

# Planning Public Access User Guide

November 2014

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## Nearest Applications

Please zoom in to enable search and reporting.

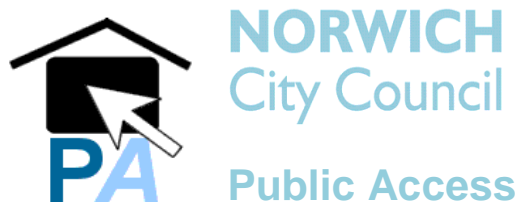
## Accessing planning information online

Norwich City Council'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 hours, 7 days a week. This will lead to quicker and better decision making and, you won't need to travel to City Hall to find out what's happening near you!

Recently we've introduced some new features which will improve your access to planning online. The details of these features are explained in this document.

Of course you can still visit our office in City Hall, Norwich NR2 1NH to see copies of relevant plans and information or to speak to a duty planning officer if you have any questions.



### 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 on our planning public access website <http://planning.norwich.gov.uk/>

### New features and benefits

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

#### Summary of new features:

##### Registration

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

##### Searching

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

## ***Saving searches***

If you have registered on the system you can save your regular searches. This means when you next visit the site you can go directly to your saved searches and retrieve application information

### ***Map search***

You can view where applications are located on a map within a preselected time period (e.g. over the last six weeks, or two 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 on the screen.

## **Tracking applications**

You can track applications and receive an automatic 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, any related documents e.g. plans, drawings, comments, decision dates and maps showing the location of the application address.

## Getting started

Please take time to familiarise yourself with the terms and conditions before using this site, then go to <http://planning.norwich.gov.uk>

## What information is available?

Information is available for planning applications, appeals against planning decisions and enforcement cases received by Norwich City Council.

Planning applications received from 28 November 2005, should have all relevant data available online. For earlier planning applications and appeals dated before January 1988, there may only be limited details available.

The more recent the application, the more information is available.

For full details please email [planning@norwich.gov.uk](mailto:planning@norwich.gov.uk) or call planning services on 0344 980 3333.

The **Online planning history** contained within this site should not be relied upon in connection with a property or legal transactions.

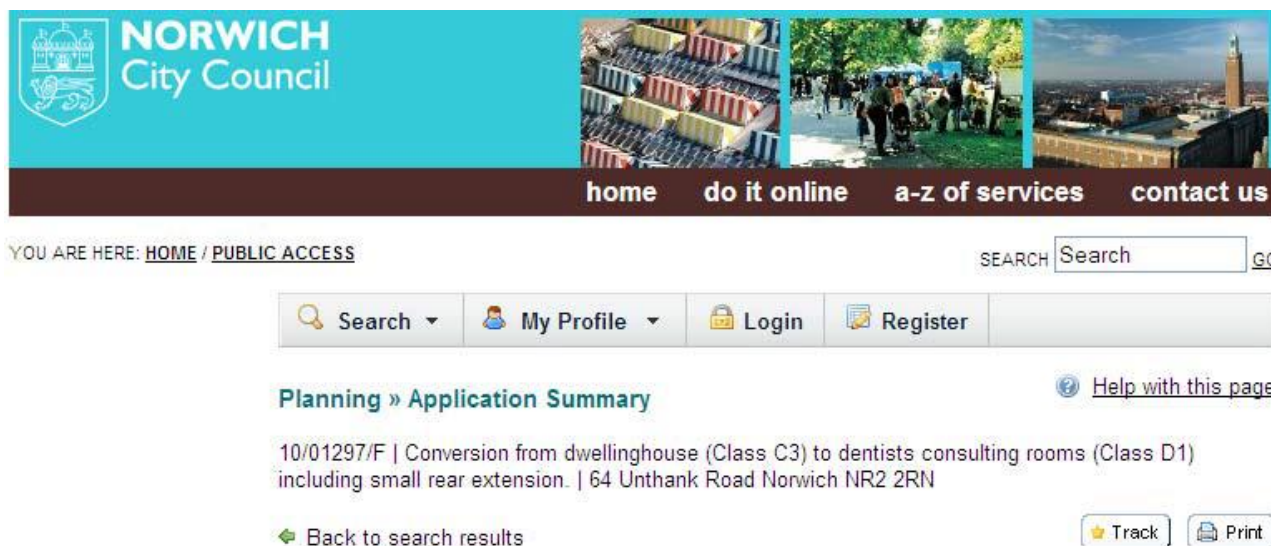
If you require a complete history, please contact our local land charges team to discuss your requirements and any fees involved:

t: 0344 980 3333

e: [landsearches@norwich.gov.uk](mailto:landsearches@norwich.gov.uk)

## Help pages

Please make use of the help pages within the system, there is a '**Help with this page**' link on the right hand side of most pages.



The screenshot shows the Norwich City Council website interface. At the top is a blue header with the council's logo and name. Below this is a dark navigation bar with links for 'home', 'do it online', 'a-z of services', and 'contact us'. A breadcrumb trail indicates the current location: 'YOU ARE HERE: HOME / PUBLIC ACCESS'. A search bar is visible on the right. A secondary navigation bar contains 'Search', 'My Profile', 'Login', and 'Register'. The main content area displays 'Planning » Application Summary' with a 'Help with this page' link. The application details are: '10/01297/F | Conversion from dwellinghouse (Class C3) to dentists consulting rooms (Class D1) including small rear extension. | 64 Unthank Road Norwich NR2 2RN'. At the bottom, there are links for 'Back to search results', 'Track', and 'Print'.

## 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 cases without completing the registration process.

# 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.

### Planning » Results for Application Search

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

Sort by  Direction  Results per page  [Go](#)

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [11](#) [12](#) [13](#) [14](#) [15](#) [16](#) [17](#) [18](#) [19](#) [Next](#)

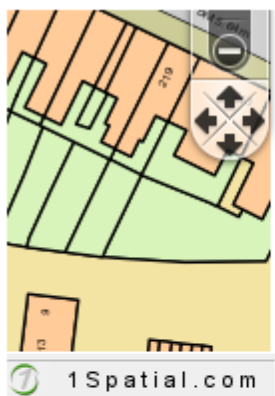
Showing 1-10 of 401

### 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 is a search based on the radius of X meters from the centre of the map.



#### [09/00418/F](#)

Redevelopment of the site for 9 no. flats and 3 no. houses whilst retaining 10 garages. Garages Adjacent 1 To 30 Dolphin Grove Norwich

#### Profile

[Save Map Extents Search](#)

[Save Proximity Search](#)

[\[Highlight\]](#)

[Show Results as a List](#)

# Tracking applications

## YOU NEED TO BE REGISTERED TO SAVE SEARCHES

Any application can be tracked so that you can be kept up to date with the progress without having to search 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've performed a search, view the details of the application you are interested in. If you want to add this to your Tracked Applications page, click on the Track button.

### Planning » Application Summary

[Help with this page](#)

10/01297/F | Conversion from dwellinghouse (Class C3) to dentists consulting rooms (Class D1) including small rear extension. | 64 Unthank Road Norwich NR2 2RN

[← Back to search results](#)

[Track](#)

[Make a Public Comment](#)

[Print](#)

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

### My Profile » Tracked Applications

[Help with this page](#)

Profile Details	Saved Searches	Notified Applications	Tracked Applications		
Reference	Address	Type	Status	View	Stop Tracking
10/01297/F	64 Unthank Road Norwich NR2 2RN	Application	Pending Consideration		
09/01287/F	4 Fiddys Yard Ber Street Norwich NR1 3ET	Application	Pending Consideration		

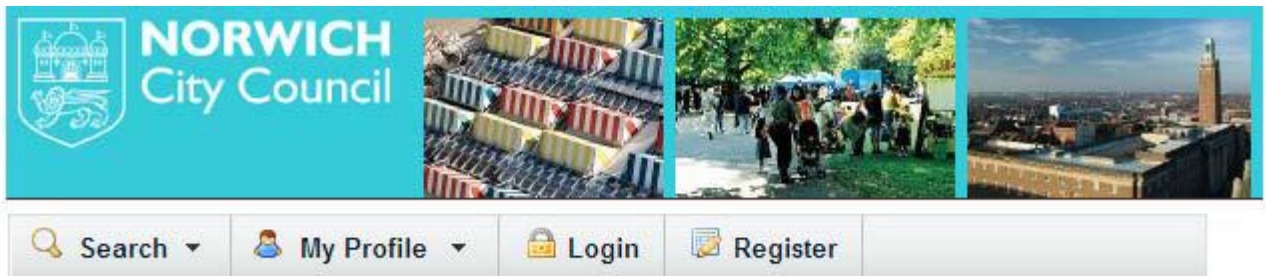
# Finding applications

There are a variety of ways to find the information you require.

## Simple search

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

- You can choose to search by applications, appeals or enforcements.
- You can search by application number, part of an address, postcode or keyword.



### Planning » Simple Search

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

Simple	Advanced	Weekly/Monthly Lists	Property	Map
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Search for:

Applications  Appeals  Enforcements

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



## Sorting results

You can sort the search results to help you find applications of particular interest by selecting an option from the drop down menu.

### Planning » Results for Application Search

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

Sort by  Direction  Results per page

**1** 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 [Next](#) ▶

Showing 1-10 of 401

**Conversion from dwellinghouse (Class C3) to dentists consulting rooms (Class D1) including small rear extension.**

64 Unthank Road Norwich NR2 2RN

Ref. No: 10/01297/F | Received: Mon 05 Jul 2010 | Validated: Thu 15 Jul 2010 | Status: Pending Consideration

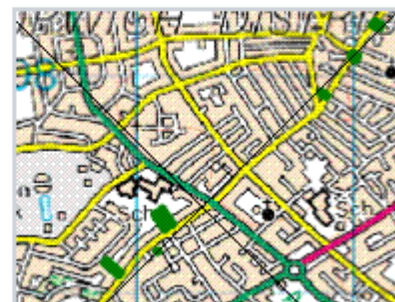
**Erection of 2-storey extensions to front and rear of house, and inclusion of single storey rear extensions to form garage and summer room.**

397 Unthank Road Norwich NR4 7QG

Ref. No: 10/00991/F | Received: Wed 19 May 2010 | Validated: Thu 20 May 2010 | Status: Application Approved

#### 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.



- 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

Use the Advanced Search if you want to find multiple applications that have something in common, such as applications within a ward, applications within a date range, or by applicant/agent.

### 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	<b>Advanced</b>	Weekly/Monthly Lists	Property	Map
Applications   Appeals   Enforcements				
<b>Reference Numbers</b>				
Application Reference	<input type="text"/>			
Planning Portal Reference	<input type="text"/>			
<b>Application Details</b>				
Description Keyword	<input type="text"/>			
Applicant Name	<input type="text"/>			
Application Type	All <input type="button" value="v"/>			
Ward	All <input type="button" value="v"/>			
Agent	All <input type="button" value="v"/>			
Status	All <input type="button" value="v"/>			
Decision	All <input type="button" value="v"/>			
Appeal Status	All <input type="button" value="v"/>			
Appeal Decision	All <input type="button" value="v"/>			
Development Type	All <input type="button" value="v"/>			
Address	<input type="button" value="v"/>	<input type="text"/>		

You can search by ward, status (e.g. pending consideration, decided etc.), date of decision, development type, agent, name or site address.

You can also search by date ranges.

### 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"/>	

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

## Weekly and monthly lists

Use this option to search for applications 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 the drop down menu.
- Select week/month and search.
- All applications will be listed for your selection.
- Applications can be sorted by date, description, status etc. as previously described.

### Planning » Weekly List

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

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

**Weekly List** Monthly List

Status:

Parish:

Ward:

Week beginning:

Show applications:  Validated in this week  
 Decided in this week

## Property search

To find out what is happening at a particular address use the Property search option.

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

### 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.

Simple	Advanced	Weekly/Monthly Lists	<b>Property</b>	Map
A to Z Street Search		<b>Address Search</b>		
UPRN:	<input type="text"/>			
Property Name / Number:	<input type="text"/>			
Street Name:	<input type="text"/>			
Locality:	<input type="text"/>			
Town:	<input type="text"/>			
Postcode:	<input type="text"/>			
<input type="button" value="Search"/> <input type="button" value="Reset"/>				

Alternatively, you can search alphabetically by street, using the **A to Z Street Search** option. An A to Z Street Search can be carried out by selecting the 'Property' search tab and then the 'A to Z Street Search' option.

## 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.

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

**A to Z Street Search** Address Search

<b>A</b>	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
W	X	Y	Z																		

Results per page

**Streets beginning with A**

**1** [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [Next](#) ▶ Showing 1-10 of 85

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- [Abbey Lane . Norwich . Norwich](#)
- [Abbot Road . Norwich . Norwich](#)
- [Aberdare Court . Norwich . Norwich](#)

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 the interactive map (*this feature is only recommended for broadband users*). It is usually faster and more straight forward to find applications using one of the other search methods.

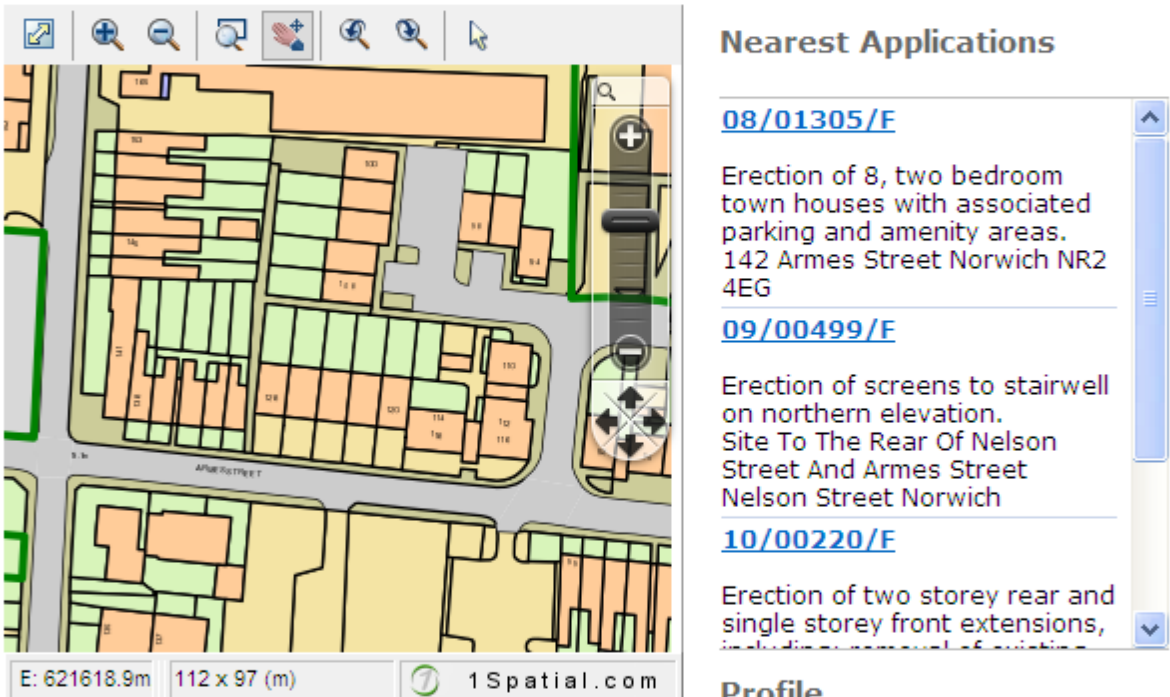
### Map Search

[Help with this page](#)

Use the map tools to help you zoom in and locate the desired case/property. As you move around the map using zoom/pan controls the summary list on the right hand side will automatically update.

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

Show me **Planning** Applications from **Within the last 2 years**



**Nearest Applications**

[08/01305/F](#)  
Erection of 8, two bedroom town houses with associated parking and amenity areas.  
142 Armes Street Norwich NR2 4EG

[09/00499/F](#)  
Erection of screens to stairwell on northern elevation.  
Site To The Rear Of Nelson Street And Armes Street  
Nelson Street Norwich

[10/00220/F](#)  
Erection of two storey rear and single storey front extensions, including removal of existing

**Profile**

Save Map Extents Search

Save Proximity Search

50m [Highlight]

Show Results as a List

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- Select the time period for the application search.
- You can zoom in/out and move the slide bar to locate the desired addresses.
- Hold the cursor over one of the dots 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, information relating to this application is 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 that have been scanned for an application.

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

### [Planning](#) » [Application Summary](#)

 [Help with this page](#)

08/01305/F | Erection of 8, two bedroom town houses with associated parking and amenity areas. | 142 Armes Street Norwich NR2 4EG

 Track  Print

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

<b>Details</b>	Comments (1)	Constraints (0)	Documents	Related Items (1)	Map
<b>Summary</b>	Further Information	Contacts	Important Dates		
Reference:	08/01305/F				
Alternative Reference:					
Application Received:	16 Dec 2008				
Address:	142 Armes Street Norwich NR2 4EG				
Proposal:	Erection of 8, two bedroom town houses with associated parking and amenity areas.				
Status:	Application Approved				
Appeal Status:					
Appeal Decision:					

There are 0 cases associated with this application.

There is [1 property](#) associated with this application.



## **Enforcement and appeals**

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

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

## **Making Comments**

### **YOU NEED TO BE REGISTERED TO SAVE SEARCHES**

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

Please be aware that your comments (including your name and address) will be available as public information online and in hard copy (the hard copy will include all contact details provided) at City Hall. Please note that we cannot take comments made anonymously into consideration. The council reserves the right not to publish or take into account any letters of representation which we believe are defamatory, offensive or racist.

### **Viewing comments**

All comments and consultation responses submitted about an application are available to view within the documents list for that application.

Comments and consultation responses are ordinarily removed a few weeks after the application has been decided.

## **Further Information**

If you require further information about any of the information you have viewed using this system, please contact planning services at:

Norwich City Council, City Hall, Norwich NR2 1NH

t: 0344 980 3333

e: [planning@norwich.gov.uk](mailto:planning@norwich.gov.uk)

Website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

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

### **Opening times**

Monday to Friday, 8.45am to 5pm

Weekends and bank holidays closed