



# **Regeneration and Planning** **Service Statement**

## Document Information

<b>Title</b>	Inverclyde Council Regeneration & Planning Service Statement
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<b>Description</b>	This document summarises the Services provided , commitments and contacts.

## Document History

<b>Version</b>	<b>Status</b>	<b>Date</b>	<b>Author</b>	<b>Changes from Previous Version</b>
1.0	Final	2 <sup>nd</sup> Feb 2017	S Jamieson	Not applicable
1.1	Final	13 <sup>th</sup> Feb 2017	S Jamieson	Update of SHANARRI

### Overview of the Service

The Regeneration and Planning Service seeks to contribute towards a safe and sustainable Inverclyde based on a thriving, diverse local economy supported by educated and informed citizens. The Services covered include planning, economic development and procurement.

### Service Objectives

Through customer engagement and work practices, the Regeneration and Planning Service:

- is open for business
- provides certainty
- promotes high quality and sustainable development on the ground within an efficient and effective decision making process and a culture of continuous improvement.

The Service contributes strongly to the delivery of the Single Outcome Agreement 2013/17 and our functions are particularly relevant to the following Outcomes:

<b>SOA Outcome 1</b>	Inverclyde's population is stable with a good balance of socio-economic groups
<b>SOA Outcome 3</b>	The area's economic regeneration is secured, economic activity in Inverclyde is increased, and skills development enables both those in work and those furthest from the labour market to realise their full potential
<b>SOA Outcome 7</b>	All children, citizens and communities in Inverclyde play an active role in nurturing the environment to make the area a sustainable and desirable place to live and visit.
<b>SOA Outcome 8</b>	Our public services are high quality, continually improving, efficient and responsible to local people's needs

Delivery is via four Service areas:

#### Development and Building Standards

Development Management:

- Planning applications
- Planning enforcement
- Tree preservation
- Conservation/design

Building Standards:

- Building warrants
- Building standards enforcement
- Licensing advice

## Economic Development

Workforce Development:

- Learning and skills to improve the employability of those out of work
- Connecting individuals and communities to economic opportunities

Business Development:

- Delivery of City Deal
- Delivery of the Inverclyde Economic Development and Regeneration Single Operating Plan
- Advice, grants and loans to help businesses compete and grow
- Marketing support
- Tourism

## Planning Policy and Property

Planning Policy:

- Glasgow and the Clyde Valley Strategic Development Plan
- Inverclyde Local Development Plan
- Lower Clyde Greenspace and Access
- Green Charter
- Carbon management

Property:

- Commercial and industrial property lets

## Procurement

- European procedures
- Forthcoming Changes: Public Procurement Landscape
- How to do business with Inverclyde Council
- Standing Orders Relating to Contracts
- Supplier Development Programme
- Inverclyde Council Procurement Strategy 2015
- Sustainable procurement

## Customer Commitments

Our customers are our top priority and we are committed to:

- providing a high quality service that meets our customers' needs;
- enforcing Acts and Regulations in a manner that is fair, transparent and consistent;
- providing a service that is welcoming, approachable, professional and courteous;
- making information that may be of use readily available on the Council's intranet; and
- providing a service that is regarded as effective and is recommended to others.

## What You Can Expect From Us

- We will answer your call promptly. If the person you are calling is unavailable, your call will be transferred to someone who can take a message or you can leave a message on voicemail.
- You will receive feedback within an agreed timescale.
- We will take all reasonable steps to ensure privacy and confidentiality.
- We will provide you with information in your preferred format.
- We will check that you have a clear understanding of the information we have provided.

## How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with quality customer services, you can help us by:

- Telling us if we have exceeded your expectations or have not delivered a service to your satisfaction.
- Letting us know if you no longer require a service, or wish to cancel an appointment that we have made with you.
- Informing us of any changes in your circumstances.
- Treating us with courtesy and politeness.

## How You Can Contact Us

General Enquiries by contacting the Customer Service Centre on 01475 717171 or e-mail [customerservices@inverclyde.gov.uk](mailto:customerservices@inverclyde.gov.uk)

If you have a generic enquiry, please email the appropriate service:

Development & Building Standards: [building.standards@inverclyde.gov.uk](mailto:building.standards@inverclyde.gov.uk)

Economic Development: [devcont.planning@inverclyde.gov.uk](mailto:devcont.planning@inverclyde.gov.uk)

Planning, Policy and Development: [devplan.planning@inverclyde.gov.uk](mailto:devplan.planning@inverclyde.gov.uk) or

Procurement: [ProcurementHelpdesk@inverclyde.gov.uk](mailto:ProcurementHelpdesk@inverclyde.gov.uk)

If you require this information in another language or format, such as large font or Braille, please contact us on 01475 717171 or for hearing impaired 01475 717677 (office hours) or email us at [customerservices@inverclyde.gov.uk](mailto:customerservices@inverclyde.gov.uk)

### **If You Make a Complaint to Us**

Complaints will be dealt with in accordance with the Council's Corporate Comments, Compliments and Complaints Policy. Information can be found on the Inverclyde Council website at:

[www.inverclyde.gov.uk/council-and-government/complaint](http://www.inverclyde.gov.uk/council-and-government/complaint)

You can complain in person at any of our offices, premises (e.g. libraries, museums, customer service centre etc.), by phone, in writing and email.

By telephone to the relevant department.

By email at [comments@inverclyde.gov.uk](mailto:comments@inverclyde.gov.uk) or download and complete the complaints form on our website.

Send your complaint by post to:

Complaints  
Inverclyde Council  
Municipal Buildings  
Greenock  
Inverclyde PA15 1LY

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

# Successful Learners

# Confident Individuals



# Effective Contributors

# Responsible Citizens