



**Newcastle Planning Online Services  
User Guide : Enforcement**

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## Registering



Anyone can use the site to view planning applications and enforcement records, but to take advantage of the advanced profile features that allow you to save searches and track applications you must first register a user account.

1. To create a new user account click on Register in the menu bar.

Search ▾ My Profile ▾ Login Register

**Planning >> Registration**

Once registered the following additional functionality will be available:

- Tracking applications
- Saving Searches
- Email notifications about tracked applications and new search results.

Enter your details below. Fields marked with a \* must be completed.

Title \*

First Name \*

Surname \*

Phone Number


A confirmation email will be sent to the email address you provide below.

Email Address \*

Confirm Email Address \*

Your password must not contain spaces and be a minimum of 5 characters long.

Password \*

 [Figure 1](#) - Registering your details

2. Register your personal details by filling in the following fields:

- **Title** – select the title you wish to be addressed by
- **First Name** – enter your first name
- **Surname** – enter your surname.

- **Email Address** – enter your email address. Enter it again to confirm that it is correct.
- **Password** – enter a password that will allow only you to access your account. Repeat it in the box below.

**Note:** Passwords must be five characters or longer and may not contain spaces. Enter the password again below to confirm that it is correct.

3. Click to read the **Terms and Conditions** and **Privacy Policy** that apply to the use of this site. When you have done so tick the check box to indicate that you agree to them.
4. When you have entered your personal and login details, click on the **Register** button.
5. An email will be sent to the address you entered. This provides final confirmation that you want to create a Planning Online account. When the email arrives, click on the link to be returned to the Planning Online site.



## Searching



When you are on the Planning Online site you will be able to search for enforcement records according to a variety of criteria. The site provides a variety of methods to allow you to find the information you are looking for.

### 1. Search methods include:

- **Simple search** – search for applications, appeals or enforcements according to some entered text
- **Advanced search** – search according to a wide combination of factors
- **Map search** – search using an interactive map tool
- **Property search** – search for a particular property to which applications or enforcement cases may apply
- **Weekly/monthly lists** – search for applications whose status is validated or decided within a particular time period.

## Simple Search

A simple search allows you to search quickly for an enforcement record by entering some text that will help identify the case.

### 2. Select **Simple Search** from the Search drop down list.

Search ▼ My Profile ▼ Login Register

**Planning >> Simple Search**

Search for Planning Applications, Appeals and Enforcements by keyword, application reference, postcode or by a single line of an address.

Simple Advanced Weekly/Monthly Lists Property Map

**Search for:**  
 Applications  Appeals  Enforcements

Enter a **keyword, application reference, postcode** or **single line of an address.**

Search

**Figure 2** - Carrying out a Simple Search

6. Click to select whether you want to search for:
  - **Applications**
  - **Appeals**
  - **Enforcements.**
  
7. Enter some text in the Search box that will correspond to one of:
  - **Enforcement reference number** (for example, “2009/0216/OPDEV”)
  - **Post code** (for example, “NE1 8PH”)
  - **Part of an address** (for example, “Civic Centre”, “High Street”)
  - **Keyword** (for example, “first floor extension”, “change of use”)
  
8. Click on the **Search** button to display the results of your search.

The screenshot displays the 'Results for Enforcement Search' page. At the top, there are navigation links for 'Search', 'My Profile', 'Login', and 'Register'. Below this, the search results are displayed with sorting options: 'Sort by' (Date Received), 'Direction' (Descending), and 'Results per page' (10). A 'Go' button is present. The results list includes:

- Alleged unauthorised erection of a rear extension**  
73 Osborne Avenue Newcastle upon Tyne NE2 1JT  
Ref. No: 2009/0394/OPDEV | Received: Thu 22 Oct 2009 | Status: Pending Consideration
- Alleged unauthorised installation of roof and flue to rear**  
Restaurant Saroo 32 West Road Newcastle upon Tyne NE4 9HB  
Ref. No: 2009/0397/OPDEV | Received: Wed 21 Oct 2009 | Status: Pending Consideration
- Alleged untidy condition of land**  
Former Supashooker Paradise Methodist Church Atkinson Road Newcastle upon Tyne NE4 8XX  
Ref. No: 2009/0393/UNTIDY | Received: Wed 21 Oct 2009 | Status: Pending Consideration
- Alleged untidy condition of land and unauthorised installation of a satellite dish above garage**  
3 Esher Court Newcastle upon Tyne NE3 2UR  
Ref. No: 2009/0399/UNTIDY | Received: Wed 21 Oct 2009 | Status: Case Closed
- Alleged unauthorised erection of a fence over 6ft in height adjacent to the highway.**  
205 Hillview Avenue Newcastle upon Tyne NE3 3QL  
Ref. No: 2009/0395/OPDEV | Received: Wed 21 Oct 2009 | Status: Pending Consideration
- Alleged unauthorised rear extension**  
3 Severs Terrace Callerton Newcastle upon Tyne NE5 1PB  
Ref. No: 2009/0396/OPDEV | Received: Wed 21 Oct 2009 | Status: Pending Consideration

On the right side, there is a 'Map Information' section with a map of Newcastle upon Tyne. The text states: '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.' Below the map is a link: 'Show results on large map'.

**Figure 3** - Search results

9. You can manipulate the how the search results are displayed to help you find applications of particular interest:
  - **Sort By** – select a criterion to re-order the results by
  - **Direction** – choose whether the results should be displayed in ascending or descending order
  - **Results per page** – choose how many results should be displayed on the page at once. Once you have made your display selections, click on the **Go** button.
10. The number of results being displayed (out of the total number of results) is shown. If there are more results than fit on to one page you can navigate between the results pages either by clicking on **Next** to view the next page or by clicking directly on the page number
11. A map of the relevant area is displayed. Click on **Show results on large map** to see the locations of the search results in more detail (see Map Search).
12. To view a search in detail, click on its title.
13. If there are too many results, or if the results do not contain the cases you are looking for, you can go back to the search by and amend your search criteria. To do this, click on the **Refine Search** button.
14. If this search is one that you will reuse, click on the **Save Search** button. You can edit the search name here and select whether to receive an email if new applications arrive that match the search criteria. Click on **Save** to save the search.

This search will appear in your Saved Searches page (see Saved Searches). From there it can be run as often as you like, or edited and updated at any time.

15. To display the current page of search results in a printable format, click on the **Print** button.

**Print Version**

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**Results for Application Search**

Erection of 2 blocks of 5 terraced houses with associated access, car parking, boundary treatment and landscaping  
 Land At Burt Terrace Walbottle Newcastle upon Tyne  
 Ref. No: 2009/1284/01/DET | Received: Tue 04 Aug 2009 | Validated: Tue 15 Sep 2009 | Status: Pending Consideration

Erection of single storey utility room extension to rear  
 7 Burt Terrace Walbottle Newcastle upon Tyne Tyne and Wear NE15 9RY  
 Ref. No: 2003/2066/01/DET | Received: Fri 05 Sep 2003 | Validated: Tue 16 Sep 2003 | Status:

Change of use from retail shop (Class A1) to health club (Class D2) and alterations to elevation  
 Former Star Screen Co-op Buildings Burt Terrace Hexham Road Throckley Newcastle Upon Tyne Tyne And Wear NE15 9RY  
 Ref. No: 2002/0876/01/DET | Received: Mon 08 Apr 2002 | Validated: Tue 21 May 2002 | Status:

Change of use of part of first floor from religious meeting hall to storage of T-shirts ancillary to use on ground floor and alterations to front elevation as supplemented by plan received 22/7/93 and amended by applicant 1/12/93

i **Figure 4** - Printing your search results

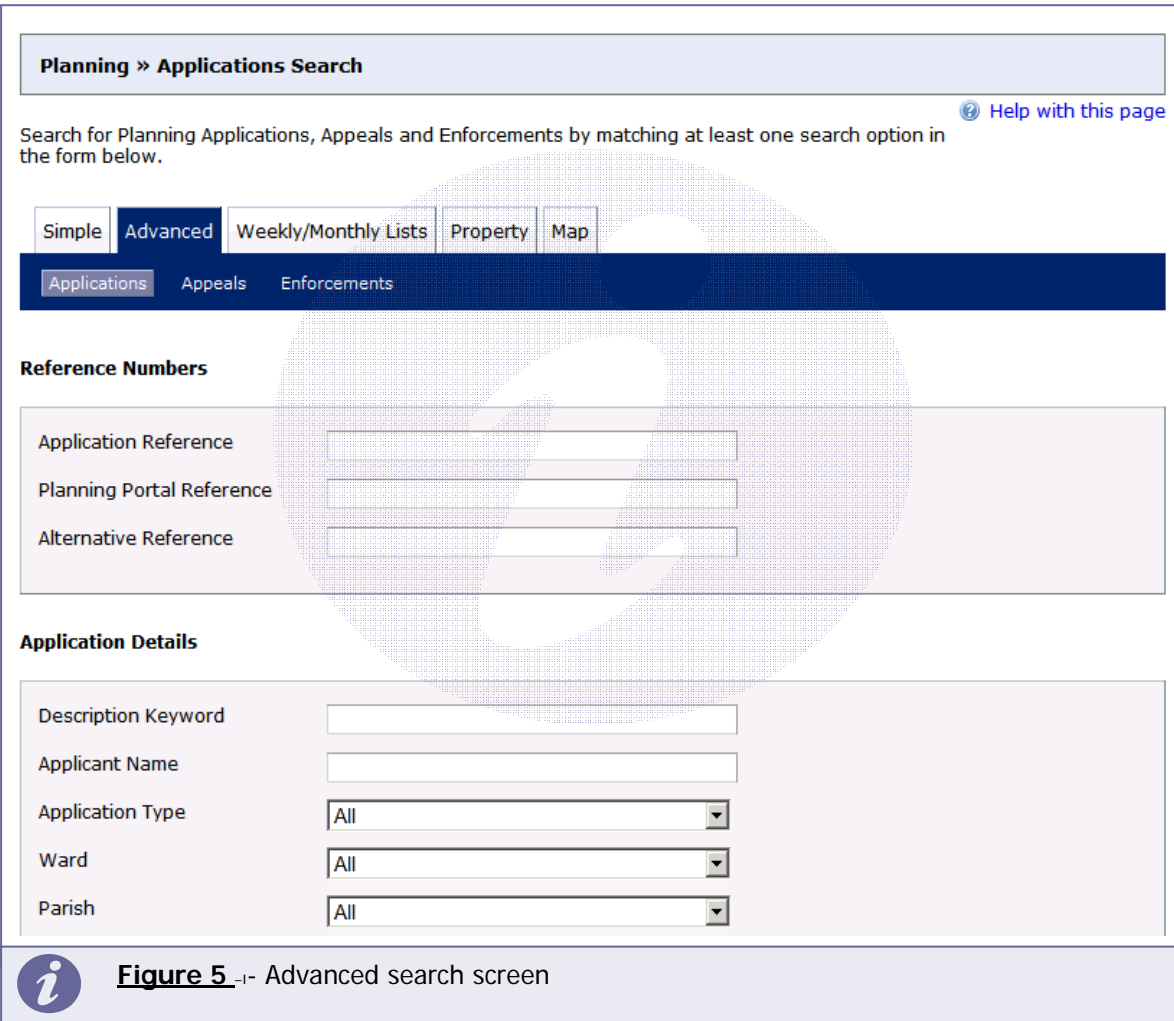
Click **Print** again in the new window to send the page to your local printer. Press **Close** when you are finished with this window.

## Advanced Searching

An advanced search allows you to build a complex combination of specific criteria on which to search for an enforcement. These may include:

- **Enforcement reference numbers**
- **Enforcement details**
- **Relevant / Key Dates (including date ranges)**

1. Select **Advanced Search** from the Search drop down list.

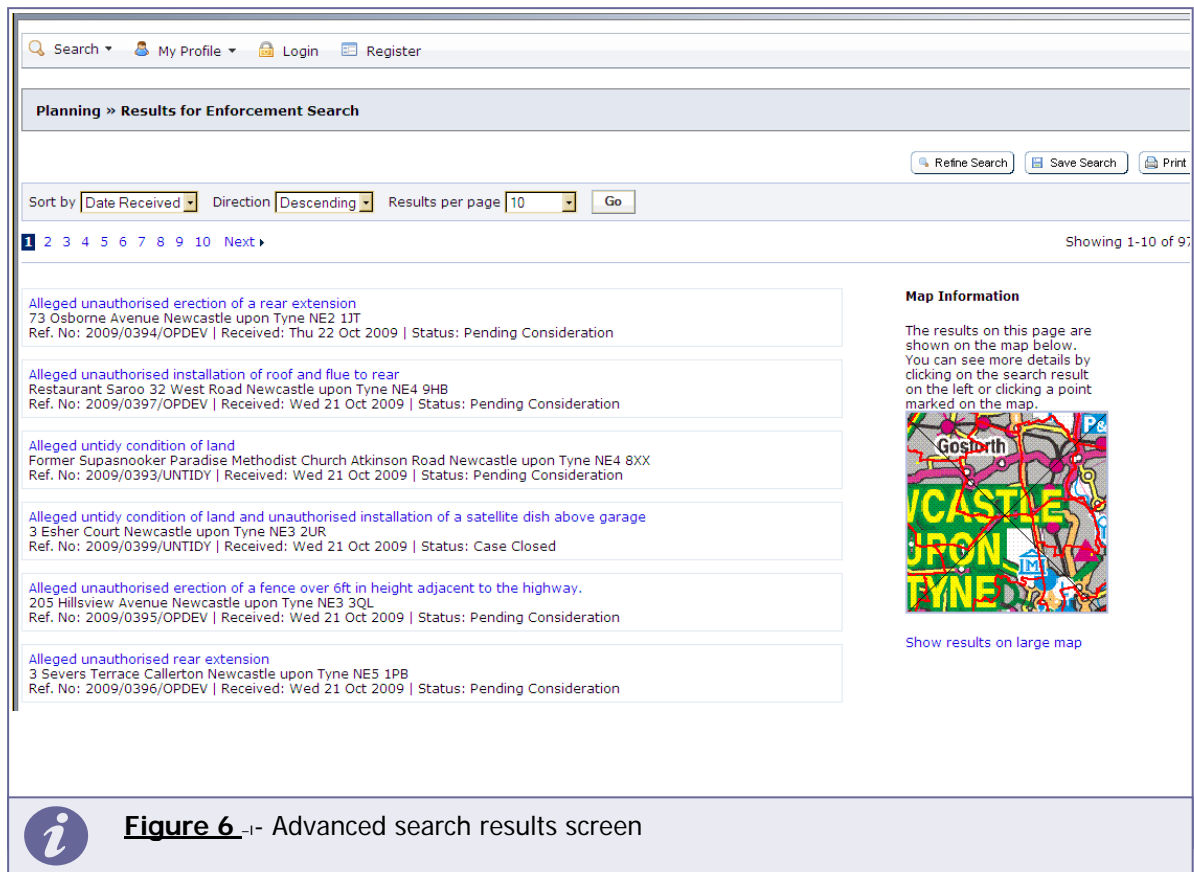


The screenshot shows the 'Planning » Applications Search' page. At the top, there is a navigation bar with 'Simple', 'Advanced', 'Weekly/Monthly Lists', 'Property', and 'Map' tabs. Below this is a dark blue bar with 'Applications', 'Appeals', and 'Enforcements' buttons. The main content area is titled 'Reference Numbers' and contains three input fields: 'Application Reference', 'Planning Portal Reference', and 'Alternative Reference'. Below this is the 'Application Details' section, which includes five fields: 'Description Keyword' (text input), 'Applicant Name' (text input), 'Application Type' (dropdown menu set to 'All'), 'Ward' (dropdown menu set to 'All'), and 'Parish' (dropdown menu set to 'All'). A large, semi-transparent watermark of the Newcastle City Council logo is overlaid on the search form. At the bottom of the screenshot, there is an information icon and the text 'Figure 5-1- Advanced search screen'.

2. Click to display a search page specific to:

- **Applications**
- **Appeals**
- **Enforcements.**

3. If you know a reference number that identifies a specific case enter it in the appropriate box.
4. The Enforcement details allow you to specify a breach type or decision, as well as location details, which include ward, parish and address information. Enter any combination of these details as appropriate.
5. Click on the **Search** button to display the results of your search.



The screenshot displays the 'Results for Enforcement Search' page. At the top, there are navigation links for Search, My Profile, Login, and Register. Below this, the page title is 'Planning » Results for Enforcement Search'. There are buttons for 'Refine Search', 'Save Search', and 'Print'. The search filters are set to 'Sort by Date Received', 'Direction Descending', and 'Results per page 10'. A 'Go' button is present. The results are shown in a list format, with page numbers 1 through 10 and a 'Next' link. The first six results are:

- Alleged unauthorised erection of a rear extension**  
73 Osborne Avenue Newcastle upon Tyne NE2 1JT  
Ref. No: 2009/0394/OPDEV | Received: Thu 22 Oct 2009 | Status: Pending Consideration
- Alleged unauthorised installation of roof and flue to rear**  
Restaurant Saroo 32 West Road Newcastle upon Tyne NE4 9HB  
Ref. No: 2009/0397/OPDEV | Received: Wed 21 Oct 2009 | Status: Pending Consideration
- Alleged untidy condition of land**  
Former Supasnooker Paradise Methodist Church Atkinson Road Newcastle upon Tyne NE4 8XX  
Ref. No: 2009/0393/UNTIDY | Received: Wed 21 Oct 2009 | Status: Pending Consideration
- Alleged untidy condition of land and unauthorised installation of a satellite dish above garage**  
3 Esher Court Newcastle upon Tyne NE3 2UR  
Ref. No: 2009/0399/UNTIDY | Received: Wed 21 Oct 2009 | Status: Case Closed
- Alleged unauthorised erection of a fence over 6ft in height adjacent to the highway.**  
205 Hillside Avenue Newcastle upon Tyne NE3 3QL  
Ref. No: 2009/0395/OPDEV | Received: Wed 21 Oct 2009 | Status: Pending Consideration
- Alleged unauthorised rear extension**  
3 Severs Terrace Callerton Newcastle upon Tyne NE5 1PB  
Ref. No: 2009/0396/OPDEV | Received: Wed 21 Oct 2009 | Status: Pending Consideration

On the right side, there is a 'Map Information' section with a map showing the search results area. The text states: '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.' Below the map is a link to 'Show results on large map'.

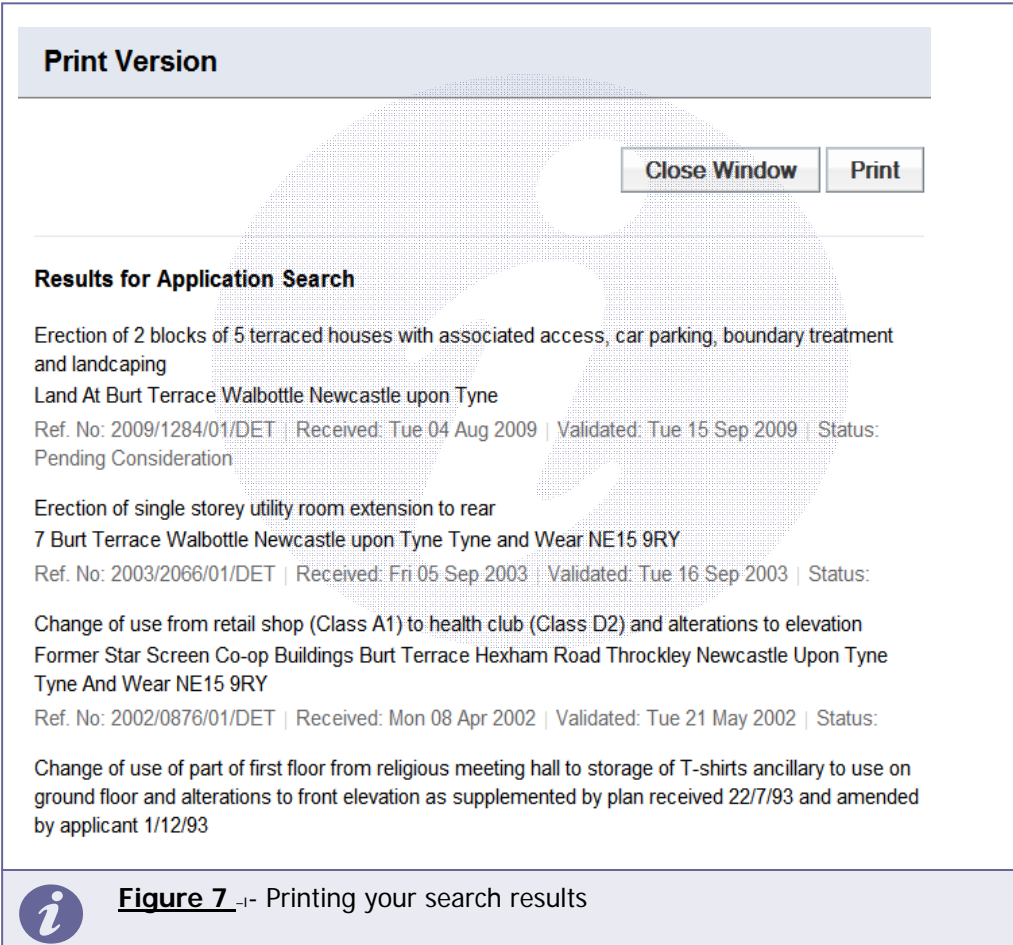
**Figure 6 -I-** Advanced search results screen

6. You can manipulate the how the search results are displayed to help you find applications of particular interest:
  - **Sort By** – select a criterion to re-order the results by
  - **Direction** – choose whether the results should be displayed in ascending or descending order
  - **Results per page** – choose how many results should be displayed on the page at once.

Once you have made your display selections, click on the **Go** button.

7. The number of results being displayed (out of the total number of results) is shown. If there are more results than fit on to one page you can navigate between the results pages either by clicking on **Next** to view the next page or by clicking directly on the page number.

8. A map of the relevant area is displayed. Click on **Show results on large map** to see the locations of the search results in more detail (see Map Search).
9. To view a search in detail, click on its title.
10. If there are too many results, or if the results do not contain the cases you are looking for, you can go back to the search by and amend your search criteria. To do this, click on the **Refine Search** button.
11. If this search is one that you will reuse, click on the **Save Search** button. This search will appear in your Saved Searches page (see Saved Searches). From there it can be run as often as you like, or edited and updated at any time.
12. To display the current page of search results in a printable format, click on the **Print** button.



**Print Version**

Close Window Print

**Results for Application Search**

Erection of 2 blocks of 5 terraced houses with associated access, car parking, boundary treatment and landscaping  
Land At Burt Terrace Walbottle Newcastle upon Tyne  
Ref. No: 2009/1284/01/DET | Received: Tue 04 Aug 2009 | Validated: Tue 15 Sep 2009 | Status: Pending Consideration

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Ref. No: 2003/2066/01/DET | Received: Fri 05 Sep 2003 | Validated: Tue 16 Sep 2003 | Status:

Change of use from retail shop (Class A1) to health club (Class D2) and alterations to elevation  
Former Star Screen Co-op Buildings Burt Terrace Hexham Road Throckley Newcastle Upon Tyne Tyne And Wear NE15 9RY  
Ref. No: 2002/0876/01/DET | Received: Mon 08 Apr 2002 | Validated: Tue 21 May 2002 | Status:

Change of use of part of first floor from religious meeting hall to storage of T-shirts ancillary to use on ground floor and alterations to front elevation as supplemented by plan received 22/7/93 and amended by applicant 1/12/93

**Figure 7** - Printing your search results

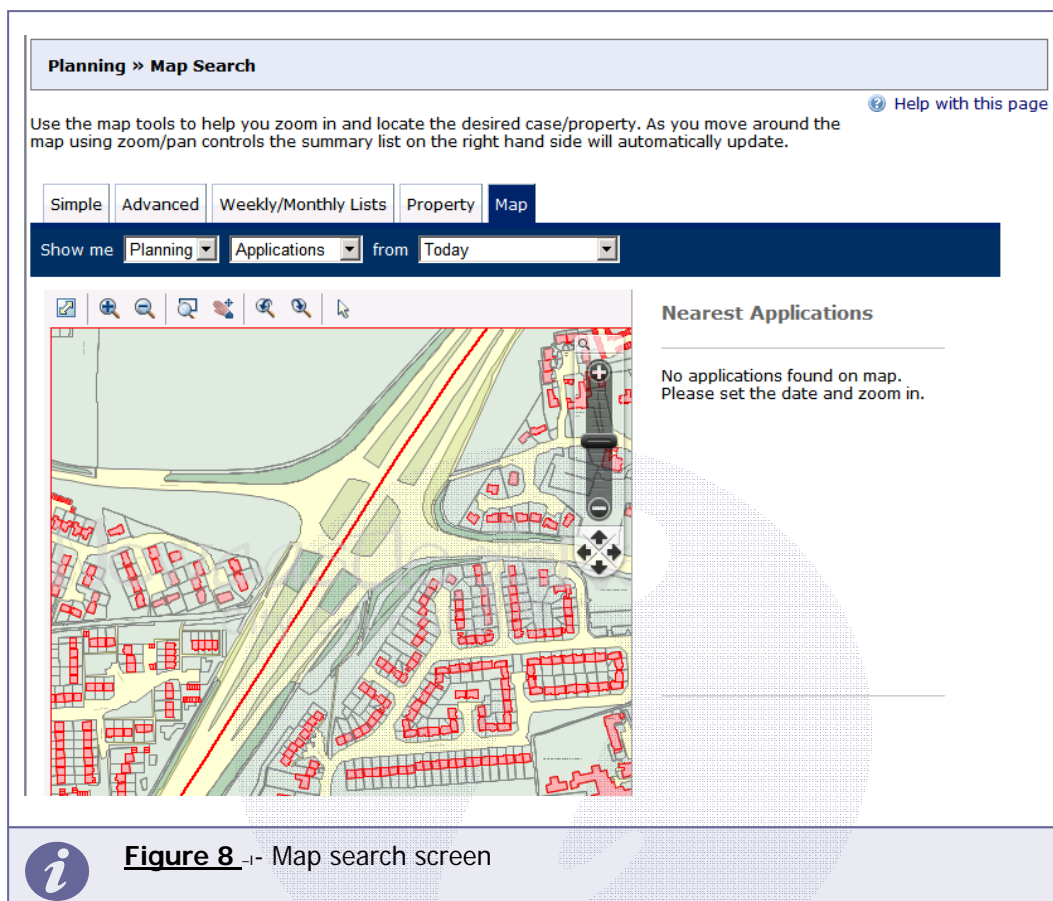
Click **Print** again in the new window to send the page to your local printer. Press **Close** when you are finished with this window.

## Map Searching

**Note** This feature is only recommended for broadband users.

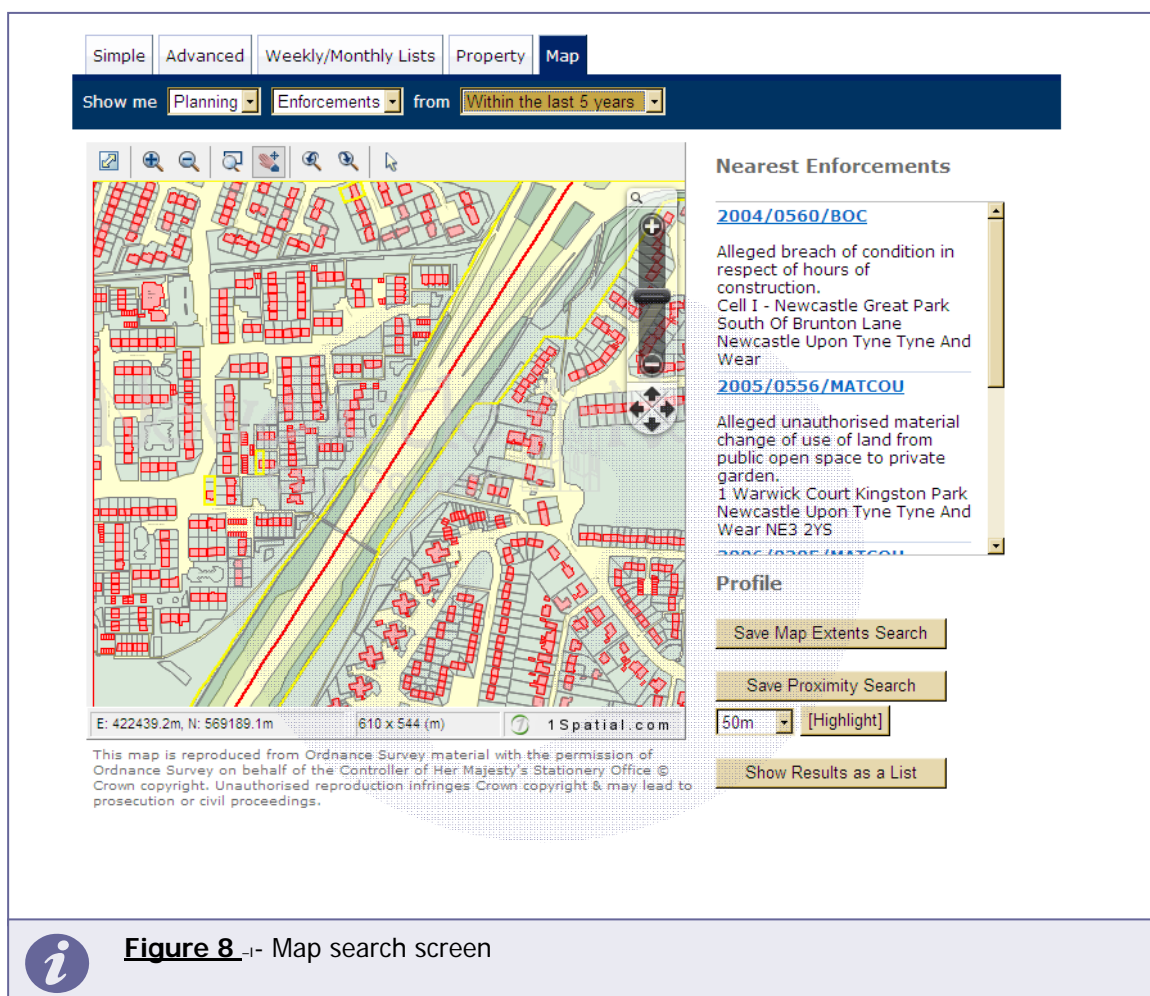
The Map Search feature allows you to identify applications using an interactive map.

1. If the interactive map is not displayed, click on the **Map Search** tab.



2. Select what you want to search for:
  - **Applications** – shown with green borders
  - **Appeals** – shown with red borders
  - **Enforcements** – shown with yellow borders
  - **Properties** – shown with grey borders.
3. Select the time period during which cases have been logged.
4. The interactive map contains a number of tools to help you zoom in and locate the desired addresses:
  - **Initial map view** – click this to zoom the map out to show the widest possible view
  - **Zoom in** – select this tool then click a point on the map that you want to zoom in to
  - **Zoom out** – select this tool then click on the map to zoom out
  - **Zoom Slider** – move the slider up to zoom in; down to zoom out

- **Pan mode** – to move around the map, select this then click on the map. Keeping the mouse button depressed, drag the cursor in the direction that you want to pan
  - **Pan arrows** – click on the up, down, left or right arrows to pan the view in the selected direction
  - **Zoom to rectangle** – to zoom in on a selected area, select this tool then click and drag the cursor to draw an area on the map
  - **Previous view** – to return to the previous view, click on this tool
  - **Next view** – when you have used the Previous view tool, click on this button to go to the view that followed the one that is currently displayed
  - **Map area** – displays the dimensions of the area displayed by the map.
5. Use these tools to display a map area that contains one or more dots identifying properties of interest. Note, you will need to zoom in to a level that shows individual properties (ie below) for this to work.



**Figure 8** – Map search screen

6. The cases shown on the map are listed by reference number to the right. To open one of these, click on it.
7. Alternatively you can display the cases on the map as a search results list. To do this, click on **Show Results as a List**.

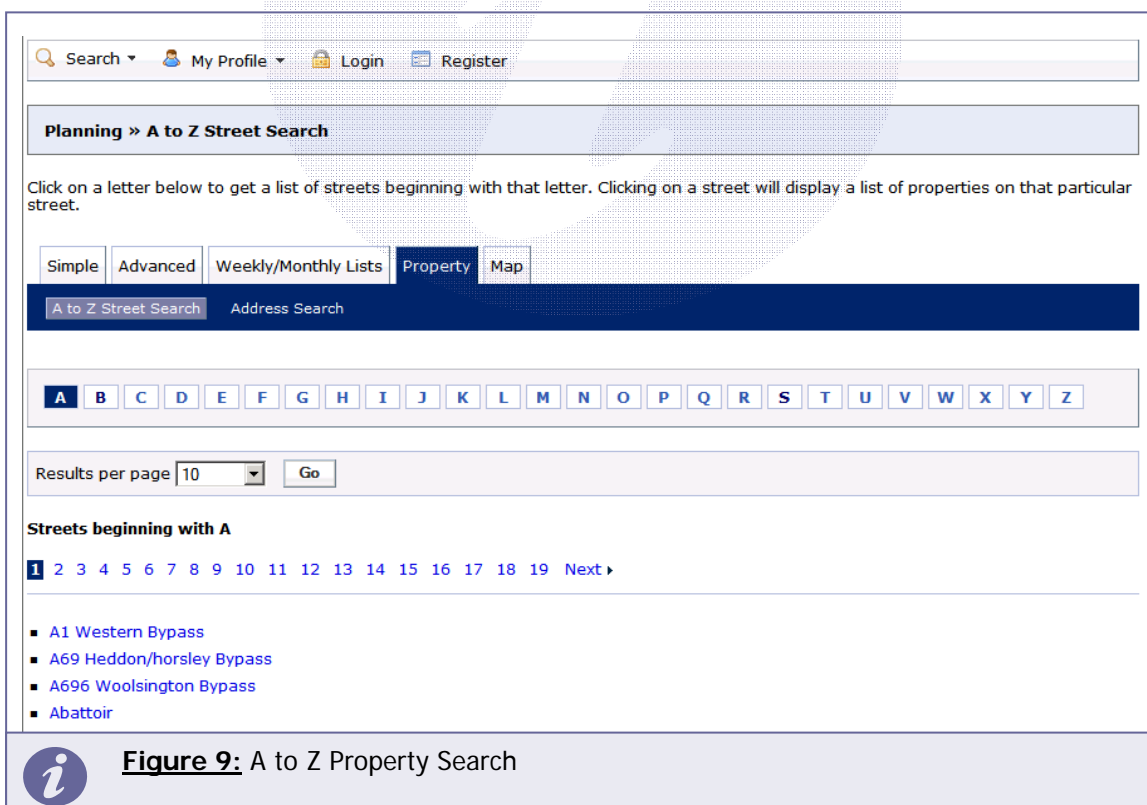
- You can print off this list by clicking on the **Print** button.
  - The cases locations are displayed on a **Small Map** on the right. You can return to the original map by clicking on **Show results on large map**.
8. You can add a map search to your Saved Searches list in one of two formats:
- **Save Map Extents Search** – click on this to save the search, incorporating all of the cases shown on the map
  - **Save Proximity Search** – select a proximity distance, then click on this to save the search, incorporating all of the cases within the selected distance.

## Property Search

**NOTE: The property search will only reveal FORMAL cases, ie those that have had Notices issued.**

The Property Search feature allows you to search for a specific property. There are two options:

- **Alphabetical Street Search** – search for formal cases on a specified street chosen from an alphabetical list
  - **Address Search** – search for formal cases at a specified address.
  - **Alphabetical Property Search**
1. Click on the **Property Search** tab.
  2. To search for a street alphabetically, select **Alphabetical Street Search**.



Search My Profile Login Register

Planning >> A to Z Street Search

Click on a letter below to get a list of streets beginning with that letter. Clicking on a street will display a list of properties on that particular street.

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

A to Z Street Search Address Search

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Results per page 10 Go

Streets beginning with A

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

- A1 Western Bypass
- A69 Heddon/horsley Bypass
- A696 Woosington Bypass
- Abattoir

**Figure 9: A to Z Property Search**

- Click on the initial letter of the street you are interested in. Select from the list to display the addresses on that street that have a case logged.

**Planning » Results for Property Search**

Refine Search Print

Direction Ascending Results per page 10 Go

1 2 Next ▶ Showing 1-10 of 15

Armstrong Memorial Barras Bridge Newcastle upon Tyne

Barras Bridge Newcastle upon Tyne

City Cuisine Civic Centre Barras Bridge Newcastle upon Tyne NE1 8PP

Civic Centre Barras Bridge Newcastle upon Tyne

H M Coroner For Newcastle Upon Tyne Coroners Court Civic Centre Barras Bridge Newcastle upon Tyne NE1 8PS

Newcastle City Council Civic Centre Barras Bridge Newcastle upon Tyne NE1 8PP

Newcastle City Council Civic Centre Car Park Civic Centre Barras Bridge Newcastle upon Tyne

Newcastle City Council Sandyford Square Car Park Civic Centre Barras Bridge Newcastle upon Tyne

Northern Stage Barras Bridge Newcastle upon Tyne NE1 7RH

**Map Information**

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.

Show results on large map

**Figure 10:** Property Search Results

- To change the direction of the list select Ascending or Descending from the **Direction** drop down list, followed by **Go**.
  - To change the number of results displayed, select from the **Results per page** drop down list, followed by **Go**.
  - If there are more results than fit on one page, navigate to further pages by clicking on **Next** or by clicking on the **Page Number** directly.
- You can print off this list by clicking on the **Print** button.
  - The case locations are displayed on a **Small Map** on the right. You can display a larger map by clicking on **Show results on large map**.
  - To go back and chose a different street, click on the **Refine Search** button.

## Address Search

**NOTE: The Address Search will only reveal FORMAL cases, ie those that have had Notices issued.**

1. Click on the **Property Search** tab.
2. To search for a specific property by its address, select the **Address Search** tab.

**Planning > 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

A to Z Street Search **Address Search**

UPRN:

Property Name / Number:

Street Name:

Locality:

Town:

Post Code:

**Figure 11:** Custom Address Search

3. Enter as many details as you know in the appropriate boxes, then click on the **Search** button. Alternatively, click on the **Reset** button to clear the fields and start again.

**Planning > Results for Property Search**

Direction  Results per page

**1** 2 Next > Showing 1-10 of 15

<a href="#">Armstrong Memorial Barras Bridge Newcastle upon Tyne</a>
<a href="#">Barras Bridge Newcastle upon Tyne</a>
<a href="#">City Cuisine Civic Centre Barras Bridge Newcastle upon Tyne NE1 8PP</a>
<a href="#">Civic Centre Barras Bridge Newcastle upon Tyne</a>
<a href="#">H M Coroner For Newcastle Upon Tyne Coroners Court Civic Centre Barras Bridge Newcastle upon Tyne NE1 8PS</a>
<a href="#">Newcastle City Council Civic Centre Barras Bridge Newcastle upon Tyne NE1 8PP</a>
<a href="#">Newcastle City Council Civic Centre Car Park Civic Centre Barras Bridge Newcastle upon Tyne</a>
<a href="#">Newcastle City Council Sandyford Square Car Park Civic Centre Barras Bridge Newcastle upon Tyne</a>
<a href="#">Northern Stage Barras Bridge Newcastle upon Tyne NE1 7RH</a>

**Map Information**

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.

[Show results on large map](#)



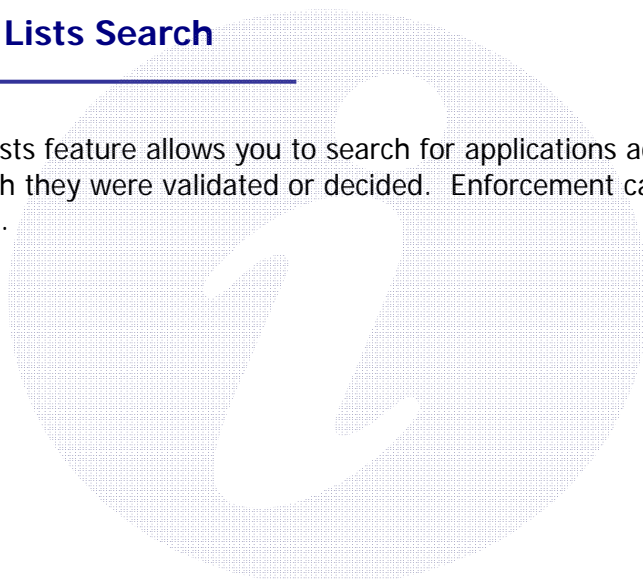
**Figure 12:** Results for a Property Search

- To change the direction of the list select Ascending or Descending from the **Direction** drop down list, followed by **Go**.
  - To change the number of results displayed, select from the **Results per page** drop down list, followed by **Go**.
  - If there are more results than fit on one page, navigate to further pages by clicking on **Next** or by clicking on the **Page Number** directly.
4. To add this search to your Saved Searches page, click on the **Save Search** button.
  5. You can print off this list by clicking on the **Print** button.
  6. The case locations are displayed on a **Small Map** on the right. You can display a larger map by clicking on **Show results on large map**.
  7. If there are too many results you may want to add more information to the Search. Click on the **Refine Search** button to go to the Advanced Search tab.

## Weekly/Monthly Lists Search

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The Weekly/Monthly Lists feature allows you to search for applications according to the week or month in which they were validated or decided. Enforcement cases are not included in this feature.



## Viewing Details of the Enforcement Case



Once you have selected a case from your search results the case details will be displayed.

Reference:	2009/0256/ADVSGN
Alternative Reference:	
Address:	Hawick Crescent Industrial Estate Hawick Crescent Newcastle upon Tyne
Status:	Case Closed
Type:	Signage
Decision:	
Decision Reason:	Decision by Enforcement Officer
Close Reason:	Breach Regularised
Parish:	
Ward:	Byker
Case Officer:	Beth Linscott
Complaint Received:	Telephone
Nature of Complaint:	Alleged unauthorised display of large advertisement banner

[Go to top of page](#)

**Figure 14:** Viewing details of the enforcement case

The case details are displayed at the top of the page and the tabs below it contain all of the relevant information about the complaint. Details include:


- **Status** – the live status of the case (Pending Consideration, Closed, Notice Issued).
- **Type** – The category of the alleged breach; Signage, Breach Of Condition, Change Of Use, etc.
- **Decision/Reason** – If the case has been closed, this is the decision made by the officer and the reason given.
- **Documents** – Lists documents associated with the case (personal information or the complaint's details are not revealed) This feature is not currently 'live' for the enforcement section but will be available from 2010.
- **Related Items** – Displays any other planning related property information held by the Council (Planning appeals, other Enforcement enquiries, Planning applications etc.)
- **Map** – Shows the location of the alleged breach location on the map.

[← Back to search results](#)

[Track](#)
[Make a Comment](#)
[Print](#)

[Details](#)
[Comments](#)
[Constraints \(3\)](#)
[Documents \(12\)](#)
[Related Items \(1\)](#)
[Map](#)

<b>Case No.</b>	2009/1485/01/DET		
<b>Date Created</b>	22 Oct 2009		
<b>Location</b>			
<b>Description</b>	application form		
<b>Online Ref.</b>			
<b>Date Published</b>	<b>Document Type</b>	<b>View</b>	<b>Description</b>
15 Oct 2009	Application Form	<a href="#">View Document</a>	APPLICATION FORM
15 Oct 2009	Application Documents	<a href="#">View Document</a>	DESIGN & ACCESS STATEMENT
15 Oct 2009	Plans	<a href="#">View Document</a>	EXISTING & PROPOSED SHOP FRONT
15 Oct 2009	Plans	<a href="#">View Document</a>	EXISTING ROOF LAYOUT
15 Oct 2009	Plans	<a href="#">View Document</a>	SITE LOCATION PLAN / BLOCK PLAN


**Figure 15:** List of associated documents

