

E-Notification FAQ's

E-Notification 101 - Background

What is E-Notification and how does it impact me?

E-Notification is a new online service that will enable residents and businesses to sign up to a MyWestminster account in order to be notified electronically of any Planning and/or Licensing applications that have been submitted to the Council. In effect, this will create a single digital front door for our customers to access all information surrounding Planning and Licensing applications as well as other WCC services/facilities.

Why has this new service been introduced?

As 87% of customers respond online via the Public Access system we have noticed people tend to work more in an electronic manner and have extended this service for customers to subscribe to application notifications.

The new service will improve the end-to-end customer journey by enabling a quick and straightforward sign-up process, allowing automated electronic notifications to be received and managed on line upon demand.

Will all consultations be delivered electronically from now on?

No, E-Notification will sit alongside existing paper consultations. The service itself is a pilot and will not affect the legal requirement of issuing public notices and advertisements. The new capability will simply be an enhancement to the current offering and sit alongside existing paper consultation.

How is this service a benefit from a customer perspective?

There are many benefits of E-Notification. The new digital capability will allow customers to:

- Subscribe for planning and licensing notifications either in close proximity to where they live or a wider area by Ward
- Receive and view planning and licensing notifications
- Ability to make representations on various planning and licensing cases whether at home, work or on the move using mobile/tablet devices
- Customise notifications they would like to receive – this includes development work outside of your local area and/or across the borough
- Have the increased convenience of access to information in one place via a MyWestminster account i.e. information on decisions and appeals available in a quick and cost-effective way
- Enable WCC as an organisation to meet our corporate social responsibility needs by bringing carbon emissions down

Where can I give feedback on the new service?

Your opinion is important to us and gives us valuable insight to continually improve and serve you better. You can leave us your feedback on the E-Notification webpage.

Subscriptions

How do I subscribe to a Planning/Licensing notification?

To subscribe to a notification customers must do the following:

1. Open E-Notification subscriptions form
2. Select the tickbox for the notifications you would like to receive for either Planning, Licensing or both.
3. Select the address(es) you would like to receive notifications for – a saved address will appear if you have an existing MyWestminster account. Alternatively, you can add a new address.
4. Select the radial distance of the notifications you would like to receive for the address(es) by a fixed distance.
5. Select whether you would like to receive the weekly list of New applications received and/or Applications decided.
6. Select whether you would like to receive notifications of all applications in specific Wards. A list of Wards will appear if you have selected the tick-box. *(Please note that the higher number of Wards you select, the higher the number of subscription e-mails you will receive)*
7. Click 'Next' to submit form. A summary page with your subscription details will appear.

Can I subscribe to multiple addresses?

Yes, you can subscribe to multiple addresses by selecting 'Add another address' on the subscriptions form.

How will I receive notifications for my subscribed case(s)?

You will receive subscriptions notifications via e-mail.

How do I view my case subscription(s)?

You can view your subscription(s) in more detail by logging into your MyWestminster account and selecting the 'Activities' tab on the homepage.

I want to edit a case search. How do I do this?

In your subscriptions notifications e-mail, there is a link at the top called 'Click here to manage your Saved Searched and Tracked Applications'.

This will direct you to Public Access system where you can rename the search, switch it off or delete it. The search criteria itself cannot be amended and searches *cannot* be edited in MyWestminster.

MyWestminster Account

Do I need to create a MyWestminster account to subscribe to notifications within the Borough?

Yes. To subscribe to notifications within the Borough customers will need to sign up for a MyWestminster account if they do not already have one. The e-mail address you sign up with must be the same as your Public Access e-mail address.

Do I need to create a MyWestminster account to make a comment on an application?

Yes. To make a comment on an application customers will need to sign up for a MyWestminster account if they do not already have one.

I currently use Public Access to manage my applications, can I still use this? Will my saved searches in Public Access be reflected in my MyWestminster account?

You may still use your Public Access account to manage applications but please note, any changes or updates you make in Public Access will not be reflected in your MyWestminster account.

Customers cannot manage applications in their MyWestminster account. Applications can only be managed via Public Access.

When I sign up to a MyWestminster account, I am being asked to provide an e-mail address. Can I use the same e-mail address I have used for my Public Access account?

You must use the same address used for Public Access when signing up to a MyWestminster account. This is to ensure you are automatically signed in to MyWestminster.

What if I want to delete/cancel a 'search' i.e. unsubscribe to a case?

If a customer has created/saved a search through the Public Access system and would like to delete the search(es) then this must be done via the customers Public Access account.

However, if you have created/saved a search via MyWestminster and want to delete it, then this can be done via accessing the relevant subscription e-mail(s) for the search(es) you would like to cancel.

There is a link within the subscription notifications e-mail to select whether you would like to cancel your subscription - please select the link. This will direct you to a table of your searches. Select the delete button of the search in the appropriate field.

Is there a limit to the number of Wards I can subscribe to?

No. You can subscribe to as many Wards as you like but please be aware that the more Wards you select, the number of planning and licensing applications within the e-notification email is likely to be of a high volume.

Please note however, if the search has exceeded the maximum permissible number of search results then you will not receive further notifications with this search unless you refine the search criteria to reduce the number of results. You can refine your search subscription criteria and Tracked Applications by logging in to your MyWestminster account.

Further help and support

Please also find our Guidance Notes on the new E-Notification service on our website.