

How to contact us...

You can contact us using the contact information below or by clicking onto www.wychavon.gov.uk

Contact:

Jem Teal on 01386 565235
Community Development Manager
Email: jem.teal@wychavon.gov.uk

Jenny Davis on 01386 565396
Arts Development Officer
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Sue Healey on 01386 565238
Leisure Development Officer
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Mark Williams on 01386 565229
Sports Development Officer
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Tracy Grubb on 01386 565168
Community Development Officer
Email: tracy.grubb@wychavon.gov.uk

Or you can write to us at –

Community Development,
Civic Centre,
Queen Elizabeth Drive,
Persnore,
Worcestershire,
WR10 1PT

Or you can Fax us on (01386) 561634

What we're going to do this year ...

- Through the Wychavon Grant Scheme, we will distribute over £370,000 to community projects, including £200,000 to this year's theme of 'Community Buildings.'
- We will deliver over 500 sports development sessions with over 10,000 participants
- We will hold the 'Race for Life' a 5km. fun run in aid of cancer research and aim to attract over 2000 runners.
- We will increase the number of arts activities in village halls by 20%.
- We will launch a new youth music project working with local bands throughout the year culminating at performances, not only in the 5 'Party in the Park' events, but also at new venues such as the Public Hall in Evesham, Droitwich and Persnore High Schools.
- To build the long awaited skate park in Abbey Park Persnore.
- To refurbish the Public Hall in Evesham and expand the range of functions and events held there.
- Continue to support local groups and clubs to develop their facilities and activities by providing advice and guidance.

How did we do last year?

- Through the Wychavon Community Grant Scheme, we distributed £120,000 to local groups for community projects.
- We delivered over 450 sports development sessions with over 9,000 participants.
- We hosted 25 of the counties 63 Shindig performances, Worcestershire's Rural and Community Touring Scheme was launched in Wychavon.
- We held the Evesham 'Race for Life' a 5km. fun run in aid of cancer research. It attracted over 1700 runners and 800 spectators.
- We held 5 'Party in the Park Events,' giving 22 of our young hands an opportunity to showcase their talents.
- We helped to secure funding for local clubs and organisations, such as £500,000 for Persnore Tennis Club's indoor courts, £650,000 for Persnore High School's synthetic pitch, £300,000 towards getting people to participate in healthy activities along Droitwich Canal and numerous smaller awards for local sports and arts groups.
- We helped to organise Evesham Angling Festival that attracted over 36,000 visitors to Evesham over the 3 day event.
- We secured lottery funding to develop our partnerships with local schools in providing breakfast, lunchtime and after school sports clubs.

service charter

for the

community
development
team

The services we provide...

The community Development Team is responsible for a wide range of activities

These include –

- Developing the arts and culture in all sectors of the community
- To co-ordinate the delivery and development of sporting activities for primarily young people across the Wychavon District Council area
- Manage the Wychavon Community Grants Scheme, distributing in excess of £370,000 to community groups in Wychavon.
- Providing funding advice and support for the arts, sports and community groups
- Working in partnership with the other Districts, County Council, Sport England and the Arts Council England to provide high quality arts and sports provision.
- Increasing the opportunities for cultural activities in rural areas.
- Management and operation of the 150 year old historic Public Hall in Evesham
- Ensuring that our parks and open spaces are used for a wide range of community events including fairs, Evesham Angling Festival and the youth focused Party in the Park events.

Consultation, compliments, Complaints and suggestions

We regularly consult customers to find out how satisfied they are with the level of service we provide, through such means as post course questionnaires and comments books at events. We also ask organisations we work with, such as schools and community groups and clubs, to tell us how we could improve our service.

- If we do something well please tell us. We welcome comments and suggestions you may have about our service.
- If we are doing something wrong please tell us. This will give us chance to put things right.
- If something goes wrong. Please speak to a member of staff about the problem. They may be able to sort it out straight away.
- If you are still not satisfied you can complain. A formal complaint can be made in person, by phone, or in writing, by letter or email.

More information is available in our 'Have your say' leaflet.

What you can expect from us...

- We will ensure that our services are equally accessible to all.
- We will consult with user groups and residents about projects and initiatives that may affect them.
- We will ensure that all our activities are run by appropriately trained and qualified staff and volunteers.
- We will provide a safe environment for all our activities that involve children and young people with appropriate staff and volunteers.
- Where we work in partnership with other groups to deliver services, we will ensure that our service standards are maintained.

What we expect from you...

- We hope that you will give us your opinions to help us meet your needs and priorities
- We ask that you apply the same standards of behaviour towards our staff and other customers, as you expect from us. If you use abusive languages or behaviour towards our staff or other customers, we will ask you to leave the building or end your telephone call.

What you can expect from us...

- We will respond to all letters within seven working days, or tell you if it is going to take longer.

This may be by telephone, email or in writing

- We will respond to emails within one working day, or tell you if its going to take longer.
- We will answer telephones within seven minutes
- We will see you within 15 minutes of your arrival or tell you if it is going to take longer.
- We will be friendly, helpful and attentive.
- We will not use jargon and make every effort to explain technical terms.
- We will respect people's differences and treat everybody fairly and to the same high standard.
- We will not make promises we cannot keep.