#### Public Access User Guide

All planning applications submitted to Northumberland County Council can be viewed in the relevant Area Planning Offices or online using our Public Access system.

The Public Access system allows you to search, view and comment on applications and is continually being updated as applications are received.

Anyone can use Public Access to view planning applications but you have to register to comment on an application or use some of the system's more advanced features. These features include tracking the progress of an application and receiving email notifications of applications you may be interested in.



**Please note:** The help pages within Public Access are very useful and can be accessed by clicking on the question mark

Advice on the following options is given in this guide:	Page
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# To get started go to <u>http://publicaccess.northumberland.gov.uk/online-applications/</u>

#### Registering to use the Public Access system

When you have accessed the Public Access site you have the option to register your details. This is not compulsory and anyone can use the site to view planning applications. If you do register, you can benefit from being able to:

- submit comments on a planning application online
- create your own personal profile
- save details of searches that you have made
- track specific applications which you are interested in
- receive automatic email notification of changes to applications that you are tracking.

#### 1. Go to http://publicaccess.northumberland.gov.uk/online-applications/

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

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Regis	tration					
Once regi	stered the following ad	ditional functionality will be	e available:			
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<ul> <li>Email r</li> </ul>	otifications about track	ed applications and new s	earch results.			
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Phone A confi Email A Confirr Your pi Passwo Confirr	Number mation email will be se ddress * n Email Address * ssword must be at leas rd * Password *	ant to the email address yu	e a mix of letters ar	id numbers.		
Phone A confi Email A Confirm Your pa Passwo Confirm	Number mation email will be se ddress * I Email Address * ssword must be at leas rd * I Password *	ent to the email address yr	e a mix of letters ar	id numbers.		

- 3. Register your personal details by completing the following fields:
  - Title
  - First name
  - Surname
  - Email address
  - **Password** enter a password that will allow only you to access your account. The password must be five characters or longer and may not contain any spaces.

4. Click to read the **Terms and Conditions** and **Privacy Policy** that apply to the use of the site. Tick the check box to indicate that you agree to them.

5. When you have entered your personal and login details, click on the **Register** button.

6. An email will be sent to the address that you have given. This provides final confirmation that you want to create a Public Access account. When the email arrives, click on the link to be returned to the Public Access site.

### Viewing planning applications: a simple search

This allows you to search for an application using an application reference number, part of an address or a keyword.

1. Go to <u>http://publicaccess.northumberland.gov.uk/online-applications/</u> and click on Simple.

🜏 Search 🔻	🚨 My Profile 🔻	🔒 Login	😺 Register	
anning	» Simple Sea	rch		
arch for Planni	ing Applications by k	eyword, applie	ation reference, postcode or by	a single line of an address.
imple Adv	vanced Weekly /	Monthly Lists	Property Map	
Search for:				
Application	าร			

- 2. Enter some text in the Search box that corresponds to one of the following:
  - Application reference number (eg 13/01234/FUL)
  - The partial or full postcode (eg NE61 or NE61 2EF)
  - One line of an address (eg 21 High Street)
  - Keyword (eg conservatory or change of use)

3. **Wildcard searching**, such as when case details are only partially known, can be performed using the \* character on any of the above search criteria. For example:

- To find cases in Elm Street, Elm Road or at Elm House enter \*Elm
- To search for all cases that have 13 and FUL in the reference number enter 13\*FUL
- To search for all postcodes starting with NE61 enter NE61\*

4. Click on the **Search** button to display the results of your search.

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



- Sort by select a criterion to re-order the results by
- Direction choose whether the results are displayed in ascending or descending order
- Results per page set the amount of results per page.

Then select the **Go** button. If there are more results than fit onto one page you can navigate between the results by clicking on **Next** to view the next page.

6. A map of the relevant area is displayed alongside the list of search results. Click on **Show results on large map** to see the location of the applications from your search.

7. To view a search result in detail, click on the application title in the list (seen as underlined in red).

8. If you have registered you will have the option to save your search. Click on the **Save Search** button. You can then select whether to receive an email if new applications arrive that match the search criteria. Click on **Save** to save the search.



This search will appear in your Saved Searches page from where it can be edited or updated at any time.

9. If there are too many results, or the results do not contain the applications you are looking for, you can go back to the search and amend your search criteria. To do this, click on the **Refine Search** button.

10. To display the search results in a printable format, click on the **Print** button.



- 11. Click **Print** again to print the page.
- 12. Click **Close** to close the window.

# Viewing planning applications: an advanced search

An advanced search allows you to find multiple applications that have something in common, such as applications within a parish or ward, applications within a range of dates, or by applicant/agent.

- 1. Go to http://publicaccess.northumberland.gov.uk/online-applications/
- 2. Click on the **Advanced** button.

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🔍 Search - 🛛 🚨 My Profi	le" 🚨 Login	🖉 Register		
Planning » Applicati Search for Planning Applicati	ons Search	least one search o	Help wit option in the form below.	<u>h this pa</u>
Simple Advanced We	eekly / Monthly List	s Property N	lap	
Applications				
Reference Numbers				
Application Reference:				
Planning Portal Reference:				
Application Details				
Description Keyword:				
Applicant Name:				
Application Type:	All	•		
Ward:	All	-		
Parish:	All	-		
Agent:	All	-		
Status:	All	-		
	All	•		
Decision:				
Decision: Appeal Status:	All	•		

3. If you know the application reference number or Planning Portal reference number then enter it in the appropriate box at the top of this page. Wildcard searching can be performed using the \* symbol on any of the reference number fields or applicant name and address fields eg 13/\*FUL, Miss \* Smith or Elm \*.

4. Click on the **Search** button to display the results of your search.

5. You can also search by date ranges e.g. all applications received in a particular month or year.

6. As with the simple search, you can **sort the search results** to help you find applications of particular interest by selecting an option from the drop down menu:



- Sort by select a criterion to re-order the results by
- **Direction** choose whether the results are displayed in ascending or descending order
- **Results per page** set the amount of results per page.

Then select the **Go** button. If there are more results than fit onto one page you can navigate between the results by clicking on **Next** to view the next page.

7. A map of the relevant area is displayed alongside the list of search results. Click on **Show Results on large map** to see the location of the applications from your search.

8. To view a search result in detail, click on the application title in the list (seen as underlined in red).

9. If you have registered you will have the option to save your search. Click on the **Save Search** button. You can then select whether to receive an email if new applications arrive that match the search criteria. Click on **Save** to save the search.



This search will appear in your Saved Searches page from where it can be edited or updated at any time.

10. If there are too many results, or the results do not contain the applications you are looking for, you can go back to the search and amend your search criteria. To do this, click on the **Refine Search** button.

11. To display the search results in a printable format, click on the **Print** button.



- 12. Click **Print** again to print the page.
- 13. Click **Close** to close the window.

# Searching for Weekly/Monthly lists

This feature enables you to search for applications according to the week or month in which they were validated or decided.

- 1. Go to http://publicaccess.northumberland.gov.uk/online-applications/
- 2. Click on the Weekly/Monthly Lists tab.

🔍 Search 🔻  🔱 My P	rofile 🔹 🙆 Login 🛛 🔯 Register
Planning » Week Search Planning Application	<b>y List</b> either validated or decided in a given week.
Simple Advanced	Property Map
Weekly List Monthly	ist
Status:	All
Parish:	All
Ward:	All
Week beginning:	09 Sep 2013
Show applications:	<ul> <li>Validated in this week</li> <li>C Decided in this week</li> </ul>
	Search
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3. Select Weekly List or Monthly List to select which list you want to search.

4. Select the application status from the **Status** drop down list. You can also select the relevant parish or ward if you wish.

5. Select the Week or Month from the drop down list.

6. You can also search for applications which are validated or decided during the specified time period by making the appropriate selection under **Show applications**.

7. Click on the Search button.

8. Applications can be sorted by date, description, status etc, and the list can be printed off as described in the simple and advanced search sections above.

# Searching for a Property/Address

This search allows you to find out what is happening at a particular address.

- 1. Go to http://publicaccess.northumberland.gov.uk/online-applications/
- 2. Click on the **Property** tab and then the **Address Search** tab.

🔾 Search 🔻	🚨 My Profile 🔻	🔒 Login	🔀 Register	
Address Se Search for curren form below.	earch It or historical cases	relating to	a property by sele	acting at least one of the address fields in the
Simple Adva	nced Weekly / I	Nonthly Lists	Property	Мар
Address Sear	ch A to Z Street	Search	$\bigcirc$	
	( Number)			
Property Name	/ Number:			
Street Name:				
Locality:				
Town:				
Postcode:				
	S	earch	Reset	

3. Alternatively, you can search alphabetically by street, using 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
Address Search A to Z Street Search
A 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 10 💌 Go
Streets beginning with A
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 Next > Showing 1-10 of 1,178
<u>A1 , Morpeth , Northumberland</u>
<u>A1 , Stannington , Northumberland</u>
<u>A1061 , Northumberland</u>
A1061 Laverock Roundabout To Shankhouse Roundabout , Cramlington , Northumberland
A1061 Shankhouse Roundabout , Cramlington , Northumberland
A1061 Shankhouse Roundabout To Laverock Roundabout , Cramlington , Northumberland
<u>A1068 , Northumberland</u>
A1068 Alnwick Road To Alnmouth Road , Lesbury , Northumberland
A1068 Amble To Beal Bank , Warkworth , Northumberland
A1068 At Hagg Farm , Ellington , Northumberland
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 Next > Showing 1-10 of 1,178

4. Click on the initial letter of the street you are interested in. The results will display all addresses, even those that do not have applications associated with them.

5. Applications can be sorted by date, description, status etc, and the list can be printed off as described in the Simple and Advanced search sections above.

### Searching using the interactive map

The Map Search allows you to identify applications using the interactive map.

**Note:** This feature is only recommended for broadband users. It is usually faster and more straightforward to find applications using one of the other search methods set out above.

1. If the interactive map is not displayed, click on the **Map** tab.



2. Select the time period for the application search by scrolling through the **from** options.

3. You can **zoom in and out and move the slider bar** to locate the desired address. As you move around the map using the controls the summary list on the right hand side will automatically update.

4. Hover the cursor inside the **red line boundary** to identify the application reference.

5. The applications will be listed by reference number to the right. Click on one of these to open it.

6. Alternatively, you can display the applications on the map as a search results list. To do this, click on **Show Results as a List.** 

• You can print this List by clicking on the **Print** button.

- The application locations are displayed on a small map on the right. You can return to the original map by clicking on **Show results on a large map.**
- 7. You can add a map search to your Saved Searches list in one of two formats:
  - Save Map Extents Search click on this to save the search, incorporating all of the applications shown on the map
  - Save Proximity Search select a proximity distance, then click on this to save the search, incorporating all of the applications within the selected distance.

You can preview the proximity search that will be saved by selecting a proximity distance from the drop down and clicking the **Highlight** button.

#### Viewing details of an application

Once you have selected an application from your list of search results, you will be able to access details about the application by clicking on the various tabs.

Planning » Applica 13/01978/FUL   Installation o Northumberland County Coun 2EF	Ition Summary f 3no Storage Containers and Air Conditioning Unit cil.   Northumberland County Council, County Hall 1	Help with this p s including new fencing for Morpeth Northumberland NEG
Back to search results		🖕 Track 🔂
The public consultation perio public on this application	d for this application has ended. We are no longer	accepting comments from t
Details Comments C	Constraints (9) Related Cases (1) Document	s (7) Map
Cummany Further Inform	notion Contrate Transitiont Dates	
Summary Further Inform	mation Contacts Important Dates	
Reference	13/01978/FUL	
Alternative Reference	PP-02749856	
Application Received	Fri 05 Jul 2013	
Address	Northumberland County Council, County Hall M NE61 2EF	1orpeth Northumberland
Proposal	Installation of 3no Storage Containers and Air including new fencing for Northumberland Court	Conditioning Units nty Council.
Status	Application Permitted	
Appeal Status	Not Available	
	Not Available	
Appeal Decision		
Appeal Decision There are <u>7 documents</u> a There are 0 cases associa	ssociated with this application.	

- **Summary** shows basic information on the application including the case reference and address
- **Details** gives a description of the proposed development, applicant/agent details, key dates and contact details
- **Contacts** provides a list of persons relating to this application and their contact details (such as address, home phone, work phone)
- **Documents** if publicly available documents exist for this application, you can view them from the Documents tab. The documents may include the application form, plan drawings, supporting information, the officer's report and the decision notice. An example of this tab is shown next.

🔍 Searc	h 🕶 🛛 🤷	My Profile ▼	🔒 Login	🔯 Regi	ister		
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Back to	search res	ults					🖕 Track 📄 Prin
he public oublic on	c consultat this applic	tion period for thi ation.	s applicati	on has en	ded. We a	are no longer accept	ing comments from the
Details	Comme	ents Constrain	ts (9)	Related C	ases (1)	Documents (7)	Мар
Date Pu	blished o	Document Type	• View	Measure	Descriptio	on ó	
05 Jul 2	2013	Plan		<b>*</b> *	EXISTING	PLAN	
05 Jul 2	2013	Plan		<b>*</b> **	PROPOSI	ED PLAN	
05 Jul 2	2013	Application Form	n 🗟		APPLICA	TIONFORMNOPERSO	NALDATA
16 Aug	2013	Support Comme	ent 🗟	- Frank	NEIGHBO ONLINE	UR COMMENT (SUPP	PORT) SUBMITTED
03 Sep	2013	Officer Report		<b>*</b> **			
03 Sep	2013	Decision Notice		-			
03 Sep	2013	Consultee		- Error	PUBLIC P	ROTECTION	

- **Constraints** displays constraints affecting the property (for example, whether it is a listed building or lies within a Conservation Area)
- **Comments** displays both statutory and public comments held by the system. You can also submit a comment of your own in support of, or objecting to, the application if no decision has been made on the application (see *commenting on an application* at the end of this guide)
- **Dates** you can see significant dates for this application eg when it was received by the council and when a decision is due to be or was made.
- **Related items** you can see appeals and enforcement cases related to this application if there are any.
- Map you can view the location of the application on the map.
- Track (registered users only) if you are a registered user and click on the Track button, the application will be added to your Tracked Applications page in My Profile. You will then be notified by email when this application is updated. If you are already tracking this application, click on Stop Tracking if you no longer wish to be informed when the application is updated.

If you are not already registered, click **Register** and follow the instructions.

#### Saving searches

Note: You will need to be registered to save searches. Refer to the section on registering on page 2 of this guide.

When you have registered and logged in then you can save a search.

You can save any search criteria you have used - just press the **Save Search** button above the list of results.



2. Once you have saved the search then you will see the following screen:



3. You can also save searches on a map based search. There are two types of these:

- Save Map Extents Search this saves a search based on the map as shown on the screen when you click on the Save Map Extents tab.
- Save Proximity Search this saves a search based on a radius that you set from the centre of the map.



### Tracking applications

# Note: You will need to be registered to track applications. Refer to the section on registering on page 2 of this guide.

When you have registered and logged in then you can track an application. This means that you can be kept up to date with the application's progress without having to search for it again.

If an application you are tracking changes ie an application is withdrawn or returned, or a decision has been issued, you will receive notification by email.

1. Once you have carried out a search, view the details of the application you are interested in.

2. Click on the **Track** button to add this to your Tracked Applications.

Planning » Application 13/01978/FUL   Installation of 3n Northumberland County Council.	On Summary     O Storage Containers and Air Conditioning Units including new fencing for Northumberland County Council, County Hall Morpeth Northumberland The 1 2EF
Back to search results	🕐 Track 🖉 🚔 Print
The public consultation period for public on this application.	r this application has ended. We are no longer accepting comments from the
Details         Comments         Const           Summary         Further Information         Const	traints (9)     Related Cases (1)     Documents (7)     Map       tion     Contacts     Important Dates
Reference	13/01978/FUL
Alternative Reference	PP-02749856
Application Received	Fri 05 Jul 2013
Address	Northumberland County Council, County Hall Morpeth Northumberland NE61 2EF
Proposal	Installation of 3no Storage Containers and Air Conditioning Units including new fencing for Northumberland County Council.
Status	Application Permitted
Appeal Status	Not Available
Appeal Decision	Not Available

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

🔍 Search 🔻	🚨 My Profile 🔻	🔒 Logo	ut (				
My Profile	Profile Details Saved Searches Notified Applications				e	Help w	ith this pag
Profile Details	Tracked Application		Applications	Tracked Applications			
Search Title 🕯				Search Type 🗧	Run	Edit	Delete
INCO OCCUPIE	anning Application 15	-Sep-2013	6:43 PM	Application			0

an idox<sup>\*\*</sup>solution

#### Commenting on a planning application

Note: You will need to be registered to comment on an application. Refer to the section on registering on page 2 of this guide.

1. Once you have carried out a search, view the details of the application you are interested in.

2. Click on Make a Comment.

Make a Comment Publi	c Comments Consultee Comments					
Make a Comment						
You can make a comment submitted to the local aut display your address, tele	t supporting or objecting to this application. Your comment will be thority and immediately made available online to the public. We will not aphone number or email address to the public.					
Application Reference:	13/02416/FUL					
Address:	Land East Of Stobhill Roundabout Hepscott Morpeth Northumberland					
Proposal:	Development of 396 houses, access, landscaping and associated infrastructure					
Case Officer:	Ms Jenny Green					
Comments submitted will	be immediately made available online to the public.					
Are your personal details	correct? Click to update my personal details.					
/our Title: *						
our First Name: *						
Your Surname: *						
our Address: *						
Your Tel. No.						
our Email Address:						
Commentor Type:	Select					
*						
Stance: *	Object O Support O Neutral					
Your Comment:						
2000 characters leic						
	Send me an email confirming my comments					

3. Some details will be entered automatically based on the information you submitted when you registered on the site eg your name and postal address.

4. You will need to enter the following details:

- Commentator type select the category of person that best describes you
- **Stance** select from the three options: object, support or neutral
- Your comment enter your comments on the application in this box (a maximum of 2000 characters)
- Send me an email confirming my comments tick this box if you would like to be sent an email from the council acknowledging that your comments have been received.
- **Submit** click on submit when you have completed all the details. If you want to rewrite your comments then click **Reset**.

**Please note:** all comments submitted by you about any planning application are a matter for public record. Your comments will appear in the comments page for the application and a record will be uploaded automatically to the documents section of the site.

# **Further information**

If you have any questions about any of the details set out in this guide, the help Pages or the Terms and Conditions then please contact us by:

Email: planning.central@northumberland.gov.uk

Phone: 01670 627040