Online pre-application service – guidance notes

What can you do?

You can submit a pre-application request via our online system called PAWS. We have designed this to make the process as easy as possible when submitting a request.

Registering as a user

You will need to register with the GLA Planning Team before you can access the system. You can register your details here: Register as a new user on PAWS. We aim to email your login details to you within one working day.

You will not be able to register one login for a company; each member of staff will have to register with a unique email address.

Forgotten your username or password?

If you have forgotten your username or password, email pre-applications@london.gov.uk and we will get back to with the details as soon as possible.

Logging in

You can log into PAWS on the following link: https://paws.london.gov.uk/paws/login. Your password is case sensitive.

Your dashboard and widgets

You will see a dashboard when you log in. The dashboard contains a number 'widgets' that display different information. The six widgets you will see are:

- **Draft Requests** – shows requests you have added but not submitted yet. The GLA cannot see any information on these until you have submitted them.
- **Pending Acceptance** – shows requests you have submitted but have not yet been checked by us. We check cases to see if you have submitted the information we need.
- **Awaiting Further Information** – shows requests you have submitted but require more information for them to be processed. You will also receive an email from us if this is the case.
- **Open Cases** – shows cases submitted and accepted by us that haven't been completed yet.

- **Completed Cases** – shows cases that have been completed. We consider a case completed when the meeting has been held and you have received the advice report. You won't be able to edit anything at this stage but you will be able to look at any information for that case.
- **Previous Requests** – This shows cases you submitted but only at the time you submitted them. You won't be able to see anything additional that you added.

You can add more documents to a case (unless it's completed). You can also make any changes to the case information e.g. correcting a postcode.

We won't be automatically notified if you add any new documents. So if you do add any, let us know.

If the widgets aren't showing the correct information, this might be because they haven't refreshed. You can refresh a widget by clicking on the top right-hand corner and select the refresh button. The widgets are also set to refresh every 60 seconds.

Top tip

If the system is not working as you would expect it to, you may need to clear your internet browser's cache. You can do this by pressing F5 for Internet Explorer and Firefox or if you're using Chrome press Ctrl + F5.

Submitting a request

You can submit a request for all our different pre-app types on the left-hand menu of the dashboard. After selecting the type of request, you will be presented with a new record to complete. We've split this into different pages for you to complete. At the bottom of the record, you will see the following buttons:

- **Previous** – takes you to the previous page
- **Next** – takes you to the next page
- **Save** – saves the data you have entered so far without closing the record
- **Save and Close** – saves the data you have entered so far and closes the record
- **Submit meeting** – saves the data you have entered so far and submits it to the GLA. If you have not entered the mandatory information, you will be prompted to do this before you can submit the request
- **Delete** – deletes the record
- **Close** – closes the record without saving

Initial meeting request

You will be asked to complete 6 pages. Don't worry, it shouldn't take you long.

Page 1 – key details of the scheme.

Once you've entered the postcode, you can click on the 'postcode lookup button'. This will automatically fill in the borough and local planning authority. If your site is in more than one borough, you can add the relevant one from the drop-down list.

Page 2 – enter contact details.

Page 3 – do you want the local authority to attend?

Let us know if you want the local authority to be notified about your pre-app. We can't guarantee they will be able to attend but we're happy to invite them to the meeting for you.

Pages 4 & 5 – documents

We've split this into essential and desirable documents for you. You can add documents by:

Either

- **Click on the Select Files button**. This gives you access to your system's files (hard drives, USBs etc). When you get to where the documents are that you want to add to PAWS, select any that you want – you can add several at a time – and click on Open. The document(s) you selected will show in the File box.

Or

- **You can drag and drop files** from a folder open on your desktop to the relevant category. The area will change colour and once you let go of the mouse button to release the document(s), it will be added in that category.

If one document covers several of the essential or desirable files, add it to each category. The system will automatically remove any duplicate files for you.

Page 6 – any other information

It's up to you what you put on this page. You can let us know if there is a specific meeting date you want. We can't guarantee that date but we'll try our best to make it work.

Once you are happy with the information you have added, click on the Submit Meeting button.

Two boxes will appear in the top right-hand corner of the screen. One indicating that the case has been submitted and the other showing its GLA case number.

Follow-up meeting request

You can request a follow-up meeting in two ways:

- Clicking on + Follow-up request on the left-hand menu – this will provide a blank template for you to input the relevant information.
- Copying an initial meeting request (or a follow-up if there has already been an initial meeting) to translate it into a new follow-up request. You can do this by selecting a case that appears in any of the following widgets:
    - Completed Cases
    - Open Cases
    - Pending Acceptance
    - Awaiting Further Information

When you are on the case you will be able to click on the 'Create Follow-up Request' button on the bottom left hand of the page.

You then follow the same process as an initial meeting. There is one additional page for a follow-up, which asks you to add in the topic(s) for the follow-up meeting. This helps us make sure we're inviting the right people to the meeting.

The only “Essential Files” for a follow-up meeting is the correctly completed Pre-application Payment form. This needs to be signed by someone from the company paying the invoice, **not** the agent.

In-Principle meeting requests

You can request an in-principle meeting by clicking on the + In-Principle request button on the left-hand menu on your dashboard. The process is very similar to other pre-apps.

The only “Essential Files” required for an in-principle meeting is the completed payment form and a very brief outline of the site(s) you wish to discuss. We don’t expect you to submit much information, just enough for us to prepare for the meeting.

What happens next?

After you have submitted your meeting request, an email is automatically sent to pre-applications@london.gov.uk, alerting us about your request.

We will check the request to see if any essential information is missing. We will email you if we need further information.

If we do request any more information, go into the case and add anything by going to the ‘Documents’ tab. This is slightly different from when you first submit a case. You need to click on the + Create button near the top of the window, which will open a new box where you can add the additional documents.

You can add a Type to any documents you add, allowing you to label them.

Comments and queries

If you have any comments or queries about this service please contact either Joe Wilkinson or Gill Lawton; joe.wilkinson@london.gov.uk; gill.lawton@london.gov.uk.