

LPA Admin: for local authorities

A guide for local authorities to manage their Planning Portal building control applications and admin settings.

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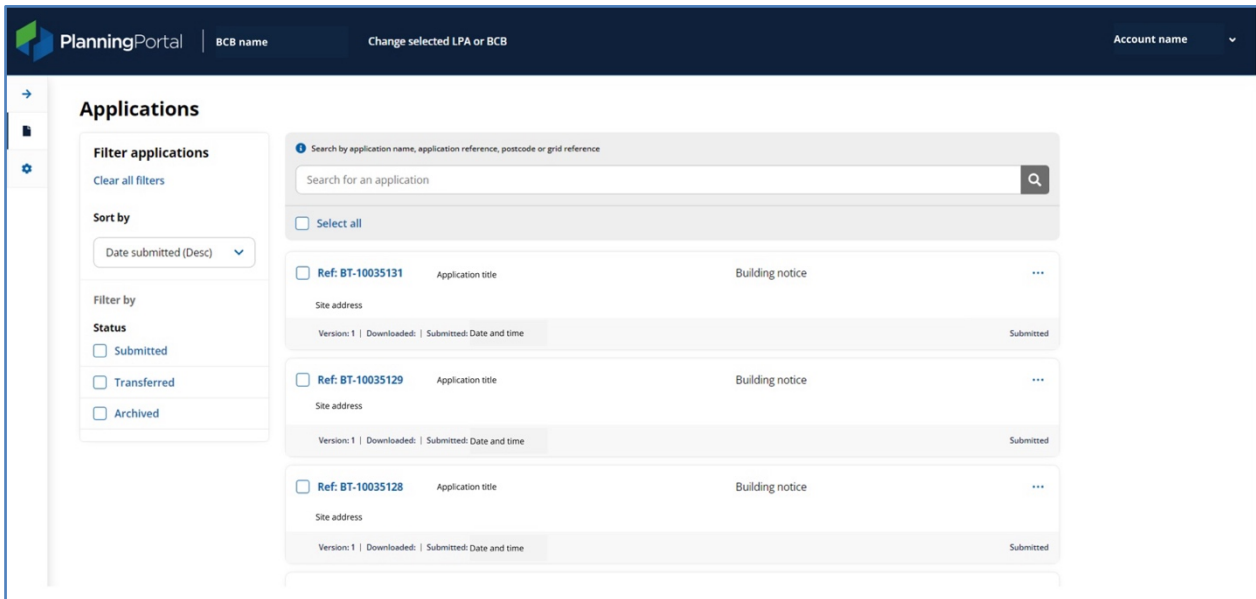
What is LPA admin?

LPA Admin is our web-based tool for local authorities to manage some administrative functions of Planning Portal building control, the system is restricted to specifically designated building control bodies.

You will need to have a Planning Portal account and have your account assigned to use LPA Admin. Our Service Desk team can check your eligibility and enable access if you don't have it.

Please note, the admin facility can be used to manage both planning and building control applications, but this guidance is specifically for the admin functions for the building control system.

For guidance on administering planning applications please see [our guidance note for planning](#).



The screenshot displays the 'Applications' section of the Planning Portal LPA Admin interface. The header includes the Planning Portal logo, 'BCB name', 'Change selected LPA or BCB', and 'Account name'. The main content area features a search bar, a 'Select all' checkbox, and a list of three building control applications. Each application entry includes a checkbox, a reference number (e.g., Ref: BT-10035131), the application title, the site address, and the status (Submitted). A sidebar on the left provides filtering options for applications by status (Submitted, Transferred, Archived) and sorting by date submitted (Descending).

Ref	Application title	Site address	Status
<input type="checkbox"/> Ref: BT-10035131	Application title	Site address	Submitted
<input type="checkbox"/> Ref: BT-10035129	Application title	Site address	Submitted
<input type="checkbox"/> Ref: BT-10035128	Application title	Site address	Submitted

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 local authority information on the Planning Portal website <https://www.planningportal.co.uk/services/authorities>

If your profile is set to access the admin areas for both planning and building control, you will be able to switch between the two admin areas.

If you don't have a Planning Portal account

If you don't have a Planning Portal account, you can create one by visiting <https://www.planningportal.co.uk/app/> and selecting 'Register for an account'.

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

Once logged in, building control bodies will be able to:

- Manually download applications submitted to your building control body
- Update contact information
- Add useful information to display to your customers

Local authorities in Wales

If you are a local authority in Wales, the LPA Admin tool can be found here: <https://lpa.planningapplications.gov.wales/> and the following guidance in this document applies.

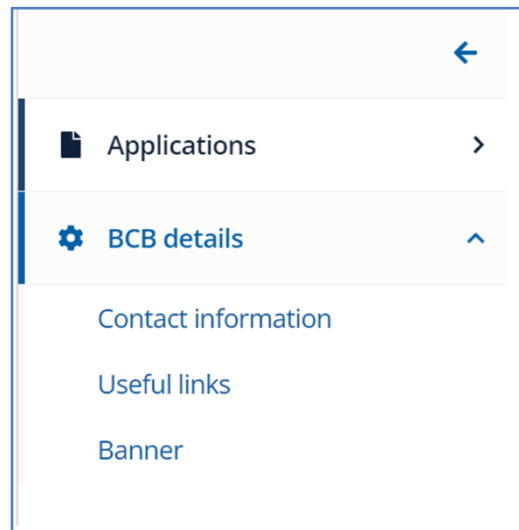
Navigation – Menu options

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' and 'BCB details'.

Note: 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

View applications submitted to your building control body by clicking the arrow on the far left to expand the menu and choosing 'Applications.'

This will show all applications in your building control body's account. You can sort the applications by date, type, chronological reference number and status. Or you can filter by Submitted, Transmitted or Archive status.

Once you have the filtered list, the applications can be viewed or downloaded by clicking the ellipsis (three dots) function to the right of the entry. Or check the box of each application to bulk or singularly archive. You can also navigate applications using the search and filter functions.

When applications are submitted via the Planning Portal, building control bodies can either download them:

- **Automatically** - Via a connector to their back-office system if configured; or
- **Manually** - By accessing the application directly in their admin account.

Manual downloads for building control bodies 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 your connector is using. If you are using version 1.0 of the XML schema, all current online application types can be automatically downloaded.

We recommend that all building control bodies 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 building control body is using by contacting your IT supplier or our service desk (details below).

Other reasons for manually downloading

Where a building control body does not have a connector in place, they will only be able to download applications manually.

Note: any previously downloaded application can be re-downloaded manually at any time.

Manually downloading applications

Once you log in and access your building control body homepage, the applications available to download will be listed in three statuses: Submitted; Transferred; and Archived.

Submitted applications

Initially, applications 'Submitted' to your authority will be shown, you can sort the list as required. You will see the Planning Portal building control reference number and date submitted for each application which will match the details in the email notifications your authority receives.

You will also see the version number and, if relevant, the date it was initially downloaded.

Downloading

In the 'Actions' column on the right is the 'Download' link.

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.

If you are downloading an application, it is important that you click on the 'Download' link as it will generate an email to the applicant/agent to notify them that your building control body has received their submission. This will also remove the application from the submitted list.

This action will flag the application as downloaded, change the status to 'Transferred' and move the application to the 'Transferred' status in your and the applicant/agent accounts.

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 in your application list will show applications that have already been 'Transferred' (i.e. downloaded automatically or manually) or 'Archived'.

If a 'Transferred' application has not been correctly received, you can click the 'Not received' action to return the application to the 'Submitted' list in a non-downloaded state. This will allow your connector (if you have one) to try to download the application again automatically.

You can also use the 'Archive' action on 'Transferred' applications to move them into the 'Archived' tab.

If you would like to archive multiple applications, please contact our service desk (details below) to request this.

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).
- **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 the agreed application fee and any applicable exemption.
- **Application data** - An xml file containing the application data (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)

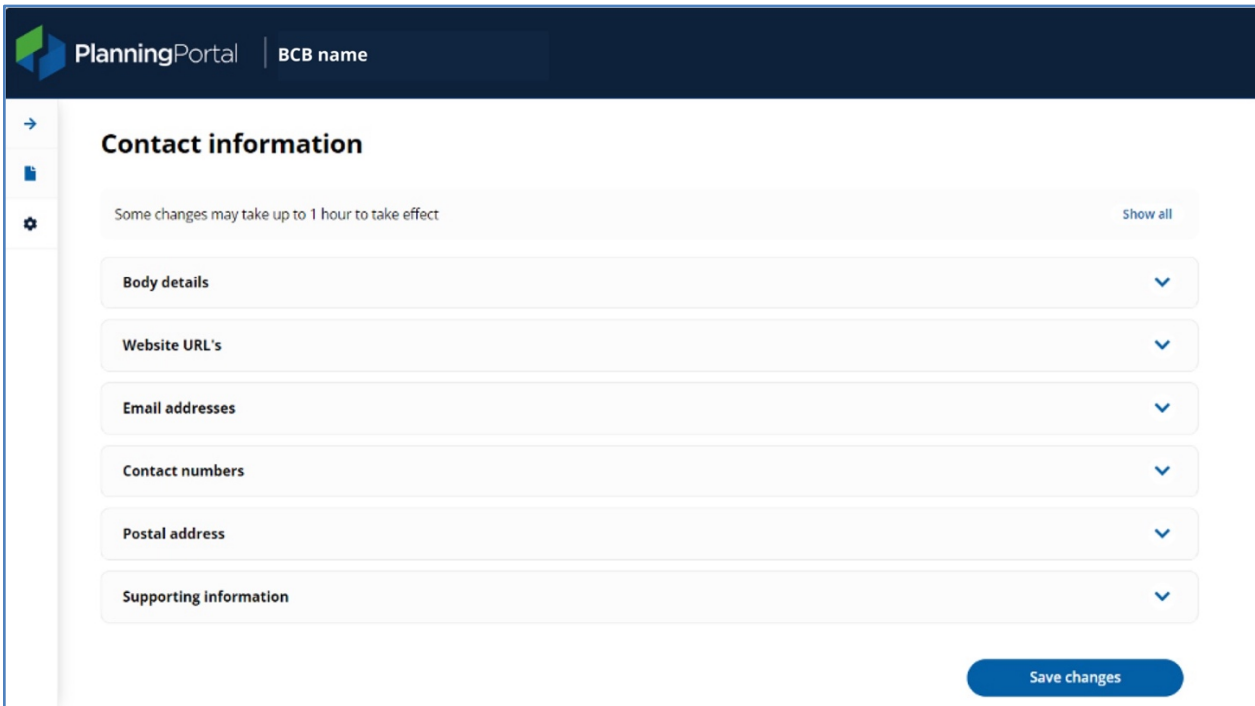
Menu options - BCB details

Change your building control body details by selecting from the expandable main menu on the left.

Contact information

Use this area to update your building control body contact information that is presented to an applicant when they are creating an application on Planning Portal building control. This will be shown on the applicant's screen after they have completed the site area details, subsequently assigning the building control body.

Each drop down section has help information to advise what information you can include.



PlanningPortal | BCB name

Contact information

Some changes may take up to 1 hour to take effect Show all

- Body details
- Website URL's
- Email addresses
- Contact numbers
- Postal address
- Supporting information

[Save changes](#)

Supporting information

Under the contact information menu, building control bodies can add any additional 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 building control bodies to update the banner image displayed on paper forms can be done in LPA admin. Simply drag and drop the image into the area.

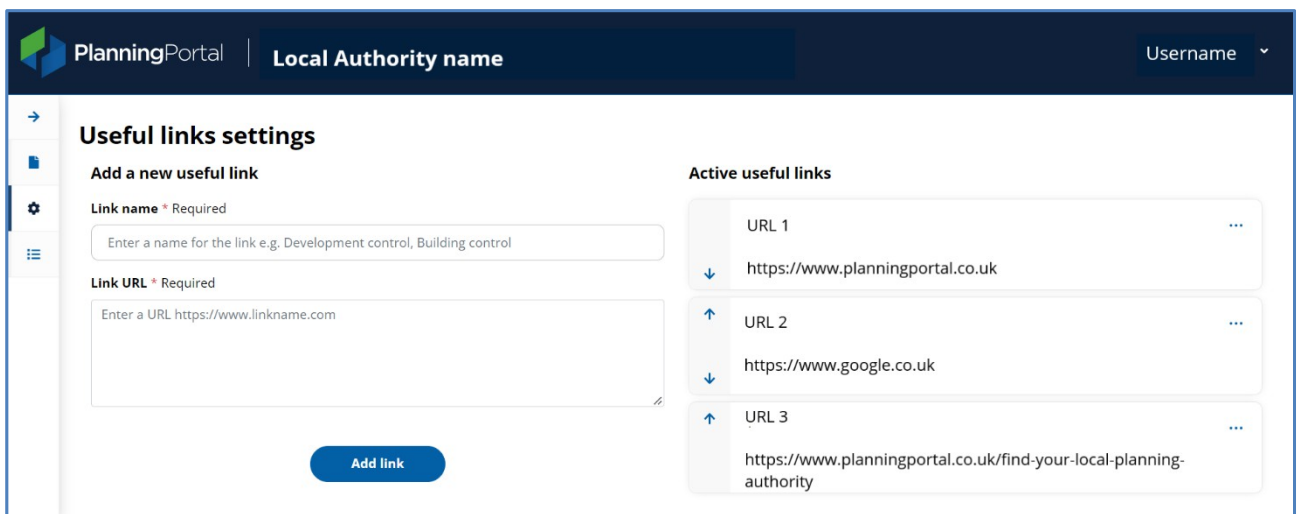
Please note the following requirements for banner images:

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

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

Useful links

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



The screenshot displays the 'Useful links settings' page. On the left, there is a sidebar with navigation icons. The main content area is divided into two sections. The first section, 'Add a new useful link', contains two text input fields: 'Link name * Required' with a placeholder 'Enter a name for the link e.g. Development control, Building control' and 'Link URL * Required' with a placeholder 'Enter a URL https://www.linkname.com'. Below these fields is a blue 'Add link' button. The second section, 'Active useful links', shows a list of three links. Each link entry consists of a label (URL 1, URL 2, URL 3), a corresponding URL, and a three-dot menu icon. Up and down arrows are positioned between the entries to allow reordering.

Label	URL	Actions
URL 1	https://www.planningportal.co.uk	⋮
URL 2	https://www.google.co.uk	⋮
URL 3	https://www.planningportal.co.uk/find-your-local-planning-authority	⋮

Further help and information

If you need any help with admin functions for Planning Portal applications, please contact our service desk by emailing support@planningportal.co.uk