



SERVICE STANDARD WEST LOTHIAN COUNCIL'S COUNTRYSIDE SECTION'S FORESTRY MANAGEMENT

Description of our Service:-

Provision of forest management services to Countryside Section woodlands for public recreation, amenity, conservation, biodiversity and timber benefits.

Our Customers are:-

Forest partners, stakeholders and visitors to Council owned woodlands found within the three Country Parks and other woodland holdings in West Lothian

Our Business Address is:-

Almondell & Calderwood Country Park, The Visitor Centre, Near Broxburn, West Lothian EH52 5PE

Tel: 01506 882254 Fax: 01506 846256 E-mail: almondell&calderwood@westlothian.gov.uk www.beeccraigs.com

Beeccraigs Country Park, The Visitor Centre, Near Linlithgow, West Lothian EH49 6PL

Tel: 01506 844516 Fax: 01506 846256 E-mail: mail@beeccraigs.com www.beeccraigs.com

Polkemmet Country Park, The Visitor Centre, Whitburn, West Lothian EH47 0AD

Tel: 01501 743905 Fax: 01501 744780 E-mail: polkemmet@westlothian.gov.uk www.beeccraigs.com

Availability:

Operational hours Monday to Thursday 08:00-16:00 and Friday 08:00-12:00.

Emergency cover as required.

Woodland access hours: 24hrs/365 days.

We will:-

- Adhere to the standards set-out in Countryside Section's Customer Service Commitments document.
- Deal courteously and fairly with all members of the community.
- Provide information and updates for customers through www.beeccraigs.com, checking and responding to all e-mails within 2-3 working days.
- Manage Council owned woodlands for the multi-purpose benefit of recreation, conservation and timber production and seek to follow the remit of the Scottish Forestry Strategy.
- Apply sustainable and sound silvicultural practices to the forestry process where appropriate.
- Work in association with other Countryside staff having input into the land management process for countryside recreation, informal access, livestock management and conservation.
- Inform, consult and liaise with forest partners and stakeholders in the planning of long term forest management issues.
- Promote community and voluntary participation in woodland management operations and work in partnership with other stakeholders where appropriate.
- Maintain access arrangements or provide alternative diversions within the remit of the Scottish Outdoor Access Code where forestry operations are taking place.
- Provide customers with the opportunity to comment on our service and facilities.
- Adhere to the standards set within Countryside Section's complaints procedure.
- Regularly evaluate and review performance and make the results available.
- Aim to achieve an overall customer satisfaction target of 80%.