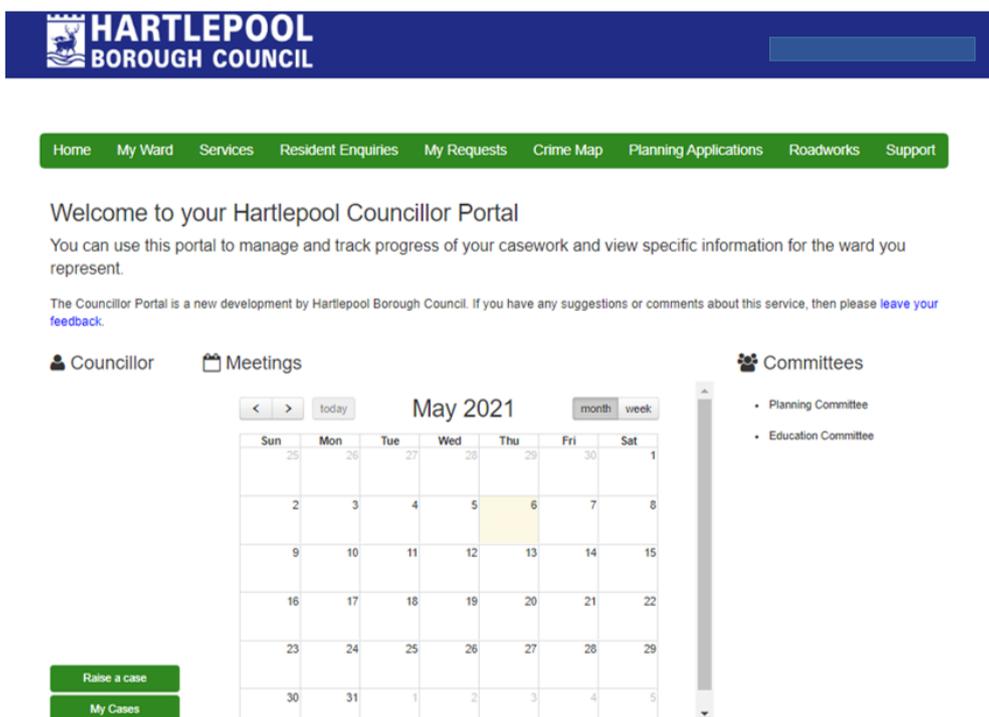


Councillor Portal Guidance Notes



**HARTLEPOOL
BOROUGH COUNCIL**

Home My Ward Services Resident Enquiries My Requests Crime Map Planning Applications Roadworks Support

Welcome to your Hartlepool Councillor Portal
 You can use this portal to manage and track progress of your casework and view specific information for the ward you represent.

The Councillor Portal is a new development by Hartlepool Borough Council. If you have any suggestions or comments about this service, then please [leave your feedback](#).

Councillor **Meetings** **Committees**

May 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Raise a case
My Cases

- Planning Committee
- Education Committee

www.hartlepool.gov.uk/councillor-portal

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Logging in

Type the address www.hartlepool.gov.uk/councillor-portal into the search bar of your device and press go.

Type in your username and password and press Login or scan the QR code below and it will take you to the portal.



The screenshot shows the login page for Hartlepool Borough Council. At the top left is the council's logo, which features a stag and waves. To the right of the logo, the text "HARTLEPOOL" is written in green and "BOROUGH COUNCIL" in blue. Below the logo and text, there are two input fields: one for "Email" and one for "Password". The password field contains a series of dots. Below the input fields is a blue button labeled "Login". Underneath the button, there is a link for "Forgot your login details? reset your password." and a note that for help logging in, users should contact Digital Services. Two contact details are listed: an email address and a telephone number.

**HARTLEPOOL
BOROUGH COUNCIL**

Email

Password

Login

Forgot your login details? reset your password.

For help logging in, please contact Digital Services:

- Email: digitalservices@hartlepool.gov.uk
- Tel: 01429 523339



If you do not know your log in credentials or have any problems with the portal please contact the Digital Services Team by emailing digitalservices@hartlepool.gov.uk or ringing 01429 523339.

Raising a case

On the main page, press the button 'Raise a case'.

The screenshot shows the Hartlepool Borough Council Councillor Portal. At the top is the council logo and name. Below is a navigation menu with items: Home, My Ward, Services, Resident Enquiries, My Requests, Crime Map, Planning Applications, Roadworks, and Support. The main content area has a welcome message and a 'Meetings' calendar for May 2021. Below the calendar are two buttons: 'Raise a case' and 'My Cases'. The 'Raise a case' button is circled in red. To the right, there is a 'Committees' section listing the Planning Committee and Education Committee.

There are 2 options in this form:

- Report an issue
- Make a request

The screenshot shows the 'Raise a case' form. It starts with the council logo and name. Below is a navigation menu with items: Home, My Ward, Services, Resident Enquiries, My Requests, Crime Map, Planning Applications, Roadworks, and Support. The main heading is 'Raise a case'. Below this is a greeting 'Hello Councillor'. The form asks 'What would you like to do? *' and has two radio button options: 'Report an issue' and 'Make a request'. Both options are circled in red. There are 'Cancel' and 'Submit' buttons at the bottom of the form.

1. Report an issue

You can use this option to report an issue or problem to be dealt with, for example:

- Fly-tipping
- Street light out
- Public bin needs emptying

This report will be sent immediately to the relevant team to deal with.

2. Make a request

You can use this option to request information or ask a question about a service, for example:

- Can a library opening time be changed?
- How do you apply for Free School Meals?
- Can we make a road one way?

The request will be reviewed by the relevant officers.

Viewing your cases

When you have submitted a case you can view it in the 'My Requests' section of the portal.

HARTLEPOOL BOROUGH COUNCIL

Home My Ward Services Resident Enquiries **My Requests** Crime Map Planning Applications Roadworks Support

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Meetings
May 2021
Sun 25 Mon 26 Tue 27 Wed 28 Thu 29 Fri 30 Sat 1
2 3 4 5 6 7 8

Committees
• Planning Committee
• Education Committee

Once a case has been dealt with you will receive an outcome message explaining what has happened. Click on 'Continue' to view the Outcome.

HARTLEPOOL BOROUGH COUNCIL

Home My Ward Services Resident Enquiries **My Requests** Crime Map Planning Applications Roadworks Support

My Requests

Filter by All

Show 10 entries Search:

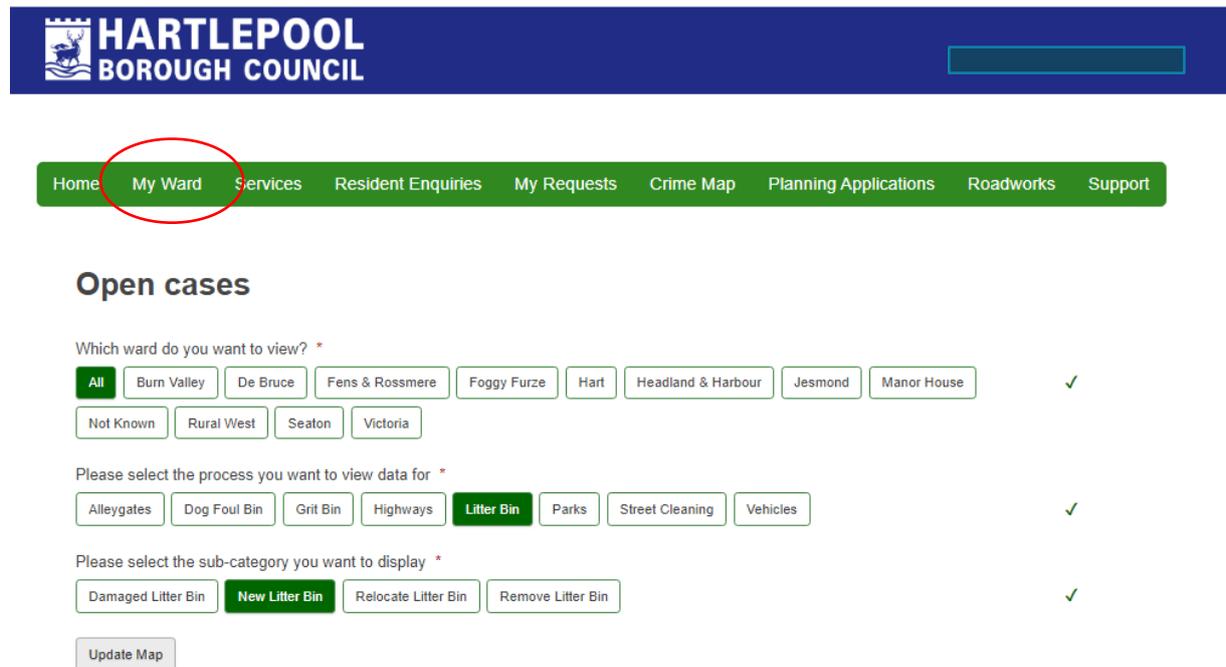
Reference	Service	Started	Status	Actions	Case Status
FS-Case-332343010	Councillor Report or Request	06/05/2021 11:04:12	View outcome	Continue	Open
FS-Case-332343416	Councillor Report or Request	06/05/2021 11:02:13	Case submitted	View	Open
FS-Case-332343010	Councillor Report or Request	06/05/2021 11:01:24	Case submitted	View	Open
FS-Case-332342353	Councillor Report or Request	06/05/2021 11:00:29	Case submitted	View	Open

Showing 1 to 4 of 4 entries Previous 1 Next

My Ward

You can view all issues in a Ward or across the Town that we are already aware of and are dealing with. This will help to see if the issue you would like to report has already been reported.

Select the 'My Ward' section of the portal.



You can select the ward(s) you would like to view and then narrow down to the type of issue.

Click 'Update Map' and the map will show you all issues that we are aware of.

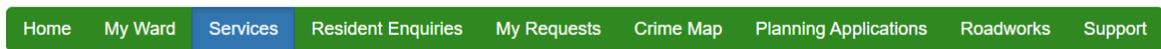
If you click on the pin on the map it will open up more details.



Services

This tab gives a list of useful links to Council procedures and other websites.

You can also submit your apologies to a Council Meeting or submit a Question online.



Services

- A** Agendas, Minutes and Meetings
- C** Citizens Advice Website
Constitution
Contact my Councillor
Council Meeting - Submit a Question
Council Meeting - Submit Apologies
Council Meetings
Councillor Report or Request
- E** Emails - link to access HBC emails
- G** Gov.uk Website
- H** Hartlepool Borough Council Website
HBC Online
- L** Leave feedback
Local Government Association (LGA) Website
- M** MyView
- O** Open Cases
- R** Refuse and Recycling Information
Request Support
- S** Scrutiny
Scrutiny Guides
- U** Universal Credit Website

We are constantly updating this page so please keep checking in.

Resident Enquiries

Residents can contact you using the portal. Select the 'Resident Enquiries' tab.

The screenshot shows the Hartlepool Borough Council website. At the top, the council's logo and name are displayed. Below this is a navigation menu with several tabs: Home, My Ward, Services, Resident Enquiries (highlighted with a red circle), My Requests, Crime Map, Planning Applications, Roadworks, and Support. The main content area is titled 'Views and filters' and includes a search bar for Case ID, a 'Search' button, and a 'Sort' dropdown menu set to 'Case due date (earliest first)'. There is also an 'Advanced search' section. Below the search bar is a table of enquiries with columns for Case Info, Due Date, Summary, and Notes. The table contains one row of data for a case titled 'Contact my Councillor' created on 05/05/2021. The 'Summary' column shows contact details for the resident, and the 'Notes' column shows a 'Continue' button. At the bottom of the table, it says 'Showing 1 - 1 of 1 cases' and has 'Previous', '1', and 'Next' navigation buttons.

Case Info	Due Date	Summary	Notes
FS-Case-332006300 Contact my Councillor Created on 05/05/2021 by an unauthenticated user	No case due date	Resident name: Mobile number: Home number: Email address: Show less	0 Continue →

Any residents who have requested to contact you will appear here. Click 'Continue' to view the enquiry.

Contact my Councillor - new enquiry

Case reference FS-Case-332006300

Enquiry date 05/05/2021 10:59:53

Please provide brief details of your enquiry *

 ✓

Your name *

 ✓

Mobile number

 ✓

Home number

 ✓

Email address *

 ✓

Complete

If you tick the box at the bottom 'Complete' - the enquiry will be closed and removed from your list, otherwise the enquiry will remain in your list.

Crime Map

The crime map is linked to local online information regarding crime in the area.

Select the Crime Map tab.

You can filter on category of crime or date. If you click on a pin on the map it will open up more information on the case.

The screenshot shows the Hartlepool Borough Council website's navigation menu with the 'Crime Map' tab highlighted in a red circle. Below the menu, the page title is 'Police Crime Map for your area' with a date of last update of 01/03/2021. There are two dropdown menus for 'Select a Category' (set to 'All crime') and 'Select a Date' (set to 'February 2021'). Below these are 'Apply filters' and 'Police Force Information' buttons. A text box states: 'Total number of crimes in this area for All crime is : 32'. A light blue warning box says: 'The street-level crimes displayed are only an approximation of where the actual crimes occurred, they are not the exact location.' The map shows a street-level view with several crime pins (red and blue) and various business and service icons.

Please note the information on this map has been gathered from free online police data and not the Council.

Planning Applications

This tab takes you to the Council's Planning Portal to view / comment on current planning applications.

Click on the link 'Planning Portal' in the text to take you to the independent online site.

HARTLEPOOL BOROUGH COUNCIL

Home My Ward Services Resident Enquiries My Requests Crime Map **Planning Applications** Roadworks Support

Planning Applications

Search for planning applications online

You can view planning applications - both current and decided - online at the [Planning Portal](#) (this will open in a new tab in your browser)

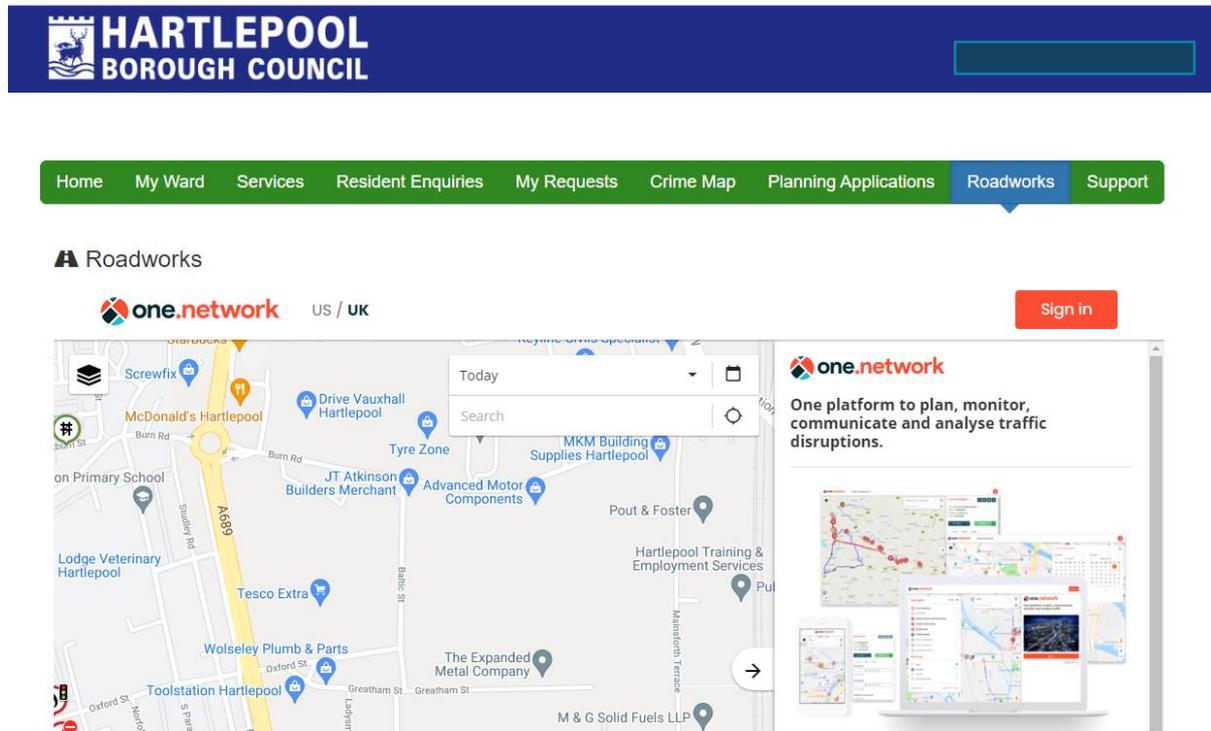
You can also find out what's planned and where by searching for planning applications by ward, parish or postcode.

In addition to general planning information, you can view application forms, planning officer reports, decision notices, plans and additional information included with an application.

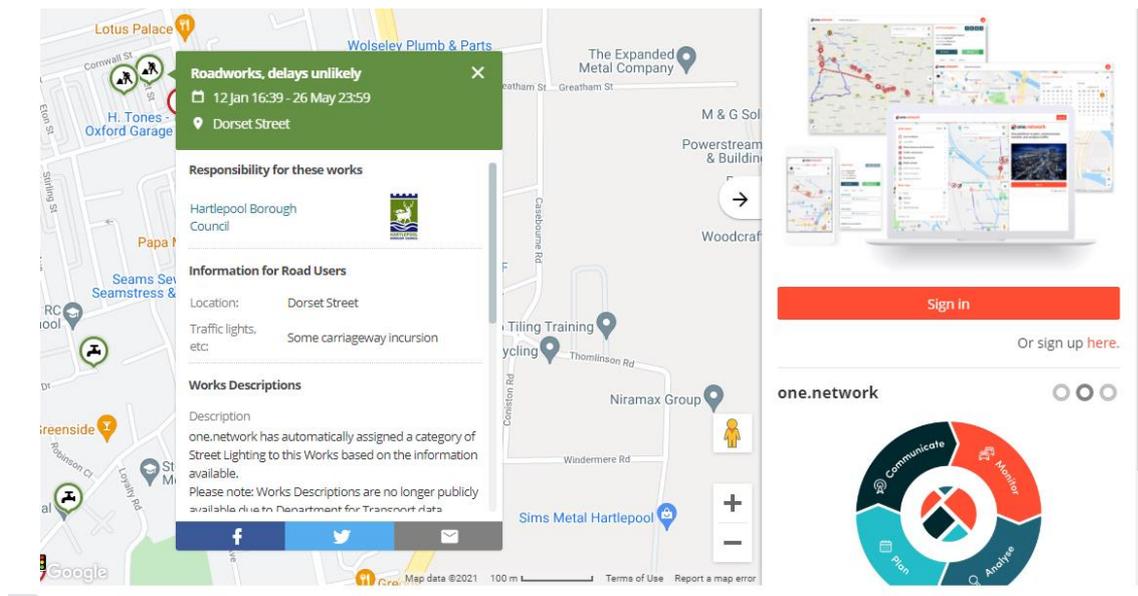
Councillor Portal | Hartlepool Borough Council © 2021

Roadworks

The Roadworks tab shows a map of the local area and any current roadworks.



If you click on a pin on the map it will open up more information.

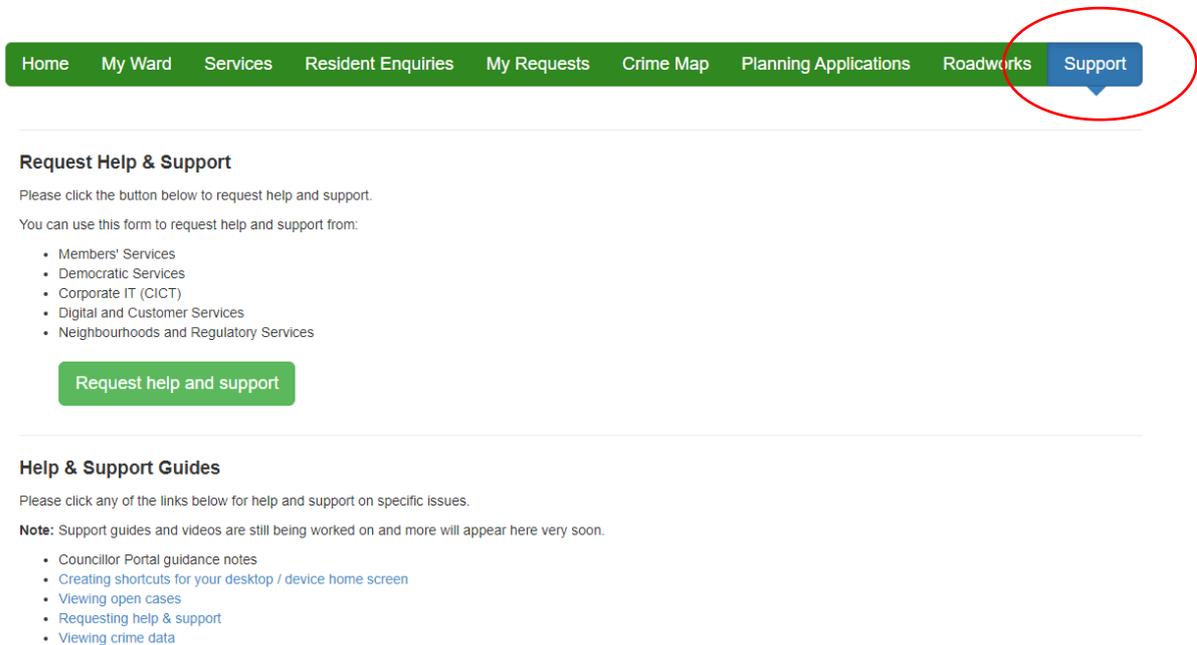


Please note that Roadworks data is collected from free online data and not directly from the Council.

Help and Support

There is a built in online help and support section of the portal.

Open the support tab.



If you press 'Request help and support' an online form will open where you can request support on a wide range of services associated with your role as a Councillor or with the Councillor portal.

Select the service you require, complete the short form and your request will be sent directly to the team that can help you.

Help and Support Guides

There are also links to short 'how-to' guides on a number of frequently asked questions:

- Councillor Portal guidance notes
- Creating shortcuts for your desktop / device home screen
- Viewing open cases
- Requesting help & support
- Viewing crime data