

Planning Agents Meeting 15/5/19 – IT and Web Updates

1.Planning Portal

Introduction in September 2018 of £20.00 customer fee when submitting Planning Portal applications.

- Having attended a recent meeting with the Planning Portal, they reported that prior to the customer fee introduction , 31% of applications were paid by cheque and this has now reduced to 2%. At present, 47% of applications are now paid by the customer at the time of submission and 46% are now paid using the nominated payee process.
- Following agent feedback they can now alert you that your customer has paid so you are not having to chase them up, and they have re-introduced the ability to send your customers a draft of the application prior to submission.
- **Future plans for the portal – i)**looking at sliding scale of fees dependant on the application value – i.e. NONMAT and CONDETS to have a lesser admin fee, ii)increase of credit/debit card limits and iii)developing paper prior approval applications to be submitted via the Portal.
- **Location and Site Plans Maps** – Planning Portal are promoting their ReQuestaPlan Services which is on their website.

2. IApply

IDOX the suppliers of IApply have announced its cessation as from October 2019.

3.Library Services – Beverley Library have recently introduced their own service of printing out or e-mailing location and site plans for customers (using Latitude Mapping). They are expecting to introduce this in the rest of the Libraries and Customer Service Centres in due course.

4. Project Team Updates

- In February we introduced sending out Notice of Decision's electronically at the point of them being generated by the Officer and also with immediate publishing on Public Access.
- Undertaken a review of the Enforcement Team working practices with Managers and Officers resulting in a consistent approach of electronic working.
- Introduced a problem centred more mobile/agile working options for officers using new IT infrastructures.

- Set up a new e-mail address planning@eastriding.gov.uk – all our correspondence now goes out from that e-mail address (apart from Public Access search results at the moment) all correspondence for beverley.dc@eastriding.gov.uk is routed to the new e-mail address at present and we will monitor correspondence and be giving notice when this e-mail address is no longer live.

5. Public Access - We had an upgrade in January which forces you to accept a GDPR disclaimer as part of your registered account setup and you also now have the functionality to fully delete your own accounts.

6. Web Site upgrade

- Our [Planning and Building Control Web site](#) has taken longer than we anticipated as our Web team have been involved with developing and training on a new web services platform which extended the timeframe. A demo was undertaken to show Agents around the specific page designed for professionals which incorporates:
 - Quick links to online forms i.e. pre-applications and planning application forms, as well as Building Control application forms and Services; <https://www.eastriding.gov.uk/planning-permission-and-building-control/planning-and-building-control-services-for-professionals/planning-services-for-professionals/>
 - Links to application checklists and submission requirements;
 - Guidance and legislation links to the Planning Portal and .Gov website;
 - Meeting minutes from Agent meetings;
 - Links to [Planning interactive constraints](#) map and the [Local Plan](#) interactive map
- you will be able to access the page from a **short URL** named eryc.link/planninglinks and eryc.link/bclinks (or access it from the Planning and Building Control Home page)
 - **Most of the forms are Contact 360 forms -** new forms we have developed to integrate into our system.
 - **Once you have registered for “My Account”** every time you want to submit a request for any of these type of request forms, your details will already be populated as the applicant or the agent acting on behalf of a customer to save you time filling in. All your submissions will be filed in your account and you have the ability on the pre-application forms to save them as you go prior to submission. You don’t have to set up a “My

account” and can bypass this and just submit each form as and when required, however you would not be able to benefit from the save functionality on the forms.

7. Planning Interactive map

- The [interactive constraints map](#) has been published for some time now and is already on the website.

8.Ongoing Work

- Looking at processes for potential publishing of S106 legal agreement spends in line with government requirements
- Continue to trial and implement mobile working across other parts of the service
- Continue programme of back scanning archive planning files to enable electronic retrieval. We are aiming to have all applications since 1996 scanned within the next year
- Enhance the planning interactive constraints map with additional constraint information

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