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INTRODUCTION

Darlington Borough Council's MyService Planning (MSP) web tool provides you with the facility to view and comment on planning applications online. MSP provides the facility to display any relevant plans and documents relating to the planning application, and also includes a functionality to allow for the scaling and measuring of these documents.

The benefits of the MSP tool are clear – it gives you convenient access to planning information online 24/7. This will lead to quicker and decision making. And you won't need to travel to the Planning Office at the Town Hall to find out what's happening near you.

“For those users without internet access, there is a facility to use MSP on a dedicated computer that is located in the Reception Area in Customer Services in the Town Hall.”

Please note, you will only be able to view relevant documents on MSP for planning applications received from **Monday 1st of November 2010**, as applications prior to this date will only show limited information. If you need to view applications prior to this date, you can still visit the planning department at the Town Hall to see copies of relevant plans and information and speak to a planning officer if you have any questions.

If using the computer located in Customer Services in the Town Hall, there is the option to print copies of documents from MSP, for which there is a small charge per copy. Documents will need to be collected from the Customer Service Desk once ready for collection.

Online planning applications

When we receive an application, it is scanned along with all plans and relevant documents. Following successful validation of the application, these documents are then made publicly available (if applicable), and can be accessed using the link below:

www.darlington.gov.uk/msp

GETTING STARTED

To access the MyServices Planning Web Tool online go to :
www.darlington.gov.uk/msp and you will be directed to the MyServices Planning Search Facility Welcome Page as per below:

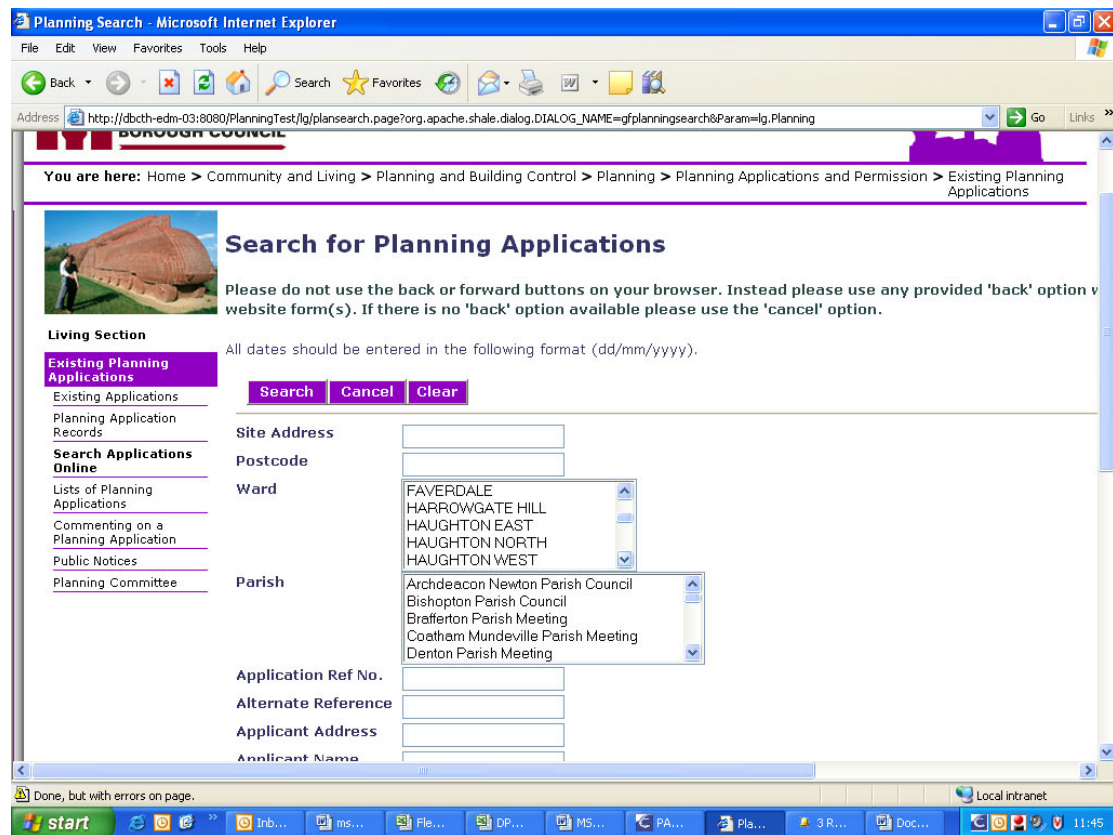


From the Welcome Page you can search for applications using 'Weekly Lists' according to the week in which they were 'Received' or 'Decided'



SEARCHING FOR A PLANNING APPLICATION

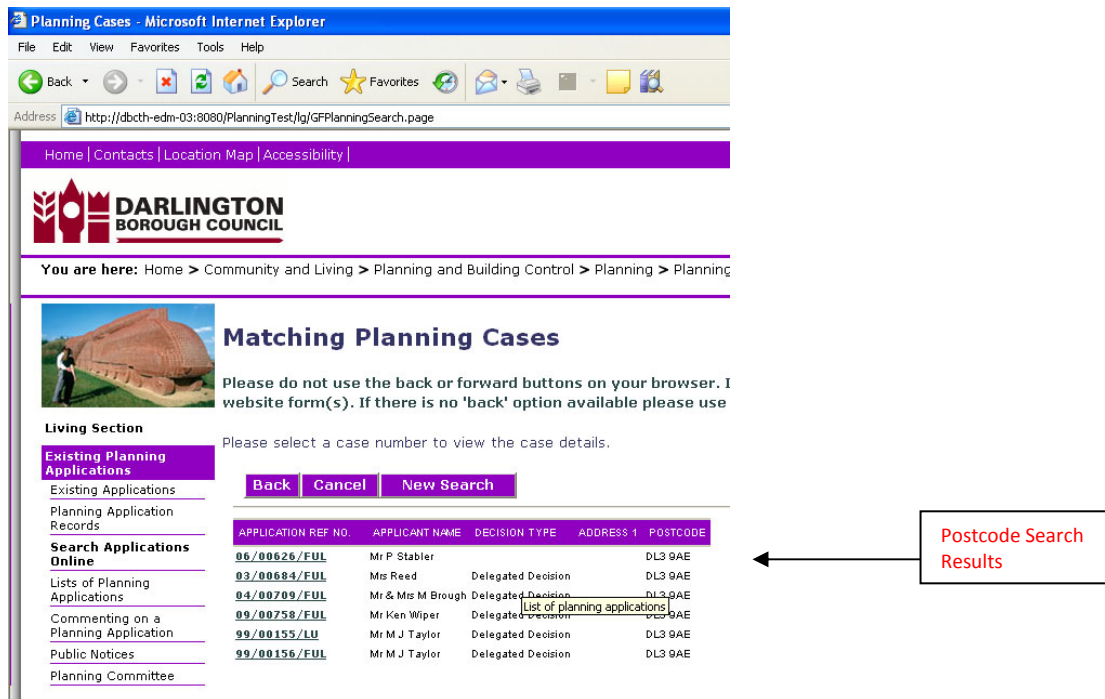
You can search for a planning application using the various fields available on the Home Page, as shown below.



You can carry out a simple and advanced searches for an application using the application reference number, (if known), part of an address, postcode or by searching using a range of from and to dates. You can also carry searches on fields such as Ward & Parish.

How to do a simple search using Postcodes

- Select **'Online Search Form'** from Home Page
- Enter your postcode
- Remember to put a space in your postcode e.g. DL3 9AE
- Click on the search button, and this will produce a list of all applications found within that postcode
- Click on relevant application to display the application related to your search



The screenshot shows a Microsoft Internet Explorer browser window displaying the Darlington Borough Council website. The page title is "Matching Planning Cases". A navigation menu includes "Home", "Contacts", "Location Map", and "Accessibility". The council logo is visible, along with a breadcrumb trail: "You are here: Home > Community and Living > Planning and Building Control > Planning > Planning".

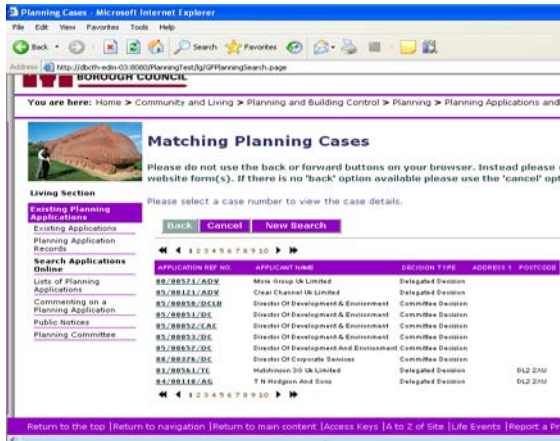
The main content area features a heading "Matching Planning Cases" and a sub-heading "Living Section". Below this, there is a table of planning applications. A red box labeled "Postcode Search Results" with an arrow points to the table.

APPLICATION REF NO.	APPLICANT NAME	DECISION TYPE	ADDRESS 1	POSTCODE
06/00626/FUL	Mr P Stabler			DL3 9AE
03/00684/FUL	Mrs Reed	Delegated Decision		DL3 9AE
04/00709/FUL	Mr & Mrs M Brough	Delegated Decision		DL3 9AE
09/00758/FUL	Mr Ken Wiper	Delegated Decision		DL3 9AE
99/00155/LU	Mr M J Taylor	Delegated Decision		DL3 9AE
99/00156/FUL	Mr M J Taylor	Delegated Decision		DL3 9AE

Wild Card Searches

With MSP you can use **'Wild Cards'** to search for applications across all the searchable fields.

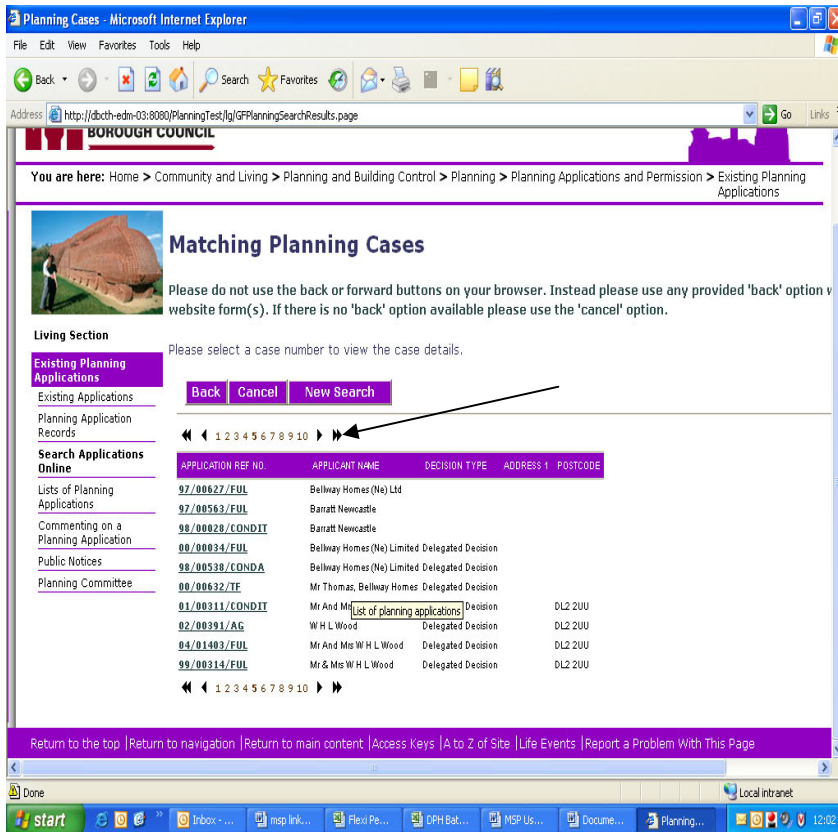
For example, if you wanted to search for all applications with the word High in their address, you simply type in the word **'High'** in the field you wish to search i.e. **'Site Address'** and the search would bring back any data associated with High in that field including High Row, High Street etc.



Wildcard Search Results

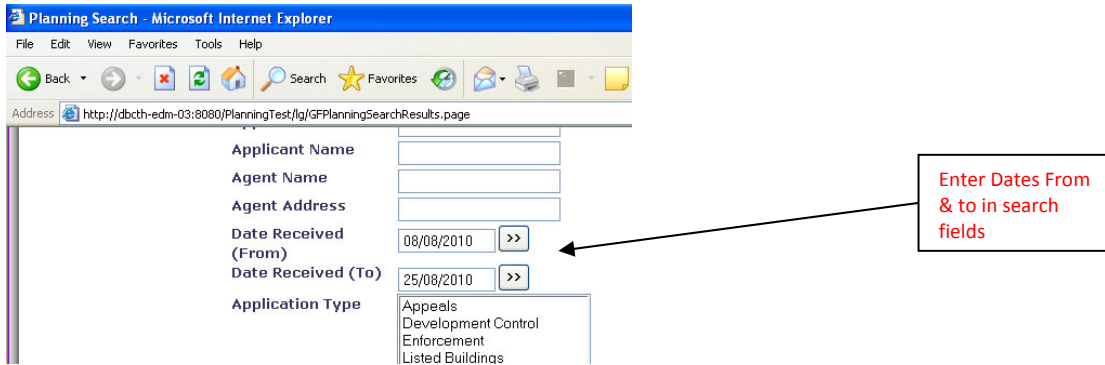
Planning Results List

If multiple results are found then a list of results is shown as per below, and you simply select the relevant page numbers to scroll through the various planning applications.



Date Range Searches

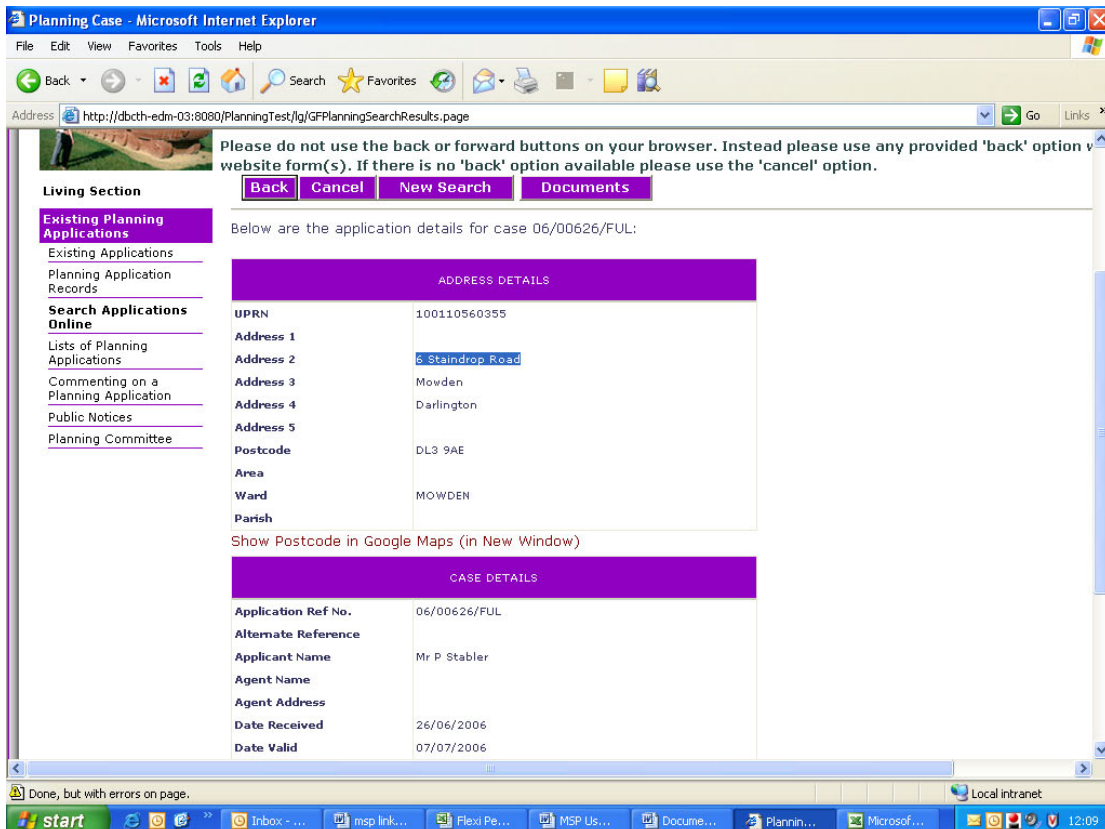
If you wish to search for an application using a date range, then you will be asked to enter two search fields, one for the date from and one for the date to. This will provide you with details of all cases within that particular date range:



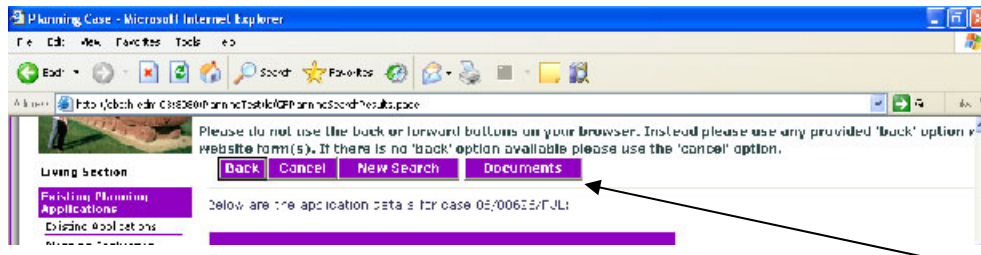
VIEWING APPLICATION DETAILS USING THE PLANNING CASE WINDOW

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

This page will display information about the application in 2 Table forms, the first table displaying the 'Address Details' and the second table displaying the 'Case Details'

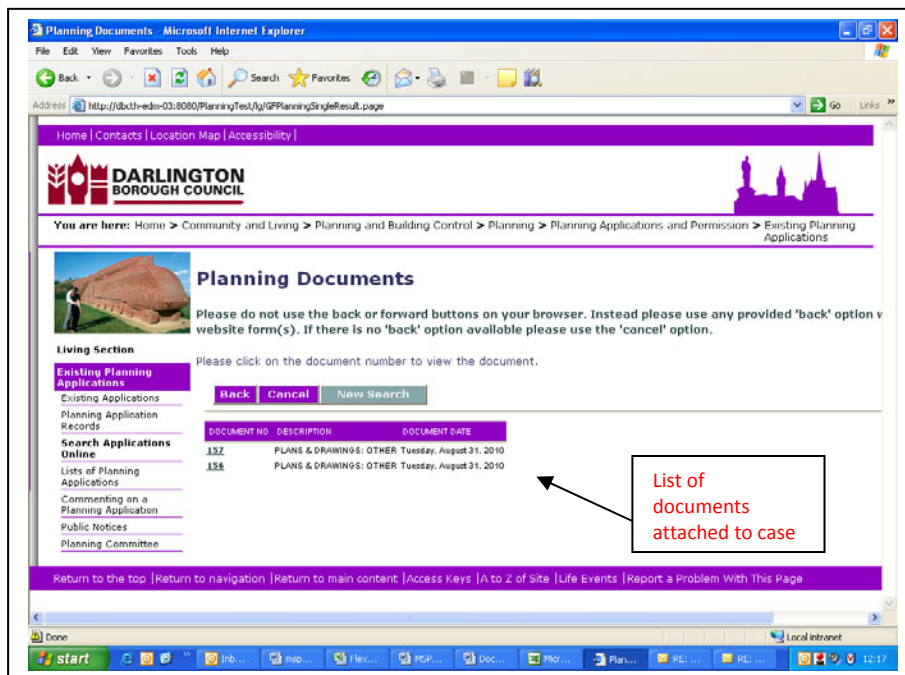


From this screen you will also be able to go back to the search results, cancel displaying these details, perform a new search, view any documents associated with that application (if available), and comment on the application (if available)



PLANNING DOCUMENT LIST

If you select 'View Documents' from the planning case window it will list all the documents that are available for that planning application.



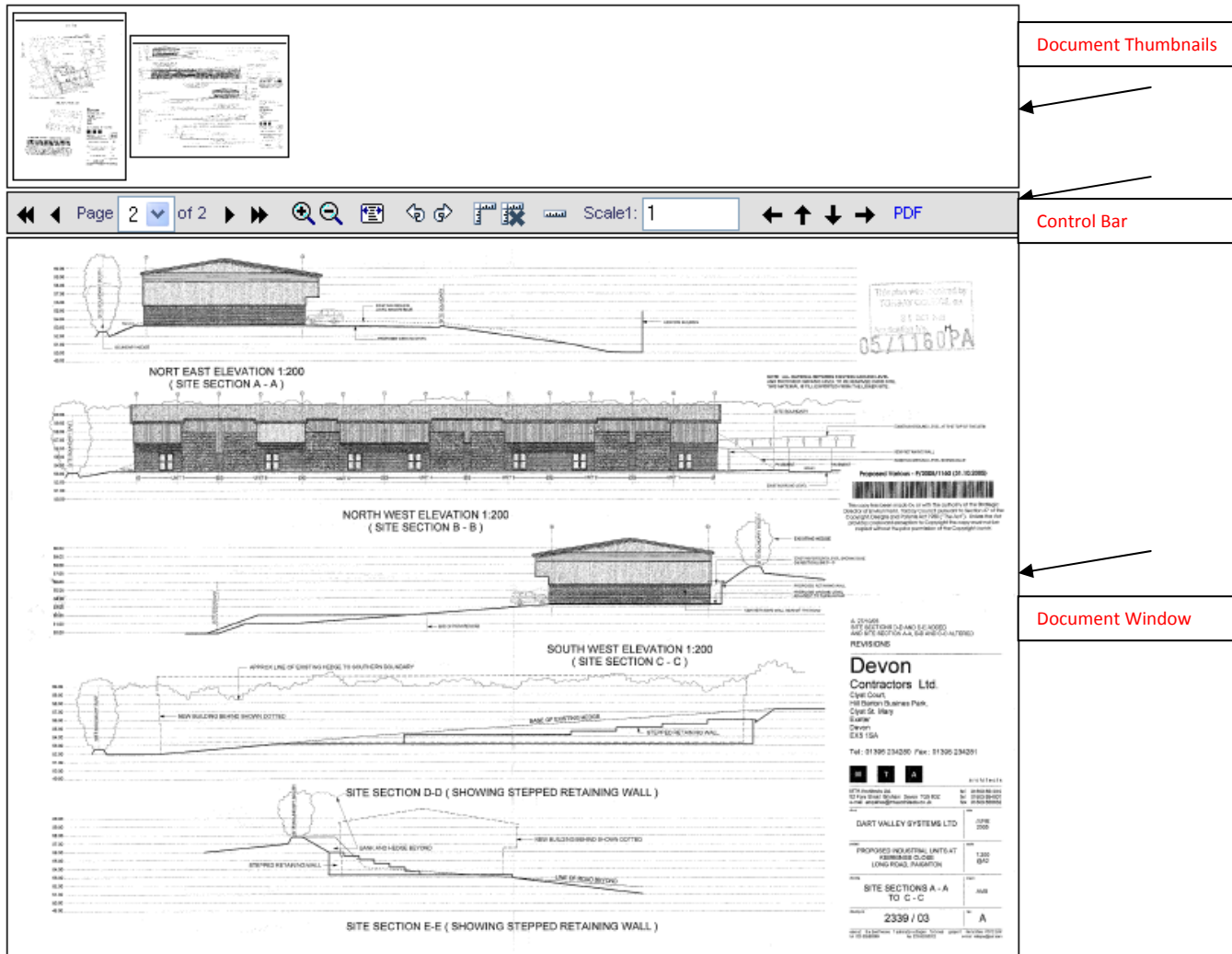
DOCUMENT VIEWER

Documents that have been scanned and indexed against a planning application are available to view on MyServices Planning via a document viewer facility. (Not all documents will be able to be viewed using MSP, as viewing of documents are subject to the securities attached to them). ***Please note, only those documents from planning applications received from XXxxxxx are available to view using this facility.***

HOW TO VIEW A DOCUMENT

To view a document relating to a particular planning application, select the document you wish to view from the document list.

The image below shows you an example of how the document viewer will display the scanned document:



Document Thumbnails

All pages associated with the document will be displayed in the area indicated above as thumbnails. To view a thumbnail, simply click on the image and it will be displayed in the document window. The first page of any document is always displayed on opening the document viewer.

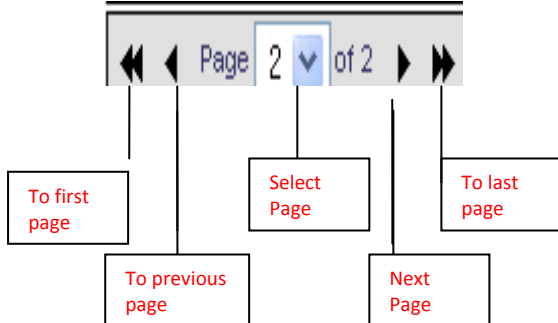
Control Bar

The Document Viewer Control Bar is a really useful feature for viewing the scanned images within the document viewer on MSP. The control bar enables the following image manipulation features:

- Page Navigation/jump to page
- Zoom in/out/full width
- Rotate
- Scaling and Measuring
- PDF Conversion


Page Navigation


For multi-page documents, it is possible to browse through the document pages or jump to a specific page using the navigate icons:

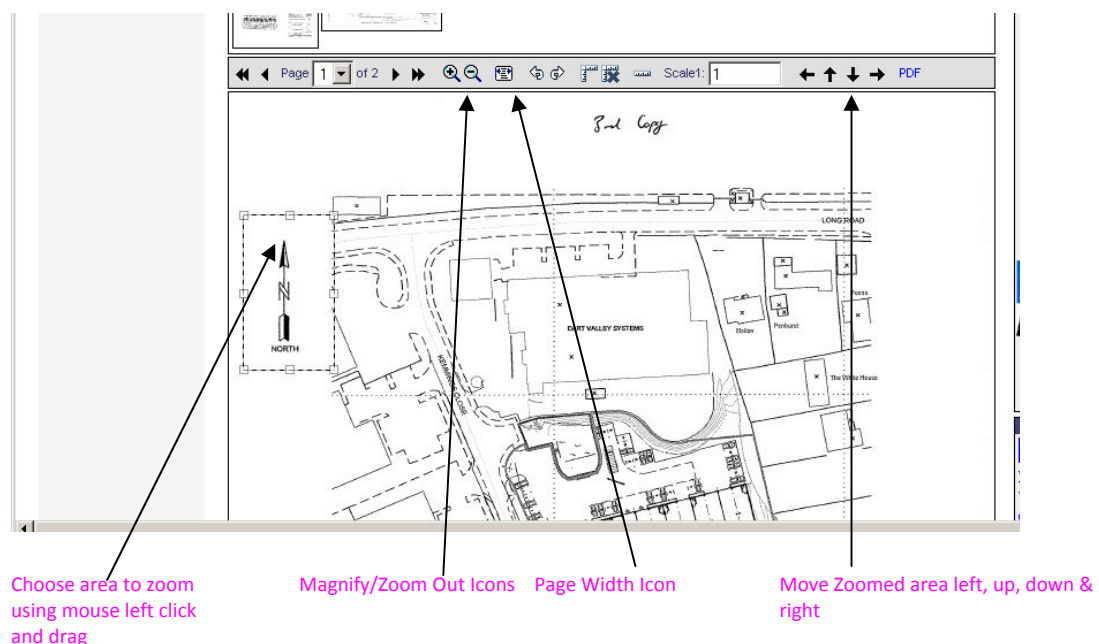


Zoom & Page Width

The Zoom feature allows you to magnify an image or areas of an image, and to scroll around the magnified image. Zooming in and out is controlled via the “magnify/zoom into & out” icons.

To use the zoom function, you simply select the area on the image you wish to zoom into, and then select the zoom into icon .

The  “page width” icon will allow you to restore the image back to the default magnification. The arrow icons allow you to scroll around the magnified image.



Rotate

Images can be rotated using the rotate left and rotate right icons as per below:



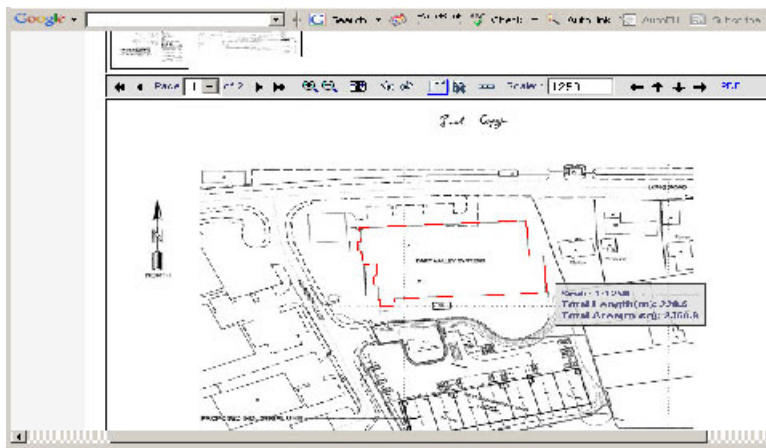
Scaling & Measurements


Measurements can be calculated in conjunction with all the zooming and rotation functionality to allow users to zoom in to select more accurate measurement points. The accuracy of the measurements will relate to the error of each pixel (+ - ½ pixel), the accuracy of the scanning hardware and the accuracy of the original image. For display the measurements are given to a precision dictated by the minimum error of the original image (+- ½ pixel rounded to the nearest decimal precision).

Areas are calculated by closing the last point to the first point. If lines intersect then the area calculation cannot be meaningful.


How to measure using a known scale

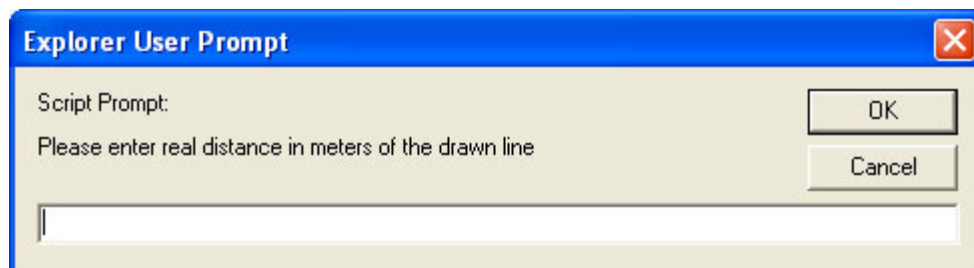
Enter the known scale in the scale input box for example Scale 1:1250 (as in the image below)



Select the 'set square'  icon, and this will enable you to mark a 'start' point and an 'end point' to measure. Measurements are indicated in the area marked by red lines.


How to measure without a known scale

Select scale tool icon.  When the mouse is then moved over the image, a note "**Choose start point**" will remain with the pointer. Clicking the left mouse button will define the start point which will be marked with a red cross. The note will then change to read "**Choose end point**" and clicking an area on the image will create the end point, which will join to the start point via a red line. A pop-up dialog will then appear requesting the real distance between the two points:



You can then enter a distance and the image scale will be altered accordingly so that subsequent measurements will be accurate.

Convert to PDF

If you are using MSP on your home machine, then click the PDF  button to download the whole document as a PDF File (You can't measure from a PDF!) . If you are using this from the machine in the Town Hall, you will not be able to download the document, but have the option to print copies as required (a charge is applicable for this service).

COMMENTING ON A PLANNING APPLICATION

Within MSP you are able to comment on a planning application. To do this you simply select the '**Comment**' Tab on the relevant application as indicated below:

