We value the comments and input of our customers.
If you have any genuine suggestions as to how we can improve our service please ring our Customer Service Centre on 01506 775000 or contact us via email at customer.service@westlothian.gov.uk

Information is available in Braille, on tape, in large print and community languages.
Please contact the Interpretation and Translation Service on 0131 242 8181.

هده المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশান অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিঃ 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਨੇਤ੍ਰਹੀਨ ਦੇ ਪੜ੍ਹਣ ਵਾਲੀ ਲਿਪੀ, ਟੇਪ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਇੰਟਰਪ੍ਰੈਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ : 0131 242 8181

یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، بڑے حروف کی طباعت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔
براہ مہربانی انٹرپریٹنگ اینڈ ٹرانسلیٹنگ سروس سے ٹیلیفون نمبر 0131 242 8181 پر رابطہ قائم کریں۔

Informacje te moga byc przelozone na jezyk Braille'a, dostepne na tasmie magnetofonowej lub wydane duzym drukiem oraz przetlumaczone na jezyki mniejszosci narodowych.
Prosimy o kontakt z Uslugami Tlumaczeniowymi pod numerem 0131 242 8181.

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NETs and Land Services

SERVICE STANDARDS

West Lothian Council delivers

www.westlothian.gov.uk

West Lothian Council

NETS AND LAND SERVICES

In October 2006 the Community Safety Committee approved new service standards for NETs and Land Services. These new standards aim to allow NETs and Land Services to give a better service to all our customers.

Service Standards for Street Cleansing

- Achieve street cleanliness targets (Cleanliness index score of 67) set by Audit Scotland
- Respond to all enquires within 3 days

Service Standards for Garden Maintenance Scheme

- Process applications within 5 weeksw
- Respond to all enquires within 3days

Service Standards for NETs - reactive teams

- Respond to all enquires within 3 days i.e. Litter, Graffiti, Fly tipping, Dog Fouling, Abandoned Vehicles

Service Standards for Play Area Maintenance

- Inspect and maintain play areas on a fortnightly basis in the winter and weekly in the summer
- Conduct annual independent inspection of all sites
- Make safe dangerous or vandalised equipment within 24 hours

Service Standards for Arboriculture

- Respond to tree emergencies within 4 hours (Council property and office hours)
- Respond to enquires within 3 days

Service Standards for Cemeteries Service

- Respond to customer enquiries within 3 days

Service Standards for Ground Maintenance

- Respond to customer enquiries within 3 days

Service Standards for Environmental Enforcement

- Evaluate enquiries where Environmental Enforcement could be appropriate within 3 days

Service Standards for Policy & Development

- Respond to customer enquiries within 3 days (Ownership details, adoption of open spaces, gala days etc)

Current Initiatives 2006/07

- Progress Open Space Strategy Action Plan (£4.5M investment in upgrading parks)
- Progress provision of new cemetery sites (£33.5M investment in 3 new sites and 1 extension)
- Review service delivery to improve service standards and deliver services on a locality basis
- Develop environmental wardens service
- Improve communication of service achievements etc

Monitoring our performance is essential in demonstrating how we deliver best value.

The following are some of the performance indicators that we use:

	Target	05/06	06/07
LEAMS cleanliness indicator for street cleansing. (Statutory)	67	67	72
Enquiries responded to within 3 days – NETs)	97%	91.7%	81%
Enquiries responded to within 3 days – Street Cleansing)	90%	92%	81.7%
% of Abandoned Vehicles removed within 14 days	95%	100%	86%
Customer satisfaction levels	95%	100%	100%

For more information on our service standards please visit www.westlothian.gov.uk