

Casework Examples

We were able to help a distressed client in Glasgow with possible suggested solutions to her concerns over a housing development being planned by a housing association, which had been built next door, but not according to the plans which she had seen, and who was also concerned that she had not re-notified of revised plans. One of our experienced volunteer planners was able to help by researching the case and speaking to the local authority Development Management planner. Our skilled volunteer clarified the neighbour notification and policy position, and made a number of suggestions for the plans to be revised to meet the densities specified by the housing association involved, whilst reducing the scale/bulk of the dwellings, to reduce the impact on the client's property. The client was then able to make these suggestions to the housing association and her local council.

The Ombudsman recommended us to a client in Aberdeenshire who was concerned about the possible impact of a large housing development next to a category A listed building. Our experienced volunteer fully researched the case, speaking with the local authority case officer, and getting fully briefed up on local plan policy, national planning policy and other planning guidance. The volunteer also helped the client prepare for the Planning Committee Hearing where the client made representations. The Planning Committee refused the planning application, and the client commented,

“Very happy with service and support given, fantastic service.”

A client wanted to object to the demolition of an hotel and replacement with a chalet park in an Area of Outstanding National Beauty in the Trossachs, and did not know how to go about it. A very experienced and understanding volunteer fully researched national policies and the appropriate Local Plan policy, sending copy extracts to her. The volunteer also chatted through the relevance of each policy to the client's concerns. The client was very pleased with the additional information, and considered that it would strengthen her grounds for objection. She praised our service, as follows:

“The volunteer's help was invaluable...to have someone with the proper background and knowledge to interpret planning procedures is an immense help to someone like myself who has very little knowledge of these. I feel very passionate about the area I live in, and don't want it to become overdeveloped”

“Planning Aid for Scotland is a vital service for community councils as well as for individuals.”

said a client from Lochgilphead regarding advice he was given from us on local plans, zoning, affordable housing, and environmental impact assessment.

“Very satisfied with a useful, impartial and professional service”

was how a client in Oban rated our advice. We were able to assist him with his Appeal submission after his application for planning permission was refused. Our excellent volunteer e-mailed relevant policies, the web link to the Scottish Executive Reporters Unit, and also sent out the RTPPI consultants list to enable him to access a consultant if appropriate.