

PAE Advice Service – Directory of Alternative Sources of Support & Advice

Item no.	Organisation / resource	Contact details: Tel. / e-Mail / Website	Notes
1.	Canal and River Trust	Head office: First Floor North, Station House 500 Elder Gate Milton Keynes MK9 1BB Tel: 0303 040 4040 https://canalrivertrust.org.uk/contact-us/contacting-our-offices	National charity set up to maintain 2,000 miles of canals and rivers and an associated network of bridges, embankments, towpaths, aqueducts, docks and reservoirs. Work ranges from improving towpaths for cyclists and creating new wildlife habitats to maintaining canal & river infrastructure.
2.	Campaign to Protect Rural England (CPRE)	National Office 5-11 Lavington Street London SE1 0NZ Tel: 020 7981 2800 https://www.cpre.org.uk https://planninghelp.cpre.org.uk/improve-where-you-live/how-to-challenge-a-planning-decision/court-challenges	Campaigning body for those concerned about the adverse impacts of development on their local countryside. They have some particularly good advice on Judicial Review.
3.	Citizens Advice Bureau	https://www.citizensadvice.org.uk	Gives contact details for local CAB offices, where free, confidential and independent advice is available to help people overcome their problems. Covers topics such as housing and legal issues.

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4.	Country Land and Business Association	16 Belgrave Square London SW1X 8PQ Tel: 020 7235 0511 mail@cla.org.uk https://www.cla.org.uk	Campaigning body for land, property and business owners seeking advice on law, taxation, environment, planning and land use.
5.	English Heritage	Tel: 0370 333 1181 e: customers@english-heritage.org.uk http://www.english-heritage.org.uk/	For information on sites maintained by English Heritage and guidance on landscape management and conservation.
6.	Forum for Neighbourhood Planning	http://www.ourneighbourhoodplanning.org.uk (Pages maintained by Planning Aid England on RTPI website)	Gives news, video podcasts and general information on Neighbourhood Planning.
7.	Forestry Commission England	Forestry Commission 620 Bristol Business Park Coldharbour Lane Bristol BS16 1EJ Tel: 0300 067 4000 e: fe.England@forestry.gsi.gov.uk https://www.forestry.gov.uk	For details of forestry & woodland managed by the Forestry Commission and including advice on forestry policy, tree planting & woodland management.
8.	Friends, Families and Travellers (FFT)	Friends, Families and Travellers, Community Base, 113 Queens Road, Brighton, East Sussex, BN1 3XG Tel: 01273 234 777 e: fft@gypsy-traveller.org	A national charity that works on behalf of all Gypsies and Travellers. Provides advice and consultancy, promotes health and wellbeing, works on research and policy, and delivers training on relevant issues.



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9.	Georgian Group	<p>https://www.gypsy-traveller.org</p> <p>The Georgian Group 6 Fitzroy Square London W1T 5DX</p> <p>Tel: 020 7529 8920 e: office@georgiangroup.org.uk https://georgiangroup.org.uk</p>	<p>Campaigning body dedicated to preserving Georgian buildings and gardens. Aims to protect historic buildings through providing advice to owners and architects, campaigning, and through role as statutory consultees in the planning system.</p> <p>Advises councils, church bodies, and others on threats to the historic fabric and setting of structures built between 1700 and 1840. Organises lectures and other events aimed at improving the understanding of aspects of the eighteenth and early nineteenth century built heritage.</p> <p>Also produce technical advice leaflets.</p>
10.	Glasshouse	<p>2 Wardrobe Place London EC4V 5AH</p> <p>Tel: 020 7490 4583 e: info@theglasshouse.org.uk http://www.theglasshouse.org.uk</p>	<p>National charity that offers to advise communities seeking to have a greater understanding of design and place making, and wishing to influence the design of local development proposals.</p>
11.	GOV.UK	<p>https://www.gov.uk/government/topics/planning-and-building</p> <p>National Planning Policy Framework available at: https://www.gov.uk/government/publications/national-planning-policy-framework--3</p>	<p>Central Government guidance, statistics, announcements and consultations.</p> <p>The Planning Practice Guidance page is a particularly useful resource, providing an overview on a wide range of planning issues.</p>

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		<p>Planning Practice Guidance available at: https://www.gov.uk/government/collections/planning-practice-guidance</p>	
12.	Historic England	<p>London National Office: 4th Floor Cannon Bridge House 25 Dowgate Hill London EC4R 2YA</p> <p>Tel: 020 7973 3700 e: customers@HistoricEngland.org.uk https://historicengland.org.uk/advice</p>	<p>For heritage-related general advice and guidance covering a range of topics, including: the planning system, heritage consents, conservation areas, tall buildings, housing, sustainable growth, major infrastructure projects, mineral extraction, rural planning, historic town centres and streets, enabling development</p>
13.	House of Commons Library	<p>House of Commons London SW1A 0AA</p> <p>https://researchbriefings.parliament.uk</p>	<p>Produce periodic briefing papers on a wide range of issues relevant to planning – e.g. call in applications, green belt, Gypsies & Travellers, affordable housing and starter homes.</p>
14.	Leasehold Advisory Service	<p>Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX.</p> <p>Tel: 020 7832 2500 (Park Homes Advice: 020 7832 2526) https://clients.lease-advice.org/appointments.aspx https://parkhomes.lease-advice.org/about-us https://www.lease-advice.org</p>	<p>For enquiries relating to residential leasehold properties. Provide free advice on the law relating to Park Homes in England by telephone, letter or email, or in person at their office. Can also arrange seminars and meetings near where a group of park homes owners or interested parties want to discuss a joint issue. Publish a range of free advice notes.</p>

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15.	Local Authority Building Control (LABC)	LABC Third Floor 66 South Lambeth Road London SW8 1RL Tel: 020 7091 6860 e: info@labc.co.uk https://www.labc.co.uk/advice-building-projects/homeowners	For building control-related enquiries.
16.	Local Government and Social Care Ombudsman	Tel: 0300 061 0614 (08:30 am - 05:00 pm, Mon to Fri) http://www.lgo.org.uk/make-a-complaint/factsheets/planning-and-building-control	For those seeking redress from the Local Government Ombudsman having already followed the formal complaint procedure with a LPA.
17.	Locality and My Community websites	Tel: 0345 458 8336 e: info@locality.org.uk https://mycommunity.org.uk http://locality.org.uk	For queries relating to Localism, including Neighbourhood Planning, and wider community enterprises and initiatives.
18.	Ministry of Housing, Communities and Local Government	2 Marsham Street London SW1P 4DF General enquiries: 030 3444 0000 Contact via: http://forms.communities.gov.uk https://www.gov.uk/government/organisations/ministry-of-housing-communities-and-local-government	Government planning publications, statistics and consultations.

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19.	National Association of Local Councils	<p>109 Great Russell St, Bloomsbury, London WC1B 3LD</p> <p>Tel: 020 7637 1865 e: nalc@nalc.gov.uk http://www.nalc.gov.uk</p>	For Councillors from local parish and town councils seeking initial information on planning training and tailored advice (which local county associations of local councils will normally provide).
20.	National Farmers' Union	<p>Agriculture House Stoneleigh Park Stoneleigh Warwickshire CV8 2TZ</p> <p>Tel: 024 7685 8500 https://www.nfuonline.com/about-us/contact-us https://www.nfuonline.com/home</p>	Campaigning body giving advice to farmers on a general range of topics.
21.	National Trust	<p>The National Trust, PO Box 574, Manvers, Rotherham, S63 3FH</p> <p>Tel: 0344 800 1895 9.00am - 5.30pm weekdays 9.00am - 4.00pm weekends & bank holidays https://www.nationaltrust.org.uk https://www.nationaltrust.org.uk/features/our-planning-principles</p>	For those seeking advice and support in relation to places of natural beauty or historic significance owned or run by the Trust. The website also provides several planning-related resources and guidance notes.



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		https://www.nationaltrust.org.uk/features/land-use-and-planning	
22.	Natural England	<p>Natural England County Hall, Spetchley Road Worcester WR5 2NP</p> <p>Telephone 0300 060 3900 8:30am to 5pm, Monday to Friday (excluding public holidays) e: enquiries@naturalengland.org.uk https://www.gov.uk/government/organisations/natural-england</p>	General source of information on a range of natural environment issues including: access and rights of way; land management; landscape; parks, trails and nature reserves; protected sites and species; recreation; wildlife and habitat conservation.
23.	Neighbourhood Planners.London	<p>Neighbourhood Planners.London 43 Bramcote Avenue London CR4 4LW</p> <p>(No telephone access number)</p> <p>http://www.neighbourhoodplanners.london/resources</p>	<p>Supports neighbourhood planning in London and seeks to raise the profile of neighbourhood planning in the capital.</p> <p>Publishes periodic bulletins on latest events, research and information about neighbourhood planning both in London and beyond.</p> <p>Maintains map of all current neighbourhood plans designated or in preparation across London and of those already made.</p>
24.	Planning Advisory Service	<p>Planning Advisory Service Local Government Association Local Government House</p>	Advice service funded by the Local Government Association for Councillors seeking planning training and tailored advice.



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		<p>Smith Square London SW1P 3HZ</p> <p>Tel: 020 7664 3000 e: pas@local.gov.uk https://www.local.gov.uk/pas/pas-support/councillor-development</p>	
25.	Planning Aid Direct	https://planningaid.zendesk.com/hc/en-us	For a whole host of planning-related queries.
26.	Planning Aid Scotland	<p>0300 323 7602 http://pas.org.uk/planning-advice</p>	For planning enquiries relating to the Scottish planning system or property located in Scotland.
27.	Planning Aid Wales	<p>029 2062 5000 http://www.planningaidwales.org.uk/about-planning/our-advice-service</p>	For planning enquiries relating to the Welsh planning system or property located in Wales.
28.	Planning Inspectorate	<p>The Planning Inspectorate Room 4A Kite Wing Temple Quay House 2 The Square Temple Quay Bristol BS1 6PN</p> <p>Tel: 0303 444 5000 e: enquiries@pins.gsi.gov.uk</p>	National body for those seeking guidance on planning appeals.



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		https://www.gov.uk/government/organisations/planning-inspectorate	
29.	Planning Portal	https://www.planningportal.co.uk	National advice service set up by the Department for Communities and Local Government for those seeking guidance on planning or building control issues. Particularly good guidance is provided on householder Permitted Development Rights and planning appeals. The website can also be used to submit planning applications electronically.
30.	Royal Institute of British Architects 'Find an architect' service	Royal Institute of British Architects 66 Portland Pl Marylebone London W1B 1NR Tel: 020 7580 5533 e: info@riba.org https://find-an-architect.architecture.com/FAAHome.aspx	For those seeking to appoint an architect.
31.	Royal Institute of Chartered Surveyors consumer helpline	Royal Institute of Chartered Surveyors 12 Great George Street Parliament Square London SW1P 3AD Tel: 02476 868 555 http://www.rics.org/uk/footer/contact-us/rics-consumer-helplines	For those seeking advice on issues such as Party Walls, CPO, Boundary Disputes and Right to Light.



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32.	Royal Institute of Chartered Surveyors 'Find a surveyor' service	https://www.ricsfirms.com	For those seeking to appoint a surveyor, land or property agent.
33.	RTPI Careers	The Royal Town Planning Institute 41 Botolph Lane London EC3R 8DL Tel: 020 7929 9494 e: careers@rtpi.org.uk http://www.rtpi.org.uk/education-and-careers	For those seeking planning-related careers advice.
34.	RTPI Education	e: education@rtpi.org.uk http://www.rtpi.org.uk/education-and-careers	For those seeking guidance on planning-related courses and degrees.
35.	RTPI International	e: international@rtpi.org.uk http://www.rtpi.org.uk/the-rtpi-near-you/rtpi-international	For queries from international planning practitioners and those organisations based overseas that are seeking to build links with the RTPI.
36.	RTPI Member Conduct Service	http://www.rtpi.org.uk/membership/professional-standards	For those who wish to make a complaint against a chartered member.
37.	RTPI Online Directory of Planning Consultants	https://www.rtpiconsultants.co.uk	For those seeking to appoint a planning consultant or where the support of such a consultant appears to be required.
38.	RTPI Policy	e: Richard.Blyth@rtpi.org.uk . http://www.rtpi.org.uk/knowledge	For those seeking comment on the RTPI's position on specific planning matters.



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39.	Sport England	<p>Head office: 21 Bloomsbury Street, London, WC1B 3HF</p> <p>Tel: 0345 8508 508 https://www.sportengland.org/facilities-planning</p>	For communities seeking advice on bringing forward new sports and leisure facilities in their local area.
40.	Theatres Trust	<p>Theatres Trust 22 Charing Cross Road London WC2H 0QL</p> <p>Tel: 020 7836 8591 http://www.theatretrust.org.uk</p>	National advisory public body for theatres - a statutory consultee on theatres in the planning system.
41.	Twentieth Century Society	<p>The Twentieth Century Society 70 Cowcross Street London EC1M 6EJ</p> <p>Tel: 020 7250 3857 e: caseworker(at)c20society.org.uk https://c20society.org.uk</p>	Campaigning body for those concerned about threats to local architectural assets of 20 th century construction.
42.	Woodland Trust	<p>The Woodland Trust Kempton Way Grantham Lincolnshire NG31 6LL</p> <p>Tel: 0147 658 1111 (Switchboard) / 0330 333 3300 (Enquiries)</p>	Campaigning body for communities seeking to protect local woodland.

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		e: england@woodlandtrust.org.uk https://www.woodlandtrust.org.uk/get-involved/campaign-with-us/in-your-community	
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[IHBC](#) - their resources section can be useful

[Law Society](#) - finding a solicitor

[The Legal Ombudsman](#) - complaints about solicitors

