

How to contact us...

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

Contact:

Brian Norfolk on 01386 565015

E-mail: brian.norfolk@wychavon.gov.uk

Tim Deakin on 01386 565227

E-mail: tim.deakin@wychavon.gov.uk

Christine Hiden on 01386 565226

E-mail: christine.hiden@wychavon.gov.uk

Fax: 01386 565119

You can write to or speak to someone about a complaint, or request information about any of our services at our 'one stop' shops:

Civic Centre

Queen Elizabeth Drive, PERSHORE, Worcs. WR10 1PT

Tel: (01386) 565000

Evesham Community Contact Centre

Abbey Road, EVESHAM, Worcs WR11 4SB

Tel: (01386) 443322

Droitwich Community Contact Centre

44 High Street, DROITWICH SPA, Worcs. WR9 8ES

Tel: (01905) 794245

Performance Targets

- Start building Pershore Hospital by 31/3/05
- Secure funding approval for the canal restoration by 1/8/04 and secure planning approval for the project by year end.
- Implement decriminalised parking by 11/10/04
- Prepare plans for the redevelopment of land to the rear of Pershore High Street.
- Resolve the Droitwich Lido redevelopment by October 2004.

How did we do last year?

- Although the unit was only formed on the 1st April 2004 to concentrate on the delivery of projects a number of successes can be attributed to the unit.
- Waitrose scheme underway
- Provisional awards of over £7 million for the Droitwich canal project.
- Income generated from our Off-Street car parking service identifies the cost of the service to the user.
- Proposals for Pershore Hospital announced.

service charter

for corporate projects unit

The services we provide...

The Corporate Projects Unit is responsible for the development and delivery of the Councils Major projects, and the management of parking enforcement.

Current Projects include-

- The restoration of the Droitwich Canals
- Pershore Hospital
- Waitrose
- Droitwich Lido
- Introduction of Decriminalised Parking
- Leisure Facilities Review

Consultation, compliments, complaints and suggestions

We regularly consult customers to find out how satisfied they are with the level of service we provide. We also ask organisations we work with 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.

What to do if something goes wrong. If you want to make a complaint about the way we have done, or failed to do something, please let us know straight away.

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 to the Manager. 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 ...

- You can expect us to enforce both the Councils (Off-Street) parking regulations and Traffic Regulation Orders introduced by Worcestershire County Council (On-Street), contravening the regulations will result in enforcement action.
- You have a right of appeal to NPAS (National Parking Adjudication Service) if you wish to challenge a Penalty Charge Notice.
- We will consult with user groups and residents about major projects that may affect them as appropriate.

What we expect from you....

We expect you to comply with the parking regulations. 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, e-mail or in writing.

- We will respond to e- mails within three working days, or tell you if it's going to take longer.
- We will answer telephones within seven rings.
- 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 avoid jargon and 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.