

Appendix 2 Customers, Partnerships and Contact Mechanisms

(Organisations are listed alphabetically, usually by their full name; commonly used abbreviations are shown after the name)

Development Services' link. Unit and Team abbreviations: BSt = Building Standards, CP = Consumer Protection, DC = Development Control, Des = Design, EH = Environmental Health, EP = Emergency Planning, Lic = Licensing, P & E = Planning and Environment, Rds = Roads, TP = Transport Planning, TS = Trading Standards, WM = Waste Management

Partner Organisation	Development Services' link	Subjects	Contact Mechanism	Statutory link
ADAPT	Design,	Suitable designs for disabled people	Consultancy agreement or advisory	
Advocacy for Action	Design,	Advice/liaison on disabled access	Members of Falkirk & District Access Assessment Group	
Annite Scotland	Licensing	Braidhill computer system	Direct	
Architects in private practice	Bld St, DC,	Submission of plans,	Direct	
Area Forums	Development Services representative at each forum deals with all matters raised which are within the responsibilities of the Service		Attendance at each Forum	
Bo'ness Area Forum	John Angell, David Queripel, Brian Robertson, Alan Rodger, Consumer Protection Manager, (shared)			
Braes Area Forum	Rhona Geisler (substitutes J Angell, B Robertson)			
Denny and Bonnybridge Area Forum	Findlay Brown, Robert McMaster, Greg Pender, Russell Cartwright, (shared)			

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Falkirk Area Forum	Sheila Terry (substitutes. J Angell, A. Rodger, D. Queripel)			
Grangemouth Area Forum	Robert Main (substitutes R Cartwright, B Robertson, Consumer Protection Manager)			
Larbert and Stenhousemuir Area Forum	Bob Ewen (substitutes F Brown, R McMaster, G Pender)			
W. S. Atkins, Environmental Consultants	Rds. TP	Roads, transportation and environmental consultancy	Two year commission from February 2004	
Audit Scotland and the Accounts Commission	BSt,CP,DC,EHP&E, Rds WM Policy Co-ord.	Statutory Performance indicators	PI Co-ordinator (B Knowles) External audit, SPI Guide, Consultations,	Yes
Autobreakers (Alloa)	EH, Roads	Disposal of abandoned cars	Contract	
Avecia plc, Grangemouth	EH,	Emergencies, Air quality, Noise	MICC, Liaison Group with Grangemouth residents,	
BP plc, Grangemouth,	EH, EP, P & E	Emergencies, Air quality, Noise, Falkirk Action Plan	MICC, Action Plan Partnership Grangemouth Liaison group, Direct	
British Waterways,	P & E, EH, Roads,	Canal planning, Reservoir licence Bridges	Direct, Millennium Link Canal Development Group Lowland Canals Steering and Advisory Committees	
CAPS / ESRI	BSt, DC, P&E	Planning & Bld. Control computer system supplier	Direct, Contract, Users Group	
Callendar Estates Ltd.	P & E	Countryside issues	Direct	

Partner Organisation	Development Services' link	Subjects	Contact Mechanism	Statutory link
Central Scotland Fire Service	BSt, Design, EH, EP, Lic, TS,	Fire safety of buildings, Design work, Bld Regs relaxation, HMOs, Emergencies, Fireworks, Bonfires, Licensed premises, Child safety exercise	Joint Board, MICC, Direct, Crucial Crew committee,	Yes
Central Scotland Forest Trust	P & E	Countryside / environmental issues, Central Scotland Forest	Board membership, Millennium Link Development Group, Greenspace Annual Programme Development Group, Local Authority Forum	
Central Scotland Police	All	Emergencies, Licensed premises, Road traffic/safety, Safety of Sports Grounds, Design projects	Joint Board, MICC, Direct, Contracts,	Yes
Central Scotland Police animal welfare section	CP/TS, EH	Animal welfare and animal movements	Service level agreement	Yes
Central Scotland Road Accident Investigation Unit (CSRAIU)	TP,	Road accident investigation	Joint unit, Service Level Agreement.	
Central Shopmobility Ltd	TP	Disabled personal mobility	Service level agreement	
Central, Fife & Tayside Food liaison group and Health & Safety liaison group	CP	Liaison with other councils on food safety, food standards & health and safety	Liaison group meetings with other member councils	
Chamber of Commerce	CP	Enforcement policy	Direct	
Citizen's Advice Bureaux (CAB)	CP/TS, EH,	Consumer advice, Nuisances,	Falkirk Consumer Support Network, Direct,	
Council for the Voluntary Sector (CVS Falkirk and District)	All	Support to the local voluntary and community sector	Direct, 01324 692 000 http://www.cvsfalkirk.org.uk/	

Partner Organisation	Development Services' link	Subjects	Contact Mechanism	Statutory link
Dawson Initiative	Design	Building design	Direct	
Department of Trade and Industry	TS	Consumer safety advice	Direct, www.dti.gov.uk/	Yes
Disability Rights Commission	BSt, Design	Disability discrimination Act issues	Direct, Website	
Disabled Access Working Group	BSt, Design	Disabled access to buildings,	Working Group	
Disclosure Scotland (Scottish Criminal Record Office) (SCRO)	Licensing, TP,	Disclosure/checking of criminal records	Direct, Online application form	Yes
Dundee City Council	All	Translation and Interpreting service	Service agreement, Direct contact	
Edinburgh Radiation Consultants	Env. Health	Radiation monitoring	See under SCLAFE	
Elected Members (Councillors)	All	Committee reports & meetings, Member's enquiries,	Direct, Council Committees	
Emergency Planning Society	EP,	Emergency planning	Membership	
Energy Action Grants Agency	Design	Insulation and heating improvement grants	Membership, 0131 777 2501 http://www.eaga.co.uk/	
Energy Action Scotland (charity)	Design	Action against fuel poverty	Direct, http://www.eas.org.uk/	
Energy Savings Trust	Design	Sustainable and efficient use of energy	Direct, http://www.est.org.uk/	
Engineers: structural, mechanical, electrical,	Design	Professional consultancy services	Consultancy contracts,	
Environmental Education Task Group	P & E	Environmental education	Group meetings	
Falkirk & District Access Assessment Group	BSt	Advice/liaison on disabled access	Member of group	

Partner Organisation	Development Services' link	Subjects	Contact Mechanism	Statutory link
Falkirk Access Forum	P & E	Countryside access	Forum meetings	
Falkirk and District Civic Trust,	P & E	Built environment, Doors Open Day event,	Local Doors Open Day Steering Group	
Falkirk College	All	Community Planning, Training courses,	Direct, http://www.falkirkcollege.ac.uk/	
Falkirk Council, Community Services	BSt, CP, EH, EP, Lic, Roads	Open air events, Disposal of surplus property assets, Dog fouling, Swimming pools, Property services,	Buildings and Land Group Corporate Asset Realisation Working Group, Direct,	
Falkirk Council, Corporate & Commercial Services	All	Corporate issues, IT & Internet liaison, Roads issues, Waste / refuse disposal, Building,	Service IT & Web Wrk. Grps, Modernising Government Grp, Corporate IT Strategy Group,	
Falkirk Council, Education Services	P&E, CP, EH, TP,	Planning for school accommodation, Food Safety , Swimming pools, School buses	Planning/Education Schools Group, Direct	
Falkirk Council, Housing and Social Work Services	BSt, Design, EH, TP	Improvement Grants, Construction, Window Leasing, Local Housing Strategy, Social Work transport, Housing defects,	Private Sector Housing Working Group, Contracts, Housing Needs Assessment Group, Planning / Housing Group, Local Housing Strategy Steering Group, Direct,	
Falkirk Council, Law and Administration Services	Licensing, BSt, CP, DC, EH, All	Licensing Board, Enforcement / Investigatory activities, Legal advice	Licensing Board, Direct,,	
Falkirk Disabled Rights Action group	BSt, Design,	Disability issues	Direct	

Partner Organisation	Development Services' link	Subjects	Contact Mechanism	Statutory link
Falkirk Environment Trust, (FET)	P & E,	Landfill Tax redistribution	Board and Technical Group support including project development and fund monitoring	
Farming and Wildlife Advisory Group	P & E	Biodiversity	Membership of Group	
Fife Council	All	Neighbouring council issues	Direct	
First (Edinburgh) Bus Group	TP,	Contract bus services, Concessions scheme,	Contract, Agreement,	
Food Standards Agency (FSA)	CP,	Food sampling & inspection, Performance returns, Audit,	Direct, Liaison group, http://www.food.gov.uk/	Yes
Forth Estuary Forum	P & E	Environment issues	Management & Topic Groups	
Forth Managed Realignment group	P & E	Forth estuary, Flood prevention	Membership of group	
Forth Ports plc	CP,	Port Health	Direct	
Forth Valley Food Links	P & E	Local food production and supply, health & diet	Meetings, http://www.fvfl.org.uk	
Forth Valley GIS (geographical information service)	All,	Computerised mapping / geographical information	Joint Unit based at Stirling Council. Service IT Working. Group, Liaison Groups	
NHS Forth Valley (previously Forth Valley Health Board (FVHB))	CP, EH, EP	Communicable disease, Health education, Ambulance service.	Direct, Various liaison groups www.show.scot.nhs.uk/nhsfv/	Yes
Forth Valley Acute Hospitals NHS Trust	CP	Catering Hygiene	Direct	Yes
Forth Valley Primary Care NHS Trust	CP, EH	Communicable disease, Health promotion,	Direct, Various liaison groups	Yes

Partner Organisation	Development Services' link	Subjects	Contact Mechanism	Statutory link
Glasgow Scientific Services (Glasgow Council)	CP, EH,	Food & Water sampling analysis	Contract, Public Analyst)	Yes
Harwell Scientifics Ltd	EH	Laboratory analysis	Contract	
Health and Safety Executive (HSE)	CP,	Health & Safety enforcement, Accident investigations, Petroleum/explosives licensing	Direct, http://www.hse.gov.uk/	Yes
Health Scotland	CP, EH	Combines the Public Health Institute of Scotland (PHIS), and the Health Education Board for Scotland (HEBS).	Special health board. Direct or via NHS Forth Valley www.hebs.scot.nhs.uk	Yes
HM Customs	CP,	Imported food inspection	Direct	Yes
Home Energy Efficiency Scheme (the Warm Front Team)	Design	Requirements under the Home Energy Conservation Act	Consultancy agreement, www.powergen-warmfront.co.uk/	Yes
Housing Associations	BSt, DC, EH,	Housing issues,	Direct	
IDOX (previously The Planning Exchange)	P & E, DC	Planning advice,	Membership, www.i-documentsystems.com/	
Institute of Public Finance (IPF/ CIPFA)	Design	On line best value construction information	Annual subscription, http://www.cipfa.org.uk/	
Joint Mobility Unit (RNIB) (Royal National Institute of the Blind)	BSt	Premises audit for obligations under Disability Discrimination Act. Adaptation grants advice,	Direct, Consultancy service, www.rnib.org.uk/	
LACORS (The Local Authorities Co-ordinators of Regulatory Serv's)	CP	Advice on regulatory matters e. g. Trading standards, Food safety	Member Authority, Consultation Groups, http://www.lacors.gov.uk/	
Landfill Operators	P & E, Waste Management	Waste disposal strategy,	Area Waste Planning Group	

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Licensed Trade Association	CP, Licensing,	Licensing for sale of alcohol, Noise	Licensing forum,	
Local Biodiversity Action Plan (LBAP) Steering Group	P & E	Bio-diversity,	LBAP Education Awareness Group, LBAP Urban, Estuary and Woodland Action Groups	
Local Energy Efficiency Advice Centre	Design	Energy advice	Direct	
Local History Society,	P & E	Environment issues	Local Doors Open Day Steering Group	
Major Incident Co-ordinating Committee, Grangemouth (MICC)	EP, EH	Emergency planning for Grangemouth petro-chemical complex	Committee meetings and exercises	
MIS Ltd	DC, P & E,	LAS computer system	Direct	
MVM Consultants plc	CP EH Admin	Pro-active computer system	Users Group, Direct, www.mvm.co.uk/	
National Housebuilders Council (NHBC)	BSt,	Construction problems	Direct	
Network Rail	Roads,	Bridges,	Direct,	
NHS Forth Valley see under Forth				
North Lanarkshire Council	All	Neighbouring council issues	Direct	
Office of Fair Trading (OFT)	CP (TS),	Promoting fair trading	Direct, http://www.of.gov.uk/	Yes
Ombudsman, (Scottish Local Government Ombudsman)	All	Complaints about council service	www.ombudsmanscotland.org.uk/ , Direct	Yes
Order of Malta Dial-a-Journey Ltd	TP	Disabled accessible bus service	Service level agreement	

Partner Organisation	Development Services' link	Subjects	Contact Mechanism	Statutory link
Paths For All	P & E	Countryside access	Falkirk Access Forum	
Red Cross (British Red Cross)	EP	Emergency planning	Direct	
Royal Environmental Health Institute of Scotland (REHIS)	CP,EH	Environmental health	Staff memberships, Food safety training, www.royal-environmental-health.org.uk/	
Royal Society for the Protection of Birds (RSPB)	P & E	Biodiversity,	Local Biodiversity Action Plan Steering Group	
St. Andrews Ambulance Assoc.	EP	Emergency planning	Direct	
ScotRail plc	TP	Travel concessions	Direct	
Scottish Centre for Infection and Environmental Health (SCIEH)	CP, EH,	Advice on and investigation of communicable disease	Direct	
Scottish Civic Trust,	P & E	European Doors Open Day Event	Local Doors Open Day Steering Group, www.scottishcivictrust.org.uk/	
Scottish Enterprise, Forth Valley	Director, P&E,	My Future's in Falkirk Action Plan, etc	Partnership,	
Scottish Environment Protection Agency (SEPA)	EH, EP, P & E WM, BSt,	Environmental protection, Dumping, Emergencies, Area Waste Planning, Contaminated Sites, Air pollution, etc	Area Waste Plan Group Air Quality liaison group Direct, www.sepa.org.uk/	Yes
Scottish Environment Protection Agency (SEPA)	EH, P & E, Roads, ,	Flooding, Water pollution	Flood Appraisal Working Group, Direct	Yes
Scottish Executive Development Department	BSt, DC, P&E, Roads	Vacant Land Register, Electronic government, Planning, Housing issues	Scottish Executive Eplanning Group, Direct, http://www.scotland.gov.uk/	Yes

Partner Organisation	Development Services' link	Subjects	Contact Mechanism	Statutory link
Scottish Executive Education Department	P&E	Historic buildings, Ancient Monuments,	Direct	Yes
Scottish Executive Enterprise, Transport and Lifelong Learning Department	Roads, TP,	Transport issues	Direct	Yes
Scottish Executive Environment and Rural Affairs Dpt.	P&E	Environment & countryside issues	Direct	Yes
Scottish Executive Health Department	CP, EH,	Environmental Health, Food safety	Direct	Yes
Scottish Executive Justice Dept.	EP	Civil Contingency Planning	Direct	Yes
Scottish Housebuilders Association	BSt, DC,	New house building	Direct	
Scottish Natural Heritage, (SNH)	P & E	Central Scotland Forest project, Sites of Special Scientific Interest, Greenspace annual programme Countryside issues	Greenspace Development Grp Local Biodiversity Action Plan Steering Grp, Local Authority and Falkirk Access, Forums www.snh.org.uk/	Yes
Scottish Power	Design, EP, Roads, EH,	Energy efficiency, Emergencies Street lighting, Housing issues	Direct,	
Scottish Water	BSt, EH, Roads	Water supply & quality, Drainage, Flooding	Direct, Flooding Appraisal Grp, www.scottishwater.co.uk/	Yes
Scottish Wildlife Trust,	P & E	Biodiversity	Local Biodiversity Action Plan Steering Grp, www.swt.org.uk/	
SESTRAN (South East Scotland Transport Partnership) (Borders, Clacks, Edinburgh, & Lothian Cls.)	TP	Public transport co-ordination, Regional transport planning	Voluntary association, Meetings of Councillors & Officers	

Partner Organisation	Development Services' link	Subjects	Contact Mechanism	Statutory link
Solicitors	DS, (BSt / EH/ P&E / Roads)	Property Enquiries	Charge for service	
Sports Clubs and organisations	BSt	Safety of Sports Grounds,	Direct	
Standing Conference of Local Authorities in the Forth Estuary (SCLAFE)	EH	Radiation monitoring (see also under Edinburgh Radiation Consultants)	Member council meetings Reports from Edinburgh Radiation Consultants	
Stirling Council (see also Falkirk GIS)	All, EH, TS,	Bandeath Stray Dog Kennels Metrology laboratory & Van Neighbouring council issues	EH: Contract, TS: Joint working agreement Direct	
Strathclyde PTE	TP	Public transport co-ordination	Direct	
Sustainable Scotland Network	P & E	Sustainability issues	Direct, http://www.sustainable-scotland.net/	
Sygentia plc Grangemouth	EP, EH,	Emergencies, Air quality, Noise	MICC, Sygentia Community Liaison group, Direct	
Taxi Operators	CP / Licensing	Taxi licensing issues	Taxi Forum	
Technical Indexes (TI) Ltd	BSt, Design,	Technical information on-line	Contract, Intranet link to www.info4localgov.com/	
Telecom operators: BT, Telewest, Mobile Phone operators,	DC, P & E, Roads	Planning issues, Road works and locations,	Direct,	Yes
Tourist Board, (Argyll, the Isles, Loch Lomond, Stirling and the Trossachs Tourist Board)	P & E, Roads,	Tourist advice,	Tourism Working Group, www.visitscottishheartlands.com	
Town Centre Management Co, Traders representatives,	P & E	Built environment, Environmental issues,	Routine project support and quarterly working group	

Partner Organisation	Development Services' link	Subjects	Contact Mechanism	Statutory link
Shopping Centre Managers,				
Transco plc	EH, Roads,	Gas safety/odours, Road works	Gas safety 0800 111 999, www.transco.uk.com/ Direct,	
Translation and Interpreting service	All	Translation and Interpreting	See Dundee City Council	
Unison	All	Trade Union issues	Direct with Service Stewards and Branch Secretary	
Veterinary advisor. - Graham's Road Veterinary Practice	EH	Animal Welfare licensing	Direct	Yes
Woman's Royal Voluntary Service (WRVS)	EP	Emergency planning	Direct	
West Lothian Council	All, Roads	A801 Avon Gorge Scheme Neighbouring council issues	Roads: Partnership Direct	