

## FEEDBACK: You said we did

Outcomes from review of the West Lothian Annual Survey carried out January 2015.

| YOU SAID  | WE DID   |
|---|--|
| Most of my interaction is through the online web portal. I find that this is quite buggy and is difficult to use. The online applications also don't have a map attached and it often crashes on my computer. | The West Lothian Council website has been completely revamped and is regularly reviewed. The Planning Policy web page provides links to mapping associated with its key work stream which is the preparation of the development plan. Development Planning continues to review and update the information it provides on its Planning Policy web page.             |
| The shortness of time I have been in the system does not adequately allow a more informed judgement at this time.   | Development Planning continues to review and update the information provided on its Planning Policy web page to ensure that it remains relevant and up to date.  |
| Although we have had opportunities to meet with the development planning team the promptness of response was only adequate.   | Development Planning is a small team and has to balance the requirements of service delivery against the demands of individuals. It is not always possible to meet as promptly as hoped, however, Development Planning would aim to meet where appropriate within a reasonable timeframe of receiving a request to meet.   |
| In some instances we are still awaiting a response to meeting requests via telephone and email.   | Customers can contact staff via the Customer Contact Centre 24hrs a day 7 days a week. Calls are either put through to an officer or an email is sent specifying that a response will be provided within the Planning Services standard response time norm of 3 days. However, Development Planning staff aim to reply the same day or within 24 hours of receipt. |
| The office space/meeting rooms could be better.   | Planning Services was temporarily located at Lomond House, Livingston. The Service has now moved to the Civic Centre, Livingston which provides a modern working environment with enhanced meeting rooms and facilities.   |