

Planning Portal & Local DirectGov - 'Really Useful' Event

Huddersfield Town Hall,
Huddersfield
Wednesday 13th February 2013

Scott Alford
Head of LPA Engagement
DCLG Planning Portal



'Really Useful' Event – Agenda

- | | | |
|-------|--|------------------|
| 10.00 | Registration & Morning refreshments | |
| 10.30 | Welcome to Kirklees | - Simon Taylor |
| 10.35 | The Portal's Links Guide & Resources | - Scott Alford |
| 11.00 | Shropshire Council's Project WIP | - Louise Tierney |
| 11.25 | Kirklees Council – Introduction of a 'Paperless' Planning Office | - Linda Beckett |
| 11.50 | Refreshment break | |
| 12.00 | SOCITM Local Authority Website Take-up Service | - Helen Williams |
| 13.00 | Lunch | |
| 13.45 | Technophobia – Improving customer-facing websites workshop
Followed by group feedback | - Saul Cozens |
| 14.45 | Q&A opportunity - What will you change as a result of today? | |
| 15.00 | Summary & Close | |



Agenda

- Working with LPAs on the 'Channel Shift' of Service Delivery
 - What we can do to help
 - Improving access to Planning Information
 - Useful 'Hints & Tips'
- Smarter Planning Schemes for LPAs and Agents
 - The schemes criteria
 - Sharing best practice
- Forward thinking...



Channel Shift of Planning Service Provision

Why is it important...

- LPAs and Planning Professionals are under increased pressure from financial constraints & achieving VFM
 - Leading to reduced budgets/resources - having to do more with less
 - Less money for everyone = less/slower development

What do we know...

- LPAs more aware of service provision costs following Fees benchmarking exercise (est. 25% gap between fee income & Dept costs!)
- Digital channels save money:
Web: £0.15, Phone: £2.83, F2F: £8.62

Source: Socitm *Channel Value Benchmarking* 2012



What can we do to help?

- **Key Driver is Govt's Digital by Default Agenda**
- **UK No.1 website for planning and building control**
Planning Portal commitment – 80% applications online by 2015
- **The Planning Portal is the UK Government's online planning and building regulations resource for England and Wales.**

Key Planning Portal stats...

900,000 visits each month resulting in 10,000,000 page views
c. 65% of applications submitted online!

One-stop-shop for Planning & Building information and guidance

- PD tools are very popular with citizens, professionals & LPAs
- Recent improvements to 1APP application service
- Delivery focussed on what are customers wanted



Channel shift – easy access to information

Recent review of LPA websites by SOCITM 'Better Connected 2012'
Focussed on planning applications and how to 'sign-post' services for ease of use
How can we help... Planning Portal links guide - Best Practice advice for LPAs

Benefits of linking to Planning Portal content


- It's free
- Saves time dealing with planning enquiries
- Saves time updating your website or developing new content
- Improves the quality of planning applications
- Links can be customised to meet your local needs

Interactive tools include:

- Interactive House and Terraced House
- Interactive mini-guides covering conservatories, extensions, outbuildings, porches and loft conversions
- Buy a Plan Service helping to eliminate the most common reason for planning applications being invalid
- Fee Calculator – helping applicants find out how much an application will cost



Embed the Interactive House into your web pages!



Medway
COUNCIL

Serving You

[Help](#)
[Accessibility](#)
[A](#)
[A](#)

[Home >](#)
[Pay >](#)
[Apply >](#)
[Report >](#)
[Popular pages ▾](#)
[Contact us >](#)


You are here: [Home](#) > [Environment and planning](#) > [Planning](#) > Planning advice

Planning advice

Getting planning advice

Medway Council welcomes and positively encourages discussions before an applicant submits a planning application. These discussions can result in better quality applications which stand a better chance of a successful outcome and help to speed up the decision making process after submission. Scroll to the bottom of the page for ways to get in touch.

What needs planning permission?



Front View
Rear View
Lift
1st Floor
Ground Floor
Inside
Outside
Zoom Out

I am..

I want to..

Find my nearest

What we do...

A-Z of services...

My Medway alerts


[Sign up](#) to receive email newsletters to find out what your council is up to.

Did this page help?


We hope this page was helpful. If not, please don't hesitate to let us know by sending us [feedback](#).



[Home](#) | [A to Z](#) | [Contact Customer Services](#)
Thursday, 20 September 2012



You are here: [Home](#) > [Environment and Planning](#) > [Planning](#) > [Development Management](#)



Do you need planning permission?

Explore our interactive semi-detached house for guidance on many common householder projects; from extensions and garages to satellite dishes and solar panels.

See: [The Swindon Interactive House](#)

Refine search
☐ Environment and Planning

Development Management


Pages in this section

- Appeals
- Application Fees
- Application Forms
- Conservation Areas
- Contact Development Management
- Development Control
- Listed Buildings
- Neighbourhood Planning
- Planning Applications and Decisions
- Planning Guidance for Householders

Swindon News

Link Pool Will Not Re-Open Until Next February

- Broome Manor favourite to tee off for final time as club pro
- Autumn Wreath Making at Lydiard Park
- Parents should now apply for 2013 school places
- People encouraged to help nurture Swindon's Diamond Wood

 Follow us on [Twitter](#)

What's on

Peter Andre Up Close and Personal

Oasis Leisure Centre
Friday, 11 January

- The Royal Road
- Track & Field - GWR Sporting Life
- A Portrait of Swindon: Celebrating Swindon 2012 and The Queen's 60th Jubilee



Why Apply Online?

1/5

Most planning applications are now submitted online. You can apply to every local authority in England and Wales on this website.

- Quick and user-friendly system
- Step-by-step help and advice
- Attach plans and drawings
- Save time and money
- Application sent to local authority immediately

[Who can apply? >>](#)

Start an online application

The first step will be to register and log-in.
[Continue an existing application...](#)

Advertisement



[About Planning Portal adverts](#)

About us

The Planning Portal is the UK Government's online planning and building regulations resource for England and Wales.

[Find out more about us >>](#)

Need more information?

Help with your application

- [Guidance note \(PDF\)](#)
- [FAQs](#)
- [Video help](#)
- [Buy a plan](#)
- [Download paper forms](#)
- ['Extending the time limits of existing planning permissions' forms](#)
- ['Non-material amendment' forms](#)


How to apply

- [Who can apply?](#)
- [Pre-application advice](#)
- [Choosing your application](#)
- [What to submit](#)
- [What it costs](#)
- [What next?](#)

The decision making process

- [The development plan](#)
- [How planning applications are processed](#)
- [Is anyone else involved?](#)
- [When will I get a decision?](#)
- [If permission granted](#)
- [Conditions and obligations](#)
- [What to do if your application is refused or delayed](#)

Useful Hints and Tips

- 
- Check your 'Apply online' link to the Portal
 - Add benefits of online submission to show a preference and encourage 'channel shift' by users!
 - Hide links to paper forms (Coming soon - merger of ALD/Owner certs!)
 - Link to 'Buy a Plan' service for mandatory plans
 - Review what payment options you can support – esp. online/telephone
 - Promote online submission & other e-Planning services (i.e. online planning register) in all correspondence





APPLY



REPORT



PAY ONLINE



FEEDBACK

SIGN IN / REGISTER

[Home](#)

[Advice and benefits](#)

[Business and licensing](#)

[Health and social care](#)

[Housing](#)

[In my area](#)

[Jobs, employment and training](#)

[Parking, travel and streets](#)

[Planning and regeneration](#)

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[Building control](#)

[City centre management](#)

[Conservation](#)

[Countryside](#)

[Environmental protection](#)

[Land and premises](#)

[Marine and waterway services](#)

[Parks and open spaces](#)

[Planning](#)

[Core Strategy Examination In Public 2012](#)

[Coventry Local Development Plan](#)

[Listed buildings register](#)

[Major developments](#)

[Planning - high hedges](#)

[Planning advice and guidance](#)

[Planning applications - business](#)

[Planning applications - residential](#)

[Planning consultation and performance](#)

[Planning enforcement](#)

[Planning policy](#)

[Regulation 27 statement regarding 2009 draft core strategy](#)

[Section 106](#)

[Home](#) » [Planning and regeneration](#) » [Planning](#) » [Planning applications - residential](#) » [Making a planning application](#)

Making a planning application

Coventry receives 84% of applications online and we recommend that you make your planning application via the [Planning Portal](#).

Registration is easy and you can complete your application form, upload supporting documents and pay fees online.

The benefits of applying online include:

- Immediate delivery and acknowledgement
- Savings on postage and printing costs
- Online help function when completing applications
- Online record of your completed applications
- Online payment

If you prefer, you can complete your application form online and submit supporting documents and fees by post.

Please note a planning application cannot be progressed until all the necessary supporting information and the appropriate fee is received.

Please ensure you have read the appropriate [Validation Checklists](#) and addressed any issues covered. Alternatively you can download the appropriate Application Form from the [planning portal](#) website.

How much will my planning application cost?

Every application must be accompanied by the correct fee. The Government sets the [Planning Application Fees](#) that apply across the country.

In this section:

- » [Making a planning application \(current page\)](#)
- » [Make an application online](#)



 Print this page

 Feedback on this page

 E-mail to a friend

Planning

Civic Centre 4, Much Park Street,
Coventry, CV1 2PY


E-mail:
planning@coventry.gov.uk

Tel: 024 7683 1212

Building control

Floor 2, Civic Centre 4, Much
Park Street, Coventry, CV1 2PY

E-mail:
buildingcontrol@coventry.gov.uk



The 'Smarter Planning' aim is to remove a 'them and us' culture to build a community of best practice, promoting growth through a more efficient means of submitting planning applications.

Becoming a 'Smarter Planning Champion' will demonstrate the adoption of online and electronic ways of working by meeting agreed best practice criteria.

The 'Smarter Planning Champion' pledge delivers benefits in three key ways:

- The Planning Portal is an enabling tool for individuals, neighbourhoods and businesses to make better and more sustainable places
- The Planning Portal's services for creating and submitting online planning applications are proven to save applicants and local authorities time and money
- Using the Planning Portal and the online channel results in significant carbon savings and a greener planning system





The 'Smarter Planning' aim is to remove a 'them and us' culture to build a community of best practice, promoting growth through a more efficient means of submitting planning applications.

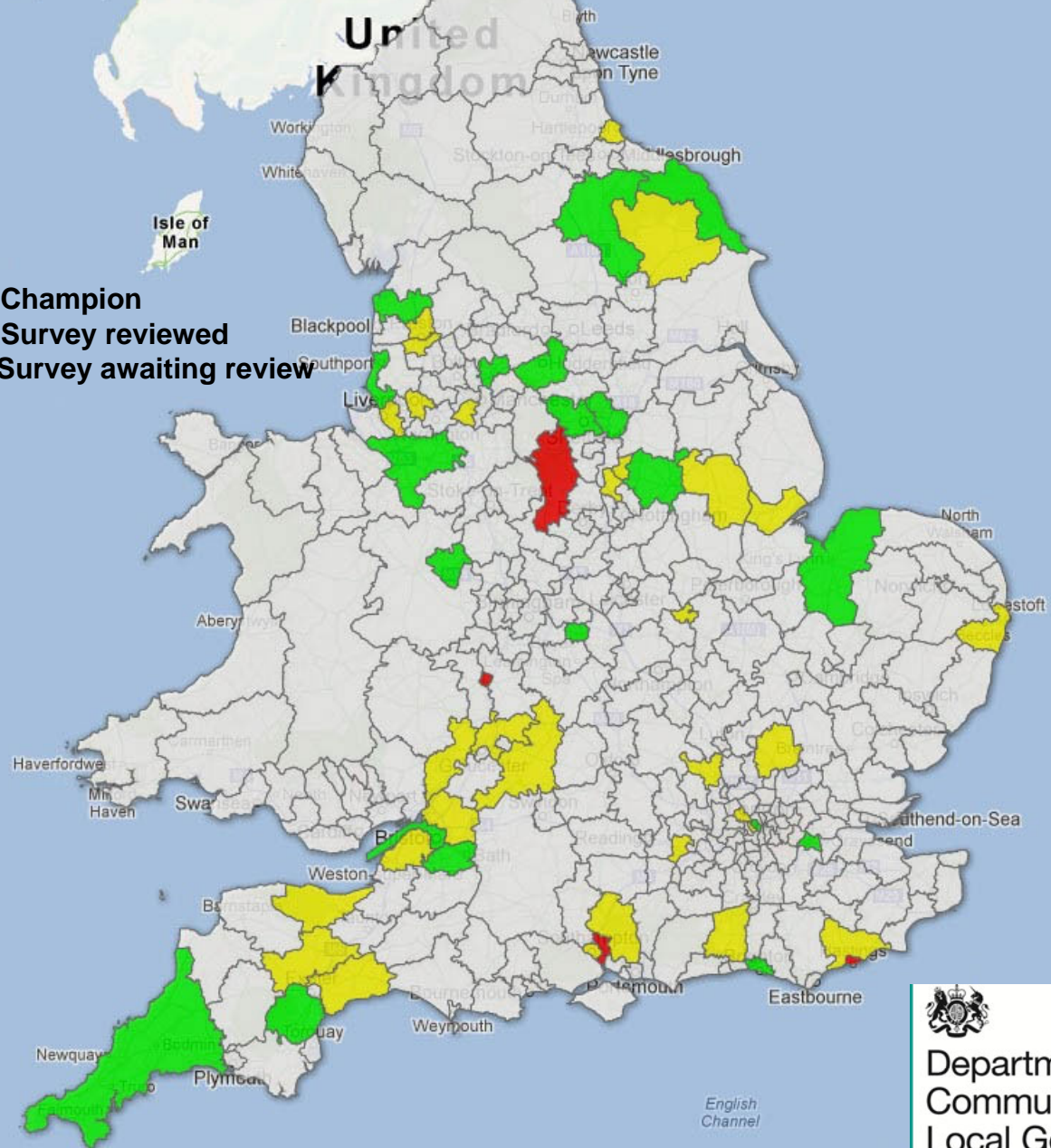
Launched on 23rd October 2012 and so far:

- **240** Planning Professionals and Agents have registered their interest!
148 Champions, 10 surveys reviewed & 82 awaiting review
- **84** LPAs have completed a survey to join!
20 Champions, 60 surveys reviewed & 4 awaiting review



LPA 'Smarter Planning' Take-up – 31 Jan 13

Green = Champion
Yellow = Survey reviewed
Red = Survey awaiting review





Criteria checklist

- Promote Online Submission
- Display Local application requirements
- Advise online as your preference
- Participate in a Joint communications campaign
- Introduce greater electronic working
- Support e-consultation
- Monitor activities on the growth of applications
- Aim for >70% of applications online.

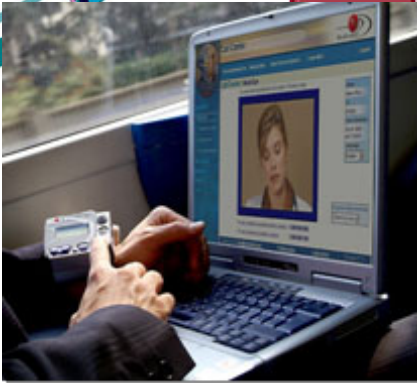




Criteria checklist

- Submit all applications online
- Setup an agent admin account (if applicable)
- Always review LPA local application requirements
- Correctly annotate plans and drawings i.e. scale bar, North
- Submit A3 plans, where possible inc. paper size
- Keep file sizes below 5MB
- Name attachments to explain content of the document
- Pay online, where possible
- Declared application numbers are met over an agreed period
- Discuss submission at Pre-App meeting for Majors

Creating a Community of Best Practice to utilise technology, reduce costs and facilitate 'Channel Shift'



Planner @ Home



**Increased home & remote
working initiatives**



**360 degree video
streaming - with real-
time end-user control**



**Webcast/Virtual academy –
removing the barriers to e-
democracy/learning**



The 'paperless' office...



Forward thinking...



LPA's and Planning Professionals are under increased pressure from financial constraints & achieving VFM

Smart Planning introduces best practice standards for the submission and determination of applications (& LPA Agent Accreditation schemes)

- Does meeting key standards = higher quality applications easier/quicker to register, validate & determine?

Reduction and consolidation of asset (office) space is a key driver for change, what new ways of working are being introduced?

- Hot-desking, increased remote/mobile working (can you get access to planning systems, do you have dual screens for online working?)
- QR codes on site notices (Portsmouth, Chelmsford and East Devon)

What new technologies are Agents using?

- Building information modelling (Sarah Beeny/Grand Designs). Do you think this will be used more in the future?





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Stay in touch with the Planning Portal via our [Director's blog](#)
Google 'Portal Director' and join our online community!

www.planningportal.gov.uk



Department for
Communities and
Local Government

new.shropshire.gov.uk User Experience

Project WIP

@projectwip

My name's Louise Tierney



I work with
these guys



Dale

@dale_shepherd

Sophie

@SophieEwanR

Lewis

@lewismoorcroft

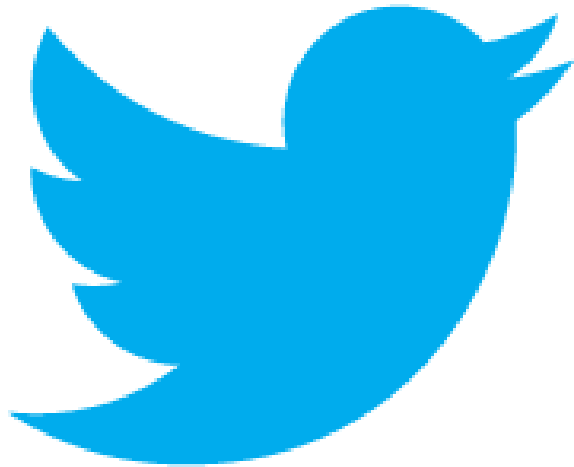
CJ

@myfavouritecake

Me

shropshire.gov.uk/projectwip

Tweet **@projectwip** your
questions for live answers
from the guys back at the
office.







THE
BAD



- [Advice and benefits](#)
- [Business](#)
- [Community and living](#)
- [Council and democracy](#)
- [Education and learning](#)
- [Environment and planning](#)**
- [Health and social care](#)
- [Housing](#)
- [Jobs and careers](#)
- [Leisure and culture](#)
- [Transport and streets](#)

Apply for it
Jobs, planning application, blue badge

Pay for it
Council tax, parking ticket, housing rent

Report it
Missed bin, child protection, benefit fraud

Have your say
Tell us what you think, consultations, feedback



Environment and planning

Planning



Find out about planning, from planning applications to planning policy and land charges.

- [Online planning register](#)
- [Planning policy](#)
- [Land charges](#)
- [Site Allocations and Management of Development](#)

Environment



Find out about the Council's Historic and Natural Environment Services.

- [Historic environment](#)
- [Trees and woodlands](#)
- [Biodiversity](#)

Waste and recycling



Find out more about your local waste and recycling services.

- [Refuse collections](#)
- [Kerbside recycling collections](#)
- [Report a missed bin collection](#)
- [Household recycling centres](#)

Building control



Ensure your extensions and new building work comply with the national building regulations.

- [Request an inspection](#)
- [Do I need approval?](#)
- [How do I apply for approval?](#)

Street care and cleansing



Help keep our streets and public spaces clean by reporting any problems.

- [Report dog and animal fouling](#)
- [Report fly-tipping and littering](#)
- [Report a graffiti problem](#)

Countryside



Learn about our parks and countryside and find local walking, riding and cycle routes.

- [Cycling](#)
- [Parks and countryside sites](#)

Also in this category

- [Abandoned vehicles](#)
- [Archaeology](#)
- [Assets and estates](#)
- [Building Control](#)
- [Commercial waste and recycling](#)
- [Conservation](#)
- [Countryside](#)
- **[Deaths, funerals and cremations](#)**
- [Emergencies and major incidents](#)
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- [Planning Policy](#)
- [Pollution](#)
- [Public Notices](#)
- [Recycling, rubbish and waste](#)
- [Roads, highways and pavements](#)
- [Street care and cleaning](#)
- [Street Lighting](#)
- [Town centre management](#)
- [Trading standards](#)
- [Webcams](#)

The Uglier...

We took matters into our own hands!

We didn't want to put lipstick on a pig



We wanted

A close-up photograph of a magnifying glass. The lens is circular and framed by a black plastic ring. Inside the lens, a yellow liquid is visible, with several dark, irregular spots or droplets floating within it. The word "RESEARCH" is superimposed in white, bold, sans-serif capital letters across the center of the lens. The handle of the magnifying glass is black and extends to the left, with a yellow grip visible at the bottom left corner. The background is out of focus, showing some brown and white textures.

RESEARCH

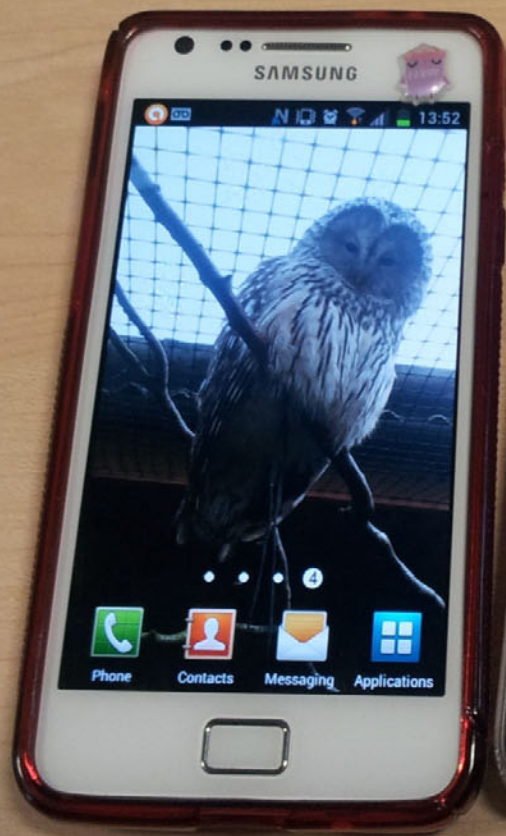


UNDERSTAND
our customers fully



*“ I think there is a
world market for
maybe five
computers.”*

-- Thomas Watson, chairman
of IBM, 1943.



*“We’re a Council ,**not**
Amazon, people do not
shop around”*

Whole Council

7,939,666 pageviews

Planning

164,825 page views

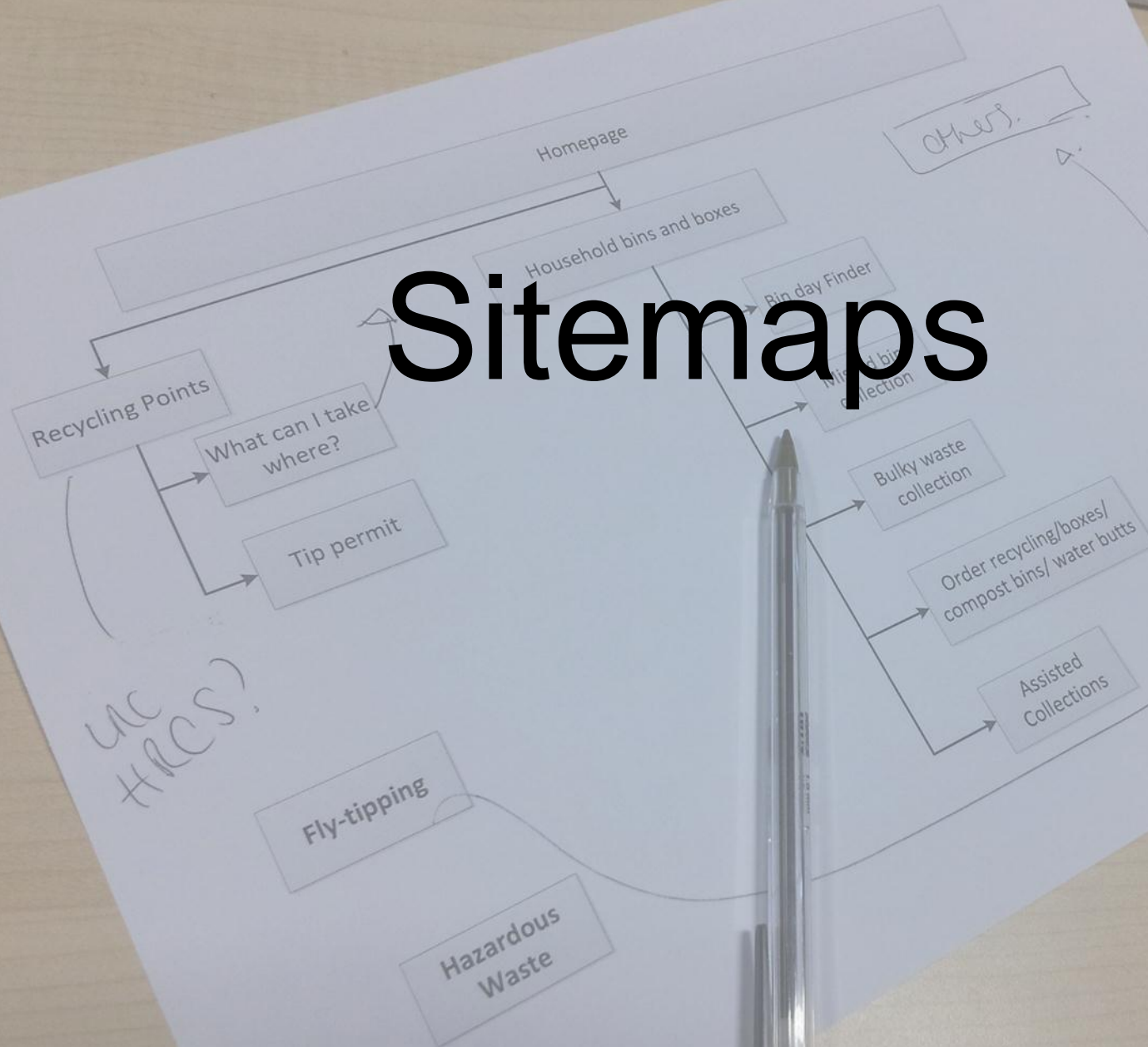
3rd most popular area on the
website

(over 12 months)

We need to give them

- Frequently asked questions
- Planning applications
- How the planning process works
- Signposting to the right place

Sitemaps



Workshops

PLANNING + BUILDING CONTROL

WHAT WOULD YOU LIKE TO DO?

WHAT DO YOU WANT TO DO?

HOW CAN WE HELP?

SEARCH

PLANNING
ADVICE

APPLY FOR
IT

VIEW
COMMENT
ON A
PLANNING
APPLICATION

REPORT
SOMEONE

PAY FOR
IT

APPEALS

DOING
WORK

DOING
WORK

PLANNING APPLICATION - THIS CONTAINS EVERYTHING

I want to convert my work to my property - what do I need to do?

- 11
- 32
- 88M - as SDDZ -

What do you want to do?
SA 16.1

CUSTOMER
SERVICE
AGENCY
AGENCY
AGENCY

THAT'S SORTED THAT THEN!

Shropshire

HELLO! (SOMEONE)

PLANNING + BUILDING CONTROL



SEARCH FOR IT.....

SEARCH

SEARCH FOR PLANNING APPLICATIONS, APPEALS & ENFORCEMENTS BY KEYWORD, APPLICATION REFERENCE, DATE LOG OR BY A SINGLE LINE OF ADDRESS

DO YOU WANT TO ... ?

APPLY FOR IT

MAKE A
PLANNING
COMMENT

GET PLANNING
ADVICE ?

GET BUILDING
CONTROL ADVICE

CHECKING
OUT
BUILDING
WORK

REPORT
IT
PLANNING ENFORCEMENT

PAY FOR
IT



THE CONSERVATION AREAS & LISTED BUILDING
TREES

PROPERTY SEARCHES (i.e. LAND CHARGES)

STREET & PROPERTY NUMBERING

Wireframes

Page templates

From this

Planning

[Development Management Charter](#)

[Applying for planning permission](#)

[Find out about and comment on current applications](#)

[View weekly list of applications](#)

[View weekly planning decisions list](#)

[Online planning register](#)

[Community Infrastructure Levy \(CIL\)](#)

[Building Control](#)

[Planning Policy](#)

[Local Land Charges](#)

[Minerals and waste planning](#)

[Street naming and numbering](#)

[National Grid Mid Wales Connection project](#)

[Shrewsbury Growth Point](#)

[Complaints](#)

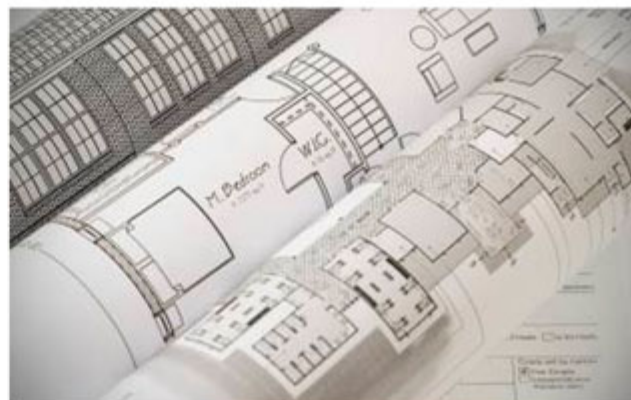
[Contact your local Planning team](#)

[Home](#) » [Environment and planning](#) » [Planning](#) »

Weekly list of planning applications

The weekly list details all the valid planning applications for the Shropshire Council area that were registered within a given week.

The attachments on this page show the combined list for all parishes in the county. Applications are listed in alphabetical order of parish.



To access the full weekly list, please use the link on this page to 'Public Access', our on-line planning register.

Online services and downloads

 [Shropshire Area 25 Jan 2013 to 01 Feb 2013 weekly list planning applications.pdf](#) (67kb)

 [Shropshire Area 18 Jan 2013 to 25 Jan 2013 weekly list planning applications.pdf](#) (58kb)

 [Shropshire Area 11 Jan 2013 to 18 Jan 2013 weekly list planning applications.pdf](#) (256kb)

 [Shropshire Area 04 Jan 2013 to 11 Jan 2013 weekly list planning applications.pdf](#) (282kb)

To this

Planning



Applications

Property and land

Building work

Policy

Report a planning problem

FAQs

News

Find or comment on an application

Enter a keyword, reference number or postcode

Go

Are you looking for information on [conservation areas](#), [listed buildings](#) or [trees](#)?



[Get help with an application »](#)



[Submit an application »](#)



[Applications & decisions »](#)



[Building work enquiries »](#)



[Report a problem »](#)



[Buying property or land »](#)



Design

Planning

[Applications](#)[Property and land](#)[Building work](#)[Policy](#)[Report a planning problem](#)[FAQs](#)[News](#)


FAQs

- > [How can I view historic planning files?](#)
- > [How do I find out if I need planning permission?](#)
- > [Can I receive confirmation that planning permission is not required?](#)
- > [I want to speak to a Planning Officer, where can I go?](#)
- > [I know I need planning permission and want some advice?](#)
- > [How can I find out about the planning history of a site?](#)
- ✓ [Where is my local area planning office?](#)

Our team is based across 5 area offices: -

- **Shrewsbury:** Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND
- **Ludlow:** Stone House, Corve Street, Ludlow, SY8 1DG
- **Bridgnorth:** Westgate, Bridgnorth, WV16 5AA
- **Oswestry:** Castle View, Oswestry, SY11 1JR
- **Wem:** Edinburgh House, New Street, Wem, SY4 5DB

Related information

- [Pre-application advice - FAQ's](#)
- [Commenting on an application - FAQ's](#)
- [Land Charges FAQs](#)
- [Planning portal FAQs](#) 

Planning

[Applications](#)[Property and land](#)[Building work](#)[Policy](#)[Report a planning problem](#)[FAQs](#)[News](#)[? Do I need planning permission?](#)[? Get help with an application](#)[✎ Submit an application](#)[• Interested in an application?](#)[✎ Submit an appeal](#)[• The application process](#)

Interested in an application?

Enter a keyword, reference number or postcode

This will take you to the Public Access portal

Go

Planning


[Applications](#)
[Property and land](#)
[Building work](#)
[Policy](#)
[Report a planning problem](#)
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[• The application process](#)

Submit an application

The easiest way to submit an application is on-line via the Planning Portal.

Submit an Application »

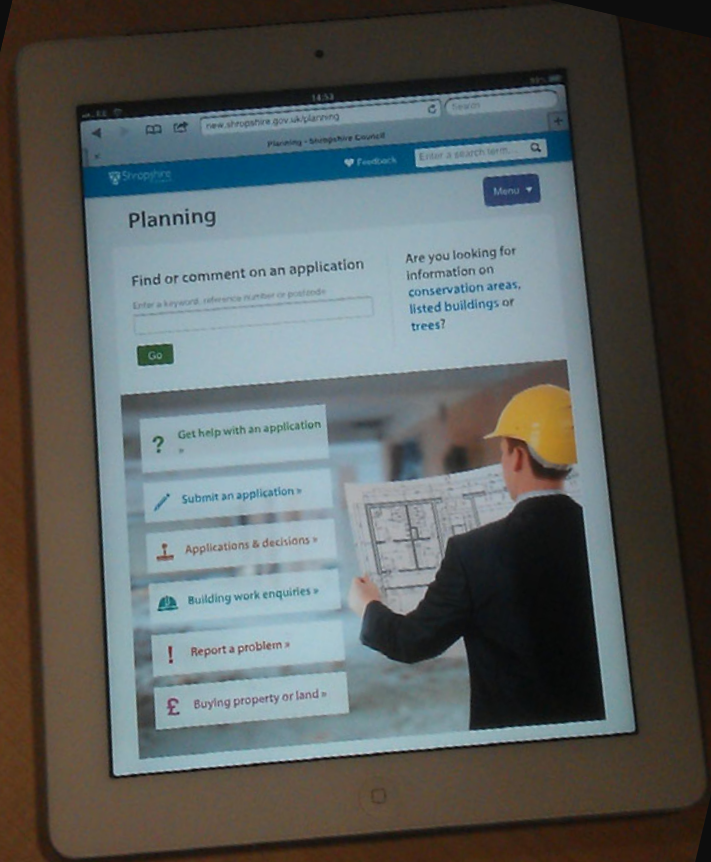
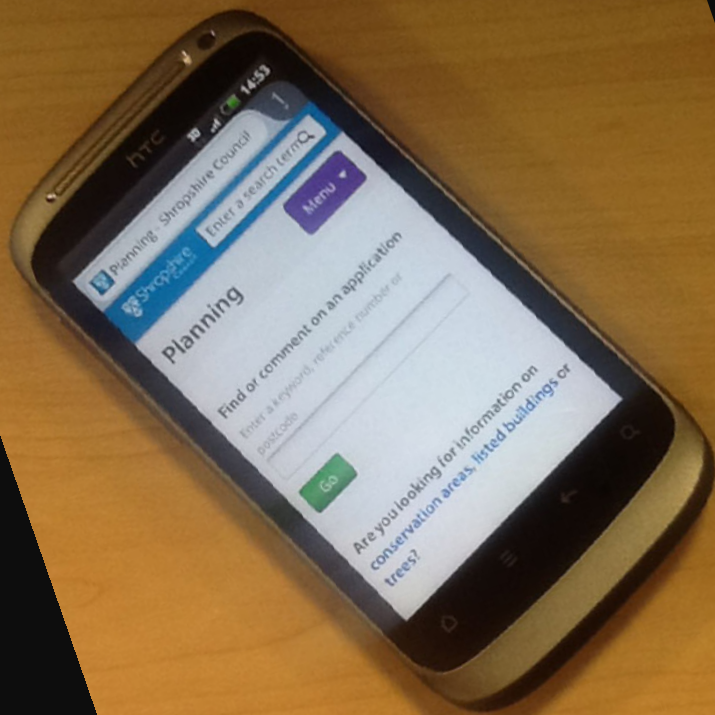
Related information

- [Things you need to send with your application](#)
- [Choosing an application](#)
- [Community Infrastructure Levy \(CIL\)](#)
- [Affordable Housing Contributions](#)

Applications can also be submitted directly to us. You may submit an application yourself, or, depending on the nature of the application, choose a professional agent to submit it for you.

Advice on how to submit an application yourself can be found on the [Planning Portal](#).

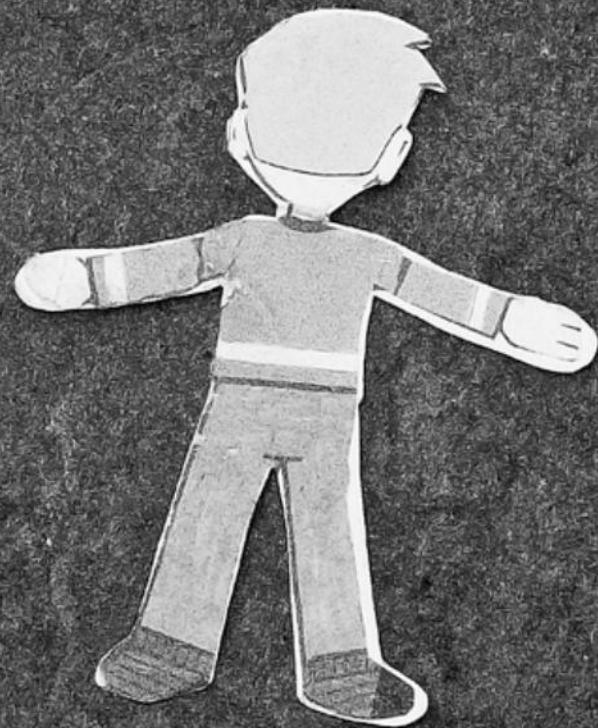
Responsive design



It wasn't always easy

Sometimes it was





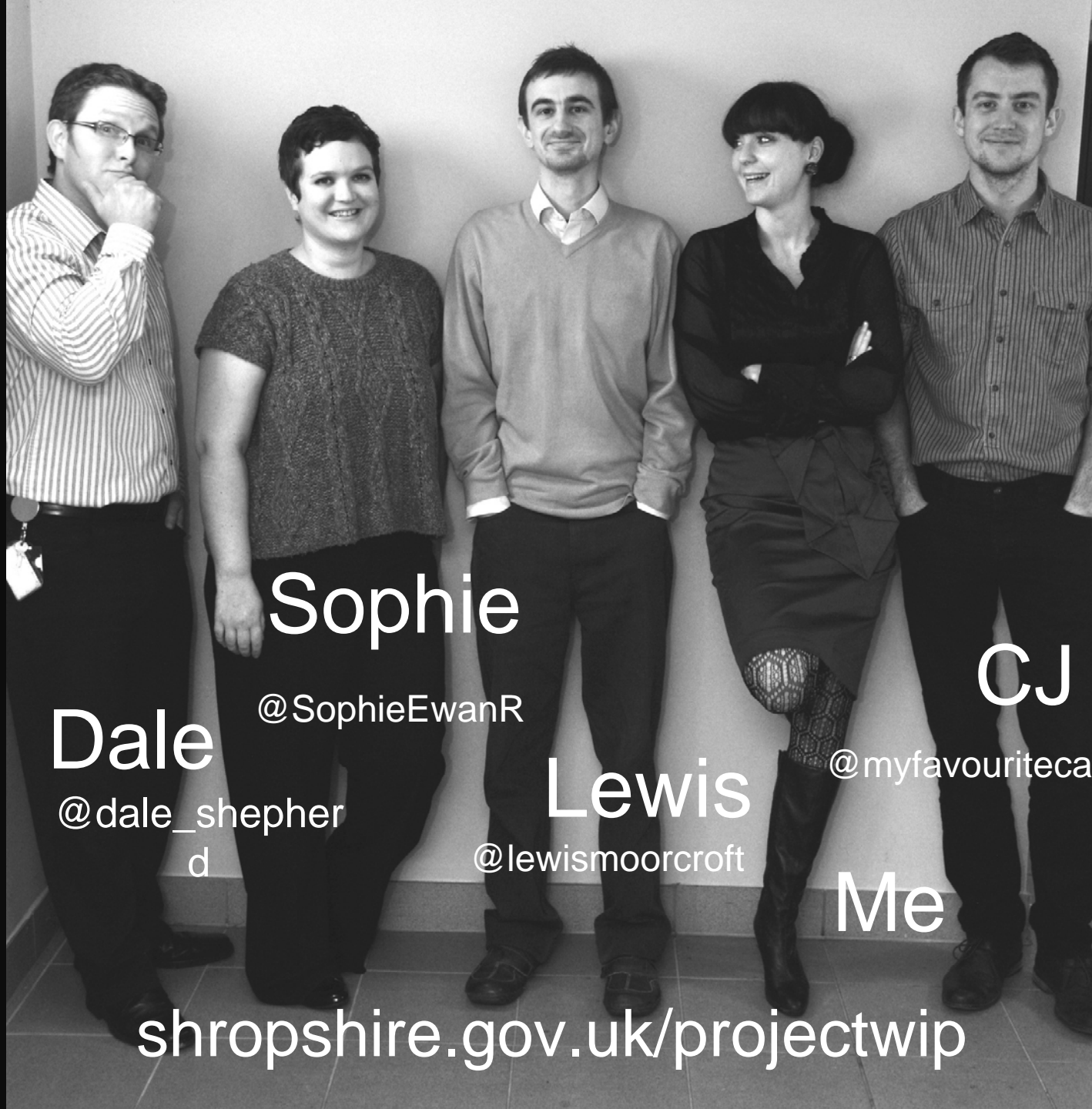
Process

Perform testing

WIN SECOND PRIZE
IN A BEAUTY CONTEST,
COLLECT £20, GO ON
TO TAKE PART IN
'BIG BROTHER' & OPEN
A LOCAL POUNDLAND.

Design for the USER
not the service area

Or at least try.



Dale

@dale_shepherd

Sophie

@SophieEwanR

Lewis

@lewismoorcroft

CJ

@myfavouritecake

Me

shropshire.gov.uk/projectwip

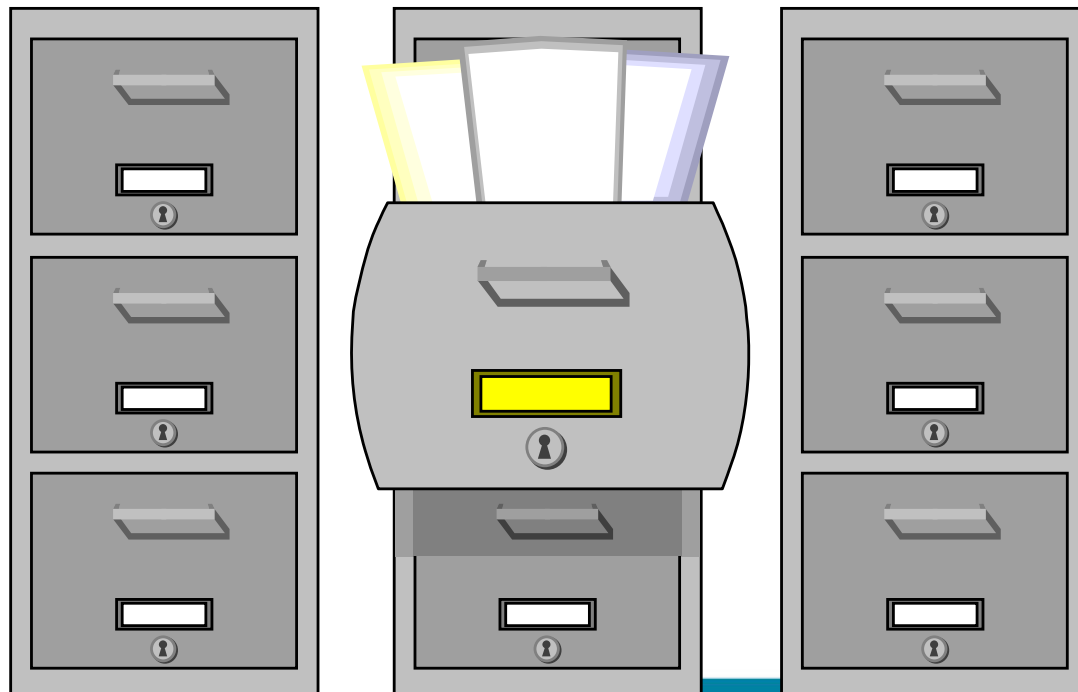
Credits

- <http://www.flickr.com/photos/pahudson/6819454104/> - 33/366 Sherlock Holmes– Paul Hudson
- <http://www.flickr.com/photos/21560098@N06/4505523496/sizes/m/in/photostream/> Nina Matthews A dream you dream alone is only a dream .A dream you dream together is reality
- <http://www.flickr.com/photos/s2ublack/6823238551/> He Just Couldn't Take It Any More
- – Stewart Black)
- <http://www.flickr.com/photos/puukibeach/7063564991/> 100/365 - Stuck In a Rut
- puukibeach's
- <http://timothyandersonart-illustration.blogspot.co.uk/> - The Good The Bad & The Ugly
- <http://www.flickr.com/photos/29224712@N08/4436827429/> Ideas never run out - adihrespati
- <http://creativecommons.org/licenses/by/2.0/> - Creative commons licence
- <http://creativecommons.org/licenses/by/2.0/deed.en> GB creative commons licence

Going Paperless

Linda Beckett
DM Team Leader

Familiar ?



The Journey

Where we started

Where we are now

How we have got there

Where are we going

Where we started

2010

Service Support, IT Team & Plans Processing Teams

Development Management Teams

3 weeks to validate an application

Application folders

Average of 47.9% of planning applications submitted via the
Planning Portal

Where we are now

2012

Development Management & Business Support Team

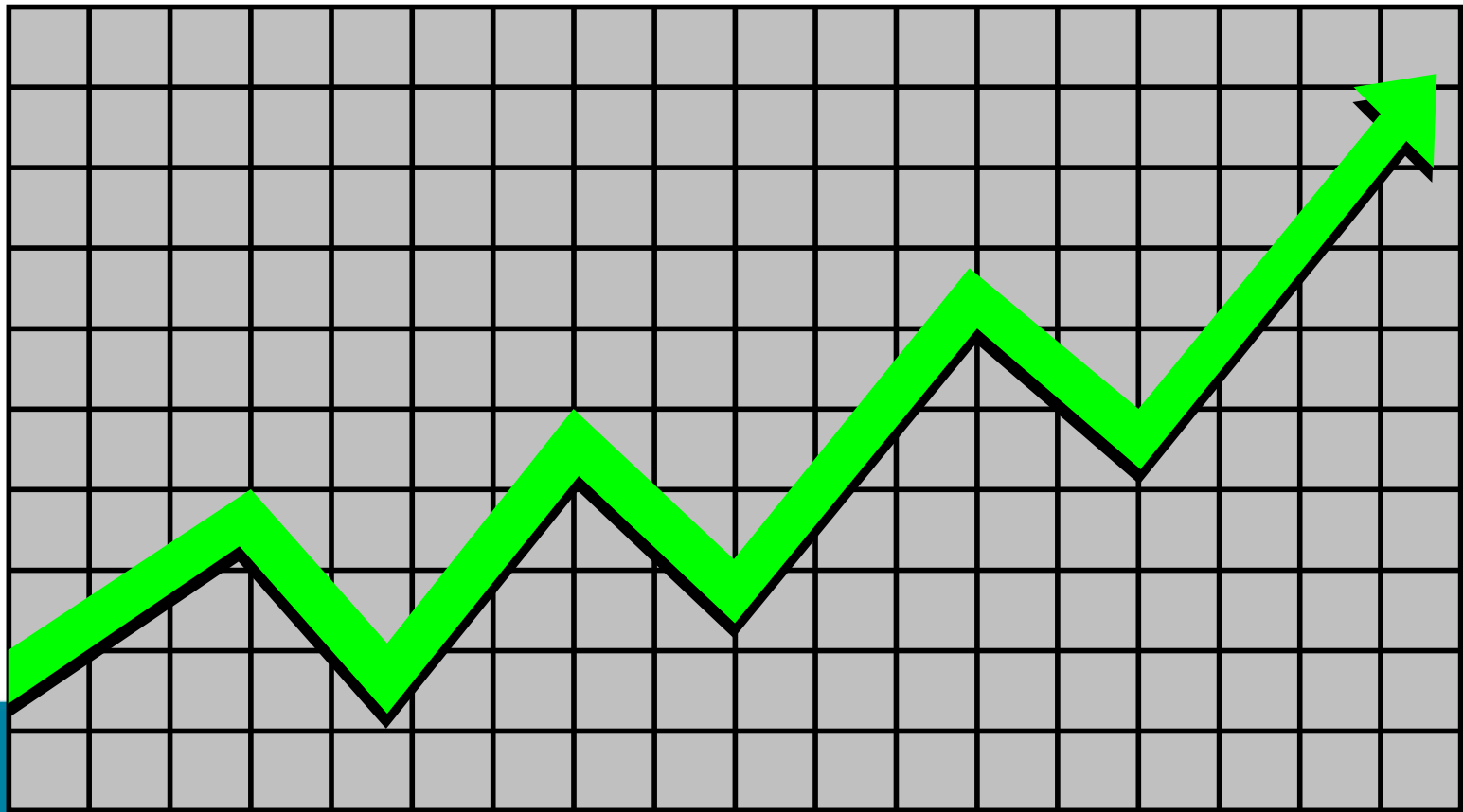
Centralised IT

3 to 5 days to validate an application

Average of 57% of applications submitted via the
Planning Portal

Smarter Planning Champions

One step forwards and two steps back?



How we have got there

Restructures

DM 'dog' wagging the IT & and Business Support tail !

PIG – refining & developing IT & processes

Investment in IT

Working with key consultees

Enforced use of 'Anite'

Website

Retrieval of Files

Constant review

Empowerment

Swift

Parish, Town Councils & Agents Forums

Training

Support from Planning Portal

Culture change

Where are we going

- Targeting 'key' agents
- Filing & back scanning
- Electronic storage capacity
- Electronic decision notices
- Electronic 'work-flow'
- Business case for additional resources

Any questions ?

Object to planning application

Helen Williams

Better connected reviewer

‘Customer top tasks’ – local government websites fit for the purpose



Customer top tasks

We believe that people come to council websites to find a piece of information or complete a transaction. In other words, they come to complete a task.

The website should be designed around this need. It should be easy and quick to do.

*From the organisation's viewpoint, it needs to know what the most frequently used tasks are and design the site to respond to these tasks, which we call **top tasks**.*

Better connected 2012

Customer journey for top tasks

- Dispose of **old bed**
- Find out opening times for **council tip**
- Reserve **library book**
- Apply for **council job**
- Find opening times for **local swimming pool**
- Find out about **free nursery places**
- Object to **planning application**
- Find out how to apply for **housing**
- Apply for older person's **bus pass**
- Pay **parking fine**
- Find out about getting **help at home**
- Report **pothole**
- Find help in starting **new business**
- Find out about **my councillor**

For each task

- **Ease of finding** (eg arrival from Google, use of search, A to Z, information architecture and landing pages)
- **Ease of completing** (step-by-step customer journey)

Success of each task

Task	Standard	Recommended
1 Pay parking fine	72%	36%
2 Find out opening times for council	64%	25%
3 Find out how to apply for housing	68%	20%
4 Find out about getting help at home	47%	19%
5 Find help in starting new business	41%	19%
6 Reserve a library book	53%	16%
7 Report pothole	40%	16%
8 Dispose of old bed	34%	16%
9 Apply for a council job	58%	15%
10 Find opening times for local swimming pool	48%	15%
11 Find out about free nursery places	34%	15%
12 Apply for older person's bus pass	64%	12%
13 Object to planning application	32%	12%
14 Find out about my councillor	47%	7%

Tasks re planning applications

- Problem lies in software that is not very usable for general public
- Or has been poorly integrated
- Or is a mixture of both

New era symbolised by launch of GDS

- Focus on meeting user needs (not building websites!)
- Be obsessed with user feedback and constant user testing
- Prioritise common case (not the exception)
- Achieve consistent user experience for all parts of online government

Highlights from *Website take-up service*

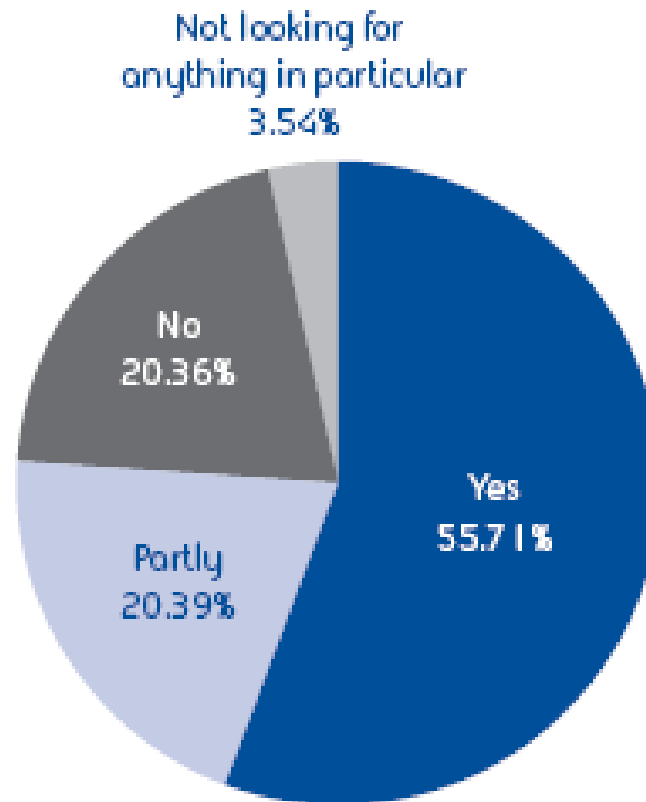
Results from 2011



Q3 What was the main service area that you were interested in today

Main reasons to visit	% of total
1. Rubbish and recycling	10.69%
2. Libraries	8.62%
3. Job vacancies	7.48%
4. Leisure facilities	6.93%
5. Schools/youth	5.77%
6. Planning	5.44%
7. Council tax	5.19%
8. Housing	4.52%
9. Family history	4.14%
10. Transport and buses	3.72%

Q5 Did you find what you were looking for today?



Visit failure by service

Libraries	13.07	Social care	20.47
Events information	14.24	Health	21.56
Council tax	14.90	Adult/further education	21.73
Leisure facilities	15.13	Highways	22.11
Rubbish and recycling	16.04	Transport and buses	22.39
Schools/youth	16.37	Electoral register	23.65
Environmental health	18.97	Housing	23.93
Council business	19.44	Parking	24.29
Job vacancies	20.04	Planning	30.40
Business	20.28	Family history	32.72

Visit failure by frequency of visit (Planning)

Daily	20.0%
Several times in month	29.2%
Monthly	26.0%
Every few months	23.9%
Very rarely	33.9%
First time visitor	38.7%

Source: Feb/Mar 2012

The planning task

- Object to a planning application: 18 questions
- Routes - can I get to the right page via Google, site search, navigational tree, A-Z etc.
- Quality of information - do I have all the relevant information to make an objection

Process of commenting

- Signposting to view application online
- Signposting to online comment form
- Guidance on what may be taken into consideration
- What will happen to your comments: next steps and warnings

Planning system questions

- Q96 Is a link provided for viewing all current applications?
- Q97 When viewing a current application, am I informed that I can comment on it?
- Q98 When viewing a current application and preparing to submit comments, is guidance provided about permitted grounds for objection to an application?
- Q99 Is it clear that any comments I submit will be published, along with my name, and available for inspection by any interested party?
- Q100 Is it clear how I might obtain assistance if required
- Q102 Was a useful map presented to me during the completion of this task?
- Q103 Were all the relevant pieces of information linked together to make a smooth, coherent journey?

Planning software performance


Product	No of customers	Market share	Ticks (average)	Rating (average)
Fastweb	12	4%	70%	2.25
ApplicationSearchServlet	11	4%	51%	2.00
Ocella	11	4%	38%	1.82
SwiftLG	16	6%	45%	1.75
Planning Explorer	21	7%	43%	1.71
PlanetApplicationEnquiry	3	1%	48%	1.67
WAM	8	3%	41%	1.63
AcolNet	25	9%	39%	1.60
Public Access	172	60%	52%	1.55
GFPlanningsearch	8	3%	29%	1.13
Total	287	100%	45%	1.71

Councils using Fastweb

- Craven DC
- Eastleigh BC
- Eden DC
- Harlow DC
- Mansfield DC
- Neath Port Talbot CBC
- North Devon DC
- Rugby BC
- South Lakeland DC
- LB Sutton
- Welwyn Hatfield DC
- Wyre Forest DC

Q96 Is a link provided for viewing all current applications?

Accessibility options: [Skip Navigation](#) | [Accessibility help](#)



Planning applications register

[Contact Us](#)
[A - Z](#)

[Home](#)
[Planning and Development](#)

- Planning
 - [Search for Planning Applications](#)
 - Applying for Planning Permission
 - Planning Control Breaches
 - Planning Application Forms
 - Contact Development Control
 - Advice before making a planning application
 - When do I need planning permission?
 - Commenting on a planning application
 - Planning Application Fees
 - Frequently Asked Questions
 - Planning Publications

What do you want to do?

- [View current applications](#)
- [Comment on a current application](#)
- [View applications decided](#)
- [View the progress of an application](#)
- [View current appeals](#)

Weekly lists

- [Weekly List of Applications received](#)
- [Weekly List of Decisions made](#)

There are no details of applications prior to 1988 in this system. [Contact Development Control](#) if you require information on any of these.

All data supplied within this system is taken from a live database and is current.

Eden District Council aims to publish all planning application documentation online within five working days

Search planning applications

Planning Application Number:

Site Address (1st Line):


Post Code:

[Search](#)

More search options available in the [advanced search](#)

<http://www.eden.gov.uk/planning-and-development/planning/search-for-pla...>

Q96 Is a link provided for viewing all current applications?



EREWASH Erewash Online
...driving for success

A-Z of council services A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Tel: 0845 907 2244 | email: enquiries@erewash.gov.uk | [Site map](#)

Home <

Planning and buildings

Development control >

Building regulations >


Planning policy >


Land searches >


Search 2005-2010 applications >


Fees >

External services

 Public services all in one place







Search for Planning Applications

Please do not use the back or forward buttons on your browser. Instead please use any provided 'back' option within the website form(s). If there is no 'back' option available please use the 'cancel' option.

When searching on an address or description, an asterisk (*) should be entered on either side of the search phrase, e.g. *Nottingham Road* or *extension*.

Search **Cancel** **Clear**

Application Reference ERE/

Application Description

House Name

House No

Address Line 1

Address Line 2

Address Line 3

Postcode

Search **Cancel** **Clear**

Q96 Is a link provided for viewing all current applications?

Barnsley Council online

Home > Planning Explorer

Application Searches - Other Criteria

Use this screen to search for planning applications using a combination of search criteria.
To search you can enter values in more than one field if required and the search will return all records that meet the criteria set.
None of the fields are case sensitive. Using the 'Date Search' dates can be selected by typing in the format "21-09-2005".

Search Criteria

Application Number	<input type="text"/>
Applicant Name	<input type="text"/>
Property Number	<input type="text"/>
Street Name	<input type="text" value=" < all >"/>
Proposal Key Word	<input type="text"/>
Ward	<input type="text" value=" < all >"/>
Parish	<input type="text" value=" < all >"/>
Locality	<input type="text"/>
Application Type	<input type="text" value=" < all >"/>
Status	<input type="text" value=" < all >"/>
Agent Name	<input type="text"/>

Date Search

Search Date Type	<input type="text" value="Date Received"/>
Search Dates by Months	<input type="radio"/>
Set Number Of Months	<input type="text" value="1"/>
Search Dates by Days	<input type="radio"/>
Set Number Of Days	<input type="text" value="1"/>
Search Between Dates	<input type="radio"/>
Set Date Range FROM	<input type="text"/>
Set Date Range TO	<input type="text"/>
Dates Not Applicable	<input checked="" type="radio"/>

Search

Planning Explorer

List of other Planning Explorer search screens

- [Planning Explorer Home](#)
- [New Applications Registered](#)
- [Application Number Search](#)
- [Recent Decisions](#)
- [By Applicant](#)
- [By Agent](#)
- [Application Search](#)
- [Undecided Applications](#)
- [Case Officer](#)
- [Planning Appeals](#)
- [Useful Links](#)
- [Keywords](#)

Q96 Is a link provided for viewing all current applications

The screenshot shows the 'EDINBURGH THE CITY OF EDINBURGH COUNCIL' website. The main heading is 'Planning and Building Standards Online Services'. Below this, there are tabs for 'Search', 'My Profile', 'Login', and 'Register'. The 'Search' tab is active, showing a 'Simple Search' section. The search criteria are set to 'Applications' (selected), 'Appeals', and 'Enforcements'. A text input field is provided for entering a keyword, reference number, postcode, or single line of an address. A 'Search' button is located next to the input field. The page also features a 'Contact Us' link, a 'To the top' button, and social media links for Twitter, Facebook, YouTube, and RSS. The footer contains contact information: Telephone: 0131 200 2323, Email: justask@edinburgh.gov.uk, and links to Location map, Terms and disclaimer, and Privacy. Copyright is attributed to the City of Edinburgh Council.

Skip to content | Site map | Accessibility

Events | News centre

SEARCH

Home > Planning and Building Standards > Planning and Building Standards Online Services

Planning and Building Standards Online Services

Search My Profile Login Register

Planning » Simple Search

Search for Planning Applications, Appeals and Enforcements by keyword, application reference, postcode or by a single line of an address.

Simple Advanced Weekly / Monthly Lists Property Map

Search for:

☒ Applications ☐ Appeals ☐ Enforcements

Enter a keyword, reference number, postcode or single line of an address.

Search

an idox solution

Contact Us


To the top

Follow us... Share with us...

Telephone: 0131 200 2323 | Email: justask@edinburgh.gov.uk | Emergency contacts | Location map | Terms and disclaimer | Privacy

© City of Edinburgh Council

Q97 Am I informed that I can comment on an application if it is still open for consultation?


Planning applications register
[Contact Us](#)
[A - Z](#)

Planning applications - search results

The search has resulted in the following number of planning applications: 287

To see details or view the progress of a planning application or to comment on it (where applicable), please click on the appropriate button:

App. No.:	12/0416	Site Address:	ROSE BANK GRAHAM STREET PENRITH CA11 9LB	View Details
Description:	1. Fell 3 dead trees; 2. Prune 2 trees to reduce shading to neighbours; in Penrith New Streets Conservation Area.			View Progress
Received Date:	10/05/2012	Decision Sent Date:		Comment
		Decision Date:		
App. No.:	12/0409	Site Address:	THE VICARAGE MORLAND PENRITH CA10 3AX	View Details
Description:	Non-material amendment to application 10/0705 comprising of reduction in size and orientation of plot 2 and realignment of eastern boundary of plot 3.			View Progress
				Comment

Q97 Am I informed that I can comment on an application if it is still open for consultation?

Home

Planning and buildings

Development control

Building regulations

Planning policy

Land searches

Search 2005-2010 applications

Fees

External services

Directgov

PLANNING PORTAL

online.planning offices.co.uk

Home-Options

Get Safe Online

digitaluk

Details of Planning Application

Please do not use the back or forward buttons on your browser. Instead please use any provided 'back' option within the website form(s). If there is no 'back' option available please use the 'cancel' option.

Back Cancel New Search Documents

Below are the application details for case 025602:

ADDRESS DETAILS

House Name	
House No	8
Address Line 1	Grange Avenue
Address Line 2	Breaston
Address Line 3	Derbyshire
Postcode	DE72 3BX
Ward	Breaston
Parish	Breaston

[Show Postcode in Google Maps \(in New Window\)](#)

CASE DETAILS

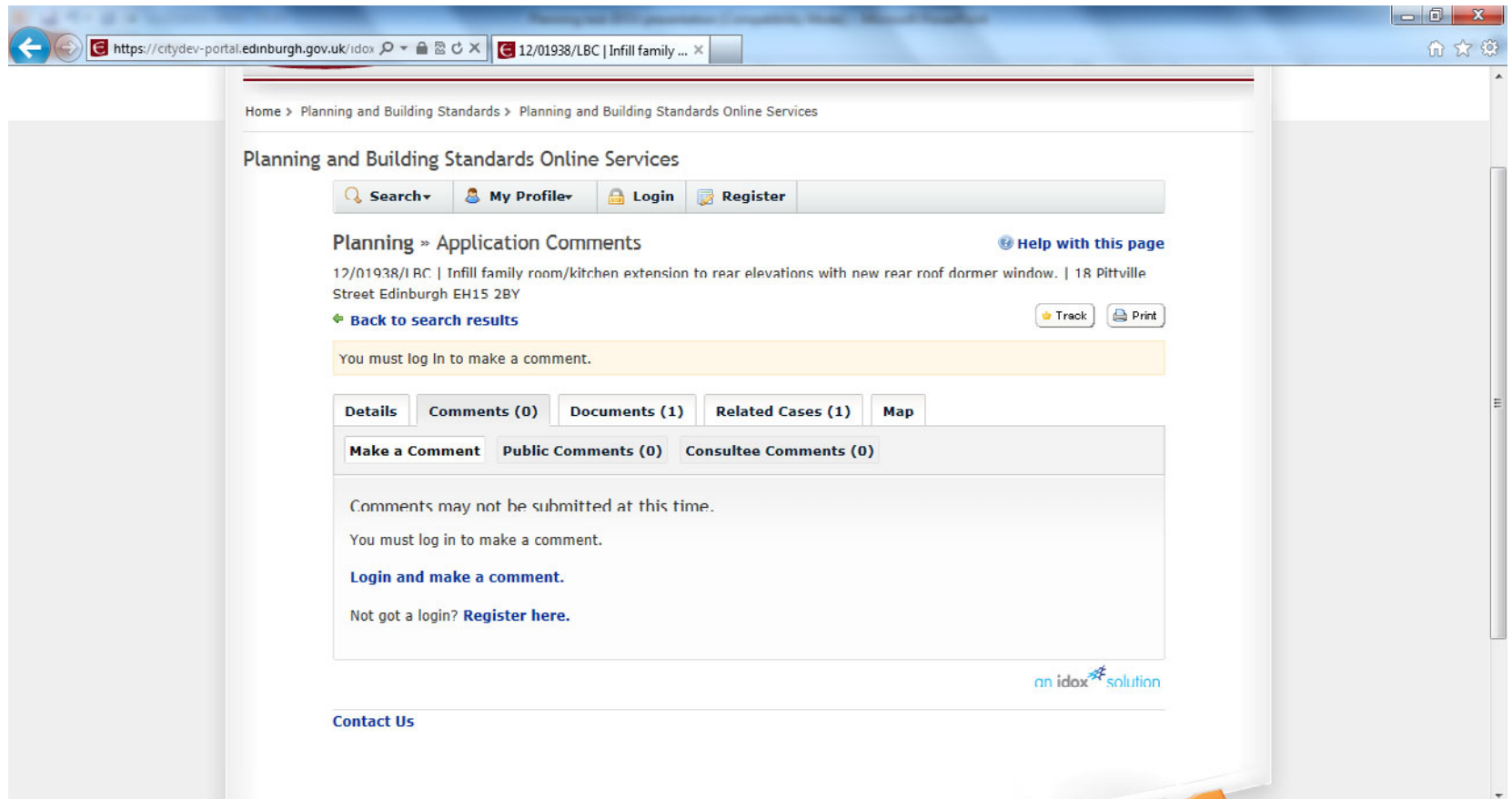
Web Search Reference	025602
Application Reference	0412/0040
ERE/	
Application Description	ERECTION OF A SINGLE-STOREY TIMBER ANNEX WITH STORAGE AREA
Application Type	Full Planning (Alts, exts etc)
Officer	Kenny Dhillon
Valid Date	27/04/2012
Consultee Finish Date	
8 Week Determination Date	22/06/2012

Q22 Am I informed that I can comment on an application if it is still open for consultation?

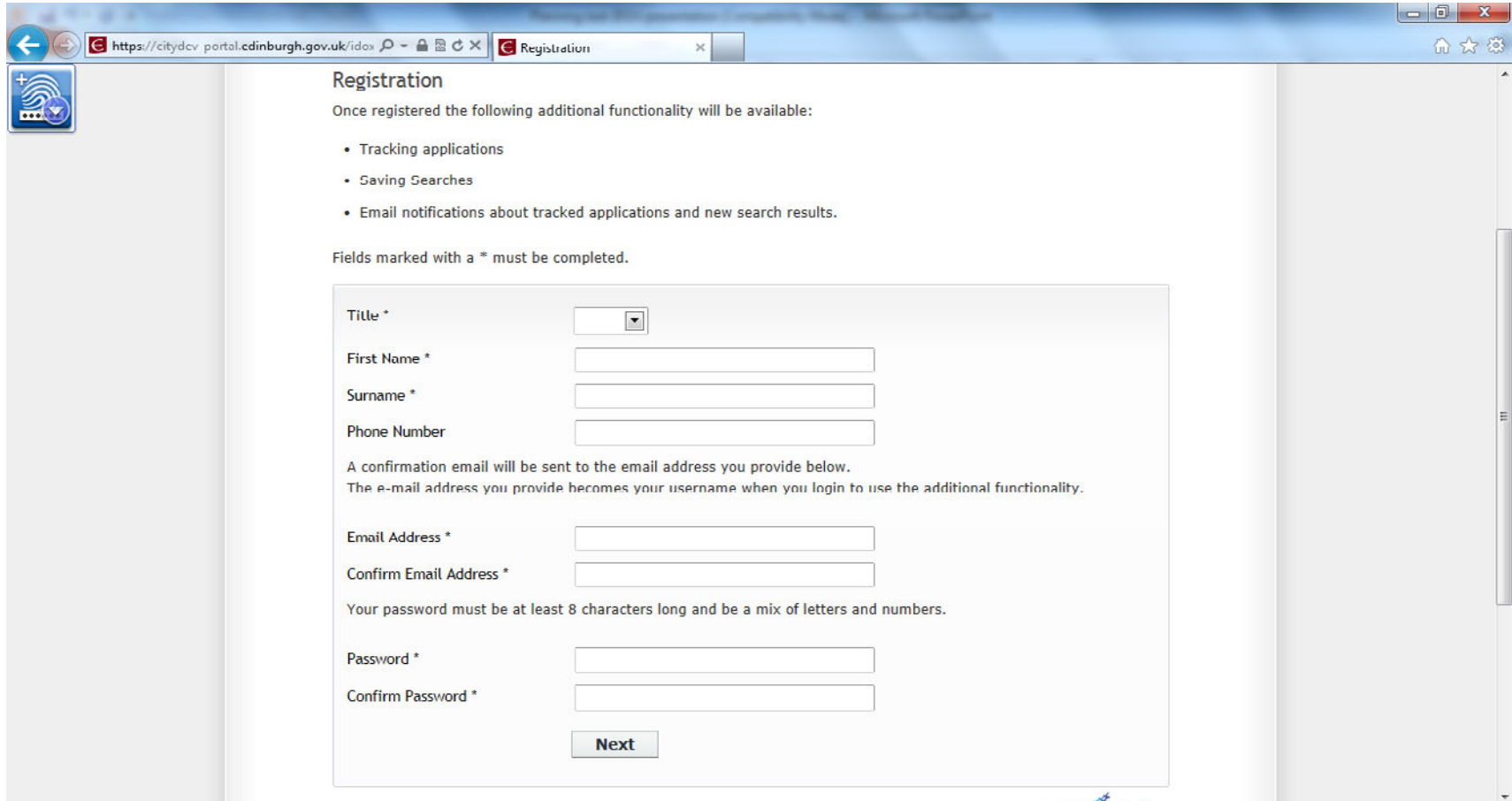
The screenshot shows a web browser window with the URL <https://citydev-portal.edinburgh.gov.uk/idos>. The page is the Edinburgh City Council's Planning and Building Standards Online Services. It displays the summary for application 12/01938/LBC, which is for an infill family room/kitchen extension. The application was received on 31 May 2012. A message states: "You must log in to make a comment." The page includes tabs for Details, Comments (0), Documents (1), Related Cases (1), and Map. Below these are sub-tabs for Summary, Further Information, Contacts, and Important Dates. A table provides key details about the application.

Reference	12/01938/LBC
Alternative Reference	Not Available
Application Received	Thu 31 May 2012
Address	18 Pittville Street Edinburgh EH15 2BY
Proposal	Infill family room/kitchen extension to rear elevations with new rear roof dormer window.

Make a comment



Registration page



The screenshot shows a web browser window with the address bar displaying <https://citydev.portal.edinburgh.gov.uk/idx>. The page title is "Registration". On the left side of the page, there is a vertical sidebar containing a blue icon of a fingerprint scanner. The main content area is titled "Registration" and contains the following text: "Once registered the following additional functionality will be available:" followed by a bulleted list: "Tracking applications", "Saving Searches", and "Email notifications about tracked applications and new search results." Below this list, it states: "Fields marked with a * must be completed." The registration form itself is enclosed in a light gray box and includes the following fields: "Title *" (a dropdown menu), "First Name *" (a text input field), "Surname *" (a text input field), "Phone Number" (a text input field), "Email Address *" (a text input field), "Confirm Email Address *" (a text input field), "Password *" (a text input field), and "Confirm Password *" (a text input field). Below the password fields, there is a note: "Your password must be at least 8 characters long and be a mix of letters and numbers." At the bottom of the form is a "Next" button. The browser window also shows standard navigation buttons (back, forward, home, star, settings) and a small "Registration" tab.

Registration

Once registered the following additional functionality will be available:

- Tracking applications
- Saving Searches
- Email notifications about tracked applications and new search results.

Fields marked with a * must be completed.

Title *

First Name *

Surname *

Phone Number

A confirmation email will be sent to the email address you provide below.
The e-mail address you provide becomes your username when you login to use the additional functionality.

Email Address *

Confirm Email Address *

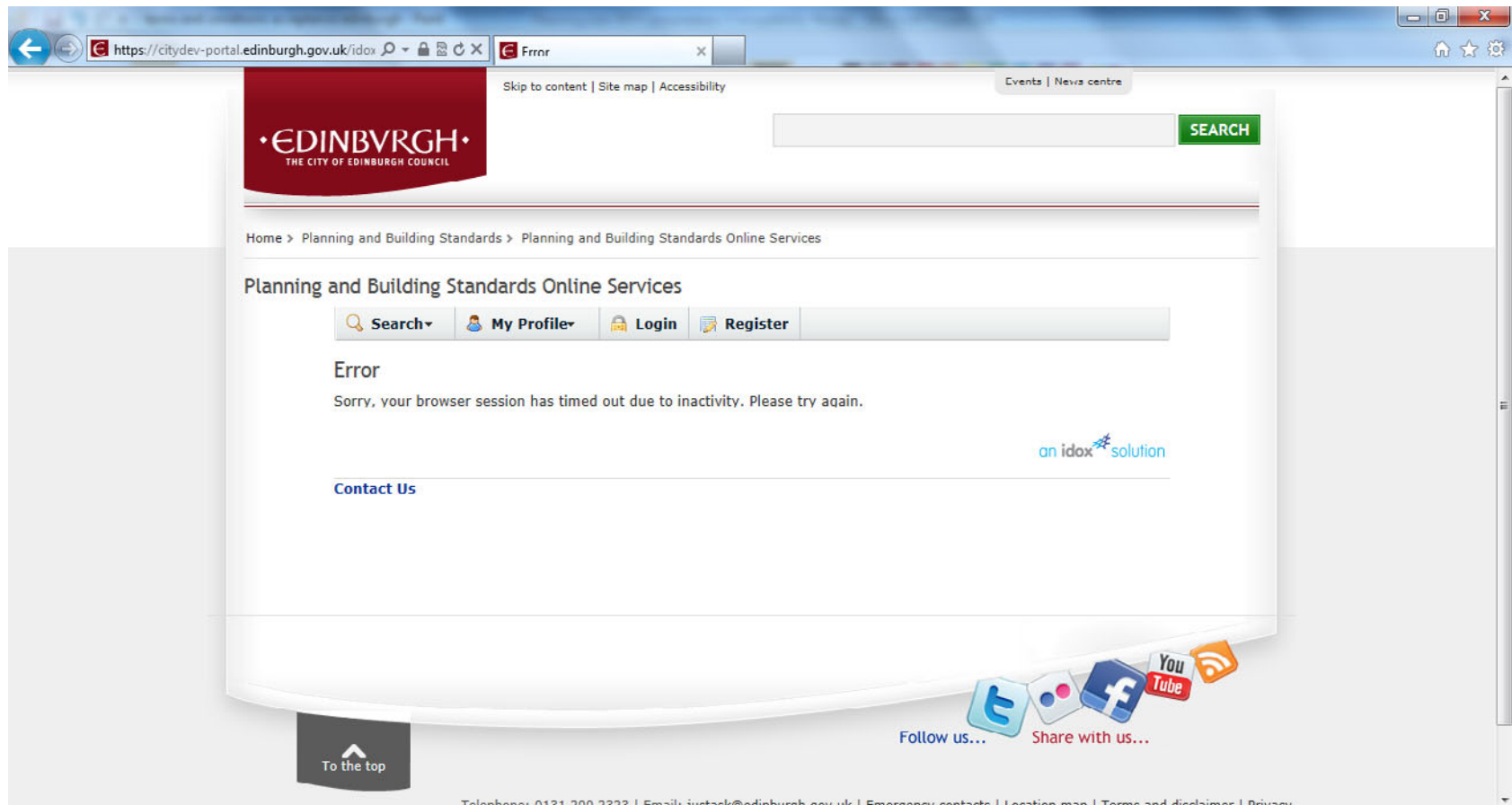
Your password must be at least 8 characters long and be a mix of letters and numbers.

Password *

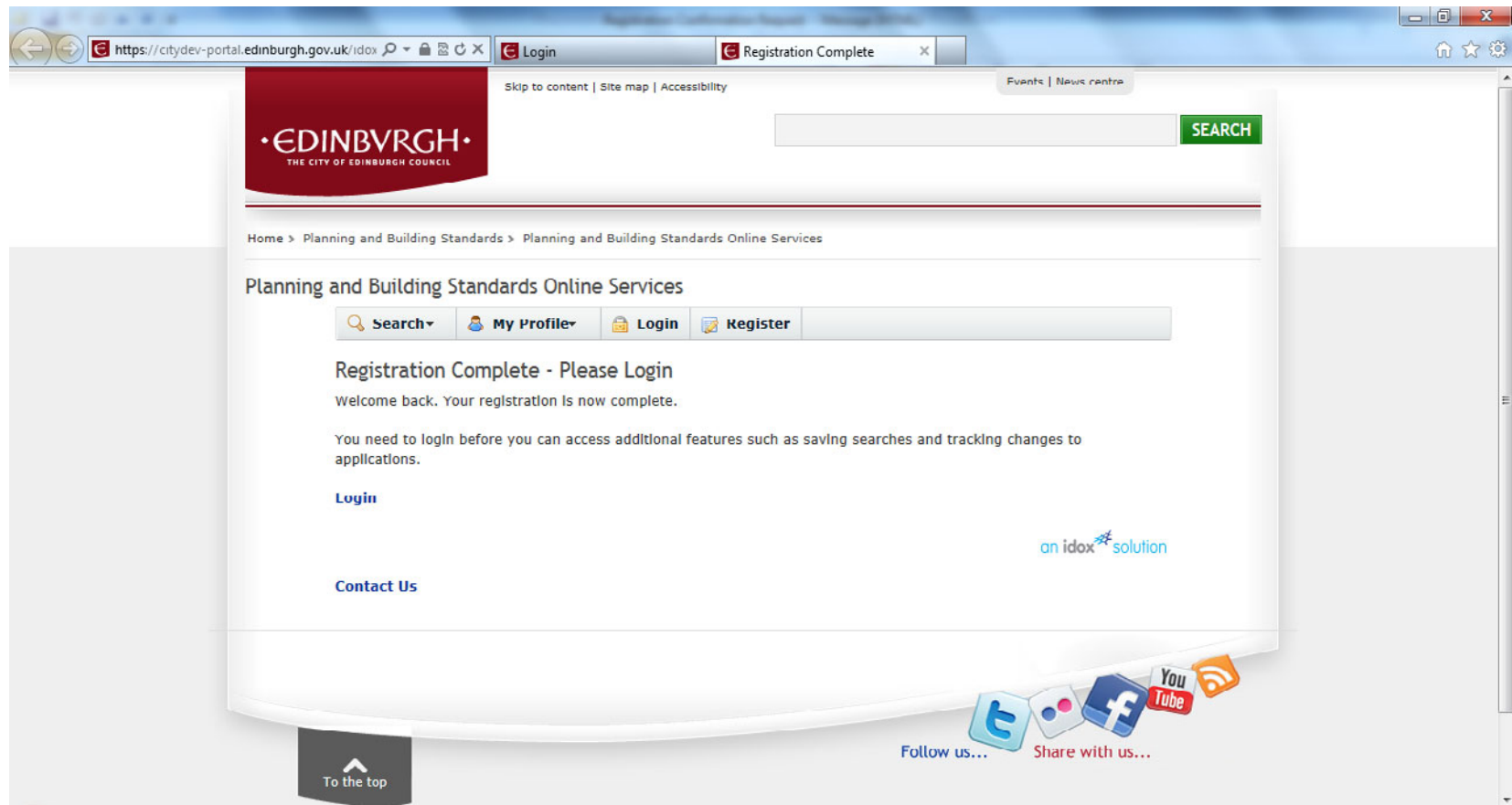
Confirm Password *

Next

Time out, every time



Registration success!



Logged in

The screenshot shows a web browser window with the URL <https://citydev-portal.edinburgh.gov.uk/idx>. The page is titled "My Profile » Profile Details". The header includes the Edinburgh City Council logo and a search bar. The main content area shows the user's profile details, including name, email, phone number, and address. The user is logged in as Helen Williams.

EDINBURGH
THE CITY OF EDINBURGH COUNCIL

Home > Planning and Building Standards > Planning and Building Standards Online Services

Planning and Building Standards Online Services

Search My Profile Logout (Helen Williams)

My Profile » Profile Details

Profile Details Saved Searches Notified Applications Tracked Applications

Change Password Update Personal Details Delete Profile

Name	Mrs Helen Williams
Email	helen.williams@socitm.net
Phone Number	01684830095
Address	Micklefield Farm Upton-upon-Severn WR8 0RW

an idox solution

[Contact Us](#)

Comment form

The screenshot shows a web browser window with the URL <https://citydev-portal.edinburgh.gov.uk/idx>. The page title is "12/01938/LBC | Infill family ...". The browser's address bar shows "Login".

The main content area has a tabbed interface with three tabs: "Make a Comment", "Public Comments (0)", and "Consultee Comments (0)". The "Make a Comment" tab is active.

Below the tabs, the text "Make a Comment" is followed by a note: "Comments will be made public when the report or application has been completed."

A table displays application details:

Application Reference:	12/01938/LBC
Address:	18 Pittville Street Edinburgh EH15 2BV
Proposal:	Infill family room/kitchen extension to rear elevations with new rear roof dormer window.
Case Officer:	Daniel Lodge

Below the table, a link says: "Are your personal details correct? Click to [update my personal details](#)."

The form fields are as follows:

- Your Title: *
- Your First Name: *
- Your Surname: *
- Your Address: *
- Your Tel. No.
- Your Email Address:
- Commentor Type: *
- Stance: * ☐ Object ☐ Support ☐ Neutral
- Reason for comment: ☐ Councillor's Reference
- Your Comment:
- ☐ Send me an email confirming my comments

Q98 Is guidance provided at the appropriate step about permitted grounds for objection to an application?

Comment on planning applications

Planning Application Number:	12/0416
Site Address:	ROSE BANK GRAHAM STREET PENRITH CA11 9LB
Description:	1. Fell 3 dead trees; 2. Prune 2 trees to reduce shading to neighbours; in Penrith New Streets Conservation Area.

[More information on how to comment](#)

All the fields must be completed before your comments will be accepted.

Name:	<input type="text"/>	Address:	<input type="text"/>
Email Address:	<input type="text"/>		
Type of comment <input type="radio"/> Object <input type="radio"/> Support <input checked="" type="radio"/> Observation			

IMPORTANT: Any correspondence we receive about an application (or telephone conversations which are noted) are **NOT CONFIDENTIAL** and can be seen by anybody, including the applicant or other neighbours. Therefore, please avoid writing anything you do not wish to be available for public inspection. Also, if a planning application is to be considered by a Committee of the Council, any comments received will be summarised in a publicly available report submitted to that Committee.

Please write your comments in the space below:

Do you wish to submit this comment (You must write Yes into this box to continue):

[Submit](#)

Q98 Is it clear that any comments you submit will be published, along with your name...

Comment on planning applications

Planning Application Number:	12/0416
Site Address:	ROSE BANK GRAHAM STREET PENRITH CA11 9LB
Description:	1. Fell 3 dead trees; 2. Prune 2 trees to reduce shading to neighbours; in Penrith New Streets Conservation Area.

[More information on how to comment](#)

All the fields must be completed before your comments will be accepted.

Name: Address:

Email Address:

Type of comment
☐ Object ☐ Support ☒ Observation

IMPORTANT: Any correspondence we receive about an application (or telephone conversations which are noted) are **NOT CONFIDENTIAL** and can be seen by anybody, including the applicant or other neighbours. Therefore, please avoid writing anything you do not wish to be available for public inspection. Also, if a planning application is to be considered by a Committee of the Council, any comments received will be summarised in a publicly available report submitted to that Committee.

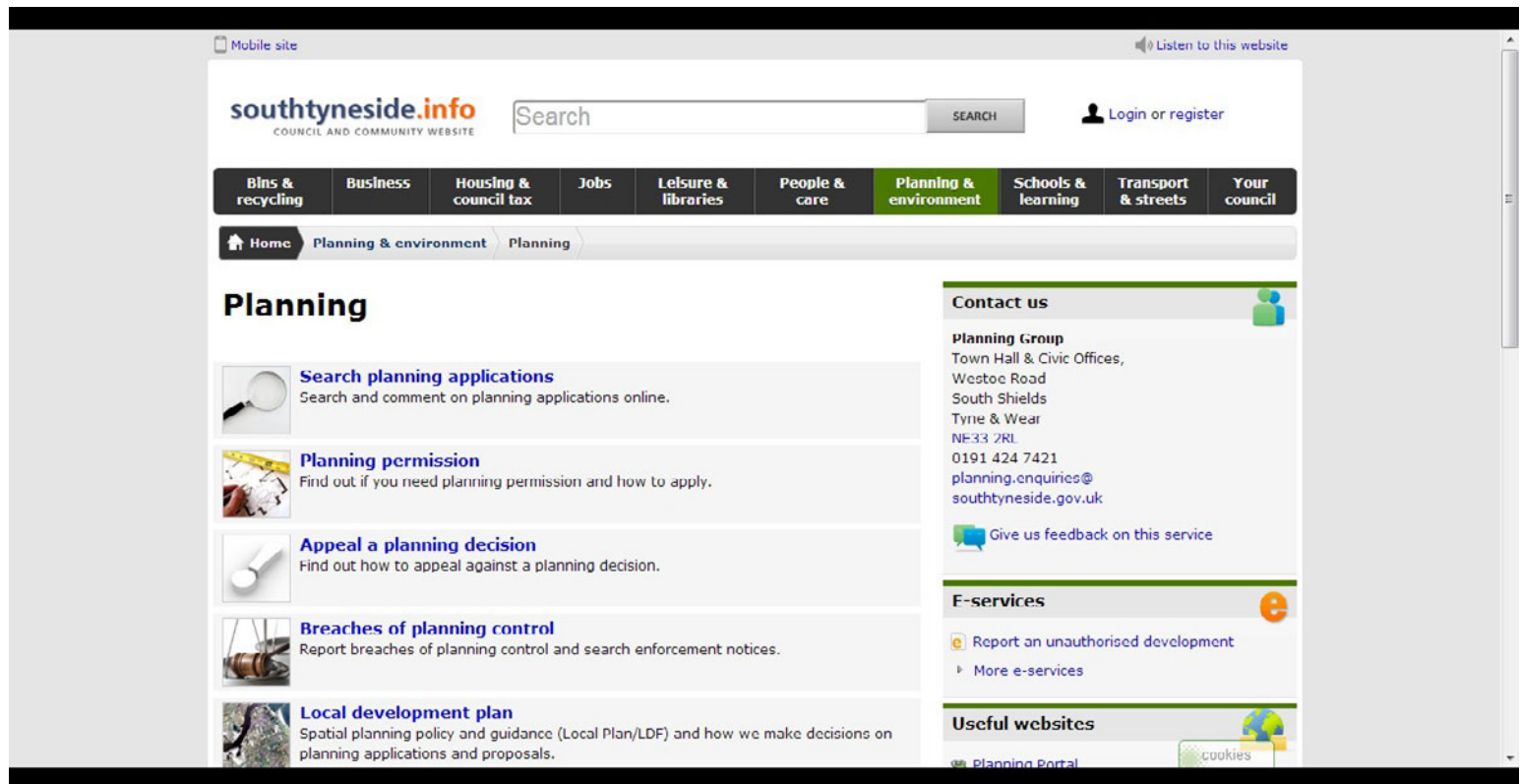
Please write your comments in the space below:

Do you wish to submit this comment (You must write Yes into this box to continue):

South Tyneside reviewer comment

- Could not fail to miss this signposting from the landing page; the first link presented was 'search and comment on planning applications.'
- Clear statement provided saying that if the application was open for comment I would see the 'comment on this application' link within the application itself.
- Lots of useful quick links for finding new planning applications, recently decided, even a useful map where I could click on an application number and be taken straight to the application

South Tyneside landing page



Edinburgh landing page

The screenshot shows the Edinburgh City Council website. The header features the council's logo and a navigation menu with links like Home, Services A-Z, Contact us, Pay it, Request it, Report it, and Have your say. A search bar is located in the top right corner. The main content area is titled 'View and comment on a planning application' and includes a breadcrumb trail: Home > Planning and the environment > Planning and building standards > Planning - applications, warrants and certificates > View and comment on a planning application. A sidebar on the left lists various topics, with 'Planning and the environment' and 'Planning and building standards' highlighted. The main text explains how to view a planning application, providing a list of steps: use the application search service, enter a reference number or keyword, click search, and select the application. It also mentions an advanced search option for large result sets and a comment online feature. A green button encourages users to 'View, comment and submit planning applications online'. A 'Planning helpdesk' section at the bottom right provides contact information for Waverley Court, 4 East Market Street, Edinburgh, EH8 8BG.

EDINBURGH
THE CITY OF EDINBURGH COUNCIL

Home Services A-Z Contact us Pay it Request it Report it Have your say

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Browse by Topic

- About your Council
- Business and trade
- Community life and leisure
- Education and learning
- Housing
- Jobs and employment
- Law and licensing
- Planning and the environment
- Animal welfare and pest control
- Conservation
- Countryside, farming and wildlife
- Emergencies
- Environmental education
- Environmental health
- Land and property
- Marine and waterway services
- Parks, gardens and open spaces
- ▼ Planning and building standards
- Building standards - building regulations
- Building standards -

Home > Planning and the environment > Planning and building standards > Planning - applications, warrants and certificates > View and comment on a planning application

View and comment on a planning application

Page 1 of 2 >

How to view a planning application


Viewing an application

You can view valid planning applications and associated documents online.

- Use the [application search on the Planning and Building Standards online service](#)
- Enter your reference number or a keyword such as the street name
- Click search
- Select the application you are interested in

If your search returns a large number of results, you can use the [advanced planning application search](#) to refine your search.

You can also register to [comment online](#). It only takes a couple of minutes and will also allow you to track applications and save searches.

 Give us your feedback on our website

View, comment and submit planning applications online

Planning helpdesk

Waverley Court, 4 East Market Street, Edinburgh, EH8 8BG
Tel: 0131 528 3550

South Cambs landing page



South Cambs landing page

Certificate of Appropriate Development: CD

Variation of Condition - VC

The Queen's Diamond Jubilee - June 2012

See below for advice on the need for planning permission to celebrate the Queen's Jubilee.

The Queen's Diamond Jubilee 2012

See below for the organisation staff charts for building control, planning and new communities.

Organisation Charts - Building Control, Planning & New Communities

The planning service offers five main functions:



Planning Policy

Prepares the [Local Development Framework](#) (previously the Local Plan) which sets out planning policies that guide the development and use of land in the district.

For more information, visit:

- [LDF News](#) - for the latest information on the preparation of the Local Development Framework
- [Local Development Framework \(LDF\)](#) - for information on Development Plan Documents (DPDs), Area Action Plans (AAPs) and the Proposals Map
- [Supplementary Planning Documents \(SPDs\)](#)



Development Control

Implements planning policy through the processing of planning applications:

- [view planning applications](#) and [planning appeals](#)
- [seek general planning advice](#) and [pre-application advice](#)
- [find out if you need planning permission](#) for your development
- [submit a planning application online](#) or [download planning application forms](#)

You can also find out about:

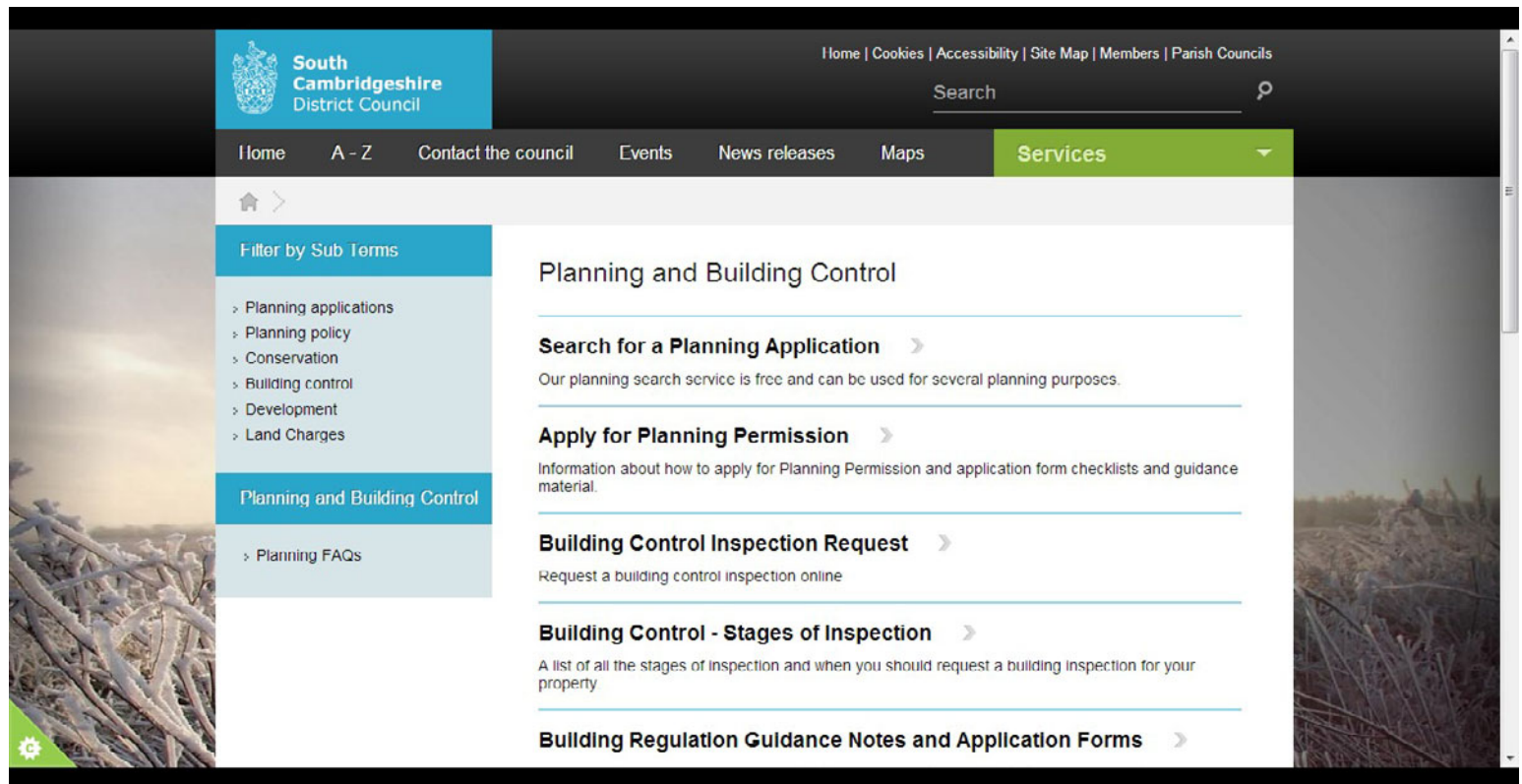
- [making a complaint about a development](#)
- [Section 106 Contributions](#) - what are they and how do they work?

- › [How can I inspect a planning application?](#)
- › [How long does a planning application take to process?](#)
- › [More planning FAQs](#)

EXTERNAL LINKS

- › [Planning Portal](#)
- › [Planning Aid](#)
- › [Town & Country Planning Act 1990](#)
- › [Planning Obligations Circular 2005](#)
- › [Planning Act 2008](#)
- › [Community Infrastructure Levy Regulations 2010](#)
- › [Planning Portal advice on planning appeals](#)

South Cambs new landing page



South Cambs planning system

PLANNING APPLICATIONS - LAND AND PROPERTY ADMINISTRATION

Home

Welcome to the planning search facility. The service is free and can be used to:

- Search for planning applications in your area
- Read details about applications, including descriptions
- Print or download a list of applications for an area
- View the weekly applications received and determined list

Planning

[Search For a Planning Application](#)

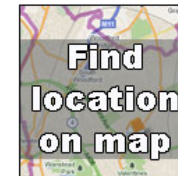
[Find location on a map](#)

[Planning Committee Agendas](#)

[Planning Weekly Lists \(Applications Determined and Applications Registered\)](#)

- **NEW!** [North-West of Cambridge Planning Application](#)

- **NEW!** [Northstowe Planning Application](#)



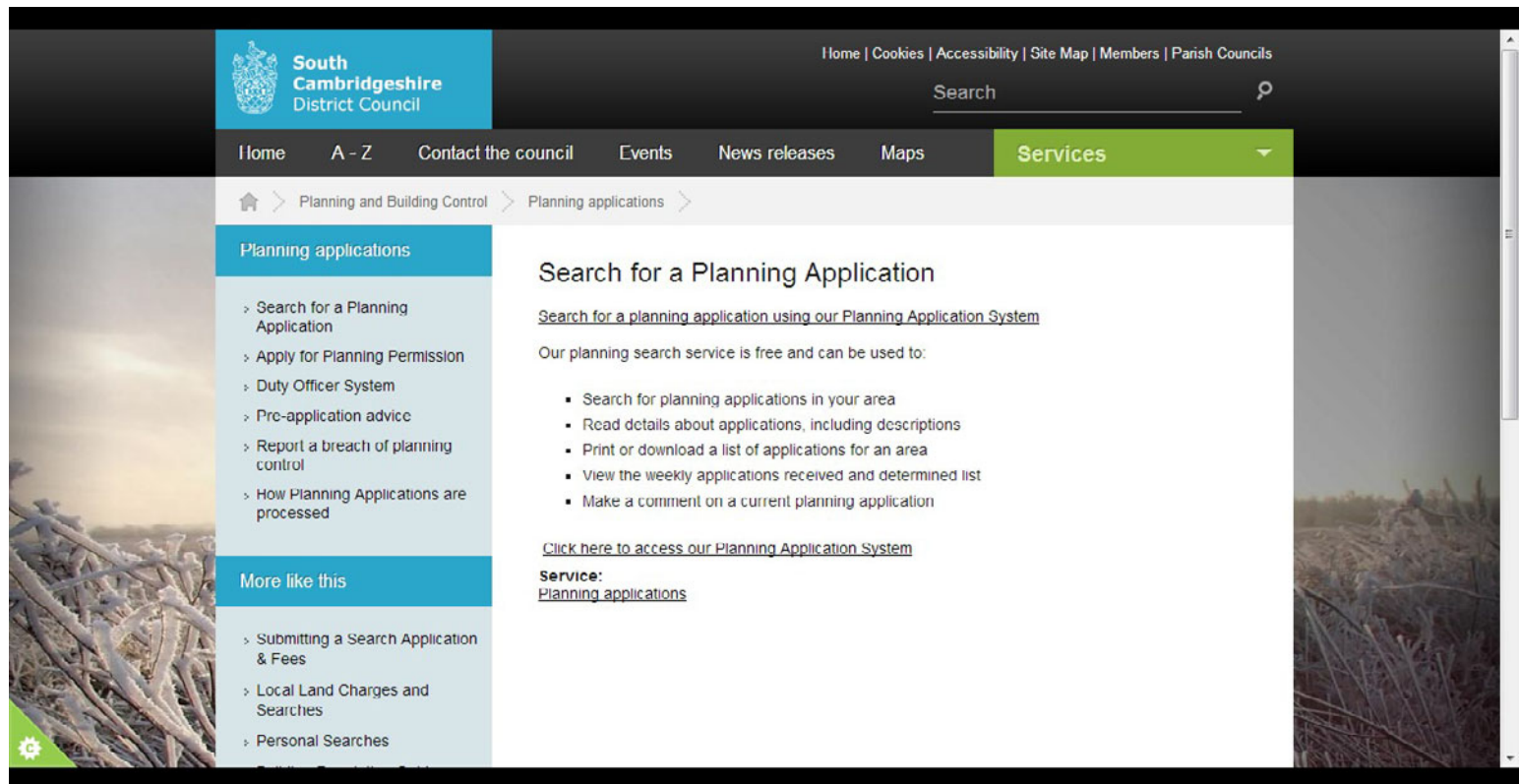
In order to submit a pre-application enquiry, make an enforcement complaint or receive notifications applications of interest, please register below.

Log-in

[Log-in](#)

[Register](#)

South Cambs new application search



Website take-up service comments

- Very confusing, too much text, too many links, poorly written, very difficult to find what you're looking for. I would suggest dramatically reducing the amount of text per page with clearer links to information.
- It did not accept my reference numbers being searched even though I had typed correctly. I finally got what I wanted through advanced search. It should have taken a fraction of the time.

Website take-up service comment

- Tried to leave comments on a planning application - torturous process! Keep saying it had timed out despite no time lag, so I had to repeatedly re-enter comments. I'm sure many just can't be bothered and give up before submitting their thoughts. Not sure if problems are due to lack of site mobile optimisation? If so, it would be a worthwhile investment.

Website take-up service comments

- ‘Details of a proposed planning development. Will try to telephone planning when the holiday is over.’
- ‘Will phone on Monday, as searches returned zero, except for one that was completely incorrect by referencing wrong information.’
- ‘We are looking for planning decisions but the information is not up to date. This results in making contact by telephone’
- ‘Wanted to know how my planning application is progressing. Will telephone instead.’

IDOX PublicAccess meeting

- Review customer journey and terms used in new releases of PublicAccess
- Review some of product functionality (e.g. search configuration option to include recent apps, add link to guidance)
- Configuring options to improve customer experience – best practice guide, potentially reduce options available
- Ongoing dialogue with Socitm *Insight*

How well are planning services presented? *Better connected 2013 preview*

- ‘Generally very poor. Not helped by weak (or missing) content about how to actually comment. Given that a large percentage of commenters may be ‘first-timers’, this really isn’t acceptable.
- The application search functions ranged from average to awful, often requiring advanced knowledge of how planning works to really get anywhere.
- I simply don’t understand why councils fail to provide guidance on permitted grounds for objection a) in a logical place on a user journey and/or b) at all.
- Once again, many councils were providing very good signposting but, once you got to the task, the information was poor and you are often faced with a log-in at the last hurdle.’

Preparing for BC14!

- User / usability testing
- Review software configurations
- Check and tweak search results
- Review planning landing pages
- Ensure guidance is available whichever route you take
- Check quality of guidance

Thank you
Better connected 2013 out 1st March
Planning preview available now
www.socitm.net

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