



Oadby & Wigston

BOROUGH COUNCIL

Development Control, Arboriculture & Enforcement

Service Overview

In the main, the Development Control team and Arboriculture Officer are responsible for the processing and determination of planning and tree related applications as well as other associated matters. The Planning Enforcement Officer investigates alleged breaches of planning. The service area is also heavily involved in other projects within the Council and works closely with Planning Policy and Economic Regeneration.

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 customer groups 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 local authorities and other Council departments and Councillors.

Our Partners

The teams 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, the Planning Inspectorate, the Forestry Commission and other statutory stakeholders. The extent and range of organisations that we work alongside will vary based upon the nature of the work being undertaken.

Access

Customers can access our service in the following ways:

Online – By viewing relevant guidance pages on the Council's website – www.oadby-wigston.gov.uk. Applications and enforcement cases can be accessed online also – <https://pa.oadby-wigston.gov.uk/online-applications/>

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 – Development Control, Arboriculture & Enforcement – planning@oadby-wigston.gov.uk

Our Standards

When you	We will	Timescale/Target
Contact us with a general planning enquiry	Try to resolve your enquiry right away. However, if we cannot, we will respond to your enquiry as quickly as we can after that.	Within 8 working days.
Make an allegation of a breach of planning	Log the alleged breach and pass to the Enforcement Officer for investigation. Where possible, make you aware of the final outcome at the end of the investigation.	85 % within 5 working days.
Make an allegation of a breach of a Tree Preservation Order (TPO)	Log the alleged breach and pass to the Arboricultural Officer for investigation. Where possible, make you aware of the final outcome at the end of the investigation.	85 % within 5 working days
Submit a planning application	Seek to validate your application as soon as possible.	Within 10 working days
Visit our website	Ensure our webpages are easy to read with up to date relevant information.	Yearly review/redesign Monthly check