We will be happy to assist you by telephone, fax, email, letter or in person at our office. An officer is normally available at all times to deal with general enquiries. However, it is helpful to arrange an appointment in advance of your visit.

The office is easily accessible by foot, bike or bus. Cycle parking is available to the rear of the building. A disabled parking space is located close to the entrance and there is a public car park within 50m of the building. Disabled access, hearing loop, private meeting room available.

Development Planning & Environment,
County Buildings,
High Street,
Linlithgow,
West Lothian EH49 7EZ

Office hours: Mon-Thurs: 8.30 - 5.00, Fri: 8.30 - 4.00

Customers with special requirements

[redacted]

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশান অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিঃ 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的文本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਨੇਤ੍ਰਹੀਨ ਦੇ ਪੜ੍ਹਨ ਵਾਲੀ ਲਿਖਾਈ, ਟੇਪ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਇਸ ਬਾਰੇ ਇੰਟਰਪ੍ਰੇਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਲਈ ਲਿਖਣ ਦੇ ਮੀਨਤ ਕਰੋ : 0131 242 8181

یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، بڑے حروف کی طباعت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔
براہ مہربانی انٹرپریٹنگ اینڈ ٹرانسلیشن سروس سے ٹیلیفون نمبر 0131 242 8181 پر رابطہ قائم کریں۔

[redacted]

Planning Services Manager

Craig McCorristion Tel: **01506 282443**
craig.mccorriston@westlothian.gov.uk

Enquiries:

General
Tel: **01506 282457** Fax: **01506 282451**

Strategic policy advice and development briefs
Tel: **01506 282418**
fiona.mcbrierty@westlothian.gov.uk

Local Development Plan
Tel: **01506 282425**
localdevelopmentplan@westlothian.gov.uk

Contaminated land
Tel: **01506 282423**
neil.brown@westlothian.gov.uk

Core path network, countryside access and rights of way
Tel: **01506 282421**
david.oldham@westlothian.gov.uk

Environmental issues
Tel: **01506 282428**
chris.alcorn@westlothian.gov.uk

Climate Change
Tel: **01506 282419**
rona.gold@westlothian.gov.uk

Strategic information
Tel: **01506 282427**
rebecca.anderson@westlothian.gov.uk

Technical and graphic support
Tel: **01506 775281**
malcolm.graham@westlothian.gov.uk

The Development Planning and Environment service

westlothian.gov.uk

West Lothian Council

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 Econmonic 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 enquires;
- 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.