

FEEDBACK: You Said, We Did

Actions taken by the Development Planning & Environment Team 2018/19 in response to customer complaints and suggestions, and to customer surveys

YOU SAID	WE DID
<p>My enquiry was about re-zoning of greenbelt for housing and future plans for house building around Linlithgow. The information has been difficult to find, plans shown at local library when they could very easily be e-mailed and/or made far more accessible to all.</p>	<p>We published the West Lothian Local Development Plan proposals maps on line and contacted local libraries to ensure that the most up to date proposals maps were available. Where this was not the case, new proposals maps and copies of the West Lothian Development Plan were re-issued to libraries.</p> <p>Contact details for the Team were updated on the Planning Policy web page to more easily enable customers to contact the team direct.</p> <p>The team also provided the council's Customer Services Team (Contact Centre) with updated contact details for those wishing to speak direct to a member of the Development Planning team.</p>
<p>Centralising location where information can be discussed is not convenient for everyone. Direct contact with relevant professional staff would be welcomed as a matter of course when dealing with Local Development Plans or planning applications.</p>	<p>Centralising of information is consistent with the council's approach to customer contact through "Transforming Your Council". However, we provided the council's Customer Services Team (Contact Centre) with updated contact details for those wishing to speak direct to a member of the Development Planning team.</p> <p>We reviewed and updated our web pages to provide a more user friendly format.</p>
<p>Local Development Plans consistently fall behind in meeting the 5 year timetable for adoption.</p>	<p>We put in place a timetable for preparation of the Local Development Plan and regularly monitored progress against this. Once the Local Development Plan was submitted to Scottish Government for Examination however, the council had limited control over the timetable and meeting the five year target for adoption.</p>