

## Session Booklet – Public Services

The internet is full of really interesting, weird and wonderful things. It is also there for the mundane but to make your life easier.

What week does your blue bin go out?

How do you know if a planning permission application had been logged?

All this information can be found online, and although some might not find it as interesting as the love lives of the latest Coronation Street star, it can really help to know your way around the web to find out the useful stuff you need.

### What is [www.stockport.gov.uk](http://www.stockport.gov.uk)?

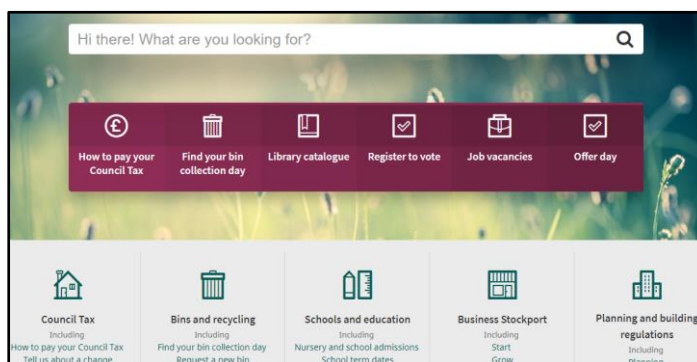
[www.stockport.gov.uk](http://www.stockport.gov.uk) is a website owned and managed by Stockport Metropolitan Borough Council. It contains a range of local information including news about services offered to you as a Stockport resident.

**The website** provides links to further information about a service, access to online services e.g. forms, payments and contact details, ability to report issues.

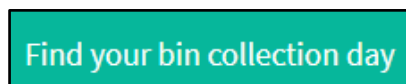
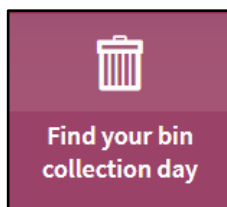
1. From your web browser type **[www.stockport.gov.uk](http://www.stockport.gov.uk)** into the address bar and press **Enter** on your keyboard.

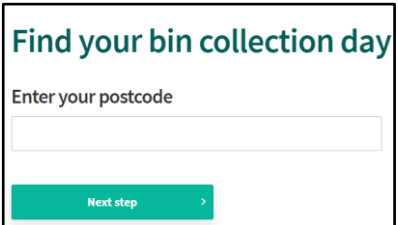


Information : If you live in an area other than Stockport use your search function to locate your local council. All council websites have the same options.

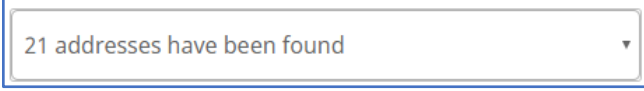


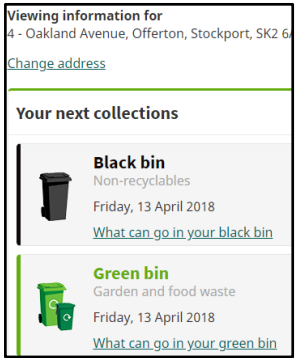
2. Click onto **Find Your Bin Collection Day**, then click on the next box saying **Find Your Bin Collection Day**,



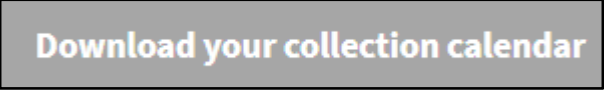
3.	From this point you will need to enter <i>your postcode</i> and click <b>Next Step</b> .	 <p><b>Find your bin collection day</b></p> <p>Enter your postcode</p> <input type="text"/> <p><b>Next step</b> &gt;</p>
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Information: If you live in a flat an have a communal bin your address won't be found

4.	<b>Select your house</b> number from the drop down list. <b>Click</b> continue.	 <p>21 addresses have been found</p> <p><b>Continue</b> &gt;</p>
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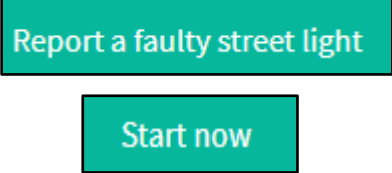
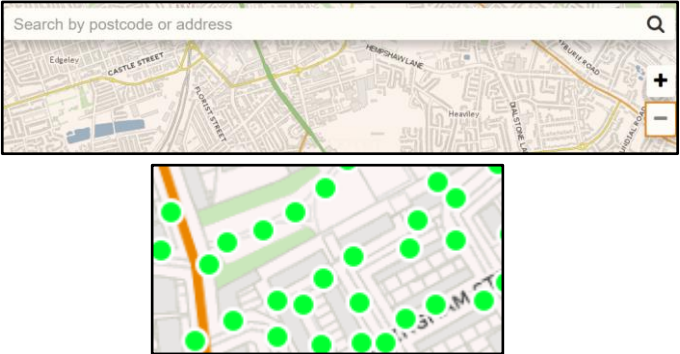
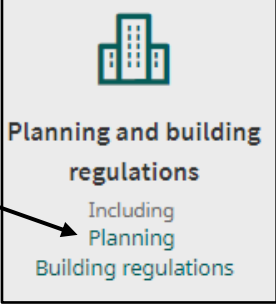
5.	<b>Scroll</b> down the page to see your different bins.	 <p>Viewing information for 4 - Oakland Avenue, Offerton, Stockport, SK2 6L</p> <p><a href="#">Change address</a></p> <p><b>Your next collections</b></p> <p><b>Black bin</b> Non-recyclables Friday, 13 April 2018 <a href="#">What can go in your black bin</a></p> <p><b>Green bin</b> Garden and food waste Friday, 13 April 2018 <a href="#">What can go in your green bin</a></p>
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Knowledge check. Which bin would you put plastic cartons in like yoghurt pots?  
**Select** What can go in your black bin to find out this information.

6	<b>Select</b> download your collection calendar at the bottom of the page to see the full year. This will open up another internet page/tab.	 <p><b>Download your collection calendar</b></p>
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7.	If your bin has not been collected, <b>Select</b> “Report a missed collection”. This process will ask for your postcode, which bin was not collected and contact details, name address and phone number.	 <p><b>Report a missed collection</b></p>
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Knowledge check. What happens if you click on the Stockport council Logo on the top left.  
**Try it!** You can click on any websites logo to go back to the Home page / beginning of a website

8.	<p>There are other things you can report on line for example Pot holes. Using the websites search box <b>Type</b> Pot holes. If you have a genuine hole to report <b>click</b> start now. The reporting process is straightforward to follow. You will select drop down options and provide details of where the pot hole is.</p>	
<p><b>Street lights</b></p>		
9.	<p><b>Click</b> on the Stockport council logo to go back to the home page. Using the search box <b>search</b> faulty street light.</p>	
10	<p><b>Click</b> on “Report a faulty street light”. <b>Scroll</b> down the page and <b>Click</b> start now.</p>	
11	<p>We are going to use the zoom in function on the map. <b>Click</b> on the <b>+</b> symbol to zoom in, find a road name you recognise. If you zoom in enough you will see street lights identified by green dots.</p> <p>Alternative you can enter a street name <b>enter</b> your postcode.</p>	
<p><b>Planning permission</b></p>		
12	<p>From the websites home page, <b>Select</b> planning.</p>	
<p>Knowledge check. What is a hyperlink? &amp; Can you identify one on your screen?</p>		



www.startpoint.org.uk

13	<p><b>Select</b> “Find planning applications”.</p> <p><b>Select blue</b> Find planning applications.</p>	<div data-bbox="735 255 1417 389" style="border: 1px solid black; padding: 5px;"> <p><b>Find planning applications</b></p> <p>Search for new, existing and historical planning applications using the interactive map or database.</p> </div> <div data-bbox="855 398 1256 481" style="text-align: center; margin-top: 10px;"> <p><b>Find planning applications</b></p> </div>
14	<p><b>Enter</b> postcode SK2 6AX <b>click search</b> to check if there has been any applications for planning permission.</p> <p>What house numbers are showing as having planning applications associated with them?</p>	<div data-bbox="735 560 1417 645" style="border: 1px solid black; padding: 5px;"> <p>Enter a keyword, reference number, postcode or single line of an address.</p> <div style="display: flex; align-items: center;"> <input style="width: 80%; border: 1px solid #ccc;" type="text"/> <input style="margin-left: 10px; background-color: #000; color: #fff; padding: 2px 5px;" type="button" value="Search"/> </div> </div>
<p>Homework. Over the next few weeks be aware of any Pot holes or street light failures and have a go at reporting them. From experience after a pot hole has been reported it's repaired within 7 days this will vary by different councils.</p>		