

# Accessing Planning Information Online



The Borough Council of King's Lynn and West Norfolk's e-Planning service means you can view, track and comment on planning applications online.

The benefits of e-Planning are clear – it gives you convenient access to planning information online 24/7. And you won't need to travel to your nearest planning office to find out what's happening near you.

We've recently introduced some new features and benefits which will improve your access to planning online. These are summarised on the next few pages.

**You can still visit** our office at King's Court, Chapel Street, King's Lynn, Norfolk PE30 1EX to see copies of relevant plans, opening hours are detailed on the last page of this guide.

## **ONLINE PLANNING APPLICATIONS**

When we receive a valid application it is scanned along with all plans and relevant documents. These are then made publicly available within five working days at:

<http://online.west-norfolk.gov.uk/online-applications/>

## **NEW FEATURES AND BENEFITS**

This is a brand new online planning system which has been designed to offer many more features to our customers. The core of the new system is an ability to set up pro-active, personal email notifications, based on the applications and locations you are interested in. Other significant features are better search options and improved accessibility.

**The new features are:**

### **REGISTRATION**

If you register your details and create your own personal profile you can receive automatic emails when an application of the type that you are interested in is submitted to us.

### **SEARCHING**

You can search by various options to suit your requirements, for example ward, parish, date validated, by status (e.g. all those pending consideration) or by decision (e.g. all those refused). You can also search by description / proposal (e.g. 'single storey rear extensions' or 'porches' or 'change of use').

**Saving a search** -if you have registered on the system you can save your regular searches -saving time the next time you visit the site.





**Map search** -you can view where applications are located on a map within a pre-selected time period (e.g. the last 6 weeks, or 2 years) with the option to zoom in and out. You can hold the cursor over the dots on the map to identify the application reference and summary details are given on the screen.

### **TRACKING APPLICATIONS**

You can track applications and receive an automatic email when there is a change in the status field. You can keep up to date with what is happening to your own / client's application or ones which you have an interest in.

### **PROPERTY AND POSTCODE SEARCH**

You can search alphabetically by street to see all the applications in progress for that street address. You are also able to search by postcode to view all applications allocated to a selected postcode.

### **VIEWING INFORMATION**

Once you have selected the application you are interested in you will be able to view the documents related to it online. You can look at a summary or full details, including related documents e.g., plans and drawings, comments, decision dates and maps showing the location of the application address.

# Getting Started

Go to <http://online.west-norfolk.gov.uk/online-applications/> Please take time to read the

**Terms and Conditions** before using this site. **WHAT INFORMATION IS AVAILABLE**

Information is available for all planning applications received since 1999. The more recent the application, the more information is available. For most applications since the middle of 2003, there will also be supporting

plans and documents available to view online. Information is also

held for Appeals against Planning Decisions.



**HELP PAGES** Please make use of the help pages within the system, there is a **Help with this Page** link just under the Council logo on most pages.

## REGISTERING

When you have accessed the site you have the option to register your details.



### What are the benefits of registering?

You can:

create your own personal profile save details of searches you have made track specific applications which you are interested in receive automatic email notification of changes to applications that you are tracking

**Registration is not compulsory** you can still use the system to look up the details of planning applications, properties, appeals and enforcement without completing the registration process.



# Finding Applications

There are a variety of means of finding the information you require.

## SIMPLE SEARCH

This is a great way to find information if you know the exact address or application



number. Searching for an application You can choose to search by applications, appeals or enforcements



You can search by application number, part of an address, postcode

### Planning » Simple Search

Search for Planning Applications, Appeals and Enforcements by keyword, application reference or by a single line of an address.

Simple Advanced Weekly/Monthly Lists Property Map

Search for:

Applications  Appeals  Enforcements

Enter a **keyword**, reference number or single line of an address.

Search

or keyword

## SORTING RESULTS

You can sort the search results to help you find applications of particular interest by

Planning » Results for Application Search

[Retire Search](#) [Save Search](#) [Print](#)

Sort by **Date Received** Direction **Descending** Results per page **10**

1 2 3 Next » Showing 1-10 of 27

**Re-development of college facilities including new access for public and 3 blocks of student accommodation, student support services building, sports centre, constructionarium, welfare facility, break**

C I T B Construction Industry Training Centre Stanhoe Road Bircham Tofts King's Lynn Norfolk PE31 6RH  
Ref. No: 08/02370/FM | Received: Tue 14 Oct 2008 | Validated: Tue 14 Oct 2008 | Status: Application Permitted

**Outline Application: construction of 24 dwellings**

C I T B Construction Industry Training Centre Stanhoe Road Bircham King's Lynn Norfolk PE31 6RH  
Ref. No: 07/01851/JM | Received: Mon 03 Sep 2007 | Validated: Mon 03 Sep 2007 | Status: Application Refused

**Outline Application: development of college facilities including restaurant, student support services, sports centre and student accommodation**

C I T B Construction Industry Training Centre Stanhoe Road Bircham King's Lynn Norfolk PE31 6RH  
Ref. No: 07/01850/D | Received: Mon 03 Sep 2007 | Validated: Mon 03 Sep 2007 | Status: Application Permitted

**Erection of stone memorial**

National Construction College Stanhoe Road Bircham Norfolk PE31 6RH

### Map Information

The results on this page are shown on the map below. You can see more details by clicking on the search result on the left or clicking a point marked on the map.



[Show results on large map](#)



selecting an option from the drop down menu.



Set the amount of results per page required (the more results, the longer the



response time will be) Select Go A map of the relevant area is then displayed alongside a list of search results Click on 'show results on large



map' to see the location of the applications from your search or to view a search result in detail, click on the application title in the list If you have



registered you will have the option to **save search**

## ADVANCED SEARCH

This is a great way to find multiple applications that have something in common, such as applications within a parish or ward; applications within a date range; or by applicant / agent.

You can search by ward, parish, status (e.g. pending consideration,

### Planning » Applications Search

[Help with this page](#)

Search for Planning Applications, Appeals and Enforcements by matching at least one search option in the form below.

Simple **Advanced** Weekly/Monthly Lists Property Map

Applications Appeals Enforcements

#### Reference Numbers

Application Reference

Planning Portal Reference

Alternative Reference

#### Application Details

Description Keyword

Applicant Name

Application Type

Ward

Parish

Agent

Status

Decision

Appeal Status

Appeal Decision

Development Type

Address

decided etc), date of decision, agent, name or site address





## Dates

Enter a date range (a start date and an end date) for the criteria that you are interested in. The date fields may be entered manually using the date format dd/mm/yyyy (e.g. 21/06/2008). Alternatively, click on the calendar button and pick a date.

Date Received	<input type="text"/>	to	<input type="text"/>
Date Validated	<input type="text"/>	to	<input type="text"/>
Date Actual Committee	<input type="text"/>	to	<input type="text"/>
Decision Date	<input type="text"/>	to	<input type="text"/>
Appeal Decision Date	<input type="text"/>	to	<input type="text"/>
Date Determined	<input type="text"/>	to	<input type="text"/>

You can also search by date ranges

Once results are displayed you have the ability to sort the search results using the options described in the Simple Search

## WEEKLY & MONTHLY LISTS



This is a great way to search for applications when / if you know when they were validated or determined.



You can search for applications according to the week or month in which they were validated or decided.



Click on weekly / monthly list Select application status from drop down

### Planning » Weekly List

Search Planning Applications either validated or decided in a given week.

Simple

Status:	<input type="text" value="All"/>
Parish:	<input type="text" value="All"/>
Ward:	<input type="text" value="All"/>
Week beginning:	<input type="text" value="04 Oct 2010"/>
Show applications:	<input checked="" type="radio"/> Validated in this week <input type="radio"/> Decided in this week

menu Select week / month and search All applications will be listed for your selection Applications can be sorted by date, description, status etc as described above

## PROPERTY SEARCH

This is a great way to find out what is happening at a particular address.

You will probably find the Address Search option the quickest way to do a property search.

An **Address Search** can be carried out by selecting the 'property search' tab and then

### Address Search

Search for current or historical cases relating to a property by selecting at least one of the address fields in the form below.

The screenshot shows a search interface with a top navigation bar containing tabs: Simple, Advanced, Weekly/Monthly Lists, Property, and Map. Below this is a sub-navigation bar with 'A to Z Street Search' and 'Address Search'. The 'Address Search' tab is highlighted with a red circle. The main form contains five input fields: UPRN, Property Name / Number, Street Name, Locality, and Town. At the bottom of the form are 'Search' and 'Reset' buttons.

the 'Address Search' option. This will allow you to enter part of an address.

Alternatively, you can search alphabetically by street, using the **A to Z Street Search**

### A to Z Street Search

Click on a letter below to get a list of streets beginning with that letter. Clicking on a street will display a list of properties on that particular street.

The screenshot shows the 'A to Z Street Search' interface. It features the same top navigation bar as the previous form, with 'Property' and 'A to Z Street Search' tabs highlighted with red circles. Below the navigation bar is a row of buttons for each letter of the alphabet (A-Z). At the bottom, there is a 'Results per page' dropdown menu set to '10' and a 'Go' button.

### Streets beginning with A

1 2 3 4 5 6 7 8 9 10 Next ▶

Showing 1-10 of 94

- Abbey Lane , East Rudham , Norfolk
- Abbey Road , Fitcham , Norfolk
- Abbey Road , Great Massingham , Norfolk
- Abbey Road , Pentney , Norfolk
- Abbeyfields , Great Massingham , Norfolk
- Aberdeen Street , King's Lynn , Norfolk
- Acer Road , King's Lynn , Norfolk
- Aconite Road , Gaywood , King's Lynn , Norfolk
- Acorn Drive , Gaston , Norfolk
- Ada Cowon Close , King's Lynn , Norfolk

option. An **A-Z Street Search** can be carried out by selecting the 'property search' tab and then the 'A-Z Street Search' option.

Click on the street you are interested in, and then on the next page select the property from that street.

The results will display all addresses, even those that do not have applications associated with them.

## MAP SEARCH

The map search allows you to identify applications using an interactive map (*this*

Simple | Advanced | Weekly/Monthly Lists | Property | Map

Show me: Planning | Applications | from: Within the last 6 month

Nearest Applications

- [10/00664/F](#)  
Retention of outdoor smoking shelter  
19 Paradise Road Downham Market Norfolk PE38 9HS
- [10/00958/LB](#)  
Listed Building Consent - Replacement Gates  
The Crown Hotel 12 Bridge Street Downham Market Norfolk PE38 9DW
- [10/01019/F](#)  
Alterations to and change of use of existing buildings to

Profile

Save Map Extents Search

Save Proximity Search

50m [Highlight]

Show Results as a List

E: 561078.1m, N: 303383.3m 154 x 137 (m) 1Spatial.com

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*feature is only recommended for broadband users*). It is usually faster and more straightforward to find applications using one of the other search methods.

Select the time period for application search You can zoom in/out and move the slider bar to locate the desired addresses Hold the cursor inside the green boundary to identify the application reference The applications shown will be listed to the right of the map

## APPLICATION DETAILS

Once you have selected an application from your list of search results, you get lots of information about it, these are found in the various Tabs:



**Further Information** and **Important Dates** such as when an application is expected to go to committee; or when a decision is expected. **Related Items** such as property details; other planning applications at the same address; any appeals or enforcements on the site. **Comments** you can submit comments and view those submitted by others. **Documents** you can view the documents we have scanned for an

Planning » Application Summary Help with this page

10/00664F | Retention of outdoor smoking shelter | 19 Paradise Road Downham Market Norfolk PE38 9HS

Track Print

The public consultation period for this application has ended. We are no longer accepting comments from the public on this application.

Details Comments (2) Constraints (0) Documents (0) Related Items (2) Map

Summary Further Information Contacts Important Dates

Reference:	10/00664F
Alternative Reference:	
Application Received:	19 Apr 2010
Address:	19 Paradise Road Downham Market Norfolk PE38 9HS
Proposal:	Retention of outdoor smoking shelter
Status:	Application Permitted
Appeal Status:	
Appeal Decision:	

There is 1 case associated with this application.

There is 1 property associated with this application.

application. **Map** allows you to view the location of the application

## ENFORCEMENT AND APPEALS

You can search our database for appeal and enforcement cases too. They work in much the same way as the planning application searches above, but you need to select appeals or enforcements on the relevant search screen.

Appeal documents are stored under the planning application number; this will be in the 'Related Info' tab for each appeal.

# Saving Searches

## YOU NEED TO BE REGISTERED TO SAVE SEARCHES

If you save a search, this will be run automatically, and you will be emailed the results.

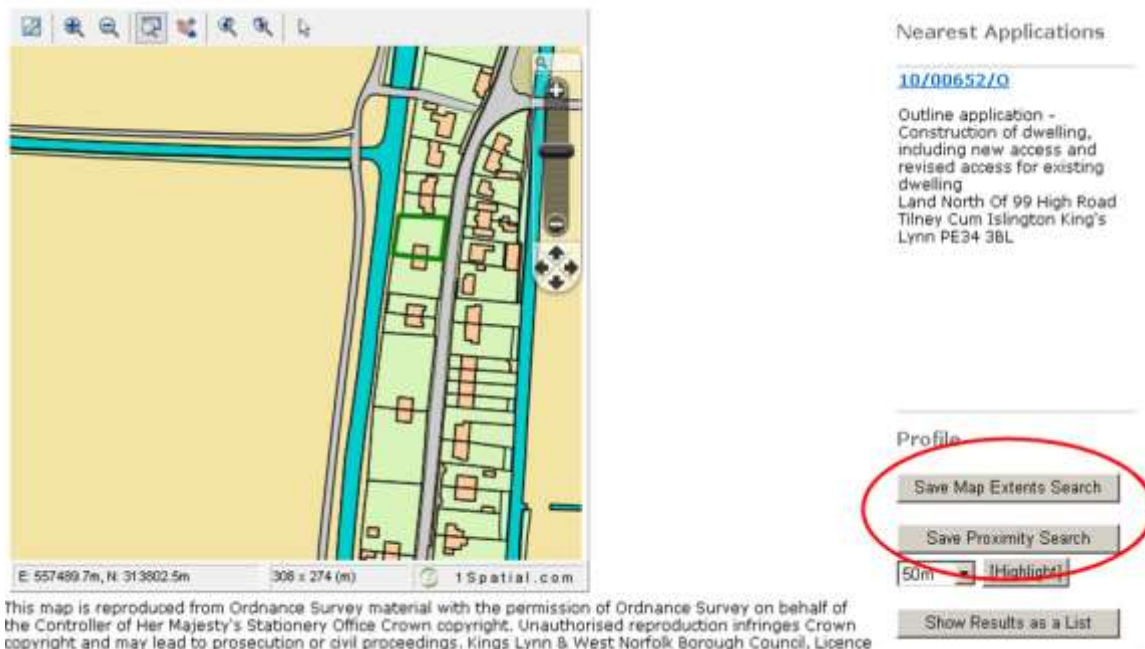
You can save any search criteria you have used to get the 'Search Results' list, simply



press the save search button above the list of results.

You can also Save searches on the Map based on results.

■ **Save Map Extents** – this saves a search based on the map as shown on screen when you Press the Save Map Extents button.



■ **Save Proximity Search** – this saves a search based on a radius of x metres from the centre of the map.

# Tracking Applications

## YOU NEED TO BE REGISTERED TO TRACK APPLICATIONS

Any application can be tracked so that you can be kept up to date with its progress without having to search for it again. If an application you are tracking changes, you will receive notification by email.



The changes that trigger an email are: If the application is Withdrawn or



Returned When a decision has been issued

Once you have performed a search, view the details of the application you are

interested in. If you want to add this to your Tracked Applications page,

The screenshot shows the top navigation bar of the Borough Council of King's Lynn & West Norfolk website. The header includes the council name and a coat of arms. Below the header is a search bar and user profile options. The main content area displays the breadcrumb 'Planning » Application Summary' and the application details: '10/01286/CU | Change of use from dwelling to Bed and Breakfast with private accommodation for owners | Linden Station Road Hillington King's Lynn Norfolk PE31 6DE'. At the bottom of the application details, there are four buttons: 'Save Search', 'Refine Search', 'Track', and 'Print'. The 'Track' button is highlighted with a red circle.

click on the Track button.

To return to this application at a later date, select Tracked Applications under My Profile.

# Borough Council of King's Lynn & West Norfolk



Search My Profile Logout (Lee Osler)

My Profile » Tracked Applications

- Profile Details
- Saved Searches
- Notified Applications
- Tracked Applications

Help with this page

Profile Details | Saved Searches | Notified Applications | **Tracked Applications**

Reference	Address	Type	Status	View	Stop Tracking
1001284/F	40 Bernard Crescent Hunstanton Norfolk PE36 6EP	Application	Application Permitted		



# Making Comments

## YOU NEED TO BE REGISTERED TO MAKE COMMENTS

### TERMS & CONDITIONS

Please be aware that all comments submitted by you about any planning application are a matter of public record and will be scanned and placed on our website for inspection by the public. Therefore:



**DO NOT** include your signature **DO NOT** include your phone number **DO NOT** include any other information you are unwilling to publish on the Internet



**DO** include your surname, initials and address

Once you have registered / logged in, and the application is still within its consultation period, simply complete and submit the online comments form.

### VIEWING COMMENTS

All comments and 'Consultation Responses' submitted about an application are available to view within the 'Documents' list for that application.



# Further Information

If you require further information about any of the details you have viewed using this system, please contact the **Planning Department** at:

King's Court, Chapel Street, King's Lynn, Norfolk PE30 1EX **Web:**

[www.west-norfolk.gov.uk/planning](http://www.west-norfolk.gov.uk/planning) **Phone:** 01553 616200 **Email:**

[borough.planning@west-norfolk.gov.uk](mailto:borough.planning@west-norfolk.gov.uk)

If you are contacting us regarding an application, decision or appeal, please quote the reference number if you know it.

<b>Monday to Thursday</b>	8:45 AM to 5:15 PM (9.30 AM Wednesday)
<b>Friday</b>	8:45 AM to 4:45 PM
<b>Weekend &amp; Bank Holidays</b>	Closed

## Opening Times

If you have any questions about this system that have not been addressed by this guide, the Help Pages or the Terms and Conditions, then please contact:

Lee Osler Office Manager 01553 616552 or [lee.osler@west-norfolk.gov.uk](mailto:lee.osler@west-norfolk.gov.uk)