Using Public Access

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.

Advanced Search

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.

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.

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.

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.
Type in your postcode and click **Next**

![Registration form with postcode field](image)

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

![Registration form with address selection](image)

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

![Address list with My address is not listed option](image)

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

![Address form with address fields](image)
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.

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.

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.
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.

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:
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.

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.
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.

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.