

PAW Helpline Eligibility Criteria 2023



Planning Aid **Wales**
Cymorth Cynllunio **Cymru**

Planning Aid Wales operates eligibility criteria to ensure that our services are provided to those most in need. We offer three levels of service, which are provided according to the circumstances of the client:

Information

- An outline of the relevant area of the planning process (such as planning applications, development or appeals procedures).
- Referral to guidance literature explaining procedures in greater detail.
- Outline of rights within the planning system.
- Referral to organisations which may be able to provide further assistance.
- Referral to sources that provide lists of planning consultants

Advice

- In addition to services provided under information.
- Appropriate basic information.
- Detailed information on specific aspects of the planning system.
- Basic research and referral to relevant policies or cases, including direction on how they can be used most effectively.
- Advice to clients on how develop strategies to address planning issues and navigate the planning system.
- Advice on how to develop arguments to support a client's case.

Support

- In addition, to information and advice above.
- Ongoing information and advice for the duration of the particular case.
- Delivery of information in different formats.
- Advice and guidance on representation and liaison with associated parties.
- Advice and guidance on the preparation and completion of correspondence and forms as appropriate.
- Advice and guidance in the preparation of consultation responses, planning applications or the preparation of feasibility studies / other research as appropriate.

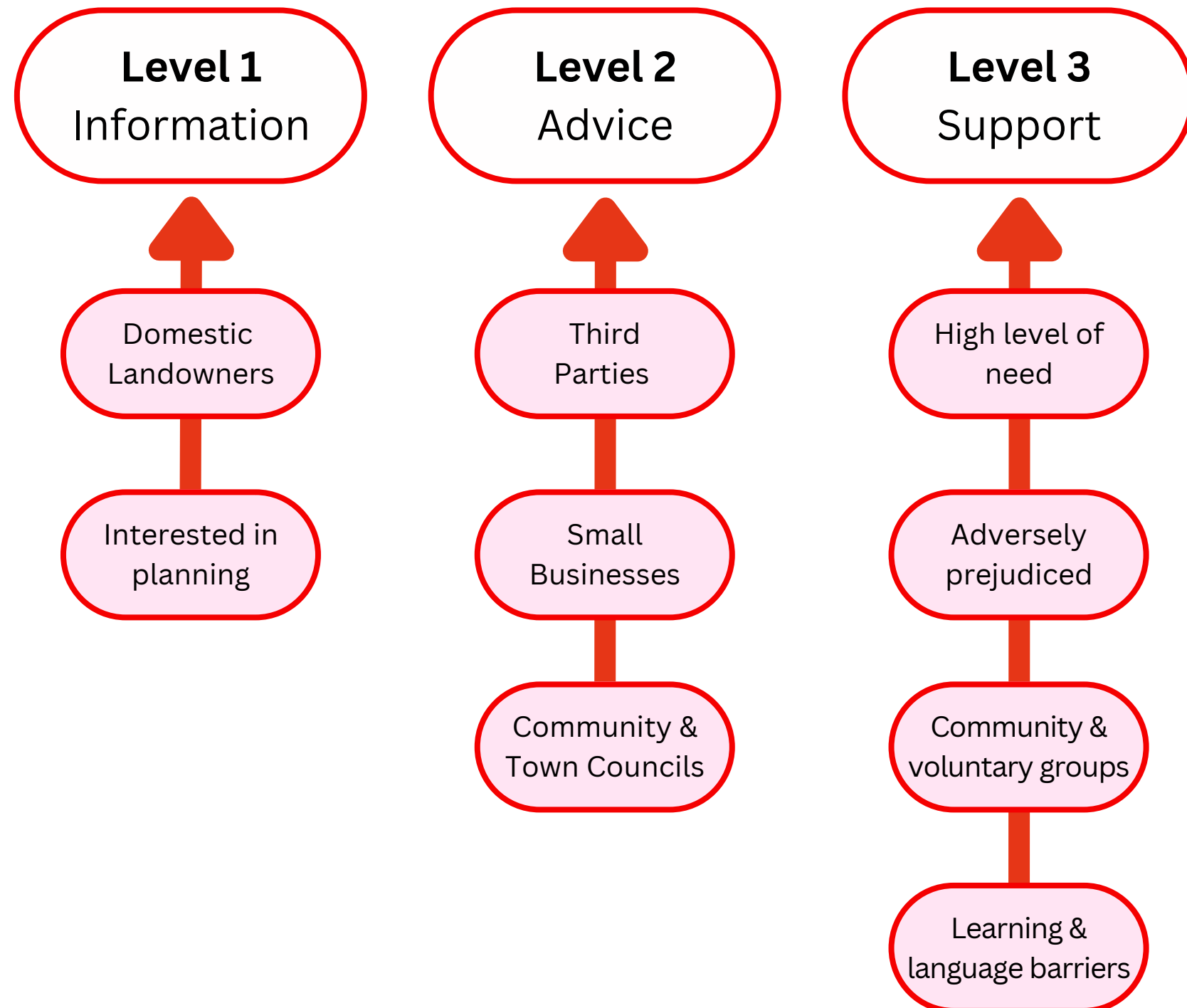
***Please note:** Planning Aid Wales Helpline services do not allow us to lobby a decision maker on your behalf.

PAW Helpline Eligibility Criteria 2023



Planning Aid **Wales**
Cymorth Cynllunio **Cymru**

What services am I eligible for?



Level 1 (**Information**)

- Domestic landowners could be changed to householders.
- People who are unaware of the planning system and would like to participate.

Level 2 (**Advice**)

- Third parties wishing to express their views on a planning application or development plan issue.
- Community and Town Councils.

Level 3 (**Support**)

- People wishing to engage with the planning system who may be adversely prejudiced due to age, race, nationality, language, learning or literacy issues, disability, gender, sexuality or social background.
- Community and voluntary groups.
- Anyone unable to engage with the planning system due to learning or language barriers.

More about our eligibility criteria



Planning Aid **Wales**
Cymorth Cynllunio **Cymru**

Who we can't help:

- Planning consultants, architects, surveyors, agents, etc.
- Commercial businesses.
- Individuals or groups who stand to make a profit from development other than householder developments
- Those with sufficient disposable income to engage a planning consultant.
- Anyone not eligible for PAW services will be referred to a list of Royal Town Planning Institute-certified planning consultants, or to relevant guidance literature for further help.

Additional Information

- The current eligibility criteria were adopted on March 2023 and replace previous eligibility criteria.
- Planning Aid Wales reserves the right to vary the level of support offered according to our assessment of a client's individual circumstances..
- Clients who feel Planning Aid Wales staff or volunteers have misjudged their eligibility may appeal to the Chief Executive.

Contact us:

If you would like more information about the services Planning Aid Wales provides or our eligibility criteria, please do not hesitate to contact us.

Telephone: 02920 625 004 (office)

Email: info@planningaidwales.org.uk

Website: www.planningaidwales.org.uk

Postal Address:
Planning Aid Wales,
12 Cathedral Road
Cardiff,
CF11 9LJ

Planning Aid Wales Helpline: 02920 625 000