HSE's Planning Advice Web App

Developer User Guide 2.3

Helping Great Britain Work Well
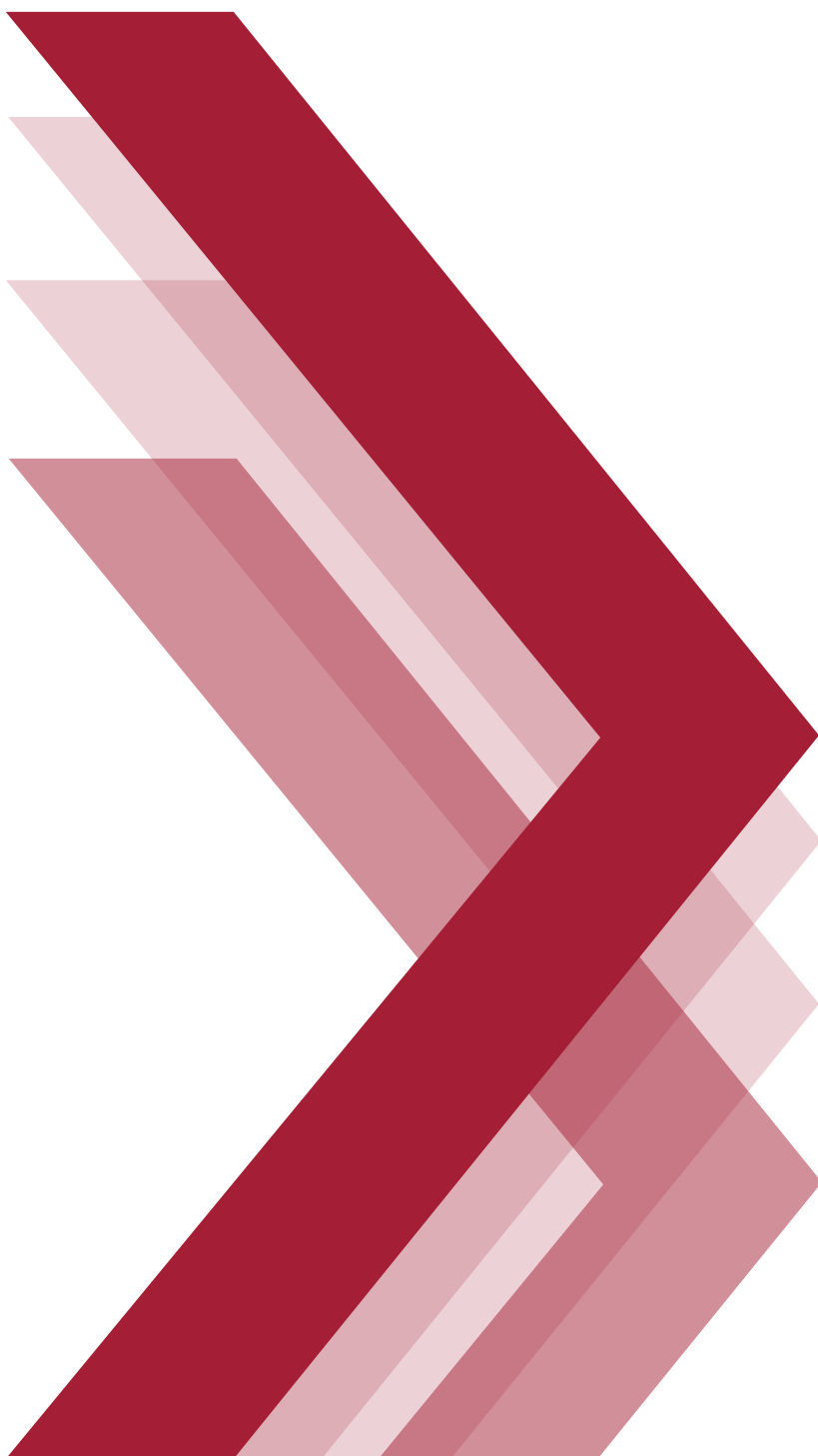
CONTENTS

1   INTRODUCTION

1.1   WHAT IS HSE'S PLANNING ADVICE WEB APP?

HSE's Planning Advice Web App enables users to easily determine whether or not a development site area intersects (is within or comes into contact with) an HSE consultation zone. Users may then choose to obtain an indication of HSE's statutory land use planning advice for a fixed fee. Reports are issued via downloadable PDFs. Further consultancy services are available from HSE if required.

1.2   WHAT IS HSE'S STATUTORY ADVICE?

HSE is a statutory consultee to Local Planning Authorities (LPA). When a planning application is submitted, if the development area is within or comes into contact with HSE consultation zones and meets set criteria, HSE must be consulted by the LPA for advice on whether to grant or deny planning permission. LPA's consult HSE using the Web App and obtain an automatic response detailing whether HSE advises the LPA to grant or deny planning permission. HSE's advice is expressed as 'HSE Do Not Advise against (DAA) or HSE Advise Against (AA) the granting of planning permission'. Following receipt of HSE's advice, the LPA will determine whether or not to grant planning permission.

1.3   WHY DOES HSE GIVE ADVICE ON PLANNING APPLICATIONS?

See the HSE website for further information:

About land use planning

Why is HSE involved?

1.4   WHY USE HSE'S PLANNING ADVICE WEB APP?

The Web App is quick and simple to use. Receiving HSE's advice at the preparatory search or pre-application stages ensures that any potential issues may be addressed prior to the submission of a planning application. This helps applicants to determine whether plans are viable and avoid potentially costly future alterations to submitted plans.

1.5   WHO CAN USE HSE'S PLANNING ADVICE WEB APP?

Anyone, following verification with HSE's Land Use Planning (LUP) Support Team.

1.6   HOW DOES HSE'S PLANNING ADVICE WEB APP GIVE ADVICE?

The user depicts the development area on a map and assigns areas of the land to HSE Development Types such as 'Workplaces', 'Housing' and 'Parking Areas'. The Web App automatically calculates the sensitivity level of the proposed development in relation to the presence of nearby hazards such as chemical storage sites, explosive manufacturing facilities and major accident hazard pipelines. HSE's advice is then generated in a downloadable PDF. The advice generated follows the published HSE's Land Use Planning Methodology document. HSE's advice is expressed as 'HSE Do Not Advise against (DAA) or HSE Advise Against (AA) the granting of planning permission.

1.7   WHAT ARE THE CRITERIA FOR NEEDING TO CONSULT (OR RECEIVE) HSE'S ADVICE?

HSE does not need to be consulted on all planning applications. Full criteria can be found within HSE's Land Use Planning Methodology - see 'When to consult HSE' and Annex 2.

2   IMPORTANT CONCEPTS

The following concepts underpin the workings of HSE's Planning Advice Web App. It is worth reviewing these points to familiarise yourself with the fundamental concepts.

2.1   AUTOMATION

HSE's Planning Advice Web App is entirely automated and accessible at any time. All information entered to the Web App is assessed automatically, and not manually reviewed by HSE staff unless the Web App is unable to process the enquiry. If the Web App is unable to proceed with an enquiry, the user will be directed to contact HSE directly.

2.2   PHASE 1 ENQUIRY

The 'Phase 1 enquiry' undertaken on the Web App is free and informs the user whether a development site area is within or comes into contact with an HSE consultation zone. The PDF report(s) produced will inform the user whether HSE has an interest with the land parcel and informs the user what are the next steps.

2.3   PHASE 2 ENQUIRY

The 'Phase 2 enquiry' (which follows on from the Phase 1 enquiry) informs the user what HSE's Land Use Planning Advice would be on the proposed development. To receive a PDF report detailing the advice, the user must purchase and spend a credit on the Web App.

2.4   CREDITS

Payments to HSE are processed through our external provider, WorldPay. Upon making payment, a credit is assigned to the account which may be redeemed against an enquiry for HSE's Land Use Planning Advice. It is important to note that the credit is not spent automatically upon purchase – the user will need to enter the relevant enquiry and 'spend' the credit. A PDF report of HSE's advice will be made available for download as soon as the credit has been spent.

2.5   GROUP ADMINISTRATOR

For an organisation, all accounts are linked to a single central group account. The initial user is automatically assigned the role of 'Group Administrator' and is responsible for managing all other users within the organisation. This includes the addition and removal of users, as well as setting appropriate use permissions for individual accounts. Multiple group administrators may be assigned if necessary depending upon the size of the organisation.

2.6   GROUP IDENTIFIER

A unique Group Identifier is assigned by HSE to all members within a single group account. This code identifies all the users as belonging to the same account, and is used to log into the Web App.

2.7   USER PERMISSIONS

There are a variety of options to either enable or disable elements of the Web App according to the role of the user. These options are set by user permissions unique to each user account. The user permissions are set by the Group Administrator and allow functionality to be enhanced or limited depending on the needs of the individual user.

3   GETTING STARTED

3.1   CREATING A NEW GROUP ACCOUNT & GROUP ADMINISTRATOR ACCOUNT

If your business does not yet have an account setup on HSE's Planning Advice Web App, you will need to request that your organisation is added as a new group. HSE's LUP Support Team will set up an account for you, and the initial user will become the 'Group Administrator' for the new group account. If your business already has an account set up, please instead refer to the 'New User' section.

The steps to follow to set up a new group account are as follows:

1) Access HSE's Planning Advice Web App through the internet browser of your choice at https://pa.hsl.gov.uk/

2) Left-click the 'Do you want to add your organisation as a new group?' link.

3) A list of criteria will be shown that HSE's LUP Support Team requires to create the group account. Please provide the requested details using the contact details shown on screen. If further verification is necessary, HSE's LUP Support Team will contact you directly.

Following receipt of your request, HSE's LUP Support Team will review your details, and create a new group account. The team will action this as quickly as possible, usually within 3 working days. You will receive an e-mail from '**donotreply@pa.hsl.gov.uk**' (example shown below): Email not received?
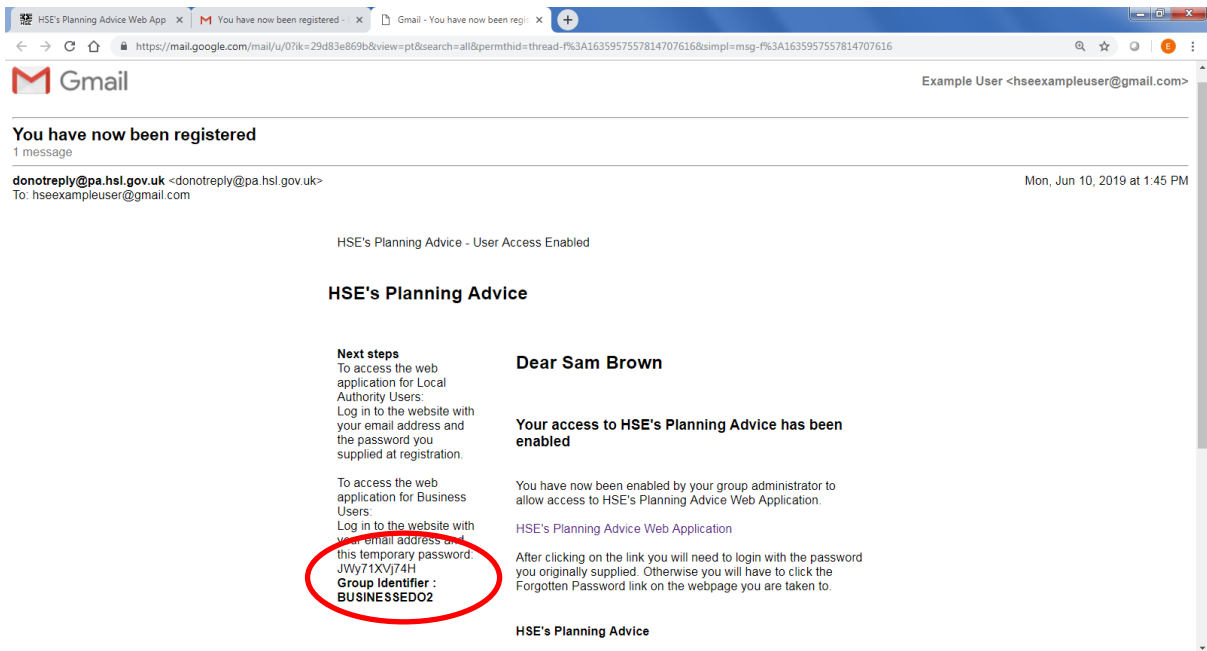
The email received will detail your temporary password and Group Identifier which will allow you to log into the Web App for the first time.

4) Access HSE's Planning Advice Web App through the internet browser of your choice at https://pa.hsl.gov.uk/

5) Enter your e-mail address, *temporary password and *Group Identifier (*provided to you within your 'You have now been registered email'). Enter the Captcha information, and ensure to match the case of letters and enter a space between the two groups of characters/numerals. In the example shown below, the Captcha should be entered as 'TS Hv'.
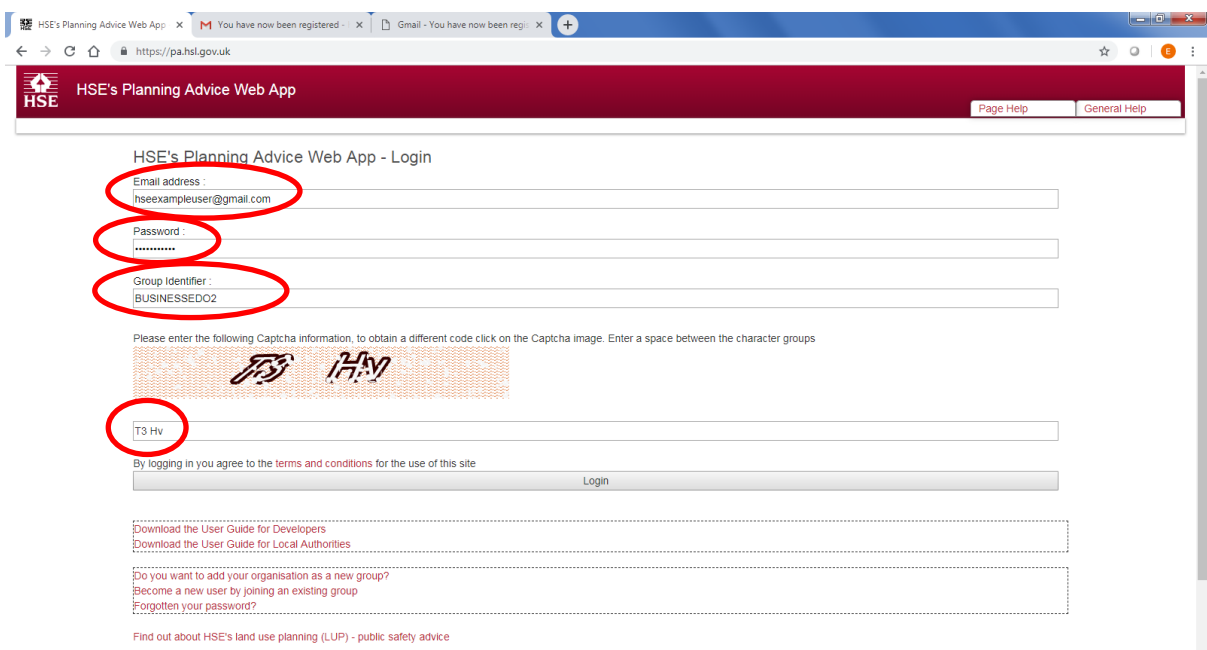
6) Left-click the grey 'Login' button to log into HSE's Planning Advice Web App for the first time. After logging in, you will receive a message informing you that your user profile has not yet been completed. Left-click the blue 'OK' button to dismiss this message.
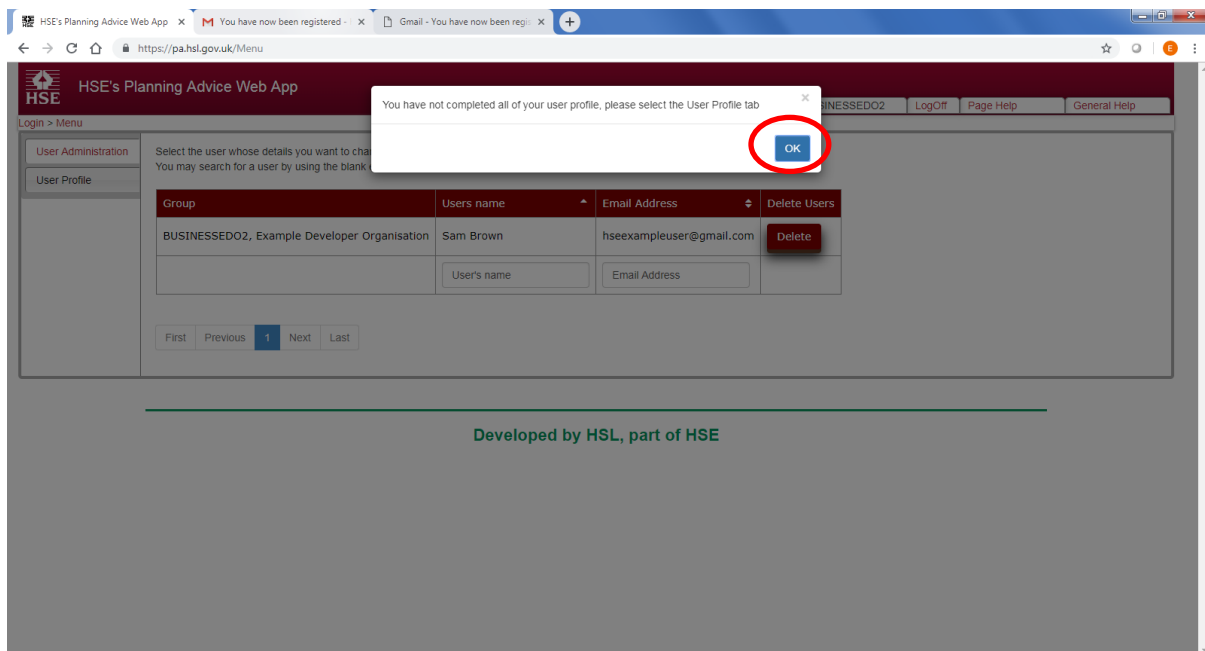
7) Left-click the grey 'User Profile' tab located on the left side of the page. Update your user profile with the required information. All fields should be completed, and your current password must also be entered before saving changes to your profile. We strongly recommend updating your temporary password by completing the 'New password' and 'Re-enter your new password' fields whilst updating your profile.
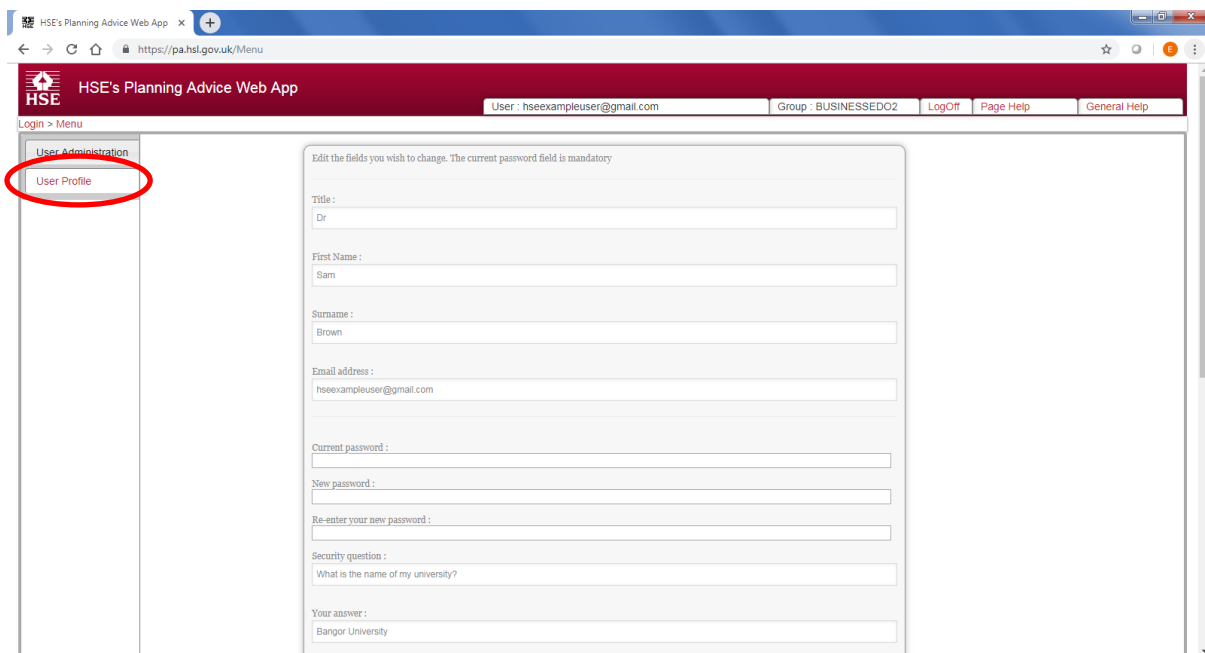
8) The initial setup of the new Group Admin account is now complete.

Next Steps for the Group Admin:

1) You will note that the Web App functionality is currently very limited - only two grey navigation tabs 'User Administration' and 'User Profile' are available. To enable further Web App functionality, you will need to set your desired user permissions for the Group Administrator account. Please refer to the Changing user permissions section of this guidance.

2) The Group Profile will need to be set which includes details of the business. Please refer to Updating the Group Profile.

3) You may also wish to add additional new users to the group, which is detailed within the Adding a new user section.

3.2   ADDING A NEW USER TO THE GROUP ACCOUNT

A new user may only be added to a pre-existing group account that has an active local Group Administrator. The local Group Administrator is a named person(s) at your Business who is responsible for authorising the addition of new users. The new user will need to be provided with the 'Group Identifier' code by the local Group Administrator. If you are unsure whether an account has already been setup for your business, or the Group Administrator has left your organisation, please Contact HSE's LUP Support Team for further assistance.

The following steps require action by both the **New User** and **Group Administrator**, and each step is marked accordingly.

1) **New User:** access HSE's Planning Advice Web App through the internet browser of your choice at https://pa.hsl.gov.uk/

2) **New User:** left-click the 'Become a new user by joining an existing group' link.
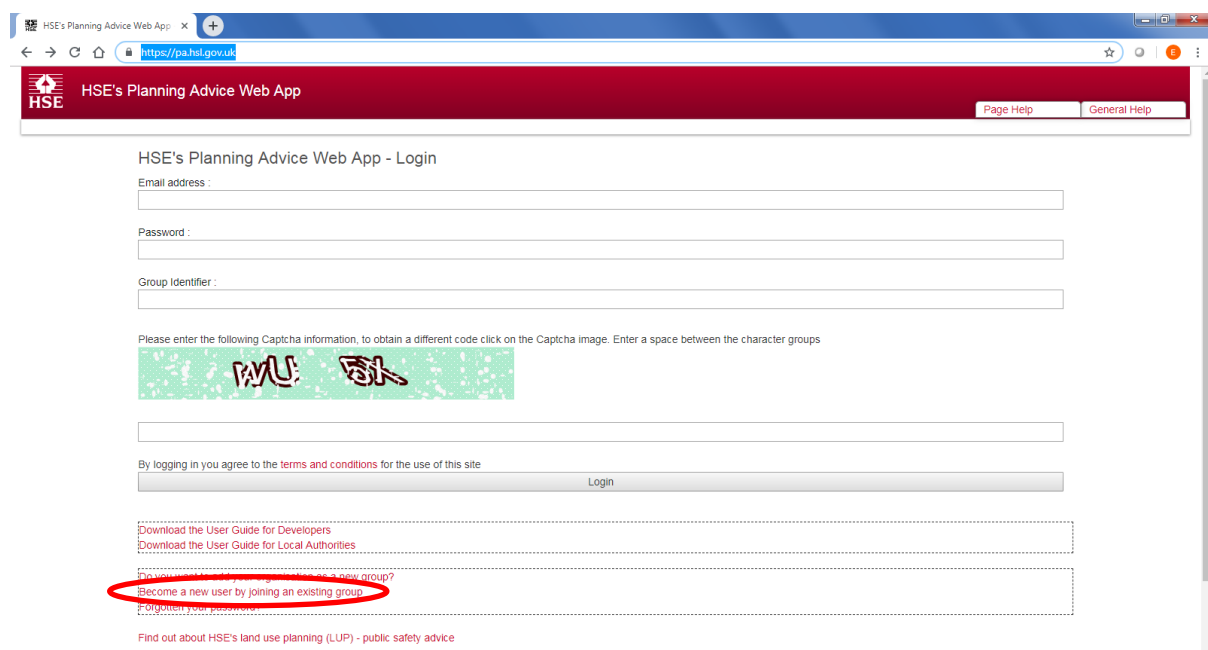
3) **New User:** On the following page, enter your e-mail address, Group Identifier (provided by the local Group Administrator), First Name, Surname and Desired Password (x2). Enter the Captcha information, and ensure to enter a space between the two groups of characters/numerals. In the example shown below, this should be entered as 'mX gH'.


4) **New User:** Left-click the grey 'Register' button at the bottom of the page. The following screen will be displayed:

5) **New User:** You will receive an automated e-mail entitled 'Thank you for your registration request' from '**donotreply@pa.hsl.gov.uk**'. [Email not received?](#) This e-mail contains a personalised link to verify that your e-mail address is valid, as well as a temporary access code that is used only to verify the validity of your e-mail address. The temporary access code is only used once and will not become your future log-in password (which was chosen at step 3 of this process). Left-click the link within the e-mail.
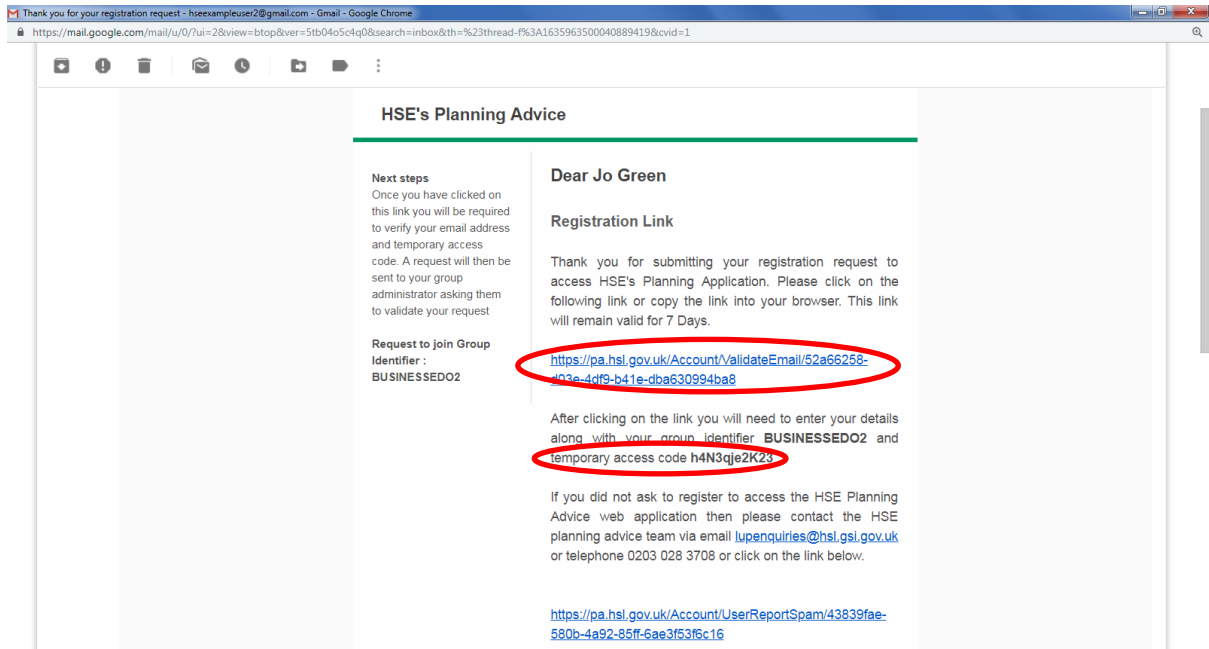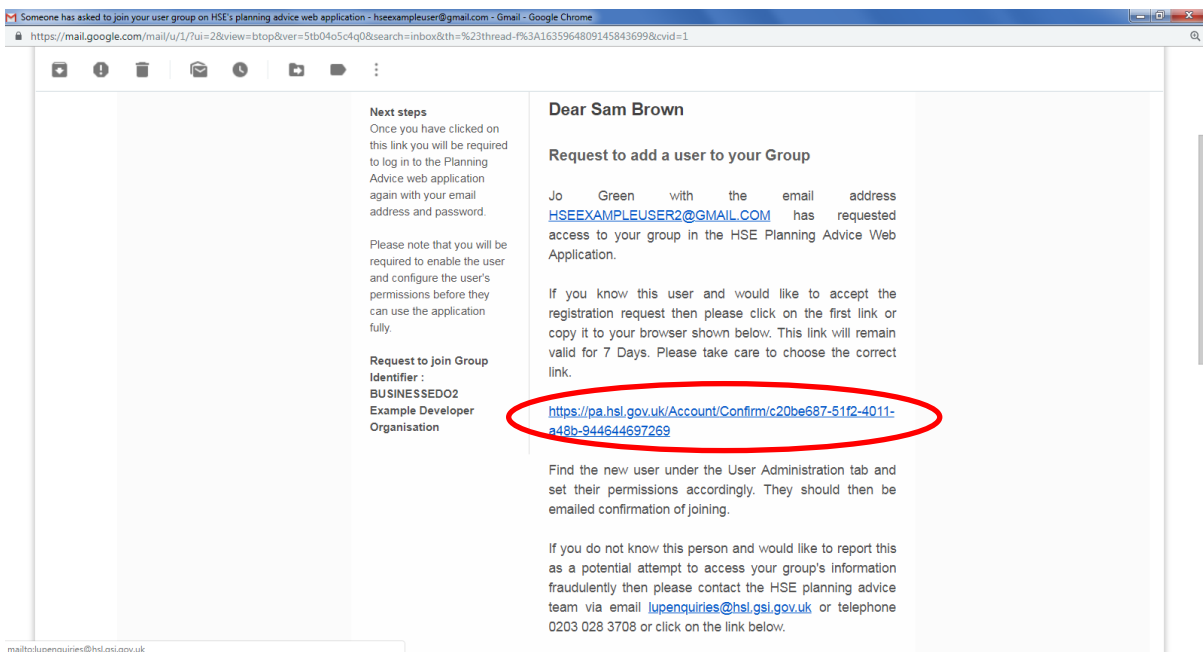

6) **New User:** Enter your e-mail address, Group Identifier and temporary access code (received in the e-mail. Enter the Captcha information, and ensure to enter a space between the two groups of characters/numerals. In the example shown below, this should be entered as 'Vn Hs'. Left-click the grey 'Submit Details' button at the bottom of the screen.
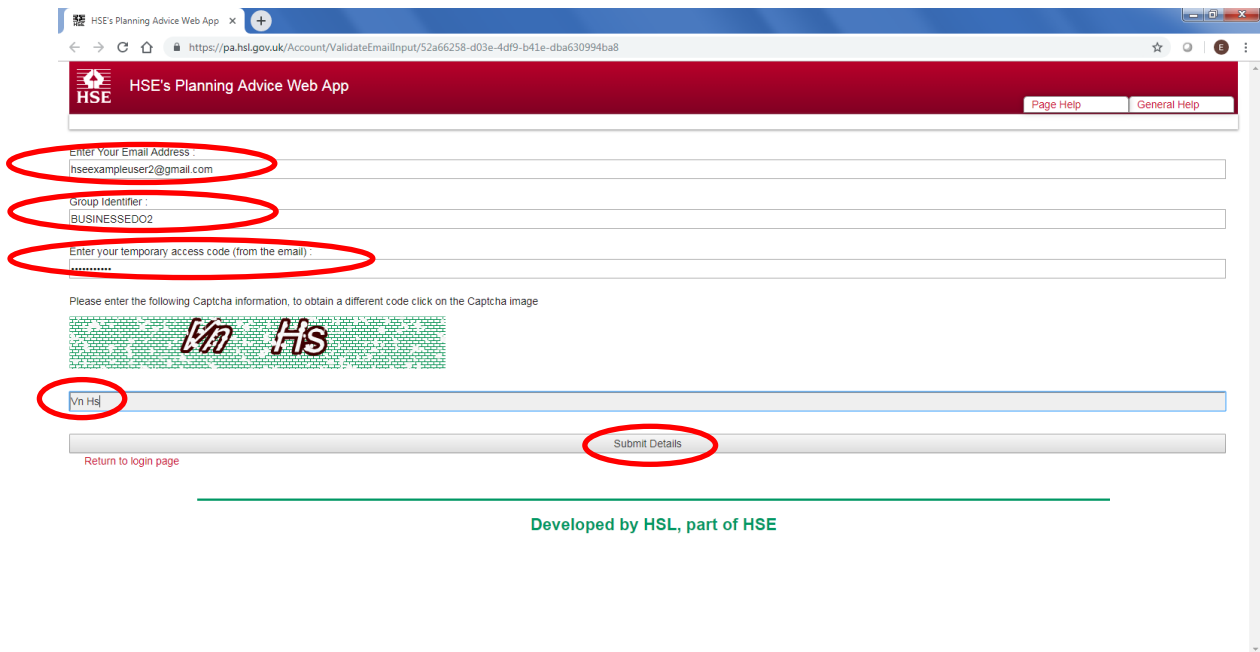
7) **New User:** The following popup message will be displayed. Left-click 'OK' to dismiss. Your Group Administrator will now be e-mailed to approve your request to join the local group account, and set the relevant user permissions so that you may login and use the Web App.
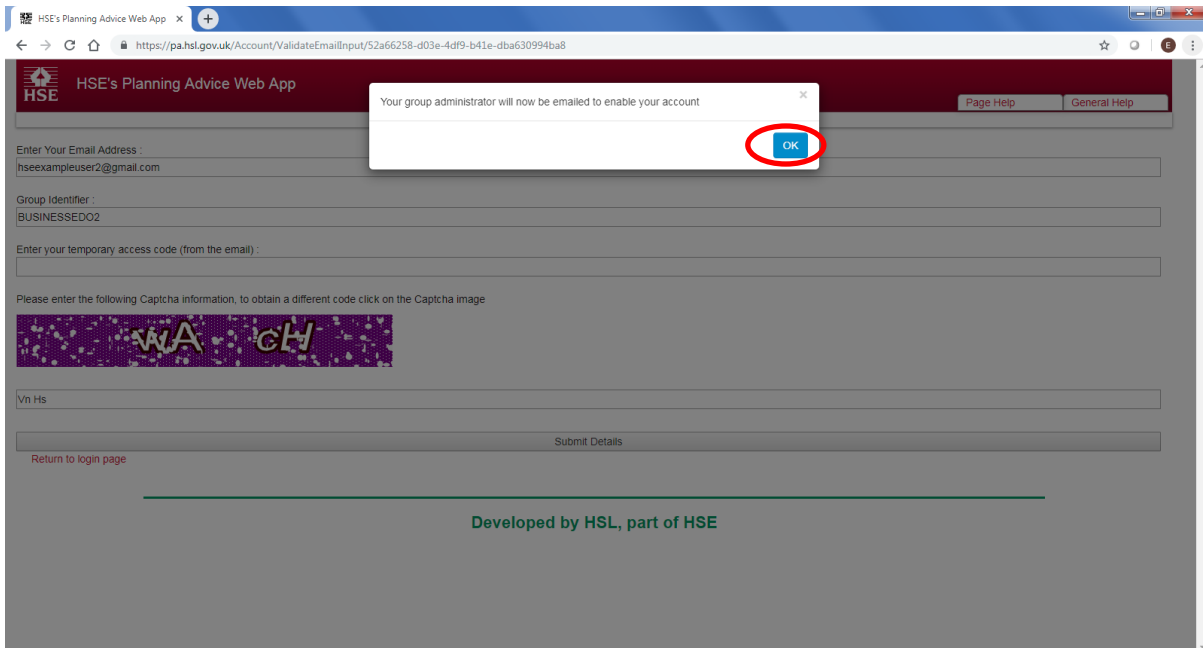
8) **Group Administrator:** You will receive an e-mail with the subject title: 'Someone has asked to join your user group on HSE's planning advice web application from '**donotreply@pa.hsl.gov.uk**'. Email not received? This email contains a link to enable the user. Left-click the link.

9) **Group Administrator:** On the following page, enter your E-mail address Group Identifier and Password. Enter the Captcha information, and ensure to enter a space between the two groups of characters/numerals. In the example shown below, this should be entered as 'sH YT'. Left-click the grey 'Submit Details' button at the bottom of the screen.


10) **Group Administrator:** You will now be logged into the Web App, and should by default be shown the page contents of the grey 'User Administration' tab. You will see your own user account listed in the table, and the details of any other group users as well as the new request from the **New User**.

11) **Group Administrator:** As you hover your mouse over records in the table they will turn yellow and turn orange when left-clicked and selected. Left-click the record for the **New User**. You should see a table of user permissions appear below the user account. Left-click the check-box for the 'Can use the HSE web app user permission. You will need to enable other appropriate user permissions so that the account has the desired functionality.

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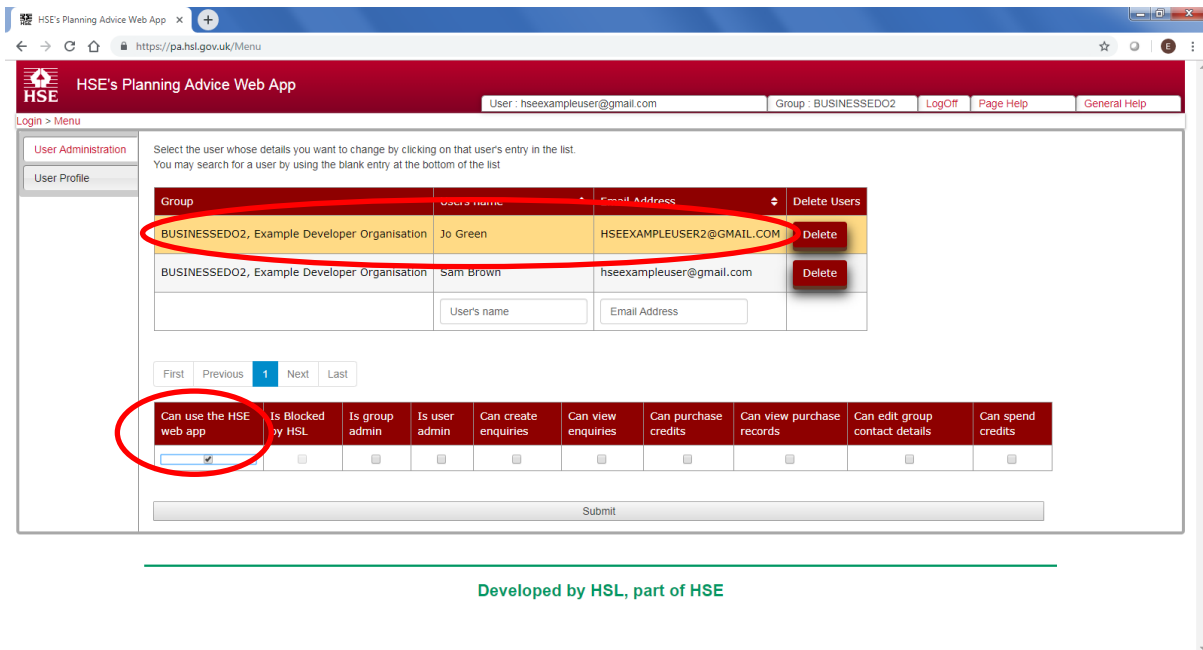
12) **Group Administrator:** Finally, left-click the grey 'Submit' button at the bottom of the page. This will enable the New User's account. You will see a pop-up message as shown below in the lower right corner of the screen. Left-click 'OK' to dismiss the pop-up.

The changes have been saved

OK
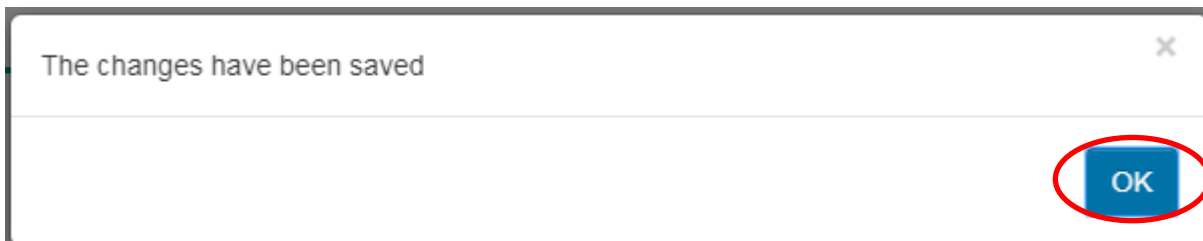
13) **New User:** You will receive an e-mail entitled 'You have now been registered' from 'donotreply@pa.hsl.gov.uk'. Email not received? Left-click the link shown within the email, and you will be directed to the login page for HSE's Planning Advice Web App. You may now login to the Web App with your e-mail, group identifier and desired password (set at the start of this process). Note, if you only see the 'User Profile' tab after logging in, you will need to request that your Group Administrator sets the necessary user permissions for your account.
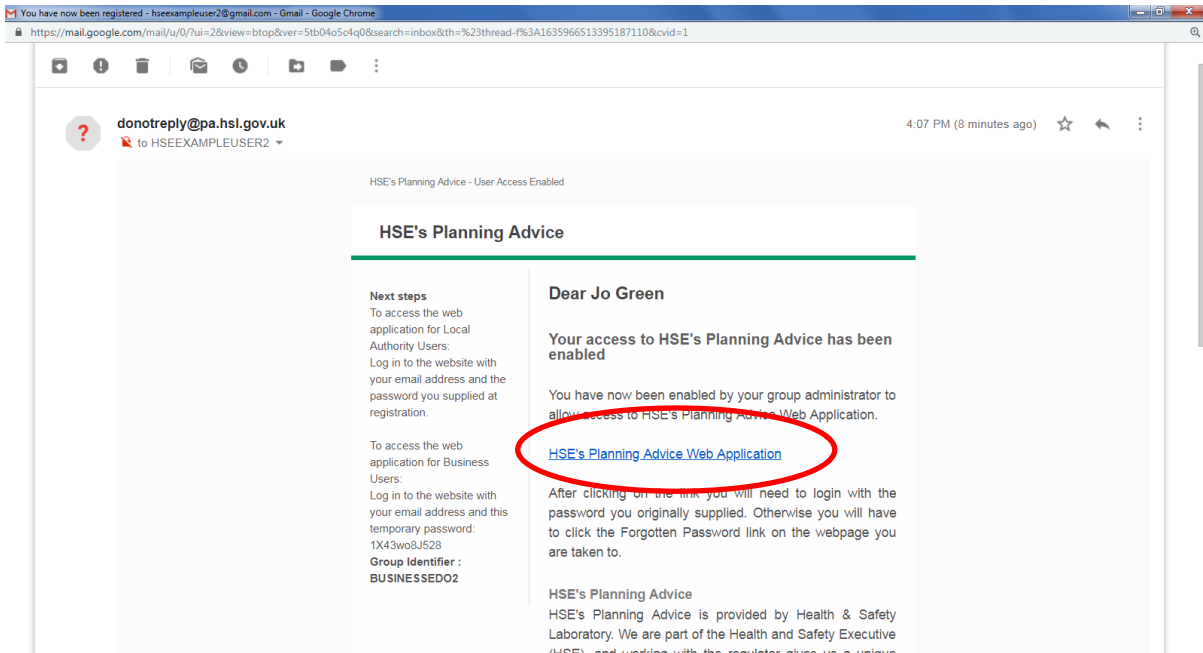

14) **New User:** After logging into the Web App for the first time, you will be prompted to Update your User Profile.

## 3.3   UPDATING THE USER PROFILE

The User Profile should be populated when a new account is created, or when any detail contained within the user profile changes. Details such as the individuals name will be placed on the output PDF reports, so it is important that the profile is populated fully. The security question and answer are used to verify identity with HSE's LUP Support Team and should not be easily guessable by others.

To update the User Profile:

1) Log into HSE's Planning Advice Web App
2) Left-click the blue 'OK' message to dismiss the pop-up.
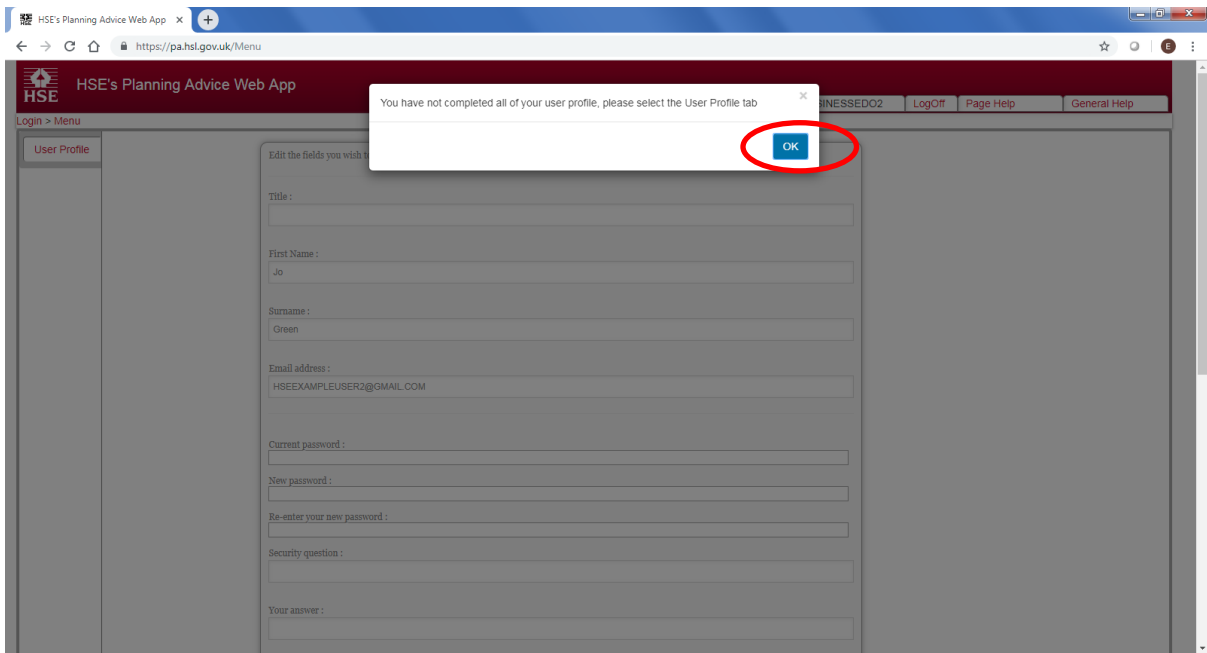
3) Left-click the 'User Profile' tab on the left-hand side of the screen. If you are accessing the Web App for the first time and can only see the 'User Profile' tab, you will need to ask your local Group Administrator to set user permissions on your account to enable further functionality of the Web App.
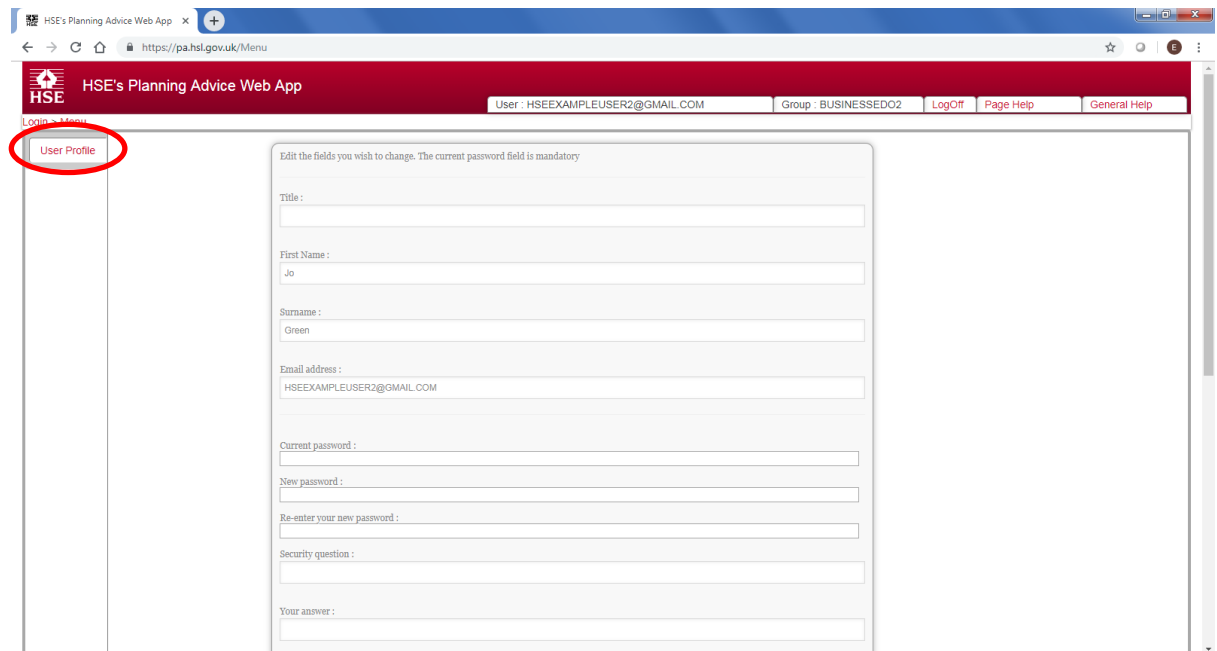
4) Update the details on the page shown, including your current password (mandatory) and left-click the 'Save' button at the bottom of the screen to change any details. Please note that moving away from the page before left-clicking the 'Save' button will discard any changes made.

NB. **You do not need to enter anything into the 'New password' and 'Re-enter your new password' fields unless you desire to update your password whilst updating your user profile.**

4   USER ADMINISTRATION

4.1   CHANGING USER PERMISSIONS

A [Group Administrator](#) or User Administrator can change user permissions for other users. This enables certain features of the Web App for the specified user. To change user permissions, the administrator must log into the HSE's Planning Advice Web App and left-click the 'User Administration' tab on the left-hand side of the page.

You will see your own user account listed in the table shown, and the details of any other group users. As you hover your mouse over records in the table they will turn yellow and turn orange when left-clicked and selected.

To change the user permissions for a specified user:

1) Left-click the user's record, this will turn orange.

2) Left-click to enable the check-boxes for the necessary user permissions which will appear below the table of users. An explanation of user permissions can be found at the Overview of User Permissions guidance section.
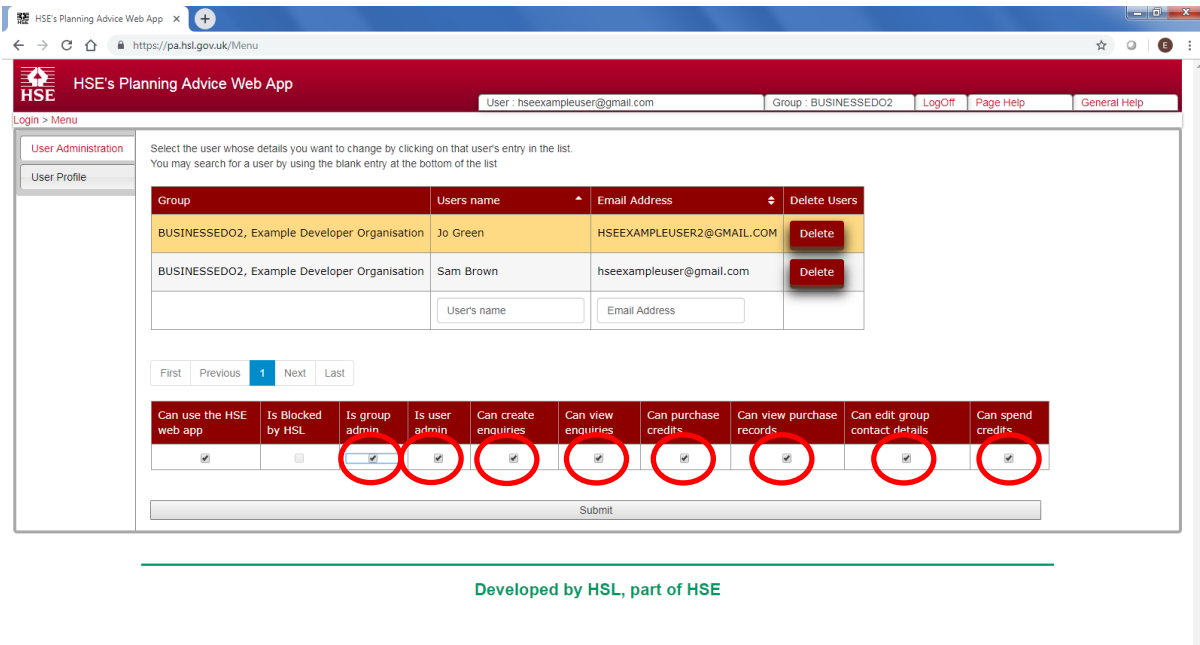
In the example above, all user permissions have been selected for the new user. Note that a group account may have multiple group administrators by enabling the 'Is group admin' user permission.
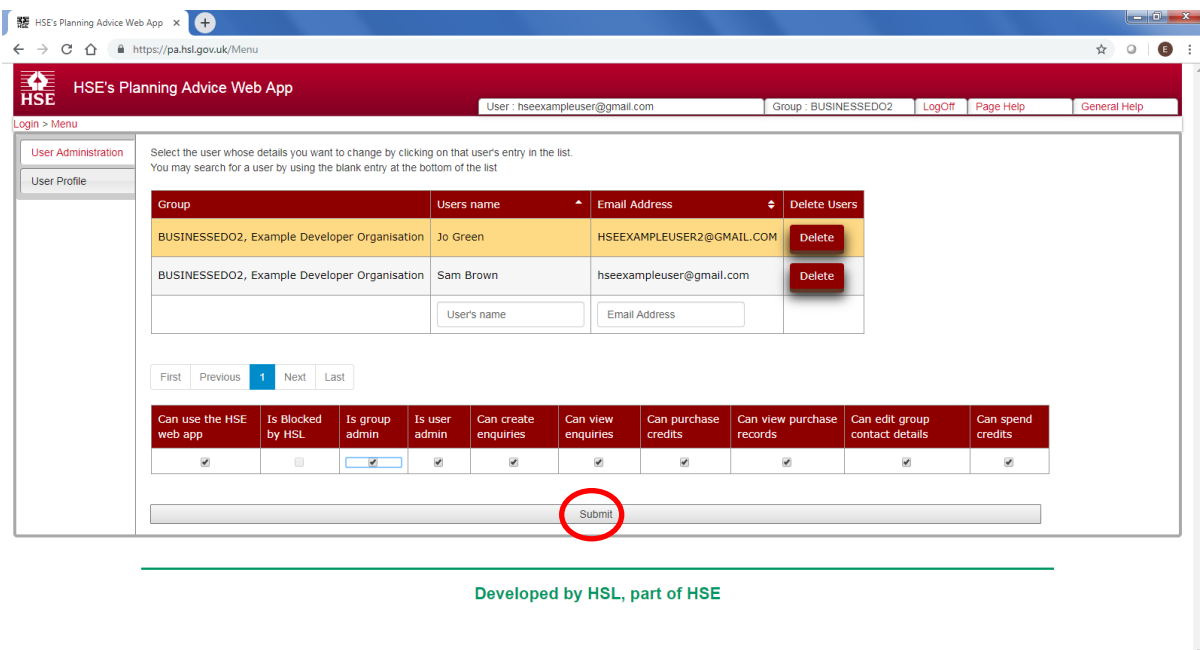
3) Left-click the grey 'Submit' button at the bottom of the page.

4) You will see a pop-up message as shown below in the lower right corner of the screen. Left-click 'OK' to dismiss the pop-up.

The changes have been saved   ✕

                                                        OK
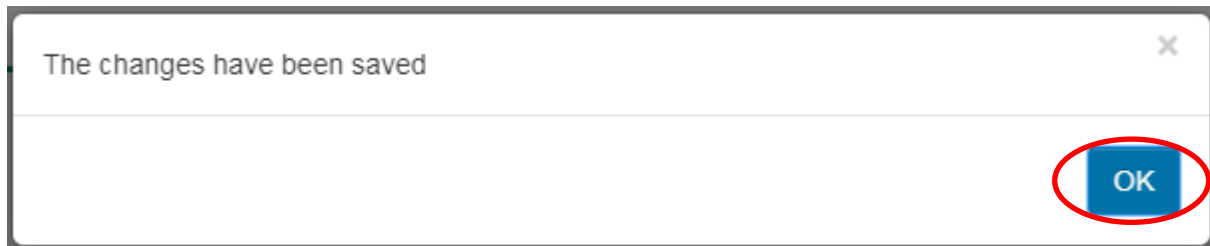
Please note that changes will not be saved if another user's record is selected or a different tab of the Web App is selected. Changes are only made when the 'Submit' button has been left-clicked and the pop-up message has been viewed. The user will need to log out and log back into HSE's Planning Advice Web App to see any user permission related changes.

4.2 OVERVIEW OF USER PERMISSIONS

User Permission:	Description:
Can use the HSE web app	This user permission indicates whether you have permitted the selected user to join your organisations' group account. Enabling the permission will allow them to log-in and disabling it will block access. Note that you should enable other permissions as necessary alongside this user permission, otherwise the selected user will be able to log-in but will not have any system functionality enabled.
Is Blocked by HSL	This is a user permission that is set by HSE. HSE may block an account to prevent access for a variety of reasons – if one of the user accounts is blocked, please Contact HSE's LUP Support Team.
Is group admin	This user permission allows the selected user to have total control over all functionality within the Web App. It is possible to have multiple group administrators within your group account.
Is user admin	This user permission allows for a specified user to administrate changes to user account permissions via the 'User administration' page.
Can create enquiries	This user permission allows the selected user to process an enquiry. This user permission reveals both the 'Create Enquiry' and 'Previous Enquiries' tab for the selected user (as the user may need to resume a previously started enquiry via the 'Previous Enquiries' tab.
Can view enquiries	This user permission allows the selected user to view previous enquiries undertaken by your organisation by enabling the 'Previous Enquiries' tab for the selected user but does not allow them to actually create an enquiry. This user permission can be useful if you wish for a single user to audit previous enquiries or download documents, but do not wish to allow the user to actually process an enquiry (which would be enabled by setting the 'Can create enquiries' user permission).
Can purchase credits	This user permission enables the 'Make Payment' and 'Payment Receipts' tab so that the selected user can purchase credits and view receipts for your organisations group account.
Can view purchase records	This user permission enables the 'Payment Receipts' tab to allow the selected user access to payment receipts.
Can edit group contact details	Reveals the 'Group Profile' tab, where the details for the Organisation are held and edited.
Can spend credits	The 'Can spend credits' user permission allows for the selected user to finalise an enquiry and submit it for HSE's paid for Land Use Planning advice. This user permission should only be granted to users who fully understand that credits are purchased by your organisation, and that spending the credit will remove it from the 'available credits' (viewable via the 'Create Enquiry' tab) pool for your organisations account.

4.3 REMOVE (DELETE) A USER ACCOUNT

Only a Group/User Administrator may delete a user account. The steps to remove a user are as follows:

1) The Group/User Administrator will need to log into the Web App.
2) Left-click the grey 'User Administration' tab on the left-hand side of the screen.
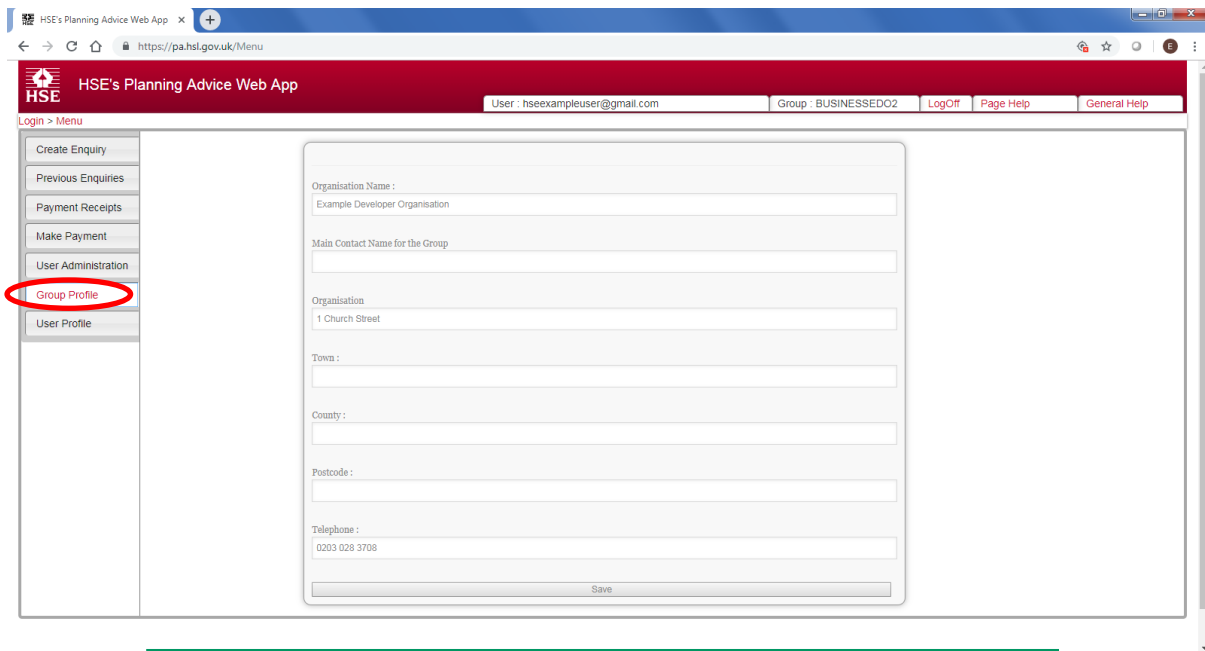3) Left-click the red 'Delete' button in the 'Delete users' column of the 'User Administration' table.
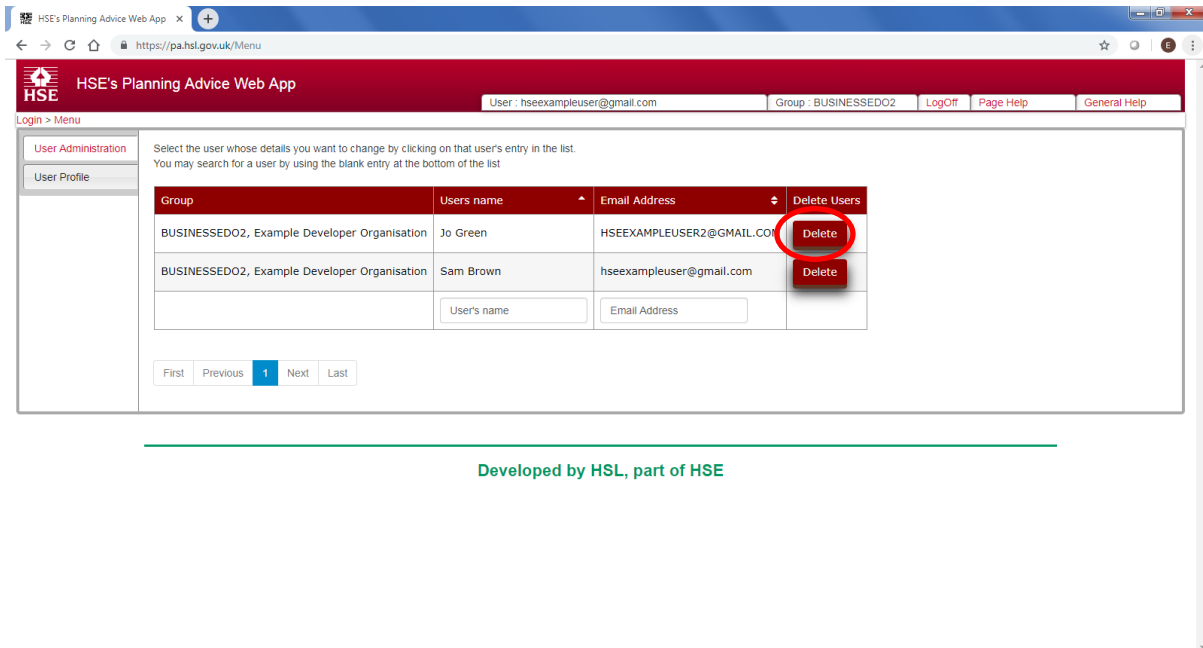
Note – the group will always require at least one group administrator to be present and will prevent you from deleting the final group administrator in the group. A deleted user may re-join the group account later by following the Adding a new user to the Group Account procedure, using the same original email address.

5   GROUP PROFILE SETTINGS

5.1   UPDATING THE GROUP PROFILE

To update the Group Profile, the user must have the 'can edit group contact' user permission enabled by the local Group Administrator. Please refer to changing user permissions if the account does not have the user permission enabled. The Group Profile should be kept up to date, as elements will be published within the output report PDF documents. To update the Group Profile:

1) Log into HSE's Planning Advice Web App.
2) Left-click the grey 'Group Profile' tab on the left-hand side of the screen.
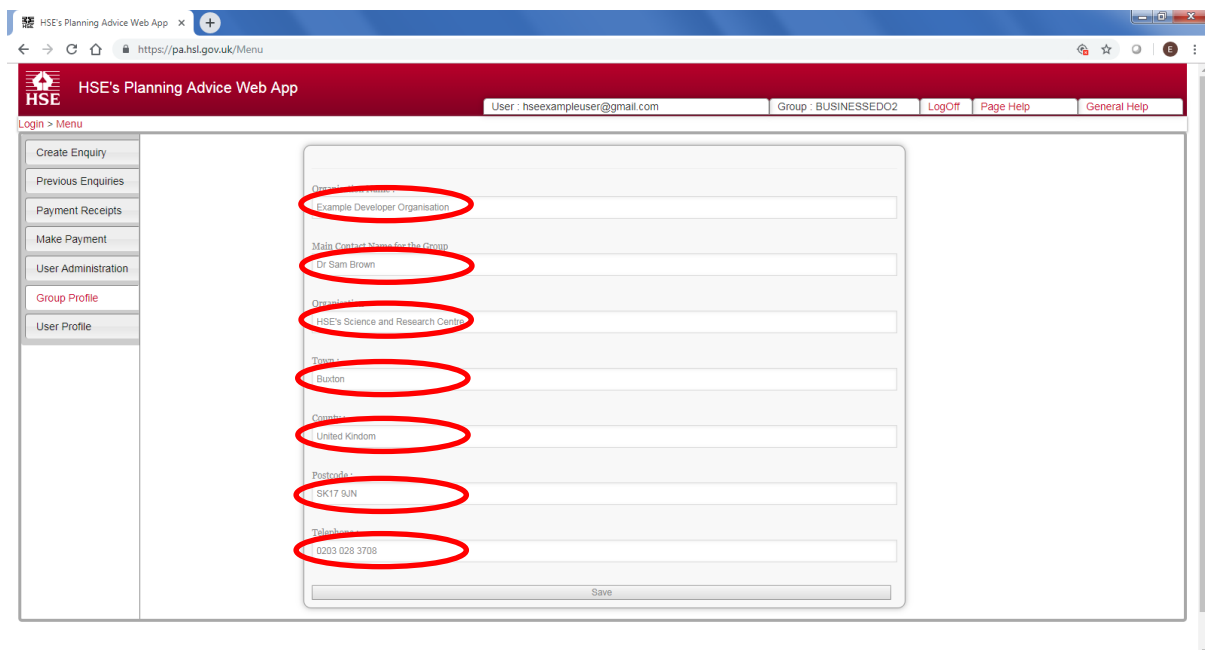
3) Update the text-boxes shown.

4) Left-click the 'Save' button to save the changes to the Group Profile information.
5) A pop-up message will be shown. Left-click 'OK' to dismiss the pop-up.

Your group profile information has been updated

OK
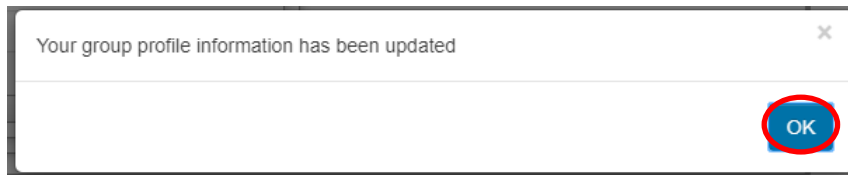
6   PROCESSING AN ENQUIRY

6.1   PHASE 1 ENQUIRY (IN/OUT OF HSE CONSULTATION ZONE?)

The Phase 1 enquiry undertaken on HSE's Planning Advice Web App is free and informs the user whether a development site area is within or comes into contact with an HSE consultation zone. The PDF report(s) produced will inform the user whether HSE has an interest with the land parcel and informs the user what are the next steps. At all stages in the enquiry, page help is available to users by left-clicking the 'Page Help' tab located to the upper right-hand corner of the screen. An enquiry can be paused by simply leaving the Web App and may be resumed at a later time.

6.2   PHASE 1 ENQUIRY, STEP 1 - CREATE ENQUIRY TAB

To start a Phase 1 enquiry:

1) Check whether HSE needs to be consulted on the development. See the guidance section: What is the criteria for needing to consult (or receive) HSE's advice?
2) Log into HSE's Planning Advice Web App.
3) Left-click the grey 'Create Enquiry' tab on the left-hand side of the page. If this tab is not available, you will need to ask your local Group Administrator to enable the 'Can create enquiries' user permission for your account. Note that the available credits for your Group Account may be viewed on this page.
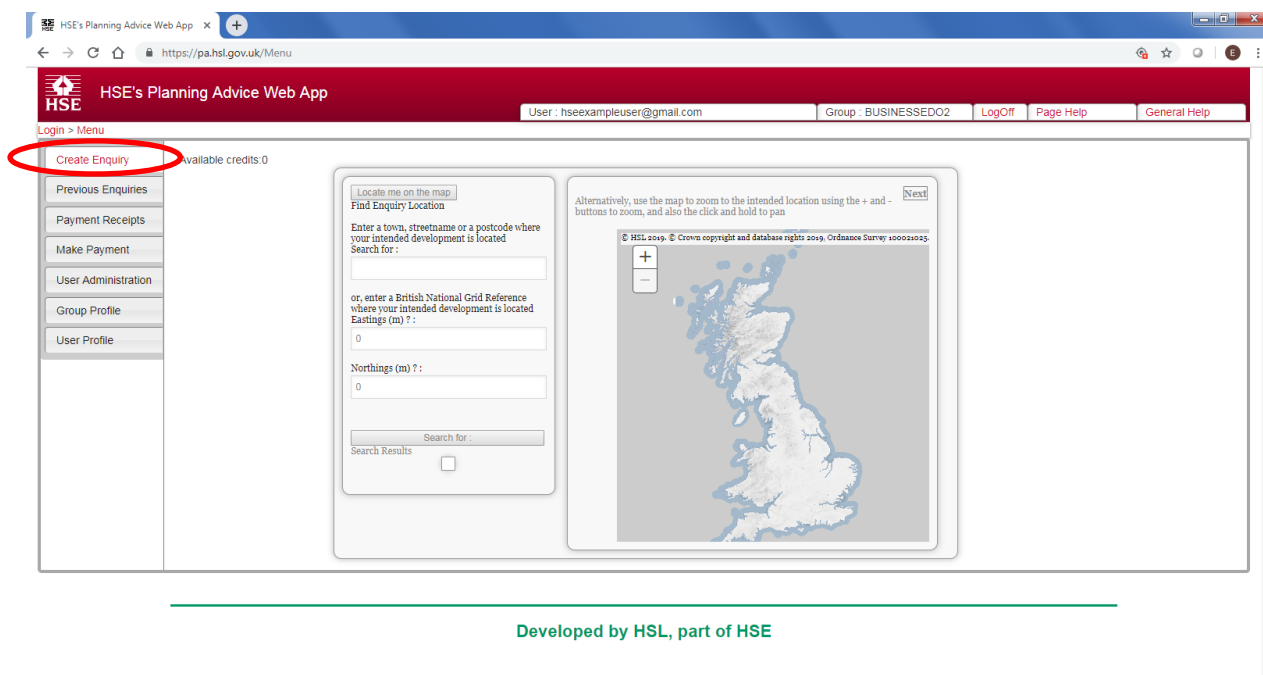
4) Locate your development site area by one of the four following options:
    a. Left-click the 'Locate me on the map' button to use your browsers geolocation functionality to pinpoint your current location;
    b. Use the textbox provided to type a town, street name or postcode, then left-click the 'Search for' button. If relevant, a list of locations matching your input will appear. Left-click a result to zoom the map to that location;

c. Enter Eastings and Northings in the textbox provided as six figure British National Grid Reference (for example: 334220 395022), then left-click the 'Search for' button. If relevant, the map will automatically zoom to the reference input;

d. Manually left-click and hold on the map then drag your mouse to the location. Use the + and – buttons to the top-left of the map, or your mouse wheel, to zoom in and out of the map.

5) When you have located the general development area, left-click 'Next' (upper right-hand corner of the map) to proceed.
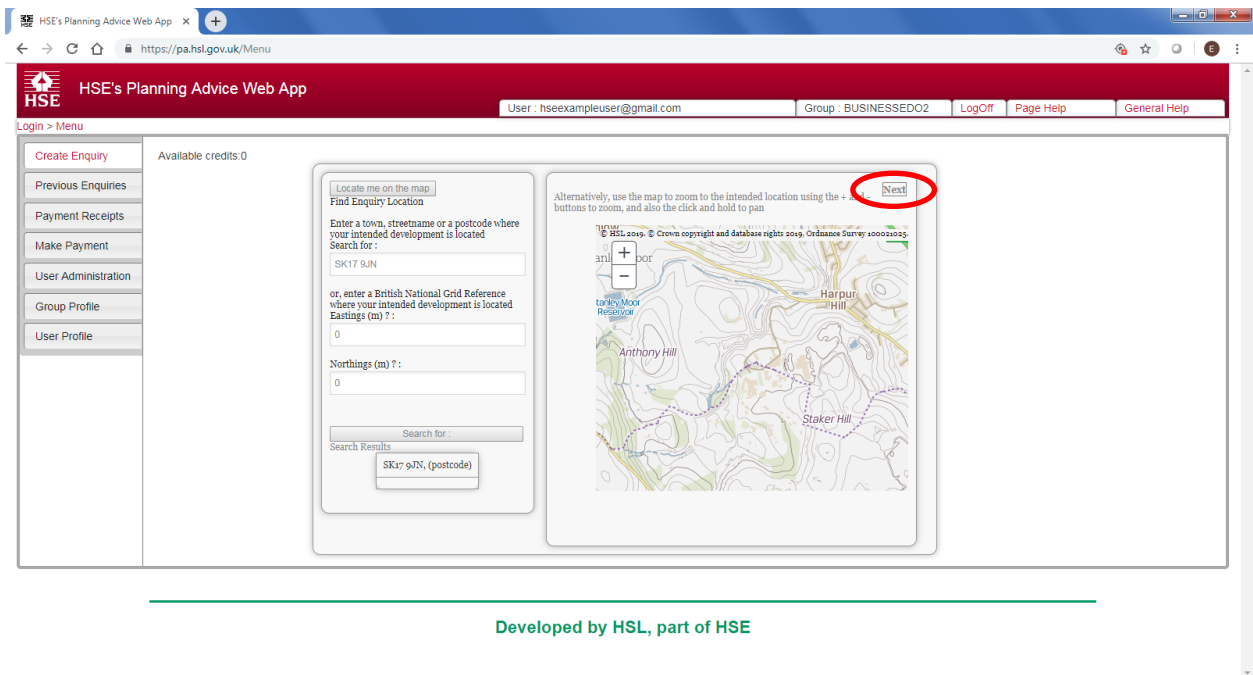
6.3 PHASE 1 ENQUIRY, STEP 2 - DRAW DEVELOPMENT BOUNDARY

This page allows the user to define the relevant development site area of interest. Consultation responses generated by the Web App are fully automated and take into consideration many key aspects including the location and size of the land parcel. Therefore, great care must be taken by the user to depict the land parcel as accurately as possible to avoid the possibility of incorrect advice being generated.

Here is an example of how to define a simple square shaped land parcel on the map window:

1) Navigate to the area of the proposed development. Guidance on navigation and advanced tools can be found within the following section of guidance: Draw Development Boundary – Advanced Tools and further Guidance.

2) Left-click the 'Draw Boundary' tool button which is located to the top left of the map window.
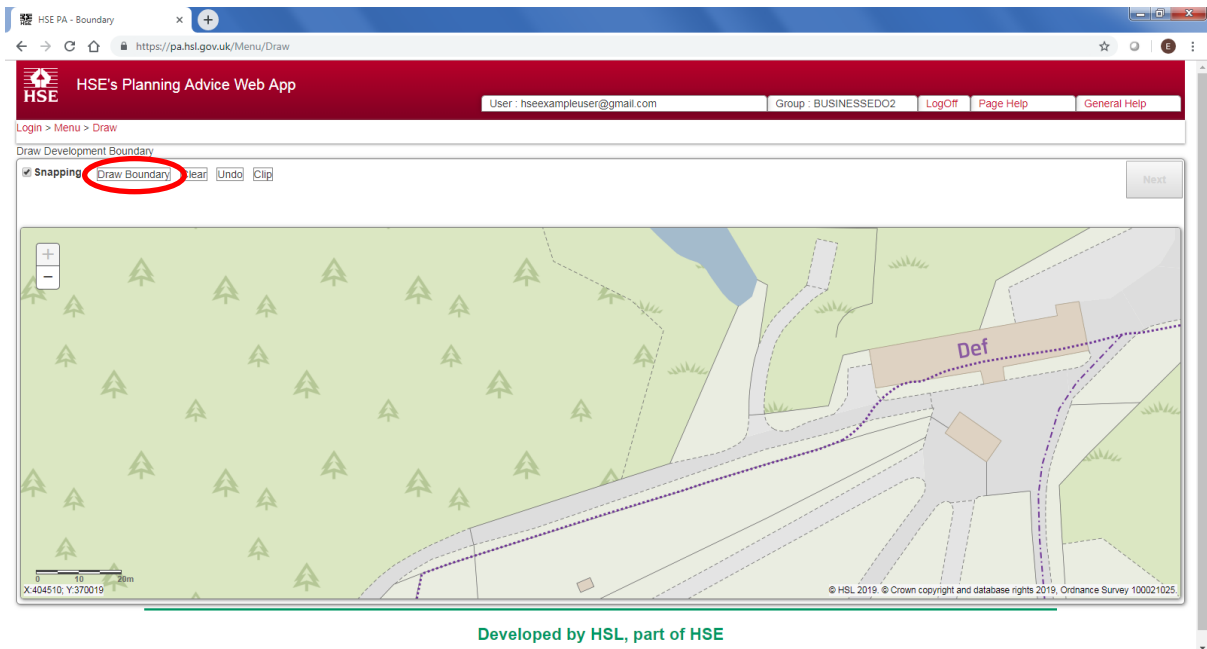
3) Single left-click on the map at the first corner of the land parcel to begin drawing the land parcel. Move the mouse cursor over the map – note that a red line should extend from the initial left-click location (which now forms the first corner of the square) to your mouse cursor.
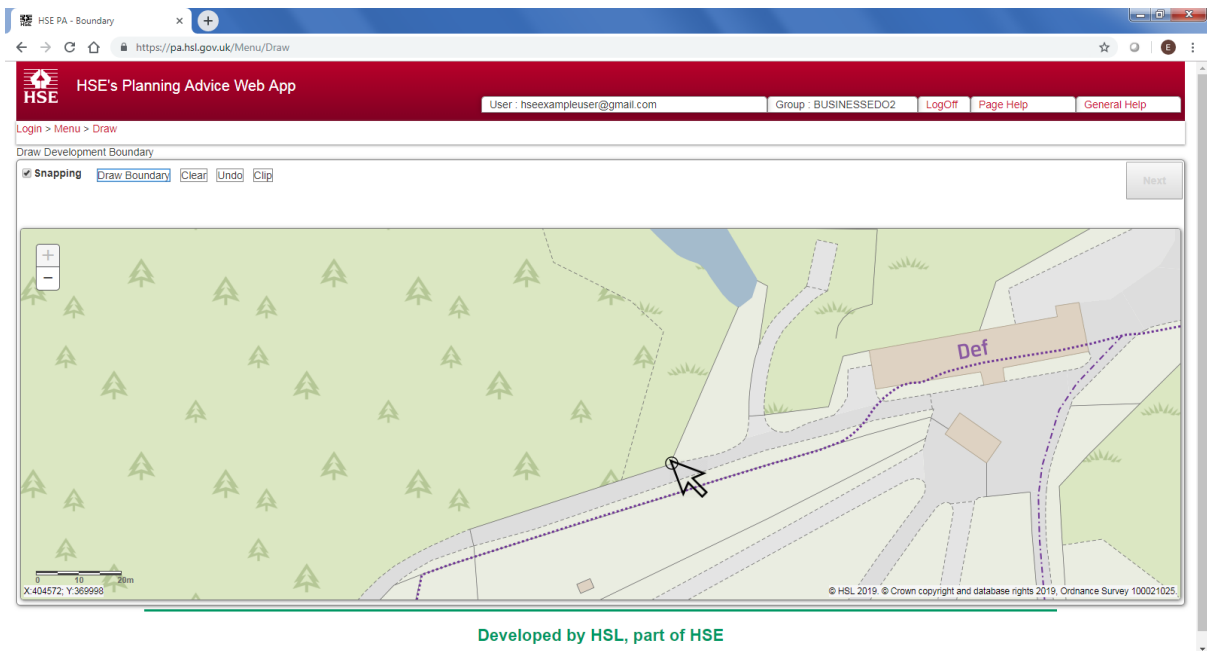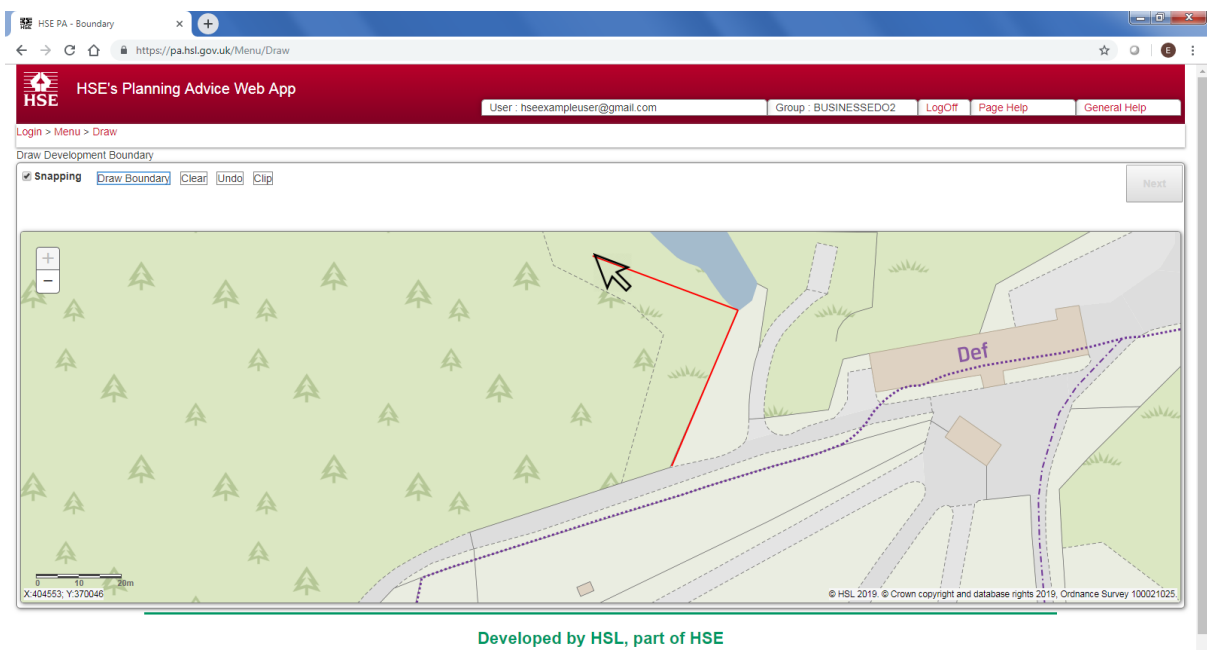

4) Single left-click on the location for the second corner of the land parcel. Move the mouse cursor over the map – note that the red line now should extend from the second left-click location (which is the second corner of the square) to your mouse cursor.
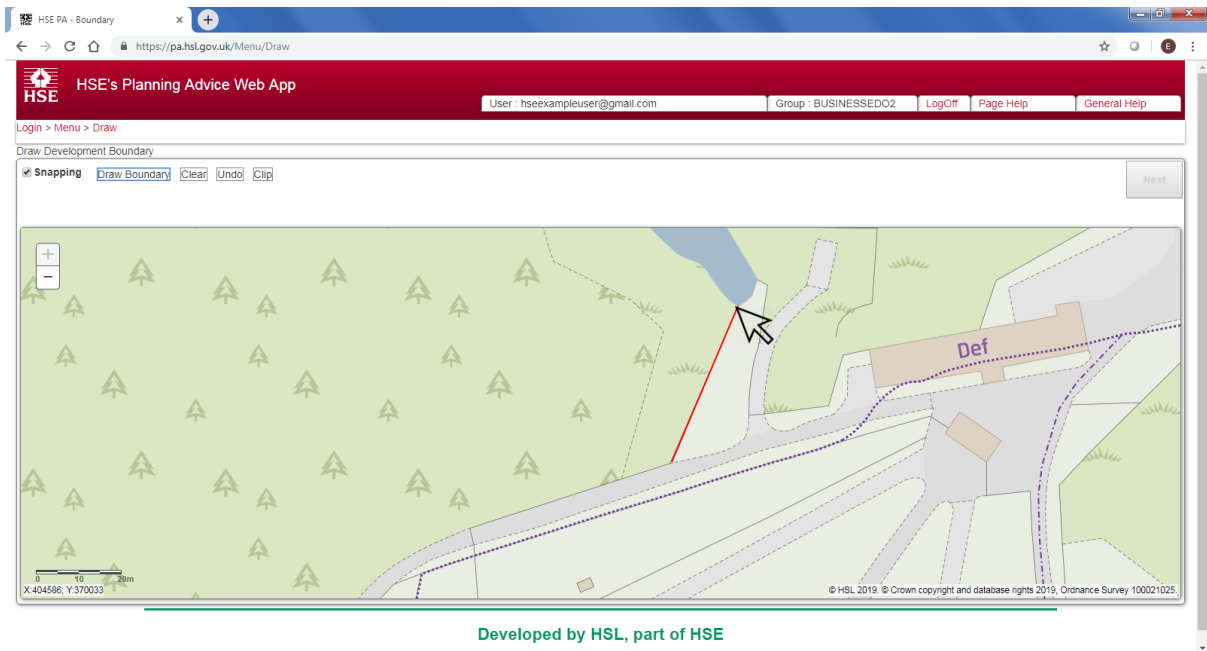
5) Single left-click on the location for the third corner of the land parcel. Move the mouse cursor over the map – note that the red line now should extend from the third left-click location (which is the third corner of the square) to your mouse cursor.


6) Finally, double left-click on the location for the fourth corner of the land parcel.
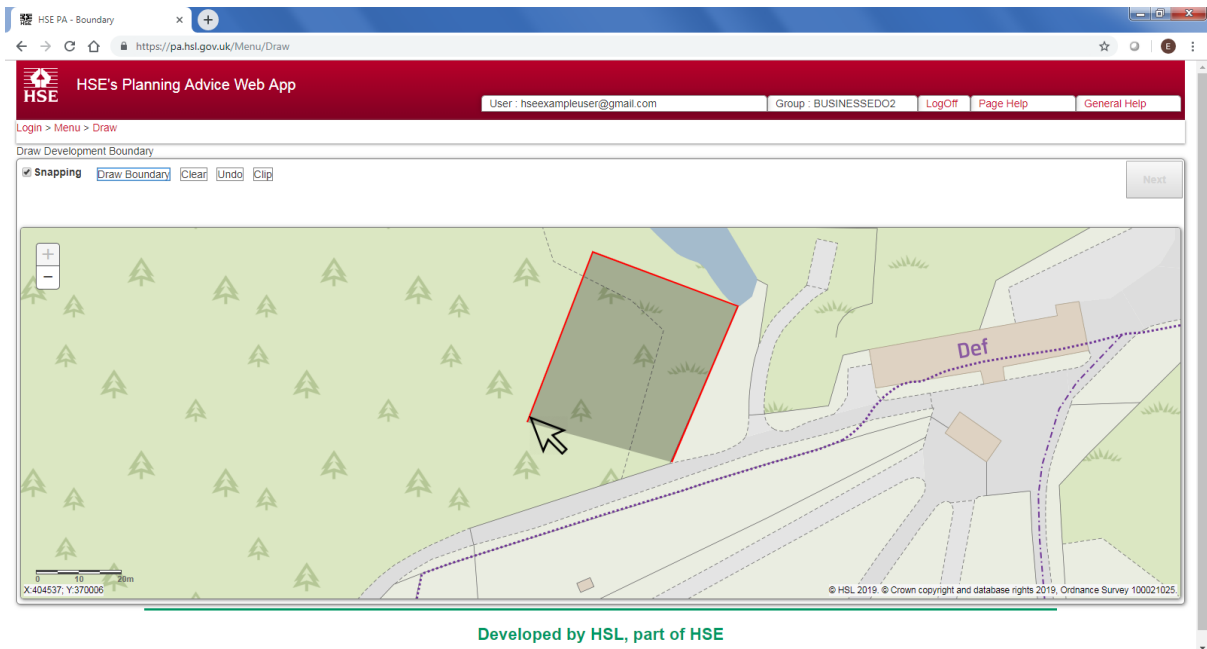
7) The Web App will automatically complete the remaining side of the square for you, and the land parcel will turn translucent grey with a black border to indicate the development area. This simple land parcel can be edited further. Refer to the following section of guidance: Draw Development Boundary – Advanced Tools and further Guidance.
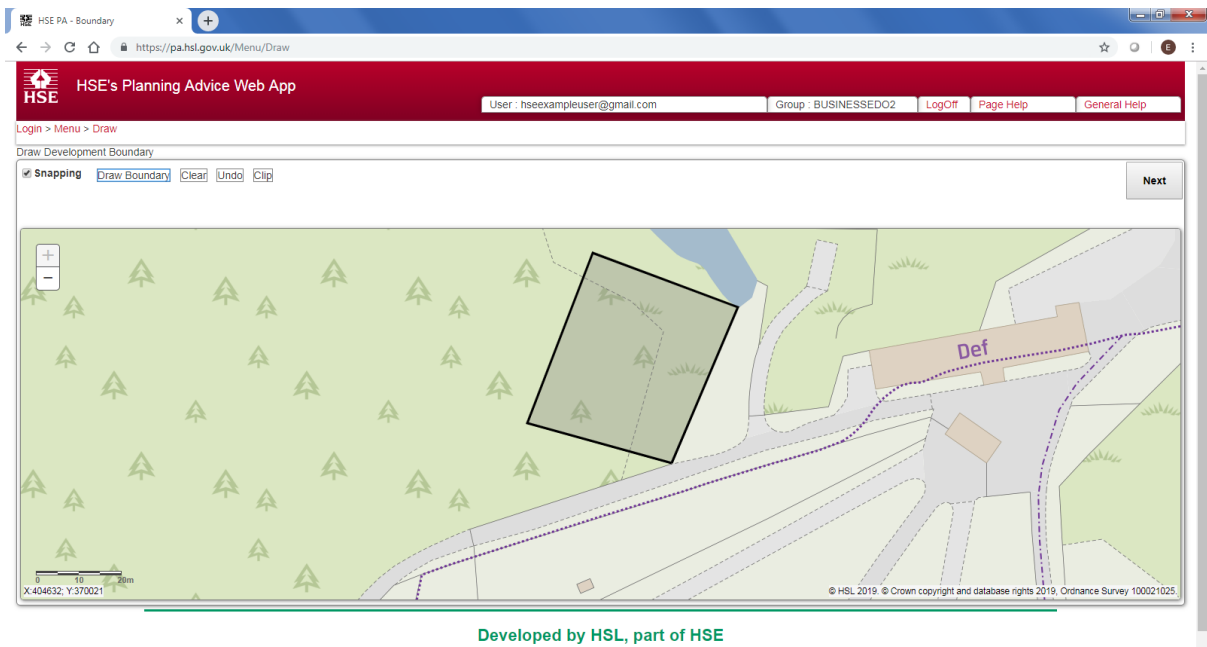
8) Left-click the Next button once the land parcel boundary has been accurately defined. This button will be disabled until a valid land parcel(s) has been drawn on the map.
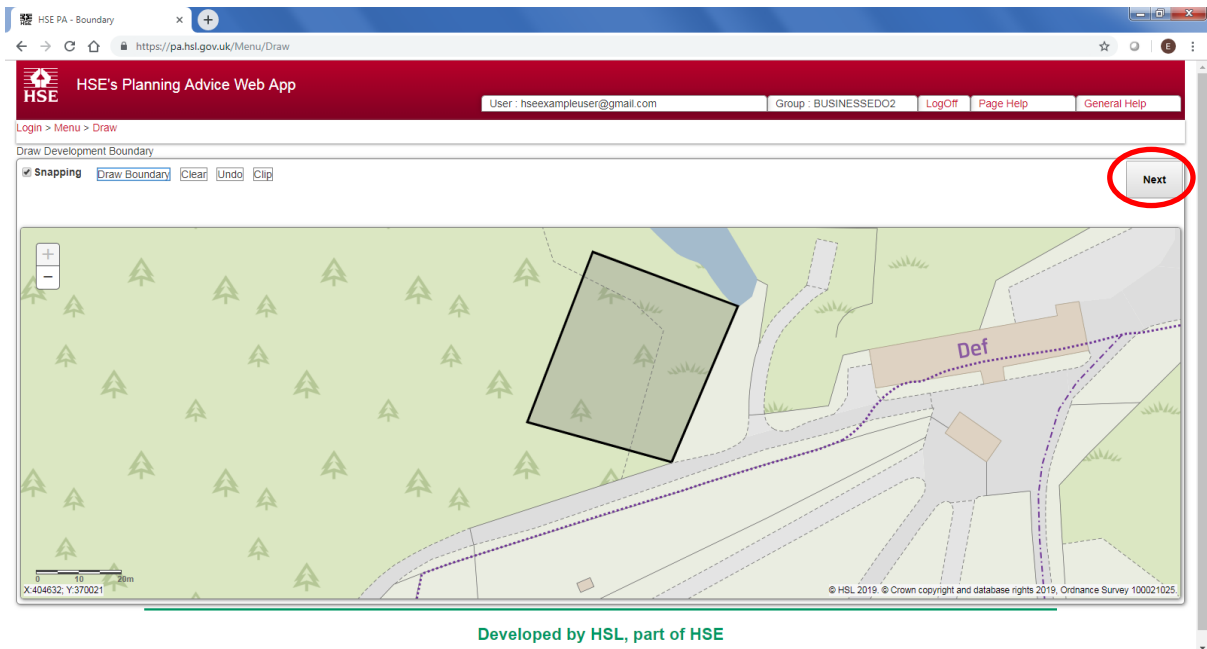
9) The Web App will now save your development area. A pop-up will be displayed, and the Web App will continue to the Phase 1 Enquiry, Step 3 - Additional Details stage of the enquiry. Should it be required, further guidance on using advanced map editing tools is available below.
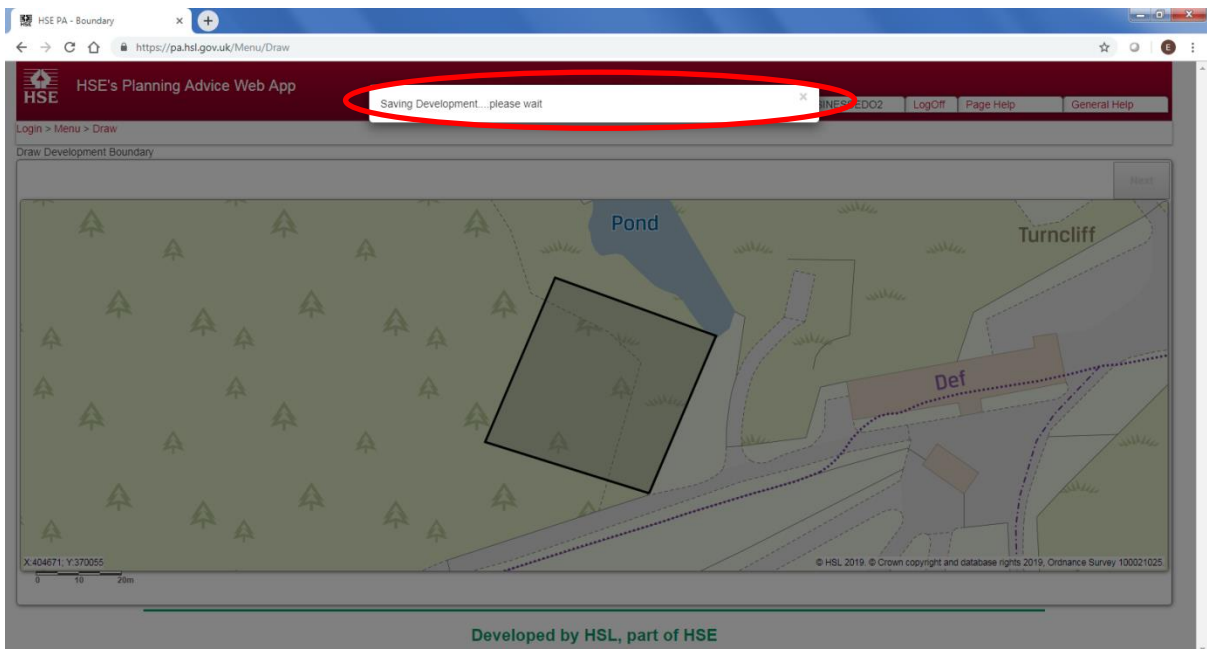
6.3.1   Draw Development Boundary – Advanced Tools and further Guidance.

The following is additional guidance for drawing the development boundary using advanced tools.

Navigation:

Left-click and drag the left mouse button on the map to pan to a new location. This action can be performed even whilst drawing a land parcel boundary. Scroll the mouse wheel to zoom in/out on the map; or use the +/- buttons at the top-left of the map to zoom in/out.

Snapping:

This tool makes the mouse cursor 'snap' to the nodes of an existing land parcel. You may wish to disable this functionality if you are experiencing issues drawing a land parcel.

Draw Boundary:

With the left mouse button left-click the Draw Boundary button, and then left-click once on the map to start drawing. Move to another location and left-click again to draw the first edge of the land parcel boundary. (Moving the mouse even slightly whilst left-clicking on the map will cause the map to move rather than actually draw.) Keep moving and left-clicking upon the map to draw each edge of the land parcel boundary. Double left-click on the map to complete the land parcel. Press Esc on your keyboard to stop drawing a land parcel. Draw as many land parcels as required to define the land parcel boundary. Any drawn land parcel that touch will automatically be joined together. Drawn land parcels will be checked for geometry errors. Those drawn in error will be discarded. Valid land parcels will automatically be saved.

Clear:

This button will clear all drawn land parcel onscreen. Use the Undo button if clicked by mistake.

Undo:

Left-click this button to revert any unwanted change. Only one undo action can be completed, so make sure you are content with this action prior to left-clicking.

Clip:

This function allows the user to draw an area onscreen. Any existing developments underneath the drawn area will be clipped to the new drawing. This tool is useful for cutting a hole inside of an existing land parcel.

Right-click on a drawn land parcel to be given further options:

Edit - Shows editable points at the edge of the chosen land parcel. Grey nodes are those that make up the existing shape and can be left-clicked and dragged to reshape the land parcel. Alternatively, grey nodes may be right-clicked to be individually deleted. White nodes allow the addition of new node points and allow for a more intricate land parcel to be depicted. Alternatively, the user can also left-click the centre of the editable development then drag it to a different location to move it entirely. Left-click anywhere other than on the editable development to stop editing and save the edit.

Delete - This will delete an individual development land parcel.

Complicated Site Boundaries:

It may be difficult to draw intricate or large site boundaries. To depict these site boundaries accurately, begin by drawing a rough depiction of the land parcel. Then, zoom into the land parcel, and using the right-click functionality, work your way around the land parcel, editing the nodes (moving and adding additional nodes where necessary) to create a more accurate land parcel.

6.4   PHASE 1 ENQUIRY, STEP 3 - ADDITIONAL DETAILS

This page allows the user to enter additional details about the development. All text entered here will be added to the PDF reports which are generated automatically by the Web App.

Please note - the LUP advice generated by the Web App is entirely automated, and any statements, comments, queries or other details entered within these fields will not be considered by the Web App when determining HSE's LUP Advice, nor reviewed by HSE's LUP Support Team (unless specifically requested by email). If any further guidance is required, please Contact HSE's LUP Support Team directly.

 To proceed, the three text boxes shown should be completed as follows:

    1)   Your Reference/Local Authority Reference (required):

This field is required and must be completed to continue. Please note that the text entered within this field is used to allow the user to locate the enquiry via the 'Previous Enquiries' tab at a later stage. Please do not enter your unique Group Identifier within this field. An identifiable business or LPA reference should be used - for example: PA/YYYY/12345/FUL.

    2)   Development Name (optional):

This field should contain the development name. For example, 'Smith Lane Housing Development'.

    3)   Any further description/comments e.g. development details (optional):

This field should contain any further relevant description or comments relating to the development.

4) Finally, left-click the grey 'Next' button to continue the enquiry.

## 6.5   PHASE 1 ENQUIRY, STEP 4 – SUMMARY

Please check that the details shown on screen (text and land parcel location) are correct. If any detail is incorrect, then left-click the 'Back' button and amend your enquiry. If all details are correct, then left-click the 'Next' button to proceed.

Note - when the 'Next' button is left-clicked, you will no longer be able to change any of the details relating to the initial 'Phase 1' stage of the enquiry.
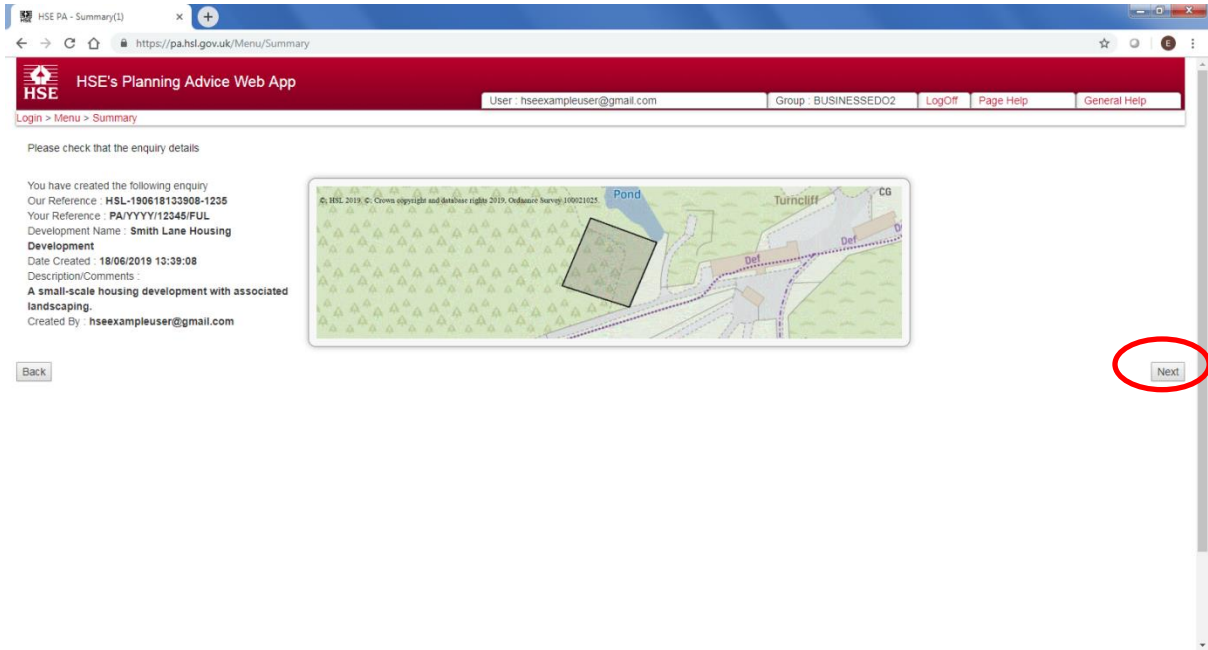
6.6   PHASE 1 ENQUIRY, STEP 5 - SUBMIT IN / OUT

This page is the end of the 'Phase 1' enquiry stage. The Web App has now generated downloadable PDF report(s) relevant for your enquiry that indicate whether (or not) HSE has an interest in your enquiry. The reports do not constitute HSE's formal Land Use Planning Advice (statutory or commercial) which may be obtained by continuing and completing the full enquiry process. Please download and review the reports by left-clicking the links shown beneath the heading 'Phase 1 documents'.
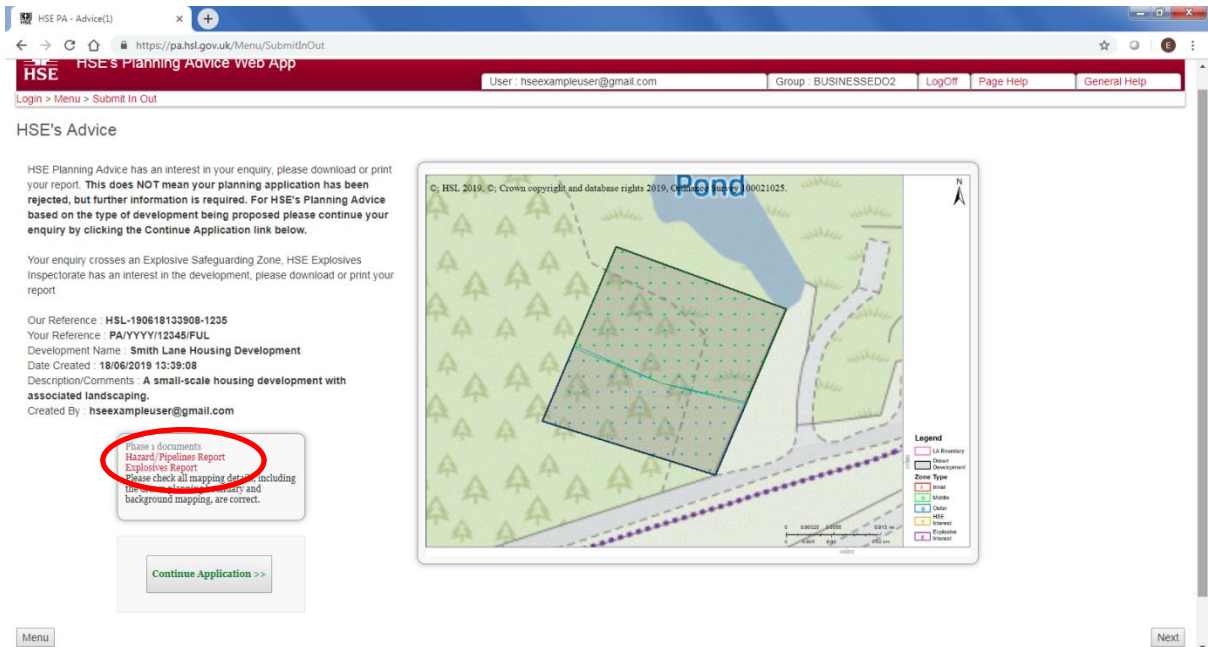
The following types of reports may be available:

•**No HI/MHP Interest Report**

This report indicates that HSE does not have an interest in your enquiry as currently, the site area is unaffected by HSE consultation zones relating to Major Hazard Sites or Major Accident Hazard Pipelines. HSE may still have an interest in the site area if an Explosives Report is generated.

•**Hazard/Pipelines Report**

This report indicates that HSE has an interest in your enquiry as currently, the site area is affected by HSE consultation zones relating to Major Hazard Sites or Major Accident Hazard Pipelines.

•**Explosives Report**

This report indicates that the site identified currently lies within one or more HSE Explosive Safeguarding zones. Detail is contained within the report on how to formally consult HSE's Explosive Inspectorate (independently of the Web App process). HSE's Explosive Inspectorate is a statutory consultee and must be consulted on all relevant developments.

If the screen states 'Your enquiry has been stopped because there is a hazard in the area you need to discuss with HSE', please contact HSE's LUP Support team, making sure to provide as much info as possible including the report number which begins 'HSL-'. Note a report is not presented on the screen, but may be downloaded from the 'Previous Enquiries' tab – see: Downloading Results (PDF documents)

The screen that is displayed on the Web App will depend on the outcome of your enquiry:

1. If the Web App has presented the 'No HI/HP Interest' report for download and the 'Next' or 'Continue Application' buttons are not available, this means that the enquiry process on the Web App is now complete. The user should left-click the 'Menu' button to return to the main menu of the Web App. Note: If an Explosives Report is available to download, further consultation is still required with HSE's Explosive Inspectorate – contact details are found within the downloadable PDF.

2. If the Web App has indicated that your development does intersect with a pipeline or hazard zone, the 'Continue Application >>>' and 'Next' buttons will be made available to you on the screen. Left-click either button to continue your enquiry to produce HSE's advice for your proposed development.
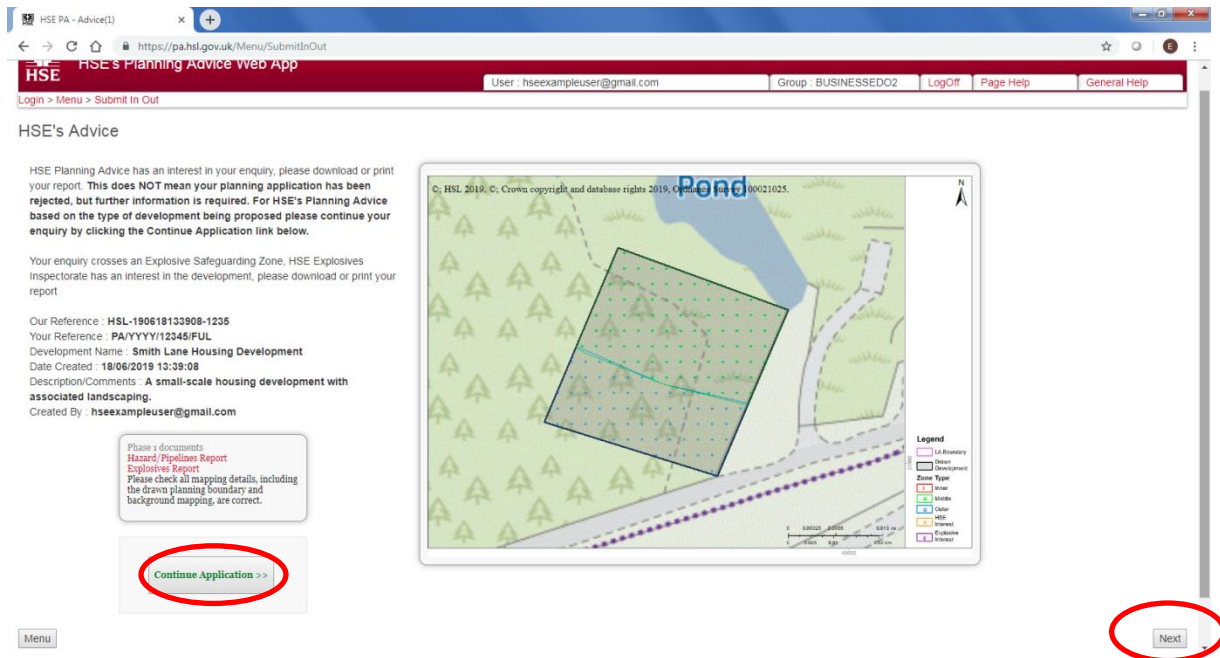
6.7 PHASE 2 ENQUIRY (HSE'S FORMAL ADVICE)

The Phase 2 enquiry on HSE's Planning Advice Web App informs the user of HSE's advice for the proposed development. The pdf report produced will inform the user of HSE's advice as either 'HSE Do Not Advise Against (DAA)' or 'HSE Advise Against (AA)' the granting of planning permission. The pdf report will show HSE's advice for each development type that has been allocated to the site, and then an overall advice will be given for proposed development taking into account the individual advice obtained for each development type. An 'Advise Against' response for any single development type will dominate the HSE advice for the overall consultation and lead to the whole consultation being advised against. There is a cost for the Phase 2 enquiry, and a credit must be purchased (Making Payment) to allow the user to obtain HSE's advice.

6.8 PHASE 2 ENQUIRY, STEP 1 - CONTINUE APPLICATION

This page requires the user to check and confirm that the enquiry does not match the specified scenarios before continuing the 'Phase 2' enquiry. If the enquiry does not match the listed scenario, left-click the grey confirmation button below the map to continue the enquiry.
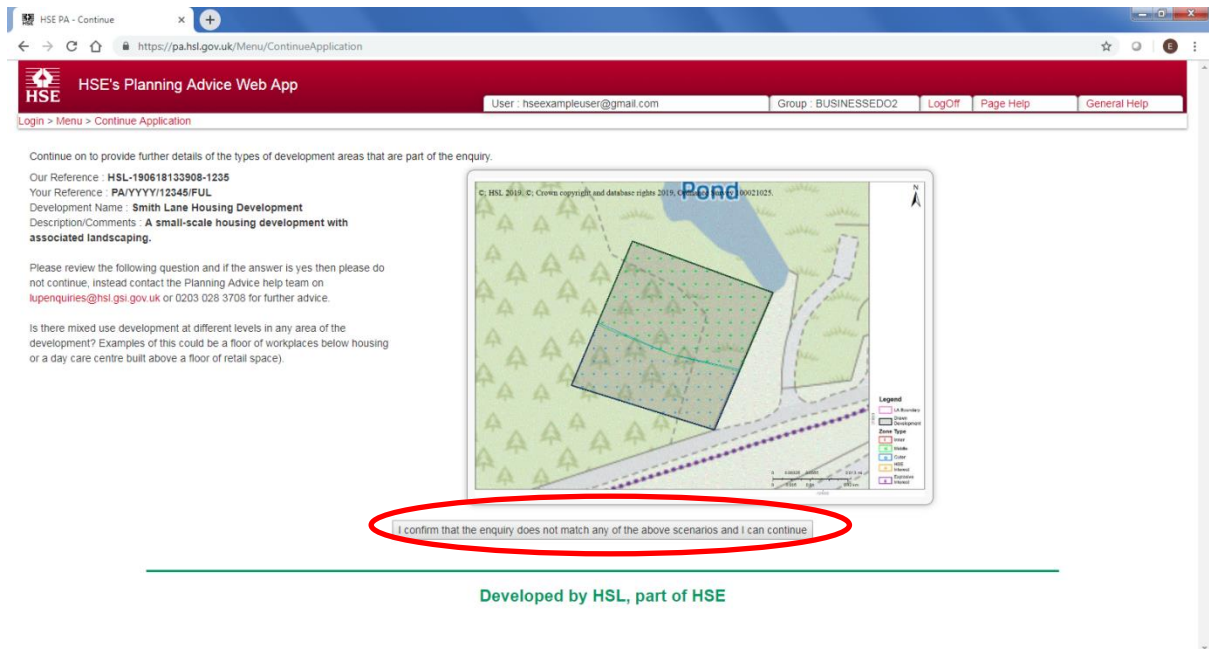
The HSE Planning Advice Web App currently can not be used for the following scenario:

- Mixed-use development in any area of the development.

Mixed-used development is where an HSE development type is situated directly on top of another HSE development type. An example would include housing that is situated above a shop. Note that HSE development types do not equate to 'Use Classes' used within the planning system.

6.9   PHASE 2 ENQUIRY, STEP 2 - NOT SAME TYPE (ASSIGNING HSE DEVELOPMENT TYPES)

At this stage of the enquiry, users must define which HSE development types are situated within the site boundary. It is very important that the development type areas are depicted as accurately as possible; as the Web App will use the size and location of the development types (amongst other aspects) to determine HSE's Land Use Planning Advice. The result shown on screen should accurately reflect the final plan(s) that are intended for submission to the LPA.

Most enquiries submitted will need to have multiple development types assigned to the land parcel (dashed black outline) - for instance, a retail park could include the 'Indoor use by the public', 'Workplaces', 'Transport Links', 'Parking Areas' and 'Landscaping' HSE development types.

Development types are defined by HSE within the 'Development Type' tables of HSE's Land Use Planning Methodology document. Examples of each development type are included within this document. Note that HSE's development type categories do not directly correlate with 'Planning Use Classes'. HSE does not use 'Class A', 'Class B' etc. Instead, the appropriate HSE Development category will need to be used. For instance, Use Class B1 (Business) would fall within HSE's 'Workplace' category.

To proceed, the user must divide the land area into the relevant HSE development types (leaving no gaps). An example is shown below:

1) Left-click the drop-down menu to select the relevant HSE development type. In this example, the 'Housing development type has been selected'.
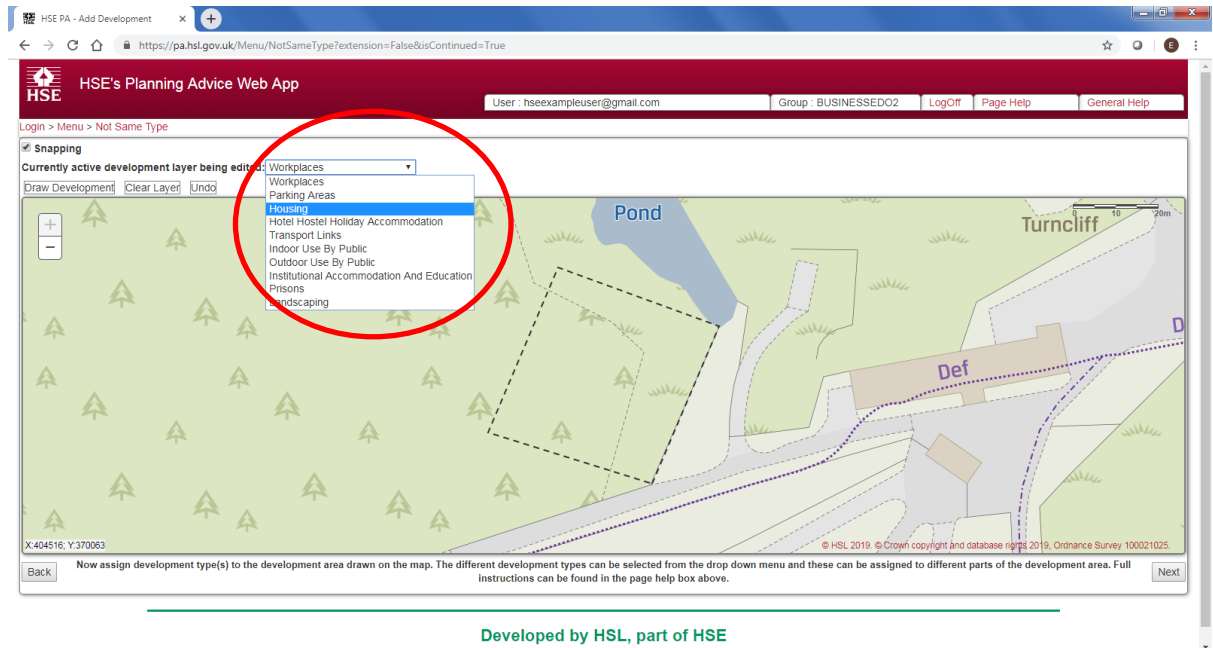
2) Note that the 'Housing' development type has now been selected and is shown in the 'currently active development layer being edited:' box. To draw a land parcel depicting the housing area, the user must left-click the 'Draw development' tool to activate the tool.
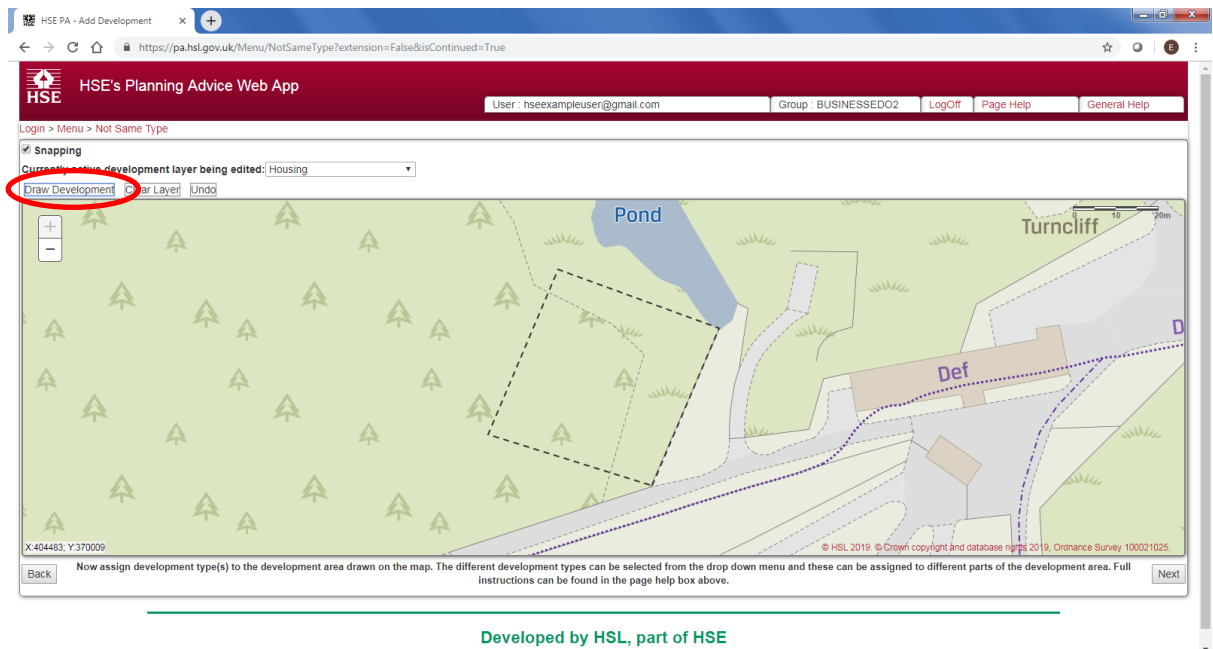
3) To draw the housing area, the user should left-click once on the map to start drawing the boundary of that development type. Move to another location and left-click again to draw the first edge of the development type. (Moving the mouse even slightly whilst holding the left-mouse button down on the map will cause the map to shift rather than actually draw.) Keep moving and left-clicking once upon the map to draw each edge of the development

type. Double left-click on the map to complete the development type land parcel, which should appear in translucent grey.
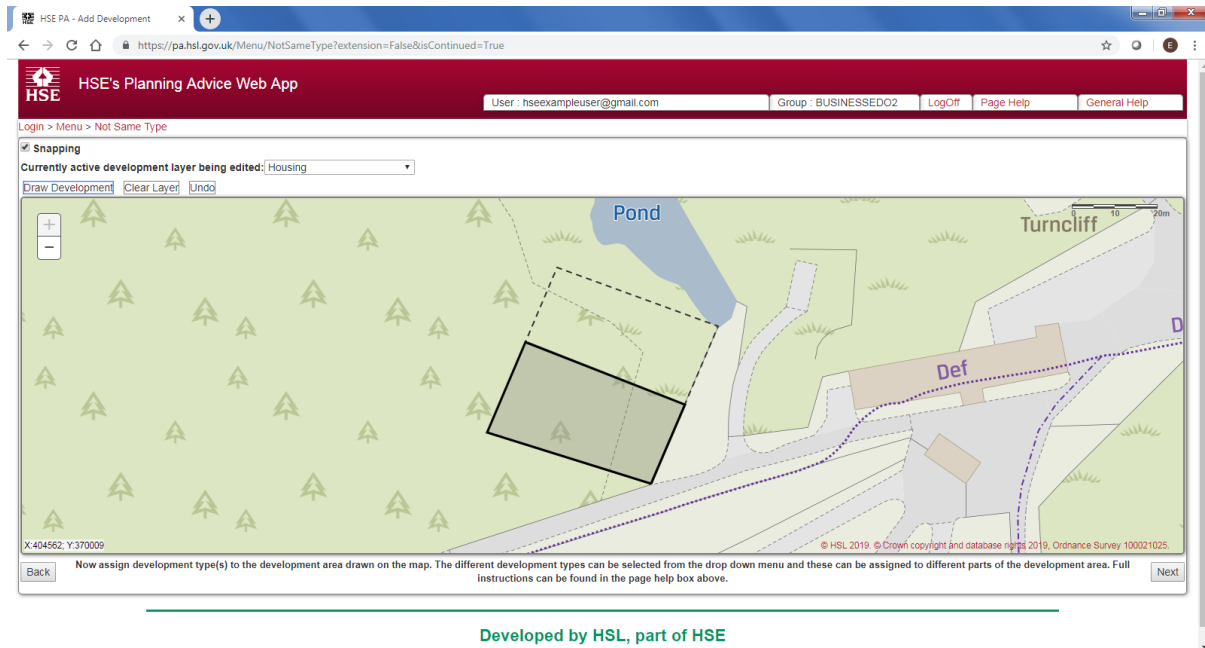
4) The remaining area of the land parcel (to the north) now needs to be accounted for. The user can either repeat the previous process (select an HSE development type and then use the 'Draw Development' tool, or alternatively, can complete the remaining land parcel area (currently blank) by right-clicking on the map in the blank area and choosing a relevant development type from the drop-down list. In this example, the remaining area will be assigned as 'Landscaping'.
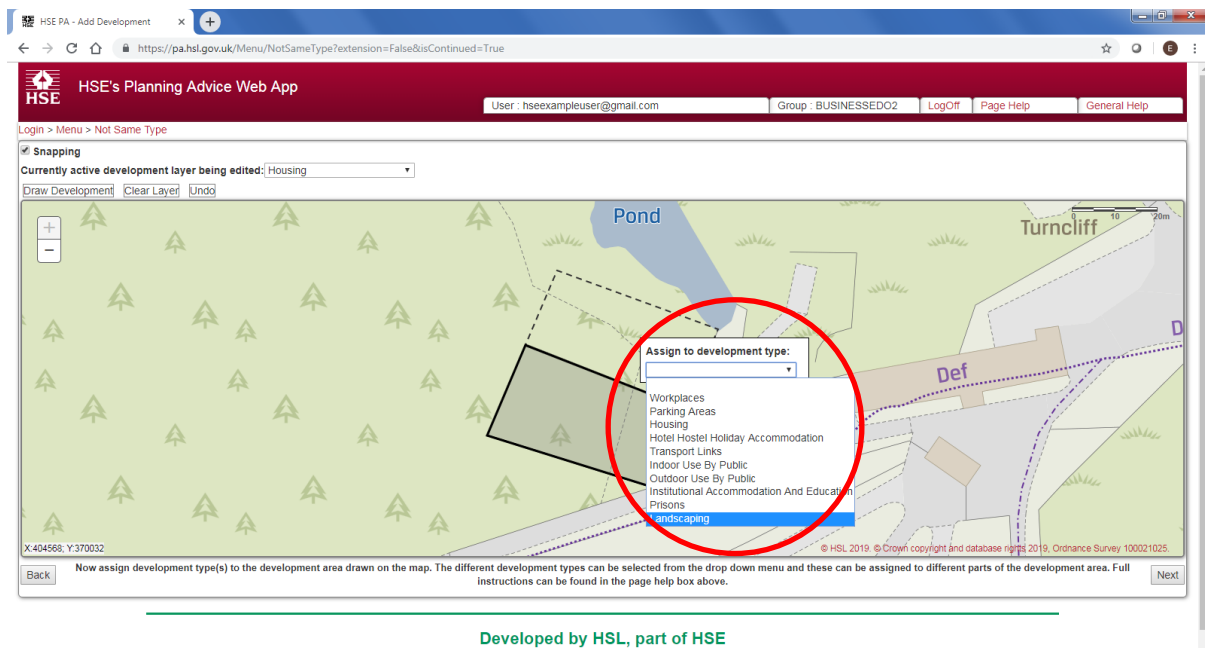
5) All areas of the site have now been assigned to an HSE development type. In this case, the south of the site has been allocated to 'Housing' and the north of the site to 'Landscaping'. Users can identify which development layer is which by simply left-clicking on each land

parcel in turn. The name of the development type will change to reflect the selected layer in the 'Currently active development layer being edited'.

Note:

- Advanced drawing functionality help can be found within the 'Page Help' text which is accessible to the top-right of the screen.
- If land parcel areas are drawn incorrectly, layers can be cleared via the 'clear layer' tool or 'undo' tool. Right-clicking on a drawn development layer will also allow the user to delete the selected layer.

6) To continue, the user will now need to left-click the 'Next' button located at the bottom right of the screen.
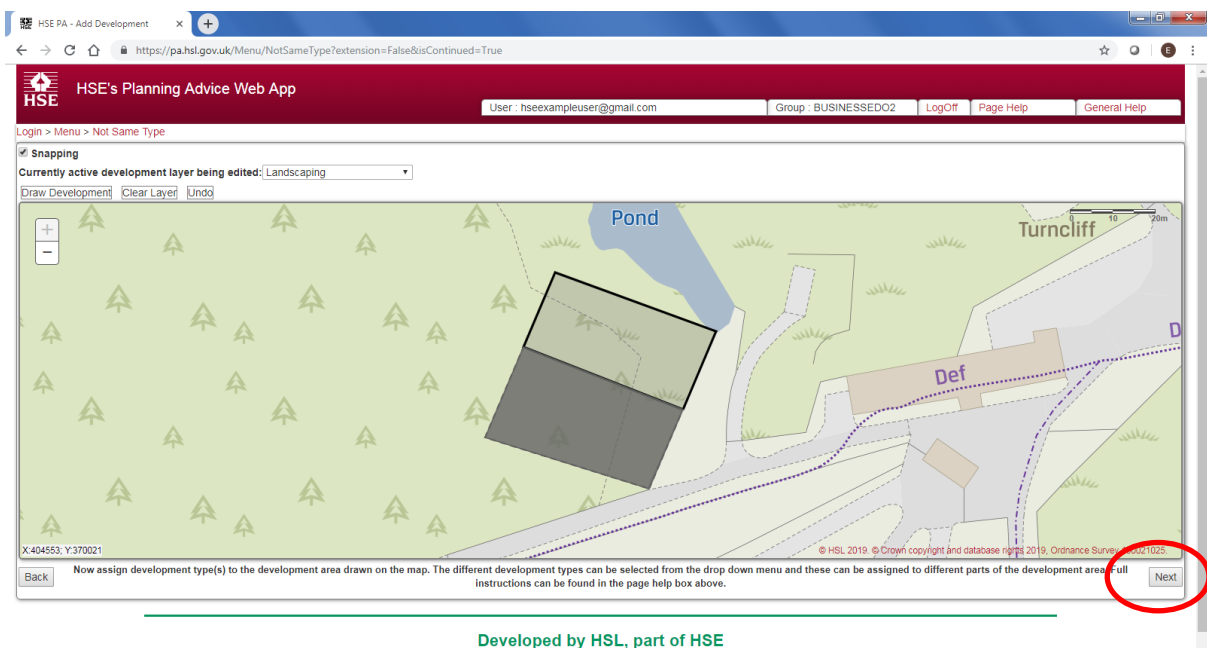
7) The screen will dim, and a pop-up message will display briefly whilst the development areas are saved. The Web App will automatically move to the next section of the enquiry.
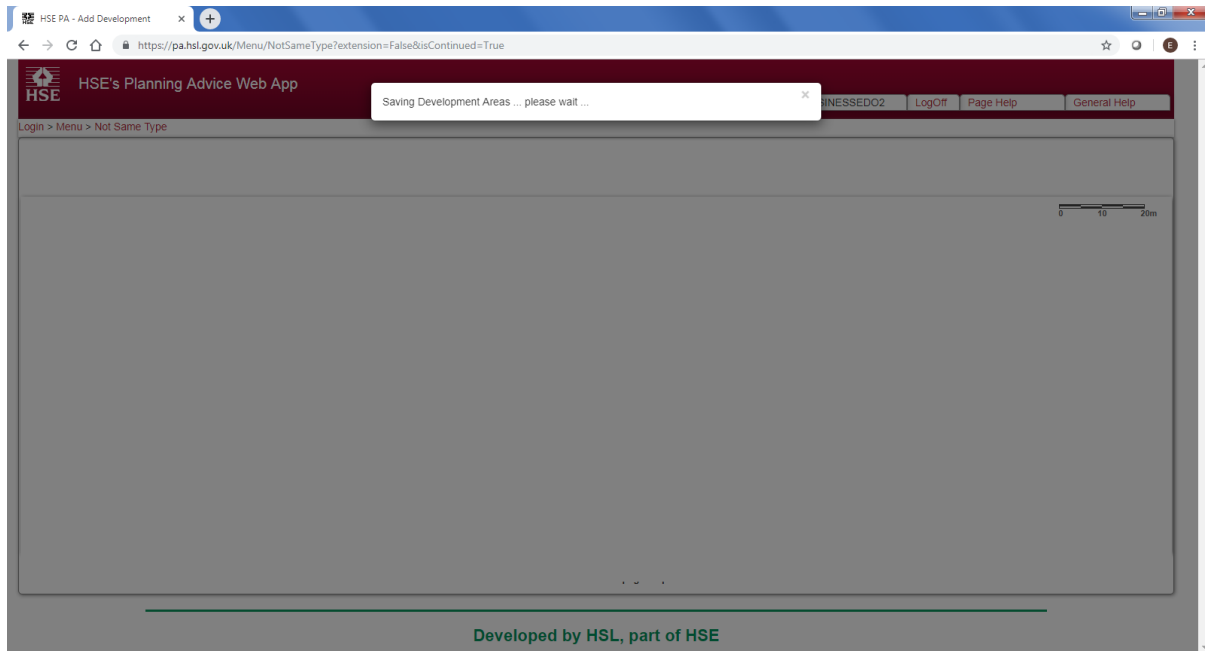
6.10   PHASE 2 ENQUIRY, STEP 3 - DEVELOPMENT TYPE QUESTIONS

The Web App now requires further information about the individual HSE development types that were drawn at the previous stage of the enquiry. Tabs will appear for each development type drawn, and a green-tick mark will appear when the questions for that enquiry type have been completed. To progress, the user should:

1) Select an HSE development type by left-clicking the development type name on the left-hand side of the screen.
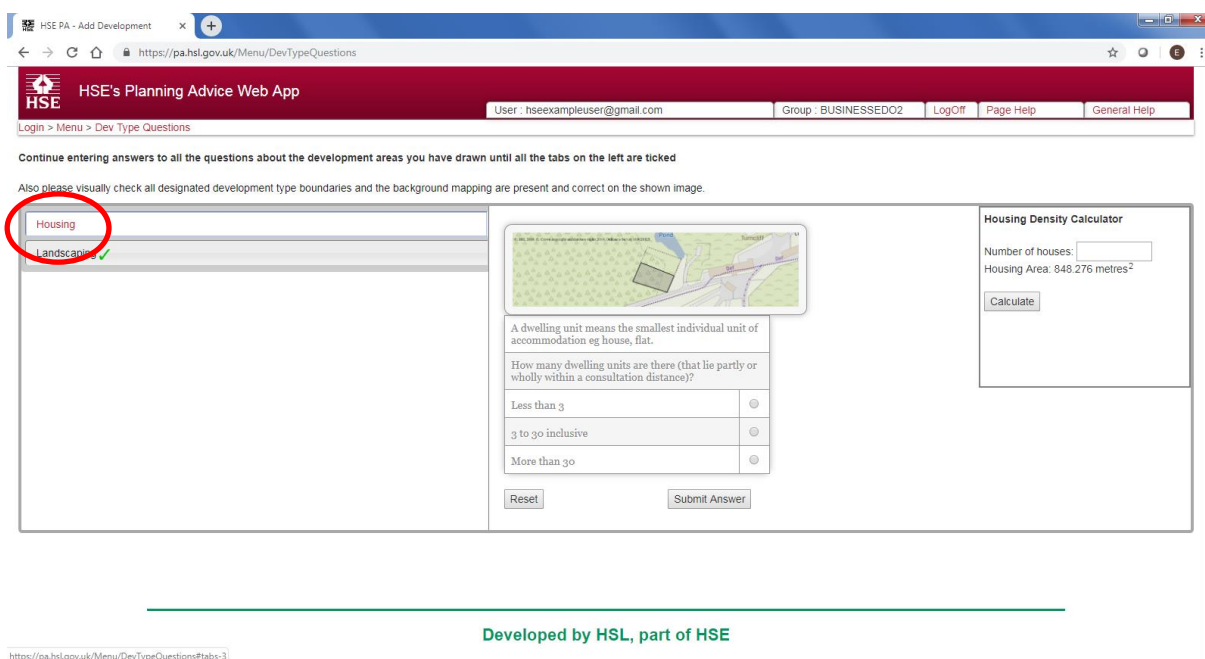
2) Answer the questions shown in the centre of the screen. When complete, a green tick will appear next to the development type name. Note that some development types (such as Landscaping) will not have any questions, and will have a green-tick automatically assigned. If questions are incorrectly answered, a 'reset' button is available to reset the questions to the beginning for the currently selected development type.
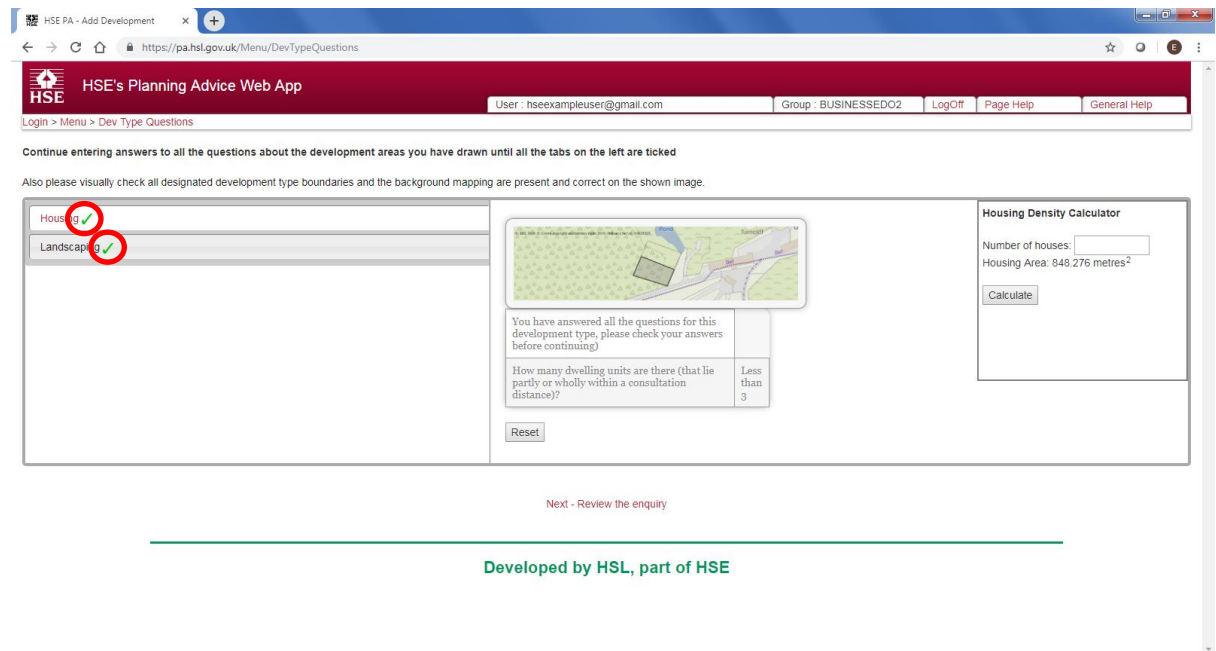
3) When all questions have been answered for all development types, the screen will dim briefly, and a popup message will be displayed:
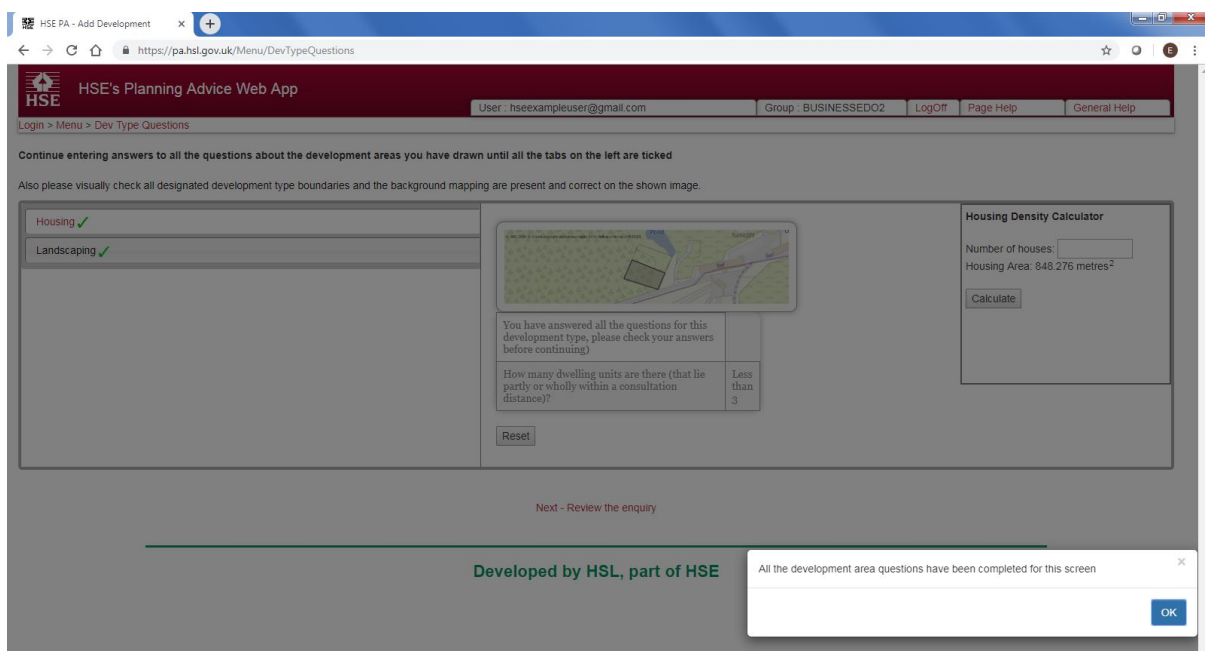
4) Left-click the 'Next Review the enquiry' link that appears after all questions are completed to continue the enquiry.
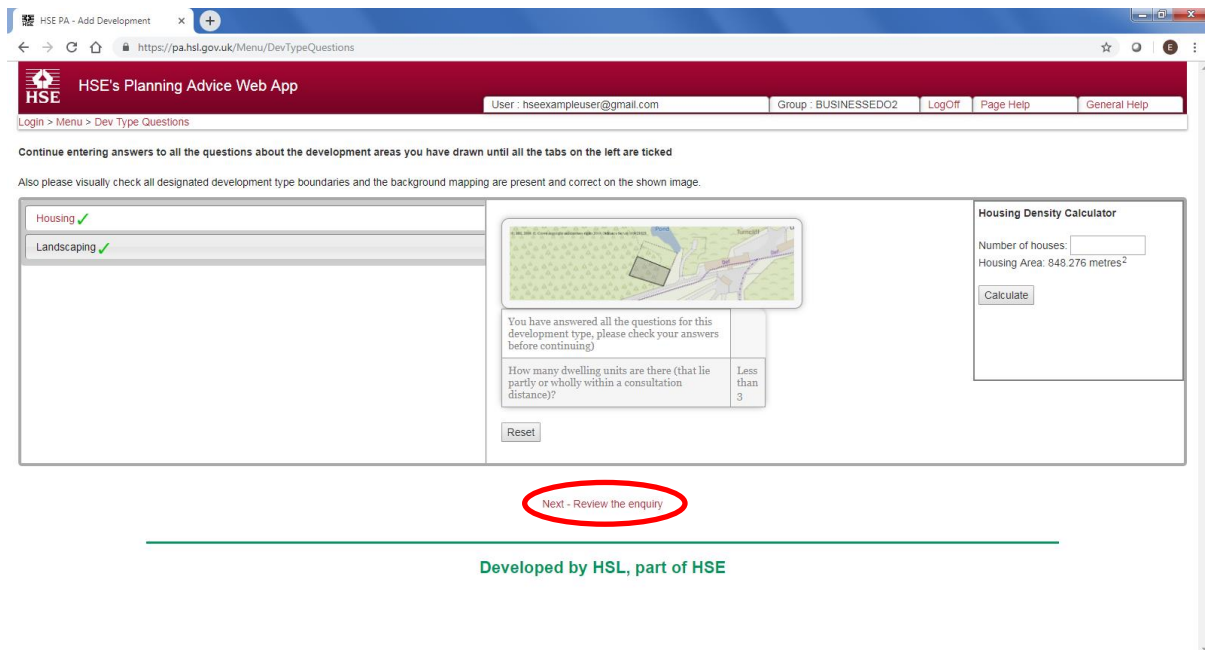
6.11 PHASE 2 ENQUIRY, STEP 4 - FINAL SUMMARY

This page allows for a user to check that the drawn development areas and associated questions have been input correctly.

You should ensure that the site outline drawn in the 'Phase 1' enquiry and the development types drawn in the 'Phase 2' enquiry are as accurate as possible, as the size of land parcels can affect HSE's overall advice. You should also check that the correct development types have been used, and the questions asked by the Web App have been answered accurately. If you are in any doubt, please contact HSE's LUP Support Team for further support.

Should the user need to change answers to the HSE development type questions or change the drawn development areas, links are available to return to earlier points in the enquiry and make adjustment. When the user is content that the information has been input as accurately as possible, they should left-click the 'Submit for Advice' button.

6.12   PHASE 2 ENQUIRY, STEP 5 – USER PAY

At this point in the enquiry, the user must pay for HSE's Land Use Planning advice by either spending an existing credit that is assigned to the group account, or by purchasing a credit.

If the group account does not have any available credits, the only button available to the user will be the 'Pay via WorldPay' button. The user will need to left-click this button, and purchased a credit via our external payment provider, WorldPay.

Please note – the WorldPay system will automatically return the user to the main menu, and a credit will have been assigned to the group account. You will need to return to this page to spend the credit against this enquiry. Please see the section on Resuming an incomplete enquiry for directions on how to return to this page. Guidance is also available on Downloading VAT Receipts.

When a credit is available, the 'Pay using an existing credit' button will be made available. Left-click this button to submit your enquiry and receive HSE's Land Use Planning advice.
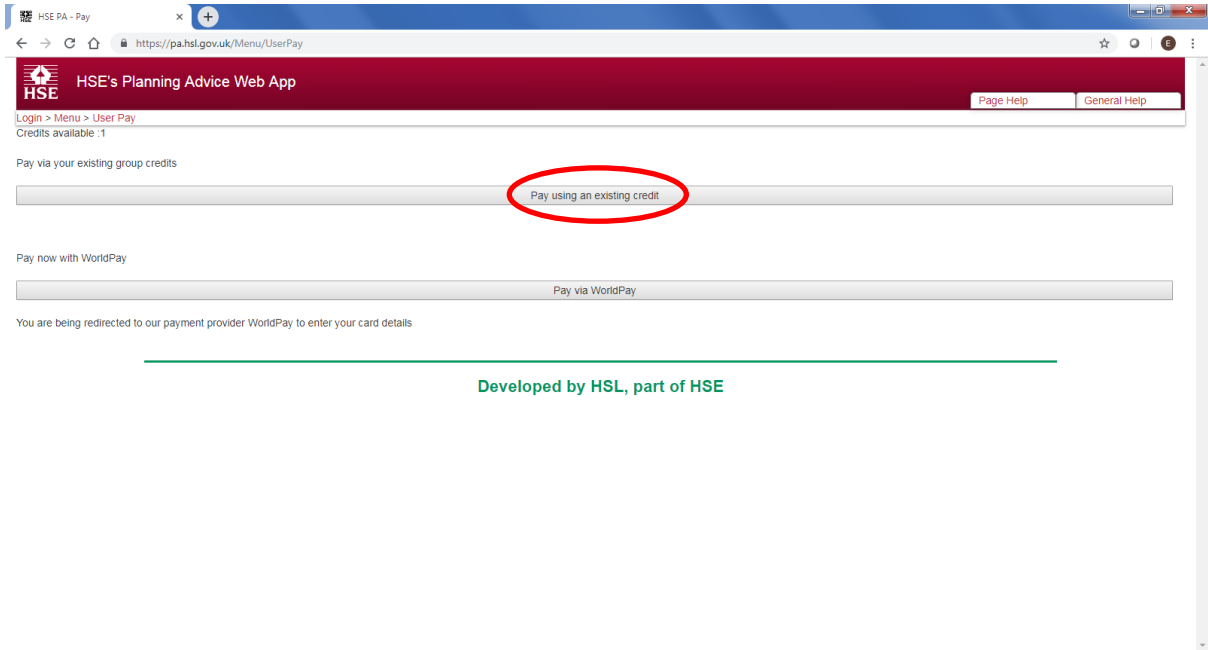
Note – Both purchasing a credit and spending a credit will require the relevant user permissions to be set on the user account.

6.13 PHASE 2 ENQUIRY, STEP 6 – OUTCOME

The Phase 2 Enquiry is now complete, and the PDF report containing HSE's Land Use Planning Advice is available for the user to download. The user should:

1) Download the PDF report by left-clicking the 'Final Report' link.
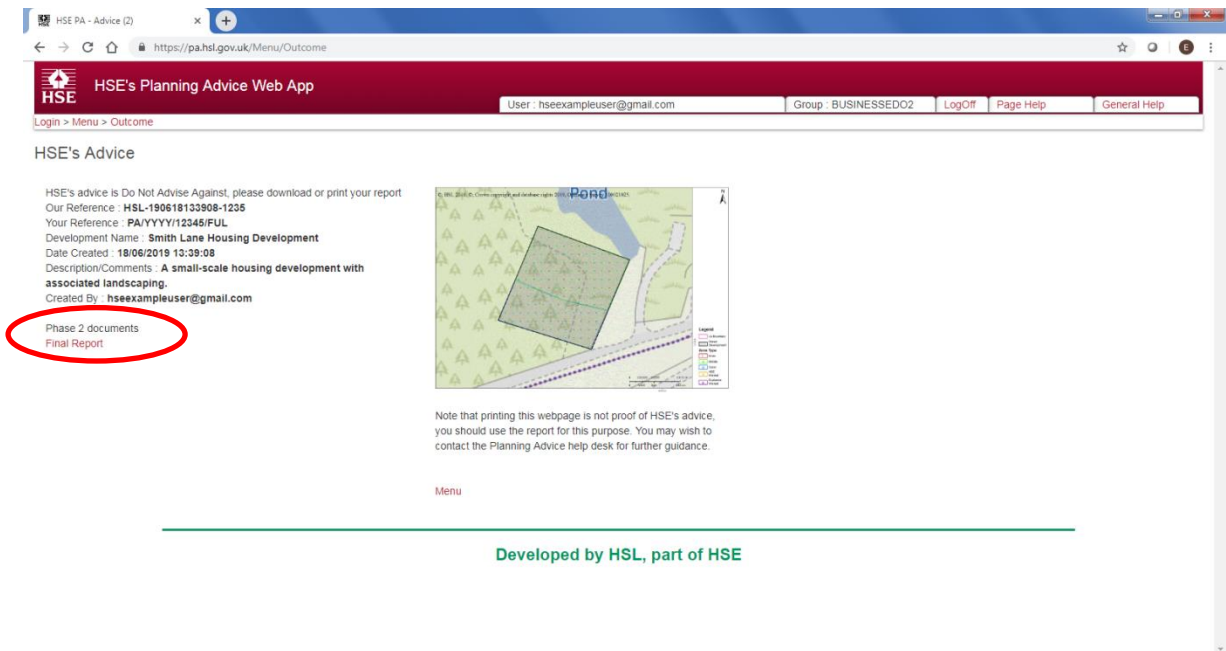
2) The enquiry is now complete. If the user wishes to undertake more enquiries, left-click 'Menu' to be returned to the main menu of the Web App. Otherwise, left-click 'Log Off' to exit HSE's Planning Advice Web App.

7 RESUMING AN INCOMPLETE ENQUIRY

To resume an incomplete enquiry:

1) Log in to HSE's Planning Advice Web App
2) Left-click the 'Previous enquiries' tab on the left-hand side of the page. If this tab is not available to you, you will need to request that your Group Administrator enables the relevant user permission for your account ('Can view previous enquiries').
3) In the table shown, locate the enquiry you wish to resume.
4) Left-click the link shown in the 'State/Continue' column (fifth column from the left). The enquiry will resume from the last saved state. Note that the name of the link will change dependent on what stage of the enquiry has been reached.
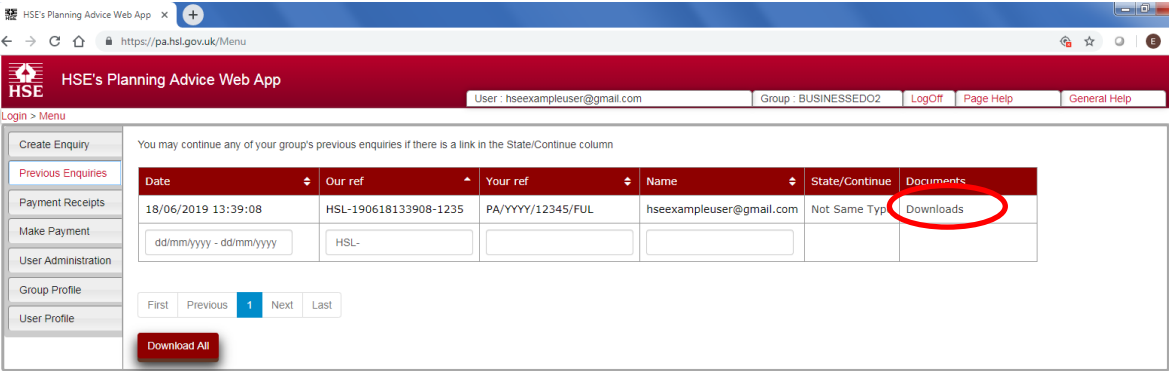
8   DOWNLOADING RESULTS (PDF DOCUMENTS)

To download the results of an enquiry, the user will ordinarily download them when presented at the end of the Phase 1 and Phase 2 enquiries. To download the PDFs at a later date:

1) Log in to HSE's Planning Advice Web App
2) Left-click the 'Previous enquiries' tab on the left-hand side of the page. If this tab is not available to you, you will need to request that your Group Administrator enables the relevant user permission for your account ('Can view previous enquiries').
3) In the table shown, locate the enquiry you wish to download.
4) Left-click the link shown in the 'Documents' column (sixth column from the left).
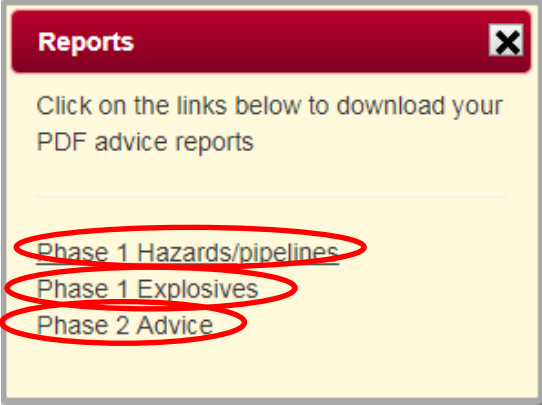
5) In the pop-up window that is displayed, left-click the link for the report required. A PDF will be presented for download.

9 MAKING PAYMENT

9.1 PURCHASING CREDITS

Credits are used within the Web App to purchase HSE's formal land use planning advice which is produced automatically in a PDF format when the enquiry is completed by the user.

Users may purchase a credit to obtain HSE's Land Use Planning Advice at either the end of the Phase 2 enquiry stage or via the 'Make Payment' tab on the main menu. An enquiry will not be completed until the credit has been spent on the relevant enquiry.

A credit may be spent by any user in the group account that has the 'Can spend credits' user permission. If you are purchasing a credit in a large organisational account, the group administrator may wish to limit the users that may spend a credit by disabling the 'can spend credits' user permission.

To purchase a credit:

1) Log into HSE's Planning Advice Web App.
2) Left-click the grey 'Make Payment' tab on the left-hand side of the screen. If this tab is not available, you will need to request that your local Group Administrator grants your user account the 'can purchase credits' user permission.

3) Enter the quantity of credits that you wish to purchase in the 'Quantity' text-box and then left-click the grey 'Submit' button.
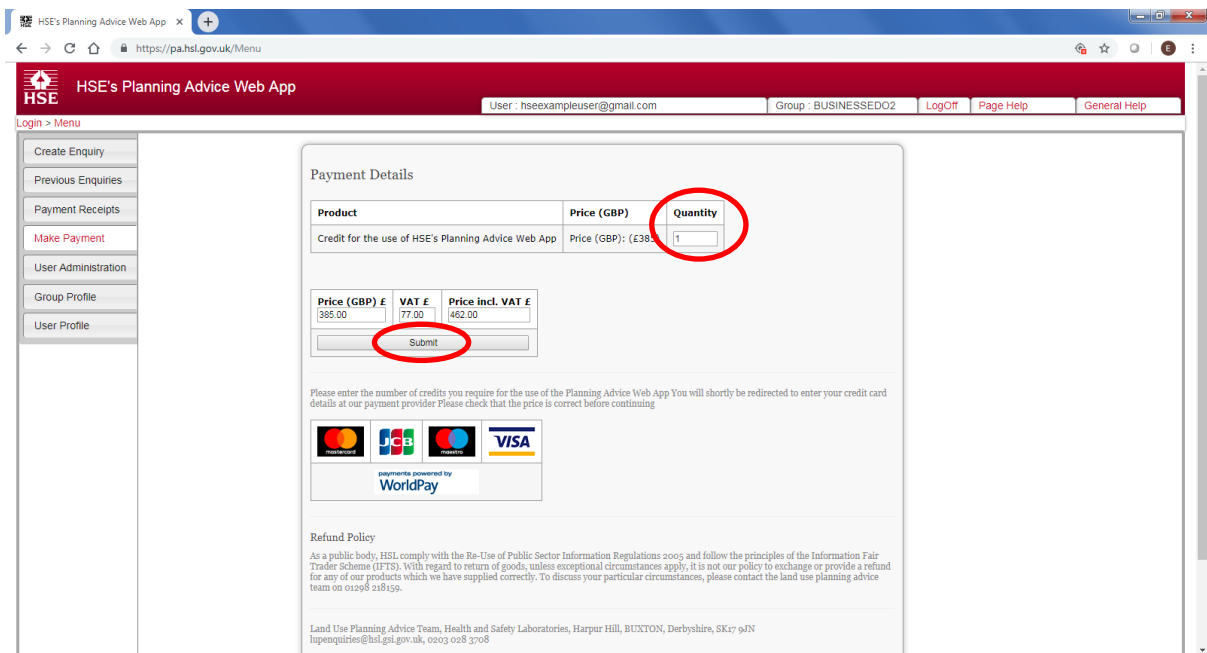
4) The Web App will redirect you to the external payment provider, WorldPay. Complete the transaction by following the instructions provided on the WorldPay website.
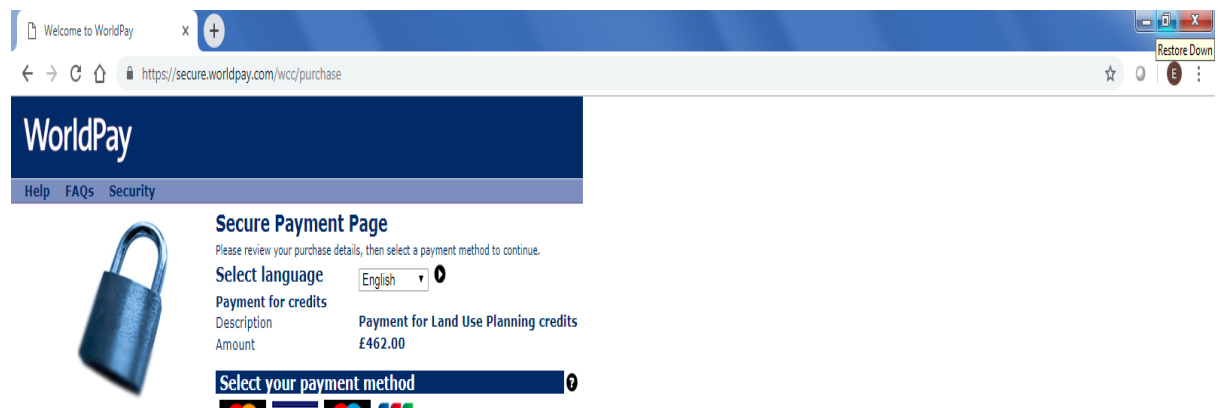
5) When the transaction has been successfully processed by WorldPay, you will be returned to HSE's Planning Advice Web App. The credit has now been assigned to the group account.
6) Left-click the 'Create Enquiry' tab to check the credit is showing in the Available Credits.

Next steps:

The user may wish to create a new enquiry, or resume a previous enquiry to submit the credit and obtain HSE's Land Use Planning Advice for the enquiry. A VAT receipt can be also be downloaded from the Web App.

9.2   CHECKING AVAILABLE CREDITS

To check the available credits on the group account:

1) Log into HSE's Planning Advice Web App
2) Left-click the grey 'Create Enquiry' tab. If this tab is unavailable, you will need to request that your Group Administrator assigns your account the 'can create enquiries' user permission.
3) The number of available credits will be shown towards the upper left of the screen.

9.3   DOWNLOADING VAT RECEIPTS

To download a VAT Receipt for a purchased credit:

1) Log into HSE's Planning Advice Web App
2) Left-click the grey 'Payment Receipts' tab. If this tab is unavailable, you will need to request that your Group Administrator assigns your account the 'can view purchase records' user permission.
3) In the table shown, left-click the link in the 'Receipt' column (far right). A PDF containing the VAT receipt will be presented to the user to download.

10 FORGOTTEN PASSWORDS

To reset your password, you will need to know the e-mail address you registered with, and the group identifier for your group account. If you are unsure of the group identifier, contact your Group Administrator. To reset your password:

1) Access HSE's Planning Advice Web App through the internet browser of your choice at https://pa.hsl.gov.uk/
2) Left-click the 'Forgotten your password?' link at the bottom of the screen.

3) Enter your e-mail address, Group Identifier and enter the Captcha information - ensure to enter a space between the two groups of characters/numerals. In the example shown below, this should be entered as 'V3 tU'

4) Left-click the grey 'Submit Details' button at the bottom of the page.

Note – please do not request a password reset more than once per half hour. This is because the Web App will invalidate any previously generated password and may result in you receiving an invalid password.

5) The following screen displays the details you entered to the system.

6) Check your emails; you will have received an e-mail from '**donotreply@pa.hsl.gov.uk**' with the subject 'Request to reset your password'. This e-mail also contains your temporary password that is used to reset your password. Left-click the link shown within the e-mail. Note: if the email was not received, please refer to following section of guidance: Email not received?
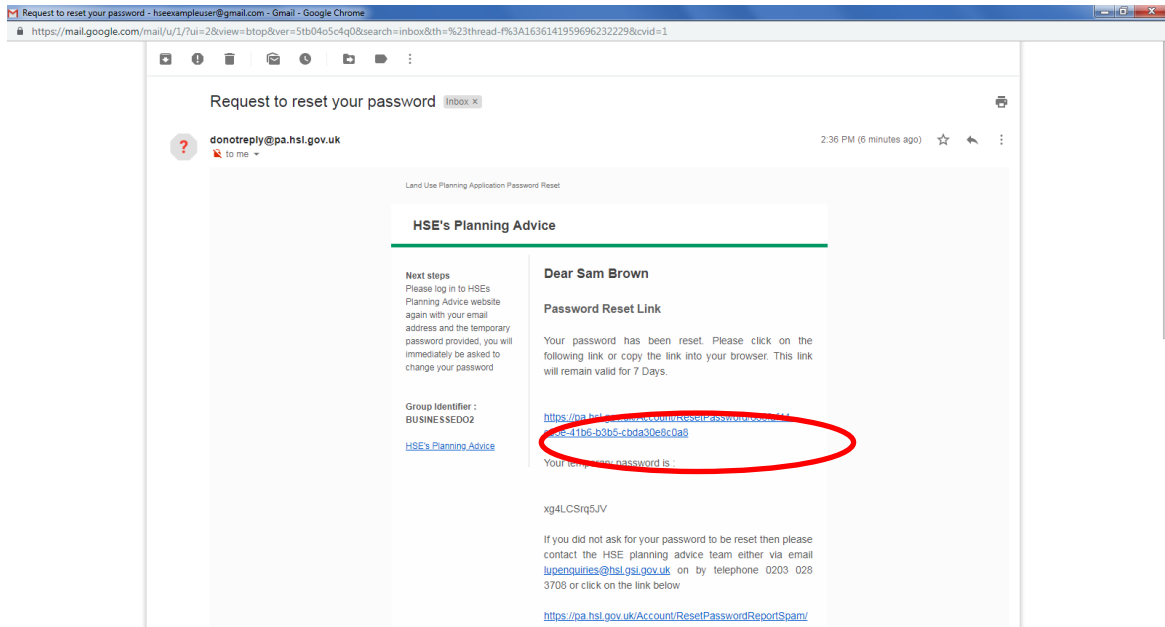
7) On the web-page that opens, complete the details requested. The 'temporary' password is found within the e-mail received from the Web App. Enter the Captcha information, and ensure to enter a space between the two groups of characters/numerals. In the example shown below, this should be entered as 'SV Ba'. Please ensure that if you copy the temporary password from the e-mail that you avoid copying any spaces either before or after the temporary password.
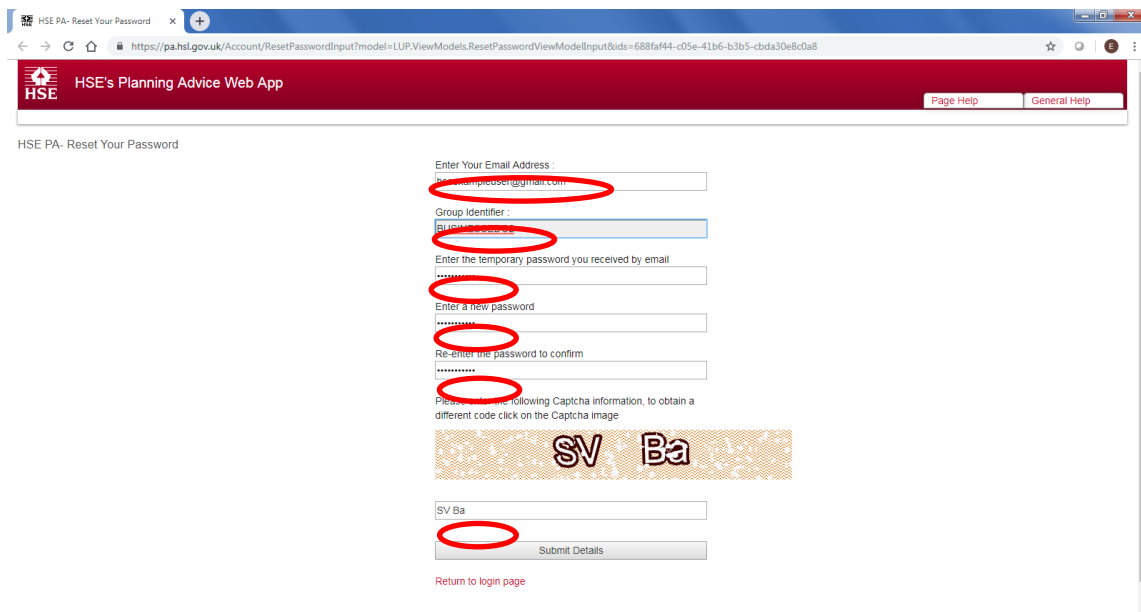
8) Left-click the grey 'Submit Details' button.

9) The following page will be displayed. Left-click the 'Return to login page' link to return to the login page.

10) You will be returned to the initial log-in page for HSE's Planning Advice Web App and your password will have been updated. You will now be able to log in with your new password.

11 GETTING HELP

11.1 HELP PAGES

Every page of the Web App has a 'Page Help' tab that provides helpful advice for the page currently being viewed. Left-click the 'Page Help' tab at the upper right of your screen to access this advice.

LogOff	Page Help	General Help

11.2 CONTACT HSE'S LAND USE PLANNING (LUP) SUPPORT TEAM

Click here to access current contact details for HSE's LUP Support Team.

11.3 EMAIL NOT RECEIVED?

If e-mails are not received from the Web App, please check your spam/junk e-mail inboxes. The e-mails originate from '**donotreply@pa.hsl.gov.uk**' and may take up to half an hour to be received. If you still have not received the e-mail, check with your internal IT support as the sending e-mail address may need to be added to an 'allow list' or the e-mail may need allowing through a mail filtering service. If the e-mail is still not located, please Contact HSE's LUP Support Team for assistance.

For information on HSE's science, engineering and research please see www.hse.gov.uk/research