Public Access User Guide for Idox Planning System
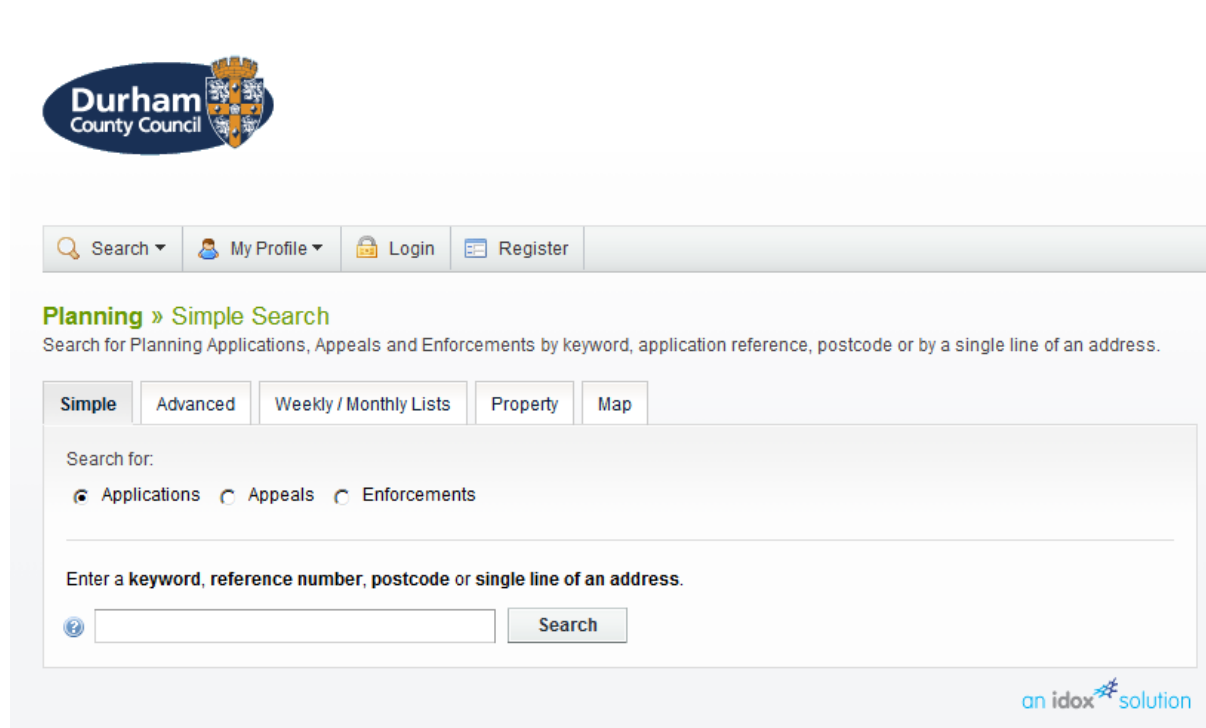
Introduction

The Public Access for Planning website is designed to provide users with an easy to use system where they are able to search for and track planning applications and appeals.

Users can create a user account, which allows them to:

- Edit their user profile
- Save common searches
- Comment on planning applications during their consultation period.
- Search for information
- Examine search results

This guide explains how to use the different functions of the planning system on the County Council's website : www.durham.gov.uk which is available via the following direct link;

http://publicaccess.durham.gov.uk

Contents

Register

Anyone can use the IDOX Public Access For Planning site to view planning applications, but to take advantage of the advanced profile features that allow you to save searches and track applications you must first register a user account

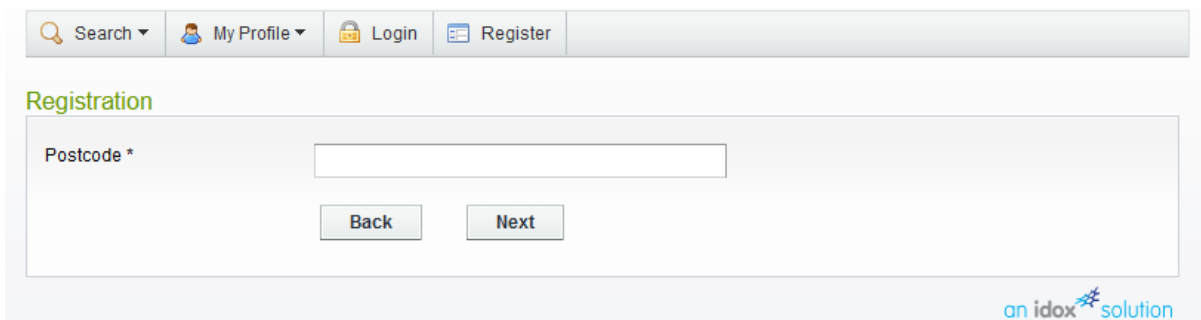1. To create a new user account click on Register in the menu bar.

2. Register your personal details by completing the following fields:

• **Title** – select the title you wish to be addressed by.
• **First Name** – enter your first name.
• **Surname** – enter your surname.
• **Email Address** – enter your email address. The system will ask you to re -enter to confirm that it is correct.
• **Password** – enter a password that will allow only you to access your account. Repeat it in the box below.

User Note Passwords must be a minimum of five characters and may not contain spaces. Enter the password again below to confirm that it is correct.
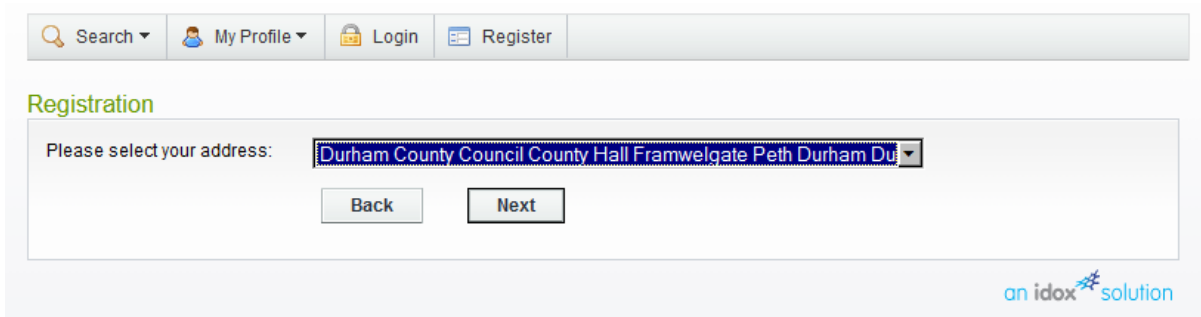
3. Click on **Next**.

4. Enter your **Postcode**, then press Next.
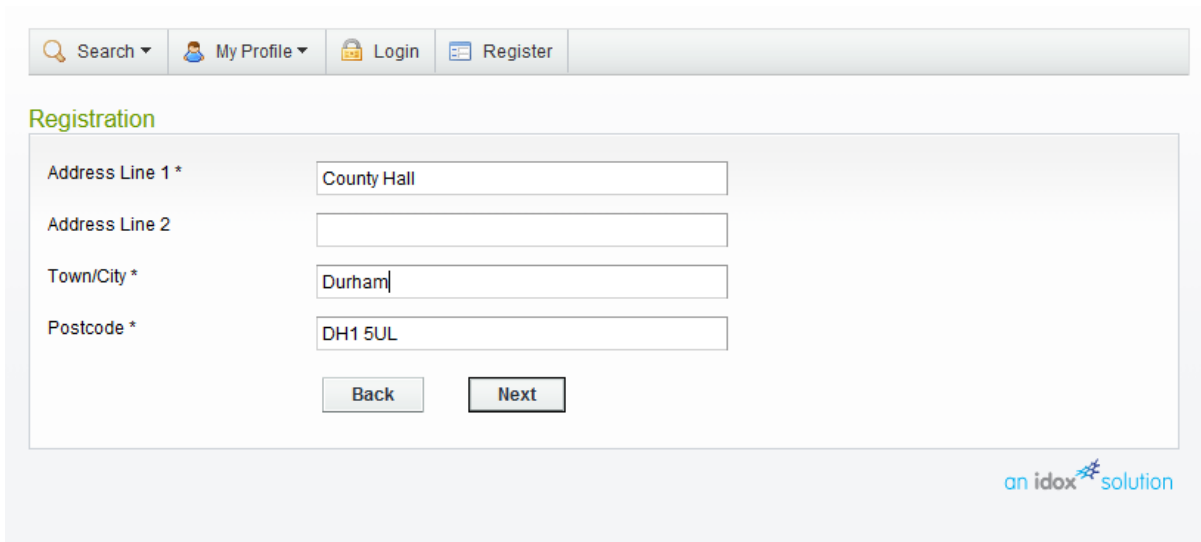
5. Select your address from the drop down list, then click on **Next**.

6. If your address is not listed, select **My address is not on the list** and click on **Next**.

7. Enter your address details in the appropriate fields, then click on **Next**.

8. Click to read the **Terms and Conditions** and **Privacy Policy** that apply to the use of this site. When you have done so, tick the check box to indicate that you agree to them.

9. Check that your personal and login details are correct. To register them click on the **Next** button.
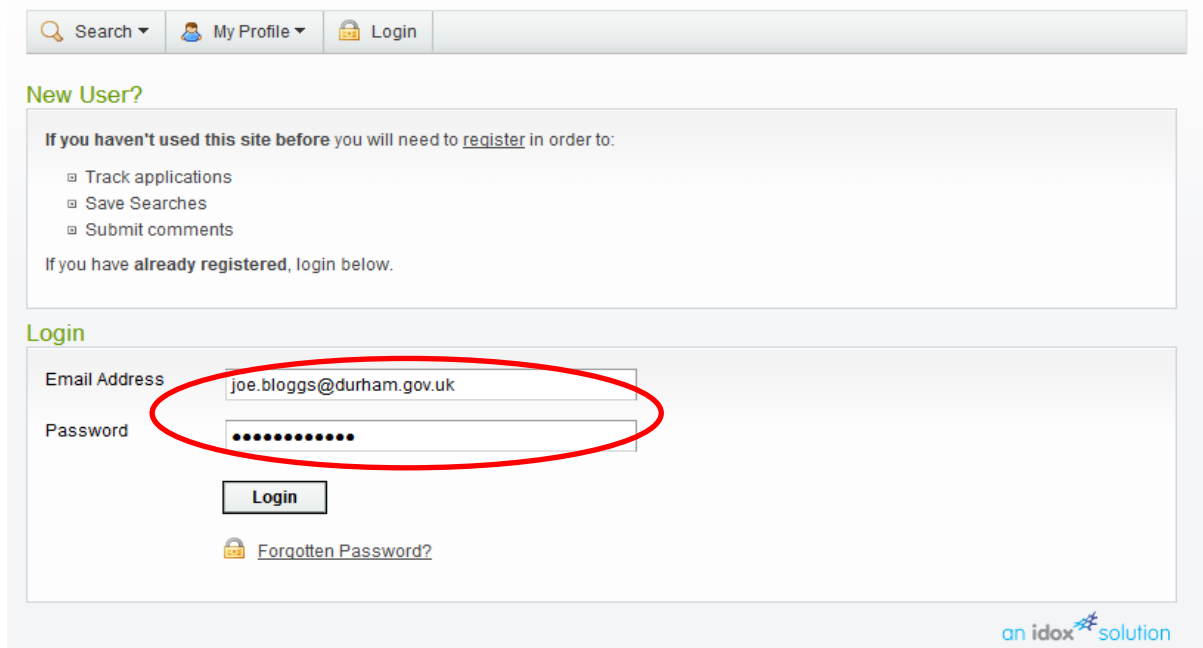
10. An email will be sent to the address you entered.
When the email arrives, click on the link to be returned to the IDOX Public Access For Planning site.
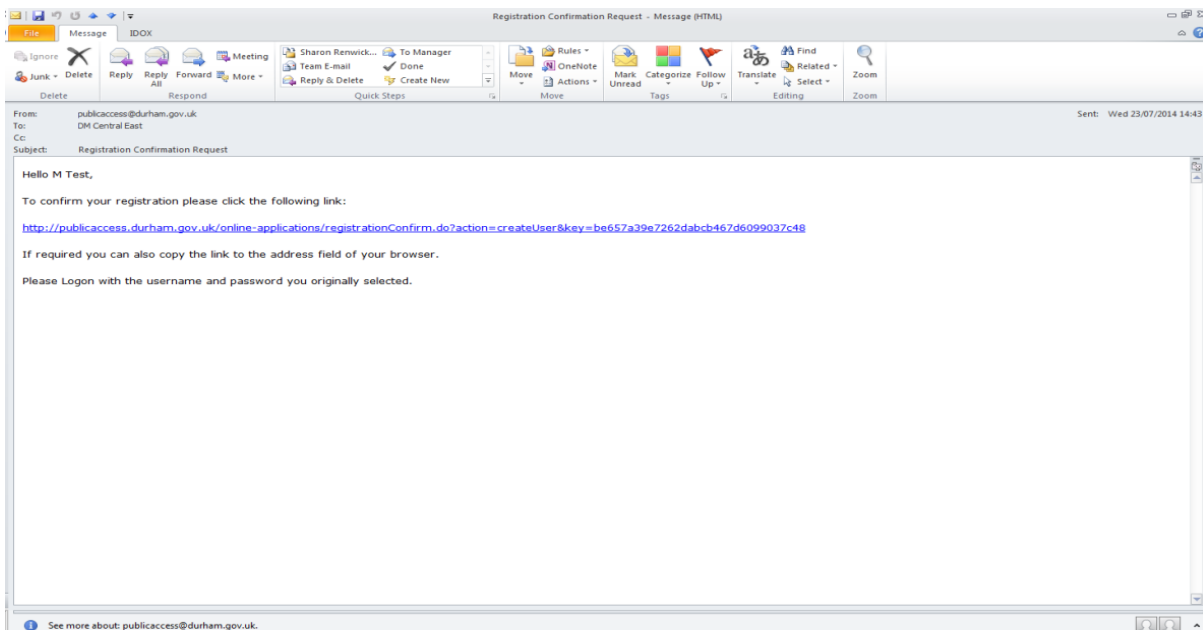
Log In

In order to use the full range of features offered by IDOX Public Access For Planning you need to log in to the site using the user name and password you provided when you registered your account.

1. Click on **Login** on the home page.

2. Enter your user name and password, then click on the **Login** button.

Forgotten Password

1. If you forget your password, click on the **Forgotten password?** link.

2. Enter your email address and then enter a new password twice. Press the **Save** button.

3. A confirmation email will be sent to your email address. When it arrives, click on the confirmation link. You will now be able to log in with your new password.

Logout

When you are finished using IDOX Public Access For Planning, remember to log out by clicking on the **Logout** button in the menu bar.

My Profile

Once your account has been created you can access your **My Profile** area.
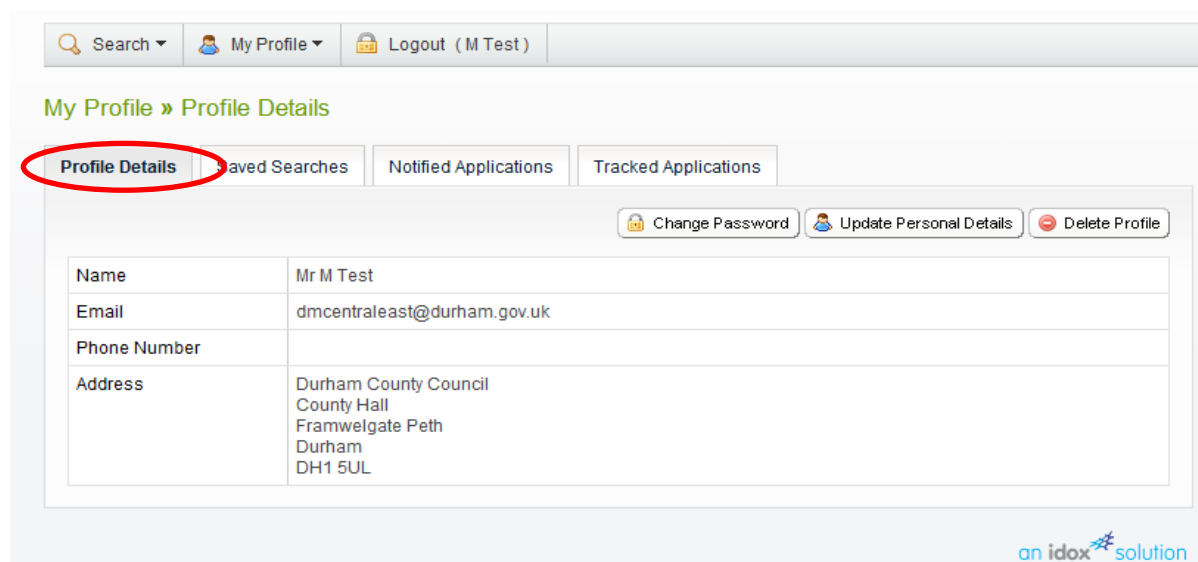This allows you to change your personal details as well as manage your searches and applications.

• **Profile Details** – your full personal details

• **Saved Searches** – a list of searches which you have saved

• **Notified Applications** – notifications that applications that you are tracking, or are

the subject of saved searches, have been modified

• **Tracked Applications** – a list of applications that you have elected to track.

1. To access your profile page select **Profile Details** from the My Profile drop down list in the menu bar.

This page allows you to view the details you registered with. You can change any of those details or update your password.

2. To update your password click on **Change my password**.

3. Enter your email address and then enter a new password twice. Press the **Save** button. A confirmation email will be sent to your email address. When it arrives, click on the confirmation link. You will now be able to log in with your new password.

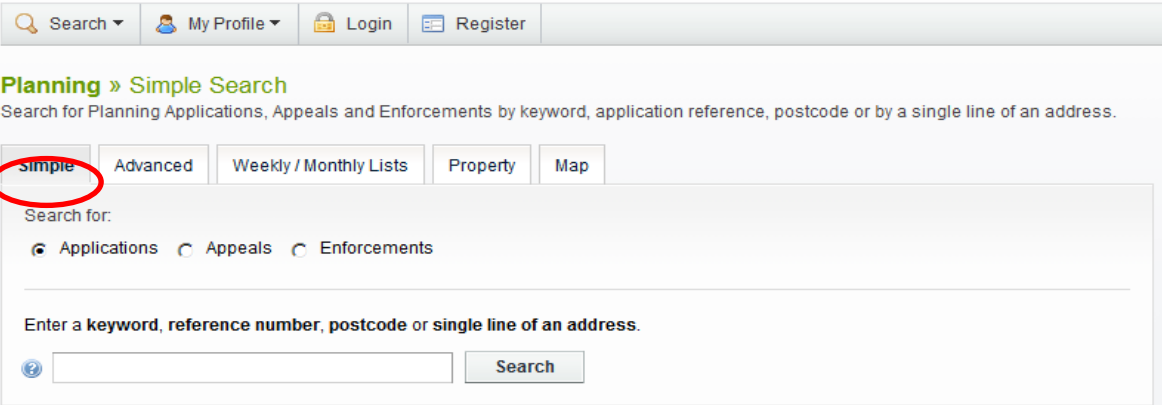4. To change your details click on **Update my personal details**.

Searching

There are four different types of search which can be used to identify a planning application or appeal;

· **Simple search** – allows the user to search quickly using an application or appeal number, a single line of address (e.g. 1 High Street) or a postcode.
· **Advanced search** – allows the user to search using a wider combination of options (e.g. ward, decision, committee date).
· **Weekly/monthly list search** – allows the user to search for applications whose status has been validated or decided within a particular time period.
· **Map search** – allows the user to search for applications using an interactive map tool.

Simple Search

A simple search allows the user to search quickly by entering some text that will help identify the relevant application(s) or appeal(s).

1. Select **Simple Search** from the Search drop down list.

2. Click to select whether you want to search for:

- **Applications**
- **Appeals**
- **Enforcements**

3. Enter some text in the Search box that will correspond to one of:

• **application reference number** (for example, "12/00317/FPA")

• **post code** (for example, "DH1 5UL")

• **part of an address** (for example, "1 High Street", "Council Offices").

4. Click on the **Search** button to display the results of your search.

5. The number of results being displayed (out of the total number of results) is shown. If there are more results than fit on to one page you can navigate between the results pages either by clicking on **Next** to view the next page or by clicking directly on the page number.

6. A map of the relevant area is displayed. Click on **Show results on large map** to see the locations of the search results in more detail.

7. To view a search in detail, click on its title.

8. If there are too many results, or if the results do not contain the applications you are looking for, you can go back and amend your search criteria. To do this, click on the **Refine Search** button.

9. If this search is one that you will reuse, click on the **Save Search** button. You can edit the search name here and select whether to receive an email if new applications arrive that match the search criteria. Click on **Save** to save the search.

10. To display the current page of search results in a printable format, click on the **Print** button.

Click on **Print** again in the new window to send the page to your local printer. Press **Close** when you are finished with this window.

Advanced Search

An advanced search allows the user to build a complex combination of specific criteria on which to search for information.

1. Select **Advanced Search** from the Search drop down list.

2. Click to display a search page specific to:

• **Applications**

• **Appeals**

3. If you know a reference number that identifies a specific application or appeal enter it in the appropriate box.

4. The Application/Appeals details allow you to specify an application type, status or decision as well as location details, which include ward, parish and address information. Enter any combination of these details as appropriate.

5. Enter a Date range to define the period during which the application or appeal was lodged, validated or decided by court or inspectorate.

6. Click on the **Search** button to display the results of your search.

7. The number of results being displayed (out of the total number of results) is shown. If there are more results than fit on to one page you can navigate between the results pages either by clicking on **Next** to view the next page or by clicking

directly on the page number.

8. A map of the relevant area is displayed. Click on **Show results on large map** to see the locations of the search results in more detail.

9. To view a search in detail, click on its title.

10. If there are too many results, or if the results do not contain the applications you are looking for, you can go back and amend your search criteria. To do this, click on the **Refine Search** button.
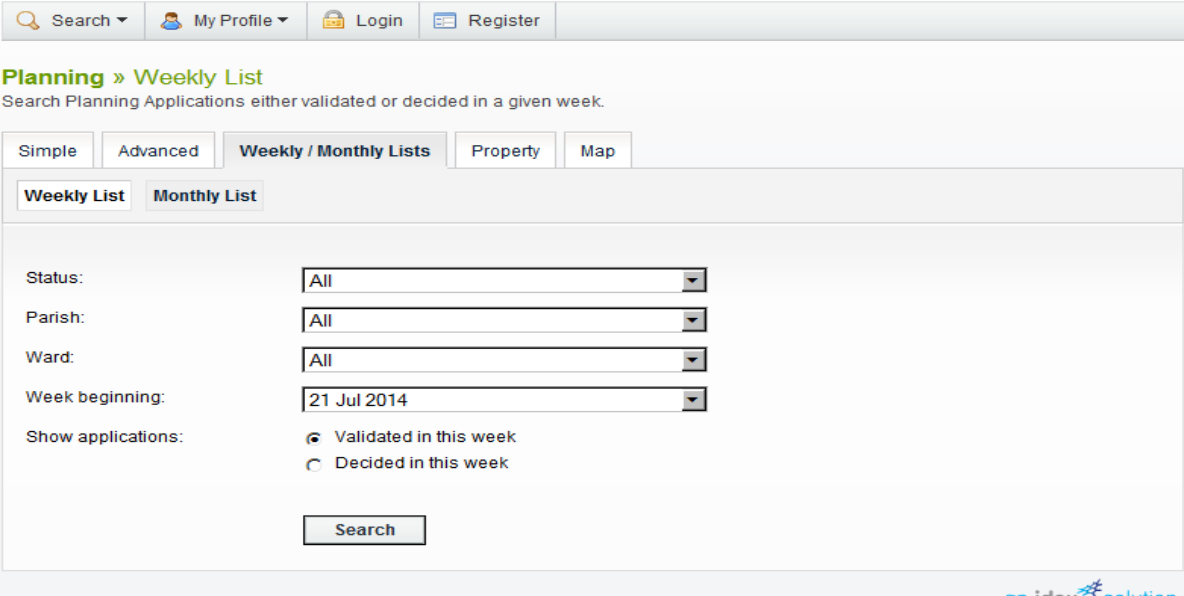
12. If this search is one that you will reuse, click on the **Save Search** button. This search will appear in your Saved Searches.

13. To display the current page of search results in a printable format, click on the **Print** button. Click **Print** again in the new window to send the page to your local printer.

Weekly/Monthly Lists

The weekly/monthly lists search allows the user to search for applications according to the week or month in which they were either validated or decided.

1. Click on the **Weekly/Monthly Lists** tab.

2. Click on **Weekly List** or **Monthly List** to select which list you want to search.

3. Select the application status from the **Status** drop down list.

4. You can narrow your search to a particular area by selecting from the **Parish** drop down list.

5. Specify the **Week** or **Month** by selecting from the drop down list.

6. You can display applications which were validated or applications which were decided during the selected time period. Make the appropriate selection under **Show applications**.

7. When you have made your selections, click on the **Search** button.

• You can re-order the list by reference number, date received, description or status. Select one of these from the **Sort by** drop down list, then click on **Go**.
• To change the direction of the list select Ascending or Descending from the **Direction** drop down list, followed by **Go**.
• To change the number of results displayed, select from the **Results per page** drop down list, followed by **Go**.
• If there are more results than fit on one page, navigate to further pages by clicking on **Next** or by clicking on the **Page Number** directly.

8. To add this search to your Saved Searches page, click on the **Save Search** button.

9. You can print off this list by clicking on the **Print** button.

10. The application locations are displayed on a **Map** on the right. You can display a larger map by clicking on **Show results on large map**.

11. If there are too many results you may want to add more information to the Search. Click on the **Refine Search** button.

Application Details

Once you have selected an application from your search results the application details will be displayed.

The application details are displayed at the top of the page, with further tabs below containing all of the relevant information about the application.

Details

1. Click on the **Details** tab to display the full details relating to the application.

2. The Application Details are split up into four tabbed sections. Click on the appropriate tab to display those details:

• **Summary** – displays the basic information pertaining to the application. The summary also identifies the number of the **cases** and **properties** that have been added to this application. Click on one of these to view them.

• **Further Information** – displays additional information about the application that was not included in the summary.

• **Important Dates** – displays the dates on which important events in the lifespan of the application occur from initial submission through to the decision.

Comments

1. Click on the **Comments** tab to display comments that have been made about this application.
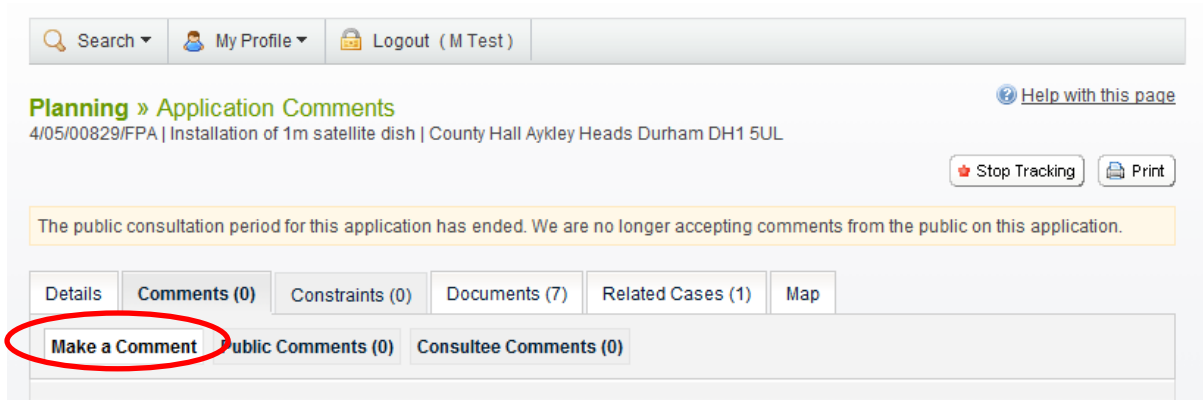

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2. Comments can either be submitted by members of the public or by people who have been consulted about the application. Click on **Public Comments** or **Consultee Comments** as appropriate.
3. You can re-order the list by the date the comment was added or by the commentor's name. Select one of these from the **Sort by** drop down list, then click on **Go**.
4. Comments are displayed showing the name of the commentor and their stance on the application (objects, supports or neutral).
5. Click on **Expand All** to view all of the comments on the page. Click on **Collapse All** to hide them all again.

6. To add a comment to the list, click on **Make a Comment**. (Need to be registered)

7. Your name and address are added automatically to the form. If these are not correct, click on **update my personal details** and make the appropriate changes.
8. Add your remaining contact details in the appropriate boxes.
9. The **Commentor Type** drop down list describes the type of people who may need to make a comment about an application. These include councillors, neighbours to the application address and members of the public. Select the one that applies to you.
10. In the **Reason for comment box** select one or more of the offered reasons for making your comment.
11. Enter the details of your comment in the **Your Comment** box.
12. If you want to receive an email confirming that your comment has been received, check the **Send me an email confirming my comments box**.
13. When you have completed all the details, click on the **Submit** button. Your comment will be sent to Planning and a record will appear on the Comments page for this application in due course.