

Nicola Spencer

From: Nicola Spencer
Sent: 16 July 2019 12:44
To: [REDACTED]
Subject: RE: P/58/19/PL and P/53/19/L

Dear Mr Dollamore

I have reloaded the Design and access statement , Part 2 of the transport statement and the planning statement.

Unfortunately it is a quirk of our corporate document management system that if a document contains redaction the file becomes too large to open if it is retained in colour. The trade off is that the document is published in black and white. The document is available to view internally by officers in colour and without redaction.

We have a set criteria on all documents except for plans where the contact details form the copyright that we redact all signatures, phone numbers and emails. This is done manually by various staff across the council (Not automated) and so we need to have a clear instructions to ensure that we do not miss any. Even then there are occasions where some are missed and we have to rectify this as soon as we are aware of it. You are correct that there is a difference between company details and personal details but due to the quantity and variety of documents we process we take the same approach to both. The cost of getting this wrong is too high for us to risk.

It is not possible for me to notify you if we are going to redact your applications as anything which is a statement will automatically be treated as a document which may require redaction and then we go through redacting as necessary. Obviously as now, if you really need it to be published in colour , you can contact us and ask us to re scan the documents leaving your contact details viewable but any signatures and third party email addresses, phone numbers or signatures need to be removed or redacted by you prior to submission. We do make in plain in our privacy statement that we will be doing this. I cannot comment on what other council's may or may not do but we have a policy which we feel ensures that we comply with the GDPR rules.

I apologise for the fact that the planning statement had actually corrupted. We do seem to have an intermittent fault that certain documents are corrupting when they go through the redaction process. We think but are unable to prove that it is to do with certain versions of word that are incompatible with the software. I apologise we should have checked and corrected this.

When I hear back from Beechdown with regard the third party contact details and RGP and Arbecoo , I will update as necessary.

Yours sincerely

Nicola

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From: [REDACTED]
Sent: 16 July 2019 10:22
To: Nicola Spencer <Nicola.Spencer@arun.gov.uk>

[REDACTED]

Subject: P/58/19/PL and P/53/19/L

Importance: High

Dear Nicola

Further to our conversation this morning, we have noted that the following documents are not presented adequately on the Public Access System. It is a serious issue that professional reports are presented in a way that corrupts the information or undermines the corporate identity and quality standards of the various companies that have been involved in its production. I would be grateful if documents be shown in their original, submitted, colour formats. It is understood that the file corruption and the poor quality black and white scanning is a consequence of your redaction process.

I am coping this email to each of the consultants that were involved so that they can each agree to the following statement:

“We agree that our documents should be presented in their original colour format without redaction of telephone numbers, emails or other contact information.”

If any documents include signatures then we will ask the relevant consultant to re-issue their document with signatures removed.

P/58/19/PL

- Flood Risk Assessment – redacted. RGP to re-issue with signatures removed. RGP to confirm agreement to telephone numbers, emails or other contact information being presented un-redacted.
- Arboricultural Report – redacted. Jonathan Rodwell to confirm his agreement to telephone numbers, emails or other contact information being presented un-redacted.
- Transport Assessment - redacted. RGP to confirm agreement to telephone numbers, emails or other contact information being presented un-redacted.
- Planning Statement – redacted. Whaleback hereby agree to telephone numbers, emails or other contact information being presented un-redacted. Document should be presented in original, colour format
- Design and Access Statement - redacted. ADM Architects to confirm agreement to telephone numbers, emails or other contact information being presented un-redacted.
- Ecology reports - redacted. Arbeco to confirm agreement to telephone numbers, emails or other contact information being presented un-redacted.

P/53/19/L

- Cover Letter – Whaleback to re-issue with signatures removed. Whaleback hereby agree to telephone numbers, emails or other contact information being presented un-redacted. Document should be presented in original, colour format

As this is an important matter of corporate identity and quality control, we require that we are notified if the Council intends to redact or otherwise alter the appearance of any document submitted as part of a planning application.

Many thanks for your urgent assistance.

Best wishes

Richard

Richard Dollamore

WHALEBACK
[REDACTED]

