

# Service Delivery Report

Environmental Health & Trading Standards

Q1 – Q2 2024/2025

(01/04/2024-30/09/2024)

The role of Environmental Health and Trading Standards is to protect and enhance, through the application of statute, the health, welfare, environment, safety, and trading marketplace of the people of West Lothian.



**185,580**

**West Lothian Population**



**4,800**

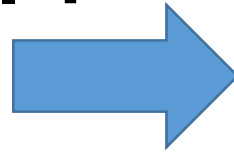
**Commercial Businesses & Sites**

Enforcement responsibility of EH&TS



**29.4**

**FTE EH&TS staff**



*Food safety, workplace safety, consumer protection, fair trading and product safety, public health nuisance, housing standards, air quality, animal welfare, weights and measures, licensing, infectious disease control, food and drink sampling, noise pollution, pest control, dog control, water quality and safety.*



**1100** inspections and interventions annually (average)

**5500** requests for service annually (average)

# Environmental Health & Trading Standards

The service has responsibility for various public health and safety duties. These are split between the teams as set out below. Staff in each of the teams hold specific qualifications and competencies to deliver these different duties. More detailed information on the types of issues dealt with is provided in the performance information part of this report.

## Environmental Health

- Food safety
- Workplace safety
- Public health
- Pollution control
- Housing standards
- Air quality
- Water quality (drinking / recreational)
- Infectious disease investigation and control

## Pest Control

- Treatment and proofing service.
- Pest control advice
- Stray dog control

## Trading Standards

- Consumer protection
- Weights and measures
- Fair trading
- Animal health and welfare
- Product safety
- Financial harm
- Licensing – fireworks, petroleum, animal establishments
- Trusted trader



# Partnership Working

**Internal** – Planning, Building Standards, Housing, Legal, Facilities Management, Operational Services, Education, Financial Management

**External** – Food Standards Scotland, HSE, SEPA, Trading Standards Scotland, Scottish Government, Office for Product Safety & Standards, NHS Lothian, Local Authorities, Police Scotland. Scottish Water, DWQR, APHA

## Staff\*

**93%** agree /strongly agree there is effective workforce planning.

**79%** agree /strongly agree there is involvement and empowerment in service.

**89%** agree /strongly agree there is team work



\*2022/23 survey  
(biennial survey)

## Customers



**95.2%**

Customers rated overall service as good or excellent



**£17,809** per 1000 population. (service cost LGBF 2022/23)

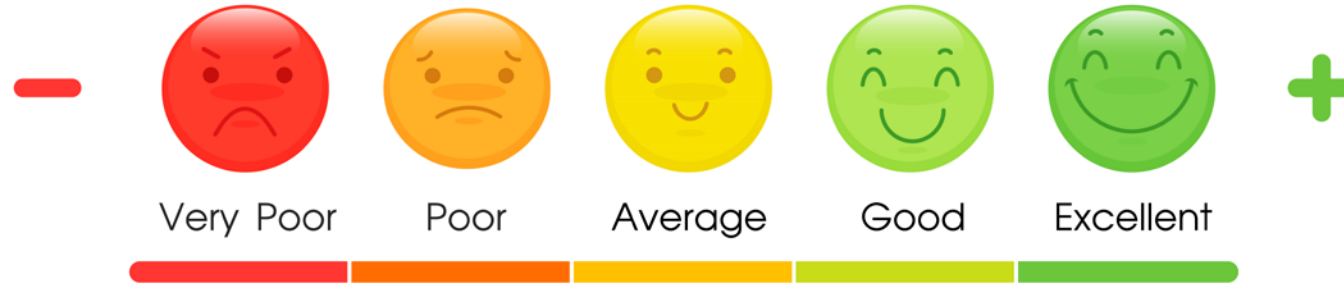
8<sup>th</sup> lowest cost service in Scotland.

## Performance



*Performance is reported internally and externally (publically, and through annual returns to FSS, HSE, Scottish Government, APSE, LGBF etc.) Service is also subject to audit by FSS (food safety). Annual service plans are prepared and approved by the Council. Customer complaints and customer survey outcomes are also part of performance information. Performance information is available on Council website.*

# CUSTOMER SATISFACTION



**95.2%**

Overall satisfaction  
Good or Excellent

**97.1%**

Business satisfaction –  
Information quality  
Good or Excellent

**88.9%**

Timeliness of service  
Good or Excellent

*Very helpful. xx had very helpful input and generally great to have a professional conversation with.*

*These are challenging times, support for small businesses is always welcome. We try to keep up with the changing rules and regulations. Thanks.*

*Great service. Officer was courteous, respectful and professional..*

**100%**

Customers treated fairly

2023/24 annual survey

# Performance Dashboard - Reporting Period

**3,275** – number of customer requests for service handled by service.

**95.5%** - service requests responded to on time.

**10**

Customer complaints received  
(0.26% of customer interactions)



**2** - average response time to customer enquiries (working days)

**11** - average time to close customer enquiries (working days)



**100%** - highest risk premises inspections completed on time.

**618** - total number of inspections / interventions completed in commercial establishments.

**673** - total number of commercial food premises overdue a programmed inspection / intervention.



# Key Activities / Achievements – reporting period

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- Trading standards team were involved in taking down social media accounts involved in supply and sale of illegal vape products and underage supply of products.
- The process to revoke the air quality management areas in Linlithgow and Newton was completed successfully.
- Annual Food Service Plan and Health and Safety Service Plan have been approved and are now published on website.
- Food Standards Scotland carried out audit of food safety official controls carried out by service in approved establishments.
- Annual progress report 2024 on air quality in West Lothian was completed and approved by Scottish Government.
- Investigation of an outbreak of Cryptosporidium at event involving lamb feeding.
- Secured further Scottish Government funding for continuation of vehicle emissions partnership work.

# Key Activities / Achievements – reporting period

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- Trading standards seized quantity of counterfeit and unsafe clothing from market retailer in Bathgate.
- Environmental health recovered quantity of counterfeit and dangerous vodka from retailer in Bathgate as part of a nationwide alert.
- Provided response to Scottish Government consultation on proposals to regulate the promotion of foods high in fat, sugar and salt.
- Provided input to Scottish Animal Welfare Commission review of local authority enforcement of animal health and welfare duties.

# Detailed performance information

# Service request performance by team

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
April	Trading Standards	117	115	2	0	1	4.2	98.3%
	Commercial	100	90	10	0	1	9.5	90.0%
	Public health	174	173	1	1	1	8.0	99.4%
	Pest control	139	128	11	1	3	30.8	92.1%
	Vehicle emissions	0	0	0	0	0	0.0	N/A
	Management	12	11	1	0	4	5.8	91.7%
	<b>Total</b>		<b>542</b>	<b>517</b>	<b>25</b>	<b>2</b>	<b>2</b>	<b>13.2</b>

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
May	Trading Standards	125	125	0	0	1	6.1	100.0%
	Commercial	111	108	3	0	1	6.7	97.3%
	Public health	163	161	2	1	2	13.5	98.8%
	Pest control	148	136	12	4	3	24.3	91.9%
	Vehicle emissions	1	1	0	0	1	29.0	100.0%
	Management	23	22	1	1	8	15.0	95.7%
	<b>Total</b>		<b>571</b>	<b>553</b>	<b>18</b>	<b>6</b>	<b>2</b>	<b>13.4</b>

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
June	Trading Standards	111	110	1	2	1	8.2	99.1%
	Commercial	89	83	6	2	1	10.9	93.3%
	Public health	174	171	3	2	2	11.1	98.3%
	Pest control	91	89	2	1	2	22.2	97.8%
	Vehicle emissions	5	5	0	0	2	10.0	100.0%
	Management	18	18	0	0	3	3.8	100.0%
	<b>Total</b>		<b>488</b>	<b>476</b>	<b>12</b>	<b>7</b>	<b>2</b>	<b>12.5</b>

# Service request performance by team

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
July	Trading Standards	113	112	1	1	1	6.2	99.1%
	Commercial	94	88	6	2	1	9.6	93.6%
	Public health	210	205	5	0	2	5.8	97.6%
	Pest control	155	137	18	7	3	19.8	88.4%
	Vehicle emissions	0	0	0	0	0	0.0	N/A
	Management	30	25	5	0	5	4.5	83.3%
	<b>Total</b>		<b>602</b>	<b>567</b>	<b>35</b>	<b>10</b>	<b>2</b>	<b>10.2</b>

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
August	Trading Standards	117	116	1	5	1	7.1	99.1%
	Commercial	107	100	7	3	2	9.0	93.5%
	Public health	147	147	0	5	1	8.4	100.0%
	Pest control	113	104	9	15	3	17.9	92.0%
	Vehicle emissions	1	1	0	0	0	1.0	100.0%
	Management	21	20	1	0	5	6.3	95.2%
	<b>Total</b>		<b>506</b>	<b>488</b>	<b>18</b>	<b>28</b>	<b>2</b>	<b>10.2</b>

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
September	Trading Standards	141	139	2	14	1	5.5	98.6%
	Commercial	198	169	29	13	3	5.0	85.4%
	Public health	125	121	4	9	2	7.0	96.8%
	Pest control	81	78	3	36	3	20.4	96.3%
	Vehicle emissions	1	1	0	0	0	0.0	100.0%
	Management	15	14	1	0	6	5.0	93.3%
	<b>Total</b>		<b>561</b>	<b>522</b>	<b>39</b>	<b>72</b>	<b>2</b>	<b>7.8</b>

# Service requests by category / type – reporting period

<b>Air Quality</b>	<b>5</b>
Pr1 Local Air Quality Management	2
Pr4 Air Quality General (non Laqm)	3
<b>Animal Health And Welfare</b>	<b>128</b>
Animal By Products	2
Animal Health And Welfare	10
Pr3 Dog Attacking/aggressive	38
Pr3 Dogs - Stray	11
Pr4 Dogs - General	67
<b>Consumer Protection</b>	<b>237</b>
Business - Petroleum / Explosives	5
Business Advice And Guidance	27
Complaint - Consumer Safety	17
Complaint - Fair Trading Civil	64
Complaint - Fair Trading Criminal	57
Complaint - Financial Harm	17
Complaint - Metrology	18
Complaint - Underage Sales	14
Outwith Trading Standards	2
Scams	5
Talk / Presentation	2
Business - Explosives Registration	4
Casework / Project Work	2
Complaint - Petroleum / Explosives	2
Business - Petroleum Licensing	1

# Service requests by category / type – reporting period

<b>Food Law</b>	<b>506</b>
Alleged Outbreak Of Food Related Illness	3
Application For Registration Of Food Business	121
Export Cert 1 (premises Endorsement)	28
Food Advice Request From Public	27
Food Alert	84
Food Complaint - Caused Illness	20
Food Complaint - Extraneous Matter	16
Food Complaint - Labelling, Presentation Or Food Information	8
Food Complaint - Other	2
Food Complaint - Out Of Date	4
Food Complaint - Unfit	4
Food Hygiene Information Scheme /registration Queries	12
Food Premises Complaint - Food Standards	3
Food Premises Complaint - Standards And Safety	13
Food Withdrawals And Recalls	56
New Food Premises	35
Food Advice Request From Trade	61
Food Premises Complaint - Food Safety	4
Application For Approval Of Premises	2
Food Complaint - Mouldy	2
Food Standards Complaint	1

# Service requests by category / type – reporting period

## Health and Safety

	193
Adverse Engineer's Report	10
Cg Licensing Application - Market Operator	5
Cg Licensing Application - Public Entertainment	41
Cg Licensing Application - Skin Piercing And Tattooing	43
Health And Safety - Advice Request From Business	13
Health And Safety - Advice Request From Member Of Public	15
Health And Safety Complaints - Unsafe Workplace	8
Liquor Premises Licensing - Application	10
Liquor Premises Licensing - Request S50 Certificate(s)	17
Sags - No Application For Licence Received	2
Street Trader Licensing- Request S39 Cert Of Compliance	22
Game Dealer Application	2
Cg Licensing - Other Enquiries And Notifications	1
Liquor Premises Licensing - Enquiries	1
Liquor Premises Licensing - Review	1
Cg Licensing Application - Late Hours Catering	1
Cinema Licence Application	1



# Service requests by category / type – reporting period

<b>Licensing</b>	<b>100</b>
Animal Licence- General Enquiry	13
Animal Rehoming	1
Caravan Sites Application	3
Licenced Premises-general Enquiry	2
Market Operator	3
Metal Dealer	7
Pr2 Hmo Licence Consultation	7
Pr3 Animal Boarding Establishment	3
Pr3 Riding Establishment	5
Pr3 Zoo Licence	1
Pr4 Animal Breeding	6
Pr4 Homeboarding	6
Second Hand Dealer	24
Pr3 Hmo General Enquiry	1
Pr3 Short Term Let Consultation	16
Caravan Sites - General	1
Licencing Consultation/requests	1
<b>Private Water Supply</b>	<b>4</b>
Private Water Supplies - Water Quality Complaints	1
Private Water Supplies - Request For Risk Assessment	1
Private Water Supplies - General Advice	2

# Service requests by category / type – reporting period

<b>Housing</b>	<b>154</b>
Pr1 Dampness/water Penetration	37
Pr2 Dirty House/hoarding/infestation	7
Pr2 Housing Disrepair	28
Pr4 Housing Immigration Enquiry	3
Pr4 Vacant Property Enquiry	11
Pr4 Garden Amenity	49
Pr3 Housing General	6
Pr2 Water: Burst Pipe	3
Pr3 Tolerable Standards	9
Pr2 Repairing Standard Enforcement Order	1

<b>Noise</b>	<b>217</b>
Pr2 Burglar Alarm Noise	11
Pr2 Commercial/industrial Noise	51
Pr2 Construction Noise	22
Pr2 Entertainment Noise	21
Pr3 Animal Noise	85
Pr3 Domestic Noise	10
Pr3 General Noise	10
Pr3 Street Noise	5
Pr4 Consultations (except Planning)	1
Pr3 Transport Noise	1

# Service requests by category / type – reporting period

<b>Pest Control</b>	<b>727</b>
Ants	77
Bedbugs	13
Bees (advice Only - No Treatment)	5
Bird Nuisance	15
Dermestes Beetles	3
Fleas	17
Mice	179
Other Insects	21
Other Pests - Advice Only	59
Rats	164
Squirrels	19
Wasps	154
Pest Control Contract	1
<b>Planning Consultations</b>	<b>101</b>
Pr2 Planning Application Consultation	97
Pr2 Planning Consultation (non-routine)	3
Pr2 Planning (pre-application)	1
<b>Trusted Trader</b>	<b>259</b>
Trusted Trader Feedback	250
Trusted Trader - Enquiry / Complaint	5
Trusted Trader - New Applicant	4

# Service requests by category / type – reporting period

<b>Public Health</b>	<b>516</b>
Pr1 Algae	2
Pr1 Bonfires Industrial/commercial	10
Pr1 Drain/sewer/septic Tank	20
Pr2 Asbestos	6
Pr2 Bonfires Domestic	38
Pr2 Dust Construction Sites	3
Pr2 Dust Industrial/commercial	3
Pr2 Odour Commercial/industrial	9
Pr3 Dog Fouling Private / Communal Garden	24
Pr3 Domestic Odour	16
Pr3 Light Pollution	5
Pr3 Refuse At Premises	241
Pr3 Water Pollution	4
Pr4 General	77
Pr4 Nuisance Bird Feeding	32
Pr4 Property Enquiry Report Request	1
Pr4 Smoke Domestic Chimney	11
Rats	1
Pr3 Nuisance Insect	2
Drainage / Sewerage	1
Pr3 Mains Water Enquiry	1
P3: Refuse At Premises (commercial)	8
Pr4 Dangerous Building Notification	1

# Enforcement Notices Served

Legislation / Notice Type	Number served
<b>Building (Scotland) Act 2003</b>	<b>7</b>
Defective Building Notice	7
<b>Environmental Protection Act 1990</b>	<b>5</b>
Refuse at Domestic Premises Abatement Notice	5
<b>Health &amp; Safety at Work, etc Act 1974</b>	<b>1</b>
Prohibition Notice	1
<b>Food Safety Act 1990</b>	<b>2</b>
Remedial Action Notice	1
Hygiene Improvement Notice	1

## Accident / incidents reported – reporting period

Accident / Incident Type	Number reported
Another kind of accident	2
Contact with machinery	2
Fall from height	6
Lifting and handling injuries	2
Slip, trip, fall same level	3
Struck against	2
Struck by moving vehicle	4
Struck by object	2
Exposure to harmful substance	1
Physical assault	1

# Inspections / interventions - reporting period

Inspection / Intervention Type	Number
Consumer Protection Inspection	134
Consumer Protection Visit	10
Food Law Programmed Inspection	345
Food Law Revisit	31
Food Sampling Visit	10
Food Sampling Visit - Non Flrs Premises	1
Hsw Other Contact Interventions Targeted Using Local Intelligence	8
Hsw Other Contact Interventions Targeted Using National Intelligence	1
Hsw Proactive Inspection - Targeted Using Local Intelligence	1
Metrology Inspection	56
Metrology Visit	6
Ocv Programme - Initial Visit	4
Planned Programmed Sampling Visit	8
Hsw Proactive Inspection - Targeted Using National Intelligence	1
Water Reactive Sample Visit	2

# Overdue food safety inspections – at end of reporting period

Premises scheduled for inspection - food safety	1950	% of scheduled	% of overdue	Unrated	% of overdue	% of Priority 1 overdue	% of Priority 2 overdue	% of Priority 3 overdue			
Overdue inspection total	673	34.5%		93	13.8%	5	0.7%	21	3.1%	554	82.3%
Overdue less than 6 months	194	9.9%	29%	48	7.1%	5	0.7%	11	1.6%	130	19.3%
Overdue 6-12 months	50	2.6%	7%	5	0.7%	0	0.0%	1	0.1%	44	6.5%
Overdue 12-18 months	314	16.1%	47%	19	2.8%	0	0.0%	7	1.0%	288	42.8%
Overdue 18-24 months	10	0.5%	1%	4	0.6%	0	0.0%	3	0.4%	3	0.4%
Overdue more than 24 months	118	6.1%	18%	17	2.5%	0	0.0%	2	0.3%	99	14.7%



For further information or enquiries please use the following contacts

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Web <https://www.westlothian.gov.uk/environmental-health>