

# Planning Online

South Gloucestershire Council

## What is 'Planning online' and what services does it provide?

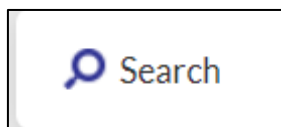
Planning online is where you can view planning applications, make comments on currently active applications and, with registration, setup automated notifications to tell you about new applications or when an application you are interested in progresses to the next phase.

## How do I find Planning online?

Developments online can be found on the South Gloucestershire website, <https://www.southglos.gov.uk>, you can use the navigation buttons for Planning Applications or use our search bar and look for "Search Planning".

## Finding Planning Records

There are multiple ways to find a record in Planning online, these are all accessible starting with the “Search” button that will allow you to choose between several searching options explained below.



### Simple Search

The Simple Search page allows you to type in anything about an application such as

- A reference number if you have received a consultation letter.
- Part or the whole of an address, try just putting your road name in to see what is happening on your street.
- Other key information about the development such as what is being built such as “side extension”.

### Advanced Search

The advanced search is for when you are finding that you are being told there are too many records for your search, or you wish to add multiple pieces of information at the same time;

for example, you want to look at your postcode area but only for the past week, the advanced search will provide you with all the fields separated out so you can do this.

### Weekly / Monthly Lists

Planning online also automatically creates lists of all applications started or decided on a given week or month so if you would like to see what we received five weeks ago you can, you can even look at this week/month and see what we have received / decided so far.

### Map

Finally planning online allows you to look at a map and will show you records over a period of time you can control all the way to “all time” which is everything we have.

You can then click on the map to open the records at that location, this is great for things that are not at a specific address, such as new builds in a previously empty field.

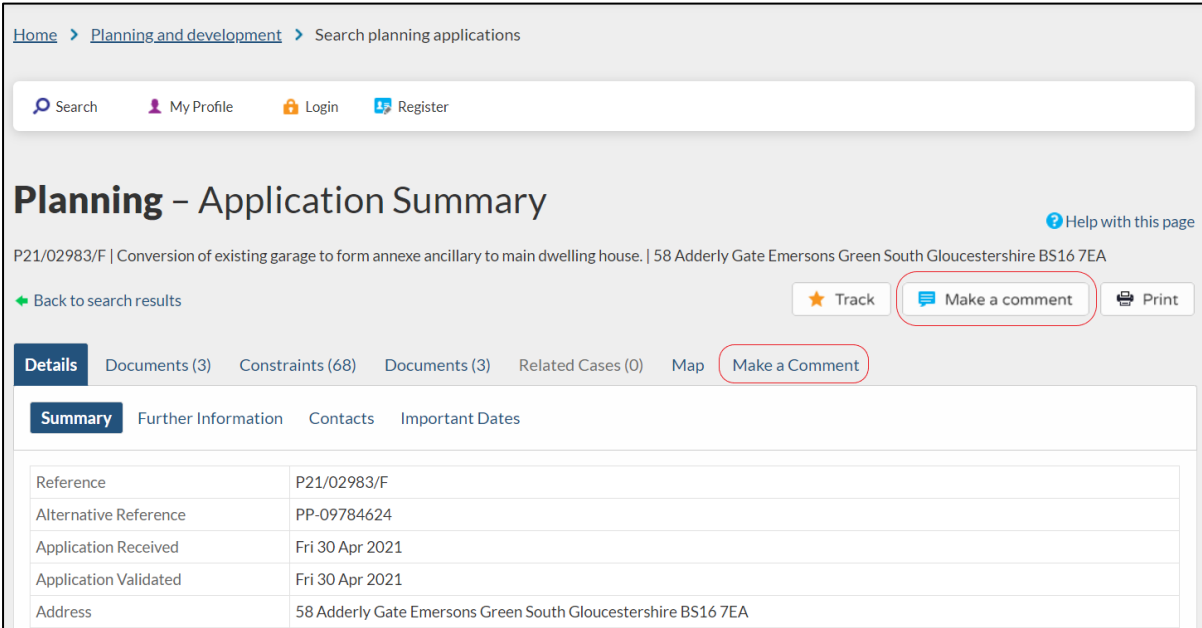
Please be aware, the application layers will not be visible until you are zoomed in, this is to help maintain performance of the map.

## Submitting a Comment

Active records being considered for a decision will allow you to submit comments to us for consideration by the case officer using our 'Make A Comment' form. We do have Terms & Conditions published on our website regarding the use of this service and specifically regarding commenting, offensive language, and personal details.

When you have found an application you wish to comment on, there are two ways to access our comment form

The "Make a comment" button and "Make a comment" tab, both located to the right side of the page just after the initial summary of the record.



The screenshot shows a web interface for planning applications. At the top, there is a breadcrumb trail: Home > Planning and development > Search planning applications. Below this is a navigation bar with links for Search, My Profile, Login, and Register. The main heading is "Planning - Application Summary" with a "Help with this page" link. The application details are: P21/02983/F | Conversion of existing garage to form annexe ancillary to main dwelling house. | 58 Adderly Gate Emersons Green South Gloucestershire BS16 7EA. There are three buttons: "Track" (with a star icon), "Make a comment" (with a speech bubble icon), and "Print" (with a printer icon). Below the buttons is a tabbed interface with "Details" selected, and sub-tabs for "Documents (3)", "Constraints (68)", "Documents (3)", "Related Cases (0)", "Map", and "Make a Comment". Under "Details", there are sub-tabs for "Summary", "Further Information", "Contacts", and "Important Dates". The "Summary" tab is active, showing a table with the following data:

Reference	P21/02983/F
Alternative Reference	PP-09784624
Application Received	Fri 30 Apr 2021
Application Validated	Fri 30 Apr 2021
Address	58 Adderly Gate Emersons Green South Gloucestershire BS16 7EA

Both options take you to the same form that will have several fields to complete. Some of these fields are mandatory and are marked with a star \* symbol to indicate this.

*PLEASE NOTE our website will time out after 30 minutes of not changing pages, if you think you may need longer than this to write your comments, we recommend writing out your comments first and then pasting them into the form when ready so as not to lose any time / effort spent.*

Once you have completed the form you have the option to submit or submit and register an account, you do not need to register an account to make a comment, this is entirely optional and provides other benefits shown later in this document.

## Registering

If you wish to use the Saved Searches or Track an application function on our website you will need to register an account, this is so those saved records have somewhere to go and can be sent to you by email as well, all other services on this site are available without the need to register.

To register an account, at the top of the page there will be four buttons.

- Search
- My Profile
- Login
- Register

Please choose the Register button, you will be presented with a form that will ask you for your Name, Phone Number (optional), Email Address and to set a password of your choice.

Once you submit the form an email will be sent to the email address you entered in the form, this email will contain a link to complete the registration process and confirm you have access to that email address, please note if you ask for email notification the email address used here is where those notifications will be sent.

All emails from this system will come from the address [donotreply@southglos.gov.uk](mailto:donotreply@southglos.gov.uk) and will send within a couple of minutes after submitting. If you do not receive the email within a couple of minutes you should check your spam / blocked email box.

## Saved searches.

The saved search's function is available to anyone with a registered account and requires you to be logged in to setup. This function will re-run any search you ask it to daily and provide the results to your account, you may also choose to have those results automatically emailed to you as well.

To save a search, perform the search that you wish to have run automatically, when the results come up near the top right of the page will the three buttons...

- Refine Search
- Save Search
- Print

Choose the 'Save Search' button, you will be asked to give the search a title, one will be generated automatically based on the search and application type, but you can replace this if you wish.

At this point you can also tick a box to indicate if you wish the search results to be emailed to you as well.

For Example: *If I search for my road and save that search with email notification on if a property on that road a new application is submitted 3 weeks later, I will receive an email the day after the application is validated but I will not receive emails if there are no new records.*

At any time, you can login to the site, choose [My Profile > Saved Searches](#) and re-run any search to see the results, edit the search to change what it is looking for or delete the search if you do not want it anymore.

Run	Edit	Delete	Search Title	Search Type
			My Road	Application

## Tracked applications.

The Tracked applications function is available to anyone with a registered account and requires you to be logged in to setup.

This function will update you when there has been a major status change in the application you are tracking such as being decided or going to appeal.

To track an application, find the application you wish to track using the search and on the top right look for the button that reads “Track”, click this and it will add that specific application to your “Tracked Applications” list.

Your tracked applications list can be found from [My Profile > Tracked Applications](#). From this page you can choose to view the application details or remove the track you have placed on that application. You will be emailed whenever the Status of that application is changed.

View	Stop Tracking	Reference	Address	Type	Status
		P21/03108/F	34 Chiltern Park Thornbury South Gloucestershire BS35 2HX	Application	Awaiting decision

## Notified Application

The [My Profile > Notified Applications](#) page will show you a list of applications that are picked up by all your Saved searches and Tracked applications as a single list, there are however no actions you can take on this page, if you wish to remove any you will need to go to your Saved Searches or Tracked Applications page and make the changes there.