

Lower Thames Crossing

5.1 Consultation Report Appendix G Published Statement of Community Consultation and compliance checklist

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Lower Thames Crossing

5.1 Consultation Report

Appendix G Published Statement of Community Consultation and compliance checklist

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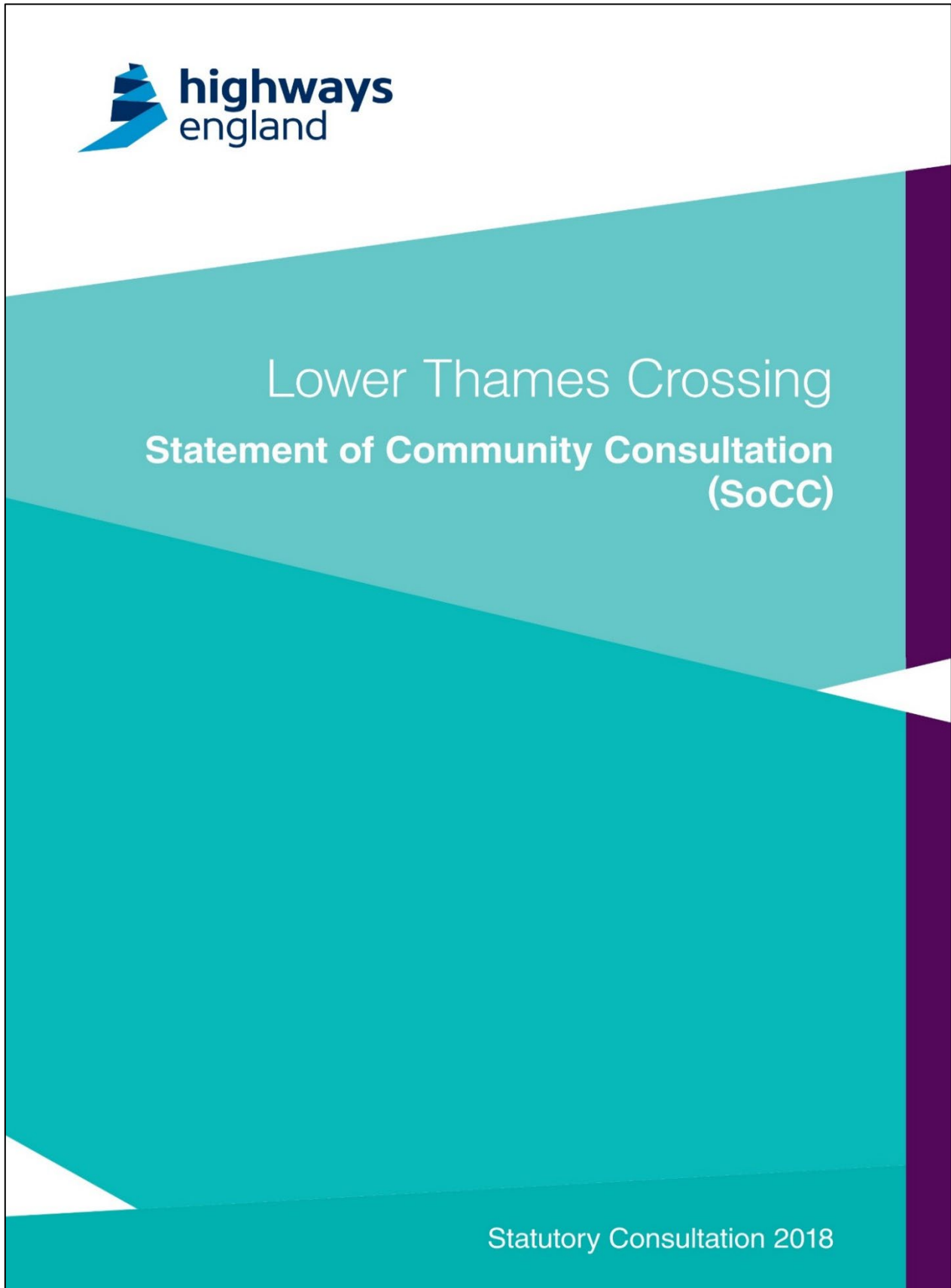
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Appendix G Published Statement of Community Consultation and compliance checklist

G.1 Published Statement of Community Consultation (SoCC)

- G.1.1 The Statement of Community Consultation (SoCC) was published on 10 October 2018, the launch day of the Applicant's Statutory Consultation. For more information about where the SoCC and the other consultation materials were made available, see Section 4.5 of the Consultation Report. For more information about the process that led to the publication of the SoCC, see Section 4.1 and Appendix F of the Consultation Report.
- G.1.2 Section G.2 of this appendix explains how the Applicant complied with the commitments in the SoCC.

Plate G.1 Published Statement of Community Consultation





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Lower Thames Crossing – Statement of Community Consultation

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Introduction

1. Highways England is publishing this Statement of Community Consultation (SoCC) in connection with our proposals to construct, operate and maintain the Lower Thames Crossing, a proposed new road connecting Kent, Thurrock and Essex through a tunnel beneath the River Thames. The route would connect to the A2 in Kent, crossing under the River Thames by means of two bored tunnels, before joining the M25 south of junction 29. In this document, the Lower Thames Crossing proposals are referred to as 'the Project'.
2. The purpose of this SoCC is to set out how we will consult the community about the Project, including details of where information can be viewed and how people can comment on the Project.

The Application

3. The Project is classified as a Nationally Significant Infrastructure Project (NSIP), as defined by the Planning Act 2008. This means that we are required to submit an application to the Secretary of State for Transport for permission to construct the Project.
4. This permission is called a Development Consent Order (DCO), and we plan to submit our DCO application in 2019. The Planning Inspectorate (PINS) will appoint an examining authority to scrutinise our application and make a recommendation to the Secretary of State, who will then make a decision as to whether the DCO should be granted.
5. Government policy relating to the development of the national road network is set out in the National Policy Statement for National Networks (NPS). The NPS provides the primary policy framework for this DCO application to be considered against, and can be found at www.gov.uk/government/collections/national-networks-national-policy-statement.
6. We have a duty under section 47 of the Planning Act 2008 to publish this SoCC, setting out how we plan to consult with people living in the vicinity of the land to which our proposed DCO application relates. We are also taking steps to not just consult those living in the vicinity of the Project, but also to consult community and interest groups, businesses, visitors and road users. The table in paragraph 18 sets out how we plan to do this. We are also consulting with statutory bodies and prescribed landowners (in line with section 42) and the public at large through national notices (in line with section 48).
7. In preparing this SoCC, we have consulted those local authorities in the areas where the Project is proposed to be built, those that share a boundary, and other local authorities across Kent and Essex, explaining how we plan to consult. We have taken the views of these local authorities into account in developing this SoCC.



8. Under the Planning Act 2008, we are required to consult on our proposals for the Project before submitting the DCO application. Feedback from the consultation will be recorded and carefully considered in developing our proposals for the Project. As such, the pre-application consultation is an important opportunity for the community to provide feedback on the Project. As part of the application process, PINS will consider whether the pre-application public consultation that we have undertaken has been satisfactory and fulfils all of the statutory criteria.
9. You can find more information about PINS and the Planning Act 2008 at <http://infrastructure.planninginspectorate.gov.uk> or by calling 0303 444 5000.

The Project

10. As noted, the Project is a proposed new road connecting Kent, Thurrock and Essex through a tunnel beneath the River Thames. The Project will provide over 90% additional road capacity across the Thames east of London, and will include:
 - Approximately 14.5 miles (23km) of new road connecting to the existing road network from the A2/M2 to the M25
 - Two 2.5-mile (4km) tunnels, one southbound and one northbound
 - Three lanes in both directions, with a maximum speed limit of 70mph
 - Improvements to the M25, A2 and A13, where the Lower Thames Crossing connects to the road network
 - New structures and changes to existing ones (including bridges, buildings, tunnel entrances, viaducts, and utilities such as electricity pylons) along the length of the new road
 - A free-flow e-charging system, where drivers don't need to stop but pay remotely, similar to that at the Dartford Crossing.
11. The Project has the following objectives:
 - Economic:
 - To support sustainable local development and regional economic growth in the medium to long term
 - To be affordable to Government and users
 - To achieve value for money
 - Environmental and community:
 - To minimise adverse impacts on health and the environment



Transport:

- To relieve the congested Dartford Crossing and approach roads and improve their performance by providing free-flowing north-south capacity
- To improve resilience of the Thames crossings and major road network
- To improve safety

Consulting the Community

12. In accordance with section 47 of the Planning Act 2008, we are consulting people living in the vicinity of the land to which our proposed DCO application relates. As described in paragraph 6 of this SoCC, we are also taking steps to consult not just those living in the vicinity of the Project, but also community and interest groups, businesses, visitors and road users, as well as statutory bodies, prescribed landowners, and statutory bodies and the public at large. The consultation activity set out in this SoCC builds on previous engagement and consultation activities that have taken place as part of the previous consultations outlined in paragraph 13 and at other times.
 13. Two non-statutory public consultations on potential locations and route options have already been held. The Department for Transport undertook a consultation between 21 May and 16 July 2013 presenting the case for a new crossing and inviting views on three potential locations and one variant. The Government response to this consultation is available at <https://www.gov.uk/government/publications/lower-thames-crossing-government-response-to-consultation-on-options>. The second public consultation took place from 26 January to 24 March 2016 and asked for views on Highways England's proposed location of the crossing, route options north and south of the River Thames, and the need for additional junctions. Details of this consultation can be found in the *Lower Thames Crossing Response to Consultation 2017*, which is available to download from www.lowerthamescrossing.co.uk.
 14. Responses to the previous consultations were carefully considered before making a recommendation to Government about the choice of a "Preferred Route" to be taken forward to the next stage of development, leading to a Preferred Route Announcement on 12 April 2017. Since then, the Project has been subject to further design development, resulting in some changes to the proposals presented in the Preferred Route Announcement. We are now able to present the Project in more detail and seek further views on it. We want to make sure that the local community, interest groups, businesses, visitors, road users, statutory bodies and the public at large have sufficient opportunity to understand the Project and comment on our proposals. To do this, we are holding a ten-week consultation from 10 October to 20 December 2018.
 15. The Project constitutes 'Environmental Impact Assessment (EIA) development' as defined by the Infrastructure Planning (Environmental Impact Assessment) Regulations 2017 ("the 2017 Regulations"). An EIA is therefore being carried out to ensure that the likely significant effects of the Project are properly understood
-



and to ascertain whether appropriate mitigation should be put in place. The EIA will include an assessment of the significant impacts during both the construction and operation of the scheme. Our DCO application will be accompanied by an Environmental Statement containing the findings of the EIA. We will provide sufficient information about the Project to enable an assessment of the impacts of the scheme, including impacts on any protected European sites, to be undertaken.

16. In accordance with regulation 12 of the 2017 Regulations, a *Preliminary Environmental Information Report (PEIR)*, which sets out survey methodologies and results, and the potential likely significant environmental effects of the Project, has been prepared to allow consultees to take an informed view on these matters. The PEIR therefore forms an important part of this consultation. As set out below, it is being publicised as part of the suite of consultation documents and will be available to download from www.lowerthamescrossing.co.uk/haveyoursay, with paper copies available to view at the deposit locations listed in this SoCC. See below for details as to how to buy a paper copy of the PEIR (and copies of the consultation documents). Comments on the matters covered in the PEIR can be made via the consultation response form.
17. The following documents will be made available during consultation:
- Your Guide to Consultation
 - Consultation leaflets
 - Response form
 - Map books
 - Case for the Project
 - Approach to Design, Construction and Operation
 - Preliminary Environmental Information Report (PEIR)
 - Preliminary Environmental Information Summary
 - Environmental Impact Assessment (EIA) Scoping Report
 - Traffic Forecasting Report
 - Traffic Forecasts Non-Technical Summary
 - Statement of Community Consultation (SoCC)
 - Section 47 Notice
 - Section 48 Notice
 - Your Property and Blight
 - Your Property and Compulsory Purchase
 - Your Property and Discretionary Purchase
 - LTC Response to Consultation 2017



18. We will use a range of channels during the consultation to ensure people have an opportunity to view and comment on the proposals:

Channel	Details
Website	We will make information about the Project, including this SoCC, available at www.lowerthamescrossing.co.uk/haveyoursay . The website will also provide the opportunity to download the consultation documents, which present a higher level of detail about the proposals and their impacts – for example, comprehensive information about the predicted environmental and traffic impacts. Website visitors will be encouraged to fill in the online response form to capture their feedback on the Project. The website will also include a fly-through video, providing an overview of the Project.
Leaflet	We will send a leaflet summarising the Project to around 270,000 properties (residential and non-residential) in the wider area around the Project. The leaflet will include details of the public information events and deposit locations. See Appendix 1 for a map of the distribution area for the leaflet.
Email	We will send emails to individuals, businesses, interest groups and organisations notifying them of the consultation and encouraging them to respond. All email data is held and used in accordance with the relevant data protection legislation (see the data privacy notice in paragraph 32 of this SoCC).
Social media	We will be promoting the consultation through a combination of posts, videos and event announcements via the Lower Thames Crossing Twitter account (@lowerthames). There will also be additional publicity using the Highways England Twitter and Facebook profiles, supporting the consultation with calls to action to encourage people to visit www.lowerthamescrossing.co.uk/haveyoursay .
Statutory notices	In accordance with sections 47 and 48 of the Planning Act 2008, we will place notices publicising the consultation in local and national newspapers and journals at the start of the consultation period. Based on our understanding of newspaper circulations in the vicinity of the Project, we will publish the Section 47 statutory notices in the <i>Essex Chronicle</i> , <i>Kent Messenger</i> , <i>Thurrock Gazette</i> , and <i>Yellow Advertiser (Romford Hornchurch Upminster)</i> . Section 48 statutory notices will be published in the same local newspapers as the Section 47 notices, as well as in the following national and trade publications: <i>London Gazette</i> , <i>The Times</i> , <i>Fishing News</i> and <i>Lloyd's List</i> .
Advertising	Our paid-for advertising campaign focuses on the local area but, given the significance of the Project, is also designed to reach a wider population across the region and UK. We will be placing adverts in local printed media, on poster sites on the road network around Kent and Essex, and also on websites and social media.



Media	We will carry out press activity to encourage media to provide editorial coverage of the consultation.
Public information events	<p>We will hold 25 public information events where people will have an opportunity to view the proposals and talk to the Project team. Most events will take place at locations along and in the vicinity of the proposed route, although some will take place further away in areas less directly affected but still with an interest in the Project. A list of event locations, dates and times is provided below.</p> <p>The locations, dates and times of the public information events will be published in the press, and will be included in the consultation leaflet (as described above) and on our website.</p> <p>Based on feedback from previous consultations and from our community engagement team, our weekday events will run from 2pm to 9pm, while Saturday events will typically run from midday to 6pm, although events taking place in shopping centres will align with centre opening times as much as possible.</p> <p>While we will endeavour to hold all of these events at the published locations and times, it may not always be possible to do so due to unforeseen circumstances or events beyond our control. In the unlikely case that we have to change event details or cancel events, we will inform the public of those changes on www.lowerthamescrossing.co.uk/haveyoursay.</p>
Additional promotional activity	<p>We are planning additional promotional activity to raise awareness of the consultation. This activity will include leaflet distribution in high-footfall locations such as shopping centres and transport hubs. We will also promote the consultation using a staffed mobile information centre at locations designed to reach communities in the vicinity of the Project.</p> <p>In addition, we will be working with local authorities to ensure they have information and marketing collateral available to publicise the consultation effectively, providing printed and digital collateral.</p>
Local authority briefings	We will offer face-to-face briefings to discuss the proposals with local authorities and parish councils in the areas affected by the Project.
Community and stakeholder briefings	We will offer to meet community representatives and stakeholder groups in the areas affected by the Project to discuss the proposals.
Ad hoc meetings	Where resources permit, we will attend meetings when invited by community groups, businesses and interest groups to discuss the Project. These meetings can be requested by contacting us via email, post or telephone.



Deposit locations	During consultation, we will make paper copies of all the consultation documents (see the list in paragraph 17, which includes the SoCC, the PEIR and other documents) available to view at the deposit locations listed below. At these locations, there will also be leaflets, copies of <i>Your Guide to Consultation</i> and response forms for the public to take away. See the list of deposit locations below.
Information points	We will make consultation leaflets, copies of <i>Your Guide to Consultation</i> and response forms available to take away at the information points listed below.
Copies of consultation documents on request	A printed copy of the consultation documents can be purchased on request. Due to the size of the documents, a charge of £175 (plus VAT and P&P) will be made for each set of consultation documents. Copies of <i>Your Guide to Consultation</i> , leaflets and response forms are available free of charge to individuals and organisations, although we may apply a charge for bulk requests. We will make electronic copies of the consultation documents available free of charge on a USB memory stick on request (limited to one per household or organisation). All the consultation documents are available to download free of charge from www.lowerthamescrossing.co.uk/haveyoursay .
Alternative formats	We will consider requests for alternative document formats (for example, translations, large print or Braille) to enable all members of the public to view and comment on the consultation documents where it is reasonably practical to do so. There would be no charge for alternative formats over and above the normal £175 (plus VAT and P&P) payable for a set of paper consultation documents. We are producing an Easy Read version of the consultation information.
Customer contact centre	Our customer contact centre (see paragraph 31) will be able to provide information about the consultation to members of the public. We will brief local authority customer contact centres so they are aware of the consultation too.
Equalities and harder to reach populations	We have taken steps that seek to ensure that harder to reach groups are able to participate in our consultation, including groups that have protected characteristics under the Equalities Act 2010. These steps include making our materials and events more accessible to people with disabilities; targeting our mobile information centre at areas of higher deprivation; carrying out focus groups targeted at specific populations; and liaising with schools and other educational establishments.

Consultation Period

- The consultation will start on 10 October 2018, closing at 11.59pm on 20 December 2018.



Obtaining a Response Form

20. You can obtain a response form by downloading it from the consultation website or picking it up free of charge from:

- Public information events and other promotional events
- Information points
- Deposit locations

You can also ask us to send you a form by:

- Emailing us at: info@lowerthamescrossing.co.uk
- Calling us on: 0300 132 5000

How to Respond

21. Please send your completed response form and/or separate comments to one of the following response channels. Each of the response channels is free to use. Highways England cannot guarantee that responses submitted through methods other than those set out here below will be included in our analysis and reporting.

22. The deadline for accepting consultation responses is 11.59pm on 20 December 2018. Please ensure your response is submitted before this deadline. In order to ensure all responses posted before the closing time are accepted, we will accept posted responses that have a postmark on or before 21 December 2018. Only under exceptional circumstances would we accept responses submitted after that date.

Method	Details
Online response form	Fill in and submit the online response form at: www.lowerthamescrossing.co.uk/haveyoursay
Freepost	Post your response form or comments to: FREEPOST LTC CONSULTATION. The Freepost address is the only text needed on the envelope, and no stamp is required.
Email	Email your comments or a completed response form to: LTC.CONSULTATION@TRAVERSE.LTD
Public information events	Fill in and submit a paper response form at one of our public information events. Please note that submitting a completed form may not be possible at other types of event, for which the Freepost service is available.



Public Information Events

23. At the following public information events the public will have an opportunity to view the Project proposals and talk to the Project team.

Locations south of the River Thames	Date and time
Bluewater Shopping Centre, Bluewater Parkway, Greenhithe, DA9 9ST	Saturday 20 October 9am – 9pm Sunday 21 October 11am – 5pm
Cascades Leisure Centre, Thong Lane, Gravesend, DA12 4LG	Thursday 1 November 2pm – 9pm
Chalk Parish Hall, Pirrip Close, Gravesend, DA12 2ND	Monday 22 October 2pm – 9pm
Dover Town Hall, Biggin Street, Dover, CT16 1DL	Tuesday 4 December 2pm – 9pm
Mick Jagger Centre, Shepherds Lane, Dartford, DA1 2JZ	Tuesday 23 October 2pm – 9pm
Doubletree Dartford Bridge, Masthead Close, Crossways Business Park, Dartford, DA2 6QF	Monday 3 December 2pm – 9pm
Gravesham Civic Centre, Windmill Street, Gravesend, DA12 1AU	Wednesday 21 November 2pm – 9pm
Rochester Corn Exchange, Northgate, Rochester, ME1 1LS	Wednesday 5 December 2pm – 9pm
Shorne Village Hall, 16 The Street, Shorne, DA12 3EA	Saturday 3 November midday – 6pm

Locations north of the River Thames	Date and time
Holiday Inn Basildon, Cranes Farm Road, Waterfront Walk, Basildon, SS14 3DG	Monday 19 November 2pm – 9pm
Brandon Groves Community Club, Brandon Groves Avenue, South Ockendon, RM15 6TD	Friday 16 November 2pm – 9pm
Chadwell Village Hall, Waterson Road, Chadwell St Mary, RM16 4NX	Friday 7 December 2pm – 9pm
Civic Hall, Blackshots Lane, Grays, Essex, RM16 2JU	Tuesday 6 November 2pm – 9pm
Havering College of Further and Higher Education, 42 Ardleigh Road, Hornchurch, RM11 2LL	Monday 26 November 2pm – 9pm
Havering Town Hall, Main Road, Romford, RM1 3BD	Friday 30 November 2pm – 9pm
Holiday Inn Brentwood, Brook Street, Brentwood, CM14 5NF	Wednesday 28 November 2pm – 9pm



Lakeside Shopping Centre, West Thurrock Way, Grays, RM20 2ZP	Saturday 27 October 9am – 9pm Sunday 28 October 11am – 5pm
Linford Methodist Church, East Tilbury Road, Linford, SS17 0QS	Wednesday 14 November 2pm – 9pm
Orsett Hall Hotel, Prince Charles Avenue, Orsett, RM16 3HS	Tuesday 16 October 2pm – 9pm
St Mary Magdalene Church, Church Lane, North Ockendon, RM14 3QH	Thursday 22 November 2pm – 9pm
New Windmill Hall, St Mary's Lane, Upminster, RM14 2QH	Saturday 17 November midday – 6pm
Tilbury Community Association, Civic Square, Tilbury, RM18 8AA	Tuesday 30 October 2pm – 9pm
West Horndon Village Hall, Thorndon Avenue, West Horndon, CM13 3TP	Wednesday 24 October 2pm – 9pm

Deposit Locations

24. At each deposit location, there will be copies of the consultation documents for reference only. There will also be leaflets, copies of *Your Guide to Consultation*, and response forms. Deposit locations cannot accept completed response forms, so consultees are requested to use the Freepost address. See paragraph 17 for a list of consultation documents.

Locations south of the River Thames	
Dartford Library, Central Park, Market Street, Dartford, Kent, DA1 1EU	Monday – Wednesday 8.30am – 6pm Thursday 8.30am – 8pm Friday 8.30am – 6pm Saturday 9am – 5pm
Gravesend Library, Windmill Street, Gravesend, Kent, DA12 1BE	Monday – Friday 9am – 6pm Saturday 9am – 5pm
Maidstone Library, James Whatman Way, Maidstone, Kent, ME14 1LQ	Monday – Friday 9am – 6pm Saturday 9am – 5pm
Rochester Library, Community Hub Rochester, Eastgate, Rochester, ME1 1EW	Monday – Friday 9am – 6pm Saturday 9am – 4pm



Locations north of the River Thames	Opening times
Brentwood Library, New Road, Brentwood, Essex, CM14 4BP	Monday 9am – 6pm Tuesday 9am – 6pm Wednesday 9am – 1pm Thursday 9am – 6pm Friday 9am – 6pm Saturday 9am – 5pm
Grays Library, Thameside Complex, Orsett Road, Grays, Essex, RM17 5DX	Monday 9am - 7pm Tuesday 9am - 5pm Wednesday 9am - 5pm Thursday 9am - 7pm Friday 9am - 5pm Saturday 9am - 1pm
Romford Central Library, St Edwards Way, Romford, Essex, RM1 3AR	Monday 10am – 8pm Tuesday 9am – 5pm Wednesday 9am – 5pm Thursday 10am – 8pm Friday 9am – 5pm Saturday 10am – 4pm
Tilbury Hub, Civic Square, Tilbury, Essex RM18 8AD	Monday 10am – 5pm Wednesday 10am – 5pm Friday 10am – 5pm Saturday 10am – 1pm

Information Points

25. At each information point, there will be consultation leaflets, copies of *Your Guide to Consultation* and consultation response forms. Information points cannot accept completed response forms, so consultees are requested to use the Freepost address.

Locations south of the River Thames	Opening times
Coldharbour Library, Coldharbour Road, Northfleet, DA11 8AE	Monday 2pm – 5.30pm Tuesday 9am – 5.30pm Thursday 2pm – 5.30pm Friday 9am – 5.30pm Saturday 9am – 5pm
Cuxton Library, Bush Road, Cuxton, ME2 1EY	Tuesday 9am – 1pm Thursday 2pm – 6pm Friday 2pm – 6pm Saturday 10am – 4pm



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Dartford Civic Centre, Home Gardens, Dartford, DA1 1DR	Monday – Thursday 8.45am – 5.15pm Friday 8.45am – 4.45pm
Gillingham Library, 3 High Street, Gillingham, ME7 1BE	Monday – Friday 9am – 6pm Saturday 9am – 5pm
Gravesham Civic Centre, Windmill Street, Gravesend, DA12 1AU	Monday – Friday 9am – 5pm
Higham Library, Villa Road, Higham, ME3 7BS	Monday 9am – 1pm Tuesday 2pm – 5.30pm Wednesday 9am – 1pm Thursday 2pm – 5.30pm Friday 9am – 1pm Saturday 10am – 2pm
Kings Farm Library, 100 Sun Lane, Gravesend, DA12 5HR	Monday – Wednesday 9am – 1pm, 2pm – 6pm Friday 9am – 1pm, 2pm – 6pm Saturday 10am – 2pm
Marling Cross Library, 266 MacKensie Way, Gravesend, DA12 5TY	Tuesday 9.30am – 1pm, 2pm – 5pm Thursday 9.30am – 1pm, 2pm – 5pm Friday 2pm – 5pm Saturday 2pm – 4pm
Meopham Library, Wrotham Road, Meopham, DA13 0AH	Monday – Friday 9am – 1pm, 2pm – 5pm Saturday 9am – 2pm
Shorne Woods Country Park Visitor Centre, Brewers Road, Shorne, DA12 3HX	Monday – Sunday 10am – 4pm
Strood Library, 133 High Street, Strood, ME2 4TJ	Monday – Friday 9am – 6pm Saturday 9am – 5pm
Upminster Library, 26 Corbets Tey Road, Upminster, RM14 2BB	Monday 10am – 8pm Tuesday 9am – 5pm Wednesday 9am – 5pm Thursday 10am – 8pm Friday 9am – 5pm Saturday 10am – 4pm



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Locations north of the River Thames	Opening times
Aveley Library, Purfleet Road, Aveley, RM15 4DJ	Tuesday 10am – 1pm, 2pm – 5pm Thursday 10am – 1pm, 2pm – 5pm Saturday 10am – 1pm
Beehive Voluntary and Community Resource Centre, West Street, Grays, RM17 6XP	Monday to Friday 9am – 5pm
Belhus Library, South Ockendon Centre, Derry Avenue, South Ockendon, RM15 5DX	Monday to Saturday 10am – 5pm
Blackshots Library, Blackshots Lane, Grays, RM16 2JU	Monday 10am – 1pm, 2pm – 5pm Tuesday 10am – 1pm, 2pm – 5pm Thursday 10am – 1pm, 2pm – 5pm Friday 10am – 1pm, 2pm – 5pm Saturday 10am – 1pm
Chadwell Library, Brentwood Road, Chadwell St Mary, RM16 4JP	Monday 10am – 7pm Tuesday 10am – 5pm Wednesday 10am – 5pm Thursday 10am – 7pm Friday 10am – 5pm Saturday 10am – 1pm, 2pm – 5pm
Chelmsford Library, County Hall, Market Road, Chelmsford, CM1 1QH	Monday – Thursday 8.30am – 5.30pm Friday 8.30am – 5pm
Corringham Library, St John's Way, Corringham, SS17 7LJ	Monday 10am – 5pm Tuesday 10am – 5pm Wednesday 10am – 1pm Thursday 10am – 5pm Friday 10am – 5pm Saturday 10am – 5pm
East Tilbury Library (temporarily at village hall), East Tilbury Recreation Club, Princess Avenue, East Tilbury, RM18 8ST	Thursday 10am – 3.30pm Friday 10am – 3.30pm
East Tilbury Post Office, 2-3 Stanford House, Princess Margaret Road, East Tilbury, RM18 8YP	Thursday 10am – 3.30pm Friday 10am – 3.30pm
Purfleet Community Hub, 53-54 River Court, Centurion Way, Purfleet, RM19 1ZY	Monday 9am – midday Tuesday 9am – 5pm Wednesday 3pm – 5pm Thursday 9am – 5pm



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Rainham Library, 6 Celtic Farm Road, Rainham, RM13 9GP	Monday 10am – 8pm Tuesday 9am – 5pm Wednesday 10am – 8pm Thursday 9am – 5pm Friday 9am – 5pm Saturday 10am – 4pm
Riverview Park Library, The Alma, Leander Drive, Gravesend, DA12 4NG	Monday 9am – 1pm, 2pm – 6pm Tuesday 9am – 1pm, 2pm – 6pm Wednesday 9am – 1pm, 2pm – 6pm Thursday 9am – 1pm Friday 9am – 1pm, 2 – 6pm Saturday 10am – 2pm
Southend Airport, Southend-on-Sea, SS2 6YF	Monday – Sunday 24 hours
Stanford-le-Hope Library, 26 High Street, Stanford-le-Hope, SS17 0HG	Tuesday 10am – 1pm, 2pm – 5pm Thursday 10am – 1pm, 2pm – 5pm Saturday 10am – 1pm
Thurrock Council Civic Offices, New Road, Grays, RM17 6SL	Monday – Thursday 8.45am – 5.15pm Friday 8.45am – 4.45pm

Next Steps

26. We will record all responses received through the dedicated channels during consultation.
27. Following statutory consultation, we will carefully consider and analyse all responses to the consultation, and we will have careful regard to what people had to say and take account of this as we continue to develop our proposals.
28. Where we consider it appropriate, and before submitting our DCO application, we may choose to consult further on certain changes to the Project made in response to consultation feedback. The form of this consultation would be determined by the scale and impact of the proposed changes.
29. We will then prepare and submit a DCO application. If the application is accepted for examination, we will publish notices that will allow the public to submit representations and participate in the examination process. More information about the application process can be found on the PINS website at <https://infrastructure.planninginspectorate.gov.uk/legislation-and-advice/guidance>.
30. An explanation of how responses received have influenced our proposals (including feedback received at the previous stage of consultation) will be provided in our Consultation Report, which will accompany the DCO application as required by section 37(3)(c) of the Planning Act 2008.



31. To find out more about the Project or to obtain copies of consultation documents, we can be contacted via the following methods:

- Email: info@lowerthamescrossing.co.uk
- Phone: 0300 123 5000
- Post: Lower Thames Crossing, Woodlands, Manton Industrial Estate, Manton Lane, Bedford, MK41 7LW

For information on how to respond to the consultation, please see paragraphs 21 and 22 of this SoCC.

Data Privacy

32. The following data privacy notice will be published alongside our consultation materials when we ask for information from consultees:

We are committed to protecting your personal information. Whenever you provide such information we are legally obliged to use it in line with all applicable laws concerning the protection of personal data, including the General Data Protection Regulation (GDPR), which came into effect on 25 May 2018.

How will Highways England use the information it collects about you?

We will use your personal data for a number of purposes, including:

- To analyse the feedback that you provide in response to our consultation
- To produce a summary report, based on our analysis of responses (individuals will not be identified)
- To write to you with updates about the outcomes of this consultation and other developments
- To keep up-to-date records of our interactions with individuals and organisations

Your information will be handled and used by the following recipients to record, analyse and report on feedback received:

- Highways England
- Traverse (who have been contracted by Highways England to analyse feedback to the consultation)
- The Planning Inspectorate (who will consider our application for permission to build the Lower Thames Crossing)
- Legal advisors
- Consultants



It is also possible that trusted third party providers, for example construction companies, may later use contact details provided in your response to communicate with you.

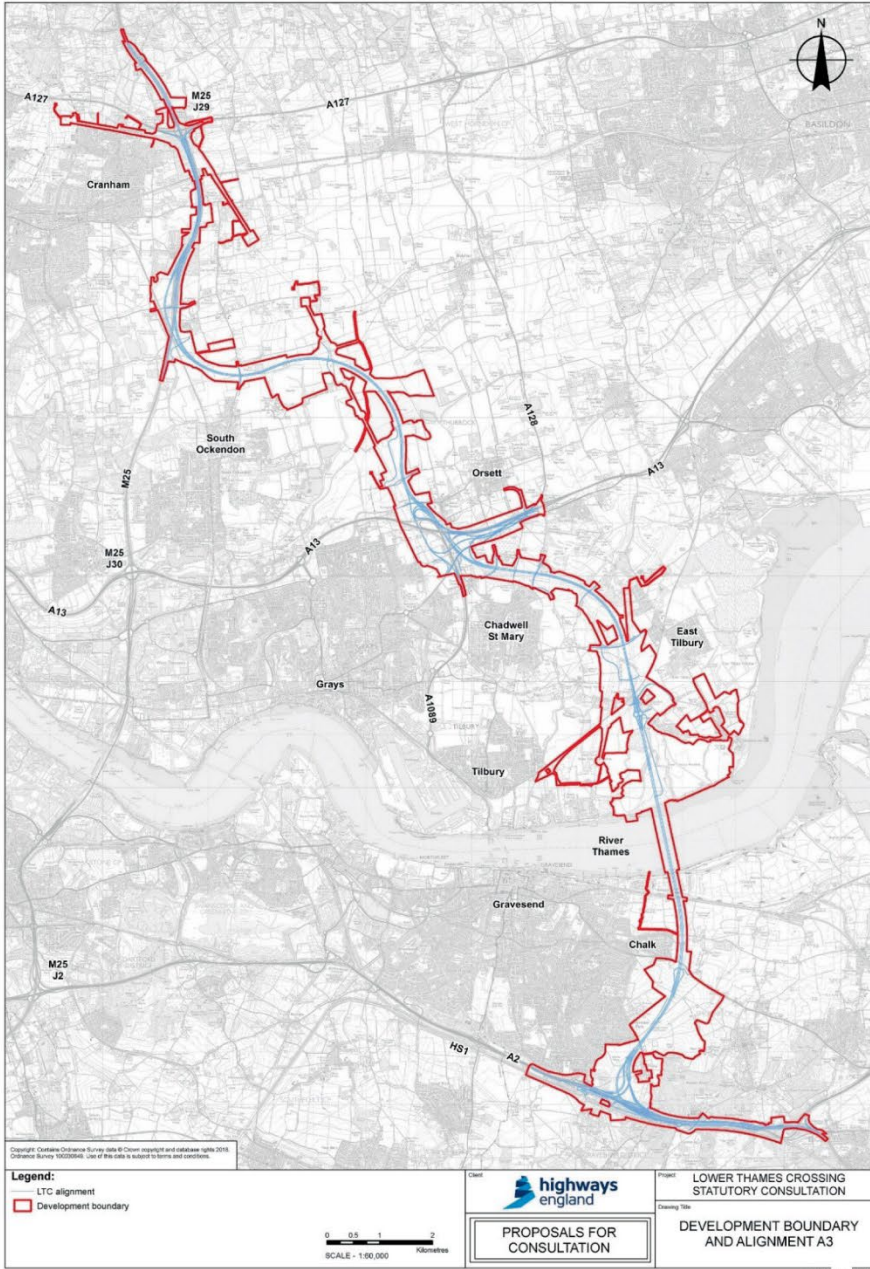
What rights do I have over my personal data?

Under the terms of the GDPR you have certain rights over how your personal data is retained and used by Highways England. For more information, see our full data privacy statement: <https://highwaysengland.co.uk/terms-and-conditions>.



Appendix 1: LTC Alignment and Development Boundary

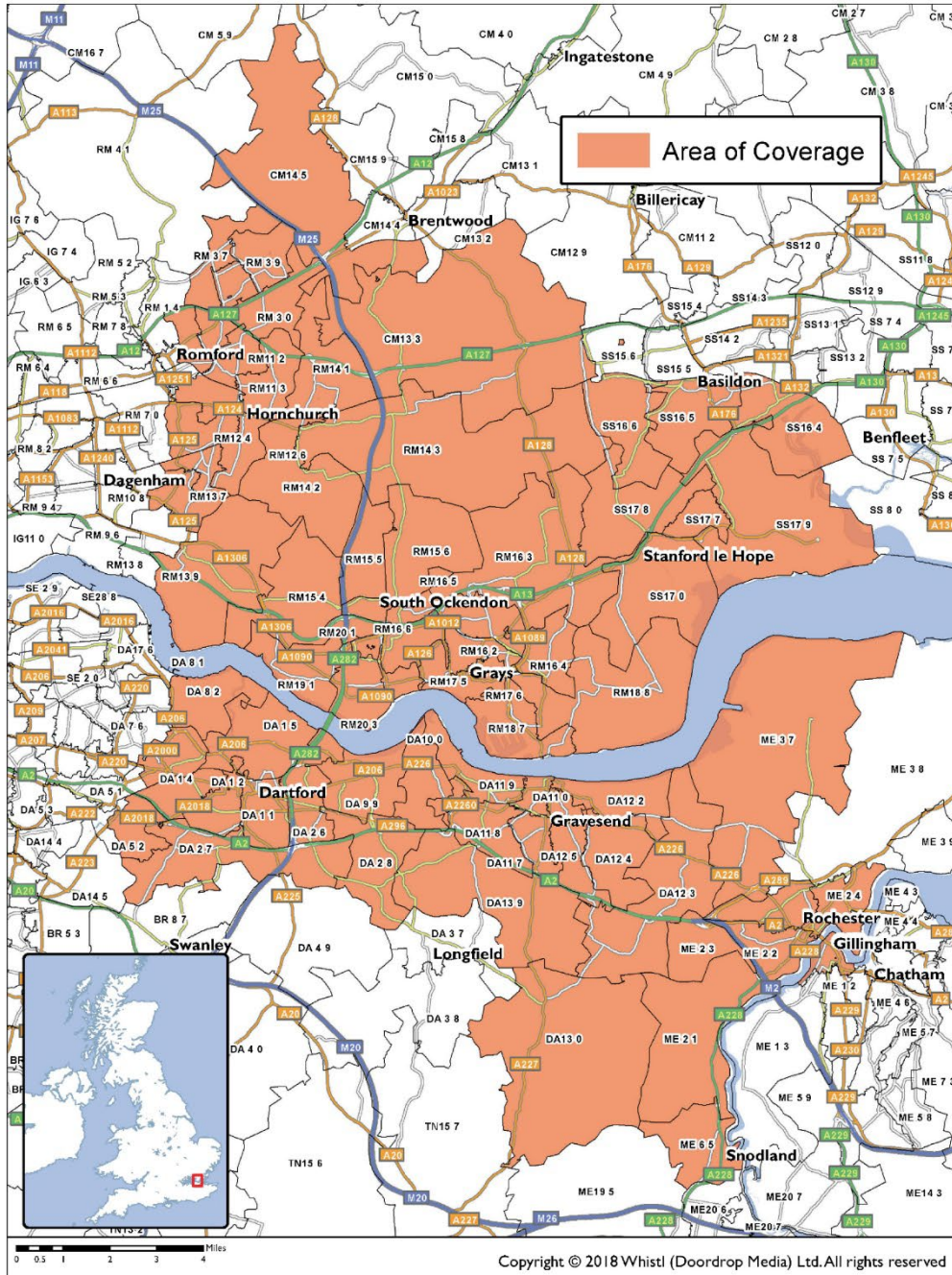
Map showing Lower Thames Crossing route and the proposed development area during construction and operation. A larger map can be found in the consultation map books, which are available at www.lowerthamescrossing.co.uk/haveyoursay.





Appendix 2: Leaflet Distribution

Map showing the postcode sectors to which consultation leaflets will be delivered.



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G.2 Compliance with the SoCC commitments

- G.2.1 Section 47(7) of the Planning Act 2008 requires the Applicant to carry out Statutory Consultation in accordance with the proposals in the SoCC. Table G.1 highlights each of the commitments made in the SoCC and explains how these have been successfully carried out in the delivery of the consultation.
- G.2.2 The paragraph references below correspond with paragraphs in the published version of the SoCC.

Table G.1 Table of compliance with the SoCC

Commitment within the SoCC, with paragraph reference	Accordance with commitment
<p><i>'We are also taking steps to not just consult those living in the vicinity of the Project, but also to consult community and interest groups, businesses, visitors and road users.'</i> Paragraph 6 (1)</p>	<p>A multi-channel communications and engagement campaign was carried out, which took place from the day of the consultation launch until it closed. The campaign involved using leaflet and letter drops, customer relationship management emails, press and media promotion, public events, out-of-home advertising, face-to-face meetings and social media to publicise the consultation and explain the Project to an audience both in the vicinity of the Project and beyond. The maps of consultation responses (see Section 7.2 of the Consultation Report) show the wide area from which responses were received. Publicity activities included the following:</p> <ul style="list-style-type: none"> • Leaflets delivered to approximately 280,000 addresses potentially affected by the Project • Emails sent to approximately 2.5 million individuals, including motorists known to have used the Dartford Crossing • Facebook and Twitter posts reaching a large audience of social media users • Over 60 public-facing events across an area including Dartford, Gravesend, Thurrock, Havering, Essex and Kent • Adverts and notices placed in local and national newspapers and journals • Nearly 60 events/briefings involving businesses and business groups. <p>For more information about these activities, see Section 4.5 of the Consultation Report.</p>

Commitment within the SoCC, with paragraph reference	Accordance with commitment
<p><i>'We are also consulting with statutory bodies and prescribed landowners (in line with section 42)...'</i> Paragraph 6 (2)</p>	<p>The Applicant wrote to statutory bodies in line with s.42 of the Planning Act 2008. A full list of statutory consultees can be found in Appendix H of the Consultation Report.</p> <p>The Applicant wrote to persons with an interest in land, in line with s.42 of the Planning Act 2008, including properties where compensation claims were possible. The ways in which people with an interest in land were consulted, is described in detail in Section 4.3 of the Consultation Report. The Book of Reference (Application Document 4.2), includes over 6,000 contacts.</p>
<p><i>'We are also consulting with ... the public at large through national notices (in line with section 48).'</i> Paragraph 6 (3)</p>	<p>S.47 and s.48 notices were published in the following local and national newspapers and journals on the dates shown below:</p> <p>s.47 and s.48 notices</p> <ul style="list-style-type: none"> • 4 October 2018: Essex Chronicle, Fishing News, Kent Messenger, Thurrock Gazette • 10 October 2018: The Times • 12 October 2018: The Yellow Advertiser (Havering) <p>s.48 notices</p> <ul style="list-style-type: none"> • 10 October 2018: Lloyd's List • 11 October 2018: Essex Chronicle, Fishing News, Kent Messenger, Thurrock Gazette • 19 October 2018: The Yellow Advertiser (Havering) <p>See Sections 4.5 and 4.6 of the Consultation Report for more information about the notices that were published.</p>
<p><i>'In preparing this SoCC, we have consulted those local authorities in the areas where the Project is proposed to be built, those that share a boundary, and other local authorities across Kent and Essex, explaining how we plan to consult.'</i> Paragraph 7 (1)</p>	<p>The Applicant met with host local authorities in the months leading up to the consultation on the Draft SoCC to informally hear their views on how the Applicant planned to consult. See Section 4.1 of the Consultation Report for a description of these meetings.</p> <p>The Applicant carried out formal consultation on the Draft SoCC from 1 August to 2 September 2018, seeking feedback from 42 local authorities and including in the consultation local authorities that were neither host nor neighbouring authorities but that nevertheless had an interest in the regional significance of the planned</p>

Commitment within the SoCC, with paragraph reference	Accordance with commitment
	<p>consultation. The local authorities consulted are listed below according to category.</p> <p>Eight host local authorities (as defined by s.43(1) of the Planning Act 2008):</p> <ul style="list-style-type: none"> • Brentwood Borough Council • Dartford Borough Council • Essex County Council • Gravesham Borough Council • Kent County Council • London Borough of Havering • Medway Council • Thurrock Council <p>The Greater London Authority, which is a statutory local authority as defined by s.42(1)(c).</p> <p>The following 14 local authorities, as defined by s.43(2):</p> <ul style="list-style-type: none"> • Basildon Borough Council • Castle Point Borough Council • Chelmsford City Council • Epping Forest District Council • London Borough of Barking and Dagenham • London Borough of Bexley • London Borough of Bromley • London Borough of Enfield • London Borough of Redbridge • London Borough of Waltham Forest • Maidstone Borough Council • Sevenoaks District Council • Swale Borough Council • Tonbridge and Malling Borough Council <p>The following six local authorities as defined by s.43(3):</p> <ul style="list-style-type: none"> • Cambridgeshire County Council • East Sussex County Council • Hertfordshire County Council • Southend-on-Sea City Council • Suffolk County Council • Surrey County Council

Commitment within the SoCC, with paragraph reference	Accordance with commitment
	<p>The following 13 non-statutory district authorities in Kent and Essex that were likely to have an interest in the Project:</p> <ul style="list-style-type: none"> • Ashford Borough Council • Braintree District Council • Canterbury City Council • Colchester Borough Council • Dover District Council • Folkestone and Hythe District Council • Harlow Council • Maldon District Council • Rochford District Council • Tendring District Council • Thanet District Council • Tunbridge Wells Borough Council • Uttlesford District Council
<p><i>'We have taken the views of these local authorities into account in developing this SoCC.'</i> Paragraph 7 (2)</p>	<p>The Applicant engaged extensively with Brentwood Borough Council, Dartford Borough Council, Essex County Council, Gravesham Borough Council, Kent County Council, London Borough of Havering, Medway Council and Thurrock Council before consulting formally on the Draft SoCC. The Applicant met these local authorities in December 2017, shared an informal draft SoCC with them in February 2018, and met again in March-April 2018 to gain feedback on the informal draft and any other concerns about Statutory Consultation. This feedback was used to inform the contents of the Draft SoCC, which was consulted on formally from 1 August to 2 September 2018 (see response to Paragraph 7 (1) in this table). See Section 4.2 of the Consultation Report for more information about how the SoCC was consulted on.</p> <p>Having carried out the formal consultation on the Draft SoCC, the Applicant considered all feedback received, accommodating requests from local authorities where possible. Below are examples where consultation activities were changed based on their feedback:</p>

Commitment within the SoCC, with paragraph reference	Accordance with commitment
	<ul style="list-style-type: none"> • New information points were added, including Dartford Civic Centre and East Tilbury Post Office. • A new event was added at Dover Town Hall. • The area for leaflet distribution was expanded to include areas suggested by local authorities. • A map showing the Order Limits was added to the SoCC. • Times for events at Bluewater Shopping Centre were changed to better match the hours the venue is open to the public. • Additional information on equalities was included in the SoCC. • The SoCC was updated to reflect the production of an Easy Read version of the Your Guide to Consultation brochure. • The Yellow Advertiser (Havering) was added to the list of statutory notice publications. <p>There is a detailed summary of how comments from local authorities were addressed, in Appendix F of the Consultation Report.</p>
<p><i>'In accordance with section 47 of the Planning Act 2008, we are consulting people living in the vicinity of the land to which our proposed DCO application relates.'</i> Paragraph 12 (1)</p>	<p>See the response to Paragraph 6 (1) in this table.</p>
<p><i>'As described in Paragraph 6 of this SoCC, we are also taking steps to consult not just those living in the vicinity of the Project, but also community and interest groups, businesses, visitors and road users, as well as statutory bodies, prescribed landowners, and statutory bodies and the public at large.'</i> Paragraph 12 (2)</p>	<p>See the responses to Paragraph 6 (1) and Paragraph 6 (2) in this table.</p>
<p><i>'We want to make sure that the local community, interest groups, businesses, visitors, road users, statutory bodies and the public at large have sufficient opportunity to understand the Project and comment on our proposals.'</i> Paragraph 14 (1)</p>	<p>See the responses to Paragraph 6 (1) and Paragraph 6 (2) in this table.</p>

Commitment within the SoCC, with paragraph reference	Accordance with commitment
<p><i>'To do this, we are holding a ten-week consultation from 10 October to 20 December 2018.'</i> Paragraph 14 (2)</p>	<p>The Applicant carried out the Statutory Consultation from 10 October to 20 December 2018, a period of 10 weeks and a day. See Chapter 4 of the Consultation Report for more details about how Statutory Consultation was carried out.</p>
<p><i>'In accordance with regulation 12 of the 2017 Regulations, a Preliminary Environmental Information Report (PEIR), which sets out survey methodologies and results, and the potential likely significant environmental effects of the Project, has been prepared to allow consultees to take an informed view on these matters. The PEIR therefore forms an important part of this consultation. As set out below, it is being publicised as part of the suite of consultation documents and will be available to download from www.lowerthamescrossing.co.uk/haveyoursay, with paper copies available to view at the deposit locations listed in this SoCC.'</i> Paragraph 16 (1)</p>	<p>At the launch of Statutory Consultation, the Applicant published the PEIR on the consultation website and made paper copies available at eight deposit locations in the vicinity of the Project. See Section 4.5 of the Consultation Report for more information about the website and the deposit locations.</p> <p>The Applicant also made the PEIR available to view at public information events, and offered to post consultees a copy of the PEIR and other consultation documents for a fee. See Section 4.5 of the Consultation Report for more information about the events and how documents were made available by post.</p> <p>Some consultees reported issues downloading documents from the website on launch day, with the largest PDFs (sections of the PEIR, some map books and the Scoping Report appendices) taking an excessively long time to download and, in rare cases, causing the download to freeze. These issues were identified on the first day of the consultation and addressed by breaking the affected PDFs into smaller files to make downloading easier. No more issues of this type were reported during consultation. For more information about how documents were made available on the website, see Section 4.5 of the Consultation Report.</p>
<p><i>'The following documents will be made available during consultation:</i></p> <ul style="list-style-type: none"> • <i>Your Guide to Consultation</i> • <i>Consultation leaflets</i> • <i>Response form</i> • <i>Map books</i> • <i>Case for the Project</i> • <i>Approach to Design, Construction and Operation</i> • <i>Preliminary Environmental Information Report (PEIR)</i> 	<p>These documents were published on the consultation website on launch day. Printed copies were also made available at eight deposit locations and at public information events. Printed copies of all consultation materials could be posted to consultees for a fee (although printed copies of the Guide to Statutory Consultation, response forms and leaflets were available free of charge). The consultation materials were also made available on memory stick on request. See Section 4.5 of the Consultation Report for details as to how</p>

Commitment within the SoCC, with paragraph reference	Accordance with commitment
<ul style="list-style-type: none"> • <i>Preliminary Environmental Information Summary</i> • <i>Environmental Impact Assessment (EIA) Scoping Report</i> • <i>Traffic Forecasting Report</i> • <i>Traffic Forecasts Non-Technical Summary</i> • <i>Statement of Community Consultation (SoCC)</i> • <i>Section 47 Notice</i> • <i>Section 48 Notice</i> • <i>Your Property and Blight</i> • <i>Your Property and Compulsory Purchase</i> • <i>Your Property and Discretionary Purchase</i> • <i>LTC Response to Consultation 2017</i> <p>Paragraph 17</p>	<p>consultation documents were made available during Statutory Consultation.</p>
<p><i>'We will make information about the Project, including this SoCC, available at www.lowerthamescrossing.co.uk/haveyoursay. The website will also provide the opportunity to download the consultation documents, which present a higher level of detail about the proposals and their impacts – for example, comprehensive information about the predicted environmental and traffic impacts.'</i></p> <p>Paragraph 18 Website</p>	<p>The Applicant made the consultation website live at 1am on 10 October 2018, the opening day of Statutory Consultation, and included a link to the consultation website on the home page of the Project website at www.lowerthamescrossing.co.uk. All the consultation documents were made available for download on the consultation website, including environmental and traffic information. For more information about the website activities, see Section 4.5 of the Consultation Report.</p>
<p><i>'Website visitors will be encouraged to fill in the online response form to capture their feedback on the Project.'</i></p> <p>Paragraph 18 Website (2)</p>	<p>The Applicant encouraged visitors to the consultation website to fill in the online response form in order to capture their feedback. Consultees could respond using the online survey built into the website. They could also download a PDF version of the Response Form booklet. For more information about the website activities, see Section 4.5 of the Consultation Report.</p>
<p><i>'The website will also include a fly-through video, providing an overview of the Project.'</i></p> <p>Paragraph 18 Website (3)</p>	<p>The consultation website included a link to the fly-through video, which is still available at https://highwaysengland.citizenspace.com/ltc/db2cc694. For more information about the website activities, see Section 4.5 of the Consultation Report.</p>

Commitment within the SoCC, with paragraph reference	Accordance with commitment
<p><i>'We will send a leaflet summarising the Project to around 270,000 properties (residential and non-residential) in the wider area around the Project. The leaflet will include details of the public information events and deposit locations.'</i> Paragraph 18, Leaflet</p>	<p>See the response to Paragraph 6 (1) in this table.</p>
<p><i>'We will send emails to individuals, businesses, interest groups and organisations notifying them of the consultation and encouraging them to respond.'</i> Paragraph 18, Email</p>	<p>See the response to Paragraph 6 (1) in this table.</p>
<p><i>'We will be promoting the consultation through a combination of posts, videos and event announcements via the Lower Thames Crossing Twitter account (@lowerthames). There will also be additional publicity using the Highways England Twitter and Facebook profiles, supporting the consultation with calls to action to encourage people to visit www.lowerthamescrossing.co.uk/haveyoursay.'</i> Paragraph 18, Social media</p>	<p>The Applicant carried out a substantial social media campaign to help promote Statutory Consultation, with posts on Facebook and Twitter publicising the events and other information about the consultation. For more details about the social media campaign, see Section 4.5 of the Consultation Report.</p>
<p><i>'In accordance with sections 47 and 48 of the Planning Act 2008, we will place notices publicising the consultation in local and national newspapers and journals at the start of the consultation period. Based on our understanding of newspaper circulations in the vicinity of the Project, we will publish the Section 47 statutory notices in the Essex Chronicle, Kent Messenger, Thurrock Gazette, and Yellow Advertiser (Romford Hornchurch Upminster). Section 48 statutory notices will be published in the same local newspapers as the Section 47 notices, as well as in the following national and trade publications: London Gazette, The Times, Fishing News and Lloyd's List.'</i> Paragraph 18 Statutory notices</p>	<p>See the response to Paragraph 6 (3) in this table.</p>
<p><i>'We will be placing adverts in local printed media, on poster sites on the road network around Kent and Essex, and also on websites and social media.'</i> Paragraph 18 Advertising</p>	<p>See the response to Paragraph 6 (1) in this table.</p>

Commitment within the SoCC, with paragraph reference	Accordance with commitment
<p><i>'We will carry out press activity to encourage media to provide editorial coverage of the consultation.'</i> Paragraph 18 Media</p>	<p>The Applicant published nine press releases during Statutory Consultation, which resulted in 327 stories about the Lower Thames Crossing in the media. The total reach of these stories is estimated to be over 22 million readers/viewers. See Section 4.5 of the Consultation Report for more information about the media campaign.</p>
<p><i>'We will hold 25 public information events where people will have an opportunity to view the proposals and talk to the Project team. Most events will take place at locations along and in the vicinity of the proposed route, although some will take place further away in areas less directly affected but still with an interest in the Project.'</i> Paragraph 18 Public information events (1)</p>	<p>The Applicant carried out the programme of public information events (PIEs) in accordance with commitments set out in the SoCC. Via the PIEs, the Applicant engaged face-to-face with nearly 9,000 individuals and stakeholders during Statutory Consultation. See Section 4.5 of the Consultation Report for more information about the consultation events.</p>
<p><i>'The locations, dates and times of the public information events will be published in the press and will be included in the consultation leaflet (as described above) and on our website.'</i> Paragraph 18 Public information events (2)</p>	<p>The Applicant published the dates and times of the PIEs in the statutory notices (which appeared in national and local press), in the consultation mailing leaflet, and on the website. In addition, the mobile information centre (MIC) events were publicised on the consultation website. See Section 4.5 of the Consultation Report for more information about the consultation events. See also the response to Paragraph 6 (3) in this table.</p>
<p><i>'Based on feedback from previous consultations and from our community engagement team, our weekday events will run from 2pm to 9pm, while Saturday events will typically run from midday to 6pm, although events taking place in shopping centres will align with centre opening times as much as possible.'</i> Paragraph 6 Public information events (3)</p>	<p>The public information events took place at the times advertised. The Applicant was able to align the shopping centre events with the centre opening times, which meant they went on longer than other weekend events. See Section 4.5 of the Consultation Report for more information about the consultation events.</p>
<p><i>'While we will endeavour to hold all of these events at the published locations and times, it may not always be possible to do so due to unforeseen circumstances or events beyond our control. In the unlikely case that we have to change event details or cancel events, we will inform the public of those changes on www.lowerthamescrossing.co.uk/haveyoursay.'</i> Paragraph 18 Public information events (4)</p>	<p>The Applicant carried out all the PIEs and awareness events as scheduled. The venue managers of Lakeside requested cancellation of the visit of the MIC scheduled for Friday 16 November 2018 due to operational difficulties. However, an additional awareness event inside the shopping centre was rescheduled for Thursday 6 December 2018. The change to the event schedule was publicised via the website, and key stakeholders were contacted to make them aware of the change. All other MIC events went ahead as planned. See Section 4.5 of the Consultation</p>

Commitment within the SoCC, with paragraph reference	Accordance with commitment
	Report for more information about the consultation events.
<p><i>'We are planning additional promotional activity to raise awareness of the consultation. This activity will include leaflet distribution in high footfall locations such as shopping centres and transport hubs.'</i> Paragraph 18 Additional promotional activity (1)</p>	<p>The Applicant carried out nine awareness events, setting up an information stand in locations with high footfall, such as shopping centres. Project staff handed out leaflets publicising Statutory Consultation and were available to answer questions about the Project. The awareness events helped the Applicant engage face-to-face with nearly 1,000 individuals and stakeholders during Statutory Consultation, sometimes at locations away from the Project which might also be affected, such as Chelmsford, Folkestone and Southend-on-Sea. See Section 4.5 of the Consultation Report for more information about the consultation events.</p>
<p><i>'We will also promote the consultation using a staffed mobile information centre at locations designed to reach communities in the vicinity of the Project.'</i> Paragraph 18 Additional promotional activity (2)</p>	<p>The Applicant's MIC visited 30 locations during Statutory Consultation. At the MIC, Project staff handed out leaflets publicising Statutory Consultation and were available to answer questions about the Project. The MIC helped the Applicant to engage face-to-face with nearly 5,000 individuals and stakeholders during Statutory Consultation. See Section 4.5 of the Consultation Report for more information about the consultation events.</p>
<p><i>'In addition, we will be working with local authorities to ensure they have information and marketing collateral available to publicise the consultation effectively, providing printed and digital collateral.'</i> Paragraph 18 Additional promotional activity (3)</p>	<p>The Applicant provided paper copies of consultation guides and leaflets to the eight host local authorities at the launch of Statutory Consultation, with more made available on request. The Applicant also sent links to materials (digital posters and leaflets) to local authorities, so they could send these to interested parties.</p>
<p><i>'We will offer face-to-face briefings to discuss the proposals with local authorities and parish councils in the areas affected by the Project.'</i> Paragraph 18 Local authority briefings</p>	<p>The Applicant invited representatives of local authorities and parish councils to meet with Project staff, with invitations being tendered to coincide with public information events in their area. At selected public information events, the doors were opened early to allow local authority representatives exclusive access to Project staff and consultation materials.</p>

Commitment within the SoCC, with paragraph reference	Accordance with commitment
<p><i>'We will offer to meet community representatives and stakeholder groups in the areas affected by the Project to discuss the proposals.'</i> Paragraph 18 Community and stakeholder briefings</p>	<p>During Statutory Consultation, the Applicant met with campaign groups, community forum representatives, non-motorist user groups, and environment groups. Campaigners, community groups and local politicians were encouraged to visit consultation events and the Applicant held informal discussions with representatives over the course of the consultation. Visits to Thames Chase Community Forest ensured local campaigners had an opportunity to ask questions about the Project. For more information about stakeholder engagement activities, see Section 4.5 of the Consultation Report.</p>
<p><i>'Where resources permit, we will attend meetings when invited by community groups, businesses and interest groups to discuss the Project. These meetings can be requested by contacting us via email, post or telephone.'</i> Paragraph 18 Ad hoc meetings</p>	<p>See the responses to Paragraph 6 (1) and Paragraph 18 Community and stakeholder briefings in this table. The Statement of Engagement (Application Document 5.2) and the Statements of Common Ground (Application Document 5.4) provide further information on the Applicant's engagement with stakeholder bodies.</p>
<p><i>'During consultation, we will make paper copies of all the consultation documents (see the list in Paragraph 17, which includes the SoCC, the PEIR and other documents) available to view at the deposit locations listed below. At these locations, there will also be leaflets, copies of Your Guide to Consultation and response forms for the public to take away.'</i> Paragraph 18 Deposit locations</p>	<p>The Applicant made available reference copies of the consultation documents at the eight deposit locations, and made guides, response forms and leaflets available to take away (along with Freepost envelopes for the response forms). All deposit locations were regularly checked and restocked with materials as required. Approximately 5,000 guides, 5,000 response forms and envelopes, and 10,000 leaflets were distributed to the public via the deposit locations and information points during Statutory Consultation. For more details about the deposit locations and information points, see Section 4.5 of the Consultation Report.</p>
<p><i>'We will make consultation leaflets, copies of Your Guide to Consultation and response forms available to take away at the information points listed below.'</i> Paragraph 18 Information points</p>	<p>The Applicant set up 27 information points on the day of the consultation launch, or the next day if the venue was not open on launch day. At each location, leaflets, guides and response forms were available for the public to view and take away. One information point was set up incorrectly due to a courier error, with material intended for Blackshots Library being delivered to the Civic Hall next door, which has the same</p>

Commitment within the SoCC, with paragraph reference	Accordance with commitment
	street address. As soon as the error was identified, additional consultation publicity materials were sent to Blackshots Library. After this, both information points were maintained until the end of Statutory Consultation. All 28 information points (including the Civic Hall) were restocked with materials as required. Approximately 5,000 guides, 5,000 response forms and envelopes, and 10,000 leaflets were distributed to the public across the information points and deposit locations during Statutory Consultation. For more details about the deposit locations and information points, see Section 4.5 of the Consultation Report.
<p><i>'A printed copy of the consultation documents can be purchased on request. Due to the size of the documents, a charge of £175 (plus VAT and P&P) will be made for each set of consultation documents.'</i></p> <p>Paragraph 18 Copies of consultation documents on request (1)</p>	<p>The Applicant made printed copies of the consultation materials available as described. However, no requests for the full set of documents were received during Statutory Consultation. See Section 4.5 of the Consultation Report for more information about how the consultation documents were made available.</p>
<p><i>'Copies of Your Guide to Consultation, leaflets and response forms are available free of charge to individuals and organisations, although we may apply a charge for bulk requests.'</i></p> <p>Paragraph 18 Copies of consultation documents on request (2)</p>	<p>The Applicant made copies of the guides, leaflets and response forms available on request. Most requests were for single guides, and 35 paper guides were posted free of charge to consultees by the Project correspondence team. However, some bulk orders for guides were received, which were also fulfilled free of charge. See Section 4.5 of the Consultation Report for more information about how the consultation documents were made available.</p>
<p><i>'We will make electronic copies of the consultation documents available free of charge on a USB memory stick on request (limited to one per household or organisation).'</i></p> <p>Paragraph 18 Copies of consultation documents on request (3)</p>	<p>The Applicant received 10 requests for the full set of consultation documents to be made available on memory stick. These orders were either hand-delivered to stakeholders or posted first class to addresses supplied by consultees. See Section 4.5 of the Consultation Report for more information about how the consultation documents were made available.</p>
<p><i>'All the consultation documents are available to download free of charge from www.lowerthamescrossing.co.uk/haveyoursay.'</i></p> <p>Paragraph 18 Copies of consultation documents on request (4)</p>	<p>The Applicant made all consultation documents available to download from the website, where they are still available. See Paragraph 17 in this table.</p>

Commitment within the SoCC, with paragraph reference	Accordance with commitment
<p><i>'We will consider requests for alternative document formats (for example, translations, large print or Braille) to enable all members of the public to view and comment on the consultation documents where it is reasonably practical to do so. There would be no charge for alternative formats over and above the normal £175 (plus VAT and P&P) payable for a set of paper consultation documents.'</i> Paragraph 18 Alternative formats (1)</p>	<p>The Applicant received one request during Statutory Consultation for the guide to be made available in Braille format, which was fulfilled free of charge. A request was also received for British Sign Language translators to be made available at the Chadwell St Mary public information event, and was carried out free of charge. See Section 4.5 of the Consultation Report for more information about how the consultation documents were made available. See Section 4.5 for more information about the consultation events.</p>
<p><i>'We are producing an Easy Read version of the consultation information.'</i> Paragraph 18 Alternative formats (2)</p>	<p>Easy Read refers to the presentation of text in an accessible, easy to understand format. It is often useful for people with learning disabilities and may also be beneficial for people with other conditions affecting how they process information. The Applicant produced an Easy Read version of the guide and made this available on the Lower Thames Crossing website as part of the consultation's supporting documentation. The Applicant made print copies of the Easy Read guide available free of charge on request at consultation events and via the mobile information centre. See Section 4.5 of the Consultation Report for more information about how the consultation documents were made available. See Section 4.5 for more information about the consultation events.</p>
<p><i>'Our customer contact centre (see Paragraph 31) will be able to provide information about the consultation to members of the public.'</i> Paragraph 18 Customer contact centre (1)</p>	<p>The Applicant's customer contact centre provided information about the consultation and the Project during Statutory Consultation. They were able to direct callers to other sources of information such as the consultation website and paper guides. For more information about how the consultation was publicised, see Section 4.5.</p>
<p><i>'We will brief local authority customer contact centres, so they are aware of the consultation too.'</i> Paragraph 18 Customer contact centre (2)</p>	<p>All local authorities were supplied with detailed information about the consultation and the Project at launch. Checks were carried out during consultation to ensure local authorities were making the information about the consultation available. For more information about how the consultation was publicised, see Section 4.5.</p>
<p><i>'We have taken steps that seek to ensure that harder to reach groups are able to participate in</i></p>	<p>During consultation, the Applicant carried out targeted meetings with groups of individuals</p>

Commitment within the SoCC, with paragraph reference	Accordance with commitment
<p><i>our consultation, including groups that have protected characteristics under the Equalities Act 2010. These steps include making our materials and events more accessible to people with disabilities; targeting our mobile information centre at areas of higher deprivation; carrying out focus groups targeted at specific populations; and liaising with schools and other educational establishments.'</i></p> <p>Paragraph 18 Equalities and harder to reach populations</p>	<p>with protected characteristics, who included hearing-impaired people and members of the traveller community. At these meetings, the Project was explained, and individuals were encouraged to give their views on the proposals.</p> <p>The Applicant also contacted all schools in host and neighbouring local authorities to make sure they were aware of the consultation and the proposals, building on additional engagement carried out in the months before the launch of Statutory Consultation. In addition, consultation materials were hand-delivered to some schools that were in the vicinity of public information events. Consultation materials were also sent to a traveller community in the borough of Medway.</p> <p>See the responses for Paragraph 18 Alternative formats (1) & (2). See also the response for Paragraph 18 Additional promotional activity (2).</p>
<p><i>'The consultation will start on 10 October 2018, closing at 11.59pm on 20 December 2018.'</i></p> <p>Paragraph 19</p>	<p>The consultation was active during the times and dates published in the SoCC. For more information about responding to the consultation, see Chapter 7 of the Consultation Report.</p>
<p><i>'You can obtain a response form by downloading it from the consultation website or picking it up free of charge from:</i></p> <ul style="list-style-type: none"> • <i>Public information events and other promotional events</i> • <i>Information points</i> • <i>Deposit locations</i> <p><i>You can also ask us to send you a form by:</i></p> <ul style="list-style-type: none"> • <i>Emailing us at: info@lowerthamescrossing.co.uk</i> • <i>Calling us on: 0300 132 5000'</i> <p>Paragraph 20</p>	<p>Response forms were made available as described in the SoCC. For more information about responding to the consultation, see Chapter 7 of the Consultation Report.</p>
<p><i>'The deadline for accepting consultation responses is 11.59pm on 20 December 2018. Please ensure your response is submitted before this deadline. In order to ensure all responses posted before the closing time are accepted, we will accept posted responses that have a postmark on or before 21 December 2018. Only under exceptional circumstances would we accept responses submitted after that date.'</i></p>	<p>Consultees were able to respond using the methods described during Statutory Consultation, and responses were accepted until the times and dates published in the SoCC. For more information about responding to the consultation, see Chapter 7 of the Consultation Report.</p> <p>Responses submitted via the online response form were recorded automatically by the consultation website. Those</p>

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<p><i>Online response form: Fill in and submit the online response form at: www.lowerthamescrossing.co.uk/haveyoursay</i></p> <ul style="list-style-type: none"> • <i>Freepost: Post your response form or comments to: FREEPOST LTC CONSULTATION. The Freepost address is the only text needed on the envelope, and no stamp is required.</i> • <i>Email: Email your comments or a completed response form to LTC.CONSULTATION@TRAVERSE.LTD</i> • <i>Public information events: Fill in and submit a paper response form at one of our public information events. Please note that submitting a completed form may not be possible at other types of event, for which the Freepost service is available.'</i> <p>Paragraph 22</p>	<p>submitted by email were recorded by the analysis company Traverse, as were printed response forms or letters posted using a Freepost envelope. Any paper responses handed in at public information events were hand-delivered by the Project team to Traverse's office and were recorded by them.</p>
<p>List of public information events. Paragraph 23</p>	<p>See the response to Paragraph 18 Public information events, in this table.</p>
<p>List of deposit locations. Paragraph 24</p>	<p>See the response to Paragraph 18 Deposit locations, in this table.</p>
<p>List of information points. Paragraph 25</p>	<p>See the response to Paragraph 18 Information points, in this table.</p>
<p><i>'We will record all responses received through the dedicated channels during consultation.'</i> Paragraph 26</p>	<p>See the response to Paragraph 22 in this table.</p>
<p><i>'Following Statutory Consultation, we will carefully consider and analyse all responses to the consultation, and we will have careful regard to what people had to say and take account of this as we continue to develop our proposals.'</i> Paragraph 27</p>	<p>The Applicant carried out a thorough process to understand and consider the issues raised during Statutory Consultation. All individual and stakeholder responses were read carefully (often several times by different people, including third-party analysts and Project staff) to understand and record the issues raised within those responses. There was an opportunity to consider the issues raised and make changes to the Project in line with the responses where this was considered appropriate. The Applicant responded to the issues raised during the consultation in Chapter 7 of the Consultation Report, where there is more information about the consideration and response process.</p>

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<p><i>‘Where we consider it appropriate, and before submitting our DCO application, we may choose to consult further on certain changes to the Project made in response to consultation feedback. The form of this consultation would be determined by the scale and impact of the proposed changes.’</i></p> <p>Paragraph 28</p>	<p>In January 2020, the Applicant carried out a Supplementary Consultation on changes to the Project made since Statutory Consultation. In July 2020, the Applicant carried out a Design Refinement Consultation on changes to the Project made since Supplementary Consultation. Information about both these consultations can be found in Chapter 5 of the Consultation Report.</p>
<p><i>‘An explanation of how responses received have influenced our proposals (including feedback received at the previous stage of consultation) will be provided in our Consultation Report, which will accompany the DCO application as required by section 37(3)(c) of the Planning Act 2008.’</i></p> <p>Paragraph 30</p>	<p>Section 7.5 of the Consultation Report lists the issues raised during Statutory Consultation and presents the response to those issues, as well as indications as to whether the Project has changed as a result of considering those issues.</p>
<p><i>‘To find out more about the Project or to obtain copies of consultation documents, we can be contacted via the following methods:</i></p> <ul style="list-style-type: none"> • <i>Email: info@lowerthamescrossing.co.uk</i> • <i>Phone: 0300 123 5000</i> • <i>Post: Lower Thames Crossing, Woodlands, Manton Industrial Estate, Manton Lane, Bedford, MK41 7LW</i> <p>Paragraph 31</p>	<p>The Applicant’s correspondence team and customer contact centre operated throughout the consultation responding to requests for further information. A total of 580 email queries were handled by the correspondence team.</p>
<p><i>‘The following data privacy notice will be published alongside our consultation materials when we ask for information from consultees:</i></p> <p><i>We are committed to protecting your personal information. Whenever you provide such information we are legally obliged to use it in line with all applicable laws concerning the protection of personal data, including the General Data Protection Regulation (GDPR), which came into effect on 25 May 2018.</i></p> <p><i>How will Highways England use the information it collects about you?</i></p> <p><i>We will use your personal data for a number of purposes, including:</i></p> <ul style="list-style-type: none"> • <i>To analyse the feedback that you provide in response to our consultation</i> • <i>To produce a summary report, based on our analysis of responses (individuals will not be identified)</i> • <i>To write to you with updates about the outcomes of this consultation and other developments</i> 	<p>The Applicant followed its data privacy requirements.</p>

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<ul style="list-style-type: none"> • <i>To keep up-to-date records of our interactions with individuals and organisations</i> <p><i>Your information will be handled and used by the following recipients to record, analyse and report on feedback received:</i></p> <ul style="list-style-type: none"> • <i>Highways England</i> • <i>Traverse (who have been contracted by Highways England to analyse feedback to the consultation)</i> • <i>The Planning Inspectorate (who will consider our application for permission to build the Lower Thames Crossing)</i> • <i>Legal advisors</i> • <i>Consultants</i> <p><i>It is also possible that trusted third party providers, for example construction companies, may later use contact details provided in your response to communicate with you.</i></p> <p><i>What rights do I have over my personal data?</i> <i>Under the terms of the GDPR you have certain rights over how your personal data is retained and used by Highways England. For more information, see our full data privacy statement: https://highwaysengland.co.uk/terms-and-conditions.</i> Paragraph 32</p>	

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