

# Access to our services

## Environmental Services Department: Civic Buildings

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Every effort is made to ensure that access to our staff, offices and services is user-friendly for our customers.

We understand that some of our customers may have difficulty accessing the full range of services because of language barriers, disability or personal circumstances.

To help overcome these barriers we can assist you in accessing our services more fully by using a variety of complementary services.

### **Language**

Wigan has a growing, diverse, ethnic community. If you have difficulty understanding any of our forms, letters or leaflets we can have these translated for you.

We can also arrange for a translator or interpreter to be present during a meeting with our staff.

### **Disability**

The main reception area for Building Control, Development Control and Engineering Services is located on the ground floor of Civic Buildings, New Market Street, Wigan.

Access to Civic Buildings can be made by bus, taxi and car. Disabled (blue badge holder) parking is available on New Market Street directly opposite our offices. A pelican crossing links this parking area with Civic Buildings. The street entrance is level with the pavement. Automatic doors give access to an internal ramp leading to the reception counter. There are induction loop facilities at our reception and in our interview room.

If your personal circumstances prevent you, your helper or representative from visiting Civic Buildings, we can arrange for a member of staff to visit you at your home to explain our services more fully.

All our forms, leaflets and information can be produced in large print or Braille. And we can arrange to have certain documents produced as an audio tape or CD.

### **The internet**

Building Control, Development Control and Engineering Services have their own web pages on the council's website. Information and application forms can be downloaded from our web pages. Planning applications can be viewed online and Planning and Building Regulation applications can be submitted electronically. We also have links to other useful websites associated with our services.

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You can email us at [environmentalservices@wigan.gov.uk](mailto:environmentalservices@wigan.gov.uk) and, if you prefer, we can contact you by email too.

**Our promise**

We will deal with your enquiry promptly, politely, fairly and sensitively.

**Feedback**

Your views are important to us. We would welcome any suggestions you may have on how we can improve access to our services.

**Contact us**

We are here to help you. If you are in any doubt over any of our requirements, or if you need further information, please telephone or visit our offices.

Our details are:

Wigan Council  
Environmental Services Department  
Civic Buildings  
New Market Street  
Wigan  
WN1 1RP

**Telephone:** 01942 244991

**Fax:** 01942 404222

**Email:** [environmentalservices@wigan.gov.uk](mailto:environmentalservices@wigan.gov.uk)

**Website:** [www.wigan.gov.uk](http://www.wigan.gov.uk)