

Telford & Wrekin Publication Version of the Local Plan 2025 Help Guide

The Consultation Portal

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

Key Guidance*

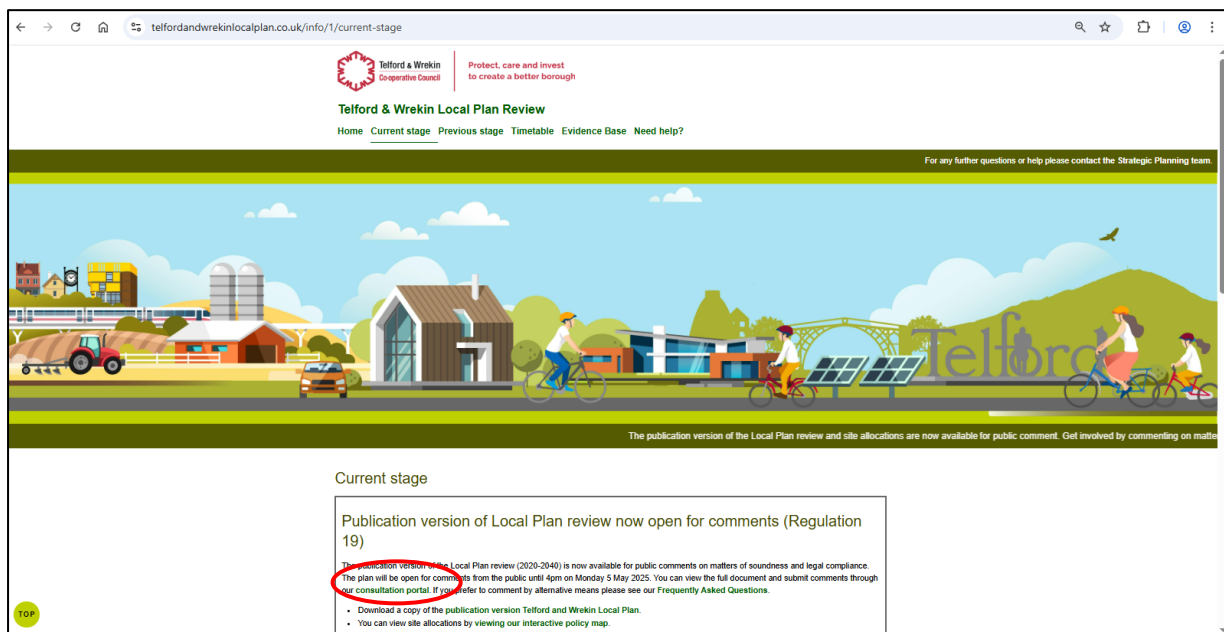
1. [Locating the Consultation Event and opening the document](#)
2. [Registering a new account to provide comments](#)
3. [Previously registered but can't remember login details](#)
4. [How to make comments and submit](#)
5. [Making comments without a registered account](#)
6. [Once your comments have been submitted](#)
7. [Frequently Asked Questions](#)

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

Section 1: Locating the Consultation Event and opening the document

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

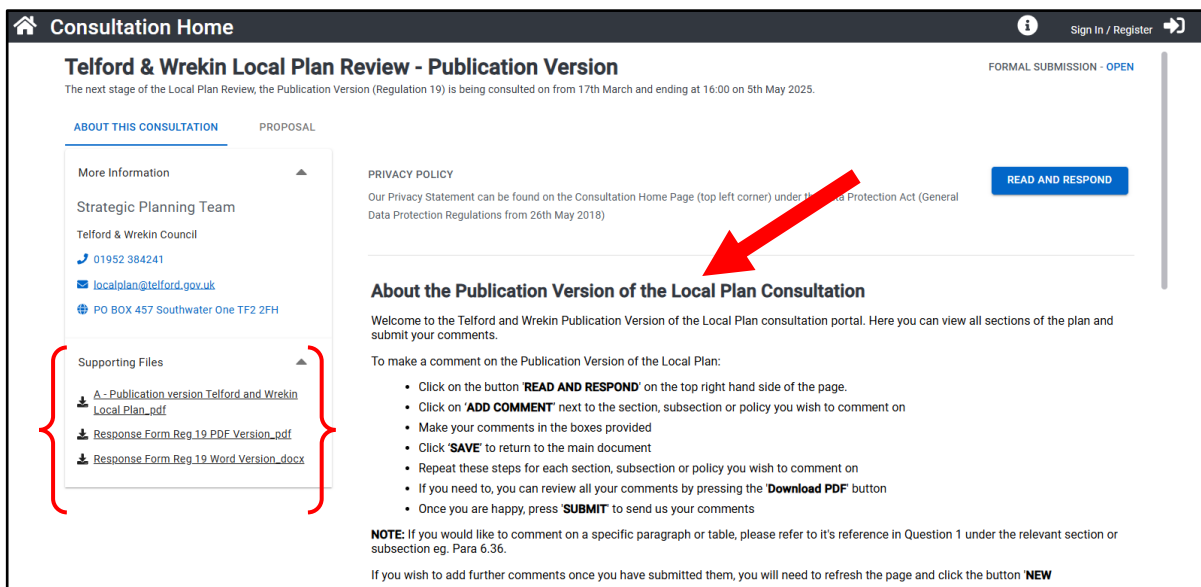
Step 2: Scroll down to the box titled '**Publication version of Local Plan review now open for comments (Regulation 19)**' and click the highlighted green text '**consultation portal**' this will then take you through to the Publication Version of the Local Plan.



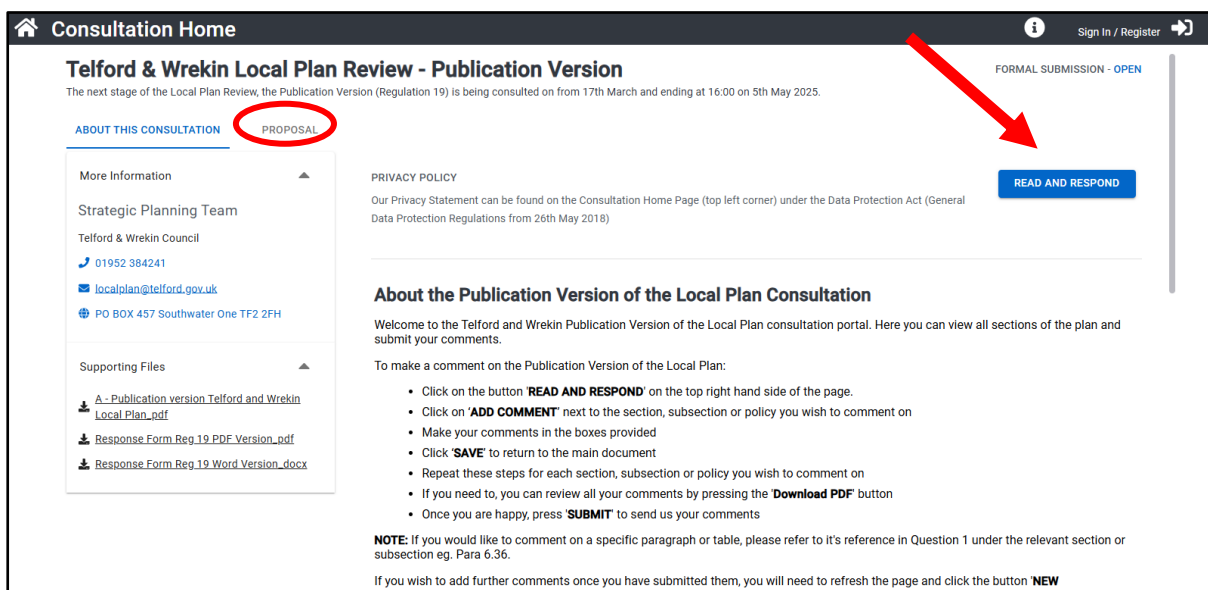
Step 3: As shown below you will be directed to the Publication Version of the Plan Consultation Home Page with two tabs 'About this Consultation' and 'Proposal'.

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

- 'More Information' contains contact details for the Strategic Planning Team
- 'Supporting Files' includes the Local Plan as pdf as well as word and pdf version of the consultation response form.
- 'About the Publication Version of the Local Plan Consultation' this gives a quick summary of how to make a comment as well as registering to the consultation portal. There is a short summary on the Local Plan and a clickable link back to the Local Plan website.



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



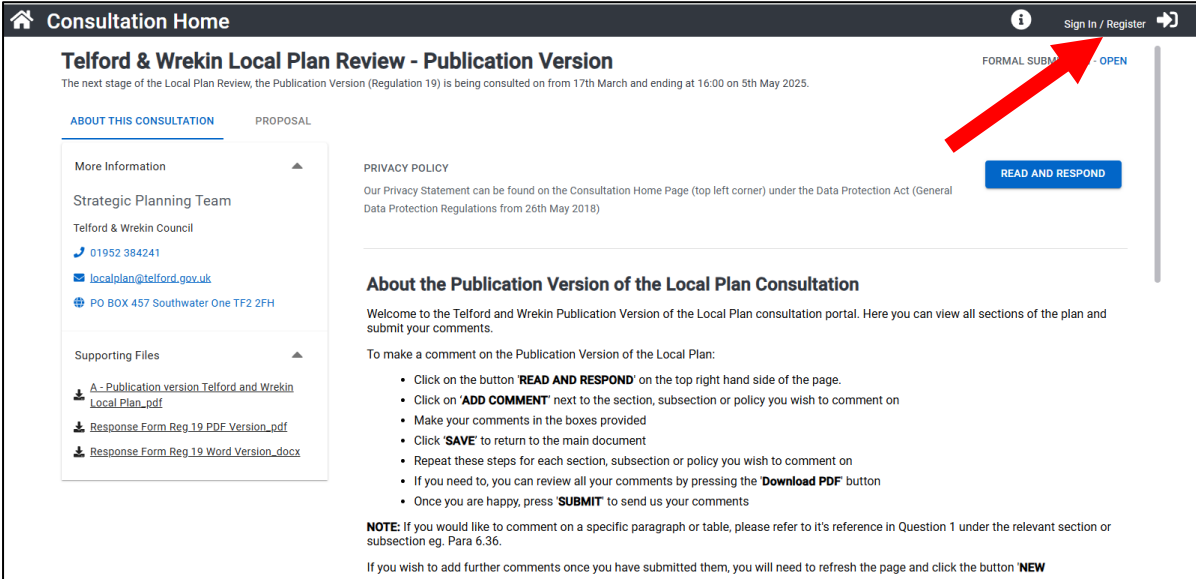
Section 2: Registering a new account to provide comments

Please note: If you have already registered with us then please scroll down to **Section 4** below.

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

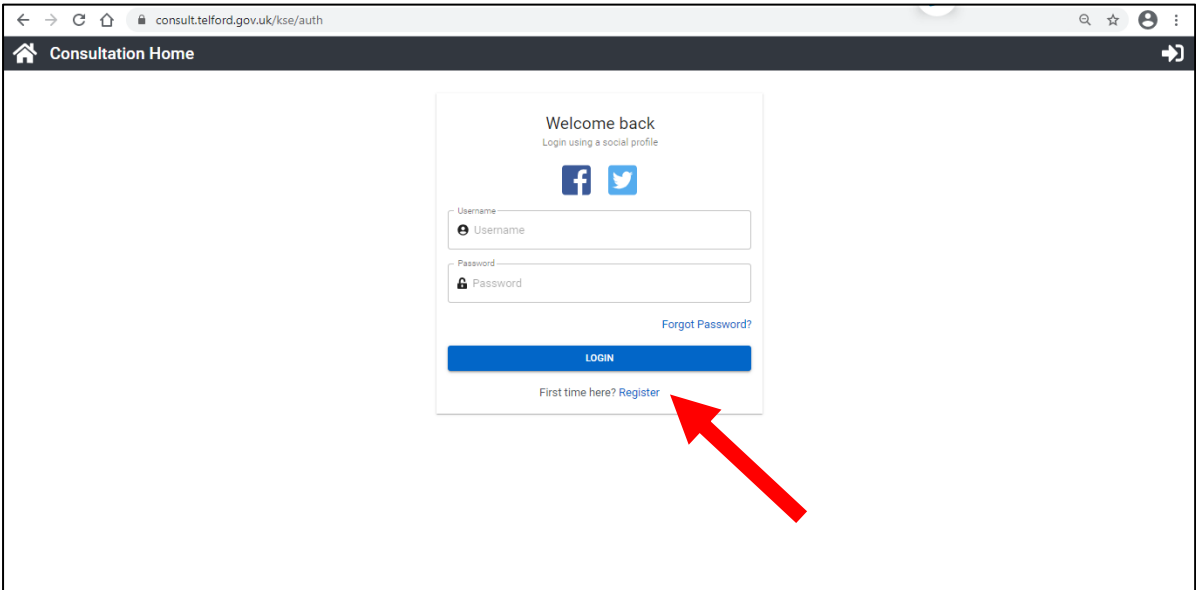
For this consultation you do not need to register in order to make comments. On answering your first question you will be prompted for a name, address and email. Once submitted you will receive a link (via email) to your comments. However if you have an existing account or would like to register you are still able to do so.

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



The screenshot shows the 'Consultation Home' page for the 'Telford & Wrekin Local Plan Review - Publication Version'. The page includes a navigation bar with 'Sign In / Register' and 'OPEN' buttons. A red arrow points to the 'Sign In / Register' button. The main content area contains information about the consultation, a privacy policy, and instructions on how to make a comment. A 'READ AND RESPOND' button is also visible.

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



The screenshot shows the login page with the heading 'Welcome back' and the sub-heading 'Login using a social profile'. There are fields for 'Username' and 'Password', a 'Forgot Password?' link, and a 'LOGIN' button. A red arrow points to the 'First time here? Register' link at the bottom of the login form.

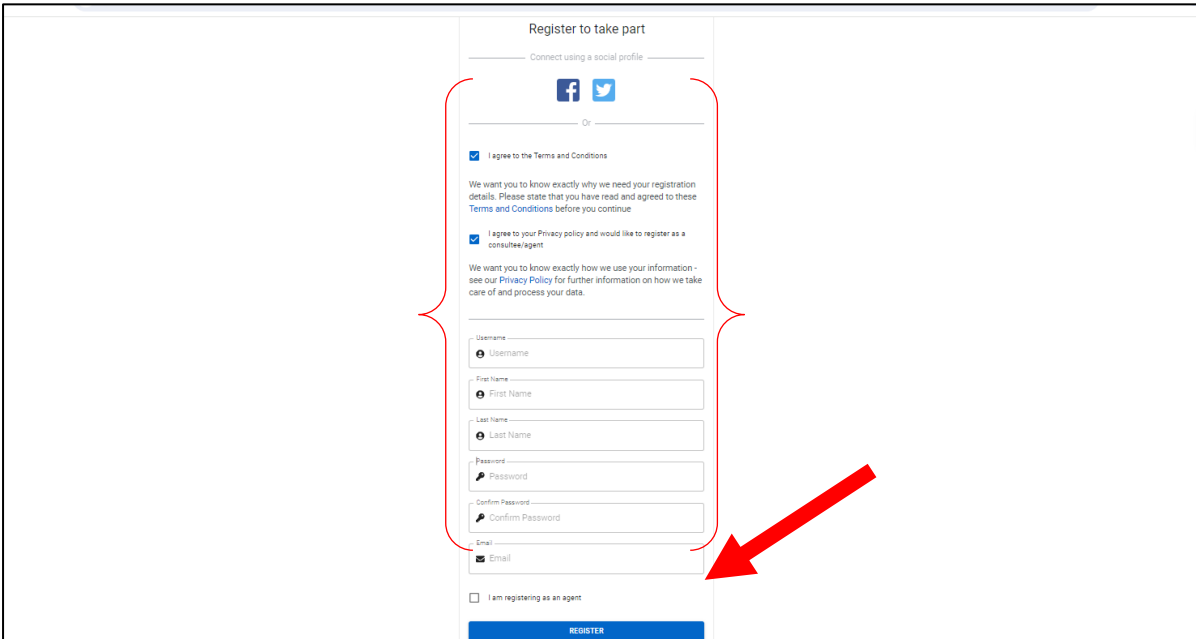
Step 3: You will now be able to see a new window titled **'Register to Take Part'**. You will see two check boxes with one titled **'I agree to the Terms and Conditions'** and **'I agree to your Privacy policy and would like to register as a consultee/agent'**.

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

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

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

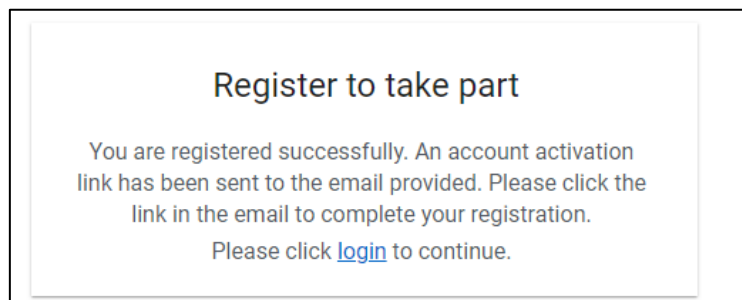
Note: Utilising the **Facebook** and **Twitter** links will allow you to quickly fill in your details if you have either platform. **Note this will not post anything on either site.**



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

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

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



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

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

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

Consultation Home PATRICK

Telford & Wrekin Local Plan Review - Publication Version

FORMAL SUBMISSION - OPEN

The next stage of the Local Plan Review, the Publication Version (Regulation 19) is being consulted on from 17th March and ending at 16:00 on 5th May 2025.

ABOUT THIS CONSULTATION PROPOSAL

More Information

Strategic Planning Team

Telford & Wrekin Council

01952 384241

localplan@telford.gov.uk

PO BOX 457 Southwater One TF2 2FH

Supporting Files

- A - Publication version Telford and Wrekin Local Plan.pdf
- Response Form Reg.19 PDF Version.pdf
- Response Form Reg.19 Word Version.docx

PRIVACY POLICY

Our Privacy Statement can be found on the Consultation Home Page (top left corner) under the Data Protection Act (General Data Protection Regulations from 26th May 2018)

READ AND RESPOND

About the Publication Version of the Local Plan Consultation

Welcome to the Telford and Wrekin Publication Version of the Local Plan consultation portal. Here you can view all sections of the plan and submit your comments.

To make a comment on the Publication Version of the Local Plan:

- Click on the button **'READ AND RESPOND'** on the top right hand side of the page.
- Click on **'ADD COMMENT'** next to the section, subsection or policy you wish to comment on
- Make your comments in the boxes provided
- Click **'SAVE'** to return to the main document
- Repeat these steps for each section, subsection or policy you wish to comment on
- If you need to, you can review all your comments by pressing the **'Download PDF'** button
- Once you are happy, press **'SUBMIT'** to send us your comments

NOTE: If you would like to comment on a specific paragraph or table, please refer to it's reference in Question 1 under the relevant section or subsection eg. Para 6.36.

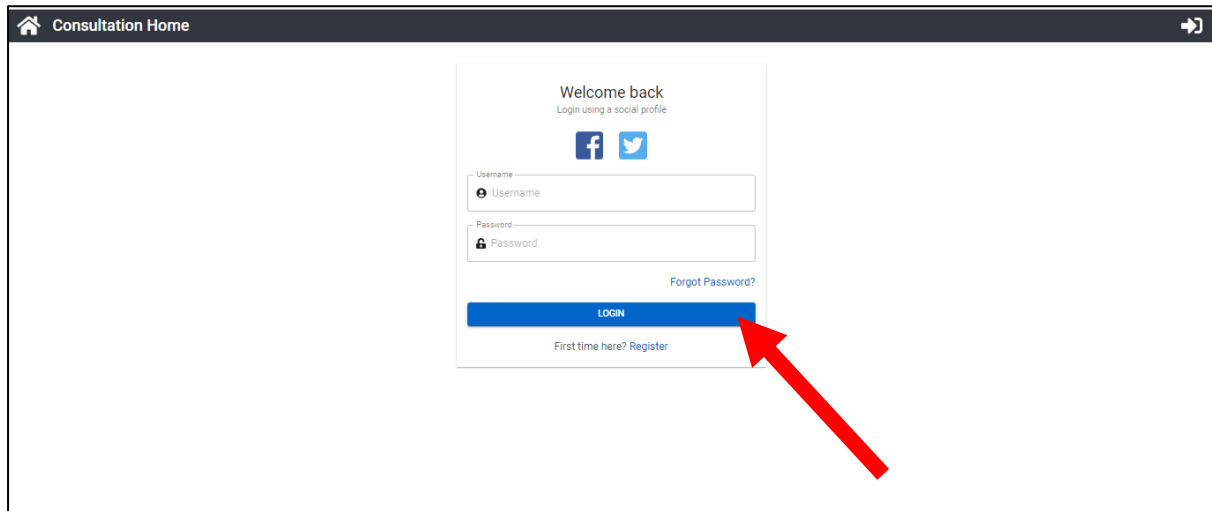
If you wish to add further comments once you have submitted them, you will need to refresh the page and click the button **'NEW'**

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

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

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

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



Section 4: How to make comments and submit

Step 1: Once you have located one of the Sections or Policies you would like to comment on please click on **'ADD COMMENT'** to the top right of the relevant consultation point. These will appear at the top of sections, subsections and policies.

ABOUT THIS CONSULTATION PROPOSAL

Publication Version of the Local Plan

- 1 Foreword
- 2 Introduction
- 3 Vision, Priorities and Profile
 - 4 Development strategy and strategic policies
- 5 Development management policies
 - 6 Climate change
 - 7 Green and natural environment
 - 8 Economy and centres
 - 9 Housing
 - 10 Development design
 - 11 Sustainable travel and transport networks
- 12 Community infrastructure, culture and open space
- 13 Historic environment
- 14 Minerals and land
- 15 Appendix

To begin a submission, click one of the 'Add Comment' labels found throughout the document. Once you have added all comments, click the 'Submit' button.

DOWNLOAD PDF SUBMIT

Publication Version of the Local Plan

1 Foreword

ADD COMMENT

1.1 The Telford & Wrekin Local Plan sets out the future vision and priorities for land use in the borough up to 2040. This plan led approach helps the Council to manage and deliver sustainable development that will benefit existing neighbourhoods and help build thriving new communities.

1.2 The Local Plan will protect and enhance the green spaces, ecology and biodiversity of the borough, protecting the original vision for Telford as a 'settlement in the landscape'.

1.3 An updated policy framework will ensure that the plan makes a positive contribution to addressing the climate emergency declared by the Council. This will ensure, for example, that new buildings are as thermal and energy efficient as possible.

1.4 Homes delivered through the plan will include more affordable housing to rent and more accessible housing that will allow residents to live at home and within their communities for longer. As part of developing communities across the borough the plan will help deliver a mix of housing including a range of homes to support vulnerable people.

1.5 The Council knows that new communities can't grow and existing communities can't flourish in the absence of good quality infrastructure. In developing and delivering the plan the Council are working with infrastructure partners, such as local health services, education providers and utility companies) to identify projects that will be needed and, most importantly, give those partners a clear view on growth up to 2040, without which they

Step 2: Before you can submit a comment you will need to fill in some **'Personal Details'** such as **your address, postal town and postcode** which are all mandatory fields and will need to be filled in before proceeding. If you have signed in this will automatically be filled in.

You will also need to agree to the **'Term & Conditions'** and **'Privacy Policy Requirements'** which will appear below your **'Personal Details'**

You do not need to fill in any details that are not mandatory if you do not wish to do so. Once complete click **'Next'**.

ABOUT THIS CONSULTATION PROPOSAL

1 Foreword Close Form

Hide Content

1 Foreword

1.1 The Telford & Wrekin Local Plan sets out the future vision and priorities for land use in the borough up to 2040. This plan led approach helps the Council to manage and deliver sustainable development that will benefit existing neighbourhoods and help build thriving new communities.

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1.5 The Council knows that new communities can't grow and existing communities can't flourish in the absence of good quality infrastructure. In developing and delivering the plan the Council are working with infrastructure partners, such as local health services, education providers and utility companies) to identify projects that will be needed and, most importantly, give those partners a clear view on growth up to 2040, without which they could not effectively plan for their services.

1.6 The Telford & Wrekin Local Plan sets out this Council's vision and strategy for the planning of the borough up to 2040. It should be read alongside the Policies Map that accompanies it.

1.7 I would like to thank everyone involved in the preparation of our plan. We look forward to working with our partners to help deliver this vision.

Councillor Carolyn Healy
Cabinet Member for Neighbourhoods, Planning & Sustainability

Terms and Conditions

We want you to know exactly why we would like your details. Please state that you have read and agreed to these [Terms and Conditions](#) before you continue

I agree *

Yes

Privacy Policy requirements if you would like to register

We want you to know exactly how we use your information - see our [Privacy Policy](#) for further information on how we take care of and process your data.

I agree *

Yes

Next

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

Stage 3: To allow consultees to comment on the plan you are able to add a comment to both policies subsections and sections. If you are looking to comment on something else within the plan i.e. a specific paragraph, please state what you are referring to within Question 1.

Section and subsections that include consultation points are shown on the left hand side of the page.

The screenshot shows a web interface for a consultation. On the left is a navigation menu titled 'ABOUT THIS CONSULTATION' and 'PROPOSAL'. The menu items are:

- Publication Version of the Local Plan
 - 1 Foreword
 - 2 Introduction
 - 3 Vision, Priorities and Profile
 - 4 Development strategy and strategic policies
 - 5 Development management policies
 - 6 Climate change
 - Sustainable construction and carbon reduction
 - Sustainable energy in developments
 - Strategic renewable energy development
 - Water re-use, conservation and efficiency
 - Flood risk management and sustainable drainage systems
 - Managing air quality
 - 7 Green and natural environment
 - 8 Economy and centres
 - 9 Housing

The main content area is titled '2 Introduction' and contains a 'Policy Finder' table:

Policy reference	Policy Name	Page Number
S1	Policy Strategic S1 'Protecting and Enhancing the Boroughs Green Spaces'	28
S2	Policy Strategic S2 'Nature conservation'	29
S3	Policy Strategic S3 'Economic delivery strategy'	30
S4	Policy Strategic S4 'Housing delivery strategy'	31
S5	Policy Strategic S5 'Mitigating and adapting to climate change'	33
S6	Policy Strategic S6 'Healthy stronger communities'	35

Buttons for 'DOWNLOAD PDF' and 'SUBMIT' are visible. A message states: 'Your comment has been saved as a draft, but not yet submitted. To view or amend your draft comments, click the "View Comment" labels. Once you have added all comments, click the "Submit" button.' An 'ADD COMMENT' button is also present.

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

Note: You are able to scroll up and down on both sides of the page as indicated to below.

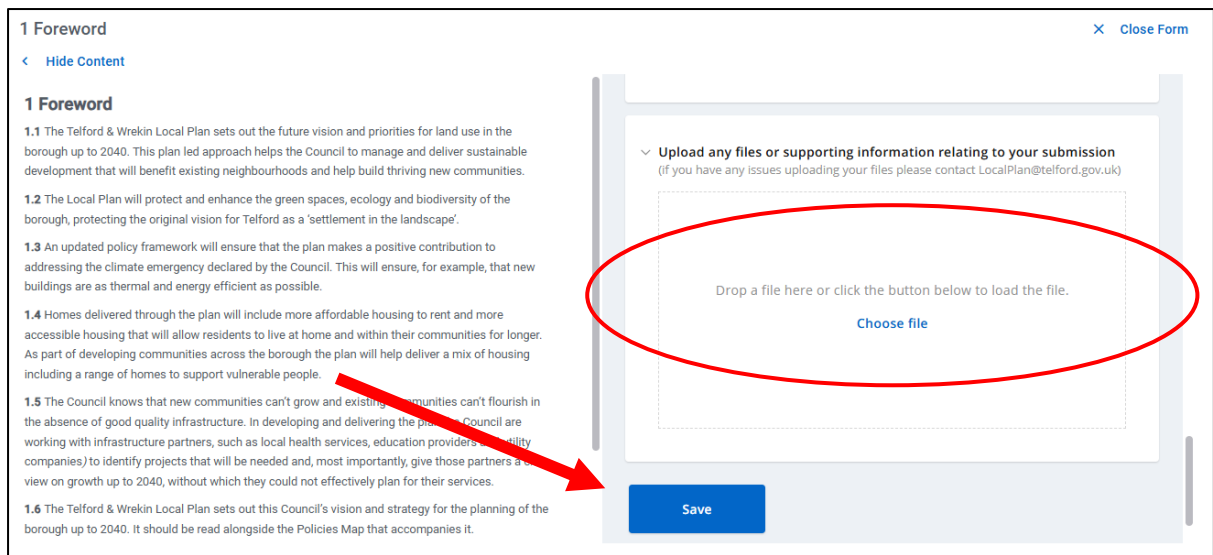
The screenshot shows the comment form interface. On the left is the '1 Foreword' section with a 'Hide Content' link. The text of the foreword is visible, including paragraphs 1.1 through 1.5. On the right is a form titled 'Question 1: Which part of the Local Plan does this comment relate to?'. Below the question is a text input field. A 'Close Form' button is in the top right corner. Red arrows point to the 'Hide Content' link and the 'Close Form' button.

Below the question, there is a list of criteria for a 'sound' plan:

- Positively prepared** - the Local Plan should be prepared based on a strategy which seeks to meet objectively assessed development and infrastructure requirements, how the Council considered requests to contribute towards unmet need of neighbouring authorities where it is practical to do so and is consistent with achieving sustainable development;
- Justified** - the Local Plan should be the most appropriate strategy, when considered against the reasonable alternatives, based on a proportionate evidence base;
- Effective** - the Local Plan should be deliverable over its period and based on effective joint working on cross-boundary strategic matters that have been dealt with rather than

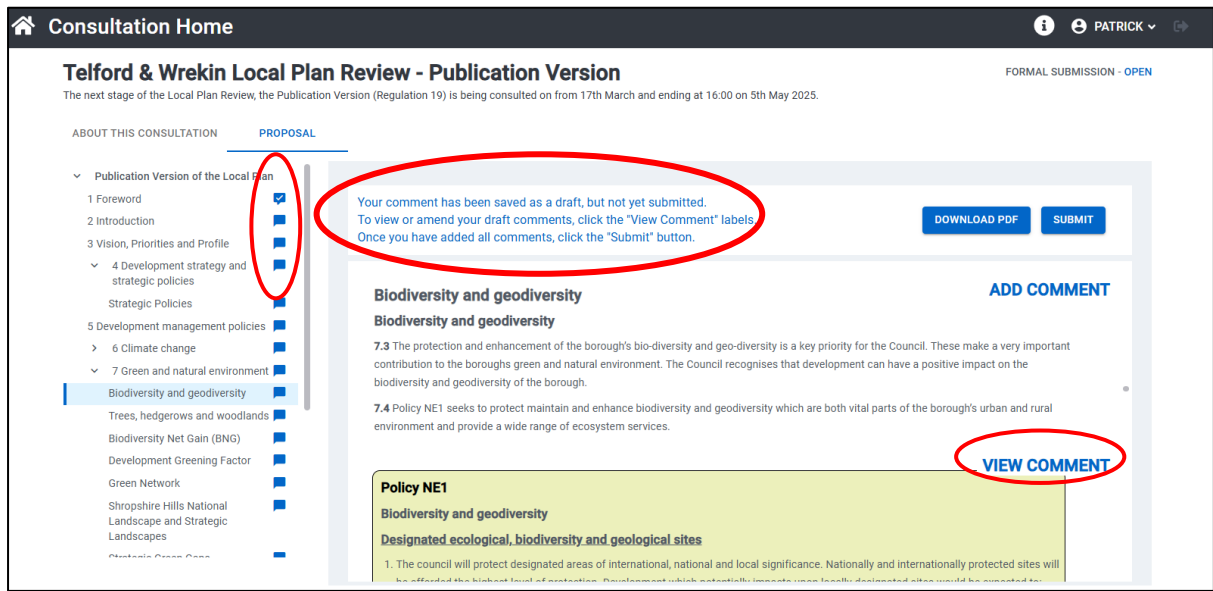
Step 5 and Optional Step: At the bottom of the questions if there is any additional material you wish to submit please click on the **'Drop a file here or browse'** once complete and you are done answered the questions click **'Save'**.

Note: You are able to upload multiple files.



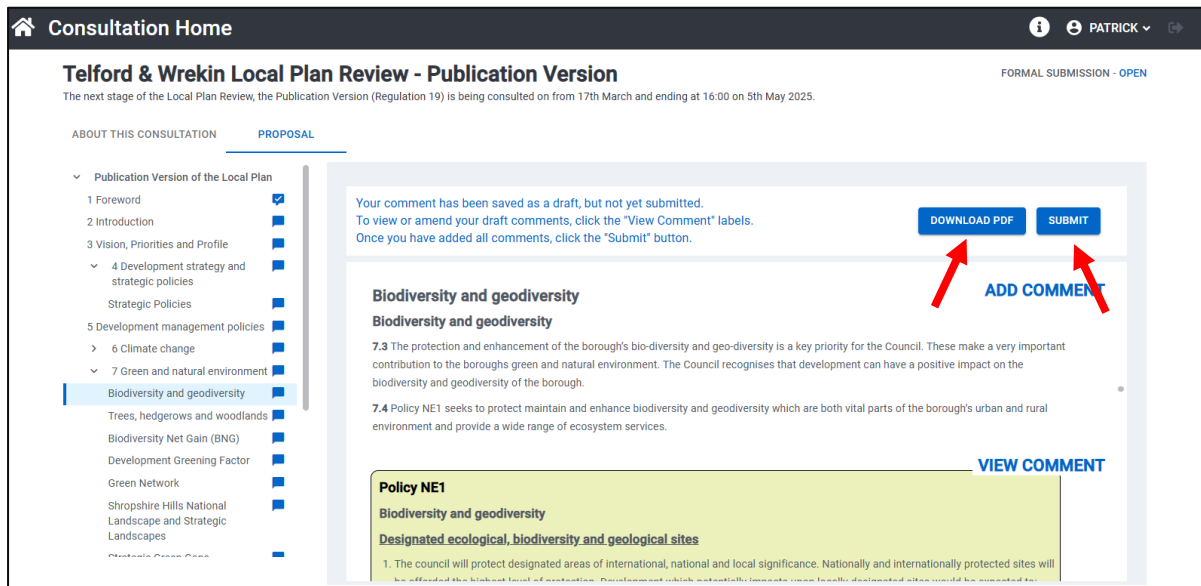
Step 6: if you have clicked **'Save'** this will now show as **'VIEW COMMENT'** whilst browsing the document.

Note: If you have commented on a section or subsection this will show as white tick within a blue box on the contents to the left hand side of the page.



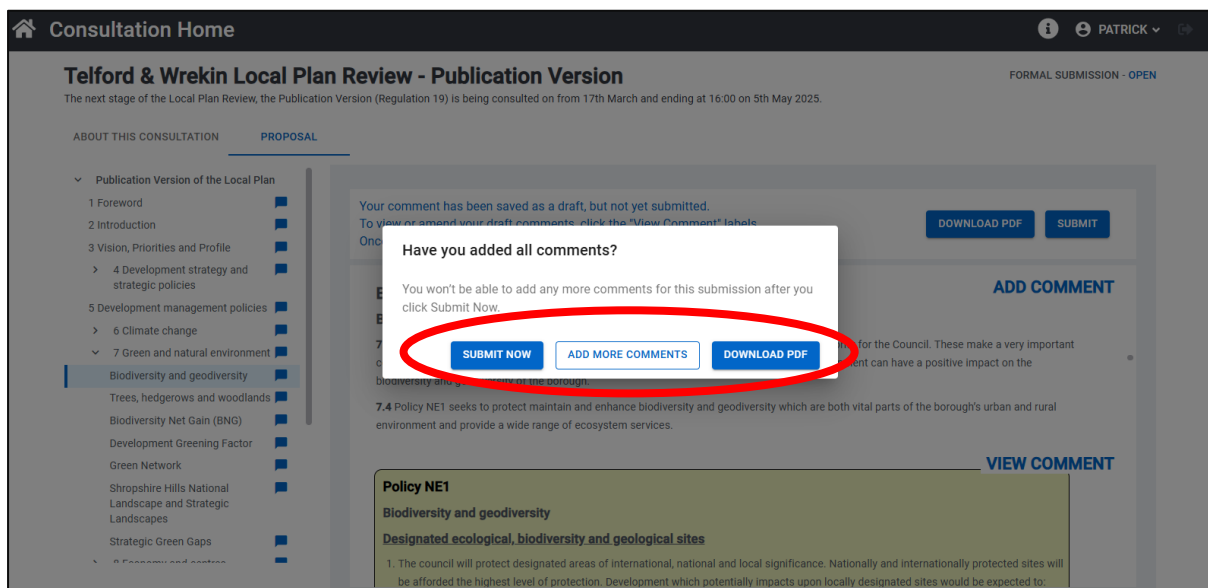
Further Note: Blue text as shown above, will indicate that you have comments saved in draft as well as how to amend or view your draft comments. There is also an indication as to how to submit your comments. This is explained further below.

Step 7: Once you have finished answering questions, please refer to the top heading which shows 'DOWNLOAD PDF' and 'SUBMIT' clickable boxes.

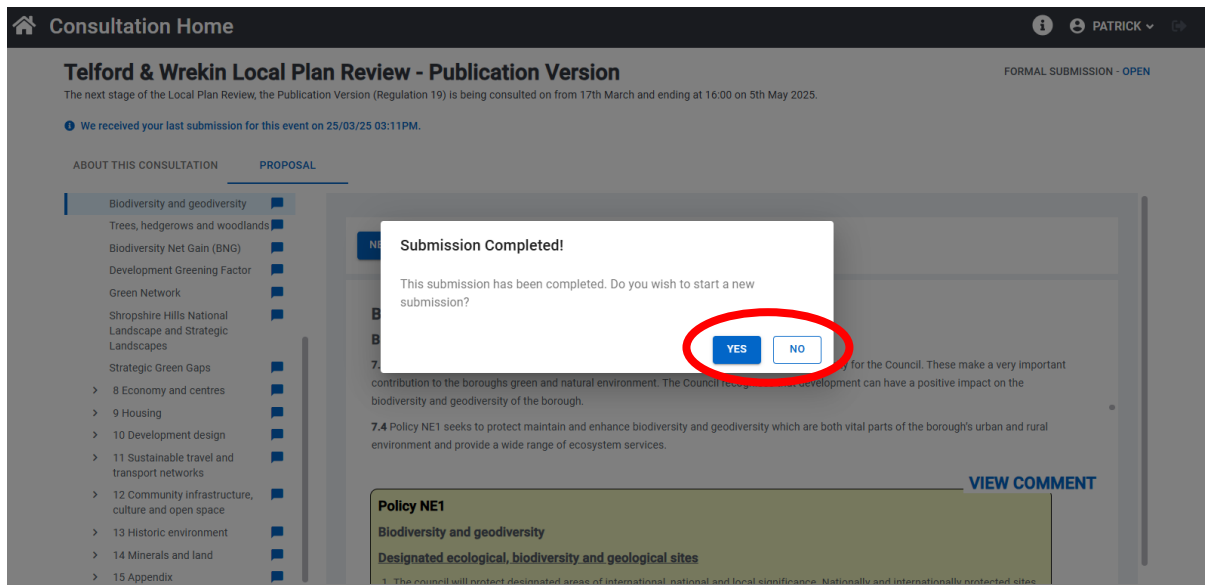


Step 8: When you click 'DOWNLOAD PDF' this will then show all the questions you have saved. Once you are happy please click 'Submit' at the top of the page, you will then be asked 'Have you provided all the comments?' If you are happy click 'SUBMIT NOW'. If not click 'Add More Comments'

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



Step 9: Once submitted you will receive a ‘**Submission Completed!**’ indicating you have submitted the comments, as well as a **confirmation email**. You will be given two choices within this box, please click ‘**YES**’ to start a new submission or ‘**NO**’ if you are finished.



If you would like to start a new submission at a later stage this will appear on the ‘Proposal’ tab when you log back on (or through your email link if you have not signed into an account).

Please refer to **Section 6** to find out what happens next.

Section 5: Making comments without a registered account

If you have not registered with the Council before and you wish to make comments without creating an account you are able to do so.

Step 1: As covered within **Section 4** above, at the start of your session you will be asked for Personal Details before moving onto the formal questions.

The screenshot shows a web interface for a consultation. The header includes 'Consultation Home', a home icon, and 'Sign in / Register' with an arrow. The main title is 'Telford & Wrekin Local Plan Review - Publication Version' with a sub-note: 'The next stage of the Local Plan Review, the Publication Version (Regulation 19) is being consulted on from 17th March and ending at 23:59 on 5th March 2025.' Below the title, there are two tabs: 'ABOUT THIS CONSULTATION' and 'PROPOSAL'. The 'PROPOSAL' tab is active. Underneath, there is a section for '1 Foreword' with a 'Hide Content' link and a 'Close Form' button. The '1 Foreword' section contains five numbered paragraphs (1.1 to 1.5) detailing the council's vision and policies. To the right of the text is a form titled 'Personal Information' with the following fields: 'Title', 'First Name *', 'Surname *', 'Organisation', 'Position', and 'Email *'. Each field has a corresponding input box.

Note: Once you have filled in your 'Personal Details' you will not need to repeat the process for each question.

Step 2: Proceed with the stages set out within **Stage 4**.

Step 3: On saving your session you will be sent a confirmation email that your comments have been submitted.

Note: If you decide to leave your session, you will need to save your comments. You will then be sent an email (shown below) with a link to your session stating your comments have been saved in draft. Click this link to return to the session before submitting.

The screenshot shows an email interface. At the top, it says 'keystone@objective.com' and 'Mottershead, Patrick'. The subject line is 'Your response to Telford & Wrekin Local Plan Review - Publication Version has been saved'. Below the subject line is a red banner with white text: 'CAUTION: This email originated from outside Telford & Wrekin Council's network. Do not click links or open attachments unless you are sure the content is safe.' The main body of the email starts with 'Dear Patrick Mottershead,' followed by 'Thank you for your interest in Telford & Wrekin Local Plan Review - Publication Version.' and 'Please note that your response has been saved as a draft but not yet submitted to Telford and Wrekin Council.' It then says 'To add additional comments or submit your response, click on the link below:' and provides a long URL: 'https://consult.telford.gov.uk/kpse/event/C1B690D4-A73F-4C17-AB97-B05D1E70B7DA/submission/E857E9F8-6FDF-485E-BAF6-B86626AC838D'. It also includes a note: 'If the link appears to be broken, please try copying the entire link into the address bar of your web browser.' At the bottom, there is a disclaimer: 'This email has been automatically generated by the Keyplan software. The information contained in this e-mail or in any attachments is confidential and is intended solely for the named addressee only. Access to this e-mail by anyone else is unauthorised. If you are not the intended recipient, please notify the administrator and do not read, use or disseminate the information. Opinions expressed in this e-mail are those of the sender and not necessarily the company. Although an active anti-virus policy is operated, the company accepts no liability for any damage caused by any virus transmitted by this e-mail, including any attachments.'

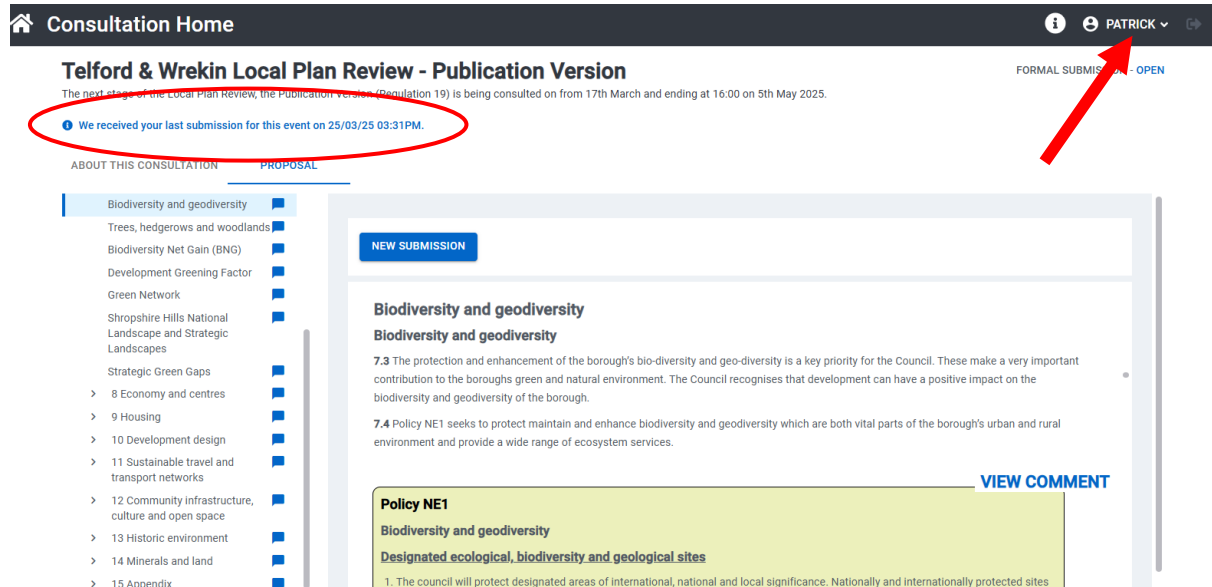
If you do not **'SAVE'** your comments before leaving, your session will be lost and you will need to start the process again.

Additional Note: If you decide to submit further comments you will need to start a new session and you will need to fill out your 'Personal Details' again.

Section 6: Once your comments have been submitted

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

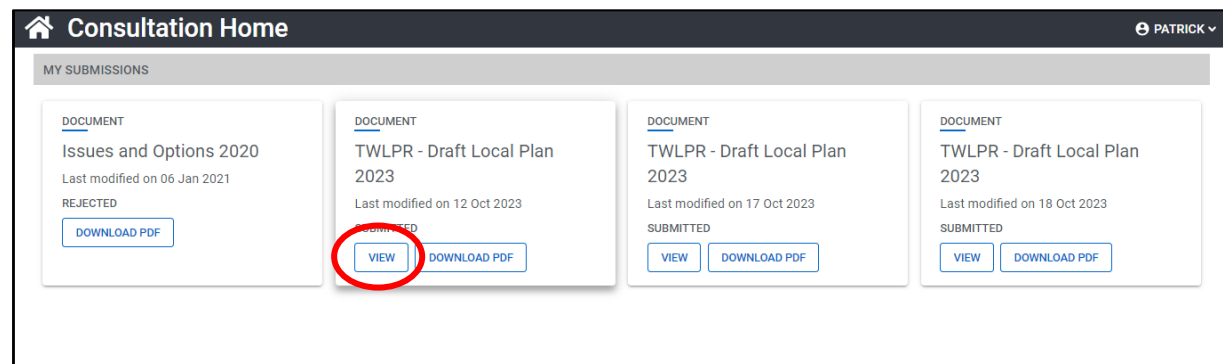
Please note: The page will also tell you when your last submission was.



The screenshot shows the 'Consultation Home' page for the 'Telford & Wrekin Local Plan Review - Publication Version'. In the top right corner, the user's name 'PATRICK' is displayed with a dropdown arrow. A red arrow points to this dropdown menu. Below the header, a notification states: 'We received your last submission for this event on 25/03/25 03:31PM.' A red circle highlights this notification. The main content area shows a 'NEW SUBMISSION' button and a section for 'Biodiversity and geodiversity' with a 'VIEW COMMENT' link.

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

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



The screenshot shows the 'MY SUBMISSIONS' page. It displays a list of documents under the heading 'MY SUBMISSIONS'. The first document is 'Issues and Options 2020' with a 'DOWNLOAD PDF' button. The second document is 'TWLPR - Draft Local Plan 2023' with a 'SUBMITTED' status and a 'VIEW' button circled in red. The third and fourth documents are also 'TWLPR - Draft Local Plan 2023' with 'SUBMITTED' status and 'VIEW' and 'DOWNLOAD PDF' buttons.

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

Section 7: Frequently Asked Questions

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

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

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

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

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

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

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

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

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

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

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

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