PLANNING APPLICATIONS
ONLINE
USER GUIDE

Updated July 2018
Before visiting our new Planning Applications Online system for Planning please take the time to read the guidelines on the homepage of Planning Applications Online.

Select to go to the New Planning Applications Online system.

You can use Planning Applications Online to:

- Find and view information about Planning Applications
- Find and view information about Planning Appeals
- Find and view information about Planning Enforcement Notices
- View documents and plans for Planning Applications validated since September 2009.
- Find information about Building Control submissions.
## Contents

### SEARCHING FOR INFORMATION

- **SIMPLE SEARCH**  
  Page 4
- **ADVANCED SEARCH (PLANNING APPLICATIONS)**  
  Page 5
- **ADVANCED SEARCH (APPEALS)**  
  Page 7
- **WEEKLY/MONTHLY LISTS**  
  Page 9
- **PROPERTY SEARCH**  
  Page 10
- **MAP SEARCHING**  
  Page 13

### PLANNING APPLICATION SUMMARY

Page 16

### APPEALS SUMMARY

Page 18

### VIEWING ASSOCIATED DOCUMENTS

Page 19

### HOW TO REGISTER

Page 20
  - **PROBLEMS REGISTERING**  
    Page 21

### HOW TO LOG IN

Page 22

### MAKING COMMENTS

Page 23

### SAVED SEARCHES

Page 24

### SAVED MAP SEARCHES

Page 26

### TRACKED APPLICATIONS

Page 26

### CHANGING YOUR PROFILE DETAILS

Page 27

### SEARCHING FOR INFORMATION (BUILDING CONTROL)

- **SIMPLE SEARCH (BC)**  
  Page 28
- **ADVANCED SEARCH (BC)**  
  Page 29
- **WEEKLY/MONTHLY LISTS (BC)**  
  Page 31
SEARCHING FOR INFORMATION

SIMPLE SEARCH

A simple search allows you to search for an Application, Appeal or Enforcement Notice by entering some text that will help identify it.

From the Search drop down list choose the Planning module, and then select Simple Search.

To search for Applications select the Applications radio button and then type in your selection.

In the free text box shown, type either an application number (e.g. 14/02132/3FUL), a postcode (e.g. DN1 3BU), partial address (e.g. Civic Office) or a keyword that may appear in the description of the application (e.g. office) and select Search.

Applications or cases that match with your selection will then be displayed.

**NO RESULTS RETURNED?**

Try amending your selection i.e. Westgate may be two words West Gate. Or try searching again using the Advanced Search facility. A maximum of 1000 records can be retrieved at any one time.

**TIME SAVER TIP.**

Instead of scrolling down to the Search button, press the Enter or Return key on your keyboard to start the search.
ADVANCED SEARCH (Planning Applications)

From the search drop down list choose the Planning module, and the select **Advanced**.

On this screen you can choose to search by various fields including Ward, Parish, Agent.

You can select from the **Status** list, together with a **Ward** or **Parish** to find current applications in that area.
You can also include dates in your selection as well as any fields above.

If using dates, please remember to input the date in the format dd/mm/yyyy (e.g. 01/09/2011) or click onto the calendar button and pick a date.

Problems?

Too many results (a maximum of 1000 records can be retrieved) – try searching again, but add from a different option. Alternatively, add a date selection into your search to limit the range of your search.

If you want to remove ALL of the selections you have made on the search form, click Reset at the bottom of the screen.

TIME SAVER TIP.

Instead of scrolling down to the Search button, press Enter or Return key on your keyboard to start the search, BUT if you have made a selection in one of the fields remember to click out of this field (but not into another field) BEFORE you press the Enter or Return key. You can save this search to run again by selecting the Save Search button.
**ADVANCED SEARCH (Appeals)**

To search for Appeals click on the Appeals button on the Advanced Search tab. You can search by either the Appeal case reference or original planning application reference or any of the options listed in appeal details.

<table>
<thead>
<tr>
<th>Simple</th>
<th>Advanced</th>
<th>Weekly / Monthly Lists</th>
<th>Property</th>
<th>Map</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Appeals</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applications</td>
<td></td>
<td>Enforcements</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Reference Numbers**

- Appeal Reference: 
- Alternative Reference: 
- Application Reference: 
- Enforcement Reference:

**Appeal Details**

- Description Keyword: 
- Appeal Type: All
- Ward: All
- Parish: All
- Appeal Status: All
- Appeal Decision: All
- Appeal Process: All
- Address:  📍
In addition you can also choose selections from the available fields to refine your search. You can also search for appeals by Date Lodged or Date of Decision. If using dates, please remember to input the date in the format dd/mm/yyyy (e.g. 21/06/2011 or click onto the calendar button and pick a date.

**TIME SAVER tip** – instead of scrolling down to the Search button, press the **Enter** or **Return** key on your keyboard to start the search, **BUT** if you have made a selection in one of the fields remember to click out of this field (but not into another field) **BEFORE** you press the **Enter** or **Return** key. You can save this search to run again by clicking on the **Save Search** button.
WEEKLY/MONTHLY LISTS

You can search for all applications either validated or decided in a given week. All weeks start on a Monday and end on a Sunday. You can search any week in the past sixteen weeks.

You can also limit your weekly list to just applications in one Ward or Parish by choosing the week, then the Ward or Parish from the drop down list.

If you wish to view a Monthly List. Select this option at the top of the menu. You can search for any month in the past six months.

TIME SAVER tip – instead of scrolling down to the search button, press the Enter or Return key on your keyboard to start the search, BUT if you have made a selection in one of the fields remember to click out of this field (but not into another field) BEFORE you press the Enter or Return key.
PROPERTY SEARCH

From the search drop down list choose the Planning module and then select Property Search.

You can search for an address using a free text search by selecting the Address Search option at the top of the menu.

You will get the best results by typing in the Property Name/Number and the Street Name only.

PROPERTY SEARCH (A - Z Street Search)

Choose the street that you require by finding it under the relevant letter.
A list of all the streets beginning with the selected letter will be returned, like the example above. Select the street you require.
A list of all the properties on the street will be returned, like the example below. Choose the address you wish to search by selecting from the list.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | Next ▶ |

**Phones 4 U 1 St Sepulchre Gate Doncaster DN1 1TD**

**Prestige Recruitment Specialists Limited Offices At 1 St Sepulchre Gate Doncaster DN1 1TD**

**3d Sport 2 – 4 St Sepulchre Gate Doncaster DN1 1TA**

**Second Floor 2 – 4 St Sepulchre Gate Doncaster DN1 1TA**

**Thomas Cook 3 St Sepulchre Gate Doncaster DN1 1TD**

**Midland Co-Operative Society Ltd 5 – 7 St Sepulchre Gate Doncaster DN1 1TD**

**Staffforce Personnel Limited Offices 5 – 7 St Sepulchre Gate Doncaster DN1 1TD**
MAP SEARCHING

From the search drop down list choose the Planning module, and then select Map Search

Map tools – The interactive maps contains a number of tools to help you zoom in and pan around the map to locate the desired case/property.

- Zoom in – click the + button on the map to zoom in, or zoom using the mouse wheel
- Zoom out – click the – button on the map to zoom out, or zoom using the mouse wheel
- Pan Mode – to move around the map, click on the map and keeping the mouse button pressed, drag the map in the direction that you want to pan to.

Once you have selected the relevant part of the map you can now filter the search.
MAP FILTERS

Legend and Filter

Within the last 6 months

- Planning –
  - Application
  - Appeal
  - Enforcement

- Building Control
  - Building Control
  - Contravention

- Property

Select what you want to search for-

**Planning** –
Applications – shown as red, non-shaded polygon
Appeals – shown as red, yellow shaded polygon
Enforcements – shown as red shaded polygon

**Building Control** –
Applications – shown as blue, non-shaded polygon

**Property** –
Property – shown as black dots

Select the relevant time period from the drop down list.
Click a polygon to display summary information on that record.

**Application**

14/00115/FUL
DMBC
Civic Offices
Waterdale
Doncaster
DN1 3BU

Test invalid application

Application Details

**VIEWING SEARCH RESULTS**

Whether you are searching for planning applications or appeals the results of your search will be returned in one of two ways.

If there is only one record found, then details of it will be displayed. If there is more than one record, a list of records with a summary will be displayed. If you want to see more information about a particular record, click on the purple text for the record.
If you want to change your search without losing all the settings you selected, click on **Refine Search** at the top of the screen. You will be returned to the screen you were on before you started the search. You can then change these settings before searching again.

If you have **Registered and logged in** you will have the option to **Save the search** or to track individual applications.

**PLANNING APPLICATION SUMMARY**

The planning application summary looks like the screen below.

The **Summary** screen gives basic information about the application. Further details can be found under the **Further Information**, **Contacts** and **Important Dates** options.

If the application is currently being considered and the application type allows comments, you can submit comments by clicking on the **Make a Public Comment** tab.
If you wish to view any available documents including comments or plans relating to the application click on the Associated Documents tab.

Plans and documents are only available for applications received after 1st September 2009. We aim to make documents available within 5 working days.
The appeals summary looks like the screen below.

<table>
<thead>
<tr>
<th>Details</th>
<th>Related Cases (4)</th>
<th>Associated Documents</th>
<th>Map</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary</td>
<td>Important Dates</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reference:</th>
<th>06/00053/TEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternative Reference</td>
<td>PP-000552313</td>
</tr>
<tr>
<td>Address:</td>
<td>DMBC Planning Services Second Floor Danum House St Sepulchre Gate Doncaster DN1 1UB</td>
</tr>
<tr>
<td>Nature:</td>
<td>This is a test application for DMBC training purposes</td>
</tr>
<tr>
<td>Status:</td>
<td>Appeal Allowed</td>
</tr>
</tbody>
</table>

The **Details Summary** screen gives basic information about the appeal. Details of significant dates can be found under the **Important Dates** tab.

Details of the planning application that the appeal relates to can be found under the **Related Cases** tab.

On the **Map** tab, you can see the boundary of the appeal site. Please note that you cannot search for other appeals on this map. If you wish to do a map search, click on the **Map Search** option at the top of the screen.

**Where can I view appeal documentation?** Appeal statements and appeal decisions that relate to planning applications can be found with all the other documents that relate to the planning application on the **Associated Documents** tab.
VIEWING ASSOCIATED DOCUMENTS

To view any available documents select the associated documents tab on the Application – Summary screen. To view a list of the documents available select View Associated Documents.

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Document Info</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Plans/Information</td>
<td>Important Information</td>
<td>22/12/19</td>
</tr>
<tr>
<td>Appeal Policy Documents</td>
<td>ENV5E</td>
<td>05/01/19</td>
</tr>
<tr>
<td>Appeal Policy Documents</td>
<td>ENV54</td>
<td>05/01/19</td>
</tr>
<tr>
<td>Appeal Policy Documents</td>
<td>Supplementary Planning Guidance</td>
<td>04/01/19</td>
</tr>
<tr>
<td>Appeal Policy Documents</td>
<td>TS</td>
<td>02/01/19</td>
</tr>
<tr>
<td>Appeal Policy Documents</td>
<td>UDP (CPA 2004)</td>
<td>02/01/19</td>
</tr>
<tr>
<td>Appeal Policy Documents</td>
<td>UDP Front Cover</td>
<td>03/01/19</td>
</tr>
<tr>
<td>Appeal Policy Documents</td>
<td>UDP Letter</td>
<td>03/01/19</td>
</tr>
<tr>
<td>Appeal Policy Documents</td>
<td>UDP Second Page</td>
<td>03/01/19</td>
</tr>
<tr>
<td>Appeal Questionnaire</td>
<td>LPA</td>
<td>04/01/19</td>
</tr>
</tbody>
</table>
HOW TO REGISTER

Select the Register button, highlighted below.

Please provide your contact details as requested and then choose a password that you will in future to log in with.

**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 an * must be completed.

Click on **Next**. On the next screen type in your Postcode and select **Next**. The next screen will display all the addresses that share your Postcode.
Select the drop down arrow to the side of the first address to expand the list of addresses and then find and select your address. Click **Next** when you have completed this screen.

A registration screen will be displayed. Check the details are correct and tick the box once you have read and agree to the terms and conditions and your data. Select **Next**.

A confirmation email will then be sent to the email address you provided.

To finish the Registration process, please open this email and select the link within it. When you have done this, you have registered and can now log into Planning Applications Online to make comments or use the new features.

**Problems registering?** If your postcode is not recognised or you live outside the Doncaster Council area the following screen will be displayed.

Registration

**Please check your registration details**

- No addresses were found at this postcode. Please enter your full address below or click back to correct your postcode.

Please complete your address details manually and then select **Next**. A confirmation email will then be sent to the email address you provided.
HOW TO LOG IN

Once you have registered, select the Login option (highlighted below)

Complete your email address and the password that you chose when you registered.

Forgotten your password? Just select the link and a reminder will be sent to your email address.
MAKING COMMENTS

To make a comment you must register.

You can only comment on certain types of applications that are currently being considered. We do not accept anonymous comments. If comments cannot be made, then a message will appear on the Make a Public Comment screen.

To make comments select the Make a Public Comment or Make a Comment.

Select Submit to send us your comments.

Spell Check – When text is entered it will run through a spell checker which will indicate, via a red underline an incorrect spelling of a word and will display a list of potential correct spellings.

Please note while drafting a comment if you are logged out due to a timeout when you log back in the comment will be retained. The comment will be retained by your browser’s cookies for up to two days on the same machine until its submission. If you are still typing a comment after the 30 minute time out period, you will not be logged out of the site until you perform an action which will cause the page to refresh. You can log back in and pick back up where you have left it at the time of log out.

Please note that all comments made on planning applications are a matter of public record and will be displayed on the internet on Planning Applications Online. Therefore do not include your signature or telephone number or any other information you are unwilling to publish on the internet.
SAVED SEARCHES

You must Register and Log in before you can save your search in Planning Applications Online.

When you have set up and run your search, you have the option of saving the search. To do this select the Save Search from the top button.

You will then be asked to give your search a name

You also have the option of asking to be informed by email when any new results are found by your search. If you tick No to this option, any new results will appear in the list of Notified Applications which you can find under My Profile – Notified Applications, but no email notification will be sent to you.

If you want to amend or delete a saved search, go to My Profile – Saved Searches
To edit a search, click on **Edit** against the search you wish to change. Make the changes and then select **Save**. To delete a search select the **Delete** and confirm the deletion when prompted.

If you have asked to be informed of changes by email, the system runs a daily update and will send 1 email detailing any saved searches which have new entries and any tracked application which have been updated. You can select the application number to view the application.
SAVED MAP SEARCHES

You must **Register** and **Log in** before you can save your search in **Planning Applications Online**.

You can add a map search to your Saved Searches list in one of two formats:-

- **Rectangular search** – saves all of the records of the selected record type that apply to the area currently shown on the map.

- **Circular search** – saves all of the records of the selected record type that apply to the area within a specified radius of the map centre.

You can preview the circular search that will be saved by selecting a proximity distance from the distance drop down and clicking the show on map checkbox.

TRACKED APPLICATIONS

You must **Register** and **Log in** before you can track an application in **Planning Applications Online**.

You can ask **Planning applications Online** to track any application in the system for you. When an application is being tracked you will be notified by email if the status of the application changes e.g. when the application has a decision.

To begin tracking an application – on the **Application Summary** screen click on **Track** at the top of the screen.

The application will now appear on your **Tracked Applications** screen.

If you wish to stop tracking an application click on the red cross under the **Stop Tracking** option.

*If you have asked to be informed of changes by email, the system runs a daily update and will send 1 email detailing any saved searches which have new entries and any tracked application which have been updated. You can select the application number to view the application.*
CHANGING YOUR PROFILE DETAILS

You must Log In before you can save your changes to your profile in Planning Applications Online.

If you wish to change your profile, select Profile Details and then select one of the options from the top of the screen.

<table>
<thead>
<tr>
<th>Profile Details</th>
<th>Saved Searches</th>
<th>Notified Applications</th>
<th>Tracked Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Password</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Update Personal Details</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delete Profile</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Change Password** – you can change the password you use to log in to Planning Applications Online

**Update Personal Details** – you can change your name, postal address, telephone number and email address

**Delete Profile** – you can delete your account from the system. Please note that if you do this, you will no longer be able to make comments, save searches or track applications and that any searches you have saved will be deleted and you will no longer be able to continue tracking any applications.

**i** Changing your email address – if you change your email address, we will send an email to your new address. You must open this and select the link to confirm this change, before it takes effect.
SEARCHING FOR INFORMATION IN BUILDING CONTROL

SIMPLE SEARCH (Building Control)

On this screen you can search for Building Control.

To search for Building Control Applications select the radio button and then type in your selection.

In the free text box shown, type either an application number (e.g. 09/01234/DEX), a postcode (e.g. DN1 1UB), partial address (e.g. St Sepulchre Gate) or a keyword that may appear in the description of the application (e.g. office) and select **Search**.

Any applications that match with your selection will then be displayed.

---

**NO RESULTS RETURNED?**

Try amending your selection i.e. Westgate may be two words West Gate. Or try searching again using the **Advanced Search** facility. A maximum of 1000 records can be retrieved at any one time. You can save this search to run again by clicking on the Save search button.

---

**TIME SAVER TIP.**

Instead of scrolling down to the Search button, press the **Enter** or **Return** key on your keyboard to start the search.
ADVANCED SEARCH (Building Control)

Reference Numbers

Application Reference: 

Application Details

Description Keyword: 
Application Type: All
Ward: All
Parish: All
Agent: All
Status: All
Decision: All
Address: 

Type in the reference i.e. if you type in 11/0001/DEX then all applications with the reference 11/00010 to 11/00019 will be returned. Please ignore any letters after the number.

You can also choose to search by Ward or Parish or select from the other options by selecting the drop down arrows and then selecting from the list.

Select Building Work Started from Status list, together with a Ward or Parish to find applications in that area.
You can also include dates in your selection as well as any fields above.

**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 entered manually using the date format dd/mm/yyyy (e.g. 23/06/2008). Alternatively, click on the calendar button and pick a date.

- **Date Received:**
- **Decision Date:**
- **Valid Date:**
- **Application Commenced:**
- **Application Completed:**

If using dates, please remember to input the date in the format dd/mm/yyyy (e.g. 01/09/2011) or click onto the calendar button and pick a date.

**Problems?**

Too many results – try searching again, but add from a different option. Alternatively, add a date selection into your search to limit the range of your search.

If you want to remove ALL of the selections you have made on the search form, click **Reset** at the bottom of the screen.

**TIME SAVER TIP.**

Instead of scrolling down to the Search button, press **Enter** or **Return** key on your keyboard to start the search, **BUT** if you have made a selection in one of the fields remember to click out of this field (but not into another field) **BEFORE** you press the **Enter** or **Return** key. You can save this search to run again by selecting the Save Search button.
WEEKLY/MONTHLY LISTS (Building Control)

You can search for all applications either Deposited, Decided, Commenced or Completed in a given week. All weeks start on a Monday and end on a Sunday. You can search any week in the past sixteen weeks.

You can also limit your weekly list to just applications in one Ward or Parish by choosing the week, then the ward or Parish from the drop down list.

If you wish to view a Monthly List. Select this option at the top of the menu. You can search for any month in the past six months.