

# Contact and information update



**WHAT:** Contact details and links to your Local Authority website are found on the Planning Portal's **Find your Local Planning Authority** page and within the online application journey.

**WHY:** It is important to keep this information up-to-date so applicants can find validation lists, contact details and vital information related to their application at a local level, improving validation rates. This makes it easy for the applicant to find the information they need to get the application right the first time.

**HOW:** Your Local Authority can update this information at any time. Here's how:

- **Log in to LPA Admin** <https://lpa.planningportal.co.uk>
- Select **LPA details**
- Choose Contact information or Useful links from the left-hand menu
- Once you have updated any details, select Save changes

**Contact information Update**

Applications > **LPA details** > **Contact information**

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

Authority details

Website URL's

Email addresses

Contact numbers

Postal address

Supporting information

**Save changes**

**Useful links Update**

Applications > **LPA details** > **Useful links**

**Useful links settings**

Add a new useful link

Link name \* Required  
Enter a name for the link e.g. Development control, Building control

Link URL \* Required  
Enter a URL https://www.linkname.com

**Add link**

**Active useful links**

- Planning homepage  
<https://www.northdevon.gov.uk/planning-and-building-control/>
- Online Planning Service browser  
<https://planning.northdevon.gov.uk/Search/Advanced>
- Devon County Council  
<http://www.devon.gov.uk>
- Exmoor National Park  
<http://www.exmoor-nationalpark.gov.uk>

## Benefits to your Local Authority:

- Improves the process and experience for applicants
- Ensures accurate and up-to-date information is presented

This subsequently improves validation rates and saves time, cost and resources.



Your input helps the Planning Portal to work better for you.

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