

SERVICE STANDARDS FOR DEVELOPMENT MANAGEMENT

Development Management Enquiries and Planning Applications

- We aim to respond to enquiries received through the council's Customer Service Centre within three working days.
- We will aim to respond to a pre-application enquiry within 20 working days.
- We will aim to determine a planning application for local or other (advertisements, listed buildings etc) development within two months.
- We will aim to determine a planning application for major development within four months.

Planning Enforcement Complaints

- We will acknowledge an enforcement complaint made on an Enforcement Complaint Form within three working days.
- We will acknowledge an initial phone contact, which requests a response, within two working days.
- We will visit sites which are the subjects of complaints, where this is necessary or seek photographic and other evidence, within 10 working days of receipt of an Enforcement Complaint Form.
- We will inform the complainer of the findings of an initial visit/assessment and any action that is proposed, within 21 days.
- We will inform complainants of the outcome of a case within 10 working days of the case being closed.

Knowledge/Professionalism

- We will train and support our employees to continuously improve their knowledge and skills to ensure that you benefit from their expertise and professional knowledge.
- We will treat you fairly and with respect.

Employee Attitude

- We aim to be courteous and understanding in dealing with all our customers' enquiries.
- We will always aim to provide an excellent and timeous 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.
- The team prepares reports for the council's Development & Transport Policy Development and Scrutiny Panel (PDSP) and Environment PDSP, including quarterly performance reports.
- The team contributes to the National Planning Improvement Framework (NPIF), which is prepared annually and submitted to Scottish Government and is used to monitor performance of local authorities. Input to the NPIF includes updates on significant development that has been delivered on the ground, together with an assessment against twelve attributes that have been identified as key to a high performing planning authority.

Suggestions for Improving our Standards of Service:

We are always delighted to receive suggestions for improving our standards and performance. Please email Planning@westlothian.gov.uk with any comments/feedback you may have, for the attention of the Planning Services Manager.

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:

- Phone: 01506 280000
- Email: customer.service@westlothian.gov.uk
- Website links: [Planning Applications - West Lothian Council](#) and [Related Planning Information - West Lothian Council](#)

Office hours are Monday – Thursday 8.30am – 5.00pm and Friday 8.30am – 4.00pm. The team no longer provides a drop-in duty service. Parties can be seen only by prior arranged appointment at the Civic Centre, Livingston, during office hours. A charge may be levied for this service.

If your enquiry is for pre-application advice, Development Management provides a paid for service which you can access using the following [Pre-Application Enquiry - West Lothian Council](#)

Complaints and Requests for Information

Complaints concerning any aspect of the work undertaken by Development Management will be acknowledged and responded to under the council's Complaints Procedure. A complaint is 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. When you have a complaint, we will fully and promptly investigate it in line with the council's complaints procedure. Fuller details and explanation of the complaints procedure are contained in the How to make a Complaint document available online using the following link: [Complaints - West Lothian Council](#)

Requests for information under The Environmental Information (Scotland) Regulations 2004 (also referred to as 'the EIRs') and/ or Freedom of Information (Scotland) Act 2002 (also referred to as 'the FOIs') will be responded by the Service within statutory timescales of 20 working days (please allow for postal time if you request a hard copy) or unless otherwise specified. Details on how to make a request can be found at the following link:

[Freedom of Information requests - West Lothian Council](#)

Date Standard was set: 31/01/2018

Last Reviewed: 27/02/2026

Review period: Annually