Shropshire Council

Online Registers

Public Access User Guide

Web URL for Shropshire Council Public Access Online Registers

https://pa.shropshire.gov.uk/online-applications/

Contents

Standard functionality

Each Shropshire Council Public Access module allows users to:

- Search for information
- Examine search results
- Navigate to apply for applications
- Create a user account, which allows them to:
  - examine and edit their user profile
  - save common searches
  - track cases of interest and be notified of new and updated cases.

These standard functions operate largely the same with every Shropshire Council Public Access module. However, the information presented as search results differs from module to module.

Searching

The primary activity in Shropshire Council Public Access is to perform searches for information. The type of information searched for (for example, applications, appeals or licenses) varies depending on the Shropshire Council Public Access module used. When a search is performed, it returns the cases that match the search criteria. The user can then examine the details of any applications of interest.

If the search needs to be reused it can be added to the Saved Searches list. If a particular application needs to be monitored it can be added to the Tracked Applications list.

Search types

The following types of search are available:

- **Simple search** - allows the user to search quickly for applications or licences according to some entered text
- **Advanced search** - allows the user to search according to a wide combination of relevant factors
- **Weekly/monthly list search** (not Public Access for Licensing) - allows the user to search for applications of specified location whose status is validated or decided within a particular time period
- **Property search** - allows users to search for a particular property address to which applications may apply Map search - allows the user to search for applications using an interactive map tool.

Wildcard searching

Some searches allow users to type information into free-text fields. In these types of fields, if the users do not know the complete search term, they can employ the use of wildcard searching.

Two types of wildcard search can be employed:

- **Smart wildcard searching** - Entering a word or phrase into a search field produces results in which the search term appears somewhere within that field. The search assumes a wildcard symbol at the beginning and end of the search string and in between each term. For example, entering "10 High Street" (equivalent to "%10%High%Street%") may find results of "10-12 High Street" or "The Swan, 10 High Street". When wildcard searching is turned off, the search field will contain exactly the search term as it was entered.

- **Wildcard symbols** - If the smart wildcard searching is disabled, the user can still obtain wider searching by employing a standard wildcard symbol (* or %) to indicate the missing part of a phrase. Wildcard symbols can be placed at the end of a phrase to return results where the field starts with the entered search term, at the start of a phrase to return results where the field ends with the entered search term or both before and after the phrase and in between each of its terms to return results where the entered search terms may occur somewhere in the field. The last scenario is equivalent to using smart wildcard searching.

Simple search

A simple search allows users to search quickly for an application or licence by entering some text that will help identify it. Simple search is selected from the Search drop down list after first selecting a Shropshire Council Public Access module.

The user selects the type of information that they want to search for, then enters some text in the search field that will correspond to one of:

- **description keyword** - a key word or phrase in the application description.
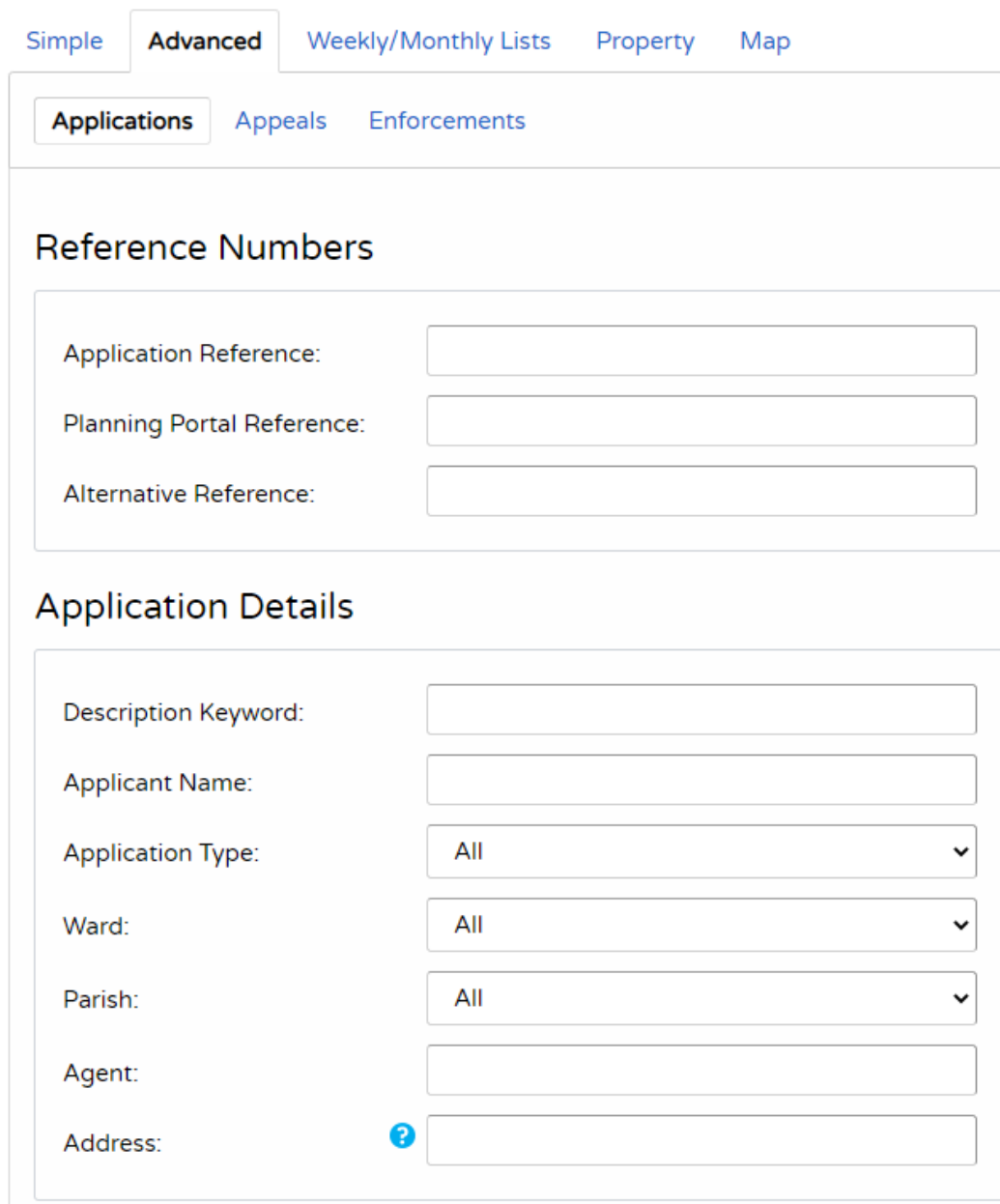
Note for Shropshire Council Public Access for Licensing, the description is either the trading name or the applicant name.

- **application reference number**
- **single line of an address or just the post code**
- **Wildcard searching** can be used in the Simple Search field.

Note Planning searches can also incorporate the simple search value for refined status codes. When the relevant information has been entered in the search fields, the user can run the search.

Advanced search

An advanced search allows the user to build a complex combination of specific criteria on which to search for information. Advanced search is selected from the Search drop down list after first selecting a Shropshire Council Public Access module.

The user selects the type of information that they want to search for, then enters some text in the search fields or makes selections from drop down lists as appropriate. Wildcard (*) searching can be employed in any free text search field.

Dates

Enter a date range (a start date and an end date) for the criteria that you are interested in. The date fields may be entered manually using the date format dd/mm/yyyy (e.g. 21/06/2008). Alternatively, click on the calendar button and pick a date.

Date Validated: [   ] ▦   to: [   ] ▦

Date Actual Committee: [   ] ▦   to: [   ] ▦

Decision Date: [   ] ▦   to: [   ] ▦

Appeal Decision Date: [   ] ▦   to: [   ] ▦

[Search]   [Reset]

All advanced searches can include combinations, a relevant reference number and a relevant date range.

The application details fields presented depend on the Shropshire Council Public Access module and the type of information being searched for.

The following table describes the default advanced search details for each module.

Information Type	Details Required
Public Access for Planning	
Application details	Allows you to specify application type, application/appeal status or decision, and development type as well as location details, including ward, parish and address information.
Appeal details	Allows you to specify appeal type, status, decision or process as well as location details, including ward, parish and address information.
Enforcement details	Allows you to specify breach type and enforcement status as well as location details, including ward, parish and address information.
Shropshire Council PA for Building Control	
Application details	Allows you to specify application type, status or decision as well as location details, including ward, parish and address information.
Contravention details	Allows you to specify the application contravention status and the address.
Shropshire Council PA for Licensing	
Licence details	Allows you to specify the applicant's name and the application type, category status and decision, as well as location details, which include ward and address information. The name of an agent or a trading name can also be supplied.
Vehicle details	Allows you to identify a vehicle licence by specifying a badge or plate number or a registration number, as well as the vehicle make or model.
Activities	Allows you to specify an activity for which a licence is required, as well as a specific time period.

When the relevant information has been entered in the search fields, the user can run the search.

Weekly/monthly lists

The weekly/monthly lists search allows the user to search for applications according to the week or month in which a particular event occurs (for example, commencement, validation, decision).

Weekly/monthly lists search is selected from the Search drop down list after first selecting a Shropshire Council Public Access module.

Note Weekly/monthly lists search is available for Shropshire Council Public Access for Planning and Building Control.

The user chooses to search a weekly list or a monthly list, then they select from the following drop down lists:

- Parish
- Ward

The applications returned by a weekly/monthly list search depend on the selection of a key date.

The key dates offered vary depending on the Shropshire Council Public Access module selected.

Shropshire Council PA Module	Key Dates
Shropshire Council PA for planning	Validated in this week/month
	Decided in this week/month
Shropshire Council PA for building control	Commenced in this week/month
	Completed in this week/month

When the relevant information has been chosen, the user can run the search.

Property search

A property search allows users to search for a property within their local authority area and view any applications, licenses or contraventions associated with it. Property search is selected from the Search drop down list after first selecting a Shropshire Council Public Access module.

There are two types of property search:

- **Address search** - allows users to search for a specified address
- **A to Z street search** - allows the user to choose a street address chosen from an alphabetical list.

Address Search

Search for current or historical cases relating to a property by selecting at least one of the address fields in the form below.

Simple   Advanced   Weekly/Monthly Lists   **Property**   Map

Address Search   A to Z Street Search

Property Name/Number:

Street Name:

Locality:

Town:

Postcode:

[Search]   [Reset]

Address search

The address search allows the user to search for a specific address by entering information in the search fields that will correspond to one or more of:

- Property name/number
- Street name
- Locality
- Town
- Postcode

Wildcard searching can be employed in any of these search fields. When the relevant information has been entered in the search fields, the user can run the search.

A to Z street search

The A to Z street search displays an alphabetical list of street names in the local authority's locale. The user clicks on the initial letter of the street they are interested in. If there are many results, the user can choose how many streets are displayed on the page and navigate through the pages of results until they find the street of interest.

A to Z Street Search

Click on a letter below to get a list of streets beginning with that letter. Clicking on a street will display a list of properties on that particular street.

| Simple | Advanced | Weekly / Monthly Lists | **Property** | Map |

| Address Search | **A to Z Street Search** |

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

Results per page 10 ⌄   Go

Streets beginning with A

1 2 3 4 5 6 7 8 9 10 Next ▸   Showing 1-10 of 567

- A41 Chester Road Roundabout , Whitchurch , Shropshire

- A41 Four Crosses To Sweet Appletree Crossroads , Shakeford , Hinstock , Shropshire

- A41 From Bletchley Dual Carriageway End To Upper College Junction , Sandford , Whitchurch , Shropshire

All the properties on the selected street are displayed. The user selects one to view. If there are any applications etc. associated with that property, these can be examined.

Map search

Map Search allows you to identify locations that are the subject of applications, appeals, enforcements or licenses using an interactive map. Map search is selected from the Search drop down list after first selecting a Shropshire Council Public Access module.
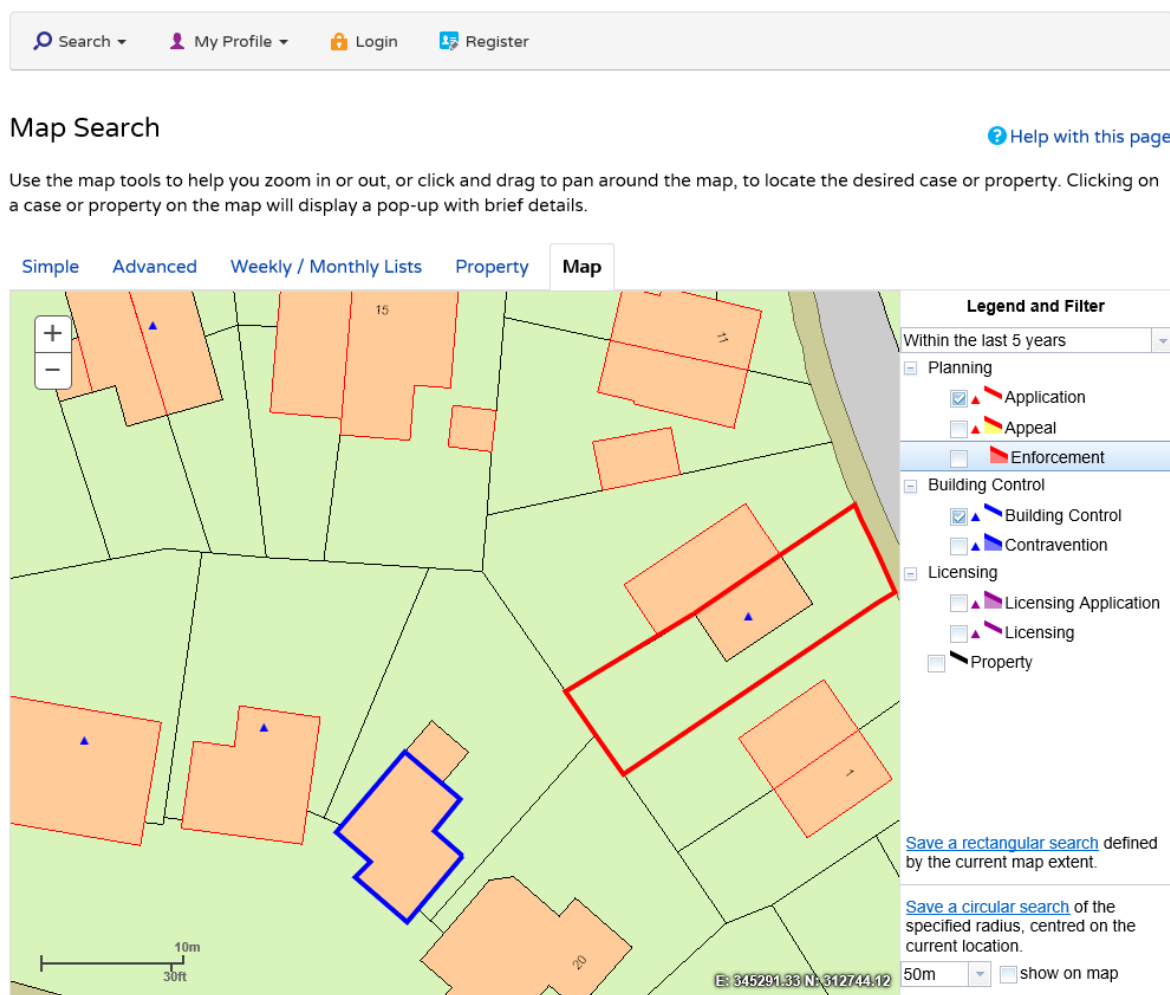
The map search displays an interactive map on which the user can locate specified types of case information occurring within a certain time period. The types of information that can be displayed depend on the module selected.

The interactive map contains a number of tools that allow the user to locate the cases of interest:

- **Zoom in** - click the + button on the map to zoom in, or zoom using the mouse wheel
- **Zoom out** - click the - button on the map to zoom out, or zoom using the mouse wheel
- **Pan** - to move around the map, click on the map and, keeping the mouse button pressed, drag the cursor in the direction that you want to pan.

Users can access the case information by clicking on a polygon or triangle. Users can click on a link to display details of the application.

A map search can be added to the saved searches list in one of two formats:

- **Rectangle Map Search** - saves all of the records of the selected record type that apply to the area currently shown on the map
- **Circle Map Search** - saves all of the records of the selected record type that apply to the area within a specified radius of the map centre.

Search results

Search results take the form of a list of cases. The user examines the list to locate cases of interest and then opens them to view them in detail.

If the search was very specific and there is only one result, the case details will be displayed straight away. However, most often a list of cases is displayed. If there are only a few items in the list the results will fit onto one page, but searches often produce several pages of results. The user has a number of tools to help manage the list in order to find the cases of particular interest:

- **Sort By** - the user can re-order the results according to a selected field
- **Direction** - the user can choose whether the results should be displayed in ascending or descending order
- **Results per page** - the user can choose how many results should be displayed on the page.

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, the user can navigate between the results pages.

If a result is open for comment, a speech bubble icon indicates this.

If there are too many results, or if the results do not contain the relevant applications, the user can refine their search and run it again.

If this search is to be reused it can be added to the saved searches list at this point. The user gives the search a name and selects whether they want to be notified by email when new applications arrive that fit the search criteria.

The search results list can be displayed in a printable format and sent to a local printer.

User management

Anyone can use the Shropshire Council Public Access site to perform searches, but to take advantage of the advanced profile features users must first register a user account.

User account

A registration wizard allows users to enter the relevant personal details (title, first name, surname, email address and password). On entering their postcode, the user then selects their home address from the gazetteer list. If they are unable to select their address, they can enter it manually.

On acknowledging that they have read and understood the Privacy Policy and Terms and Conditions documents, the user is sent an email containing a confirmation link. Clicking on this link will open Shropshire Council Public Access in a browser and the user can then use the email address and password they registered with to log into their account.

If the user forgets their password, they can register a new password. On clicking the link in the confirmation email sent to their user address, the new password supersedes the old one.

User profile

On logging into their account, users can access their profile pages. These pages allow the user to review and edit their personal details as well as manage their searches:
- **Profile Details** - the user's full personal details
- **Saved Searches** - a list of previously run searches that the user has saved for re-use
- **Tracked Applications** - a list of applications that the user has elected to track
- **Notified Applications** - a list of notifications, which appear when applications that the user is tracking, or that are the subject of saved searches, have been modified.

Profile details

The Personal Details tab of the Profile Details page allows users to review and update any of their account details.

The user updates their name, telephone and email address details using the Update Personal Details page. They can create a new password in the Change Password page. ***Passwords must be at least eight characters long and be a mixture of letters and numbers.***

New passwords are enabled when the user clicks on the confirmation link sent to their email address.

If the user no longer requires their account, they can delete it from Shropshire Council Public Access.

Saved searches

The main function of Shropshire Council Public Access is to search for information. The type of information searched for (for example, applications, appeals or licenses) varies depending on the Shropshire Council Public Access module used. When a search is performed, it returns the cases that match the search criteria.

Users can save searches that will be performed frequently so that they may be repeated easily. The Saved Searches page lists these searches. Users can order the list of searches according to search title or search type. They can re-run searches (except for Map Proximity searches) as they are or edit their search criteria first. Additionally, any changes to the status of applications previously found by a saved search or any new applications, which match the criteria of a saved search, will trigger a notification. Notifications are listed in the Notified Applications page.

If a saved search is no longer of any use, it can be deleted from the Saved Searches page.

Tracked applications

After locating an application of interest by searching, users can choose to keep a watch on what happens to it by tracking it. Tracked applications are displayed in the Tracked Applications page. When the **status of a tracked application changes**, a notification appears on the Notified Applications page and the user is sent a notification email.

Users can order the list of tracked applications according to reference, address, search type or status. They can view the details of any individual tracked application or, if the application no longer requires to be tracked, they can stop tracking it.

Notified applications

When new search results are received for a saved search or when the status of a tracked application changes, a list of the applications affected by these modifications will appear in the Notified Applications page. A notification email is also sent.

Any modified tracked applications are listed at the top of the screen. These are followed by modified applications that are subject to saved searches. Users can view the details of a notified application. Additionally, users can select saved search applications from the notifications list and track these.

Notified applications that are no longer required can be discarded. Users can either discard notified applications individually or they can discard all of the applications relating to a saved search at once.

Shropshire Council Public Access Modules

In addition to the general user management and searching features which are common to all modules, Shropshire Council Public Access also provides functionality that is specific to each Shropshire Council Public Access Module. Principally this involves the details of the cases that are presented in the search results.

Shropshire Council Public Access for Planning

The Shropshire Council Public Access for Planning module allows the user to search for valid planning applications and decisions, appeals against refused consent and enforcements.

Application information

Once the user has searched for a planning application, appeal or enforcement and selected a search result to examine the case details will be displayed.

The application summary is displayed at the top of the page, with further tabs below containing all of the relevant information about the application.
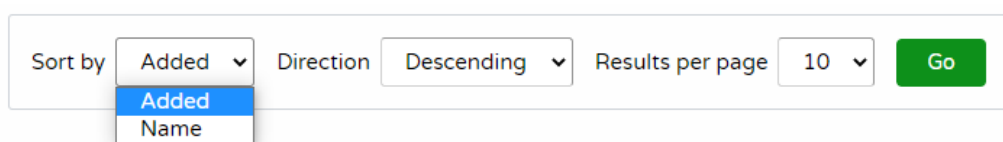
Details

The Details tab displays the full details relating to the application. The details are split up into four tabbed sections.

- **Summary** - displays the basic information pertaining to the application. The summary also identifies the number of documents, cases, comments and properties that have been added to the application
- **Further Information** - displays additional information about the application that was not included in the summary
- **Contacts** - displays a list of contacts relevant to the application, such as agents and ward councillors
- **Important Dates** - displays the dates on which important events in the lifespan of the application occurred from initial submission through to the decision.

Comments

The Comments tab displays comments that have been made about this application.

If there are many comments, users can change the number of comments displayed on the page, navigate between pages and re-order a comments list by the date the comment was added or alphabetically by the commenter's name.
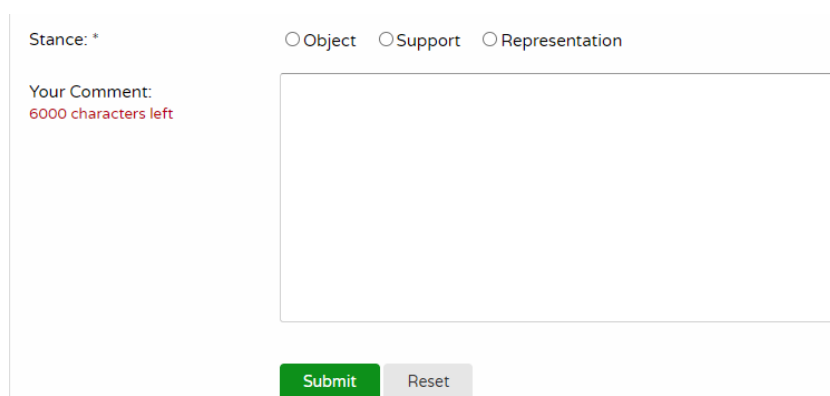

Comments are displayed showing the name of the commenter and their stance on the application (objects, supports or neutral). The user can expand a comment to view it in detail and collapse it again afterwards. They can also expand or collapse all comments on the page. All public comments can be viewed at once in the relevant case Document tab by clicking on View All Comments.

If the application is open for consultation, users can also add their own comment.

The user selects what type of commenter they qualify as, their stance regarding the application and their reason for commenting. There is a comment box for the user to enter their comment in detail and, after submitting the comment, a confirmation email is sent to the commenter's email address.

In Public Access, while drafting a comment, if a user is logged out due to a time-out, when the user logs back in, the comment will be retained. This comment will be retained by the browser's cookies for up to two days on the same machine until its submission.

Note: If the user is still typing a comment after the 30-minute time out period, they will not be logged out of the site until they press a button, which will refresh the page. Their comment will be retained in the same manner as a time-out.

Documents

The Documents tab displays any documents that have been added to the application and are stored in the local authority's document management system. Users can re-order the document list according to date published, document type, drawing number or description.

The Drawing Number column is new to this version of Public Access. This acquires the drawing's number as entered in local authority's document management system and displays it as part of that drawing's information within Public Access.

Any document can be opened in its native application in a separate window. Users may also bulk download up to 25 documents at a time within a case in order to view at a later date.

	Date Published ⇕	Document Type ⇕
☑	07 Jun 2021	Application Form
☐	07 Jun 2021	OS Extract
☐	07 Jun 2021	OS Extract
☑	07 Jun 2021	Drawing
☑	07 Jun 2021	Drawing

Download Selected Files

Related cases

The Related Cases tab displays a summary of additional information related to the application.

Depending on the Shropshire Council Public Access modules installed, these may include:
- Planning applications
- Planning appeals
- Planning enforcements
- Properties
- Building control applications
- Licensing
- Licensing applications

Map

The Map tab displays the area of the application on an interactive map. The map contains a number of tools to help the user view the application area. These are described in the Map Search section.

Shropshire Council Public Access for Building Control

The Shropshire Council Public Access for Building Control module allows the user to search for building control applications and contraventions.

Once the user has searched for a building control application or contravention and selected a search result to examine the application details will be displayed.

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

Details

The Details tab displays the full details relating to the application. The Details are split up into four tabbed sections.

- **Summary** - displays the basic information pertaining to the application. The summary also identifies the number of documents, cases, consultee comments and properties that have been added to the application
- **Further Information** - displays additional information about the application that was not included in the summary
- **Plots** - displays information about any plots associated with the application
- **Important Dates** - displays the dates on which important events in the lifespan of the application occurred from initial submission through to the application completion.

Related cases

The Related Cases tab displays a summary of additional information related to the application.
Depending on the Shropshire Council Public Access modules installed, these may include:

- Properties
- Planning applications
- Building control applications
- Building control contraventions.

Map

The Map tab displays the area of the application on an interactive map. The map contains a number of tools to help the user view the application area. These are described in the Map Search section.

Shropshire Council Public Access for Licensing

The Shropshire Council Public Access for Licensing module allows the user to search for and track applications for new licences and applications to renew, vary or transfer an existing licence, as well as view licences that have been issued (whether they are now current, suspended, expired or revoked).

Once the user has searched for a licence application or granted licence and selected a search result to examine, the case details will be displayed.

The application or licence summary is displayed at the top of the page, with further tabs below containing all of the relevant information about the application or licence.

Details

The Details tab displays the full details relating to the licence. The details are split up into tabbed sections. The tabs presented depend on the type of licence that was applied for.

- **Summary** - displays the basic information pertaining to the licence. The summary also identifies
- **the number of documents**, cases and properties that are associated with the licence
- **Important Dates** - displays the dates on which important events in the lifespan of the licence application occurred from initial submission through to the decision
- **Contacts** - displays a list of contacts relevant to the licence

Documents

The Documents tab displays any documents that have been added to the licence application. Users can re-order the document list according to date published, document type or description. Users may also bulk download the documents within a case in order to view at a later date.

Related items

The Related Items tab displays a summary of additional information related to the licence. These include:

- Properties
- Licences.

Map

The Map tab displays the area of the licence application on an interactive map. The map contains a number of tools to help the user view the application area. These are described in the Map Search section.

NOTES:

Unable to Log in?

When attempting to register but then no email is received, it may be that you had previously registered so please use 'Forgotten Password', if you then do not receive an email please complete a new registration.

If you are then still unable to log in please can you log in via a PC or Laptop to enable you to accept the new Privacy Policy, you will then be able to log in via a phone or tablet again. (This is currently a separate registration to 'My Shropshire').

Please be aware of your browser timeouts - for lengthy comments it is best to type them up ready and then paste them into the comments box and submit.

Visit Viewing Planning Applications for more information and how you can Track an individual application, your Street, your Parish, and saved searches, once registered.