

SERVICE STANDARDS for the Development Planning and Environment Team

We aim to ensure our customers receive an efficient and quality service at all times and are satisfied with their customer journey when engaging with the Development Planning and Environment Team. Below is an outline of the standards that our customers can expect from us.

Delivery

- To prepare and implement the statutory Local Development Plan and to support it with appropriate non-statutory planning and technical guidance.

Timeliness**Development plan enquiries**

- We aim to provide a 14 working day response to email and written communications relating to the development plan, although more complex enquiries may take longer. Where the council anticipates this, you will be advised of the likely timescale.

Education planning enquiries

- We aim to provide a 14 working day response to email and written communications relating to education capacity planning projections. This includes responding to enquiries relating to existing school rolls, forecasting future school rolls and providing responses to consultations on planning applications. More complex enquiries may, however, take longer and where the council anticipates this you will be advised of the likely timescale.

Environment enquiries

- We aim to provide a 14 working day response to email and written communications relating to the natural and built heritage, although more complex enquiries may take longer. Where the council anticipates this, you will be advised of the likely timescale.

Planning application consultations

- We aim to respond to consultations on planning applications within 15 working days. More complex enquiries may, however, take longer and where the council anticipates this you will be advised of the likely timescale.

Information

- We will continue to develop our employees to ensure you benefit from their knowledge and experience.

Professionalism

- We will treat you fairly and with respect.

Employee Attitude

- We will always aim to provide an excellent service
- We will respond in a professional manner

How we make sure our standards are met

- We monitor our performance against the customer service standards. Reports of our customer survey, complaints and local monitoring of standards are presented to the council's senior managers. Our web pages provide full details of the type of information we can provide and updates on key work streams
- We regularly prepare reports for the council's Economy, Community Empowerment and Wealth Building Policy Development and Scrutiny Panel (PDSP), Environment and Sustainability Policy Development and Scrutiny Panel (PDSP), Education PDSP, and Council Executive.
- We regularly advise and provide support to the council's Local Review Body (LRB).
- We contribute to the National Planning Improvement Framework (NPIF) which is prepared annually and submitted to Ministers and is used to monitor performance of local planning authorities. Input to the NPIF includes updates on progress in preparing the development plan for West Lothian and a delivery programme which will set out a deliverable housing land pipeline for the Local Housing Land Requirement (LHLR).

Suggestions for improving our Standards of Service

We welcome and encourage suggestions for improving our standards and performance.

We will:

- Actively seek suggestions about our service and the standards we set.
- Give due consideration to all suggestions for the efficient and appropriate delivery of our service.

Contact us

The Service can be contacted at:

- Email: customer.service@westlothian.gov.uk
- DPgeneral@westlothian.gov.uk
- wldp@westlothian.gov.uk
- Mail: West Lothian Civic Centre, Howden South Road, Livingston, EH54 6FF
- Phone: 01506 280000

- Websites: <http://www.westlothian.gov.uk/developmentplans>
<https://intranet.westlothian.gov.uk/article/9392/Environment>

Office hours are Monday – Thursday 8.30am – 5.00pm and Friday 8.30am – 4.00pm.

We no longer provide a drop-in duty service and parties can be seen only by prior arranged appointment at the Civic Centre, Howden South Road, Livingston during office hours - a charge may be levied for this service. Please be aware that if an appointment is not made you will not be seen. If you are unable to call into the office or it may be preferable to discuss your proposals on site, a site visit can be arranged – a charge may however be levied for this service.

We regularly update the Development Planning section of the West Lothian Council website in order to keep our service users informed. All responses to public consultation exercises are logged and acknowledged and parties subsequently kept informed of progress.

Complaints concerning any aspect of the work undertaken by the Development Planning and Environment Team will be acknowledged and responded to in accordance with the council's Complaints Procedure. A complaint is defined as an expression of dissatisfaction, however made, which alleges failure on the part of the council to perform a function or provide a service in line with stated council practices and policies. Fuller details and explanation of the Complaints Procedure are contained in the document How to make a Complaint available online or from any West Lothian Council office.

Formal requests for information under The Environmental Information (Scotland) Regulations 2004 (also referred to as 'EIRs') and / or Freedom of Information (Scotland) Act 2002 (also referred to as 'FOIs') will be responded to by the Service within the statutory timescale of 20 working days from receipt of the information request unless otherwise specified.

Date Standard was set: January 2018 (revised March 2026)

Review period: Annually