





Welsh Government Rural Communities – Rural Development Programme 2014–2020

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Information

This guide takes you through the steps to complete and submit your application for the Sustainable Production Grant (SPG) to the Welsh Government.

The SPG Application will only be made available online to selected customers. If however, acceptance of selection is not received by the Welsh Government within 14 days of offer, the online application will be withdrawn.

You will need to complete the online form providing the Welsh Government with details of your project and submit the necessary supporting documents so your application can be subject to full appraisal for consideration of contract and award of grant.

Please read this guidance carefully. You will also need to refer to the <u>Guidance notes.</u>

The final grant figure awarded, will not be higher than that stated in the EOI application and where applicable capped to £50,000.

Applications must be submitted electronically via RPW online. The online application will be available to complete at any time during the 12 week window. The closing date for completion of the application is detailed in the selection letter. There will be no opportunity for an extension.

There is no requirement for applications to wait until the end of the application window. It is strongly recommended that the application is submitted as early as possible. The appraisal will begin as soon as the fully completed application and all supporting documents have been received.

Applications are made up from a number of different documents and sources of information. The following supporting documents must be submitted:

- 3 Years of Certified Accounts
- Sustainable Drainage Systems (SuDS) Approving Body (SAB) approval if appropriate
- Planning Permission if appropriate
- 3 Quotes for each investment item selected on the EOI

Please note: For any problems with RPW Online you should contact the RPW Online Helpdesk on 0300 062 5004.

Registering for RPW Online

To register your business details for the first time, you need to complete the <u>online</u> registration form. Please refer to the <u>how to register guidance</u> for further details. The vast majority of changes to business details can be done online. However, Welsh Government may require further details on any major changes. Please contact the Customer Contact Centre for further information.

Rural Payments Wales Online

Government Gateway Login page

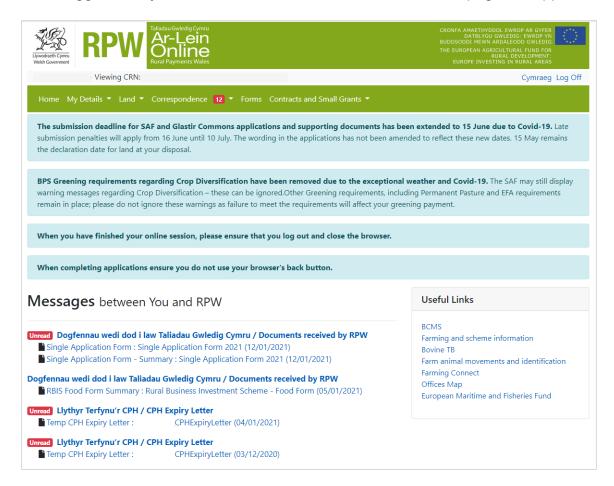
Log into your RPW Online Account – enter your User ID and Password in the boxes and click the **Sign In** button.



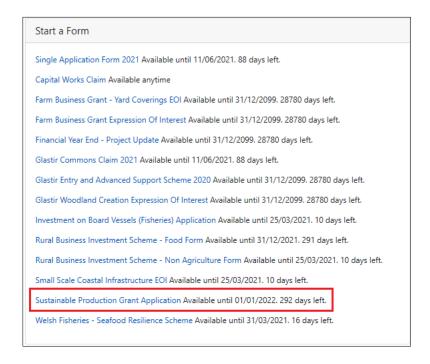
If you are encountering any problems or are unable to access your online account, please contact the RPW Online Helpdesk on 0300 062 5004.

Home Page

Once logged in to your online account the RPW Online 'Home' page will appear.



In the Start a Form section at the bottom of the Home screen, click the relevant scheme name you wish to apply for. The Sustainable Production Grant Application Form will be available here until the closing date of the window.



Or you can click the tab labelled '**Forms**' on the RPW Online home page, as shown below:

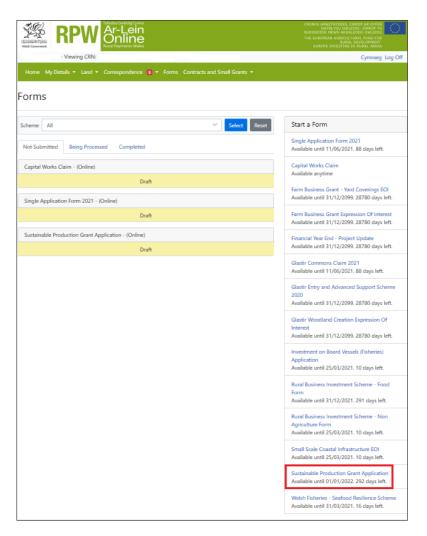


This will take you through to the 'Forms' page.

To change the Language at any time click the **Cymraeg** button located in the top right hand corner bar of the RPW Online information. This will allow you to choose the language your Sustainable Production Grant Application Form is displayed in.

Forms Page

Once you have selected the 'Forms' tab you will see your forms that are available for you to complete.

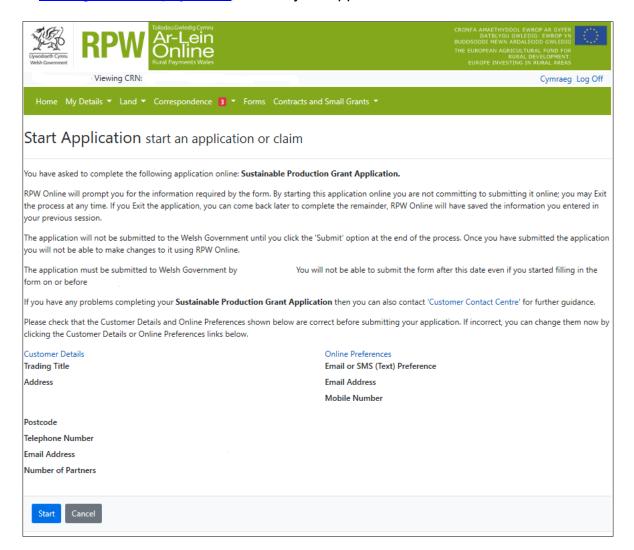


Scroll down the page to select the form you wish to submit.

Sustainable Production Grant Application Form

Start Application

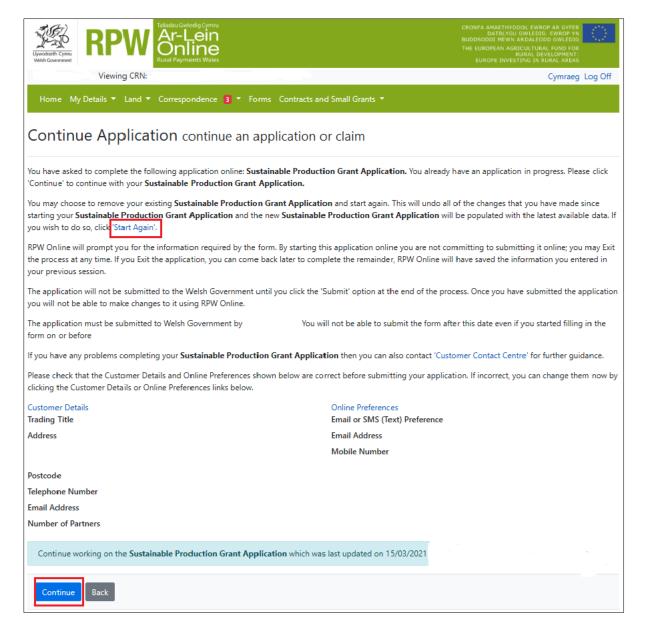
Once you have read the Sustainable Production Grant (SPG) General Rules Booklet at Rural grants and payments, to start your application form click the **Start** Button.



This page provides some information prior to starting the application. It includes a Customer Contact Centre link if required, and details of the Customer Details and Online Preferences we hold for you. You should check and amend these before starting your application if they are incorrect.

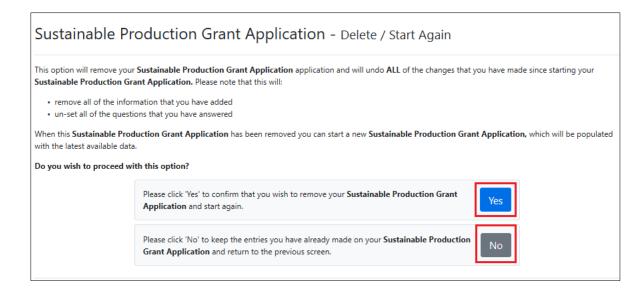
Continue Application/Start Again

Once you start your application, you have the option to leave it and return to it again. If you are accessing an application you have started previously, on this screen you will now be able to Continue (blue button at the bottom of the screen), or Start Again by clicking the link shown on this screenshot:



Please be aware – if you choose to Start Again, this will un-set all of the questions you have answered and remove all of the information you have added.

If you are sure you wish to Start Again, click Yes or if you do not click No, as shown in this screen:



Introduction

This is the introduction page which provides information about the Sustainable Production Grant Application scheme. For greater detail of the information provided on this page, please read the Sustainable production Grant scheme General Rules Booklet at Rural grants and payments section of the Welsh Government website.

There is a link to this How to Complete Guide at the top left of this screen, you can also click on the text 'How to Complete' which will direct you to this document on the Welsh Government website.

On the left the different sections are displayed. A red cross indicates you either have not accessed each section yet, or you have errors on the section(s). A green tick will display once you have completed each section and there are no errors we can identify. There are various navigation buttons at the top and bottom of the form. Also if you wish to switch between English and Welsh there is a button to do so at the bottom left of the screen as shown in the screenshot below:

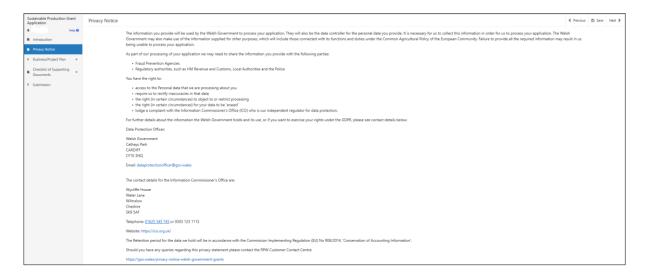


Once you have read the information click on the **Next** Button.

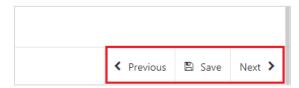


Privacy Notice

The Privacy Notice page is where we set out your rights and what we may need to do with your information in order to process your application. You must read the Privacy Notice.



Once you have read the information click on the Next Button.



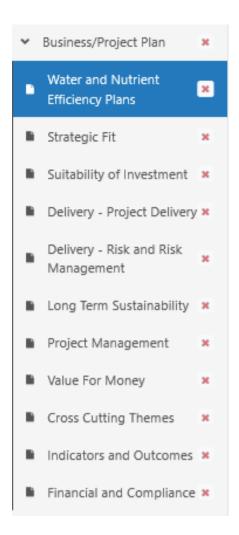
Business/Project Plan

The next section of the form is concerned with your 5 Year Business Plan including your Water Efficiency and Nutrient Efficiency Plans. In order to determine the viability of a business, validity of a proposed investment and need for grant, a detailed 5 year business plan of the whole business is required.

All SPG applications for grant assistance through the Rural Programmes 2014 – 2020 must complete a 5 Year Business Plan.

You must fully complete each section online before you submit your application and before the window for submitting your application is closed. A separate 5 year business plan document will not acceptable as an alternative.

In addition, applicants are required to provide 3 years of Certified Accounts. The plan should not simply focus on the capital grant requested, but be an holistic plan directed at the future of the business, rather than solely designed to secure grant.



The information provided under each of the headings will be used in the assessment and appraisal process from which a decision can be taken about the award of grant assistance to the project.

Please note that if further information is required this may delay the appraisal of the application so we recommend you follow the guidance carefully in order to provide the information requested. However if anything is unclear or we require more information we will contact you.

It is important to note that the amount of detail given in each section must be appropriate and proportionate to the scope and scale of the intended project.

Business/Project Plan - Water and Nutrient Efficiency Plan

You will have to explain how the investment will improve the nutrient management on the farm as well as the impact it has on the Greenhouse Gases. You must also outline the current water requirements and cost to the farm along with options and how the capital investment will help improve water efficiency.



Business/Project Plan - Strategic Fit

The Strategic Fit section is where you will need to explain how the proposed Project will make a contribution to the strategic aims and objectives of the Fund and Scheme or Measure as set out in the Scheme Guidance Notes.

You will need to provide details on how the investment will either bring the farm into compliance with The Water Resources (Control of Agricultural Pollution) (Wales) Regulations 2021 (with specific reference to slurry storage) or assist the farm to become compliant by 1 August 2024.

For those applicants that are already compliant, or where minimal investment is required, your investment and business plan narrative should reflect this.

Examples of evidence that will support you to demonstrate this includes:

- Complete the template within Annex 2 of <u>The Water Resources (Control of Agricultural Pollution) (Wales) Regulations 2021 Guidance for Farmers and Land Managers</u>. (Part 1. Storage of organic manure (including slurry)
- Report produced by NRW detailing current storage capacity.
- Calculations completed by consultants evidencing current and future storage requirements.

• Confirmation through business plan narrative that no slurry is produced on farm e.g. no cattle, cattle out wintered, etc.

The Strategic fit section screen is shown in the screenshot below:



The text boxes are expandable, and allow up to 4000 characters. This is not the number of words allowed, but the number of characters. The questions in this section are mandatory and you will not be able to submit your form without completing them.

When you have finished filling in your answers, select the **Next** button.



Business/Project Plan - Suitability of Investment

The Suitability of Investment page is where you will need to provide details to enable the evaluation of the appropriateness of the investment.

Explain why the investment is required by the business at this time and the advantages gained by the business and wider rural economy as a result of the investment.

You also need to explain how the investment will offer a new or different approach/solution for the existing business.

Explain how the project will deliver a step change in best practice and modernisation within the business





The text boxes are expandable, and allow up to 4000 characters. This is not the number of words allowed, but the number of characters.

The questions in this section are mandatory and you will not be able to submit your form without completing them.

When you have finished filling in your answers, select the **Next** button.



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Business/Project Plan - Project Delivery

The Delivery – Project Delivery page is where you will provide a plan of the work that the Business/Organisation intends to undertake.

In this section, you need to provide an explanation of:

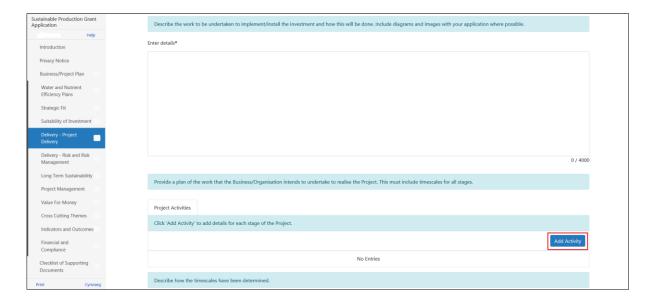
- Why the investment is necessary for the business at this time.
- Proposals for implementation/installation, you must include diagrams and images
- You need to include location and planning consents and reference to the following
- Describe how timescales have been determined.
- The need for SAB approval; submit either the SAB approval documents or a receipt from the local authority that SAB approval is not required.
- Compliance of funded items with Regulatory Requirements, including, where applicable:
 - SSAFO:
 - Control of Pollution (Oil Storage) Wales Regulations 2016;
 - BS 5502:
 - NRW/Local authority Consents where investments affect slurry or silage storage systems or could affect water flow.

You will need to provide timescales for delivery of your project by completing the Project Activities.

The text boxes are expandable, and allow up to 4000 characters. This is not the number of words allowed, but the number of characters.

The questions in this section are mandatory and you will not be able to submit your form without completing them.





When you have completed the first 3 questions, you will need to add the Project Activities. Select the **Add Activity** button to proceed.



Once you have selected the **Add Activity** button you will see the following page.



Here you need to enter the name and description of the Activity, a proposed start and end date for it. Simply select the **calendar** button to add your dates. Once you have entered all your information, select either **Save and Add Another** button (to add another activity) or **Save and Return** button (if you are finished). You may enter as many project activities as you wish.

When you have finished filling in your answers, select the **Next** button.



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Business/Project Plan - Delivery - Risk and Risk Management

The Delivery - Risk and Risk Management page is where you will use a table to set out a summary of at least the top five risks that might affect the delivery of the project and the achievement of outputs and objectives of the project that includes:

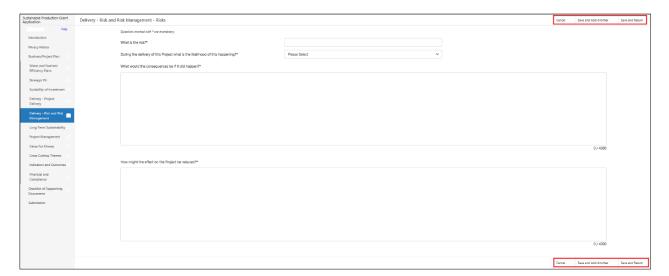
- What the risk is and what the likelihood is of it happening during the time that the project is being delivered?
- What the consequences to the project would be if it did happen?
- What steps might be taken to try and avoid it happening and what might be done to reduce the effect on the project if it did happen?

The question in this section is mandatory and you will not be able to submit your form without adding at least 5 risks.



Click **Add Risk** to start inputting your first risk.

Once you click this it will bring up the entry screen as shown in the screenshot below:

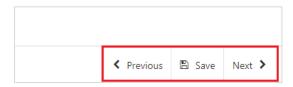


Once you have entered all your information, select **Save and Add Another** button to add another activity or **Save and Return** button if you are finished.

You will need to complete this for at least 5 different risks. If you do not provide at least 5 then an error message will show and this section will not show as completed as shown in the screenshot below:



When you have finished filling in your answers, select the **Next** button.



Business/Project Plan - Long Term Sustainability

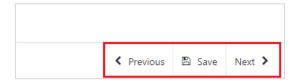
The Long Term Sustainability page is where you explain the exit strategy of your project and how the investment will be maintained in the future. You will also need to explain what your business is aiming to do in the future as a result of the investment.



The text boxes are expandable, and allow up to 4000 characters. This is not the number of words allowed, but the number of characters. Please bear this in mind when completing your form.

The question in this section is mandatory and you will not be able to submit your form without completing it.

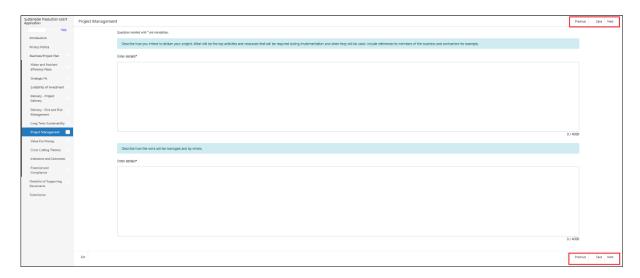
When you have finished filling in your answer, select the **Next** button.



Business/Project Plan - Project Management

The Project Management Page is where you will need to provide the following information on the management of the Project:

- How you intend to deliver your project
- What will be the key resources and activities required during implementation and when will they be used.
- Include references to members of the business and contractors for example.



The text boxes are expandable, and allow up to 4000 characters. This is not the number of words allowed, but the number of characters.

The questions in this section are mandatory and you will not be able to submit your form without completing them.

When you have finished filling in your answers, select the **Next** button.



Business/Project Plan - Value for Money

The Value for Money page is where you will provide information of the Project costs and quotes.

Only investment items that have been selected as submitted in your Expression of Interest can be entered in this section. The investment items submitted in your application will be checked and any additions will be removed from appraisal.

To complete this section you must have obtained a quote for each investment item up to £5,000. For items over £5,000, three quotes are required. You must submit evidence of these quotes with this application.

All applicants must refer to and comply with the Welsh Government Competitive Tendering and Public Procurement Technical Guidance Notes available on the following link Competitive Tendering and Public Procurement - Technical Guidance Notes

All applicants must document and retain for their records all competitive tendering using the Welsh Government Competitive Tendering Register and Record available on the attached link Competitive Tendering and Public Procurement - Register & Record

The applicant is responsible for ensuring the competitive tendering process is followed correctly, fully documented and the documentation is available upon request.

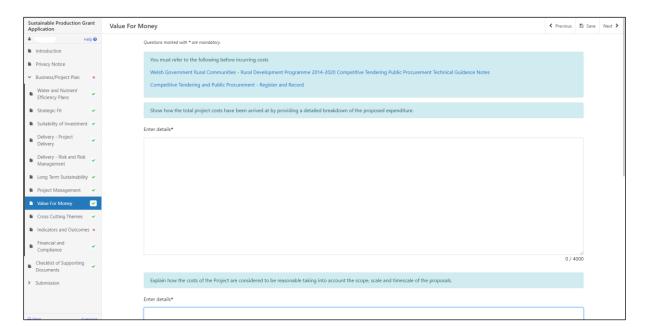
If you are considering purchasing second hand equipment and are unsure of how to evidence with quotes, please contact the Customer Contact Centre on 0300 062 5004 for advice.

There is a significant risk that grant could be recovered in full or in part if the competitive tendering process is not followed correctly and supporting documentation is not retained.

Appraisal checks of all quotes submitted will include the following:

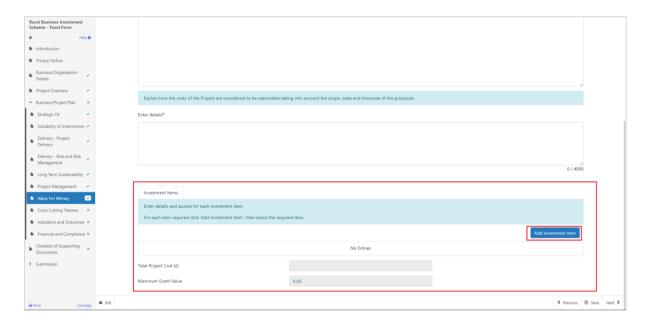
- Compliance with Welsh Government Competitive Tendering and Public Procurement procedures and requirements;
- Reasonableness of costs;
- Reason and rational provided by the applicant if the cheapest supplier is not the preferred quote;
- Comparability and timeliness of quotes;
- Further investigation with applicant and/or supplier by the Welsh Government if any risk or anomaly is identified during appraisal;
- Welsh Government will request the Competitive Tendering and Public Procurement Register and Record during appraisal.

The Value for Money initial page is shown in the screenshot below:



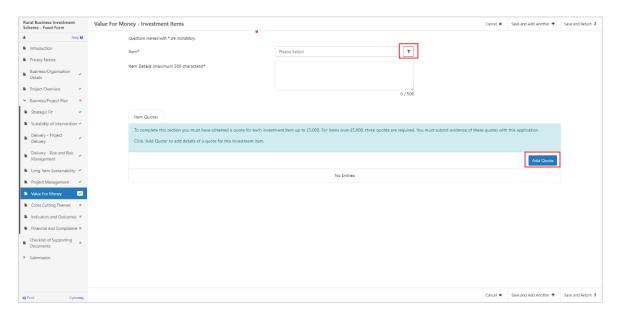
The text boxes are expandable, and allow up to 4000 characters. This is not the number of words allowed, but the number of characters. The questions in this section are mandatory and you will not be able to submit your form without completing them.

Click **Add Investment Item**. If you have more than one item under one category then you should combine the costs so you get an overall total for each category. Please then provide a breakdown of what makes up this total in the 'Enter Details' box.



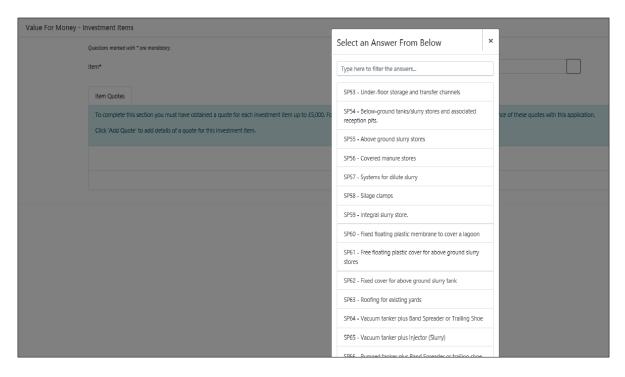


When you reach the Investment Items table you will need to select the **Add Investment Item** button to continue and enter your quotes.



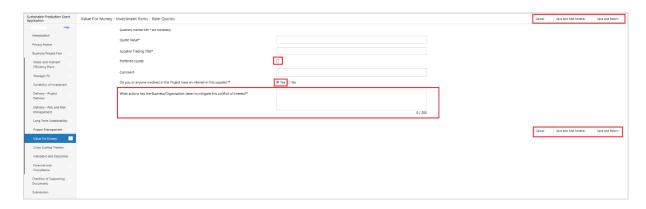
Select the Item button to activate the drop down list of Items to choose from.

You can either search through the list for the item you require or start to type the first few letters in the search bar and the list will find the relevant matches.

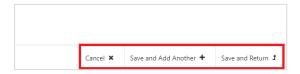


Select an item from here.

Select the **Add Quote** button and you will see the following page. Enter your quote details. If you are adding only one quote for this investment item, you need to select the Prefered Quote tick box.

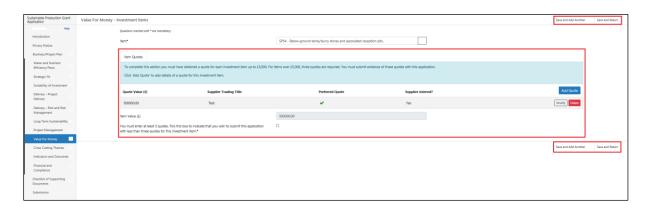


If you answer 'Yes' to "Do you or anyone involved in the Project have an interest in this supplier?", a text box will open up for you to provide details on what actions the Business/Organisation has taken to mitigate this conflict of interest? This question must be answered in order to progress any further with the application.



You then have the option to 'Save and Add Another' Quote or just to 'Save and Return to the Investment Items page.

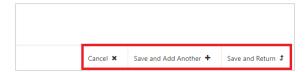
Once you have returned to the Investment Items page your quote information will be shown.



If your quote value is greater than £5,000 and you only have one quote available to submit, you must Tick the box to indicate that you wish to submit the application with less than three quotes for this investment item. A text box will also appear for you to explain why you are submitting less than three quotes for this investment item.

You must enter at least 3 quotes. Tick this box to indicate that you wish to submit this application with less than three quotes for this investment item.*	
Explain why you are submitting less than three quotes for this investment item.*	
	0/255

You then have the option to 'Save and Add Another' Investment Item or just to 'Save and Return to the Value for Money page.



Maximum & Minimum Grant Values

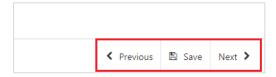
As the maximum grant value that can be applied for under SPG is £50,000, the values entered into the quotes table in this section will be capped at this amount.



If the values entered into this section do not meet the minimum grant value for SPG of £12,000, as shown below, an on screen message will appear reflecting this. You will not be able to proceed any further with your application until the minimum has been met.



When you have finished filling in your answers, select the Next button.



Business/Project Plan - Cross Cutting Themes

The Cross Cutting Themes page is where you will provide evidence on how the proposed Project contributes to cross cutting themes. In this section you need to explain how the proposed project will contribute to the cross cutting themes of:

- Equality of Opportunity and Gender Mainstreaming;
- Sustainable Development;
- Tackling Poverty and Social Exclusion;
- Welsh Language.

The text boxes are expandable, and allow up to 2000 characters. This is not the number of words allowed, but the number of characters.

The questions in this section are mandatory and you will not be able to submit your form without completing them.





When you have finished filling in your answers, select the **Next** button.



Business/Project Plan - Indicators and Outcomes

All supported projects are required to report progress to Welsh Government against a number of agreed Performance Indicators (PIs).

The online form will list the relevant PIs and you will need to set targets against these.

You will need to provide information for both Programme Level Indicators:

- 1. Number of operations supported
- 2. Number of holdings/beneficiaries supported

You will need to choose at least 2 Case Level Indicators to provide information for

- 1. Number of jobs created
- 2. Number of jobs safeguarded
- 3. Area of land managed under a resource management plan
- 4. Estimated decrease in Green House Gases
- 5. Increase in turnover and profitability

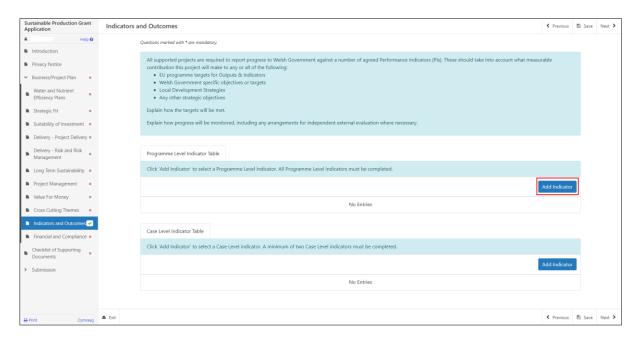
Performance Indicator	Definition
Name	
Programme Level	
Indicators (EC set)	
O.3 Number of operations supported.	Number of operations supported. Within the indicator on WEFO you will also be required to provide us with the size of your farm and type of agricultural branch. When reporting this breakdown you'll need to select the most relevant option to your project from a pre-set list.
O.4 Number of holdings/ beneficiaries supported	The number of holdings and/or beneficiaries supported. Within the indicator on WEFO you will also be required to provide us with the gender and age of the lead signature of the holding, as well as the type of holding and type of ANC. When reporting this breakdown you'll need to select the most relevant option to your project from a pre-set list.

Performance Indicator Name	Definition
Case Level Indicators	
Number of jobs created	Total number of permanent jobs created (not maintained) through supported projects expressed in FTE, by gender. Only new jobs actually created should be counted, which excludes jobs maintained (as too problematic to assess). It relates to employment when the project is up and running, i.e. if the project is the creation of a farm shop, it does not include employment created during the design/construction building phase – consultant/architect/builders, but the employment which is created when the shop is running (manager, sales assistants, etc.). Voluntary work should not be counted but self-employment is included. Indicator is calculated in FTE; therefore, if an existing halftime job is transformed into a full time job, the value of the indicator is 0.5 (a half job is considered created). To count one job created, the duration of the contract should be one year or more (e.g. a six month contract at 100% is 0.5). This does not include jobs that have been relocated.
Number of jobs safeguarded	Jobs safeguarded are where jobs are known to be at risk over the next 12 months. Jobs should be scored as FTE and permanent (a seasonal job may be scored provided the job is expected to recur indefinitely; the proportion of the year worked should also be recorded). The job itself should be scored, not an estimate of how many people may occupy the job. If the job is not fulltime then the hours per week will need to be divided by 30 to find the proportion of FTE represents (e.g. 18 hours per week would be 0.6 FTE).
Area of land managed under a resource management plan.	Total amount of land (in hectares) being managed under a resource management plan. A resource management plan identifies the risks from current farming practices arising from the production, use and disposal of potentially polluting substances on the farm. A resource Management Plan will be made up of a Soil Nutrient Management Plan (where slurry, farmyard manure or other organic waste is applied to the land), but also include sections on water & energy use. To be recorded once contract is signed and works are claimed and paid.
Estimated decrease in GHG Increase in turnover or	The estimated decrease (Tonnes/CO2e) in Green House Gas Emissions as a result of the project. GHG emissions are measured in Carbon Dioxide equivalent (CO2e). Using a carbon calculator, businesses can identify their current GHG emissions in CO2e and then calculate the reduction or increase as a result of a business change, such as through investment from the SPG scheme. To be recorded once contract is signed and works are claimed and paid.
profitability	The Increase in turnover or profitability as a result of the project intervention. To be recorded once contract is signed and works are claimed and paid.

Indicators and Outcomes

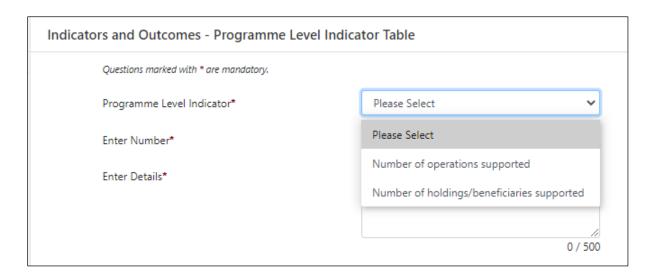
The Indicators and Outcomes page is where you will provide information on how targets will be met along with monitoring and progress to meet both the Programme Level and Case Level Indicators.

The questions in this section are mandatory and you will not be able to submit your form without completing them.

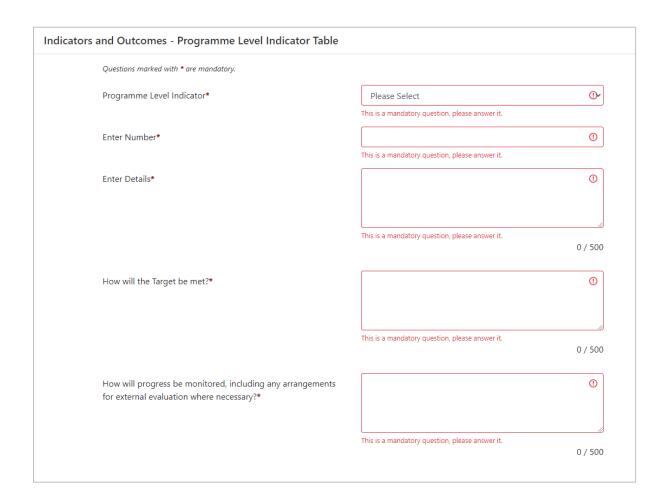


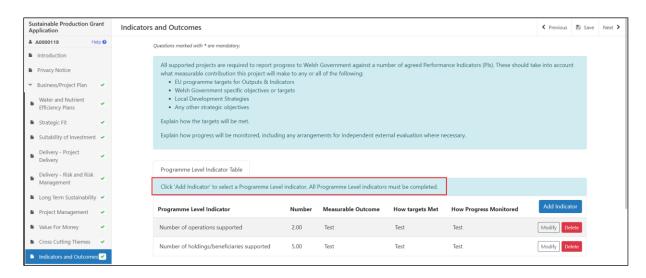
On the Programme Level Indicator Table, select 'Add Indicator' blue button to provide responses to the Programme Level Indicators as per table above.

Please select the Programme Level Indicator you wish to respond to from the drop down list available.



Responses to all the questions are mandatory and you will not be able to submit your form without completing them.





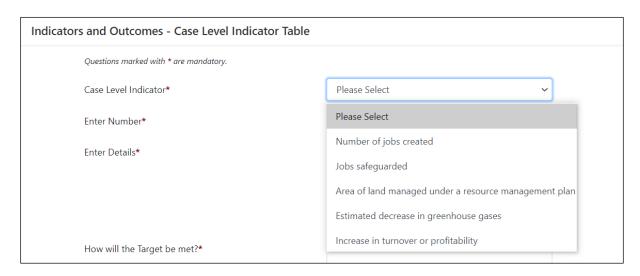
Once both Programme Level Indicators responses have been added, save your entries and return to the main Indicators and Outcomes page.

You will now need to complete at least 2 of the Case Level Indicators on the table.

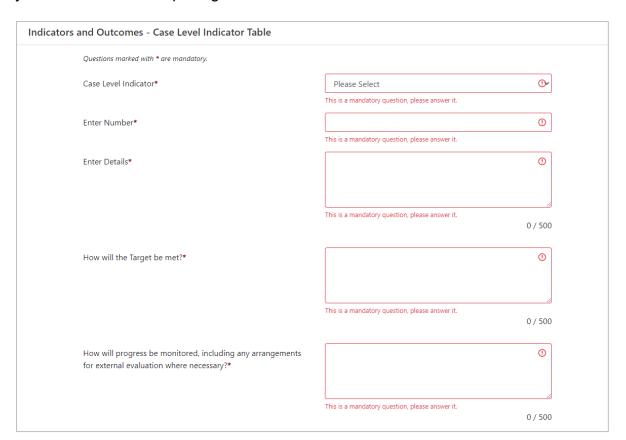


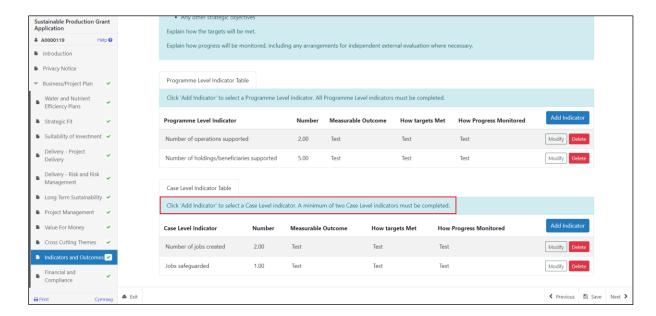
On the Case Level Indicator Table, select 'Add Indicator' blue button to provide responses to the Case Level Indicators as per table above.

Please select the Case Level Indicator you wish to respond to from the drop down list available.

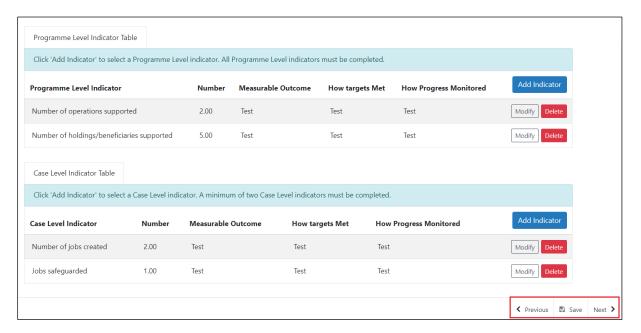


Responses to all the questions are mandatory and you will not be able to submit your form without completing them.

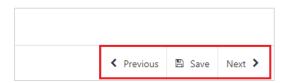




Once you have entered the Case Level Indicators responses, save your entries and return to the main Indicators and Outcomes page.



When you have finished filling in all your answers, select the **Next** button.

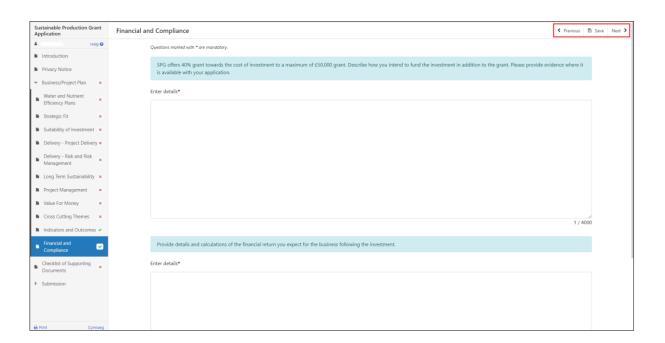


Business/Project Plan - Financial and Compliance

In the final sub-section within the Business/Project Plan you will be required to provide information on the financial aspect and compliance of your project.

You will need to provide your explanation and supporting evidence of the following for appraisal. Financial appraisal will also include assessment of your submitted 3 years accounts.

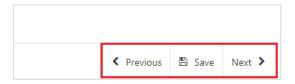
- Financial position of the business, to include financial overheads and turnover, issues and concerns.
- How the project will be funded in addition to any award of grant.
- Trading outlook and how the business will cope. Consideration will also be given to any cash flow issues noted as part of the appraisal.
- Evidence that the investment and any subsequent planned investment will save money or decrease costs and any benefits that it would bring to the existing business.
- How the business will be more profitable and that profit is sufficient for the future i.e. profit in relation to cash needs.
- Examination of the latest accounts to determine:
 - a positive profit in the profit and loss account;
 - a positive balance sheet net current asset (working capital) position and any explanations provided.
- Has the investment applied for been accounted for in the financial forecasts and is the forecast reasonable in comparison with previous years.
- Evidence provided that demonstrates that, without grant, the project would not proceed. If the need for grant is financial, does the cash flow forecast show a cash deficit without grant support?



The text boxes are expandable, and allow up to 4000 characters. This is not the number of words allowed, but the number of characters

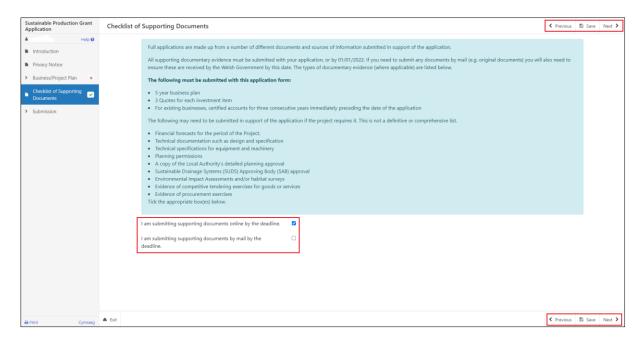
The questions in this section are mandatory and you will not be able to submit your form without completing them.

When you have finished filling in your answers, select the **Next** button.



Checklist of Supporting Documents

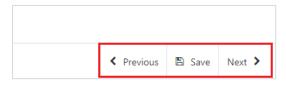
The Checklist of supporting documents page is a list of all documentation that you are required to submit with you application, along with a list of some of the other documents you may need to submit to support your application depending on your project.



You must select at least one method of supporting document submission in order to proceed to the next page.



When you have finished selecting your answer, select the **Next** button.

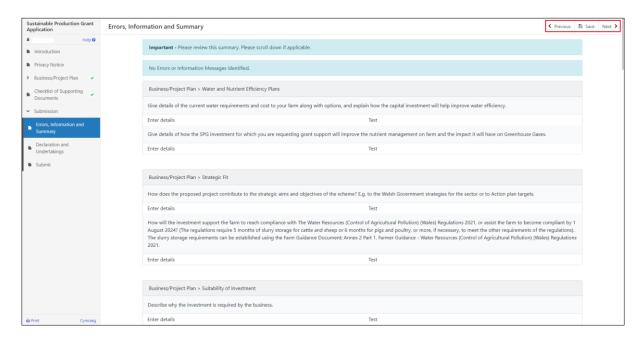


Submission

Errors, Information and Summary

The next section will show any Errors on your application, and a Summary of your application.

The following screen shows the message that will display if there are no errors:

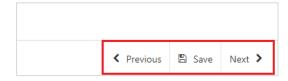


The text you have written in any of the large text boxes will not display here but it will be shown in the PDF summary that will be sent to you via RPW Online once you have successfully submitted your application.

The following screenshot shows the message that will display if there are errors and these will be identified for you to rectify:

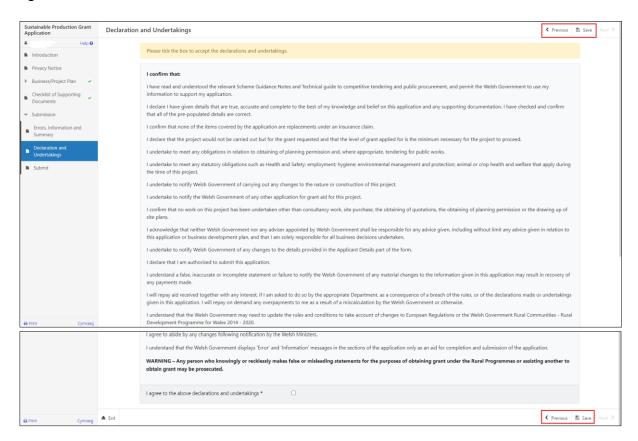
There are errors present on your form. Please review and correct any errors.

Once you have checked the summary and corrected any errors click on the **Next** Button.

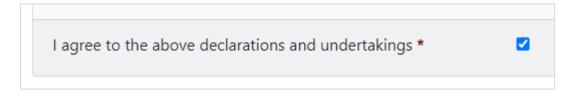


Declaration and Undertakings

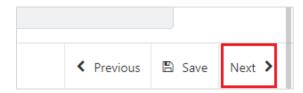
You must read the Declaration and Undertakings section shown in the following screenshot and once you have done so, tick the box at the bottom to confirm you agree to these as shown in the screenshot below:



Once you have read the Declarations and Undertakings **tick** the box to confirm that you have read and agree to them.

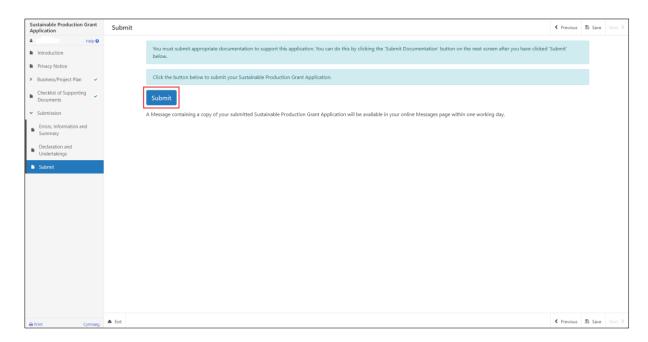


Click on the **Next** Button to continue to the Submission page.



Submission Page - Submit

To submit your Sustainable Production Grant Scheme Application Form click on the **Submit** Button.



Once submitted, you will see a Submission Confirmation page which you can print for your own records, by selecting the **Print this Screen** button.



You can now select the **Submit Documentation** button to go directly to your Messages page in RPW Online, or you can select the **Exit** button.

Please Note: Once the application is submitted, you cannot amend the items you have selected.

Following Successful Submission

A summary of your completed Sustainable Production Grant Application Form will be added to the 'Messages' page on your RPW Online account under the title "Documents received by RPW". Ensure you check the information submitted thoroughly. If any of the information shown is incorrect, please reply to the Message detailing your concerns. You should do this as soon as you discover any incorrect information.

If you are encountering problems or are unable to access our website, please contact the RPW Online Helpdesk on 0300 062 5004.

What happens next?

Once you have submitted your application, it will be fully appraised for consideration of offer of contract. The assessment will consider where appropriate any supporting documentation submitted.

You will be informed of the outcome of your application, via your RPW Online account. If successful you will be offered a contract which you will need to accept or decline via your RPW online account by the date specified in your offer letter.

Applications which are not successful will be informed via your RPW online account.

Please ensure that you follow the guidance as failure to do so may delay appraisal.

Contacts

RPW Online

Access the RPW Online service via the Government Gateway at www.gateway.gov.uk, or once you have enrolled for the RPW Online service, access it via www.wales.gov.uk/rpwonline. If you are not yet registered with RPW Online, please refer to the Welsh Government website for the how to register guidance or call the Customer Contact Centre on 0300 062 5004.

Enquiries – Customer Contact Centre

For all enquiries, please contact the **RPW Customer Contact Centre** Enquiries can be submitted via RPW Online at any time.

Access to Welsh Government offices for people with disabilities or special needs

If you have any special needs which you feel are not met by our facilities contact the Customer Contact Centre on 0300 062 5004. Welsh Government officials will then endeavour to make arrangements to accommodate your requirements.

Welsh Government Website

For all of the latest Agricultural and Rural Affairs information, visit the Welsh Government website. By visiting the website, you can also sign up to receive the Gwlad e-news letter.