The Planning Inspectorate

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Appeal Parties

Your Ref:

Our Ref: APP/B1930/W/20/3260479

Date: 11th March 2021

Dear Sir/ Madam

Town and Country Planning Act 1990

Appeal by: Stackbourne Ltd
Site Address: Smallford Works, Smallford Lane, St Albans

You have registered as a participant for the virtual inquiry for the above case which is scheduled to open at **10.00 on 16th March 2021**. This letter provides you with further explanation and information to enable you to take part. Please read it carefully as it contains important joining instructions.

You should familiarise yourself in advance with the Good Practice Points attached at Annex 3 to this letter.

The technology we will be using is Microsoft Teams. In Annex 1 is a link to further information on how to use this. It also sets out the technological requirements for Microsoft Teams.

If you have an internet enabled computer, you will be able to access and speak at the event over the internet using a video link. You may have used video links to talk to friends and family using FaceTime, Skype or WhatsApp, for example. If you have, this will give you an idea of what to expect. If you do not wish to appear on video, you can disable your camera and use voice only. Please familiarise yourself with the Microsoft Teams functions in advance of the hearing/inquiry.

Depending on the performance of your device or the internet in your locality, it may be that you join by video and audio, or by audio alone. If you have a slow or intermittent connection, switching off your video camera and using just your audio connection only can improve the quality and reliability of your involvement.

If you do not have an internet connection, or you do not feel confident or able to use a digital device, but you have a telephone with a keypad, you can instead use the telephone number provided in the invitation, enabling you to be heard.

Privacy Notice Amendment - Handling your personal information

Before sending any information in to the Planning Inspectorate, you must read the current S78 privacy notice in conjunction with the attached privacy notice amendment (Annex 2) which together provide information about data collection and explain the personal data that we will be processing specifically for this virtual event.

Please note that other parties may see the email address you use to join the event. If you do not wish the email address that we are currently using to correspond with you to be seen by other parties, you may wish to set up a free email account on-line to join with.

For the purposes of this event, the email address that will be used by the Inspector to join the event is a generic joining account address and will not be monitored for casework submissions. You MUST continue to use the previously provided email address for any further written submissions.

Actions required by participants on the day of the Hearing/Inquiry

- Please access the virtual inquiry from **9.15**. This gives time for the Case Officer to admit everyone to the event. You will be held in a silent 'lobby' until the Case Officer is able to admit you and confirm your name. Once in the event you will be able to wait with microphone and camera off until the other parties and Inspector arrive. **Parties are requested to access the event in good time to allow it to open at 10.00.** Early access is also requested for subsequent sitting days to allow the event to resume on time.
- You will then be able to follow the proceedings by video link, audio link or telephone.

- To join via the internet on a computer or smartphone, please follow this link:

Click here to join the meeting

The following short form link can be copied and pasted more easily into the *Chrome browser* if necessary. This may be necessary if you are using an old version of MS Word e.g. MS Word for Mac 2011 has been found to be problematic.

https://event.planninginspectorate.gov.uk/3260479

Phone Conference ID: 701 520 008#

Alternatively, if you are joining via telephone, please dial the telephone number in the above link, entering the stated conference ID when prompted, followed by the # key using your telephone keypad. IMPORTANT NOTE: If you wish to hide your telephone number from the other participants, please dial <u>141</u> before dialling the number above (other methods may apply on certain mobile carriers/telephones). You should also note that joining by telephone to the 020 number that will be used will incur charges. You should check actual rates with your provider https://www.gov.uk/call-charges

The Event itself

- The Inspector will lead the hearing/inquiry and will invite you to speak when it is your turn.
- The teams chat function will not be used for this event.
- The "raise hand" function can be used to signify to the Inspector that you want to speak. Use the same button to turn this off once you have spoken.
- As an attendee, your 'share screen' function will not automatically be enabled. However, the Inspector will have the ability to enable that function for others during the event on an ad hoc basis to allow all parties to view a particular document that is being referred to at a particular time if it is considered appropriate and necessary to do so. You should familiarise yourself with use of that function in advance.

What if things go wrong?

It is suggested that you print this email or make a note of the telephone contact details for the Case Officer in case you need to access them in an emergency e.g. computer failure. If you do experience problems with your connection and are unable to reconnect, you should immediately contact the Case Officer by email or telephone using the contact details. They will attempt to help you to re-join the hearing/inquiry at an appropriate point. It may be that, if you initially joined by video, you can re-join by audio or by telephone to help limit the effect of any technical issues that you may have been experiencing.

If you cannot join or re-join the hearing/inquiry at all, the Inspector will consider the most appropriate way for you to still be able to participate.

If the event is disrupted by technical or other issues, the Inspector may adjourn it, or part of it, to another date or format.

If you have any further queries, please contact the Case Officer using the details at the top of this letter. Please do not send physical correspondence to the above address, use email instead.

Please note Kelly Ford will be acting as Case Officer for the virtual inquiry – her contact details have been added to the top of this letter.

Any documents that need to be submitted at the Inquiry should be sent to the following e-mail address
InquiryDocuments2@planninginspectorate.gov.uk

Yours faithfully

Kerr Brown

Inquiries & Major Casework

Annex 1

The following link will take you to information about how to use Microsoft Teams.

https://support.office.com/en-us/teams

Requirements for Microsoft Teams
Hardware (Windows PC)

Component	Requirement
Computer and processor	Minimum 1.6 GHz (or higher) (32 or 64-bit)
Memory	2.0 GB RAM or higher
Hard Disk	3.0 GB of available disk space
Display	1024 x 768 screen resolution
Graphics Hardware	Minimum of 128 MB graphics memory
Operating System	Windows Server 2012 R2+, Windows 10, or Windows 8.1 (32/64).
.NET version	Requires .NET 4.5 CLR or later
Video	USB 2.0 video camera (or on-board)
Devices	Standard laptop camera, microphone and speakers
Video calls and Meetings	For a better experience with video calls and online meetings, Microsoft recommend using a computer that has a 2.0 GHz processor and 4.0 GB RAM (or higher). The optional **blur my background** video effect requires a processor with *Advanced Vector Extensions 2 (AVX2)* support. Joining a meeting using proximity detection in a Microsoft Teams Room requires Bluetooth LE, which requires Bluetooth to be enabled on the client device, and for Windows clients requires the 64-bit Teams client. It's not available on the 32-bit Teams clients.

Hardware (Mac)

Component	Requirement

Processor	Minimm Intel processor, Core 2 Duo or higher
Memory	2.0 GB RAM or higher
Hard Disk	1.5 GB of available disk space
Display	1280 x 800 or higher resolution
Operating System	Mac OS X 10.11 El Capitan or later
Video	Compatible webcam
Voice	Compatible microphone and speakers, headset with microphone, or equivalent device.
Video calls and meetings	For better experience with video calls and online meetings, Microsoft recommend using a computer that has a 2.0 GHz processor and 4.0 GB RAM (or higher). **Blur my background** requires AVX2 support, supported on most late 2013 Mac devices and later. Joining a meeting using proximity detection in a Microsoft Teams Room is not available on Mac OS.

Hardware (Linux)

Component	Requirement
Computer and processor	Minimum 1.6 GHz (or higher) (32 or 64-bit)
Memory	2.0 GB RAM or higher
Hard Disk	3.0 GB of available disk space
Display	1024 x 768 screen resolution
Graphics Hardware	Minimum of 128 MB graphics memory,
Operating System	Linux distribution capable of installing DEB or RPM.
Video	USB 2.0 video camera
Devices	Compatible microphone and speakers
Supported Linux distributions	Ubuntu 16.04 LTS, Fedora 30 Workstation, RHEL 8 Workstation, CentOS 8

Mobile Devices

You can use Teams on these mobile platforms:

- Android: Compatible with Android phones and tablets. *Support is limited to the last four major versions of Android. When a new major version of Android is released, the new version and the previous three versions are officially supported.*
- iOS: Compatible with iPhone, iPad and iPod touch. *Support is limited to the two most recent versions of iOS. When a new major version of iOS is released, the new version of iOS and the previous version are officially supported.*

For the best experience with Teams, use the latest version of iOS or Android.

Bandwidth Requirements

Firstly Microsoft do not publish a "hard and fast" networking requirement for Teams, they do however state:

Teams is designed to give the highest quality audio, video and content sharing experience regardless of network conditions. That said, when bandwidth is insufficient, Teams prioritises audio quality over video quality.

Where bandwidth isn't limited, Teams optimises media quality, including up to 1080p video resolution, up to 30fps for video and 15fps for content, and high-fidelity audio.

The table below describes how Teams consumes bandwidth. Teams is conservative on bandwidth utilisation and can deliver HD video quality in under 1.2Mbps. The actual bandwidth consumption in each audio/video call or meeting will vary based on several factors, such as video layout, resolution and video frames per second. When more bandwidth is available, quality and usage will increase to deliver the best experience.

Bandwidth (up/down)	Scenarios
30 kbps	Peer-to-peer audio calling
130 kbps	Peer-to peer audio calling and screen sharing
500 kbps	Peer-to-peer quality video calling 360p at 30fps
1.2 Mbps	Peer-to-peer HD quality video calling with resolution of HD 720p at 30fps
1.5 Mbps	Peer-to-peer HD quality video calling with resolution of HD 1080p at 30fps
500kbps/1Mbps	Group video calling
1Mbps/2Mbps	HD Group video calling (540p videos on 1080p screen)

Annex 2

Privacy Notice Amendment for this S78 Virtual Hearing/Inquiry.

What will be collected?
- E-Mail address
- Phone number (if a participant joins by mobile)
- IP address
- Display Name
- Self-Image – If video is shared

How is it collected?
- E-Mail address requested in event invite.
- Phone numbers - If the participant joins by phone, then your phone number would be visible to all participants (this can be masked by the individual by turning off Caller ID, generally known as dialling 141) in which case a random number is displayed.
- IP address – Connections to Microsoft Teams will capture the IP address of the participant.
- Display Name – This is collected from the participants joining details
- Self-Image – This is collected when the participant activates their camera.

What metadata will be taken from joining?
- IP Address, joining account information (Email address), Browser Type (If browser is used instead of Teams App)

Where will it be stored?

- E-Mail addresses, Phone numbers, Display Name and Self-Image
  (will be stored in the virtual meeting room, within Exchange Online, MS Stream (Video Recording) and as appropriate will be transferred to an internal case management system.

- IP Address and Metadata
  (Will be stored in the Audit Log)

Cookies
- The Planning Inspectorate does not use any of our own technology or storage for the creation and presentation, or collection of cookies or web-beacon analytics.
- Cookies are collected by Microsoft, which is covered in their Privacy Statement [here](#).

Annex 3
Good Practice Points
Before the virtual event…..
- Read all of the information in the invitation to/notification of the event that you have been sent.
- Make sure that you have the joining instructions to hand and know how to dial in. Join the Microsoft Teams lobby at least 15 minutes before the event is scheduled to start.
- If you are using video, de-personalise your background as far as possible.
- If you will be represented at the event by an agent or lawyer, consider how you will communicate confidentially with them during the course of the event.
- Make sure the device you are using to access the event is fully charged/ plugged in, so that you do not get cut off from the event.
- Let the Case Officer know in advance if you intend to refer to a document on the Council's website.
- If you do not understand something or need assistance in preparing to be involved in a virtual event, contact the Case Officer in reasonable advance of the event taking place. You should note however, that the Planning Inspectorate cannot provide technological support.

During the virtual event…….
- Be in a quiet, private place and let everyone in your location know that you must not be interrupted
- If you are using video, set your screen at 90 degrees so you face can be seen properly, making sure that the view behind you is blank or neutral, ensuring, if possible, that you are not back-lit. You might consider using the 'blur background' function on Microsoft Teams.
- Dress code - please dress as you would if attending an actual event, being respectful of the process.
- Don't have your speakers too loud – it can cause feedback.
- Turn off audio notifications and put phones etc onto silent to avoid distracting noises.
- When you join, give you name to the Case Officer and then mute your microphone and turn off camera if using.

- During the event, unless you are speaking, it is helpful if you keep your microphone muted and camera off, to minimise background noise and maximise bandwidth.
- Listen carefully to the Inspector who will lead the event. The Inspector will introduce participants and guide the proceedings, inviting particular persons to speak at particular times. You should not speak unless invited to. Each time you speak, state your name and, if applicable, who you are representing.
- You are expected to observe the usual rules and formalities associated with the respective event. If the Inspector considers that the behaviour of a party is not appropriate for some reason, they will be warned, with the Inspector having the ability to mute that person's contributions at the event, with the ultimate sanction of ejected them from the event in extremis. Any such action would only be considered by the Inspector if previous warnings are not adhered to.
- If you cannot connect to the event for some reason, or lose connection to the virtual event, contact the Case Officer by email or telephone who will assist if they can.