

# Service Delivery Report

Environmental Health & Trading Standards

Q3 – Q4 2025/2026

(01/10/2025-31/03/2026)



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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.



**186,440**

**West Lothian Population**



**4,900**

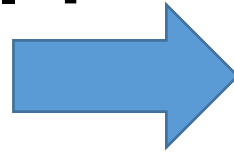
**Commercial Businesses & Sites**

Enforcement responsibility of EH&TS

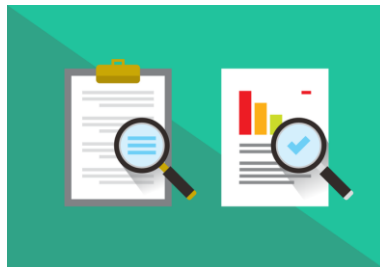


**29.4**

**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\*

**95.2%** agree /strongly agree there is effective workforce planning.

**92%** agree /strongly agree there is involvement and empowerment in service.

**94.7%** agree /strongly agree there is team work.



\*2025/26 survey

## Customers



**98.9%**

Customers rated overall service as good or excellent



**£17,384** per 1000 population. LGBF 2023/24.

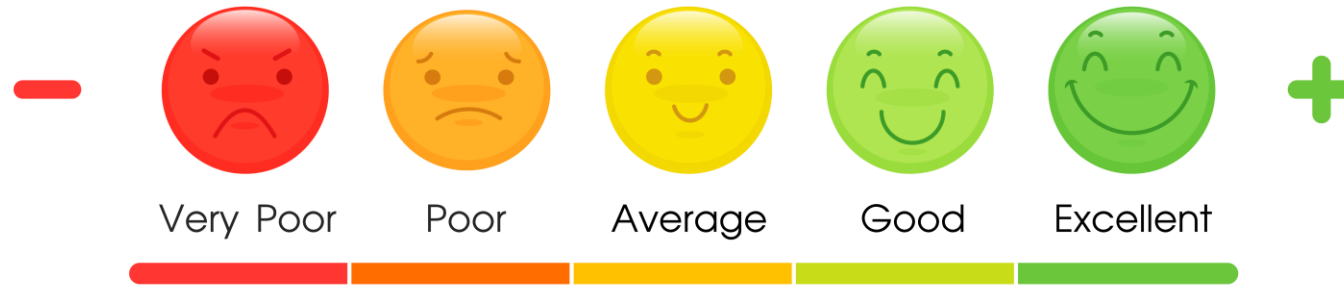
6<sup>th</sup> lowest cost service in Scotland.

# Performance



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

## CUSTOMER SATISFACTION



**98.9%**

Overall satisfaction  
Good or Excellent

**100%**

Business satisfaction –  
Information quality  
Good or Excellent

**96.1%**

Timeliness of service  
Good or Excellent

*I found XX to be 100% helpful, knowledgeable and effective in dealing with the pest issue at hand and generous in sharing advice on a related pest matter. He could not have done anything more or better to help. Thank you!*

*XX was very friendly and helpful and polite. Made me feel comfortable as soon as she entered and was very professional.*

*Being a new store manager I found the visit very helpful and informative.*

**99.3%**

Customers treated fairly

# Performance Dashboard - Reporting Period

**2,558** – number of customer requests for service handled by service.

**95.4%** - service requests responded to on time.

**8**

Customer complaints received  
(0.22% of customer interactions)



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

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



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

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

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

# Key Activities / Achievements – reporting period

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- Commercial team identified a serious rat infestation at a food import warehouse resulting in the disposal and destruction of contaminated food and ongoing monitoring of business operations.
- Commercial team have been investigating the presence of E. coli in a private water supply serving a hospitality venue, and short-term holiday let accommodation. A boil water notice has been served and bottled water is being supplied by Scottish Water pending a resolve.
- Trading standards were involved in carrying out the necessary licensing visits and checks at firework suppliers and retailers in advance of bonfire night.
- Safety visits to licensed petrol sites by trading standards identified a number of licence breaches requiring action by site operators, and follow up visits by officers.
- Commercial team officers have been carrying out focused interventions to look at gas safety, and the safety of solid fuel cooking appliances, in catering establishments. There is a focus on ensuring the safety of appliances, alongside the safe use to manage the risk of leaks, explosions and carbon monoxide poisoning.
- Trading standards were involved in seizure of illicit tobacco following visits to local establishments. Visits supported by tobacco detection dog.

# Key Activities / Achievements – reporting period

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- Trading standards were involved with other council services in addressing issues on a plot of council land in Bridgend. Trading standards were involved to ensure arrangements were in place to deal with a number of potential animal health and welfare issues from animals being kept on this land.
- Public health involved in investigating and resolving odour complaints from domestic properties caused by leak from oil tank in public drainage system.
- Commercial team have been investigating and resolving concerns about a West Lothian food supplier following notification by another local authority regarding allergen information and general food labelling compliance. This was an establishment that had recently opened and not been inspected. Production was halted to resolve the food information issues, and also address other food safety requirements on site.

# Detailed performance information

# Service request performance by team – reporting period

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
October	Trading Standards	128	127	1	3	1	14.1	99.2%
	Commercial	100	98	2	1	1	9.4	98.0%
	Public health	128	125	3	0	2	11.5	97.7%
	Pest control	74	58	16	2	5	42.2	78.4%
	Vehicle emissions	2	2	0	0	5	65.5	100.0%
	Management	16	16	0	0	5	6.1	100.0%
	<b>Total</b>		<b>448</b>	<b>426</b>	<b>22</b>	<b>6</b>	<b>2</b>	<b>16.9</b>

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
November	Trading Standards	118	118	0	0	1	4.2	100.0%
	Commercial	72	66	6	0	1	8.0	91.7%
	Public health	106	105	1	0	1	8.1	99.1%
	Pest control	92	81	11	1	4	47.1	88.0%
	Vehicle emissions	1	1	0	0	4	30.0	100.0%
	Management	25	25	0	0	3	4.6	100.0%
	<b>Total</b>		<b>414</b>	<b>396</b>	<b>18</b>	<b>1</b>	<b>2</b>	<b>15.5</b>

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
December	Trading Standards	105	105	0	1	1	11.3	100.0%
	Commercial	70	68	2	0	1	7.4	97.1%
	Public health	109	107	2	4	3	16.4	98.2%
	Pest control	52	20	32	1	7	39.2	38.5%
	Vehicle emissions	2	2	0	0	1	30.0	100.0%
	Management	28	28	0	0	6	8.4	100.0%
	<b>Total</b>		<b>366</b>	<b>330</b>	<b>36</b>	<b>6</b>	<b>3</b>	<b>16.2</b>

# Service request performance by team – reporting period

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
January	Trading Standards	119	118	1	7	1	10.5	99.2%
	Commercial	98	97	1	3	2	10.3	99.0%
	Public health	104	103	1	2	1	10.9	99.0%
	Pest control	78	68	10	5	3	37.0	87.2%
	Vehicle emissions	2	2	0	0	4	13.0	100.0%
	Management	26	25	1	0	9	9.2	96.2%
	Total	427	413	14	17	2	15.3	96.7%

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
February	Trading Standards	98	98	0	5	1	7.7	100.0%
	Commercial	93	91	2	4	1	8.3	97.8%
	Public health	110	108	2	5	1	10.6	98.2%
	Pest control	58	55	3	5	2	30.3	94.8%
	Vehicle emissions	4	4	0	0	1	37.0	100.0%
	Management	20	19	1	0	8	8.7	95.0%
	Total	383	375	8	19	2	12.5	97.9%

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
March	Trading Standards	133	133	0	4	1	4.5	100.0%
	Commercial	147	137	10	15	3	9.3	93.2%
	Public health	121	121	0	9	1	7.8	100.0%
	Pest control	96	88	8	48	3	26.9	91.7%
	Vehicle emissions	0	0	0	0	0	0.0	N/A
	Management	20	20	0	0	8	8.2	100.0%
	Total	517	499	18	76	2	10.9	96.5%

# Service requests by category / type – reporting period

<b>Air Quality</b>	<b>3</b>
Pr4 Air Quality General (non Laqm)	2
Pr3 Smoke Control Areas	1
<b>Animal Health And Welfare</b>	<b>117</b>
Animal By Products	2
Animal Health And Welfare	20
Pr3 Dogs - Stray	6
Pr4 Dogs - General	43
Pr3 Dog Attacking / Aggressive	46
<b>Consumer Protection</b>	<b>265</b>
Business - Petroleum / Explosives	6
Business Advice And Guidance	18
Complaint - Consumer Safety	14
Complaint - Fair Trading Civil	92
Complaint - Fair Trading Criminal	57
Complaint - Financial Harm	2
Complaint - Metrology	5
Complaint - Underage Sales	21
Outwith Trading Standards	4
Scams	9
Talk / Presentation	1
Business - Explosives Registration	6
Complaint - Petroleum / Explosives	12
Business - Petroleum Licensing	17
Call Blocker User	1

# Service requests by category / type – reporting period

<b>Food Law</b>	<b>385</b>
Alleged Outbreak Of Food Related Illness	1
Application For Registration Of Food Business	133
Export Cert 1 (premises Endorsement)	18
Food Advice Request From Public	12
Food Complaint - Caused Illness	18
Food Complaint - Extraneous Matter	7
Food Complaint - Labelling, Presentation Or Food Information	3
Food Complaint - Other	6
Food Complaint - Out Of Date	6
Food Complaint - Unfit	3
Food Hygiene Information Scheme /registration Queries	1
Food Premises Complaint - Food Standards	2
Food Premises Complaint - Standards And Safety	17
Food Withdrawals And Recalls	63
New Food Premises	28
Food Advice Request From Trade	43
Food Premises Complaint - Food Safety	22
Food Complaint - Mouldy	2
<b>Housing</b>	<b>84</b>
Pr2 Housing Disrepair	24
Pr4 Housing Immigration Enquiry	3
Pr4 Vacant Property Enquiry	6
Pr4 Garden Amenity	4
Pr3 Housing General	14
Pr2 Water: Burst Pipe	1
Pr3 Tolerable Standards	1
Pr2 Repairing Standard Enforcement Order	2
Pr1 Dampness / Water Penetration	20
Pr2 Dirty House / Hoarding / Infestation	9

# Service requests by category / type – reporting period

<b>Health and Safety</b>	<b>195</b>
Adverse Engineer's Report	11
Cg Licensing Application - Market Operator	2
Cg Licensing Application - Public Entertainment	30
Cg Licensing Application - Skin Piercing And Tattooing	61
Health And Safety - Advice Request From Business	2
Health And Safety - Advice Request From Member Of Public	19
Health And Safety Complaints - Unsafe Workplace	16
Liquor Premises Licensing - Application	17
Liquor Premises Licensing - Request S50 Certificate(s)	12
Sags - No Application For Licence Received	7
Street Trader Licensing- Request S39 Cert Of Compliance	15
Health And Safety Complaints - Welfare Provision	3
<b>Noise</b>	<b>135</b>
Pr2 Burglar Alarm Noise	9
Pr2 Construction Noise	19
Pr2 Entertainment Noise	5
Pr3 Animal Noise	49
Pr3 Domestic Noise	8
Pr3 General Noise	17
Pr3 Street Noise	5
Pr4 Consultations (except Planning)	1
Pr3 Transport Noise	2
Pr2 Commercial / Industrial Noise	20

# Service requests by category / type – reporting period

<b>Licensing</b>	<b>156</b>
Animal Licence- General Enquiry	4
Caravan Sites Application	1
Market Operator	3
Metal Dealer	1
Pr2 Hmo Licence Consultation	6
Pr3 Animal Boarding Establishment	18
Pr3 Riding Establishment	12
Pr3 Zoo Licence	8
Pr4 Animal Breeding	12
Pr4 Homeboarding	22
Second Hand Dealer	30
Pr3 Hmo General Enquiry	2
Pr3 Short Term Let Consultation	4
Caravan Sites - General	2
Pr4 Dog Day Care	13
Pr4 Sale Of Animals As Pets	6
Pr4 Performing Animals	2
Licenced Premises General Enquiry	9
Pr4 Dangerous Wild Animals	1
<b>Planning Consultations</b>	<b>128</b>
Pr2 Planning Application Consultation	121
Pr2 Planning Consultation (non-routine)	3
Pr2 Planning (pre-application)	4

# Service requests by category / type – reporting period

<b>Pest Control</b>	<b>450</b>
Ants	13
Bedbugs	2
Bird Nuisance	8
Dermestes Beetles	3
Fleas	13
Mice	182
Other Insects	8
Other Pests - Advice Only	44
Rats	141
Squirrels	21
Wasps	15
<b>Trusted Trader</b>	<b>163</b>
Trusted Trader Feedback	152
Trusted Trader - Enquiry / Complaint	3
Trusted Trader - New Applicant	8
<b>Private Water Supply</b>	<b>3</b>
Private Water Supplies - Water Quality Complaints	1
Private Water Supplies - General Advice	1
Private Water Supplies - Request Sample (chargeable)	1

# Service requests by category / type – reporting period

<b>Public Health</b>	<b>328</b>
Pr2 Asbestos	3
Pr2 Bonfires Domestic	16
Pr3 Dog Fouling Private / Communal Garden	18
Pr3 Domestic Odour	8
Pr3 Light Pollution	14
Pr3 Refuse At Premises	112
Pr3 Water Pollution	5
Pr4 General	49
Pr4 Nuisance Bird Feeding	6
Pr4 Smoke Domestic Chimney	11
Pr4 Vacant Property Enquiry	1
P3: Refuse At Premises (commercial)	27
Pr1 Drain / Sewer / Septic Tank	15
Pr1 Bonfires Industrial / Commercial	9
Pr2 Odour Commercial / Industrial	2
Pr2 Smoke Industrial / Commercial Chimney	2
Mains Water Notification From Sw Or Dwqr	1
Pr3 Vermin Infestation	29

# Enforcement Notices Served

Legislation / Notice Type	Number served
<b>Environmental Protection Act 1990</b>	<b>4</b>
Abatement Notice Generic	1
Refuse at Domestic Premises Abatement Notice	1
EPA - Fixed Penalty Notice	2
<b>Health &amp; Safety at Work, etc Act 1974</b>	<b>2</b>
Improvement Notice	2
<b>Housing (Scotland) Act 2006</b>	<b>2</b>
Housing Scot Act Works Notice	2
<b>Food Safety Act 1990</b>	<b>4</b>
Remedial Action Notice	3
Hygiene Improvement Notice	1

## Accident / incidents reported – reporting period

Accident / Incident Type	Number reported
Another kind of accident	1
Contact with machinery	4
Fall from height	4
Injured by an animal	2
Lifting and handling injuries	5
Slip, trip, fall same level	19
Struck by moving vehicle	2
Struck by object	9

# Inspections / interventions - reporting period

Inspection / Intervention Type	Number completed
Consumer Protection Inspection	177
Consumer Protection Visit	123
Food Law Programmed Inspection	366
Food Law Revisit	69
Food Sampling Visit	38
Hsw Other Contact Interventions Targeted Using Local Intelligence	1
Hsw Other Contact Interventions Targeted Using National Intelligence	10
Hsw Proactive Inspection - Targeted Using Local Intelligence	22
Metrology Inspection	45
Metrology Visit	20
Ocv Programme - Initial Visit	7
Planned Programmed Sampling Visit	3
Hsw Proactive Inspection - Targeted Using National Intelligence	24
Water Reactive Sample Visit	1
Hsw Other Visits/face To Face Contacts - Targeted Using Local Intelligence	1
Food Law Non-planned Intervention	1
Animal Health Visit	16
Food Hygiene Revisit	1
Consumer Protection Initiative	1
Hsw Other Visits/face To Face Contacts - Targeted Using National Intelligence	1

# Overdue food safety inspections – at end of reporting period

Premises scheduled for inspection - food safety	2016	% of scheduled	% of overdue	Unrated	% of overdue	% of overdue Priority 1	% of overdue Priority 2	% of overdue Priority 3	% of overdue
Overdue inspection total	426	21.1%		100	23.5%	1 0.2%	20 4.7%	305	71.6%
Overdue less than 6 months	98	4.9%	23%	43	10.1%	1 0.2%	18 4.2%	36	8.5%
Overdue 6-12 months	69	3.4%	16%	10	2.3%	0 0.0%	0 0.0%	59	13.8%
Overdue 12-18 months	108	5.4%	25%	12	2.8%	0 0.0%	0 0.0%	96	22.5%
Overdue 18-24 months	76	3.8%	18%	9	2.1%	0 0.0%	0 0.0%	67	15.7%
Overdue more than 24 months	158	7.8%	37%	26	6.1%	0 0.0%	2 0.5%	130	30.5%

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>