

# Using Public Access

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*A user guide to accessing planning information online*

North Norfolk District Council's Public Access system allows you to view planning applications from across our region. You can view current applications that are active and also some recently completed applications. This document will provide you with all the necessary information for setting up and using Public Access.

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## Getting Started

The Public Access system is available via the Council's website at <https://idoxpa.north-norfolk.gov.uk/online-applications/>

North Norfolk District Council's Public Access system allows you to view planning applications from across our region. You can view current applications that are active and also some recently completed applications.

This document will provide you with all the necessary information for setting up and using Public Access.

**Registration is not compulsory.** You can still use the system to look up the details of planning applications, properties, appeals and enforcement cases without completing the registration process. However by registering with Public Access you will benefit from the following features:

- Track specific applications
- Receive notifications about progress on tracked applications
- Comment on planning applications during their consultation period
- Remember searches for you to use again

## Copyright notice

Planning application documents submitted to the Council are protected by the Copyright Acts (Section 47, 1988 Act). You may only use material which is downloaded and/or printed for consultation purposes, to compare current applications with previous schemes and to check whether developments have been completed in accordance with approved plans. Further copies must not be made without the prior permission of the copyright owner, the applicant, agent and architect.

## Limitations

Whilst every effort has been made to ensure the accuracy of the data, the planning information contained within the site is at present incomplete and must not be used as a substitute for carrying out a formal 'Land charge search'. This includes details of historic applications and constraints on a particular site. Printed copies and uncontrolled electronic copies of any documents may not be at the latest revision.

## Search for Planning Applications

Searching for planning applications is quick and easy on Public Access. You are able to get a list of applications relating to a specific area, and then from that list you can select the application you want. Alternatively, you can search for the application using the case reference number.

### Simple Search

[Using the simple search function](#) is the easiest way to find information. Select whether you want to search Applications, Appeals or Enforcements. If you know the application number you wish to view you can search using this number or the postcode or an exact address. If searching by address, do not include commas in your search, as this may limit the number of results you get.

The screenshot shows the 'Planning » Simple Search' page. It features a search bar with a 'Search' button. Above the search bar are tabs for 'Simple', 'Advanced', 'Weekly / Monthly Lists', and 'Property'. Below the search bar are radio buttons for 'Applications', 'Appeals', and 'Enforcements'. A 'Status' dropdown menu is set to 'All'. Below the search bar is a text input field with a placeholder: 'Enter a keyword, reference number, postcode or single line of an address.' A help icon is visible to the left of the input field.

### Advanced Search

The screenshot shows the 'Advanced Search' page. It features a search bar with a 'Search' button. Above the search bar are tabs for 'Simple', 'Advanced', 'Weekly / Monthly Lists', and 'Property'. Below the search bar are tabs for 'Applications', 'Appeals', and 'Enforcements'. The page is divided into two main sections: 'Reference Numbers' and 'Application Details'. The 'Reference Numbers' section has three input fields: 'Application Reference:', 'Planning Portal Reference:', and 'Alternative Reference:'. The 'Application Details' section has several input fields and dropdown menus: 'Description Keyword:', 'Applicant Name:', 'Application Type:' (dropdown), 'Ward:' (dropdown), 'Parish:' (dropdown), 'Conservation Area:' (dropdown), 'Agent:', 'Status:' (dropdown), 'Decision:' (dropdown), 'Appeal Status:' (dropdown), 'Appeal Decision:' (dropdown), 'Development Type:' (dropdown), and 'Address:' (input field with a help icon).

[The advanced search function](#) allows you to search using a wider combination of options (e.g. ward, decision or committee date).

Select whether you want to search Applications, Appeals or Enforcements.

#### Reference Numbers

If you know the application reference number or an alternative reference number enter it here.

#### Application Details

Wild card searching can be performed using the \* character on any of the Applicant Name and Address fields:

For example:

Miss \* Smith - will bring back all results with title Miss and surname Smith.



Elm \* - bring back all results with 'Elm' in the address.



## Dates



The Dates search will return applications for a particular time period, this can be performed using the calendar from and to date range.



**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:   to:  

Date Validated:   to:  

Date Actual Committee:   to:  

Decision Date:   to:  

Appeal Decision Date:   to:  

## Viewing Enforcement Cases

Enforcements are carried out when there has been a breach of planning control. Using Public Access you are able to search for enforcement cases.

### Simple Search

[Using the simple search function](#) is the easiest way to find enforcement cases. Select the Enforcements option and type the reference code (which will begin with ENF) or line of address as with doing a general search.

**Planning » Simple Search**

Search for Planning Applications, Appeals and Enforcements by keyword, application reference, postcode or by a single line of an address. If the reference number you want to use contains PLA/ or DEV6/ click the Advanced tab and use the Alternate Reference field.

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

Search for:

Applications  Appeals  Enforcements

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

To begin the Simple Search select the Enforcements option.

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### Advanced Search

[The advanced search function](#) allows you to search using a wider combination of options (e.g. ward, parish) giving you the option to narrow down or expand your search. Before beginning the Advanced Search select the Enforcements option (as shown on the following diagram).

**Planning » Enforcements Search**

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

Simple **Advanced** Weekly / Monthly Lists Property

Applications Appeals **Enforcements**

**Reference Numbers**

Enforcement Reference:

Alternative Reference:

**Enforcement Details**

Description Keyword:

Ward:

Parish:

Status:

Address:

**Case 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 using the calendar button and pick a date.

Date Received:  to:

To begin the Advanced Search select the Enforcements option.

### Example of a Enforcement Case

Search My Profile Login Register

**Planning » Enforcement Details** [Help with this page](#)

ENF/17/XXXX | Barn not built as per planning permission | The Barn, Test Town, TS12 9LK

[Back to search results](#)

Details Documents (0) Related Items (1)

**Summary** Important Dates

Reference:	ENF/17/XXXX
Alternative Reference:	
Address:	The Barn, Test Town, TS12 9LK
Status:	Received
Type:	Breach of Condition Notice
Decision:	
Close Reason:	
Parish:	Test Town Parish Council
Ward:	Test
Case Officer:	Ms J Smith
Nature of Complaint:	Barn not built as per planning permission

There are 0 documents associated with this enforcement.

### Viewing the Weekly/Monthly List

The [weekly and monthly list search](#) allows you to search for applications that have been validated or decided within a particular time period.

**Planning » Weekly List**

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

Simple Advanced **Weekly / Monthly Lists** Property

**Weekly List** Monthly List

Parish:

Ward:

Week beginning:

Show applications:

Validated in this week

Decided in this week

## Using the Property Search

[The property search](#) allows you to search for applications relating to a specific address. There are two ways of searching available; the Address Search and the A to Z Street Search, the former is the default option.

**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 Locality field is rarely used for a property.

Simple Advanced Weekly / Monthly Lists Property

Address Search A to Z Street Search

Property Name / Number:

Street Name:

Locality:

Town:

Postcode:

Search Reset

Alternatively, the A-Z Street Search option will allow you to view an alphabetical list of all streets in North Norfolk.

You can view the results from a particular street and view details relating to an address in that street.



## Registering with Public Access

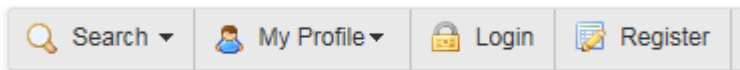
You can register and create a profile on the Public Access system. By registering with Public Access you will benefit from the following features:

- Track specific applications
- Receive automatic notifications about progress on tracked applications.
- Comment on planning applications during their consultation period
- Be able to save searches for you to use again

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

### Setting up an account

To create your account click the **Register** button on the Public Access opening screen.



[Complete the online form](#) then click **Next**.

### 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 at least 8 characters long and be a mix of letters and numbers.

Password *	<input type="text"/>
Confirm Password *	<input type="text"/>



Type in your postcode and click **Next**

The screenshot shows a registration form with a navigation bar at the top containing 'Search', 'My Profile', 'Login', and 'Register'. Below the navigation bar is the 'Registration' section. It features a 'Postcode \*' label followed by an empty text input field. Below the input field are two buttons: 'Back' and 'Next'.

Select your address from the drop down box and click **Next**

The screenshot shows the registration form with the 'Please select your address:' label. A dropdown menu is open, displaying '1 Test Road, Test Town, TS1 0AA'. Below the dropdown are 'Back' and 'Next' buttons.

If your address is not listed, select the **My address is not listed** option at the bottom of the address list and click **Next**.

The screenshot shows the registration form with a list of address options. The list includes '1 Test Road, Test Town, TS1 0AA' through '8 Test Road, Test Town, TS1 0AA'. The option 'My address is not in the list' is highlighted in blue at the bottom of the list. The 'an idox solution' logo is visible in the bottom right corner.

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You will then need to type in your address and click **Next**.

The screenshot shows the registration form with four input fields: 'Address Line 1 \*', 'Address Line 2', 'Town/City \*', and 'Postcode \*'. The 'Postcode \*' field contains 'TS1 0AA'. Below the fields are 'Back' and 'Next' buttons. The 'an idox solution' logo is in the bottom right corner.

You will then be asked to confirm the details you have entered and read the 'Terms and Conditions and Privacy Policy'. To read these documents click on the link.

Click on this box once you have read these documents.

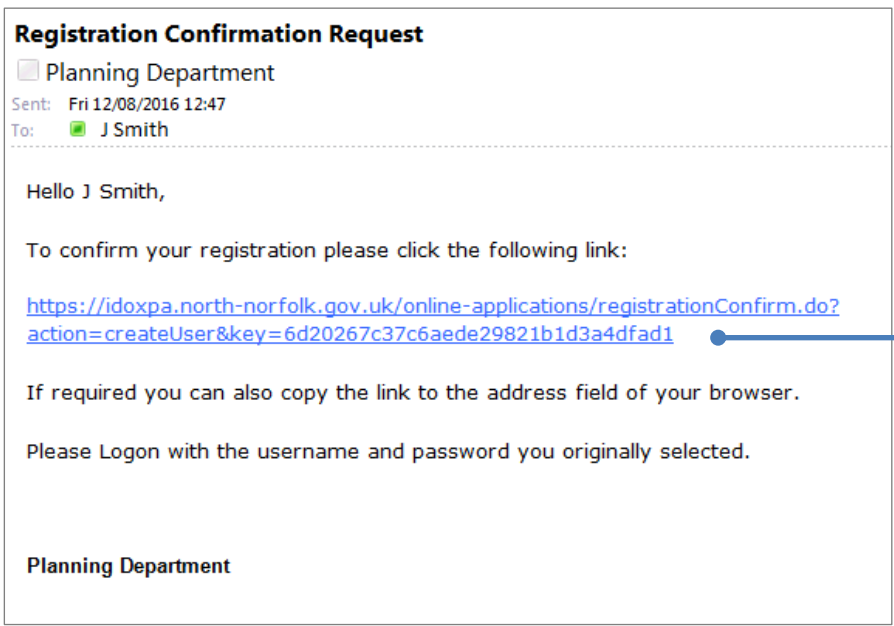
Check your details are correct then click **Next**.

An email will automatically be sent to your email address. When the email arrives open it and click the link (see below) to complete the registration process and activate your Public Access account.

The screenshot shows a web interface for registration. At the top, there is a navigation bar with 'Search', 'My Profile', 'Login', and 'Register' options. Below this is a 'Registration' section with the heading 'Please check your details'. A note says 'If there are any mistakes, click back to re-enter the information.' The form contains the following details:

Name	Mr J Smith
Email	J.Smith@testlive.com
Phone Number	
Address	1 Test Road, Test Town, TS1 0AA

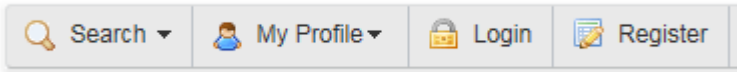
Below the form is a checkbox with the text: '\* I have read and agree with the Terms and Conditions (opens in a new window) and Privacy Policy (opens in a new window)'. At the bottom of the form are two buttons: 'Back' and 'Next'.



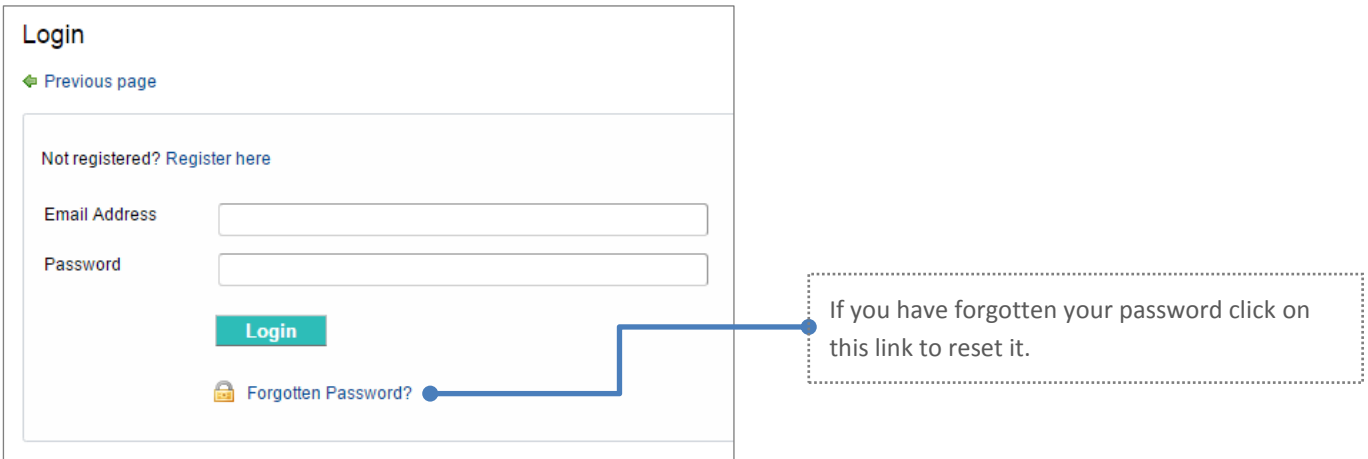
Once you receive your confirmation email, click on this link to complete the registration process and activate your Public Access account.

## How do I login to Public Access?

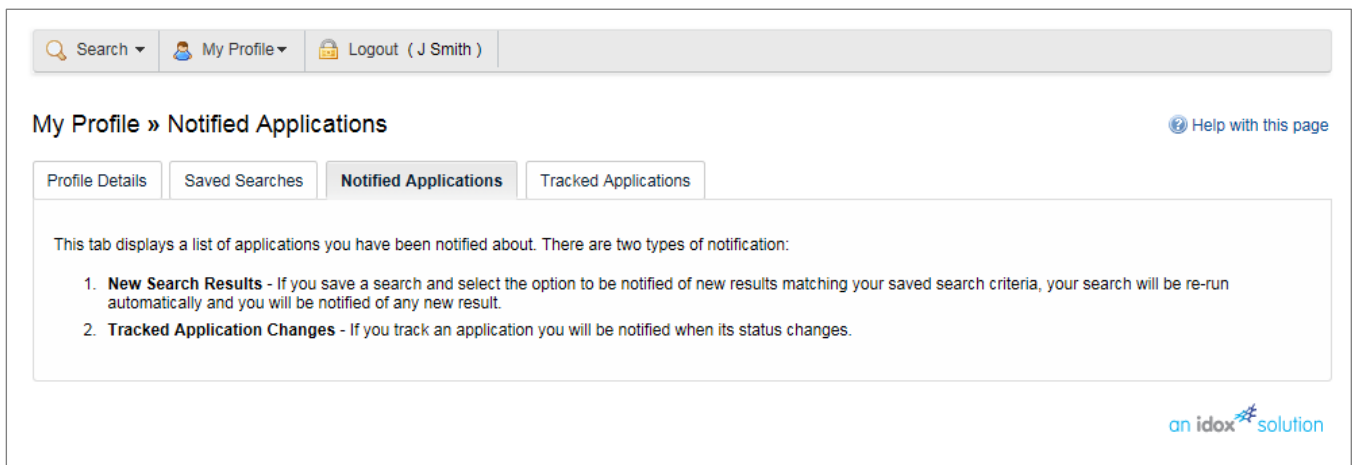
From [the Public Access page](#) click the **Login** button.



At the login screen, simply enter the email address and password you used at registration.



When you log in you will be automatically taken to the Notified Applications page.



## How do I logout?

To log out click the **Logout** button.



## Help, I've forgotten my password

If you forget your password, click on the [Forgotten Password link from the login page](#). You will be prompted to enter your email address and your new password, click the **Change Password** button.

### Change Password

To obtain a new password, please enter your email address and new password below. Once submitted you will receive an email to activate your new password. **Your new password must be at least 8 characters long and be a mix of letters and numbers.**

Fields marked with a \* must be completed.

Email Address *	<input type="text"/>
New Password *	<input type="password"/>
Confirm New Password *	<input type="password"/>

A confirmation email will be sent to your email address containing a confirmation link. Open the email and click this link to complete the process. You will now be able to log in with your new password.

## Managing your online profile

You can manage your account online so you can update your personal details, change your password or delete your profile if you wish.

To view your profile you will need to login then choose **My Profile > Profile Details** from the drop down menu.



On this screen you can now edit your personal details, change your password or delete your profile.

Search My Profile Logout ( J Smith )

### My Profile » Profile Details

Profile Details Saved Searches Notified Applications Tracked Applications

Name	Mr J Smith
Email	J.Smith@live.com
Phone Number	
Address	1 Test Road, Test Town, TS1 0AA

## Saving Searches

If you have registered on the system you can save any searches that may be of interest to you. This means when you next visit the site you can go directly to your saved searches and retrieve application information without having to recreate the search again.

To save searches select the **Save Search** button. By doing this you will be able to quickly run the same search again.

Planning » Results for Application Search

Refine Search Save Search Print

Sort by Date Received Direction Descending Results per page 10 Go

Showing 1-10 of 83

Erection of detached dwelling  
34 Test Avenue, Test Town, TS3 1AJ  
Ref. No: XX/16/1111 | Received: Tue 12 Jul 2016 | Validated: Wed 20 Jul 2016 | Status: Registered

Single storey extension to front of building  
12 Test Street, Test Town, TS15 9HE  
Ref. No: XX/16/1112 | Received: Tue 29 Mar 2016 | Validated: Tue 29 Mar 2016 | Status: Decided

Re-glazing of windows with slim line sealed double glazed units  
67 Test Way, Test Town, TS12 5XF  
Ref. No: XX/16/1113 | Received: Tue 15 Mar 2016 | Validated: Wed 23 Mar 2016 | Status: Decided

When you have performed a search, you can save the search so that you do not have to recreate it.

This search will then appear in the saved searches in your **My Profile**. From here you will be able to run the search with a single click by selecting the 'Run' icon on the left hand side:

Search My Profile Logout ( J Smith )

My Profile » Saved Searches Help with this page

✓ Your search has been saved. You can re-run and edit your search on this page at any time.

Profile Details Saved Searches Notified Applications Tracked Applications

Run	Edit	Delete	Search Title :	Search Type :
			TS postcode search	Application

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Click this icon to Run the saved search.

## How to track an application

You can track an application so you can be notified of any changes to the application. If there is a development on an application you are tracking, such as a change in status or a decision is made, you will receive an email notification.

If you want to track an application, carry out your search; view the details of a specific application and click the Track button.

Search My Profile Logout ( J Smith )

Planning » Application Summary [Help with this page](#)

XX/16/1112 | Single storey extension to front of building | 12 Test Street, Test Town, TS15 9HE

[Back to search results](#) [Track](#) [Print](#)

Details Documents, including Comments Make a Comment List of Consultees Constraints Related Cases

Summary Further Information Contacts Important Dates

Reference	XX/16/1112
Alternative Reference	
Application Received	Tue 29 Mar 2016
Address	12 Test Street, Test Town, TS15 9HE
Proposal	Single storey extension to front of building
Status	Decided
Decision	Approved
Decision Issued Date	Fri 20 May 2016
Appeal Decision	

You can track particular applications by clicking the Track button.

To view this application upon returning to the system or to see which applications you are tracking, you can go to Tracked Applications within your profile. You can also choose to stop tracking a particular application from here.

Search My Profile Logout ( J Smith )

My Profile » Tracked Applications [Help with this page](#)

Profile Details Saved Searches Notified Applications Tracked Applications

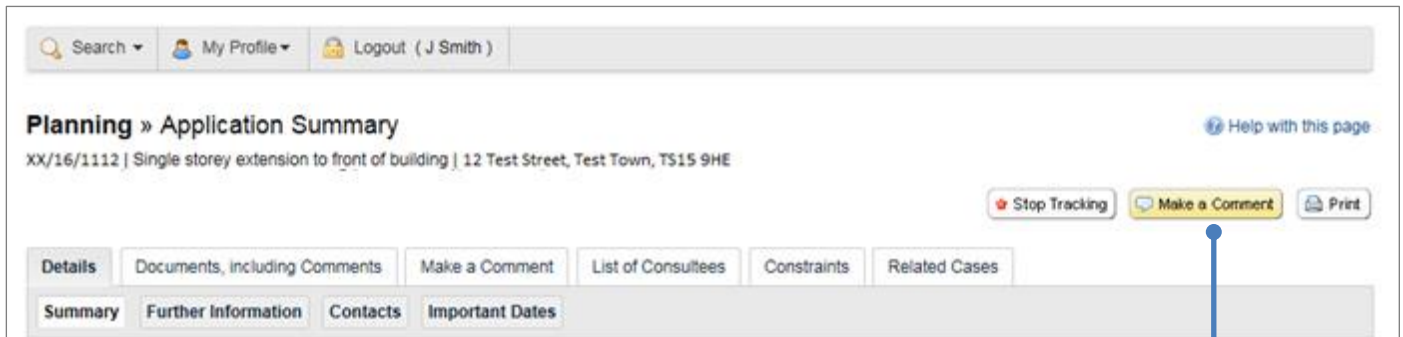
View	Stop Tracking	Reference	Address	Type	Status
		XX/16/1112	12 Test Street, Test Town, TS15 9HE	Application	Decided
		XX/16/1113	67 Test Way, Test Town, TS12 5XF	Application	Registered

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Click this icon to stop tracking an application.

## Commenting on applications

As a registered user on Public Access, you will be able to submit a comment when viewing the details of a specific application. To do this go into the relevant application and click the **Make a Comment** button.



You can make a comment on particular applications by clicking the Comment button.

You will then be presented with a page showing some basic information regarding the case (see below). Your personal details are automatically filled in. Select an appropriate Commenter Type, one of the three Stance options and then type in your comment. If you wish to receive email confirmation, tick the 'Send me an email confirming my comments' box. You should then click the **Submit** button.

Proposal:	Erection of detached dwelling
Case Officer:	J Brown

Are your personal details correct? [Click to update my personal details.](#)

Your Title: \*

Your First Name: \*

Your Surname: \*

Your Address: \*

Your Tel. No.

Your Email Address: \*

Commenter Type: \*

Stance: \*  Object  Support  Neutral

Your Comment:

Send me an email confirming my comments

Select this option to automatically email a copy of your comments to the email address stored in your profile.



## How to view a Comment

You can view all comments made on an application and are available to view within the Documents list for that application.

To view all comments select the **Documents, including comments** tab from the **Application Summary**. This will bring up a list of all the documentation relating the case.

Search My Profile Logout ( J Smith )

**Planning » Application Summary** [Help with this page](#)

XX/16/1112 | Erection of detached dwelling | 12 Test Street, Test Town, TS15 9HE

Stop Tracking Make a Comment Print

Details Documents, including Comments Make a Comment List of Consultees Constraints Related Cases

Summary Further Information Contacts Important Dates

Reference	XX/16/1112
Alternative Reference	
Application Received	Tue 12 Jul 2016
Address	12 Test Street, Test Town, TS15 9HE
Proposal	Erection of detached dwelling
Status	Registered
Appeal Decision	

There are 5 documents associated with this application.

There are 0 cases associated with this application.

There are 0 properties associated with this application.

You can view all comments made on a particular application. They are available to view within the **Documents, including Comments** tab for that application.

Search My Profile Logout ( J Smith )

**Planning » Planning Application Documents** [Help with this page](#)

XX/16/1112 | Erection of detached dwelling | 12 Test Street, Test Town, TS15 9HE

[Back to search results](#) Stop Tracking Print

Details Documents, including Comments Make a Comment List of Consultees Constraints Related Cases

Filter By: Document Type Show All Apply

Date Published	Document Type	Description	View
16 Aug 2016	Consultee Comment	Highways - comment	
20 Jul 2016	Application Form	Revised planning application	
20 Jul 2016	Correspondence	Revised cover letter	
12 Jul 2016	Application Form	Application form	
12 Jul 2016	Correspondence	Cover letter	
12 Jul 2016	Plan	Site map	