

Environmental Health & Trading Standards Service Standards

Service Profile

Environmental Health & Trading Standards deliver a wide range of legislative functions aimed at protecting those who visit, work and live in West Lothian; they also support and protect legitimate business from illegal competition. The activities are statutory in nature, including the enforcement of legislation relating to food safety, workplace health and safety, pollution control, pest control, misdescription of goods or services, product safety, petroleum and fireworks licensing, animal health and welfare, age restricted sales and weights & measures. The services also deliver a range of activities to protect victims of financial harm, with particular emphasis on assisting the more vulnerable members of our communities.

Customers

Our customers fall in to three main categories:

- Those who are subject to regulatory control i.e. mainly the business community which is subject to statutory application of legislation.
- Members of the public/business community who approach the services for assistance or problem investigation.
- Partners in service delivery, including internal partners such as Planning, Housing and Licensing and external partners such as Police Scotland, Health & Safety Executive, Scottish Environment Protection Agency, Food Standards Scotland and the Scottish Government.

Customer consultation focusses on the first two customer groups and is carried out annually.

Service Standards

Our aim is to deliver a prompt and efficient quality service, in a courteous manner, leaving the customer in a better position than they were at the outset.

Service Standard Topic	Service Standard	Measure(s)
Delivery	Planned Inspections The service will aim to inspect 95% of all premises which have been rated as highest risk for the purposes of food safety, workplace safety or trading standards on or within 28 days of the planned inspection date which is set using risk criteria.	Publically reported performance indicator CP: EH044-9b.1a monitors the percentage of inspections to highest risk premises carried out on time against a target of 95%.
Timeliness	The range of service requests received across Environmental Health & Trading Standards is extremely diverse and some require a more urgent response than others based upon their potential impact. The service has response targets ranging from 2-20 days set against the nature of each service request type.	Publically reported indicator P:EH048_6b.5 monitors the percentage of customer service requests made to Environmental Health responded to within specific service level targets against an overall target of 85%. Publically reported indicator P:EH049_6b.5 monitors the percentage of customer service requests made to Trading Standards responded to within specific service level targets against an overall target of 95%.

Accuracy/Quality of Information	Staff will provide clear and accurate information to all customers accessing the service.	Publicly reported performance indicator P:EH047_9b monitors the percentage of customers who rated the information quality as good or excellent against a target of 90%. Internal performance indicator EH021_6a.5 shows the percentage of business and domestic customers who rated the overall staff knowledge, skills and professionalism as good or excellent against a target of 85%.
Complaints	We aim to investigate and respond to complaints about our service promptly.	Internal performance indicator EH23-6b.1 monitors the percentage of stage 1 complaints responded to within 5 working days against a target of 85%.
Information provision	Main documents relating to the service, such as fees, enforcement policy and services are provided on our web pages.	Web site content reviewed no less frequently than annually and is updated on any change of service provision.
Staff attitude and professionalism	We aim to treat all our customers fairly and with respect and courtesy.	Internal performance indicator EH018-6a.4 monitors the percentage of customers who, following consultation, rated attitude of staff as either good or excellent against a target of 90%.
Overall customer satisfaction	We aim to leave customers satisfied with the services they have received from us.	Publicly reported performance indicator P:EH050-6a.7 monitors the percentage of all customers who rated the overall quality of service provided as good or excellent against a target of 85%.

How we make sure our Standards of Service are met

We routinely monitor our performance against our customer service standards and results are presented to the Council's senior management team. A summary of customer feedback is displayed on the service web site or is available on request. Publicly reported performance information is available on the [Council website](#).

Suggestions for Improving our Standards of Service

We are always delighted to receive suggestions for improving our standards and performance. Please use the contact details below to make any suggestions or comments.

Contact

The service may be contacted by the following means: –

- Letter – West Lothian Council, Environmental Health & Trading Standards, Civic Centre, Howden South Road, Livingston, EH54 6FF.
- Email – environmentalhealth@westlothian.gov.uk / tradingstandards@westlothian.gov.uk
- Phone – 01506 280000 (Customer Service Centre)

Last reviewed: 10/02/2022

Review period: Annual