

Overall aim of the Planning and Regeneration Service:

The aim of the Planning & Regeneration Service is to provide effective, efficient and high quality services for all of our customers that promotes sustainable development, regeneration, economic prosperity and creates a quality and safe environment for both present and future generations to enjoy.

To help us achieve this aim we have the following service objectives:

- To engage effectively with the community;
- To provide an accessible Service;
- To provide a service responsive to the needs of our customers
- To provide an efficient and cost effective service;
- To work effectively through councillors and staff;
- To contribute to Corporate aims and objectives; and
- To monitor the improvement of our service.

We recognise that all of our customers are affected by the decisions we make.

Our Service

Our service is provided through two teams:

- Development Management – providing advice and decisions on applications for planning permission and Building Regulation approval, ensuring compliance with planning law; ensuring safe, energy efficient and accessible construction; and street naming and numbering.
- Plans Policies and Place Making – preparing development plans and guidance; providing specialist advice on conservation, landscape, design, trees and sustainability; and supporting economic development and regeneration.

Our customer service standards are reviewed regularly and are set out in the appendix to this charter.

Our commitment to you

Acting professionally we will:

- Be helpful, polite and treat you with fairness and respect;
- Act with honesty and integrity;
- Give accurate advice in a professional manner;
- Communicate clearly with you;
- Seek your views and use them to improve our service;

- Ensure your enquiries are dealt with promptly and efficiently and, wherever possible, by the first person you contact;
- Keep you informed about the progress of your enquiry;
- Deal with your complaints, apologise for any mistakes and put things right quickly;
- Prevent discrimination of any kind and promote Equality of Opportunities.

Sharing information we will:

- Publish a free quarterly planning bulletin to members of the Agents Forum via email providing updates on service related matters such as new documents, consultations and planning decisions;
- Publish customer guidance notes on technical Building Control matters
- Include all key information and policy documents on our website
- Provide general advice and information about the Planning and Regeneration matters through the Customer Contact Centre

In return please:

- Treat our staff with respect and courtesy
- Provide us with accurate information and plans
- Tell us when your circumstances change
- Tell us what you think of our service

When you contact us we aim to:

- Answer your telephone call within 10 seconds
- Meet you in reception within 5 minutes of your arrival
- Reply to your letters and emails within 10 working days or send a holding reply within 5 days if the enquiry is complicated and more time is required
- If you complain about the our service we will reply within 15 working days
- Deal with your enquiries at the first point of contact where possible.

How will we monitor our pledges to you?

To monitor our pledges to you we will:

- Carry out an annual report of customer feedback from Planning and Building Control Applicants and use complaints and other feedback to identify service improvements;
- Carry out consultation on new development plans and seek customer feedback for key events. We will review the feedback and identify actions to address issues raised;
- Record our performance against targets and publish these on the website;
- Adhering to the council's Equality and Diversity Framework; and
- Periodically review our Customer Charter.

Appendix

Our customer service standards

Ref	Standard
CS 1	When you submit a pre-application enquiry we will send a written response within 28 days (4 weeks) of receipt or 42 days (6 weeks) for major development proposals
CS 2	When you submit a fully complete planning application we will make it available for viewing on the website within 1 day of receipt
CS 3	When you submit comments in respect of a planning application we will inform you of the decision within 1 day of the decision being made
CS 4	When you complain about unauthorised development we will send an acknowledgement letter or email within 2 days
CS 5	When you submit a fully complete application for building regulations we will acknowledge the application within 7 days
CS 6	When you submit a fully complete application for building regulations we will examine the plans and inform you of any required amendments within 21 days (in most cases)
CS 7	When you submit a fully complete application for building regulations we will inform you of the decision within 5 weeks (or 8 weeks by agreement)
CS 8	When you report a dangerous structure to us we will investigate and where necessary inspect the site within 2 working days
CS 9	When you make representations about a Local Development Document we will acknowledge your response within 10 working days
CS 10	When you call or email us with a business enquiry, we will respond either directly or refer you to the most appropriate person within 48 hours (subject to Service being staffed (leave, sickness, etc))