



PARKS & WOODLAND

SERVICE STANDARD TREE & WOODLAND

Description of our Service:-

To 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 land" for amenity, recreation, biodiversity, climate change mitigation and timber benefits.

Our Customers are:-

West Lothian residents, neighbours, visitors, other Council departments, local Councillors, local communities, forestry stakeholders and timber buyers.

Our Business Address is:-

Bee Craigs Country Park, The Visitor Centre, Near Linlithgow, West Lothian EH49 6PL

Tel: 01506 284516 E-mail: mail@beecraigs.com www.beecraigs.com

Availability:-

Available Monday to Friday and on call for emergencies. The Council's Country Parks, open spaces and woodland areas are open for public access throughout the year, except for temporary closures for operational/management purposes or during periods of extreme weather.

We will:-

- Adhere to Parks & Woodland service standards.
- Adhere to the standards set out in the 'Management Plan for Trees & Woodland on West Lothian Council Owned Land'.
- Provide clear and accurate information to all customers including updates for customers through www.westlothian.gov.uk
- Inform, consult and liaise with customers regarding tree/woodland management, policies and operations.
- Deal courteously and fairly with all customers.
- Check and respond to e-mails within 24 hours and to customer enquiries within 3 working days.
- Manage Council owned trees and woodland for the multi-purpose benefits of public amenity and recreation, biodiversity, climate change mitigation and sustainable harvesting of timber and other forest products, to off-set management costs on a site by site basis.
- Promote community and voluntary participation in tree and woodland management and work in partnership with other stakeholders where appropriate.
- Provide customers with the opportunity to comment on our service and facilities to ensure quality of service.
- Adhere to the standards set in West Lothian Council's complaints procedure.
- Aim to achieve an overall customer satisfaction target of 89%.