

PARKS & WOODLAND SERVICE STANDARD

Description of our Service:-

To provide:

- Three Country Parks - Almondell & Calderwood, Beecraigs and Polkemmet.
- Within the Country Parks a quality reception and information service for all visitors, administrative support to Parks & Woodland staff, coordinating facility bookings and merchandise sales.
- The Ranger Service aims to encourage and assist visitors to enjoy West Lothian's countryside, promote awareness and understanding of the natural environment, assist in the management of responsible access and the natural heritage enjoyed by visitors across West Lothian, provide interpretative facilities, lead/coordinate public events, presentations and activities and promote working with volunteers, community and partner organisations. Can be contacted at rangerservice@westlothian.gov.uk
- The Ecology & Biodiversity team are responsible for creating and delivering policy and plans relating to biodiversity and climate change, implementing biodiversity enhancement projects, facilitating community engagement and inputting into the council's planning process - ensuring that biodiversity is taken into account, from the strategic Local Development Plan to individual planning applications. Can be contacted at ecology&biodiversity@westlothian.gov.uk
- The Tree & Woodland team provide a quality arboricultural and forestry service adhering to all industry guidelines and best practice, in line with West Lothian Council's "Tree Management & Safety Policy" and the "Management Plan for Trees & Woodland on West Lothian Council owned and managed land" for amenity, recreation, biodiversity, climate change mitigation and timber benefits.
- Parks & Woodland Operatives conduct maintenance works across the three Country Parks and West Lothian's other open spaces.

Our Working Partners are:-

At Polkemmet Visitor Centre, West Lothian Leisure staff are responsible for maintaining a quality reception and information service for the Country Park as well as their driving range and golf course services. Each service function within Parks & Woodland has many working partners including business, community and public groups.

Our Customers are:-

Residents and visitors wishing to enjoy West Lothian's open spaces and those seeking both formal and informal recreational activities.

Our Business/Office Addresses are:-

Almondell & Calderwood Country Park, The Visitor Centre, Near Broxburn, West Lothian EH52 5PE
Tel: 01506 882254 E-mail: almondell&calderwood@westlothian.gov.uk www.beecraigs.com

Beecraigs Country Park, The Visitor Centre, Near Linlithgow, West Lothian EH49 6PL
Tel: 01506 284516 (option 1) E-mail: mail@beecraigs.com www.beecraigs.com

Polkemmet Country Park, The Visitor Centre, Whitburn, West Lothian EH47 0AD
Tel: 01506 882254 E-mail: polkemmet@westlothian.gov.uk www.beecraigs.com

Open all year (excluding 4 public holidays at Christmas/New Year). For specific opening hours of each Visitor Centre, please contact direct.

We will:-

- Adhere to Parks & Woodland service standard.
- Provide clear and accurate information to all customers using the service, ensuring Country Park opening times are displayed and wider information is available at www.beecraigs.com and www.westlothian.gov.uk
- Check and respond to customer e-mails and enquiries within 3 working days.
- Manage Parks & Woodland landholdings sustainably for multi-purpose benefit of public amenity, recreation, biodiversity, climate change mitigation and timber benefits.
- Promote community and voluntary participation in the management of Parks & Woodland landholdings, working in partnership with stakeholders where appropriate.
- Manage the Country Park facilities in accordance with best practice and maintain the independent assessment scheme run by the AA (maintaining the 4 Pennant Gold award by for the Caravan & Camping Site).
- Be professional in manner, action and appearance. Ensure frontline staff wear/carry Council identity badges, corporate uniform (where applicable), deal courteously and fairly with all visitors, responding sensitively to individual needs, and working as efficiently and effectively as possible.
- Ensure that all buildings, premises and equipment are maintained in sound condition, fit for intended purpose and maintained to a high standard of cleanliness and hygiene. Ensure the reception areas are kept tidy, well stocked and that prices of all products and services offered are made clear, including charges for additional services and any offers available to customers.
- Promote responsible access across West Lothian by upholding the Scottish Outdoor Access Code (SOAC) and supporting the West Lothian Local Access Forum.
- Oversee the network of core paths, rights of way and informal public access routes which includes maintenance of and upgrade to the network.
- Review the council's land estate and identifying areas suitable for biodiversity and for enhancing the existing biodiversity sites, particularly as it relates to Open Space, Parks and Cemeteries.
- Harness community involvement, ensuring areas are developed to reflect the needs and aspirations of local communities.
- Lead on the delivery of planning and implementation of schemes aimed at protecting, managing and improving natural habitats, increasing awareness of conservation in the community, monitoring the sustainable use of land and resources.
- Maintain and manage the council's tree and woodland stock in a way that accords with council policy, legislation and is sensitive to the needs of the council, its customers and the environment.
- Provide customers with the opportunity to comment on our service and facilities to ensure quality of service.
- Complaints should be dealt with as soon as practically possible and, if unable to deal with at the first point of contact, generally a decision would be made within 5 working days and you will be kept informed.