

SERVICE STANDARDS for the Development Planning and Environment Team

We aim to ensure our customers receive an efficient and quality service at all times and are satisfied with their customer journey when engaging with the Development Planning and Environment Team. Below is an outline of the standards that our customers can expect from us.

Delivery

- To prepare and implement the statutory Local Development Plan with accompanying Supplementary Guidance (SG) and Planning Guidance (PG) and to undertake natural and built heritage schemes.

Timeliness**Development Plan Enquiries**

- We aim to provide a 14 working day response to written (including email) communications relating to the development plan, although more complex enquiries may take longer. Where the council anticipates that a response will take longer than 14 days you will be advised of the likely timescale.

Education Planning Enquiries

- We aim to respond to enquiries relating to education capacity planning projections within 14 working days. This includes responding to enquiries relating to existing school rolls, forecasting future school rolls and providing responses to consultations on planning applications.

Environment Enquiries

- We aim to respond to enquiries relating to the natural and built heritage within 14 working days.

Contaminated Land Enquiries

- We aim to respond to consultations on planning applications and comment on reports relating to contaminated land within 15 working days. More complex enquiries may take longer. Where the council anticipates a response taking longer than 15 working days you will be advised of the likely timescale.
- We aim to respond to consultations on building warrant applications and comment on reports relating to contaminated land within 20 working days of the initial consultation. Where the Building Standards case officer receives follow up contaminated land information from the customer, we aim to respond within either 10 or 5 working days depending on the type of information received. More complex enquiries may take longer. In such instances you will be advised of the likely timescale.
- We aim to respond to other requests from developers to review contaminated land reports within 28 days.

Information

- We will continue to develop our employees to ensure you benefit from their knowledge and experience.

Professionalism

- We will treat you fairly and with respect.

Employee Attitude

- We always aim to provide an excellent service.
- We always 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
- We regularly prepare reports for the council's Development & Transport Policy Development and Scrutiny Panel (PDSP), Environment PDSP, Education PDSP, Culture and Leisure PDSP, Council Executive and the SESplan Joint Committee (the Strategic Development Plan Authority for Edinburgh and South East Scotland) including quarterly performance reports.
- We contribute 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 and the monitoring of the housing land supply.

Suggestions for Improving our Standards of Service

We welcome and encourage suggestions for improving our standards and performance.

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:

- Email: customer.service@westlothian.gov.uk
- Mail: West Lothian Civic Centre, Howden South Road, Livingston, EH54 6FF
- Phone: 01506 280000
- Websites: <http://www.westlothian.gov.uk/developmentplans>
<https://intranet.westlothian.gov.uk/article/9392/Environment>

Office hours are Monday – Thursday 8.30am – 5.00pm and Friday 8.30am – 4.00pm.

We no longer provide a drop-in duty service and parties can be seen only by prior arranged appointment at the Civic Centre, Howden South Road, Livingston during office hours - a charge may be levied for this service. Please be aware that if an appointment is not made you will not be seen. If you are unable to call into the office or it may be preferable to discuss your proposals on site, a site visit can be arranged – a charge may however be levied for this service.

We regularly update the Development Planning section of the West Lothian Council website in order to keep our service users informed. All responses to public consultation exercises are logged and acknowledged and parties subsequently kept informed of progress.

Complaints concerning any aspect of the work undertaken by the Development Planning and Environment Team will be acknowledged and responded to in accordance with the council's Complaints Procedure. A complaint is defined as 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. Fuller details and explanation of the Complaints Procedure are contained in the document [How to make a Complaint](#) available online or from any West Lothian Council office.

Formal requests for information under The Environmental Information (Scotland) Regulations 2004 (also referred to as 'EIRs') and / or Freedom of Information (Scotland) Act 2002 (also referred to as 'FOIs') will be responded to by the Service within the statutory timescale of 20 working days from receipt of the information request unless otherwise specified.

Date Standard was set:	January 2018 (revised October 2019)
Review period:	Annually