

**PARKS & WOODLAND
SERVICE STANDARD RANGER SERVICE**

Description of our Service:-

To enhance the appreciation and understanding of West Lothian's open spaces by the provision of an information and advisory service, maintain an access management role, support formal and informal recreational opportunities, conservation and environmental education.

Our Customers are:-

West Lothian residents and community groups, neighbours, visitors, other Council departments, local Councillors, partners, educational establishments and others.

Our Business Addresses are:-

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

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

Polkemmet Country Park, The Visitor Centre, Whitburn, West Lothian EH47 0AB

Tel: 01501 743905 E-mail: polkemmet@westlothian.gov.uk

Almondell & Calderwood Country Park, The Visitor Centre, Near Broxburn, West Lothian EH52 5PE

Tel: 01506 882254 E-mail: almondell&calderwood@westlothian.gov.uk

Availability:-

Available throughout the year.

We will:-

- Adhere to Parks & Woodland service standards.
- Provide clear and accurate information to all customers using the service.
- Ensure a welcome for visitors to West Lothian's countryside.
- Provide an environmental education service throughout the year including a Forest Schools programme to West Lothian schools.
- Oversee a range of events and activities to promote responsible access, biodiversity and enjoyment of the outdoors.
- Encourage community partnerships supporting Friends, volunteers, community groups/initiatives and other partner organisations.
- Provide interpretation to enhance the visitor experience.
- Contribute in the management of the natural heritage enjoyed by visitors.
- Manage biodiversity projects.
- Promote responsible access across West Lothian by upholding Scottish Outdoor Access Code (SOAC) and attendance at the Local Access Forum.
- Patrol key routes including the Core Paths within West Lothian. Contribute to the management of access throughout West Lothian (monitor, maintain and develop), as resources allow.
- Deal courteously and fairly with all visitors.
- Check and respond to customer enquiries within 3 working days.
- Provide customers with the opportunity to comment on our service and facilities to ensure quality of service.
- Adhere to the standards set within West Lothian Council's complaints procedure.
- Aim to achieve an overall customer satisfaction target of 89%.