

Using Public Access for Planning – A guidance note

Planning Public Access is the preferred route for your planning service to receive comments on planning applications. Your comments are e-mailed direct to the Planning Department and directly entered onto the back office system – displayed on public access immediately. A receipt for the comments is provided if you request it.

In order to use the system efficiently, register your personal details and then these will be already entered on all subsequent comments, saving time each time you wish to comment on a case.

The registration and comment entering process is described below:

Registration

From the simple search screen, click register



The screenshot shows a Microsoft Internet Explorer browser window displaying the IDOX Public Access website. The address bar shows the URL: <http://ddcsvg37/online-applications/>. The website header includes the IDOX logo and the text "IDOX Public Access DC | CA | BC | BS". Below the header, there are navigation links for "Search", "My Profile", "Login", and "Register". The main content area is titled "Planning » Simple Search" and contains a search form. The search form has tabs for "Simple", "Advanced", "Weekly / Monthly Lists", and "Property". Under the "Simple" tab, there are radio buttons for "Applications" (selected) and "Appeals". Below this, there is a text input field with the prompt "Enter a keyword, reference number, postcode or single line of an address." and a "Search" button. The website footer includes the IDOX logo and the text "Powered by IDOX". The browser's taskbar at the bottom shows several open applications, including "Inbox - Micros...", "6 Reminders", "Acolaid", "Document1 - ...", and "Simple Search...", along with the system clock showing 11:16.

When entering your details try using the following as an example, so that the parish council details appear more obviously to the planning officer and public:

Mr Mrs Ms etcMr
First Name Joe

Surname Bloggs

Your e-mail address
Confirm e-mail address

Your password (make one up and repeat it below)
Confirm password

NEXT PAGE

Your Postcode

Select the correct address form the list

Tick to agree to terms and conditions (having read them!)

Check your e-mail inbox for the confirmation e-mail, click the e-mail link

You are registered.

Search options

Simple Search	if you have the application number or the know address (no need to put in the prefix of DOV only the numbers)
Advanced Search	if you want details of a spread of applications in an area or over a period of time.
Weekly/Monthly Lists	Listings by date the applications were validated or determined, by Ward or Parish.
Property Search	Street A-Z or Address Search.

Change Profile Details

Login with your e-mail address and password. Click profile and make the changes.

Enter your Comments

Login as before.
Open case details via simple search.

50/00001 | Test record | test - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address http://ddc:svr37/online-applications/simpleSearchResults.do?action=firstPage

Search My Profile Logout (Abi Robinson)

Planning » Application Summary [Help with this page](#)

50/00001 | Test record | test

Save Search Refine Search Stop Tracking Print

Details Comments (2) Constraints (3) Documents (0) Related Cases (2) External Documents

Summary Further Information Contacts Important Dates

Reference	50/00001
Alternative Reference	Not Available
Application Received	Mon 28 Apr 2008
Address	test
Proposal	Test record
Status	Decided
Appeal Status	Decided
Appeal Decision	Not Available

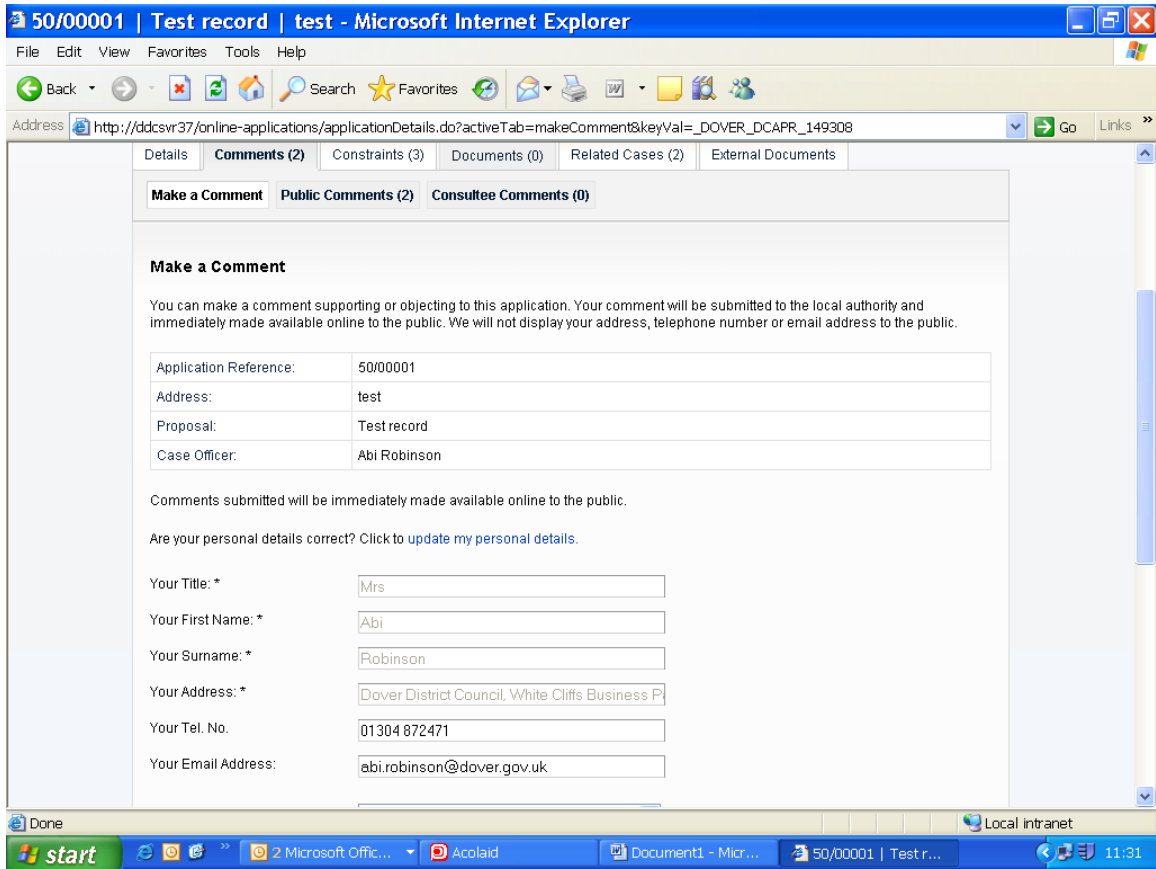
There is 1 case associated with this application.

There is 1 property associated with this application.

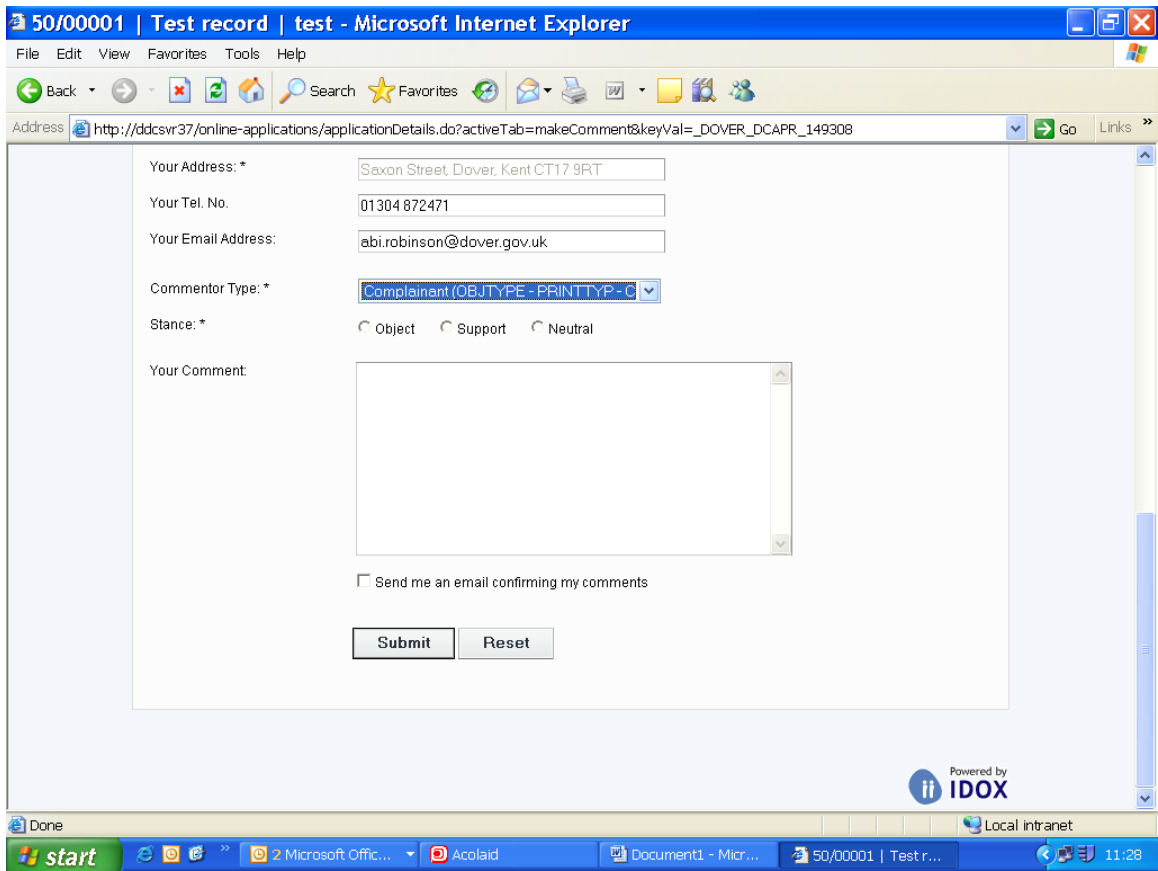
Done Local intranet

start Microsoft Office Word Document1 - Micr... 50/00001 | Test r... 11:26

Click Make a Public Comment. The screen below displays

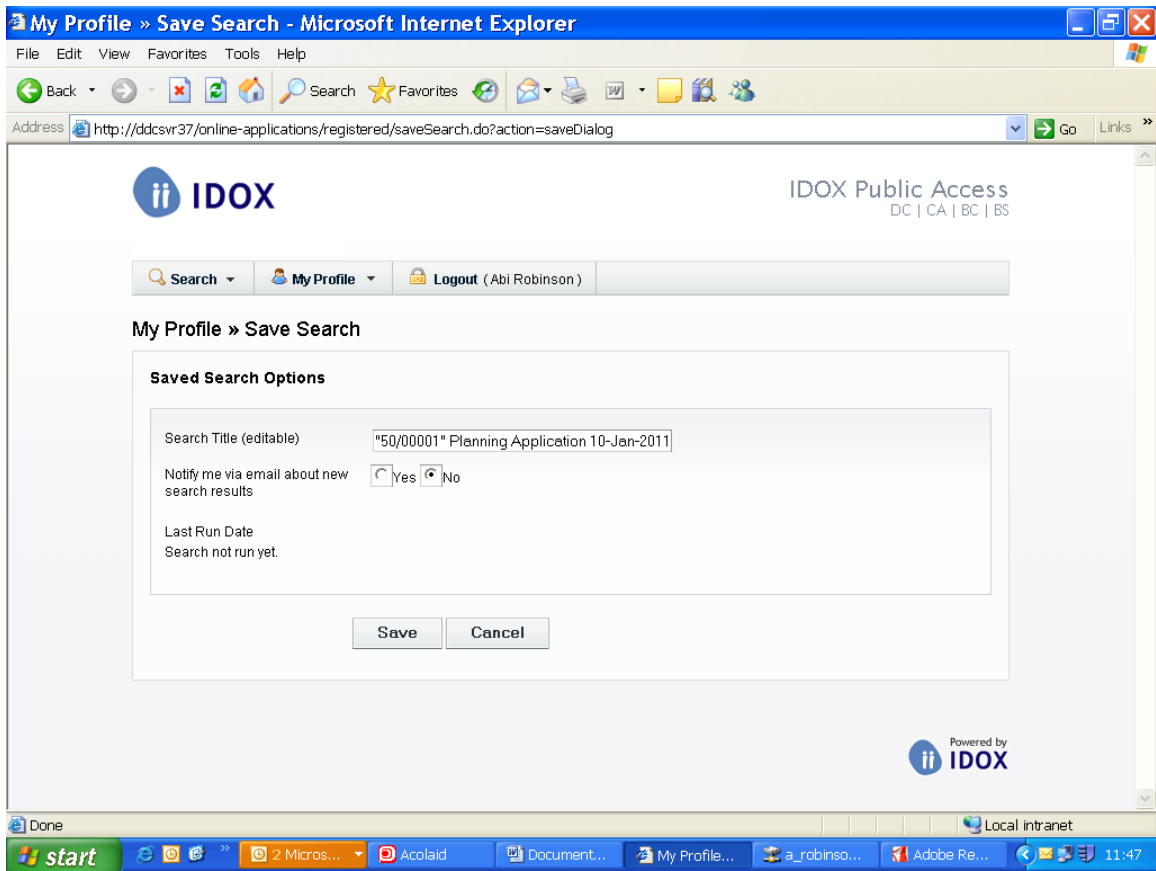


You will see that your details are already entered.
Scroll down to state Commentator Type (3rd Party)
Enter the stance, your comment and click for confirming e-mail if required.
Lastly click submit.



My Profile: Saved Search options

From this page you can view and change all of the searched you have previously saved.



Sorting your Searches

You can sort the list by clicking on the appropriate column headings:

- Search Title: sort the list alphabetically by search title
- Search type: sort the list alphabetically by search type
- Max Results: sort the list numerically by the maximum number of results.

See the results of a saved search

To view, click on the Run button.

Changing your search criteria

To modify the search criteria, click on the Edit button. You can also choose if you wish to receive updates by e-mail when results of this search are updated.

Removing a saved search

To remove a search from the list, click on the Delete button. You will no longer receive e-mail updates for this search.

My Profile » Edit Saved Search - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://ddcsvg37/online-applications/registered/deleteSearch.do?action=delete>

ii IDOX IDOX Public Access
DC | CA | BC | BS

Search My Profile Logout (Abi Robinson) Help with this page

My Profile » Saved Searches

✓ Search Deleted

Consultee In Tray Profile Details **Saved Searches** Notified Applications Tracked Applications

Search Title	Search Type	Run	Edit	Delete
"lynton" Planning Appeal 15-Nov-2010 1:40 PM	Appeal			
"old folkestone road" Planning Appeal 13-Dec-2010 10:05 AM	Appeal			
"churchill" Planning Application 15-Nov-2010 1:35 PM	Application			
"harbour view" Planning Application 13-Dec-2010 10:03 AM	Application			
"10/00503" Planning Application 15-Dec-2010 1:40 PM	Application			
"50/00001" Planning Application 15-Dec-2010 1:43 PM	Application			
"50/00001" Planning Application 10-Jan-2011 11:45 AM	Application			

Done Local intranet

start 2 Micros... Acolaid Document... My Profile ... a_robinso... Adobe Rea... 11:54

Notified Applications

From this page you can view the progress of cases that you have been tracking. When one of your tracked applications is updated, it will appear in this list. Also, if a planning application is added that matched one of your saved searches, the new application will appear on this page.

My Profile » Notified Applications

Search My Profile Logout (Abi Robinson)

Help with this page

Consultee In Tray Profile Details Saved Searches **Notified Applications** Tracked Applications

Updated Tracked Applications

Notification Date	Description	View	Discard
16 Dec 2010	Test record		
23 Dec 2010	Test		

Updated Results For Saved Search: "50/00001" Planning Application 15-Dec-2010 1:43 PM

Discard all results from this search

Notification Date	Description	View	Track	Discard
16 Dec 2010	Test record			

Viewing the Application

To view an application, click on the View button.

Tracking an Application

To track an application, click on the track button. Every time the application is updated, you will be sent an e-mail.

Removing an Application

To remove an application from the notifications list, click on the Discard button.

My Profile » Tracked Applications - Microsoft Internet Explorer

Address: <http://ddc.svr37/online-applications/registered/trackedApplication.do?action=display>

IDOX Public Access
DC | CA | BC | BS

Search | My Profile | Logout (Abi Robinson)

My Profile » Tracked Applications [Help with this page](#)

Consultee In Tray | Profile Details | Saved Searches | Notified Applications | **Tracked Applications**

Reference	Address	Type	Status	View	Stop Tracking
10/00664	First, Second & Third Floors, Renaissance PH, 37 Folkestone Road, Dover	Application	Invalid Application		
50/02000	DOVER DISTRICT COUNCIL, HONEYWOOD, WHITFIELD, CT16 3PJ	Application	Received - not yet validated		
10/00503	Dover Discovery Centre, Market Square, Dover	Application	Invalid Application		
50/00001	test	Application	Decided		
50/00006	DOVER DISTRICT COUNCIL, HONEYWOOD, WHITFIELD, CT16 3PJ	Application	Deposited (ie valid and registered)		

Powered by **IDOX**

Done | Local intranet | start | 2 Micros... | Acolaid | Document... | My Profile ... | a_robinso... | Adobe Rea... | 11:57

Tracked Applications

From this page you can view all of the applications that you're currently tracking. When an application in your tracked list is updated by the planning authority, you will be notified by e-mail and in the Notified Applications page.

Sorting your tracked Applications

You can sort the list by clicking on the appropriate column headings:

- Reference: sort the list alphabetically by reference
- Address: sort the list alphanumerically by the address that is the subject of the application
- Type: sort the list alphabetically by the application type (application or appeal)
- Status: sort the list alphabetically by the status of the application.

Viewing the application details

To view a tracked application's details, click on the View button.

Remove a tracked application

To remove an application from the list, click on the Stop Tracking button. You will no longer be informed by e-mail when the application is updated.

All that remains is to go ahead and try the system PUBLIC ACCESS TO PLANNING ([link](#)).

If you have any questions or experience any issues with the system, please contact abi.robinson@dover.gov.uk