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.
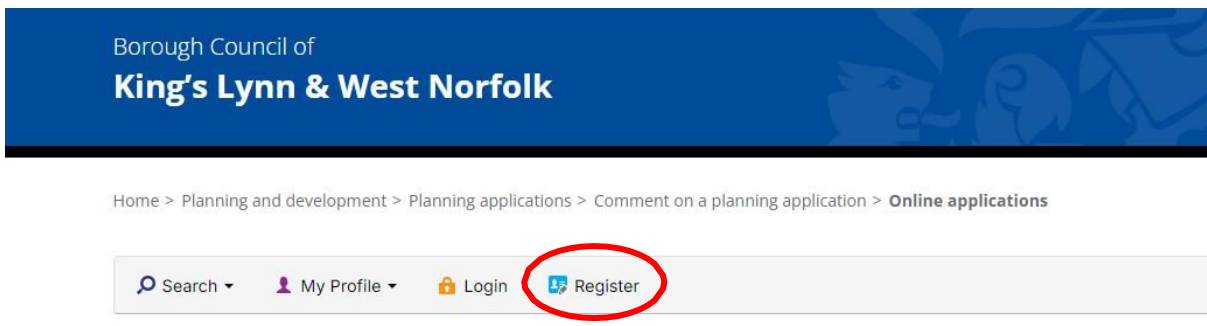
Registration

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.

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.

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

🔍 Search ▾	👤 My Profile ▾	🔒 Login	📇 Register

Registration

Postcode *	PE30 1EX

Back **Next**

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

🔍 Search ▾	👤 My Profile ▾	🔒 Login	📇 Register

Registration

Please select your address:	Borough Council of King's Lynn And West Norfolk King's Court Chapel Street Kir ▾

Borough Council of King's Lynn And West Norfolk King's Court Chapel Street King's Lynn Norfolk PE30 1EX
My address is not in the list

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**.

Registration

Address Line 1 *	Borough Council of King's Lynn And West Norfolk
Address Line 2	King's Court
Town/City *	Norfolk
Postcode *	PE30 1EX

Back **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**.

⚠ **Terms and Conditions**

We want to let you know how Public Access works and why we need your registration details (name, address, email address and optional telephone number). Please read our terms and conditions (opens in a new window) in full before proceeding.

☑ I agree to the terms and conditions. *

☑ I consent to my data being used for the above purposes. *

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.
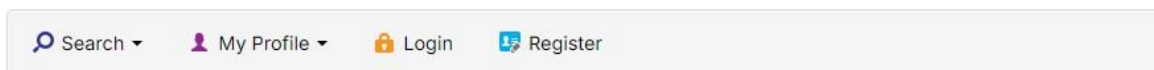
To confirm your registration please click the following link:

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.

| 🔎 Search ▾ | 👤 My Profile ▾ | 🔒 Login | Register |

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.

| 🔎 Search ▾ | 👤 My Profile ▾ | 🔒 Login | Register |

2. Enter your email address and password, then click on the **Login** button.

Login

← Previous page

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.

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.

Logging Out

1. When you are finished using Public Access, remember to log out by clicking on the **Logout** button in the menu bar.


PublicAccess for Planning is an online system w
contained within the system can be changed co

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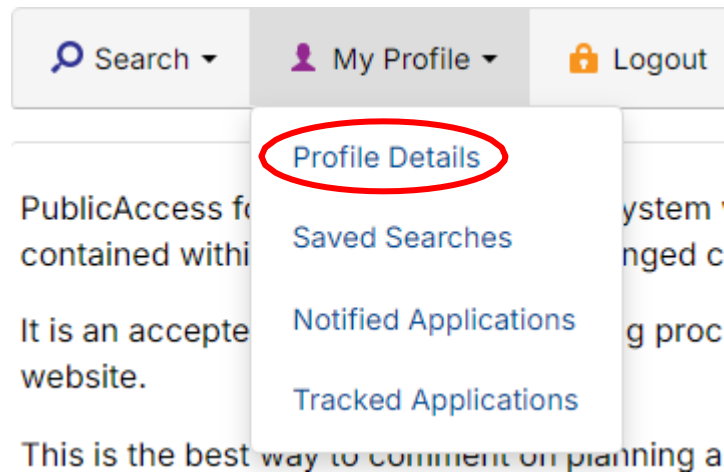
2. This page allows you to view the details you registered with. You can update these details or change your password (click the **Change Password** button and follow the steps for **Forgotten Password** on Page 7).

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**.
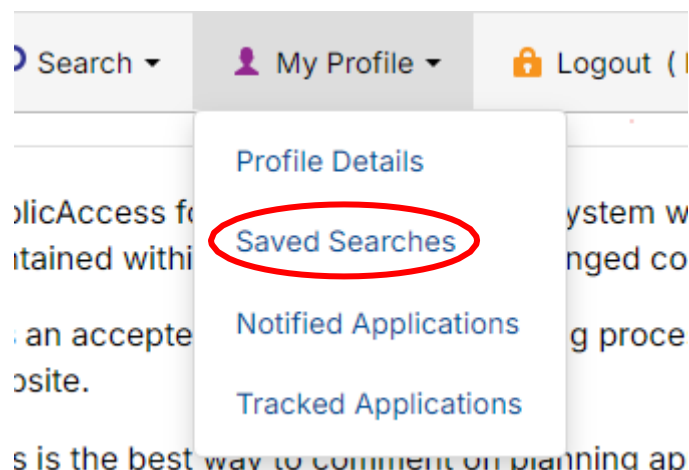
Saved Searches

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.
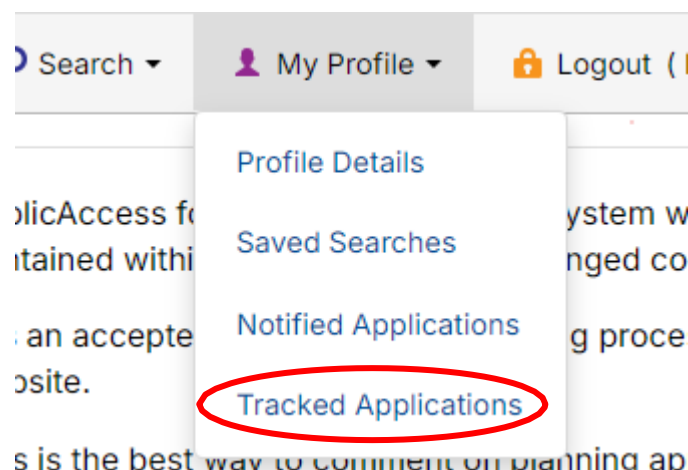
Tracking an Application

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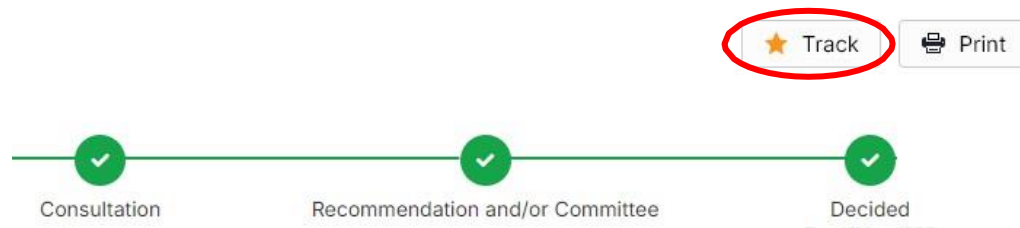
2. To view your tracked applications, click **Tracked Applications** from the **My Profile** drop down list.

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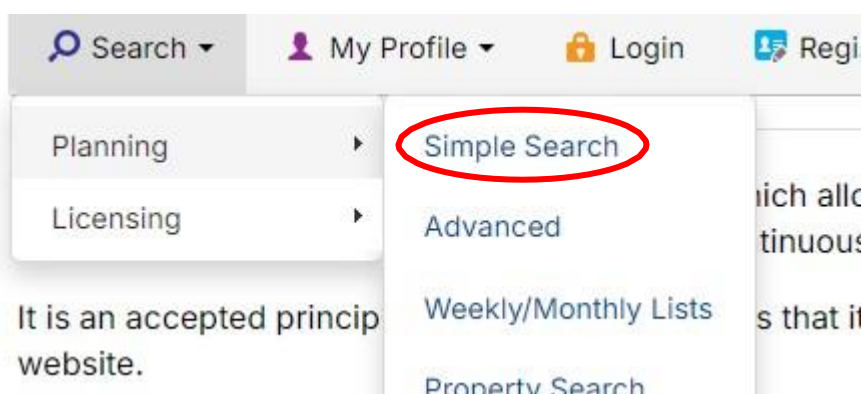
2. Click on the category you want to search by (e.g: Applications, Appeals or Enforcement).
3. You can amend the status using the drop down. You can search for current applications, decided applications or all applications.
4. Enter the information you would like to search by. If you are searching by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

Simple   Advanced   Weekly/Monthly Lists   Property   Map

Applications   Appeals   Enforcements

Status: All

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

❓ [   ]   **Search**