Frequently Asked Questions'.



Step 4: If you click 'READ AND RESPOND' you will be directed to the 'PROPOSAL' tab which will allow you to read the document and make comments.

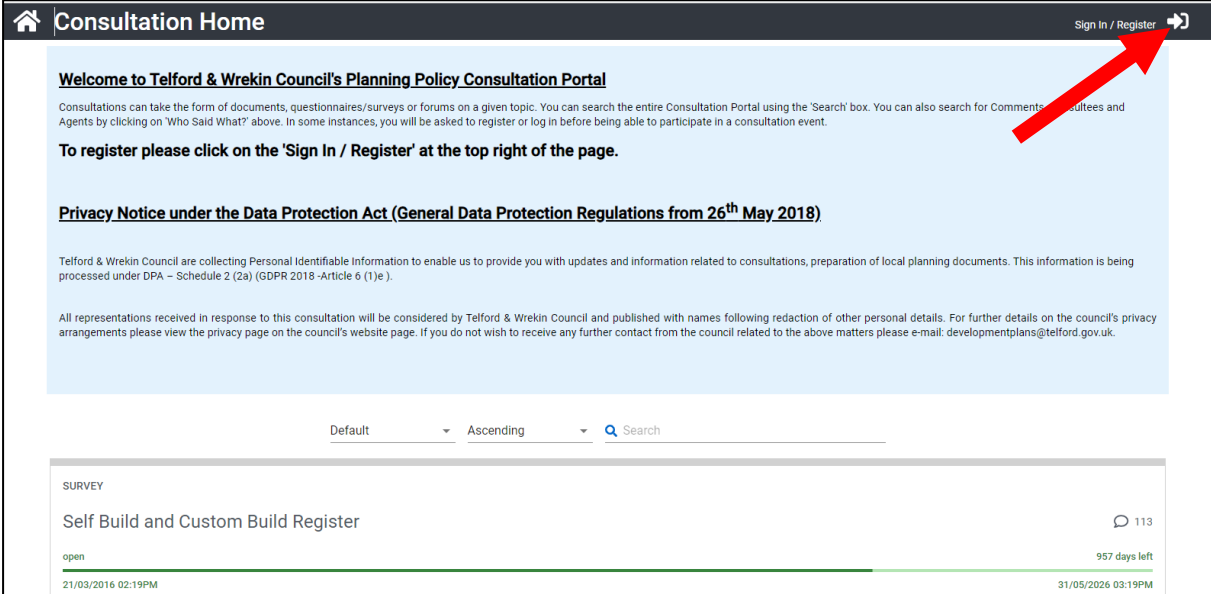


Section 2: Registering a new account to provide comments

Please note: If you have already registered with us then please scroll down to **Section 3** below.

Once you have successfully located the consultation portal you will now need to log on (**if you haven't done already**) to be able to provide comment.

Step 1: Locate the 'Sign In' button to the top right of the web page.



The screenshot shows the 'Consultation Home' page. At the top right, there is a 'Sign In / Register' button with a right-pointing arrow. A red arrow points to this button. Below the header, there is a blue box containing the following text:

Welcome to Telford & Wrekin Council's Planning Policy Consultation Portal

Consultations can take the form of documents, questionnaires/surveys or forums on a given topic. You can search the entire Consultation Portal using the 'Search' box. You can also search for Comments, Consultees and Agents by clicking on 'Who Said What?' above. In some instances, you will be asked to register or log in before being able to participate in a consultation event.

To register please click on the 'Sign In / Register' at the top right of the page.

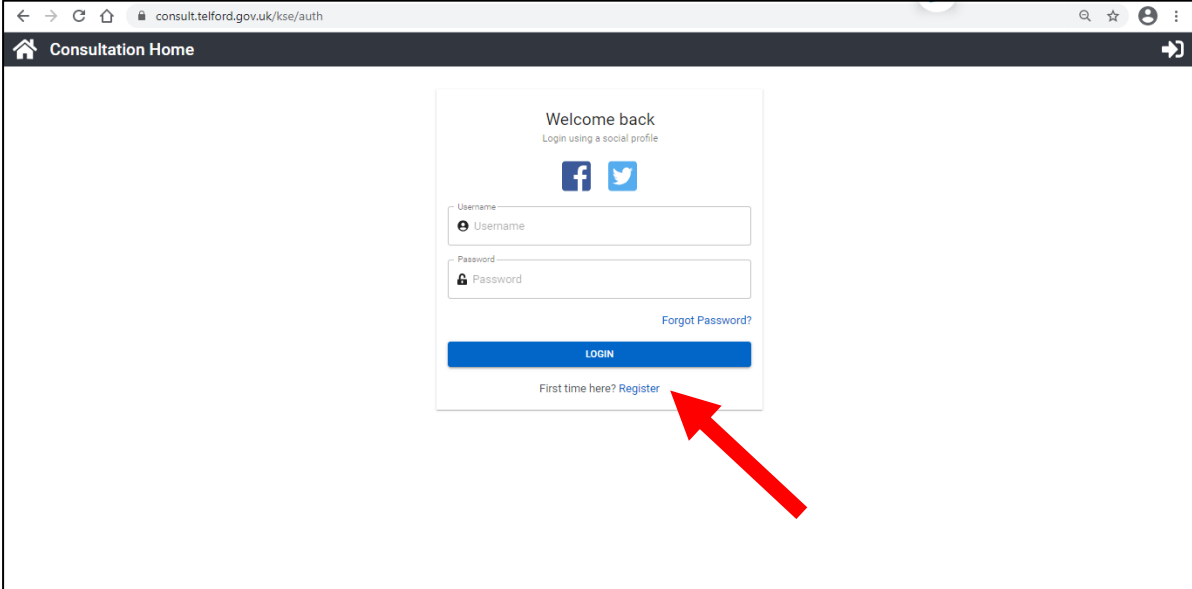
Privacy Notice under the Data Protection Act (General Data Protection Regulations from 26th May 2018)

Telford & Wrekin Council are collecting Personal Identifiable Information to enable us to provide you with updates and information related to consultations, preparation of local planning documents. This information is being processed under DPA - Schedule 2 (2a) (GDPR 2018 -Article 6 (1)e).

All representations received in response to this consultation will be considered by Telford & Wrekin Council and published with names following redaction of other personal details. For further details on the council's privacy arrangements please view the privacy page on the council's website page. If you do not wish to receive any further contact from the council related to the above matters please e-mail: developmentplans@telford.gov.uk.

Below the blue box, there are sorting options: 'Default', 'Ascending', and a search bar. A survey card is visible with the title 'Self Build and Custom Build Register', a status of 'open', and a progress bar. The card also shows '113' comments and '957 days left'.

Step 2: You will be taken to the login page, please go to 'First time here? Register'.



The screenshot shows the login page. At the top, it says 'Welcome back' and 'Login using a social profile'. There are social media icons for Facebook and Twitter. Below these are input fields for 'Username' and 'Password'. A 'Forgot Password?' link is located below the password field. A blue 'LOGIN' button is at the bottom of the form. Below the button, there is a link that says 'First time here? Register'. A red arrow points to this link.

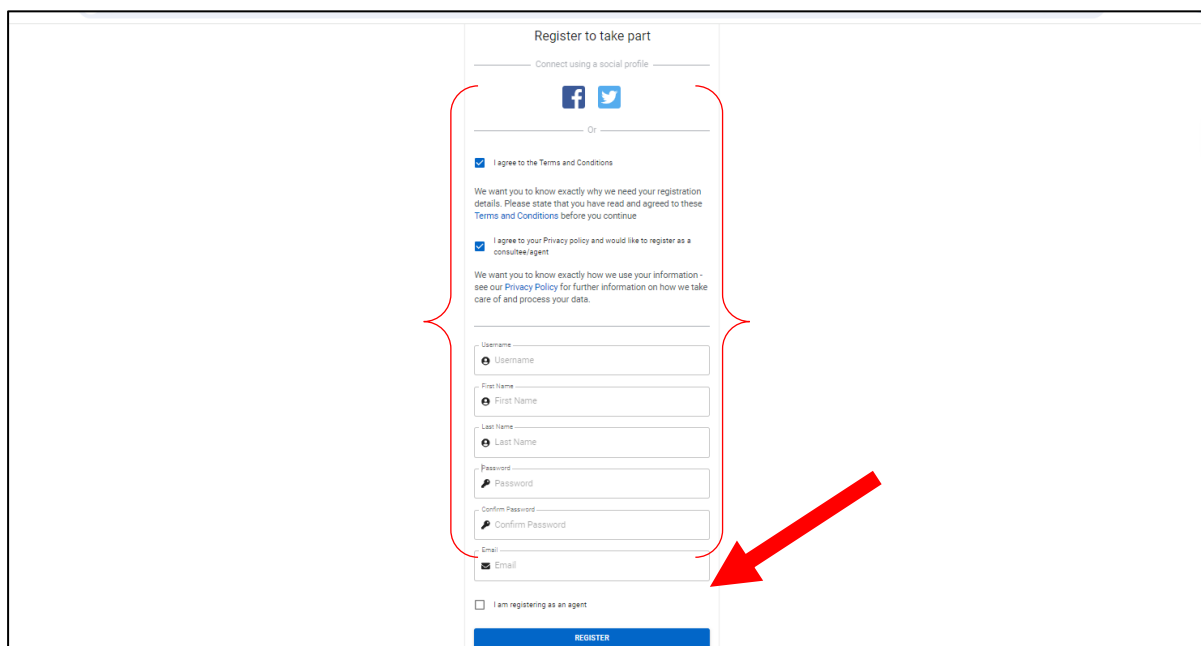
Step 3: You will now be able to see a new window titled **'Register to Take Part'**. You will see two check boxes with one titled **'I agree to the Terms and Conditions'** and **'I agree to your Privacy policy and would like to register as a consultee/agent'**.

Please check both boxes and proceed to fill in a **'Username'** **'First Name'** **'Last Name'** **'Password'** **'Confirm Password'** and **'Email'**.

You will need to fill in all the required fields before you can proceed to **'Register'**.

Please also ensure that your **'Password'** matches the **'Confirmed Password'**.

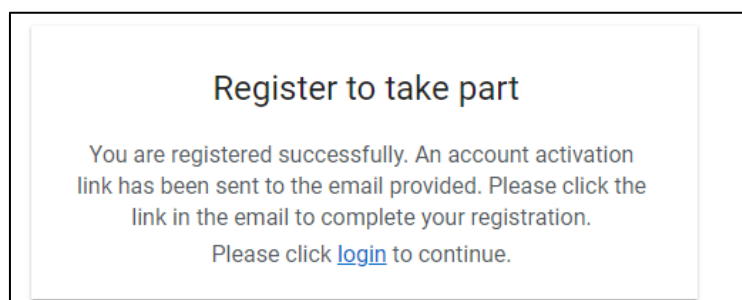
Note: Utilising the **Facebook** and **Twitter** links will allow you to quickly fill in your details if you have either platform. **Note this will not post anything on either site.**



The screenshot shows a registration form titled "Register to take part". At the top, it says "Connect using a social profile" with Facebook and Twitter icons. Below that, there are two checked checkboxes: "I agree to the Terms and Conditions" and "I agree to your Privacy policy and would like to register as a consultee/agent". The form then has input fields for Username, First Name, Last Name, Password, Confirm Password, and Email. At the bottom, there is a checkbox for "I am registering as an agent" and a blue "REGISTER" button. A red arrow points to the "REGISTER" button.

Additional Note: If you are a planning agent that is responding on behalf of a client, please also click **'I am registering as an agent'** please do not click this option if this is not relevant to you.

Step 4: Once you have filled in the required fields please click **'Register'**. You will then be shown the image below and you will receive an **'activation link'** via email (**please check your junk folder in case the email has arrived there**). Please click the link in the email to complete the registration process.



Step 5: Once you have clicked the **'activation link'** sent to you via email you will be taken to the image above. Once here please click **'login'**.

Step 6: You will now be directed back to the Login Page (as shown in Step 2) where you will now be able to input your 'Username' and 'Password'. Once complete please click 'Login' and you will be directed back to the home page of the Consultation Portal or the Draft Local Plan Consultation Home Page.

Please note: The top right corner should show your first name, indicating you have logged in successfully.

Consultation Home PATRICK

TWLPR - Draft Local Plan 2023 INFORMAL SUBMISSION - OPEN

When reviewing the Draft Local Plan Document under the heading 'PROPOSAL' please note the following: - Please add comments by clicking the 'ADD COMMENT' icon next to each of the paragraphs (please note it is not necessary to comment on every paragraph) - If you have finished providing comments, click 'REVIEW' to check your comments before submitting, or click 'SUBMIT' to send us your submission. - PLEASE NOTE: YOU WON'T BE ABLE TO ADD ANY MORE COMMENTS TO THIS SUBMISSION AFTER YOU CLICK 'SUBMIT'. YOU WILL NEED TO START A NEW SUBMISSION FOR ANY FURTHER COMMENTS.

We received your last submission for this event on 17/10/23 11:22AM.

ABOUT THIS CONSULTATION PROPOSAL

More Information

Strategic Planning Team
Telford & Wrekin Council
01952 384241
localplan@telford.gov.uk

Supporting Files

Help Guide Local Plan 2023.pdf

READ AND RESPOND

About the Draft Local Plan Consultation

Please click on this link [Help Guide](#) if you require advice on how to submit your comments.

If you prefer to comment by alternative means please see our [Frequently Asked Questions](#) (please note this will open in a new window)

Telford & Wrekin Council is reviewing its Local Plan, the document that sets out where development takes place and contains policies for assessing planning applications. The Local Plan has now moved onto the draft Local Plan stage (Regulation 18).

The draft Plan sets out the Councils vision for the Borough, priorities for the plan, preferred policies and proposed housing and employment sites. The consultation sets out key priorities and objectives including:

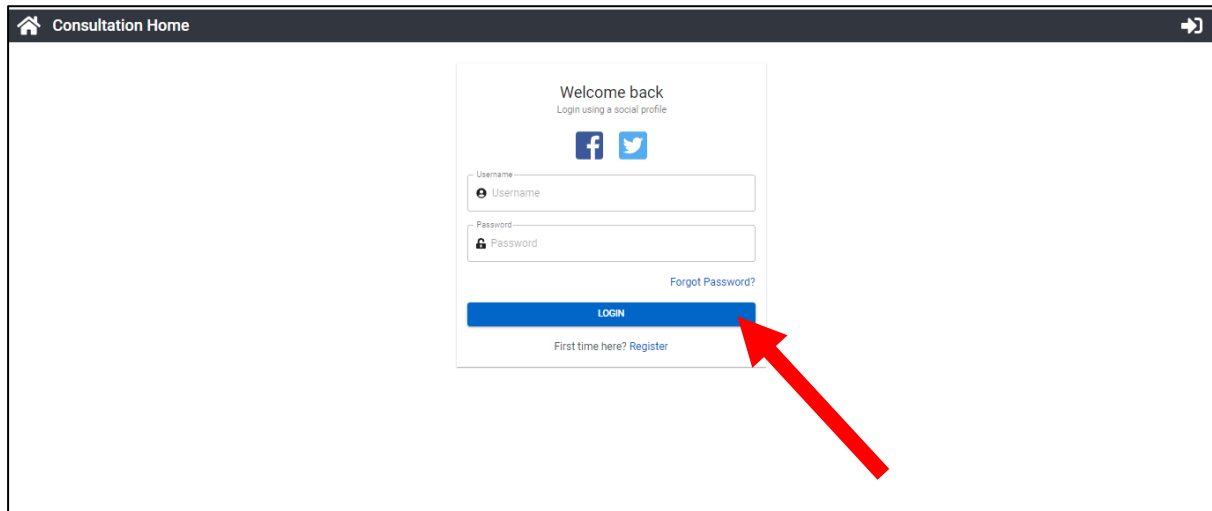
- Tackling climate change and achieving carbon neutrality;
- Protection and enhancement of green and natural environment;
- Maximising inward investment and employment opportunities;
- Securing better homes for all;

Section 3: Previously registered but can't remember login details

In the event you are unable to remember your details, please click '[Forgot Password](#)' on the login page and an **automated email with a new password** will be sent to the relevant email address linked to your account.

Please note: Once you have received the new password you should now be able to login.

If you are unable to remember your username or encounter any issues, please contact the Strategic Planning Team (e-mail: localplan@telford.gov.uk or Phone No: **01952 384241**) and a member of the team will send over your details via email.



Section 4: How to make comments and submit

Step 1: Once you have located one of the paragraphs you would like to comment on please click on 'ADD COMMENT' to the top right of the relevant consultation point. Alternatively please **click the blue box next to the consultation point in the contents**

Please note: You will need to 'login' if you wish to submit a comment).

The screenshot shows a web interface for a consultation. On the left, there is a navigation menu under '2 Vision, Priorities and Profile' listing various paragraphs from 2.1 to 2.16. Each item has a small blue box with a plus sign and a comment icon next to it. A red circle highlights this column of boxes. On the right, the content for '2.1 Paragraph' is displayed. At the top right of this content area, there is a blue 'ADD COMMENT' button with a plus sign and comment icon, also circled in red. Below the paragraph text, there are two more 'ADD COMMENT' buttons, each also circled in red. At the top of the page, there are 'REVIEW' and 'SUBMIT' buttons.

Step 2: Before you can submit a comment you will need to fill in some 'Personal Details' such as **your address, postal town and postcode** which are all mandatory fields and will need to be filled in before proceeding. You do not need to fill in any details that are not mandatory if you do not wish to do so. Once complete click 'Next'.

The screenshot shows a 'Profile' form. The 'Views submitted as' section has radio buttons for 'Organisation' and 'Individual', with 'Individual' selected. Below this are fields for 'Your title - or how you like to be addressed (e.g. Mr, Mrs, Ms, Dr, etc.)', 'Given Name', and 'Family Name'. The 'Family Name' field has a red asterisk next to it. Below the 'Family Name' field is a red error message: 'A response is required for this question.' Below this is the 'Email Address' field, which also has a red asterisk next to it. At the bottom of the form, there is a blue 'NEXT' button circled in red. Two large red arrows point from the 'Family Name' and 'Email Address' fields towards the 'NEXT' button.

Please note: You will not need to fill in your Personal Details again once you have done this for the first consultation point.

Stage 3: To allow consultees to comment on all aspects of the plan you are able to comment on the following:

- Policies;
- Sections;
- Paragraphs;
- Figures;
- Maps; and
- Tables.

All of the above points are also shown within the contents to the left of the page.

The screenshot shows a consultation interface with a table of contents on the right and a list of items on the left. The table of contents lists various policies and their corresponding page numbers. The list of items on the left includes sections, paragraphs, and figures, with several items circled in red.

S2	Policy Strategic S2 'Nature conservation'	26
S3	Policy Strategic S3 'Economic delivery strategy'	28
S4	Policy Strategic S4 'Housing delivery strategy'	29
S5	Policy Strategic S5 'Mitigating and adapting to climate change'	31
S6	Policy Strategic S6 'Healthy stronger communities'	33
S7	Policy Strategic S7 'Developer contributions and infrastructure delivery'	34
NE1	Policy NE1 'Biodiversity and geodiversity'	39
NE2	Policy NE2 'Trees, hedgerows and woodlands'	42
NE3	Policy NE3 'Biodiversity Net gain'	43

Step 4: When you click on 'ADD COMMENT' you will be taken to the page shown below. On the left of the page will be the relevant consultation you have clicked on and on the right will be a set of questions for you to answer.

The screenshot shows a consultation response form for 'Policy EC1 Employment development in the urban area and SEAs'. The form includes a table of contents on the left and a set of questions on the right. The questions are: 'Question 1: Which part of the Local Plan does this comment relate to? Please state clearly a chapter, paragraph number, policy number or a map/diagram title.', 'Question 2: Do you support or object?' (with radio buttons for Support, Object, Not Sure, and General Comment), and 'Question 3' (partially visible). The form also has buttons for 'COMPLETE COMMENT', 'SAVE DRAFT', and 'DISCARD'.

Step 5 and Optional Step: At the bottom of the questions if there is any additional material you wish to submit please click on the **'Drop a file here or browse'** once complete and you are done answered the questions click **'Complete Comment'**

Please state your reasons or comments in this box here:

Question 4
Are you suggesting a change?
 Yes No

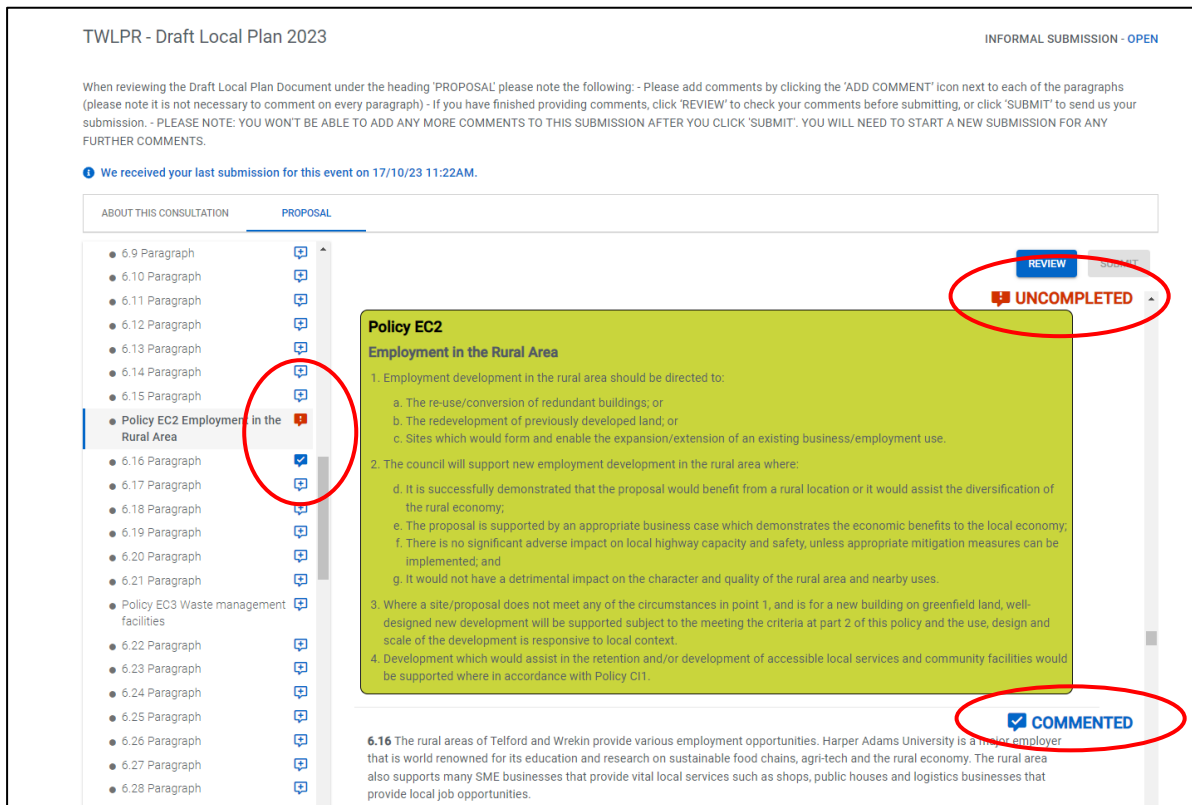
Question 5
If yes, what changes would you suggest?

Upload any files or supporting information relating to your submission (If you have issues uploading your files please contact LocalPlan@telford.gov.uk)

Drop a file here or browse

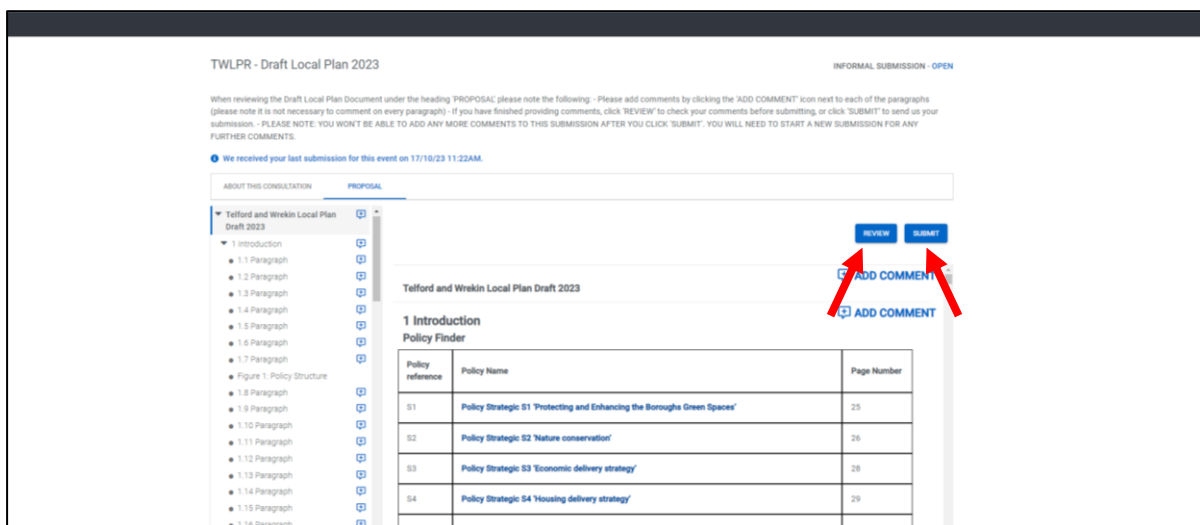
Note: If you wish to come back to the comment before submitting click **'Save Draft'** if you want to delete the comment entirely click **'Discard'**.

Step 6: if you have clicked ‘Compete Comment’ this will now show as ‘Commented’ whilst browsing the document. In addition, if you have clicked ‘Save Draft’ this will also appear as ‘Uncompleted’



Note: If you have completed a comment this will now show in the contents as a **blue box**. If you have saved your comment as a draft this will equally show up as a **red box**. This is shown in the image above.

Step 7: Once you have finished answering questions, please refer to the top heading which shows ‘Review’ and ‘Submit’ clickable boxes.

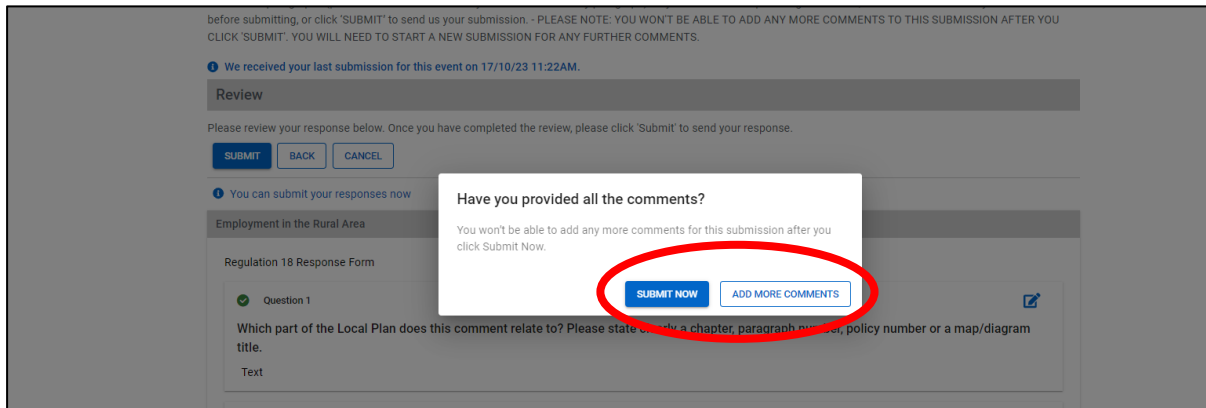


Note: If you click ‘Submit’ you will not be able to review your questions. You will be asked ‘Have you provided all comments?’ if yes click ‘SUBMIT NOW’ if not click ‘ADD MORE COMMENTS’

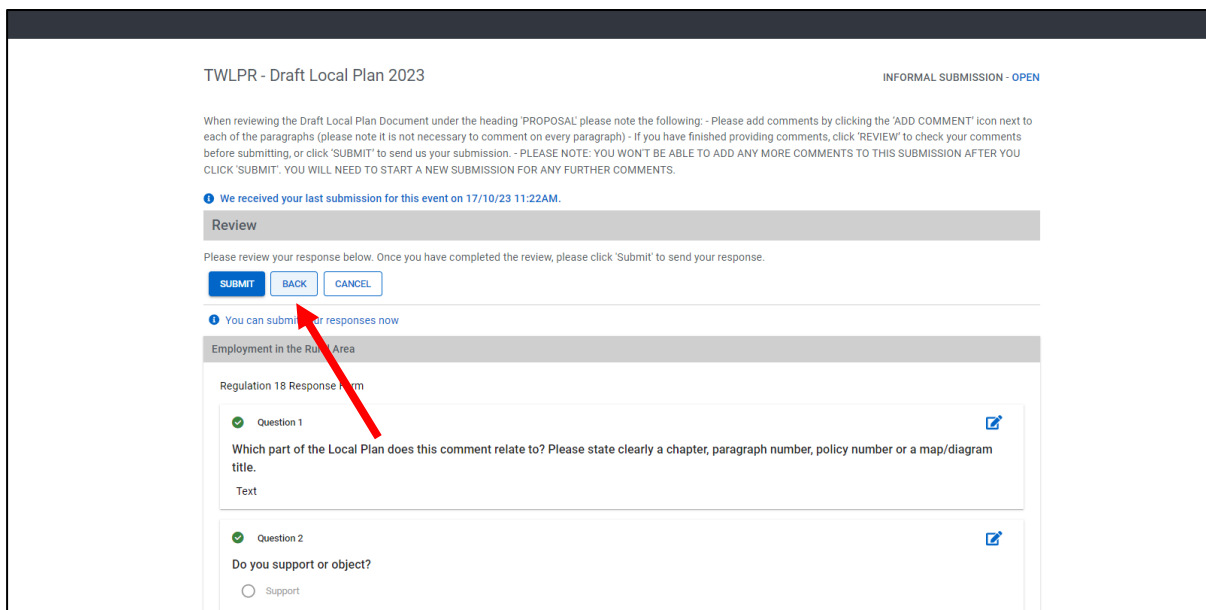
Step 8: When you click ‘Review’ you will be able to see each question you have commented on.

Once you are happy please click ‘Submit’ at the top of the page, you will then be asked ‘Have you provided all the comments?’ If you are happy click ‘SUBMIT NOW’. If not click ‘Add More Comments’

Once you have clicked ‘SUBMIT NOW’ you will not be able to add any further comments to this current submission – you will be able to make further submissions should you wish to.



Note: On the review page, if you are looking to add further comments please click ‘Back’, this will take you back to the document and its contents. Do not press ‘Cancel’ as this will discard all of your comments.

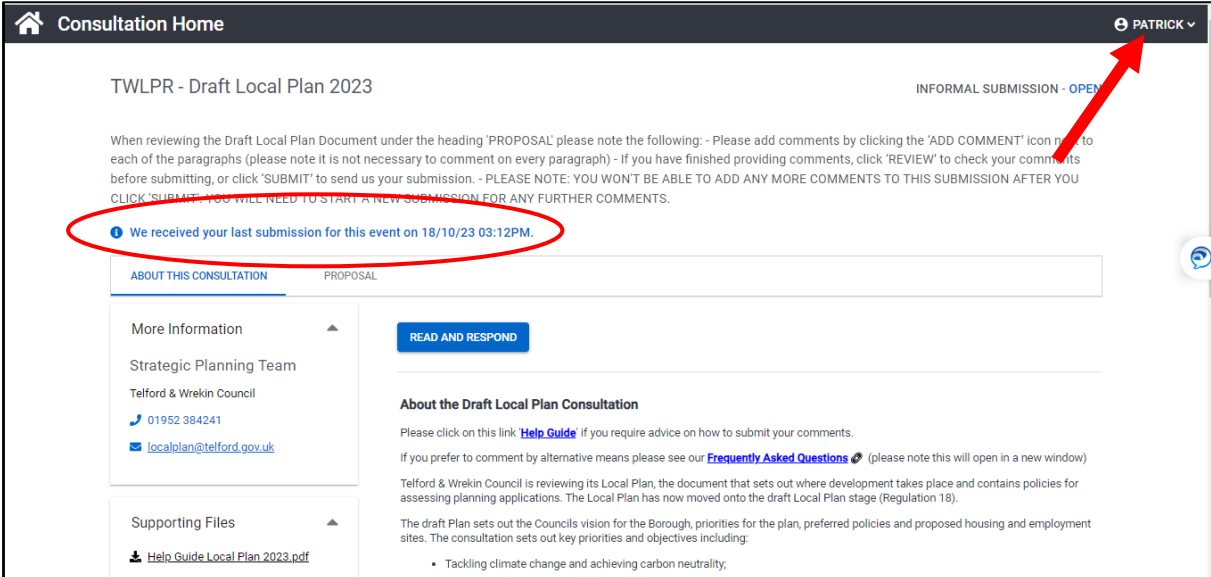


Step 9: Once submitted you will receive a ‘Thank You’ indicating you have submitted the comments, as well as a **confirmation email**. Please refer to **Section 5** to find out what happens next.

Section 5: Once your comments have been submitted

Step 1: You will now be able to view your submissions in the top right of the page where your name is. **Click on the drop down menu.**

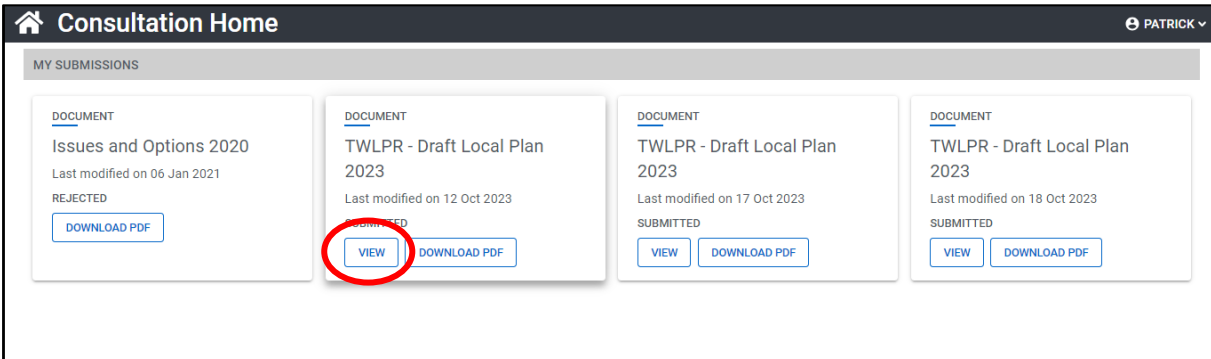
Please note: The page will also tell you when your last submission was.



The screenshot shows the 'Consultation Home' page for 'TWLPR - Draft Local Plan 2023'. The page is titled 'INFORMAL SUBMISSION - OPEN'. A notification message is circled in red: 'We received your last submission for this event on 18/10/23 03:12PM.' In the top right corner, the user name 'PATRICK' is displayed with a dropdown arrow. A red arrow points to this dropdown menu.

Step 2: Click 'MY SUBMISSIONS' on the drop down menu.

Step 3: You will now be able to view your previous submissions (including any you submitted during previous consultations), click 'VIEW' to open.



The screenshot shows the 'MY SUBMISSIONS' page. It displays a list of submissions. The submission for 'TWLPR - Draft Local Plan 2023' is highlighted with a red circle around the 'VIEW' button. The submission is marked as 'SUBMITTED' and was last modified on 18 Oct 2023.

Please Note: Your comments will now be sent to Telford & Wrekin Council for processing by our Strategic Planning Team. This process can take time as all comments need to be taken into account before they can be shown publically.

Section 6: Frequently Asked Questions

Q: There is an option when registering on the council's consultation portal to register as an agent. What does this mean and do I need to click this?

A: Agents provide planning advice for their clients. As part of the consultation agents will submit comments on behalf of their client/clients. If this is not relevant to yourself, please do not click '**I am registering as an agent**' when registering on the councils consultation portal.

Q: I've submitted comments for a consultation before do I still have an account?

A: Your account details from previous consultations are saved on our system. If you contact the Strategic Planning Team we will send you the details along with a new password via automated email.

Q: I've registered an account but I still can't log on to the system?

A: Please make sure you have inputted the details correctly. If you still have trouble try refreshing the page. If you still encounter problems please contact a member of the Strategic Planning Team and someone will assist you.

Q: I've submitted comments but I've decided I want to make another submission. Am I able to do this?

A: Yes, the system allows people to make multiple submissions, however, you will need to allow a short amount of time in-between submissions. Although we recommend submitting all your comments at one time if possible.

Q: I represent several consultees. Am I able to submit comments for each of them?

A: Yes, if you have registered as an agent or are writing on behalf of an organisation, you will be able to add consultees on '**MY CONSULTEES**' on the drop down menu under your details in the top right of the page.

Q: I can't reach the consultation page, what should I do?

A: The website is most likely encountering technical issues, and the Council will be working to fix this. Please try coming back later, however, if the problem persists please contact a member of the Strategic Planning Team.