

Service Delivery Report

Environmental Health & Trading Standards

Q3- Q4 2024/2025

(01/09/2024-31/03/2025)



www.westlothian.gov.uk



www.facebook.com/westlothiancouncil



twitter.com/lovewestlothian



West Lothian
Council

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

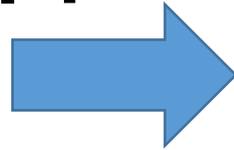
Commercial Businesses & Sites

Enforcement responsibility of EH&TS

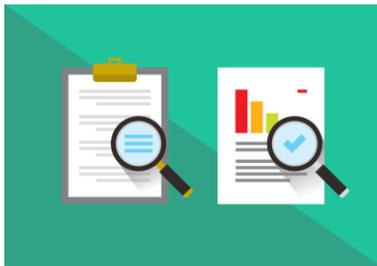


29.4

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*

91.5% agree /strongly agree there is effective workforce planning.

71.1% agree /strongly agree there is involvement and empowerment in service.

82% agree /strongly agree there is team work



*2024/25 survey
(biennial survey)

Customers



98.6%

Customers rated overall service as good or excellent



£17,888 per 1000 population. LGBF 2023/24.

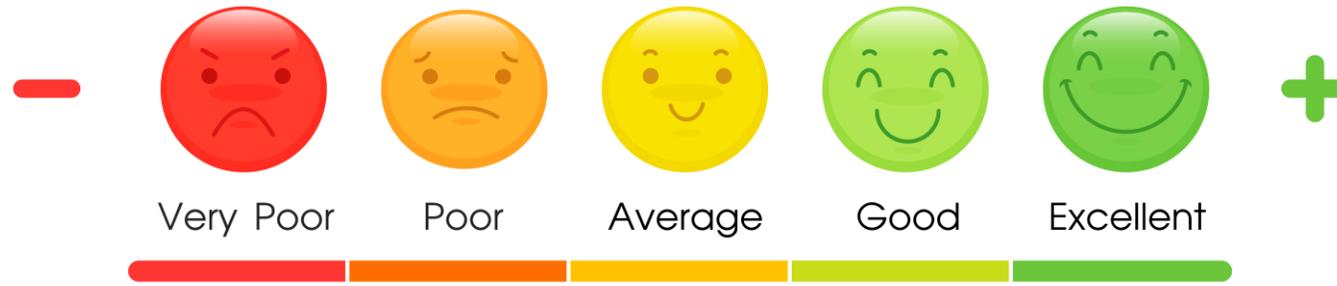
7th lowest cost service in Scotland.

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



98.6%

Overall satisfaction
Good or Excellent

100%

Business satisfaction –
Information quality
Good or Excellent

92.3%

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..

98.6%

Customers treated fairly

Performance Dashboard - Reporting Period

2,839 – number of customer requests for service handled by service.

96.1%- service requests responded to on time.

5

Customer complaints received
(0.1% of customer interactions)



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

12.6 - average time to close customer enquiries (working days)



94% - highest risk premises inspections completed on time.

1,183- total number of inspections / interventions completed in commercial establishments.

555- total number of commercial premises overdue a programmed inspection / intervention.

Key Activities / Achievements – reporting period

- A national recall of mustard powder contaminated with peanut powder resulted in over 1000 local food establishments having to be contacted by commercial team colleagues to ensure awareness and removal of any impacted products.
- Trading standards had to take action to remove quantities of illegal vapes and illegal tobacco products following intelligence received about a retail outlet.
- Commercial team colleagues were involved in the investigation of a local leisure facility following sample results showing the presence of legionella in the spa pool water. Fortunately, no cases of illness have been associated with this.
- Public health team have been involved in following up public health nuisance concerns, and pest concerns, associated with public ground being used as an illegal waste site.
- A new residential mobile home site licence has been issued to a site in West Lothian. A number of other sites have been identified by the team as potentially requiring licence, and these are being pursued.

Key Activities / Achievements – reporting period

- Commercial team have been involved in sampling illicit alcohol taken from a domestic property following intervention by Police Scotland and HMRC.
- Commercial team had to ensure voluntary closure of two food businesses following flooding caused by blocked waste drainage pipes.
- A response was provided to Scottish Government consultation on non-surgical cosmetic procedures regulation and licensing. The service continues to receive enquiries and concerns about activities in West Lothian.
- Trading standards carried out investigation into product safety in charity and second-hand retail outlets. A number of products of concern were identified and removed from sale, and advice, along with some warning notices, had to be issued.
- Trading standards were notified of a positive case of bird flu in Livingston. Public awareness information issued again, and notices were put up in the area the bird was found.
- Successful prosecution of market trader who had been reported for selling counterfeit and unsafe clothing.

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
October	Trading Standards	137	135	2	0	1	5.1	98.5%
	Commercial	150	145	5	5	1	12.8	96.7%
	Public health	120	119	1	1	1	12.4	99.2%
	Pest control	72	72	0	1	2	29.9	100.0%
	Vehicle emissions	2	1	1	0	1	7.0	50.0%
	Management	10	10	0	0	8	8.7	100.0%
	Total		491	482	9	7	1	12.9

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
November	Trading Standards	133	132	1	1	1	7.4	99.2%
	Commercial	115	109	6	3	2	9.3	94.8%
	Public health	128	128	0	0	1	11.1	100.0%
	Pest control	91	85	6	3	2	35.2	93.4%
	Vehicle emissions	3	3	0	0	2	8.7	100.0%
	Management	19	18	1	0	5	6.4	94.7%
	Total		489	475	14	7	2	13.9

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
December	Trading Standards	109	109	0	1	1	10.9	100.0%
	Commercial	76	71	5	4	1	17.2	93.4%
	Public health	94	89	5	2	2	14.8	94.7%
	Pest control	69	49	20	9	5	47.8	71.0%
	Vehicle emissions	2	2	0	0	2	22.5	100.0%
	Management	22	21	1	0	5	6.6	95.5%
	Total		372	341	31	16	2	19.8

Service request performance by team

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
January	Trading Standards	111	107	4	1	2	5.2	96.4%
	Commercial	83	77	6	1	1	5.8	92.8%
	Public health	129	128	1	3	1	11.9	99.2%
	Pest control	74	71	3	17	3	40.4	95.9%
	Vehicle emissions	3	3	0	0	2	20.7	100.0%
	Management	26	26	0	0	5	6.7	100.0%
	Total		426	412	14	22	2	13.7

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
February	Trading Standards	137	135	2	5	1	6.4	98.5%
	Commercial	115	108	7	8	1	7.9	93.9%
	Public health	152	150	2	9	1	9.3	98.7%
	Pest control	89	89	0	32	2	29.1	100.0%
	Vehicle emissions	2	2	0	0	2	5.5	100.0%
	Management	34	32	2	3	9	13.6	94.1%
	Total		529	516	13	57	2	11.8

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
March	Trading Standards	142	141	1	10	1	3.9	99.3%
	Commercial	126	117	9	17	2	6.4	92.9%
	Public health	152	147	5	29	1	7.3	96.7%
	Pest control	89	80	9	67	3	19.4	89.9%
	Vehicle emissions	3	2	1	3	4	14.3	66.7%
	Management	20	15	5	6	8	10.9	75.0%
	Total		532	502	30	132	2	8.4

Service requests by category / type – reporting period

Air Quality	7
Pr1 Local Air Quality Management	1
Pr4 Air Quality General (non Laqm)	4
Pr3 Smoke Control Areas	2
Animal Health And Welfare	146
Animal By Products	1
Animal Health And Welfare	19
Pr3 Dogs - Stray	13
Pr4 Dogs - General	52
Pr3 Dog Attacking / Aggressive	60
Animal Feedstuffs	1
Consumer Protection	235
Business - Petroleum / Explosives	3
Business Advice And Guidance	23
Complaint - Consumer Safety	19
Complaint - Fair Trading Civil	70
Complaint - Fair Trading Criminal	59
Complaint - Financial Harm	1
Complaint - Metrology	14
Complaint - Underage Sales	11
Outwith Trading Standards	3
Scams	8
Talk / Presentation	2
Business - Explosives Registration	5
Casework / Project Work	10
Complaint - Petroleum / Explosives	4
Business - Petroleum Licensing	2
Call Blocker User	1

Service requests by category / type – reporting period

Food Law	436
Alleged Outbreak Of Food Related Illness	2
Application For Registration Of Food Business	141
Export Cert 1 (premises Endorsement)	22
Food Advice Request From Public	29
Food Alert	3
Food Complaint - Caused Illness	26
Food Complaint - Extraneous Matter	10
Food Complaint - Labelling, Presentation Or Food Information	4
Food Complaint - Other	4
Food Complaint - Out Of Date	10
Food Complaint - Unfit	4
Food Hygiene Information Scheme /registration Queries	12
Food Premises Complaint - Food Standards	1
Food Premises Complaint - Standards And Safety	8
Food Withdrawals And Recalls	67
New Food Premises	23
Food Advice Request From Trade	56
Food Premises Complaint - Food Safety	8
Food Premises Complaint	4
Food Condemnation Request	1
Food Complaint - Chemical In Food	1

Service requests by category / type – reporting period

Health and Safety	229
Adverse Engineer's Report	24
Cg Licensing Application - Market Operator	5
Cg Licensing Application - Public Entertainment	31
Cg Licensing Application - Skin Piercing And Tattooing	70
Health And Safety - Advice Request From Business	13
Health And Safety - Advice Request From Member Of Public	11
Health And Safety Complaints - Unsafe Workplace	16
Liquor Premises Licensing - Application	20
Liquor Premises Licensing - Request S50 Certificate(s)	16
Sags - No Application For Licence Received	1
Street Trader Licensing- Request S39 Cert Of Compliance	14
Cg Licensing - Other Enquiries And Notifications	2
Health And Safety Complaints - Welfare Provision	3
Pool Water Advice	1
Accident/dangerous Occurrence - Not Riddor Reportable	2

Service requests by category / type – reporting period

Licensing	153
Animal Licence- General Enquiry	11
Market Operator	5
Metal Dealer	2
Pr2 Hmo Licence Consultation	7
Pr3 Animal Boarding Establishment	11
Pr3 Riding Establishment	6
Pr4 Animal Breeding	5
Pr4 Homeboarding	26
Second Hand Dealer	28
Pr3 Hmo General Enquiry	1
Pr3 Short Term Let Consultation	24
Caravan Sites - General	5
Pr4 Dog Day Care	9
Pr4 Sale Of Animals As Pets	6
Pr4 Performing Animals	2
Licencing Consultation / Requests	2
Animal Welfare Establishment	1
Licenced Premises General Enquiry	2
Planning Consultations	103
Pr2 Planning Application Consultation	95
Pr2 Planning Consultation (non-routine)	5
Pr2 Planning (pre-application)	3

Service requests by category / type – reporting period

Housing

	105
Pr2 Housing Disrepair	26
Pr4 Housing Immigration Enquiry	3
Pr4 Vacant Property Enquiry	5
Pr4 Garden Amenity	3
Pr3 Housing General	8
Pr3 Tolerable Standards	5
Pr2 Repairing Standard Enforcement Order	2
Pr1 Dampness / Water Penetration	48
Pr2 Dirty House / Hoarding / Infestation	5

Noise

	162
Pr2 Burglar Alarm Noise	6
Pr2 Construction Noise	18
Pr2 Entertainment Noise	9
Pr3 Animal Noise	56
Pr3 Domestic Noise	17
Pr3 General Noise	16
Pr3 Street Noise	4
Pr4 Consultations (except Planning)	1
Pr3 Transport Noise	2
Pr2 Commercial / Industrial Noise	33

Service requests by category / type – reporting period

Pest Control	484
Ants	17
Bedbugs	4
Bird Nuisance	5
Dermestes Beetles	2
Fleas	10
Mice	185
Other Insects	15
Other Pests - Advice Only	65
Rats	146
Squirrels	19
Wasps	11
Bats (advice Only - No Treatment)	1
Moles	1
Cockroaches	3
Trusted Trader	235
Trusted Trader Feedback	221
Trusted Trader - Enquiry / Complaint	4
Trusted Trader - New Applicant	10

Service requests by category / type – reporting period

Public Health	398
Pr2 Asbestos	6
Pr2 Bonfires Domestic	32
Pr3 Dog Fouling Private / Communal Garden	16
Pr3 Domestic Odour	10
Pr3 Light Pollution	7
Pr3 Refuse At Premises	182
Pr3 Water Pollution	2
Pr4 General	52
Pr4 Nuisance Bird Feeding	14
Pr4 Smoke Domestic Chimney	14
Pr3 Nuisance Insect	2
Pr3 Mains Water Enquiry	1
P3: Refuse At Premises (commercial)	19
Pr1 Drain / Sewer / Septic Tank	17
Pr2 Dust Industrial / Commercial	2
Pr1 Bonfires Industrial / Commercial	10
Pr2 Odour Commercial / Industrial	8
Pr2 Smoke Industrial / Commercial Chimney	2
Mains Water Notification From Sw Or Dwqr	1
Pr3 Exhumation	1

Enforcement Notices Served

Legislation / Notice Type	Number served
Environmental Protection Act 1990	10
Refuse at Domestic Premises Abatement Notice	10
Health & Safety at Work, etc Act 1974	2
Improvement Notice	2
Food Safety Act 1990	11
Remedial Action Notice	1
Hygiene Improvement Notice	10

Accident / incidents reported – reporting period

Accident / Incident Type	Number reported
Another kind of accident	1
Contact with machinery	5
Fall from height	8
Lifting and handling injuries	5
Slip, trip, fall same level	7
Struck against	1
Struck by moving vehicle	5
Struck by object	9
Exposure to harmful substance	1
Physical assault	1
Drowned or asphyxiated	1
Exposed to fire	1

Inspections / interventions - reporting period

Inspection / Intervention Type	Number completed
Consumer Protection Inspection	289
Consumer Protection Visit	40
Food Law Programmed Inspection	530
Food Law Revisit	65
Food Sampling Visit	39
Food Sampling Visit - Non Flrs Premises	1
Hsw Other Contact Interventions Targeted Using Local Intelligence	2
Hsw Other Contact Interventions Targeted Using National Intelligence	4
Hsw Proactive Inspection - Targeted Using Local Intelligence	2
Metrology Inspection	350
Metrology Visit	12
Ocv Programme - Initial Visit	12
Planned Programmed Sampling Visit	9
Complaint Inspection	2
Ocv Programme - Subsequent Visit	1
Hsw Other Visits/face To Face Contacts - Targeted Using Local Intelligence	2
Animal Health Inspection	1
	23

Overdue food safety inspections – at end of reporting period

Premises scheduled for inspection - food safety	1941	% of scheduled	% of overdue	Unrated	% of overdue	% of Priority 1 overdue	% of Priority 2 overdue	% of Priority 3 overdue
Overdue inspection total	555	28.6%		106	19.1%	1 0.2%	9 1.6%	439 79.1%
Overdue less than 6 months	108	5.6%	19%	36	6.5%	1 0.2%	5 0.9%	66 11.9%
Overdue 6-12 months	107	5.5%	19%	31	5.6%	0 0.0%	0 0.0%	76 13.7%
Overdue 12-18 months	242	12.5%	44%	4	0.7%	0 0.0%	3 0.5%	235 42.3%
Overdue 18-24 months	199	10.3%	36%	16	2.9%	0 0.0%	0 0.0%	183 33.0%
Overdue more than 24 months	103	5.3%	19%	19	3.4%	0 0.0%	3 0.5%	81 14.6%

For further information or enquiries please use the following contacts

Tel 01506 280000

Email environmentalhealth@westlothian.gov.uk

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