Accessing Planning Information Online
Luton Borough Council’s e-Planning service means you can view, track and comment on planning applications online. The benefits of e-Planning are clear – it gives you convenient access to planning information online 24/7. And you won’t need to travel to your nearest planning office to find out what’s happening near you. We’ve recently introduced some new features and benefits which will improve your access to planning online. These are summarised on the next few pages.

ONLINE PLANNING APPLICATIONS
When we receive a valid application it is scanned along with all plans and relevant documents. These are then made publicly available at www.eplan.luton.gov.uk.

You can still visit our office at Town Hall, George Street, Luton LU1 2BQ to see copies of relevant plans. Opening hours are 08.45 to 15.00 Monday to Friday (except Bank Holidays).

NEW FEATURES AND BENEFITS
This is a brand new online planning system which has been designed to offer many more features to our customers. The core of the new system is an ability to set up pro-active, personal email notifications, based on the applications and locations you are interested in. Other significant features are better search options and improved accessibility.

The new features are:
REGISTRATION
If you register your details and create your own personal profile you can receive automatic emails when an application of the type that you are interested in is submitted to us.

SEARCHING
You can search by various options to suit your requirements, for example ward, parish, date validated, by status (e.g. all those pending consideration) or by decision (e.g. all those refused). You can also search by description / proposal (e.g. ‘single storey rear extensions’ or ‘porches’ or ‘change of use’).

Saving a search - if you have registered on the system you can save your regular searches - saving time the next time you visit the site.

Map search - you can view where applications are located on a map within a pre-selected time period (e.g. the last 6 weeks, or 2 years) with the option to zoom in and out. You can hold the cursor over the dots on the map to identify the application reference and summary details are given on the screen.

TRACKING APPLICATIONS
You can track applications and receive an automatic email when there is a change in the status field. You can keep up to date with what is happening to your own / client’s application or ones which you have an interest in.

PROPERTY AND POSTCODE SEARCH
You can search alphabetically by street to see all the applications in progress for that street address. You are also able to search by postcode to view all applications allocated to a selected postcode.

**VIEWING INFORMATION**
Once you have selected the application you are interested in you will be able to view the documents related to it online. You can look at a summary or full details, including related documents e.g., plans and drawings, comments, decision dates and maps showing the location of the application address.

Getting Started
Go to [www.eplan.luton.gov.uk](http://www.eplan.luton.gov.uk)

**WHAT INFORMATION IS AVAILABLE**
Information is available for all planning applications received since 1999. The more recent the application, the more information is available. For most applications since January 2006, there will also be supporting plans and documents available to view online. Information is also held for Appeals against Planning Decisions.

**HELP PAGES**
Please make use of the help pages within the system, there is a Help with this Page link just under the Council logo on most pages.

**REGISTERING**
When you have accessed the site you have the option to register your details.

**What are the benefits of registering?**
You can:
- create your own personal profile
- save details of searches you have made
- track specific applications which you are interested in
- receive automatic email notification of changes to applications that you are tracking

Registration is not compulsory you can still use the system to look up the details of planning applications, properties, appeals and enforcement without completing the registration process.

**Finding Applications**
There are a variety of means of finding the information you require.

**SIMPLE SEARCH**
This is a great way to find information if you know the exact address or application number.
You can choose to search by applications, appeals or enforcements by entering an application number, part of an address or postcode into the keyword.

SORTING RESULTS
You can sort the search results to help you find applications of particular interest by selecting an option from the drop down menu.

Set the amount of results per page required (the more results, the longer the response time will be) and Select Go

A map of the relevant area is then displayed alongside a list of search results Click on ‘show results on large map’ to see the location of the applications from your search or to view a search result in detail, click on the application title in the list If you have registered you will have the option to save search.

ADVANCED SEARCH
This is a great way to find multiple applications that have something in common, such as applications within a parish or ward; applications within a date range; or by applicant / agent.
You can search by ward, parish, status (e.g. pending consideration, decided etc), date of decision, agent, name or site address. You can also search by date ranges. Once results are displayed you have the ability to sort the search results using the options described in the Simple Search.

**WEEKLY & MONTHLY LISTS**
This is a great way to search for applications when / if you know when they were validated or determined.

**Planning » Applications Search**

You can search for applications according to the week or month in which they were validated or decided.

Click on weekly / monthly list
Select application status from drop down menu
Select week / month and search

All applications will be listed for your selection and can be sorted by date, description, status etc as described above

**PROPERTY SEARCH**
This is a great way to find out what is happening at a particular address. You will probably find the Address Search option the quickest way to do a property search.
An **Address Search** can be carried out by selecting the ‘property search’ tab and then the ‘Address Search’ option. This will allow you to enter part of an address.

Alternatively, you can search alphabetically by street, using the **A to Z Street Search** option. An **A-Z Street Search** can be carried out by selecting the ‘property search’ tab and then the ‘A-Z Street Search’ option. Click on the street you are interested in, and then on the next page select the property from that street. The results will display all addresses, even those that do not have applications associated with them.

**MAP SEARCH**

The map search allows you to identify applications using an interactive map (*this feature is only recommended for broadband users*). It is usually faster and more straightforward to find applications using one of the other search methods.

Select the time period for application search. You can zoom in/out and move the slider bar to locate the desired addresses. Hold the cursor inside the green boundary to identify the application reference. The applications shown will be listed to the right of the map.

**APPLICATION DETAILS**

Once you have selected an application from your list of search results, you get lots of information about it, these are found in the various Tabs:

- **Further Information** and **Important Dates** such as when an application is expected to go to committee; or when a decision is expected.
• **Related Items** such as property details; other planning applications at the same address; any appeals or enforcements on the site.

• **Comments** you can submit comments and view those submitted by others.

• **Documents** you can view the documents we have scanned for an application.

• **Map** allows you to view the location of the application

**ENFORCEMENT AND APPEALS**

You can search our database for appeal and enforcement cases too. They work in much the same way as the planning application searches above, but you need to select appeals or enforcements on the relevant search screen.

Appeal documents are stored under the planning application number; this will be in the ‘Related Info’ tab for each appeal.

**Saving Searches**

**YOU NEED TO BE REGISTERED TO SAVE SEARCHES**

If you save a search, this will be run automatically, and you will be emailed the results.

You can save any search criteria you have used to get the ‘Search Results’ list, simply press the save search button above the list of results.

You can also Save searches on the Map based on results.

**Save Map Extents** – this saves a search based on the map as shown on screen when you Press the Save Map Extents button.

**Save Proximity Search** – this saves a search based on a radius of x metres from the centre of the map.

**Tracking Applications**

**YOU NEED TO BE REGISTERED TO TRACK APPLICATIONS**

Any application can be tracked so that you can be kept up to date with its progress without having to search for it again. If an application you are tracking changes, you will receive notification by email.

The changes that trigger an email are:

• If the application is Withdrawn or Returned
• When a decision has been issued

Once you have performed a search, view the details of the application you are interested in.

If you want to add this to your Tracked Applications page, click on the Track button. To return to this application at a later date, select Tracked Applications under My Profile.
Making Comments
YOU NEED TO BE REGISTERED TO MAKE COMMENTS

TERMS & CONDITIONS
Please be aware that all comments submitted by you about any planning application are a matter of public record and will be scanned and placed on our website for inspection by the public. Therefore:

- **DO NOT** include your signature
- **DO NOT** include your phone number
- **DO NOT** include any other information you are unwilling to publish on the Internet
- **DO** include your surname, initials and address

Once you have registered / logged in, and the application is still within its consultation period, simple complete and submit the online comments form.

VIEWING COMMENTS
All comments and ‘Consultation Responses’ submitted about an application are available to view within the ‘Documents’ list for that application.

Further Information
If you require further information about any of the details you have viewed using this system, please contact the Planning Department at: 01582 546607 or email developmentcontrol@luton.gov.uk.

If you are contacting us regarding an application, decision or appeal, please quote the reference number if you know it.