

How to contact us...

Wychavon District Council is committed to the provision of effective local government, using technology to provide a user friendly service to our customers whether it be-

- in person;
- by telephone;
- via the internet;
- by post;
- by fax.

By developing its existing services Wychavon will ensure that residents of the district can access the level of service they require wherever they require it.

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

The main contacts for this service are:

Sheena Jones - Support Services Manager
tel 01386 565428 e-mail sheena.jones@wychavon.gov.uk

Pam Craney - Senior Committee Administrator,
tel 01386 565427 e-mail pam.craney@wychavon.gov.uk

Frances Hancock - Support Officer
tel 01386 565420 e-mail frances.hancock@wychavon.gov.uk

All can be reached by fax on 01386 561091

Performance Targets

- Agendas for public meetings are available at the Civic Centre, our Community Contact Centre, our One-Stop Shops and on our website, www.wychavon.gov.uk 5 clear working days before the meeting. This means that a meeting is on a Tuesday, the agenda and reports will be available the Monday of the week before;
- We will ensure that minutes of each public Executive Board meeting are available 48 hours after the meeting at the same places as above;
- We will ensure that minutes of each Council and Committee meeting are available one calendar week after each meeting, again from the Civic Centre, our One-Stop Shops and Community Contact centre, and on our website, as above.

How Did We Do Last Year?*

Development Control

- We responded to 84% 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 97% of all new applications within 2 days of receipt
- We carried out 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 99% of applications and notifications for works to protected trees and important hedgerows within the statutory time periods

Policy Plans

- 62% of all new homes were built on previously used sites (based on 2002/2003 figures)

Land Charges

- We completed 99.9% of all normal searches within 10 working days of receipt.

*based on 2003/2004 figures

service charter

for committee services & councillor support

The Services we provide...

The Committee Team organises all Council and Committee meetings. This means we:

- Prepare and send out agendas, making sure reports are enclosed to support the agenda items, where needed;
- Make all the arrangements for meetings - book accommodation, etc;
- Prepare a record - usually formal minutes - of each meeting.
- We liaise with Members of the public who wish to speak at Committee meetings.
- This Team also supports the elected Councillors for Wychavon. Examples of how we do this, in addition to the meetings related work, are by arranging induction and training events, providing and maintaining a Councillors' library, arranging supplies of business cards, etc.
- We also arrange Civic events and provide day-to-day administrative support for the Chairman and Leader of the Council.
- The contacts for this service are Mrs. Sheena Jones, Support Services Manager, Mrs. Pam Craney, Senior Committee Administrator and Miss Frances Hancock, Support Officer.

What you can expect from us ...

This section should include the following corporate customer care standards:

- 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.

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, available in large print or on audiotape;
 - Make arrangements for any document to be translated.

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 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.