

A Local Authority guide to linking to the Planning Portal

The Planning Portal undertook an extensive redesign in 2022. The service now features a fresher look, new content and an updated planning application service. Following this, our links guide has been updated, to help Local Authorities ensure they have the correct links on their websites.

Links to our PDF forms

For PDF application forms, the correct links can be located using our [guidance note and supporting Excel file](#).

If you have any queries, please email communications@planningportal.co.uk

Recommended Planning Portal links and content

The following sections provide recommended links to our most frequently visited services for you to add to your Local Authority website. You are also welcome to include any additional links to our site for customer guidance or support.

We have provided supporting text should you wish to use it. These links have been carefully selected to complement existing Local Authority content and improve the user journey, which in turn will steer many enquiries away from your planning team. Tips are also included in each section to help you get the most out of linking to our services.

Free resources

We can offer your Local Authority free resources to use on your website. These resources include images, buttons and logos. [Download our resource pack](#).

Help and Support for local authorities

We value our relationship with all Local Authorities.

Get in touch to see how we can work together. You can email communications@planningportal.co.uk or visit our [dedicated LPA area on the Portal](#).

Duplicating our content

You are welcome to use our content, but we recommend that you link to the Planning Portal's own pages rather than copying and republishing our information. This will also mean that you can be confident the information is current, and your site will require less maintenance.

Planning Portal homepage

www.planningportal.co.uk

Sample text for your website:

The Planning Portal is the national planning application service and works in partnership with every Local Authority across England. The Portal makes planning and building information, applications and services simpler, quicker and more accessible. Using the Planning Portal is the preferred way to submit your planning application to us. Visit www.planningportal.co.uk

LPA tip:

Use the Planning Portal logo to accompany the link to our homepage, the button can be found here: <https://ecab.planningportal.co.uk/uploads/lpa-resource-pack.zip>

Do you need permission?

www.planningportal.co.uk/permission/home-improvement

Sample text for your website:

Do you need planning permission for your project? [You can explore the Planning Portal's project planning, building and completion advice to find out.](#)

The Planning portal has a range of project advice as well as an [interactive house](#) for visual guidance on permitted development and many common householder projects.

The Planning Portal's [mini guides](#) also provide project-specific advice on the most common householder improvements.

Links:

- Interactive house: <http://interactive.planningportal.co.uk/>
- Mini guides: www.planningportal.co.uk/miniguides
- Project advice: www.planningportal.co.uk/projectadvice

Make an application

www.planningportal.co.uk/apply

Sample text for your website:

Most planning applications are now submitted online. [Submitting your application online through the Planning Portal](#) is the preferred way to submit your application to us. You can apply to every Local Authority in England this way. Simply visit www.planningportal.co.uk/apply.

To use the application service you will need a Planning Portal account. Once registered, you can complete application questions, create the required site location plans, upload supporting documents, and pay application fees online, via telephone, or with a bank transfer or cheque.

The benefits of applying online include:

- *Working on your applications in draft before submission*
- *Immediate delivery and acknowledgement*
- *Savings on postage and printing costs*
- *Online help available while completing applications*
- *Online record of your completed applications*

Please note, an application cannot be progressed until all the necessary supporting information and the appropriate fee is received.

LPA tip:

For those wishing to apply offline, you can link to our paper forms on the Planning Portal by providing this link www.planningportal.co.uk/paperforms

Plans & Maps

www.planningportal.co.uk/buyaplanningmap

Sample text for your website:

The most common reason planning applications are rejected by Local Authorities is that the accompanying plans are invalid.

Most planning applications require a location plan and a site plan (also known as a block plan), to be submitted as supporting documents.

We recommend drawing your site boundary to create your location plan as part of your Planning Portal application. You can buy a site plan separately from [the Planning Portal's ReQuestaPlan service](#), to ensure your plans meet the necessary standards. This means you are one step closer to submitting a valid application.

Help & Support

www.planningportal.co.uk/help

Sample text for your website:

If you need help completing your online application, you can visit [the Planning Portal's help page](#).

LPA tip:

If you chose to include the Planning Portal Support number, please be sure to use our current number; **0333 323 4589**.

Note: Our support team can only offer advice on completing an online application through the Planning Portal. They cannot provide planning and building control advice.

Ensure you use the link www.planningportal.co.uk/apply when directing your users to apply online. It will ensure that users start in exactly the right place in the application process.

Make sure that it is clear to users that they **need to contact you** if they have a question relating to the **permission on their development** and provide contact details so they can do this.

Householder projects

www.planningportal.co.uk/commonprojects

Sample text for your website:

The Planning Portal has lots of information covering a wide range of common household projects. The guidance covers both planning permission and building regulations rules.

Links:

- Extensions: www.planningportal.co.uk/extension
- Outbuildings: www.planningportal.co.uk/outbuilding
- Change of use: www.planningportal.co.uk/change_of_use
- Conservatories: www.planningportal.co.uk/conservatory
- Loft conversion: www.planningportal.co.uk/loftconversion
- Fences, gates & walls: www.planningportal.co.uk/fences_gates_walls
- Doors & windows: www.planningportal.co.uk/windows
- Garage conversions: www.planningportal.co.uk/garage
- Patio and driveways: www.planningportal.co.uk/patio
- Roof: www.planningportal.co.uk/roof

LPA tip:

You can also link to our common projects homepage, which provides guidance on over 50 different common building projects for the home.

<https://www.planningportal.co.uk/permission/common-projects>

Building Control

www.planningportal.co.uk/buildingregulations

Sample text for your website:

Building Regulations are minimum standards for design, construction and alterations to virtually every building. You can find information and advice about building regulations and access current Approved Documents for England and Wales on the Planning Portal.

Links:

- Apply for Building Regulations approval: buildingcontrol.planningportal.co.uk
- Approved Documents for England: www.planningportal.co.uk/applications/building-control-applications/building-control/approved-documents

LPA tip:

We recommend that local authorities link to the tools and material on the Planning Portal rather than hosting material themselves.

For example LPAs should link to our application forms cabinet <https://www.planningportal.co.uk/paperforms> rather than hosting pdf forms which will quickly become out dated if any changes are made.

Professional Portal

www.planningportal.co.uk/professional_portal

Sample Text for your website:

The Professional Portal is a hub of tools, services and guidance for those working in the planning and building industry. [Explore the professional portal.](#)