

## **South Gloucestershire Council** **Online Applications**

Online applications allows you to search for, view details and documents of and comment on Planning applications and appeals as well as viewing details of Building Control applications.

**You do not need to register to use this website, however you will be asked for certain essential details if commenting on applications.**

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## 1. Simple Search

When you first access the site you will be presented with the Simple Search, this is suitable for the majority of searching needs.

The image shows a search interface with five tabs: 'Simple', 'Advanced', 'Weekly / Monthly Lists', 'Property', and 'Map'. The 'Simple' tab is selected. Below the tabs, there is a 'Search for:' label and two radio buttons: 'Applications' (which is selected) and 'Appeals'. A text input field is provided with the instruction 'Enter a keyword, reference number, postcode or single line of an address'. A 'Search' button is located to the right of the input field.

Image 1 (Above): The simple search tab

The first step is to decide what you are searching for using the radio buttons:

- **Applications:** This covers all Planning applications
- **Appeals:** This covers all Appeals against Planning applications
- **Building Control:** If you wish to search Building Control applications please click the Search Button, hover over Building Control and click 'Simple Search'

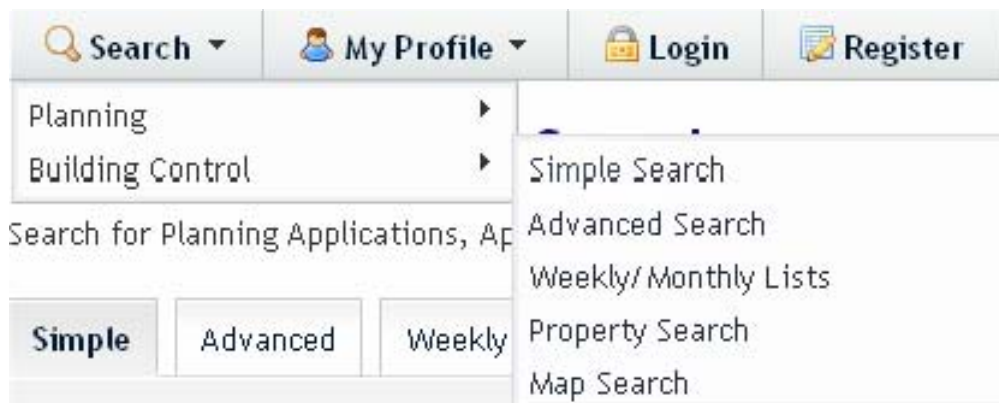


Image 2 (Above): Using the search menu to find Building Control simple search

Next, using what you know, such as a post code or application reference number, fill in the search box and click the Search button to find an application or selection of applications.

The things you can search for are:

- **Part or whole of an Address:** For example "33 High Street" or "33 High Street Kingswood Bristol"
- **A Post code or part post code:** For example "BS15 9TR" or "BS15"
- **A Reference number or part reference number:** For example PK09/1234/F or PK09/1234
- **A Keyword or phrase:** For example "Dormer" or "2 story side extension"

*Tips n tricks:*

- *Our address' on this system don't have comma's ( , ) in, try with just a space between address lines*
- *You can use the % symbol as a wildcard (Anything goes here) IE: High street % Bristol would pick up all high streets in South Glos. You can use as many %'s as you like*
- *'Keyword' search's will almost always come back with too many results to display as many words are used very frequently, you may be better off with the Advanced or Map search instead of a keyword.*

When you've done a search you'll be told one of the following...

- *Too many results found. (This is where over 1000 records match your search).  
Try adding more to your search to narrow the results*
- *No Results Found  
Check the information you've entered is correct, try reducing the amount you're putting in for a more general search to pick up more results.*
- *You're taking to the details summary page of a single application  
Your search has exactly matched one application only and taken you straight to it*
- *A list of applications has appeared with a small map to the right  
Your search has found lots of matches for your search; you may wish to go back and narrow the search if there are too many results or pick the application(s) you're looking for from the list*

Once you have results you may wish to see the [5.Viewing Applications](#) part of this guide.

## 2. Advanced Search

The advanced search can be useful if you're unable to find what you're looking for with the simple search or you're not looking for one application in particular but any that meet certain criteria such as all applications within a parish area

**On this tab (Unlike with simple search) you will have different search options for each of the services provided (Planning Applications, Planning Appeals and Building Control).**

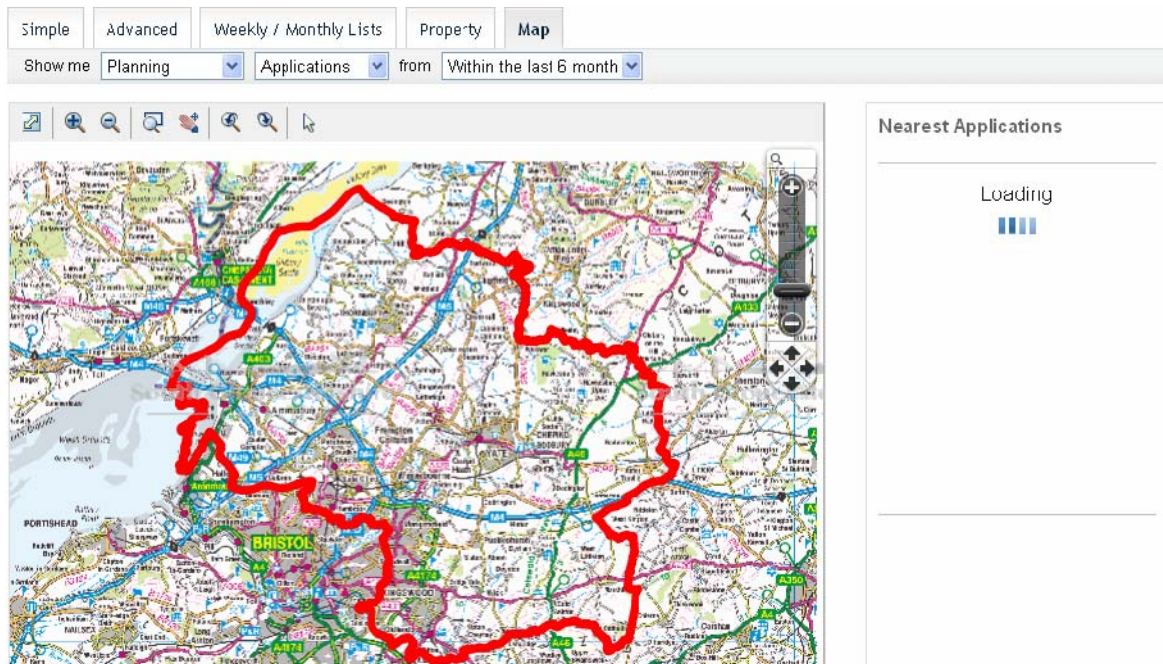
Your options for searching here include the Application Reference, Address and Keyword like on the Simple search however you can now use these in conjunction with other search options...

- Applicant Name (This is the name of the main contact for the application)
- Ward (a drop down list of all ward areas in South Gloucestershire)
- Parish (a drop down list of all Parish areas in South Gloucestershire)
- Status (a drop down list of all the different status' of an application EG: Decided or Registered)
- Various Date's
  - Date Received – When South Gloucestershire Council received the application
  - Date Validated – When the application was Valid
  - Date Actual Committee – When the application will go to committee
  - Decision Date – When a decision was made on the application
  - Appeal Decision Date – When an appeal was decided on the application

You may use any combination of these search functions to provide a customised list, for example you may wish to search for all applications in a parish area which were decided between the 1<sup>st</sup> and 30<sup>th</sup> June to see what's been approved or refused in a local area that month.

### 3. Map Search

When you access the system there is a tab called Map which will allow you to find all applications in the area you are viewing based on some choices you make.



Just below the tabs (Above the map) are three drop down menu's of options to help you find what you're looking for.

The first two drop down's (Default on Planning then Applications) allows you to choose what you're looking for with the following options

- Planning
  - Applications
  - Appeals
- Building Control
  - Applications
  - Contraventions
- Property

The final drop down is what time period you wish to look over, the default is the past 6 months; you can reduce this (minimum of 'today') or increase to a maximum of all.

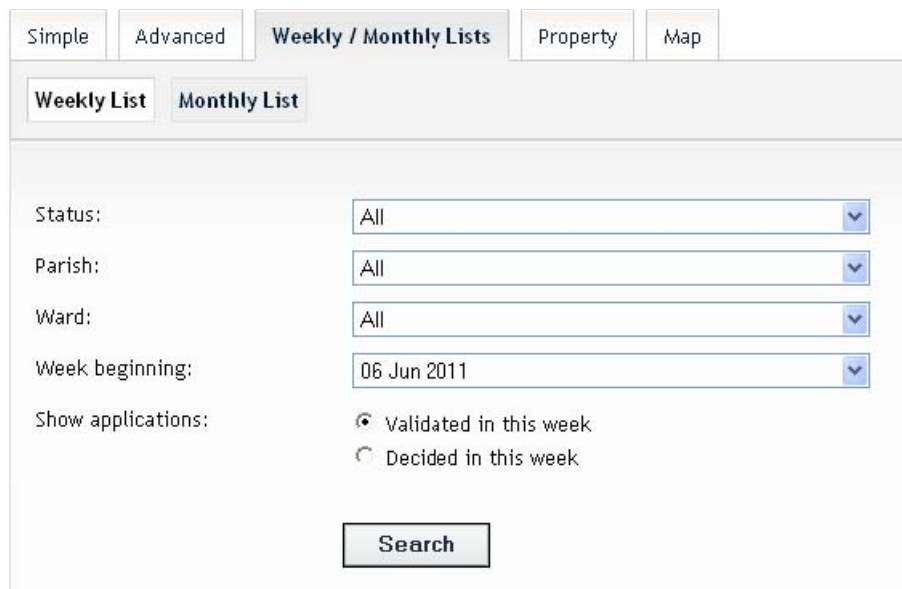
#### NOTE:

- **Map results will generally take longer than other search's**
- **Longer date periods will take significantly longer to return results compared to shorter time periods**
- **The area you are viewing also has a very large impact on search speed, the more you zoom in the faster the results**

The results will appear in the right hand side automatically (there is no search button to press) and will update automatically as you move around the map or change the drop down options.

## 4. Weekly and Monthly Lists

This area allows you to quickly find all applications within a particular Parish or Ward or across all of South Gloucestershire for a particular week or month.



The screenshot shows a web interface for searching applications. At the top, there are five tabs: 'Simple', 'Advanced', 'Weekly / Monthly Lists' (which is selected), 'Property', and 'Map'. Below these tabs, there are two sub-tabs: 'Weekly List' and 'Monthly List'. The main search area contains the following fields and options:

- Status: A dropdown menu with 'All' selected.
- Parish: A dropdown menu with 'All' selected.
- Ward: A dropdown menu with 'All' selected.
- Week beginning: A dropdown menu with '06 Jun 2011' selected.
- Show applications: Two radio button options: 'Validated in this week' (which is selected) and 'Decided in this week'.

At the bottom of the search area is a 'Search' button.

You may also choose between new (Validated) applications or applications that were decided during the week / month you've chosen.

When you have looked for applications using the Weekly or Monthly lists you may wish to see the [5. Viewing Applications](#) part of this guide.

## 5. Viewing Applications – Part 1 (Many Results)

Once you've done your search using one of the four methods above you'll want to see the details of the application(s) that have come up.


This part of the guide assumes several results have been returned, if you have only had one result come back then you can [skip to part 2, single record](#).

When several results have come back you will see a screen much like the below

Sort by  Direction  Results per page

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1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 Next ▶ Showing 1-10 of 469

<p><b><u>Erection of 1 no detached bungalow (Outline) with landscaping to be determined. All other matters reserved.</u></b></p> <p>9 Shellmor Close Patchway Bristol South Gloucestershire BS34 6BP Ref. No: PT11/1728/O   Received: Wed 01 Jun 2011   Validated: Wed 01 Jun 2011   Status: Pending Consideration</p>	<p><b>Map Information</b></p> <p>The results on this page are shown on the map below. You can see more details by clicking on the search result on the left or clicking a point marked on the map.</p>  <p><a href="#">Show results on large map</a></p>
<p><b><u>Erection of single storey front extension to form porch and w.c.</u></b></p> <p>36 St Peters Crescent Frampton Cotterell Bristol South Gloucestershire BS36 2EJ Ref. No: PT11/1718/F   Received: Tue 31 May 2011   Validated: Tue 31 May 2011   Status: Pending Consideration</p>	
<p><b><u>Erection of replacement detached garage.</u></b></p> <p>Ivy Cottage Bristol Road Cromhall Wotton Under Edge South Gloucestershire GL12 8AR Ref. No: PT11/1681/F   Received: Fri 27 May 2011   Validated: Fri 27 May 2011   Status: Pending Consideration</p>	
<p><b><u>Erection of 2 no. semi-detached dwellings with access and associated works.</u></b></p> <p>21 Gayner Road Filton Bristol South Gloucestershire BS7 0SP Ref. No: PT11/1682/F   Received: Fri 27 May 2011   Validated: Mon 06 Jun 2011   Status: Pending Consideration</p>	

You can sort the results with the drop down box's at the top and navigate between the pages.

The information about each result is formatted as follows

<p><b>Description of what is happening</b></p> <p>Site Address</p> <p>Reference Number   Date received   Date Validated   Status of application</p>
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A map of all the results is also shown on the right, although when there are a great many results this map may not suffice as it will be zoomed out too far and clicking 'Show results on large map' may be preferable.

Otherwise clicking on the Description of each result will take you into the full details of that record.

## 5. Viewing Applications – Part 2 (Single Record)

Once within a single record you have a large amount of information available to you

**Details Tab and 4 Sub-Tabs:** This contains all the details of the application, key contacts and dates

**Constraints:** This shows you which policy's / restrictions and planning history in place on or within a 10 meter boundary of the site

**Documents:** Here you can view images such as plan's, reports and comments submitted for this application, if you make a comment, once checked by an officer it will appear here.

**Related Cases:** A record of any applications or property records we have in relation to the site

**Map:** View the site on an interactive map

When you've had a look at all the details available for this application you may wish to [make a comment](#) or **track the application** so you are notified of any changes



## 6. Making a Comment

Now that you have found the application you are looking for, you may want to provide a comment in support of, against or general towards the application.

To do this click on the Comments Tab of the application, this will sometimes have a number in brackets next to it; this is the number of statutory consultees (Such as the Environment Agency or Highways Agency) that have been consulted.

You should now see two sub-tabs, Make a comment and Consultee Comments, and by default should see the Make a comment tab's details, if not click on Make a comment to go there now.

From here you can see the basic details of the application you are commenting on and also a form to complete in order to submit your comment.

- Fields marked with an asterisk ( \* ) are required
- Your comments may be up to 1000 characters long, a counter will show you how many characters you have left
- You can choose to receive an email as a record of what you said.
- If you are expecting to make many comments it may be easier to register an account to save time filling in all the fields

Proposal:	Erection of single storey rear extension to form additional living accommodation.
Case Officer:	Kirstie Henshaw

Comments submitted will be immediately made available online to the public.  
Are your personal details correct? Click to [update my personal details](#).

Your Title: \*

Your First Name: \*

Your Surname: \*

Address Line 1 \*

Address Line 2

Town / City \*

Postcode \*

Your Tel. No.

Your Email Address:

Commentor Type: \*

Stance: \*  Object  Support  Neutral

Reason for comment:

Comments Pending  
 General Observations  
 Mixed  
 No Objection  
 No Objection (Comments)  
 Non - Committal  
 Objection  
 Statutory Comments  
 Substantive Reply  
 Support

Your Comment:  
916 characters left

This box can take a maximum of 1000 characters. It counts down as i type to guide me

Send me an email confirming my comments

## 7. Registering an account

If you are expecting to make several comments or want to track applications or even save regular searches that you do you'll need to register and account.

You will not be asked for any more information registering an account than you would submitting a comment, the details required are...

- Your name including title
- Your contact phone number
- Your email address
- A password of your choice
- Your postal address
- Agreement to our Terms and Conditions and Privacy Policy

Title *	<input type="text" value="Mr"/>
First Name *	<input type="text" value="Public"/>
Surname *	<input type="text" value="Guide"/>
Phone Number	<input type="text" value="0117 123456789"/>
A confirmation email will be sent to the email address you provide below.	
Email Address *	<input type="text" value="public.guide@southglos.gov.uk"/>
Confirm Email Address *	<input type="text" value="public.guide@southglos.gov.uk"/>
Your password must be at least 8 characters long and be a mix of letters and numbers.	
Password *	<input type="password" value="....."/>
Confirm Password *	<input type="password" value="....."/>
<input type="button" value="Next"/>	

Once you have completed the registration form you will be sent a confirmation email asking you to use a confirmation link, once this is done you can login and use the site.

## 8. Tracking an application






If you wish to track an application you must first login to a registered account, you may need to [register a new account](#) first.

Once logged in search for the application you wish to track, on any tab you should see a button near the top right that says Track with a small yellow star next to it.

Clicking the track button will add the application to your list of tracked applications and you will receive an email notification for changes to the status of the application.

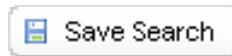
- *Please note you will **not** be notified of every comment made on the application*

If you look at your Tracked applications tab (My Profile > Tracked applications) you can stop tracking the application or view the full details.

Reference	Address	Type	Status	View	Stop Tracking
PK11/0007/O	The Civic Centre High Street Kingswood Bristol South Gloucestershire BS15 9TR	Application			
PK11/0001/F	The Civic Centre High Street Kingswood Bristol South Gloucestershire BS15 9TR	Application			
PK10/1111/F	101 California Road Oldland Common Bristol South Gloucestershire BS30 8AY	Application	Approve with Conditions		
PK11/1772/F	16 Martins Road Hanham Bristol South Gloucestershire BS15 3EW	Application	Pending Consideration		

## 9. Saving a search

Sometimes you may like to so a search on a regular basis, if this is the case, login to your account and run your search as normal you will then have a 'Save Search' button at the top right of the screen.












Please be aware this button does not appear if the search only brings back ONE application

When you click on the save search button it asks you to set a title (One has been set by default using what you searched for and the time / date).

Choose if you want to be notified by email of any new results that appear for that search  
Be told when the last time you ran this saved search

When you click save, the search will be added to your list of saved searches where you can delete it, run it or make changes to it.

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

Consultee In Tray	Profile Details	<b>Saved Searches</b>	Notified Applications	Tracked Applications
Search Title ▾	Search Type ▾	Run	Edit	Delete
"pk11/001%" Planning Application 14-Apr-2011 9:34 AM	Application			
"pk11/17" Planning Application 12-Jun-2011 6:27 PM	Application			
Property 12-Apr-2011 12:30 PM	Property			

You can always reach your saved searches page by logging in and going to My Profile > Saved Searches

## 10. Quick Help

This is a list of little things that you can do to get past small problems with the system. It can be useful to check this guide if you ever run into a problem as the solution may have been added here.

- **When viewing PDF documents I just get a grey background**

Adobe Reader X (10) and later are set by default to open PDF's in internet explorer resulting in just seeing the grey background of the Reader programme to set this do the following...

- Open Adobe Reader X
- Click on the EDIT menu and choose PREFERENCES
- Choose INTERNET
- Take the tick OUT of DISPLAY PDF IN BROWSER
- Click Ok
- Exit Adobe Reader X & try viewing the document again