

## Guidance Notes: Making a Planning Application Online

The Planning Portal's service lets you complete and submit an application for planning consent online. In most cases, all the stages of the application for consent can be completed and submitted electronically, including payment.

### Application Overview

This screen lets you manage your active application. From here you can access and complete the following tasks:

- Complete the forms
- Attach supporting documentation
- Calculate fees for the application
- Pay for the application
- Check the application is complete
- Submit the application to the local planning authority

This screen will also tell you the name of the application, its reference number, the type of planning consent being applied for, the local planning authority responsible for determining your application, as well as the status and date of the application. You can save your work at any point and return to the application later to complete it. Your application can be accessed from the My Applications screen (available from the left hand menu).

A number of steps need to be completed before your application can be submitted to the local authority:

#### Step 1. Complete the forms

Your form is made up of a series of questions that must be answered to allow the local planning authority to determine your application.

Each question in the form has help text to assist you to complete it. You can access the help text for each question by clicking on the 'question mark' icon at the top right of the form page.

#### Step 2. Attach supporting documentation

Most applications require more information than can be provided by the application form alone.

The service will tell you what mandatory information you need to provide in support of your application once you have selected your form. The local planning authority will not be able to process your application unless this mandatory supporting information has been provided. You can also attach optional supporting information, which you think will help the local authority determine the application.

All plans and drawings to be submitted are required to have dimensions or a scale clearly marked upon them. Marking size and dimensions on plans and drawings will help the local planning authority process your application more efficiently.

#### Step 3: Calculate fees for the application

Use the fee calculator to work out what fee is required for your application. The calculator will work out the correct fee even in the case of multiple applications. In all cases, the local planning authority will decide whether the fee is correct.

If you are claiming an exemption in payment, (e.g. if the proposed works are in connection with the provision of disability access to a building), or if you are claiming a reduction in payment, (e.g. if it is a development by a parish council), then some local authorities may require a statement attached to your application giving the appropriate details.

#### Step 4. Paying for the application

Once you have calculated the correct fee for the application you can pay for the application in three ways:

1. Secure online payment by credit or debit card
2. Pay by cheque: the system will tell you where to post the cheque when you select this option
3. Pay by phone: the system will provide the correct telephone number when you select this option

#### **Step 5: Check application**

Once you have completed the forms, added supporting information, calculated the fees and chosen the payment method, the system will check the entire application to make sure all the mandatory information and stages have been completed. This may take a few minutes.

If you have not completed any part of the application, you will be advised what needs to be completed before submission can take place. Once all stages of the application have been completed the system will let you submit the application to the local planning authority. You will not be able to submit the application until you have completed the 'Check Application' stage.

#### **Step 6: Submit the application**

Submitting the application will send the application form and supporting information to the local planning authority.

You can access your submitted application at any time from the My Applications screen. However, once it is submitted to the local authority, any changes you make will not be saved.

#### **What happens next?**

Once the local planning authority has received your application successfully you will receive an confirmation email from the Planning Portal. You should quote your reference number in all correspondence with the local planning authority. Your reference number is available from the Application Overview page and will also be included in your confirmation email. Please note that this message does not constitute the formal acceptance of your electronic submission by your local planning authority.

Once the local planning authority has received your application it will validate it within its normal work flow and timescales. If the local authority needs more information or has any queries it will contact you directly.

For further information on the progress of your online application please contact your local authority quoting your reference number.

#### **Getting Help**

If you are experiencing difficulties using the application service please contact the Planning Portal Support Team on [support@planningportal.gov.uk](mailto:support@planningportal.gov.uk)

Once the application has been submitted the local authority will be able to assist with any queries.