

### ***What is the Expert Planning system?***

The Expert Planning system is a service provided by South Hams District Council that gives advice on whether or not a homeowner would require planning permission before enhancing or changing a property. The advice that is given is based on the information that is supplied by the user and is in no way a formal determination (i.e. a Lawful Development certificate).

The system is very easy to use, although to answer some questions may require measurements to be provided. The system enables the user to save a partially complete enquiry and to return and finish it at a later date.

### ***Will it give me a definite decision on “Do I require planning permission?”***

The answer you will get has no legal standing, but if you can always rely on a conclusion that what you wish to do does need planning permission. It is important to remember that the answer that is provided at the end of the enquiry is only advice. If you require written confirmation of the advice given please contact the Planning Department on 01803 861122.

### ***I have used the system, but can not find my property on the map that is supplied?***

If your property is under 6 months old you may not be able to view it on the maps. If this is the case, or you come across any other problems regarding the system or maps, please contact the Planning Department on 01803 861122.

### ***Whilst using the system it presented me with an error such as:***



This error will appear if you leave the system alone for a long period of time. If this happens you will need to click “OK”, and then refresh the page. You can do this by clicking the “Refresh” button on your browser. Alternatively, you can click “View” and then “Refresh”. When the page has refreshed it will return you to the beginning of the system, once there you will need to click the “Enter existing session ID” button and then enter your session ID.

## ***Why is the system here?***

The Expert planning system is part of an E-planning initiative set for local government.

*"A world class e-Planning Service will deliver new, more efficient ways of enabling the community to engage in developing a shared vision for their local area, easier access to high quality, relevant information and guidance and streamlined processes for sharing and exchanging information amongst key players."*

*(E-Planning: an overview, Communities and Local Government website)*

To find out more information on the e-Planning initiative click [here](#).

The council has aimed to meet this initiative by providing access to a system that provides advice to the question 'Do I require planning permission?' The customer can make an enquiry using the system at any time they wish. The system has the ability to save the enquiry so that it can be completed in the customer's own timeframe.

## ***How do I use the system?***

The system is very simple to use; the most important thing to remember is NOT to use the "forward" and "back" buttons on your browser. There are buttons provided for you within the system to enable you to proceed or return. Please note: if you do use the buttons on the browser it may result in the information that you were currently working on being lost.

On entry you will be presented with the option of two main buttons.

By clicking "continue", the system will start a new enquiry and you will be provided with a series of questions. The answers that you provide to these questions are used to determine the advice that is given.

If you click the "Existing session ID" you will be shown a screen where you can input your previous session ID. This is applicable in two situations, the first being if you were halfway through an enquiry and needed to finish later. The second situation is if you have finished your enquiry and wish to view your details. (You may also wish to review your enquiry if you subsequently speak to the planning service at SHDC).

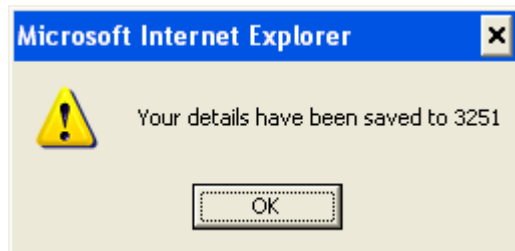
\*Note if you have finished your enquiry you will not be able to change any of the details, if you wish to change the details of the enquiry you will need to start a new one.

The system provides a "save" button so that you can save at any point through your enquiry. It is important you remember your session ID; you will need this if you wish to save and then finish your enquiry at a later date. This is displayed with your postcode at the top of every page (after you have chosen the property to make the enquiry against).

e.g.

Your Session ID is **3307** -- please keep for your records.  
Property enquiry on **TQ95NE** -- Citizens Advice Bureau Follaton House

Also when you click the “save” button the following screen will be displayed which also shows your session ID.



On this point it is important to remember to save regularly whilst in the system, if you do nothing to the system for a long period time the session will time out and you will lose everything up to your last save.

If you wish to exit and finish your enquiry at a later date you can do so by: clicking the save button → reading the confirmation box and noting down you session ID → Click OK → Exit the system.

When you wish to complete your enquiry you will need your session ID and to click the ‘Enter existing session ID’ button at the beginning of the system. If a valid session ID, the system will inform you whether or not the enquiry has been completed. If the enquiry has been completed then the only option available to you is to view the answers that you have given for the said enquiry. If it is only a partially completed enquiry the system will inform you of this then run through the questions that you have answered by pre populating the answers.