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How to contact us...

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Or you can write to us at –

Regeneration Team

Civic Centre

Queen Elizabeth Drive

Pershore

Worcestershire, WR10 1PT

Or you can Fax us on (01386) 561634

এই নথিটি বুঝতে আপনার সহায়ের দরকার হলে দয়া করে এই নম্বরে যোগাযোগ করুন: 01905 25121

اگر آپ کو اس دستاویز کا مطلب سمجھنے میں مشکل پیش آئے تو براہ کرم 01905 25121 پر کال کریں۔

如果你在明白這份文件方面需要幫助的話，請致電 01905 25121。

यदि आपको इस दस्तावेज़ का अर्थ समझने में कठिनाई हो तो कृपया 01905 25121 पर कॉल करें।

Se con questo documento avete bisogno di aiuto pregasi telefonare a 01905 25121

Jeżeli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń pod nr tel.: 01905 25121

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

- Through the three Local Strategic Partnerships (LSPs) invest £90,000 into projects identified in action plans.
- Support a range of events to help boost tourism and business in Droitwich Spa, Evesham and Pershore
- Secure additional funds from within Wychavon District Council's own resources and from external sources to support the LSP action plans.
- Continue the work of supporting businesses in both towns and within the rural economy following the floods of July 2007
- Work with tourism colleagues across Worcestershire to promote the county via a destination marketing approach
- Support businesses through the property database
- Work on key projects to help attract and retain inward investment
- Produce quarterly business briefings and a business directory

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service charter

for the regeneration team



For all Council Services



INVESTOR IN PEOPLE

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The Services we provide...

The Regeneration Team is responsible for a wide range of activities

These include –

- Managing the three Local Strategic Partnerships, which includes support with strategic direction and action planning, plus the provision of £30K a year to support the implementation of these plans.
- Encouraging inward investment and working to support and develop the local economy in the three towns and within the rural sectors.
- Supporting the local tourism economy through good quality marketing, supporting training events and conferences
- Organising, supporting, marketing and advertising events with the aim of boosting the local economy
- Working in partnership with the other Districts, County Council, the Regional Development Agency Advantage West Midlands, Government Office and other partners to help deliver the regional economic strategy
- Supporting diversification in the rural economy

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 questionnaires at events. We also ask organisations we work with, including local businesses, cultural and community organisations and other local authorities 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 events are run by professionally with appropriate risk assessments, public liability insurance and that all health and safety requirements are met.
- 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 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 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.