

## **SERVICE STANDARDS FOR DEVELOPMENT MANAGEMENT**

### **Development Management Enquiries**

- We aim to respond to enquiries received through the council's Customer Service Centre within three working days.
- We will aim to respond to a pre-application enquiry within 20 working days.
- We will aim to determine a local planning application within two months.
- We will aim to determine a major planning application within four months.

### **Planning Enforcement Complaints**

- We will acknowledge an enforcement complaint made on an enforcement complaint form within three working days.
- We will acknowledge an initial phone contact which requests a response within two working days.
- We will visit sites which are the subjects of complaints within 10 working days of receipt of an enforcement complaint form.
- We will inform the complainer of the findings of an initial visit and any action that is proposed within 28 days.
- We will inform complainants of the outcome of a case within 10 working days of the case being closed.

### **Knowledge/Professionalism**

- We will continue to develop our employees to ensure you benefit from their knowledge.
- We will treat you fairly and with respect.

### **Employee Attitude**

- We aim to be understanding with all our customer's enquiries.
- We will always aim to provide an excellent service.
- We will respond in a professional manner.

### **How we make sure our standards are met**

- We monitor our performance against the customer service standards. Reports of our customer survey, complaints and local monitoring of standards are presented to the council's senior managers. Our web pages provide full details of the type of information we can provide and updates on key work streams.
- The team prepares reports for the council's Development & Transport Policy Development and Scrutiny Panel (PDSP), Environment PDSP and Education PDSP including quarterly performance reports.
- The team contributes to the Planning Performance Framework (PPF) which is prepared annually and submitted to Scottish Government and is used to monitor performance of local authorities. Input to the PPF includes updates on progress in preparing the development plan for West Lothian, monitoring of the housing land supply and employment land take up.

### **Suggestions for Improving our Standards of Service:**

We are always delighted to receive suggestions for improving our standards and performance. Please contact our Service Development and Performance Principal Officer, [gosia.lawes@westlothian.gov.uk](mailto:gosia.lawes@westlothian.gov.uk) with any comments/ feedback you may have.

We will:

- Actively seek suggestions about our service and the standards we set.
- Give due consideration to all suggestions for the efficient and appropriate delivery of our service.

**Contact us:**

**The Service can be contacted at:**

- Phone: 01506 280000
- Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)
- Website: <http://www.westlothian.gov.uk/developmentplans>

Office hours are Monday – Thursday 8.30am – 5.00pm and Friday 8.30am – 4.00pm. The team no longer provide a drop-in duty service. Parties can be seen only by prior arranged appointment at Civic Centre, Livingston, during office hours a charge may be levied for this service. If an appointment is not made you will not be seen. If you are unable to call in to the office or it may be preferable to discuss your proposals on site, a site visit can be arranged. A charge may be levied for this service.

Complaints concerning any aspect of the work undertaken by Development Management will be acknowledged and responded to under the council's Complaints Procedure. A complaint is an expression of dissatisfaction, however made, which alleges failure on the part of the council to perform a function or provide a service in line with stated council practices and policies. When you have a complaint we will fully and promptly investigate all complaints in line with the council complaints procedure. Fuller details and explanation of the complaints procedure are contained in the [How to make a Complaint](#) document available online or from any West Lothian Council office.

Requests for information under The Environmental Information (Scotland) Regulations 2004 (also referred to as 'the EIRs') and/ or Freedom of Information (Scotland) Act 2002 (also referred to as 'the FOIs') will be responded by the Service within statutory timescales of 20 working days (please allow for postal time) or unless otherwise specified.

**Date Standard was set:** 06/10/2014

**Reviewed:** 31/01/2018

**Review period:** Annually