

# Consultee portal and online viewing tool (Public Register)

May 2023

# Content of training

1. Online viewing and commenting tool (Public)
2. Consultation portal and process (members and parishes)
3. New and on the horizon
4. Further guidance available
5. Questions

# Online viewing and commenting tool (Public)

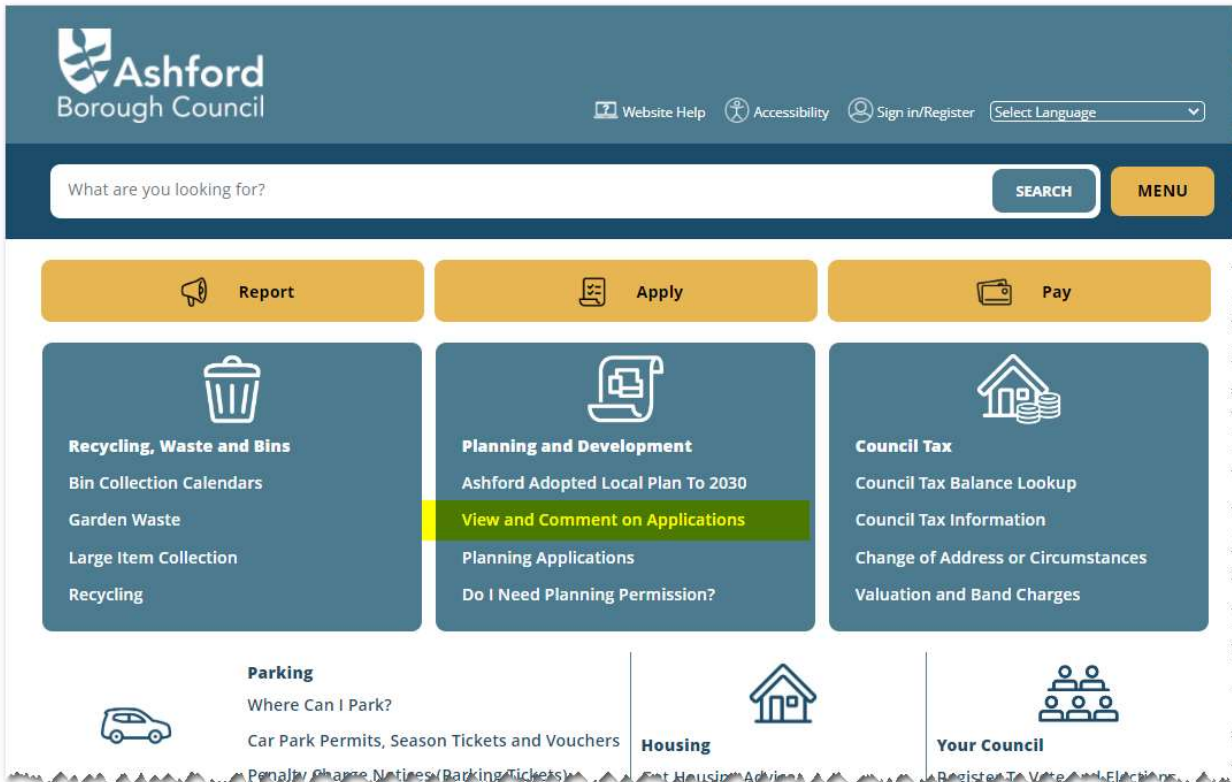
## Online viewing and commenting tool

- Public tool – available to everyone on our website
- Facilitates viewing of the statutory public register
- Facilitates the submission of comments online.
- Online comments directly linked to back office system.
- Publishes comments in one location (for ease of reviewing)
- N.B Separate facility for members and parishes.....

# Benefits of online tool

- Powerful 'Google'-like search tool
- Advanced search facility for refined searches
  - Parish
  - Ward
  - Postcode (site address)
- Category search facility
  - Planning applications
  - Tree preservation orders
  - Enforcement notices..
- Online commenting facility
- Documents viewable separately to comments
- Weekly lists available

# Finding the online tool....



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What are you looking for? **SEARCH** **MENU**

**Report** **Apply** **Pay**

**Recycling, Waste and Bins**  
Bin Collection Calendars  
Garden Waste  
Large Item Collection  
Recycling

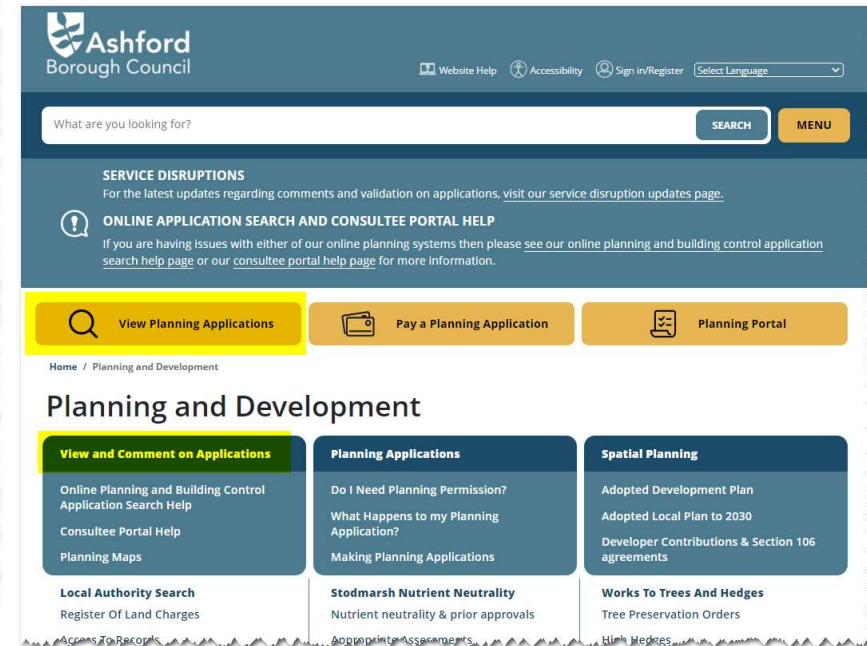
**Planning and Development**  
Ashford Adopted Local Plan To 2030  
**View and Comment on Applications**  
Planning Applications  
Do I Need Planning Permission?

**Council Tax**  
Council Tax Balance Lookup  
Council Tax Information  
Change of Address or Circumstances  
Valuation and Band Charges

**Parking**  
Where Can I Park?  
Car Park Permits, Season Tickets and Vouchers  
Penalty Charge Notices (Parking Tickets)

**Housing**  
Get Housing Advice

**Your Council**  
Register To Vote And Elections



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What are you looking for? **SEARCH** **MENU**

**SERVICE DISRUPTIONS**  
For the latest updates regarding comments and validation on applications, visit our [service disruption updates page](#).

**ONLINE APPLICATION SEARCH AND CONSULTEE PORTAL HELP**  
If you are having issues with either of our online planning systems then please see our [online planning and building control application search help page](#) or our [consultee portal help page](#) for more information.

**View Planning Applications** **Pay a Planning Application** **Planning Portal**

Home / Planning and Development

## Planning and Development

**View and Comment on Applications**  
Online Planning and Building Control Application Search Help  
Consultee Portal Help  
Planning Maps

**Planning Applications**  
Do I Need Planning Permission?  
What Happens to my Planning Application?  
Making Planning Applications

**Spatial Planning**  
Adopted Development Plan  
Adopted Local Plan to 2030  
Developer Contributions & Section 106 agreements

**Local Authority Search**  
Register Of Land Charges  
Access To Records

**Stodmarsh Nutrient Neutrality**  
Nutrient neutrality & prior approvals  
Appropriate Assessments

**Works To Trees And Hedges**  
Tree Preservation Orders  
High Hedges

[www.ashford.gov.uk/comment-on-applications](http://www.ashford.gov.uk/comment-on-applications)



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## Ashford Borough Council Public Register

Welcome to the Ashford Borough Council Public Register

Search

[Advanced search](#)

[Show category](#)

**Quick links**

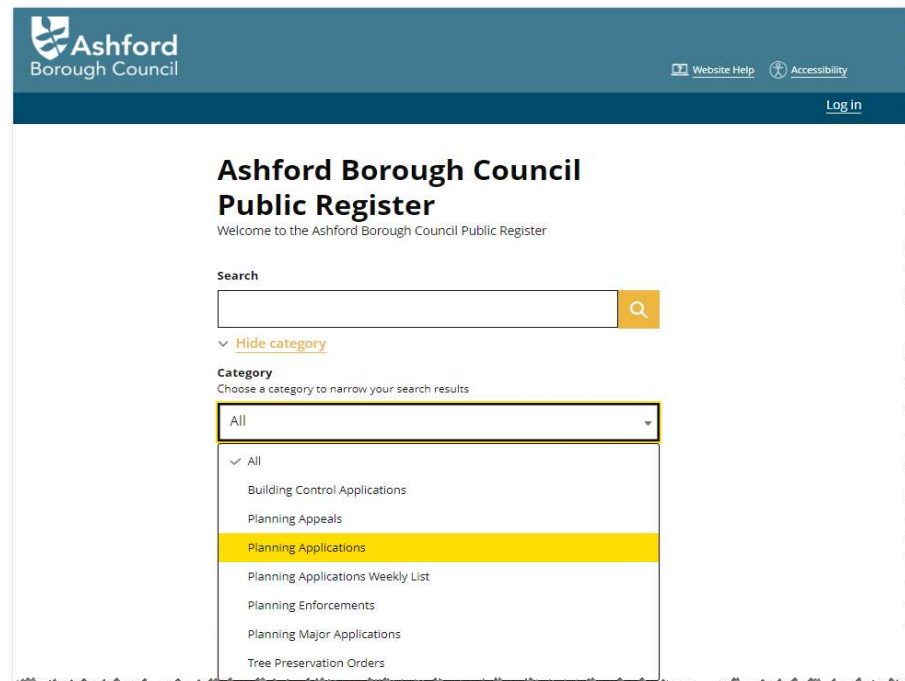
- [Planning Major Applications](#)
- [Planning Applications Weekly List](#)

**Weekly lists**

- [User Defined Weekly List](#)

Would you like to receive email notifications when changes happen in your area?

[Subscribe for notifications](#)



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## Ashford Borough Council Public Register

Welcome to the Ashford Borough Council Public Register

Search

[Q](#)

[Hide category](#)

**Category**

Choose a category to narrow your search results

All

- ✓ All
- Building Control Applications
- Planning Appeals
- Planning Applications**
- Planning Applications Weekly List
- Planning Enforcements
- Planning Major Applications
- Tree Preservation Orders

# Advanced search



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## Ashford Borough Council Public Register

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[Show category](#) [Advanced search](#)

**Quick links**

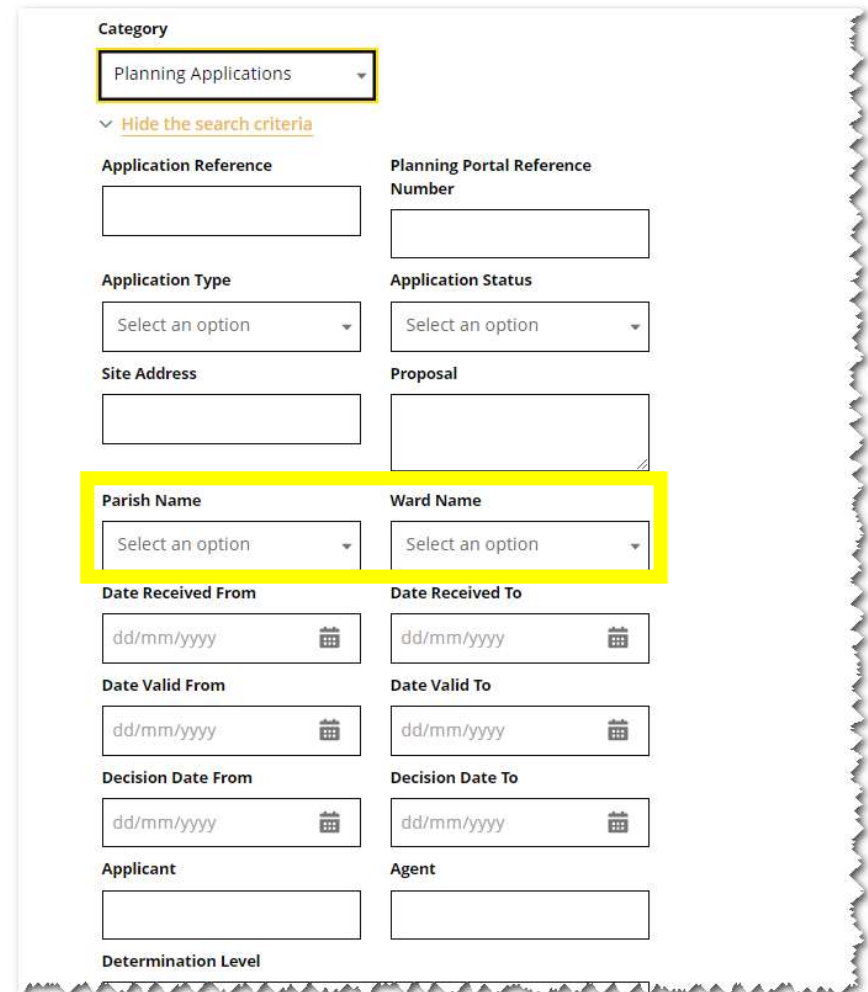
- [Planning Major Applications](#)
- [Planning Applications Weekly List](#)

**Weekly lists**

- [User Defined Weekly List](#)

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Category

Planning Applications

[Hide the search criteria](#)

Application Reference

Planning Portal Reference Number

Application Type

Select an option

Application Status

Select an option

Site Address

Proposal

Parish Name

Select an option

Ward Name

Select an option

Date Received From

dd/mm/yyyy

Date Received To

dd/mm/yyyy

Date Valid From

dd/mm/yyyy

Date Valid To

dd/mm/yyyy

Decision Date From

dd/mm/yyyy

Decision Date To

dd/mm/yyyy

Applicant

Agent

Determination Level



# Example advanced search results

Planning Applications

Hide the search criteria

Application Reference

Planning Portal Reference Number

Application Type

Application Status

Site Address

Proposal

Parish Name

Ward Name

Date Received From

Date Received To

Date Valid From

Date Valid To

Decision Date From

Decision Date To

Applicant

Agent

Determination Level

Search

Clear criteria

Search results				
Planning Applications				View results as a list
Application Reference	Site Address	Proposal	Date Valid	Application Status
<a href="#">PA/2023/0840</a>	Green Hedges, Sissinghurst Road, Biddenden, TN27 8EQ	Proposed addition of second storey, proposed two storey side extension with dormers to front and rear and single storey rear extension following demolition of existing conservatory.	09/5/2023	Under Consultation
<a href="#">PA/2023/0829</a>	Bethersden Marble Pavement Fronting 1 To 17, High Street, Biddenden, TN27 8AL	Urgently required works to lead clad link roof and gutters	05/5/2023	Under Consultation
<a href="#">PA/2023/0800</a>	Land north east of Beacon Farm Oast, Benenden Road	Demolition of 2no. commercial buildings, and erection of new commercial building, alongside construction of a new car park, landscaping and amended site access	25/4/2023	Under Consultation
<a href="#">PA/2022/2359</a>	17, Townland Close, Biddenden, TN27 8AR	Lawful Development Certificate - Proposed vehicle crossover and paving of driveway	24/4/2023	Valid
<a href="#">PA/2023/0789</a>	2, Linden House, The Nightingales, Biddenden, TN27 8HN	Variation of condition 2 (Approved Plans) of planning permission 22/00927/AS for proposed 4-bay garage with extension to the driveway; to alter the positioning of the proposed garage	24/4/2023	Under Consultation
<a href="#">OTH/2023/0765</a>	The Castletons Oak, Benenden Road, Biddenden, TN27 8DN	Details submitted pursuant to conditions 3(Construction Management Plan), 4(Discharge of surface water)& 6(Landscaping Scheme) of planning permission 22/00589/AS	19/4/2023	Under Consultation
<a href="#">OTH/2023/0754</a>	Field Cottage, Tenterden Road, Biddenden, TN27 8BB	Details submitted pursuant to condition 3 (joinery) and 4 (lead lights) of planning permission PA/2022/2830	18/4/2023	Valid

## Be aware....

- Search results on address locations – doesn't account for land or addresses changing name.
- Advanced tool needs to be utilised to refine results
- Documents need to be downloaded in order to view them
- Some documents in migration have come over as separate pages. This will not be an issue with new documentation.

# Commenting online

**Search results**

Planning Applications [View results as a list](#)

Application Reference	Site Address	Proposal	Date Valid	Application Status
<a href="#">PA/2023/0840</a>	Green Hedges, Sissinghurst Road, Biddenden, TN27 8EQ	Proposed addition of second storey, proposed two storey side extension with dormers to front and rear and single storey rear extension following demolition of existing conservatory.	09/5/2023	Under Consultation
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[Back](#)

Planning Application  
**PA/2023/0789**

**Site Address**  
2, Linden House, The Nightingales, Biddenden, TN27 8HN

**Proposal**  
Variation of condition 2 (Approved Plans) of planning permission 22/00927/AS for proposed 4-bay garage with extension to the driveway; to alter the positioning of the proposed garage

Details **Comments** Files

**Make a comment** [Close](#)

**Name \***

**Email \***

# Weekly Lists: Standard and user defined



Ashford Borough Council  
Public Register

Welcome to the Ashford Borough Council Public Register

Search

[Show category](#) [Advanced search](#)

Quick links

- [Planning Applications Weekly List](#)
- [Weekly lists](#)
- [User Defined Weekly List](#)

Would you like to receive email notifications when changes happen in your area?

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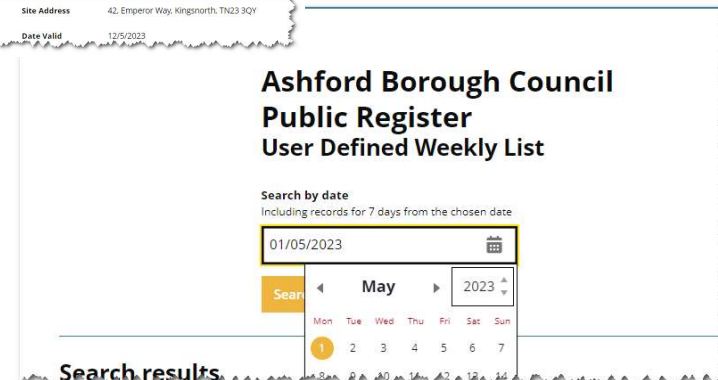
### Ashford Borough Council Public Register Planning Applications Weekly List

Search results

[View results as a table](#)

Planning Applications Weekly List

Application Reference	<a href="#">OTH/2023/0583</a>	Site Address	St Margarets Church, Church Hill, Bethersden
Proposal	Discharge of condition 3 - specification for an archaeological evaluation of land and discharge of condition 4 - details of ground water risk assessment	Date Valid	12/5/2023
Application Status	Valid		
Application Reference	<a href="#">PA/2023/0897</a>	Site Address	Land Adjacent to "Daven", Blindgroves Lane, Shadowhurst, Ashford, Kent, TN26 1HN
Proposal	Proposed development of two houses along with double carport/garage and associated works in side garden area (Resubmission of refused application 22/00230/AS)	Date Valid	12/5/2023
Application Status	Under Consultation		
Application Reference	<a href="#">PA/2023/0758</a>	Site Address	42, Emperor Way, Kingsnorth, TN23 3QY
Proposal	Garage conversion to habitable room	Date Valid	12/5/2023



### Ashford Borough Council Public Register User Defined Weekly List

Search by date  
Including records for 7 days from the chosen date

[Search](#)

May 2023

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7

Search results

# Interactive Map

## Ashford Borough Council Public Register

Welcome to the Ashford Borough Council Public Register

Search



> [Show category](#)

[Advanced search](#)

### Quick links

[Planning Major Applications](#)

[Planning Applications Weekly List](#)

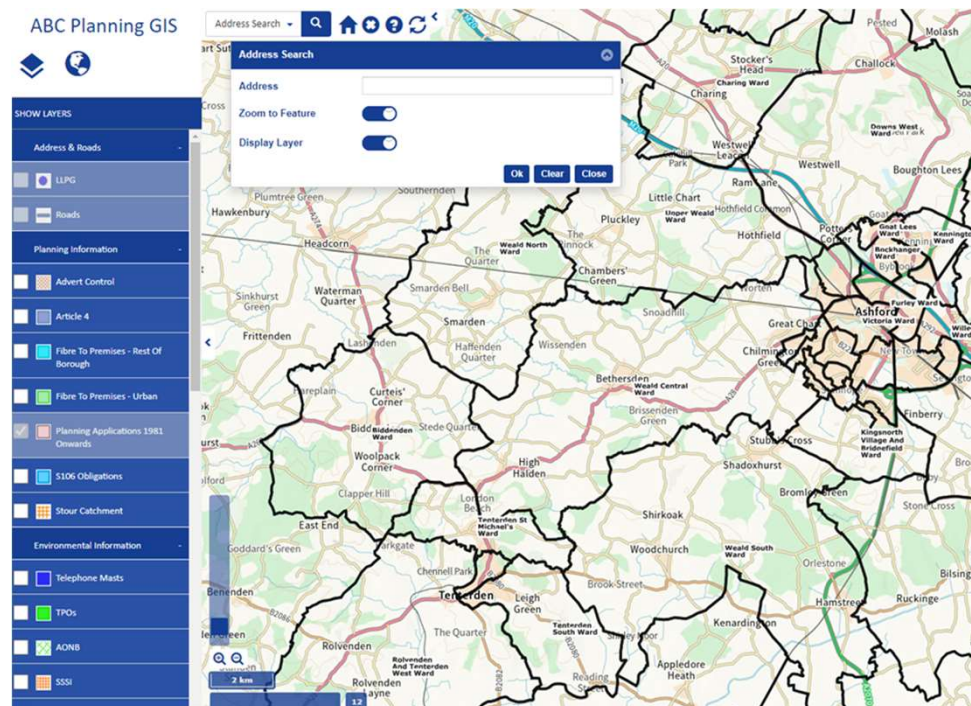
### Weekly lists

[User Defined Weekly List](#)

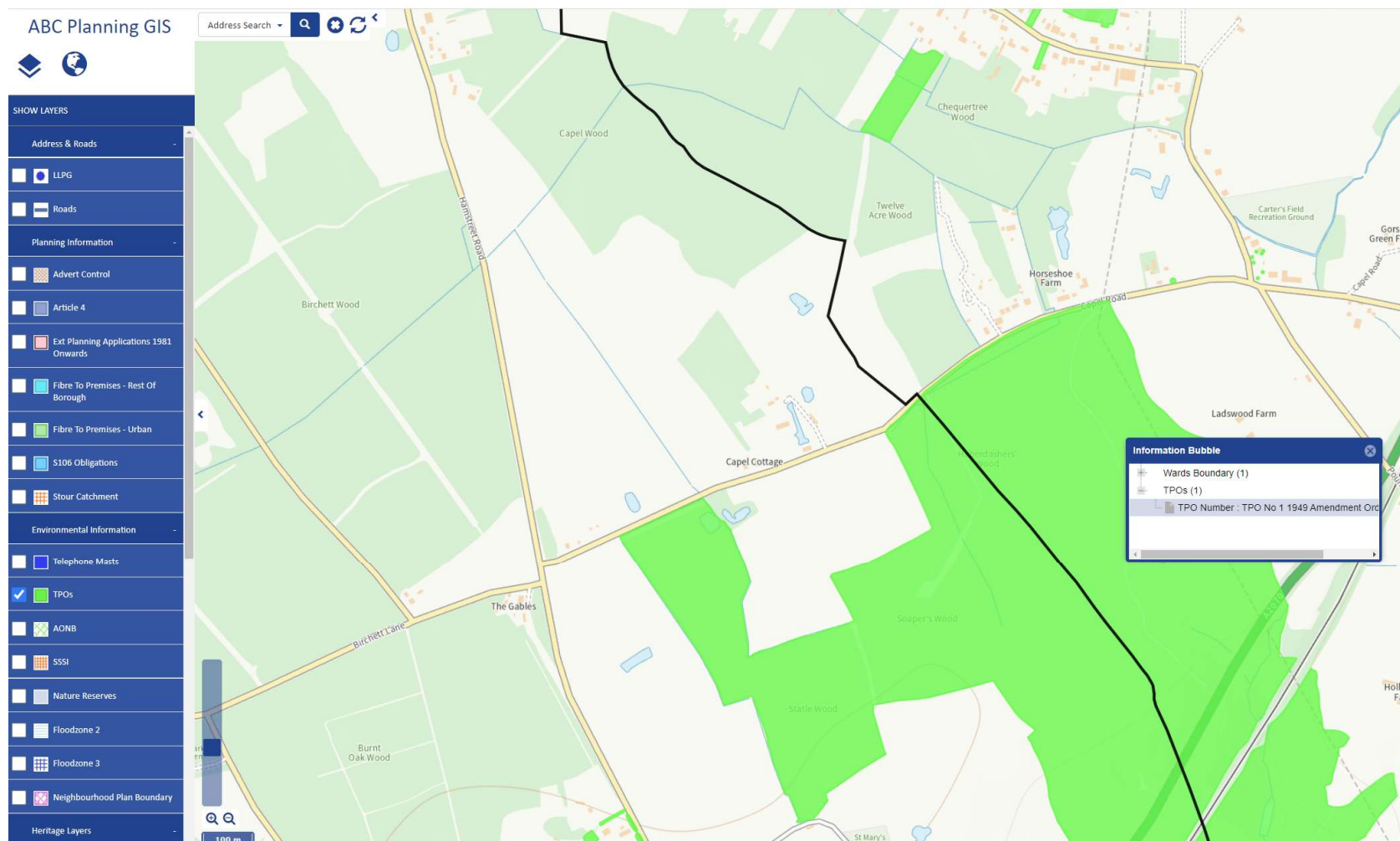
### INTERACTIVE MAP

Please click [HERE](#) to access our interactive map

The interactive map shows planning related information on a map and so can be used as a tool to interrogate a site using a map. It can be used to view planning information that affects a wider area than that attributed to the record. Use the link to access the spatial data where you can search by address or by application reference. The data can then take you to the application in the database for further detail.







# Consultation portal and process (members and parishes)

# Consultee Portal

- Restricted tool – available to Members, Parish Council's and statutory consultees
- List views to help user manage responses: To Do | Done | Historic
- Easy to use template
- Email prompts on new notifications
- Facilitates viewing of applications for consultees
- Facilitates the submission of comments online
- Consultee comments directly linked to back office system
- Facilitates file upload as either comment or supplementary evidence



# Welcome email

----- Forwarded message -----

From: **Public Register** <[arcus@ashford.gov.uk](mailto:arcus@ashford.gov.uk)>

Date: Mon, 22 May 2023, 15:07

Subject: Welcome to Public Register

To: [REDACTED]

Hi Louise,

Welcome to Public Register!

Our online consultee portal provides a dedicated facility to members, parish council's and statutory consultees in order to assist you in managing your planning application consultations in one location, with easy to follow templates for consultation responses and list views helping to manage your 'to do' list.

You will receive notifications by email each time you are consulted which will contain a link to the application in question. Alternatively, if you log in routinely to the facility, you will be taken to a dashboard defaulting to your to do list.

#Get Started

To get started, go to <https://ashfordboroughcouncil.my.site.com/pr>

Username: [REDACTED]

Thanks,  
Ashford Borough Council

## How to access?

- Link in email notification
- Save the login as a 'favourite' on your browser

Login screen as shown:

Username = full.name@ashford.gov.uk

Ashford Borough Council

### Consultee log in

Log in

[Forgot your password?](#)

# Consultee Portal Process

## Consultations

Filter by status

☒ To do  
This lists all open consultations you have not yet responded to

☐ Done  
This lists all open consultations you have already responded to

☐ Historic  
This lists all closed consultations from the previous 12 months. You are no longer able to comment on these as the deadline has passed.

---

[PA/2023/0512](#)

Type	Planning Application
Deadline	15/5/2023
Site address	Tenterden Vineyard, Smallhythe Road, Tenterden, TN30 7NG

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[PA/2023/0722](#)

Type	Planning Application
Deadline	15/5/2023
Site address	Tenterden Vineyard, Smallhythe Road, Tenterden, TN30 7NG

Ashford Borough Council

Log out

Plans, drawings and other material submitted to the local authority are protected by the Copyright, Designs and Patents Act 1988 (section 47). You may only use material which is downloaded and/or printed for consultation purposes, to compare current applications with previous schemes and to check whether developments have been completed in accordance with approved plans. Further copies must not be made without the prior permission of the copyright owner.

[Back](#)

Planning Application  
**PA/2023/0512**

Site Address	Tenterden Vineyard, Smallhythe Road, Tenterden, TN30 7NG	Proposal	Installation of a single storey Portakabin office building
--------------	--	----------	--

[Details](#)
[Comments](#)
[Files](#)

---

**Details**

Application Type	Full planning permission
Applicant	Mr Simon Pain
Agent	Mrs Katy Tomczyk
Status	Under Consultation
Officer	Sally Hodgson
Parish	Tenterden
Ward	Rolvenden & Tenterden West

---

**Decision**

# Consultee Portal Process cont...

Plans, drawings and other material submitted to the local authority are protected by the Copyright, Designs and Patents Act 1988 (section 47). You may only use material which is downloaded and/or printed for consultation purposes, to compare current applications with previous schemes and to check whether developments have been completed in accordance with approved plans. Further copies must not be made without the prior permission of the copyright owner.

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Planning Application  
**PA/2023/0512**

**Site Address**  
Tenterden Vineyard, Smallhythe Road, Tenterden, TN30 7NG

**Proposal**  
Installation of a single storey Portakabin office building

Details **Comments** Files

[Show filter](#) [Comment](#)

03/5/2023 | Support  
Tenterden Town Council SUPPORTS this application on Condition that:-  
(i) Rainwater harvesting is considered; and  
(ii) PV panels are installed on the building.

24/4/2023 | Support

## Make a comment

**Stance**

☐ Object

☐ Support

☐ Representation

**Reason**

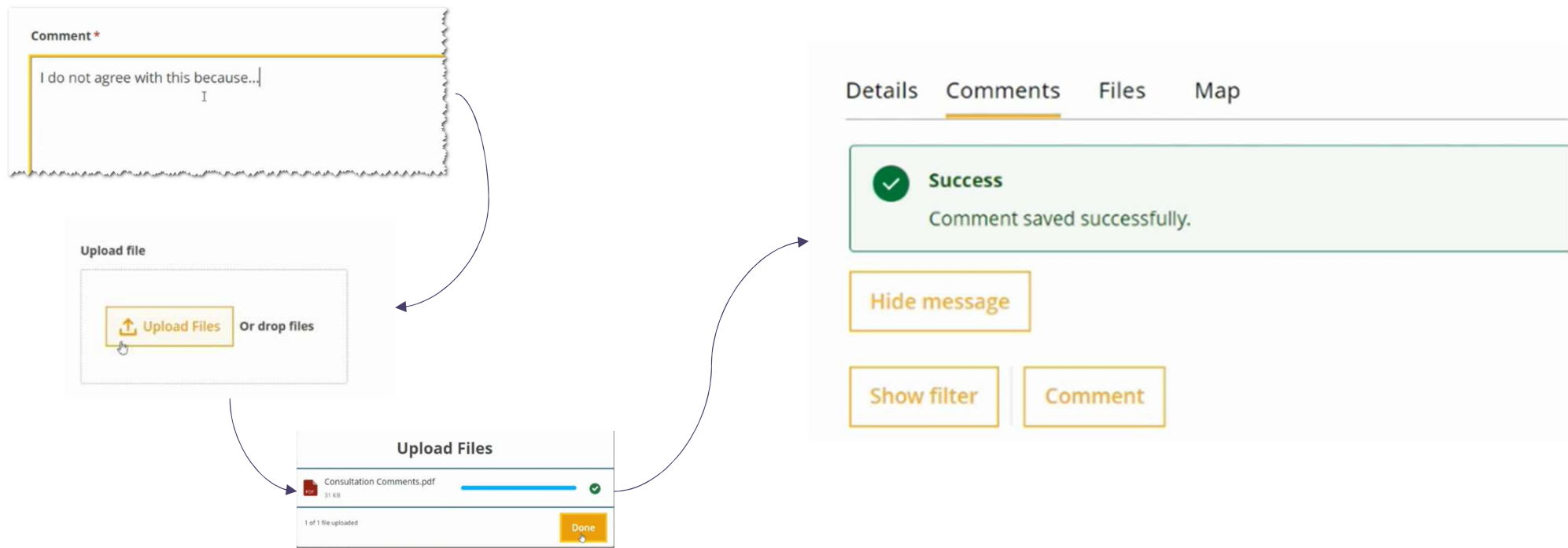
☐ Crime objections

☐ Environmental emissions concerns

☐ No objection

☐ Prevention of public nuisance

# Consultee Portal Process cont...



# Consultee Portal

Utilising the tool for maximum benefit and efficiency....

- Use this facility to communicate with the Officer
- Use this facility to call applications in (Members)

This route is direct and goes directly on the case

Be aware.....

- You can't be logged in to Consultee portal and be in the Public Register at the same time.
- Consultations are time-bound: start and end dates that need managing.

# What's new/changed?

## Changed – Planning Applications PR view...

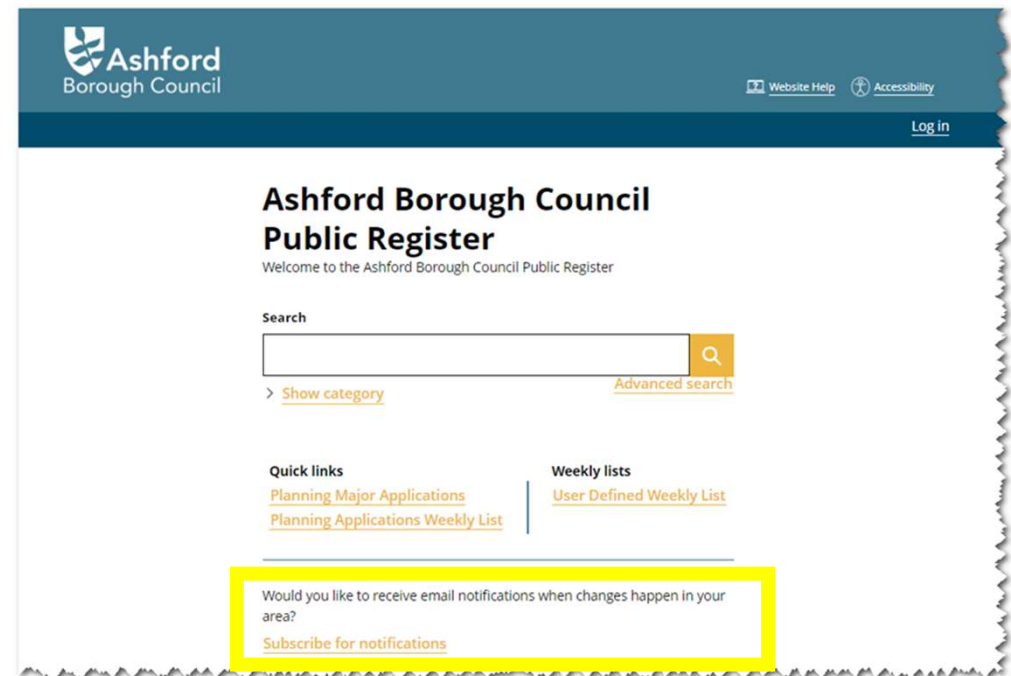
- ABC logo added to header
- Links for website help and accessibility added to header
- Application status more prominent at top of page – now sits with the site address and proposal
- Advanced search field layout improvements – alignment of relative fields for each category
- ‘Linked Application’ field added to references and links – will show a linked application if one exists. (parent/child link)
- Decision added to results summary view
- Dates added to application lifecycle:
  - Consultation end date
  - Latest decision date
- Search criteria configuration tweaks to improve search results – no longer looks across the whole of the back office system. Postcode searches also improved so space or no space, you should get the same results.



# New.....

## Subscriptions - **Beta release** available from 24 May

- For notifications, by Ward, on any/all of the following (multi-selection):
  - ✓ Decision to be made by Planning Committee
  - ✓ Planning applications under consultation
  - ✓ Valid applications
  - ✓ Applications that have been decided
- Scheduled for review at the end of June 23
- Further subscription features are due during the latter part of 23/24, namely:
  - Parish option
  - Postcode option



# Subscriptions

[Back](#)

Subscribe

## Subscribe to a mailing list by ward

Choose one or more mailing lists \*

- ☐ Decision to be made by Planning Committee
- ☐ Planning Applications that have been decided
- ☐ Planning Applications Under Consultation
- ☐ Valid Applications

[Next](#)

Subscribe

## Subscribe to a mailing list by ward

Search

Choose one or more wards \*

- ☐ Aylesford & East Stour
- ☐ Beaver
- ☐ Biddenden
- ☐ Bircholt
- ☐ Bockhanger
- ☐ Bybrook

[< Back](#)[Next](#)[Back](#)

Subscribe

## Subscribe to a mailing list by ward

The selected mailing list(s) are listed below

- Delegation Level Set to Committee or Called In
- Under Consultation Planning Apps
- Valid Applications

The selected ward(s) are listed below

- Saxon Shore

Email \*

☐ I'm not a robot[Back](#)

Subscribe

## Subscribe to a mailing list by ward

**Subscription request received**

You will receive an email to the provided address for verification

[Return to home](#)

# Verifying a subscription



Mon 15/05/2023 17:17

Planning Alerts &lt;planning.alerts@notifications.service.gov.uk&gt;

Confirm your subscription to Ashford Borough Council's Planning register

To Louise Lambourn

**[CYBER SECURITY WARNING]** This email is from an external source - be careful of attachments and links. Please remember your Cyber Security training and report suspicious emails.



## Planning public register alerts – almost there.....

Thank you for signing up to alerts from our public register, however before we can start sending these to you we need you to verify your request.

Please verify your subscription by using the link provided below.

Once you have confirmed your subscription, you will get an email each week with a summary of changes according to your preferences.

Confirm your subscription.

<https://ashfordboroughcouncil--ashfordstg.sandbox.my.site.com/pr/s/verify?token=b2fd6dd854779b912042efb9b8ed7a8c43a688afabea19c1e3fe5d64aabb1c45>

If you experience any issues with this service, please email [planninghelp@ashford.gov.uk](mailto:planninghelp@ashford.gov.uk).

[Website Help](#) [Accessibility](#)[Log in](#)**Success**

Your subscriptions have been verified



On the horizon  
in 23/24



# Further public register planned development:

## From July:

- **Ordering categories** – changing from alphabetical to a user defined order i.e. planning applications coming top of the list.
- **Application progress timeline feature** – a visual timeline aid to show the stages of an application i.e. what's happened, what is still to happen (including dates potentially)

## Likely changes (Sept/Oct indicative):

- **Download CSV of search results** - an option of downloading the first 250 results from each category in a CSV file.
- **Location Search** - A new search allowing the user to find an address and then see all published records. This should make it easier for users to see everything that is linked to a single location record.
- **Public comments address lookup:** The ability for the commenter to find an address using the location search and store this against the comment, rather than a free text field.

# Further guidance

# Application Types not open to consultation

- Certificate of Lawful Development (Proposed)
- Prior Notifications
- Statutory Notifications from utility companies
- Discharge of Condition
- Non-material amendments
- Scoping Opinions
- Screening Opinions
- Pre-application enquiries

# Glossary of public register fields

## Consultation End Date:

Statutory consultation end date. An officer may make a decision at any point after this date. It may not always be possible to extend a consultation end date beyond the statutory period.

## Latest Decision Date:

This is the latest a decision can be made accounting for statutory consultation and any extensions of time or performance agreements agreed with the applicant.

## Determination Level:

The level of authority required to determine the application. For some applications, this may change subject to Member call in for example.

## Status:

The stage an application has reached in the processing of the application.



## ABC website

- [Online Planning and Building Control Application Search Help – webpage](#)
- [Consultee Portal Help webpage](#)
- [How to: Consultee Portal guide](#)

## How To:



### Planning and Development How-to: Consultee Portal

The Consultee Portal is a tool to help consultees manage the comments they make on planning applications.

# Any Questions?