

Planning and Regeneration

November 2014

Birmingham City Council Planning and Regeneration Service contribute to the development of a city environment that encourages business growth. It does this through services of Planning, Development Planning and Regeneration, and by work in partnership with others in the public, private, voluntary and community sectors with similar objectives.

Planning and regeneration Service operates with four Area Teams that cover the whole city and have responsibility for Planning, Development Planning and Regeneration. The work of the service also entails:

- Major Projects
- Design and Conservation
- City Centre Management
- Business Development & Innovation

The service continues to develop the effectiveness and efficiency of its processes and procedures with a key focus on customer service as a contributing strategy.

This review assessment took place at the Lancaster Circus headquarters of the service where all of the teams comprising a total of 230 staff work closely together on a single floor in state of the art office facilities that provide an effective and efficient working environment. This annual assessment considered criterion 2 and 3 of the CSE standard.

Following the assessment, Birmingham City Council – Planning and Regeneration were found to have a deep understanding of and commitment to, Customer Service Excellence. The commitment was displayed from Senior Management levels through to operations and front line staff.

Thanks goes to those people involved in the overall assessment process.

During the assessment, NO partial compliances with the standard were identified.

The assessment resulted in the raising of no partial compliances. A number of positive areas of compliance plus were observed, plus observations of good practice. Birmingham City Council Planning and Regeneration Service is exemplary in the way it uses Customer Service Excellence as a key part of its service development. Their CSE Self-assessment document is continuously updated for all criteria and although the focus for this assessment was criteria 2 and 3 the assessor has been able to recognise related developments in all other areas of the standard.

As a result of the findings the Award of the Customer Service Excellence standard has been awarded.

A full copy of the CSE Assessment report is available upon request.