Site Visits

Version no	**2.2**
Date of last update/review	**January 2026**
Responsibility of	**Subject Lead for Site Visits**
Review Changes: amendment paragraph 11 and Annex A to include reference to the need to provide details of the vehicle to be used to undertake site visits, what to consider when booking accommodation and buddying while away from home.	

Key legislation and policy

Legislation	• Town and Country Planning (Development Management Procedure) (Wales) Order 2012 (as amended) • Town and Country Planning (Referred Applications and Appeals Procedure) (Wales) Regulations 2017
National policy and guidance	• Procedural Guide - Wales
Judgments	• Hallinan v SSE and Barnet LBC [1993] JPL 584.

Other relevant Manual chapters

- Role of the Inspector
- Approach to Decision-making
- Hearings and Inquiries
- Human Rights and the Public Sector Equality Duty

Introduction

1. This advice relates to appeals carried out by written representations, although most principles will also apply to site visits undertaken under other procedures.

2. You should be familiar with what the **Procedural Guide – Wales** says about site visits, as the parties may reasonably expect this advice to be followed.

3. In written representations casework, the purpose of a site visit is solely for the site and its surroundings to be viewed. There are three types:

- **Unaccompanied (USV)**: You observe everything from a public area and there is no need for any party to be present. Appropriate where the site can be easily viewed from public areas and / or access onto the site is safe and achievable without the appellant present.
- **Access Required (ARSV)**: Unaccompanied, although the appellant/agent (or third party) may need to be present to provide access to private land.
- **Accompanied (ASV)**: Where you are accompanied by representatives from the LPA and the appellant, and possibly any other party (subject to the agreement of the appellant/landowner). It may be necessary to be accompanied by the appellant/agent, LPA and other parties, e.g., where measurements are disputed, if physical features referred to in written evidence need to be pointed out, or for health and safety reasons.

4. The choice of type of site visit will be decided in advance, having regard to the responses to the appeal form and questionnaire (but see below).

Before the site visit

5. Inspector Scheduling will email you about forthcoming written representation site visits. The Case Officer and Inspector Scheduling will have made an assessment as to appeal procedure and type of visit. However, as soon as possible after being notified that a case is being allocated to you, and in all cases within two working days (unless sitting) you must review the file and consider:
    - Are there any conflicts of interest would preclude you from the cases? (see **Role of the Inspector** chapter for further advice on these matters).
    - Will the chosen procedure enable you to get to the heart of the issues and reach an informed conclusion?
    - Will the choice of visit type enable you to see all you need to see to reach an informed conclusion?

6. **Email Inspector Scheduling as soon as possible** but no later than 2 working days to confirm dates/times for ASVs and ARSVs. Keep your own record of dates and times for site visits agreed with Inspector Scheduling, and any USVs, for referring to on the day.

7. You are not precluded from changing procedure later in the process if matters come to light through the submission of statements/representations. If you do consider the procedure should be change inform Inspector Scheduling immediately with you reasons.

8. When timing site visit programmes:

    - Allow ample time to visit the site in daylight without being rushed. For uncomplex cases (e.g. house extensions) 30 minutes should be enough.
    - Factor in additional time if you need to view from several places (e.g. if CRM alerts you to several requests to view from other properties, or the site is large or has wider landscape impacts).

- Use Google or Bing Maps to estimate how long it will take to travel between sites, factoring in additional time for traffic delays, breaks and parking. If you are concerned that the site may be difficult to locate on the ground, ask Inspector Scheduling to contact the appellant and request more detailed information and/or a what3words reference.

9. An additional half day will be charted where the one-way travel time is between 3-4 hours, and an additional full day where the one-way travel time is over 4 hours. In the latter scenario, consider staying overnight in a hotel.

10. If the parties ask you to view the site on/at a particular day/time, try to accommodate this if it would not unduly inconvenience you. Otherwise, consider whether you could use your judgement to assess likely effects at other times. If you decline the request, provide Inspector Scheduling with your reasons.

11. You must send an itinerary of time estimates, appeal references, addresses for all visits (including USVs) and details of the vehicle you will be using to undertake the site visits to your buddy (see **Annex A**). Do this well in advance so that an alternative can be found if your buddy is not available. Using an Outlook meeting invite will remind your buddy of the visits on the day.

12. Review whether CRM, the appeal form or questionnaire warn of any potential risks to your health and safety and/or whether PPE will be required on site. When doing so also consider any other risks and how you could mitigate them. If you are going to a remote location, check the extent of coverage for your work mobile on this website (NB requires log in).

13. Occasionally the appellant may need to provide transport, e.g., if the site is large, a long distance away from roads or requires a 4x4 vehicle. If it appears that this is necessary, arrange it in advance and inform Inspector Scheduling that you need an ASV.

14. It is not essential to visit a neighbouring site if you are satisfied that you can properly judge the effect of the proposal on neighbours from the appeal site (*Hallinan v SSE and Barnet LBC [1993] JPL 584*). Nonetheless, try to observe the site from other land/buildings if you have specifically been requested to do so. If you have been asked to view from several neighbouring properties, and this is not necessary, agree to visit a representative sample instead.

15. For ASVs, nearer to the visit date check on CRM that any third parties who wish to participate in the site visit have been notified of it. If no notification has been given, ask Inspector Scheduling to send them a letter as soon as possible.

16. The site visit is your only opportunity to see the surroundings, so before you go:

    - Have you properly understood the proposal/layout and main issues?
    - Particularly in rural areas – do you know exactly where the site is? (Ordnance Survey maps, available via Bing Maps, may assist.)

- If other parties are accompanying you, where are you meeting them?
- Have you made a note of everything you want to see and (for ASVs) anything you want to check with the parties?
- Have you made a note of third parties who might be attending and any requests to view from other sites (and the addresses of these)?
- Have you got your (charged) tablet, clipboard, plans/documents, mobile phone (with staff and emergency contacts), ID card, calling card (see Annex B), maps, any necessary PPE (e.g. wellies, helmet) and refreshments?

17. Contact Inspector Scheduling (and your buddy) immediately if you are unable to carry out a site visit for any reason or need to change the procedure.

During the site visit

Rules of thumb

18. For ASVs arrive 1 or 2 minutes before the indicated visit time. For ARSVs it is good practice to stick to the time slot that you have given.

19. If you arrive early, use the time to observe the surroundings. Avoid waiting outside the site. If driving, and if safe to do so, park around a corner or down the street, pointing your vehicle towards your route out.

20. At all times, conduct proceedings in a **professional manner**, being **courteous and diplomatic** to all parties.

21. When on private property, wear your **ID** and show it to the person letting you onto the site. Between site visits and when on public land, take off the lanyard but keep it on your person in case you need to verify your identity.

22. Consider the **health and safety of all parties, including yourself**. Take account of any mobility difficulties of attendees and consider any reasonable adjustments to accommodate needs. If the weather conditions would prevent you from undertaking an effective site visit or impede the parties to an unacceptable extent, delay or abort the visit.

23. Consider the **needs of attendees**. Ensure they understand procedures, particularly if their first language is not English. If an appellant has limited understanding or is distressed, contact Inspector Scheduling to see if their agent could attend at short notice. If an interested party is at a disadvantage, ask whether a relative, friend or neighbour could assist. If these measures fail, consider whether the visit could be done on an unaccompanied basis, or spend more time assisting the relevant party.

24. If you **visit a religious site**, try to comply with any requests to take certain actions, e.g., removing your shoes or covering your head.

25. If you are **offered a lift** (e.g., across muddy/uneven ground), only accept if you are accompanied by representatives of both the LPA and the appellant. If the visit has been arranged as an ARSV, either decline the lift or abort the visit and rearrange it as an ASV.

26. Do not accept **new or revised evidence** at a site visit. If a party attempts to do this, clarify that the regulations require the case to be determined on the basis of the documents on which the LPA made its decision, and that evidence should be submitted on time. If the party persists, advise them to contact the Case Officer, giving reasons as to why the late evidence should exceptionally be accepted, but do not give any indication of your likely decision.

27. **You should only take photos as an aide memoire**. If you **take photos**, ensure that this does not distract you from your actual observations. **You must not use photos as a substitute for the on-site assessment**. Ask any parties present first and ensure that they have no objections, explaining that they are only intended as an aide-mémoire. As photos could be subject to an information request, ensure they are kept on file.

28. It is not unusual to be **approached by local residents** during a site visit. If this happens, explain who you are, that you are there purely to see the site, and that you cannot listen to comments. Avoid getting drawn into conversation. If they wish to complain about the process, ask them to write to PEDW.

29. Do not entertain speculative requests by neighbours to view the site from their property. Do not enter a private property if Inspector Scheduling has not arranged it beforehand. During the site visit, if you find that you need to enter any site or property to gauge the effect of a proposal, including the appeal site, but this has not been pre-arranged:
    - For the appeal site contact Inspector Scheduling immediately to see if access could be arranged that day if that would fit into your programme,
    - If that isn't possible or you need to view from a neighbouring property, abort the visit and ask Inspector Scheduling to rearrange as an ARSV .

30. **Before leaving the site**, double-check that you have seen everything you need to allow you to write a robust and well-reasoned decision.

31. You may have been asked to view **other sites in the area**, e.g., where it is argued that similar developments have been carried out. It is for you to determine whether to comply with such requests, but it is good practice to visit sites which are reasonably close by and can be found without undue searching.

Dealing with the press, filming and recording

32. Members of the press are entitled to observe site visits and entitled to film in public places. If there are members of the press present advise them and others

present of the rules governing site visits and that journalists should direct any queries to the WG Comms team. Genuine journalists should be familiar with WG policy with regard to contact with the media but you may give out the general press office number is 0300 025 8099 which you can give to journalists if asked.

33. If on any site visit you feel threatened or uncomfortable you should abort and the visit can be rearranged with a colleague and/or the Police asked to accompany you.

Failure of a party to attend

34. If one of the main parties fails to attend an ASV:

- Check that you in the right location at the right time.
- Wait for 5 minutes. Then contact Inspector Scheduling to find out if changes have been made to the arrangements, or whether the parties are running late. This may be done via a main party.
- Tell the other parties how long you can wait before having to abort the visit. Then wait separately from parties who are present.

35. If the missing party cannot be contacted, cannot attend or would not be able to arrive in time, consider the following options:

- **Could you carry out the visit unaccompanied?** If you can see everything from public land, explain this to those present and ask them to leave.
- **If the appellant is present, are the appellant and LPA content for the visit to proceed as an ARSV?** If any third parties present have asked you to view from their land, ask them to leave and wait at their properties.
- **If the appellant is not present** and you need to go onto the appeal site it is likely that you will need to abandon the site visit[1], informing Inspector Scheduling and entering an explanatory note onto CRM. However, the appellant may be able to give you consent to enter the site unaccompanied over the phone (via the Chart or LPA officer). Only exercise this option if you are sure that permission has been given and your safety would be ensured. You will then need to ask the LPA and any other parties to leave.
- **Where the site visit is aborted and requests have been made to view the appeal site from a neighbouring property**, explain to the third party (calling at their properties if they are not present) that the site visit has been abandoned, and why, and that they will be advised of new arrangements.

36. If the procedure has been changed, record this and the reasons for this in your decision as a Procedural Matter.

[1] In R. (on the application of Tait) v SSCLG [2012] EWHC 643 (Admin) the judge found it “clear practice” that when an accompanied site visit is undertaken there must be representatives from both parties and that the Claimant had a legitimate expectation that the Inspector would not undertake an accompanied site visit in her absence.

37. For ARSVs a record of the arrangements made by Inspector Scheduling for accessing the site will be kept on CRM. In some cases, prior permission will have been obtained for the Inspector to access the site without the need for anyone to be present. However, if someone is supposed to be present to let you onto the site (or a neighbouring site, if that has been requested) and they are not there, follow the steps above and leave a calling card (see Annex B).

Accompanied site visits (ASV)

38. It may be necessary to be accompanied by the appellant/agent, LPA and other parties, e.g., where measurements are disputed, if physical features referred to in written evidence need to be pointed out, or for health and safety reasons.

39. Try to arrive on your own and not at the same time as one of the other parties. If the LPA officer is waiting alone outside the site, ask them to go on ahead to check if the appellant is on the site. If hands are shaken, make sure that you shake hands with everyone.

40. At the start of an ASV:

- Introduce yourself. Check who is present, noting names and organisations.
- If you have already met the LPA officer or appellant's agent at a recent site visit, tell the other parties but explain that you have no other connection.
- Attempt to locate any missing parties you are expecting. If third parties who have requested a viewing from their property are absent, try their doorbell.
- Explain that the purpose is for you to see the site and surroundings and that you cannot listen to any representations, but that physical features can be pointed out. If needed, remind the parties of this again during the site visit.
- Explain that third parties can only enter the appeal site if the appellant agrees to it. This may be because the site is private property, or because of a health and safety or insurance reason. If the appellant denies access, explain to third parties that you have no power to compel access but that you will be accompanied by the LPA, and ask them if there are physical features which they would like you to note while carrying out the visit.
- Explain when you will visit neighbouring properties (usually after visiting the appeal site). Suggest to neighbours that they return to their property while you visit the appeal site.
- If you have been asked to view other 'similar' sites, confirm that you will visit these on an unaccompanied basis, viewing from a public place.
- Confirm with the main parties that you have the plans on which the LPA made its decision and clarify the status of any other plans that you may have (e.g. any superseded plans). If there is disagreement, ask the parties to resolve the matter between themselves, physically divorcing yourself from the parties while discussions are ongoing. If the parties cannot resolve the dispute, write to them via the Case Officer following the event.

41. During an ASV:

    - Be polite, firm and authoritative and never allow yourself to be left alone with one or some of the parties.
    - Ask the parties to wait at a particular point rather than following you around.
    - If necessary, ask the parties to confirm particular physical features which have been referred to in written statements (e.g. a particular property, tree or boundary), but frame any questions neutrally. If measurements need checking, ask the parties to do this and to agree the figure. You may carry a measure to facilitate this but never refer to an exact measurement taken on site in a decision unless it is agreed by the parties.

42. If viewing from neighbouring land, do this with both the neighbour and the appellant/agent present. If the neighbour refuses to allow the appellant/agent access, ask if they would allow you to go onto the land unaccompanied. Check that the other parties would be agreeable to this.

43. Do not enter the neighbouring land if the occupant or representative is not present, unless you have received advanced permission to do so. If they are absent, consider whether you can see everything you need to from the appeal site. If not, explain to the main parties that the site visit will be rearranged via Inspector Scheduling.

44. At the end of an ASV:

    - Ask the parties if they are content that you have seen everything and if there is anything else they wish to point out.

    Thank everyone and make sure you are the first to leave. Do not depart from the site with anyone else.

Access Required Site Visits (ARSV)

45. Upon arrival, introduce yourself and remind the person authorising access that you cannot discuss the case. Carry out the visit unaccompanied, asking the party to wait at the site entrance or indoors. When you have finished, let them know that you are leaving.

46. Politely but firmly avoid conversations. An innocent chat about the weather could be observed and give the impression of overfamiliarity or collusion.

47. If you are visiting neighbouring properties, inform the appellant that you are doing this, and later inform the neighbour(s) that you have already been onto the appeal site. Reiterate the same rules to all parties, i.e., that you are there to observe the site and surroundings and not to discuss the case.

Health and safety considerations

48. In addition to the health and safety guidance provided on the WG intranet and completing any required training, Inspectors should be familiar with the PEDW-specific bespoke risk assessment for lone working, which sets out risks and mitigatory actions required of employees when conducting site visits, travelling to site visits and working remotely.

49. **Prior to the site visit, check the notes sections on CRM** to see whether any health and safety risks have been flagged, including any potentially violent parties (further advice on this is provided below).

50. You must carry out a **dynamic risk assessment** when undertaking site visits. This is because you have a responsibility for your own health and safety as well as those around you.

51. **When travelling** to and from site visits:

- Don't drive for excessive periods of time and take regular breaks. If your programme would require you to drive for more than 10 hours in one day, consider splitting it and staying overnight in a hotel.
- Don't rush if you're late. Instead, phone Inspector Scheduling when it is legal and safe to do so and give them an estimated time of arrival.
- In bad weather, consider postponing a journey. Contact Inspector Scheduling if you do.
- If using a hire car, take time to familiarise yourself with all controls and adjust the driving position before setting off.
- If you consider that it would be unsafe to use public transport or walk, it is reasonable to use a taxi and to ask the driver to wait until you have completed the visit. Remember to get a receipt.

52. When carrying out the site visit:

- Wear necessary PPE (e.g. a hard hat on a construction or hazardous site, a hi-vis jacket if near a highway, wellies, a face mask if required, and sanitise your hands with alcohol gel after the visit if necessary).
- If public health restrictions apply, ask any parties present to confirm whether they have specific symptoms, suggest that they wait outside if going into a building, ensure rooms are ventilated, and avoid touching surfaces.
- If visiting a construction site, factory, warehouse, quarry, waste operations site, nursing home, hospital or similar, report to the site office/reception and follow any health and safety instructions, including in respect of PPE.
- Note any risks and how you might deal with them, e.g. hazardous buildings or structures, moving machinery, vehicles/traffic, animals, unstable or uneven ground, and farm biosecurity risks[2].
- Take shelter if the weather is bad.

[2] See the DEFRA publication *'Biosecurity Guidance to Prevent the Spread of Animal Diseases'*.

- Abort the visit if you feel uncomfortable: e.g., if you are asked to climb scaffolding, a stepladder, a wall or go onto a roof.

53. **Always report accidents or near misses** to your line manager. This allows lessons to be learnt and future problems to be prevented.

Lone worker protection

54. When conducting site visits you will be working alone. PEDW mitigates risks to its staff by:

    - Holding the name and number of an emergency contact for lone workers.
    - Operating a 'buddy' system to ensure that a colleague always knows the location of the lone worker when they are out on site.
    - Providing lone workers with mobile phones which feature an emergency SOS function.

55. Guidance on setting up and operating these is provided in Annex A. It is the responsibility of individual Inspectors to follow these procedures.

56. Notwithstanding these precautionary systems, when on site ensure that you avoid placing yourself in a situation where you consider you would feel at risk. This may include, for example, entering a building on an 'access required' basis with only yourself and the landowner present, or travelling alone to locations which are remote and/or which you perceive to experience higher levels of crime, particularly at or after dusk. Never enter a building with an appellant or third party if it has not been prearranged and/or if your 'buddy' would not know your location. Only proceed with a site visit if you think it is safe to do so, and if in doubt, abort the visit and rearrange a return visit on an accompanied basis, either with the LPA or with another PEDW colleague.

57. Only proceed with a site visit if you think it is safe to do so. If you are in any doubt, abort the visit and rearrange a return visit on an accompanied basis, either with the LPA or with another PEDW colleague.

Potentially violent parties

58. In advance of a site visit, PEDW may be made aware of a potentially violent party. This will usually by the LPA, who will be familiar with the appellant or any interested third parties.

59. Where this occurs, the **Case Officer or Inspector Scheduling must make a note on CRM** that PEDW has been notified of a potentially violent party in connection with the appeal.

60. The Case Officer or Inspector Scheduling will then **inform the appointed Inspector's line manager** (or, if they are not available, the Deputy or Chief Planning Inspector).

61. The relevant manager and Case Officer/Inspector Scheduling will **agree any necessary actions or mitigation** and will notify the Inspector.

62. If the agreed action or mitigation is not in place prior to the site visit, the appointed Inspector should not proceed with the site visit.

Handling an aggressive party on site

63. If you feel at imminent risk from violence or aggression:

- **Leave immediately, if possible. Do not attempt to engage with the party.**
- **Activate the Emergency SOS on your mobile (covertly if possible).**

64. Warning signs of aggressive or threatening behaviour include:

- Clenched fists, pacing, tapping of feed, crossed arms
- Avoiding eye contact
- Raised voice, heavy sarcasm and inappropriate laughter
- Flushed face or loss of colour
- Sudden changes in behaviour.

65. If you consider that an individual is displaying signs of aggression, you should abort the site visit. In such circumstances the normal protocol for site visits should be abandoned. If safe to do so, manage the situation as follows:

- Keep space between you and the party, adopt a confident and relaxed stance, and identify a clear and quick route to the exit.
- If the party is trying to engage with you, listen to what they are saying and acknowledge their points. Be attentive and make eye contact. Keep your voice steady and confident. Paraphrase what they have told you if necessary.
- Inform the party that you have decided to terminate the site visit and that the office will be in touch to rearrange it as soon as possible. You do not need to give a reason but if helpful you could say that you have determined that it would be inappropriate to continue the visit on the current basis.

Annex A: Lone work protection procedures

Emergency contact

You should email the Inspector Manager and Inspector Scheduling with the name and number of an emergency contact. Ideally this would be a close family member or friend, but if there is no-one suitable to fulfil this role it could be a member of PEDW's leadership team.

If contact details change you must inform Inspector Scheduling copying your Inspector Manager.

You should ensure that a close family member or friend is able to access the contact details of your buddy, line manager, Deputy CPI and CPI in your absence.

Booking accommodation

You should always book accommodation within budget where possible but, when choosing where to stay, you should also consider your safety and well-being. Things to consider include:

- Avoid driving a long distance to/from a venue to prevent the stress of worrying about arriving on time and driving after a long day at a Hearing or Inquiry.
- Does the hotel reception have 24 hour cover?
- Does the hotel have its own parking? It's best to avoid having to carry luggage, laptops, documents etc a long distance or walking through an unfamiliar town especially at night.
- Does the accommodation have a restaurant? After a long day at Hearing or Inquiry do you want to be going out trying to find somewhere to eat? Also, you don't want to be having to find somewhere for breakfast before driving to the venue.
- Does the hotel provide room service? Do you feel comfortable/safe eating alone in a strange place? See below for advice on what to do if you find the parties are in the same hotel.
- Do the rooms include a desk? For multi day events its likely you will need to work in the evenings and you should have the facilities necessary to work comfortably.

'Buddy' system

The objective of the 'buddy' system is to ensure that a colleague always knows the location of the lone worker when they are away from home for work.

It is up to individual staff members to find a 'buddy'. This should be a PEDW staff member, but not necessarily another Inspector. Inspectors should provide Inspector Scheduling with the name of their buddy.

Inspectors undertaking site visits must do the following:

- On or before the site visits, send an itinerary of time estimates for all visits (including USVs) to the buddy (an Outlook meeting invite can be useful as it will send a reminder to the buddy). Include the appeal references and addresses.
- If the buddy is not available, agree for an Inspector Manager or DCPI to stand in.
- Send a text or Teams message to the buddy when **arriving at the site**, **leaving the site**, and **upon returning home**.
- As soon as possible before the site visit, send your buddy details of the **colour, make, model and registration number** of the vehicle you will be using to conduct the visits.

In addition if you are staying away from home you must:

- Inform your buddy of the dates you will be away, case details, venue and where you are staying.
- Agree a timetable for making contact, this should at least be notifying your buddy you have arrived back at your hotel every evening and when you get home.

Buddies must do the following:

- Attempt to contact the Inspector if there is no confirmation of them having arrived or left the site within the indicated time window.
- If contact cannot be made, immediately inform either Inspector Manager, the Deputy CPI or the CPI.

Managers must do the following:

- If contact cannot be made with an Inspector on site, call the Inspector's emergency contact and escalate to the Police if necessary.

Mobile phone SOS function

Inspectors are provided with iPhones which feature an emergency SOS function. It is important that Inspectors set this up so that they are able to activate the alarm in an emergency.

By default, pressing and holding the side (on/off) button and one of the volume buttons on your iPhone will bring up an 'Emergency SOS' slider. Dragging the slider will call the emergency services. If you continue to hold down the side button and volume button (instead of dragging the slider) your phone will emit a loud siren and start a countdown to call the emergency services.

It is recommended that you:

- Change the settings in the iPhone to activate Emergency SOS by rapidly pressing the **side (on/off) button five times** as this will be easier to activate on

site. As with the default setting, this will cause the phone to start a countdown to call the emergency services.

- Turn off the ‘countdown sound’ function so that you are able to activate the SOS covertly.
- Set up emergency contacts to be notified with a text message when the SOS is activated. These messages include a record of your location.

To set up these recommended functions:

- Click on ‘Settings’ in the home screen of your iPhone and then search for ‘Emergency SOS’.



- Sliding ‘Call with Side Button’ will activate the 5-rapid-press SOS alarm.

- Sliding ‘Countdown Sound’ will turn off the warning signal.

- To get the SOS alarm to notify emergency contacts, click ‘Set up Emergency Contacts in Health’. (Note: you will need to have already added the names and numbers of your emergency contacts to your address book in the iPhone).

- When you do this it will ask it to set up a ‘Medical ID’. You don’t need to fill out all fields but add your name, then scroll to ‘Emergency Contacts’.

- Tap the ‘add’ button to add an emergency contact. Tap a contact, then add their relationship.

- Tap ‘Done’ to save your changes.

If prefer to take your own mobile on site visits, note that a similar feature is available on Android phones.

what3words

what3words divides the country into 3m squares with each having a unique 3 word address. It means everywhere can be located with just three words. The app can be downloaded here (Apple and Android).

Once downloaded, in an emergency:

1. Find the 3 word address for your location on the app. According to the app what3words website it will work offline.
2. Call 999, give the 3 word address.
3. The emergency services will then be able to respond direct to your location.

According to the app website it is used by the Gwent, North and South Wales police forces.

Annex B: Inspector calling card

See overleaf. Print off a few copies (double sided) and take these with you on site visits.

Crown Buildings
Cathays Park
Cardiff CF10 3NQ

Phone: 0300 060 4400
Email: PEDW.Casework@gov.wales

PCAC PEDW
Penderfyniadau Cynllunio ac Amgylchedd Cymru
Planning & Environment Decisions Wales

Appellant name:

Appeal site:

Case reference:

I am the Inspector appointed to determine the above appeal. I was asked / feel it necessary to view the site from your property.

I undertook the site visit for this appeal on _____ at _____. I called at your property but there was no answer.

☐ I am satisfied I have seen everything I need to determine the appeal and I will proceed on this basis.

☐ To fully assess the impact the appeal proposal has, an Inspector must view the site from your property. Another site visit will be arranged and PEDW will contact you again when the arrangements have been made. Please ensure you or someone on your behalf is available on the rearranged date. Please accept my apology for any inconvenience caused.

☐ The appellant and/or Local Authority [delete as required] did not attend so another site visit will have to be arranged. PEDW will contact you when the arrangements have been made. Please ensure you or someone on your behalf is available on the rearranged date to allow the Inspector access to your property. Please accept my apology for any inconvenience caused.

Inspector's name:

Date:

Adeilad y Goron
Parc Cathays
Caerdydd CF10 3NQ

Ffôn: 0300 060 4400
Ebost: PEDW.GwaithAchos@llyw.cymru

PCAC PEDW
Penderfyniadau Cynllunio ac Amgylchedd Cymru
Planning & Environment Decisions Wales

Enw'r apelydd:

Safle'r apêl:

Cyfeirnod yr achos:

Fi yw'r Arolygydd a benodwyd i wneud penderfyniad ar yr apêl hon ac rwyf wedi cael cais/o'r farn ei bod yn angenrheidiol i weld y safle o'ch eiddo.

Ynwelais â'r safle ar gyfer yr apêl hon ar _____ am _____. Galwais heibio eich eiddo, ond ni chefais ateb.

☐ Rwyf yn fodlon fy mod wedi gweld popeth sydd ei angen arnaf i wneud penderfyniad ar yr apêl a byddaf yn parhau ar y sail honno.

☐ Er mwyn asesu effaith cynnig yr apêl yn llawn, rhaid i'r Arolygydd weld y safle o'ch eiddo. Bydd ymweliad arall â'r safle'n cael ei drefnu a bydd PCAC yn cysylltu â chi eto wedi i'r trefniadau gael eu gwneud. Gwnewch yn siŵr eich bod chi, neu rywun arall ar eich rhan, ar gael ar y dyddiad a aildrefnwyd. Ymddiheuraf am unrhyw anghyfleustra a achosir.

☐ Nid oedd yr Apelydd a / neu'r awdurdod lleol [dileer yn ôl yr angen] yn bresennol, felly bydd angen trefnu ymweliad arall â'r safle. Bydd PCAC yn cysylltu â chi ar ôl gwneud y trefniadau. Gwnewch yn siŵr eich bod chi, neu rywun arall ar eich rhan, ar gael ar y dyddiad a aildrefnwyd fel bod modd I'r Arolygydd gael mynediad i'ch eiddo. Ymddiheuraf am unrhyw anghyfleustra a achosir.

Enw'r Arolygydd:

Dyddiad: