

# **The Lake Lothing (Lowestoft) Third Crossing Order 201[\*]**

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Lake Lothing  
**THIRD  
CROSSING**

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**Document 5.2:  
Consultation Report Appendices**

**Appendix 3  
Consultation Strategy**

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## **Consultation Strategy**

SCC's Lake Lothing Third Crossing DCO statutory consultation strategy

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# The Lake Lothing Third Crossing, Lowestoft Development Consent Order

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## Lake Lothing **THIRD CROSSING**

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### **Document: Consultation Strategy: Final**

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Document Control: 5.1

Revision	Originator/Date	Checked by/Date	Approved by/Date
0.1	O. White 10/3/17	Michael Wilks Katherine Merlo	
0.2	O. White 22/3/17	Michael Wilks Emma Bethell	Jon Barnard
<b>Final</b>	<b>24/3/17</b>		

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## 1. Introduction

### 1.1 Purpose of document

Suffolk County Council (SCC), as the local highway authority, is planning to submit an application to the Secretary of State for a third crossing over Lake Lothing, known as the Lake Lothing Third Crossing (“the proposed scheme”).

In March 2016, the Secretary of State for Transport directed that the proposed scheme be treated as a Nationally Significant Infrastructure Project (NSIP) under the Planning Act 2008 (PA 2008). This would require a Development Consent Order (DCO) application to be made to the Secretary of State for Transport to obtain the necessary consents to build and operate the proposed scheme.

The PA 2008 requires a formal consultation to engage with local communities, local authorities, statutory consultees and those who would be directly affected by the proposals. These groups and any others interested in the proposed scheme are collectively referred to as “stakeholders” in this document.

The aim of the consultation is to raise awareness of the proposed scheme and identify and consider important issues raised by stakeholders to ensure a well-considered and robust application is submitted to the Secretary of State.

This document sets out the Consultation Strategy to be employed for the consultation on the proposed scheme due to take place between 26 May and 7 July 2017. The Strategy will ensure all activities are carried in accordance with the requirements of the PA 2008.

SCC is committed to being open and transparent in its dealings with all stakeholders throughout the consultation. This Strategy outlines how this will be achieved.

This Strategy includes information about:

- The background to the project
- Why we will consult
- Who we will consult
- How we will consult
- When we will consult
- How we will report the outcomes of consultation

### 1.2 Background of project

The Lake Lothing Third Crossing consists of a new single carriageway road across Lake Lothing linking the B1531 Waveney Drive on the south side of Lake Lothing to the C971 Peto Way on the north side of Lake Lothing. On the north side the road will join Peto Way between Rotterdam Road and Barnards Way. On the south side of Lake Lothing the new road will follow the alignment of the existing Riverside Road from a remodelled junction with Waveney Drive.

The new crossing consists of a multi-span bridge which includes a new opening bridge in Lake Lothing, a new rail bridge on the north side over the existing East Suffolk Line and a new

underpass bridge on the south side. The opening bridge will enable tall vessels to pass through. However, it would also be higher than the existing bascule bridge so a large number of boats would be able to pass underneath without the need to lift.

The Lake Lothing Third Crossing will make dedicated provision for cyclists and pedestrians.

On the south side there will be a new access road from Waveney Drive west of Riverside Road leading to the underpass bridge which is required to provide access to existing property that would otherwise become inaccessible due to changes in level on Riverside Road.

The proposed scheme will include associated changes to the existing local highway network, as informed by traffic modelling. This is likely to include improvements to some existing junctions within the Consultation Area (see below). New landscaping will also be incorporated into the scheme.

### 1.3 Project objectives

The objectives of the proposed scheme are:

- To open up opportunities for regeneration and development in Lowestoft
- To provide the capacity needed to accommodate planned growth
- To reduce community severance between north and south Lowestoft
- To reduce congestion and delay on the existing bridges over Lake Lothing
- To reduce congestion in the town centre and improve accessibility
- To encourage more people to walk and cycle, and reduce conflict between cycles, pedestrians and other traffic
- To improve bus journey times and reliability
- To reduce accidents

### 1.4 Project impacts

As with any significant infrastructure project, there is the potential for some adverse impacts on stakeholders, traffic, land and the environment associated with the construction and operation of the proposed scheme. The proposed scheme will be designed and constructed with the aim of minimising these impacts on the environment, local communities, local businesses, road users and residents. As part of the consultation a Preliminary Environmental Information Report (PEIR) will be available to view and comment on.

An Environmental Statement will accompany the DCO application for the proposed scheme. The PEIR is a precursor to the Environmental Statement and gives information about the potential environmental effects of the proposed scheme as understood at this time and potential measures to reduce those effects, to assist well-informed responses to the consultation.



2016-2019	Engineering design
Summer 2017 (26 May – 7 July)	Public consultation
Late 2017	Submitted DCO application
Spring 2018	Start of public examination
Spring 2019	Decision
Spring 2019	Detailed design complete
Late 2019/20 – 2022	Construction

## 2. Why we are consulting

### 2.1 Consultation requirements

Lake Lothing Third Crossing has been identified as NSIP, and therefore an application for development consent will be made to the Planning Inspectorate, acting on behalf of the Secretary of State for Transport. The PA 2008 outlines the consultation requirements for NSIPs. SCC is required to consult a number of prescribed parties, those with interest in affected land and those that live “in the vicinity of the land”.

The PA 2008 also requires that SCC has regard to relevant responses to the consultation and that SCC prepare a Consultation Report.

The statutory requirements are outlined below:

Statutory requirement	Details
Section 42 of PA 2008	Consult with prescribed parties (including environmental bodies, statutory undertakers etc.), local authorities hosting and bordering the proposed scheme and Category 1, 2 and 3 parties identified under Section 44 of the PA 2008 (interests in the land affected by the proposed scheme, and those who may have a relevant claim for compensation).
Section 46 of PA 2008	Notify the Secretary of State for Transport and supply with information supplied to S42 consultees.
Section 47 of PA 2008	Consult with the local community in accordance with the Statement of Community Consultation (this might include events, leaflets, website, letter drops and deposit locations)
Section 48 of PA 2008	Publish notices in newspapers as required in the PA 2008.
Section 49 of PA 2008	Take account of responses to the consultation and publicity about the proposed scheme.
Section 37 (3)(c) of PA 2008	Prepare a Consultation Report demonstrating compliance with Sections 42, 47, 48 and 49 of the PA 2008 and include details of any relevant responses, and the account taken of any relevant responses.

## 2.2 Aims of consultation

The aims of the consultation are to:

- successfully identify and engage with stakeholders affected by, or interested in, the proposed scheme
- clearly and consistently communicate:
  - the proposed scheme objectives
  - planning and design process
  - the constraints of the proposed scheme
  - the opportunities for input and
  - next steps
- encourage involvement from stakeholders and build strong open relationships which will be carried from application and design to construction
- provide inclusive opportunities for stakeholders to have a say about the proposals
- understand stakeholder concerns, issues and suggestions and get feedback on the proposed scheme design prior to the DCO application
- produce a Consultation Report which demonstrates the consultation was compliant with the PA 2008, includes any relevant matters raised during the consultation and how they were considered.

This will be achieved by:

- identifying stakeholders that may be affected or interested in the proposed scheme
- increasing awareness of the consultation through a variety of channels to reach as many stakeholders as possible
- providing clear, accessible and honest communications about the proposed scheme
- presenting fact-led information about the proposed scheme, background, the need for the junction improvement, design constraints and areas for influence
- consider honestly and fairly the suggestions received from stakeholders

## 2.3 Previous consultations

There has been a range of informal stakeholder engagement and two consultations prior to summer 2017.

In 2014 a public consultation took place on three Lake Lothing crossing options. Consultation events took place on 20 and 21 June 2014. A number of local press releases in the local newspaper advertised the consultation prior to the event. A poster was also displayed at key locations around the town centre throughout the consultation period running until 30 July 2014.

175 individuals responded to the questionnaire on the Third Crossing options consultation. 94% of respondents felt that a new road crossing of Lake Lothing is required for Lowestoft in order to reduce traffic congestion issues around the town. 61% of respondents preferred the Central location, 24% the Western; and 8% expressed a preference for one of the Eastern options.

A businesses consultation, led by SCC and University Campus Suffolk, took place in 2015. An online survey inviting businesses to share views on the need and potential impact of a new

crossing was sent out to businesses in the area by Suffolk Chamber of Commerce. 151 businesses responded to the online survey and 77 business people attended the consultation event held on 24 September 2015.

The results from this consultation gave a clear and strong message in support of a new crossing. It was felt that a new crossing would help to reduce levels of congestion in the town and allow businesses to operate more easily and make the town more attractive for visitors, shoppers and clients of all businesses, and to potential employees and investors.

## 2.4 Stakeholder engagement

In June 2015 the Lake Lothing Third Crossing Key Stakeholder Group was set up and is chaired by Peter Aldous MP. Members include key councillors and officers from Waveney District Council (WDC) and SCC, and representatives from Network Rail, Associated British Ports and Highways England.

A Memorandum of Understanding was signed in February 2017 between SCC and the Key Stakeholder Group, which outlined the roles and responsibilities of the two parties. It agreed that the Key Stakeholder Group acts as a:

*a) critical friend to the Project, providing constructive feedback and views to, and raising any relevant issues with, the Promoter (via the Project Board and their project team) and*

*b) as a key stakeholder and a consultee to the Project*

The project team has held individual meetings with a number of key stakeholders to build support for the proposed scheme and with landowners to ascertain the potential land agreements that may need to be put in place.

In spring 2016 when Central Government confirmed the project would receive £73.39m to build the bridge, stakeholder engagement increased particularly with environmental regulators and with landowners to aid design development. A quarterly community newsletter was also launched to keep councillors and stakeholders who have shown an interest in the project up to date on developments.

In March 2017, the project team attended a WDC information day providing members of the public an update on the project. This is part of the strategy to build awareness and interest in the project to aid continued public support.

That event highlighted the general support for the scheme, but some remaining scepticism over the delivery of the scheme and frustration over the timescales for doing so. As a consequence of the feedback, the flythrough will be updated as well as will the Questions and Answers document to address points around procurement, bridge opening, options appraisal and flooding, among other matters for the formal consultation.

### 3. Who we are consulting

The stakeholders for the proposed scheme have been identified using the following sources:

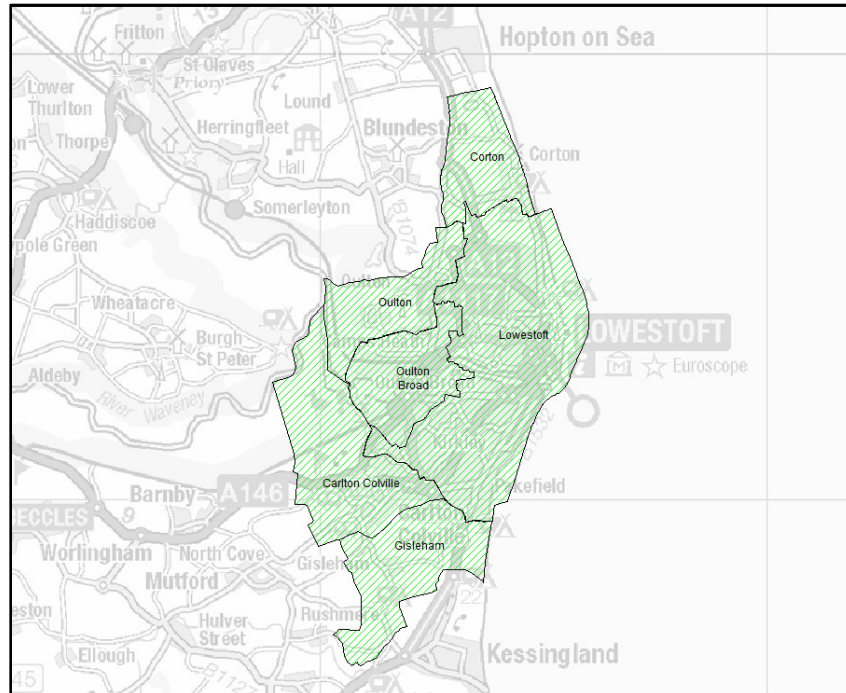
1. PA 2008 s.47: The local community
2. PA 2008 s.42 (1) (a), (aa), (b), and (d) (which incorporates s.43 and 44):
  - The prescribed persons
  - The Marine Management Organisation
  - local authorities within and bordering the proposed scheme
  - Category 1, 2 and 3 parties identified under Section 44 of the PA 2008 (interests in the land affected by the proposed scheme, and those who may have a relevant claim for compensation).
3. Desktop research and prior knowledge of affected/interested parties
4. Parties that come forward as affected/interested in the proposed scheme
5. Consultees that WDC and SCC engages with for their Local and Minerals and Waste Plans, respectively
6. Hard to reach groups identified by SCC's Equalities Advisor

SCC will consult residents living within the vicinity of the proposal. The Consultation Area as outlined in the image below includes Lowestoft and neighbouring parishes.

The rationale for the selection of this area is:

- The PA 2008 focusses on people living in the vicinity of the land. The area includes 45km<sup>2</sup> and a population of over 71,000
- The area comprises Lowestoft, where the development occurs and all immediately neighbouring parishes. Collectively they are a contiguous built up area. Parishes further out are clearly separate to the town of Lowestoft.
- The area includes all junctions where junction assessments (not necessarily impacts) are currently proposed and thus the possible area in which development may occur that is linked to the scheme.
- The area selected is the geographic area within which the impacts will be most significant. Clearly there are those that visit or pass through or work in the area, but that area is significantly wider and it would be proportionate to emphasise those who are mostly likely to experience the impacts most often.
- The purpose of the area is to define the geographic spread of leaflet distribution. Outside that area, the consultation will still be advertised through media, and indeed Kessingland Library is proposed as a consultation event and deposit location and a meeting with that Parish Council will also be sought. Adjacent Parish Councils can also be emailed direct and provided with posters and are able to request meetings.
- Those living outside the consultation area but travelling within it will still hear of the consultation through other media, presence of posters, occurrence of events, stakeholder meetings such as the Chamber of Commerce.

The proposed scheme will likely be of interest to those who live outside this area, due to the links to the A47, for example, and therefore feedback will be encouraged from the wider community, in particular through engagement with neighbouring local authorities including South Norfolk District Council, Great Yarmouth Borough Council, Norfolk County Council and the Broads Authority.



The stakeholders (and their contact details) will be recorded on Mouchel's stakeholder management database, known as "PinPoint".

#### 4. Key messages

##### High level project messages

- The Lake Lothing Third Crossing will be delivered.
- The proposed scheme is making good progress.
- We are working closely with Waveney District Council, Peter Aldous MP, residents, businesses and local communities to deliver the bridge successfully.
- The bridge will open up opportunities for regeneration and development in Lowestoft.
- The bridge will provide safer, more reliable journeys for drivers, pedestrians and bicyclists.

##### High-level consultation messages

- The next stage of the project is a public consultation taking place between Friday 26 May and Friday 7 July 2017
- During the consultation there will be a number of public events where stakeholders can meet the project team and discuss the proposed scheme There will also be several locations where the project information can be viewed at all times.
- Drivers, business owners, local residents and any others who are affected by, or interested in, the proposed scheme are invited to provide feedback on the consultation material.

- This is a significant project for Lowestoft and it is important stakeholders have their say to help ensure a well-considered and robust application is submitted to the Planning Inspectorate which responds to the needs of stakeholders.

## 5. How we will consult

### 5.1 Overview

The long history of the project has made managing stakeholder engagement particularly important. There are good established relationships with many key stakeholders, multiple advocates and good public awareness of the project. This consultation will build on this interest and also ensure those affected stakeholders who have not previously engaged with the project are identified and communicated with through clear and balanced communications. This will be achieved through a range of communications channels.

### 5.2 Timings

SCC is holding a six-week consultation between Friday 26 May and 23:59 on Friday 7 July 2017. This period has been chosen to avoid the local elections and summer holiday period. Consultees will be asked to provide feedback in the consultation period to allow time to fully analyse and consider responses. Comments after this date may not be able to be considered as part of the Consultation Report.

### 5.3 Consultation events

SCC will hold a series of public events on the proposed scheme. The consultation events will give stakeholders an opportunity to view the proposed scheme proposals and talk to the project team. Consultation event banners, PEIR and the video flythrough will be displayed at the events. There will be a number of plans to view including:

- Crossing alignment and junction layouts
- Preliminary traffic flows
- Works to the existing roads and side roads
- Environmental assessment work and impacts, traffic impacts and potential mitigation measures
- Landscaping plans
- Arrangements during construction of the proposed scheme

At the events attendees will be able to take away a consultation leaflet, consultation brochure, questionnaire and Questions & Answers. They will also be able to complete a questionnaire.

Prior to the public consultation events, councillor briefings, a media photo-call and a launch event will take place. These aim to create online, print and broadcast media coverage of the consultation and to give those who may be asked about the consultation by others, for example councillors an update. These pre-events will help disseminate the project key messages and information about the consultation.

The consultation events will be held at the following locations. These were selected in consultation with WDC and SCC through discussions on the Statement of Community Consultation. The venues are accessible and easy to get to via car (with parking facilities) and on foot. The events will take place on a range of days (week days and weekends) and times to try to accommodate as many stakeholders as possible.

Consultation Event Venue	Date	Time
Gunton Estate Community Hall, Hollingsworth Road Lowestoft Suffolk NR32 4AY	Tuesday 6th June 2017	12pm – 7pm
Lowestoft Library, Clapham Road South Lowestoft Suffolk NR32 1DR	Saturday 10th June 2017	10.30pm – 4.30pm
Kessingland Library, Marram Green, Hall Road Kessingland Suffolk NR33 7AH	Tuesday 13th June 2017	2.30pm – 7pm
Whitton Residents Community Hall, Hawthorn Avenue Lowestoft Suffolk NR33 9BB	Thursday 15th June 2017	1.30pm – 7.30pm
Oulton Community Centre, Meadow Road Lowestoft Suffolk NR32 3AZ	Monday 19th June 2017	10am – 4pm
Council Offices, Riverside, 4 Canning Road Lowestoft Suffolk NR33 0EX	Wednesday 21st June 2017	2pm – 7pm
Kirkley Centre, 154 London Rd S, Lowestoft NR33 0AZ	Thursday 22nd June 2017	1pm – 7.30pm

Consultation event banners will be used at all the consultation events. The banner information is outlined below:

Board number	Board title	Details
1	Welcome and What are we doing?	Welcome and Public Consultation dates  Introduction to the proposed scheme and visual timeline
2	Why do we need this proposed scheme?	Proposed scheme objectives
3	Design	General and overall plan
4	Design	Opening bridge
5	Design	Rail bridge and road bridge
6	Design	North roundabout, south roundabout and Waveney Drive
7	Traffic impacts	Traffic numbers
8	Environmental impacts	Mitigations during construction and operation
9	Landscaping	Overview of urban realm areas and Non-motorised users' plans
10	Next steps	Outline key points of planning process

#### 5.4 Deposit Locations

As per the PA 2008, the public must be able to view documents at certain deposit locations. At the locations below copies of the consultation leaflet, consultation brochure, questionnaire and Questions & Answers will be available to take away. The PEIR and plans will be able to view. There will be a charge for copies of the PEIR. Alternatively, photocopying facilities are available at each of the Deposit Locations. A pull-up advertising the consultation will also be available at each location.

<b>Deposit Locations</b>	<b>Opening times</b>
Council Offices, Riverside, 4 Canning Road, Lowestoft Suffolk, NR33 0EX	Monday 0800 – 1700 Tuesday 0800 – 1700 Wednesday 0800 – 1700 Thursday 0800 – 1700 Friday 0800 – 1700
Lowestoft Library, Clapham Road South, Lowestoft Suffolk, NR32 1DR	Monday 0900 – 1800 Tuesday 0900 – 1900 Wednesday 0900 – 1800 Thursday 0900 – 1900 Friday 0900 – 1800 Saturday 0900 – 1700 Sunday 1000 – 1600
Oulton Broad Library, Bridge Road, Lowestoft, Suffolk, NR32 3LR	Monday 1000 – 1200 Tuesday 1000 – 1300, 1400 – 1700 Wednesday 1000 – 1300, 1400 – 1700 Thursday 1000 – 1300, 1400 – 1700 Friday 1000 – 1300, 1400 – 1800 Saturday 1000 – 1300, 1400 – 1700 Sunday 1100 – 1600
Marina Customer Service Centre, Marina Lowestoft, Suffolk, NR32 1HH	Monday 0845 – 1700 Tuesday 0845 – 1700 Wednesday 0845 – 1700 Thursday 0930 – 1730 Friday 0845 – 1630
Kessingland Library, Marram Green, Hall Road Kessingland Suffolk, NR33 7AH	Monday 1000 – 1200 Tuesday 1000 – 1300, 1400 – 1700 Wednesday 1000 – 1300, 1400 – 1700 Thursday 1000 – 1300, 1400 – 1700 Friday 1000 – 1300, 1400 – 1800 Saturday 1000 – 1300, 1400 – 1700 Sunday 1100 – 1600

## 5.5 Communications channels

A multitude of channels will be used to maximise impact and reach, including the use of established channels eg SCC's social media.

<b>Channel</b>	<b>Content</b>	<b>Audience</b>	<b>Timing</b>
Community newsletter	Project update and awareness raising of the consultation	Stakeholders and councillors on distribution list	Early May
Press release and media event	<ul style="list-style-type: none"> <li>Background to the consultation</li> <li>Project objectives</li> <li>Why consultation is taking place</li> </ul>	Media	Press release 17/5/17 (ahead of any letters and posters going out)  Photo and main release to be



	<ul style="list-style-type: none"> <li>• Opportunities for feedback</li> </ul>		distributed on 26/5/17  Follow up releases on 12/6/17 and 02/7/17
Posters	<ul style="list-style-type: none"> <li>• Promoting the consultation and opportunities for feedback</li> </ul>	General public	17/5/17 up at public locations agreed with the relevant parties, for example shop keepers.
Consultee packs	<ul style="list-style-type: none"> <li>• Covering letter – identifies party as s42 consultee, confirms compliance with Reg 11 (i.e. inclusion of S48 notice)</li> <li>• Section 48 notice</li> <li>• USB with all the consultation documents</li> </ul>	Prescribed consultees; local authorities; Sec of State (s46); Affected parties	17/5/17
Consultation leaflet	4pg leaflet providing <ul style="list-style-type: none"> <li>• Background to the consultation</li> <li>• Project objectives</li> <li>• Why consultation taking place</li> <li>• Opportunities for feedback</li> <li>• Where/when the consultation events are</li> </ul>	Hand delivered or posted to residents and businesses in Consultation Area	17/5/17
		All stakeholders	17/5/17
		At deposit locations	26/5/17
Q&A document (hard copy at events, version on website)	Frequently asked questions	All stakeholders	26/5/17
Consultation brochure	A 12 page consultation brochure will be produced and	At Exhibition events and deposit locations	26/5/17

	available at the consultation events		
Questionnaire (hard copy at events and deposit locations, version on website)		All stakeholders	26/5/17
S47 and S48 notices in papers	S47 notice in local paper (1 week)  S48 in local paper (2 weeks), national newspaper (once) and London Gazette (once)	All stakeholders	12/5/17 – 26/5/17
SCC website	Promoting the consultation and opportunities for feedback	Public	17/5/17 (consultation documents go live 26/5/17)
Waveney District Council website <a href="http://www.eastsuffolk.gov.uk">www.eastsuffolk.gov.uk</a>	Promoting the consultation and opportunities for feedback / directing to SCC page	Public	17/5/17
Social media (SCC) – Twitter, Facebook and visualisation on YouTube	Promoting the consultation and opportunities for feedback	Public	From 17/5/17
Social media (third parties)	Promoting the consultation and opportunities for feedback	Public	From 17/5/17
Site notices	Bespoke notice.	Public and land owners	From 17/5/17
Launch event	Promoting the consultation and project	VIP stakeholders, councillors, MP and media	26/5/17
Facebook advertisement	Promoting the consultation	Public in Lowestoft area	26/5/17 (two weeks)
SCC internal comms	Promoting the consultation and opportunities for feedback	SCC staff	From 26/5/17

Third party communications eg parish newsletters	Promoting the and for consultation opportunities feedback	Members of organisations	From 17/5/17
Councillor message	Mid-consultation reminder	Councillors	Regular intervals
Stakeholder email	Mid-consultation reminder	All stakeholders	Regular intervals

### 5.6 Consultation Brochure

A 12 page consultation brochure will be produced and available at the consultation events. The table below shows the page breakdown

1	Front page	
2	Introduction and What are we doing	Introduction to the proposed scheme and visual timeline
3	Why do we need the proposed scheme?	Proposed scheme objectives
4	Design	What's fixed by constraints General and overall plan
5	Design	Opening bridge
6	Design	Rail and road bridges
7	Design	North roundabout, south roundabout and Waveney Drive
8	Traffic impacts	Traffic numbers
9	Environmental impacts	Mitigations during construction and operation
10	Landscaping	Overview of urban realm areas and Non-motorised users' plans
11	Next steps	Outline key points of planning process
12	Back page and contact details, event dates	

### 5.7 Consultation Questionnaire

A questionnaire will be created. The questionnaire will be available at consultation events, at deposit locations and online. An Equality and Diversity Form will be added to the questionnaire.

### 5.8 Stakeholder briefings

Alongside the ongoing meetings with the Key Stakeholder Group and landowners. SCC will provide briefings to particular organisations during the Consultation Period. This includes Lowestoft Town Council and nearby Parish Councils, the Waveney Chamber of Commerce and local interest/community groups such as the Lowestoft Harbour Maritime Business Group and Waveney Youth Group. Invitations will be sent out to representatives in advance.

If additional requests from other stakeholder groups interested in the proposed scheme are made, the project team will try to arrange a briefing if possible. The project team will also try

to attend other events in Lowestoft that coincide with the consultation period, where appropriate.

Councillors will also be fully briefed by SCC officers prior to the consultation.

### 5.9 Equality and diversity

The consultation aims to be accessible to the whole community.

In order to identify and engage with hard to reach groups, SCC has consulted with the SCC's Equalities Advisor who will send details of the consultation to groups the council is aware of.

All consultation events are fully accessible.

Posters will be displayed at a range of locations, such as education establishments, medical centres, advertising the consultation to the nearby community. Consultation documents will be available online and in hard copy from a number of locations. The boards displayed at the consultation events will also be available online for those unable to attend.

Consultation documents can be made available in different formats and languages upon request. This will be made explicit in brochures and leaflets

An equality and diversity form will be added to the questionnaires to monitor the effectiveness of consulting with the whole community.

## 6. Consultation feedback

### 6.1 Receiving comments by SCC from stakeholders

Comments will be accepted until 23:59 on 7 July 2017. Comments after this date may not be considered as part of the Consultation Report. Respondents are not restricted to commenting on the specific questions in the questionnaire and SCC welcomes feedback on any aspect of the proposed scheme.

The Questionnaire will be available to complete online via the project website.

Completed Questionnaires, or other feedback, can be emailed to [lakelothing3rdcrossing@suffolk.gov.uk](mailto:lakelothing3rdcrossing@suffolk.gov.uk) or sent in hard copy LL3X Consultation Team, Freepost RTUL-KAKE-BCTR, PO Box 73943 (Mouchel), London, EC4P 4HN. Completed Questionnaires can also be left at Consultation Events.

Stakeholders will also be able to contact SCC on 03456 318 842 (open Mon-Fri 8:30am-6pm).

### 6.2 Recording of communications by Mouchel

PinPoint will be used to record all correspondence and stakeholder actions. This will allow an audit of correspondence to be kept, aiding the consultation analysis and ongoing stakeholder relation management.

A project specific email address has been set up [Lake.Lothing@kier.mouchel.com](mailto:Lake.Lothing@kier.mouchel.com) and all stakeholder correspondence received by SCC will be forwarded to that account for the Stakeholder Team to access and upload to PinPoint. This includes all incoming and outgoing emails and letters, notes of any relevant telephone calls and meeting minutes with all external stakeholders. This includes any statutory undertaker estimates, design or options workshops, requests/reception of traffic data, chaser emails etc.

### 6.3 Acknowledging responses

The [lakelothing3rdcrossing@suffolk.gov.uk](mailto:lakelothing3rdcrossing@suffolk.gov.uk) mailbox will have an out of office message, acknowledging any incoming correspondence received during the consultation period, as below:

*“Thank you for your email in response to the Lake Lothing Third Crossing.*

*We will be accepting feedback on our proposals until 7 July 2017. Your comments have been forwarded onto the Project Team for consideration and will be addressed in the Consultation Report which forms part of the application for development consent.*

*If your email is a request for information that will be dealt with as soon as possible”*

For general requests eg for brochures or information on the consultation, responses will be sent from SCC during the consultation within one week of receipt.

When consultation responses are received, including design suggestions and changes, responses will need to be analysed alongside other responses and will form part of the Consultation Report. SCC will seek to engage with statutory consultees and other stakeholders as relevant to resolve significant issues in advance of the application for development consent being submitted.

## 7. Reporting the consultation

The outcomes of the consultation will be analysed and published in a Consultation Report. The purpose of this report will be to demonstrate the consultation was compliant with the PA 2008, and includes any relevant matters raised during the consultation and how they were considered. This report will be made available on the project website once the application for development consent has been made. It will include:

- A summary of the consultation process undertaken.
- Details about how SCC met the relevant consultation commitments as outlined above.
- A summary of the feedback received during the consultation
- A summary of the key issues raised and how they have been taken into account