

CONSULTATIONS

A new performance management system was rolled out during 2002-3 augmenting the 8 measures to 16. Tougher standards were set and performance was benchmarked against a baseline gathered in 2001-2 and monitored by Management team and board.

2.1 Customer care: Numerical performance measures

	Performance Area	Total cases 2001/02	% Within Standards 2001/02	Total cases 2002/03	% Within Standards 2002/03
1	We will answer telephone calls promptly - (standard set to 12 sec average ring time.)	- ¹	7.2 Secs ¹	386,310	6.3 Secs
2	We will minimise occasions when you cannot contact us by phone - (standard set to >90% of calls answered)	- ¹	93.7% ¹	39,792	90.7%
3	Our website will be available 24/7 - (present contract specifies less than 0.5% downtime)	-	0.53%	-	0.36%
4	We will despatch all publications - within 5 working days of request (or payment, if priced)	7030	96%	7277	99%
5	We will make a decision on grants – within 40 working days following receipt of a valid application	1014	60%	733	59%
6	We will pay grants – within 30 working days of a valid claim	1671	87%	1654	85%
7	We will respond to consultations - within statutory or other official time-scales	4784	82%	5461	86%
8	We will respond to requests for information or advice from Owners and Occupiers - within 20 working days	172	87%	164	86%
9	We will respond to Notices of Intent - within statutory timescales	302	91%	423	90%
10	We will respond to consultations under the Town and Country Planning Act - within statutory timescales	1547	79%	2015	83%
11	We will respond to Parliamentary Questions and other requests from MPs & MSPs to the required timescales	120	83%	77	96%
12	We will respond to new licence applications and renewals - within 20 working days	698	100%	876	100%
13	We will investigate and respond to complaints - within 20 working days of receipt	14	64%	31	81%
14	We will refer all unresolved scientific representations on SSSI notification to the Advisory Committee on SSSIs - within 9 weeks of consultation closure	56 objectors on 8 SSSI	100%	1 Objector on 1 SSSI ²	-
15	We will respond to requests for environmental information - within 20 days	189	91%	194	94%
16	We will pay 95% of trade creditors invoices - within 30 days in accord with the better payment practice code	19370	94%	15953	96%

¹ Recording system was only available in Q4 of 2001/02

² The case being reported is an existing SSSI and not a new site, the nine week referral target does not apply as there is no formal consultation closure date.

2.2 Customer care: Complaints performance

SNH complaints are dealt within SNH's new customer commitments. The procedure has been streamlined with a view to resolving complaints more quickly. Thirty one complaints were received during 2002/03 covering a range of different areas of SNH's interactions with customers, the public and partners.

During FY 2002-3 we received almost 1,500 letters and e-mails regarding our proposals to cull hedgehogs in the Uists. Taking into account additional signatures on this correspondence and the 16 petitions we received on the issue, total representations were over 12,000. The vast majority of these were against the cull, with a small number in favour. We responded to all representations received. In view of the high volume of correspondence on this single issue, these were not handled within SNH's normal complaints procedures, but are reported here for completeness.

Complaint decision	Customer Satisfaction		Grand Total
	Dissatisfied	Satisfied	
Not upheld	2	11	13
Upheld	2	12	14
Withdrawn		4	4
Grand Total	4	27	31

Complaint cause Complaint related to...	Status			Grand Total
	Resolved	Unresolved customer pursuing outside of SNH	Unresolved customer not pursuing	
A job application	1			1
A management agreement or scheme	7			7
An SNH grant (including failed applications)		1		1
An SNH Publication	1			1
An SNH response to a consultation	1			1
An SSSI or Natura procedure carried out by SNH	2	1	1	4
Information or advice provided by SNH	9			9
Other policy procedure or service	7			7
Grand Total	28	2	1	31

3. SNH responses to Government and other national consultations from 1 April 2002 to 31 March 2003

Sender	Government Yes/No	Topic	Date received	Final Response	Paper no
Aquip UK Ltd	n	Proposed Drilling Operation In Block164/27	27/05/02	14/06/02	183/02
Bern Convention	y	JNCC Consultation On The Impact Of Windfarms On Birds	14/10/02	20/11/02	369/02
Communities Scotland	y	National Community Education Training Review Consultation	23/05/02	26/07/02	177/02
Department For Environment, Food And Rural Affairs	y	Possible Changes To The Landfill Credit Scheme	26/04/02	17/06/02	151/02
Department For Environment, Food & Rural Affairs	y	Extending Opportunities For Competition In The Water Industry In England And Wales	31/07/02	11/09/02	282/02
Department For Environment, Food & Rural Affairs	y	UK Measures To Combat Acidification, Eutrophication And Ground-Level Ozone	20/08/02	22/10/02	306/02
Department For Environment, Food And Rural Affairs	y	Water Framework Directive - Second Consultation Paper	13/11/02	22/01/03	389/02
Department For Transport Local Government And The Regions	y	Financial Assistance For Moving Freight From Road To Inland Waterway	30/04/02	20/05/02	158/02
Department For Transport, Local Government And The Regions	y	Port Waste Reception Facilities	29/05/02	5/08/02	188/02
Department Of Environment And Rural Affairs	y	Regulations To Control The Use Of Sewage Sludge In Agriculture	21/10/02	16/01/03	374/02
Department Of Environment And Rural Affairs	y	Seas Of Change	21/01/02	20/02/03	397/02
Department Of The Environment Northern Ireland	y	Proposed Air Quality Limit Values (Amendment) 2003 Regulations (Northern Ireland)	10/02/03	18/02/03	40/03
Department Of The Environment Northern Ireland	y	Proposals For A Directive Of The European Parliament And Of The Council Amending Directive 94/62/EC On Packaging And Packaging Waste	14/05/02	6/06/02	168/02
Department Of The Environment	y	E C Water Framework Directive - Joint North/South	21/03/03	26/06/03	83/03

3. SNH responses to Government and other national consultations from 1 April 2002 to 31 March 2003 (continued)

Sender	Government Yes/No	Topic	Date received	Final response	Paper no
Northern Ireland		Consultation Paper			
Department Of Trade & Industry	y	A Modern Regional Policy For The UK	07/03/03	20/06/03	65/03
Department Of Trade & Industry	y	Energy Sector Indicators	04/03/03	20/06/03	63/03
Department Of Trade And Industry	y	Internet Consultation On Future Energy Policy	01/07/02	01/08/02	236/02
Department Of Trade And Industry	y	Strategic Assessment Of Part Of The Central And Southern North Sea SEA3	24/09/02	04/12/02	356/02
Department Of Trade And Industry	y	Future Offshore	28/11/02	17/02/03	405/02
Department Of Trade And Industry	y	Convention On Biological Diversity (CBD) UK Thematic Report On Transfer Of Technology And Technology Cooperation	13/12/02	09/01/03	419/02
Department Of Transport/ Scottish Executive	y	The Future Development Of Air Transport In The United Kingdom : Scotland	02/09/02	30/11/02	326/02
Engineering Technology Applications	n	Lewis To Mainland Renewable Energy Study	14/10/02	27/11/02	368/02
Environment Agency	y	Consultation on Additional Notified Substances	02/04/02	30/06/02	119/02
European Commission	y	Draft Guidance Document About Forests And Natura 2000	10/07/02	28/08/02	248/02
European Environment Agency	y	Core Set Of Indicators	15/08/02	12/09/02	300/02
Forestry Commission	y	Draft Regulations Implementing The EU Directive On The Marketing Of Forest Re-Productive Materials	06/09/02	27/11/02	332/02
Forestry Commission	y	Consultation On The Fourth Edition Of The Forest And Water Guidelines	19/11/02	23/12/02	395/02
House Of Commons	y	Environmental Audit Committee-New Enquiry – The Energy White Paper – Empowering Change	17/03/03	24/03/03	78/03
Joint Nature Conservation Committee	y	Natura 2000 In UK Offshore Waters	07/06/02	12/06/02	201/02
Joint Nature Conservation Committee	y	Convention On Biological Diversity (CBD) UK Thematic Report On Mountain Ecosystems	22/07/02	14/08/02	269/02
Joint Nature Conservation Committee	y	Convention On Biological Diversity (CBD) UK Thematic Report On Mountain Ecosystems	01/10/02	31/10/02	360/02
Ofgem	y	Electricity Act Schedule 9 Statement Consultation	11/11/02	05/12/02	383/02
Pesticides Safety Directorate	y	The E.C. Pesticides Review And Essential Uses – Update	24/03/03		84/03
Physical Activity Task Force	y	A Strategy For Physical Education A Consultation	07/06/02	10/09/02	200/02
Royal Commission On Environmental Pollution	y	Study On The Environmental Effects Of Marine Fisheries	28/06/02	11/09/02	232/02
Royal Commission On Environmental Pollution	y	Royal Commission On Environmental Effects Of Marine Fisheries - Invitation To Submit Evidence	27/02/03	31/05/03	56/03
Scottish Environment Protection Agency	y	Consultation On Energy From Waste	20/05/02	25/06/02	173/02
Scottish Environment Protection Agency	y	The Future For Scotland's Water- Guiding Principles On The Technical Requirements Of The Water Framework Directive	12/06/02	23/08/02	207/02
Scottish Environment Protection Agency	y	Large Combustion Plant Directive (LCPB) And The National Emissions Ceiling Directive (NECD) Discussion Document On Emissions Trading Scheme	26/08/02	22/11/02	311/02
Scottish Environment Protection Agency	y	New Charging Scheme In Relation To The Prevention And Control Regulations 2000	17/09/02	05/12/02	347/02
Scottish Executive	y	Draft Agricultural Holdings (Scotland) Bill	30/05/02	23/07/02	193/02
Scottish Executive	y	Nitrate Vulnerable Zones: Grant Scheme Consultation	11/06/02	26/07/02	203/02
Scottish Executive	y	Proposals For A New Regime On Public Access To Environmental Information	12/06/02	16/07/02	205/02
Scottish Executive	y	Review Of The Common Fisheries Policy	13/06/02	30/08/02	211/02
Scottish Executive	y	Organotin Compounds: Permitting Under The Pollution Prevention and Control (Scotland) Regulations 2000	24/06/02	30/07/02	225/02
Scottish Executive	y	Use Of Sheepmeat National Envelope	24/06/02	21/08/02	226/02
Scottish Executive	y	Less Favoured Area Support Scheme - Revised Proposals To Apply From 2003 Onwards	25/06/02	23/07/02	227/02
Scottish Executive	y	Renewing Local Democracy The Next Steps	26/06/02	08/07/02	230/02
Scottish Executive	y	Proposals For Tendering Clyde And Hebrides Ferry Services	02/07/02	26/08/02	237/02
Scottish Executive	y	Crofting Reform: Proposals For Legislation	17/07/02	27/09/02	256/02

3. SNH responses to Government and other national consultations from 1 April 2002 to 31 March 2003 (continued)

Sender	Government Yes/No	Topic	Date received	Final response	Paper no
Scottish Executive	y	Environmental Impact Assessment (Fish Farming In Marine Waters) Regulations 1999	17/07/02	7/08/02	262/02
Scottish Executive	y	Policy And Financial Management Review Of The Scottish Environment Protection Agency	18/07/02	18/09/02	263/02
Scottish Executive	y	Implementation On The Deliberate Release Of Genetically Modified Organisms Into The Environment - Consultation On The New Scottish Regulations	25/07/02	15/10/02	273/02
Scottish Executive	y	The National Lottery	14/08/02	29/10/02	299/02
Scottish Executive	y	Review Of Controls Of Inshore Fishing In Scotland	20/08/02	17/09/02	303/02
Scottish Executive	y	Groundwater Regulations 1998: Draft Code Of Practice On Mineral Extraction	22/08/02	18/11/02	310/02
Scottish Executive	y	Scotland's Renewable Energy Potential Beyond 2010	26/08/02	05/12/02	312/02
Scottish Executive	y	West Edinburgh Planning Framework	26/08/02	22/11/02	313/02
Scottish Executive	y	Commission Proposals On A Threshold For The Adventitious Presence Of Approved GMO's In Seeds And Seed Potatoes	02/09/02	12/09/02	321/02
Scottish Executive	y	CAP Reform Consultation On Mid-Term Review Of Agenda 2000	02/09/02	21/10/02	324/02
Scottish Executive	y	Implementation In Scotland Of Directive 2000/69/EC Relating To Limit Values For Benzene And Carbon Monoxide In Ambient Air	02/09/02	31/10/02	325/02
Scottish Executive	y	The Draft Environmental Impact Assessment Water Abstraction (Scotland) Regulations 2002	05/09/02	29/10/02	331/02
Scottish Executive	y	Scotland's Museums And Galleries – An Action Plan	09/09/02	27/11/02	339/02
Scottish Executive	y	Review Of The Prevention Of Environmental Pollution From Agricultural Activity (PEPFAA) Code Of Practice	17/09/02	05/12/02	348/02
Scottish Executive	y	The A96 Trunk Road (Fochabers And Mosstodloch Bypass) Order 2000	14/10/02	15/11/02	365/02
Scottish Executive	y	Dioxins And Dioxin-Like PCB's In The UK Environment	24/10/02	29/01/03	376/02
Scottish Executive	y	Review Of Locational guidelines For The Authorisation Of Marine Fish Farms In Scottish Waters	06/11/02	06/11/02	379/02
Scottish Executive	y	Groundwater Regulations 1998 Code of Practice On Petrol Stations And Other Fuel Dispensing/Storage Facilities Involving Underground Storage Tanks	18/11/02	30/01/03	392/02
Scottish Executive	y	A Strategy For The Sustainable Development Of European Aquaculture	21/11/02	29/01/03	396/02
Scottish Executive	y	Implementation Of The National Cultural Strategy: Draft Guidance For Scottish Local Authorities	17/12/02	23/01/03	421/02
Scottish Executive	y	Proposals For Amendments To The Waste Management Licensing Regulations	20/12/02	27/01/03	422/02
Scottish Executive	y	Conservation Of Native Freshwater Fish Stocks; The Prohibition Of Keeping Or Release Of Live Fish (Specified Species) (Scotland) Order 2003	23/12/02	21/03/03	424/02
Scottish Executive	y	Strategic Framework For Aquaculture	06/01/03	03/02/03	2/03
Scottish Executive	y	Animal Health and Welfare Strategy For Great Britain	14/01/03		14/03
Scottish Executive	y	CAP Reform: Consultation On Mid Term Review Of Agenda 2000	27/01/03	27/02/03	24/03
Scottish Executive	y	Working And Learning Together To Build Stronger Communities	28/01/03	15/04/03	26/03
Scottish Executive	y	Draft Guide To Transport Assessment in Scotland	30/01/03		34/03
Scottish Executive	y	A Walking Strategy For Scotland	17/2/03	15/05/03	47/03
Scottish Executive	y	Proposals For Changes To Agri- Environmental Schemes In Scotland	07/03/03	29/05/03	64/03
Scottish Executive	y	Amendment To The Salmon (Fish Passes And Screens) (Scotland) Regs 1994	10/03/03	28/05/03	67/03
Scottish Executive	y	Implementation In Scotland Of Directive 3002/3EC Relating To Ozone In Ambient Air	17/03/03	27/05/03	74/03
Scottish Executive	y	Legislating For The Nature Of Scotland - Draft Nature Conservation (Scotland) Bill	17/03/03	06/06/03	75/03
Scottish Executive	y	Technical Amendments To The Conservation (Natural	17/03/03	06/05/03	76/03

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Scottish Executive	y	Habitats) &c) Regulations 1994 Biodiversity Matters - Consultation On A Draft Strategy For Scotland's Biodiversity	17/03/03	06/05/03	77/03
Scottish Executive	y	Local Government In Scotland Act 2003	24/03/03	12/06/03	85/03
Scottish Executive	y	Consultation On A Draft Protection Of Animals (Scotland) Bill	26/03/03	27/06/03	86/03
Scottish Executive	y	Implementation Of European Council Directive 2000/76/EC On The Incineration Of Waste	28/08/02	14/11/02	317/02
Scottish Executive	y	The Transposition Of The Revised Large Combustion Plant Directive	12/08/02	02/10/02	294/02
Scottish Executive	y	Scottish Planning Policy (SPP) - Planning And Flooding Consultation Draft	27/03/03	25/07/03	87/03
Scottish Executive	y	Scottish FMD Contingency Plan	14/06/02	13/09/02	214/02
Scottish Executive Environment Group	y	Water Supplies In Public Buildings A Consultation	02/04/02	15/05/02	120/02
Scottish Executive Environment Group	y	Proposals For A Directive Of The European Parliament On Environmental Liability With Regard To The Prevention And Remedying Of Environmental Damage	17/04/02	11/06/02	135/02
Scottish Executive Environment Group	y	Water Quality Action Programme For Scottish Nitrate Vulnerable Zones	18/04/02	18/06/02	137/02
Scottish Executive Environment Group	y	Stage 11 Petrol Vapour Recovery Consultation Paper	18/04/02	10/07/01	140/02
Scottish Executive Environment Group	y	Cairngorms National Park Consultation On Draft Designation Order	07/06/02	22/08/02	199/02
Scottish Water	y	Consultation On Draft Sustainable Development	10/03/03		66/03
Sport Scotland	y	Sport 21 Review	29/11/02	15/01/03	408/02
The Planning Service	y	Modernising Planning Processes A Consultation Paper	25/04/02	20/05/02	147/02
The Scottish Parliament	y	Local Government Calls For Evidence On Local Government in The Scotland Bill	26/06/02	10/07/02	229/02
The Scottish Parliament	y	Enterprise Committee Calls For Evidence For New Parliamentary Inquiry	05/07/02	04/10/02	247/02
The Scottish Parliament	y	Inquiry Into Mainstreaming Equality Into The Activities Of Committees Of The Scottish Parliament	10/07/02	19/09/02	249/02
The Scottish Parliament	y	Inquiry Into Scottish Representation In Brussels	11/07/02	10/09/02	250/02
The Scottish Parliament	y	Future Of Structural Funds/Regional Development	31/03/03		93/03
The Waterways Trust	n	Draft Conservation Policy	31/07/02	18/09/02	283/02

4. Public Access to environmental information under the Environmental Information Regulations 1992 – a statement

Background

As a government body with responsibilities for the environment, Scottish Natural Heritage is subject to the Environmental Regulations 1992, the UK statutory instrument implementing the EC Directive of Freedom of Access to information on the Environment.

These regulations give the public a general right of access to environmental information held by SNH, unless there are 'substantive reasons for refusing'. SNH is obliged to respond to requests, and give a full written explanation for refusal or restriction of access.

The SNH Approach

SNH welcomes the regulations, which complement its open and accountable operating style. SNH has developed policies for the application of the Regulations, in liaison with sister agencies in England, Wales and Northern Ireland. These are also consistent with the Scottish Executive's Code of Practice on Access to Information.

There is a presumption in favour of release of information unless the reasons for refusal are compelling - for instance, if disclosing the details about a rare species could endanger them. Enquiries may be referred back to the customer if fulfilling the request is likely to create an unreasonable amount of extra work / or if a charge is likely to be made.

As well as responding to specific requests, SNH publishes an extensive range of information about the Scottish environment in the form of research reports, policy statements, guidance notes, information leaflets and booklets and Annual Reports. Information is also provided on our website.

A catalogue of publications is available free of charge from Design and Publications, Scottish Natural Heritage, Battleby, Redgorton, Perth. PH1 3EW, Tel 01738 444177 Fax 01738 827411. Publications can also be ordered directly from our web site: www.snh.org.uk.