

Service Delivery Report

Environmental Health & Trading Standards

Q1 – Q2 2025/2026

(01/04/2025-30/09/2025)



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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.



183,810

West Lothian Population



4,900

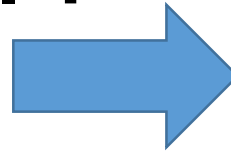
Commercial Businesses & Sites

Enforcement responsibility of EH&TS

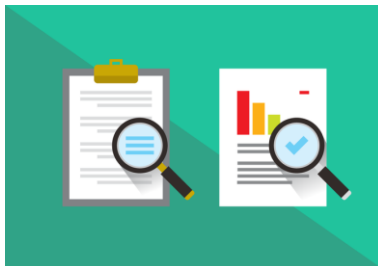


29.4

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.



1400 inspections and interventions annually (average)

5900 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



£17,8088 per 1000 population. LGBF 2023/24.

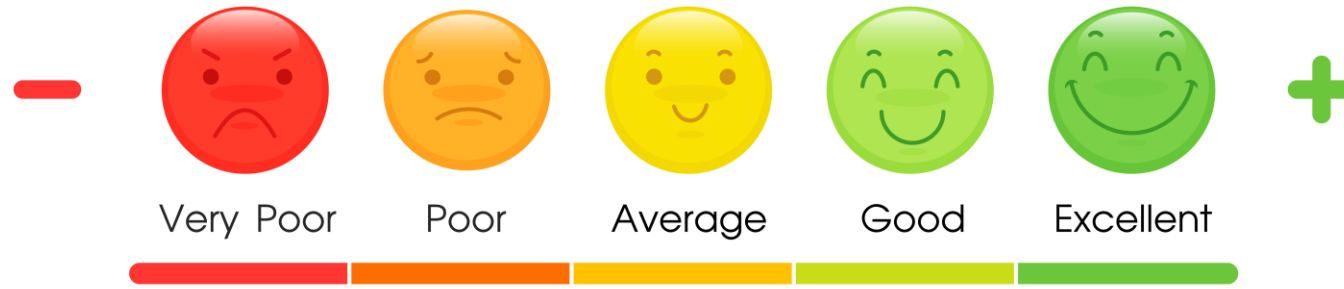
7th lowest cost service in Scotland.

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

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..

92.3%

Timeliness of service
Good or Excellent

98.6%

Customers treated fairly

Performance Dashboard - Reporting Period

3,167 – number of customer requests for service handled by service.

95.7% - service requests responded to on time.

7

Customer complaints received
(0.17% of customer interactions)



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

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



100% - highest risk premises inspections completed on time.

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

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

Key Activities / Achievements – reporting period

- Commercial team involved in investigation following carbon monoxide poisoning of four tourists staying in a caravan. Issues identified with gas appliance and ventilation. Prohibition notice served on use of caravan. All four people recovered after hospital treatment.
- Annual food service plan, and health and safety service plan for 2025/26 were prepared by team, and approved by Council Executive.
- A response was provided to Scottish Government consultation on introducing fixed penalty notice provisions in relation to animal health offences.
- Pest control team reporting an ongoing higher number of requests to treat rat and other problems. Public health team also continuing to get requests to assist with concerns regarding waste, and amenity, at domestic and commercial properties where rats have been spotted.
- Trading standards continuing to discover and seize illegal vaping and tobacco products from commercial establishments throughout West Lothian. A large seizure of illegal tobacco at a West Lothian retailer is being reported to the Procurator Fiscal.
- The annual progress report on air quality has been completed and submitted to, and approved by, Scottish Government. Air quality continues to meet legal standards in West Lothian.

Key Activities / Achievements – reporting period

- Commercial team have been involved in another investigation and site visits following discovery of counterfeit Glens vodka in another local authority area. This included providing information to general public and trade. Thankfully nothing found in West Lothian this time.
- Focused interventions addressing key safety topics in warehouses and distribution centres have highlighted some areas for follow up by officers and in one situation the issuing of a prohibition notice due to unsafe working arrangements.
- Trading standards team were involved in the seizure and removal of counterfeit and dangerous Labubu doll toys from establishments in West Lothian. Information was provided to the general public and trade to raise awareness of this concern.
- Trading standards were involved in the “Shut Out Scammers” week long campaign highlighting financial harm and targeting rogue traders. Worked with Police Scotland on roadside stops, and used the scam van to engage with members of the public during the week. Also promoted messaging through council social media channels.

Detailed performance information

Service request performance by team

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
April	Trading Standards	136	133	3	0	1	5.0	97.8%
	Commercial	85	85	0	0	1	7.3	100.0%
	Public health	136	134	2	1	2	15.2	98.5%
	Pest control	120	110	10	2	3	32.5	91.7%
	Vehicle emissions	3	3	0	0	3	18.7	100.0%
	Management	23	22	1	0	9	9.5	95.7%
	Total	503	487	16	3	2	15.0	96.8%
Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
May	Trading Standards	140	140	0	0	1	3.7	100.0%
	Commercial	109	108	1	2	1	9.2	99.1%
	Public health	200	198	2	7	1	14.8	99.0%
	Pest control	140	134	6	2	3	23.4	95.7%
	Vehicle emissions	2	1	1	0	12	17.0	50.0%
	Management	25	24	1	0	4	5.1	96.0%
	Total	616	605	11	11	2	12.9	98.2%
Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
June	Trading Standards	102	102	0	0	1	5.0	100.0%
	Commercial	99	97	2	1	1	8.2	98.0%
	Public health	147	139	8	1	2	10.0	94.6%
	Pest control	150	138	12	5	3	19.3	92.0%
	Vehicle emissions	8	8	0	0	1	16.5	100.0%
	Management	20	20	0	1	4	11.4	100.0%
	Total	526	504	22	8	2	11.5	95.8%

Service request performance by team

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
July	Trading Standards	126	126	0	0	1	4.0	100.0%
	Commercial	84	82	2	4	3	9.5	97.6%
	Public health	163	159	4	5	2	9.1	97.5%
	Pest control	184	143	41	10	3	18.7	77.7%
	Vehicle emissions	0	0	0	0	0	0.0	N/A
	Management	36	36	0	0	3	3.7	100.0%
	Total	593	546	47	19	2	10.7	92.1%
Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
August	Trading Standards	106	106	0	3	1	8.0	100.0%
	Commercial	90	86	4	5	2	8.0	95.6%
	Public health	195	192	3	11	1	9.7	98.5%
	Pest control	100	92	8	17	3	19.3	92.0%
	Vehicle emissions	4	3	1	0	7	22.5	75.0%
	Management	26	25	1	2	4	8.6	96.2%
	Total	521	504	17	38	2	11.0	96.7%
Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
September	Trading Standards	106	106	0	10	1	4.3	100.0%
	Commercial	95	94	1	8	1	5.6	98.9%
	Public health	87	87	0	14	1	7.6	100.0%
	Pest control	81	64	17	39	3	17.3	79.0%
	Vehicle emissions	6	4	2	4	7	21.0	66.7%
	Management	30	27	3	5	7	8.3	90.0%
	Total	405	382	23	80	2	8.4	94.3%

Service requests by category / type – reporting period

Air Quality	8
Pr4 Air Quality General (non Laqm)	8
Animal Health And Welfare	171
Animal By Products	4
Animal Health And Welfare	18
Pr3 Dogs - Stray	8
Pr4 Dogs - General	73
Pr3 Dog Attacking / Aggressive	67
Animal Feedstuffs	1
Consumer Protection	188
Business - Petroleum / Explosives	8
Business Advice And Guidance	13
Complaint - Consumer Safety	15
Complaint - Fair Trading Civil	44
Complaint - Fair Trading Criminal	58
Complaint - Financial Harm	2
Complaint - Metrology	10
Complaint - Underage Sales	16
Outwith Trading Standards	2
Scams	6
Talk / Presentation	2
Business - Explosives Registration	7
Casework / Project Work	1
Complaint - Petroleum / Explosives	3
Business - Petroleum Licensing	1

Service requests by category / type – reporting period

Food Law

Application For Registration Of Food Business	147
Export Cert 1 (premises Endorsement)	24
Food Advice Request From Public	6
Food Alert	3
Food Complaint - Caused Illness	14
Food Complaint - Extraneous Matter	9
Food Complaint - Labelling, Presentation Or Food Information	5
Food Complaint - Other	4
Food Complaint - Out Of Date	9
Food Hygiene Information Scheme /registration Queries	2
Food Premises Complaint - Standards And Safety	9
Food Withdrawals And Recalls	44
New Food Premises	17
Food Advice Request From Trade	42
Food Premises Complaint - Food Safety	18
Food Premises Complaint	2
Food Complaint - Mouldy	2

357

Housing

Pr2 Housing Disrepair	18
Pr4 Housing Immigration Enquiry	6
Pr4 Vacant Property Enquiry	5
Pr4 Garden Amenity	31
Pr3 Housing General	8
Pr2 Water: Burst Pipe	3
Pr3 Tolerable Standards	2
Pr1 Dampness / Water Penetration	15
Pr2 Dirty House / Hoarding / Infestation	7

95

Service requests by category / type – reporting period

Health and Safety	205
Adverse Engineer's Report	10
Cg Licensing Application - Market Operator	4
Cg Licensing Application - Public Entertainment	51
Cg Licensing Application - Skin Piercing And Tattooing	45
Health And Safety - Advice Request From Business	9
Health And Safety - Advice Request From Member Of Public	20
Health And Safety Complaints - Unsafe Workplace	11
Liquor Premises Licensing - Application	21
Liquor Premises Licensing - Request S50 Certificate(s)	8
Sags - No Application For Licence Received	3
Street Trader Licensing- Request S39 Cert Of Compliance	16
Cg Licensing - Other Enquiries And Notifications	2
Cinema Licence Application	1
Health And Safety Complaints - Welfare Provision	1
Accident/dangerous Occurrence - Not Riddor Reportable	1
F2508 (riddor)	2
Noise	237
Pr2 Burglar Alarm Noise	9
Pr2 Construction Noise	35
Pr2 Entertainment Noise	24
Pr3 Animal Noise	97
Pr3 Domestic Noise	15
Pr3 General Noise	16
Pr3 Street Noise	3
Pr4 Consultations (except Planning)	1
Pr3 Transport Noise	6
Pr2 Commercial / Industrial Noise	31
	16

Service requests by category / type – reporting period

Licensing	146
Animal Licence- General Enquiry	14
Animal Rehoming	3
Market Operator	6
Metal Dealer	7
Pr2 Hmo Licence Consultation	11
Pr3 Animal Boarding Establishment	3
Pr3 Riding Establishment	18
Pr3 Zoo Licence	2
Pr4 Animal Breeding	7
Pr4 Homeboarding	19
Second Hand Dealer	29
Pr3 Hmo General Enquiry	2
Pr3 Short Term Let Consultation	4
Caravan Sites - General	2
Pr4 Dog Day Care	2
Pr4 Sale Of Animals As Pets	8
Pr4 Performing Animals	2
Animal Welfare Establishment	5
Licenced Premises General Enquiry	2
Planning Consultations	118
Pr2 Planning Application Consultation	114
Pr2 Planning Consultation (non-routine)	1
Pr2 Planning (pre-application)	3

Service requests by category / type – reporting period

Pest Control

775

Ants
Bedbugs
Bees (advice Only - No Treatment)
Bird Nuisance
Dermestes Beetles
Fleas
Mice
Other Insects
Other Pests - Advice Only
Rats
Squirrels
Wasps
Cockroaches
Pr3 Vermin Infestation

39
9
3
10
6
17
137
19
65
180
9
277
3
1

Trusted Trader

211

Trusted Trader Feedback
Trusted Trader - Enquiry / Complaint
Trusted Trader - New Applicant

198
5
8

Service requests by category / type – reporting period

Public Health	470
Pr2 Asbestos	4
Pr2 Bonfires Domestic	42
Pr2 Dust Construction Sites	2
Pr3 Dog Fouling Private / Communal Garden	21
Pr3 Domestic Odour	16
Pr3 Light Pollution	10
Pr3 Refuse At Premises	169
Pr3 Water Pollution	4
Pr4 General	68
Pr4 Nuisance Bird Feeding	14
Pr4 Smoke Domestic Chimney	2
Pr3 Nuisance Insect	2
Drainage / Sewerage	1
Pr3 Mains Water Enquiry	1
P3: Refuse At Premises (commercial)	22
Pr1 Drain / Sewer / Septic Tank	18
Pr2 Dust Industrial / Commercial	4
Pr1 Bonfires Industrial / Commercial	10
Pr2 Odour Commercial / Industrial	18
Pr2 Smoke Industrial / Commercial Chimney	1
Pr3 Odour Agricultural	5
Pr3 Vermin Infestation	35
Pr1 Cooling Tower Evaporative Condensers	1
Private Water Supply	3
Private Water Supplies - General Advice	3

Enforcement Notices Served

Legislation / Notice Type	Number served
Building (Scotland) Act 2003	1
Defective Building Notice	1
Environmental Protection Act 1990	18
Abatement Notice Generic	2
Refuse at Domestic Premises Abatement Notice	5
EPA - Fixed Penalty Notice	11
Health & Safety at Work, etc Act 1974	4
Prohibition Notice	3
Improvement Notice	1
Food Safety Act 1990	2
Remedial Action Notice	2

Accident / incidents reported – reporting period

Accident / Incident Type	Number reported
Another kind of accident	3
Contact with machinery	2
Fall from height	4
Lifting and handling injuries	2
Slip, trip, fall same level	18
Struck against	2
Struck by moving vehicle	1
Struck by object	7
Exposure to harmful substance	1

Inspections / interventions - reporting period

Inspection / Intervention Type	Number completed
Consumer Protection Inspection	117
Consumer Protection Visit	73
Food Law Programmed Inspection	439
Food Law Revisit	72
Food Sampling Visit	33
Hsw Other Contact Interventions Targeted Using Local Intelligence	2
Hsw Other Contact Interventions Targeted Using National Intelligence	12
Metrology Inspection	36
Metrology Visit	18
Ocv Programme - Initial Visit	1
Planned Programmed Sampling Visit	8
Hsw Proactive Inspection - Targeted Using National Intelligence	13
Animal Health Inspection	1
Food Law Non-planned Intervention	15
Animal Health Visit	1
Pws Planned Premises Risk Assessment	1
Food Hygiene Revisit	2
Petroleum Inspection	1
Follow Up Visit	1
Initial Inspection	1

Overdue food safety inspections – at end of reporting period

Premises scheduled for inspection - food safety		1959	% of scheduled	% of overdue	Unrated	% of overdue	% of Priority 1 overdue	% of Priority 2 overdue	% of Priority 3 overdue		
Overdue inspection total	389	19.9%		71	18.3%	2	0.5%	9	2.3%	307	78.9%
Overdue less than 6 months	110	5.6%	28%	26	6.7%	2	0.5%	7	1.8%	75	19.3%
Overdue 6-12 months	27	1.4%	7%	12	3.1%	0	0.0%	0	0.0%	15	3.9%
Overdue 12-18 months	125	6.4%	32%	7	1.8%	0	0.0%	0	0.0%	118	30.3%
Overdue 18-24 months	15	0.8%	4%	2	0.5%	0	0.0%	0	0.0%	13	3.3%
Overdue more than 24 months	163	8.3%	42%	24	6.2%	0	0.0%	2	0.5%	137	35.2%

For further information or enquiries please use the following contacts

Tel 01506 280000

Log enquiry – online portal - <https://www.westlothian.gov.uk/about-ehts>

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