

## FURTHER INFORMATION

All our services have a range of information leaflets, which explain what we do and how we can help you.

- Call the service on the phone number shown below
- Look at our website [www.richmond.gov.uk](http://www.richmond.gov.uk)
- Write to us or visit us at the address shown below.

Head of Policy and Design Section  
(Philip Wealthy) 020 8891 7320.

Environmental Policy Manager  
(Helen Cornforth 020 8891 7334).

Urban Design and Conservation  
Manager (Gareth Jones 020 8891 7376).

General enquiries 020 8891 7322.

### Policy and Design

2nd Floor Civic Centre York Street,  
Twickenham TW1 3BZ.

Our Civic Centre has full access for disabled people and induction loops in the general reception area. If you need any help getting into the building, please let us know beforehand and we will make arrangements to help you.

If you need this leaflet in Braille, large print, audio tape, or another language, please contact us on 020 8891 7322 or minicom 020 8831 6001

Civic Centre,  
44 York Street,  
Twickenham TW1 3BZ  
[www.richmond.gov.uk](http://www.richmond.gov.uk)

اگر در فهمیدن این نشریه مشکلی دارید لطفاً به میز پذیرش در آدرس قید شده در زیر مراجعه نمایید تا ترتیب ترجمه تلفنی برایتان فراهم آورده شود:

إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية هاتفية.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਪਤੇ ਉੱਪਰ ਰਿਸੈਪਸ਼ਨ 'ਤੇ ਆਉਂ ਜਿੱਥੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਤੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

LONDON BOROUGH OF RICHMOND UPON THAMES

# Policy & Design

## OUR SERVICE STANDARDS

 LONDON BOROUGH OF  
RICHMOND UPON THAMES



## OUR SERVICES

The Policy and Research and Urban Design teams are responsible for all policies on new development and change of use in the Borough. The section performs the following functions:

- The preparation, monitoring and review of the Council's development plan (Local Development Framework), supplementary planning guidance and other environmental policy statements
- Advising on the design of the street scene and public spaces and designing environmental improvements
- Designation of conservation areas and formulating and publishing proposals for the preservation and enhancement of them
- Providing specialist input (policy, design and listed building matters) to the determination of planning and listed building applications

- Keeping the definitive rights of way map under continuous review
- Maintaining and analysing social and economic data such as Census of Population, indices of deprivation and other local survey work
- Advice to businesses seeking premises in the Borough.

## OUR STANDARDS

This leaflet lets you, our customers, know what basic service standards we aim to achieve.

## THE GENERAL SERVICE STANDARDS FOR POLICY AND RESEARCH AND URBAN DESIGN

- We will adopt a Local Development Framework by April 2008, in accordance with the published Local Development Scheme
- We will produce up to date Supplementary Planning Documents (SPD) for key sites and planning issues
- We will normally consult in writing to relevant residents, businesses and landowners over changes to planning policies and guidance, and provide 6 weeks for them to make comments

- We will normally respond to requests for observations on planning applications within 14 days from the date of receipt of a full set of appropriate drawings
- We will respond to requests from building owners for information on technical issues related to building conservation within 14 days
- We will respond to requests from residents for the designation of conservation areas or buildings of townscape merit within 14 days, stating whether we are prepared to carry out a detailed survey. If we cannot carry out the survey work at that time, we will give a clear commitment on when it will be done.

## THE SERVICE STANDARDS FOR DEVELOPMENT AND STREET SCENE DEPARTMENT

### What we will do for you

- We will greet you in a friendly and professional manner
- Treat you as an individual and give a quality service to meet your needs
- We will either answer your query immediately or we will arrange when to call back
- If English is not your first language we will use a translator to help you.

### When you come to see us

- Our reception areas will be clearly signposted
- We aim to see you within 5 minutes
- All our staff will wear name badges
- We will provide a private area for confidential inquiries.

### When you telephone

We will answer your call within five rings.

### When you write

We will reply within seven working days or acknowledge within two and inform you of when you can expect a full reply.

### When you email

We will acknowledge your email within two working days and give a full response within seven if possible.

### Compliments and Complaints

If we do things well and provide a good service please tell us, but if you have a complaint, please speak to the member of staff who has been dealing with you as they may be able to sort it out straight away, or ask to speak to the Manager. Complaints give us the chance to put things right and improve how we do things in the future.

If you wish to make a formal complaint we can give you our leaflet "Complaining about a Council service".