LPA Admin

A guide for local authorities to manage Planning Portal *planning applications* and admin settings

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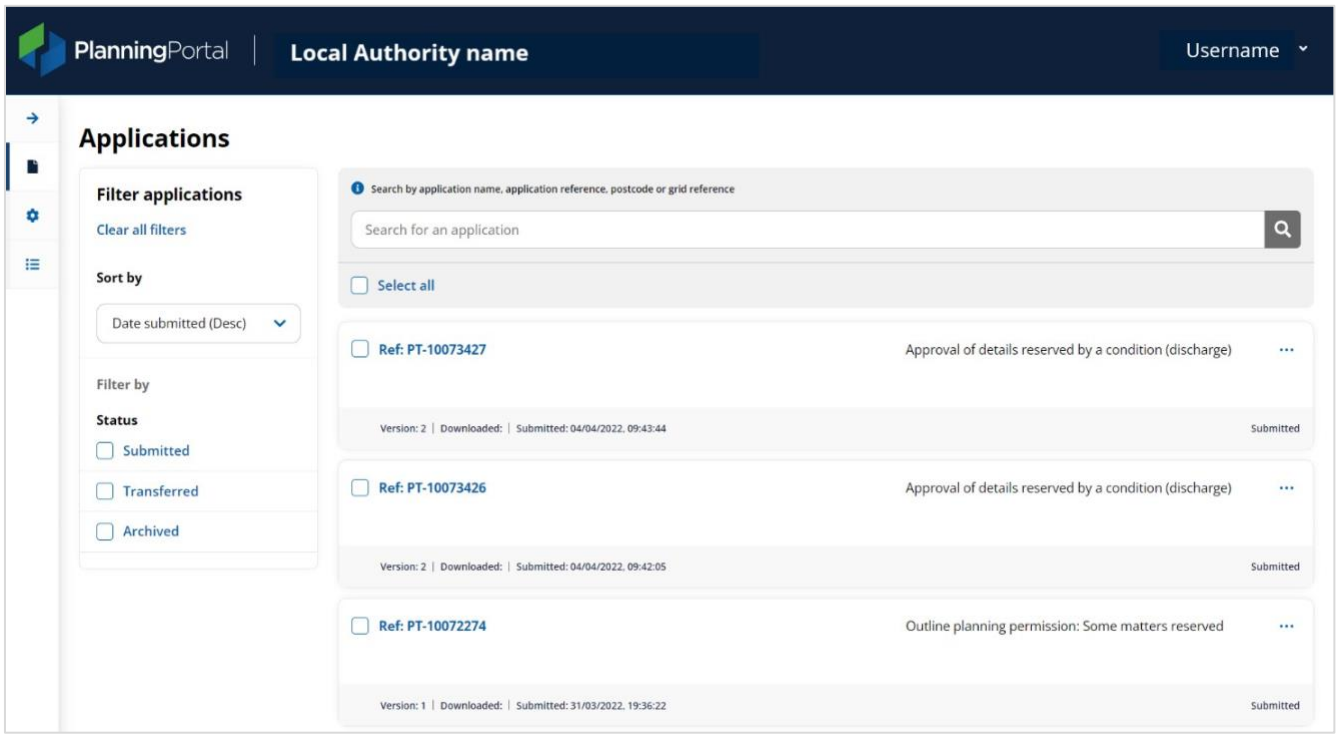
What is LPA Admin?

LPA Admin is our web-based platform for local planning authorities to manage many administrative functions of applications they receive via Planning Portal, the system is restricted to local authority staff.

You will need to have a Planning Portal account, work for a local authority, and have a gov.uk email address to use LPA Admin. Our Service Desk team can enable access if you don't have it.

i This guidance covers admin functions for managing **planning** applications for local planning authorities. Specific guidance is available for local authority building control and building control applications.



Log in to your account

Visit https://lpa.planningportal.co.uk/. Your username and password will be the same as those used to access the Planning Portal online application service.

You may find it helpful to bookmark this link: **https://lpa.planningportal.co.uk/.**

You can also access via our local authority section of the website: **https://www.planningportal.co.uk/services/authorities** which also provides further useful information for local authorities.

If you are a **local authority in Wales**, the LPA Admin tool for Planning Portal Wales can be found here: https://lpa.planningportal.wales and the following guidance in this document applies.

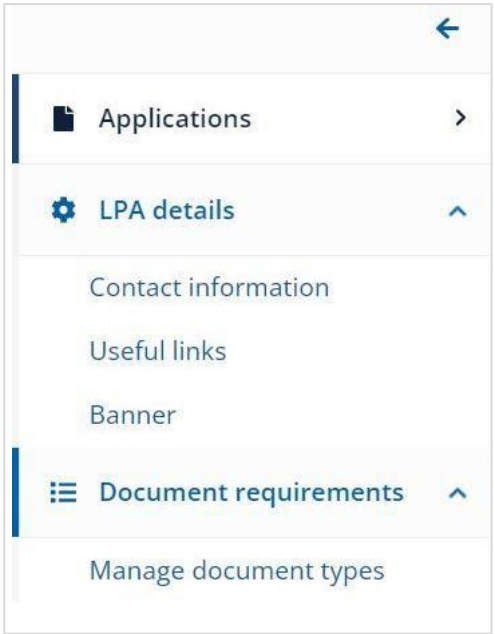
If you don't have a Planning Portal account

If you work for a local authority and don't have a Planning Portal account, you can create one by visiting https://www.planningportal.co.uk/app/ in England, or https://planningportal.wales In Wales, and selecting 'Register for an account'.

Once you have done this, you will also need to request access to LPA Admin as a new local authority user by emailing our Service Desk Team at support@planningportal.co.uk.

Navigation – Menu options

Once you have logged in to LPA Admin, you will find the main menu at the left of the screen, if using a desktop. Click the arrow to expand the menu options. The menu options are named Applications, LPA details and Document requirements.



On smaller devices, such as tablet, the menu can be found at the top right of the screen. We recommend using Edge or Chrome browsers to access LPA Admin.

Applications

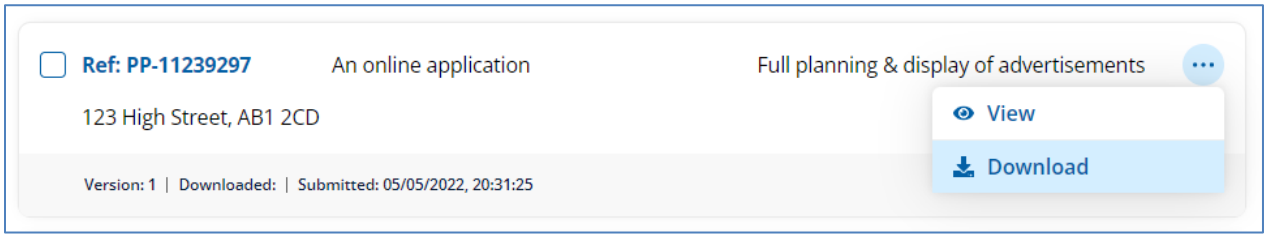
How to view applications via LPA Admin

View applications submitted to your local authority by clicking the arrow on the far left to expand the menu and choosing 'Applications'.

This will show all applications in your local authority account. You can sort the applications by date, type, chronological reference number and status, or you can filter by Submitted, Transmitted or Archive status. You can also use the search box to find a specific application using the details from the email notification you received.

You will see the Planning Portal reference number and date submitted for each application. You will also see the version number and, if relevant, the date it was initially downloaded.

Applications can be viewed or downloaded by clicking the ellipsis (three dots) function to the right of the entry. Or you can check the box on each application to bulk or singularly archive.



When applications are submitted via the Planning Portal, LPAs can either download them:

- **Automatically** - Via a connector to their development management IT system; or
- **Manually** - By accessing the application directly in the LPA Admin section.

Manual downloads for LPAs who have a connector in place

If the automated connector fails to download an application, it will have to be downloaded manually.

This includes any application types that are not supported by the version of the Planning Portal data standard ('schema') that the connector is using.

If using XML version 3, most online application types can be automatically downloaded (except for those added to the system from 2024 onward). If using earlier versions, some application types (e.g. Non-Material Amendments, and/or certain Prior Approvals) will need to be downloaded manually.

View a list of all application types provided by Planning Portal and the version required to automate download of them.

We recommend that all LPAs should ensure their IT supplier keeps up-to-date and supports the current version of our data standard. You can check what version of the data standard your LPA is using by contacting your IT supplier or our service desk.

Other reasons for using manual downloads

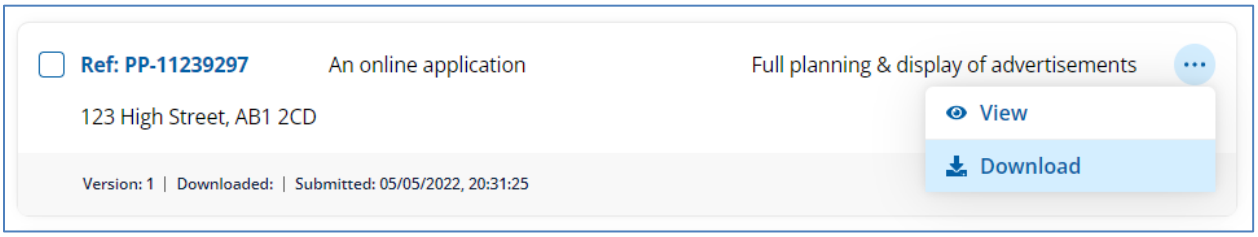
Where an LPA does not have a connector in place, they will only be able to download applications manually.

It is also worth noting, that any previously downloaded application can be re-downloaded manually at any time.

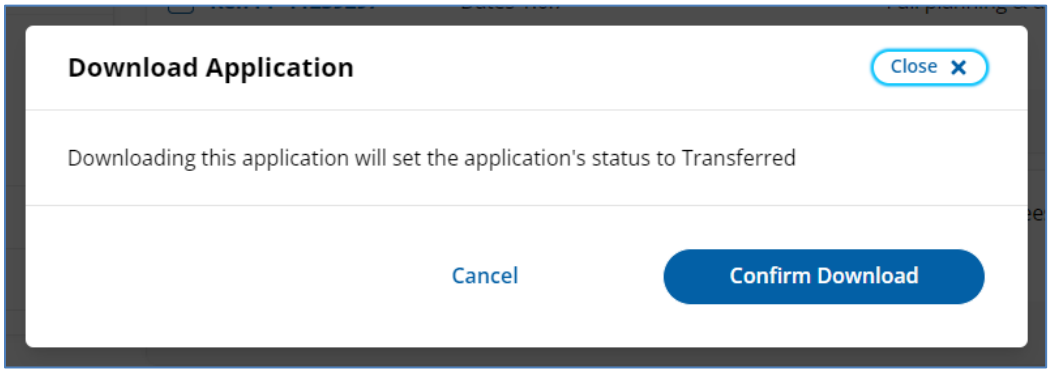
Manually downloading applications

Applications yet to be downloaded will have the status of 'Submitted'.

Clicking on the 'three dots' icon will reveal options in the actions list, allowing you to view or download the application.



Once you click the 'Download' link, you will be asked to confirm the download. Once confirmed, your browser will prompt you to open or save a 'zip' format file.



We recommend saving this 'zip' file. Once saved, all the application files can be extracted to a specific folder on your device/network; or to your document management system as required.

Manually downloading the application will also generate an email to the applicant/agent to notify them that your LPA has received their submission.

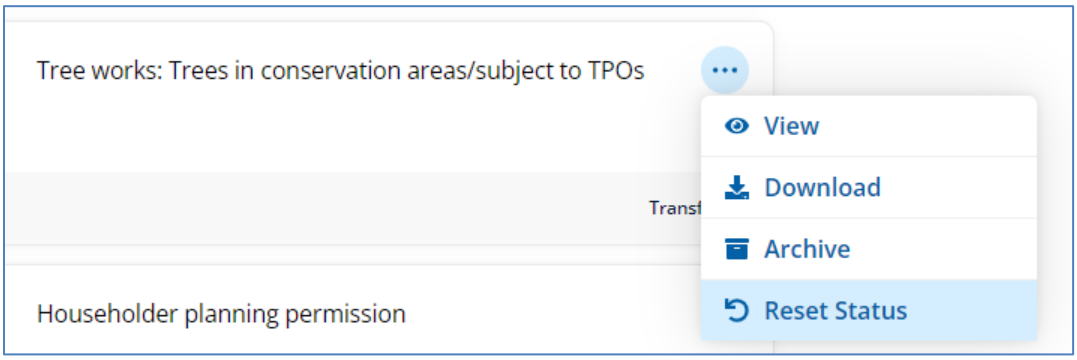
It will also flag the application as downloaded and change the status to 'Transferred'.

Downloading the individual application forms and supporting documents from within the application itself will not trigger these critical actions, and there will be no notifications or status changes to indicate that the application has been downloaded.

Transferred and Archived applications

The other two statuses for applications are 'Transferred' (i.e. downloaded automatically or manually) and 'Archived' (which are hidden in the default list view).

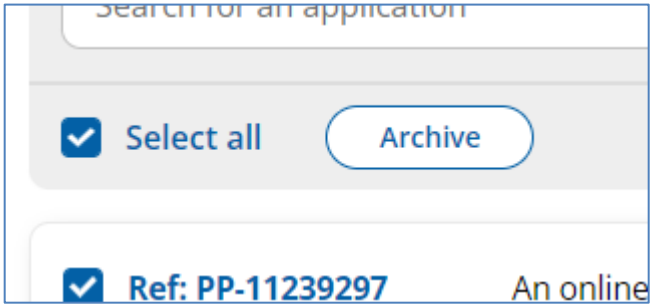
If a 'Transferred' application has not been correctly received, you can click the 'Reset status' action to return the application to the 'Submitted' status in a 'non-downloaded' state. This will allow your connector to try to download the application again automatically.



You can also use the 'Archive' action on 'Transferred' applications to move them to the 'Archived' status, which means they will not be shown on your list by default.

We would recommend archiving successfully downloaded applications as this will help keep the 'Submitted' and 'Transferred' list at a manageable size.

If you would like to archive multiple applications, you can select them using the checkbox in the top left of each entry or by clicking 'select all' in the search panel, an 'Archive' button will then appear.



The system will not allow you to archive applications that are in the 'Submitted' state.

Downloaded applications

The 'zip' file downloaded from our system contains all the individual application forms, supporting documents and associated files:

- **Application form** - Two copies of the application form - one complete and one with certain personal details redacted, view more details of the redactions and your data responsibilities.
- **Supporting documents** - All the attachments submitted by the applicant/agent.
- **Document summary -** A PDF document detailing the supporting documents
- **Fee summary** - A PDF document detailing how the fee was calculated by the applicant/agent.
- **Application data** – XML and JSON files containing the application data, and a GeoJSON file containing the site boundaries (where available).

Planning Portal service desk

Our service desk can assist with any issues you may have in accessing and downloading your applications.

Please have the Planning Portal application reference(s) ready so we can find the application(s) you need help with.

Email: support@planningportal.co.uk
Call: 0333 323 4589
Service desk hours: Monday - Friday, 9am - 5pm (excluding bank holidays)

Menu options - LPA details

Change your LPA details by selecting from the expandable main menu on the left.

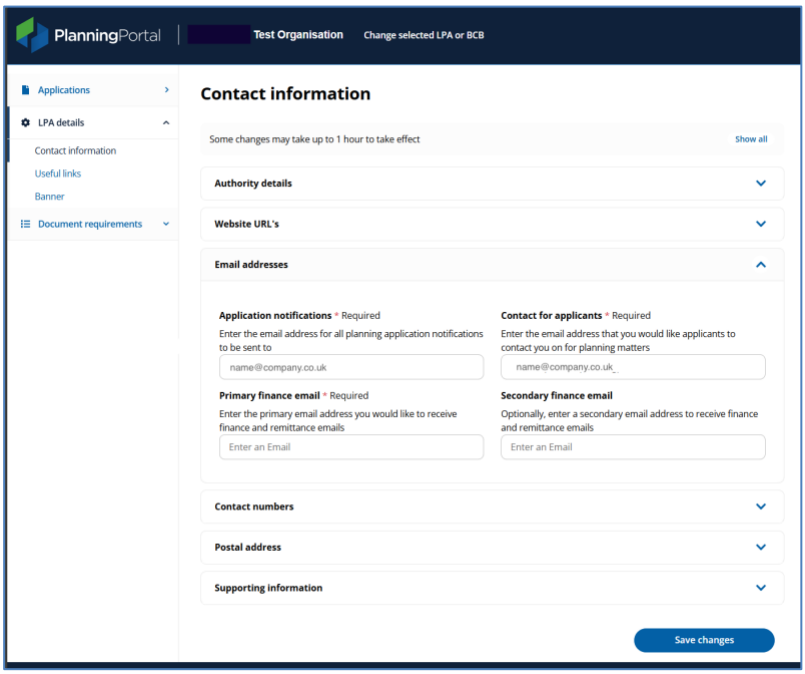
Contact information

Use this area to update LPA contact information. This might be contact information for us to send relevant information to or contact information that is presented to an applicant when they are creating an application on the Planning Portal and shown in the results of our Find your LPA tool.

Each drop down section has helpful hints to advise what information you can include and what is used for.

Email addresses

Under the drop down 'Email addresses' you can add contact email addresses for different purposes.

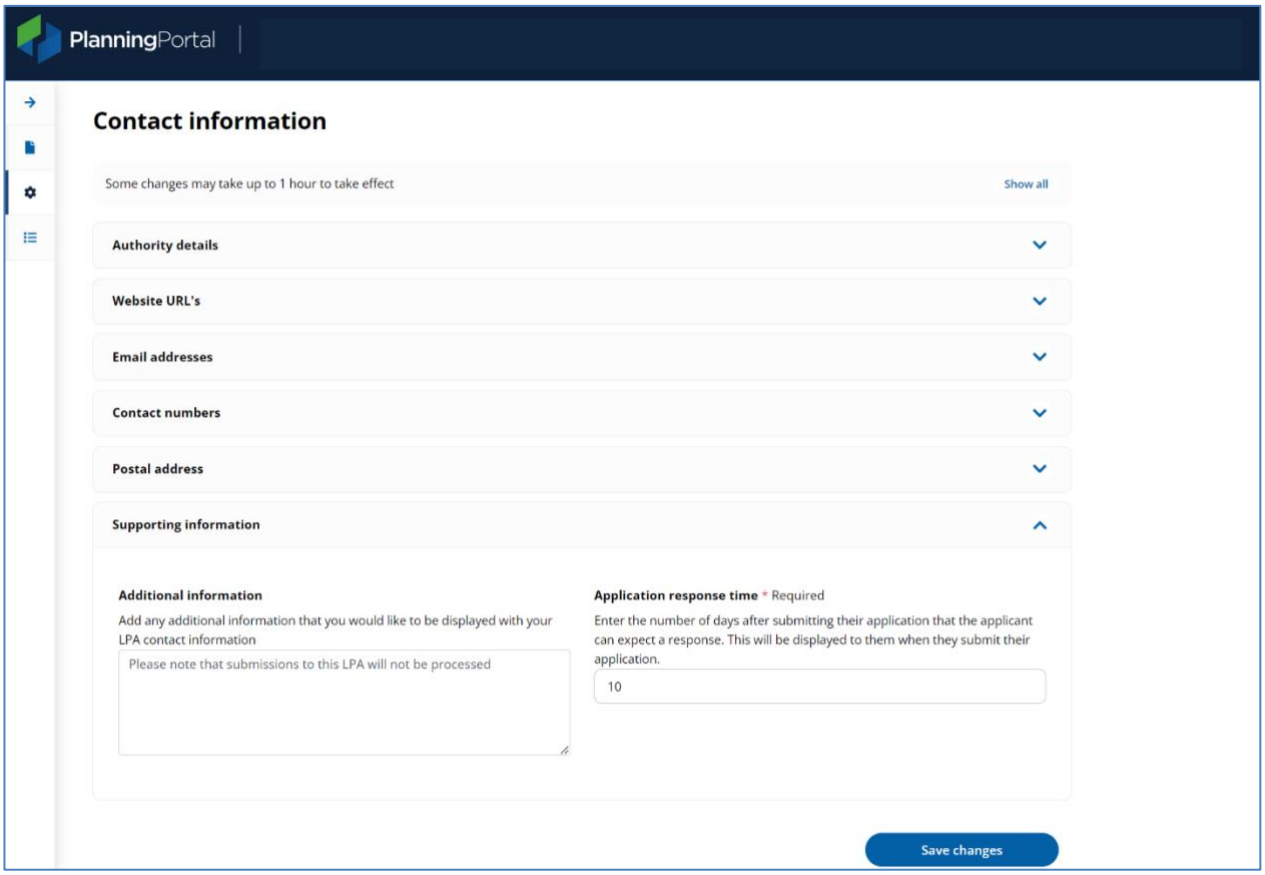


- **Application notifications**
  Enter the email address for all planning application notifications to be sent to
- **Contact for applicants**
  Enter the email address that you would like applicants to contact you on for planning matters, this is presented to an applicant when they are creating an application.
- **Primary finance email**
  Enter the primary email address you would like to receive finance and remittance emails
- **Secondary finance email**
  Enter a secondary email address to receive finance and remittance emails (optional)

The option to manage finance email addresses within LPA Admin is available for LPAs in England and Wales.

Supporting information

Under the contact information menu, local authorities can add any extra information they would like to be displayed alongside contact information, as well as including an 'application response time' to advise applicants how soon they can expect for a response after submitting an application.



Form banner

The ability for LPAs to update the banner image displayed on paper forms can be done in LPA admin. Simply drag and drop the image into the area.

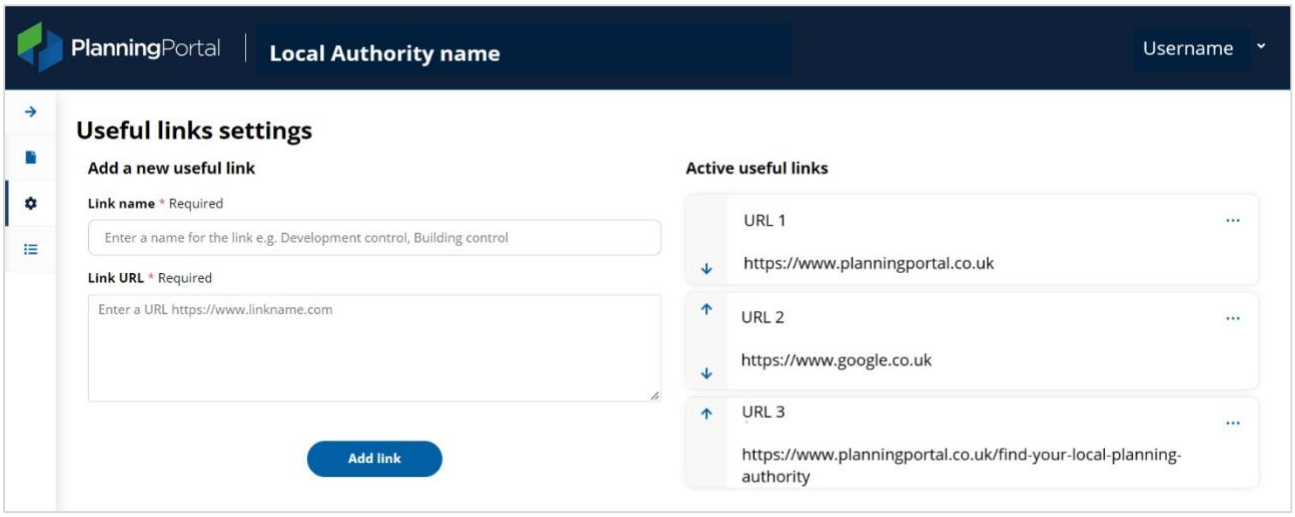
Once you have finished making amendments, be sure to click the **Save changes** button.

Please note the following requirements for form banner images:

- File format: Jpeg
- Image width: 2433 pixels
- Image height: 413 pixels
- Image print resolution: 300dpi

Useful links

The website links added here will be displayed to applicants alongside LPA contact information in the application process. You can add up to eight links here to direct applicants to useful information on your LPA website.

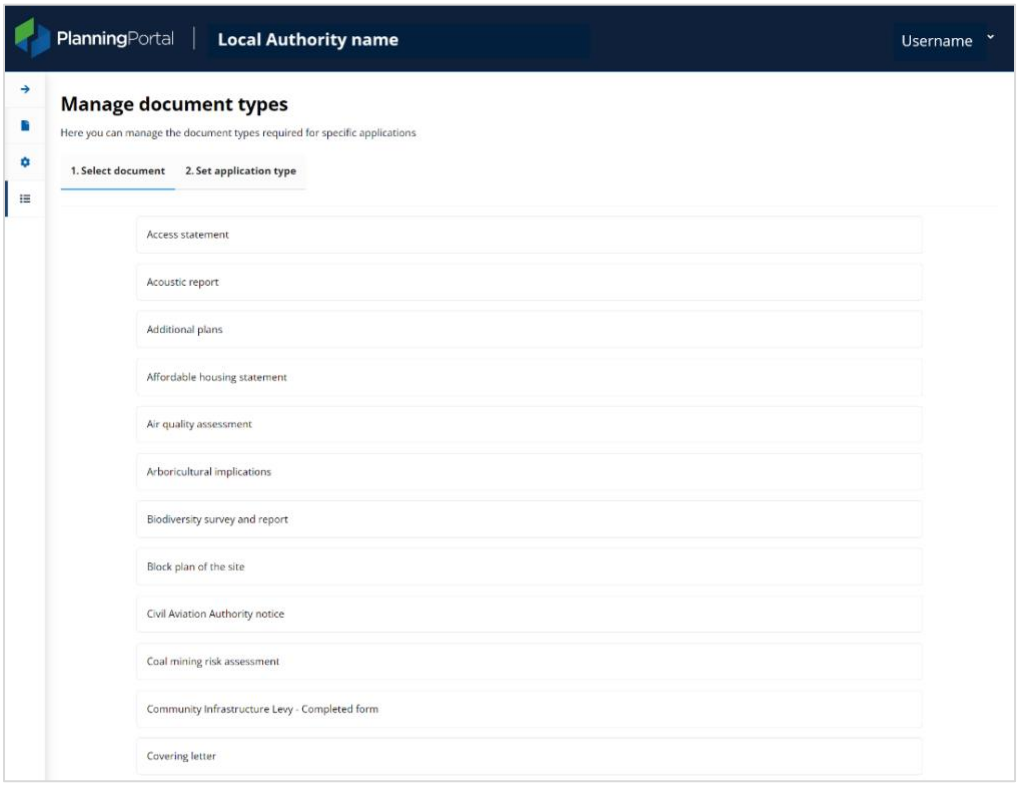


Document requirements

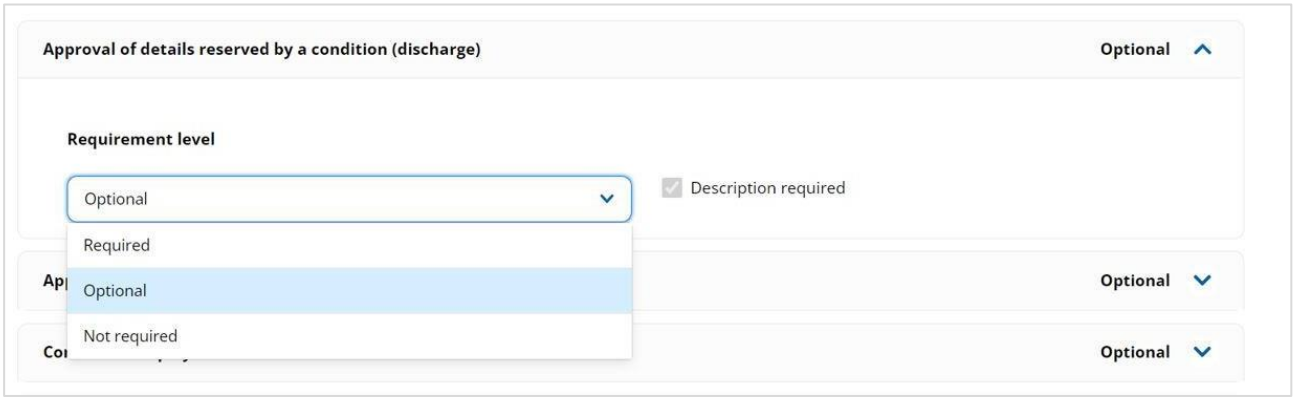
In the document requirements section, you can manage the document types required for specific applications. For example, assigning a mandatory document type specific to your local authority, known as planning application requirements (PAR).

Manage document types (PAR)

Configure your PAR settings by selecting the document type from the list and defining which application will require a document type.



After choosing a document type, you will be presented with a list of application types. Use the drop down on the right of each application type to configure if the document is required or optional.



You may notice that many of these document names do not have a corresponding drop-down menu. That means you are unable to edit the settings, because these documents have had their settings stipulated by the government. Since there is no option for LPAs to change these settings, the drop-down menu is not needed.

Once you have applied the desired settings to all the documents on this page, you should scroll down to the bottom of the screen and click the blue 'Save changes' button.

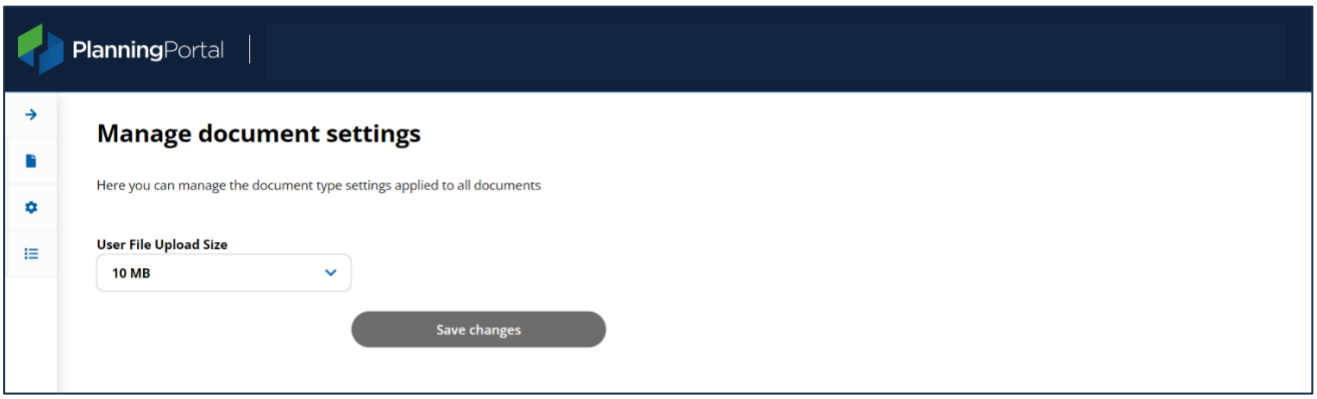
Provide local level requirements

Please provide us with a link to your Planning application requirements and we will ensure it is included in the 'local level requirements' section which sits within the application service This way, users will have sight of all the documentation you require or request for each application.

Manage document settings

User file upload size

Local Authorities can manage the size limit of individual supporting documents that applicants are able to upload with their application. Choose which size your local authority can accept, from 5-30MB. The file size limit is default at 10MB unless you change it. From the menu, select 'Document requirements', then 'Manage document settings'. Remember to save your changes.



Further help and information

If you need any help with customising your local authority's planning application requirements on the Planning Portal, please contact our service desk by emailing support@planningportal.co.uk