



DATA LABEL: PUBLIC

Planning, Economic Development and  
Regeneration  
Environmental Health & Trading Standards  
**Health and Safety Service Plan 2025/2026**



## OVERVIEW

In order to meet the requirements of the National Local Authority Enforcement Code (national code), West Lothian Council is required to develop and approve an annual health and safety service plan. The national code is given legal effect under Section 18 of the Health and Safety at Work etc. Act 1974.

The plan outlines how health and safety will be monitored and enforced within West Lothian businesses. Whilst the main responsibility for ensuring health and safety remains with the businesses and individuals who create the risk, environmental health officers have a statutory duty in ensuring effective risk management, supporting businesses, protecting the West Lothian community, and contributing to the wider public health agenda.

The service plan covers:

- service aims and objectives;
- authority background;
- service delivery;
- partnership and working with others;
- staff development and performance management;
- quality assessment; and
- service plan review.

**A safe working environment is something many would take for granted. There is unfortunately significant confusion created by those who use health and safety as an excuse to avoid any type of risk. Very little of this has any bearing on real issues of health and safety and the necessary controls which should be in place to protect workers and members of the public. Inaccurate perceptions of health and safety continue to make headlines whilst essential work in protecting workers and the public goes largely unnoticed. The consequences of workplace accidents, ill health and fatalities are a significant burden on public health and the economy. Sensible, proportionate and firm management of health and safety is essential for everyone's benefit.**



## SECTION 1 ~ SERVICE AIMS AND OBJECTIVES

### 1.1 Corporate Plan & Single Outcome Agreement Links

Priority: Helping to create strong and sustainable communities.

(web link <https://www.westlothian.gov.uk/article/33026/Corporate-Plan> )

SOA7 We live longer, healthier lives and have reduced health inequalities.

### 1.2 Commitment

Our commitment is to protect and enhance the health, safety and welfare of people living and working in West Lothian by ensuring risks in the changing workplace are properly controlled.

In delivering this service plan we acknowledge and contribute across the six strategic themes of 'Helping Great Britain Work Well' – HSE, Health and Safety Strategy:

- Encouraging and recognising improvements, being increasingly joined up to deliver improved outcomes and minimise unnecessary burdens on businesses;
- Continuing to promote the risk-based, goal-setting regulatory regime that has served health and safety in Great Britain so well;
- Working with partners in the system to make workplaces safer and healthier, providing a level playing field for responsible employers with regulators and co-regulators, by advising, promoting, and where necessary, enforcing good standards of risk control;
- Using proportionate, risk-based regulation to support better outcomes, innovation and the safe use of new technologies;
- Developing services and products that contribute to improved management and control of risks, sharing our knowledge, and
- Continuing the dialogue and conversation with stakeholders to make the system better, always looking to provide simple, pragmatic advice and support.

A safe and healthy working environment also contributes to the health and wellbeing of the population within West Lothian. This is recognised within the [Joint Health Protection Plan](#) for Lothian agreed by NHS Lothian, West Lothian Council, City of Edinburgh Council, East Lothian Council and Midlothian Council.



### 1.3 Our priorities

The service has to be delivered on a priority basis. This reflects the nature of the work undertaken and that the service cannot be divided up into uniform time units for completing tasks. Each inspection, accident, and service request will have its own complexity and issues which determine the amount of work and time required to address.

The priorities are based on both reactive and proactive work and the potential public health impact of each. Delivery of service priorities will be within the context of resources available and staff skills, knowledge, experience and capacity.

Service priorities have been established to ensure the best practical service in addressing the safety and public health needs of our communities.

Guidance is issued annually under Section 18 of the Health and Safety at Work etc Act 1974 which provides all Local Authorities with guidance and tools to assist with priority planning and targeting interventions. The guidance is reviewed annually and the current guidance is [LAC 67/2 - 2025 to 2026](#). It contains an annual list of local authority regulatory priorities. There is also a list of specific activities in defined sectors that are considered suitable for proactive inspection. Service priorities are built around this framework, and are outlined in Appendix 3.

#### The Costs of Health and Safety

**The financial and human costs of work-related illness and injury are vast and impact individuals, businesses and taxpayers. The latest estimates show that, based on data from 2019/20 to 2022/23, an average of 606,000 workers were injured in workplace accidents each year and a further 677,000 workers each year suffered a new case of ill health which they believe to be caused or made worse by their work.**

**Total Costs to Britain were around £20.7bn in 2021/22. This equates to an average of £1.9m per fatal injury, £12,200 per non-fatal injury, and £19,300 per ill health case. This represents an increase of around £1.9 billion (a 10% increase) compared with 2019/20, and costs have been rising since the pandemic began. Prior to the pandemic, estimates of total costs had shown little variation since 2009/10.**

**Source: Labour Force Survey (non-fatal injuries) and RIDDOR (fatal injuries); annual average estimate 2019/20-2022/23.**



## SECTION 2 ~ AUTHORITY BACKGROUND

### 2.1 Profile

West Lothian is a mixed rural and urban authority covering a geographical area of 42,504 Ha. The population is approximately 183,810\*. The Environmental Health & Trading Standards service is located in Linlithgow Partnership Centre, Linlithgow. We are the enforcing authority in terms of health and safety legislation for 3160\*\* premises within the area ranging from offices, retailers, service sector, warehouses, leisure sector and public events. (\*National Records of Scotland mid-year estimate 2023, \*\*As of 01/04/2025)

### 2.2 Organisational Structure

The service structure is as per Appendix 1. The plan will be delivered by officers within the commercial team.

The commercial team is part of the Environmental Health & Trading Standards service which is part of Planning, Economic Development and Regeneration.

### 2.3 Scope of the Service

Enforcement and regulatory responsibilities for health and safety legislation are shared between Local Authorities and the Health and Safety Executive depending on the nature of premises and the type of work activity. The [Health and Safety \(Enforcing Authority\) Regulations 1998](#) outline this.

The scope of the service can be summarised as:

- *To inspect business premises within West Lothian, where the national code dictates inspection or intervention should be carried out in order to secure a safe and healthy workplace environment in accordance with relevant legislation, approved codes of practice, and other initiatives;*
- *To investigate accidents, work-related diseases and dangerous occurrences reported to the service, taking account of the [HSE incident selection criteria](#) with options ranging from providing advice to taking enforcement action where necessary;*
- *To respond to public and business complaints and enquiries in relation to health, safety and welfare within West Lothian workplaces enforced by us;*
- *To provide health, safety and welfare advice and guidance and to ensure compliance of new business and businesses transferred to new owners;*



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- *To ensure activities that are necessary to support, complement and develop the work of the health and safety service are carried out; and*
- *To prepare relevant reports, statistical, and other relevant information to local businesses and other service units within West Lothian Council, Central Government, professional bodies and any other interested parties as appropriate.*

### 2.4 Demands on the Service

The main demands on the service are driven by health and safety interventions / inspections, accident reports and investigations, and concerns and requests for service regarding health and safety. The issues which officers have to address include:

- Prevention / investigation of serious or fatal accidents.
- Preventing injuries from falls from height, slips trips and falls, manual handling and upper limb disorders.
- Preventing exposure to harmful substances (chemicals, asbestos, fine particulates, carbon monoxide etc.)
- Preventing injuries from vehicles and machinery (e.g. fork lift trucks).
- Preventing health impact issues (asthma, dermatitis, infectious diseases, legionella, stress, violence etc.)

Services are available from 8.30am to 5.00pm Monday to Thursday and 8.30am to 4.00pm Friday. The team, however, has to accommodate working out with these times due to operating times of businesses. On occasion evening and early morning work is necessary to carry out the inspection and intervention programmes. There is generally no proactive work for events etc at weekends. Emergency contact details have been provided to appropriate partner agencies in regards to incident management should these occur out with normal working hours. However, the arrangements are limited to point of contact notification only.

There is a regular turnover in many of the businesses with new owners and changes in operation of the business.

The principles of better regulation have been a key aspect of how the service is delivered for a number of years. We will continue to streamline and prioritise the service to make best use of our available resources to achieve positive outcomes.

### 2.5 Enforcement policy

In terms of the national local authority enforcement code the service has developed and follows a written [enforcement policy](#). In line with this enforcement policy, officers may be required to take appropriate enforcement action. This can include the service of



improvement notices, prohibition of activities or equipment, and reports to the Procurator Fiscal leading to prosecutions and time in court. There are appeal procedures associated with notices therefore care is taken in serving notices to ensure appropriate application and legal process is followed. On the rare occasion a notice is appealed this can impact immensely on officer time, and can have further consequences for council in terms of financial and reputational impact.

### **SECTION 3 ~ SERVICE DELIVERY**

Officers in the commercial team contribute to the development and implementation of this plan. This section outlines areas of work to which they contribute.

In order to meet ever changing demands, the service is always considering ways of working most effectively. Performance management is a key factor in ensuring this can be achieved (see section 4.4). The quality of the service delivered is essential in protecting public health, and the service is working to ensure that everyone plays a part in delivering the best service possible.

#### **3.1 Inspections and interventions**

There are currently 3160 businesses and work places within West Lothian which are allocated to the service for the purpose of monitoring and enforcing health and safety. Inspection / intervention will be carried out in accordance with the priority areas and list of business types deemed suitable for proactive inspection as identified in LAC 67/2-2025/2026. As an exception rather than the rule some proactive inspections may be carried out where local intelligence indicates an issue, e.g. a number of complaints, or an accident has occurred. The focus is on improving the safety culture within businesses. The emphasis is on comprehensive risk assessment within the business to identify potential hazards, the risks of those hazards occurring, what control measures they may already have in place, and where the gaps are which require to be addressed.

To ensure best use of resources, inspections and interventions are linked, where possible, to the food law inspections due and are set as an internal performance indicator. In practice only matters of evident concern, and queries from the duty holder relating to health and safety will tend to be addressed during food law inspections. Non-food premises will be targeted in a way which is proportionate to the relevant risk nature of the business. This will range from full and unannounced inspections, to targeted issue specific interventions, interventions for officer development purposes, and general advisory letters / communications / awareness raising to the very lowest risk establishments.



Officers have an input to on site safety at public events. There will be input through discussion with organisers, the licensing process and meetings with other council services.

Premises profiles and intervention information is outlined in Appendix 3.

### **3.2 Accidents – investigation / prevention**

There is a statutory duty on employers to report certain injuries, diseases and dangerous occurrences within set timeframes. A risk based and proportionate approach is taken by the service to the investigation of any reports received following the HSE incident selection criteria. The nature and frequency of the accidents/diseases reported is used to help identify local priorities for intervention, and any more immediate follow up response required.

On occasion accidents will come to light which have not been reported through the RIDDOR mechanism and some of these will also require to be investigated.

Information on accidents reported in West Lothian is found in Appendix 3.

### **3.3 Requests for service and concerns regarding safety**

Officers will investigate concerns raised by employees or others regarding health and safety in the West Lothian premises in which we enforce health and safety legislation. The nature of concerns can vary from failure to provide basic welfare provisions for staff, to serious concerns regarding dangerous working practices.

These will be responded to on a priority basis. Appendix 4 has a breakdown of business types in relation to service requests received. This information will also help inform local elements of the health and safety interventions to be carried out.

### **3.4 Advice and support to Business**

All officers will be involved in giving advice to businesses on workplace safety issues as part of routine visits. Advice can also be given to new businesses. This is an important aspect of work as it helps to ensure that businesses which request help can be set up complying with the necessary legal requirements.



**The service recognises that a well-run and viable business will be more likely to be a safe business. Officers will direct business owners to support and help from colleagues working through Business Gateway. Information sheets are left at inspections with details of where businesses can get further help and support in this and other aspects of workplace safety. This contributes in protecting public health and reducing the financial impact of compliance on businesses.**

The ongoing work with established businesses is assisted by a number of helpful information sheets, guidance booklets, and other educational resources. A great deal of useful information is available on the [Health and Safety Executive](#) website, and through organisations such as [Healthy Working Lives](#). The service web pages provide links to these and other web sites.

### **3.5 Primary Authority Partnership**

West Lothian Council currently has no formal agreements in place to act as a primary authority partner.

There are however a number of national companies trading in West Lothian who have made such arrangements with an appropriate local authority, and due consideration is given to the context of these partnership arrangements in terms of our interventions and potential enforcement activity.

### **3.6 Liaison with Other Organisations**

It is important to note that the commercial team does not work in isolation from other internal services or external organisations. Internally, the team works with planning, building standards, economic development, licensing, legal, occupational health, and media to provide a cohesive service.

The national code requires local authorities to work together, liaise and carry out appropriate peer review in terms of ensuring consistent application of statutory requirements and aspects of the national code itself. West Lothian Council is represented at the Lothian and Borders Health and Safety Liaison Group. This group meets quarterly and group members will continue discussion through email and other forms of communication to ensure shared understanding and consistency of application on various issues. The group also has representation from the Health and Safety Executive, and Crown Office Procurator Fiscal Service and discussions can take place with these colleagues as needed.

We are also represented on the UK wide Motor Sports Working Group.



### **3.7 Cooling Towers**

We maintain a register of cooling towers and evaporative condensers within the area. Businesses must notify us in writing if they have a cooling tower or evaporative condenser, or if there are any changes to them such as decommissioning. This helps us identify areas in the district that could cause the spread of infection, and also ensures that preventative measures can be taken to protect the health of employees and the public, from illnesses such as legionnaires' disease.

## **SECTION 4 ~ RESOURCES**

### **4.1 Financial Allocation**

There is no specific budget allocation for delivery of the health and safety service. The service delivery is shared by officers within the commercial team along with delivery of other environmental health functions. This includes delivery of the food service plan.

West Lothian has the lowest costs per 1,000 population for environmental health within Scottish local authorities. (Scottish average is £15,518\*, and West Lothian is £7,546\* – figures from Local Government Benchmark Framework 2023/2024). There will, however, be some variability between local authorities in terms of the level of service delivered. (\*The framework definition of environmental health includes the operation of public conveniences which are not an operational or service function of Environmental Health & Trading Standards in West Lothian but still get counted against costs of service.)

### **4.2 Staffing**

The service is staffed as per the structure indicated in Appendix 1.

The current FTE allocation available for service delivery is 1.25 officers. Currently the majority is done by 1 officer, however 9 members of staff are authorised and contributing to the workload alongside their other environmental health functions.

Health and safety enforcement obligations are only one element of the role of the wider environmental health service. The pressures on the whole service increase year on year with changes in legislation and demand on the service having to be managed on a priority basis. We are therefore targeting priority areas of work, delivering aspects of the service differently, reducing or removing aspects previously delivered, and continuing to work as effectively as possible to protect public health.



### **4.3 Staff Development Plan**

As per the national code and the Health and Safety at Work etc. Act 1974, the service has a statutory duty to “make adequate arrangements for enforcement” and to legally appoint suitably qualified officers. The service has to ensure that officers have suitable and ongoing competence in order to exercise duties and powers in terms of the Act.

'Section 26 of the Health and Safety at Work etc. Act 1974' allows local authorities to indemnify inspectors appointed under that Act under specified circumstances. It is the policy of this authority to indemnify inspectors appointed under that Act against the whole of any damages and costs or expenses which may be involved, if the authority is satisfied that the inspector honestly believed that the act complained of was within their powers and that their duty as an inspector entitled them to do it, providing the inspector was not wilfully acting against instructions.'

Training and development needs are assessed during individual Appraisal and Development Review meetings held in accordance with the council's Investor in People accreditation, and during monthly 1-2-1 meetings with line manager.

It is also recognised that knowledge and awareness of different sectors, work activities and processes must be maintained. As the national focus for inspections and interventions has changed this has reduced the onsite activity of officers to maintain familiarity and experience in a number of areas. This has potential consequences for competence of officers in addressing serious issues should they arise. Therefore, the interventions plan for West Lothian will aim to ensure that interventions within different business sectors and activities continue to ensure officer skills, knowledge and competence is not lost. It is anticipated that our more newly qualified officers will contribute to some of the work on priority topics this year to gain experience in this area.

There is a draft health and safety competency framework for officers designed to help improve / maintain skills and knowledge. This was produced in support of national guidance – the Regulators Development Needs Assessment (RDNA). The framework is also being extended to other areas of the environmental health service.

### **4.4 Performance Management**

Everyone working within the service has a responsibility for ensuring the delivery of the best service possible. To help deliver a positive and productive performance culture the service ensures targets are established which focus on outcomes and outputs.



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Performance is monitored and assessed by various methods and reported internally and publicly. Performance expectations and standards are outlined and reported in the following ways:

- Legislation, enforcement and technical guidance.
- Internal working documents and procedures – e.g. enforcement policy, customer service standards, council HR policies and procedures etc.
- Health and safety service plan.
- Internal monitoring of performance – e.g. team meetings, one to one discussion, monthly reporting by senior officers, public reporting of performance through Ideagen, accompanied visits, and customer surveys.
- Performance review and personal development planning.
- Training and professional development of officers and management.
- Reporting to external agencies – e.g. annual LAE1 return to HSE.
- Internal reporting to elected members – performance committee, Public and Community Safety PDSP, Council Executive.

## SECTION 5 ~ QUALITY ASSESSMENT

### 5.1 Quality Assessment

The Environmental Health & Trading Standards service participates in the West Lothian Assessment Model. This is West Lothian Council's adaptation of the European Foundation for Quality Management. This is being used to help deliver continuous improvement of the service in years to come. The service is assessed as part of the corporate Customer Service Excellence award.



Internal monitoring of procedures and customer feedback is also used to assess the quality of the service provided. Customer consultation is a key development issue and a customer and business consultation survey is carried out throughout the year.

## SECTION 6 ~ SERVICE PLAN AND OPERATIONAL PLAN REVIEW

### 6.1 Review against Service Plan

The service plan will be reviewed in six months.

Internal plans, policies and procedures are reviewed annually, or as and when required.



## **6.2 Identification of any Variance from the Service Plan**

Staffing and recruitment continues to provide a challenge within the service and environmental health in Scotland as a whole. Currently we have a full complement of staff however retaining these staff is a priority, and there is a need to build resilience going forward. We continue to utilise our staff resources as effectively as possible. Internal development has allowed two members of staff to obtain the Professional Diploma in Environmental Health and they will be able to undertake an amount of health and safety work to help develop their knowledge further. Other refresher training opportunities are provided for staff undertaking health and safety duties.

Not all proactive interventions identified in the previous service plan were able to be carried out due to staffing issues at varying times and the demands of other reactive work, including a complex accident investigation. Some interventions will carry over into this 2025/26 plan. See Appendix 3.

The focus continues on alternative enforcement strategies to ensure businesses and sites maintain suitable health and safety controls and measures. This is in line with the national priorities and risk rating requirements for inspection plans, with there being an activity-based focus towards intervention and inspections.

Response performance to service requests remains above target, and reflects a positive approach within the team to assist businesses and members of the public with their enquiries. The number of licence applications the team had to deal with rose from 164 in 2023 to 259 in 2024. This included 103 skin piercing/tattoo applications/renewals; up from 65 in 2023. These can create a significant amount of work for the team in ensuring that public safety standards are in place and maintained.

The number of reportable accidents received via RIDDOR in 2024 remains similar to the previous year (67). These reports can relate to incidents involving employees, contractors, and members of the public at sites and premises where the service has enforcement responsibility. The numbers remain relatively small which can be seen as a positive indication of health and safety compliance within West Lothian.

Performance and workload comparisons are made in Appendix 3.

## **6.3 Areas for Improvement / Challenges.**

There will continue to be a focus on the use of alternative enforcement strategies to ensure businesses and sites maintain health and safety controls and measures.

The following have been identified as the key challenges for 2025/26 and continue:



- Ongoing demands on officers from challenging premises and incidents in terms of workplace safety and public health issues.
- Ensuring that officers are supported, developed and capable of dealing with challenging, time consuming and high-risk workload.
- Ensuring workload priorities are appropriately aligned with available resources to deliver and maintain the best achievable levels of public health protection, alongside a culture of positive business engagement.
- Managing customer expectations for service requests, accidents and incidents in line with service priorities.
- Further development of alternative approaches to business engagement to attain maximum benefit for the council and businesses, including improving web content information and links to assist local businesses.

All inspections and focused interventions for 2025/26 are outlined in Appendix 3.

The plan for 2025/26, and beyond, continues to ensure the service focusses resources at priority areas of work, and takes the correct action to protect public health when risks are identified.

**Appendices:**

Appendix 1: Environmental Health and Trading Standards Structure

Appendix 2: West Lothian Health and Safety Intervention Policy and Matrix

Appendix 3: Workload comparison and priorities

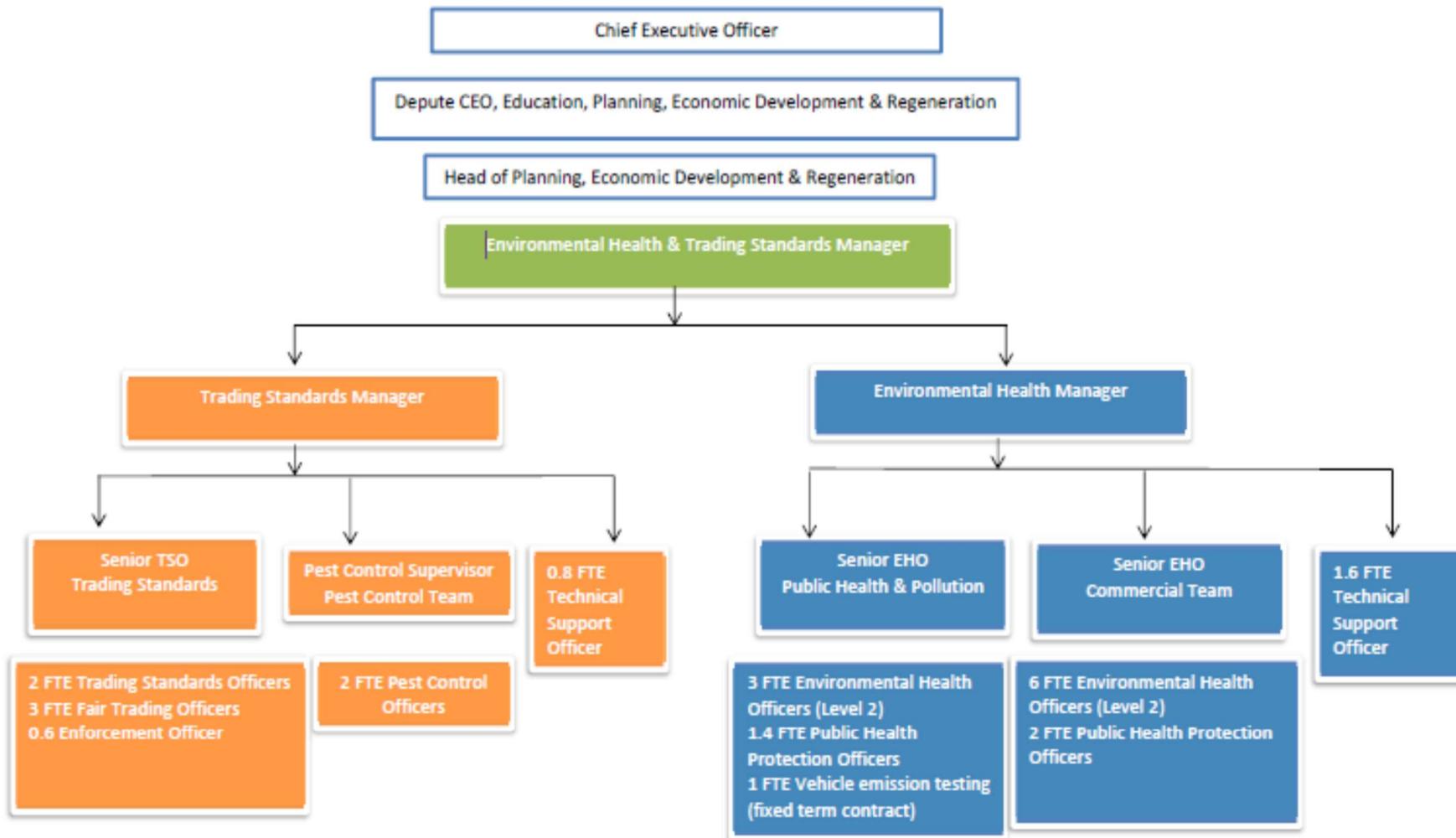
Appendix 4: Accident reports and service request review

Appendix 5: Business customer satisfaction

Appendix 6: Customers / partners / stakeholders



Appendix 1 – Environmental Health and Trading Standards Structure (April 2025)





## Appendix 2

### EH&TS West Lothian Council Health & Safety Intervention Policy & Matrix

#### Introduction

The purpose of this document is to outline how officers will engage with businesses on health and safety matters whilst following LAC 67/2 – 2025/2026, and the National Local Authority Enforcement Code (the code). The objective is to promote safe and healthy workplaces by encouraging compliance with health & safety legislation through various interventions, taking enforcement action where appropriate and proportionate.

Local Authorities are also required to visit premises under various non-health & safety statutes. Where West Lothian Council also enforces health and safety in these premises it will be an opportunity to review the level of health & safety compliance, having regard to current guidance. Officers are expected to deal with matters of evident concern i.e. major health & safety issues noted. Advice or guidance on general health & safety matters may also be given.

West Lothian Council is also required to keep its premises database as accurate and up to date as possible although there is no legal requirement for a premise/business to notify us of its existence (unlike food premises).

West Lothian Council, and its officers, will use health & safety powers appropriately and not abuse powers of entry to gain access to premises, or information, to follow up non-health and safety issues.

#### National Local Authority Enforcement Code

The Code sets out what is meant by 'adequate arrangements for enforcement'. It concentrates on the following four objectives:

- Clarifying the roles and responsibilities of business, regulators and professional bodies to ensure a shared understanding on the management of risk;
- Outlining the risk-based regulatory approach that LAs should adopt with reference to the Regulator's Compliance Code, HSE's Enforcement Policy Statement and the need to target relevant and effective interventions that focus on influencing behaviours and improving the management of risk;
- Setting out the need for the training and competence of LA H&S regulators linked to the authorisation and use of HSWA powers; and
- Explaining the arrangements for collection and publication of LA data and peer review to give an assurance on meeting the requirements of this Code.

## LAC 67/2 – 2025/2026 - Targeting local authority interventions

### Summary of Appropriate Interventions

#### Proactive Inspections

Proactive inspection should only be used for:

- Specific projects/programmes of inspection identified by HSE for LA attention,
- High risk premises /activities within the specific LA enforced sectors published by HSE, or,
- Locally identified potential poor performers. This is where specific local intelligence indicates that risks are not being effectively managed.

Annex A of LAC 67/2 – 2025/2026 sets out the 2025-2026 local authority national planning priorities. Not all national priorities however have a proactive inspection component, e.g. in some cases it may be awareness raising only. Annex B, is the list suitable for proactive inspection. Annexes A and B have remained broadly similar in this year's guidance with a few minor changes.

A summary of the priorities / topics in Annex A & B includes:

#### Health topics:

1. Occupational Lung Disease:
  - Asbestos - Duty to manage asbestos.
  - Respirable silica dust.
  - Lead poisoning e.g. indoor firing ranges/gun clubs.
  - Welding fume exposure.
  - Flour dust in bakeries.
2. Legionella
  - Spa pools and hot tubs in both holiday accommodation and on display.
  - Cooling towers located in built-up areas.
3. Work related Stress – awareness raising and intervention design (no proactive inspection).
4. Violence and Aggression – awareness raising in particular in the sales and health and social care sectors. Also premises with vulnerable working conditions such as lone working, night working or cash handling e.g. care providers, betting shops, off-licences and where intelligence indicates that risks are not being effectively managed.
5. Musculoskeletal Disorders (MSDs) e.g. residential care homes and provision of social care - lack of effective management of MSD risks arising from moving and handling of persons.
6. Noise in the workplace.
7. Visitor attractions prevention/control of ill health arising from animal contact e.g. E.coli / Cryptosporidium infection especially in children.

## Safety topics:

1. Planned preventative maintenance of work equipment.
2. Inflatable amusement devices e.g. bouncy castles.
3. Trampoline parks – improved information provision and supervision of users (Licensed in West Lothian).
4. Safety in the motorsport and motor leisure industries.

## Topic Hazards

1. Manual handling in high volume warehousing/distribution. Lack of effective management of manual handling risks.
2. Occupational deafness e.g. Industrial retail/wholesale premises/Leisure such as steel stockholders; builder's or timber merchants, night-time economy for example pubs, clubs, nightclubs, concert venues. Exposure to excessive noise.
3. Carbon monoxide poisoning e.g. commercial catering premises - badly installed or faulty appliances; lack of suitable ventilation resulting in lack of make-up air to support combustion; and/or inadequate extraction systems. Commercial catering premises using solid fuel cooking equipment.
4. Electrical safety - hospitality venues with 'outdoor' facilities - use of appropriate outdoor electrical equipment, installed by a competent person and checked regularly for damage or water ingress.
5. Explosion caused by leaking LPG - Catering establishments. Unsafe gas appliance installation, conversion/use of LPG cylinders and cartridges.
6. Fatalities/injuries resulting from:
  - Being struck by vehicles.
  - Amputation and crushing injuries.
  - Falls from height.

It should be noted that not all of these activities are carried out in premises which are enforced by local authorities; some are HSE enforced.

[Annex C](#) (page 16) outlines information sources to assist development of LA intervention plans

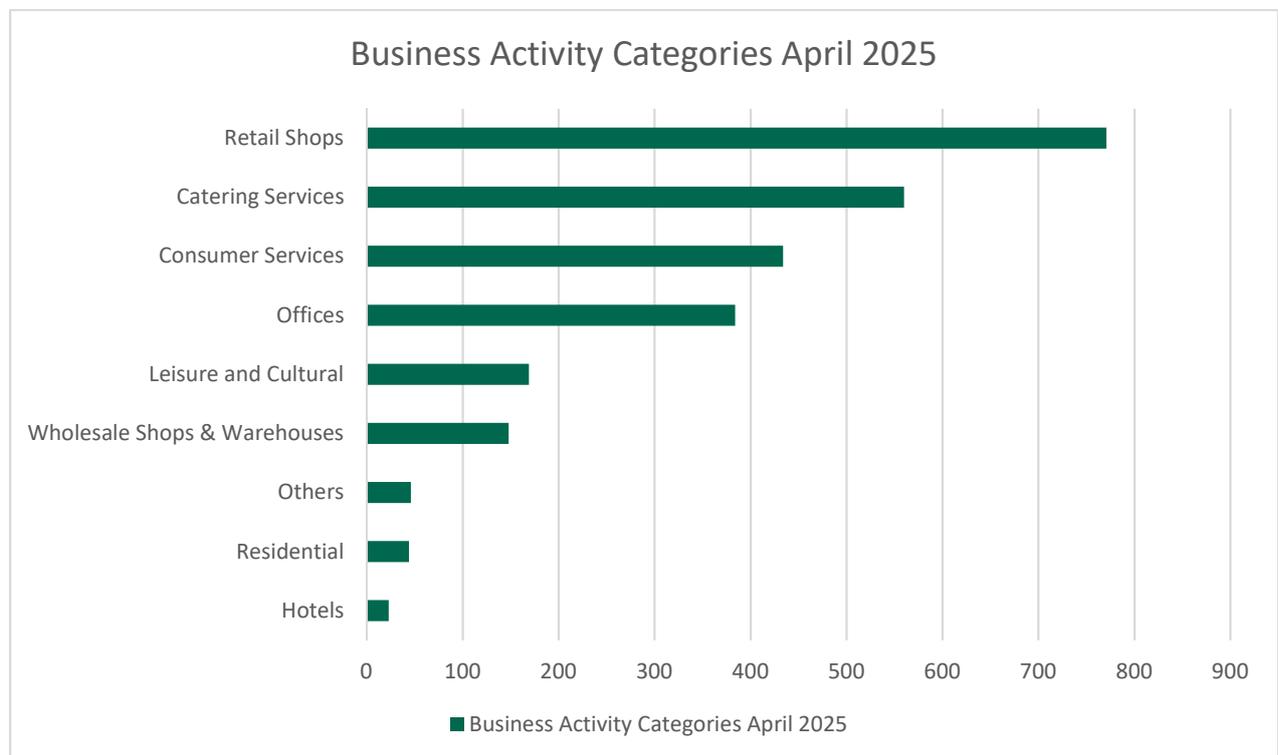
[Annex D](#) (page 19) – gives examples of Intervention approaches.

A review is carried out at the beginning of the financial year, and based on nature of establishment, local intelligence and other elements of LAC 67/2 2025/2026, some will be allocated a suitable intervention utilising appropriate elements from Annex C and D.

## Appendix 3 – Workload Comparison and Priorities

### Inspection and Intevervention Workload

Activity	2024/2025
On site inspections / interventions completed	22
Alternative interventions (non-site visit)	8
Revisits and other visits	9
Number of enquiries (not licensing)	116
Number of licensing enquiries	303
Enquiries responded to on time (for commercial team as a whole(Target 85%))	93.1%
Number of registered premises for health and safety	3157
Reports to Procurator Fiscal	1
Improvement Notices	2
Prohibition Notices	1
Accident reports	68



**Table 1. 2025/2026 Planned Interventions for West Lothian**

<b>Activity / Sector</b>	<b>Intervention Description</b>	<b>Number planned</b>
Electrical safety in outdoor areas of hospitality premises	Visit* / other intervention strategy	50 carried over from last year.
Gas safety in catering premises i.e. explosion risk	Visit* / other intervention strategy	100 carried over from last year (and see below initiatives to be combined) NB covered as part of food law inspections where appropriate.
Commercial catering premises using solid fuel cooking equipment i.e. carbon monoxide	Visit* / other intervention strategy	See above initiatives to be combined. Where identified via gas safety initiative or during food law inspections.
Newly registered	Other intervention strategy	Info / signposted on request.
User safety in softplay premises / trampoline parks	Visit* / other intervention strategy	Max 7 - via public entertainment licensing process as required.
Manual Handling – warehousing and distribution	Visit* / other intervention strategy	30 (combined with 2 below)
Falls from height / fragile roofs - warehousing and distribution	Visit*/ other intervention strategy	30 (see above)
Workplace transport – warehousing and distribution	Visit* / other intervention strategy	30 (see above)
Cooling towers in built up area	Other intervention strategy / update of cooling tower register.	14

\*For 2025/26 will visit only if initial intervention indicates a follow up visit would be beneficial. There will be a focus on proactive intervention in the wholesale warehousing / distribution sector; a continuation from work commenced last year.

## Workload Priorities

Priority	Category	Description
1	Emergencies and threats to public health	<ul style="list-style-type: none"> <li>• Fatalities / serious accidents.</li> <li>• Public health incidents.</li> <li>• Revisits to secure compliance.</li> <li>• Formal action to protect public health (prohibition notices etc.)</li> <li>• Serious workplace safety concerns.</li> </ul>
2	Highest consequence proactive	<ul style="list-style-type: none"> <li>• Routine workplace safety inspections:               <ul style="list-style-type: none"> <li>• Proactive interventions categories.</li> </ul> </li> </ul>
3	High consequence proactive / reactive	<ul style="list-style-type: none"> <li>• Guidance to potentially high risk new establishments.</li> <li>• Project / support activities to address high consequence public health issues.</li> </ul>
4	Medium consequence proactive / reactive	<ul style="list-style-type: none"> <li>• Routine health and safety interventions:</li> <li>• Other sectors / activities.</li> <li>• Street trader's certificates of compliance, and Section 50 certificates (Licensed establishments).</li> <li>• Project / support activities to support service delivery and customer / business information access.</li> </ul>
5	Lower consequence proactive / reactive	<ul style="list-style-type: none"> <li>• Consultations / comments – licensing of events, planning etc.</li> <li>• Guidance to low risk new establishments.</li> </ul>

## Appendix 4 – Accident Notifications and Requests for Service Review

A review of accidents reported and requests for service to the team between 2019 – 2023 was used to identify issues for consideration as part of the intervention policy and matrix. A review of the nature of accidents and injury types was considered against business types and risk grades for businesses. The four year period was felt appropriate in order to get enough data to do a meaningful assessment. It will therefore form part of the intervention policy for the next four years (2023 – 2027), and thereafter on a rolling 4 year assessment and plan.

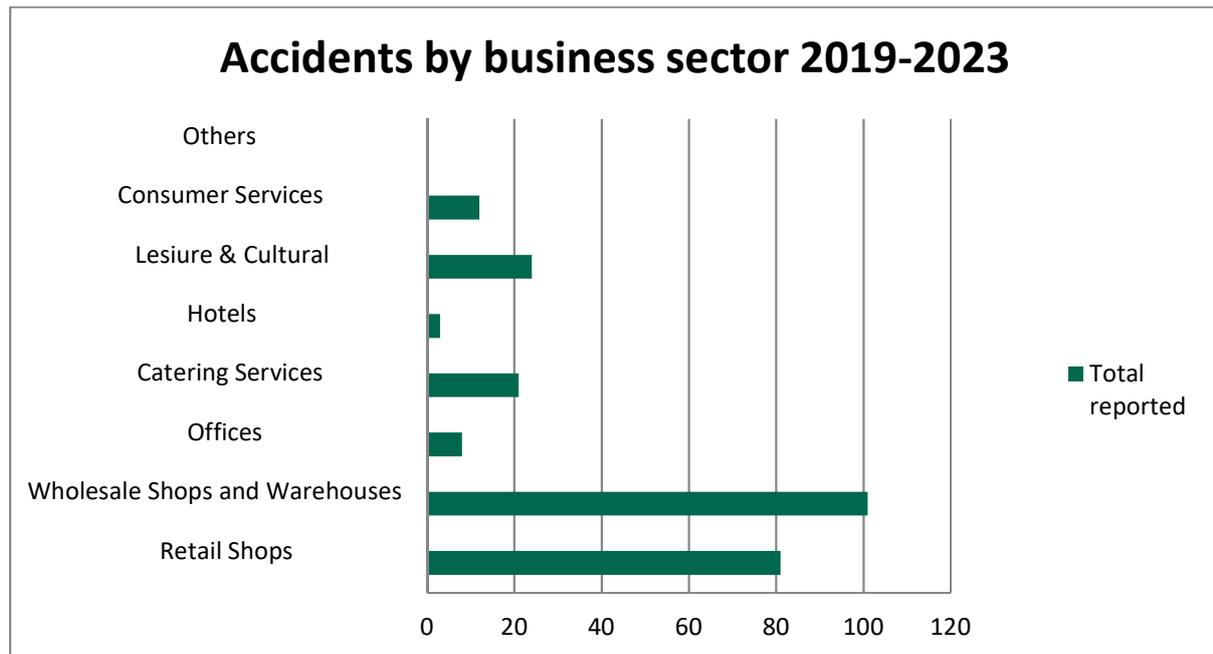


Table 1.

Wholesale shops / warehouses and the retail sector reported the highest number of accidents.

Three most reported accident types (Table 2):

- Slips, trips and falls (same level)
- Fall from height.
- Hit by moving / flying object.

Three most reported injury types (Table 3):

- Contusion / bruising.
- Fracture.
- Cut or abrasion

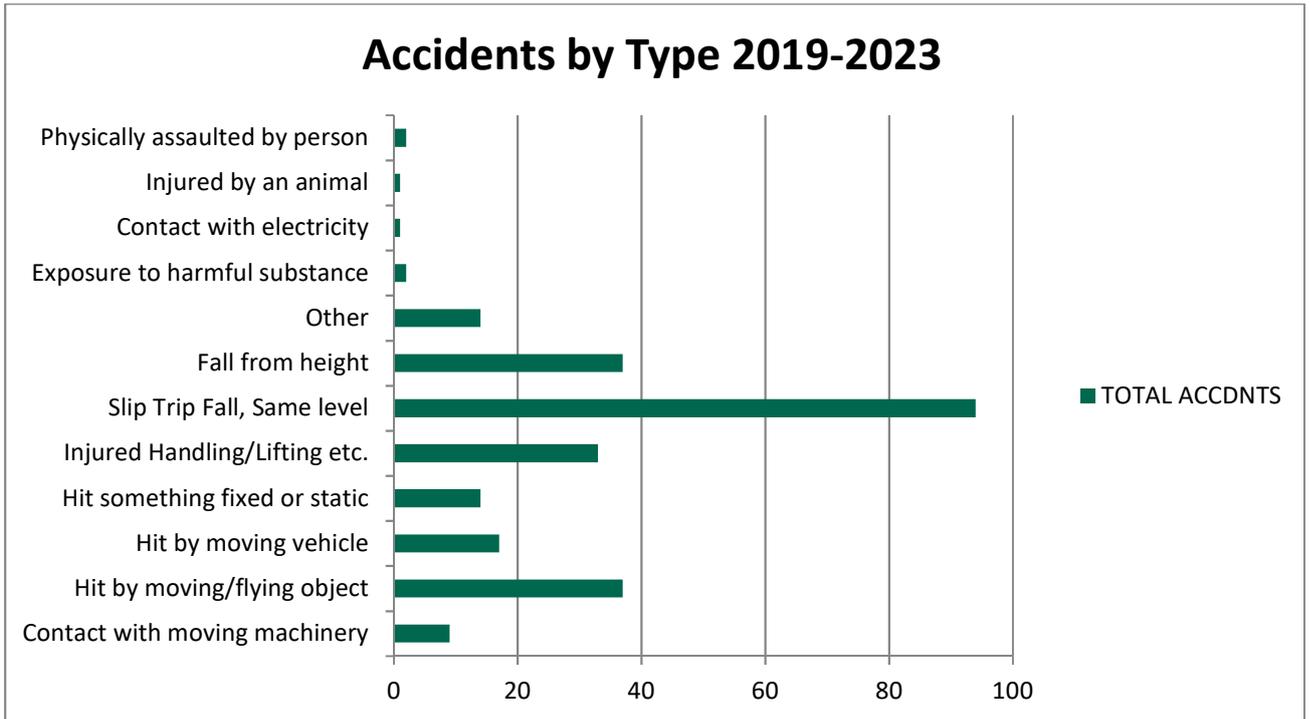


Table 2.

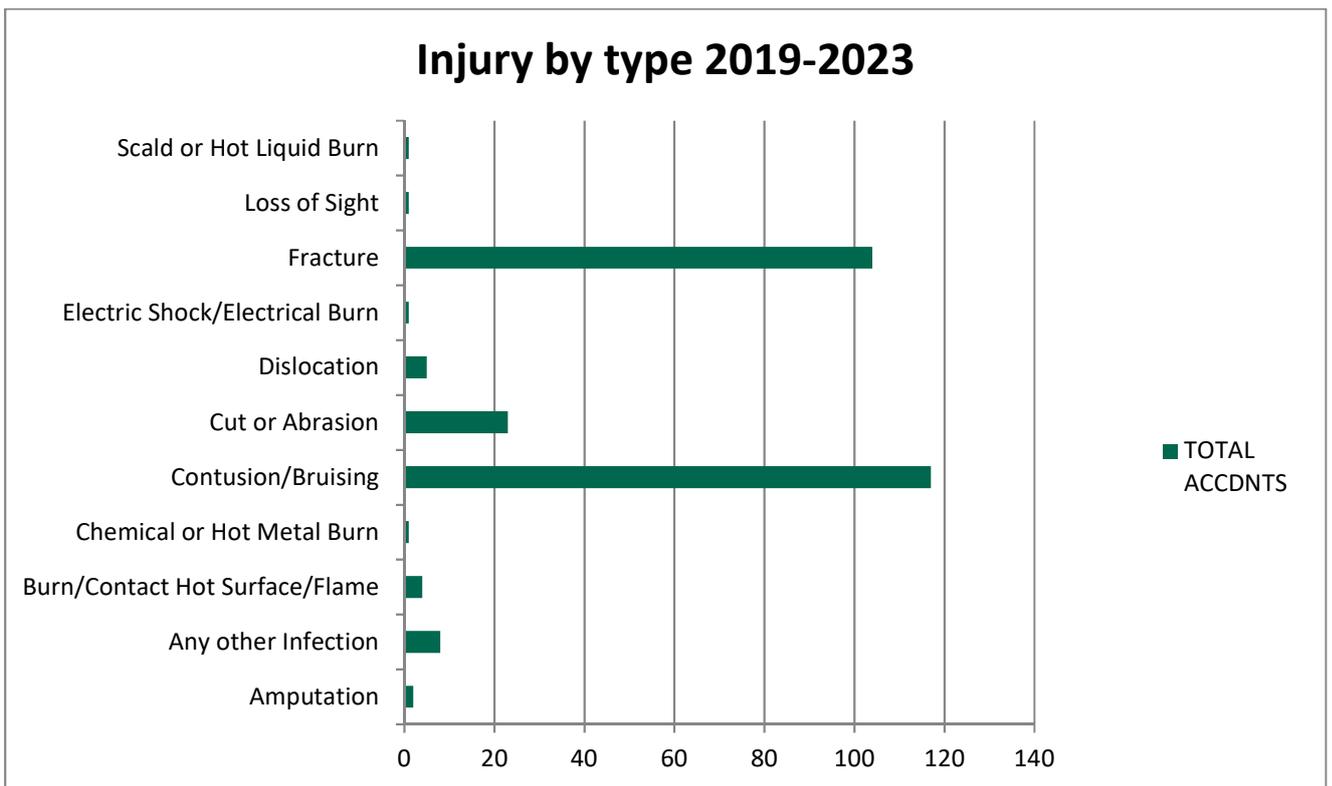


Table 3

### Requests for service by business sector 2019-2023

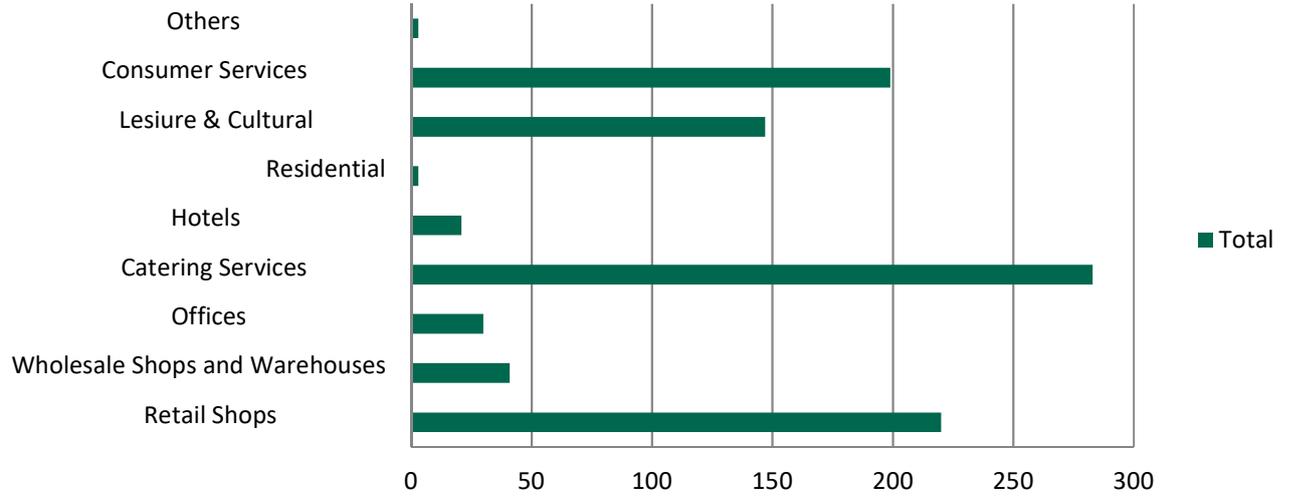
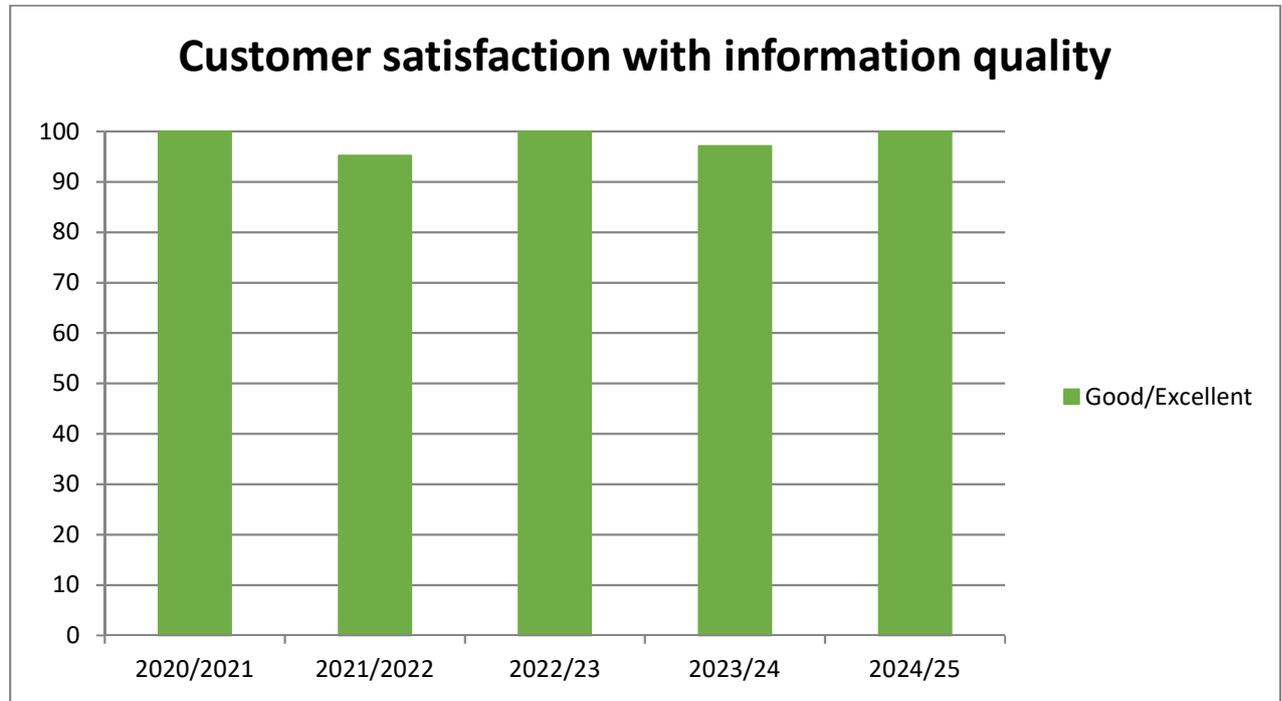


Table 4

## Appendix 5 – Business customer / customer satisfaction

Business Customer Satisfaction. (Percentage of businesses who rated officer’s explanation of how to comply with legislation as good or excellent)



Overall customer satisfaction remains high. It is encouraging to note that officers input to business visits is viewed so positively. Business customers are surveyed annually to help us ensure that officers are providing the best service possible. It remains a difficult balance when officers are having to take enforcement action and convey challenging information. Other information gathered in our annual surveys is highlighted in the table below.

	2021/22	2022/23	2023/24	2024/25
Staff overall knowledge and professionalism (good/excellent)	91.7%	97.2%	95.2%	98.6%
Overall level of service (good / excellent)	94.4%	97.2%	95.2%	98.6%
Treated fairly at all times	97.4%	98.6%	100%	98.6%

This feedback would tend to support the view that local businesses support the visits to their premises and the assistance offered by officers.

## Appendix 6 – Customers / Partners / Stakeholders

<b>GROUP</b>	<b>RELATIONSHIP</b>	<b>COMMUNICATION EXAMPLES</b>	<b>PROPOSED FOR 2025/2026</b>
Businesses within West Lothian	Inspections; application of legislation; advisory activities; investigation into incidents, accidents, education, training, enforcement, motivation. New business support.	Provide guidance, training, technical information, guidance notes, information leaflets, talks, seminars. Use of mail shots to lowest risk establishments.	Continue to Improve email contact details for businesses. Use of social media where relevant. Signpost businesses to resources via web pages.
Public	We protect them. We investigate concerns on their behalf. We provide guidance and information.	Customer feedback on requests for service / accidents etc. Production of health and safety service plan and publication on website.	No change to current approach.
HSE	They provide direction and guidance on a partnership basis. We report to them annually (LAE1 return)	We consult them on technical guidance and policy. They consult with us on legal, policy and technical matters. Representation on local liaison and national working groups.	No change to current approach.
Elected Members (Councillors)	We respond to concerns and enquiries and provide information as required.	Reports to Environment PDSP, and Council Executive. Advice to licensing board. Annual Service Plan is presented to Council Executive for approval.	No change to current approach.
Other LA Services – Planning, Building Standards, Economic	Act as statutory consultee. Provide and receive guidance and support.	Planning and building warrant application comments. Licensing	No change to current approach.

Development, Legal & Licensing, Education services, Operational services.	Work in partnership in specific areas of interest.	applications and comments. Reports as required. Highlight issues of concern as required.	
East of Scotland NHS health protection team	We work together on investigation and control of infectious diseases.	EHO/HPT meetings. Sporadic and outbreak plans. Agreed joint health protection plan.	No change to current approach.
Other local authorities	Share information and best practice. Sampling initiatives. Developing guidance and working standards to ensure consistency of approach. Contribution to national policies and legislation development.	Liaison groups. National working groups.	No change to current approach.
PF and legal system.	Take legal action based on reports sent by us.	We send reports. Work together on content of report. We provide technical guidance. Send reports electronically. PF represented at liaison group.	No change to current approach.
Care Inspectorate	Act as Consultee / Advisor	Written reports and telephone calls to Care Inspectorate Officers	No change to current approach.