



# Newcastle-under-Lyme Local Plan



Consultation Portal User Guide

## The Consultation Portal

The purpose of this guidance is to set out the steps for making comments through the consultation portal on the Issues & Options Consultation as part of the preparation of the Newcastle-under-Lyme Local Plan.

### Key Guidance

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*\*Please click any of the above points to skip to the section relevant to you.*

## Section 1: Locating the Consultation Event and opening the document

**Step 1:** There are several ways to locate the consultation event. From the Newcastle-under-Lyme Borough Council home page click '**Planning**' and click '**Planning policy**'.

**Alternatively:** Please enter [www.newcastle-staffs.gov.uk/localplan](http://www.newcastle-staffs.gov.uk/localplan) and proceed to **Step 3**.

**Alternatively:** Please scroll down to the tab saying '**Local Plan Consultation**', click '**Have your say**' and proceed to **Step 4**.

 <b>Recycling and waste</b> <a href="#">Collection day finder</a> <a href="#">Report a missed bin</a> <a href="#">Order a bin</a>	 <b>Council Tax</b> <a href="#">Manage your account</a> <a href="#">Pay Council Tax</a> <a href="#">Apply for Council Tax benefit</a>	 <b>Housing</b> <a href="#">Find a home</a> <a href="#">Landlord information</a> <a href="#">Apply for housing benefit</a>	 <b>Your council</b> <a href="#">Councillors and meetings</a> <a href="#">Elections</a> <a href="#">Public consultations</a>
 <b>Planning</b> <a href="#">Apply for planning permission</a> <a href="#">View planning applications</a> <a href="#">Comment on an application</a>	 <b>Business</b> <a href="#">Starting a business</a> <a href="#">Business rates</a> <a href="#">Available land and premises</a>	 <b>Licensing</b> <a href="#">Taxi licence</a> <a href="#">Premises licence</a> <a href="#">Animal activity licences</a>	 <b>Parking and transport</b> <a href="#">Car parks</a> <a href="#">Bus station and routes</a> <a href="#">Permits</a>
 <b>Environment</b> <a href="#">Walleys Quarry</a> <a href="#">Report a nuisance issue</a> <a href="#">Pest control</a>	 <b>Borough maintenance</b> <a href="#">Protected trees and hedges</a> <a href="#">Street sweeping</a> <a href="#">Playgrounds</a>	 <b>Sport and culture</b> <a href="#">Jubilee2</a> <a href="#">Brampton Museum</a> <a href="#">Sport clubs</a>	 <b>Community</b> <a href="#">Community centres</a> <a href="#">Allotments</a> <a href="#">Bereavement</a>

<b>Planning</b>		
Planning applications >	Building control >	Planning enforcement >
Planning policy >	Conservation and heritage >	Building and development design >
High hedge complaints >	Protected trees and hedges >	Street name and numbering >

**Step 2:** Click 'Emerging Newcastle-under-Lyme Local Plan'.

<b>Planning policy</b>		
Latest news >	Current development plan >	Emerging Newcastle-under-Lyme Local Plan >
Monitoring information >	Brownfield land register >	Conservation and heritage >
Call for sites >	Statement of community involvement >	Non-local development framework guidance >
Local Plan evidence base >	Privacy notice >	Submit a planning policy enquiry >

**Step 3:** Click on the 'Newcastle-under-Lyme Issues and Options' link.

## Emerging Newcastle-under-Lyme Local Plan

**In this section**

1. Emerging Newcastle-under-Lyme Local Plan

2. Newcastle-under-Lyme issues and options consultation

On 13 January 2021 we resolved to undertake a new local plan for the borough of Newcastle-under-Lyme.

The Plan will set out a vision and a framework for the future development of the area, addressing needs and opportunities in relation to housing, the economy, community facilities and infrastructure – as well as a basis for conserving and enhancing the natural and historic environment, mitigating and adapting to climate change, and achieving well designed places.

The Plan is produced in a number of stages. Please [download the Local Development Scheme \(LDS\)](#) for the timetable.

**NEXT**

[Newcastle-under-Lyme issues and options consultation](#)

>

**Step 4:** Scroll down and click on the link 'Consultation Portal'.

# Emerging Newcastle-under-Lyme Local Plan

## In this section

[1. Emerging Newcastle-under-Lyme Local Plan](#)

[2. Newcastle-under-Lyme issues and options consultation](#)

## Newcastle-under-Lyme issues and options consultation

Issues and options is the first stage in the process of creating a new Local Plan.

The document sets out the main issues such as the need for housing, employment and other development as well as options such as what growth figure we should adopt and where should new development go. This is an important stage because the Plan will be developed in line with both evidence and the response to this consultation.

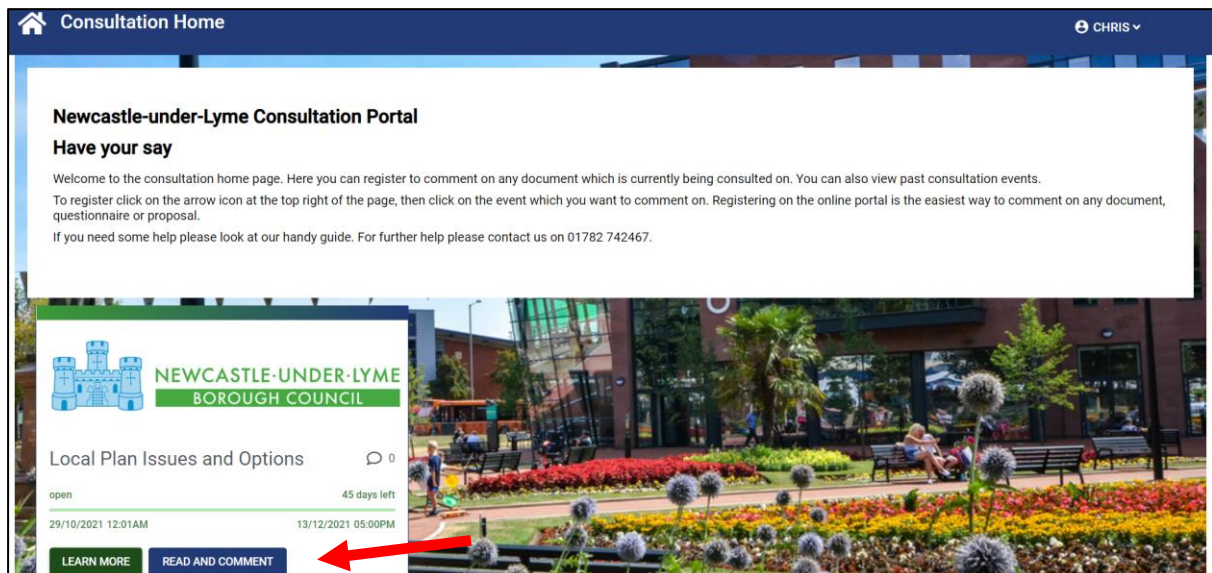
Before any decisions are made about how much housing and employment land is required for the future and where this should be built, it is important that you have your say.

Please visit the consultation portal where you can register and make your comments. The consultation is open from 1 November 2021 until 5pm on 13 December 2021.

Consultation portal



**Step 5:** You will now be on the home page of the Consultation Portal. On this page is a brief introduction to the portal and a privacy notice. Below this you will see the live documents and surveys that are currently in consultation. Clicking the '**LEARN MORE**' button under Issues & Strategic Options will direct you to '**About this Consultation**'.



**Step 6:** As shown below you will now see '**More Information**', '**Supporting Files**' and '**Recent Comments**'

More Information ▲

Planning Policy  
Newcastle-under-Lyme Borough Council  
01782 742467  
planningpolicy@newcastle-staffs.gov.uk

Supporting Files ▲

Equality Impact Assessment.pdf  
Sustainability Appraisal Scoping Report.pdf

Recent Comments ▼

**‘More Information’** contains contact details for the Planning Policy Team.

**‘Supporting Files’** includes this guidance and documents which have been written in conjunction with the Issues and Options document.

**‘Recent Comments’** will show others who have had their comments processed by Newcastle-under-Lyme Borough Council.

**‘About This Consultation’** gives a brief overview of the document.

**Step 7:** If you click **‘GO TO EVENT’** or **‘PROPOSAL’** you will be able to read the document and make comments.

Local Plan Issues and Options

FORMAL SUBMISSION - OPEN

ABOUT THIS CONSULTATION

PROPOSAL

WHAT PEOPLE SAY

More Information ▲  
Planning Policy  
Newcastle-under-Lyme Borough Council  
01782 742467  
planningpolicy@newcastle-staffs.gov.uk

PRIVACY POLICY

Please see our Privacy Statement at <https://account.newcastle-staffs.gov.uk/privacy-notices>

GO TO EVENT

Welcome to the Newcastle-under-Lyme, Local Plan Issues and Options consultation.

What is the Local Plan?

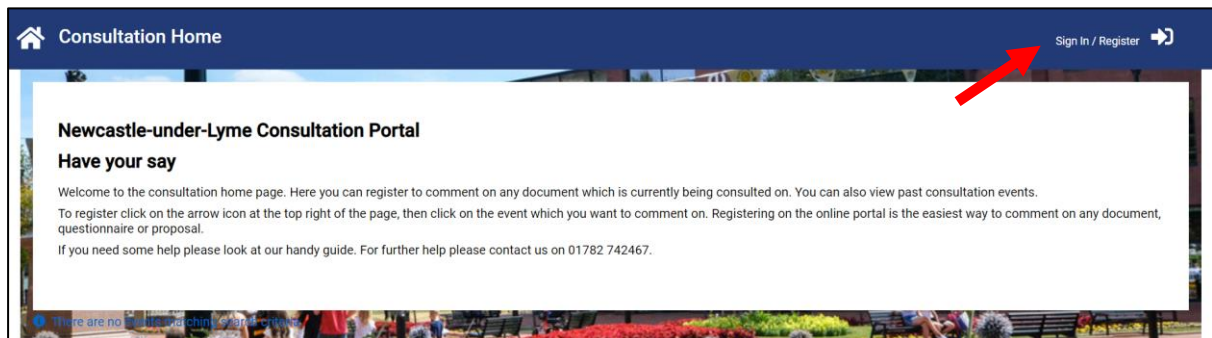
Newcastle-under-Lyme Borough Council is preparing a new Local Plan in which it will lay out the proposed strategy for future development. The Local Plan should provide a succinct, up-to-date and positive vision for the future of the Borough, and a proposed planning policy

**Please note:** You will need to log in to provide comments, please scroll to **Section 2** below for further detail.

## Section 2: Registering a new account to provide comments

**Please note:** If you have already registered with us then please scroll down to **Section 3** below. Once you have successfully located the document you will now need to log on (**if you haven't done already**) to be able to provide comment.

**Step 1:** Locate the 'Sign In' button to the top right of the web page.



**Step 2:** You will be taken to the login page, please go to 'First time here? Register'.

**Step 3:** You will now be able to see a new window titled 'Register to Take Part'. You will see two check boxes with one titled 'I agree to the Terms and Conditions' and 'I agree to your Privacy policy and would like to register as a consultee/agent'.

Please check both boxes and proceed to fill in a 'Username' 'First Name' 'Last Name' 'Password' 'Confirm Password' and 'Email'.

Registration form fields:

- Username
- First Name
- Last Name
- Password
- Confirm Password
- Email
- REGISTER button

**Please note:** You will need to fill in all the required fields before you can proceed to **'Register'**.

Please also ensure that your **'Password'** matches the **'Confirmed Password'**.

**Additional Note:** Utilising the **Facebook** and **Twitter** links will allow you to quickly fill in your details if you have either platform. **Note this will not post anything on either site.**

Register to take part

Connect using a social profile

Facebook and Twitter icons

**Step 4:** Once you have filled in the required fields please click **'Register'**. You will then be shown the image below and you will receive an **'activation link'** via email (**please check your junk folder in case the email has arrived there**). Please click the link in the email to complete the registration process.

Register to take part

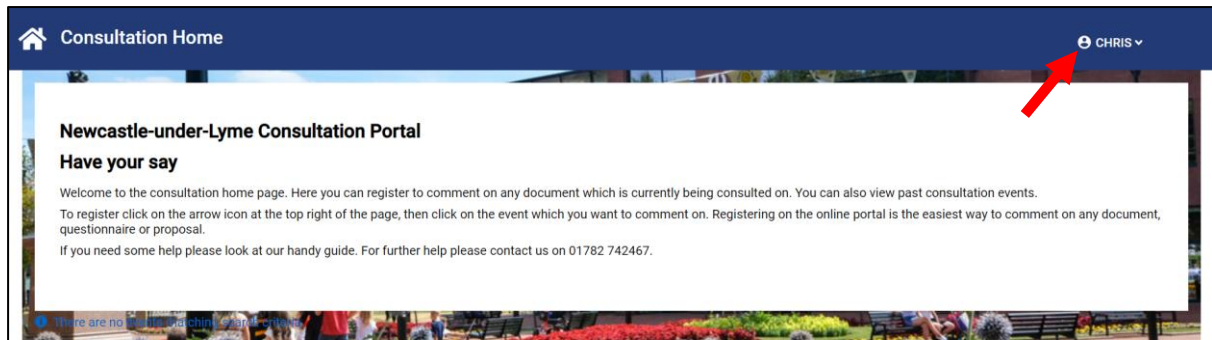
You are registered successfully. An account activation link has been sent to the email provided. Please click the link in the email to complete your registration.

Please click [login](#) to continue.

**Step 5:** Once you have clicked the **'activation link'** sent to you via email you will be taken to the image above. Once here please click **'login'**.

**Step 6:** You will now be directed back to the Login Page (**as shown in Step 2**) where you will now be able to input your **'Username'** and **'Password'**. Once complete please click **'Login'** and you will be directed back to the home page of the Consultation Portal.



**Please note:** The top right corner should show your first name, indicating you have logged in successfully.



### Section 3: Previously registered but can't remember login details

In the event you are unable to remember your details, please click '**Forgot Password**' on the login page and an **automated email with a new password** will be sent to the relevant email address linked to your account.

Welcome back  
Login using a social profile

Username

*This is a required field.*

Password

*This is a required field.*

[Forgot Password?](#)

LOGIN

Forgot your password?  
You'll get a password reset email.

The new password has been sent to your registered email.  
Please click [login](#) to continue.

**Please note:** Once you have received the new password you should now be able to login.

**If you are unable to remember your username** or encounter any issues, please contact the Planning Policy Team (e-mail: [planningpolicy@newcastle-staffs.gov.uk](mailto:planningpolicy@newcastle-staffs.gov.uk) or Phone No: **01782 742 467**) and a member of the team will send over your details via email.

### Section 4: Locating questions within the document

There are a number of questions contained within the Issues & Strategic Options Consultation document. The questions (**yellow boxes**) have been placed in the relevant chapters and can be found as you scroll through the document. See below image for example.



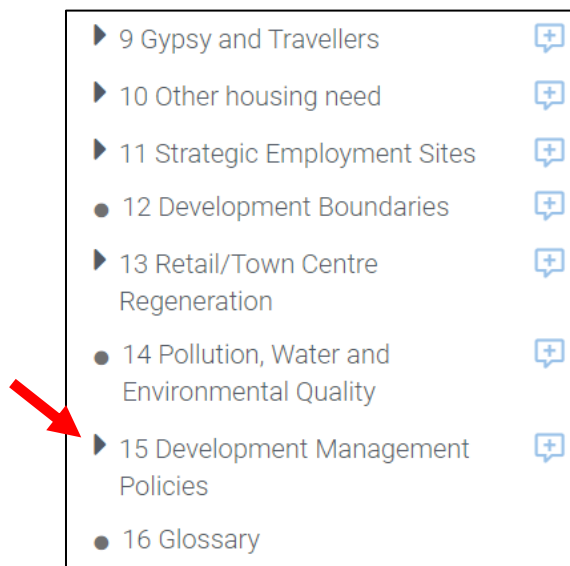
Question 1

Do you agree with the Vision for the Borough? If not, how could the Vision be improved?

ADD COMMENT

**Please note:** You are not obligated to answer every question in the document; however, we encourage you to read the document and select which questions you wish to respond to.

**Further explanation:** As an example, if you would like to comment on the ‘**Historic Environment**’ you will need to go through the contents on the left of the page to ‘**Development Management Policies**’ and click the drop down menu ( ▶ ). Once you have clicked the drop down menu ( ▼ ), all of the questions in this section will appear.



## Section 5: How to make comments and submit

**Step 1:** Once you have located one of the questions you would like to comment on please click on ‘**ADD COMMENT**’ to the top right of the **yellow question box**. Alternatively please **click the blue box next to the question in the contents**.

Question 1

Do you agree with the Vision for the Borough? If not, how could the Vision be improved?

ADD COMMENT

**Please note:** you will need to ‘**login**’ if you wish to submit a comment.

**Step 2:** Before you can submit a comment you will need to fill in the ‘**Profile**’ section such as **your address, postal town and postcode** which are all mandatory fields and will need to be filled in before proceeding. Once complete click ‘**Next**’. **Please note:** You will not need to fill in your Personal Details again once you have done this for the first question.

Do you agree with the Vision for the Borough? If not, how could the Vision be improved?

Question 1  
Do you agree with the Vision for the Borough? If not, how could the Vision be improved?

Profile

This allows you to submit comments representing either personal views or those of an organisation

Views submitted as

☐ Organisation ☒ Individual

Your title - or how you like to be addressed (e.g. Mr, Mrs, Ms, Dr, etc).

Title  
Example

This is normally your first name (or the name you prefer to be called by).

Given Name

NEXT

**Step 3:** You are now able to answer the consultation questions. Once complete please click **'COMPLETE COMMENT'**.

Do you agree with the Vision for the Borough? If not, how could the Vision be improved?

Question 1  
Do you agree with the Vision for the Borough? If not, how could the Vision be improved?

Section 3

Section 3

Question 1  
Do you agree with the Vision for the Borough?

☐ Yes ☐ No

COMPLETE COMMENT SAVE DRAFT DISCARD

**Step 4:** Once you have clicked **'COMPLETE COMMENT'** you will be taken back to the Local Plan Issues & Options Consultation document and the top right of the question will now say **'COMMENTED'**

Question 1  
Do you agree with the Vision for the Borough? If not, how could the Vision be improved?

COMMENTED

**Step 5:** Once you have finished answering questions, please refer to the top heading which shows **'Review'** and **'Submit'** clickable boxes.

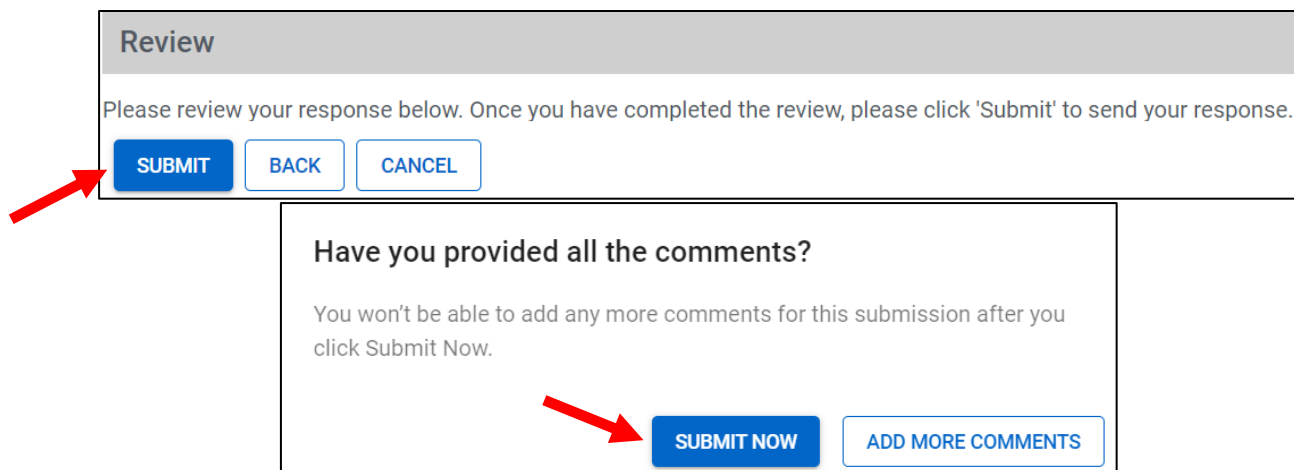
REVIEW SUBMIT

COMMENTED

Question 1  
Do you agree with the Vision for the Borough? If not, how could the Vision be improved?

**Step 6:** When you click '**Review**' you will be able to see your '**Personal Details**', as well as each question you have commented on.

Once you are happy please click '**Submit**' at the top of the page, you will then be asked '**Have you provided all the comments?**' If you are happy click '**SUBMIT NOW**'.



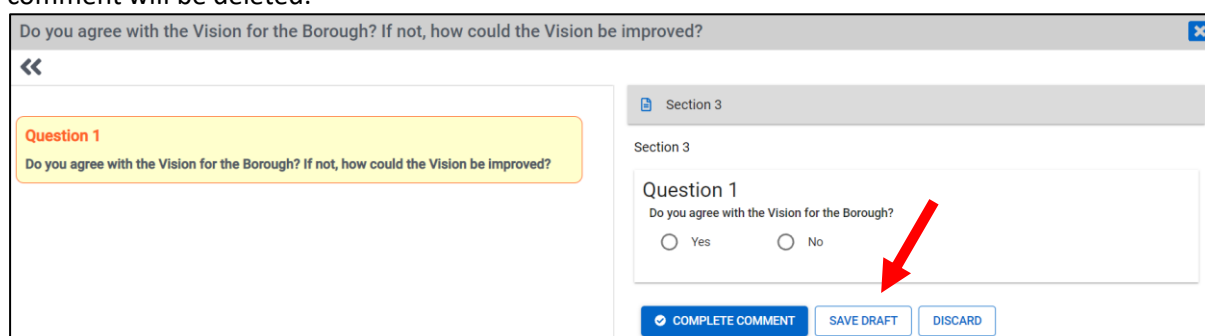
The screenshot shows a 'Review' section with a grey header. Below the header, it says 'Please review your response below. Once you have completed the review, please click 'Submit' to send your response.' There are three buttons: 'SUBMIT' (blue), 'BACK' (white), and 'CANCEL' (white). A red arrow points to the 'SUBMIT' button. Below this is a white box with the title 'Have you provided all the comments?' and the text 'You won't be able to add any more comments for this submission after you click Submit Now.' At the bottom of this box are two buttons: 'SUBMIT NOW' (blue) and 'ADD MORE COMMENTS' (white). A red arrow points to the 'SUBMIT NOW' button.

**Please note:** Once you have clicked '**SUBMIT NOW**' you will not be able to add any further comments to this current submission – you will be able to make further submissions should you wish to.

**Step 7:** Once submitted you will receive a '**Thank You**' indicating you have submitted the comments, as well as a **confirmation email**. Please refer to **Section 7** to find out what happens next.

## Section 6: Saving draft comments for later use

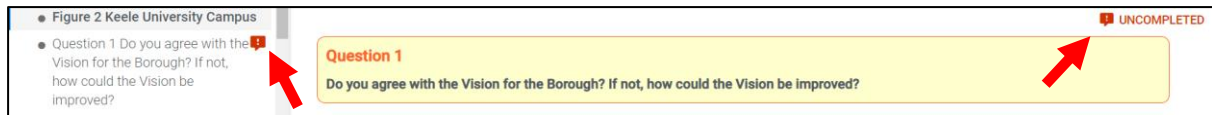
**Step 1:** Alternatively to the '**COMPLETE COMMENT**' action for each questions you can '**SAVE DRAFT**'. This action allows you to leave the consultation page and return at a later date. **Please Note:** If you click '**DISCARD**' you will first be sent '**Are you sure you want to cancel?**' If you confirm, your comment will be deleted.



The screenshot shows a consultation page titled 'Do you agree with the Vision for the Borough? If not, how could the Vision be improved?'. It has a back arrow in the top left. On the left, there's a yellow box for 'Question 1' with the same text. On the right, under 'Section 3', there's a 'Question 1' section with the same text and two radio buttons: 'Yes' and 'No'. Below the radio buttons are three buttons: 'COMPLETE COMMENT' (blue), 'SAVE DRAFT' (white), and 'DISCARD' (white). A red arrow points to the 'SAVE DRAFT' button.

**Step 2:** Once you '**SAVE DRAFT**' you will receive a comment above the question stating '**The page has been saved successfully**'.

**Step 3:** On your return to the document you will need to complete said question(s) which will show a **red box symbol** indicating **UNCOMPLETED** you need to complete the question. This is shown in both the **contents** and the **document** itself.

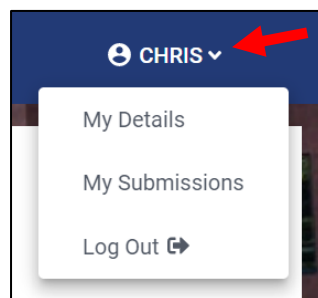


**Please note:** You will need to **complete all your comments** before proceeding to ‘**Review**’ or ‘**Submit**’.

**Step 4:** To finish submitting your comments, please complete the process set out in **Section 5** of this guidance.

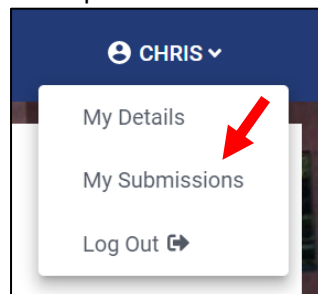
## Section 7: Once your comments have been submitted

**Step 1:** You will now be able to view your submissions in the top right of the page where your name is. **Click on the drop down menu.**

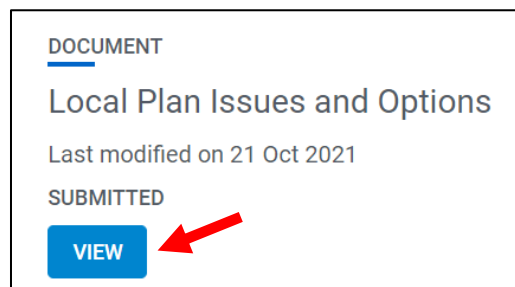


**Please note:** The page will also tell you when your last submission was.

**Step 2:** Click ‘**MY SUBMISSIONS**’ on the drop down menu.



**Step 3:** You will now be able to view your previous submissions, click ‘**VIEW**’ to open.



**Please Note:** Your comments will now be sent to Newcastle-under-Lyme Borough Council for processing by our Planning Policy Team. This process can take time as all comments need to be taken into account before they can be shown publically.

Once all of your comments have been processed they will appear on the ‘**WHAT PEOPLE SAY**’ tab.

## Section 8: Frequently Asked Questions

**Q: I've registered an account but I still can't log on to the system?**

**A:** Please make sure you have inputted the details correctly. If you still have trouble try refreshing the page. If you still encounter problems please contact a member of the Strategic Planning Team and someone will assist you.

**Q: I've submitted comments but I've decided I want to make another submission. Am I able to do this?**

**A:** Yes, the system allows people to make multiple submissions, however, you will need to allow a short amount of time in-between submissions. Although we recommend submitting all your comments at one time if possible.

**Q: I represent several consultees. Am I able to submit comments for each of them?**

**A:** Yes, if you have registered as an agent or are writing on behalf of an organisation, you will be able to add consultees on '**MY CONSULTTEES**' on the drop down menu under your details in the top right of the page.

**Q: I can't reach the consultation page, what should I do?**

**A:** The website is most likely encountering technical issues, and the Council will be working to fix this. Please try coming back later, however, if the problem persists please contact a member of the Planning Policy Team.