



PUBLIC ACCESS FOR PLANNING: A USER GUIDE

JANUARY 2025

INTRODUCTION

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. You have convenient access to planning information online 24/7.

You can view the Council's Public Access System using this link – [Simple Search](#).

You can also access the system on Borough Council of King's Lynn & West Norfolk website homepage, under Planning and Development – Comment on Planning Applications.

Registration is not compulsory. Anyone can use the Public Access site but registering a user account gives you access to the full benefits, including:

- Tracking applications
- Saving searches
- Receiving email notifications about tracked applications

Copyright

Plans, drawings and material such as comments, are protected by copyright.

You can only download or print planning material:

- For consultation purposes
- To compare current applications with previous schemes
- To check whether developments have been completed in accordance with approved plans

You cannot make further copies without permission from the copyright owner. The copyright owner's name will be on the plans.

[ACCOUNT DETAILS](#)

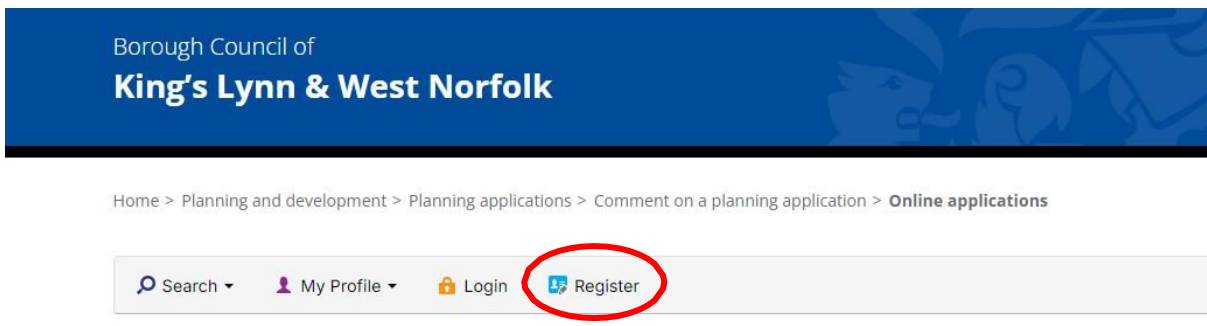
Registration

Setting up and registering your account requires your name and relevant contact details.

You can access Public Access on our website, by going to the Planning & Development section > View & Track Planning Applications. You can also use the below link.

[Simple Search](#)

1. To create a new user account, click on **Register** in the menu bar.



PublicAccess for Planning is an online system which allows you to view details of planning applications received by us, comments and planning application details contained within the system are updated on a continuous basis.

2. Fill in the following fields with your information. Then click **Next**.
*Please note, passwords must be between 8 and 24 characters, must contain an upper-case letter, lower case letter, a number and must not contain spaces.

Registration





Once registered the following additional functionality will be available:

- Tracking applications
- Saving Searches
- Email notifications about tracked applications and new search results.

Fields marked with a * must be completed.

Title	<input type="text"/>
First Name *	<input type="text"/>
Surname *	<input type="text"/>
Phone Number	<input type="text"/>
A confirmation email will be sent to the email address you provide below.	
Email Address *	<input type="text"/>
Confirm Email Address *	<input type="text"/>
Your password must be between 8 and 24 characters long, contain at least one uppercase, one lowercase and one numeric character.	
Password *	<input type="text"/>
Confirm Password *	<input type="text"/>
<input type="button" value="Next"/>	

3. Enter your postcode and press **Next**.

 Search ▾  My Profile ▾  Login  Register





Registration

Postcode *

PE30 1EX

BackNext

4. Select your address from the drop down list, then press **Next**.

 Search ▾  My Profile ▾  Login  Register

Registration

Please select your address:

Borough Council of King's Lynn And West Norfolk King's Court Chapel Street Kir ▾

Borough Council of King's Lynn And West Norfolk King's Court Chapel Street King's Lynn Norfolk PE30 1EX

My address is not in the list

5. If your address is not shown, select **My address is not on the list** and click on **Next**.
6. Fill in your address details and press **Next**.

Registration

Address Line 1 *

Borough Council of King's Lynn And West Norfolk

Address Line 2

King's Court

Town/City *

Norfolk

Postcode *

PE30 1EX

BackNext

7. You will be asked to check your details and be prompted to read the Terms and Conditions and Privacy documents. To read these click on the link. When you have done so, tick the check box to indicate that you agree to them and click **Next**.

Terms and Conditions

We want to let you know how Public Access works and why we need your registration details (name, address, email address and optional telephone number). Please read our [terms and conditions \(opens in a new window\)](#) in full before proceeding.

☒ I agree to the terms and conditions. *

☒ I consent to my data being used for the above purposes. *

8. A registration email will be sent to the email address you provided. Click the link in the email to complete the registration process and activate your account.

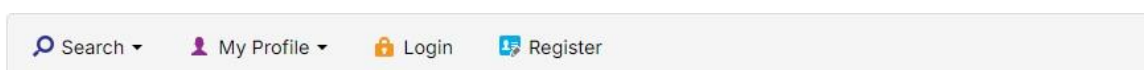
To confirm your registration please click the following link:

<https://online.west-norfolk.gov.uk/online-applications/registrationComplete.do?action=createUser&key=5632fa76c6383c03d0c9865a5699ec93>

If required you can also copy the link to the address field of your browser.

Please Logon with the username and password you originally selected.

9. Click the **Confirm** button to confirm your account. You can now use your login details to log into Public Access.



Account Creation Confirmation

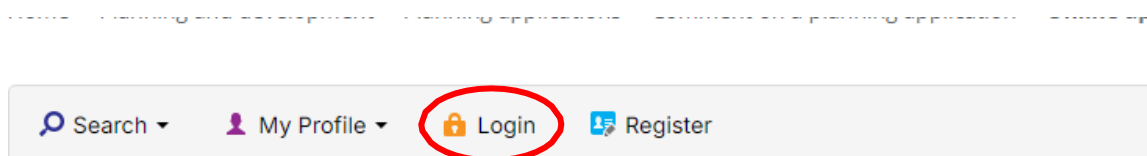
Please click the Confirm button to confirm the creation of your account.



Logging In

To get access to the full range of features in Public Access, you will need to log in using the email and password used to register your account.

1. Click **Login** on the menu tab.



PublicAccess for Planning is an online system which allows you to view details of planning applic

2. Enter your email address and password, then click on the **Login** button.

Login

[← Previous page](#)

Not registered? [Register here](#)

Email Address

Password

[Forgotten Password?](#)

Forgotten Password

1. If you have forgotten your password, click the **Forgotten Password?** link on the login page.

Login

[← Previous page](#)

Not registered? [Register here](#)

Email Address

Password

[🔒 Forgotten Password?](#)

2. Enter your email and create a new password. You will need to enter it twice. Click the **Change Password** button.
3. An email will be sent your email address, to confirm the new password change. Click on the link in the email to open the Idox confirmation page.
4. Click the **Confirm** button to confirm your new password.

Password Change Confirmation

Please click the Confirm button to confirm your new password.

Logging Out

1. When you are finished using Public Access, remember to log out by clicking on the **Logout** button in the menu bar.

Search ▼

My Profile ▼

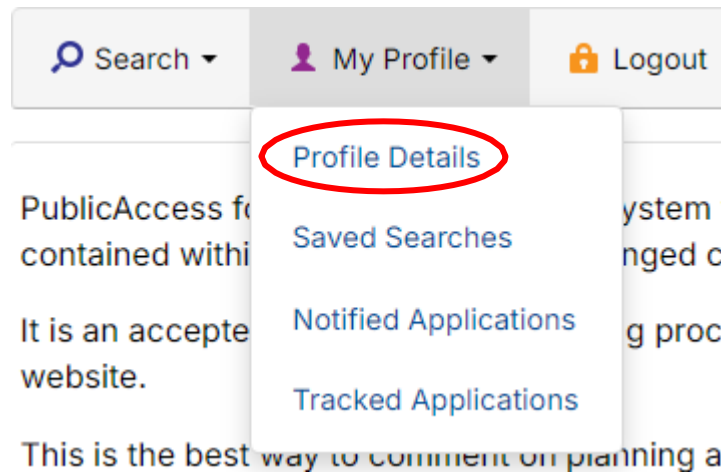
PublicAccess for Planning is an online system v
contained within the system can be changed o

YOUR PROFILE

Profile Details

Once your account has been created, you can access your **My Profile** area. This area allows you to update your personal details, change your password, or delete your profile. It also allows you to manage your saved searches, notified application requests, and tracked applications.

1. To view your profile, you will need to login then select **My Profile > Profile Details** on the drop down menu.



2. This page allows you to view the details you registered with. You can update these details or change your password (click the **Change Password** button and follow the steps for **Forgotten Password** on Page 7).

My Profile – Profile Details

Profile Details	Saved Searches	Notified Applications	Tracked Applications
<div>Change password Update personal details Delete profile</div>			
Name			
Email			
Phone Number			
Address			
GDPR Consent Given *	26/11/2024 at 09:31		

3. To change your details, click on **Update Personal Details**. Amend your details as required. Click the **Next** button to move through the sections.
Please note if you update the email address linked to your account, you will receive a confirmation email. You will need to click on the link to confirm the change.
4. If you wish to delete your profile, click **Delete Profile**.

Saved Searches

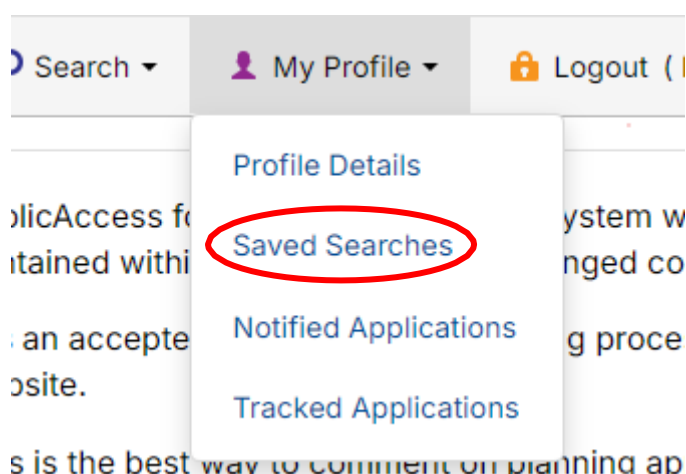
Searches that you would like to perform regularly can be saved, so you can easily repeat them as often as you like.

For guidance on saving a search, please refer to Page 22.

You will receive notifications if there are any changes to the applications that appear in your saved search, or if any new applications are submitted.

Notifications are listed in the **Notified Applications** Page. You will also receive a notification email.

1. To view your saved searches, select **Saved Searches** from the **My Profile** drop-down list.



My Profile – Saved Searches

[Help with this page](#)

Profile Details					
Saved Searches					
Notified Applications					
Tracked Applications					
Run	Edit	Delete	Search Title °	Search Type °	
			"PE30 1EX" Planning Application 26-Nov-2024 10:29 AM	Application	
			"Norfolk Street" Planning Application 26-Nov-2024 10:31 AM	Application	

2. You can sort the list by clicking on the heading of each column. It will list the searches in that column alphabetically.
3. To perform a saved search, click the green arrow **Run** button.
4. To modify a search, select the **Edit** pencil. This takes you to the search page and allows you to change the details of that search.
5. To remove a search from the list, click the red **Delete** button.

For guidance on how to save a search, visit Page 22.

Tracking an Application

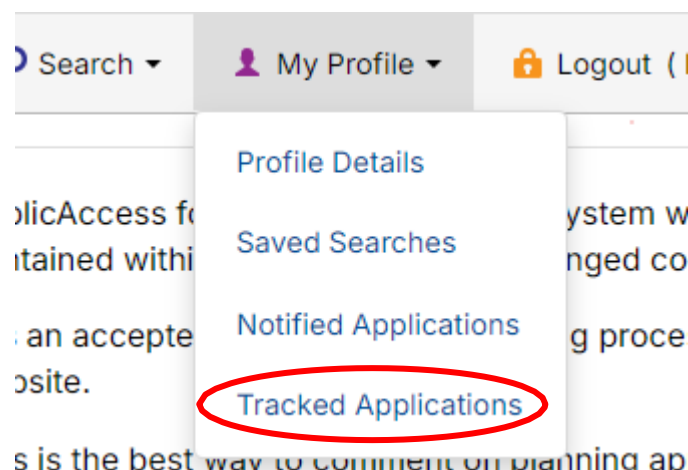
If you find an application you are interested in, you can keep up to date with it by tracking it. You will be notified of any changes made to the application, for example, a change in status or if a decision is made.

1. To track an application, run a search and view the details of the specific application you would like to monitor. Click the **Track** button.

g's Lynn Norfolk PE30 1EX



2. To view your tracked applications, click **Tracked Applications** from the **My Profile** drop down list.



My Profile – Tracked Applications

[Help with this page](#)

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

View	Stop Tracking	Reference	Address	Type	Status
		24/01249/A	W H Smith And Post Office 7 Norfolk Street King's Lynn Norfolk PE30 1AR	Application	Application Permitted
		23/01182/A	Kudos 22 Norfolk Street King's Lynn Norfolk PE30 1AN	Application	Withdrawn

3. You can order your list by clicking any of the headings. It will sort the relevant column into alphabetical order.
4. To view the details of a tracked application, click on the **View** button.
5. To remove an application from the tracked list, click on the red **Cross** in the Stop Tracking column.

SEARCHING

It is quick and easy to search for planning applications on Public Access. You can search using different information and through a variety of methods.

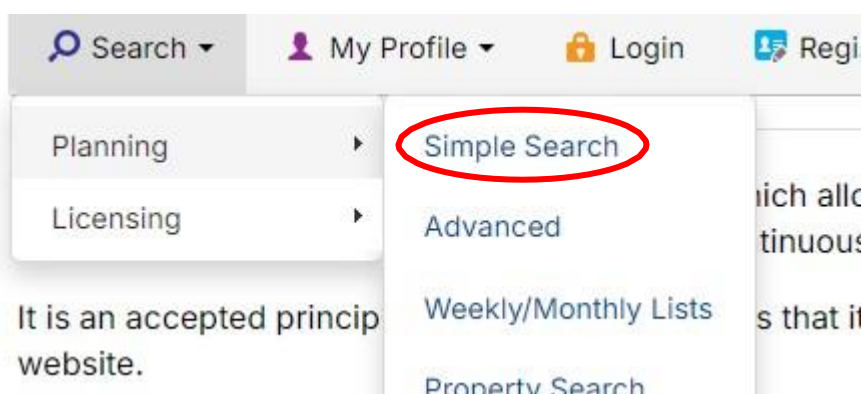
- [Simple Search](#) – quick search using keywords, reference numbers or address data
- [Advanced](#) – search using a combination of factors
- [Weekly/Monthly Lists](#) – produces a list for applications that have been validated or decided in a particular week or month
- [Property](#) – search for a particular property
- [Map](#) – search using an interactive map

Simple Search

A simple search is the easiest way to find information. You can search for planning applications, appeals and Enforcement cases. You can search by a keyword, the application reference, or the single line of an address. This could be a street name or postcode.

Please note, the information you input must have sufficient detail. If you search for something too broad (e.g: King's Lynn), the system will prompt you to enter more parameters.

1. When you open Public Access, it will load the Simple Search page. You can also access it by going to the **Search** drop down and selecting **Planning > Simple Search**.



2. Click on the category you want to search by (e.g: Applications, Appeals or Enforcement).
3. You can amend the status using the drop down. You can search for current applications, decided applications or all applications.
4. Enter the information you would like to search by. If you are searching by an address, do not enter any commas as this may limit your search.
5. Click on the **Search** button to see the results.

Simple

Advanced

Weekly/Monthly Lists

Property

Map

Applications

Appeals

Enforcements

Status:

All

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

?

Search