

Service Delivery Report

Environmental Health & Trading Standards

Q1 – Q2 2026/2027

(01/04/2026-30/09/2026)

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.



187,240

West Lothian Population



4,900

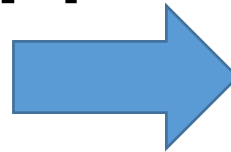
Commercial Businesses & Sites

Enforcement responsibility of EH&TS

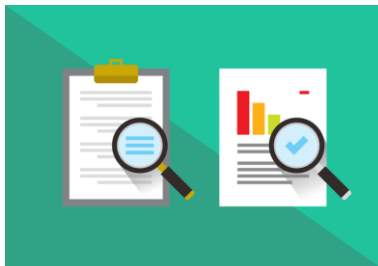


29.4

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 2024/25.

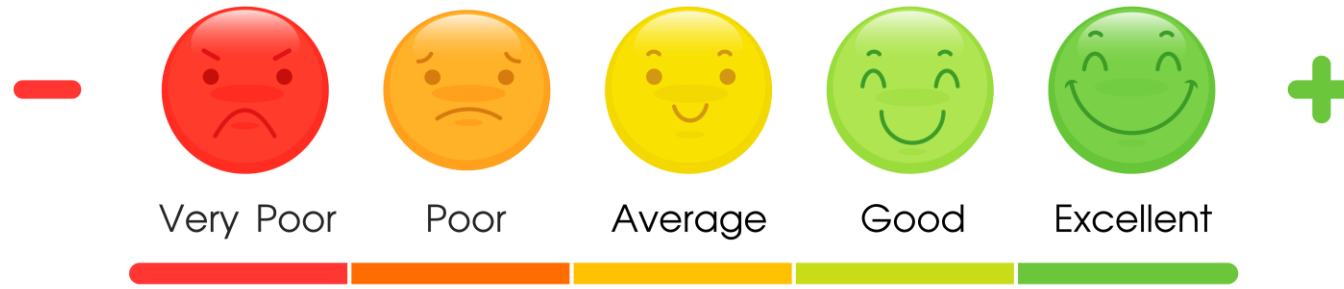
8th lowest cost service in Scotland.

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

After xx visit to look at our wasp problem I felt really relaxed and confident that he would solve this for us. Such a relief to speak to someone who had so much knowledge and put me at ease.

Great inspection. Really good attitude and helpful in regards to issues arising and the process we should follow going forward.

96.1%

Timeliness of service
Good or Excellent

XX was very professional during the inspection but also very approachable.

99.3%

Customers treated fairly

Performance Dashboard - Reporting Period

3,330 – number of customer requests for service handled by service.

93.8% - service requests responded to on time.

4

Customer complaints received
(0.09% of customer interactions)



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

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



90.9% - highest risk premises inspections completed on time.

1,063 - total number of inspections / interventions completed in commercial establishments.

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

Key Activities / Achievements – reporting period

- Commercial team investigation into serious workplace accident resulted in a prosecution where the employer was fined £172,000.
- The annual progress report on air quality was submitted to, and approved by, the Scottish Government. Air quality continues to meet legal objectives.
- Trading standards were involved in the seizure of around 20,000 squishy toys from a Livingston retailer due to non-compliance with product safety standards.
- The commercial team have been highlighting issues with imported eggs following links to a national outbreak of Salmonella.
- Trading standards have been carrying out test purchasing of tobacco and vaping products to ensure compliance with age restricted sales. Most businesses remain compliant, but a number of fixed penalty notices have been served following illegal sales.
- The Food Service Plan and Health and Safety Service Plan for 2026 have been approved by the Council Executive.
- The pest control team continued to receive a high number of requests for treatment for rats and mice.

Key Activities / Achievements – reporting period

- Trading standards were involved with other agencies in public events aimed at raising awareness of the risks and impacts of financial harm and fraud.
- Public health team were involved in the serving of public health nuisance notices following abandonment by owners of a restaurant /hotel. Risks of vermin from abandoned and rotting food items and property open and accessible. Action also involved issuing of fixed penalty notices on previous owners.
- Trading standards have been undertaking work to check weighing equipment in medical settings, and accuracy of fuel pumps at petrol stations. Some weighing equipment was identified as requiring repair or removal, and issues were identified at a couple of petrol stations where short measures were identified, and steps taken to resolve.
- Commercial team were involved in serving a notice to prevent to the operation of a local restaurant following concerns about odour and flies in the premises. Officers identified a significant fly problem, and suspect foul drainage issue that needs further investigation by the business operator.

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
April	Trading Standards	129	129	0	0	1	5.9	100.0%
	Commercial	100	99	1	0	1	8.8	99.0%
	Public health	134	132	2	0	2	11.2	98.5%
	Pest control	136	98	38	2	5	33.5	72.1%
	Vehicle emissions	0	0	0	0	0	0.0	N/A
	Management	18	18	0	0	7	10.4	100.0%
	Total	517	476	41	2	3	15.2	92.1%

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
May	Trading Standards	112	111	1	3	1	9.0	99.1%
	Commercial	104	103	1	1	1	15.7	99.0%
	Public health	149	145	4	4	1	16.2	97.3%
	Pest control	149	103	46	2	4	27.1	69.1%
	Vehicle emissions	1	1	0	0	2	47.0	100.0%
	Management	27	27	0	0	7	7.3	100.0%
	Total	542	490	52	10	2	17.2	90.4%

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
June	Trading Standards	148	146	2	1	1	6.8	98.6%
	Commercial	107	106	1	0	1	9.0	99.1%
	Public health	152	150	2	3	1	12.0	98.7%
	Pest control	141	130	11	4	3	21.2	92.2%
	Vehicle emissions	1	1	0	0	0	2.0	100.0%
	Management	30	29	1	0	3	3.4	96.7%
	Total	579	562	17	8	2	12.1	97.1%

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
July	Trading Standards	130	130	0	3	1	6.8	100.0%
	Commercial	101	98	3	1	1	7.4	97.0%
	Public health	168	166	2	4	1	12.9	98.8%
	Pest control	155	147	8	11	3	18.1	94.8%
	Vehicle emissions	0	0	0	0	0	0.0	N/A
	Management	34	34	0	0	7	7.8	100.0%
	Total	588	575	13	19	2	11.8	97.8%

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
August	Trading Standards	123	121	2	4	1	6.0	98.4%
	Commercial	93	91	2	5	1	8.7	97.8%
	Public health	180	178	2	5	1	9.0	98.9%
	Pest control	157	149	8	27	3	17.3	94.9%
	Vehicle emissions	0	0	0	0	0	0.0	N/A
	Management	24	23	1	0	8	8.3	95.8%
	Total	577	562	15	41	2	10.6	97.4%

Month	Team	Total Requests	On target	Outside Target	Still open	Avg. days response	Avg. days close	% on target
September	Trading Standards	133	133	0	13	1	6.8	100.0%
	Commercial	99	94	5	12	2	7.0	94.9%
	Public health	120	116	4	13	2	7.1	96.7%
	Pest control	128	70	58	57	6	18.8	54.7%
	Vehicle emissions	0	0	0	0	0	0.0	N/A
	Management	42	41	1	1	5	5.7	97.6%
	Total	522	454	68	96	3	9.8	87.0%

Service requests by category / type – reporting period

Air Quality	2
Pr4 Air Quality General (non Laqm)	1
Pr3 Smoke Control Areas	1
Animal Health And Welfare	178
Animal By Products	5
Animal Health And Welfare	32
Pr3 Dogs - Stray	8
Pr4 Dogs - General	54
Pr3 Dog Attacking / Aggressive	79
Consumer Protection	261
Business - Petroleum / Explosives	7
Business Advice And Guidance	30
Complaint - Consumer Safety	20
Complaint - Fair Trading Civil	70
Complaint - Fair Trading Criminal	58
Complaint - Financial Harm	3
Complaint - Metrology	16
Complaint - Underage Sales	23
Outwith Trading Standards	2
Scams	10
Business - Explosives Registration	15
Complaint - Petroleum / Explosives	4
Business - Petroleum Licensing	2
Call Blocker User	1

Service requests by category / type – reporting period

Food Law	386
Alleged Outbreak Of Food Related Illness	1
Application For Registration Of Food Business	127
Export Cert 1 (premises Endorsement)	22
Food Advice Request From Public	7
Food Alert	2
Food Complaint - Caused Illness	16
Food Complaint - Extraneous Matter	12
Food Complaint - Labelling, Presentation Or Food Information	5
Food Complaint - Other	2
Food Complaint - Out Of Date	4
Food Complaint - Unfit	3
Food Hygiene Information Scheme /registration Queries	4
Food Premises Complaint - Food Standards	4
Food Premises Complaint - Standards And Safety	17
Food Withdrawals And Recalls	45
New Food Premises	28
Food Advice Request From Trade	58
Food Premises Complaint - Food Safety	14
Food Premises Complaint	8
Food Complaint - Mouldy	3
Food Complaint - Chemical In Food	1
Food Complaint - Problem With Purchased Food	2
Export Cert 2 (extended Cert)	1

Service requests by category / type – reporting period

Health and Safety	218
Adverse Engineer's Report	14
Cg Licensing Application - Market Operator	3
Cg Licensing Application - Public Entertainment	47
Cg Licensing Application - Skin Piercing And Tattooing	49
Health And Safety - Advice Request From Business	12
Health And Safety - Advice Request From Member Of Public	18
Health And Safety Complaints - Unsafe Workplace	15
Liquor Premises Licensing - Application	14
Liquor Premises Licensing - Request S50 Certificate(s)	8
Sags - No Application For Licence Received	8
Street Trader Licensing- Request S39 Cert Of Compliance	25
Liquor Premises Licensing - Enquiries	1
Cinema Licence Application	1
Health And Safety Complaints - Welfare Provision	3
Housing	121
Pr2 Housing Disrepair	21
Pr4 Housing Immigration Enquiry	6
Pr4 Vacant Property Enquiry	17
Pr4 Garden Amenity	35
Pr3 Housing General	7
Pr3 Tolerable Standards	3
Pr2 Repairing Standard Enforcement Order	2
Pr1 Dampness / Water Penetration	24
Pr2 Dirty House / Hoarding / Infestation	6

Service requests by category / type – reporting period

Licensing	161
Animal Licence- General Enquiry	12
Market Operator	1
Metal Dealer	9
Pr2 Hmo Licence Consultation	19
Pr3 Animal Boarding Establishment	9
Pr3 Riding Establishment	8
Pr3 Zoo Licence	2
Pr4 Animal Breeding	8
Pr4 Homeboarding	10
Second Hand Dealer	31
Pr3 Hmo General Enquiry	3
Pr3 Short Term Let Consultation	33
Caravan Sites - General	1
Pr4 Dog Day Care	2
Pr4 Sale Of Animals As Pets	5
Animal Welfare Establishment	6
Licenced Premises General Enquiry	1
Pr4 Dangerous Wild Animals	1
Noise	175
Pr2 Burglar Alarm Noise	11
Pr2 Construction Noise	31
Pr2 Entertainment Noise	14
Pr3 Animal Noise	63
Pr3 Domestic Noise	8
Pr3 General Noise	12
Pr3 Street Noise	3
Pr3 Transport Noise	2
Pr2 Commercial / Industrial Noise	31

Service requests by category / type – reporting period

Pest Control	866
Ants	69
Bedbugs	8
Bees (advice Only - No Treatment)	9
Bird Nuisance	9
Dermestes Beetles	4
Fleas	21
Mice	163
Other Insects	28
Other Pests - Advice Only	72
Rats	172
Squirrels	12
Wasps	298
Pest Control Contract	1
Planning Consultations	132
Pr2 Planning Application Consultation	128
Pr2 Planning Consultation (non-routine)	3
Pr2 Planning (pre-application)	1
Trusted Trader	175
Trusted Trader Feedback	163
Trusted Trader - Enquiry / Complaint	6
Trusted Trader - New Applicant	6
Private Water Supply	3
Private Water Supplies - Water Quality Complaints	1
Private Water Supplies - General Advice	2

Service requests by category / type – reporting period

Public Health	473
Pr1 Algae	1
Pr2 Asbestos	2
Pr2 Bonfires Domestic	32
Pr2 Dust Construction Sites	1
Pr3 Dog Fouling Private / Communal Garden	29
Pr3 Light Pollution	5
Pr3 Refuse At Premises	163
Pr3 Water Pollution	3
Pr4 General	75
Pr4 Nuisance Bird Feeding	24
Pr4 Smoke Domestic Chimney	5
Pr3 Nuisance Insect	1
P3: Refuse At Premises (commercial)	19
Pr1 Drain / Sewer / Septic Tank	18
Pr2 Dust Industrial / Commercial	1
Pr1 Bonfires Industrial / Commercial	9
Pr2 Smoke Industrial / Commercial Chimney	2
Pr3 Odour Agricultural	4
Pr3 Vermin Infestation	60
Pr3 Domestic Odour (not Smoke Or Burning Related)	14
Pr2 Odour Commercial / Industrial (not Smoke Or Burning Related))	4
Pr2 Odour Commercial/ Industrial (smoke/burning Related)	1

Enforcement Notices Served

Legislation / Notice Type	Number served
Building (Scotland) Act 2003	1
Defective Building Notice	1
Environmental Protection Act 1990	15
Abatement Notice Generic	2
Refuse at Domestic Premises Abatement Notice	6
EPA - Fixed Penalty Notice	5
Refuse at Commercial Premises Abatement Notice	2
Food Safety Act 1990	8
Remedial Action Notice	4
Hygiene Improvement Notice	4

Accident / incidents reported – reporting period

Accident / Incident Type	Number reported
Contact with machinery	3
Fall from height	5
Injured by an animal	3
Lifting and handling injuries	4
Slip, trip, fall same level	17
Struck against	2
Struck by object	3

Inspections / interventions - reporting period

Inspection / Intervention Type	Number completed
Consumer Protection Inspection	140
Consumer Protection Visit	247
Food Law Programmed Inspection	415
Food Law Revisit	51
Food Sampling Visit	25
Hsw Other Contact Interventions Targeted Using Local Intelligence	1
Hsw Other Contact Interventions Targeted Using National Intelligence	49
Hsw Proactive Inspection - Targeted Using Local Intelligence	1
Hsw Revisit	1
Metrology Inspection	54
Metrology Visit	15
Ocv Programme - Initial Visit	3
Planned Programmed Sampling Visit	10
Hsw Proactive Inspection - Targeted Using National Intelligence	5
Animal Health Inspection	1
Food Law Non-planned Intervention	7
Animal Health Visit	3
Consumer Protection Initiative	26
Hsw Other Visits/face To Face Contacts - Targeted Using National Intelligence	8

Overdue food safety inspections – at end of reporting period

Premises scheduled for inspection - food safety	2070	% of scheduled	% of overdue	Unrated	% of overdue	% of Priority 1 overdue	% of Priority 2 overdue	% of Priority 3 overdue
Overdue inspection total	429	20.7%		139	32.4%	1 0.2%	8 1.9%	281 65.5%
Overdue less than 6 months	98	4.7%	23%	68	15.9%	1 0.2%	3 0.7%	26 6.1%
Overdue 6-12 months	41	2.0%	10%	28	6.5%	0 0.0%	0 0.0%	13 3.0%
Overdue 12-18 months	64	3.1%	15%	11	2.6%	0 0.0%	3 0.7%	50 11.7%
Overdue 18-24 months	29	1.4%	7%	12	2.8%	0 0.0%	1 0.2%	16 3.7%
Overdue more than 24 months	197	9.5%	46%	20	4.7%	0 0.0%	2 0.5%	175 40.8%

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>