

Operational Services

You said, We did

Service	You said	We did
Facilities Management	<ul style="list-style-type: none"> • You wanted bottled water removed from Friday packed lunches in Primary Schools • St Margaret's Academy and St Ninians Primary School asked us for a Halal menu to be developed • You asked for a quicker service over lunch periods • During the pandemic you asked for specific tissue bins for classrooms • You asked for the removal of plastics in general from our lunch service in primary schools 	<ul style="list-style-type: none"> • We provided water separately so only those who needed bottled water could take it • We now have a menu in place which can be ordered from • We introduced pre-order phone app and website to pre-order lunch choice following an upgrade to our systems. We hope to soon roll out facial recognition to further improve speed for service and user account security. • These fully disposable bins are now in place which offers a hygienic means of disposing of used tissues. • We have removed all bottled water and milk cartons from service Monday to Thursday and water / milk is poured for customers into reusable plastic cups.

<p>NETs Land & Countryside</p>	<p>West Lothian Community Choices is West Lothian's version of Participatory Budgeting - a democratic process which empowers people and communities to have a greater say in how public money is spent.</p> <ul style="list-style-type: none"> • You asked to be consulted on park improvement at various parks • You asked to be involved on the future works of the ground maintenance service • You wanted a safe environment that could be used by bikes, balance bikes, scooters, skateboards, surf-skateboards, and skates 	<ul style="list-style-type: none"> • We have published the results following your feedback for park improvements at King George V Playing Fields, Uphall, Bellsquarry Recreation Ground, Bellsquarry, Livingston, Craigton Park, Winchburgh, Langton Park, East Calder and Letham Park, Pumpherston • We undertook a survey about the existing grounds maintenance service standards, to help to confirm whether the communities of West Lothian feel that the focus and priorities of the existing service standards are appropriate. The next stage is to progress options based on the suggestions from the public • We provided a new floodlit pump track at Balbardie, Bathgate as a fun way to build up bike skills and particularly skills for off-road cycling.
<p>Passenger Transport – Smart Ticketing</p>	<ul style="list-style-type: none"> • During engagement sessions with secondary pupils regarding school transport improvements, feedback was provided by students on the number of cards that are required within school including a school bus pass. 	<ul style="list-style-type: none"> • The Passenger Transport Service identified and procured a replacement smart ticketing system which could utilise the existing national Young Scot Card to reduce the number of separate cards a pupil requires.

Passenger Transport – Broxburn Town Bus Service

- Passengers within Broxburn and Uphall provided feedback through Community Council sessions that the routing and timetable of the local town service was not meeting the wider needs of the community.

- The Passenger Transport Service developed a survey and circulated through a number of channels in order to obtain specific feedback on routing and timetable preferences. As a result, the route was redesigned to cover a wider area taking in new housing developments and areas to assist less ambulant passengers.