



## DEVELOPMENT PLANNING AND ENVIRONMENT

Development Planning and Environment is part of Planning and Economic Development. These services also cover the areas of Development Management, Building Standards, Environmental Health & Trading Standards, Educational Planning and Economic Development.

Our key roles are to:

- provide the strategic policy framework for the planning, transportation, economic and social development activities of the council, the community and businesses in West Lothian;
- maintain an up to date development plan for the council area;
- carry out and promote projects and initiatives in support of the strategic policy framework;
- ensure that sustainability and the environmental agenda are integral to the work of the council, and
- take a key role in implementing the council's e-government agenda.

## WHAT WE DO

We have two principal areas of activity:

### Development Planning

- preparation, implementation and monitoring of the statutory development plan (structure plan and local plans);
- preparation of development briefs;
- development promotion;
- preparation of subject specific policies such as the council's affordable housing policy;

- capital programme project implementation (traditional towns, footpaths, access to the countryside, land and property acquisition);
- strategic information and geographical information systems;
- conservation and design of the built and archaeological heritage;
- strategic links to Development Management;
- implementation of the council's contaminated land strategy;
- contributing to e-government agenda, including lead role on land and property addressing standards, and
- key input to the council's modernising government activities.

### Environment

- corporate lead on the environmental agenda; corporate lead on Strategic Environmental Assessment (SEA);
- Climate Change and Carbon Management
- bio-diversity action planning and nature conservation;
- support for the Central Scotland Forest Initiative;
- Water Framework Directive response, including river catchment planning and flooding;
- access to the countryside, including implementation of a core path network, and related activities associated with the Land Reform Act; and
- environmental protection, enhancement and awareness,

## OUR SERVICE STANDARDS

A published compendium of Service Standards is available on request and on the service website.

Our detailed Complaints Procedure is also available.

## CUSTOMER CARE STATEMENT

We will:

- Observe high standards of personal conduct, including politeness, fairness and sensitivity, and demonstrate integrity, objectivity, competence and confidentiality in carrying out our work;
- Acknowledge all communications promptly;
- Answer all telephone calls promptly or direct all calls to an answering service;
- Respond promptly to all messages left;
- Offer as much information and immediate advice as possible;
- Advise customers of the name and contact details for the officer responsible for dealing with their enquiries;
- Keep customers informed of the progress of their enquiries;
- Make arrangements to provide a service that suits the needs of all of our customers;
- Make our Complaints Procedure readily available to all;
- Listen to the concerns and views of our customers and consult regularly to ensure that their needs are being met and to continually improve the service, and
- Revise this statement on a regular basis in the light of feedback from our customers.