



news letter

NEW PORTAL

The new Planning Portal will be launched on 5 December 2022. This will allow customers to:

- submit planning applications online
- view, comment on and track live planning applications
- report breaches of planning control (enforcement complaints)
- submit requests for regional property certificates

A public register where customers can search for and view historical applications across Northern Ireland (excluding Mid Ulster) will also be provided.

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Transition Arrangements

As part of the preparations for this, the current portal will close over the weekend of 18th – 20th November 2022 to facilitate data extraction and all users must be logged out of the system by 1pm on 18th November 2022. It will become available again on Monday 21st November but will be limited to read only access for most users. This includes most Planning staff and Consultees and means that there will be reduced capacity to process planning applications during the transition period as no updates will be permitted to the current system unless there are urgent and exceptional circumstances which senior management have authorised.

Any new planning applications received during the transition period must be held and checked offline. These will not be advertised, neighbour notified or new consultations issued until the new Planning Portal is up and running in December.

The current Public Access website will continue to be available during the transition period so that citizens can view applications but it will no longer accept online comments or track applications. Instead customers can submit comments to the Councils or Department via e-mail or by post. Contact details for the authorities are available on the nidirect website at <https://www.nidirect.gov.uk/contacts/planning-offices-ni>

In addition, Public Access user details will not be transferred. Therefore, if you currently have a Public Access account for tracking or commenting on applications, this will close and the details will be deleted when the website is taken offline. Should you wish to use the features on the new Planning Portal or to submit applications online, you will need to create a new user account upon first use of the system after it launches.

PREPARING FOR CHANGE

Work continues on preparing for change and each Planning Authority has their own local change plan to take account of the impact of the switchover to the new Planning Portal on their business processes. If you have any concerns or queries regarding the specific arrangements in a particular office, please contact the local Change Lead concerned.



TRAINING

The rollout of end user Training has commenced and will continue up to and beyond the system launch on 5 December. A number of support materials, such as user guides and demo videos, are available to users.



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PLANNING CONSULTATIONS

In preparation for the current system closing, it is important that all Consultees try to close out as many planning application consultations as possible by close of business on 17th November so as to reduce the number of open cases to transfer.

A list of any remaining open cases must then be collated by the Consultee so that these can be compared to the cases on the new system when it goes live. In addition, if a Consultee completes any urgent consultations offline during the 2 week transition period a record of these must be kept so they can be closed on the new system by the Consultee. Consultees should continue to liaise with the relevant Planning Authority if they have queries about particular cases or to request extensions to deadlines.

Consultees will be given early access to the new Consultee Hub week commencing 28 November so that they can set up team members. A user manual is being finalised and will be made available before go live. A brief overview of the Consultee Hub is available on YouTube (link below).

PROMOTIONAL VIDEOS

A brief overview of the online services are available on YouTube

1. Submit an application online
https://youtu.be/xLRev_sgJCA
2. View, comment on and track applications
<https://youtu.be/m-NIQ3N1Oto>
3. Consultee Hub
<https://youtube/DLSWdNvQWJk>

REGIONAL PROPERTY CERTIFICATES

The cut-off date for the receipt of property certificate requests by the Regional Property Certificates Unit in Enniskillen is 5pm on 16th November

Any requests submitted after this point, will be held offline and will not be uploaded or consultations issued until the new Planning Portal is up and running in December.

Any requests entered onto the current system by close of business on 17th November will continue to be processed until the work queue is cleared. Therefore those Planning staff and Consultees who currently answer property certificate consultations should continue to do so on the current system until all requests are answered. It is expected that most Property Certificate consultations will be completed by 30 November.

Keep Informed

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Contact Info

Programme Management Office on:

 028 90 541 058

 Planning.Portal@infrastructure-ni.gov.uk

