



Oadby & Wigston

BOROUGH COUNCIL

Planning Policy

Service Overview

The Planning Policy team's key role is the production, monitoring and implementation of the Council's Local Plan; however the team does collaborate closely with a number of other Council departments on various other projects. The team manages current and future development growth and supports the Council's Economic Regeneration team to implement economic development and regeneration priorities, and support the performance and functionality of the Borough's town and district centres.

The service is responsible for, but not limited to; the production and delivery of the statutory Local Plan; the delivery of major housing led mixed use regeneration schemes; the management and monitoring of S106 contributions; the production and delivery of Supplementary Planning Documents; and advice and guidance on all major planning applications.

Our Customers Promise

We will:

- Be professional and treat all customers fairly and with respect;
- Deliver the service effectively and within an appropriate timescale;
- Ensure that all of our staff are knowledgeable and experienced;
- Ensure that all of our staff are trained in Customer Care;
- Ensure that all of our staff are polite and friendly;
- Ask our customers for feedback; and,
- Use this feedback to help shape the services that we deliver.

Our Customer Groups

Our customers include – residents, businesses and people working in the Borough, local landowners, national builders / developers, small to medium sized builders / developers, national and local commercial and residential agencies, national and local development / planning based consultancies, other Council departments and Councillors.

Our Partners

The team work alongside a number of partners, including Leicestershire County Council, Leicester City Council, district and borough Councils within Leicester and Leicestershire, Homes England, Historic England, the Environment Agency and other statutory stakeholders.

Access

Customers can access our service in the following ways:

Phone – Our service can be accessed by calling our Customer Service line on 0116 2888 961 (see our website for opening hours)

Email – By emailing the relevant team email address – Planning Policy team – planningpolicy@oadby-wigston.gov.uk

Online – By viewing relevant guidance pages on the Council’s website – www.oadby-wigston.gov.uk

Our Standards

When you	We will	Timescale/Target
Contact us	Try to resolve your enquiry right away. However, if we cannot, we will respond to your enquiry as quickly as we can after that.	We will respond within 2 working days. Within peak periods we will respond within 3 working days
Live or work within the Borough	Consult you on all relevant development proposals and planning documentation. Ensure that all consultations will be undertaken in line with the Council’s Statement of Community Involvement.	When we consult you, we will use a variety of methods, including: <ul style="list-style-type: none"> • Local newspaper • Public exhibitions • Social media • Website • Surveys • Council noticeboard
Submit responses to consultations	Take your comments into account and where appropriate make relevant changes to consultation documentation or prepare action plans to resolve any issues.	We will acknowledge receipt of any comment within 2 working days. Upon conclusion of the consultation, we will produce a Statement of Consultation that shows all comments received and how they have been taken into account.
Visit our website	Ensure our webpages are easy to read with up-to-date relevant information.	Yearly review/redesign Monthly check