

Environmental Health & Trading Standards Management Plan 2011 - 12



Photo – air monitoring

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- 1 Performance Indicators
- 2 Activity Budget
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- 4 Customer feedback
- 5 Detailed work-load history
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Note – the statistical information contained within the plan is draft as at March 2011 and cannot be finalised until the two weeks beyond the financial year end.

Introduction

Foreword

Times are changing. Tough choices had to be made and delivered upon. In such times it is critical that, as a regulatory agency, Environmental Health & Trading Standards services target their resources at activities which make the greatest impact on public protection. The service must ensure that they apply fair and consistent enforcement policies, get the balance right between assisting businesses in their compliance whilst protecting the public, and protect legitimate businesses from being undercut by fraudulent trading.

During 2010/11 it remained evident that the economic downturn continues to have an impact upon those we regulate. Businesses have less income therefore may try to make savings on overheads such as staff training and cleaning; fraud and trade in counterfeit goods are noted to be on the increase as members of the public seek cheaper alternatives; requests for help from concerned members of the public are on the increase; businesses are changing hands more frequently with new, sometimes inexperienced, proprietors trying to start businesses without full consideration of their responsibilities.

Such an environment will continue to test the service. Prioritisation and rationalisation of services, focussing on activities which have the greatest impact will, be paramount for 2011/12. Such activities will be challenging and will be done during the year in full consultation with partners. Efficiency measures, such as flexible working, will hopefully reduce the impact. Any planned reduction in service will be targeted at non-statutory functions whilst keeping community benefit in mind.

Despite this challenging position, 2010/11 saw a continuation of partnership working with other agencies, particularly the police, department of work and pensions, and HM revenues & customs, in joint initiatives targeting bogus callers, benefit fraud and doorstep selling.

These initiatives, and the overall service activities, align with the Scottish Government and Community Planning Partners' objectives of a healthier, safer and more prosperous community.

This plan reviews the activities and initiatives delivered during 2010/11, and those planned for 2011/12.

Andrew Blake.
Environmental Health & Trading Standards Manager.

February 2011.

1.0 - Context and Overview of Environmental Health & Trading Standards

1.1 - Mission Statement

Environmental Health & Trading Standards exist to protect and enhance, through the application of statute, the health, welfare, environment, safety, and trading market place of the people of West Lothian and those using services obtained from within West Lothian. The services tend to be 'whole area' rather than locality specific.

1.1.1 - Structure

Environmental Health is based at County Buildings, Linlithgow. Trading Standards is based in Bathgate. Trading Standards will move to County Buildings during 2011.

Administratively, EH&TS is structured within the Planning and Economic Development area of the Education Planning and Area Services Directorate. The service reports mainly through the Environment Policy Development & Scrutiny Panel and the Council Executive. Management structures within the various EH & TS teams are attached as *appendix 3i and 3ii* to this report.

1.1.2 – Context, Core Activities and Statutory Obligations

Environmental Health and Trading Standards are regulatory services, the core activities of which are required by statute. The exceptionally wide range of legislation and public protection delivered within EH&TS necessitates teams with particular expertise. An activity budget summarising the activities, outputs and the resources allocated is attached as *appendix 2*. A historical summary with a greater breakdown of activities is attached as *appendices 5(i)–(v)*.

1.2 Overview of Service Units

The following breakdown is based upon the structures at the start of 2010. Due to redundancies required to deliver the council's Tough Choices agenda, these structures will change for 2011/12.

1.2.1 – Food Hygiene

**Principal EHO
Resources 2010/11**

**Craig Smith
4.5 EHOs, 2 TOs, 1 TS, 1 trainee.**

The food team provides a wide range of services related to securing the hygienic standards of premises, and the compositional standards of food and water. The team undertakes food and water sampling and investigates communicable diseases. The main areas of work include:

- Food Hygiene Inspections (cleanliness)
- Food Standards Inspections (composition)
- Food Sampling – Bacteriological
- Food Sampling – Chemical
- Water Sampling – Private and Public
- Communicable Disease Investigation
- Swimming Pool Sampling
- Business Advice and Training
- Consultee on Planning Applications
- Advisor to Licensing Board

Main corporate plan alignments -

Safer, Healthier

Cost – these activities consume 27% of the budget and cost £2.87 per head of population.

1.2.2 – Health & Safety; Licensing

**Senior EHO
Resources 2010/11**

**Iain McCluskey
1 EHO, 1 TO, 3LSOs**

The health & safety team provides services relating to inspection of premises where people are employed to secure their health, safety and welfare. The team participates in alternative enforcement strategies such as business education. The main areas of work include:

- Accident Investigation
- Health and Safety Inspections
- Business Seminars
- Animal Breeding and Boarding
- Civic Government Licensing
- Advisor to Licensing Board
- Smoking in Public Places
- Business Advice and Training
- Consultee on Planning Applications

Main corporate plan alignments -

Safer, Healthier

Cost – these activities consume 9% of the budget and cost 90 pence per head of population.

1.2.3 – Public Health, Housing, Pollution and Dog Warden

**Senior EHO
Resources 2010/11**

**David Brewster
3.5 EHOs, 2 TOs (1 temp). 2 DWs (1 temp)**

This team provides services relating to investigation and abatement of nuisance. The team deals with unfit housing conditions and a wide range of miscellaneous complaints and enquiries relating to the impact that the environment has upon health. The team monitors air and noise. They comment on the environmental impact of planning applications. The dog wardens patrol for strays, investigate barking complaints, give training advice, and assist in other animal activities such as licensing. The main areas of work include:

- General Public Health
- Air Quality Monitoring
- Noise Control
- Radiation Monitoring
- Licence Processing
- Housing Standards Issues
- Dog Warden Patrols
- Animal Health & Welfare / House entries
- Houses in Multiple Occupation consultee
- Consultee on Planning Applications
- Advisor to Licensing Board
- Impact Assessments and Monitoring of Major Projects (Bathgate –Airdrie / Polkemmet)
- Dog Barking

Main corporate plan alignments -

Safer, Healthier

Cost – these activities consume 20% of the budget and cost £2.05 per head of population.

1.2.4 – Fair Trading, Projects, Consumer Education and Advice

Senior TSO
Resources 2010/11

Ken Inglis
1 TSOs, 1.6 SEOs, 1 EO, 2 CAPOs

The fair trading team direct it's activities to ensure fair trading within West Lothian businesses. The team gives advice and investigates complaints on behalf of consumers. The team assists consumers to take private action for redress. They carry out test purchasing in relation to age-restricted products (excluding alcohol which is the responsibility of the police). The main areas of work include:

- Consumer Safety
- Anti-counterfeiting
- Business Advice and Training
- Consumer Advice and Education
- Age Restricted Sales
- Fair Trading

Main corporate plan alignments - Safer, Prosperous, Healthier
Cost – these activities consume 19% of the budget and cost £1.90 per head of population.

1.2.5 – Metrology, Agriculture and Animal Welfare

Senior TSO
Resources 2010

David White
1 TSOs, 1 EO

The metrology team direct it's activities to the more traditionally understood Trading Standards activities of weights and measures, ensuring fair trading within WL businesses. The team provides advice and calibration facilities to businesses and investigates metrology complaints on behalf of consumers. The team also has an overview of animal health and welfare in relation to movements and disease control. The main areas of work include:

- Animal Health and Welfare
- Metrology
- Animal Feed Stuffs
- Public Weigh-bridge
- Petroleum Licensing
- Explosive Safety

Main corporate plan alignments - Safer, Healthier, Prosperous
Cost – these activities consume 7% of the budget and cost 80 pence per head of population.

1.2.6 – Pest Control

Senior PCO
Resources 2010/11

Craig Seath
4 PCOs

This team seeks to ensure that the district is free from vermin, particularly in peoples' homes, and as such, is the service with the most direct public contact and involvement. The main areas of work include:

- Vermin Control
- Business Advice and Training
- Specified Insect Control
- Insect and Vermin Identification Services.

Main corporate plan alignment - Healthier
Cost – these activities consume 9% of the budget and cost 90 pence per head of population.

1.3 – Risk and Corporate Governance

1.3.1 - Alignment to the 2009-11 Single Outcome Agreement

The services provided by EH&TS are wide ranging and contribute to all of the healthier, safer and more prosperous community aspirations of the Scottish Government and Community Planning Partners. Specific contributions are included in section 6.4-6.6

1.3.2 - Budget

Budget output reports, which detail actual and committed expenditure, are issued monthly. Variances between budget allocation and expenditure are balanced in consultation with Finance. Following each quarterly review, managers prepare an updated position statement. Zero based budgets, showing financial commitment for all staff salaries, are prepared annually. Budget shrinkage was experienced during 2010/11 and further reductions have been implemented for 2011/12 as part of the Tough Choices process. Remaining resources will therefore be focused on areas of highest risk and impact. An activity budget is included as *appendix 2*.

1.3.3 - Investors in People

Environmental Health & Trading Standards engage in the *performance review and personal development planning* system adopted by the Council. Each member of staff has the opportunity for at least one personal interview per year. Training plans are formulated following the interview process, with resources being targeted on a priority basis to activities which meet the changing needs of the service and any capability deficiencies within the workforce.

1.3.4 - Health & Safety

West Lothian Council is responsible under the Health & Safety at Work etc. Act 1974 to ensure the health, safety and welfare of all employees at work. The Council maintains a Health & Safety Policy which is supported by a supplementary policy within P&ED. The service has two representatives on the P&ED H&S Committee. All activities have been subjected to risk assessments, the outcomes of which have been disseminated to appropriate staff.

1.3.5 - Customer Service Excellence Standard

The service compressed three CSE awards in to one application during 2010. The next assessment is due in 2012.

1.3.6 - Initiatives/Improvement database

During 2011/12 all initiatives will focus on activities which improve the efficiency of staff and promote self help by consumers and businesses. These will be monitored using Covalent.

1.3.7 Contingency / Emergency planning

The service contributes towards the P&ED business continuity plan and corporate emergency plans, particularly those relating to human health and animal disease.

1.3.8 - West Lothian Assessment Model (WLAM)

The service undertook a WLAM assessment in March 2009. The outcome was a score of 407 which was an improvement from last year's score. It was concluded that the service could now move to a three-year assessment frequency rather than annual.

1.3.9 – Monitoring Systems (Covalent)

Statutory indicators are included on the covalent monitoring system which is reviewed by the Head of Service, Depute Chief Executive Officer, and Environment Policy Development Scrutiny Panel on a quarterly basis, and by the Head of Service at monthly team meetings. Performance figures, and any reasons for deviation, are updated at timescales appropriate to the indicator.

1.3.10 - External Audits

There are no external audits planned for 2011/12. The Food Standards Agency carried out an audit on the food team in May 2010. The report was favourable highlighting only one minor area for improvement, which was implemented immediately, however did raise a capacity issue in relation to the service' ability to complete inspection work load on time. This issue is budget/resource dependant.

1.3.11 - Freedom of Information Act / The Environmental Information Regulations

Enquiries continue to increase and are frequently complex and time consuming. Due to the reactive nature and fixed time-scales for response to such enquiries, compliance has a sporadic impact on service delivery capacity.

1.3.12 – Equality Impact Assessments

The service has carried out and documented an EIA on its enforcement policy. An EIA was also carried out in relation to all aspects of the Tough Choices activities.

1.3.13 – Insurance Risk Assessments

The service has carried out and documented insurance risk assessments for it's main activities and put appropriate control measures in place. The risk unit of the council has identified that risks to the whole council are likely to increase. Those particularly applicable to EH&TS include:

- Staff workloads/morale/health
- Ensuring standards with reduced resources and increased pressures.
- Failure of suppliers.
- Increased demand:
 - Crime and Disorder
 - Poorer Health in Community
 - Increased Homelessness
 - Threats to Community Cohesion

Additional risks have been identified internally relating to the increased costs associated with enforcing communal building repairs and securing payment for work done in default. Trading Standards foresees an increased pressure associated with rogue trading and protection of consumers in the current financial downturn.

1.3.14 - External Reporting

Reports on the food and feed activities of the service are required annually by the Food Standards Agency.

Reports on the H&S enforcement activities are required annually by the Health & Safety Executive.

Reports on Trading Standards activities, relevant to the National Performance Framework, are required annually by the Office of Fair Trading.

A financial return on EH&TS services is required annually by CIPFA – this is prepared jointly by finance and trading standards.

The Hallmarking Council requires an annual return on activities relating to hallmarking.

In addition to the above, the following reports require to be submitted to the Scottish Government:

- annual reports on private water sampling;
- annual report on local air quality management;
- annual report on the vehicle emission testing project;
- annual report on under-age sales activities (via the Society of Chief Officers of Trading Standards in Scotland); and
- quarterly report on Animal Health & Welfare enforcement.

1.4 – Service Issues and Challenges 2011/12

Budget / Service Prioritisation

The 28% budget reduction will obviously impact the services able to be delivered. A priority matrix, taking in to account the nature of the complaint, any statutory infringement, and the likely health impact, will be developed to assist staff in prioritising the requests for service received.

Workload

The year on year increase in service demand has been accommodated by more efficient use of IT systems and better work planning. The priority matrix, indicated above, will be used to maximise protection. The insurance risks listed at 1.1.13 may also impact upon the service' workload.

IT Capacity

IT investment during 2010/11 has allowed the pest control officers and dog wardens to work remotely. Costs for specific EH&TS software (Authority Public Protection) continue to rise.

Food Safety Inspection Systems

Opportunities are being taken to review the food premises inspection regime. High risk premises will remain a priority however medium risk premises will receive inspections scheduled for routing efficiencies, rather than the FSA preference of by date. Lower risk premises will receive enforcement interventions as appropriate – this may be inspections, mail shots, training opportunities etc.

Air Quality

An area extending from Broxburn town centre to East Mains has breached the government's 2010 air quality target. The council's Executive has approved an air quality management area for this location. Funds will be sought from the Scottish Government to assist in this work. This is a major piece of work for the service and will involve input from many other council services.

Staffing

The service continues to experience difficulty in filling vacant posts with suitably qualified staff. The service carried unfilled vacancies for most of 2010/11. This inability to fill posts had an impact on performance.

Licensing Enforcement

Two of the three licensing standards officers were transferred to Legal Services to try and improve upon overall licensing issues. The third post was removed as part of the Touch Choices process. The impact of this is being kept under review.

Relocation of Trading Standards and Review of Administrative Support.

The relocation of Trading Standards in March will increase the opportunity for joint working however will result in a slight budget strain for the service to cover relocation costs. A review of admin support within County Buildings has recently been completed which will enable better overall service and a reduced need to employ contract staff in times of peak demand.

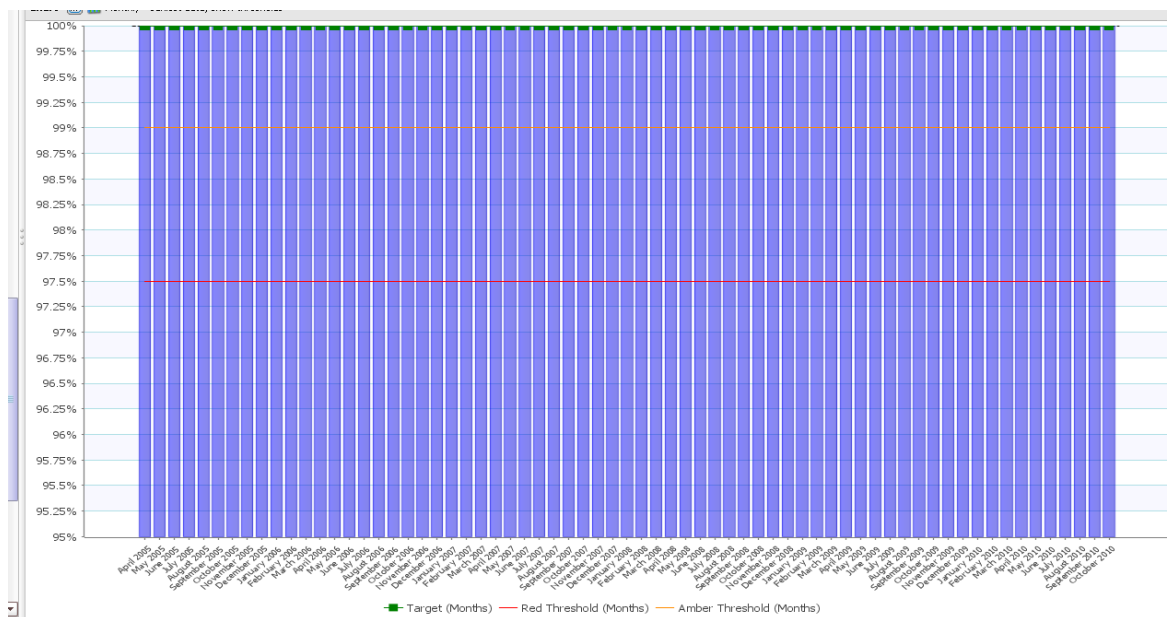
External Issues/Proposals/Consultations

- The Food Standards Agency (FSA) has embarked upon a consultation about the merits of a national food agency. This is in direct response to trade complaints about inconsistencies, and local authority audits showing insufficient resources to meet current demands. The FSA see this as a necessary review during the current climate of continuing financial pressures on local authorities. The allocation of financial resources to regulatory services varies significantly between authorities.
- The FSA also have aspirations that every local authority implements a single national food hygiene information system. This may necessitate all inspection reports being available on-line and that premises display a rating scheme. Although the merits of this proposal appear obvious, it will place a strain on the service and also may lead to greater confrontation with businesses with regard to the content of their reports.
- The Health & Safety Executive is reviewing inspection regimes. At present the HSE tend to inspect higher risk premises based on subject, as opposed to local authorities which inspect medium risk premises located within their districts. This situation has resulted in a middle band of premises which are not subject to any intervention (too low risk for HSE, but not transferred to LAs). The outcome of the discussion may change the workload of local authorities.
- Funding cuts in the Local Government Association mean that they will no longer be able to support Local Government Regulation (formerly LACORS) – this includes potential loss of the web information and Home Authority database. This may mean increased work for officers to ensure national consistency.
- Proposals exist to re-allocate the current functions delivered by the Office of Fair Trading to Trading Standards Services. The proposals also include transfer of delivery of Consumer Direct to Citizen's Advice and abolition of the LBRO, with functions passed to a home authority (to be identified).
- The Scottish Government is undertaking a stock take of health protection. This includes the contribution by EH&TS. It is not yet clear how or if this will impact services delivered.

Members from both EH and TS senior officer societies are represented on all of the working groups and will maintain an overview of these issues.

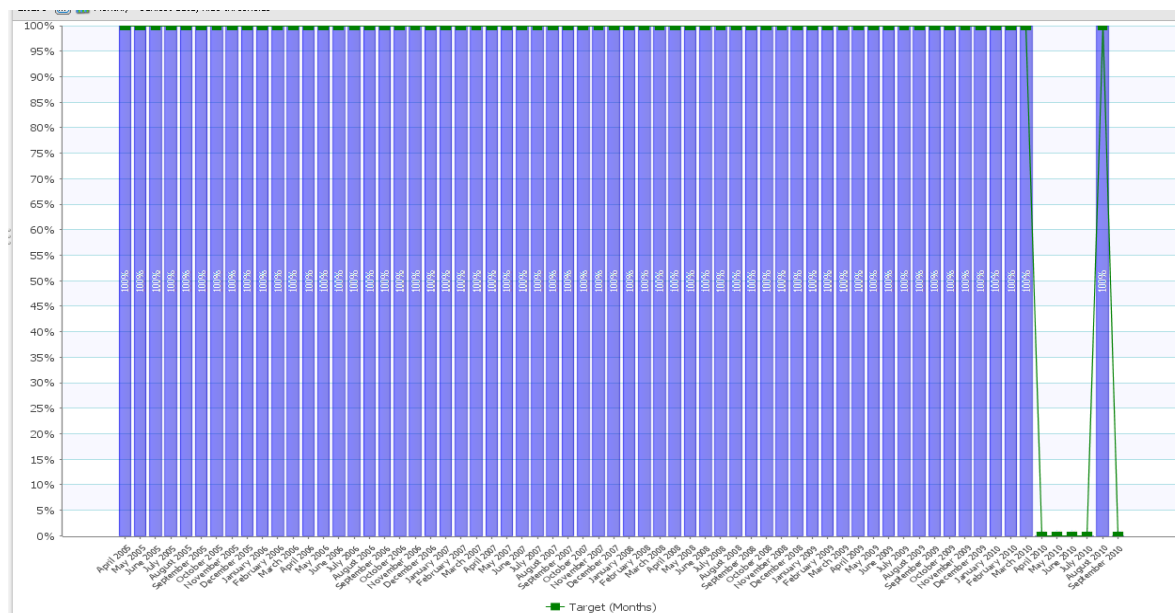
2.0 – Service Group Performance

EH001_9b.1a Percentage of high risk food hygiene inspections completed on time



This monthly trend chart shows a consistently high level of performance of undertaking high risk food inspections on time. Inspection frequency reflects category of risk. Risk categories range from A to E. Category A risks are inspected every 6 months, whilst Category E risks every 36 months. The risk category is determined due to nature of food, nature of customers and compliance with hygiene regulations.

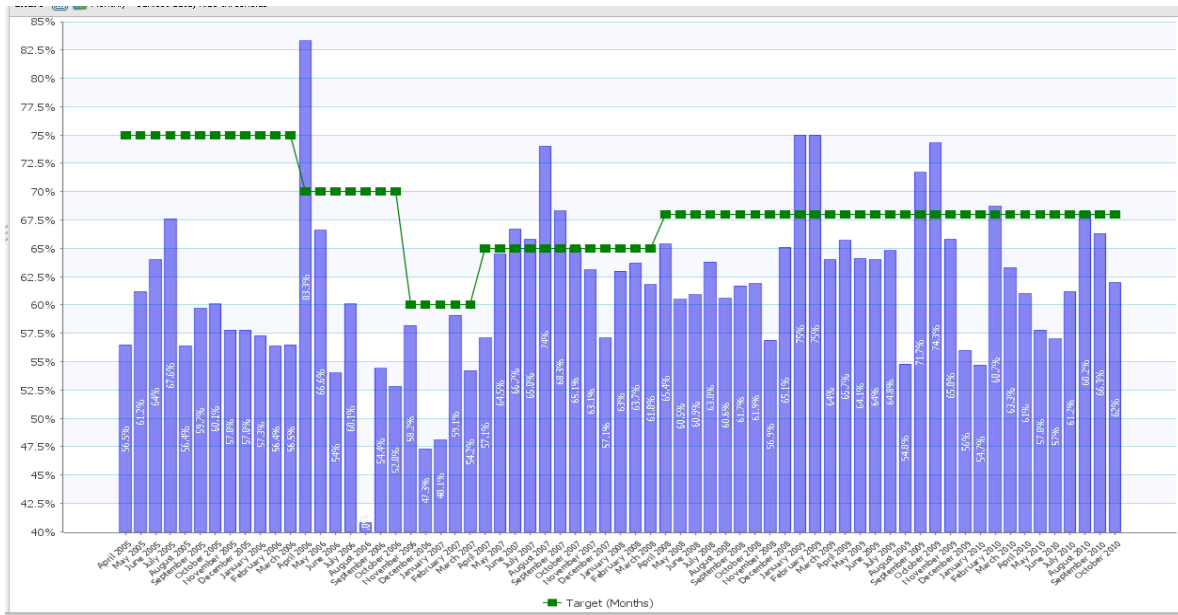
EH004_9a Percentage of high risk (Category A & B1) Health & Safety Inspections completed on time



This monthly trend chart shows a consistently high level of performance of high risk health and safety inspections completed on time. Inspection frequency reflects category of risk which range from A to C. Category A risks are inspected every 12 months, whilst Category C risks every seven years, or by alternative means.

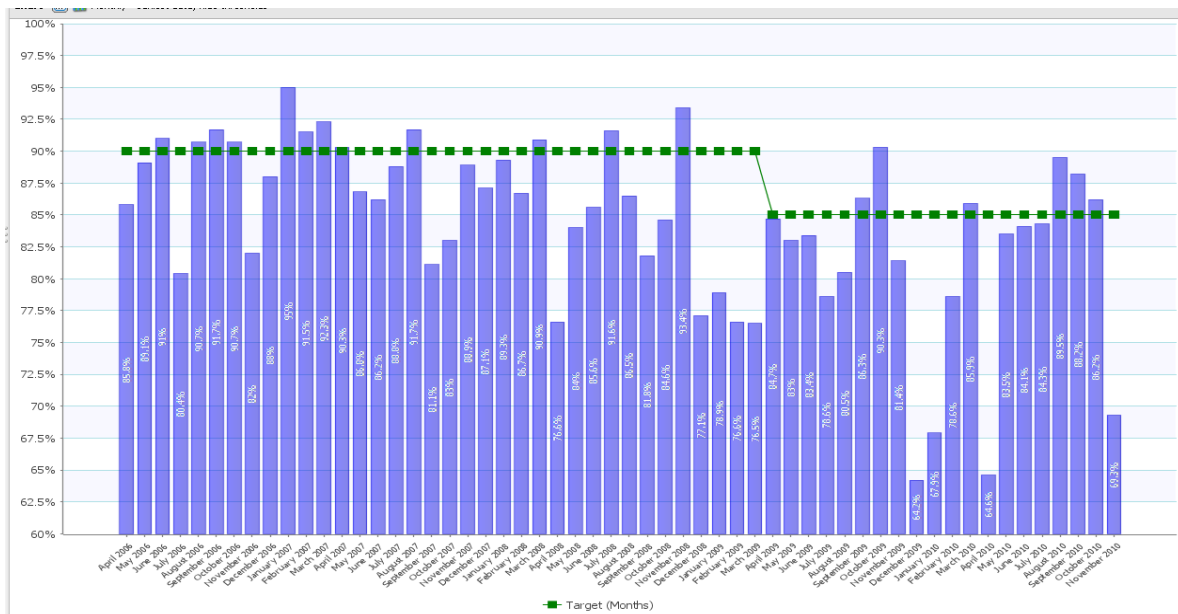
The risk category is determined due to the nature of the business, the hazards and safety risks present and general compliance with legislation. We report on category A premises only as it demonstrates that we are targeting resources to greatest risk premises. No inspections were due for several months hence the dip on the chart.

EH007_6b Percentage of Trading Standards consumer complaints completed within 14 days



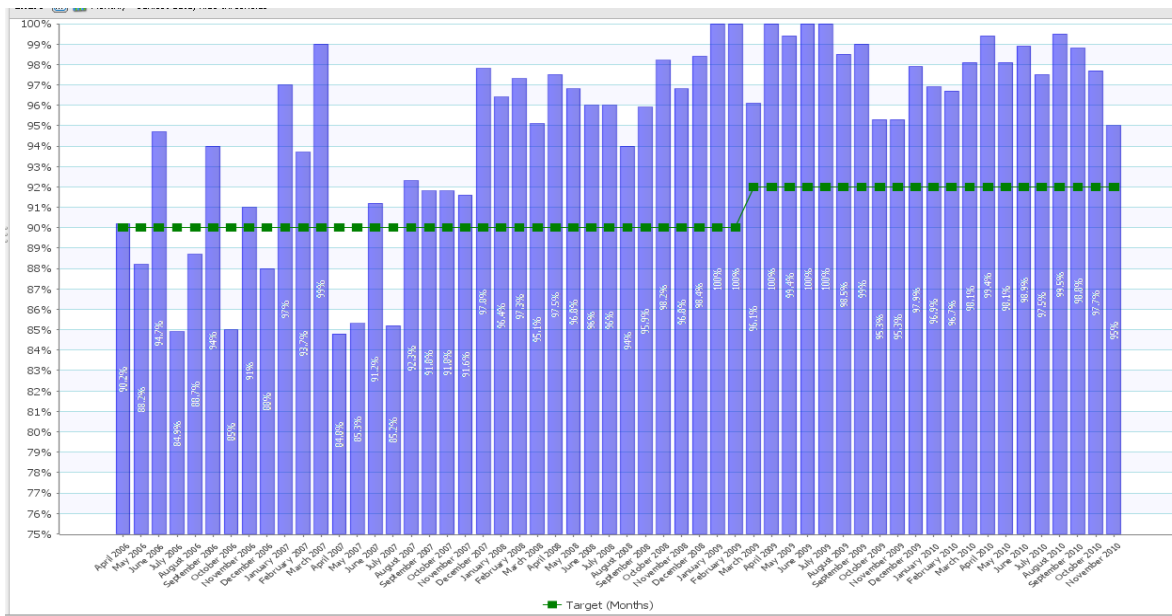
The complaints investigated tend to be more complex in nature than the routine consumer enquiries dealt with by Consumer Direct therefore, investigation and completion is more involved and time consuming and often relies on involvement of third parties over which the service has little control. This is the main influencing factor in the time taken to complete and therefore it is felt that current performance is as good as it can be within the resources available. Variations in performance are greatly influenced by the nature of the enquiry rather than activities by staff.

EH009_6b.3 Percentage of complaints (service requests) EH responded to within two days



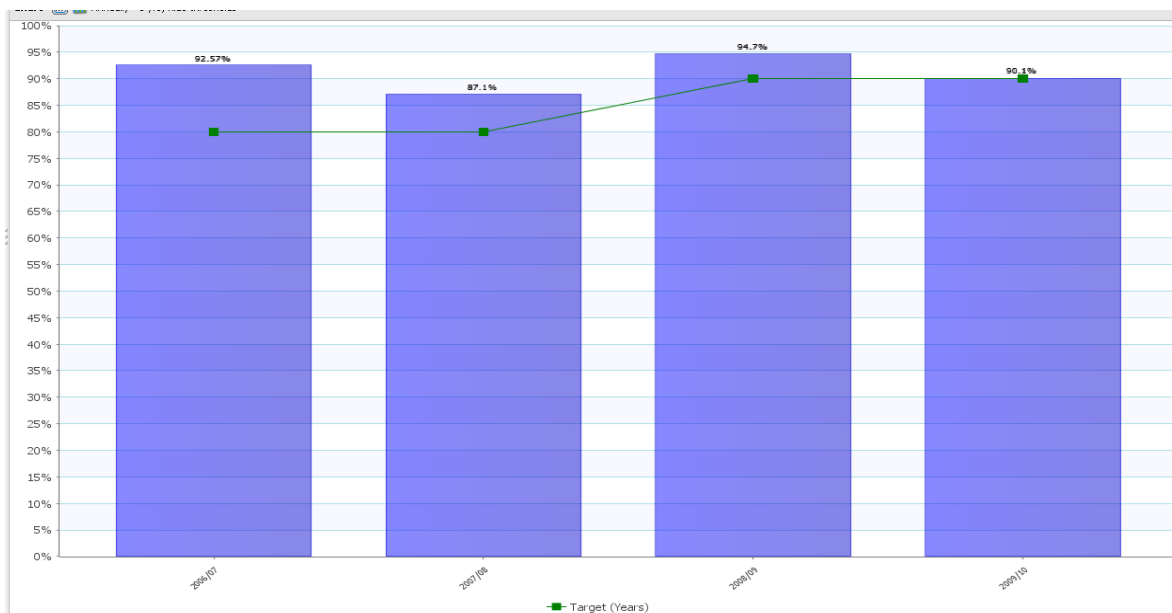
The target of 85% is higher than many services within the council due to the public health nature, and therefore possible urgency, of many of the enquiries. This means that high-risk enquiries will be dealt with at the expense of lower risk enquiries causing wide variation in performance statistics.

EH010_6b.3 Percentage of complaints (service requests) TS responded to within two days



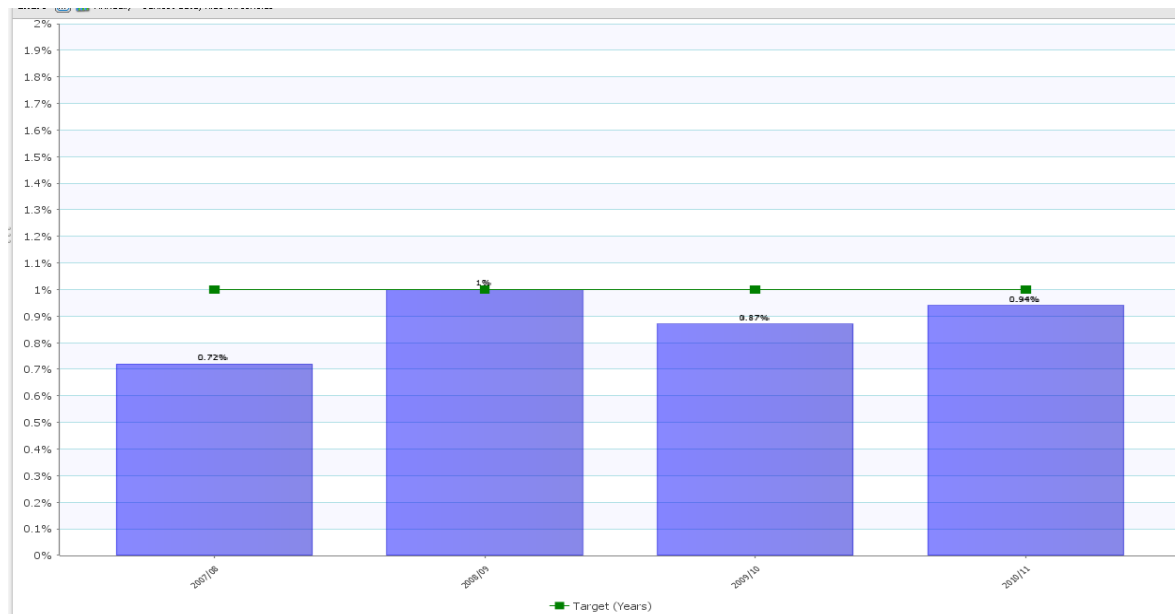
This monthly figure shows the level of response to complaints/enquiries (Trading Standards) within two days. Target levels were increased from 90 to 92 percent in 2009/2010 due to consistently high performance. Enquires within TS are taken by investigating staff, rather than an admin service, hence the telephone conversation often acts as first response allowing a high level of achievement to be recorded.

EH011_6a Customer Satisfaction – Percentage of customers responding to surveys who scored overall satisfaction with the service they received as Good or Excellent.



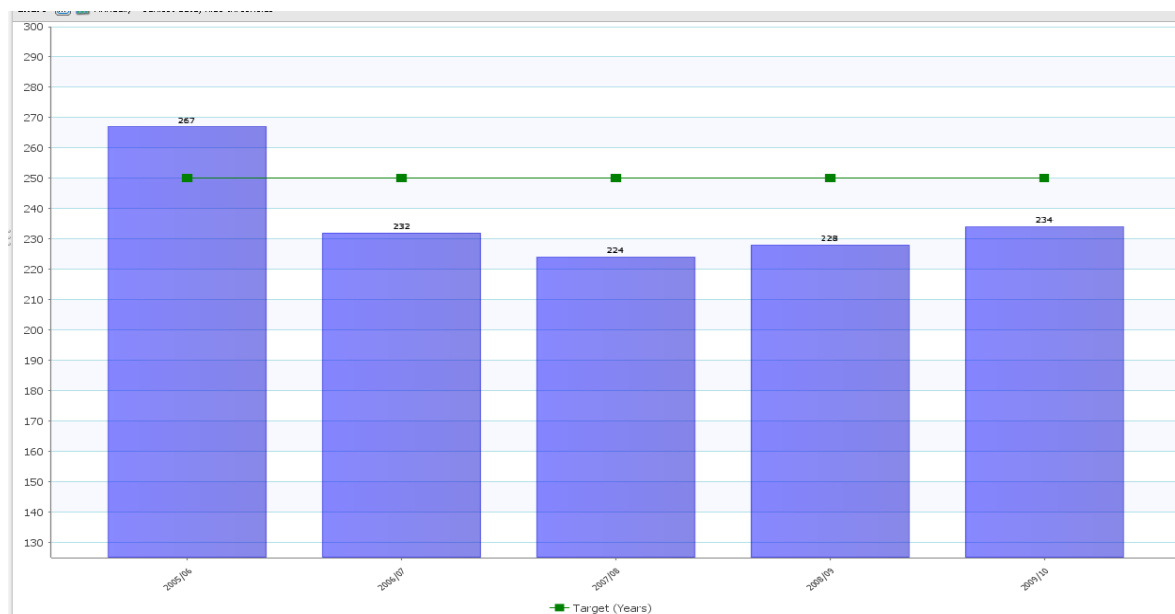
Environmental Health & Trading Standards aims to achieve 90% customer satisfaction level (excellent & good). Although there is a slight dip in performance, the overall level of satisfaction is still very high. We will however ensure that any significant areas for concern highlighted by customers are acted upon.

EH042_9b.1a Percentage of premises which are high risk compared to whole foods premises population



This yearly chart demonstrates that due to the ongoing effective approach of the service to food safety the percentage of high risk premises compared to the total number of premises remains below target. The lower the percentage the better.

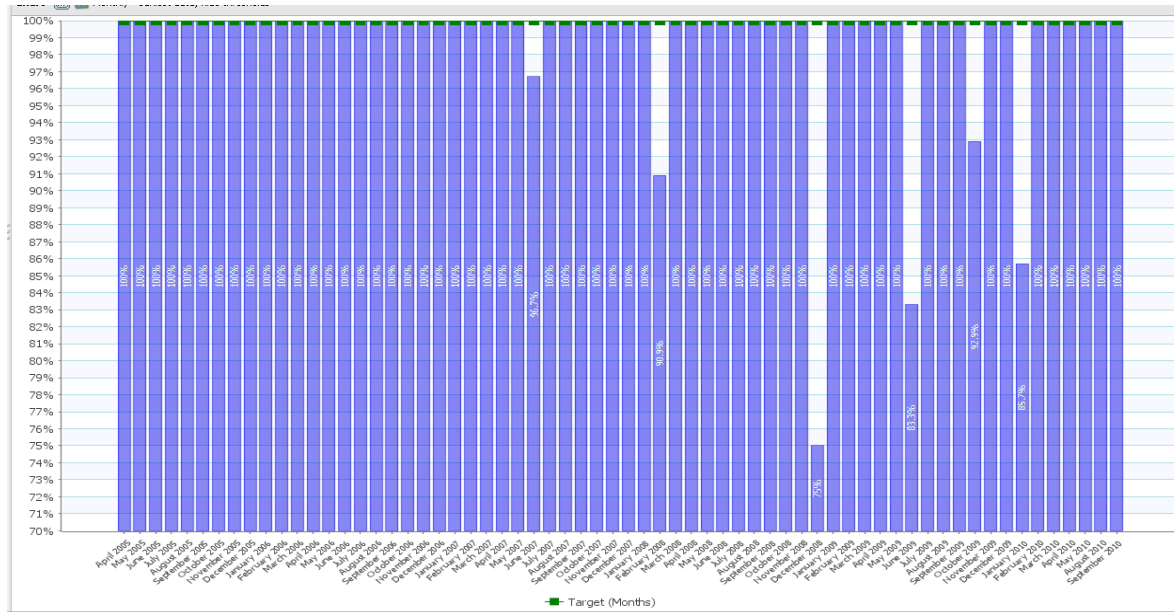
EH043_9b.2a Number of reported cases of infectious disease e.g. food poisoning, waterborne disease, etc within West Lothian investigated by this service. (Infectious diseases notifications were for Campylobacter, Salmonella and E coli 0157 and other food poisoning or waterborne infections.)



This yearly chart shows the levels of reported cases of infectious diseases within West Lothian investigated by this service over the past few years. The number reported is out-with the control of the service but is indicative of general trends in public health. The target is based on previous years reported incidents.

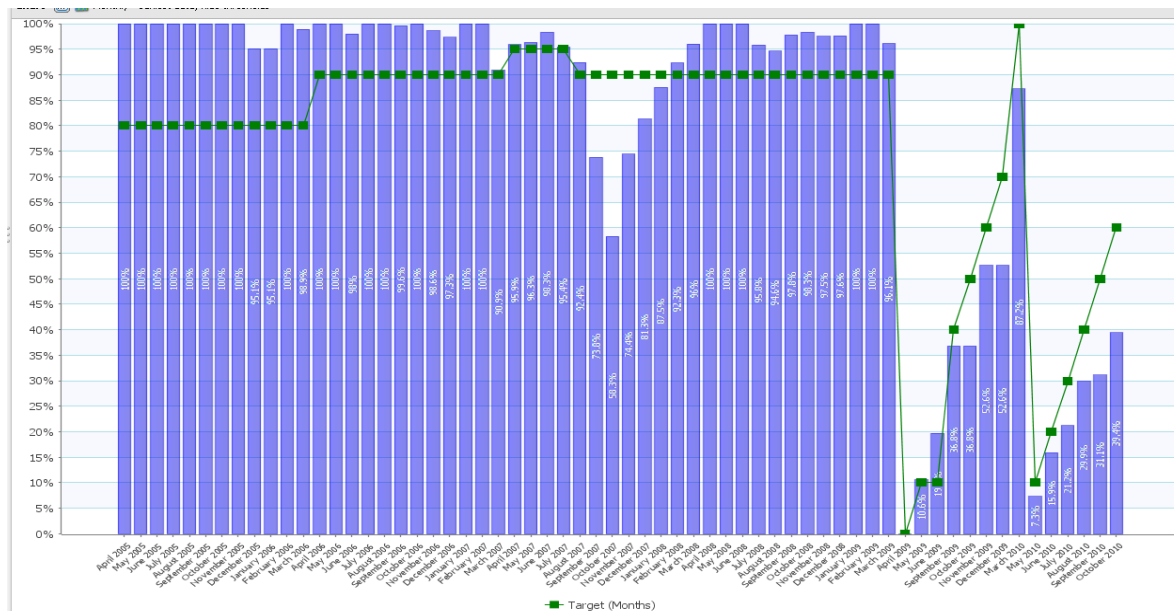
Hi-level Performance Indicators (internal)

EH02_9b Percentage of medium risk food (12 month inspection frequency) hygiene inspections completed on time



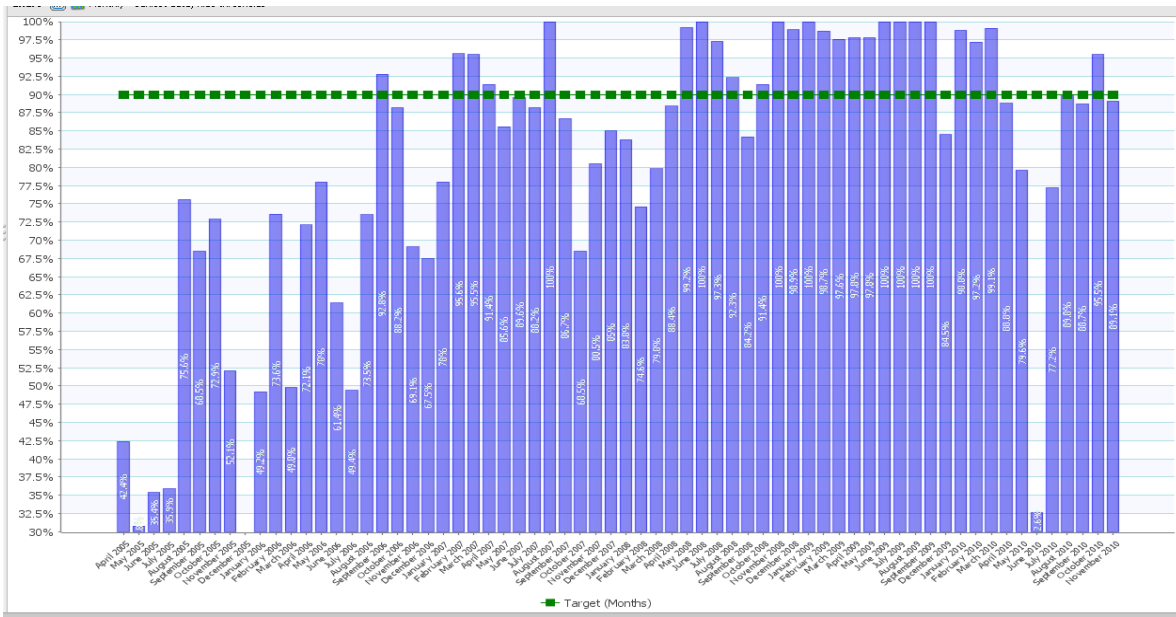
The intermittent dips in monthly performance are directly related to availability of resources and prioritisation of those resources to higher risk premises inspections.

EH03_9b Percentage of lower risk (greater than 12 month inspection frequency) food hygiene inspections annual target completed. The figure is a cumulative figure month by month throughout the year.



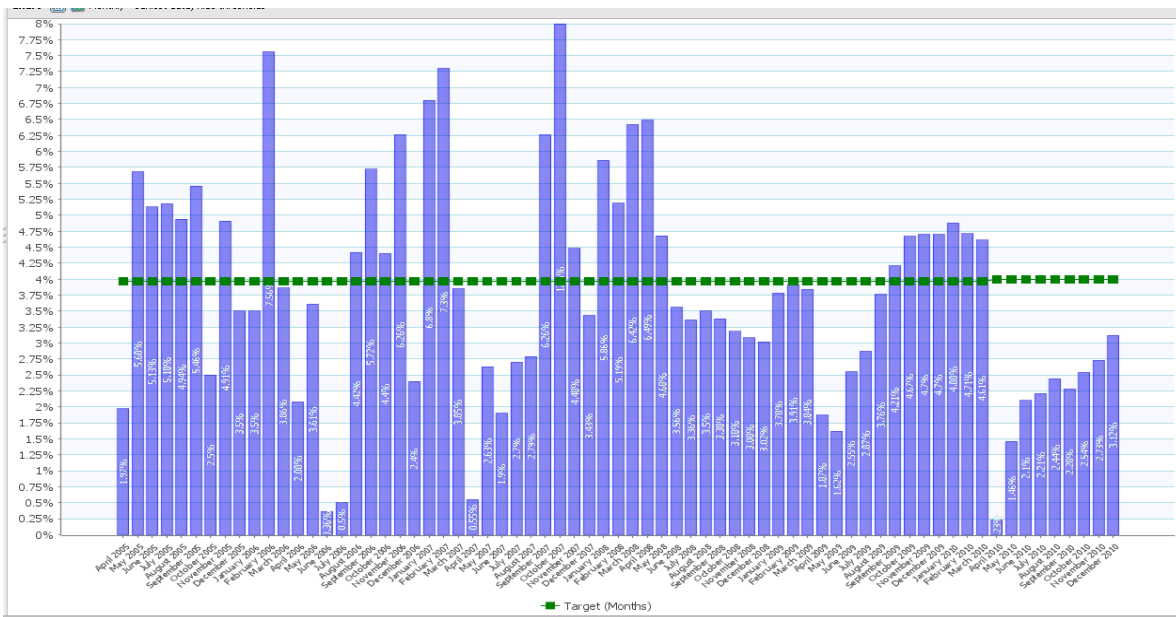
This performance remains under target due to staff resources continuing to focus on higher risk inspections and staff getting diverted due to legal process such as premises closure or preparing precognitions.

EH006_6b Percentage of high priority (vermin) pest control call dealt within 2 days



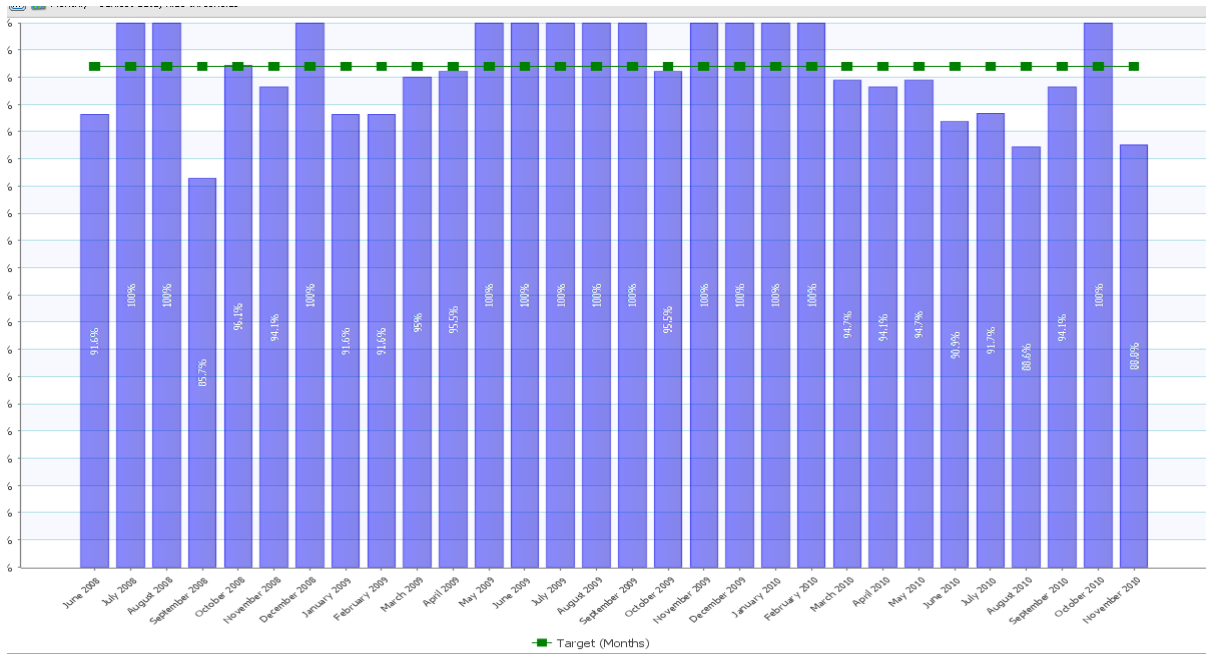
The figures took a dip earlier in the year due to the service carrying a vacancy. Once rectified the performance improved.

EH008_7b Percentage of sickness/absence level – EH&TS



This is within service standards. The figure is also affected by two periods of long term absence. All team leaders follow the appropriate absence management procedures.

EH014_9b Percentage of Trading Standards business advice requests completed within 14 days



This figure shows a good response. It also in some way shows the benefit obtained by smaller, local businesses, which rely on advice from Trading Standards services.

2.3 - Performance against 2010/11 Service Plan Initiatives (We said/we did)

Within the 2010/11 Service Plan, several initiatives were proposed. The performance against these is as follows –

In the 2010/11 Service plan we said we would -	The outcome was
Participate in national trading standards surveys of liquid petroleum gas, pricing in pubs and developing a database of expert witnesses. (EH10001)	The national liquid petroleum gas survey did not go ahead because of problems with the test unit. This project is now abandoned. A local pub pricing survey concluded during Feb. WL provided the relevant expert witness information to City of Glasgow Council who will compile the data.
In conjunction with L&B police and other partners, participate in a doorstep crime awareness event for elderly people (EH10002)	A series of events were held during March and April 2010.
Integration of a new IT server which will facilitate remote working for pest control officers. (EH10003)	This was enabled in Jan 2011.
Further investigate the impact of the air quality exceedences in Broxburn and discuss with the Scottish Government the process and implications of declaring an air quality management area. (EH10004)	The bid was successfully submitted and further tests commissioned. A report to progress the AQMA was approved by the council Executive in Feb. Bids for funding are ongoing.
Expand the worksmart pilot to all areas which would benefit from flexible working and deliver efficiencies. (EH10005)	Progressing in Feb 2011. (ongoing)

2.4 – Additional Successes 2010/11

In addition to planned initiatives, there have been additional achievements brought about by management and staff. During 2010/11 the service has:

- Delivered training on fair trading to businesses at Livingston Designer Outlet.
- Contributed to the development of Operation Furtive, in partnership with Lothian & Borders Police, DWP, Benefit Fraud and HMRC, aimed at tackling bogus workers and doorstep sellers.
- Tested local residents' baby buggies for compliance with safety standards at a number of venues across West Lothian.
- Carried out safety survey of toys from China on sale in West Lothian.
- Achieved Customer Service Excellence for the combined EH, TS and pest control services.
- Received a complimentary report following the FSA audit on the food team.
- Completed the work which reduced the nuisance impact of the Bathgate to Airdrie rail line extension.
- Participation in Exercise Cave Canem - an animal health coordinated exercise testing contingency planning for Rabies outbreak.
- Participation in Open for Business event coordinated by Economic Development.

2.5 – Planned performance and initiatives 2011/12

Performance against the EH&TS statutory performance indicators and in house key performance indicators are included in *appendix 1*.

For 2011/12 the service will retain date-based targets in relation to inspecting premises presenting the greater risk to public health. For lower risk premises, the inspections will be carried out at occasions which maximise the efficiency of the service.

As an alternative intervention strategy, certain teams will deliver the compliance message through a series of focussed events rather than individual inspections.

Specific initiatives proposed for 2011/12 include:

- A project on car parks looking at signage, pricing, penalties, etc.
- A project on advice re worn tyres and when they should be replaced.
- Providing local police with an advice pack on Trading Standards offences/doorstep selling/cancellation rights.
- Repeat project to test local residents' baby buggies for compliance with safety standards at a number of venues across West Lothian.
- Underage sales activities in relation to tobacco and fireworks.
- Apply for grant to carry out safety testing of local residents' electric blankets, in partnership with L&B Fire and Rescue Service.
- Increase activities in relation to improved business advice. This will be done in conjunction with Economic Development as part of an initiative arising from the two services joining at Head of Service level.
- Carry out consultation in relation to air quality management.
- Policies and procedures for Works and Maintenance Orders under the Housing (Scotland) Act 2006 will be developed.
- All notices will be recorded electronically, replacing existing paper registers.
- Mixed interventions relating to the following activities - Sunbed Regs compliance, Nail Bars, spray tans, Noise in nightclubs, Novel beauty/health treatments & Betting shop safety.

3 – Equality and Sustainability

3.1 Staff

EH&TS supports the overall policy of developing our workforce through ensuring that all skills and talents of employees are recognised and used effectively. The performance review and personal development planning meetings with staff align with this objective.

3.2 Customers

The teams have recently been working with partners to develop leaflets and information sheets in an even wider variety of languages, particularly Eastern European languages as these languages are now frequently encountered in discussion with food workers, or in dealing with tenancy complaints. The service makes frequent use of the Interpretation and Translation Services.

The service has a copy of LIPS (Language indicator prompt system) at the front office in Whitehill. This document is an aide/prompt for a variety of different language users and assists in identifying whether translation services are required. A similar document is available at CIS reception in Linlithgow.

Most customer contact activities occur either at the customer's workplace or within the customer's home therefore access is rarely an issue for the service. Private interview rooms, which are wheelchair accessible, are available at both EH and TS locations.

The service has an enforcement policy which is available upon request and which is displayed on the council's web site. The aim of this document is to promote fair and consistent application of EH & TS statute.

3.3 Community

All of the regulatory activities undertaken contribute to the protection and improvement of communities. However, at a more localised level, the service actively promotes recycling initiatives with recycling bins placed within every office for paper, within every corridor for cans and plastic bottles, and within every building for batteries, mobile phones and ink cartridges.

Staff are encouraged to plan their own work to reduce mileage and carbon impact on the general environment. Working from home, remote working, and use of drop in centres are used to reduce mileage and improve efficiency.

Staff are generally supportive of personal activities which contribute to the community. Frequent raffles and sponsorships take place. During 2010, many male members of staff took part in Movember – a sponsored event involving growing a moustache in aid of prostate cancer. This raised £517.

Where possible the trading standards service donates seized counterfeit clothing to a charity organisation which agrees to de-badge the clothing prior to using it. This allows good use of the clothing and also ensures compliance with copyright and intellectual property ownership requirements.

3.4 Equality Impact Assessments

The service has carried out and documented an EIA on its enforcement policy. An EIA has also been carried out in relation to any planned reduction in service due to budget restraints. Due to the nature of the protective services, and the particular needs of customers requesting assistance i.e. limited confidence or capacity to self help, any reduction in service will require to be fully documented and accompanied by strong justification.

4 – Customers Consultation

4.1 - Customers

There are principally four segmented groups of customers for the service. These are:

- Those receiving a service, i.e. the business community who are subject to statutory application of legislation and members of the public who request our assistance;
- Political customers, i.e. elected members, MPs and MSPs; and
- Partners in service delivery, i.e. internal services such as Building Standards and Legal/Administration and executive government departments such as the Food Standards Agency and the Office of Fair Trading.

4.2 - Consultation

Customer consultation is carried out for both members of the public and traders. Historically, it has been carried out bi-annually however due to the consistency of the responses, has now been reduced to annually for each of the two target groups. The consultation is designed to establish whether staff explain why they are visiting a business, conduct themselves in an appropriate manner and, most importantly, communicate their message effectively. The results of the specific questions and comments made are included as *appendices 4(i) and 4 (ii)*.

Consultation is carried out by in-house staff as they know the business and have a vested interest in establishing the opinions of the customers with a view to bringing about an improvement. The process involves preparing a list of customers who requested a service, or businesses which were inspected, within a specific time period, and using this group as a population to consult. 100% of the population is contacted. Feedback sheets are also used within pest control and the dog warden school talk service.

Consultation with trade customers took place in Nov 2010, and is scheduled again for Nov 2011. Consultation with members of the public who have requested a service took place in May 2010, with a further review planned for Aug 2011. Consultation with staff took place in March 2010.

4.3 - Complaints

During 2010/11, four informal complaints were received. Put in to context against 8062 service requests 2050 inspection activities, this equates to 0.04% of all interactions. Complaints are analysed at monthly senior officer meetings to identify opportunities for improvement.

4.4 – Staff Surveys

As part of the WLAM process, staff are surveyed annually to determine their views on the services they deliver, their awareness of policy, and the communication processes within the authority. Staff were surveyed during 2010. The results are included as *appendix 4(iii)*.

5 – Transformational Change Programme

5.1 – Financial Strains

The budget reductions required of the service for the current year have been delivered.

The impact on service delivery for 2011/12 will be minimised by a combination of the following activities.

- Prioritisation/reduction of tasks
- Better use of flexible /agile working
- Offering staff opportunities to review their own work hours (in line with service demands)
- Merger of two of the teams within Trading Standards
- Increase income generation
- Encourage self-help for those who are able.

5.2 – Worksmart

Worksmart was officially launched in Feb 2011. Uptake and benefits are yet to be determined. Due to the variable nature of inspections and complaint investigations, specific outputs are difficult to quantify. Investment in IT has already allowed two groups (pest control and dog wardens) to mobile work - this has increased productivity, reduced mileage and released office space.

5.3 – Encouraging Self Help

The service underwent an internal review which identified a potential saving by encouraging able customers to self help. Customers, particularly businesses requiring start-up advice, and consumers requesting guidance on consumer rights, will soon be directed to self help locations on the internet or provided with leaflets rather than offering the service on a personal basis. Despite the obvious staff time saving benefits, concern is felt that assisting a business to set up correctly at the start will assist them, assist the community, and may prevent more taxing work later on. The merit of this approach will be kept under review.

Information gathered from consumers will continue to be used to target criminal enforcement activities and detect situations where civil enforcement powers may be used to prevent businesses from persisting in a course of conduct that harms the collective interests of consumers.

6 – WLAM groupings

For financial purposes, budget allocation and staffing resources are grouped together under WLAM headings. Costs per activity unit are applied in the Activity Budget (*appendix 2*). Due to the exceptionally wide range of services delivered within each EH&TS team, there is no one activity which presents an accurate or comparable measure. Despite this unsatisfactory position, for corporate accounting purposes one measure must be selected for each team – these are shown on the activity budget in *appendix 2*.

6.1 West Lothian Assessment Model

In August 2009, EH&TS successfully attended the WLAM Review Panel, and received a recommendation for the 3-year cycle of review. An improvement plan is in place for continued review and achievement. The scorings were as follows -

Category	Weighted score July 2009
1 Leadership	48
2 Service Planning	38
3 People Resources	44
4 Partners & Other Resources	47
5 Service Processes	79
6 Customer Results	67
7 People Results	27
8 Community Results	3
9 Key Performance Results	53
Total score	406

6.2 – Activity budget

An activity based budget for the service is included as *appendix 2*.

6.3 - Initiatives

Initiatives for the service for 2011/12 are as per section 2.5

6.4 – Links to Life Stage Outcomes

In general the protection afforded by EH&TS contributes to all life stages and localities. Clean air, safe food and water, safe products, are all a requirement for good health by everyone. However, some specific examples are listed below.

Early Years – The aspirations are that children are aware of healthy lifestyles and have a nutritious diet and that the living environment of parents and children is safe. The service promotes healthy eating within schools using the eat-safe model, it ensures food labelling is clear and accurate, it ensures the food and water consumed is safe and that the air our children breathe meets UK standards. Furthermore, the service legislates in relation to toy safety, which provides particular protection for younger children who may be affected by swallowing loose parts or chewing painted toys.

School Age – The aspirations are that young people are aware of a nutritious diet and healthy lifestyle, that children know how to make healthy food choices and that the community/environment in which young people live is safer and more secure. The work done in connection with environmental pollution and removal of public health nuisances contribute towards this aspiration. The vehicle emission testing work has a significant focus on vehicles idling outside schools as during development and growth young people of school age are particularly susceptible to the effects of pollution.

Young People in Transition – The aspiration is that young people in transition decrease their misuse of harmful substances, and that they are more confident and effective in making decisions. The service enforces legislation in related to age-restricted products such as tobacco and solvents. It is the desire that by reducing the availability of these to younger people, they will be less likely to adopt habits which impact upon their health and social inclusion. Other protection is afforded through the enforcement of regulations relating to the age restriction and safe use of sun beds which are known to increase the likelihood of skin problems.

Adults of Working Age – The aspirations are that adults of working age know the benefits of a good diet and can access nutritious meals, that they are aware of the impact of alcohol, drugs and

smoking, that their awareness of consumer and employment rights is increased and that they live in a secure community, home and work environment. Almost all the work which EH&TS delivers contributes towards this life stage aspiration. The service ensures the protection of the workforce within West Lothian through enforcement of health & safety legislation, accident investigation and routine premises inspections. The eat-safe project promotes healthy choices in food. The food hygiene and food standards activities promote safe food which is properly labelled to allow choice. The work in relation to tobacco enforcement promotes smoking cessation. The work with social policy in relation to unfit or unsanitary housing promotes vulnerable people getting the services they require.

Older People – The aspirations are that older people have a say in their community, that they feel safer in their living environment and their communities. The consumer advice service assists the general public, however a significant number of our customers are older people who may be confused by various terms and conditions, or are encouraged to sign deals by doorstep callers. The joint work with the police and communities in relation to cold calling control zones promotes safety in the community. However, a customer is equally as vulnerable to fraud in the general trading environment as on their doorstep, therefore the pro-active inspection work in relation to all WL businesses, ensures that standards are maintained.

6.5 - Alignment to the 2009-11 Single Outcome Agreement

“The impact of an economic downturn on people's health and well-being can also be significant. In a recession, many people, particularly families and those on lower incomes, will be faced with tighter constraints on their disposable income leading to difficult choices which can affect diet, leisure, heating, travel and other aspects of their lifestyles.”

“Smoking

29% of adults in West Lothian smoke – giving West Lothian one of the highest rates of smoking in Scotland. Moreover, 4% of 13 year olds and 18% of 15 year olds living in West Lothian are regular smokers. It is also estimated that there are 13,115 children living in West Lothian who are exposed to at least one parent who smokes daily. Very high smoking prevalence has been found in certain areas of West Lothian including: Whitburn, Craigshill, Blackburn and Fauldhouse. There are also higher than average smoking rates associated with people with mental health problems.

“Drugs

In West Lothian 9% of 13 year olds and 28% of 15 year olds have used drugs at some stage. Volatile Substance Abuse (VSA) is also an issue, particularly for young people, as 2% of 13 year olds and 1% of 15 year olds living in West Lothian reported using gas, glue or solvents in the past month.”

Source - WL Community Planning Partnership Single Outcome Agreement 2009-2011

West Lothian Joint Challenges

Prosperous – “Our economy is strengthened through an improved range and quality of businesses and increased economic participation.”

- The service contributes towards this challenge through the advice given to legitimate businesses, particularly during start up, the adoption of a fair treatment policy, promoting good business rather than stifling entrepreneurial activities and protecting legitimate businesses from being undercut by fraudulent trading.

Healthy – “People in West Lothian live longer healthier lives”. “Harmful substance misuse impacting on individuals, families and communities in West Lothian is reduced”

- The service contributes towards this challenge through its enforcement work ensuring safe places of employment, safe food and water, clean air, eradication of pests, enforcement of no smoking legislation, work with the licensed trade, and the removal of public health nuisances. Further protection is provided through the test purchasing work done, particularly in relation to age-restricted products such as tobacco and volatile substances. During 2010/11 the

service participated in several joint initiatives with partnership agencies in relation to this aim.

Safer – “The number of people (victims and offenders) affected by anti-social behaviour and domestic violence is reduced”

- The service contributes towards this challenge through the work done in partnership with the community safety unit, particularly relating to noise nuisance and nuisance dog barking. The public health team also deal with environmental crime and nuisance issues which often blight neighbourhoods

6.6 – Alignment with partnership strategies

Good Places, Better Health. A New Approach to Environment and Health in Scotland (Scottish Government 2008) – this is an implementation plan looking at how the physical environment influences health – EH&TS contribution will be in protecting these environments, particularly through removal of public health nuisances.

A Children’s Environment and Health Strategy for the UK (Health Protection Agency) This is a strategy for children’s health, including ensuring they are free from food and water based infection, have clean air and a safe environment, free from noise and free from heavy metals – all of which are core EH&TS activities.

The Food Standards Agency Strategic Plan (2010) has three key targets; food safety; eating for health; and choice. We align to these through our routine enforcement work, and our developing work with the Community Health Care Partnership in promoting healthy eating choices in local catering establishments.

West Lothian Anti Social Behaviour Strategy 2009 – 2011 recognises and values the importance of partnership working at various levels to tackle anti social behaviour issues. We contribute through our dog warden service and public health team in tackling many of the environmental health issues impacting on people’s wellbeing.

Health & Safety Executive Five-Year Strategy for improving workplace health & safety includes closer working with EH&TS within local authorities to ensure all high-risk businesses are compliant.

Appendix 1 –Performance Indicators for 2010- 11

Statutory Performance Measures	Actual performance 2009/10	Planned Performance for 2010/11 (from 2010 service plan)	Estimated Performance for 2010/11 (non audited)	Performance Target 2011/12
Noise Complaints PS2/3 (NRT will officially report upon domestic PS2)				
Total number of noise complaints received	598	N/a	620	N/a
PS2 - number domestic settled without need for formal action	339		(reported by Housing) n/a	320
PS3 - number non domestic settled without need for formal action	264	N/a		N/a
PS2 - Number of domestic requiring formal action		N/a	3	3
PS3 - Number of non domestic requiring formal action	5	N/a-	N/a	N/a
PS2 - Average number of days for first visit	N/a		Reported by Housing	-
PS3 - Average number of days to institute formal action in non domestic	2.4 days	10 days	N/a	N/a
Trading Standards – enquiries, complaints and advice. (EH007_6b, EH014_9b)				
Consumer complaints received and completed within 14 days	1346 64%	1350 66%	1250 64%	600 (see note 1) 60%
Business advice requests received and completed within 14 days	226 97.8%	250 95%	234 99.6%	220 95%

Note 1 – the estimated number of consumer complaints recoded will drop due to the reduction in type of complaints accepted. (from all complaints to statutory infringements only)

Internal Performance Measure	Actual performance 2009/10	Planned Performance for 2010/11 (from 2010 service plan)	Performance for 2010/11 (non audited)	Performance Target 2011/12
Food Hygiene Inspections PS1 (EH001_9b, EH002_9b, EH003_9b)				
Percentage of inspections undertaken within time in the following categories				
a) 6 months	100%	100%	94.4%	100%
b) 12 months	96.8%	100%	96.8%	100%
c) more than 12 months	86.2%	70%	46.3%	50%
Approved establishments	100%	100%	100%	100%

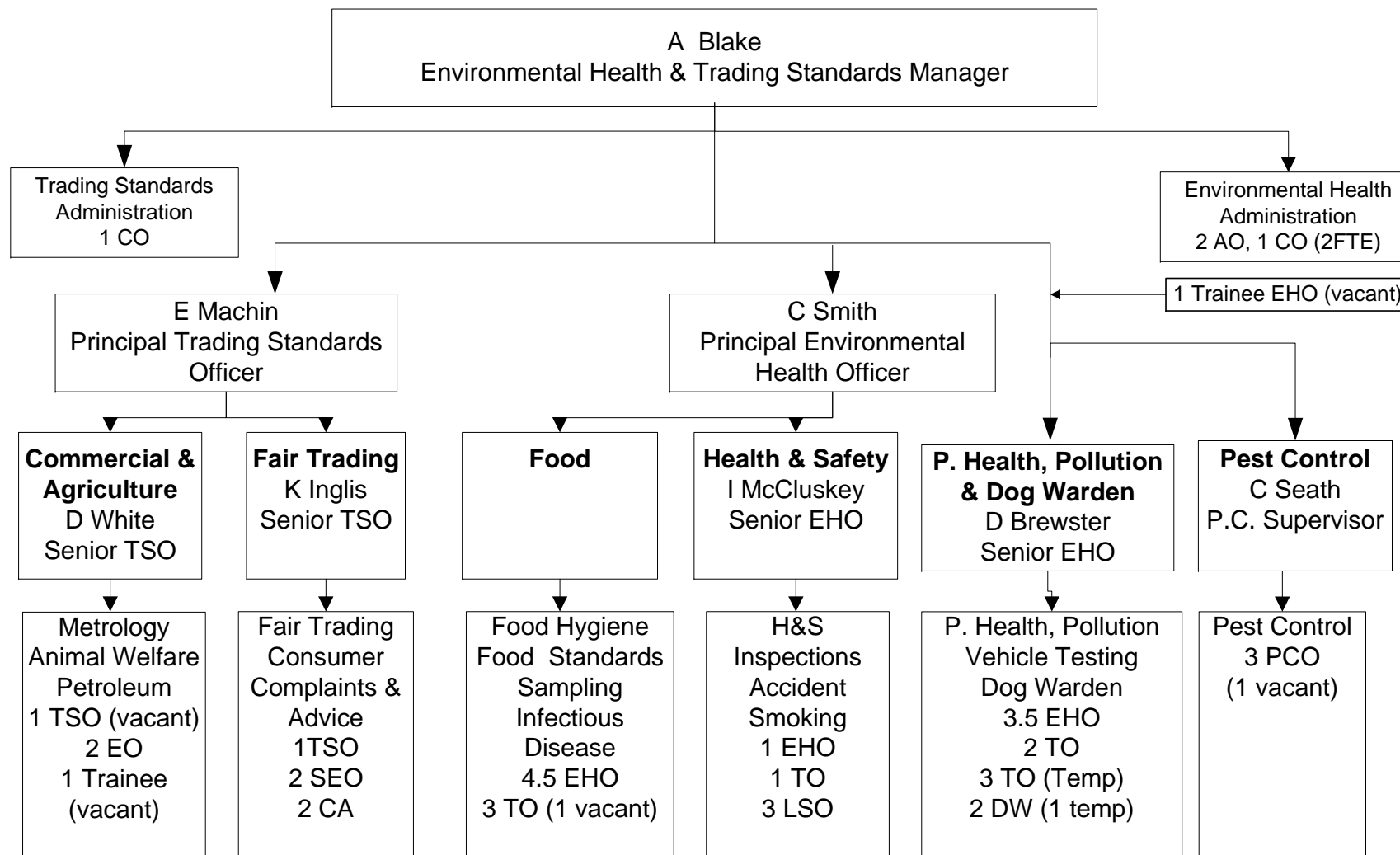
Trading Standards – Premises liable to inspection. (EH012_9b, EH013_9b)	Actual performance 2009/10	Planned Performance for 2010/11	Performance for 2010/11 (non audited)	Performance Target 2011/12
Number of premises, number due for inspection and % of inspections undertaken on time in the following categories a) High risk 12 months b) Medium risk 2 years	95.5% 97.2%	100% 99%	95% 96%	100% 95%
Dog Warden				
Dogs collected and delivered to kennels (includes those uplifted from the police) Future reports will only include the dogs WLC uplift.	163 (WLC) 140 (Police)	160	86	105 -
Barking complaints investigated.	333	300	234	280
Talks to schools	39	40	38	40
Workplace Safety Inspections (EH004_9b)				
% of inspections carried out within time for risk categories A & B1 % of inspections carried out within time for risk categories B2-B4 Category C premises are covered through alternative interventions.	A - 100% B1 – 95% B2 – 95%	100% 95% 95%	A -100% B1 – 84.6% B2 – 62%	100% 95% 95%
Pest control (EH006_6b)				
Percentage of requests for service responded to in following categories a) High priority 2 days b) Low priority 5 days	94.7% 97.6%	95% 95%	87.1% 85.5%	95% 95%
Food standards				
Percentage of inspections undertaken within time in the following categories a) 12 months b) 24 months c) Alternative enforcement (at least every 5 years)	100% 76.9% 75.5%	100% 95% 80%	100% 55.3% 50.6%	100% 70% 30%
Whole service (EH009_6b, EH010_6b)				
Complaints responded to within two days of receipt (excluding pest control)	92%	95%	86%	90%

Appendix 2 – WLAM Team Activity Budget for 2011/2012 (from finance include corporate overheads)

Activity	Objective	Corporate Planning Priority	Single Outcome Agreement 2010	Performance Measure and Target 2011/12	Projected Output Narrative for 2011/12	Projected Output Unit for 2011/12	Staff Resource (FTE)	Output Unit / FTE	Revenue Cost / Output Unit	Revenue Budget 2011/12	Capital Budget 2011/12
Food Safety Enforcement	Protect public health and a fair trading environment by application of food hygiene and food compositional standards. Assist new businesses comply. Investigate food and water borne diseases. Facilitate food export from WL	Improving The Health And Wellbeing Of Communities	We live longer, healthier lives	Percentage of food hygiene inspections undertaken within time in the following categories: a) 6 months : 100% b) 12 months : 95% c) more than 12 months : 70%	Total number of food hygiene and food standard inspections carried out	900	9.2	98	533	479,543	0
Pest Control	Protect public health by eradication of vermin and specified pests	Protecting Our Environment And Communities	We live longer, healthier lives	Percentage of requests for service responded to in following categories: a) High priority 2 days - 90% b) Low priority 5 days - 95%	Total number of rodent, wasp, bee and other pest complaints dealt with	2,100	4.6	457	78	163,512	0
Dog Warden	Promote community aspirations by uplifting stray dogs, promoting good dog ownership and mediating in cases of alleged dog barking nuisance	Protecting Our Environment And Communities	We live longer, healthier lives	Barking and straying complaints investigated: 100%	No of dog related complaints investigated	1,100	2.0	549	74	81,429	0
Public Health, Housing & Pollution Control	Protect public health by application of various noise, pollution and public health and housing standards	Protecting Our Environment And Communities	We live longer, healthier lives	Percentage of noise complaints closed within 14 days (60%)	No of public health complaints investigated	1,800	8.6	209	162	291,569	0
Health & Safety Enforcement	Promote workplace safety and a fair trading environment by the application of Health and Safety legislation. Carry out licensing function in relation to animal welfare.	Improving The Health And Wellbeing Of Communities	We live longer, healthier lives	Percentage of high risk (cat A) planned inspections done: 95%	No of inspections carried out	300	2.0	150	544	163,094	0

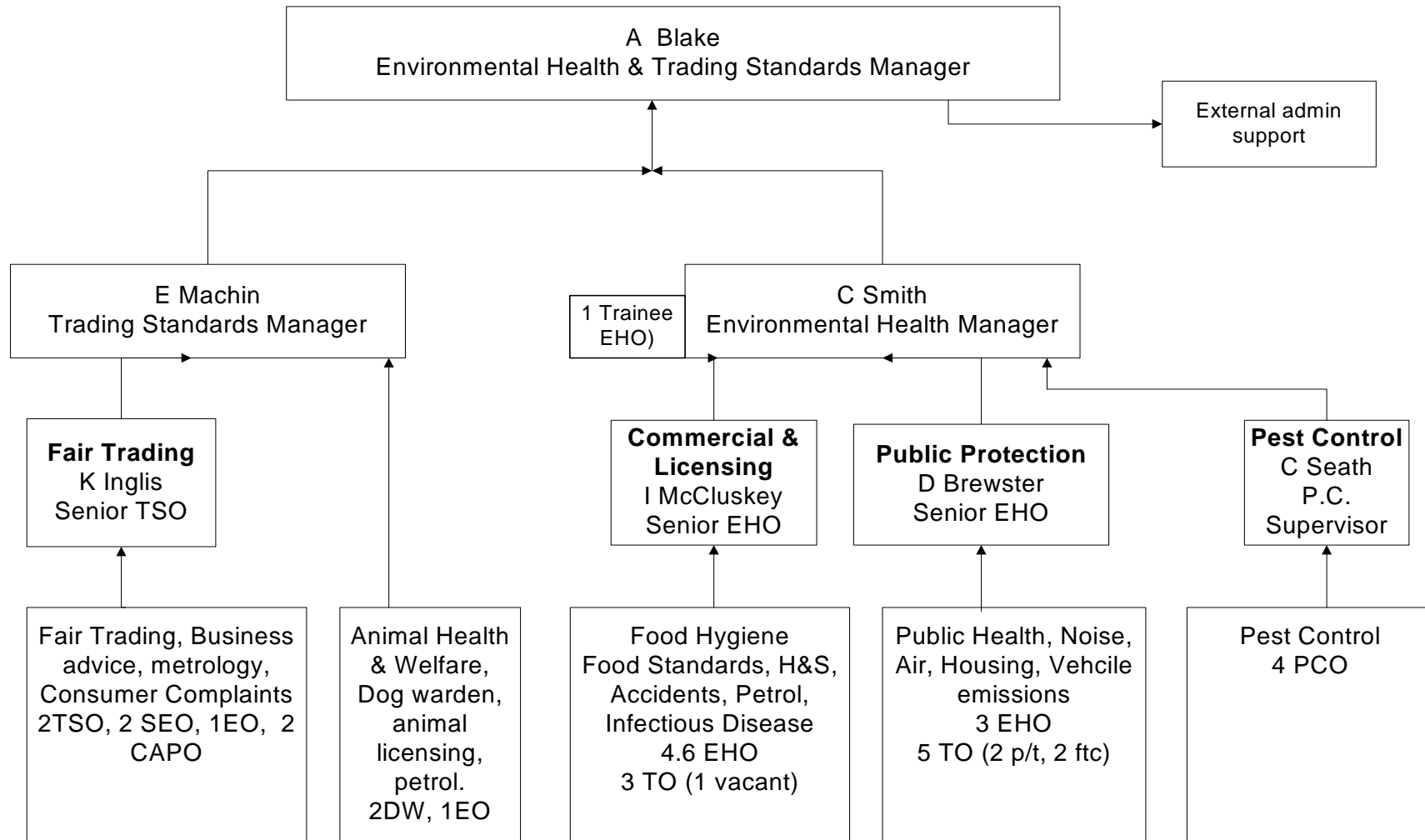
Activity	Objective	Corporate Planning Priority	Single Outcome Agreement 2010	Performance Measure and Target 2011/12	Projected Output Narrative for 2011/12	Projected Output Unit for 2011/12	Staff Resource (FTE)	Output Unit / FTE	Revenue Cost / Output Unit	Revenue Budget 2011/12	Capital Budget 2011/12
Fair Trading Enforcement	Protect consumer interests, consumer safety and promote a fair trading environment by the application of fair trading legislation. Issue advice to public and traders. Carry out test purchasing for age restricted products.	Improving The Health And Wellbeing Of Communities	We have improved the life chances for people at risk	Percentage of consumer complaints and enquiries completed in 14 days: 65%	No of complaints and enquiries	1,400	8.0	175	241	336,766	0
Commercial & Agriculture Enforcement	Protect consumer interests, consumer safety and animal welfare by the application of metrology, petroleum safety and animal welfare legislation	Improving The Health And Wellbeing Of Communities	We live our lives free from crime, disorder and danger	Percentage of inspections undertaken on time in the following categories a) High risk 12 months - 95% b) Medium risk 2 years - 95%	No of fair trading, safety and metrology inspections	260	3.5	74	535	139,186	0
Requests for Service	Delivery of whole EH & TS service in relation to general complaints and enquiries including those not covered by statutory performance indicators	Improving The Health And Wellbeing Of Communities	We live longer, healthier lives	Percentage of public complaints and enquiries (ex Pest control) responded to within 2 days: 90%	Whole service complaints & enquiry response	8,700	2.0	N/A	12	107,243	0
Vehicles Emissions Testing	Reduce emissions from vehicles by carrying out testing and promoting good vehicle operation. Education and enforcement relating to vehicle idling.	Protecting Our Environment And Communities	We live longer, healthier lives	Number of planned sampling days delivered: 100%	No of vehicles tested	500	2.0	250	240	120,000	0
Vehicles Emissions Testing	Estimated grant for 2010/11	Protecting Our Environment And Communities	We live longer, healthier lives	Number of planned sampling days delivered: 100%	No of vehicles tested	500	1.0	N/A	(240)	(120,000)	0
	Total :-						41.9			1,762,342	0

Appendix 3(i) – Environmental Health & Trading Standards Staffing Structure 2010/11



Total 47 staff (5 of whom are on temporary contracts and 3 budgeted to other service areas)

Appendix 3(ii)– EH&TS Possible Staffing Structure 2011/12



Total 36.6 staff (including two vacancies plus 3 of whom are on temporary contracts)

Appendix 4 – Feedback / Consultation

4(i) Business consultation

Businesses Feedback – Oct/Nov 2010 (EH/TS)	Businesses Comments Oct/Nov 2010
<p>Q - Did the officer provide identification? – 100/94%</p> <p>Q - Did the officer leave a business card? – 92/93%</p> <p>Q - Did the officer explain to you the purpose of the visit? – 100/100%</p> <p>Q - Were our officers professional at all times? – 97/100%</p> <p>Q - Did we give you information/advice that was easy to understand? – 100/100%</p> <p>Q - Did the officer help you to understand how to meet the legal requirements? 100/100%</p> <p>Q - Did you feel our response was fair and reasonable? – 100/100%</p> <p>Q - Did you feel the officer listened and responded to your views? – 100/100%</p> <p>Q - Did we treat you fairly at all times? – 98/100%</p> <p>Q - Overall, how satisfied were you with our level of service? – 100/100% very or fairly)</p>	<p>Is there anything else that we can do to provide choice or improve our service delivery?</p> <p>EH - No, the officers have always been really good when they come in; I've never had an issue with them.</p> <p>Just keep offering support wherever you see it necessary or where people are struggling and extend support to the manager by speaking directly to any staff member if you find them not following best practise as this helps the manager and adds weight to why they must follow the procedures..</p> <p>No, I asked the officer to hand in some Eatsafe literature and they've already handed them in.</p> <p>EH have to spread themselves thin, but they have been absolutely brilliant.</p> <p>I always feel that there is no consistency - one officer can pull me up for one thing which another officer wouldn't mention. We recently took over the business and had to improve quite a lot of things, but for the 25 years the previous owners had the business, they were never pulled up about these things so there was quite an outlay for us when we were just starting.</p> <p>The visit was very professional and clear - a genuinely nice person.</p> <p>TS - No, the 2 officers who came were very friendly and informative. I thought the officer was very professional, I can't commend them enough.</p> <p>A call the day before the visit would help, as we sometimes have deadlines to meet and when you come we have to put that aside as I like to give you my full attention. Other than that, everything was fine. I think West Lothian are doing a good job.</p> <p>No, I'm quite happy with the way things are dealt with at the moment.</p>

Business consultation - Action plan

Item carried forward	Responsible person
No specific actions have been identified	None

4(ii) Customers consultation (members of the public)

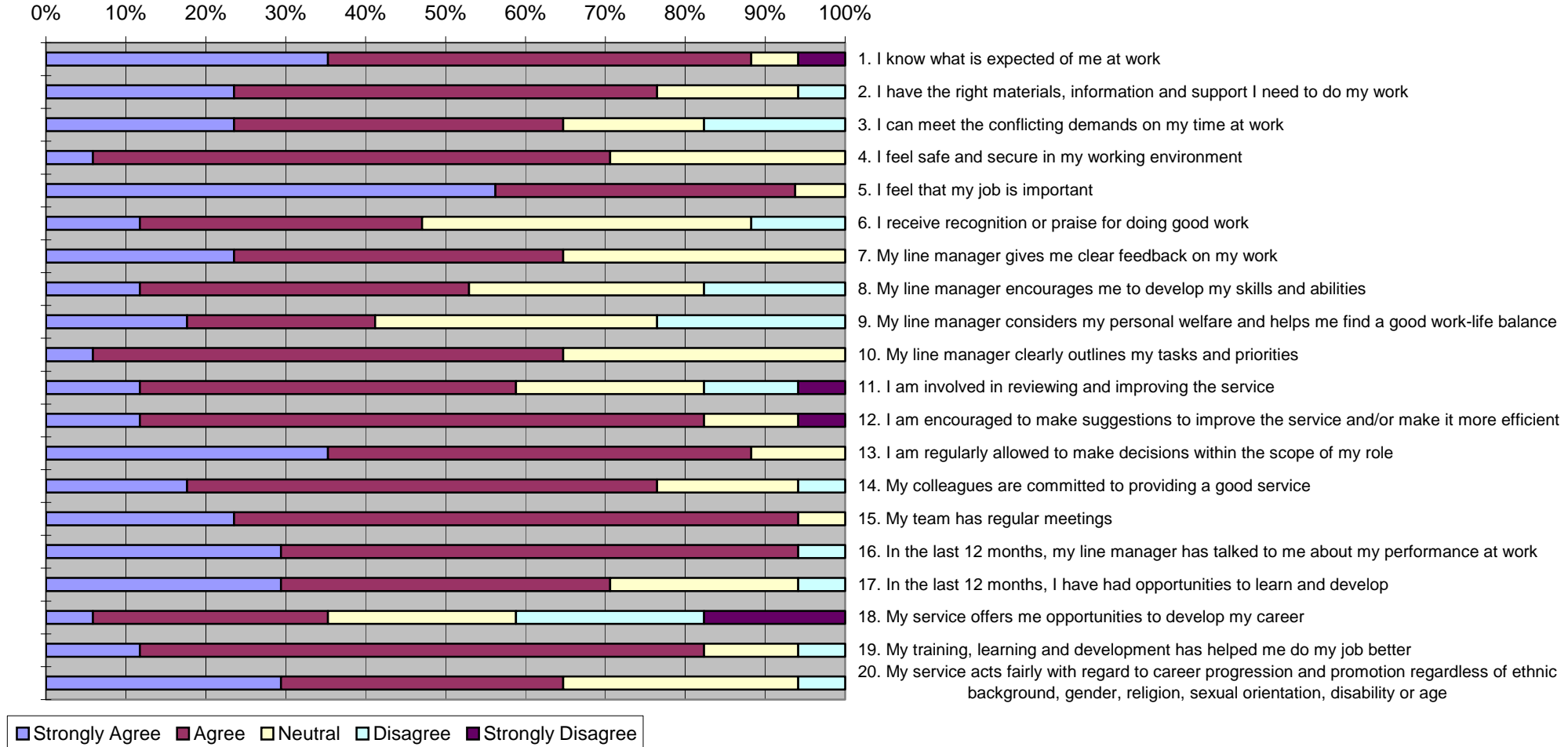
<p>Members of the Public (Customers) Feedback – May 2010 (EH/TS)</p>	<p>Members of the Public Comments May 2010 - How could we improve our service? (mixed selection of comments – full list available on request)</p>
<p>Q - How easy was it to make initial contact with us? - 84/89% fairly or very</p> <p>Q - Of those dissatisfied – why? Main answers related to not wishing to use the answer machine.</p> <p>Q - Were you dealt with quickly? - 91/95% yes</p> <p>Q - Were you dealt with politely? – 100/100% yes</p> <p>Q - Did we provide you with information/advice that was easy to understand? - 98/97% very or fairly</p> <p>Q - How helpful did you find our staff? - 97/97% very or fairly</p> <p>Q - Did you feel that we treated you fairly at all times? – 97/97%</p> <p>Q - Following your enquiry, did you expect to be notified of the outcome? 42/61% - no</p> <p>Q - If 'yes' did we advise you ? 73/60% yes</p> <p>Q - How satisfied were you with how we dealt with your complaint or enquiry ? - 91% very or fairly</p> <p>Q - How satisfied were you with how we dealt with you? – 90/97% Very or fairly</p> <p>Q - We try to contact service users within 2 days of making an initial enquiry. Do you think this is an acceptable standard? – 94/97% yes</p> <p>Q - We will give service users an update on the status of their enquiry at least every 28 days until the enquiry is closed. Do you think this is an acceptable standard? – 86/82% yes</p>	<p>EH - I never really see the vans around - you could have more dog wardens about and more of a presence at parks etc.</p> <p>Advertise more, as people don't know who to call.</p> <p>Have a number the public can call without going through the call centre, as even when trying to contact other departments, 99% of the time you cannot get through or are put in a queue - maybe more staff would help.</p> <p>More dog wardens would help.</p> <p>I don't see how you could possibly improve it. You do a very good job.</p> <p>Send 2 officers out to a client if an officer can't go into the offending premises for noise complaint on their own - this would save time and organising someone else to come out - they could deal with it there and then.</p> <p>More staff.</p> <p>Have the dog wardens on call 24 hours a day - they say contact the police but they don't do anything.</p> <p>It's not easy to get through to the council.</p> <p>TS - The call centre automated menu is quite long and once you press the button the next menu is quite long too.</p> <p>The council call centre took a long time to answer and a long time for someone to get back to me, however, once I got a direct number for Environmental Health I was dealt quickly.</p> <p>I would have liked confirmation that I wasn't alone in this issue.</p> <p>I think that I was dealt with really well and don't think you need to improve.</p> <p>Do something instead of giving advice that does not give any satisfaction to the customer.</p> <p>There should be more general inspections of the general environment to save people like myself having to report things in the first place, and follow up to that and the people doing the inspections should have the authority to knock on the doors and say 'what is all this?'. They should have the authority to do something on spot.</p> <p>I think WLC do a really good job, the place is clean and they do seem to care, except for my next door garden.</p>

Customer consultation - Action plan

Item carried forward	Responsible person
Staff to remember to keep the customer updated and manage expectations	All Senior Officers

4(iii) Staff Consultation results

2010 Staff Survey Environmental Health & Trading Standards



Appendix 5 work-load history

Appendix 5 (i) Public Health, Pollution, Dog Warden

	2004-5	2005-6	2006-7	2007-8	2008-9	2009/10	2010/11
Service Requests	Number Received	Number Received	Number Received	Number Received	Number Received	Estimated Number Received	Estimated Number Received
Air Quality	104	104	367	264	138	186	126
Animal Welfare	37	46	81	33	6*	767	12
Planning, Building Standards & Contaminated Land	105	155	232	358	280	191	202
Housing	140	161	251	341	404	344	334
Licensing	205	167	182	183	145	660	40
Noise Control	476	628	551	280	301	758	320
Miscellaneous	2	4	2	3	0	36	0
Public Health	251	249	410	375	349	231	230
Refuse and Waste	183	314	355	361	277	302	275
Water and Drainage	127	136	163	130	155	97	115
Totals	1630	1964	2594	2394	2055**	3796	1620
FTE staff	5	6.5	6	6	6	6.2	6

Dog warden

Activity	2005/6	2006/7	2007/8	2008/9	2009/10	2010/11
Dog fouling complaints	135	213	151	189	333	234
Aggressive dogs						47
General complaints	9	11	38	75	69	72
Stray complaints	366	441	407	387	460	318 (419)
Strays uplifted	255	280	127	160	262 (incl. police)	106 (162)
Talks (Actual)	32	3	54	43	55	40
Housing officer assistance	0	5	18*	13	4	21
Dog 'Missing' enquiries	Not available	Not available	77	121	112	100
Dog Barking complaints	243	305*	304*	323	322	280
Staffing	1	2 (one temp)	2 (one temp)	2 (one temp)	2 (one temp)	2 (one temp)

Appendix 5(ii) Food Team

Activity	2007/2008		2008/2009		2009/2010		2010/2011 (21/03/11)	
	Completed	Missed	Completed	Missed	Completed	Missed	Completed	Missed
Food hygiene inspections	898	10	742	0	657	64	728	144
Food standards inspections	321	9	266	0	309	37	476	75
Revisits	111		183		158		189	
Number of prem's	1386		1367		1371		1389	
Broadly Compliant Hygiene			86.8%		86.7%		86.5	
Broadly Compliant Standards			89.5%		95.7%		95.6	
Food hygiene inspection performance indicators (inspections completed by due date) <i>** Indicator now measures %age completed within the year.</i>	Category	% on time	Category	% on time	Category	% on time	Category	% on time
	Approved	100	Approved	100	Approved	100	Approved	100
	6 months	100	6 months	100	6 months	100	6 months	95
	12 months	97.9	12 months	98.5	12 months	96.8	12 months	96.9
	> 12 months	82.8	> 12 months	98.1	> 12 months**	87.2	> 12 months**	56.3
Food standards inspection performance (inspections completed by due date) <i>** See food hygiene</i>	A	90.9	A	100	A	100	A	100
	B	75.2	B	96.1	B**	76.9	B**	57.8
	C	71.4	C	94	C**	75.5	C**	62.1
	Unrated	71.6	Unrated	90.7	Unrated	91.9	Unrated	74.6
Number of enquiries	572		556		476		425	
% Enquiries responded to in 2 days (Target 90%)	92%		93%		83%		87%	
Number of food complaints	41		42		40		34	
Number of prem complaints	151		182		126		148	
Food alerts	51		71		33		11	
Advisory visits	329		61		71		83	
Infectious disease investigations	224		228		234		204	
Export certificates	21		10		26		-	
Food condemnations	11		0		1		2	
Samples taken	Type	No.	Type	No.	Type	No.	Type	No.
	Food Chem	410	Food Chem	356	Food Chem	376	Food Chem	207
	Food micro	359	Food micro	331	Food micro	330	Food micro	264
	Milk radiation	11	Milk radiation	6	Milk radiation	6	Milk radiation	6
	Water mains	9	Water mains	24	Water mains	27	Water mains	20
	Water private	33	Water private	23	Water private	29	Water private	29
Swimming pool	60	Swimming pool	77	Swimming pool	72	Swimming pool	70	
Reports to fiscal	0		3		5		6	
Emergency Closures (including voluntary)	1		2		8		13	
Number of staff	8		8		6		7.1	
£ Cost / Head of population / year (Per Week)	£3.14 (£0.06)		£2.87 (£0.06)		£2.90 (£0.06)			

Appendix 5 (iii) Health & Safety

Activity	2006/2007		2007/2008		2008/9		2009/2010		2010/2011 (31/12/10)	
H&S inspections	374		468		352		480		335	
Revisits	4		8		-		-		-	
Accidents	161		133		194		150		107	
Formal notices			N/a		N/a		N/a		24 Improvement 3 Prohibition	
Number of premises	2665		2485		2404		2400		2428	
H&S inspection performance indicators	Category	% on time	Category	% on time	Category	% on time	Category	% on time	Category	% on time
	A	100	A	100	A	100	A	100	A	100
	B1	96	B1	95	B1	92.8	B1	95	B1	84.6
	B2	100	B2	100	B2	95.1	B2	95	B2	62
Number of H&S complaints	74		71		96		100		63	
% Complaints responded to in 2 days	-		96%		86%		85%		92%	
Number of smoking complaints	-		94		31		30		No longer recorded	
Number of smoking notices	5		13		7		3		0	
Reports to the fiscal	0		0		0		0		1	
Staffing	3		3		3		3		3	

Appendix 5 (iv) Pest Control

Complaint Type	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
Ants*	73	28	34	11	20	20	47	0	14**
Bats*	0	3	0	1	1	0	0	0	0**
Bedbugs	1	7	7	10	6	6	6	10	14**
Bees	119	159	179	165	181	59	35	49	27**
Beetles	18	20	16	16	20	18	14	20	6**
Birds*	9	17	7	6	5	2	5	6	4**
Booklice	2	4	6	2	1	2	4	8	3**
Cockroaches	0	0	1	1	0	2	4	1	1**
Dermestess	43	48	33	27	14	19	40	29	35**
Fleas	71	65	80	54	65	77	50	46	49**
Flies	12	15	9	9	11	13	16	19	11**
Mice	782	795	769	1067	781	895	811	757	680**
Mites	2	5	4	9	1	4	3	2	2**
Non-specific pests*	3	10	6	4	5	4	0	44	30**
Other insects	108	59	110	80	101	70	58	1	133**
Rats	274	277	261	267	186	317	257	290	278**
Silverfish	16	23	14	17	13	13	13	10	6**
Spider beetles	0	8	5	5	1	9	7	5	5**
Spiders*	0	1	2	0	0	1	2	0	2**
Squirrels*	4	8	5	4	2	2	8	0	8**
Undefined problems	0	0	1	0	4	7	2	2	6**
Undefined rodents	58	44	45	73	73	68	58	15	7**
Wasps	954	902	1444	879	1659	921	1072	619	1459**
Wildlife enquiries*	0	6	1	2	0	0	8	1	8**
Woodlice*	33	12	3	5	2	0	4	0	5**
Woodworm*	1	0	0	0	0	0	2	2	4**
Total Calls	2583	2516	3042	2714	3152	2529	2524	1960	2797**
Staffing	3	3.2	3.2	3.2	4	4	4	4	4

- *Advice only given.
- **Estimated annual figures from a 11 month total.

Appendix 5 (v) Trading Standards

Trading Standards Activity	2007/2008		2008/2009		2009/2010		2010/2011 (as at 28/2/11)		2011/2012 (targets* and estimates)	
	Category	% on time & target no.	Category	% on time & target no.	Category	% on time	Category	% on time & target no.	Category	% on time
Inspection of trade premises performance indicators	High	100% (22)	High	100% (23)	High	95.5% (21/22)	High	85%	High	100%
	Medium	98.4% (240/244)	Medium	98.7% (230/233)	Medium	97.2% (240/247)	Medium	95.6%	Medium	95%
Percentage completion times for consumer enquiries, complaints and business advice requests	Complaints	≤ 14 days	Complaints	≤ 14 days	Complaints	≤ 14 days	Complaints	≤ 14 days	Complaints	≤ 14 days
	1790	65.1%	1433	65.7%	1346	64%	1096	62.4%	600	60%
	Bus Adv.	≤ 14 days	Bus Adv.	≤ 14 days	Bus Adv.	≤ 14 days	Bus Adv.	≤ 14 days	Bus Adv.	≤ 14 days
	294	95.5%	226	97.8%	234	99.6%	176	97%	220	95%
No. of complaints from traders	71		99		70		109		109	
No. of sites licensed to store petroleum spirit	22		22		21		21		21	
No. registered premises storing explosives	37		39		33		31		30	
No. of animal health & welfare inspections	80		102		93		70		75	
No. of feeding stuffs samples taken	6		7		1		1		1	
No. of CG(S) Act licence consultations	158		197		110		95		100	
No. of Consumer Credit licence consultations	49		39		49		45		45	
No. of reports to PF	4		4		1		4		3	
No. of registered feedstuffs premises	86		103		107		120		120	
No. of staff	11		11.6		11.6		10.6		9.6	

Appendix 6 – Customer Strategy Summary Document

Service Profile

Environmental Health & Trading Standards exist to protect and enhance, through the application of statute, the health, welfare, environment, safety, and trading market-place of the people of West Lothian and those using services obtained from within West Lothian. As regulatory services, the activities undertaken are required by statute and as such some of the customers have no option but receive our services. The services are protective in nature, with the main beneficiaries being the people of West Lothian and those using services obtained from within West Lothian. Many may benefit from the services without even realising it. Others proactively elect to use the services. With such a potentially wide customer base, the service has focussed its consultation activities on four main customer groups.

- Those receiving a service, i.e. the business community who are subject to statutory application of legislation.
- Members of the public who request our assistance.
- Political customers, i.e. elected members (in particular the Environment Policy Development and Scrutiny Panel of WLC), MPs and MSPs.
- Partners in service delivery, i.e. our own EH&TS staff and other internal WLC services such as Development Control and Legal/Administration

A supplementary document, *Partners in Service Delivery*, exists which further explains the wider contact of the service and consultation methodologies.

Service Standards

The overall aim of the Service is to deliver a prompt service, in a courteous manner, leaving the customer better informed than they were at the outset. Customers using the service should be aware with whom they are dealing in case further contact is needed. The standards were set in consultation with customers and are confirmed as remaining pertinent during customer consultation activities.

Standard	Target	How this is measured	How is it reported
Respond within two working days	In excess of 80% of complaints are responded to within 2 days	Monitored using IT. Perception based question during annual customer consultation	Reported within performance information. Feedback letters to all consulted.
Staff giving their name when answering the phone and leaving business cards following inspections.	100% compliance by staff.	Perception based question during annual customer consultation. Observation by team leaders and failure to do so is rectified.	Reported within performance information
Staff including their contact details on emails and other correspondence	100% compliance by staff.	Observed by team leaders and failure to do so is rectified	Not reported upon.
Staff giving an update on complaints no longer than every 28 days	In excess of 90% of those expecting an update are given one	Perception based question during annual customer consultation. (No monitoring systems are currently available on the IT system but this is a target we aspire to)	Reported within performance information. Feedback letters to all consulted.
Fair treatment	100% application of the enforcement	Observed by team leaders and failure to do so is	Not reported upon.

	policy	rectified	
Respond to internal applications within 10 working days	75% of applications received are responded to on time	Quarterly IT reports.	Quarterly report to internal services.
Overall satisfaction	In excess of 90% of customers feel the service received was satisfactory	Perception based question during annual customer consultation	Reported within performance information. Feedback letters to all consulted.

Complaints

If customers, or potential customers feel the need to complain about the service given or offered, or have any comments they may wish to make, they can do so either formally or informally. Formal complaints are received via the corporate Points of View process and are recorded and managed on the corporate complaints records management system. They will be responded to within 20 days and failure to satisfy may be escalated to corporate management as per the system.

Informal complaints or comments about the service are recorded on an internal system. All will be investigated within two working days and comments given back to the reporter. All such complaints are collated and reviewed monthly by Senior Officer's, they are also shared annually with staff and included in the Service Plan along with any resulting actions.

Contact

The service may be contacted by the following means: –

- Letter – County Buildings, High Street Linlithgow, EH49 7EZ. Trading Standards, 5 Inchmuir Rd, Whitehill Ind Est Bathgate EH48 2EP
- Email – environmentalhealth@westlothian.gov.uk / tradingstandards@westlothian.gov.uk / pestcontrol@westlothian.gov.uk
- Phone – 01506 775000 (Linlithgow) or 01506 776410 (Bathgate) - answer machines are used on occasion to deal with engaged lines and during busy periods.
- Council Contact Centre – 01506 77500.
- Fax – 01506 775368.
- In person - by visiting either of the above addresses.

(Telephone numbers will change in Feb/March 2011, plus further changes when Trading Standards relocate – this document will be updated as appropriate)