User instructions for Planning Explorer

Planning Explorer allows you to access our planning database for information on current and historic planning applications. Application plans, associated documents and application status details are all available through Planning Explorer.

Please note:

For Planning Explorer to function correctly, you must be using the latest version of a full feature internet browser on your device. For PCs running Windows and Internet Explorer, this means Internet Explorer 11. It should also work with the latest versions of Chrome, Firefox etc.

If you have checked that you are using the latest browser software and you are still not able to view the documents, this could be due to security restrictions imposed by a network administrator – this is particularly likely if you are attempting to access Planning Explorer over a business network. A further possibility is that you have a plug-in installed in your browser that may be conflicting with the Planning Explorer website, for example an advertisement or pop-up blocker. Another suggestion is to clear the cache from your browser.

Unfortunately, beyond the suggestions above we are not able to offer any technical support to devices not owned by the Council.

Accessing Planning Explorer

You can access Planning Explorer in either of the following ways:

- Via the 'View, comment or object – planning' tile in the 'Top Tasks' on the front page of our website: www.charnwood.gov.uk
- By going directly to this web page: http://portal.charnwood.gov.uk/Northgate/PlanningExplorerAA/Home.aspx

Search options

Once at the Planning Explorer front page, you have a number of search options.

General Search:

Use this option if you don't know the planning application number for the application you wish to view. You can populate any or all of the fields in the 'Search Criteria' section, and you do not need to put whole words in the fields – parts of words will also return search results. For example, entering "saund" in the 'Agent Name' field will return all applications where "saund" forms part or all of the name of the agent who submitted the application. You can also restrict the date range of your search using the 'Date Search' section either in conjunction with the 'Search Criteria' section, or on its own if you want to access all applications within a certain date range.

Specific Application: If you know the application number for the application you wish to view, this option is the quickest way to obtain the information you require. Simply enter the application number in the 'Search Criteria' box.

New Application: Use this option to display all the applications we have received in the last 1-31 days, by selecting a date range from the drop-down menu.

Undetermined: Use this option to display all the application we have received but have not yet been determined.

Recent Decisions: Use this option to display all the applications we have determined in the last 1-60 days, by selecting a date range from the drop-down menu.

Keywords: This option provides the same functionality as the 'General Search' option above.

Obtaining further details on a specific application

Once a list of one or more relevant applications has been returned from your search, you can obtain more details on a particular application by clicking on the application number in the first column, which will be displayed in black in the list with a feint dotted line underneath it. This will take you to the details page for that particular application.

On this screen you will be able to see information about the status/progress of the application and also details about the applicant, agent and planning officer, etc.

At the bottom of the screen you will see a section entitled 'Other Information Available for Planning Application….', with a number of hyperlink options providing more details about the application. The most commonly used one of these is the last one – 'View Related Documents'. Clicking on this will bring up all the documents relating to the application, including the application form, plans, reports etc. To view a particular document, simply click on the relevant hyperlink in the 'Document Type' column.

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