



Performance Information Service - Customer Consultation

YOU SAID – WE DID

Performance Information Service value the feedback we receive through our customer consultation and use this feedback to change and improve our services to meet the needs and expectations of our customers.

Below are some examples of the changes and improvements we have made to services as a result of customer feedback

Blue Badges and National Entitlement Scheme	
YOU SAID	WE DID
<i>Improve the council's online content on Blue Badges and how to apply for a Blue Badge</i>	We reviewed online content and now have clear information on the Blue Badge process.
<i>Improve handling of Blue Badge and National Entitlement Scheme applications from customers</i>	We reviewed using complaints analysis training and guidance for the Customer Information Service (CIS) and CSC services.

Public Transport	
YOU SAID	WE DID
<i>Provide more information on Public Transport Services in West Lothian</i>	Through the council website we now provide up to date information on public transport services including information about any planned disruptions or changes to services.

Roads & Transportation	
YOU SAID	WE DID
<i>Provide more information on the Winter Maintenance Service</i>	The council website now contains details of all the winter maintenance priority gritting routes as well as the information on the secondary, residential and footpath gritting routes

Waste Services	
YOU SAID	WE DID
<i>Introduce more opportunities to recycle glass</i>	<p>In 2014 West Lothian Council embarked on a project to introduce 200 new glass recycling sites across West Lothian. By the end of 2014 over 100 of these were in place with the remainder to be introduced throughout 2015.</p> <p>This has also taken away the need for another household recycling bin which was something that you told us you didn't want.</p>
<i>Increase the products which can be recycled within the Blue Bin</i>	<p>A new Blue Bin contract was introduced last year which has increased the products which can now be recycled through the blue bin including plastic bags and a variety of plastic food containers</p>
<i>Provide more opportunities to recycle</i>	<p>Following a successful trial in 2013 the service rolled out the food waste recycling service to all households in West Lothian in the Autumn of 2014</p>