



Staffordshire  
County Council



# LocalView



## Internet User Guide

**LocalView** is an online service that provides access to a wide range of information about services and facilities in the local area.

**LocalView** allows you to do a search on a property or area and find out more about it. You will also be able to find out what local services are available and how to report a fault in your area.

To use **LocalView** go to [www.staffordshire.gov.uk](http://www.staffordshire.gov.uk) then select '**LocalView**'.

If you need any help to use **LocalView** or have any suggestions or comments please e-mail [localviewfeedback@staffordshire.gov.uk](mailto:localviewfeedback@staffordshire.gov.uk)

## Getting Started

**LocalView** provides you with information about the area around a selected location.

You can select the location by typing in an address, part of an address or a postcode, and then by selecting the correct one from a list. You can also click on a map to select a location.

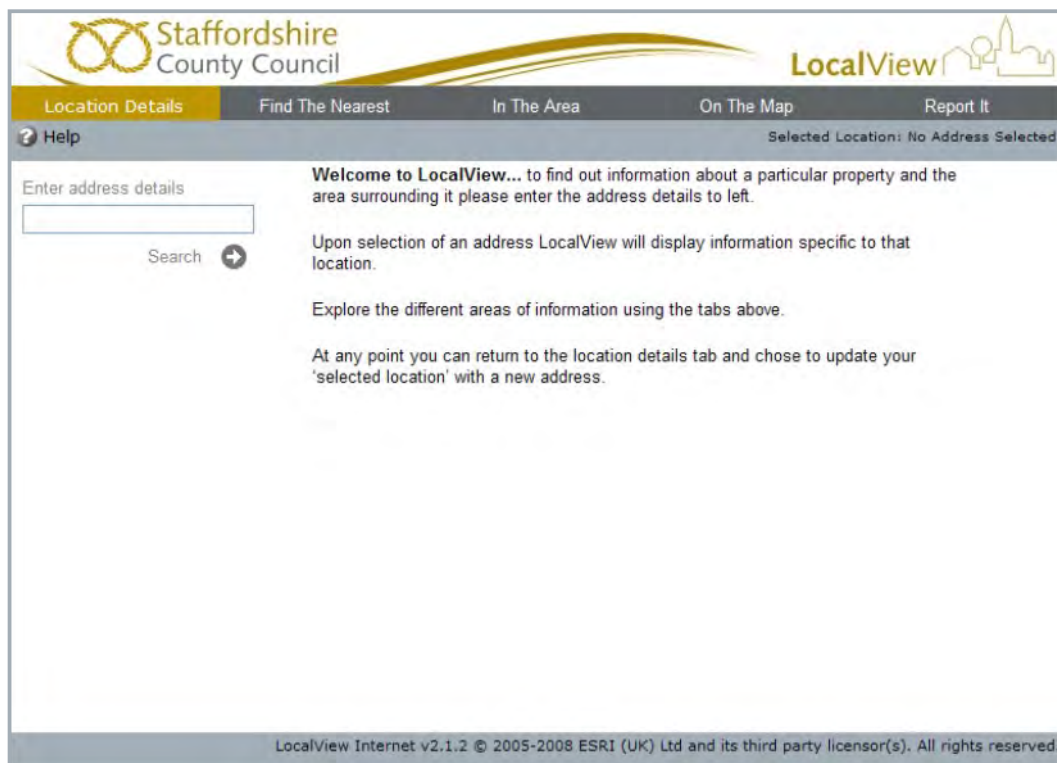
Once **LocalView** has a valid address or map location, it will display information relevant to that location.

## Finding your way around LocalView

When you open up **LocalView** you will see the screen below. There are five tabs and the information you can find in each of the tabs is detailed further in this guide.

The five tabs are:-

- Location Details
- Find the Nearest
- In The Area
- On The Map
- Report It



If you enter a property number and street the following screen will appear:

The screenshot shows the Staffordshire County Council LocalView interface. The top navigation bar includes 'Location Details', 'Find The Nearest', 'In The Area', 'On The Map', and 'Report It'. A 'Help' icon is on the left, and the selected location is '1 Ivyhouse Drive, Barlaston, Stafford, Staffordshire, St12 9BQ'. The main content area is divided into sections: 'Service' (with a 'Name' column), 'Democratic Boundaries', 'Education', and 'External Links'. The 'Democratic Boundaries' section lists District (Stafford District (B)), Parish (Barlaston CP), and Ward (Barlaston and Oulton Ward). The 'Education' section lists Primary School Catchment (Barlaston CE(VC) First School), Middle School Catchment (Christ Church CE(VA) Middle School), and High School Catchment (Alleyne's High School, Stone). The footer contains the text: 'LocalView Internet v2.1.2 © 2005-2008 ESRI (UK) Ltd and its third party licensor(s). All rights reserved.'

If you enter a property number and street and there is more than one street with that name in the county, you will see a screen as below:

The screenshot shows the Staffordshire County Council LocalView interface with a search for 'Common Lane'. The top navigation bar is the same as in the previous screenshot. The selected location is 'No Address Selected'. The main content area displays a 'Select closest match' section with two results: 'Common Lane, Stone, Staffordshire, ST15' and 'Common Lane, Whittington, Lichfield, Staffordshire, Ws14'. A 'Search again' button is present. To the right, a 'Welcome to LocalView...' message explains that users should enter address details to find information about a property and the surrounding area. It also states that upon selection, LocalView will display specific information for that location and that users can explore different areas of information using the tabs above. A final note says: 'At any point you can return to the location details tab and chose to update your 'selected location' with a new address.' The footer contains the text: 'LocalView Internet v2.1.2 © 2005-2008 ESRI (UK) Ltd and its third party licensor(s). All rights reserved.'

Pick on the appropriate street and you will see the screen as below:

The screenshot shows the Staffordshire County Council LocalView interface. At the top, there is a navigation bar with links for 'Location Details', 'Find The Nearest', 'In The Area', 'On The Map', and 'Report It'. Below this, a 'Selected Location' is shown as '1 Common Lane, Whittington, Lichfield, Staffordshire, Ws14 9ta'. The main content area is divided into several sections: 'Democratic Boundaries', 'Education', 'External Links', and 'Streetmap'. The 'Democratic Boundaries' section contains a table with the following data:

Service	Name
District	Lichfield District
Parish	Whittington CP
Ward	Whittington Ward
County Councillors	<a href="#">Lichfield - Lichfield Rural East</a>

The 'Education' section contains a table with the following data:

Primary School Catchment	<a href="#">Whittington Community Primary School</a>
High School Catchment	<a href="#">King Edward VI School, Lichfield</a>

The 'External Links' section contains a 'Streetmap' link. At the bottom of the page, there is a copyright notice: 'LocalView Internet v2.1.2 © 2005-2008 ESRI (UK) Ltd and its third party licensor(s). All rights reserved.'

If you only enter a street name, all streets in the county will be shown. Again, pick the one that is appropriate, **LocalView** will give a list of properties on that street for you to choose. Pick the one you require to display the screen shown above.

**Tip: If you are unable to find an address, the following may help:**

- 'Wildcards', written as \*, are useful if you are not sure of the spelling for a particular address. You can use them to replace any number of letters, numbers or spaces that you are not sure of (eg. Trin\* could be used to find Trinity Road).
- You can find an address by just entering a postcode. This will return all the properties found within that postcode. You can then select address from the list.

## Location Details

Selecting the **Location Details tab** will provide you with access to Council information for the selected address.

You will see the district and ward that your address is located in and your elected member. as well as your nearest primary and high schools. Where you see blue underlined text (hyperlink) clicking on the link will give you further information.

The screenshot displays the Staffordshire County Council LocalView interface. The page title is "LocalView" and the header includes the Staffordshire County Council logo. The navigation menu includes "Location Details", "Find The Nearest", "In The Area", "On The Map", and "Report It". The selected location is "1 Common Lane, Whittington, Lichfield, Staffordshire, Ws14 9ta".

**Selected Address**  
1 Common Lane, Whittington,  
Lichfield, Staffordshire, Ws14 9ta  
Search again

Service	Name
<b>Democratic Boundaries</b>	
District	Lichfield District
Parish	Whittington CP
Ward	Whittington Ward
County Councillors	<a href="#">Lichfield - Lichfield Rural East</a>
<b>Education</b>	
Primary School Catchment	<a href="#">Whittington Community Primary School</a>
High School Catchment	<a href="#">King Edward VI School, Lichfield</a>
<b>External Links</b>	
<b>Streetmap</b>	

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## Find the Nearest

The **Find the Nearest tab** provides a quick way of seeing a range of services and amenities nearest to the address you have selected. The service, details and distance from the selected address are listed in a table.

Examples of the information you can find in this section are as follows:-

**Education** – contains all schools information

**Health and Social Care** – includes contact information for dentists, GP practices, hospitals, nursing homes and pharmacies

**Leisure and Culture** – shows the libraries

**Planning and Legal** – includes listed buildings and County Council planning applications

**Public Safety** – shows the locations of the fixed safety cameras

Location Details	Find The Nearest	In The Area	On The Map	Report It
Selected Location: Staffordshire County Council, Martin Street, Stafford, Staffordshire, ST16 2LE				
Household Recycling Centres	Stafford Recycling Centre	1.19		
<b>Health and Social Care</b>				
Dentists	Smile Style Dental Care Centr	0.01		
GP Practices	Mill Bank Surgery	0.16		
Hospitals	St Georges Hospital, Stafford	0.39		
Nursing Homes	Lichfield Road, Stafford, Staffordshire Address: Lichfield Road, Stafford, Staffordshire Postcode: ST174LJ Type of Home: Nursing Home	0.47		
Pharmacies	SUPERDRUG STORES PLC	0.05		
<b>Leisure and Culture</b>				
Libraries	Stafford Library Town: Market Square	0.21		
Toy Libraries	Stafford Children's Centre Stafford Children's Centre Faraday Road Stafford Staffordshire ST16 3NQ	0.55		

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**Please note:** This search can take a while because it's querying several information sets. Please be patient!

## In The Area

The **In The Area** tab provides lists of services within a specific distance of a chosen address.

Staffordshire County Council LocalView

Location Details Find The Nearest **In The Area** On The Map Report It

Help Selected Location: Staffordshire County Council, Martin Street, Stafford, Staffordshire, St16 2Le

Community and Living  
[Youth and Community Premises](#)

Education  
[Primary Schools](#)  
[Middle Schools](#)  
[High Schools](#)  
[Special Schools](#)

Environment  
[Household Recycling Centres](#)

Health and Social Care  
[Dentists](#)  
[GP Practices](#)  
[Hospitals](#)  
[Nursing Homes](#)  
[Pharmacies](#)

Leisure and Culture  
[Libraries](#)  
[Toy Libraries](#)

Planning and Local

To find out what services and amenities are available in the area around your selected location please choose a service type to the left.

Select the service you are interested in - in this case primary schools

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Staffordshire County Council LocalView

Location Details Find The Nearest **In The Area** On The Map Report It

Help Selected Location: Staffordshire County Council, Martin Street, Stafford, Staffordshire, St16 2Le

Community and Living  
[Youth and Community Premises](#)

Education  
[Primary Schools](#)  
[Middle Schools](#)  
[High Schools](#)  
[Special Schools](#)

Environment  
[Household Recycling Centres](#)

Health and Social Care  
[Dentists](#)  
[GP Practices](#)  
[Hospitals](#)  
[Nursing Homes](#)  
[Pharmacies](#)

Leisure and Culture  
[Libraries](#)  
[Toy Libraries](#)

Planning and Local

Primary Schools within 1 miles of the selected location.

Change search area to: 1 miles

Name	Distance	Locate
<a href="#">St. Austin's Catholic Primary School</a> Street Name: Garden Street Town: Stafford Postcode: ST17 4BT	0.42	↓
<a href="#">St. Paul's CE(VC) Primary School, Stafford</a> Street Name: Garden Street Town: Stafford Postcode: ST17 4BT	0.48	↓
<a href="#">John Wheelton Primary School</a> Street Name: Corporation Street Town: Stafford Postcode: ST16 3LX		↓
<a href="#">St. Patrick's Catholic Primary School</a> Street Name: Marston Road Town: Stafford Postcode: ST16 3BT		↓
<a href="#">St. Leonard's Primary School, Stafford</a> Street Name: St Leonards Avenue Town: Stafford Postcode: ST17 4LT	0.70	↓

Select your search distance and click on the white 'right' arrow

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Staffordshire County Council LocalView

Location Details Find The Nearest **In The Area** On The Map Report It

Help Selected Location: Staffordshire County Council, Martin Street, Stafford, Staffordshire, St16 2Le

Community and Living  
[Youth and Community Premises](#)

Education  
[Primary Schools](#)  
[Middle Schools](#)  
[High Schools](#)  
[Special Schools](#)

Environment  
[Household Recycling Centres](#)

Health and Social Care  
[Dentists](#)  
[GP Practices](#)  
[Hospitals](#)  
[Nursing Homes](#)  
[Pharmacies](#)

Leisure and Culture  
[Libraries](#)  
[Toy Libraries](#)

Planning and Local

Primary Schools within 1 miles of the selected location.

Change search area to: 1 miles

Name	Details	Distance	Locate
<a href="#">St. Austin's Catholic Primary School</a>	Street Name: Garden Street Town: Stafford Postcode: ST17 4BT	0.42	↓
<a href="#">St. Paul's CE(VG) Primary School, Stafford</a>	Street Name: Garden Street Town: Stafford Postcode: ST17 4BT	0.48	↓
<a href="#">John Wheeldon Primary School</a>	Street Name: Corporation Street Town: Stafford Postcode: ST16 3LX	0.56	↓
<a href="#">St. Patrick's Catholic Primary School</a>	Street Name: Marston Road Town: Stafford Postcode: ST16 3BT	0.62	↓
<a href="#">St. Leonard's Primary School, Stafford</a>	Street Name: St Leonards Avenue Town: Stafford Postcode: ST17 4LT	0.70	↓

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Clicking on the locate arrow will show you the service on a map

Staffordshire County Council LocalView

Location Details Find The Nearest In The Area **On The Map** Report It

Help Selected Location: Staffordshire County Council, Martin Street, Stafford, Staffordshire, St16 2Le

View map layers

Zoom to location

Map help

Working with the toolbar

- Click on the map using the Zoom In tool to view an area in more detail.
- Click on the map using the Zoom Out tool to view an area in less detail.
- Use the Pan tool to move across the map by dragging the mouse cursor.
- Click on the map using the Set Location tool to update LocalView Internet with a specific location. Explore information about this area by moving through the LocalView Internet tabs.
- Click on the map using the Information Request tool to find out more information about the requested position.

Working with the slider bars

Click on the View map layers and Zoom to location bars above to reveal tools to turn off and on different map layers and zoom to a location.

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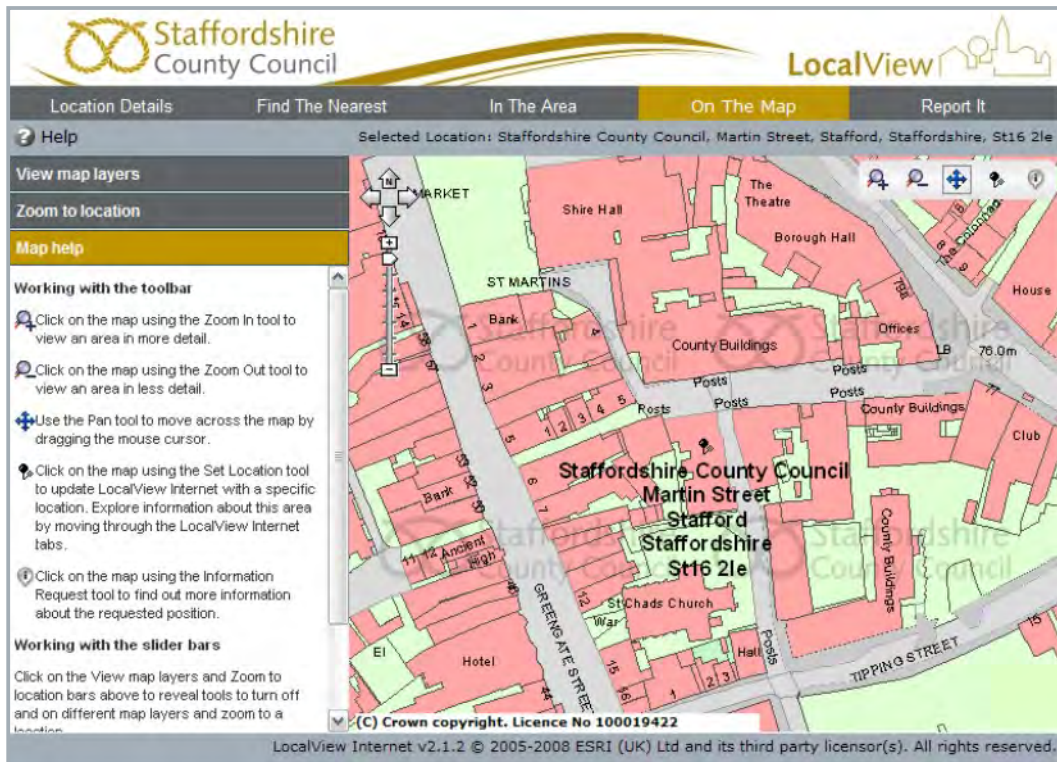
Map showing Staffordshire County Council, Martin Street, Stafford, Staffordshire, St16 2Le. A red star marks the location of St. Leonard's Primary School in Forebridge.


Your search address

The red star shows the position of the school selected

The information you have asked for will then be displayed.


The **On The Map** tab shows a map with the selected address highlighted and centred.




You can change the selected location by clicking on the 'Set location' tool  in the toolbar and clicking on the map at the new location.

**Notes:** This is a particularly useful tool to identify a location of a fault to be reported using the 'Report It' tab. The system will only hold one 'selected location' at a time. Using this tool will overwrite any location selected either via previously entering an address or using this tool.



### Moving around on the map

If the location or area you require isn't on the map you can use the 'Pan' tool  to move the map to another area by clicking and dragging it.

You can also use the arrows of the 'Map compass' tool  to move the map in the corresponding direction.

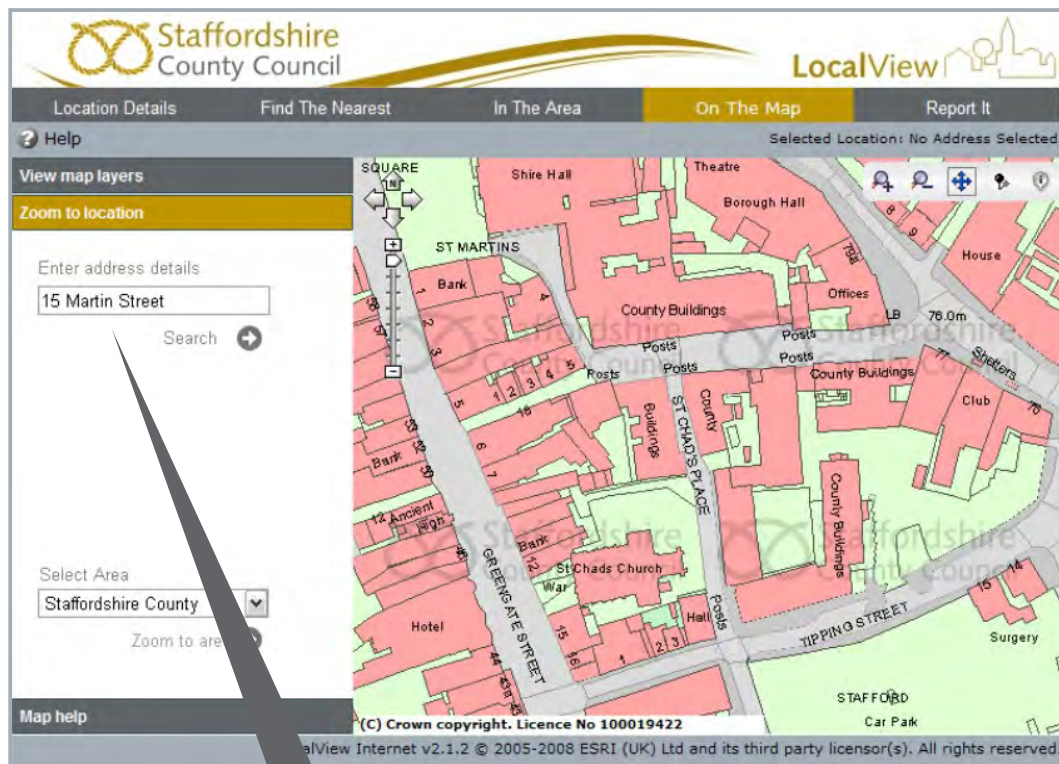
**Tip:** Occasionally you might see a blank blue screen. If this happens just click on the map again.

## Zoom in and out

If you want to zoom into the map for more details you can use the 'zoom in' tool ; you can zoom out to see a wider area with the zoom out tool . You can also click on the + and – buttons on the map scale tool to zoom in and out.

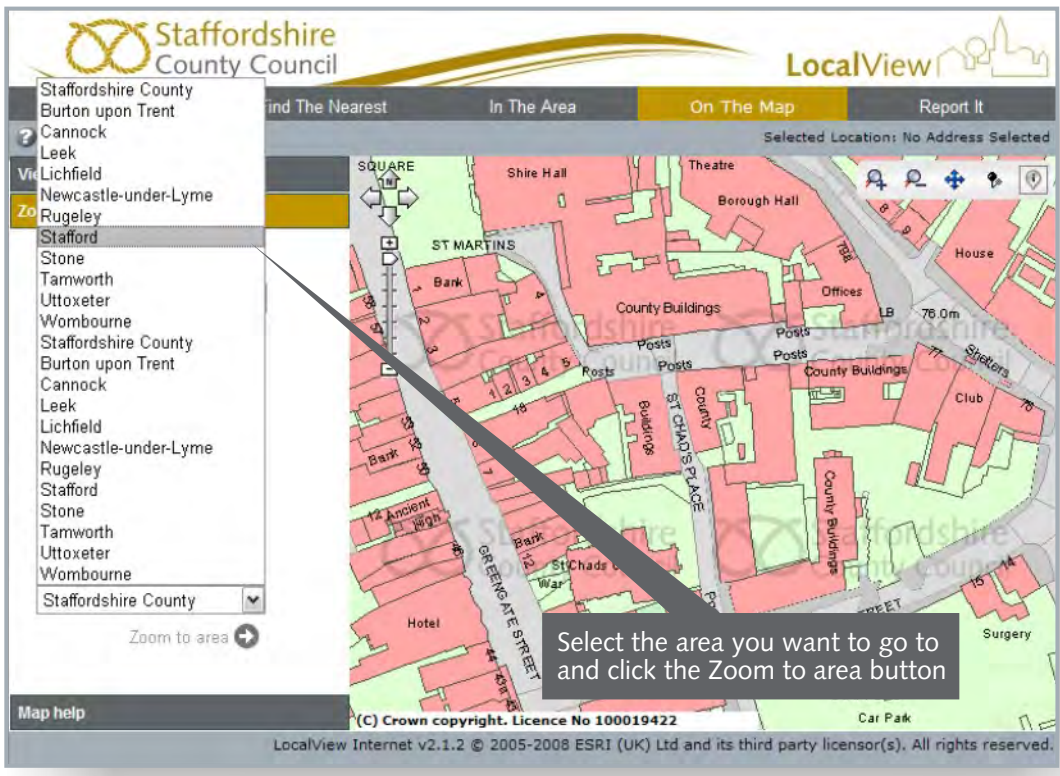
## Zoom to Location

This provides another way to search for an address and display it on the map without switching tabs. It works like the address search on the **Location Details** tab. To make it appear, you should click on "Zoom to location" on the left of the screen.

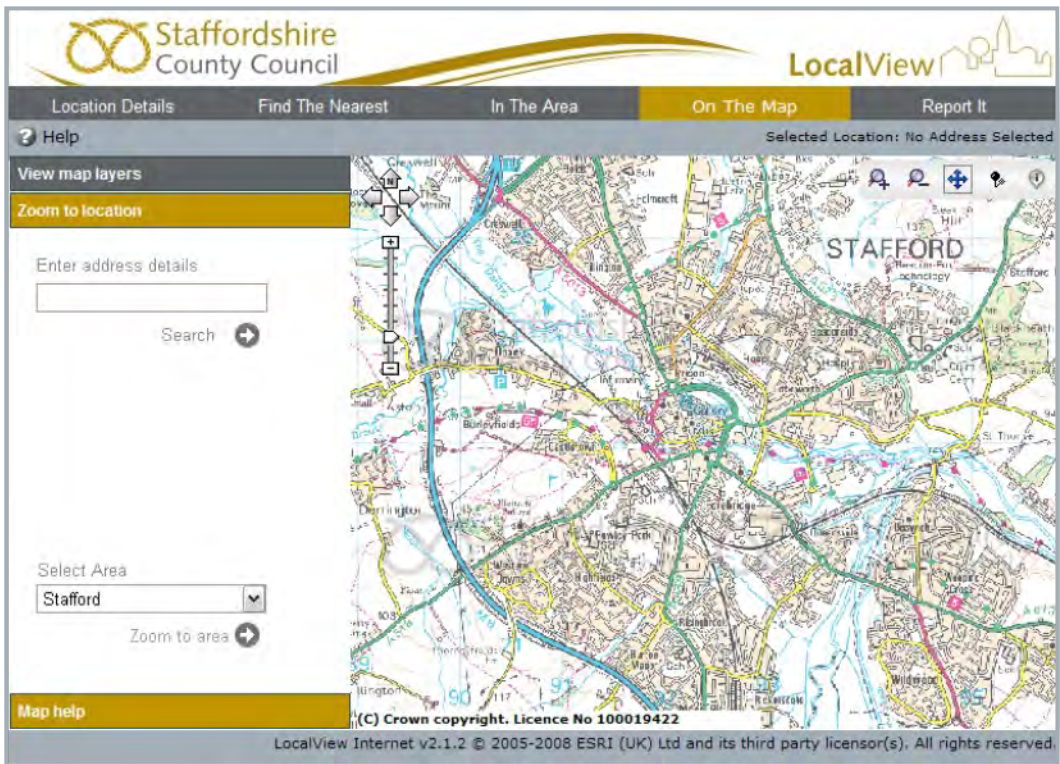


Enter the address you are looking for here and select the search button

The Zoom to Location facility will also let you choose from a menu of areas to move the map to one of the regions listed



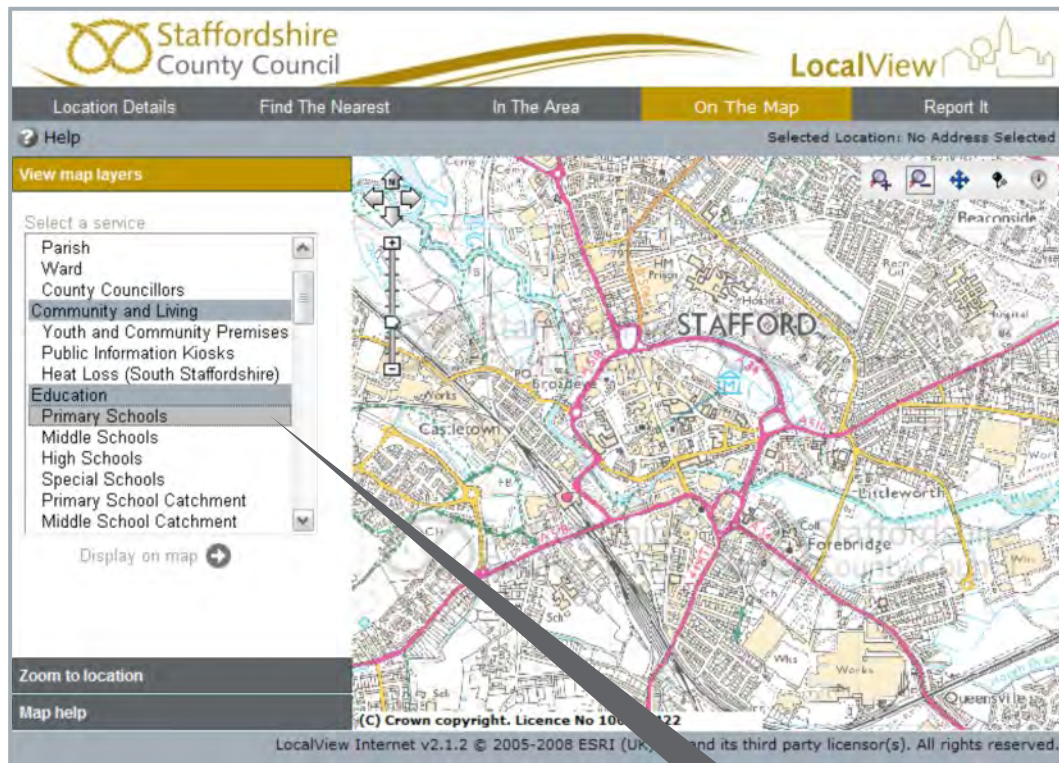
This will take you to the area you have selected.



## View Map Layers


This lets you display services on the map.


Click 'View map layers'

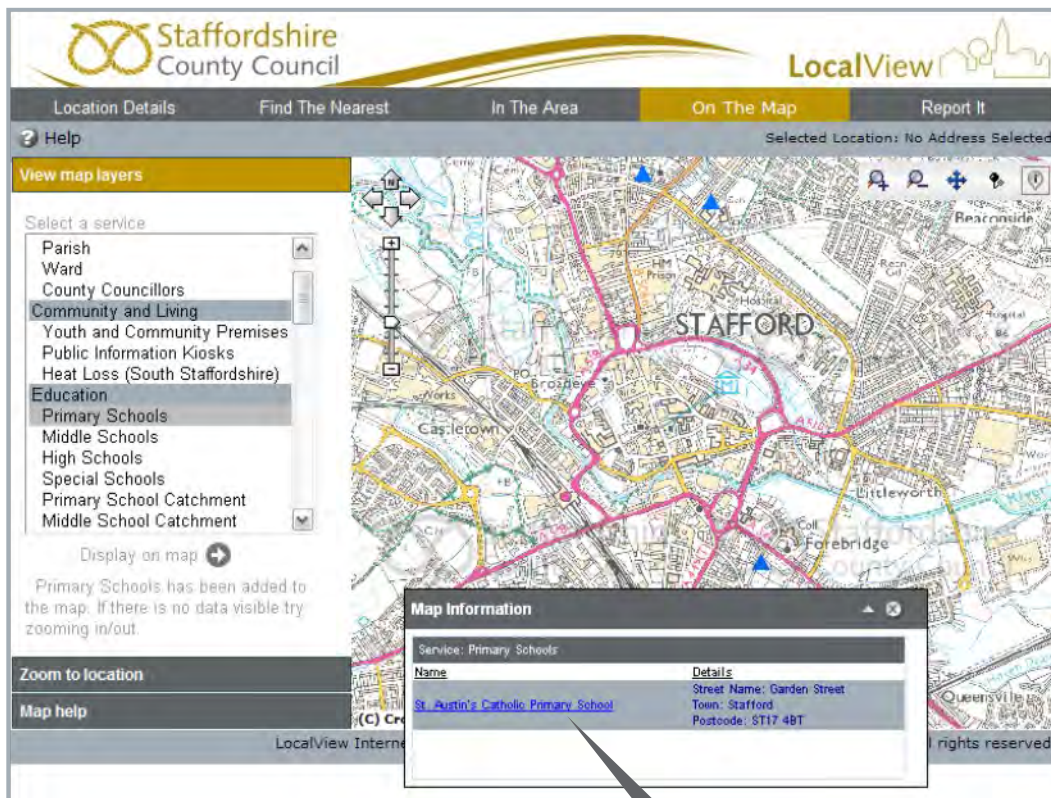


Select the service you'd like to display on the map – in this case Primary Schools

## Getting information

If you want to find information about an item on the map, click on the 'Information Request' tool  in the toolbar then click on the map point you want information about. A box will be displayed containing (in most cases) additional information about that feature. The box may also have a hyperlink, which can be clicked on to view further information.

Clicking on the information request button  followed by a click on the required location on the map will show the information you have asked for.



The screenshot shows the Staffordshire County Council LocalView interface. The map displays Stafford, and a 'Map Information' popup is open over a primary school location. The popup contains the following details:

Map Information	
Service: Primary Schools	
Name	Details
<a href="#">St. Austin's Catholic Primary School</a>	Street Name: Garden Street
	Town: Stafford
	Postcode: ST17 4BT

Displays primary school details.  
Click on hyperlink for more detailed information.

The **Report It tab** allows you to report incidents such as potholes, street lights etc. You can provide the location of the incident by using an address search or by locating a point on the map.

There are three steps involved in this process.

### Step 1 – Choose incident type

Select the type of incident that is closest to the problem you wish to report. If there is no appropriate type, use the 'Other' option from the bottom of the list.

Staffordshire County Council LocalView

Location Details Find The Nearest In The Area On The Map Report It

Help Selected Location: No Address Selected

Step 1 - Choose Type Step 2 - Choose Location Step 3 - Completed Details

Select a type

Highways  
[Road](#)  
[Footway/Pavement](#)  
[Drainage](#)  
[Verge](#)

Lighting and Signs  
[Street Lighting](#)  
[Signs](#)

Traffic Management  
[Traffic Management](#)

Other  
[Other](#)

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Select the type of fault you want to report – in this instance footway/pavement

## Step 2 – Choose incident location

You can select the incident location by either:

1. Using the address (or point on the map) you have already selected
2. Searching for a new address
3. Returning to the map to identify a new point



The screenshot displays the Staffordshire County Council LocalView web application. The header includes the council logo and the 'LocalView' branding. A navigation bar contains links for 'Location Details', 'Find The Nearest', 'In The Area', 'On The Map', and 'Report It'. Below this, a 'Help' link and the current 'Selected Location' are shown. The main content area is divided into three steps: 'Step 1 - Choose Type', 'Step 2 - Choose Location' (which is highlighted), and 'Step 3 - Completed Details'. Under 'Step 2 - Choose Location', users are instructed to 'Select the location using one of the methods below'. Three options are provided: 'Selected Location' (with the current address), 'Address Search', and 'Map'. A 'Type' dropdown menu is visible, currently set to 'Footway/Pavement', with an 'Update Type' button next to it. The footer contains copyright information for LocalView Internet v2.1.2.

Whichever you choose, follow the instructions on screen.

### Step 3 – Complete incident details

The final step is to complete the incident report. The information you'll be asked for will depend on the incident type you selected in Step 1:

1. Check that the incident type and incident location are as accurate as possible. If you need to change the information you entered, click on 'Update Type' or 'Update Location' and repeat the relevant step.
2. Enter as much information as you can into the incident and contact details sections. This will help the Council deal with your request as quickly as possible.
3. Click on Submit.

The screenshot shows the 'Report It' form for Staffordshire County Council. The page is titled 'LocalView' and has a navigation bar with 'Location Details', 'Find The Nearest', 'In The Area', 'On The Map', and 'Report It'. The 'Report It' tab is active. Below the navigation bar, there are three steps: 'Step 1 - Choose Type', 'Step 2 - Choose Location', and 'Step 3 - Completed Details'. The 'Completed Details' step is highlighted. The form is divided into two main sections: 'Details' and 'Contact Details'. The 'Details' section includes a date field for 'When was the defect first observed?' (format DD/MM/YYYY), a dropdown menu for 'Type of defect' (selected 'Subsistence/Cracking'), and a text area for 'Do you have any other comments or additional information?'. The 'Contact Details' section includes a dropdown menu for 'Title' (selected 'Please select...'), and text fields for 'First Name' and 'Last Name'. On the left side of the form, there are options to 'Update Type' and 'Update Location'. The footer of the page reads 'LocalView Internet v2.1.2 © 2005-2008 ESRI (UK) Ltd and its third party licensor(s). All rights reserved.'

After you have completed your incident report, a summary page will appear containing contact and incident details. There will also be a unique reference number (report ID) for the problem.

To submit another report, click submit new, otherwise click on any of the tabs to continue using **LocalView**.