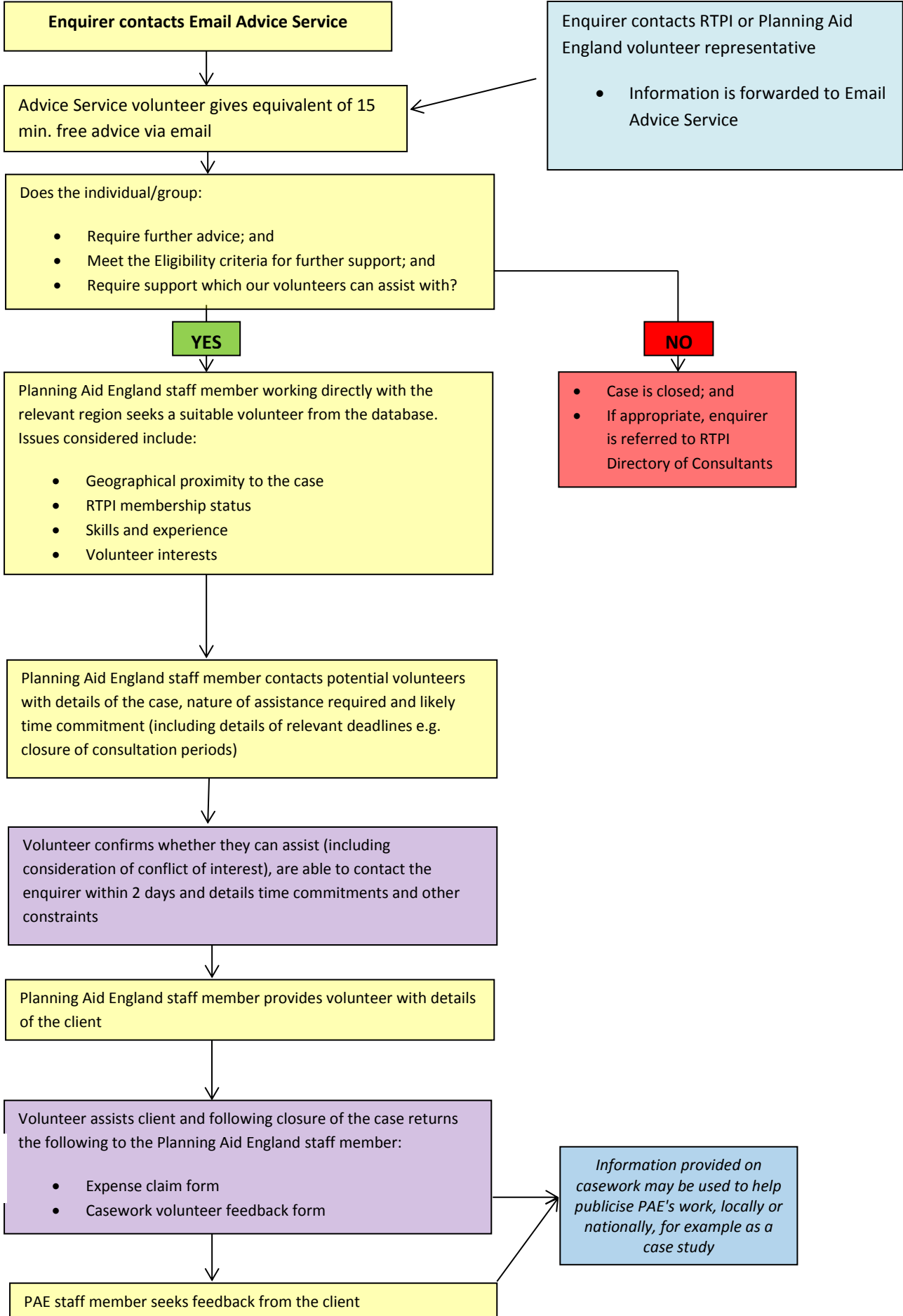


## Protocol for appointing casework volunteers

Indicative timescales



Up to 7 working days

Depends on the nature of the case

Enquirer contacts RTPI or Planning Aid England volunteer representative

- Information is forwarded to Email Advice Service

**Enquirer contacts Email Advice Service**

Advice Service volunteer gives equivalent of 15 min. free advice via email

Does the individual/group:

- Require further advice; and
- Meet the Eligibility criteria for further support; and
- Require support which our volunteers can assist with?

**YES**

**NO**

Planning Aid England staff member working directly with the relevant region seeks a suitable volunteer from the database. Issues considered include:

- Geographical proximity to the case
- RTPI membership status
- Skills and experience
- Volunteer interests

Case is closed; and  
If appropriate, enquirer is referred to RTPI Directory of Consultants

Planning Aid England staff member contacts potential volunteers with details of the case, nature of assistance required and likely time commitment (including details of relevant deadlines e.g. closure of consultation periods)

Volunteer confirms whether they can assist (including consideration of conflict of interest), are able to contact the enquirer within 2 days and details time commitments and other constraints

Planning Aid England staff member provides volunteer with details of the client

Volunteer assists client and following closure of the case returns the following to the Planning Aid England staff member:

- Expense claim form
- Casework volunteer feedback form

Information provided on casework may be used to help publicise PAE's work, locally or nationally, for example as a case study

PAE staff member seeks feedback from the client