

### Note to the Inspector

Note to Inspector on the operation of the NHDC website during periods of public consultation for the Local Plan, particularly the Regulation 19 consultation in October and November 2016.

#### Local Plan Regulation 19 Consultation

In accordance with the Statement of Community Involvement and its predecessors, during consultation periods for the Local Plan all of the documentation has been made available on the NHDC website. The Council invited comments to be made either in writing, by email or there was the ability to make comments online using an online consultation portal.

It was recognised that the online consultation software used for the Housing Growth Targets and Locations February 2013, Housing Additional Locations, July 2013 and the Local Plan Preferred Options, December 2014 was not the easiest software to navigate for members of the public. The Council made a decision to replace the software and a new system was put in place before the Local Plan Regulation 19 consultation took place.

The Council uses a basic monitoring service for the main NHDC website, which shows that the website was briefly unavailable on 17 October 2016 at 09:35 for 7 minutes. No other downtime was reported for October and November 2016.

The consultation software used for the Local Plan Regulation 19 consultation is hosted externally. The company who host the online consultation software have confirmed that the uptime for the OpusConsult system for October and November 2016 was 99.99% with 5 minutes of downtime which was a server update at 2:03am on October 18th 2016.

The consultation software was set to be switched off automatically at 23:59 on 30 November 2016. After that time it would not have been possible to use the software to make representations. Any emails which were received after 23:59 on 30 November 2016 were not counted as representations to the plan, but a log was kept by the Council, which is included in the Consultation Statement, LP6. Therefore it can be reasonably be concluded that the Regulation 19 consultation software operated to a very high standard.

#### Development Management Consultation System

It was suggested at the hearings that there might have been an issue with the consultation portal. The Council considers that this relates to the software used for consultation on planning applications. The Council uses different software for consultation on planning applications which is run independently.

Consultation for the planning application 16/0214/1 : Land to the west of Cockernhoe / East of Copthorne, Cockernhoe for the erection of 660 dwellings (Class C3), together with associated public open space, landscaping, highways and drainage infrastructure works was ongoing during the Regulation 19 consultation period, with the consultation period starting on 5 September 2016 and ending on 30 November 2016. The Council's planning application portal did suffer some periods of

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downtime during October and November 2016. The known periods of disruption were recorded on the following dates:

03/10/2016, 04/10/2016, 17/10/2016, 27/10/2016, 31/10/2016, 02/11/2016, 21/11/2016, 22/11/2016.

There are no time periods available to indicate how long the disruption occurred. A usual period is between 1 – 2 hours but can be longer. This system is in the process of being replaced.