Borough Council of
King's Lynn &
West Norfolk

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.

Borough Council of
King's Lynn & West Norfolk

Home > Planning and development > Planning applications > Comment on a planning application > **Online applications**

🔍 Search ▾   👤 My Profile ▾   🔒 Login   📝 Register
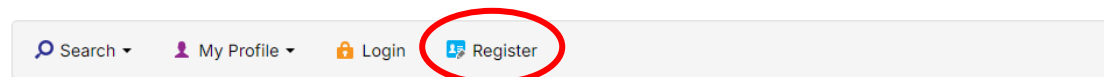
PublicAccess for Planning is an online system which allows you to view details of planning applications received by us, com... planning application details contained within the system are updated on a continuous basis.

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	
First Name *	
Surname *	
Phone Number	

A confirmation email will be sent to the email address you provide below.

Email Address *	
Confirm Email Address *	

Your password must be between 8 and 24 characters long, contain at least one uppercase, one lowercase and one numeric character.

Password *	
Confirm Password *	

Next

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

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

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**.

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**.

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.
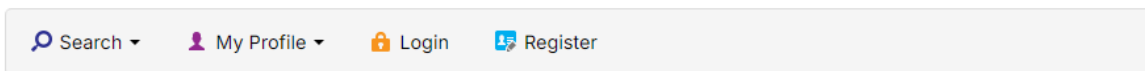
To confirm your registration please click the following link:

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.
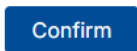
Please Logon with the username and password you originally selected.

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.

Confirm

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.

Login

Not registered? Register here

Email Address

Password

Login

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

Login

🔒 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.

Confirm

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 ▾   🔒 Logout
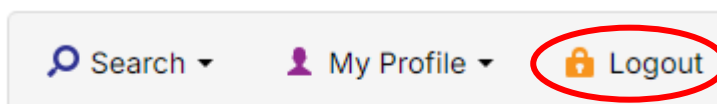
PublicAccess for Planning is an online system v
contained within the system can be changed c

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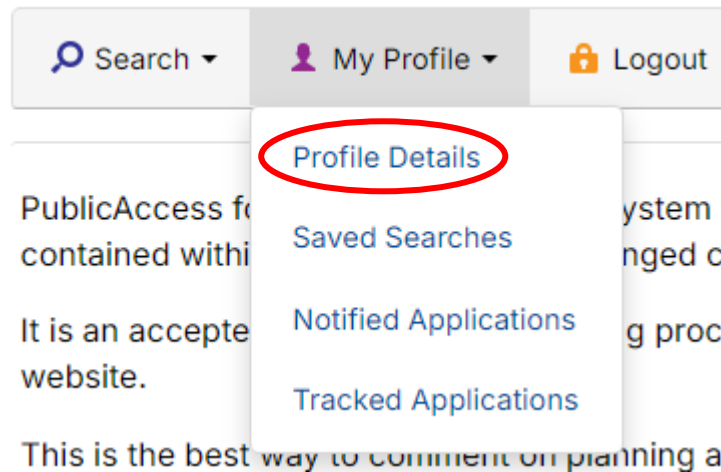
2. This page allows you to view the details you registered with. You can update these details or change your password (click the **Change Password** button and follow the steps for **Forgotten Password** on Page 7).

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**.
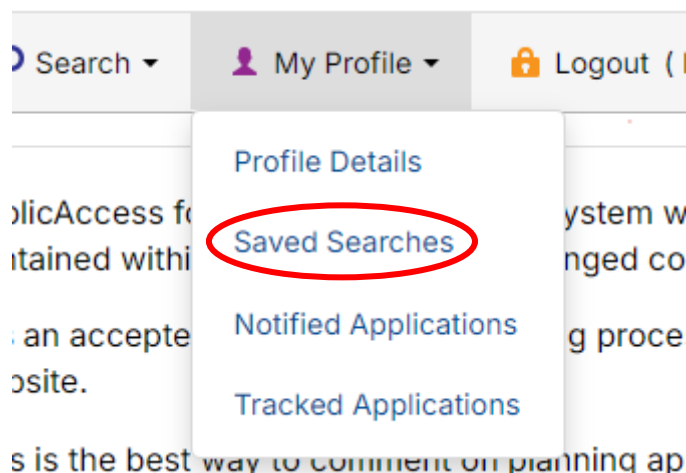
Saved Searches

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.

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.
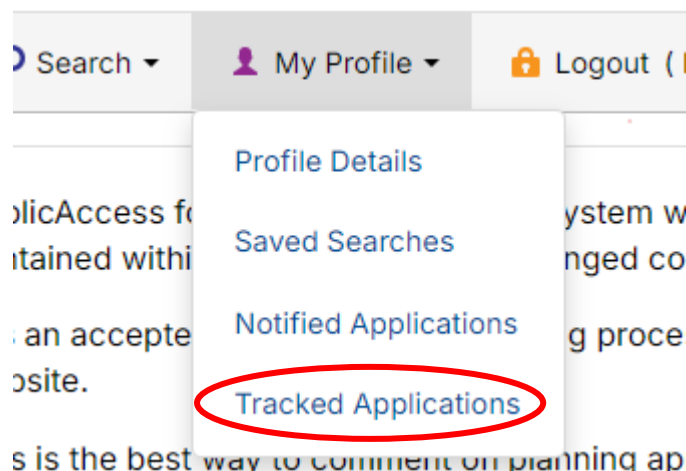
Tracking an Application

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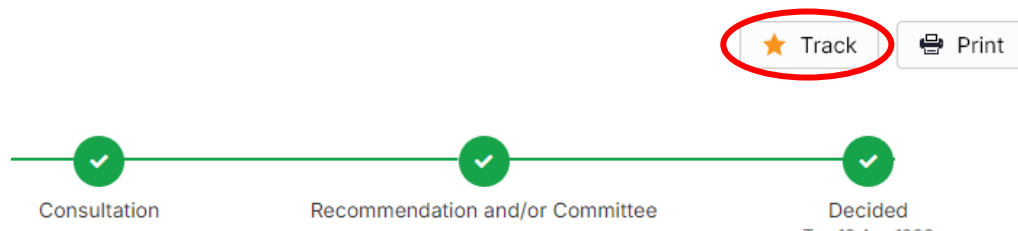
2. To view your tracked applications, click **Tracked Applications** from the **My Profile** drop down list.

My Profile – Tracked Applications   ❓ Help with this page

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.

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
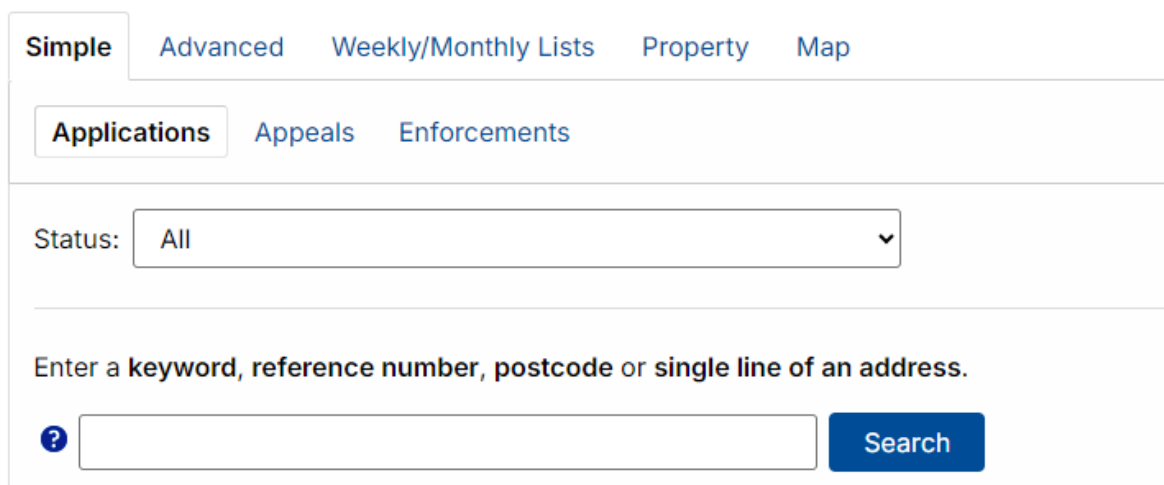- Map – search using an interactive map

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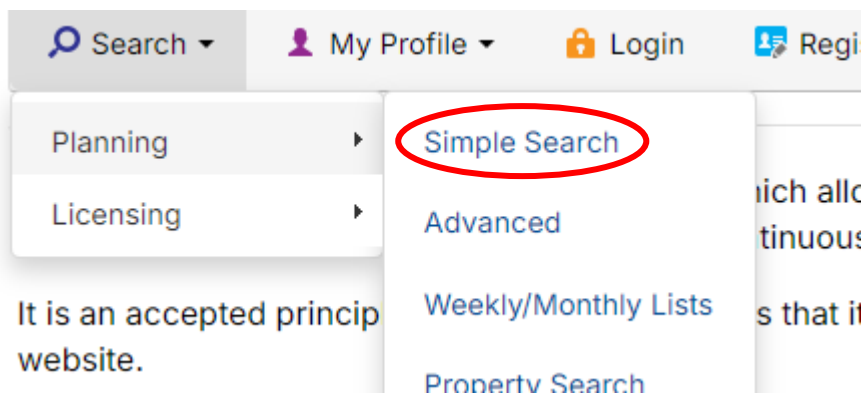
2. Click on the category you want to search by (e.g: Applications, Appeals or Enforcement).
3. You can amend the status using the drop down. You can search for current applications, decided applications or all applications.
4. Enter the information you would like to search by. If you are searching by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

Advanced Search

You can search for cases using a combination of specific criteria.

1. Select **Advanced** using the drop down menu or the **Advanced** tab if you are already on a search page.
2. Select if you want to search **Applications**, **Appeals** or **Enforcement** cases.
3. If you know the application reference number, you can enter it to search.
4. If you know the applicant details (e.g: name or address) you can enter them in the application details section.
5. Fill in the information you want to search by. Each case has important dates, so you can use the dates to search within a specific time period.
6. Scroll down and press **Search** to bring up results.

| Applications | Appeals | Enforcements |

Reference Numbers

Application Reference:

Planning Portal Reference:

Alternative Reference:

Application Details

Description Keyword:

Applicant Name:

Application Type: All

Parish: All

Conservation Area:

Agent:

Status: All

Decision: All

Appeal Status: All

Appeal Decision: All

Address: ❓

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 er dd/mm/yyyy (e.g. 01/07/2019). Alternatively, click on the calendar button and pick a date.

Date Received: to:

Weekly/Monthly List Search

You can search for applications by the week or month they were validated or decided.

1. Select **Weekly/Monthly List** from the drop down or the tab.
2. Select **Weekly List** or **Monthly List**.
3. You can filter by Parish if you wish or search all.
4. Choose the date you would like to search by.
5. Selected **Validated** or **Decided** in this week to see the relevant applications.
6. Press **Search** to show the results.

Property Search

You can search for applications that relate to a specific address.

There are two ways to search, the **Address Search** and the **A to Z Street Search**. The default search is the **Address Search**. The **A to Z Street Search** will show an alphabetical list of all the streets in the Borough.

Address Search

1. Choose **Property** in the search drop down or select the **Property** tab.
2. Enter all the details you know in the relevant fields.
3. If you need to clear the fields, press the **Reset** button.
4. Press the **Search** button to display the results.

A to Z Street Search

1. Choose **A to Z Street Search** in the **Property** tab.
2. Click the initial letter of the street you are interested in, to display all streets in the Borough.
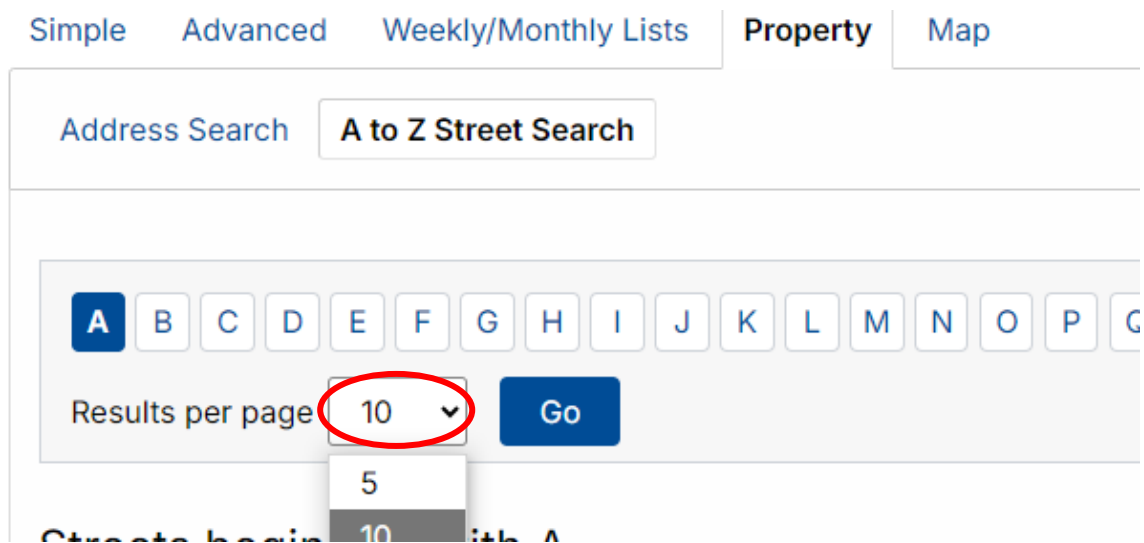

3. You can amend the number of results shown on a page by using the drop down.

4. Select a street from the list and then choose the address you would like to view.
5. Once you've opened the record, clicking the **Property History** tab will bring up any planning applicants for that address. The Map tab will show the property on a map.
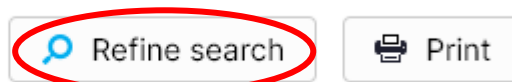

6. To return to the list of streets click **Refine** Search on the right-hand side.

Map Search

The Map Search is an interactive tool that allows you to zoom in and around the Borough. It shows planning cases (Applications, Appeals or Enforcements) on a map, allowing you to easily see where each case is. You can also search for a specific area.

Please note, this search may not be available on some mobile devices.

1. Open the **Map Search** from the planning drop down menu or tab.
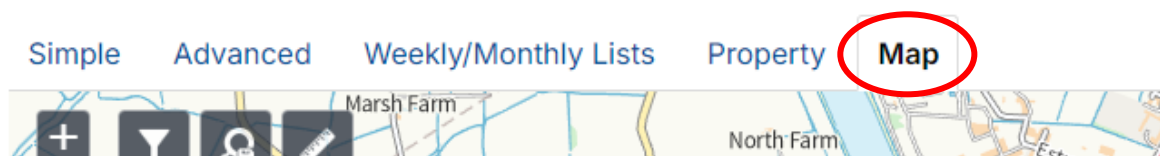
2. To move round the map, hold your mouse button and drag around the screen.
3. You can zoom into a specific location on the map. Drag the map to the centre of the area you want to see. Press the **+** button on the top left-hand side. To zoom out the press **–** button. You can also scroll using your mouse wheel.
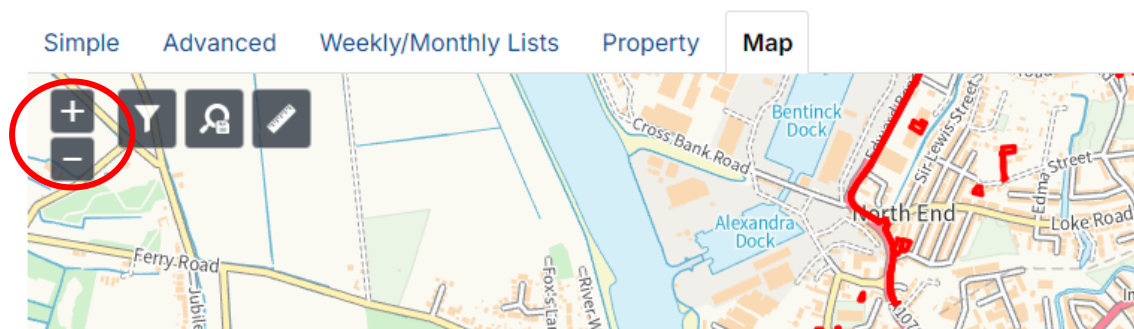
4. You can set certain parameters on your search. Click the **Filter** button to adjust what you see on the map. You can change the timescale of cases shown by sliding the scale.
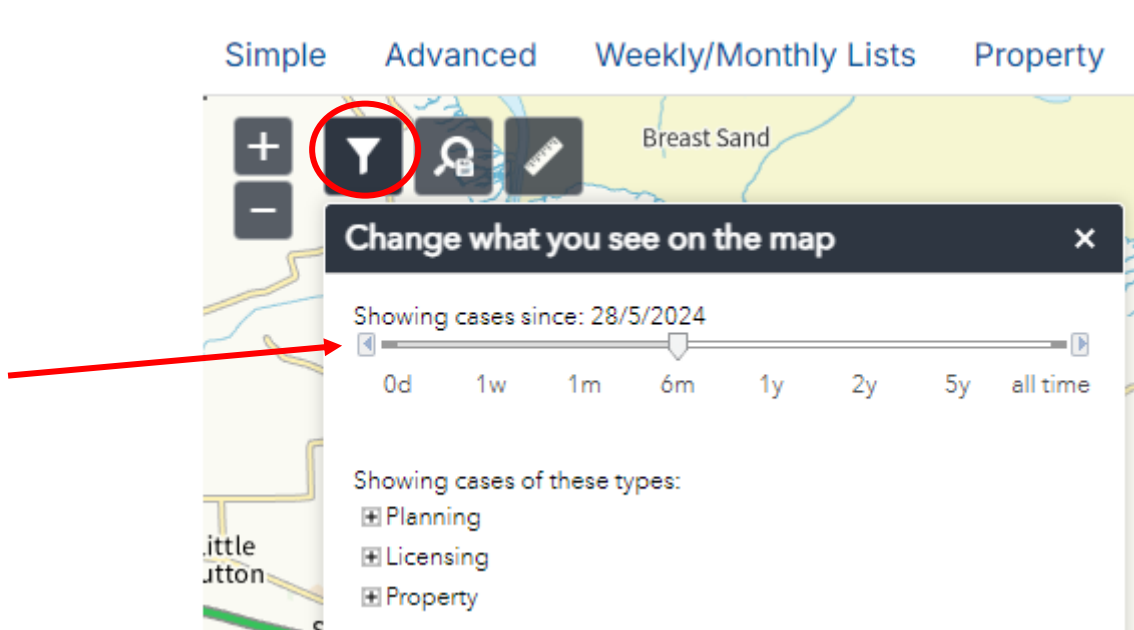
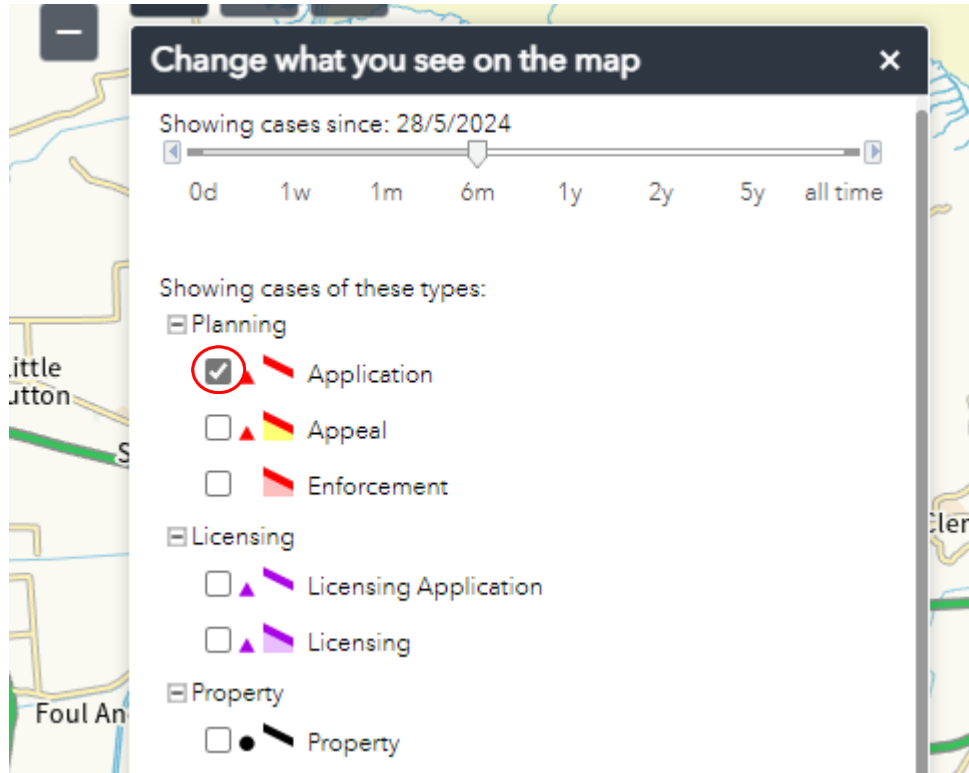5. The map allows you to adjust the case types you see. Clicking the **+/- icons** will open each type, so you can click to add or remove a layer. Click the square next to the type of case you would like to see on the map.
    A layer will be shown if it is ticked. On the below example, only planning applications made in the last 6 months are showing on the map.
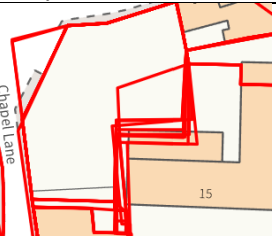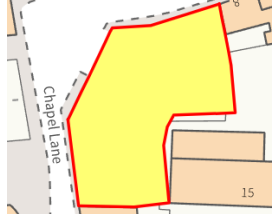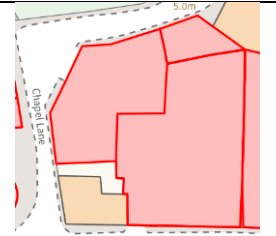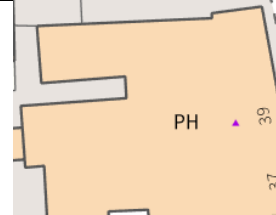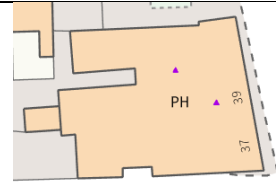
6. Once you have identified the property you would like to view, click within the line to bring up the details. You can select whether you would like the details to open in your current tab, or a new one in your browser (shown by the arrow). If the property has more than one application, you can press the **Arrow** highlighted with a circle to view them all.

    Please note, properties with no line / fill have no applications submitted so therefore will have no details to show.
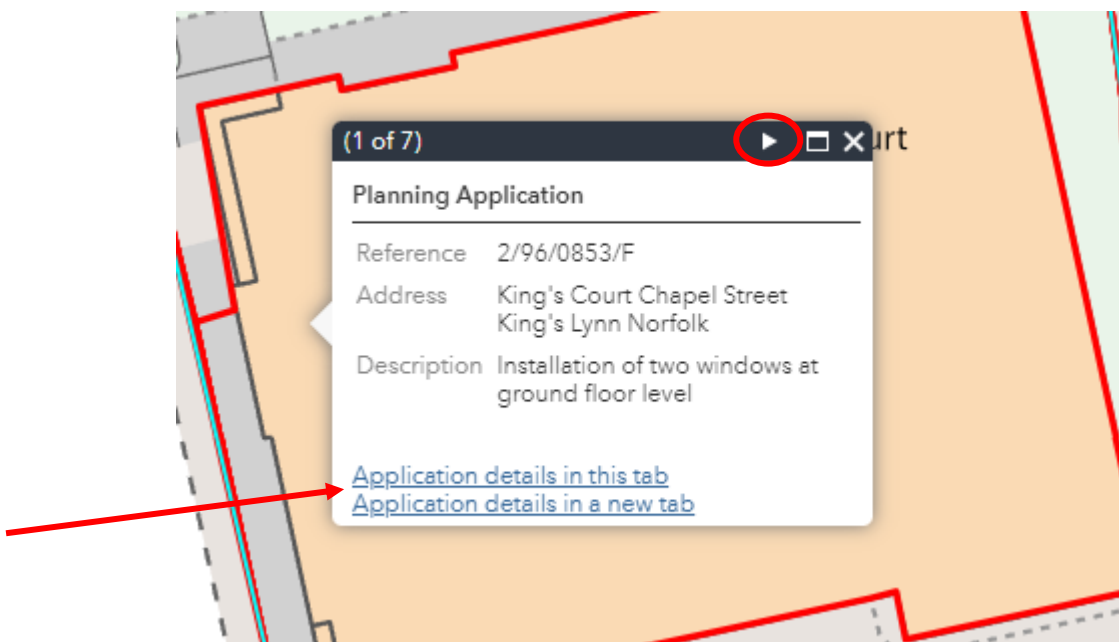
Map Key

Case Type	Record Type	Description	Key
Planning	Application	Properties where a planning application has been submitted. SHOWN AS A SOLID RED LINE.	
	Appeal	Properties that have had a planning appeal submitted. SHOWN AS A RED LINE WITH YELLOW FILL.	
	Enforcement	Properties that are the subject of a planning enforcement application. SHOWN AS A RED LINE WITH RED FILL.	
Licensing	Licensing Application	Properites that have a licence application submitted. SHOWN AS A PURPLE TRIANGLE.	
	Licensing	Properties that hold one or more licences. SHOWN AS A PURPLE TRIANGLE.	
Property	Properties	All valid, registered properties. You can select the black dot to view the property details. SHOWN AS A BLACK DOT.	

Measuring on the Map

You can measure distance and areas on the map. You can also mark down the coordinates of a site.

Please note, this tool is for indicative purposes only. It gives an estimate of the distance or areas of an area and should not be taken as fact.

Area

1. Zoom into the area or address you would like to measure. Select the **Ruler** icon to bring up the menu of measurements.
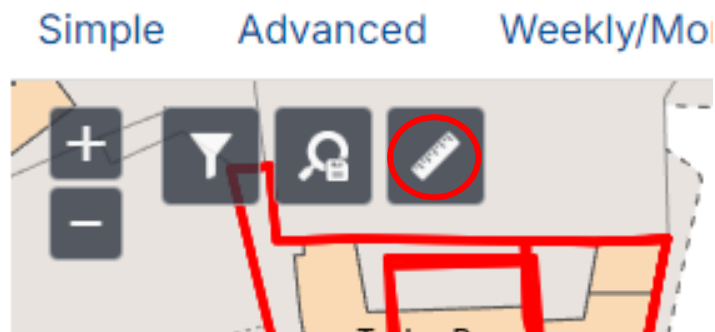
2. To measure the area on the map, select the first icon, the **ruler with a green square**.
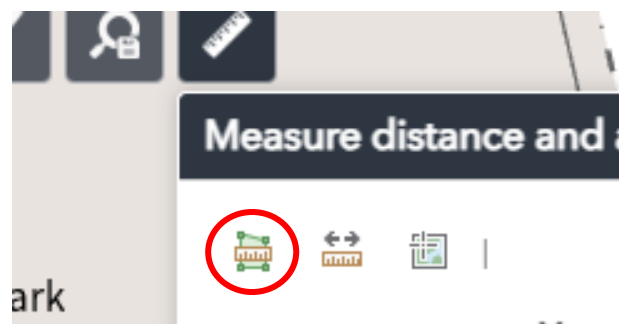
3. To begin measuring, click your starting point on the map. For this example, the starting point will be the top left-hand corner of King's Court.
4. Once you have selected your starting point, a blue line will follow your mouse, ready for you to select the next point. In this case, the top right-hand side of the building. Click on your second point to create a solid line.
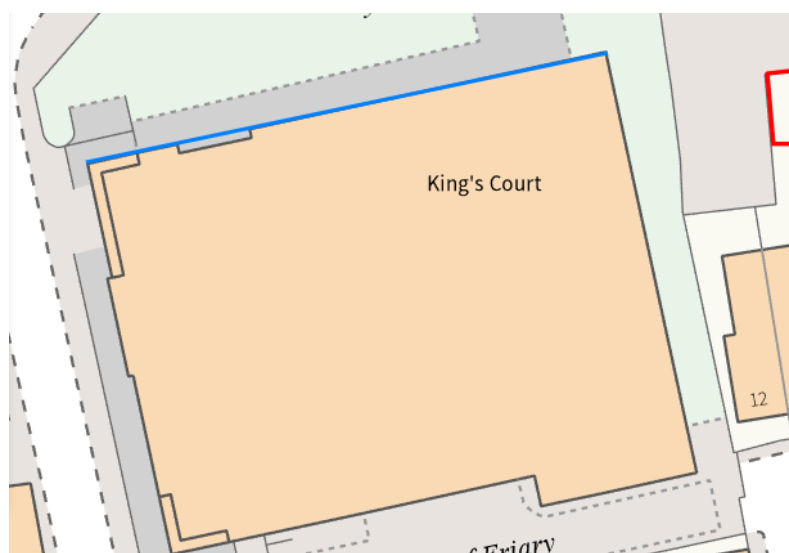
5. Follow the shape of the building or area you wish to measure. You can include as many corners as you wish.
6. Double click on your start point to complete the shape. In this example, King's Court is approximately 1570m².

7. You can reset the area measurement by pressing the **Clear** button. This will enable you to start a new measurement.
8. You can also adjust the measure unit by using the drop down menu.
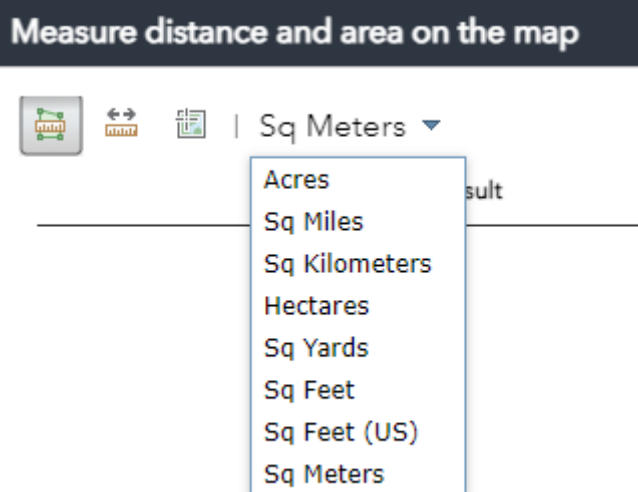
Distance

1. To measure distance on the map, select the second icon, the **ruler with two arrows**. You can adjust the measuring units if required.
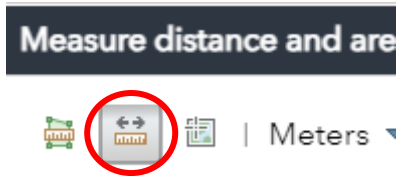
2. Click your starting point on the map. The blue line will appear and follow your mouse.
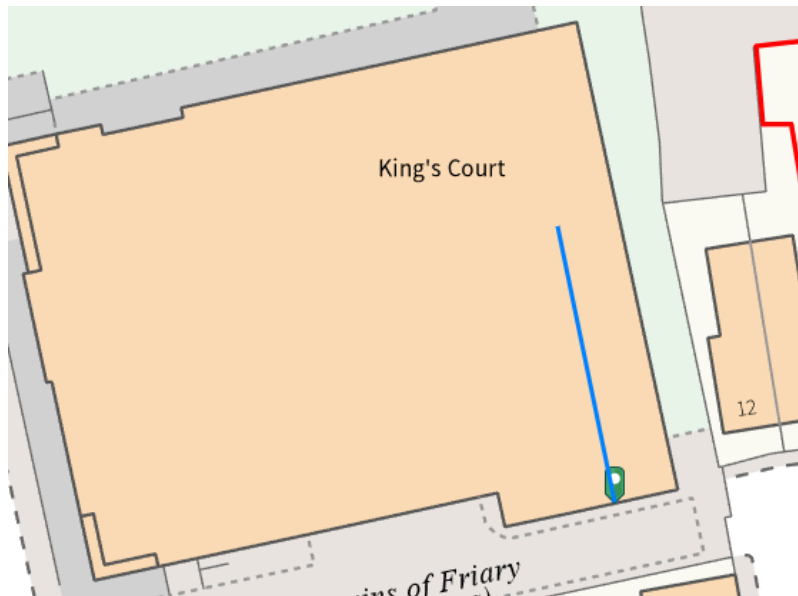
3. Double click your end point to complete the line.
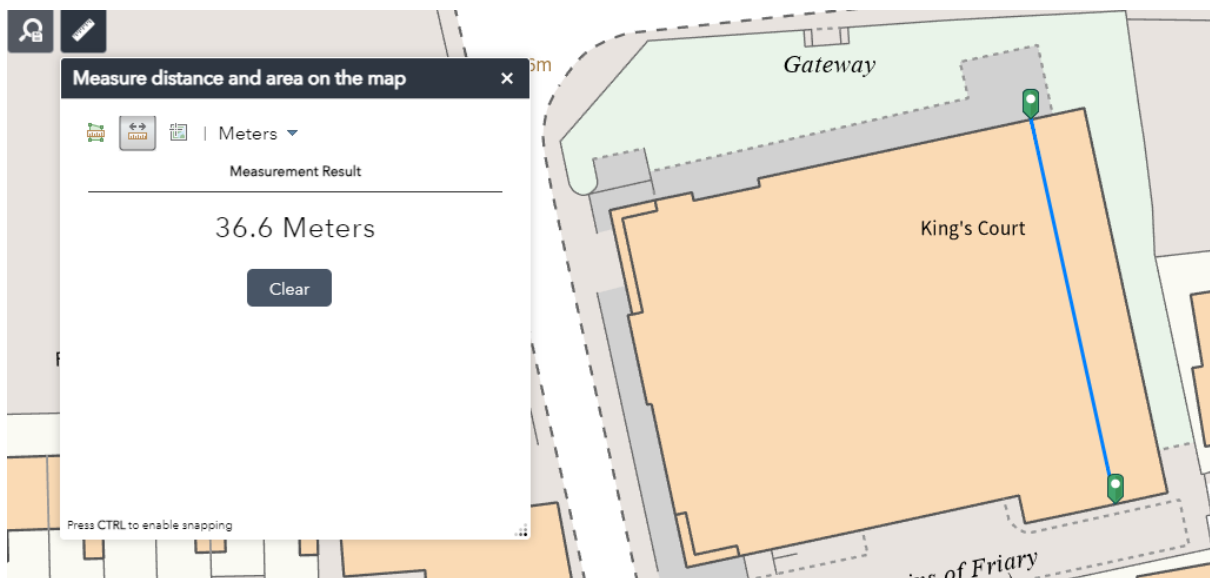
Coordinates

1. To see a point on the map in latitude and longitude, select the icon on the left, the **picture with a +**.
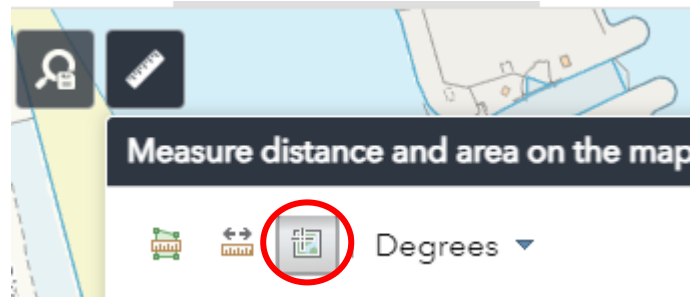
2. Click the point on the map you would like to view.
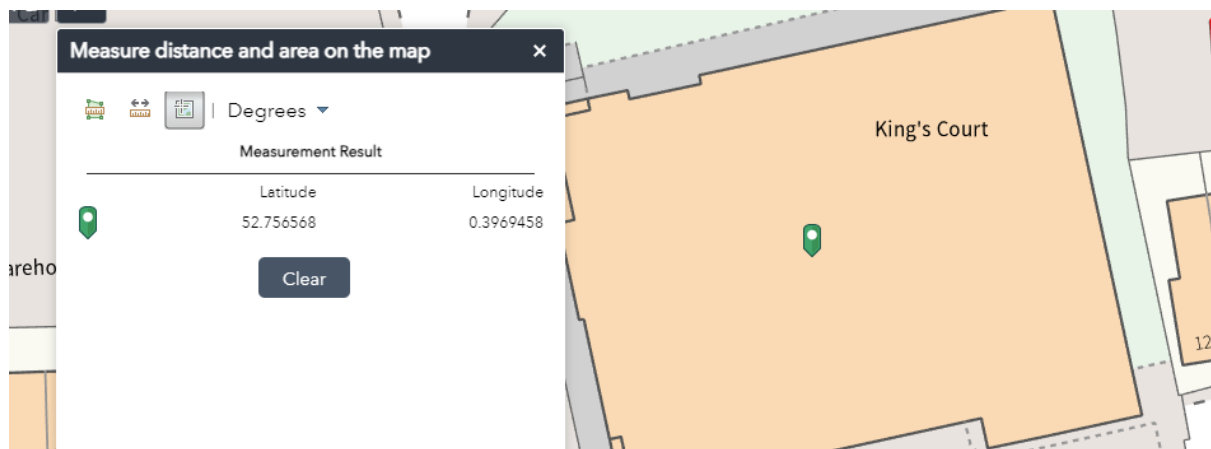
SAVING A SEARCH

General Searches

1. Run any of the above searches. Press **Save Search** on the right-hand side to save to your list.

Planning – Results for Application Search

Map Searches

You can add map searches to your Saved Searches on your account. There are two formats of searches that you can save:
- Rectangular Search – saves the area on the map you are currently viewing; with all the record types you have selected (e.g: all planning applications)
- Circular Search – saves a selected radius around the centre of the map you are currently viewing, with all the selected record types

Please note, you can only save one record type per search at a time. E.g: one saved search for planning applications in a map area, another saved search for planning appeals in the same area.

### Rectangular Searches

These searches allow you to display all cases of a record type, over the area currently displayed on the map. If you re-run the search, it will update with new cases.
For example, if you have the town centre as your area on the map, chosen to show planning applications made within the last month and saved the search. If you re-run the search each month, it will allow you to monitor new applications in the town centre on a monthly basis.

1. Zoom into the area you would like to monitor. In this example, it's the town centre.
2. Open the **Filter** menu.
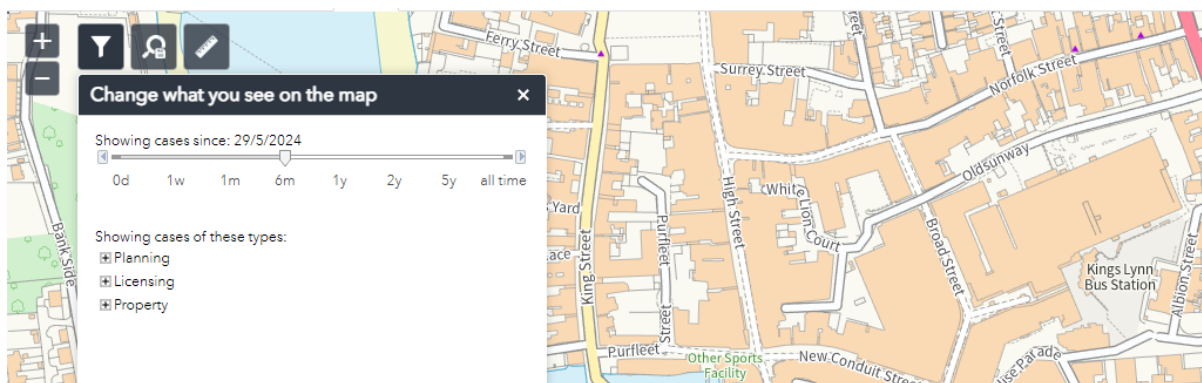
3. Adjust the scale to show the timeframe required. For example, cases in the past month.
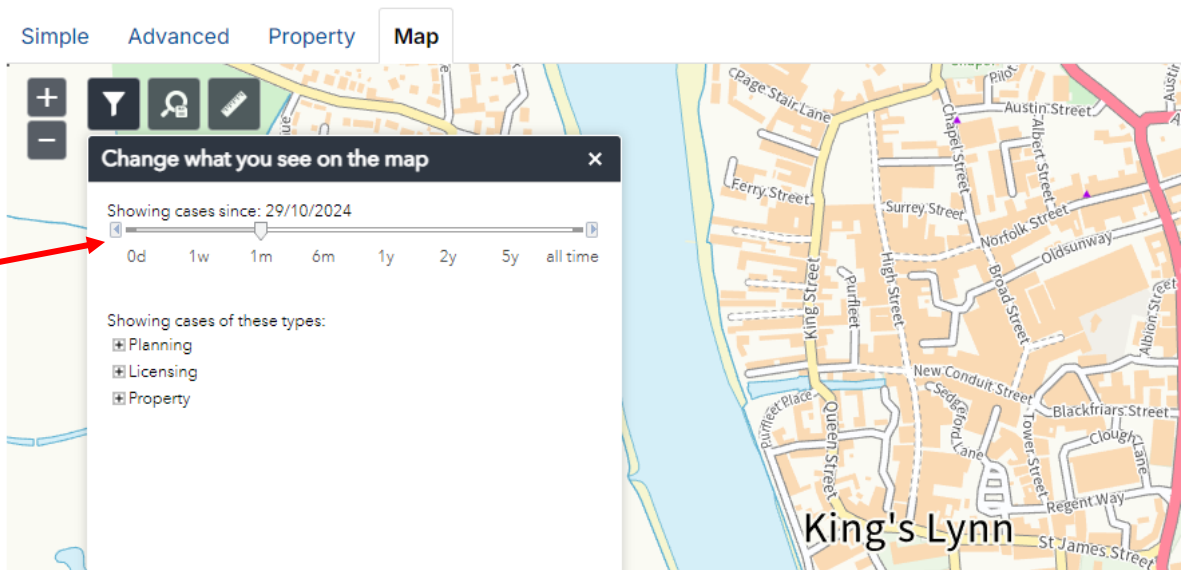
4. Select the case type you would like to monitor. In this case it's Planning Applications.
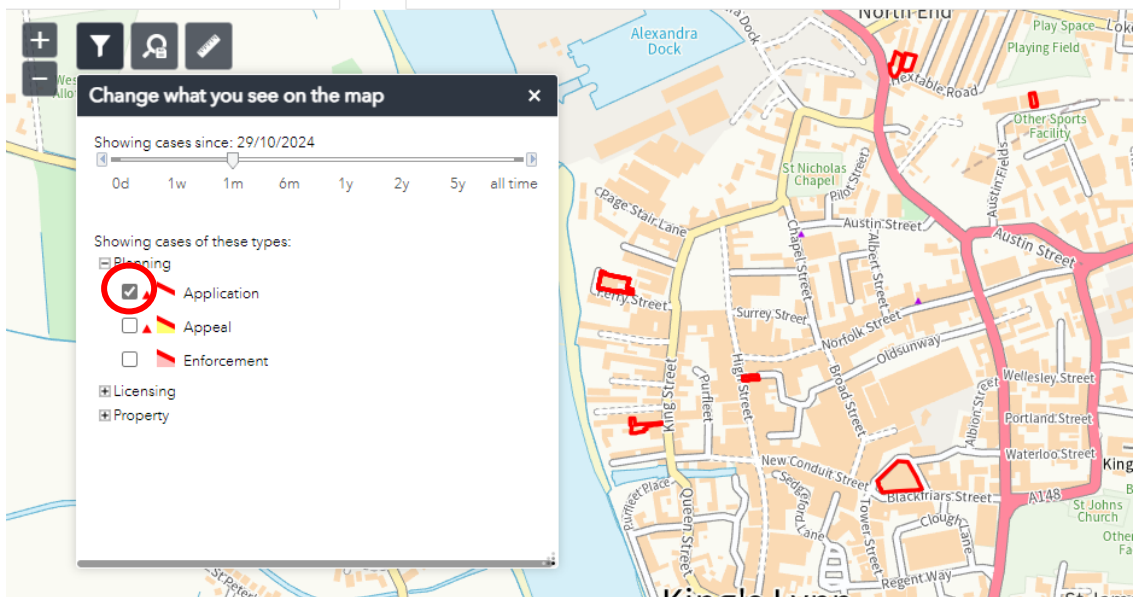
5. Save the search by clicking the **Save** icon and selecting save as a rectangular search.
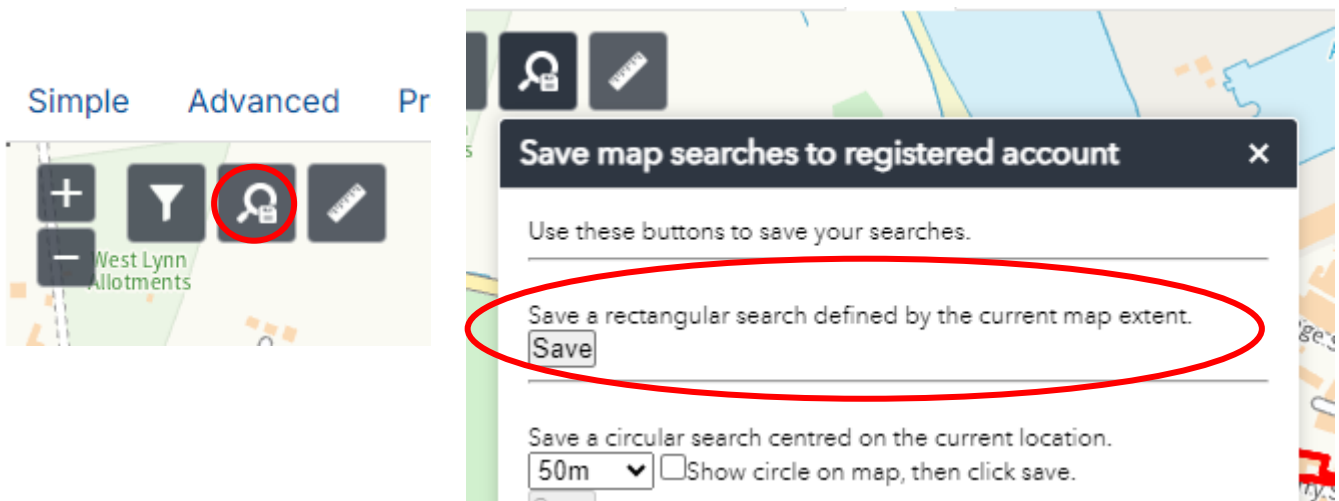
6. You can rename the **Search Title** if you wish. You can also opt in to get email updates about any new cases in the area you have searched. Press **Save** to save this search in your Saved Searches list on your profile.

Circular Searches

The circular map allows you to search for cases within a specified radius. By re-running a search, you can monitor new cases within the same area.

For example, you can monitor new cases within 100m of where you live, if you have set the area to show your home, with a 100m radius. You can also adjust the time period shown.

1. Zoom in on the area you would like to view. Select the **Search Menu** and select **Show Circle on Map**. You can adjust the radius of the circle using the drop-down menu.
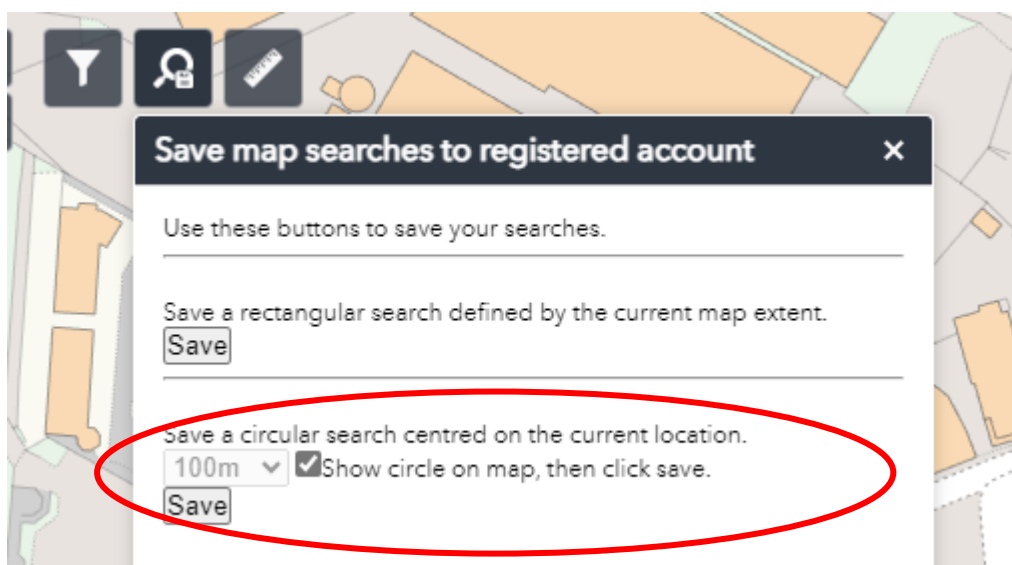
2. Centre your map on the address you would like to monitor. In this case, the circle covers 100m around King's Court. Press the **Save** button on the menu.
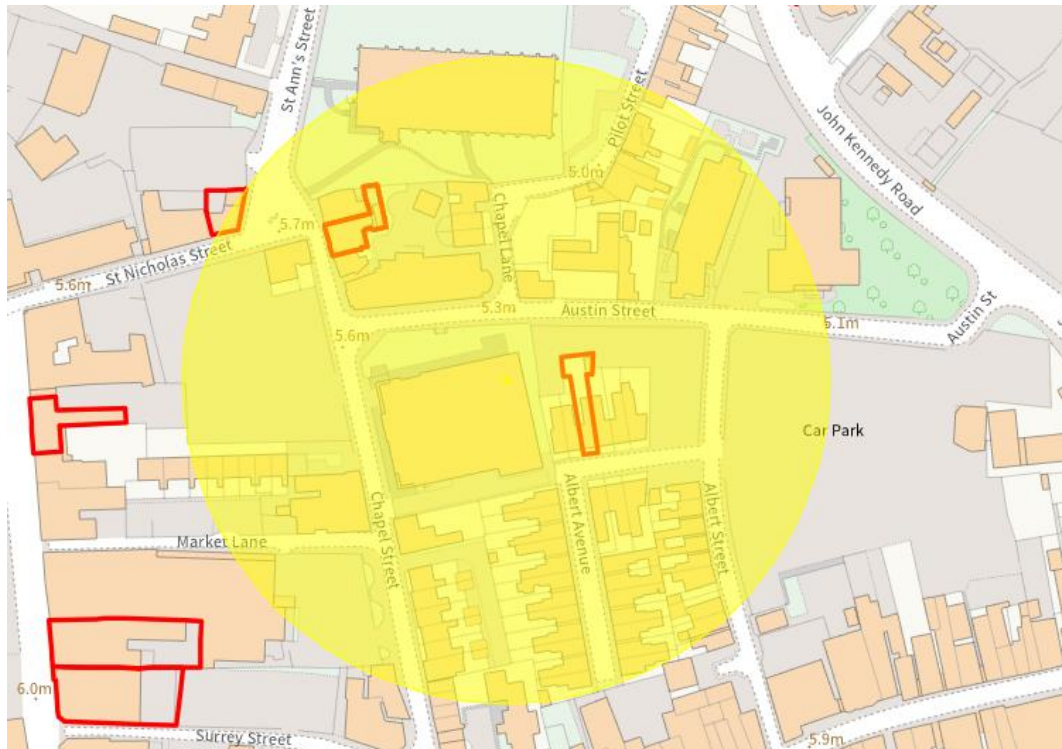
3. You can amend the **Search Title** if you wish. You can also opt in to receive updates on any new cases that appear in your saved area.

My Profile – Save Search

SEARCH RESULTS

Once you have run a search, if there are any cases matching your criteria, a list of results will be produced.

See Page 9 for more guidance on running a search.

1. The results will be listed as below.

> **New Front Entrance including ramped access. New ramped fire escape to side. Provision of roof access ladders to side. Provision of central atrium**
>
> Kings Court Chapel Street King's Lynn Norfolk PE30 1EX
> Ref. No: 06/01045/F | Received: Tue 09 May 2006 | Validated: Tue 09 May 2006 | Status: Application Permitted
>
> **Extension to emergency generator exhaust pipe**
>
> Borough Council of King's Lynn & West Norfolk King's Court Chapel Street King's Lynn Norfolk PE30 1EX
> Ref. No: 2/97/1727/F | Received: Tue 25 Nov 1997 | Validated: Tue 25 Nov 1997 | Status: Application Permitted
>
> **Installation of new entrance door**
>
> Borough Council of King's Lynn & West Norfolk King's Court Chapel Street King's Lynn Norfolk PE30 1EX
> Ref. No: 2/93/0182/F | Received: Tue 09 Feb 1993 | Validated: Tue 09 Feb 1993 | Status: Application Refused

2. You can adjust how your search results are displayed. Once you have amended the options, press the **Go** button to re-order results.
    -   Sort By – re-order the results using the drop-down menu
    -   Direction – choose whether the results are displayed in ascending or descending order
    -   Results Per Page – increase or decrease number of results shown on a page

> Sort by [Date Received ⌄] Direction [Descending ⌄] Results per page [10 ⌄] [Go]

3. If you wish to reduce or specify your search, you can use the **Refine Search** button. You can print the list of cases produced using the **Print** button, both found on the top right-hand side.

> [🔍 Refine search] [💾 Save search] [🖶 Print]

4. To view an individual case, press the Blue Underlined title.

Record Details

When you open a record or case, the first page is a display of key application details. At the top of the page, there are tabs with further information relevant to the application:

- Details – key information about the record
- Comments – shows existing comments regarding the case, allows user to make their own
- Documents – displays all relevant documents
- Related Cases – list of cases that are related to the current record
- Map – displays the property on a map

There is a progress bar so you can easily see which stage an application is in. You can click on each stage within the bar to get more detail on each stage.
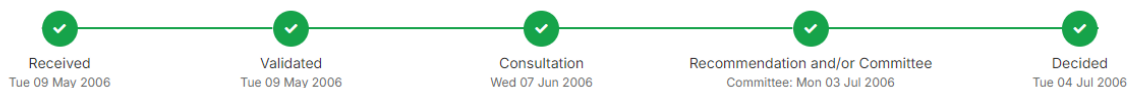
Details

The record details are split into four tabs.

- Summary – the basic information related to the case
- Further Information – additional information that is not included in the summary
- Contacts – list of relevant contacts to the case
- Important Dates – Key dates throughout the application process

Comments

This page displays all comments made by the public or consultees. The number of comments is displayed in brackets on the tab. You can also add your own comments in this section.

1. To view comments, click on the **Comments** tab.
2. To view comments made by the public, select the **Public Comments** tab. To view comments made by Consultees, select the **Consultee Comments** tab.
3. You can re-order comments using the **Sort By** drop down list. To change the direction of the list, select **Ascending** or **Descending** from the **Direction** drop down list. Amend the quantity of comments shown on a page using the drop down. After any changes press **Go**.
4. You can expand or collapse all the comments to read them all or minimise.
5. The **View All Comments** button will bring up all comments related to the case.

Adding a Comment

You don't need an account to make a comment on a planning application, however you do need to provide some details as below.

1. To add your own comment, click on **Make a Comment**.

| Details | **Comments (0)** | Documents (31) | Related Cases (1) | Map |

| **Make a Comment** | Public Comments (0) | Consultee Comments (0) |

Are your personal details correct? Click to update my personal details.

Your Title:	[▾]
Your First Name: *	[ ]
Your Surname: *	[ ]
Address Line 1 *	[ ]
Address Line 2	[ ]
Town/City *	[ ]
Postcode *	[ ]
Your Tel. No.	[ ]
Your Email Address: *	[ ]
Commenter Type: *	[Select ▾]
Stance: *	○ Object ○ Support ○ Neutral
Reason for comment:	☐ Noise
	☐ Residential Amenity
	☐ Traffic or Highways
Your Comment:	[ ]

[Submit] [Submit And Register] [Reset]

2. If you are logged in, your name and address should already be on the form. Add any details that are missing. If your details are incorrect, click the **Update My Personal Details** link at the top of the page.
3. Fill in the remaining required contact details.
4. Select the **Commenter Type** from the drop down menu that applies to you.
5. Select the **Stance** that applies to your comment, whether you object or support the application, or wish to remain neutral.
6. Select the **Reason for Comment**. You can select one or more if they apply to your comment.
7. Enter your comment in the Your **Comment** box and press **Submit**. You can also register for an account by pressing **Submit and Register**.

Public Access automatically times out after 30 minutes. If you wish to submit a longer comment, it is advised to write the comment out in another format first and then copy and paste into the **Your Comment** box.

Drafts comments are retained for up to two days for registered users.

Documents

This tab displays any documents that are related to this case. You can filter by document type or description, using the drop down menus.

You can re-order the documents shown by date published, document type, drawing number or description, just click on the column header.

To view any of the documents, select the **View** button on the far right.

| Details | Comments (1) | **Documents (6)** | Related Cases (1) | Map |

Filter By: Document Type ⌄   Document Type: Show All ⌄   **Apply**

You can select up to 25 documents to download in one archive file at a time.

	Date Published ⇕	Document Type ⇕	Measure	Drawing Number ⇕	Description ⇕	View
☐	02 Dec 2024	Decision	📏		DECISION	📄

You can download up to 25 documents at a time.

1. Select the documents you wish to download by clicking the small square button on the left.
2. Once you have selected all the required documents, click **Download Selected Files** at the bottom of the screen.

☑	17 Sep 2024	Drawing
☐	17 Sep 2024	Drawing
☑	16 Sep 2024	Application Form
☑	16 Sep 2024	Correspondence
☐	16 Sep 2024	Drawing

Download Selected Files

Related Cases

This tab shows all cases that are related to the one you are currently viewin. These cover all types of cases such as Appeals, Enforcement etc. You can also view the property that the case relates to on this tab.

1. Click on **Related Cases** to view a summary of the additional information. To view any of the items, click on its blue, underlined title.

2. Clicking on a property will give you details in a Property Address page.

3. The Map tab on an application page will show you the property on the interactive map.
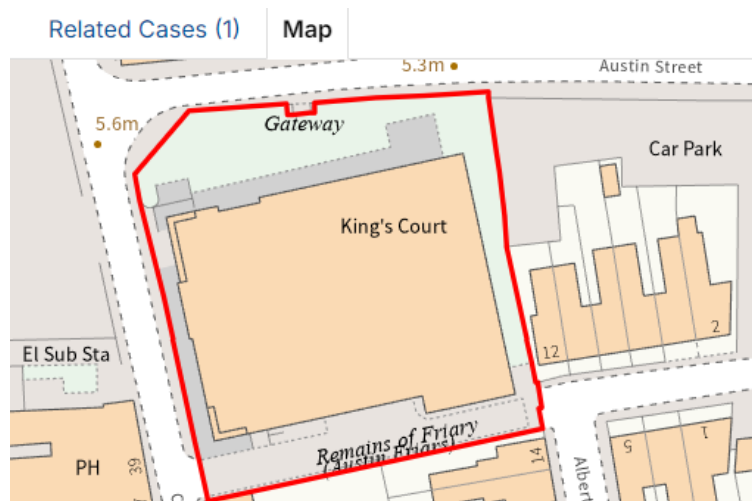
CONTACT US

If you require further information about any of the details you have viewed using this system, please contact the Planning Department at:

Web: Contact us | Borough Council of King's Lynn & West Norfolk

Email: Borough.Planning@West-Norfolk.gov.uk

Phone: 01553 616200

In Person: King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX

Please note we no longer operate a drop in counter service so pre-booked appointments are necessary. Please call the above number to make an appointment.

Opening Hours:

Monday – Thursday	9.00 AM to 5.00 PM
Friday	9.00 AM to 4.45 PM
Weekends & Bank Holidays	Closed