

A Local Authority guide to linking to the Planning Portal

The Planning Portal undertook an extensive redesign back in 2016, which now features a fresher look, new content and tools and a new website address: <https://www.planningportal.co.uk/>

While we still temporarily have redirects in place from MHCLG to steer people away from the old gov.uk address, these redirects are being withdrawn imminently and we cannot guarantee that links from council websites to all our services will not break, so *please take the time to update your links to those recommended in this guide*.

This will ensure people will continue to be signposted to us and have a positive experience using our site and yours.

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, any additional links to us are welcome. We have also provided supporting text should you wish to use it. The links have been carefully selected to complement existing local authority content and improve user journey which in turn will steer many enquiries away from your planning team. Tips are also included in each section to get the most out of linking to our service.

Free resources

We can offer your local authority free resources for you to use on your website. The resources include images, buttons and logos. [Click here to 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, email communications@planningportal.co.uk or visit our [dedicated LPA area on the Portal](#).

Duplicating our content

Search engines have highly sophisticated methods for deciding on the authority of a website's content. Duplicating content and republishing it on your site could cause problems with the way search engines view your site. You are welcome to use our content but we recommend that you link to Planning Portal's own pages rather than republishing our information, this will also mean that you can be confident the information is current and your site will require less site maintenance.

Content for LPA websites

Section One: Planning Portal homepage

www.planningportal.co.uk

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 tips:

Use the 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>

If you have a high percentage of online submission, we recommend publishing the percentage you receive online, this is a good way to encourage customers to give it a try.

Section Two: Make an application www.planningportal.co.uk/apply

Most planning applications are now submitted online. You can now also submit a building control application online with the Planning Portal.

Using the Planning Portal is the preferred way to submit your application to us. You can apply to every local authority in England through the Planning Portal. (www.planningportal.co.uk/apply)

Registration is easy and you can complete your application form, buy site location plans, upload supporting documents and pay fees online, by phone, bank transfer or cheque.

The benefits of applying online include:

- You can work on your applications in draft before submission
- Immediate delivery and acknowledgement
- Savings on postage and printing costs
- Online help function when 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.

Get started on the Planning Portal. (www.planningportal.co.uk/apply)

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Plans & Maps

www.requestaplan.co.uk

The most common reason for planning applications being 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 buying your plans from [the Planning Portal's ReQuestaPlan service](#). They have been through a rigorous selection process to make sure that their maps meet the necessary standards, that their websites are easy to use and that they have good customer support in place should you need it. All of this means you are one step closer to submitting a valid application.

Help & Support

www.planningportal.co.uk/help

Use the Planning Portal Help Centre to support you with completing your online application. You can use the Help Centre if you encounter a problem filling out an application or have a query with how to use the Planning Portal website.

LPA tips:

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 and do not provide planning and building control advice.

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

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

You can also link to the e-forms on the Portal for those wishing to apply offline
www.planningportal.co.uk/paperforms

Section Three: Do you need permission?

www.planningportal.co.uk/home_improvement

Do you need planning permission? Explore the Planning Portal's project planning, building and completion advice including the project advice, the interactive house for visual guidance on permitted development and many common householder projects. Mini guides also provide project-specific advice on the most common householder improvements.

Interactive house <http://interactive.planningportal.co.uk/>

Mini guides www.planningportal.co.uk/miniguides

Project advice www.planningportal.co.uk/projectadvice

Householder projects www.planningportal.co.uk/commonprojects

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

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 52 different common building projects for the home www.planningportal.co.uk/commonprojects

Building Control www.planningportal.co.uk/buildingregulations

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

Apply for Building Regulations approval buildingcontrol.planningportal.co.uk/

Approved Documents for England www.planningportal.co.uk/approved_documents

When you need approval www.planningportal.co.uk/br_approval

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. Further information can be found in our [guidance note](#).

Professional Portal https://www.planningportal.co.uk/professional_portal

The Professional Portal is a hub of tools, services and guidance for those working in the planning and building industry.

Here you will find signposts to select areas of the Planning Portal that have been designed to help you plan and manage your project in an easy and accessible way.