

## Planning Public Access User Guide

The Planning Public Access system allows you to **view, track and comment on planning applications**.

You can use the system to find information about planning applications in your area; view submitted plans and documents and see how applications are progressing. You do not need to create an account to use most features.

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### What you can use Planning Public Access for

You can use Planning Public Access to:

- Search for planning applications and enforcement cases
- View application details, plans and supporting documents
- See the location of applications on a map
- Read public comments on applications
- Submit comments on applications (if you create an account)
- Track applications and receive updates (if you create an account)

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### Do I need to register?

You do **not** need an account to search for and view planning applications.

However, registering for an account allows you to:

- Track applications and receive email updates
- Save searches to use again later
- Comment on a Planning Application.

Registration is free and only requires basic contact details. You can register here - [Registration](#)

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### Searching for planning applications

There are several ways to search, depending on what information you have.

#### Simple search

This is the easiest way to search and is recommended for most users.

You can search using:

- An application reference number (You do not need the full reference number to search, if you know the 7-digit number i.e. 00/12345)
- A postcode
- Part of an address

#### How to use Simple Search:

1. Select Search and choose Simple Search
2. Choose what you want to search for (for example, Planning Applications)
3. Enter your search information
4. Select Search

## Advanced search

The Advanced search lets you find planning applications using more detailed criteria, such as application type, status, dates, reference numbers, or location. It is useful when you want to narrow results and know specific details about an application.

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## Search by address or street using Property search

If you are interested in a specific property, you can:

- Search by address
- Browse streets using an A-Z list

This is useful if you do not know an application reference number.

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## Weekly and monthly application lists

You can view applications that were:

- Validated, or
- Decided

within a specific week or month. You can also filter results by Parish or Ward.

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## Map search

The map search allows you to:

- Zoom into an area
- See nearby planning applications
- Filter applications by a chosen period

This is helpful if you want to see what planning activity is taking place near your home.

Please note: some map features may not be available on mobile devices.

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## Viewing application details

When you select an application, you can view:

- A summary of the proposal and application status
- Progress information showing which stage the application has reached
- Application documents, such as plans and reports
- Public and consultee comments (where available)
- A map showing the application location

If you open several documents in a short time, you may see a message saying “**429 Too Many Requests**”.

You can open to 12 documents or pages at once. If you try to open another, you will need to wait about 10 seconds before opening more.

This limit helps keep the system secure and running smoothly for all users.

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## **Commenting on an application**

If an application is open for comments (i.e. not decided), you can:

- Read comments submitted by others
- Submit your own comment to support, object to, or comment on the application

You need to sign in or register before submitting a comment. You can register for an account or sign into an existing account here [Registration](#)

## **How comments are published**

Once a comment is submitted via Public Access, it will appear under the Comments tab and will be shown as either a Public Comment or Consultee Comment.

If a comment is submitted by email, it will be published as a document under the Documents tab.

## **For consultees:**

If you submit your response through Public Access using the Upload Document option, your comment will appear under the Documents tab rather than the Comments tab.

## **Personal information and publication timescales**

Personal information is not published as part of comment details. Any comments received by email will be redacted, where necessary, to ensure personal information is not made public.

Please note that comments submitted by email will not appear immediately on the system. These need to be uploaded manually and may take a few days to appear, depending on workload.

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## **Tracking applications and receiving updates**

If you have an account, you can choose to track applications.

This allows you to:

- See all tracked applications in one place
- Receive email notifications when an application is updated
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You can also save searches and receive alerts when new applications meet your search criteria.

## **How to save a search**

1. Run a search using Simple, Advanced, Weekly/Monthly List, Property or Map Search.
2. From the results page, click Save Search.
3. Name the search and choose whether to receive email notifications.
4. Click Save.

## **Managing saved searches**

- Go to Saved Searches from the menu or My Profile.
- From here you can run, edit or delete your saved searches.

### **How to track an application**

1. Open the application details page.
2. Click Track.

Tracked applications appear under Tracked Applications in My Profile, where you can stop tracking at any time.

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### **Help and support**

If you need help using the Planning Public Access system or cannot find the information you are looking for, please contact the Planning Projects Team by emailing [planningprojectsteam@westberks.gov.uk](mailto:planningprojectsteam@westberks.gov.uk)