



## Consultee Access User Guide

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### **Contact us**

Please email [applicationsupport@cambridge.gov.uk](mailto:applicationsupport@cambridge.gov.uk) if you have any further questions regarding this service.

## What is Consultee Access?

Consultee Access is an online service which notifies Consultees of new planning applications which require their review and comment.

Using an individual login, consultees can:

- view the progress of an application
- view plans and association documents
- track an application to receive e-mail updates
- submit comments
- search a real-time list of applications received and decided each week,

The system also allows users to view a planning mapbase, detailing constraints and the planning history relating to properties.

To access Consultee Access please use [this link](#).

Please refer to the Frequently Asked Questions for further guidance..

In using the system Consultees agree to the [Terms and Conditions](#) of the site.

## How to log in

Go direct to [Consultee Access](#) or click the link in your e-mailed consultation letter.

Enter your login details.

**Public Access** View planning and building control applications on-line

Search My Profile Login

New User?

**If you haven't used this site before** you will need to register in order to:

- ▶ Track applications
- ▶ Save Searches
- ▶ Submit comments

If you have **already registered**, login below.

Login

Email Address

Password

Login

[Forgotten Password?](#)

[Data protection policy](#) [Copyright](#) [Links disclaimer](#)

You will be taken directly to your 'In Tray' of outstanding applications that you have been consulted on.

**Public Access – Online Register** View planning and building control applications online

Search My Profile Logout Logged in as consultee: [REDACTED]

My Profile » Consultee In Tray » Test Consultee Help with this page

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

**In Tray** Active Consultations Previous Consultations

Consultation Reference  Search

**Consultee Access test application.**  
Guildhall Chambers 7 Guildhall Place Cambridge Cambridgeshire CB2 3QQ  
Ref. No: 11/0178/FUL | Received: Fri 13 May 2011 | Validated: Fri 13 May 2011 | Status: Pending Consideration  
**Requests for consultation**

| Letter Reference:     | Consultee:     | Date Requested: | Expiry Date:    | Days to Expiry: |
|-----------------------|----------------|-----------------|-----------------|-----------------|
| DC/12UB/LL4RJPDx01D00 | Test Consultee | Fri 13 May 2011 | Fri 03 Jun 2011 | 21              |

[Make a Consultee Comment](#)

## Viewing an application

Click on the title of the application to view the application details

Public Access – Online Register View planning and building control applications online

Search My Profile Logout Logged in as consultee: [REDACTED]

My Profile » Consultee In Tray » Test Consultee Help with this page

Consultee In Tray Profile Details Saved Searches Notified Applications Tracked Applications

In Tray **Active Consultations** Previous Consultations

Show submissions from  Only me  Any user in the group

Consultation Reference

**Consultee Access test application.**  
Guildhall Chambers 7 Guildhall Place Cambridge Cambridgeshire CB2 3QQ  
Ref. No: 11/0178/FUL | Received: Fri 13 May 2011 | Validated: Fri 13 May 2011 | Status: Pending Consideration  
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|-----------------------|----------------|-----------------|-----------------|-----------------|
| DC/12UB/LL4RJPDX01D00 | Test Consultee | Fri 13 May 2011 | Fri 03 Jun 2011 | 18              |

You are able to read any public and consultee comments that have already been made in the Comments tab set.

Public Access – Online Register View planning and building control applications online

Search My Profile Logout Logged in as consultee: [REDACTED]

Planning » Application Comments Help with this page

11/0179/FUL | Test application for Consultee Access. | Guildhall Chambers 7 Guildhall Place Cambridge Cambridgeshire CB2 3QQ

Details **Comments (1)** Constraints (8) Documents (0) Related Items (1) Map

Make a Comment Public Comments (0) **Consultee Comments (1)**

Sort by  Direction  Results per page

Test Consultee  
This consultee has been asked to comment on this application. If they have replied you will find their response by clicking on the **Documents** tab above.

## Making a comment

- a. Click on the Make a Consultee Comment button from within your in-tray

Public Access – Online Register View planning and building control applications online

Search My Profile Logout Logged in as consultee: [REDACTED]

My Profile » Consultee In Tray » Test Consultee Help with this page

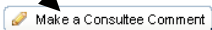
Consultee In Tray Profile Details Saved Searches Notified Applications Tracked Applications

In Tray Active Consultations Previous Consultations

Consultation Reference  Search

**Consultee Access test application.**  
Guildhall Chambers 7 Guildhall Place Cambridge Cambridgeshire CB2 3QQ  
Ref. No: 11/0178/FUL | Received: Fri 13 May 2011 | Validated: Fri 13 May 2011 | Status: Pending Consideration  
Requests for consultation

| Letter Reference:     | Consultee:     | Date Requested: | Expiry Date:    | Days to Expiry: |
|-----------------------|----------------|-----------------|-----------------|-----------------|
| DC/12UB/LL4RJPDX01D00 | Test Consultee | Fri 13 May 2011 | Fri 03 Jun 2011 | 21              |






- b. Or from within any of the screens

Public Access – Online Register View planning and building control applications online

Search My Profile Logout Logged in as consultee: [REDACTED]

Planning » Application Summary Help with this page

11/0178/FUL | Consultee Access test application. | Guildhall Chambers 7 Guildhall Place Cambridge Cambridgeshire CB2 3QQ

Details Comments (1) Constraints (8) Documents (0) Related Items (1) Map

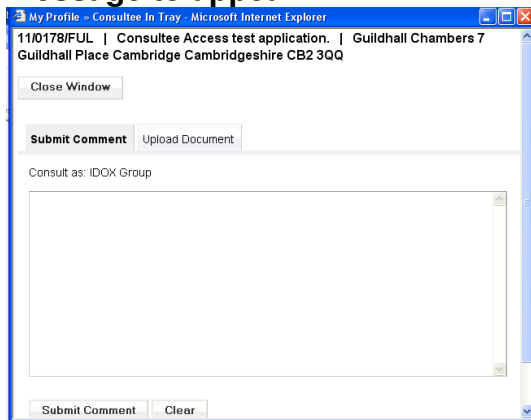
Summary Further Information Contacts Important Dates

|                       |   |
|-----------------------|---|
| Reference:            | 11/0178/FUL   |
| Application Received: | 13 May 2011   |
| Address:              | Guildhall Chambers 7 Guildhall Place Cambridge Cambridgeshire CB2 3QQ |
| Proposal:             | Consultee Access test application.                                    |
| Status:               | Pending Consideration   |
| Appeal Status:        |   |
| Appeal Decision:      |   |

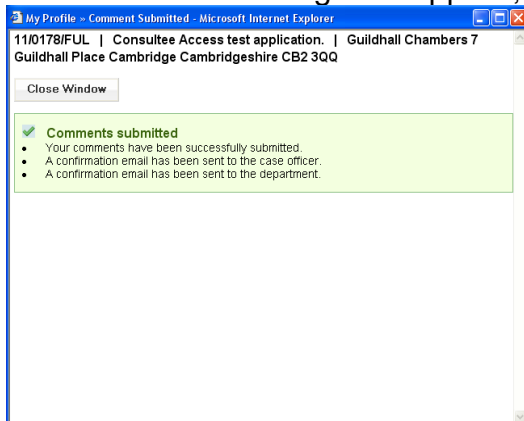
A new window will open.

Type or paste comments directly into the Submit Comments tab then click the Submit Comments button.

**Please only click this button once and wait for the confirmation message to appear.**



A confirmation message will appear; this window can now be closed



**Note: Please disregard the Upload Document tab. This is not currently fully functional. If you do need to submit a document, please e-mail it directly to the case officer.**

Your comments will appear online immediately viewable in the comments tab and as a document in the Documents tab.

Please contact the case officers directly to discuss draft comments.

To return to your In Tray, click on My Profile in the top navigation bar and select Consultee In Tray.

The screenshot shows the 'Public Access – Online Register' website. At the top, there is a blue header with the text 'View planning and building control applications online'. Below this is a navigation bar with a search icon, a 'My Profile' dropdown menu, and a 'Logout' button. The 'My Profile' dropdown menu is open, showing options: 'Consultee In Tray', 'Profile Details', 'Saved Searches', 'Notified Applications', and 'Tracked Applications'. An arrow points to the 'My Profile' dropdown. The main content area shows 'Planning » Active Applications' with a 'Help with this page' link. Below this, there are buttons for 'Track', 'Make a Consultee Comment', and 'Print'. A tabbed interface shows 'Details' selected, with sub-tabs for 'Comments (1)', 'Constraints (8)', 'Documents (0)', 'Related Items (1)', and 'Map'. Under 'Details', there is a 'Summary' tab and a table with the following information:

|                              |   |
|------------------------------|---|
| <b>Reference:</b>            | 11/0178/FUL   |
| <b>Application Received:</b> | 13 May 2011   |
| <b>Address:</b>              | Guildhall Chambers 7 Guildhall Place Cambridge Cambridgeshire CB2 3QQ |
| <b>Proposal:</b>             | Consultee Access test application.                                    |
| <b>Status:</b>               | Pending Consideration   |
| <b>Appeal Status:</b>        |   |
| <b>Appeal Decision:</b>      |   |

Once you have responded the application will move into the Active Consultation tab. Additional comments can be submitted whilst consultation is still open.

## Consultee Screens

**In Tray** – displays a list of applications on which requests for consultation have been made.

You can browse the In Tray for consultations. If there are more results than fit on one page, use the Next and Previous buttons or go to a particular page.

Alternatively, if you know the Letter Reference for a specific request for consultation, enter that in the Consultation Reference box and press search.

Each request for consultation displays:

- Letter – the unique reference number for the consultation letter request
- Consultee – the consultee name
- Date requested – the date the consultation started
- Expiry date – the date that consultee comments must be made by
- Date to expiry – the number of days until the expiry date

**Active Consultations** – displays a list of applications currently under consultation on which you have made a consultee comment. You have until the expiry date to make any further comments. After this date they will be moved into the Previous Consultation page.

**Previous Consultations** – displays a list of applications where consultation has passed and you have made a consultee comment. These are listed here for reference purpose and automatically removed after **1 year**.

**Consultation Search** – you can search for applications using the Letter Reference.

**Please see the [Public Access User Guide](#) for further guidance on searching**

## Frequently Asked Questions

### **1. How can I update my contact details?**

Please notify us of any changes to your contact details including if an employee leaves the organisation. Please e-mail us at [applicationsupport@cambridge.gov.uk](mailto:applicationsupport@cambridge.gov.uk)

### **2. Why is an application not listed in my In Tray anymore?**

Comments must be submitted by the expiry date, which is shown in the notification e-mail and Consultee Access. If no comments have been made by this deadline the application is automatically removed from this list.

### **3. What happens if I did not submit my comments within the time period, but still wish to comment?**

If you still wish to submit comments outside of the time that you can submit them through Consultee Access, you should contact the case officer directly. An extension to the consultation time may be allowed where it is mutually agreed between the case officer and consultee.

### **4. Why are the expiry dates in the letter and in my in-tray different?**

An additional day is added on to your expiry date in Consultee Access to allow comments to be submitted on the final day on consultation.

### **5. Do I have to provide my comments electronically or can I continue to submit my comments by e-mail/post/hand delivered?**

We encourage you to submit comments using Consultee Access as it allows you to keep a track on outstanding consultation and deadlines. It is also a more cost effective process for you and the council e.g. postal costs and time spent on scanning letters. Residents' and interested parties are also made aware of your comments instantly you submit them. You can continue to submit comments by e-mail/post/hand delivery.

### **6. How long do I have to submit my comment electronically?**

All consultees have the statutory 21 or 28 day period to make comments. Consultee Access enables you to have the whole consultation time to make comments without any postal delays.

### **7. If I submit my comments using Consultee Access, how quickly will they be available for others to view them?**

Your comments will be available for all users to view immediately after you submit them in the Comments and Documents tabs. Comments submitted by e-mail/post/hand delivered will be available online within 2-3 days, as they have to go through a scanning process and the removal of signatures before being published

- 8. What if more than one person would like to make a comment?**  
Comments can either be collated together and submitted in one go. Otherwise you can submit further comments whilst the consultation period is still open using the same process as before.
- 9. How should I format my comments?**  
Please format your comments as you would in the body of a letter. You do not need to include the application details e.g. the reference number or FAO The Case Officer, as this will automatically be added.
- 10. What if I don't have any comments on an application?**  
If you do not have any comments on an application we would be grateful if you could submit a 'no comment' response via Consultee Access. This will remove the consultation from your In Tray and keeps the Case Officer and resident/interested parties updated.
- 11. What if a consultee is notified in error?**  
Should you receive notification in error you can either submit a 'no comment' comment or you may choose to leave the notification without submitting a comment.
- 12. What if I need to scale the plans and I can't print them out myself?**  
If you are unable to print large scale plans, please contact [applicationsupport@cambridge.gov.uk](mailto:applicationsupport@cambridge.gov.uk) with the drawing details and we will post a copy out.
- 13. Why is there an application in the in-tray with the expiry date set as unknown?**  
Please notify us at [applicationsupport@cambridge.gov.uk](mailto:applicationsupport@cambridge.gov.uk) to remove this application from your in-tray.
- 14. How will I be notified of changes to the application prior to the decision?**  
You may be notified of amendments to the application, this will currently be done the same way as the initial consultation.
- 15. How will I be notified of the final decision?**  
You may be notified of the decision if you request it, currently the same way as the initial consultation. Alternatively please click the Track application button, which will send you an e-mail when the status of the application has been changed.
- 16. How will I be notified if the application goes to appeal?**  
You will be notified by e-mail to the generic e-mail address provided if you commented on the original application. This process does not use Consultee Access.

**17. Can I comment on pre-application enquiries and discharge of condition applications?**

Consultee Access is only used to contact statutory consultees on planning applications. It is not used for pre-application advice, which is confidential information or post-decision amendments.

**18. Can anyone comment as a consultee?**

No, you have to be a registered user and linked by the council to a consultee group before you can submit a comment as a consultee.

**19. Can I comment on Tree Work Applications?**

We do not consult on tree work applications