

How to contact us...

by post...

Planning & Building Consultancy Services, Wychavon District Council, Civic Centre, Queen Elizabeth Drive, Pershore, Worcs, WR10 1PT.

by phone...

Planning Services: (01386) 565565

Building Consultancy: (01386) 565384/8

Wychavon Out of Hours Emergency No: (01527) 551887

by fax...

Planning Services (01386) 561092

Building Consultancy (01386) 565357

by e-mail...

planning@wychavon.gov.uk

buildingconsultancy@wychavon.gov.uk

policy.plans@wychavon.gov.uk

in person...

Civic Centre (address above) 9am-5pm Mon-Fri OR 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 794272

or go online...

www.wychavon.gov.uk

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We aim to:-

Development Control

- respond to complainants about alleged breaches of planning controls within 15 days
- deal with 70% of all minor planning applications within 8 weeks

Building Consultancy

- achieve an average of 8 (on a scale of 1 to 10) in respect of customers satisfaction that the service we provided achieved:
 - value for money
 - a timely service
- attend dangerous structures during working hours within 1 hour of notification

Heritage

- respond to 85% of applications for works to trees protected by Tree Preservation orders within 8 weeks
- respond to 85% of notifications of works to trees in Conservation Areas within 6 weeks

Policy Plans

- build 45% of all new homes on Previously Developed Land (Brownfield)
- produce new planning documents in accordance with the Local Development Scheme

Land Charges

- complete 80% of all standard searches within 10 working days
- complete 70% of all standard searches within 5 working days
- Respond to all street and property address queries within 10 working days

How Did We Do Last Year?

Development Control

- We responded to 71% of complaints about alleged breaches of planning controls within 15 days
- We dealt with 78% of all minor planning applications within 8 weeks

Building Consultancy

- We registered 98% of all new applications within 2 days of receipt
- We dealt with 98% of all site inspections on the same day as notified
- We attended 100% of all dangerous structures within 1 hour when notified in working hours

Heritage

- We responded to 71% of applications and notifications for works to protected trees and important hedgerows within the statutory time periods

Policy Plans

- 75% of all new homes were built on previously developed land (based on 2005/2006 figures)

Land Charges

- Processed a total of 4223 searches within 5 working days

Based on 2005/2006 figures

service charter

for planning & building consultancy services

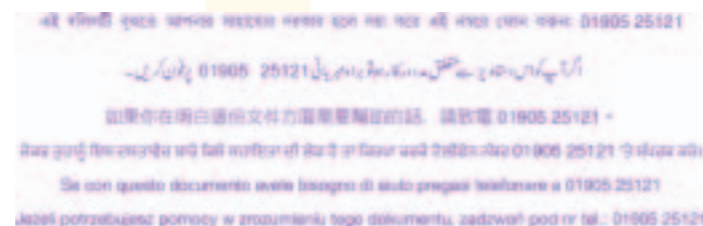


The Services we provide...

- Advice on Planning and Building Regulations.
- Advice on the protection of built and natural heritage including Listed Buildings, Conservation Areas, protected trees, hedgerows, the landscape and wildlife
- Responding to Local Land Charge searches for prospective purchasers and their solicitors/agents.
- Preparation of local planning policies as part of the Local Development Framework.
- Promotion of regeneration schemes
- Street naming and numbering.
- Processing and administration of Planning and Building Regulation applications.

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 one working day, 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



What you can expect from us...

- If you need special help, for example because you have a disability or any other special needs we will:
 - Arrange a home visit if you are housebound or disabled and cannot visit the Civic Centre or one of our One Stop Shops;
 - Arrange for leaflets, letters or other information, to be made available in large print or on audiotape;
 - Make arrangements for any document to be translated.
- If you need to see a specific officer we will advise you that an appointment may be necessary.

What we expect from you...

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 language or behaviour towards our staff or other customers, we will ask you to leave the building or end your phone call.

Consultation, Compliments, Complaints and Suggestions

We regularly consult customers to find out how satisfied they are with the level of service we provide and how we can improve. We also ask organisations we work with to tell us how we can 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 then gives us chance to put things right.

What to do if something goes wrong...

If you want to make a complaint about something we have done or failed to do, 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 corporate complaints leaflet 'Have Your Say'.