

# An introduction to Southampton Council's online Planning Portal.

Written for  
Old Bassett Residents' Association,  
December 2015.



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## (1) Introduction

Southampton City Council is making increasing use of online systems to post planning notices and to collect and display responses and comments. This service can be extremely useful to local residents who want to find out information relating to planning matters. The following is a quick guide to using the system

- to look up a planning application
- to search for planning applications within a specific area
- to register with the system and setup automatic notification of new and updated applications.

Note, the system is not perfect by any means and sometimes data that you expect to find is not available. At times, the system may be offline or very slow.

The homepage of the Planning Portal is at: <https://planningpublicaccess.southampton.gov.uk/online-applications/>

The screenshot shows the Southampton City Council Planning Portal. The header features the council's logo and the text 'SOUTHAMPTON CITY COUNCIL'. Below the header is a navigation bar with links for 'Search', 'My Profile', 'Login', and 'Register'. The main content area is titled 'Planning » Simple Search' and contains instructions: 'Search for Planning Applications, Appeals and Enforcements by keyword, application reference, postcode or by a single line of an address.' Below this are several search filters: 'Simple' (selected), 'Advanced', 'Weekly / Monthly Lists', 'Property', and 'Map'. A 'Search for:' field has three radio button options: 'Applications' (selected), 'Appeals', and 'Enforcements'. A 'Status:' dropdown menu is set to 'All'. A text input field below asks 'Enter a keyword, reference number, postcode or single line of an address.' A help icon and a red 'Search' button complete the form.

This provides access to (1) the various different search options available (2) creating an account and profile to allow you to automatically receive updates for specified applications or notifications of all new planning activity within a specified area. You do not need to create an account to view information on the Portal, but it can be very useful. Details for registration are given later in this document.

## (2) Searching the Portal

Several options are available for searching the portal:



These will be described in turn below. If you are new to the system, please first follow the instructions for Simple Search (section 3) as these detail how to access and view the different types of information available through the Portal that are relevant to all types of search.

### (3) Simple Search and navigating and viewing search results

This option is useful if you have seen a planning application notice attached to a fence or lamppost in your area and want to find out more, or if you want to find out about current or historical applications in your street or postcode area.

It allows you to search for either applications or appeals against refused application decisions or enforcement orders against breaches planning matter, but only one of these 3 options at a time. To search for all planning case types at the same time, use Property Search (see section 6 below). For more complex searches you will need to use the Advanced Search tab (see section 4 below).

Each on-street notice will contain a unique reference number for that particular application which will look something like this; **15/12345/FUL** – the first part is the year code (here 2015), the second part is the unique reference number for that application within that year, the third part is the application type (FUL = full planning application)

Simply enter the planning reference number or a street name or a postcode into the bottom box and click on the Search button.

The Portal will display the results of the search as a list and a small (non-interactive) map.

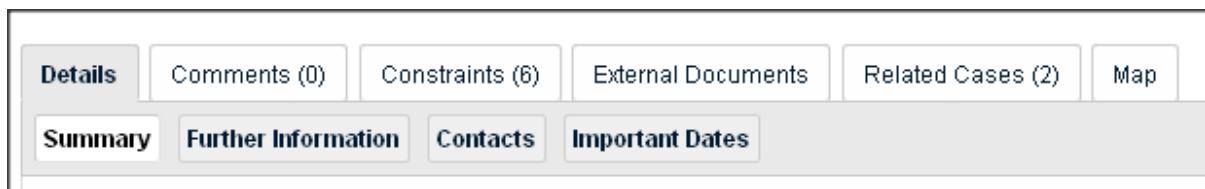
In the following example a simple search was made for “Pointout Close” and it brought up 38 separate entries on the system – by default these are displayed 10 per page.

Reference Number	Address	Validation Date	Status
22 Pointout Close Southampton SO16 7LS	22 Pointout Close Southampton SO16 7LS	Tue 22 Apr 2014	Approved
11 Pointout Close Southampton SO16 7LS	11 Pointout Close Southampton SO16 7LS	Tue 04 Feb 2014	Approved
7 Pointout Close Southampton SO16 7LS	7 Pointout Close Southampton SO16 7LS	Thu 31 Jan 2013	Approved
9 Pointout Close Southampton SO16 7LS	9 Pointout Close Southampton SO16 7LS	Fri 07 Dec 2012	Approved
Application for a Lawful Development Certificate for the Existing Use of the property as a mixed C3/C4 use (mixed family dwelling house/house of multiple occupancy)			

The search can be sorted by reference number, date received (the default), description or expiry date in forward or reverse order using the option drop downs at the top of the result page.

Select the application that you wish to view by clicking on its blue title – note – it can be useful to right click on the title to open it in a new browser window or tab so that the initial search results can be returned to without having to repeat the search. The selected application then opens.

In the main body of the Page there are a series of tabs some of which also have sub tabs available;



**Details Tab** – this provides the basic information on the application

Details	Comments (0)	Constraints (6)	External Documents	Related Cases (2)	Map
Summary	Further Information	Contacts	Important Dates		
Reference	12/00705/FUL				
Alternative Reference	33242				
Application Validated	Mon 11 Jun 2012				
Address	9 Pointout Close Southampton Hampshire SO16 7LS				
Proposal	Change of use from dwelling house (C3) to House of Multiple Occupation (C4)				
Status	Refused				
Decision	Refuse				
Decision Issued Date	Fri 31 Aug 2012				
Appeal Status	Refused				
Appeal Decision	Appeal Dismissed				

**Summary** sub tab - provides the basic information on the application dates and status.

**Further Information** sub tab – lists the Case Officer dealing with the application (useful if writing to them and information on the level at which the decision is being considered (Case officer under delegated power or Planning Panel)).

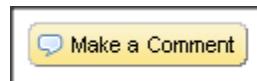
**Contacts** sub tab – provides contact information for the Councillors from the ward the application address is in.

**Important Dates** sub tab – lists the important dates relating to the application, in particular the date by which resident comments must be received.

**Comments Tab**

Details	<b>Comments (0)</b>	Constraints (6)	External Documents	Related Cases (2)	Map
<a href="#">Make a Comment</a> <a href="#">Public Comments (0)</a> <a href="#">Consultee Comments (0)</a>					
<p>Please refrain from placing any personal information about yourself within the "Your Comment" section below - <b>as they will be viewable automatically once submitted.</b> By submitting comments you are consenting to your <b>name &amp; address</b> being placed in the public domain. If you have an overriding legal reason why these should remain confidential, please contact the planning office prior to submission &amp; before the deadline date.</p> <p>For further guidance please read <a href="#">Comment on planning applications</a></p> <p><b>Comments may not be submitted at this time.</b></p> <p>The consultation period for this application has ended. Comments that have been submitted may be viewed within the list of documents for this application.</p>					

**Make a Comment** sub tab – for applications that are still under consideration and for which the public consultation period is open, this sub tab allows you to make an online comment about the application, either in favour or against. You can also click on the Make a Comment button at top right of the application page (this button will only be present if the time frame for public comments is still open).



Notes about making comments: (1) please read the online instructions carefully so that you do not write anything incriminatory or defamatory or reveal personal information. (2) You can also email comments direct to the Planning Department (planning@southampton.gov.uk) – make sure that you include the application reference number in your email. (3) You can also send a letter by post to Planning and Sustainability, Southampton City Council, Civic Centre , Civic Centre Road , Southampton , SO14 7LY – make sure that you include the application reference number in your letter. Further guidance on what are, and are not, material grounds for objecting to an application can be found on the Council web site (<http://www.southampton.gov.uk/planning/planning-applications/comment-planning-application.aspx>)

**Public Comments** – public comments that are submitted through the Planning Portal will be shown here. Names and addresses of other members of the public who have made comments by email or post will also be recorded here, but those comments will not be shown; to view them, you have to make an appointment to visit the Council's Gateway offices in person.

**Consultee Comments** sub tab – any comments on the application made by Council Members and Officials (e.g. local Councillors, Highways Department, City Planning Ecologist etc.) will be shown here.

**Constraints** Tab – this lists the various legal constraints that could be imposed on the application as a result of existing Council policies and other legislation.

Name	Constraint Type	Status
Archaeological Area - The Rest Of Southampton	The Rest of Southampton	Old
Basset Ward	Basset Ward	In Force
Airport Safeguarding SA3	Airport Safeguarding SA3	In Force
Potential land Contamination	Historical Land Use	In Force
Community Action Area 6	Community Action Area 6	In Force
Bassett/Highfield Com Action Forum	Bassett/Highfield Com Action Forum	In Force

**External Documents Tab – this is the important one** as it where you can access the actual full planning application and other documents, maps, plans etc. relating to the application.

Click on view associated documents. This will bring up a new window or tab with the “Southampton Online” branding, which lists the documents associated with the application. If you are expecting to see a particular document, but it is not listed, let Council know as mistakes can happen.

DESCRIPTION	DOCUMENT DATE	
Consultation Response (Southern Water)	Tuesday, October 16, 2012	<a href="#">View Document</a>
Decision Notice	Friday, September 14, 2012	<a href="#">View Document</a>
Additional Plans	Friday, August 3, 2012	<a href="#">View Document</a>
Site Location Plan	Wednesday, June 20, 2012	<a href="#">View Document</a>
Proposed Floor Plans	Wednesday, June 20, 2012	<a href="#">View Document</a>
Supporting Letter	Wednesday, June 20, 2012	<a href="#">View Document</a>
Application Forms (REDACTED)	Wednesday, June 20, 2012	<a href="#">View Document</a>
Existing Floor Plans	Tuesday, June 12, 2012	<a href="#">View Document</a>

Select a document by clicking on the View Document button next to it. A window with an embedded pdf viewer will open. You can use the back button to go back to the list of available documents and select another.

#### Document

Please note: Most of the planning drawings used in this application are scanned images that cannot be read by screen readers. If this is a problem for you please contact us. If javascript is disabled in your browser or if you need keyboard only functionality, please read [Document View Accessibility Help](#) page (This help screen will open a new browser window)

[Back](#)

Application Forms (REDACTED)

Case : 12/00705/FUL, FUL, MP3, Property : 9, Pointout Close, SO16 7LS

[Click here to open document in new window](#)



Sometimes, as in the case above, the viewer window is blank. Therefore we recommend that you click on the Click here to open document in new window and this will open or download the file, depending on your browser settings.

 <p>Planning &amp; Sustainability Southampton City Council Ground Floor, Civic Centre Southampton SO16 7LS</p> <p>Telephone 023 8083 2903 Fax 023 8083 2607 Email <a href="mailto:planning@southampton.gov.uk">planning@southampton.gov.uk</a></p>	<p>For Office Use Only</p> <p>Date Received Fee Application No.</p>
<p>Application for Planning Permission. Town and Country Planning Act 1990</p>	
<p><b>Publication of applications on planning authority websites.</b> Please note that the information provided on this application form and in supporting documents may be published on the Authority's website. If you require any further clarification, please contact the Authority's planning department.</p>	
<p><b>1. Applicant Name, Address and Contact Details</b></p>	

**Related Cases Tab** – if the application is part of an ongoing series of applications / appeals / enforcements, these should be listed here.

<a href="#">Details</a>	<a href="#">Comments (0)</a>	<a href="#">Constraints (6)</a>	<a href="#">External Documents</a>	<b>Related Cases (2)</b>	<a href="#">Map</a>
<p><b>Planning Applications (0)</b></p>					
<p><b>Planning Appeals (1)</b></p>					
<p>■ <a href="#">Change of use from dwelling house (C3) to House of Multiple Occupation (C4)</a> Ref. No: 13/00018/APFUL   Status: Appeal Dismissed</p>					
<p><b>Planning Enforcements (0)</b></p>					
<p><b>Properties (1)</b></p>					
<p>■ <a href="#">9 Pointout Close Southampton SO16 7LS</a></p>					

## (4) Advanced Searches

These are performed using the Advanced tab of the portal homepage.



The Advanced search provides you with far more options for your search, for example searching by: combinations of ward, specific application type, specific development types, applicant or agent name, application status as well as keywords and date ranges (or any combination of these). As with Simple searches, you can only search for either applications or appeals or enforcements at a time, not a combination. To search for all planning case types at the same time, use Property Search (see section 6 below).

For example, the following search will find all change of use applications within Bassett ward that were refused by Council, then appealed by the applicant and the appeal was decided and dismissed.

**Application Details**

Description Keyword:	<input type="text"/>
Applicant Name:	<input type="text"/>
Application Type:	Full Application
Ward:	Bassett
Conservation Area:	<input type="text"/>
Agent:	<input type="text"/>
Status:	All
Decision:	Refuse
Appeal Status:	All
Appeal Decision:	Appeal Dismissed
Development Type:	Change of Use
Address:	 <input type="text"/>

## (5) Weekly Lists

This search option allows you to see all applications validated or decided in a particular week for a particular ward or City-wide. This can be useful if keeping an eye out for applications within a wide area

BUT you might get the notifications somewhat later which could reduce the time frame for responding to controversial applications.

## Planning » Weekly List

Search Planning Applications either validated or decided in a given week.

Simple Advanced **Weekly / Monthly Lists** Property Map

**Weekly List** **Monthly List**

Ward: All

Week beginning: 28 Dec 2015

Show applications:

Validated in this week  
 Decided in this week

**Search**

## (6) Property Search

To search for all the planning history related to a single property (applications, appeals and enforcements all in one go), use the Property Search.

## Address Search

Search for current or historical cases relating to a property by selecting at least one of the address fields in the form below.

Simple Advanced **Weekly / Monthly Lists** **Property** Map

**Address Search** **A to Z Street Search**

UPRN: \_\_\_\_\_

Property Name / Number: \_\_\_\_\_

Street Name: \_\_\_\_\_

Locality: \_\_\_\_\_

Town: \_\_\_\_\_

Postcode: \_\_\_\_\_

**Search** **Reset**

Enter the house number and street name and click on search. The Property History tab of the results page will list any applications, appeals and enforcements relating to that property.

	<a href="#">Address</a>	<a href="#">Property History (9)</a>	<a href="#">Constraints (7)</a>	<a href="#">Map</a>
<p><b>Planning Applications (3)</b></p> <ul style="list-style-type: none"> <li>■ <a href="#">Change of use from dwelling house (C3) to House of Multiple Occupation (C4)</a> Ref. No: 12/00705/FUL   Status: Application Refused</li> <li>■ <a href="#">Application for a Lawful Development Certificate for the Existing Use of the property as a mixed C3/C4 use (mixed family dwelling house/house of multiple occupancy)</a> Ref. No: 12/01540/ELDC   Status: Refuse of Grant (LDC)</li> <li>■ <a href="#">Relief from condition 11 of Planning Permission 871053/23553/NV to enable conversion of garage to living accommodation (retrospective)</a>. Ref. No: 12/01870/FUL   Status: Appeal Allowed</li> </ul> <p><b>Planning Appeals (4)</b></p> <ul style="list-style-type: none"> <li>■ <a href="#">Change of use from dwelling house (C3) to House of Multiple Occupation (C4)</a> Ref. No: 13/00018/APFUL   Status: Appeal Dismissed</li> <li>■ <a href="#">Relief from condition 11 of Planning Permission 871053/23553/NV to enable conversion of garage to living accommodation (retrospective)</a>. Ref. No: 13/00039/APFUL   Status: Appeal Allowed</li> <li>■ <a href="#">Application for a Lawful Development Certificate for the Existing Use of the property as a mixed C3/C4 use (mixed family dwelling house/house of multiple occupancy)</a> Ref. No: 13/00065/APLDCE   Status: Appeal Dismissed</li> <li>■ <a href="#">Appeal against</a> Ref. No: 14/00008/APENF   Status: Appeal Dismissed</li> </ul> <p><b>Planning Enforcements (1)</b></p> <ul style="list-style-type: none"> <li>■ <a href="#">Enforcement Enquiry</a> Ref. No: 12/00314/ENCOU   Status: Case Closed</li> </ul>				

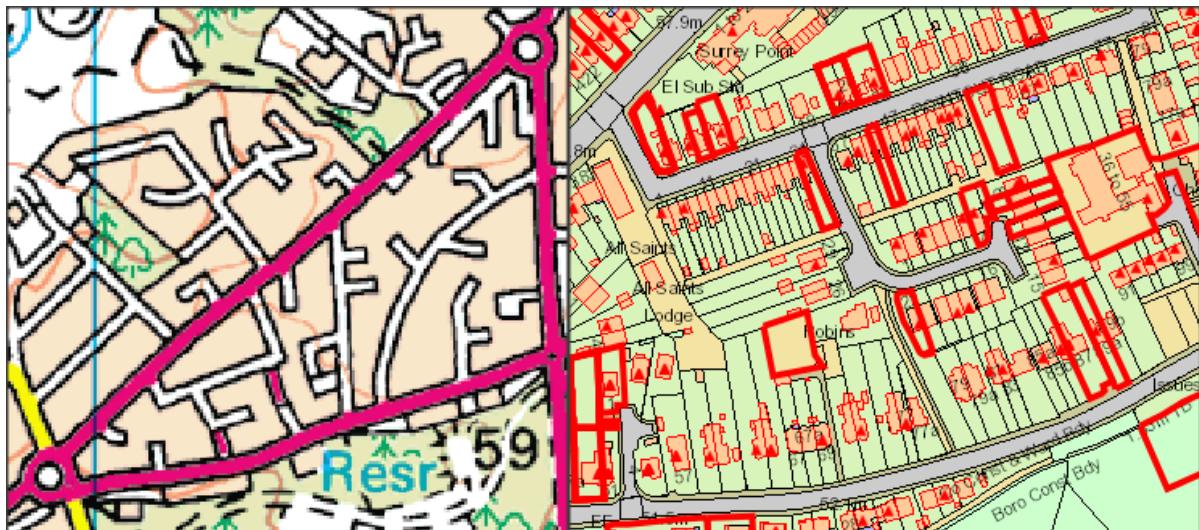
## (7) Map Search

This is perhaps the most useful search for keeping an eye on planning matters relating to a specific geographic area. The interface can be rather slow at times, but if you are registered and logged in you can set up and save a search based on a defined, rectangular or circular map area and thereafter receive automatic notification of any new or updated applications within the area.

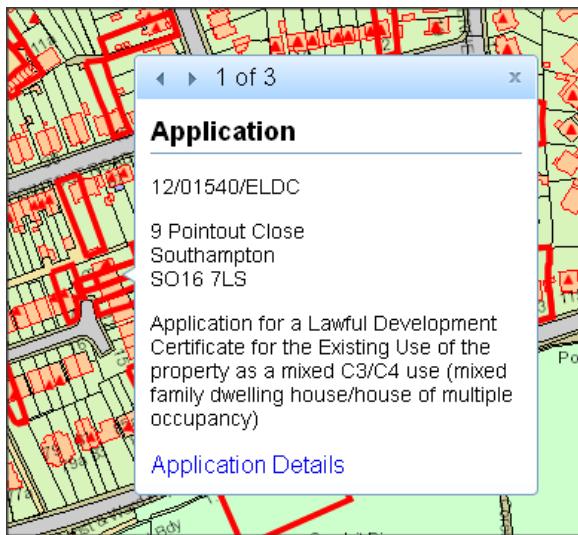
The Map search loads an Ordnance Survey map of Southampton and its environs.

Use the +/- icons at top left of the map or your mouse wheel to zoom in and out, hold down the left mouse button to drag the map around.

Once you have zoomed in far enough, the map view will change from a standard OS map to one showing each property.



Any property with a planning record will be shown with a bold red outline. Click within that outline and a popup will appear showing applications relating to that property.



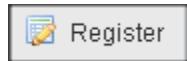
Click on Application Details to bring up the application.

The really useful feature of the Map Search is that you can use it to set up a search area to receive automatic notifications for. The search box may be rectangular, based on the currently displayed area, or circular, centred on a specific point and of defined radius. See section 12 for instructions

## **(8) Registering on the Portal in order to receive automatic updates**

You do not need to register in order to view information on the Portal, but if you do register (you only need to register once), then additional, useful facilities and options become available to you, like automatic notification of new and updated applications.

Click on the Register button at the top of the home page



The Registration process starts

## 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 *	<input type="text"/>
First Name *	<input type="text"/>
Surname *	<input type="text"/>
Phone Number	<input type="text"/>
A confirmation email will be sent to the email address you provide below.	
Email Address *	<input type="text"/>
Confirm Email Address *	<input type="text"/>
Your password must be at least 8 characters long and be a mix of letters and numbers.	
Password *	<input type="text"/>
Confirm Password *	<input type="text"/>

**Next**

Simply fill in the requested information, choose a password and click on Next

A second window will ask for your postcode, enter it and click on Next

Registration

Postcode *	<input type="text"/>
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**Back** **Next**

A third window will ask for your street address, based on the entered postcode, select it from the dropdown offered and click on Next

Registration

Please select your address:	<input type="text"/> 1 Pointout Close Southampton SO16 7LS
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**Back** **Next**

A final window will summarise your entered details and ask you to agree the terms and conditions. Tick the checkbox and click on Next

**Registration**

Please check your details

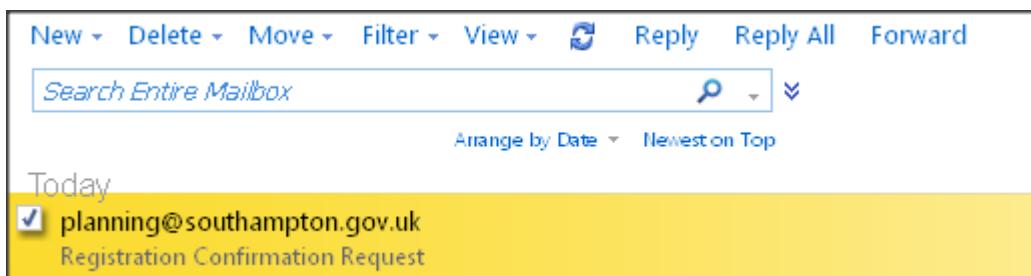
If there are any mistakes, click back to re-enter the information.

Name	Mr David Johnston
Email	d.a.johnston@soton.ac.uk
Phone Number	
Address	15 Pointout Close Southampton SO16 7LS

\* I have read and agree with the [Terms and Conditions](#) (opens in a new window) and [Privacy Policy](#) (opens in a new window)

[Back](#) [Next](#)

An email will then be sent to your specified email address asking you to confirm / activate your account with the Portal.



Open the email and click on the offered link to confirm your registration

**From:** planning@southampton.gov.uk [planning@southampton.gov.uk]  
**Sent:** 29 December 2015 12:27  
**To:** \*\*\*\*\*  
**Subject:** Registration Confirmation Request

Hello \*\*\*\*\*  
To confirm your registration please click the following link:  
<https://planningpublicaccess.southampton.gov.uk/online-applications/registrationConfirm.do?action=createUser&key=a8d261f25140c724fbeaf8d9f3f1088b>  
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.

This will take you back to the Planning Portal and confirm your registration.

### Registration Complete - Please Login

Welcome back. Your registration is now complete.

You need to login before you can access additional features such as saving searches and tracking changes to applications.

[Login](#)

You can now login to your account

## (9) Logging in to your account

Use the login icon at the top of the portal home page to log into the system



In the login window, enter the email address that you registered on the system with, and the password that you created and Click on Login.

**Login**

[◀ Previous page](#)

Not registered? [Register here](#)

Email Address

Password

**Login**

[Forgotten Password?](#)

This will log you in and take you to your profile on the system (where stored searches and tracked applications can be viewed).

Search ▾ My Profile ▾ Logout (David Johnston)

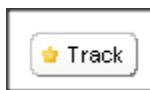
**My Profile » Notified Applications**

[Profile Details](#) [Saved Searches](#) **Notified Applications** [Tracked Applications](#)

You can now go direct to the Search page using the top left Search icon and selecting the desired search type from the dropdown.

## (10) Tracking the progress of an individual application

Once you have located the application of interest and opened it, at the top right of the page is a Track icon



If you have already registered on the system and logged in, clicking on this icon will automatically save this application under Tracked Applications within your profile and you will receive email alerts whenever the application is updated.

The screenshot shows a user profile page with a navigation bar at the top. The 'Tracked Applications' tab is selected. Below it is a table with one row, showing a tracked application. The columns are labeled 'View', 'Stop Tracking', 'Reference', 'Address', 'Type', and 'Status'. The 'Stop Tracking' column contains a red cross icon.

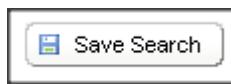
View	Stop Tracking	Reference	Address	Type	Status
		15/02126/FUL	55 Rockleigh Road Southampton SO16 7AQ	Application	Awaiting decision

Once you have tracked an application, you can stop tracking it either by clicking on the red cross in the Stop Tracking column in My profile >> Tracked Applications, or by clicking the Stop Tracking Icon on the application's page.



## (11) Saving a Simple or Advanced Search to receive automatic updates and notifications of new applications

If you have registered on the system and are logged in, you can use the save search icon on the results page of any simple or advanced search to save the results of the search to your profile.



The dialog box has a title "My Profile » Save Search". It contains a section titled "Saved Search Options" with the following fields:

- Search Title (editable): Change of use: Bassett, refused, appealed, dismissed
- Notify me via email about new search results:  Yes  No
- Last Run Date: Search not run yet.

At the bottom are two buttons: a red "Save" button and a blue "Cancel" button.

Edit the search title to something meaningful for the performed search, opt into email notifications of new additions and press Save. The search now appears on your profile and you can re-run it or edit it at any time.

## My Profile » Saved Searches

✓ Your search has been saved. You can re-run and edit your search on this page at any time.

Profile Details    **Saved Searches**    Notified Applications    Tracked Applications

Run	Edit	Delete	Search Title
			OBRA area
			Sports Centre Area Planning Apps
			Change of Use, Bassett, refused, appealed, dismissed

## (12) Saving a Map Search for a particular geographic area.

The really useful feature of the Map Search is that you can use it to set up a search area to receive automatic notifications for. The search box may be rectangular, based on the currently displayed area, or circular, centred on a specific point and of defined radius.

To enable this facility, first click on Enable filter on the RHS of the map.

**Legend and Filter**  
Showing search results. [Enable filter](#) and remove results.

Then select the application type(s) and date range – Council is gradually digitising its historical archive of planning material going back many decades so searches back to the 1960s are possible (although earlier records are often poor quality scans of handwritten or typed documents and can be hard or impossible to read in places).

**Legend and Filter**  
No longer showing search results.  
Within the last 6 months

Planning  
     Application  
     Appeal  
     Enforcement  
 Property

**For a rectangular map area** – zoom in / out and drag the map until the area shown corresponds to the area of interest. Then click on the Save a rectangular search link at bottom right of the browser window.

[Save a rectangular search](#) defined by the current map extent.

In the window which opens, provide a logical name for the defined search area, check the email notification box and click on Save.

### My Profile » Save Search

#### Saved Search Options

Search Title (editable)

Notify me via email about new search results  Yes  No

Last Run Date

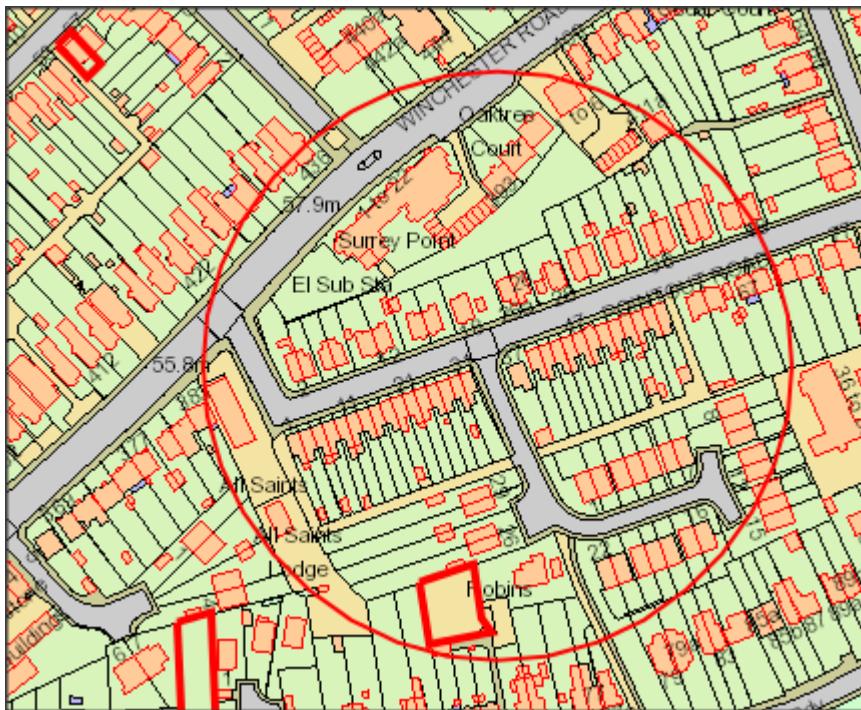
**Save** **Cancel**

The search will be saved in Saved Searches under your profile.

### My Profile » Saved Searches

Profile Details	Saved Searches	Notified Applications	Tracked Applications
Run	Edit	Delete	Search Title
			OBRA area
			Sports Centre Area Planning Apps
			demo to set up a rectangular map area

**For a circular map area** – zoom in / out and drag the map until the centre of your area of interest is in the middle of the map (as precisely as you can get it by eye). At bottom right of the map display, select a circle radius (50m, 100m, 500m, 1km) and tick the show on map option to draw a circle in the centre of the map. Drag the map around until the circle covers the desired area.



and then click on the Save a circular search option and follow instructions as for rectangular search above.

<a href="#">Save a circular search</a> of the specified radius, centred on the current location.	
500m	<input type="button" value="▼"/>
<input checked="" type="checkbox"/> show on map	

### (13) My Profile

Once you are registered on the system you can:

- save as many different rectangular and circular map search areas as you like
- track the progress of as many individual applications and property histories as you like
- save as many advanced searches as you like

These are all saved to your profile



If you are logged into the system, the My Profile icon at the top of the window will take you to your profile where you can view, edit, delete and re-run any of the stored search profiles to save setting them up from scratch. You can also opt in or out of email notifications for individual searches by editing them.