



# Planning Services

Development Plans and Conservation  
Customer Charter



# What we do:



## Our work falls into three main areas:

### Policy Guidance:

- Preparing and publishing planning policy guidance including a series of Local Development Documents and Supplementary Planning Documents in accordance with our Local Development Scheme. Together these documents will form the Local Development Framework.
- Monitoring and reporting on the effectiveness of the Council's planning policies through the Annual Monitoring Report.
- Collecting and publishing data relating to issues such as availability of employment and housing land, development on brownfield sites, affordable housing, community facilities, open space and recreation and retail development.
- Providing advice to developers and the public on planning policies. Development of spatial strategies and planning policies to help deliver the District's Community Strategy and the Council's priorities.



## Conservation and Historic Structures

- Assessing proposals to alter Listed Buildings and providing advice to owners of listed buildings on repairs and alterations.
- Assessing proposals that would affect Conservation Areas and advising on design matters.
- Designating Conservation Areas and writing Conservation Area Appraisals.



## Natural Environment

- Making and reviewing Tree Preservation Orders.
- Providing advice to developers and the public on planting, landscape and biodiversity issues.
- Determining applications and proposals affecting protected trees.
- Seeking to preserve and enhance the natural environment by developing planning policies and strategies, and when considering applications for planning permission.

## Our Service Standards

- We will act in an efficient, professional and courteous manner. We will demonstrate commitment to the Council's values of approachability and accessibility, partnership working, customer focus, personal development, effective communication, team working, equity, fairness and mutual respect, innovation and creativity, and a flexible attitude.
- We aim to reply to all letters within ten working days for general enquiries and fifteen working days for requests for pre-application advice.
- We will be available for consultation/advice by appointment.
- We will produce planning policy documents in accordance with our Local Development Scheme.
- We will make all applications for works to protected trees available for viewing on our website, visit the site, invite comments from the local Town or Parish Council and keep the applicant informed.
- Make details of Listed Buildings and Tree Preservation Orders available for viewing by appointment.
- We will assess all Conservation Area notifications for works to trees within 6 weeks
- We will aim to process all works to trees protected by Tree Preservation Orders within 8 weeks

## Publicity and Community involvement

- We will work with a range of stakeholders and local communities to prepare relevant planning documents set out in the Local Development Scheme.
- We will carry out consultation on all new documents we publish and works to protected trees in accordance with our Statement of Community Involvement.
- Where objections are received, to Local Development Documents and proposed Tree Preservation Orders, we will report these to the relevant Committee.
- We will work with Parish and Town Councils, community groups and other organisations to restore and enhance the natural environment through the planning process.
- We will publish all new planning documents on our website, make copies available at the Customer Service Centre and local libraries, and ensure that the local Town or Parish Council are sent a copy.
- We will provide training and guidance to Parish and Town Councils.



## Performance monitoring

To ensure that we are achieving the high standards that we have set ourselves we will:

- Monitor our own performance against national targets, our own service standards and our Management Plan.
- Publish our performance annually in our Annual Monitoring Report and make this available for viewing on our website.

## Appeals and Complaints

If you have any complaints about the way in which an issue has been handled which cannot be resolved with the Officer involved, these should be taken up in the first instance with the Customer Service Department in accordance with the Council's Complaints Procedure. Having followed this procedure, if you are not satisfied with the outcome, you can refer the matter to the Local Government Ombudsman.

## Need help with this?

01905 25121 آپ انگریزی میں مدد چاہتے ہیں۔ نسلیاتی رسائی [Ethnic Access] سے رابطہ کریں ٹیلیفون: [Urdu]

হরেজি ভানার বিবতে সাহায্য চান – এথনিক্‌ অ্যাকসেস্ [Ethnic Access] এর সঙ্গে যোগাযোগ করুন, টেলিফোন: 01905 25121 [Bengali]

'Necessita de ajuda com o seu Inglês? – contacte Ethnic Access Tel.: 01905 25121' [Portuguese]

'Potrzebujesz pomocy z Angielskim – skontaktuj się z Ethnic Access Tel.: 01905 25121' [Polish]

“如需我們幫助你理解英文－聯繫 Ethnic Access（少數民族服務獲取組），電話：01905 25121” [Chinese]

## How to contact us:

### Development Plans and Conservation

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**Tel:** 01684 862151

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**Website:** [www.malvernhills.gov.uk/planning](http://www.malvernhills.gov.uk/planning)

To make an appointment to see the Duty Planning Officer please contact us on the number above.

**This leaflet is also available in large print upon request**

*Planning Services DP&C Customer Charter  
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