

## **PARKS & WOODLAND**

### **SERVICE STANDARD ANIMAL ATTRACTION**

#### **Description of our Service:-**

Manage a variety of native Scottish breeds including the Red Deer, Highland Cattle, Belted Galloway Cattle and sheep breeds including Hebridean, Boreray, North Ronaldsay, Border Leicester, Blackface, Shetland and Cheviot. All livestock are managed to high welfare standards and are part of National Quality Assurance standards schemes with the cattle holding an elite high health status.

The farm is managed to educate visitors about working farms and to promote hardy Scottish rare breeds. We try to ensure good environmental practice in all land management duties on the animal attraction and take advantage of any appropriate funding opportunities to improve the biodiversity value of the farmed area.

#### **Our Customers are: -**

Educational establishments and members of the public, visitors to Beecraigs Country Park and traders of Beecraigs livestock and associated animal products.

#### **Our Business Address is:-**

Beecraigs Country Park, The Visitor Centre, Near Linlithgow, West Lothian EH49 6PL  
Tel: 01506 284516 E-mail: [mail@beecraigs.com](mailto:mail@beecraigs.com) [www.beecraigs.com](http://www.beecraigs.com)

#### **Opening Hours of Animal Attraction:-**

Sutherland Way open for access to visitors, subject to operational requirements. Viewing shed open normally during staffing hours. Staff led walks for pre-booked groups.

#### **We will:-**

- Adhere to Parks & Woodland service standards.
- Educate visitors about working farm life and hardy, native Scottish rare breeds.
- Run events and activities to promote the Animal Attraction, from basic introduction to specialist interest groups.
- Provide information on the farm to highlight specific aspects of the rural environment, engaging with all of our visitors. Interpretation also provided at the viewing shed.
- Comply with all relevant statutory obligations and local licensing requirements relating to the business.
- Manage the deer, cattle and sheep in line with current animal welfare best practice based on a natural products feeding regime, containing no growth promoters or other artificial additives.
- Adhere to the Biosecurity Code, as recommended by the Scottish Executive, to reduce the possibility for the introduction or spread of disease-causing organisms into and between animal sites.
- Ensure that all buildings, premises and equipment are maintained in sound condition, fit for intended purpose and maintained to a high standard of cleanliness and hygiene.
- Identify opportunities for projects that improve land management and biodiversity, enhance the visitor experience, securing grant support where available.
- Provide customers with the opportunity to comment on our service and facilities to ensure quality of service.
- Check and respond to e-mails within 24 hours and to customer enquiries within 3 working days.
- Adhere to the standards set in West Lothian Council's complaints procedure.
- Aim to achieve an overall customer satisfaction target of 89%.