



Environment Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

26 May 2021

A meeting of the **Environment Policy Development and Scrutiny Panel** of West Lothian Council will be held within the **Webex Virtual Meeting** on **Tuesday 1 June 2021 at 11:00am**.

For Chief Executive

BUSINESS

Public Session

1. Apologies for Absence.
2. Declarations of Interest - Members should declare any financial and non-financial interests they have in the items of business for consideration at the meeting, identifying the relevant agenda item and the nature of their interest
3. Order of Business, including notice of urgent business and declarations of interest in any urgent business.
4. Confirm Draft Minute of Meeting of the Panel held on 30 March 2021 (herewith).
5. Operational Services Management Plan 2021/22 - report by Head of Operational Services (herewith).
6. Performance Report - report by Head of Operational Services (herewith).
7. West Lothian Climate Change Emergency Fund - Carbon Sequestration Projects - report by Head of Planning, Economic Development and Regeneration (herewith).
8. Food Growing Strategy 2020-2025 - report by Head of Operational Services (herewith).

9. Food Services Plan 2021/2022 - report by Head of Planning, Economic Development and Regeneration (herewith).
10. Health and Safety Service Plan 2021/2022 - report by Head of Planning, Economic Development and Regeneration (herewith).
11. Planning, Economic Development & Regeneration Management Plan 2021/2022 - report by Head of Planning, Economic Development and Regeneration (herewith).
12. Litter Policy and Litter Bin Plan - report by Head of Operational Services (herewith).
13. Request for a 30mph Speed Limit on the B8046 Westfield Road, the B792 Slackend and Cathlaw Lane in Torphichen (Interim Report - report by Head of Operational Services (herewith).
14. Accident Investigation and Prevention (AIP) Casualty Reduction Programme 2020/21 - report by Head of Operational Services (herewith).
15. Sharing in the Maintenance of Sustainable Drainage Systems - report by Head of Operational Services (herewith).
16. Wastewater Treatment in the Almond Valley - report by Head of Operational Services (herewith).
17. P4- P7 Free Meals and Early Learning Meal Provision - report by Head of Operational Services (herewith).
18. Workplan (herewith).

NOTE **For further information please contact Lorraine McGrorty on 01506 281609 or email lorraine.mcgrorty@westlothian.gov.uk**



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26 May 2021

The following additional item(s) of business will be dealt with at the meeting of the **Environment Policy Development and Scrutiny Panel** to be held within **Webex Virtual Meeting** on 1 June 2021 at 11:00am.

for Chief Executive

BUSINESS

19. Recycling & Waste Services Collection Section Shift Pattern Changes - report by Head of Operational Services (herewith).
20. Recycling & Waste Services: Twin Stream Recycling - report by Head of Operational Services (herewith).
21. Updated Workplan - To replace Item 18 (herewith).

NOTE **For further information please contact Lorraine McGrorty on 01506 281609 or email lorraine.mcgrorty@westlothian.gov.uk**

CODE OF CONDUCT AND DECLARATIONS OF INTEREST

This form is to help members. It is not a substitute for declaring interests at the meeting.

Members should look at every item and consider if they have an interest. If members have an interest they must consider if they have to declare it. If members declare an interest they must consider if they have to withdraw.

NAME	MEETING	DATE

AGENDA ITEM NO.	FINANCIAL (F) OR NON- FINANCIAL INTEREST (NF)	DETAIL ON THE REASON FOR YOUR DECLARATION (e.g. I am Chairperson of the Association)	REMAIN OR WITHDRAW

The objective test is whether a member of the public, with knowledge of the relevant facts, would reasonably regard the interest as so significant that it is likely to prejudice your discussion or decision making in your role as a councillor.

Other key terminology appears on the reverse.

If you require assistance, please ask as early as possible. Contact Julie Whitelaw, Monitoring Officer, 01506 281626, julie.whitelaw@westlothian.gov.uk, James Millar, Governance Manager, 01506 281695, james.millar@westlothian.gov.uk, Carol Johnston, Chief Solicitor, 01506 281626, carol.johnston@westlothian.gov.uk, Committee Services Team, 01506 281604, 01506 281621 committee.services@westlothian.gov.uk

SUMMARY OF KEY TERMINOLOGY FROM REVISED CODE

The objective test

“...whether a member of the public, with knowledge of the relevant facts, would reasonably regard the interest as so significant that it is likely to prejudice your discussion or decision making in your role as a councillor”

The General Exclusions

- As a council tax payer or rate payer or in relation to the council's public services which are offered to the public generally, as a recipient or non-recipient of those services
- In relation to setting the council tax.
- In relation to matters affecting councillors' remuneration, allowances, expenses, support services and pension.
- As a council house tenant, unless the matter is solely or mainly about your own tenancy, or you are in arrears of rent.

Particular Dispensations

- As a member of an outside body, either appointed by the council or later approved by the council
- Specific dispensation granted by Standards Commission
- Applies to positions on certain other public bodies (IJB, SEStran, City Region Deal)
- Allows participation, usually requires declaration but not always
- Does not apply to quasi-judicial or regulatory business

The Specific Exclusions

- As a member of an outside body, either appointed by the council or later approved by the council
- The position must be registered by you
- Not all outside bodies are covered and you should take advice if you are in any doubt.
- Allows participation, always requires declaration
- Does not apply to quasi-judicial or regulatory business

Categories of “other persons” for financial and non-financial interests of other people

- Spouse, a civil partner or a cohabitee
- Close relative, close friend or close associate
- Employer or a partner in a firm
- A body (or subsidiary or parent of a body) in which you are a remunerated member or director
- Someone from whom you have received a registrable gift or registrable hospitality
- Someone from whom you have received registrable election expenses

MINUTE of MEETING of the ENVIRONMENT POLICY DEVELOPMENT AND SCRUTINY PANEL held within WEBEX VIRTUAL MEETING ROOM, on 30 MARCH 2021.

Present – Councillors Tom Conn (Chair), Cathy Muldoon, Alison Adamson, Diane Calder, Chris Horne, Andrew McGuire and George Paul

Apologies – Pippa Plevin (Joint Forum of Community Councils)

In attendance – John Kelly (Joint Forum of Community Councils) (substituted for Pippa Plevin)

1 DECLARATIONS OF INTEREST

Agenda Item 11 – Strategic Transport Projects Review 2 Update and Phase 1 Recommendations

Councillor Chris Horne declared an interest in that he was a council-appointed Board Member of SEStran, for which a special dispensation from the Standards Commission applied, so he would participate in the item of business.

Councillor Cathy Muldoon declared an interest in that she was a council-appointed Board Member of SEStran, for which a special dispensation from the Standards Commission applied, so she would participate in the item of business.

Agenda Item 14 – Maintenance of Open Space, Trees and Shelterbelts in Development Areas

John Kelly declared an interest in that he was a resident of Springfield Estate. He would participate in the item of business.

2 ORDER OF BUSINESS

The Chair indicated that a presentation would be shown complementing the report under agenda item 10 (Road Asset Management and Performance Update 2019/20).

3 MINUTES

The panel confirmed the minute of its meeting held on 2 February 2021.

4 CLIMATE CHANGE COMMUNICATION

The panel considered a report (copies of which had been circulated) by the Head of Planning, Economic Development and Regeneration providing an update on climate change communications as agreed at a meeting of West Lothian Council on 17 March 2020.

It was recommended that the panel:

1. Note the importance of delivering a clear and consistent message on climate change issues;
2. Note that officers would engage with key partners to ensure consistency across West Lothian;
3. Note the proposed plan for communications going forward; and
4. Note that communications plans would be included in the new West Lothian Climate Change Strategy to be published in 2021.

Decision

1. To note the terms of the report.
2. Officers to prepare a report on a survey conducted among young people as a key audience for climate change communications.

5 CHALLENGES FACED BY SERVICE AREAS

The panel considered a report (copies of which had been circulated) by the Head of Planning, Economic Development and Regeneration providing an update on the climate change challenges likely to be faced by service areas, as agreed at a meeting of West Lothian Council on 17 March 2020.

It was recommended that the panel:

1. Note the challenges that would be faced across council services in tackling climate change; and
2. Note that the key themes identified would be included in the new Climate Change Strategy and Carbon Management Plan to be published in November 2021.

Decision

To note the terms of the report.

6 DRAFT HEAT IN BUILDINGS STRATEGY CONSULTATION RESPONSE

The panel considered a report (copies of which had been circulated) by the Head of Finance and Property Services informing members of the Scottish Government's consultation on the Draft Heat in Buildings Strategy and presenting a proposed response for consideration.

It was recommended that the panel:

1. Note the content of the report;
2. Consider and comment on the proposed consultation response attached as Appendix 1; and
3. Note that the consultation response would be presented to Council Executive for approval prior to submission to the Scottish Government.

Decision

1. To note the terms of the report.
2. To agree that the consultation be presented to a future meeting of Council Executive for approval prior to submission to the Scottish Government.

7 WEST LOTHIAN COUNCIL PROPOSED SIGNING OF THE 'EDINBURGH PROCESS' DECLARATION ON BIODIVERSITY

The panel considered a report (copies of which had been circulated) by the Head of Planning, Economic Development and Regeneration informing members of the Edinburgh Process Declaration on Biodiversity that was intended to set out the aspirations and commitments of the Scottish Government, Edinburgh Process Partners and the wider sub-national constituency of the Convention on Biological Diversity (CBD) in delivering for nature over the coming decade. In recognition of the key role that Local Authorities played in delivering biodiversity protection the Declaration was open for signing by parties working at the local level.

It was recommended that the panel note and consider the following recommendations, which were intended to be submitted to Council Executive for approval:

1. Note the contents of the Edinburgh Declaration on Biodiversity (Appendix 1); and
2. Agree to signing the Edinburgh Declaration on Biodiversity.

Decision

1. To note the terms of the report.
2. To agree the recommendations that would be forwarded to a future meeting of Council Executive for approval.

8 NATIONAL HIGHWAYS AND TRANSPORT CUSTOMER SATISFACTION SURVEY 2020

The panel considered a report (copies of which had been circulated) by the Head of Operational Services informing members of the National Highways and Transport Network Public Satisfaction Survey results for 2020.

It was recommended that the panel note the positive outcomes as detailed within the report and areas of improvement as advised through the public response.

Decision

To note the terms of the report.

9 ROAD ASSET MANAGEMENT & PERFORMANCE UPDATE – 2019/20

The panel considered a report (copies of which had been circulated) and presentation by the Head of Operational Services inviting members to scrutinise road asset management and the performance of assets for 2019/20 in relation to Roads, Structures, Street Lighting and Water Related Infrastructure within the context of the Corporate Asset Management Plan.

It was recommended that the panel note the:

- key issues affecting roads assets;
- implementation of the Quality Management System; and
- success and value of the Roads AI Project.

Decision

To note the terms of the report and presentation.

10 STRATEGIC TRANSPORT PROJECTS REVIEW 2 UPDATE AND PHASE 1 RECOMMENDATIONS

The panel considered a report (copies of which had been circulated) by

the Head of Operational Services informing members of the publication of Transport Scotland's Strategic Transport Projects Review 2 (STPR2) update and Phase 1 recommendations.

It was recommended that the Panel note the publication of Transport Scotland's Strategic Transport Projects Review 2 (STPR2) update and Phase 1 recommendations.

Decision

To note the terms of the report.

11 SMARTER CHOICES SMARTER PLACES FUNDING 2021/22

The panel considered a report (copies of which had been circulated) by the Head of Operational Services informing members of funding provision for active travel related schemes through Smarter Choices Smarter Places (SCSP).

It is recommended that the Panel notes the contents of the report and make a recommendation to the Council Executive to approve the:

1. Allocation £163,000 for SCSP, as set out in the report; and
2. Direct award to Sustrans (Scotland) of £61,473 for the support of an I-Bike officer during 2021/22.

Decision

1. To note the terms of the report.
2. To agree the recommendation that would be forwarded to a future meeting of Council Executive for approval.

12 PERFORMANCE REPORT

The panel considered a report (copies of which had been circulated) by the Head of Operational Services informing members of the current levels of performance for all indicators which were the responsibility of the Environment Policy Development and Scrutiny Panel.

It was recommended that the panel note the performance information and determine if further action or enquiry was necessary for any of the indicators mentioned within the report.

Decision

1. To note the terms of the report.

2. Panel members wished to thank all waste operatives for their work, especially in the past year, given the challenges presented by Covid.

13 MAINTENANCE OF OPEN SPACES, TREES AND SHELTERBELTS IN DEVELOPMENT AREAS

The panel considered a report (copies of which had been circulated) by the Head of Operational Services providing an update on the maintenance of open spaces and shelterbelt trees in Springfield, Linlithgow; including providing an update on the areas the council maintained that might not be owned by the council or where the maintenance responsibility had not been transferred or taken over by the council.

It was recommended that the panel note:

1. The current maintenance information for Springfield, Linlithgow and the current maintenance arrangements provided by the council;
2. The action plan and timetable for the detailed review of Springfield, Linlithgow and for a council-wide review of current maintenance responsibilities and for the future maintenance of historic development areas; and
3. That the findings from the Springfield review along with an update for the ongoing maintenance of Springfield, Linlithgow would be presented to the Environment Policy Development and Scrutiny Panel in Autumn 2021.

Decision

To note the terms of the report.

14 WORKPLAN

A workplan had been circulated for information

Decision

To note the workplan and to add the following items:

- Spaces for People
- Litter Bin Strategy

DATA LABEL: DRAFT



ENVIRONMENT POLICY DEVELOPMENT AND SCRUTINY PANEL

OPERATIONAL SERVICES MANAGEMENT PLAN 2021/22

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to make the panel aware of the Operational Services Management Plan for 2021/22.

B. RECOMMENDATION

It is recommended that the panel notes the

- successful delivery of the 2020/21 Management plan outcomes in challenging circumstances due to the pandemic;
- contents of the report, and;
- the detail of the 2021/22 Management Plan.

C. SUMMARY OF IMPLICATIONS

I Council Values	<ul style="list-style-type: none">• Being honest, open and accountable.• Focusing on our customers' needs• Making best use of our resources• Working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Actions will be screened as they are progressed to determine the need for environment, equality, health or risk assessments.
III Implications for Scheme of Delegations to Officers	None
IV Impact on performance and performance Indicators	Successful delivery of the plan will ensure satisfactory performance against a number of performance indicators detailed in the Management Plan.
V Relevance to Single Outcome Agreement	The Management Plan highlights the key activities and performance of Operational Services which directly impacts on the Single Outcome Agreement.
VI Resources - (Financial, Staffing and Property)	The Management Plan sets out the financial and staff resources required to deliver its activities and key outcomes for 2021/22.
VII Consideration at PDSP	This plan has previously been reported to the Development and Transport PDSP.

VIII Other consultations

The Management Plan has been approved by the Executive Management Team for submission to the PDSP, in March 2021.

D. TERMS OF REPORT

D1. Introduction

The appended Operational Services management plan details the activities and actions the service plans to undertake in 2021/22. The plan also reports on outcomes achieved within the previous year.

The management plan template comprises of a number of sections;

1. An introduction by the Head of Service
2. A service overview of the key activities for each part of the service and an explanation of how these support the delivery of the Council's priorities
3. A summary of how the service will change as part of the Council's Transforming Your Council agenda
4. A detailed section on each aspect of the service
5. The services action plan for 2021/22 and its scorecard for the previous year.

D2. 2020/21 Performance

2020 was an extremely challenging year for Operational Services as it continued to deliver essential front line services throughout the pandemic. Services were maintained with minimal disruption or reduction in performance outcomes. Staff at all levels played a significant part in this through their willingness and flexibility to adapt as services adjusted to new ways of working. Their efforts are reflected in the management plan.

The scorecard section of the plan has been included to show performance against the key measures contained with the plan. The panel will note that;

1. Customer satisfaction in Facilities Management increased to 82.6%, with the number of upheld complaints below target.
2. The cost of waste collection was above target, however, the percentage of household waste recycled or composted per annum was 58.2% in 2019, exceeding the target.
3. Customer satisfaction was above target in NETs, Land and Countryside Services.
4. Customer satisfaction was above target in Passenger Transport, and the number of complaints below target.
5. Customer satisfaction was above target in Roads and Transportation.

It should be noted that the service also completed a number of significant changes during the year as part of the Transforming Your Council Agenda. It also delivered a number of key capital projects in the Roads and Open Space asset management parts of the council's Capital Programme.

D3. Action Plan 2021/22

The service action plans set out a range of actions to support delivery of the council's corporate priorities and objectives, most of which are underpinned by its Transforming Your Council agenda. Some of the larger projects are detailed below.

1. Ensuring actions are taken to ensure environmental impacts are reduced in West Lothian.
2. Implement mainstream community choices for Grounds Maintenance, litter bins and open space assets.
3. Delivery of the Roads Capital Programme
4. Planning and delivery of the Early Learning Childcare cleaning and meal provision
5. Review of internal passenger transport services

E. CONCLUSION

The management plan provides the framework for service delivery by Operational Services for the coming year.

Its delivery will contribute to the aims of the Council and enable the Council to meet its obligations.

F. BACKGROUND REFERENCES

None

Appendices/Attachments: Operational Services Management Plan 2021/22

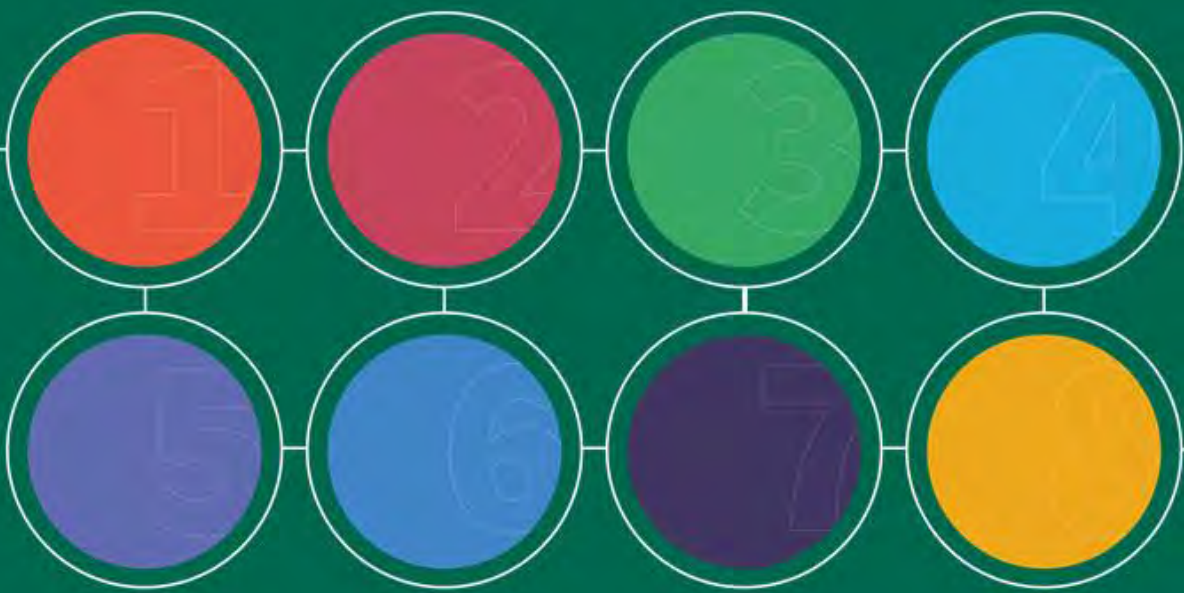
Contact Person: Jim Jack, Head of Operational Services, Whitehill Service Centre, Whitehill Industrial Estate, Bathgate

Jim Jack, Head of Operational Services, jim.jack@westlothian.gov.uk
Telephone number 01506 284680

01 June 2021

Data label: PUBLIC

Operational Services Management Plan 2021/22



An introduction to the Management Plan from the Head of Operational Services

The Management Plan is a key planning document that will explain how the service will support in the delivery of the council's eight priorities in 2021/22.

West Lothian Council is one of the top performing local authorities in Scotland, with a strong track record of delivering better outcomes for local people. The council aims to continue to support growth in a thriving local community and, with financial and demographic challenges ahead, in doing so it will require Operational Services to deliver efficient and effective services to our communities. In Operational Services we provide a wide range of services which contribute to positive outcomes in the eight corporate priorities (see below) through provision of recycling and waste services, passenger transport services and facilities management services, as well as the management of roads and transportation and open space assets.

Corporate Priorities 2018/23 | The council re-committed to eight ambitious priorities following a large public consultation in 2017/18. We believe these priorities will continue to support improvement in the quality of life for everyone living, working and learning in West Lothian and will be the focus for council services, resources and staff in the next four years.



Operational Services will make a significant contribution to a number of the council's Corporate Plan priorities and outcomes during the duration of this management plan.

The plan sets out how the service will prioritise and use its resources to deliver its key activities and outcomes in the coming year.

It also records the actions required to achieve a high performance in its key activities.

In addition, it commits our staff and business partners to the successful delivery of these actions and outcomes for the benefit of our service users and wider community.



Jim Jack
Head of Service

Our services

The services that we will deliver through collaboration with our partners in 2021/22

Operational Services plays a key role in the management and direct delivery of frontline services to those who reside, visit and work within West Lothian. The service is grouped into functional areas that are helping to enhance and protect the local environment of West Lothian. This includes infrastructure services in relation to waste, roads and transport networks and also, management of streets, open spaces and country parks.

Over the period of this plan, Operational Services will continue to deliver value adding activities, focusing on the following areas:

- ◆ Recycling and waste services
- ◆ Management of roads and transportation
- ◆ Management of open space assets
- ◆ Passenger transport services
- ◆ Facilities management services

The key activities of the service are identified in the Management Plan.

		Page
Facilities Management	The service is the council's integrated catering, cleaning and facilities management service, responsible for 144 council buildings including 88 secondary, primary, additional support needs and nursery schools. It also includes support and reprographics services for Operational Services.	11
NETs, Land and Countryside Services	The service is responsible for the development, management, maintenance and cleanliness of West Lothian's local environment. This includes three country parks, as well as a further 2,600 hectares of open space and countryside land.	17
Passenger Transport	The service is responsible for the provision of council public transport services within West Lothian and to neighbouring areas. It is also responsible for the provision of free and fare paying school transport services for pupils in West Lothian schools, including bespoke services for additional support pupils. In addition, the service provides community transport to service users with varying needs to a number of locations throughout West Lothian as well as a school meals delivery service and delivery of internal mail.	25
Recycling, Waste and Fleet Services	The service is responsible for the collection of all household waste and the environmentally responsible management of waste in line with the government's Zero Waste Plan. This includes a weekly uplift to households, bulky uplifts and provision of community recycling centres. Fleet Services are responsible for the provision, management and maintenance of the council's fleet of approximately 1,100 vehicles and plant.	31
Roads and Transportation Services	The service provides an integrated service to construct, manage and maintain the road, footpath and transportation network in West Lothian in the safest way possible. This includes public road and footways, street lights, traffic lights, bridges and other structures, grit bins and bollards.	38
	Developing the Management Plan and reporting progress	46
	Operational Services Scorecard 2021/22	48

Supporting the delivery of Council priorities

The service will support the delivery of the Council's Corporate Plan priorities and strategies

The service will make a meaningful and measurable contribution to the delivery of the Council's Corporate Plan 2018/23. The service's key processes are aligned to the Corporate Plan priorities/enablers and deliverables in the following table.

Alignment with Corporate Priorities / Enablers					
Council enabler	Deliverable	Operational Services key activity / process	Indicator(s)	2020/21 Performance	2021/22 Target
1 Improving attainment and positive destinations	(P1.6) Continuing to provide access to a Breakfast Club for primary and secondary pupils, in recognition of the link between health and attainment.	◆ Provision of meal service to Primary, Secondary and Additional Support Needs Schools, as well as breakfast service to schools.	P:FMS083_Total cost per meal.	N/A ¹	£3.05
			P:FMS090_School meal uptake Primary schools	N/A ¹	55%
6 Delivering positive outcomes on health	(P6.7) Promoting positive health and wellbeing to all, including through the provision of leisure facilities and well maintained open spaces.	◆ Management and maintenance of the council's open space assets (parks and urban open spaces, sports grounds and recreational areas)	NLCS086_The cost of the street cleaning service per household.	£32.36 ² (2019/20)	£30.17 ² (2020/21)
			P:NLCS104_Quality Assessment score of improvements on open space parks	99	99
7 Reducing crime and improving community safety	(P7.6) Reducing the casualty rates from fires and road traffic collisions by continuing to work in partnership Fire and Rescue Services and Police Scotland through enforcement, engineering, education and effective early interventions.	◆ To provide engineering measures which contribute in a cost effective way to road casualty reduction.	P:RTS107_Number of people killed or seriously injured in road accidents	66 ² (2019/20)	41 ² (2020/21)
			CP:RTS108_Number of children killed or seriously injured in road accidents	0 ² (2019/20)	3 ² (2020/21)

¹ Due to the impact of Covid 19 on the school meal service in 2020/21, comparable figures are not available for this year.

² Due to reporting timescales, the data for these indicators is only available for the year shown.

Alignment with Corporate Priorities / Enablers					
Council enabler	Deliverable	Operational Services key activity / process	Indicator(s)	2020/21 Performance	2021/22 Target
8 Protecting the built and natural environment	(P8.4) Maintaining our roads network to support and sustain economic and population growth in the local area. Engaging with the community and commercial operators to deliver a cost effective public transport network and active travel options.	◆ To manage and maintain the public road and footpath network	RTS081_Total carriageway maintenance expenditure per kilometre of carriageway	£7,051 ² (2019/20)	£5,913 ² (2020/21)
		◆ To support local bus services including infrastructure and publicity provision.	P:RTS100_Percentage of the overall road network which should be considered for maintenance treatment	28.5%	29.5%
			P:PTS070_Cost of network per resident served at minimum service level	£11.61 ² (2019/20)	£11.00 ² (2020/21)
8 Protecting the built and natural environment	(P8.7) Continue to maintain and protect the local environment for residents, visitors and future generations by maintaining public spaces, gardens and provision of country parks and encouraging community to play a more active role in looking after their local environment.	◆ Provision of Countryside Visitor Centres, visitor attractions and recreational activities within our Country Park estate. This includes the Camping/Caravan site and Animal Attraction sites at Beecraigs.	P:NLCS088_Cost of providing countryside services per head of population	£4.33	£5.35
			CP:NLCS106_Estimated Visitor numbers to West Lothian's 3 Country Parks	1,775,874	1,658,718

Alignment with Corporate Priorities / Enablers

Council enabler	Deliverable	Operational Services key activity / process	Indicator(s)	2020/21 Performance	2021/22 Target
8 Protecting the built and natural environment	(P8.8) Continuing to work with our community schools and businesses to reduce littering in our towns and villages and increasing cleanliness through street cleansing.	◆ To cleanse all adopted roads, footpaths, Civic centres, hard surfaces and rural road side verges at a frequency to comply with the Environmental Protection Act	NLCS086_The cost of the street cleansing service per household	£32.36 ² (2019/20)	£30.17 ² (2020/21)
		◆ To provide dedicated resource to educate communities, take appropriate enforcement action and provide a visible deterrent in relation to environmental crime including litter, graffiti, fly tipping, abandoned vehicles and dog fouling.	CP:NLCS102_Local Environment Management System (LEAMS) - Percentage of West Lothians Streets at an Acceptable Standard	93.2% ² (2019/20)	94% ² (2020/21)
8 Protecting the built and natural environment	(P8.9) Improving waste recycling rates across West Lothian by implementing the Scottish Government's Zero Waste Strategy.	◆ To recycle waste collected to various recycling centres, recycling points and via kerbside collections.	CP:WM087_Percentage of Household waste recycled/ composted per annum	58.2% ² (2019)	60% ² (2020)
			SOA1308_Percentage of municipal solid waste recycled	58.3% ² (2019)	60% ² (2020)
			P:WM088_Average Percentage of Material Recycled at Community Recycling Centres (per calendar year)	53.3% ² (2019)	60% ² (2020)



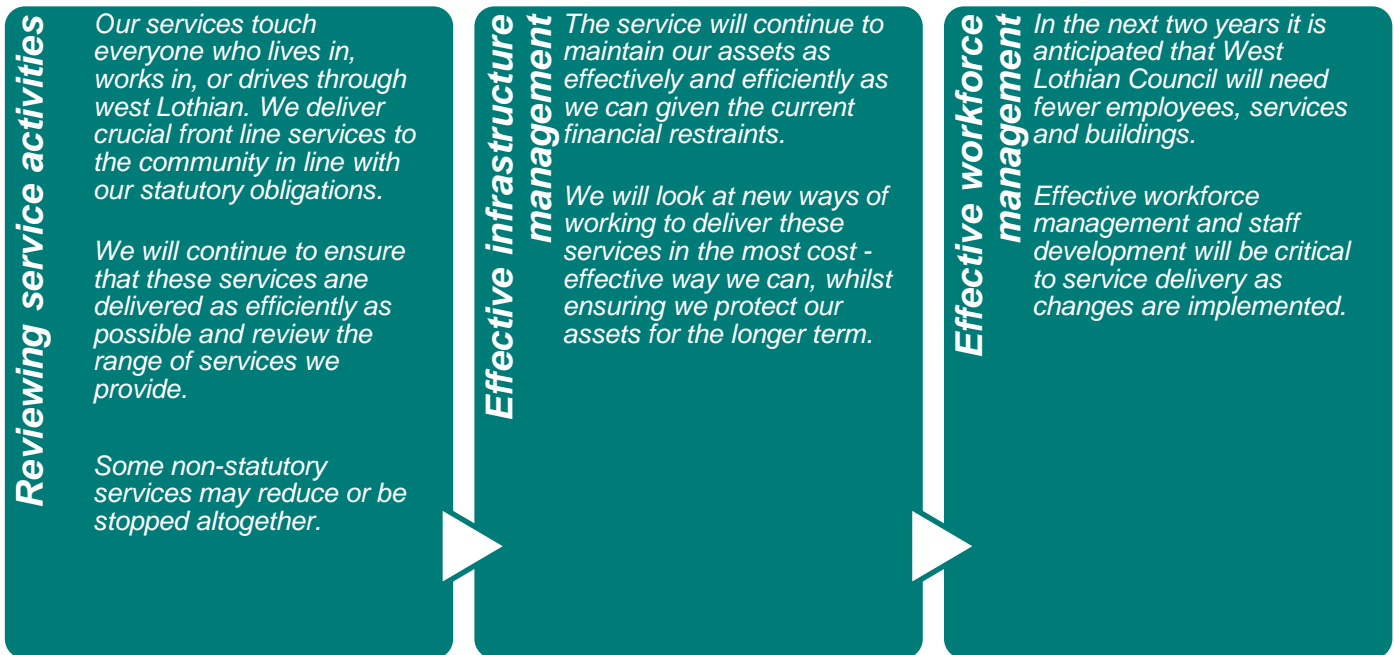
Transforming Your Council

How Operational Services will transform in the next two years

The council has embarked on an ambitious programme of transformation in order to support the delivery of services that are accessible, digital and efficient. The Transforming Your Council programme is intended to deliver £18.9 million in savings in the period 2021/22 – 2022/23 and will fundamentally change the way that council services are delivered.

As a key frontline service that delivers services to every part of West Lothian, it is critical that Operational Services is at the forefront of change in the council. We must ensure that as well as delivering our statutory obligations and other crucial services, we identify opportunities for improving service delivery and becoming increasingly effective and efficient. Projects designed to deliver budget savings of £1.701 million in the period 2021/22 – 2022/23 are being developed to transform the way that we work in Operational Services.

Transformation in the service will be grouped around three key themes.



Engagement methods

Throughout the period of this plan, Operational Services will continue to engage and consult with customers, employees, partners and stakeholders on the effectiveness of the services that we provide and also, any changes that are proposed.

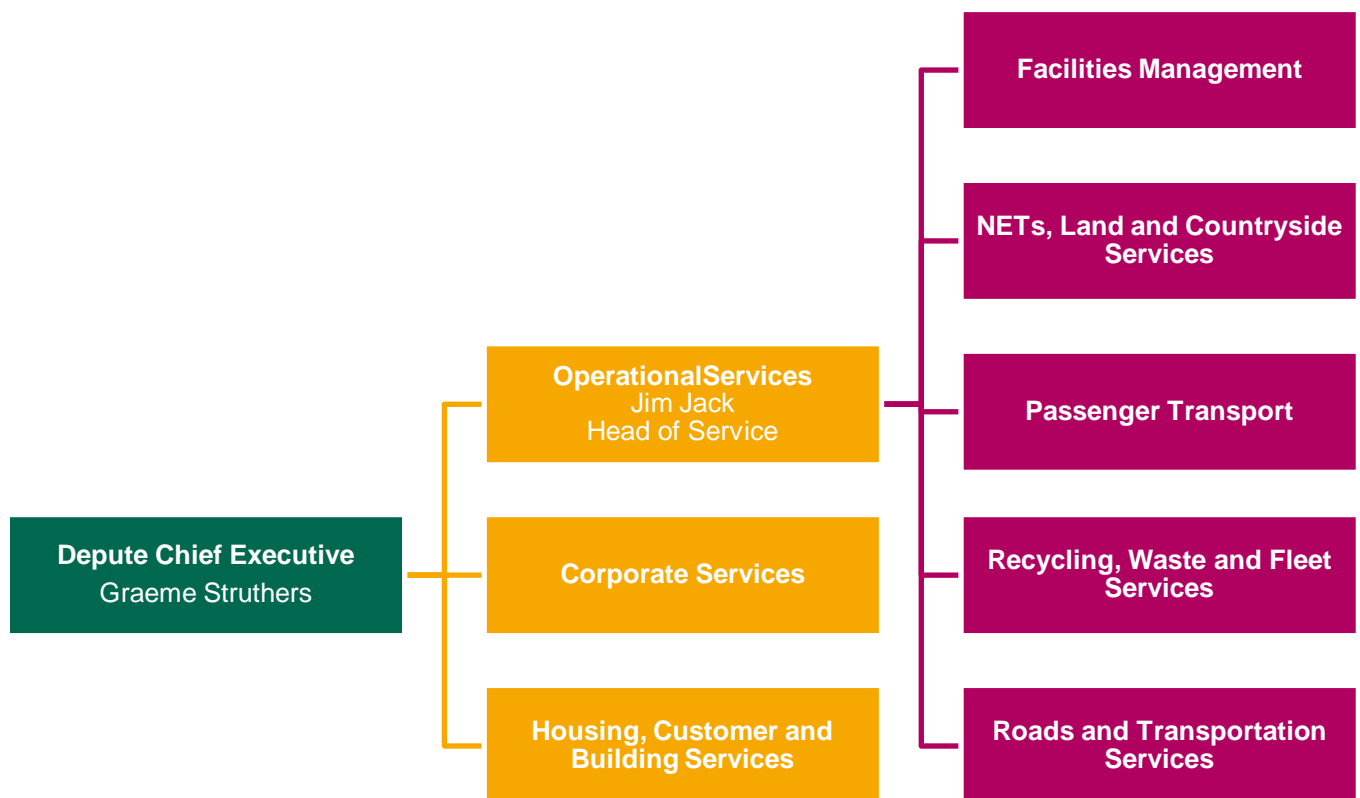
Operational Services make the following commitments to customers, employees and partners:

- ◆ Involve and engage employees, customers and partners in service improvement and transformation activity through a range of appropriate methods;
- ◆ Ask customers about the quality and effectiveness of the services that we provide through regular consultation and surveys and use their views to inform decision making in the service.

Service Activity

The Corporate, Operational and Housing Services directorate is focused on the delivery of vital infrastructure services that will make West Lothian a better, more sustainable place to live.

This includes three large service areas delivering a wide array of council activities, such as; environmental and roads services, the frontline customer and community services, social housing services and the council's support services.



Operational Services comprises of five large services – known as West Lothian Assessment Model (WLAM) units, under the direction of the Head of Operational Services.

The following section provides more information on the activities and resources of each WLAM unit.

Employee Engagement

Operational Services has a total of 1256.89 (full time equivalent) employees delivering our services.

Motivation and commitment are key drivers of employee performance and the service aims to effectively engage and develop employees through improved communication and increased participation. The service uses the council's employee engagement framework, ensuring that employees have access to the information and support they need to succeed, also that there is constructive, regular two-way communication throughout the service.

The schedule of engagement that will take place in each of our WLAM units is outlined in the table.

Employee Engagement Schedule 2021/22			
Employee Group	Method	Frequency	Responsible Officer
All employees	Email	Monthly	Service Manager
All employees	One-to-ones	As required	Service Manager and service management team
All employees	Team meetings	Monthly	Service Manager and service management team
All employees	Team Briefings	Quarterly	Service Manager and service management team
All employees	Employee survey	Annually	Service Manager
All employees	Appraisal and Development Review (ADR)	Annually	Service Manager and service management team
Employee sample	Employee Focus Group	Annually	Service Manager
All employees	Management Plan Launch	Annually	Head of Service / Service Managers
Service management teams	Extended Management Team	Quarterly	Head of Service
Service management team	Directorate Managers meeting	Quarterly	Depute Chief Executive
All employees	Staff briefings on policy changes	Quarterly	Line Managers
FM Cleaning Co-ordinators / Cook Supervisors	Team meetings	Quarterly	FM Manager
Employee representatives	Works committee meetings	8 weekly	Line Managers
Employee sample	Walkabouts	Monthly	NETs, Land & Countryside Manager

Employee Engagement Schedule 2021/22

Employee Group	Method	Frequency	Responsible Officer
Employee representatives	Health and Safety Steering Group	Quarterly	Line Managers
Council section managers	Fleet and Plant customer meetings	Six weekly	Fleet Operations Manager
All employees	Tool box talks	As required	Line Managers
Team Leaders/Supervisors	Customer Service Centre meetings	Six weekly	Recycling & Waste Services Manager
All Roads and Transportation staff	Newsletter	Quarterly	Roads and Transportation Manager
Community Transport staff	Newsletter	Monthly	Community Transport Co-ordinator





Risk Management

Risk can be defined as the effect of uncertainty on an organisation's objectives.

The council aims to mitigate risks to its objectives by implementing robust risk management procedures which enable managers to effectively manage their risks.

Significant risks to Operational Services' objectives are set out in the council's corporate risk register. These risks are regularly monitored by managers and are reviewed on a monthly basis by the service management team to ensure that appropriate and effective control measures are in place.

Operational Services is currently managing the following risk considered to be high.

Risk Title	Risk Description	Current Risk Score	Current Traffic Light Icon
NLCS013 Failure to control the spread of ash die back in trees across West Lothian causing an increase in dangerous trees	There is a likelihood that up to 80% of ash trees across West Lothian will become infected with ash die back disease. If left unmanaged there is a high level of risk that tree limbs and trees will fall endangering members of the public and road users. This could also cause significant financial implications as well as habitat loss.	15	
OPSHQ005 Loss of operating licence for all vehicles over 3.5 Tonnes GVW	Failure to comply with the terms, conditions and undertakings of the Goods Vehicle Licensing of Operators act 1995 resulting in regulatory action including the revocation, suspension or curtailment of operators' licence(s). Regulatory action would prevent the operation of vehicles over 3500kg GVW which would have a serious impact on services reliant on these type of vehicles.	10	
NLCS004 Unsafe tree resulting in death or injury to a member of the public	Failure of tree inspection programme, or failure of health and safety processes, leading to an unsafe tree falling on a member of the public, and resulting in death or injury.	10	
NLCS008 Injury or death in cemeteries	Breach of cemetery rules leading to someone falling onto spiked railings around headstones or graves, or failure of inspection process leading to unsafe memorial falling on someone, resulting in injury or death.	10	

Facilities Management

Service manager: Jamie Fisher, Facilities Manager

Number of staff: 607.6 (full time equivalents)

Location: Whitehill Service Centre

Purpose

Facilities Management provides catering, cleaning, crossing patrol guides and janitorial services throughout the authority.

The service includes Inprint, the council's in-house print management and reprographics service which provides printing solutions on a cost recovery basis. Also, a range of support services to Operational Services in relation to performance, health and safety, organisational development, systems administration and administration processes.

Activities

The main activities of the service during the period of the Management Plan will be:

- ◆ The service cleans 144 buildings throughout the Council covering 345,142 square metres of floor space. These include 88 secondary, primary, nursery and additional support needs schools plus partnership buildings, council offices, community centres, housing with care units and libraries.
- ◆ The service anticipates serving around 2.6 million meals in 2021/22.
- ◆ There are 84 school crossing patrol points maintained throughout the area ensuring children and parents are provided with a safer route to school.
- ◆ The Facilities Management Assistants provide a security, maintenance and janitorial service to 67 secondary, primary, nursery and additional support needs schools.
- ◆ Digital reprographics service to all council services.
- ◆ Print Management, Print finishing and Direct mailing

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers.

Our key partners include; other council services such as Education and Property Services and also the service's key suppliers and contractors.

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule 2021/22

Customer Group	Method	Frequency	Responsible Officer	Feedback Method
Primary School pupils	Face to face survey with all primary school pupils in West Lothian on the school meal provision	Annual (Winter 2022)	FM Manager	<ul style="list-style-type: none"> • Poster sent to all schools • Reported through a public performance indicator
Secondary School pupils	Web based and face to face survey carried with a sample of secondary school pupils in West Lothian on the school meal provision	Annual (Spring 2021)	FM Manager	<ul style="list-style-type: none"> • Poster sent to all schools • Reported through a public performance indicator
School meal users	Consultation taster sessions exercise carried out with pupils prior to new school menu being implemented	As required	FM Manager	<ul style="list-style-type: none"> • Feedback via revised school menu
Head Teachers/ teachers and support staff	Online survey distributed to all Head Teachers in West Lothian (all schools) on the quality of service provided by catering, cleaning, school crossing patrols and janitorial staff	Annual (Spring 2021)	FM Manager	<ul style="list-style-type: none"> • Feedback directly to Head Teachers from service manager • Reported through a public performance indicator
Sandwich Service users	Survey distributed to employees who use the sandwich service throughout the various council offices	Annual (Autumn 2021)	FM Manager	<ul style="list-style-type: none"> • Feedback through FM management team to nominated users
Civic Centre café users	Survey distributed to employees who use the Civic Centre café	Annual (Spring 2021)	FM Manager	<ul style="list-style-type: none"> • Feedback through FM management team to nominated users
Building users	Survey distributed to Building responsible persons on the quality of service provided by the cleaning staff	Annual (Spring 2021)	FM Manager	<ul style="list-style-type: none"> • Feedback through responsible officers for each building

Activity Budget 2021/22

Facilities Management								
Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Schools Catering	To provide meal service to Primary, Secondary and Special Schools , as well as breakfast service to schools.	7. Delivering positive outcomes on health	P:FMS083_9a.1c Total cost per meal - Primary & Secondary Schools. (Target £2.75)	PUBLIC	170.5	7,781,987	(3,019,000)	4,762,987
			P:FMS090_9b.1a. School meal uptake Primary schools. (Target 60 %)	PUBLIC				
			P:FMS091_9b.1a. School meal uptake Secondary schools. (Target 47 %)	PUBLIC				
Cleaning	To provide a Cleaning Service in over 197 sites including Primary and Secondary Schools, Offices, Libraries etc.	Enabler Service - Financial Planning	FMS079_9a.1a. Cost per sq. m cleaned (Target £17.00)	HIGH LEVEL	229.9	5,675,153	(538,166)	5,136,987
			FMS092_9b.1c Total square meters cleaned per labour hour (Target 230m2)	WLAM				
Facilities Management	To provide an FM Service in all schools, nurseries and special schools.	Enabler Service - Financial Planning	FMS081_9a.2a The average cost of janitorial provision per FTE (Target £32,000)	WLAM	95.0	2,950,493	0	2,950,493
			FMS031_6b.5 Percentage of maintenance jobs completed by FM staff within 2 days of being reported (Target 100 %)	WLAM				

Facilities Management								
Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Street Crossing Patrols	To provide a crossing patrol officer (CPO's) for all locations which meet guidelines	8. Protecting the built and natural environment	FMS082_9a.1a Average Cost, per site, of providing the School Crossing Patrol service per annum (Target £5,000)	WLAM	21.5	458,114	0	458,114
			FMS093_9b Percentage of school crossing patrols locations staffed (Target 100%)	WLAM				
Service Support	Provision of management and administrative Support.	Enabler Service - Corporate Governance and Risk			4.5	244,305	0	244,305
Timelimited Funding - Covid	Facilities Management Income and Costs	7. Delivering positive outcomes on health			0.0	760,000	0	760,000
Timelimited Funding - Covid	Additional Cleaning in Schools	Enabler Service - Financial Planning			79.2	2,621,000	0	2,621,000
Total :-					600.6	20,491,052	(3,557,166)	16,933,886

Inprint								
Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Printing	To provide a quality litho and digital printing service	Enabler Service - Modernisation and Improvement	IS002_9b Over / Under recovery of cost (Target zero)	HIGH LEVEL	7.0	288,288	(288,288)	0
Total:					7.0	288,288	288,288	-

Actions 2021/22

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Facilities Management Actions 2021/22							
Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Food for life Accreditation	Maintain Food for Life Award in schools.	Providing healthier and more locally sustainable school meals.	Service Manager	April 2021	March 2022	Active	Bronze accreditation in place for all primary schools.
Early Learning & Childcare (ELC) cleaning and meal provision	Planning and delivery of ELC cleaning and meal provision.	Provision of additional cleaning and meals to support ELC nursery expansion.	Service Manager	April 2021	March 2022	Active	50 week childcare places have been put in place. Provision of meals to be determined by Education Services.
Upgrade to cashless catering	Implement final stage of upgrade to Fusion in high schools.	Complete web hosted solution access and reporting available out-with sites and centralised control of PLU's	Service Manager	April 2021	March 2022	Active	Upgrade to cashless catering back office system in high schools which will support further refinements to the pre-order mobile phone app.

NETs, Land and Countryside Services

Manager: Andy Johnston, NETs, Land and Countryside Manager
Number of Staff: 228 (full time equivalents)
Location: Whitehill Service Centre and Beecraigs Country Park

Purpose

NETs, Land and Countryside Services are responsible for the development, management, maintenance and cleanliness of West Lothian's local environment. This includes the three Country Parks of Almondell and Calderwood, Beecraigs and Polkemmet as well as a further 2,600 hectares of open space and countryside land.

The service also manages and maintains 2,048 local residential gardens for the elderly, 2,100 km of street and footpath surface, 100 hectares of woodland, 280 children's play areas, 113 parks and open spaces, 33 cemeteries and churchyards and 18 war memorials.

The service also has a team of Environmental Enforcement Officers and Education and Engagement Officers who are dedicated to educating communities and providing enforcement action to address environmental crime.

Activities

The main activities of the service during the period of the Management Plan will be:

- ◆ Grounds Maintenance
- ◆ Open Space and Cemeteries
- ◆ Cleaner Communities
- ◆ Parks and Woodland
- ◆ Stores facilities

In addition to service activities, the service delivers a substantial capital programme each year. The Open Space Asset Management Plan details the capital programme allocated to the Open Space Asset category group. Over the remaining 7 years of the 10 year capital programme revised and approved in February 2021, this is a total budget of £13.350m and an allocation of £2.794m in 2021/22. The funding is distributed across multiple project areas, and will deliver improvements in Open Spaces, Sports Facilities, Children's Play Parks and Cemeteries.

For 2021/22, there are 44 different projects aimed at improving the facilities used by residents.

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers.

Our key partners include; other council services, Keep Scotland Beautiful, Forestry Commission Scotland, Scottish Environmental Protection Agency, Green Network Trust, Education Services, Police Scotland, SRUC Oatridge Campus, West Lothian Youth Action Project, West Lothian Leisure, Zero Waste Scotland, West Lothian housing providers, Scottish National Heritage, APSE and Green Space Scotland.

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule 2021/22

Customer Group	Method	Frequency	Responsible Officer	Feedback Method
Play area and Open Space users	Web based survey, face to face survey, forums and place making events held with local community prior to the development of new play areas or investments in open space to agree user needs, preferences and understand local issues.	Ongoing (9 planned in 2020/21)	Open Space and Cemetery Manager	<ul style="list-style-type: none"> • Feedback through the council website • Agreed plans distributed to local schools
Local schools and community groups	Consulting on the programme of community clean ups to agree level of involvement from each school.	Ongoing	Cleaner Communities Manager	<ul style="list-style-type: none"> • Information fed back on agreed partnership arrangements • Outcome of the clean ups reported through the council website
Country Park, Open Space and Woodland visitors	Paper based surveys captured at time of service use to evaluate customer experience and satisfaction with the service provided and how the service could be improved in the future.	Annual	Park and Woodlands Manager	<ul style="list-style-type: none"> • Via Almondell, Beecraigs and Polkemmet Country Park visitor centres • Feedback through the Beecraigs website • Reported through a public performance indicator
West Lothian Citizens	14 service specific surveys distributed to customers who have contacted the council with enquiries. Focus group will evaluate customer feedback.	Monthly	NETs, Land and Countryside Manager	<ul style="list-style-type: none"> • Feedback through customer satisfaction surveys • Reported through service specific performance indicators • Outcomes reported through social media and council website

Activity Budget 2021/22

NETs, Land and Countryside Services								
Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Countryside Recreation	Provision of Countryside Visitor Centres, visitor attractions and recreational activities within our Country Park estate. This includes the Camping/Caravan site and Animal Attraction sites at Beecraigs.	8. Protecting the built and natural environment	P:NLCS088_9a.1a Annual cost of providing Parks and Woodland Service per head of population (Target £5.18)	PUBLIC	16	755,228	(225,292)	529,936
			CP:NLCS106_9b.1c Estimated Visitors to West Lothian's three country parks (Target 1,537,566)	PUBLIC				
Ranger Service	Provision of environmental education & interpretation opportunities in the countryside for formal education groups & the general public. Liaison with voluntary groups that are involved in the management of our open space assets. Delivery of routine patrols of open space assets to ensure that safety standards are being met and that such sites are welcoming to the public.	8. Protecting the built and natural environment	P:NLCS088_9a.1a Annual cost of providing Parks and Woodland Service per head of population (Target £5.18)	PUBLIC	4	151,786	(8,000)	143,786
			NLCS107_9b Number of educational / school visits hosted within Country Parks (Target 40 per annum)	WLAM				

NETs, Land and Countryside Services

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Parks and Woodland Management	Management of the council's tree and woodland stock. Development of management plans to ensure that our woodlands/forests are managed effectively. Provision of advice to members of the public on tree-related matters. Delivery of a frontline arboricultural service that carries out maintenance tasks, where required, in response to service requests from the public and Elected Members.	8. Protecting the built and natural environment	NLCS089_9a.1c Average cost of Parks and Woodlands Service per visit made to three country parks (Target £0.84)	WLAM	5	206,015	(91,458)	114,557
			NLCS034_6b.2 Percentage of NETs, Land and Countryside related enquiries responded to within 3 days (Target 90%)	WLAM				
Parks and Open Spaces	Management and maintenance of the councils open space assets (parks and urban open spaces, sports grounds and recreational areas)	8. Protecting the built and natural environment	NLCS085_9a.1c The cost of the grounds maintenance service per household. (Target £32.91 per household)	PUBLIC	104	4,187,230	(2,001,780)	2,185,450
			P:NLCS104_9b.2a Quality Assessment score of improvements on open space parks (Target 92%)	PUBLIC				
Play Areas	To arrange for play area inspection, maintenance and management (includes skate parks MUGAs and school play facilities) and to design,	8. Protecting the built and natural environment	NLCS043_9a.1c Cost of managing and maintaining children's play areas per household (Target £6.50)	WLAM	4	241,021	(67,249)	173,772

NETs, Land and Countryside Services

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
	procure and establish new play area provision.		NLCS101_9b.1a Play areas - Percentage of sites complying with independent annual safety audit standards. (Target 98%)	HIGH LEVEL				
Cemeteries	Management and maintenance of cemeteries, including the provision of a burial service and the maintenance of war memorials.	8. Protecting the built and natural environment	NLCS087_9a.1c - Cost of cemeteries service per 1000 head of population (Target £2,698.00)	HIGH LEVEL	18	868,879	(672,043)	196,836
			NLCS034_6b.2 Percentage of NETS, Land and Countryside related enquiries responded to within 3 days (Target 90%)	WLAM				
Street Cleaning and Environmental Enforcement	To cleanse all adopted roads, footpaths, Civic centres, hard surfaces and rural road side verges at a frequency to comply with the Environmental Protection Act	8. Protecting the built and natural environment	NLCS086_9a.1c The cost of the street cleansing service per household (Target £31..25)	WLAM	72	2,317,609	(11,782)	2,305,827

NETs, Land and Countryside Services								
Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Service Support	To provide dedicated resource to educate communities, take appropriate enforcement action and provide a visible deterrent in relation to environmental crime including litter, graffiti, fly tipping, abandoned vehicles and dog fouling.		CP:NLCS102_9b.2a. Local Environment Management System (LEAMS) - Percentage of West Lothians Streets at an Acceptable Standard (Target 90%)	PUBLIC				
	Provision of management and administrative Support.	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		5	244,306	0	244,306
Total:					228	8,972,074	(3,077,604)	5,894,470

Actions 2021/22

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Operational Services Actions 2021/22							
Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
West Lothian Community Choices	Implement mainstream community choices for Grounds Maintenance, litter bins and open space assets.	To develop a service approach to community choices and implement processes to deliver community choices for mainstream budgets.	Service Manager	October 2020	March 2022	Active	Project plan and working groups have been established to deliver objectives. The consultation process will start in April 2021.
West Lothian Litter Policy	The Environment Protection Act 1990 (Section 89) requires Local Authorities to approve a statutory policy for litter management	To implement a Litter policy that incorporates a Litter Bin Plan and Litter Prevention Action Plan.	Cleaner Communities Manager	October 2020	April 2021	Active	Policy and plans are complete and a report will be presented to the Council Executive for approval in April 2021.
Confirm Engineering	Confirm Engineering and Environment are Operational Services Asset Management System and mobile working solution. The contract with the current supplier expires in January 2022.	To review and implement an updated Web Based system aimed at improving service delivery for customers.	Service Manager	January 2021	December 2021	Active	A Project brief was presented and approved at the March ICT Programme Board. A further report will be submitted to the board in August 2021 detailing the options and seeking approval to progress a recommended option.

Operational Services Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Ash Dieback	Ash Dieback will cause the death of 80% of the species of tree. Dying trees pose a significant risk of injury/death to persons or damage to persons.	To develop and implement an action plan to safely manage Ash Dieback.	Parks and Woodland Manager	November 2020	June 2021	Active	A management plan is being developed in accordance with Scottish Government guidance.

Passenger Transport

Service manager: Nicola Gill, Passenger Transport Manager

Number of staff: 59.6 (full time equivalents)

Location: Whitehill Service Centre

Purpose

Passenger Transport is responsible for ensuring the provision of efficient council public transport services within West Lothian and to neighbouring areas including infrastructure and publicity provision.

The service is also responsible for the provision of free and fare paying school transport services for schools, including pupils with additional support needs, as well as the provision of travel concessions for elderly and vulnerable residents.

Furthermore, the service provides community transport to service users with varying needs to a number of locations throughout West Lothian on a daily basis. Also the service provides a school meals delivery service and delivery of internal mail.

Activities

The main activities of the service during the period of the Management Plan will be:

- ◆ Providing a school transport service for approximately 6,000 pupils across West Lothian utilising a range of transport options including double deck buses, coaches, minibuses and taxis over approximately 360 contracts.
- ◆ Public Transport service support through subsidising 20% of the local bus network within West Lothian.
- ◆ Supporting concession schemes for elderly and disabled including providing Dial-A-Ride and Dial-A-Bus provision and over 20,000 discounted rail journeys per year.
- ◆ Providing sufficient public transport infrastructure through siting, erecting and maintaining approximately 500 bus stops and 500 shelters throughout West Lothian, including any publicity items on display.
- ◆ Transporting Community Transport service users to various locations throughout West Lothian.
- ◆ Delivering school meals from 22 production centres to schools and collect and deliver internal mail to all council buildings.

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers.

Our key partners include; other council services, SEStran, bus companies, taxi companies, community transport service providers, NHS Lothian, Scottish Government, Scotrail, Traveline, other councils, industry user groups and community groups.

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule 2021/22

Customer Group	Method	Frequency	Responsible Officer	Feedback Method
Community Public Transport forum	We will undertake consultation and engagement to improve service users' influence on services	Bi-annual (September 2021 and March 2022)	Passenger Transport Manager	<ul style="list-style-type: none"> • Face to face / virtual meetings with focus groups and results published on council website
School and public transport users	Targeted consultation exercise to be carried out on the school transport service	Annual (February 2022)	Passenger Transport Manager	<ul style="list-style-type: none"> • Directly via specific Schools
West Lothian residents	Online survey to gain feedback on public transport in West Lothian and the service we provide	Annual (February 2022)	Passenger Transport Manager	<ul style="list-style-type: none"> • Feedback through the council website and on request
Bus service providers	Ongoing consultation with our main service providers	Ongoing	Passenger Transport Manager	<ul style="list-style-type: none"> • Via face to face / virtual meetings with service providers
Small and large vehicle operator forums	Face to face / virtual meetings	Annual (Spring 2021)	Passenger Transport Manager	<ul style="list-style-type: none"> • Via face to face / virtual meetings with service providers
Parent Participation Forum	Targeted consultation with the forum on transport provision for pupils with additional support needs	Ongoing	Passenger Transport Manager	<ul style="list-style-type: none"> • Via face to face / virtual meetings and electronically with forum. • Directly via specific schools.
West Lothian residents	NHT Public Transport Satisfaction Survey	Annual (June 2021)	Passenger Transport Manager	<ul style="list-style-type: none"> • Council Executive • West Lothian Bulletin • Results available on the council website

Activity Budget 2021/22

Passenger Transport								
Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Subsidised bus and Taxibus Services	To manage cost effective subsidised public transport services.	8. Protecting the built and natural environment	PTS070_9a.1c Cost of network per resident served at minimum service level (Target £11.50/year)	WLAM	1.7	2,726,361	(735,099)	1,991,262
			PTS090_9b Number of passenger-journeys made on council contract local bus and Taxibus services (Target 700,000 passenger-journeys)	PUBLIC				
Local Travel Concessions	Discounted local concessionary travel schemes.	8. Protecting the built and natural environment	PTS071_9a.1d Total cost of rail travel concessions (Target £189,990.00/year)	WLAM	0.5	272,589	0	272,589
			PTS095_9b.1c Number of passenger journeys made on concessionary rail (Target 277,000/Year)	WLAM				
Asset Management and Promotion of Public Transport	Bus stop and bus service information database maintenance, Traveline data feed, shelter, stop and publicity provision.	8. Protecting the built and natural environment	PTS072_9a.1a Cost per bus shelter maintained (Target £130/year)	WLAM	1.4	155,859	0	155,859
			PTS093_9b.1c Percentage of bus stops having bus service information on display. (Target 55%)	WLAM				

Passenger Transport

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
School Transport	To provide free and fare paying mainstream and special needs transport to and from school.	8. Protecting the built and natural environment	PTS073_9a.1c Cost per mainstream pupil offered free transport (Target £800/year)	WLAM	2.6	7,372,247	(69,134)	7,303,113
			PTS094_9b.2 Percentage of completed school transport contract inspections with driver and escorts compliant in Protection of Vulnerable Groups (PVG) Disclosure Scotland requirements (Target 100%)	WLAM				
Transportation of Service Users	To transport clients to various locations throughout West Lothian and provide assistance where necessary.	7. Delivering positive outcomes on health	FTS041_9a.1a Average annual maintenance cost per vehicle - Minibuses up to 17 seats (Target £1,300.00/year)	PUBLIC	39.2	1,712,697	(1,712,697)	0
			PTS097_9b.1c: Percentage of Community Transport bus runs which are completed (Target 100%)	PUBLIC				
Transportation meals	To deliver meals from 25 production centres to local units such as schools.	8. Protecting the built and natural environment	PTS074_9a.1d Total actual cost of providing school meal delivery service per annum (Target 245,000/year)	WLAM	6.4	279,695	(279,695)	0

Passenger Transport

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
			PTS098_9b.1a Percentage of School meals which are delivered to schools on a daily basis as scheduled (Target 100%)	WLAM				
Internal Mail Service	To collect and deliver mail to all Council buildings.	Enabler Service - Corporate Governance and Risk	PTS075_9a.1c Total cost of providing Internal Mail Service per annum (Target £222,500/year)	WLAM	3.3	144,218	(144,218)	0
Service Support	Provision of management and administrative Support.	Enabler Service - Corporate Governance and Risk	PTS099_9b.1a Internal Mail - Number of missed mail drops (Target 0)	WLAM	4.5	244,306	0	244,306
Time Limited Funding	Mainstream Schools Transport	8. Protecting the built and natural environment			0.0	190,000	0	190,000
Time Limited Funding	Transport Fund	8. Protecting the built and natural environment			0.0	300,000	0	300,000
Total :-					59.6	13,397,972	(2,940,843)	10,457,129

Actions 2021/22

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Passenger Transport Actions 2021/22							
Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Review of internal passenger transport operations	Review operations to reduce reliance on contracted services	Extending the existing transport model using internal fleet and staff across other areas of Passenger Transport to reduce cost.	Service Manager	January 2020	August 2021	Active	Project plan and working groups have been established to deliver objectives. School transport pilot expected to commence in April 2021.
Digital transformation projects	Development and implementation of project for Smart Ticketing	To deliver improved user-focused digital public services.	Service Manager	April 2020	June 2022	Active	Project plan and working groups have been established to deliver objectives. An external funding bid has been submitted and if successful phase one will be implemented for new school session 2021/22.
Review of Passenger Transport Information Strategy	Review of the current Public Transport Information Strategy	The review and implementation of a revised strategy which will outline the council's aims for passenger transport information.	Service Manager	April 2021	March 2022	Planned	A review group will be established in the new financial year with a report presented to Council Executive towards the end of 2021.

Recycling, Waste and Fleet Services

Service manager: David Goodenough, Recycling, Waste and Fleet Services Manager

Number of staff: 221.5 (full time equivalents)

Location: Whitehill Service Centre

Purpose

Recycling, Waste and Fleet Services is responsible for the collection of all household waste and the environmentally responsible management of waste in line with the government's Zero Waste Plan. The service provides a weekly uplift to over 80,000 households and four weekly uplifts of garden waste (with the exception of the festive season) to the majority of households each year. Over 58 percent of all household waste was recycled in West Lothian last year.

The service has five Community Recycling Centres (CRCs) located throughout West Lothian where residents bring their own household waste for recycling. In addition, we have around 120 glass recycling points and provide information and support to customers on how to reduce, reuse and recycle their waste.

The service is also responsible for the provision, management and maintenance of the council's fleet of approximately 1,100 vehicles and plant. This includes commercial vehicles, buses, pool cars and items of plant equipment. With its own team of mechanics, the service operates 24 hours a day and undertakes all safety inspections as well as servicing, repairs and MoTs for the council's fleet and members of the public.

Activities

The main activities of the service during the period of the Management Plan will be:

- ◆ Proving a domestic waste and recycling service, including household residual, recycling, green and food waste collection, internal council services, bulky uplift, and clinical waste
- ◆ Recycling and Waste strategic planning and statutory data returns
- ◆ Operating Community Recycling Centres
- ◆ Customer liaison in education and engagement
- ◆ Providing an effective and efficient vehicle maintenance service and fully operational MoT test station – Class IV, V, VII
- ◆ Managing the council's vehicle and plant portfolio

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers.

Our key partners include; other council services, Scottish Environment Protection Agency (SEPA), Waste & Resources Action Programme (WRAP), Zero Waste Scotland, ECO Schools, Homeaid, Changeworks, Her Majesty's Prison Service, Association for Public Service Excellence (APSE), Local Authority Recycling Advisory Committee (LARAC), Trading Standards, Animal and Plant Health Agency (APHA), Community Payback, Convention of Scottish Local Authorities (COSLA), Scottish Government, waste disposal and recycling contractors, Scotland Excel, suppliers and sub contractors, Driver and Vehicle Standards Agency (DVSA) and Logistics UK.

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule 2021/22				
Customer Group	Method	Frequency	Responsible Officer	Feedback Method
Targeted engagement work regarding recycling with householders in identified areas	Use the ISM model (Individual, Social, and Material) to carry out discussion groups. Use this information to develop materials appropriate for specific community needs.	April 2021 and February and March 2022	Recycling Waste and Fleet Services Manager	<ul style="list-style-type: none"> • Bulletin, website and direct with customers.
West Lothian citizens	Attend gala days and other public events including Wild Wednesdays	June – September 2021	Recycling Waste and Fleet Services Manager	<ul style="list-style-type: none"> • Direct face to face
West Lothian service user annual survey	Email to customers after Confirm enquiries, .gov text messaging system and face to face	Annual but continuous within the year	Recycling Waste and Fleet Services Manager	<ul style="list-style-type: none"> • Performance Indicators, website “you said, we did”
Householder focus group on collection systems and patterns	Engaging with customer directly to gain views on potential changes to operational practices.	Q1 2021/22	Recycling Waste and Fleet Services Manager	<ul style="list-style-type: none"> • Focus group and through members
Community groups and drop in sessions	Consultation with community groups and focus groups e.g. Community Councils, with regards to the siting of new bottle banks in local areas, food waste and recycling collection (which will assist with improvements and extended services in local areas)	Ongoing	Recycling Waste and Fleet Services Manager	<ul style="list-style-type: none"> • Community groups and focus groups
Recycling centre customers	Face-to-face survey of customer experience to be carried out at all recycling centres	Annual (September 2021)	Recycling Waste and Fleet Services Manager	<ul style="list-style-type: none"> • Results available on the council website
Take out service customers	All customers to be contacted to determine whether service still required	Every two years (Summer 2021)	Recycling Waste and Fleet Services Manager	<ul style="list-style-type: none"> • Results available on the council website
School pupils	Face-to-face attendance to increase awareness of the 3 R's, participation and reduce contamination.	Ongoing	Recycling Waste and Fleet Services Manager	<ul style="list-style-type: none"> • Feedback from schools and pupils

Activity Budget 2021/22

Recycling, Waste and Fleet Services								
Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Recycling & Waste Collection	The collection of recyclable materials and residual waste from domestic and internal commercial premises.	8. Protecting the built and natural environment	WM089_9b.1c : No. of bins missed during collection per 100,000 collections (not including contamination) (less than 2%)	WLAM	118.0	4,020,405	(139,000)	3,881,405
			SENV01a: Net Waste Collection Cost per Premise (PI not comparable across councils as does not produce a like for like comparison based on infrastructure and geographical constraints, PI used for year to year comparisons only)	PUBLIC				
Recycling & Waste Disposal	Resource management of all materials collected by, and on behalf of, the council including: the operation of recycling centres, the transfer and handling of materials, the transportation of materials, and the management of associated contracts.	8. Protecting the built and natural environment	SENV02a Net Waste Disposal Cost per Premise (sspi not comparable as does not produce a like for like comparison based on infrastructure and geographical constraints, used for year to year comparison vs WLC figures only)	PUBLIC	59.0	9,448,616	(609,036)	8,839,580
			SSPi24i The total tonnes of municipal waste handled (No target = reporting figure)					

Recycling, Waste and Fleet Services

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Education, Engagement, Strategy and Statutory Compliance Reporting	Customer engagements and education activities across the council area. The research, development and implementation of existing and future resource management and efficiency objectives. The compilation, audit and submission of waste data for statutory reporting purposes. The management and implementation of projects and services related to supporting the activities of the service.	8. Protecting the built and natural environment	sspi23aiiii: Number of premises for refuse collection, household and commercial (Target 81,212)	PUBLIC	11.0	554,706	0	554,706
			SENV06 The percentage of total waste arising that is recycled (Target 60%)	PUBLIC				
Fleet Management	The effective and efficient management of the council's fleet resource in accordance with the duties to comply with the Operator's Licence.	Enabler Service - Corporate Governance and Risk	FTS060_9b.1c Percentage of Vehicles Maintained Monthly as per schedule (Target 95 %)	WLAM	3.3	3,635,972	0	3,635,972
			FTS063_9b.1b Total annual business mileage (Target 1,966,115)	WLAM				

Recycling, Waste and Fleet Services

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Fleet Maintenance	Maintaining the council's fleet in accordance with legislative requirements.	Enabler Service - Corporate Governance and Risk	FTS042_9a.1a Average annual maintenance cost per vehicle - All Cars (Pool). (Target £650.00)	WLAM	23.7	1,302,689	0	1,302,689
			FTS062_9b.1c Percentage of Heavy Goods vehicles passing their MOT test first time (Target 100%)	HIGH LEVEL				
Green Travel Fleet	Management and maintenance of the council's green travel fleet.	Enabler Service - Financial Planning	FTS042_9a.1a Average annual maintenance cost per vehicle - All Cars (pool) (Target £600.00)	WLAM	2.00	721,499	(166,740)	554,759
			FTS063_9b.1b Total annual business mileage (Target 1,949,111)	WLAM				
Service Support	Provision of management and administrative Support.	Enabler Service - Corporate Governance and Risk			4.5	244,306	0	244,306
Timelimited Funding – Covid	Increased Waste Tonnage	8. Protecting the built and natural environment			0	1,488,000	0	1,488,000
Timelimited Funding - Covid	Additional Vehicle Hire Costs	Enabler Service - Corporate Governance and Risk			0	294,000	0	294,000

Recycling, Waste and Fleet Services							
Activity Name and Description	Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Total :-				221.5	21,710,193	(914,776)	20,795,417

Actions 2021/22

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Recycling, Waste and Fleet Services Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Continuing to reduce the environmental impact of West Lothian	Ensuring actions are taken to ensure environmental impacts are reduced in line with our Mission Statement.	Reduction in the amount of material sent to landfill and recycling as much material as is environmentally and economically practicable.	Service Manager	January 2021	December 2021	Active	The currently implemented and compliant systems see the majority of West Lothian's waste material not being landfilled. In 2019 only 14.9% of all waste was landfilled. This was an improvement on the 24.4% in 2018.
Improving customer engagement and awareness	Keeping customers informed of service development changes and proposals through consultation and engagement.	Improved satisfaction levels, reducing contamination levels and improving recycling performance.	Service Manager	January 2021	December 2021	Active	2021 Communications Plan is agreed and in progress.
Supporting employee development and improving engagement	Working with our employees to improve the service offered to customers, their working conditions and morale	Improved staff retentions, survey results and reductions in absence.	Service Manager	January 2021	December 2021	Active	A wide range of groups, engagement activities and internal information exchange are in place to deliver on this action.

Roads and Transportation Service

Service manager: Graeme Malcolm, Roads and Transportation Manager

Number of staff: 140.22 (full time equivalents)

Locations: Whitehill Service Centre

Purpose

Roads and Transportation Services provide an integrated service to construct, manage and maintain the road, footpath and transportation network in West Lothian in the safest way possible. The service manages and maintains over 1,059.8 km of public roadway, 1,476 km of public footway, 48,451 street lights, 165 traffic light installations, 2,578 grit bins, 11,292 illuminated and non-illuminated signs and bollards, 592 bridges and other structures.

Activities

The main activities of the service during the period of the Management Plan will be:

- ◆ To manage, maintain and improve the public roads and footpath network
- ◆ Flood Risk Management
- ◆ To provide transport planning and a development control service
- ◆ Winter service provision

In addition to service activities, the service delivers a substantial capital programme each year. The Roads Asset Management Plan details the capital programme allocated to the Roads and Other Related Asset category group. Over the remaining 7 years of the 10 year capital programme revised and approved in February 2021, this is a total budget of £50.806m and an allocation of £8.623m in 2021/22 (*numbers to be confirmed at the council budget meeting in February 2021*). The funding is distributed across multiple project areas, and will deliver improvements in Roads, Street Lighting, Flood Protection and Bridges.

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers.

Our key partners include; other council services, Transport Scotland, utility companies, other local authorities, Network Rail and ScotRail, SEPA, SEStran and Sustrans.

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule 2021/22				
Customer Group	Method	Frequency	Responsible Officer	Feedback Method
West Lothian residents	NHT Public Satisfaction Survey.	Annually (June 2021)	Roads and Transportation Manager	<ul style="list-style-type: none"> • Council Executive • West Lothian Bulletin • Results available on the council website
Community groups	Regular meetings held with local community groups e.g. Community Councils, to consult on any potential issues and how the service can assist in improving local communities.	Ongoing	Various officers	<ul style="list-style-type: none"> • Via face to face / virtual meetings with members of each group
Local business groups	Regular meetings held with local business groups e.g. Town Centre Management groups, Traders' Associations etc. on any potential issues and how the service can assist in improving business opportunities.	Ongoing	Various officers	<ul style="list-style-type: none"> • Via face to face / virtual meetings with members of each group
Active Travel	Consultation exercise carried out for specific initiatives.	As required	Development Management and Transportation Planning Manager	<ul style="list-style-type: none"> • Via the consultation exercise and subsequent Committee Reports

Activity Budget 2021/22

Roads and Transportation Service								
Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Road and footpath maintenance - structural and routine works	To inspect, manage and maintain the public road and footpath network, including the coordination of roadworks.	8. Protecting the built and natural environment	RTS081_9a.1a Total carriageway maintenance expenditure per Kilometre of carriageway (Target £6,953)	WLAM	61.09	3,966,087	(1,589,089)	2,376,998
			RTS100_9b.2a Percentage of the overall road network which should be considered for maintenance treatment (2021/22 Target <28.5%)	PUBLIC				
Winter Maintenance	To manage and deliver the winter maintenance service for public roads and footpaths	8. Protecting the built and natural environment	Total cost for carriageway winter maintenance period divided by the total network length.	WLAM	28.00	2,350,000	0	2,350,000
			RTS027_6b.5. Percentage of occasions precautionary salting routes are completed before the formation of ice (Target. 100%)	HIGH LEVEL				
Street lighting	To inspect, manage and maintain street lighting, traffic lights, illuminated signs/bollards and street nameplates.	8. Protecting the built and natural environment	RTS080_9a.1c.. Average running cost (including electricity and maintenance) per lighting unit per year (£37.74)	PUBLIC	23.1	2,624,882	(15,000)	2,609,882

Roads and Transportation Service

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Development Planning	Manage the council statutory function of issuing Road Construction Consents for new developments and to support the council's private roads scheme. Inspecting prospectively adoptable roadworks being built by developers under a Road Construction Consent. Cost of inspections met through inspection	8. Protecting the built and natural environment	RTS091_9b.1c Average time in days to repair street lights (Target 14 days)	WLAM				
			RTS090_9b.1c Average time in hours to repair Traffic Lights (Target 48 hours)					
			RTS040_6b.5 Draft Road Construction Consents Completed within 12 weeks (Target 90%)	HIGH LEVEL	5.5	209,356	(81,000)	128,356
			RTS041_6b.5 Final Road Construction Consents Completed within 4 weeks (Target 85%)	HIGH LEVEL				

Roads and Transportation Service

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
	charges. Providing statutory advice to Development Management on the Transportation impacts of new developments.To promote and protect the council's interests nationally, regionally and locally on developing transportation issues. Supporting SEStran and Forth Bridges Forum. Input to national, regional and local policies.		RTS039_6b.5 Percentage of responses to planning consultations within 3 weeks (Target 80%)	WLAM				
Design Engineer - Structures, Flood Risk Management and Projects	To manage and maintain bridges and other roads related structures. Maintain notifications from hauliers in respect of abnormal load movements. To design and deliver capital projects for Roads & Transportation and other service areas. Provide advice on roads related structures and other	8. Protecting the built and natural environment	RTS038_6b.5 Percentage of abnormal loads processed on time. (Target 100%)	WLAM	18.0	1,498,414	(2,000)	1,496,414
			RTS036_6b.5 Bridges - Percentage of principal inspections carried out (Target 100%)	WLAM				

Roads and Transportation Service

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2020/21	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
	council structural assets. Assessment of the condition of roads related structures through completion of General/Principal Inspections in accordance with Best Practice and inspections of headwalls and trash screens. To reduce overall flood risk by contributing to the preparation of Local Flood Risk & Surface Water Management Plans and deliver the objectives set in the Plans. Ensure the safety and structural integrity of reservoirs owned by the Council.		RTS037_6b.5 Bridges: Percentage of general inspections carried out (Target 100%) Fee Target of less than 15% for schemes more than £50,000 Fee Target of less than 20% for schemes less than £50,000	WLAM				
Service Support	Provision of management and administrative Support.	Enabler Service - Corporate Governance and Risk			4.53	244,306	0	244,306
Total :-					140.22	10,893,045	(1,687,089)	9,205,956

Actions 2021/22

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Roads and Transportation Service Actions 2021/22							
Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Roads Capital Programme	Delivery of Roads Capital Programme.	To deliver the schemes approved within the capital programme within budget and by end of 31 March 2022.	Service Manager	April 2021	March 2022	Planned	Project being designed and procured.
West Lothian Parking Strategy	Development of a West Lothian Parking Strategy	The preparation of a parking strategy which will outline the council's future policy on parking.	Roads Network Manager	May 2021	February 2022	Active	Specialist parking consultants are due to commence work in Quarter 1 2021. This is scheduled to be completed by February 2022.
Transportation Infrastructure	Development of transportation infrastructure associated with City Deal / West Edinburgh Transport Appraisal	The delivery of public transport infrastructure on the A89 – Newbridge corridor.	Service Manager	February 2021	March 2022	Active	Consultants appointed by City of Edinburgh council to scope initial scheme development. Commission forms part of the city deal investment package. Consultancy work commenced February 2021.
Active Travel Plan 2022 to 2027	Development of the 2022-2027 Active Travel Plan	Review of current Active Travel Plan and new 5-year plan published.	Service Manager	February 2021	December 2021	Active	Consultants to be appointed to develop plan

Roads and Transportation Service Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
2021 - 2027 Forth Estuary Flood Risk Management Strategy	Development of the 2021-2027 FEFRM strategy	Phase 2 public consultation completed.	Design Engineering Manager	March 2021	June 2021	Active	Phase 1 public consultation on the draft strategy commenced in March 2021. Once this is completed Phase 2 of the consultation will commence.
2022 - 2028 Forth Estuary Flood Risk Management Plan	Development of the 2022-2028 FEFRM plan	Phase 2 public consultation completed.	Design Engineering Manager	March 2021	June 2021	Active	Phase 2 public consultation will include both the draft strategy and the draft plan. The consultation on which launched in March 2021.

Developing the Management Plan and reporting progress

The Management Plan was developed to support the delivery of the Council's Corporate Plan and to take account of a range of factors that are likely to impact the delivery of council services in the next two years.

Context

The ongoing spending constraints require significant change to deliver affordable services. However, the council has clearly defined long term aims relating to the development of high quality services, designed to meet the needs of its customers. These long term aims are captured in the Local Outcome Improvement Plan, Community Plan and in the council's Corporate Plan and together these strategic plans determine the work of the council's services.

The development of the Corporate Plan 2018/23 has been directly influenced by the views of the people living and working in West Lothian, ensuring that all employees are focused on meeting the needs of a growing and vibrant community. The Corporate Plan sets the strategic priorities for the council up to 2022/23 and this will be the continued focus for all council services during the period.

This will help to ensure that we continue to tackle the most important issues for West Lothian. Also, that we invest in and prioritise the services which make the most significant contribution to the achievement of positive outcomes.

Influences

There will be many internal and external factors which will influence the work of Operational Services. The more prominent include; the current financial situation and legislative changes.

Planning Process

The Management Plan was developed by the Operational Services Management team, using a range of information to ensure that services, activities and resources are aligned to:

- ◆ The council's Corporate Plan and the deliverables for which Operational Services will be responsible for achieving or contributing to
- ◆ Supporting the delivery of the council's transformation programme
- ◆ The council's asset management strategy
- ◆ The council's digital transformation agenda
- ◆ Consideration of community asset transfer and involving communities through participatory budgeting




The process and timescales for the development and publication of the management plan is set out, including consultation with the appropriate stakeholders.










Corporate Plan	The Corporate Plan is approved by West Lothian Council, setting out the key priorities for all council services for the period 2019/20 to 2022/23.	February 2018
Operational Services Planning	The service management team develop the plan taking account of a range of factors, business requirements and customer needs.	February to March 2021
Executive Management Team approval	The council's executive management team (EMT) will review all service management plans to ensure they are sufficiently focused on corporate priorities. The EMT will also review the plans annually, scrutinising performance and progress in the stated outcomes and actions.	March 2021
PDSP consultation	The Management Plan is taken to the relevant Policy Development and Scrutiny Panel(s) for consultation, providing Panel members the opportunity to shape planning and resource allocation.	April to June 2021
Management Plan launch	The service cascades the plan to Operational Service employees to ensure that they understand the key priorities and challenges ahead and how they will contribute to successful outcomes.	April to June 2021
WLC website	The Management Plan is published on the council's website to provide detailed information for the public and external stakeholders on council services, resource allocation and performance.	July 2021
Management Plan updates	The Management Plan progress is reviewed by the appropriate PDSP each year	April to June 2021

Continuous Improvement

Operational Services will continue to play a key role in the development and support of high quality customer services. Operational Services will continue to engage with our customers to modernise structures and processes to ensure that they continue to provide the most efficient and effective model for service delivery.

Operational Services Scorecard

The service will report on the following key measures of the success throughout the lifetime of our plan (short term trend arrows: 2020/21 performance exceeded the target =  / 2020/21 performance met the target =  / 2020/21 performance was below the target = ):

Indicators					
WLAM unit / service	PI Code & Short Name	2020/21 Performance	2020/21 Target	Performance against Target	2021/22 Target
Facilities Management	FMS007_Percentage of customers in schools who rated the overall quality of service provided by Facilities Management Services as good or excellent	82.6%	75%		84.6%
	FMS030_Number of upheld complaints received against service delivery (annual)	4	12		8
	P:FMS083_Total Cost per Meal produced (Primary and Secondary Schools)	N/A ³	£2.55		£3.05
	P:FMS090_School Meal Uptake in Primary School	N/A ³	60%		55%
NETs, Land and Countryside Services	P:NLCS007_Percentage of customers who rated the overall quality of the Service provided by NETs, Land & Countryside Services as good or excellent	90.85%	80%		92%
	NLCS040_Total Number of NETs, Land and Countryside complaints received (annual)	159	144		144
	NLCS086_The cost of the Street Cleansing Service per Household	£32.36 ⁴ (2019/20)	£31.25 ⁴ (2019/20)		£30.17 ⁴ (2020/21)
	CP:NLCS102_Local Environment Management System (LEAMS) of Street Cleanliness - Percentage of West Lothian Streets at an acceptable standard	93.2% ⁴ (2019/20)	94% ⁴ (2019/20)		94% ⁴ (2020/21)
Passenger Transport	P:PTS014_Percentage of customers who rated the overall quality of the Service provided by Public Transport as good or excellent	61%	60%		62%

³Due to the impact of Covid 19 on the school meal service in 2020/21, comparable figures are not available for this year

⁴ Due to reporting timescales, the data for these indicators is only available for the year shown

Indicators					
WLAM unit / service	PI Code & Short Name	2020/21 Performance	2020/21 Target	Performance against Target	2021/22 Target
	PTS035_Total number of Public Transport Complaints (Stage 1 and Stage 2) received (annual)	44	60	↑	48
	P:PTS070_Cost of the Public Transport network per resident	£11.61 ⁴ (2019/20)	£11.00 ⁴ (2019/20)	↓	£11.00 ⁴ (2020/21)
	P:PTS092_Percentage of residents with access to an hourly or more frequent bus service	91%	91%	←	90%
Recycling, Waste and Fleet Services	P:WM007_Percentage of customers who rated the overall quality of the service provided by Waste Services as good or excellent	92%	92%	←	94%
	WM022_Number of Waste Services Complaints (Stage 1) received (annual)	853	840	↓	840
	SENV01a_Net cost of waste collection per annum per premises	£89.30 ⁴ (2019/20)	£84.70 ⁴ (2019/20)	↓	£92.43 ⁴ (2020/21)
	CP:WM087_Percentage of Household waste recycled or composted per annum	58.2% ⁴ (2019)	57.5% ⁴ (2019)	↑	60% ⁴ (2020)
Roads and Transportation Services	P:RTS007_Percentage of customers who rated the overall quality of service provided by Roads and Transportation Services as good or excellent	55%	47%	↑	60%
	RTS034_Total number of Roads and Transportation Complaints (Stage 1 and 2) received (annual)	461	228	↓	228
	P:RTS080_Average running cost, including electricity and maintenance, per lighting unit per year	£33.72 ⁴ (2019/20)	£37.74 ⁴ (2019/20)	↑	£33.72 ⁴ (2020/21)
	CP:RTS100_Percentage of the overall Road Network which should be considered for maintenance treatment	28.5%	28.5%	←	29.5%

This scorecard offers a high level snapshot of the service performance. More information about the performance of the service can be viewed via the council's website: www.westlothian.gov.uk/performance

Operational Services Management Plan 2021/22

April 2021

For more information:

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Whitehill Service Centre
4 Inchmuir Road | Whitehill Industrial Estate | Bathgate | West
Lothian | EH48 2EP

DATA LABEL: PUBLIC



ENVIRONMENT POLICY DEVELOPMENT AND SCRUTINY PANEL

PERFORMANCE REPORT

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

To report the current levels of performance for all indicators which are the responsibility of the Environment Policy Development and Scrutiny Panel.

B. RECOMMENDATION

That the Panel note the performance information and determine if further action or enquiry is necessary for any of the indicators mentioned within the report.

C. SUMMARY OF IMPLICATIONS

I Council Values	Being honest, open and accountable.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	In compliance with the Corporate Code of Governance.
III Implications for Scheme of Delegations to Officers	None
IV Impact on performance and performance Indicators	Challenges current service performance through the evaluation of performance indicators
V Relevance to Single Outcome Agreement	Indicators support various outcomes in the SOA
VI Resources - (Financial, Staffing and Property)	Met from existing budgets
VII Consideration at PDSP	Performance reports will be submitted to the PDSP every other meeting.
VIII Other consultations	None

D. TERMS OF REPORT

Background

The council's performance management system, Pentana measures the performance of service activities through the use of key performance indicators (KPIs). These indicators have been deemed high level and are publically reported.

Pentana uses a simple traffic light system to show if progress is on target (green), in danger of falling behind target (amber), or below target (red). Blue signifies an indicator without current data which may be a result of Covid restrictions on services. The trend chart commentary field provides an explanation of the ongoing trend in the performance as well as describing any shortfall in performance and what action is being taken to rectify this shortfall.

Members will note that the performance indicators linked to the Environment PDSP range across four service areas – Environmental Health, NETs, Land and Countryside Services, Roads and Transportation and Fleet, Recycling and Waste Services.

Performance Update

There are currently 36 High Level Key Performance Indicators under the remit of the Panel. 13 of these are quarterly indicators and included in the quarterly reports, a full annual report which also includes all annual indicators is included here.

The 36 performance indicators are categorised as follows:

- 28 Green
- 3 Amber
- 4 Red
- 1 Blue

Each indicator is shown in full detail in appendix 1 of this report, including latest notes and trend chart commentary to explain the current performance. Details of the red PIs are shown below.

Red Indicators

P:EH043_9b.2a Number of cases of infectious disease within West Lothian reported to the service.

Current Performance: 303

Target: 240

Figures for 2020/21 are not available at this time as information is still to be provided by NHS Lothian. Performance for 2020/21 will be updated once this is made available.

The 2019/20 figure of 303 cases of infectious disease reported is a significant increase in comparison with previous years. The rise was influenced by a significant increase in the number of cases of Campylobacter reported. This has consistently been the most reported type of infectious disease and continues to influence the overall statistics. Reports of Campylobacter infection are not routinely investigated due to the nature of the infection. There is no indication from NHS Lothian colleagues that there are any increases which would suggest community outbreaks have occurred requiring investigation by the environmental health service. The number of other infectious disease notifications reported and investigated by the environmental health service were in line with previous years. There were no outbreaks of other infections identified during 2019/20.

Infectious disease can be associated with commercial establishments and activities through failures in food safety, workplace safety, or other public health controls. However, unless there are multiple cases associated with a particular establishment or activity it is unlikely to be established as a source of infection. Most cases of infection tend to be single and isolated and most likely attributable to foreign travel, outdoor activities, and poor food safety and hygiene controls in the home. The number of cases reported is further influenced by the number of people reporting illness to their doctors, the number of samples taken and the results received.

The desire for this indicator is a downwards trend and the target is set at a level which, if reached, would result in discussions with health board partners to try and identify any particular cause or corrective action which could be taken. No benchmark information is available for this indicator.

The number of cases reported in previous years were as follows:

2020/21 - still awaiting information from NHS Lothian in order to provide figures for year (dated 30/04/2021)

2019/20 - 303 cases of infection reported within West Lothian population.

2018/19 - 220 cases of infection reported within West Lothian population.

2018/17 - 189 cases of infection reported within West Lothian population.

2016/17 - 215 cases of infection reported within West Lothian population.

It is unfortunately the position that some cases of infectious disease and foodborne infection will occur either from the home or from commercial operations. The target is not something which the service aims to attain, it is a trigger level which if exceeded, will act as a prompt for more detailed discussion with National Health Service colleagues to investigate causes of illness within the community. Even though there was a significant rise in reported cases in 2019/20, the target for 2021/22 will remain in line with previous years and remain at 240.

P:NLCS040_6b.3 Total Number of NETs, Land and Countryside complaints received

Current Performance: 5

Target: 12

The number of complaints has exceeded the target six times over the period shown in the chart. All complaints are investigated and actioned where appropriate.

The Grounds Maintenance, Garden Maintenance and Street Cleansing services were suspended between April 2020 and July 2020. The increases in the number of complaints during June, July and August can be attributed to the suspension of grass cutting and an increase in litter due to the services being suspended. When the grass cutting service was reintroduced in July 2020 there was an increase in complaints regarding the quantity of long grass being left on areas of open space and pitches.

Complaints received cover the range of services provided by NETs, Land and Countryside. While there are no specific patterns to the receipt of complaints, there is a seasonal aspect to the fluctuations such as complaints in Grounds Maintenance around grass cutting in the summer months and leaf fall in the autumn months. However, complaint levels across the services provided remain relatively low in comparison to the number of interactions with residents.

The target for 2021/22 will be set at 12 which is the monthly average for 2019/20. This target is aimed at returning performance to a "normal" standard for the service.

P:RTS107_9b.1a Number of people killed or seriously injured in road accidents

Current Performance: 66

Target: 43

This performance indicator shows the number of people killed or seriously injured in road accidents within West Lothian as published annually by the Scottish Government. This indicator a combination of the separate casualty reduction targets for the number of people killed and the number of people seriously injured in line with Scottish Government national casualty reduction targets.

There was a increase in the number of people killed and seriously injured in West Lothian in 2019 compared to 2018. The figures for 2019 show there were 66 people killed or seriously injured, a increase of 9 from 2018. Of these, sadly 7 people were killed with 59 people being seriously injured.

There was also an increase in the number of people killed and seriously injured in West Lothian in 2018 compared to 2017. The figures for 2018 show there were 54 people killed or seriously injured, a increase of 3 from 2017. Of these, sadly 4 people were killed with 53 people being seriously injured.

2020 data will be available around the end of October 2021.

Finally, it should be noted that good performance is illustrated by the number of road accidents being below the target line.

The target is based upon achieving a 40% reduction in people killed and a 55% reduction in seriously injured casualties by 2020 compared to the 2004-08 average.

P:WM089_9b.1c Number of bins missed during collection per 100,000 collections (not including contamination etc).

Current Performance: 136.6
Target: 100

The number of bins missed has risen compared to the previous 4 quarters, mainly due to the effect on the service during COVID 19. Snow and ice also disrupted collections in January and February 2021. Waste and Recycling trained additional staff from other services, to cover those self-isolating, to minimise the impact. The number of missed bins is 0.1% of all scheduled collections.

The increase in missed bins reported over the festive season and rescheduled collections also contributed to the increase in Quarter 4 2020/21.

As part of Transforming Your Council (TYC) efficiencies the previous separate weekly food waste only collection and 4 weekly green waste only brown services were replaced by fortnightly comingled food and garden waste collections on 30th September 2019. This produced vehicle savings and allowed all rural properties to recycle their food waste.

This efficiency reduces the number of scheduled bin collections provided per quarter from 2.1 million per quarter to around 1.5 million across all its customers, as a result of the end of weekly food waste collections, even taking the increase in brown bin collections from 4 weekly to fortnightly into account.

Although fewer collections should result in proportionately fewer missed bins, if the majority of missed bins originate from grey and blue bins, then even if the number of missed bins remains steady compared to previous quarters, the reduced number of collections will affect the calculation of this indicator by increasing the 'Number of bins missed during collection per 100,000 collections'.

The target for 2021/22 remains at 100 per quarter as this previously represented a reasonable average. However, this may need to be reviewed when the effect of the above changes has been determined.

E. CONCLUSION

The attached performance report is intended to keep members of the Environment PDSP informed about the performance of the wide range of activities taking place to support the remit of the panel.

The summary chart at the front of Appendix 1 shows that the majority of performance indicators which are the responsibility of the Environment PDSP are categorised as green.

The information contained in Appendix 1 will allow the Panel to focus on the issues that services currently face and includes the indicators where service's performance is currently below target.

This information allows the Panel to function in accordance with the Council's Code of Corporate Governance and the principles of Best Value.

F. BACKGROUND REFERENCES

Best Value and Community Planning Audit, 2006

Appendices/Attachments: One.

- 1 Environment PDSP Performance report - annual

Contact Person:

Melanie Phillips, Project Team Leader, Operational Services, Whitehill House, Bathgate.
melanie.phillips@westlothian.gov.uk

Jim Jack
Head of Operational Services

01 June 2021

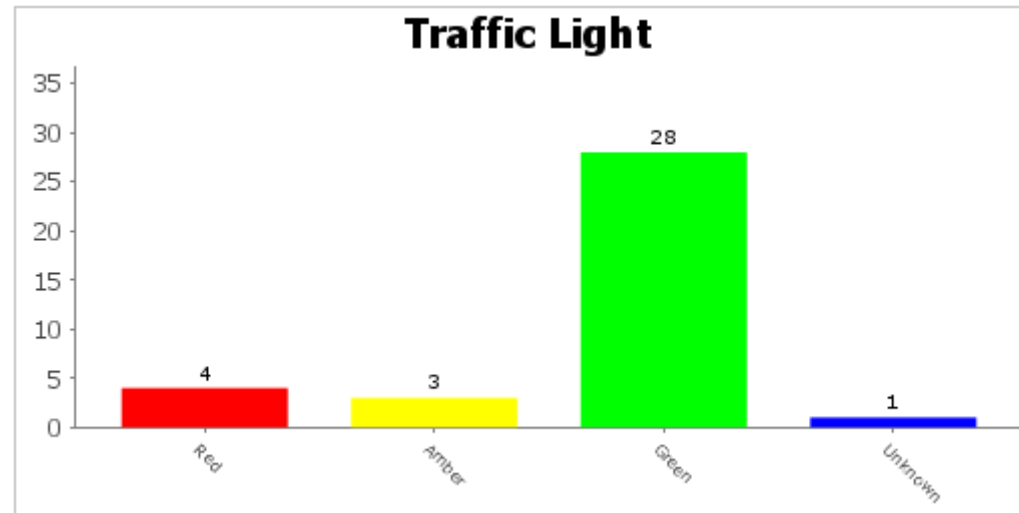
_08 PDSP - Environment Pls - Annual(Detail)

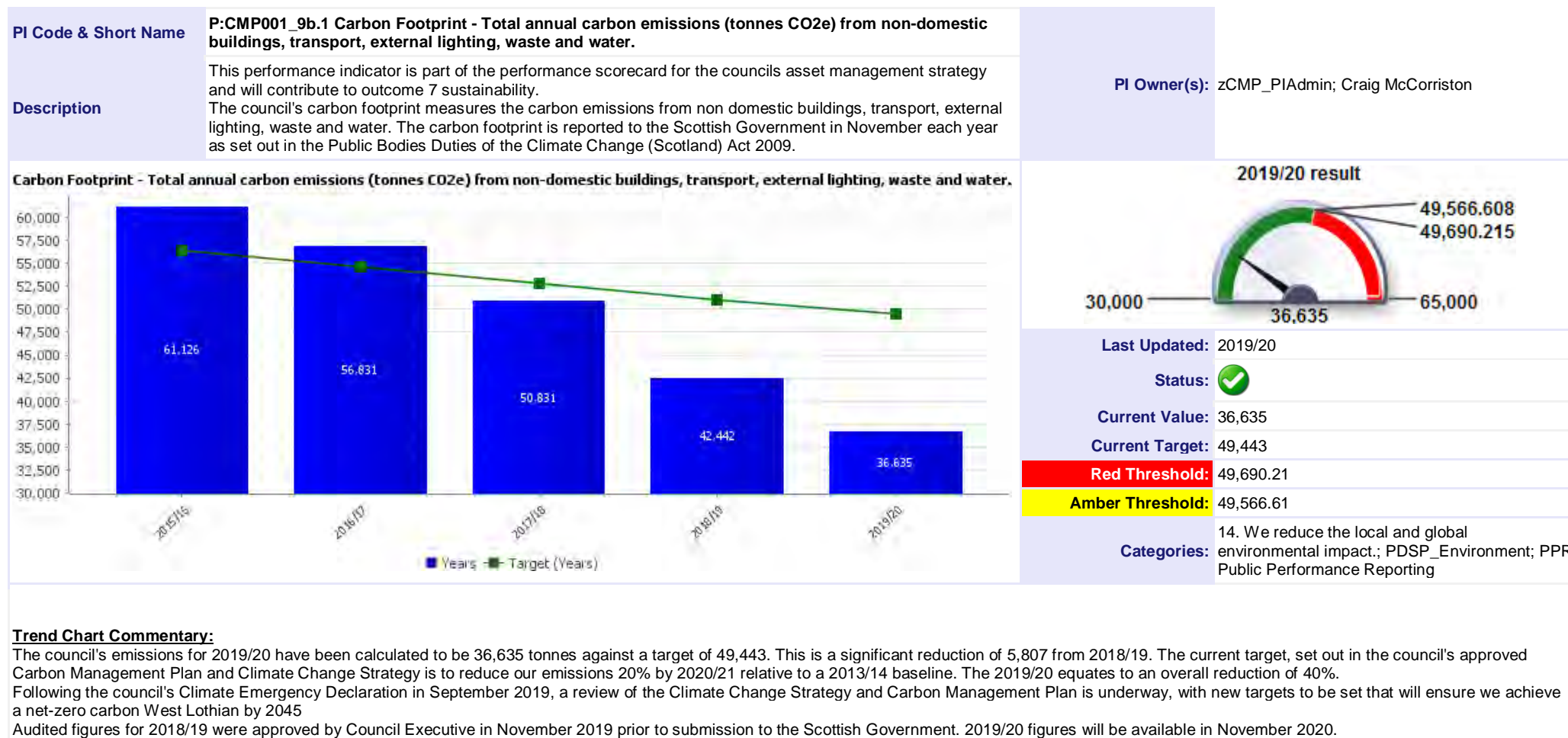
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Report Author: Melanie Phillips

Generated on: 10 May 2021 11:53

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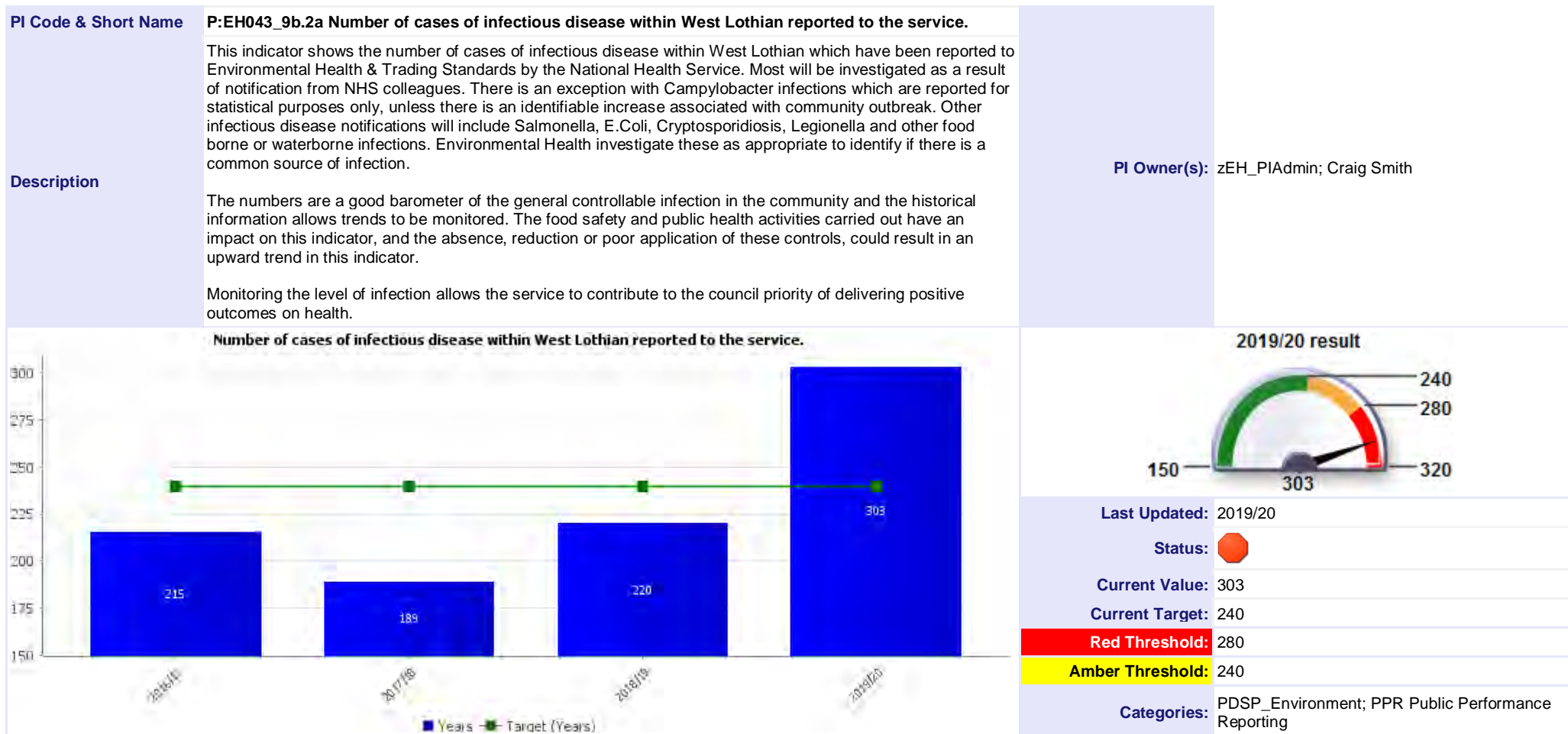




Trend Chart Commentary:

The council's emissions for 2019/20 have been calculated to be 36,635 tonnes against a target of 49,443. This is a significant reduction of 5,807 from 2018/19. The current target, set out in the council's approved Carbon Management Plan and Climate Change Strategy is to reduce our emissions 20% by 2020/21 relative to a 2013/14 baseline. The 2019/20 equates to an overall reduction of 40%. Following the council's Climate Emergency Declaration in September 2019, a review of the Climate Change Strategy and Carbon Management Plan is underway, with new targets to be set that will ensure we achieve a net-zero carbon West Lothian by 2045

Audited figures for 2018/19 were approved by Council Executive in November 2019 prior to submission to the Scottish Government. 2019/20 figures will be available in November 2020.



Trend Chart Commentary:

Figures for 2020/21 are not available at this time as information is still to be provided by NHS Lothian. Performance for 2020/21 will be updated once this is made available.

The 2019/20 figure of 303 cases of infectious disease reported is a significant increase in comparison with previous years. The rise was influenced by a significant increase in the number of cases of Campylobacter reported. This has consistently been the most reported type of infectious disease and continues to influence the overall statistics. Reports of Campylobacter infection are not routinely investigated due to the nature of the infection. There is no indication from NHS Lothian colleagues that there are any increases which would suggest community outbreaks have occurred requiring investigation by the environmental health service. The

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The desire for this indicator is a downwards trend and the target is set at a level which, if reached, would result in discussions with health board partners to try and identify any particular cause or corrective action which could be taken. No benchmark information is available for this indicator.

The number of cases reported in previous years were as follows:

2020/21 - still awaiting information from NHS Lothian in order to provide figures for year (dated 30/04/2021)

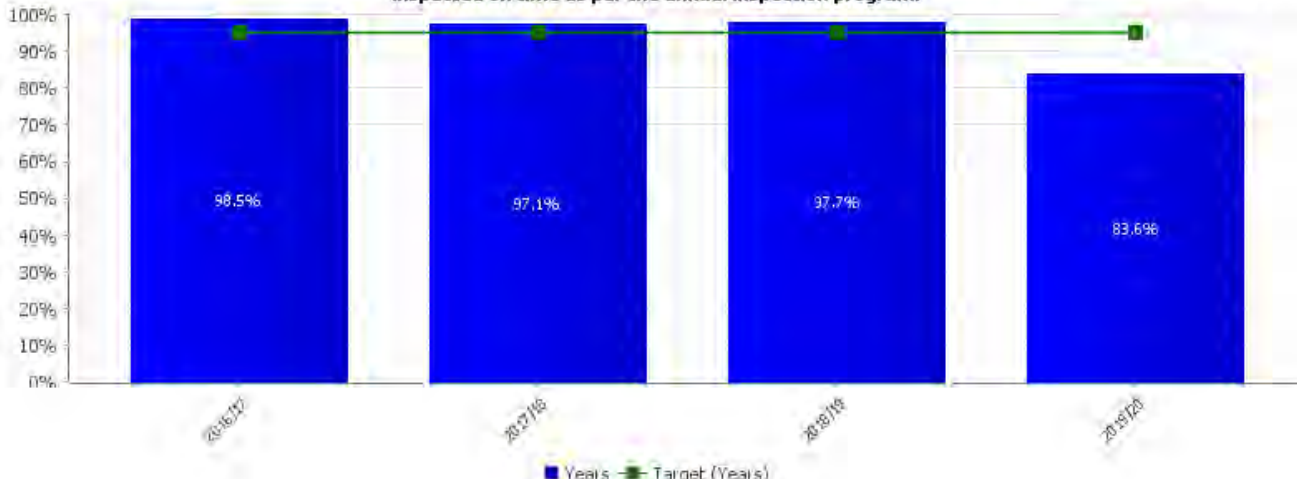
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PI Code & Short Name	P:EH044_9b.1a Percentage of commercial premises rated as highest risk for food hygiene, food standards, trading standards or health & safety, which were inspected on time as per the annual inspection program.													
Description	Commercial properties are given a risk rating depending upon their inherent risk and the management controls applied. This rating, based on national guidelines, determines how often the business is inspected; higher risk premises being inspected more frequently than lower risk premises. Inspections are carried out for the purposes of workplace health & safety, food hygiene, food standards (composition) and trading standards.		PI Owner(s): zEH_PIAAdmin; Craig Smith											
	For the purpose of this indicator, highest risk premises are considered to be category A and B1 for Health & Safety, category A and B for food hygiene, category A for food standards, and 'High' for trading standards. 'On time' is within 28 days of the planned inspection date for Environmental Health and by the planned date for Trading Standards - this is in keeping with national guidance. This permitted period means that year-end figures will not be available until one month after the year-end period (May).													
	Inspections lists are prepared annually and premises risk scores are refreshed following every inspection.													
Inspections are carried out to ensure that the premises are operating safely and within the law therefore this activity contributes towards the council priorities of protecting those at risk and living healthier lives.														
<p>Percentage of commercial premises rated as highest risk for food hygiene, food standards, trading standards or health & safety, which were inspected on time as per the annual inspection program.</p>  <table border="1"><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2016/17</td><td>98.5%</td></tr><tr><td>2017/18</td><td>97.1%</td></tr><tr><td>2018/19</td><td>97.7%</td></tr><tr><td>2019/20</td><td>83.6%</td></tr></tbody></table> <p>Legend: ■ Years ■ Target (Years)</p>			Year	Percentage	2016/17	98.5%	2017/18	97.1%	2018/19	97.7%	2019/20	83.6%	<p>2020/21 result</p> <p>N/A</p>	
Year	Percentage													
2016/17	98.5%													
2017/18	97.1%													
2018/19	97.7%													
2019/20	83.6%													
			Last Updated: 2020/21											
			Status: ?											
			Current Value: N/A											
			Current Target: 95%											
			Red Threshold: 80%											
			Amber Threshold: 90%											
			Categories: PDSP_Environment; PPR Public Performance Reporting											
<p>Trend Chart Commentary:</p> <p>There were no routine high risk inspections carried out during 2020/21. This was a response to the ongoing COVID pandemic as staff resource was focused on the public health controls and regulatory impacts of the pandemic. The inspection programmes have been suspended and will resume at some point during 2021/22. This was agreed with other national bodies, such as Food Standards Scotland.</p> <p>Benchmarking information is currently unavailable for this indicator.</p>														

The number of high risk premises inspections completed on time are as follows:

2020/21 - inspection programme suspended

2019/20 - 256 out of 306

2018/19 - 341 out of 349

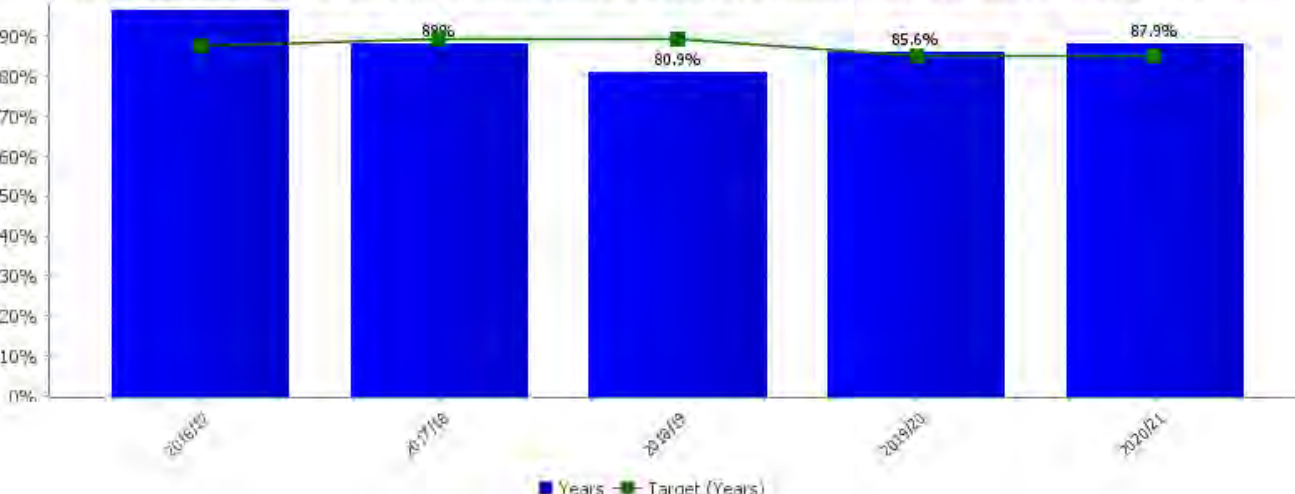

2017/18 - 372 out of 383

2016/17 – 337 out of 342

2015/16 – 291 out of 291

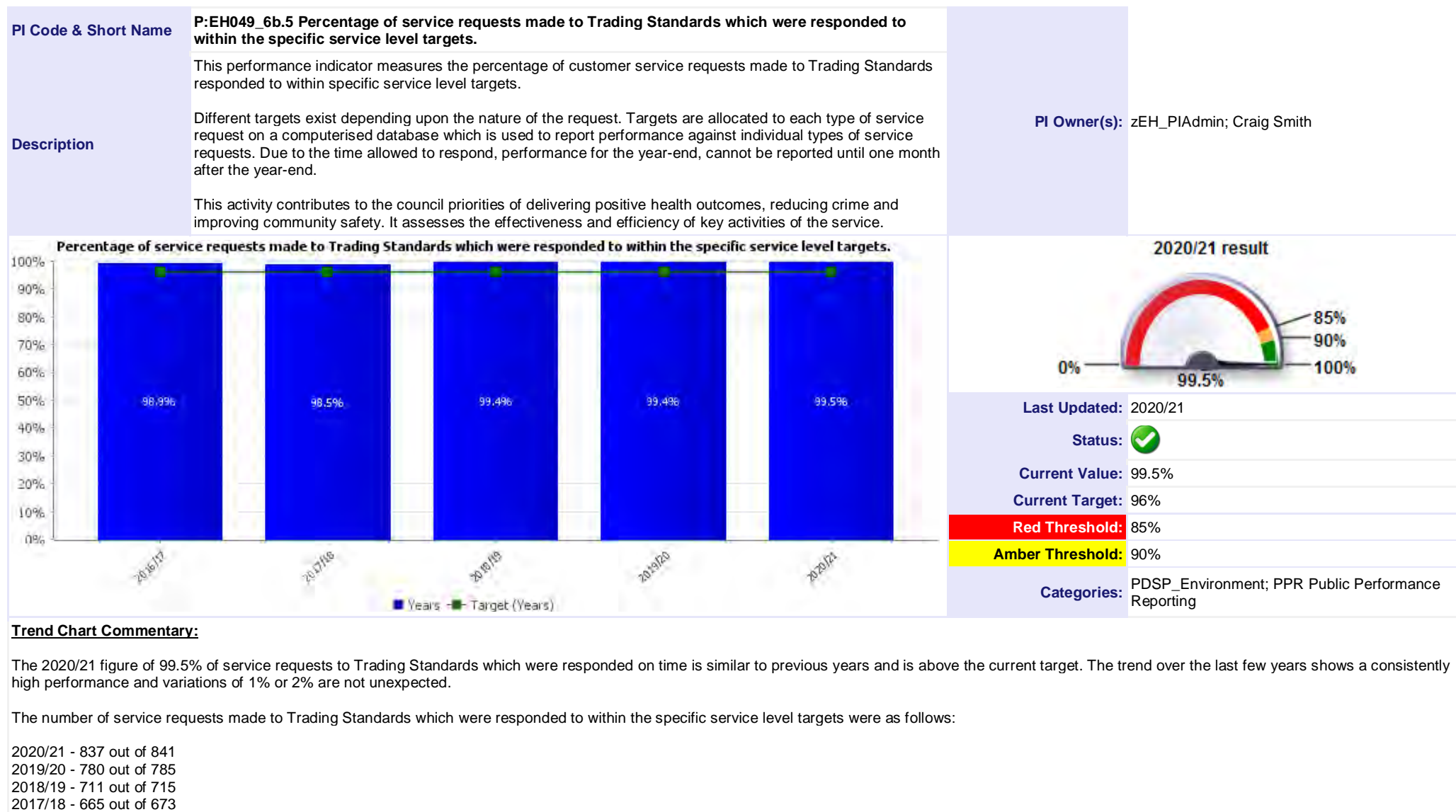
Even though there remains a significant level of uncertainty in terms of work planning due to CoVID-19 the target for this indicator will remain at 95% for 2021/22. There are also likely to be significant changes to the reporting of this indicator in future as a new food safety inspection rating scheme came into force in 2019/20 which means that the previous categories for food hygiene and standards inspections will no longer apply. Health and safety categorisation of premises is also being reviewed. There are no changes at present to trading standards premises inspection categories.

The service aims for a high performance against this indicator as it is vitally important that businesses understand what is being asked of them in order to comply with legislation which has been enacted for the purpose of ensuring health, safety and fairness. However, as it is the opinion of the trader, who may in some cases be subject to enforcement action, a target of 100% is avoided and instead will remain at 95% for the 2021/22 survey.

PI Code & Short Name	P:EH048_6b.5 Percentage of service requests made to Environmental Health which were responded to within the specific service level targets.		PI Owner(s): zEH_PIAAdmin; Craig Smith																										
Description	This performance indicator measures the percentage of customer service requests made to Environmental Health responded to within specific service level targets.																												
	Different targets exist depending upon the nature of the request. Targets are allocated to each type of service request on a computerised database which is used to report performance against individual type of service requests. This activity contributes to the council's priorities of delivering positive health outcomes, reducing crime and improving community safety. It assesses the effectiveness and efficiency of key activities of the service.																												
<p>Percentage of service requests made to Environmental Health which were responded to within the specific service level targets.</p>  <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2016/17</td><td>89%</td></tr><tr><td>2017/18</td><td>89%</td></tr><tr><td>2018/19</td><td>80.9%</td></tr><tr><td>2019/20</td><td>85.6%</td></tr><tr><td>2020/21</td><td>87.9%</td></tr></tbody></table>			Year	Percentage	2016/17	89%	2017/18	89%	2018/19	80.9%	2019/20	85.6%	2020/21	87.9%	<p>2020/21 result</p>  <table><tr><td>Last Updated:</td><td>2020/21</td></tr><tr><td>Status:</td><td>✓</td></tr><tr><td>Current Value:</td><td>87.9%</td></tr><tr><td>Current Target:</td><td>85%</td></tr><tr><td>Red Threshold:</td><td>70%</td></tr><tr><td>Amber Threshold:</td><td>80%</td></tr><tr><td>Categories:</td><td>PDSP_Environment; PPR Public Performance Reporting</td></tr></table>	Last Updated:	2020/21	Status:	✓	Current Value:	87.9%	Current Target:	85%	Red Threshold:	70%	Amber Threshold:	80%	Categories:	PDSP_Environment; PPR Public Performance Reporting
Year	Percentage																												
2016/17	89%																												
2017/18	89%																												
2018/19	80.9%																												
2019/20	85.6%																												
2020/21	87.9%																												
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Current Target:	85%																												
Red Threshold:	70%																												
Amber Threshold:	80%																												
Categories:	PDSP_Environment; PPR Public Performance Reporting																												
<p>Trend Chart Commentary:</p> <p>The performance in 2020/21 was 87.9% of service requests made to Environmental Health being responded to on target. This is an improvement on previous year 2019/20, and above the revised target of 85%. There was an increase in service requests received from the previous year. Performance has been assisted by a different approach to responding to service requests during the COVID pandemic, and the routine inspection programmes being suspended to allow staff focus on service requests. The service is still being impacted by vacancies in staffing, but a review of priorities and response times has also assisted in improving response performance. The dip in 2018/19 was caused by vacancies and increased service demand.</p> <p>No benchmark information exists as the targets are specific to West Lothian.</p> <p>Performance in previous years was as follows:</p> <p>2020/21 - 4,690 out of 5,336</p>																													

2019/20 - 3,803 out of 4,444
2018/19 - 4,225 out of 5,224
2017/18 - 4,262 out of 4,841
2016/17 - 5,044 out of 5,237

The target will remain at 85% for 2021/22 as staffing vacancies remain unresolved, and there is likely to be ongoing impacts on service delivery from addressing service priorities due to COVID-19.



Trend Chart Commentary:

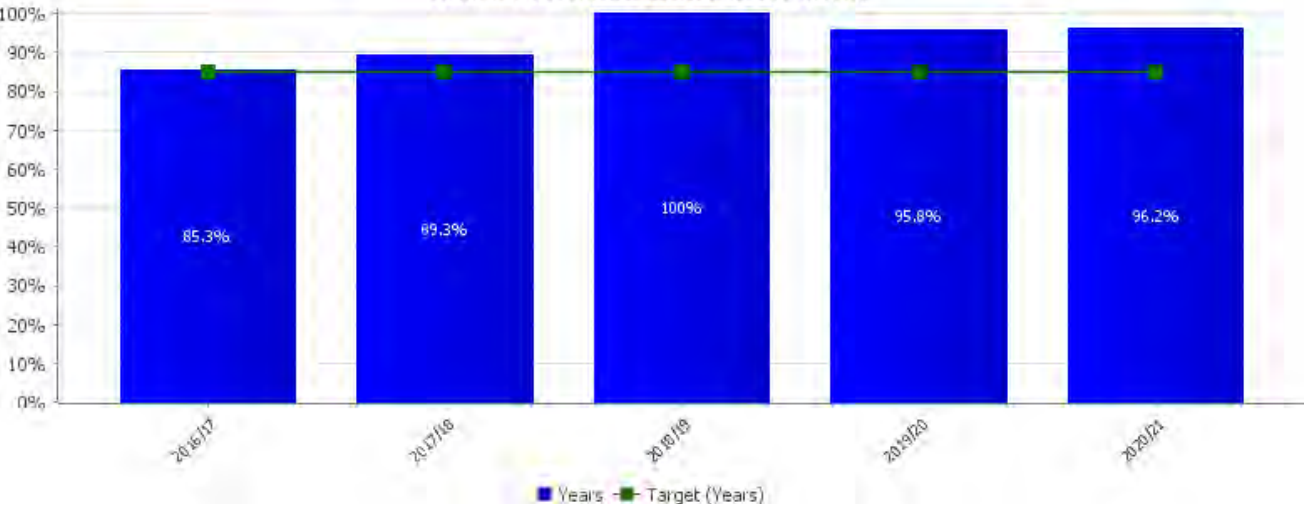
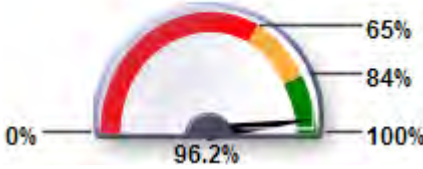

The 2020/21 figure of 99.5% of service requests to Trading Standards which were responded on time is similar to previous years and is above the current target. The trend over the last few years shows a consistently high performance and variations of 1% or 2% are not unexpected.

The number of service requests made to Trading Standards which were responded to within the specific service level targets were as follows:

2020/21 - 837 out of 841
 2019/20 - 780 out of 785
 2018/19 - 711 out of 715
 2017/18 - 665 out of 673

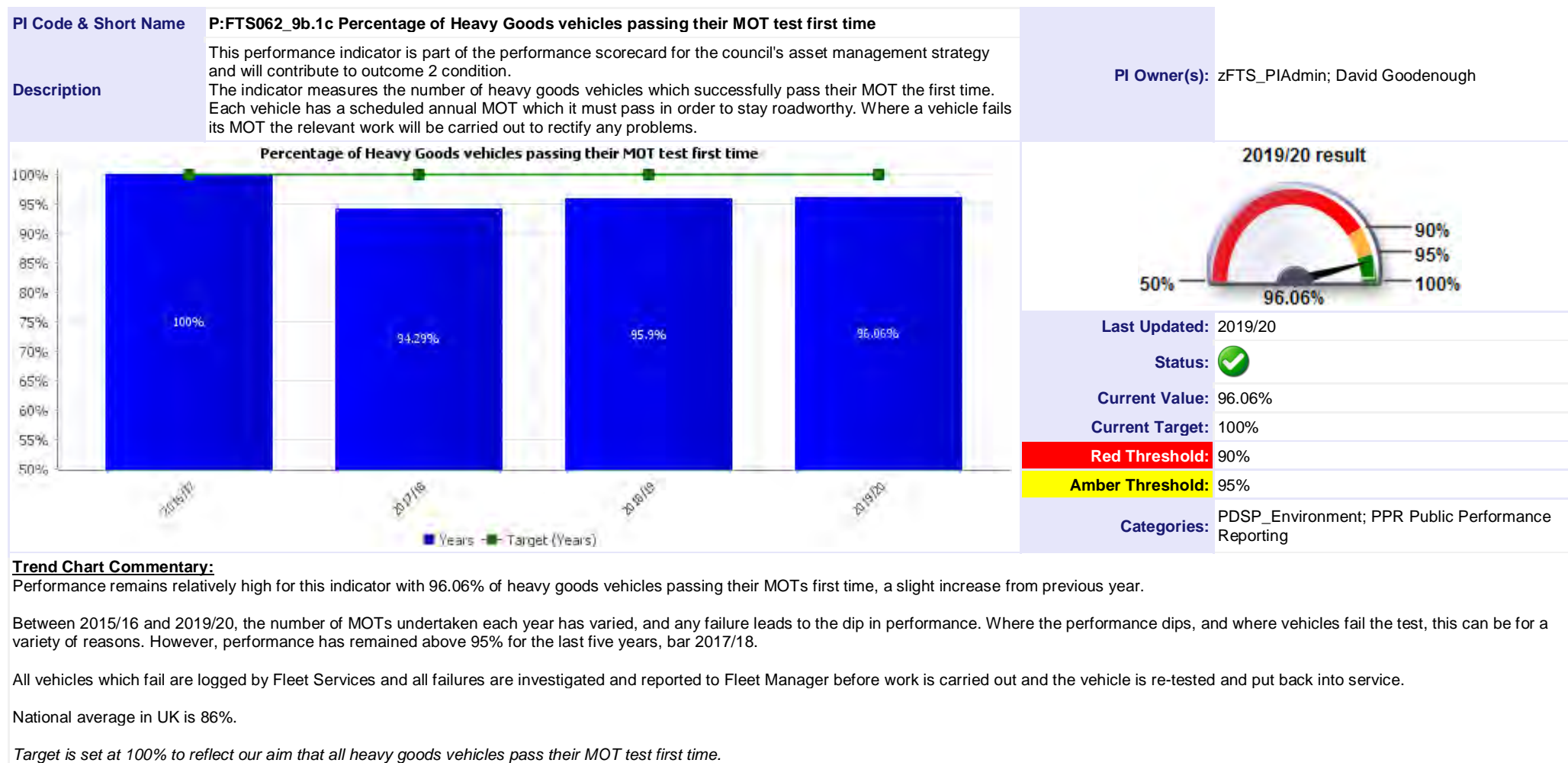
2016/17 – 813 out of 822

Although service performance is currently above target and would therefore justify raising the target, changes to service priorities and staffing planned for 2021/22 in dealing with ongoing COVID pandemic may make maintaining the current level of performance challenging. Therefore the target for 2021/222 will not be raised but will remain at 96% until the impact of the changes has been established.

PI Code & Short Name	P:EH050_6a.7 Customer satisfaction with the service overall.		PI Owner(s): zEH_PAdmin; Craig Smith																						
Description	This performance indicator measures the percentage of customers who rated the overall quality of service provided by Environmental Health & Trading Standards as good or excellent.																								
	Customer feedback is sought via customer survey and customers (both businesses and public) are asked to rate the overall quality of the service provided as excellent, good, adequate, poor or very poor. All responses ranked as either 'Excellent' or 'Good' are recorded as positive responses for the purpose of the indicator and are divided by the total number of responses received to determine a percentage.																								
Monitoring this indicator contributes towards ensuring that we are working with and for our communities.																									
<div>Customer satisfaction with the service overall.</div>  <table><caption>Customer satisfaction with the service overall (2016/17 to 2020/21)</caption><thead><tr><th>Year</th><th>Value (%)</th></tr></thead><tbody><tr><td>2016/17</td><td>85.3%</td></tr><tr><td>2017/18</td><td>89.3%</td></tr><tr><td>2018/19</td><td>100%</td></tr><tr><td>2019/20</td><td>95.8%</td></tr><tr><td>2020/21</td><td>96.2%</td></tr></tbody></table>			Year	Value (%)	2016/17	85.3%	2017/18	89.3%	2018/19	100%	2019/20	95.8%	2020/21	96.2%	<div>2020/21 result</div>  <table><thead><tr><th>Threshold</th><th>Value (%)</th></tr></thead><tbody><tr><td>Red Threshold</td><td>65%</td></tr><tr><td>Amber Threshold</td><td>84%</td></tr><tr><td>Current Target</td><td>85%</td></tr><tr><td>Current Value</td><td>96.2%</td></tr></tbody></table>	Threshold	Value (%)	Red Threshold	65%	Amber Threshold	84%	Current Target	85%	Current Value	96.2%
Year	Value (%)																								
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Trend Chart Commentary:			<div>Last Updated: 2020/21</div> <div>Status: </div> <div>Current Value: 96.2%</div> <div>Current Target: 85%</div> <div>Red Threshold: 65%</div> <div>Amber Threshold: 84%</div> <div>Categories: PDSP_Environment; PPR Public Performance Reporting</div>																						
The percentage of customers who rated the overall service as good or excellent in 2020/21 was 96.2%. This was a slight increase in performance compared with the previous year, and was above the target set. There was a significant reduction in the number of survey responses received. This is mainly due to the COVID pandemic and significant reduction in onsite engagement with business customers.																									
The high standard of performance is encouraging as the service has to deal with challenging times in having to review and prioritise service delivery. It is however important that officers continue to focus on delivering the best service possible to help customers and businesses. The results from this survey give us some confidence that this is the case.																									
No specific external benchmark information is available for this indicator.																									
2020/21 25 out of 26 customers responding to the survey rated the overall service delivered as good or excellent.																									
2019/20 115 out of 120 customers responding to the survey rated the overall service delivered as good or excellent.																									
2018/2019 5 out of 5 customers responding to the survey rated the overall service delivered as good or excellent.																									

2017/18 25 out of 28 customers responding to the survey rated the overall service delivered as good or excellent.
2016/17 29 out of 34 customers responding to the survey rated the overall service delivered as good or excellent.

The service is keen to try and maintain satisfaction levels therefore the target for 2021/22 will remain at 85%.



Trend Chart Commentary:

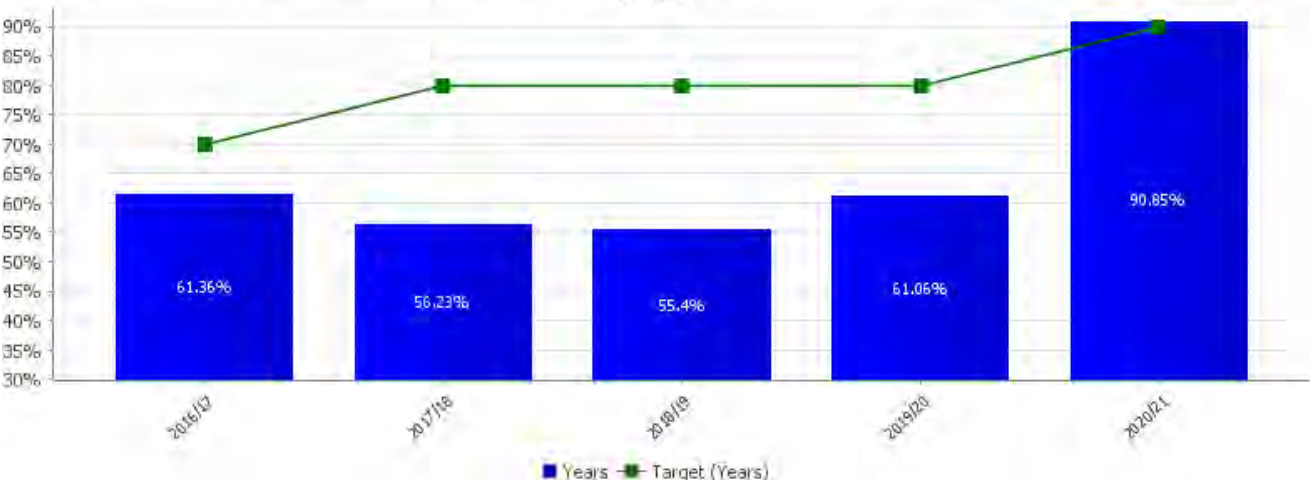

Performance remains relatively high for this indicator with 96.06% of heavy goods vehicles passing their MOTs first time, a slight increase from previous year.

Between 2015/16 and 2019/20, the number of MOTs undertaken each year has varied, and any failure leads to the dip in performance. Where the performance dips, and where vehicles fail the test, this can be for a variety of reasons. However, performance has remained above 95% for the last five years, bar 2017/18.

All vehicles which fail are logged by Fleet Services and all failures are investigated and reported to Fleet Manager before work is carried out and the vehicle is re-tested and put back into service.

National average in UK is 86%.

Target is set at 100% to reflect our aim that all heavy goods vehicles pass their MOT test first time.

PI Code & Short Name		P:NLCS007_6a.7 Percentage of customers who rated the overall quality of the Service provided by NETs, Land & Countryside Services as adequate, good or excellent																													
Description		PI Owner(s): NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PIAAdmin																													
<p>This Performance Indicator measures the number of respondents rating the overall quality of service as good or excellent. The figures are taken from annual surveys taken across key services areas from NETs, Land and Countryside. Customers are asked to rate the overall quality of Grounds Maintenance, Garden Maintenance, Street Cleansing, Cemeteries, Neighbourhood Environment Teams (NETs) and the Education and Engagement Service. The performance of the six service areas are averaged to give the overall average performance for the service.</p> <p>The figure is based on respondents who rated the service as adequate, good or excellent.</p>																															
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Year	Percentage																														
2016/17	61.36%																														
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Amber Threshold:	75%																														
Categories:	PDSP_Environment; PPR Public Performance Reporting																														
<p>Trend Chart Commentary:</p> <p>The figures for the periods between 2016/17 and 2018/19 are based on the responses received from the people on the Citizens Panel who were contacted. However, as the response rate from the Citizens Panel was extremely low with response rates of less than 100 people for each of the years between 2015/16 and 2018/19, it was felt that the responses were not a true representative sample of customer satisfaction from the residents of West Lothian. Therefore to improve the response rates for customer satisfaction, the service introduced six internal customer surveys across key service areas. The service areas covered by internal surveys include: Grounds Maintenance, Garden Maintenance, Street Cleansing, Cemeteries, NETs and the Education and Engagement Service.</p> <p>The response rate from the surveys increased the number of responses received from 88 in 2018/19 to 444 in 2019/20, an increase of 504%.</p> <p>From 2020/21 responses of 'adequate' have been included as this indicates that customers are satisfied that the service has achieved its service standard.</p> <p>Based on the 153 responses to the 2020/21 surveys (the number of returns has been impacted due to Covid restrictions) and the change to the calculation, the result is 90.85%. The breakdown of performance for the individual service areas is:</p> <p>Grounds Maintenance 82% (50 responses)</p>																															

Garden Maintenance 92.31% (39 responses)
Street Cleansing - Survey was not carried out due to Covid restrictions
Cemeteries 87.5% (8 responses)
NETs 98% (50 responses)
Education and Engagement 100% (6responses)

Based on the 444 responses to the 2019/20 survey, the average performance across the six key service areas increased by approximately 10% from 55.4% the previous year to 61.06% in 2019/20. The breakdown of performance for the individual service areas is:

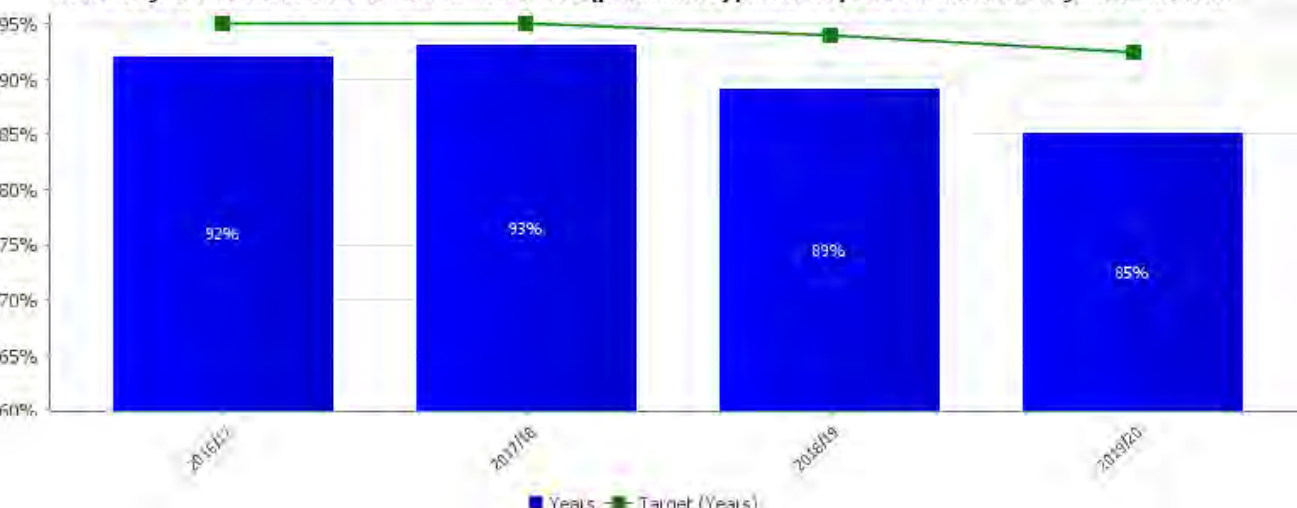




Grounds Maintenance 27.89% (148 responses)
Garden Maintenance 52.24% (71 responses)
Street Cleansing 29.51% (184 responses)
Cemeteries 88% (20 responses)
NETs 77.78% (9 responses)
Education and Engagement 90.91% (12 responses)

The total response rate for all surveys is 21%.

Although the average performance did not achieve the target, the performance for Cemeteries and Education and Engagement exceeded the target whilst the performance of NETs was only slightly below the target. The low performances of Grounds Maintenance and Street Cleansing has had a significant impact on the overall average performance of the service.

For Grounds Maintenance and Street Cleansing the performance was particularly poor. For Grounds Maintenance, based on customer feedback, this can be attributed to the reduced service standards that were introduced in April 2019 that had an immediate impact on grass cutting services. For Street Cleansing , based on customer feedback, the poor performance can be attributed to increases in littering, fly-tipping and dog fouling across West Lothian and not the service's ability to remove litter etc. To mitigate the performance for Grounds Maintenance, the service is going to conduct a customer consultation on the service standards to establish whether they are aligned to community priorities. The service standards will be reviewed following completion of the public consultation. For Street Cleansing, the service will engage with communities to develop and implement local Litter Prevention Action Plans aimed at reducing littering and fly-tipping across West Lothian.

The drop in performance for Garden Maintenance scheme can be attributed to the extremely wet summer period which impacted on the services ability to cut gardens grass within the prescribed cyclical time periods. The service has reviewed operations for 2020 and agreed an improvement plan with Housing aimed at improving the service for 2020.
The target for 2021/22 has been set at 92% to consolidate the recent improvement in the result.

PI Code & Short Name	P:NLCS014_6a.7 Percentage of customers who rated the overall service (performance) provided by Parks & Woodland as good or excellent	PI Owner(s): NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PAdmin															
Description	<p>This measure is based on annual surveys carried out with our customers in all service areas delivered by Parks & Woodland. Customers are asked to rate this criteria on a scale of 1 to 6, with 1 being unsatisfactory and 6 being excellent. The data for scores of 5 and 6 are combined to give the "good or excellent" value for this indicator.</p> <p>The result gives the service an indication of how customers view our complete service and allows us to monitor responses against our service standards.</p> <p>All Parks & Woodland frontline services consult customers annually on its key customer service drivers, of which "overall quality of service" is one.</p>																
<div><p>Percentage of customers who rated the overall service (performance) provided by Parks & Woodland as good or excellent</p><table><caption>Percentage of customers who rated the overall service (performance) provided by Parks & Woodland as good or excellent</caption><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2016/17</td><td>93%</td></tr><tr><td>2017/18</td><td>93%</td></tr><tr><td>2018/19</td><td>89%</td></tr><tr><td>2019/20</td><td>85%</td></tr></tbody></table><p>■ Years — Target (Years)</p></div>			Year	Percentage	2016/17	93%	2017/18	93%	2018/19	89%	2019/20	85%					
Year	Percentage																
2016/17	93%																
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<div><p>2019/20 result</p><table><thead><tr><th>Metric</th><th>Value</th></tr></thead><tbody><tr><td>Last Updated:</td><td>2019/20</td></tr><tr><td>Status:</td><td></td></tr><tr><td>Current Value:</td><td>85%</td></tr><tr><td>Current Target:</td><td>92.5%</td></tr><tr><td>Red Threshold:</td><td>82.5%</td></tr><tr><td>Amber Threshold:</td><td>87.5%</td></tr><tr><td>Categories:</td><td>PDSP_Environment; PPR Public Performance Reporting</td></tr></tbody></table></div>		Metric	Value	Last Updated:	2019/20	Status:		Current Value:	85%	Current Target:	92.5%	Red Threshold:	82.5%	Amber Threshold:	87.5%	Categories:	PDSP_Environment; PPR Public Performance Reporting
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<p>Trend Chart Commentary:</p> <p>The chart shows a consistently high score for overall satisfaction from Parks & Woodland customers, ranging between 96 and 85%, however the scores have been reducing.</p> <p>During 2019/20 Parks & Woodland consulted with customers who used the Animal Attraction, Ranger Service, Tree & Woodland service, Caravan & Camping site and visitors to the general Country Parks.</p> <p>All customers scored "overall quality of service":- Caravan & Camping site customers rated 95% Ranger Service 94% Tree & Woodland 29% General Park Visitors 86% Animal Attraction 100%</p>																	

During 2018/19 Parks & Woodland consulted with customers who used the Animal Attraction, Ranger Service, Tree & Woodland service, Caravan & Camping site and visitors to the general Country Parks.

All customers scored "overall quality of service":-

Caravan & Camping site customers rated 85%

Ranger Service 100%

Tree & Woodland 100%

General Park Visitors 86%

Animal Attraction 97%

Although we did not achieve the target of 94% for 2018/19, the percentages reached by the 5 service areas remain high at 89%.

2017/18 - Polkemmet golf course & driving range was transferred to West Lothian Leisure and customers were no longer consulted by us on their standard of service provision. Parks & Woodland no longer sold Christmas trees to the public and so this customer survey has stopped.

New in 2017/18 was the addition of a customer survey by Tree & Woodland section of Parks & Woodland. Results in 2017/18 were from surveys conducted by general Park visitors, Ranger Service, Beecraigs Caravan & Camping Site and the Tree & Woodland team. 306 customers were questioned across 4 service areas.

The achievement of 93% reflects continued high customer satisfaction.

2016/17 - The Sawmill premise was converted and put out to private franchise, so was no longer operating as a sawmill this financial year.

394 were customers questioned across 6 service areas (Caravan & Camping Site, golf, driving range, Christmas tree sales, General Country Park Visitors and Ranger Service). The achievement of 92% reflects continued high customer satisfaction.

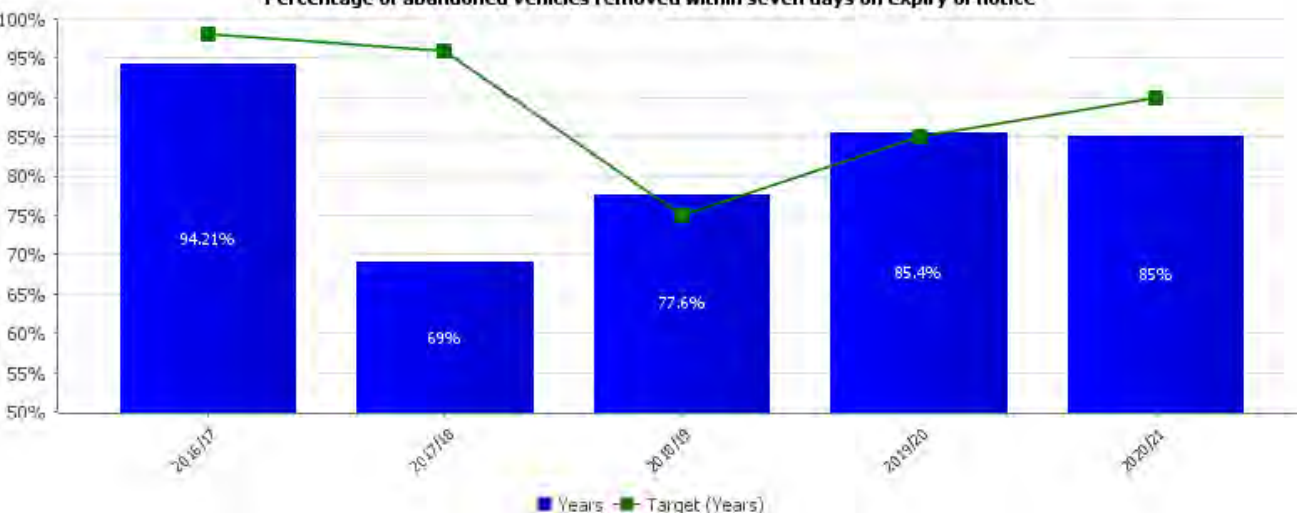
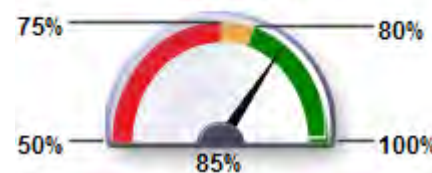
2015/16 - The Fishery became a franchise in 2015 hence no longer included.

359 customers were questioned across 6 service areas (Beecraigs Caravan & Camping Site, Sawmill, golf, driving range, Christmas tree sales and Ranger Service).

The achievement of 96% reflects continued high customer satisfaction.

The results for 2020/21 will be available in April 2021.

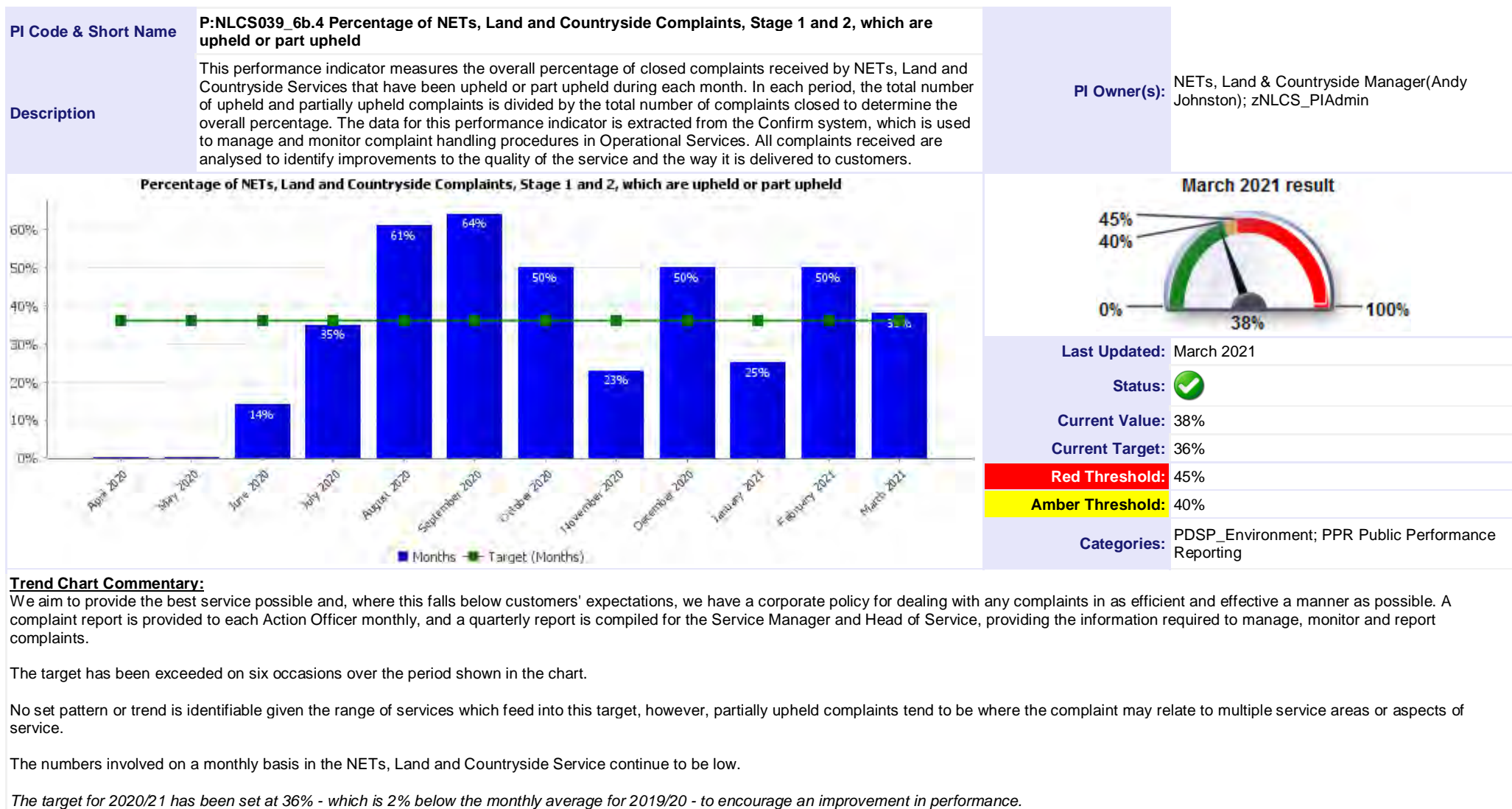
The target set for 2020/21 is 90% (an average of the last 4 years). This figure is used to ensure that the service is aiming for a consistently high score at all times.

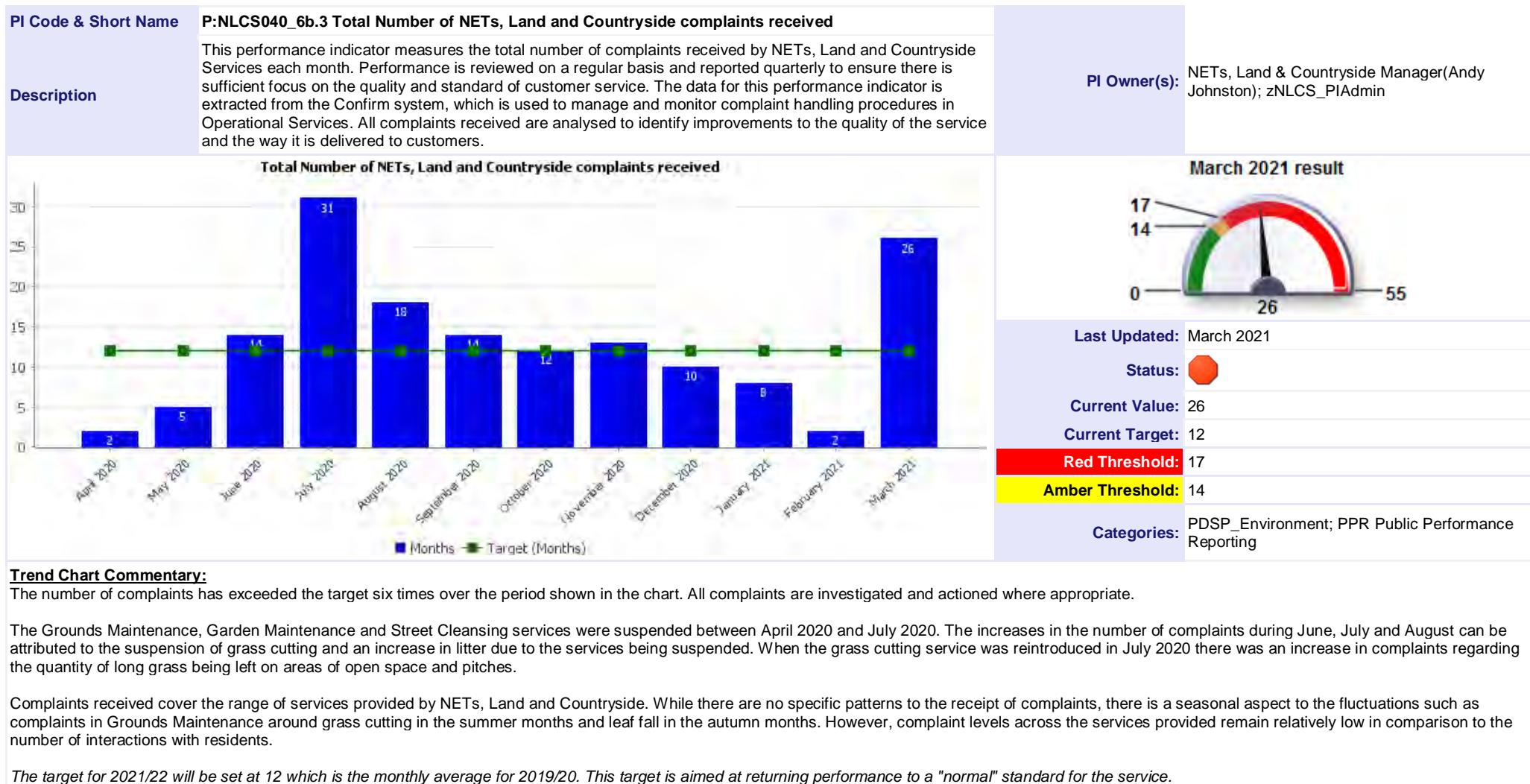
PI Code & Short Name	P:NLCS033_6b.5 Percentage of abandoned vehicles removed within seven days on expiry of notice		PI Owner(s): NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PAdmin																										
Description	This performance indicator measures the percentage of reported abandoned vehicles which have been issued with removal notices - 7 day and 15 day - and are removed within 7 days of the expiry of these notices. Each reported incident of an abandoned vehicle is checked, in partnership with the Driver Vehicle Licensing Agency (DVLA) and the Police and, where appropriate, removal notices are issued. On expiry of these notices the service is then required to arrange for the vehicle to be removed. This indicator shows how effective our approach is.																												
<div><div><div>Percentage of abandoned vehicles removed within seven days on expiry of notice</div><table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2016/17</td><td>94.21%</td></tr><tr><td>2017/18</td><td>69%</td></tr><tr><td>2018/19</td><td>77.6%</td></tr><tr><td>2019/20</td><td>85.4%</td></tr><tr><td>2020/21</td><td>85%</td></tr></tbody></table></div><div><div>2020/21 result</div><table><tr><td>Last Updated:</td><td>2020/21</td></tr><tr><td>Status:</td><td>✓</td></tr><tr><td>Current Value:</td><td>85%</td></tr><tr><td>Current Target:</td><td>90%</td></tr><tr><td>Red Threshold:</td><td>75%</td></tr><tr><td>Amber Threshold:</td><td>80%</td></tr><tr><td>Categories:</td><td>PDSP_Environment; PPR Public Performance Reporting</td></tr></table></div></div> <div><div><div>Trend Chart Commentary:</div><div>In 2020/21, there were 40 uplift requests of which 34 (85%) were completed with in 7 days and 6 (15%) uplifted out with the 7 days target. The contract to remove abandoned vehicles has been contracted to Raw2K. Officers meet quarterly with the contractor to discuss performance. The reason the 6 vehicles were not uplifted within the 7 days was due to issues with access, wintry conditions and the effect of the pandemic on recovery drivers. Target for 2021/22 would be 87%</div><div>In 2019/20, there were 41 uplift requests of which 35 (85.4%) were completed with in 7 days and 6 (14.6%) uplifted out with the 7 days target. The contract to remove abandoned vehicles has been contracted to Raw2K. Officers meet quarterly with the contractor to discuss performance. The reason the 6 vehicles were not uplifted within the 7 days was due to issues with access. The contractor could not gain safe access to remove the vehicles due to obstructions caused by other vehicles.</div><div>In 2018/19 there were 58 uplift requests upon expiry of notices, 77.6% of which were removed within 7 days.</div><div>In 2017/18 there were 61 uplift requests upon expiry of notices, 69% of which were removed within 7 days. Of the 61 requests received, 19 were received in the lead up to, or during, the period of heavy snowfall (Beast from the East). This resulted in our removal contractor being unable to access vehicles, and is the reason for vehicles not being removed within 7 days, and the drop in performance for the period.</div><div>In 2016/17 there were 55 vehicles issued with a removal notice - either 7 or 15 day - which the council were required to remove on expiry of these notices. 51 were removed within the 7 day target. Unfortunately, 4</div></div></div>				Year	Percentage	2016/17	94.21%	2017/18	69%	2018/19	77.6%	2019/20	85.4%	2020/21	85%	Last Updated:	2020/21	Status:	✓	Current Value:	85%	Current Target:	90%	Red Threshold:	75%	Amber Threshold:	80%	Categories:	PDSP_Environment; PPR Public Performance Reporting
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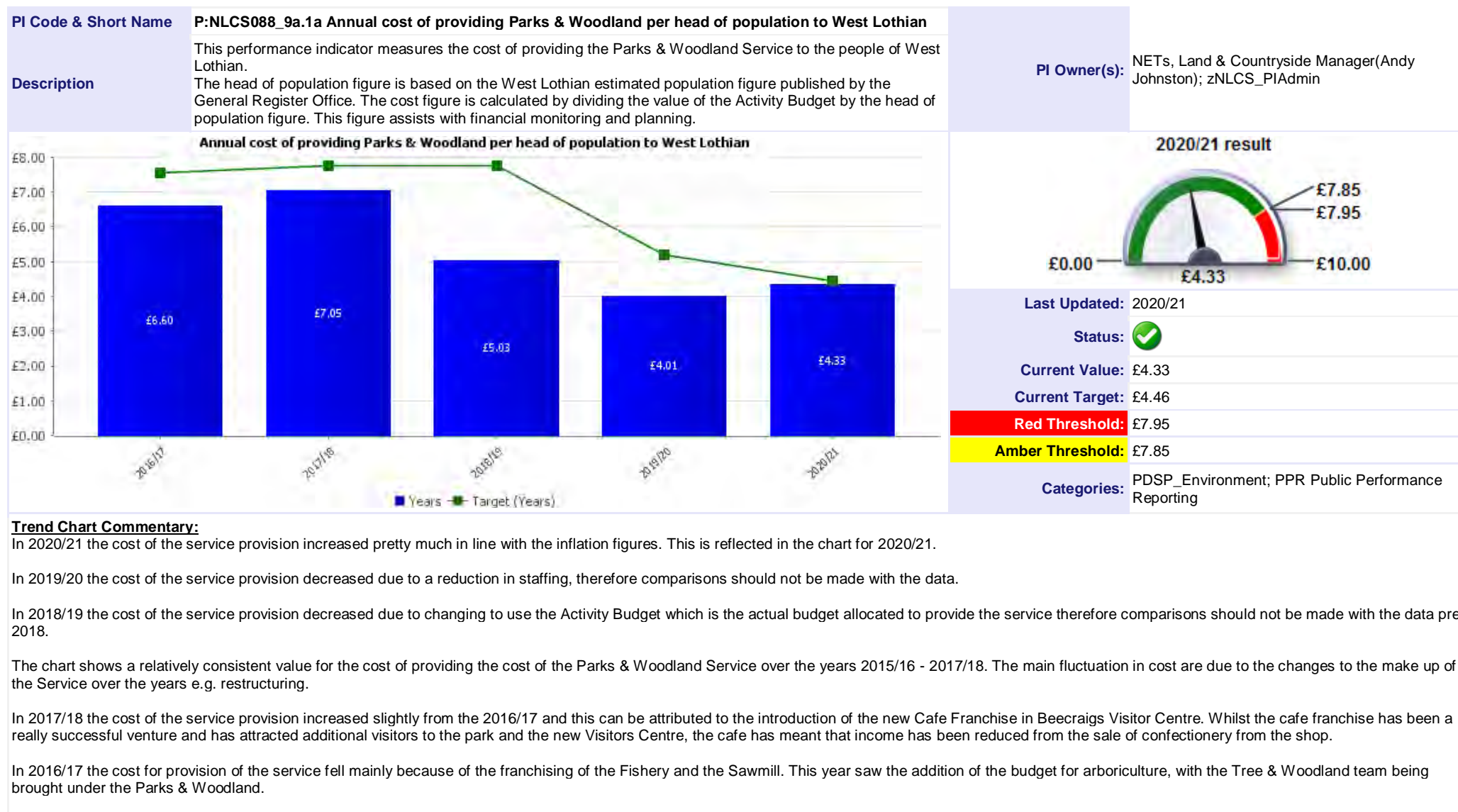
vehicles were not removed within the targeted time which resulted in the slight decline in performance. This was due to resource issues from the approved contractor.

In 2015/16 there were 45 vehicles issued with a removal notice - either 7 or 15 day - which the council were required to remove on expiry of these notices. All 45 were removed within the 7 day target period.

The target for 2020/21 is set at 90% to encourage performance to return to that of previous years.



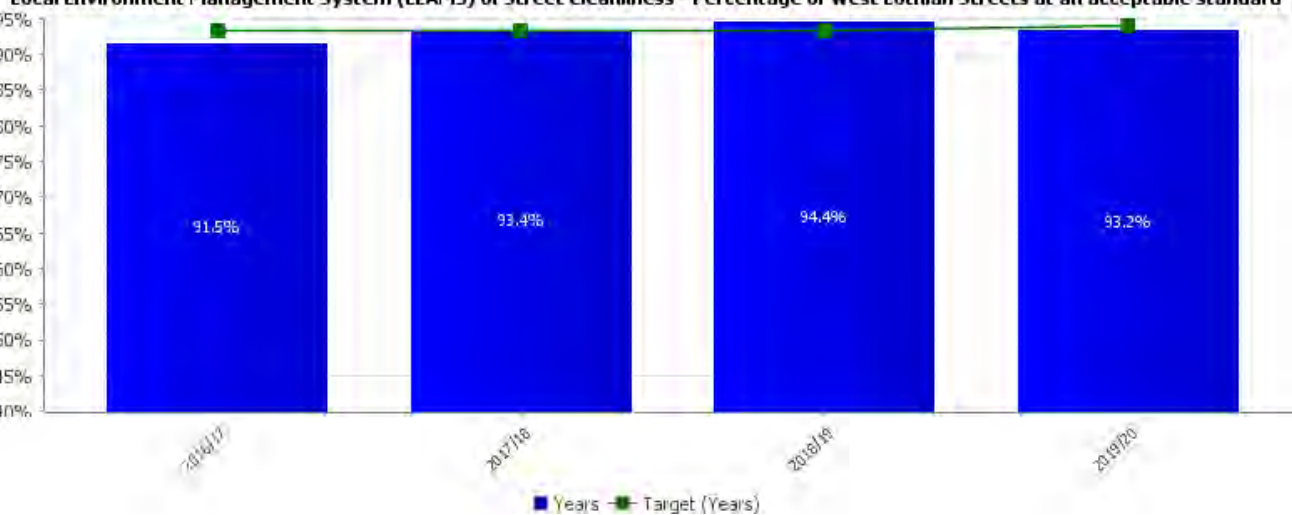
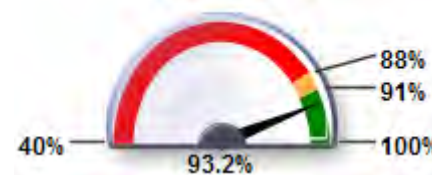




Caution needs to be had when comparing these figures with previous years as budgets have been significantly realigned. The target is reviewed annually in line with service budgets. This chart reflects the cost of providing a service from the Parks & Woodland Service per head of the West Lothian population. Costs can vary due to the range and diversity of services provided within the Service as a whole.

The significant increase in cost for 2015/16 is mainly due to year-end adjustments and the fishery closure resulting in an under achievement in income.

2021/22 target is set at £5.35 which is an average of the last three years' results.

PI Code & Short Name	CP:NLCS102_9b.2a Local Environment Management System (LEAMS) of Street Cleanliness - Percentage of West Lothian Streets at an acceptable standard	PI Owner(s): NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PIAAdmin																													
Description	This performance indicator measures the cleanliness of West Lothian town centres, streets, footpaths and road verges. There are 3 reporting periods during the year with a 5% random survey undertaken at each audit. Reporting periods 1 (April to July) and 3 (December to March) are self monitored assessments. There is a partnership approach to the second validation audit (August to November) where a KSB (Keep Scotland Beautiful) officer will audit alongside a representative(s) from West Lothian Council. Following submission of all three reporting period audits an overall performance indicator figure for the year is produced. This allows us to measure how effective our approach to street cleaning is. This performance indicator is part of the performance scorecard for the council's Corporate Plan and will contribute to priority 8 which is protecting the built and natural environment.																														
<div>Local Environment Management System (LEAMS) of Street Cleanliness - Percentage of West Lothian Streets at an acceptable standard</div>  <table><thead><tr><th>Year</th><th>Year's</th><th>Target (Years)</th></tr></thead><tbody><tr><td>2014/15</td><td>91.5%</td><td>95%</td></tr><tr><td>2017/18</td><td>93.4%</td><td>95%</td></tr><tr><td>2018/19</td><td>94.4%</td><td>95%</td></tr><tr><td>2019/20</td><td>93.2%</td><td>95%</td></tr></tbody></table>		Year	Year's	Target (Years)	2014/15	91.5%	95%	2017/18	93.4%	95%	2018/19	94.4%	95%	2019/20	93.2%	95%	<div>2019/20 result</div>  <table><tbody><tr><td>Last Updated:</td><td>2019/20</td></tr><tr><td>Status:</td><td>✓</td></tr><tr><td>Current Value:</td><td>93.2%</td></tr><tr><td>Current Target:</td><td>94%</td></tr><tr><td>Red Threshold:</td><td>88%</td></tr><tr><td>Amber Threshold:</td><td>91%</td></tr><tr><td>Categories:</td><td>CPPR Corporate Plan Public Performance Reporting; PDSP_Environment; PPR Public Performance Reporting</td></tr></tbody></table>	Last Updated:	2019/20	Status:	✓	Current Value:	93.2%	Current Target:	94%	Red Threshold:	88%	Amber Threshold:	91%	Categories:	CPPR Corporate Plan Public Performance Reporting; PDSP_Environment; PPR Public Performance Reporting
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Categories:	CPPR Corporate Plan Public Performance Reporting; PDSP_Environment; PPR Public Performance Reporting																														
<div>Trend Chart Commentary:</div> <p>In 2014/15 the methodology and assessment criteria for measuring street cleanliness was changed by Keep Scotland Beautiful (KSB) in agreement with CoSLA (Convention of Scottish Local Authorities). The indicator is now a measure of the number of streets which are assessed and deemed to be at an acceptable level of cleanliness (standards A, B+ and B according to the KSB guidelines).</p> <p>In 2019/2020 382 streets were assessed with 356 deemed to be at an acceptable level of cleanliness, giving an overall performance figure of 93.2% which is a slight reduction from last year but still above the National average and inline with the Benchmarking Group average.</p> <p>Results for 2019/20 are as follows:</p> <p>LEAMS period 1 - validation audit carried out by KSB 97.6%, LEAMS period 2 - self audit 89.4%. LEAMS period 3 - self audit - was started but was not completed due to Covid 19.</p>																															

In 2018/19 373 streets in West Lothian were assessed with 352 deemed to be at an acceptable level of cleanliness, giving an overall performance figure of 94.4% which is an increase from last year and above our group of similar councils as well as the national average.

LEAMS Period 1. 94.1%

LEAMS Period 2. 96.5%

LEAMS Period 3. 92.7%

Overall 94.4%

SPI for 2018/19 which will be published by the Improvement Service in their Benchmarking Overview Report is 94.4%.

The National average for 2018/19 is 92.8%

Our benchmarking club (3) average, 93.3%.

The group West Lothian is benchmarked against includes:

Angus

Clackmannanshire

East Renfrewshire

Inverclyde

Midlothian

Renfrewshire

South Lanarkshire

The decrease in performance for the period 3 results was due to issues with significant weed growth (14.1%) and detritus (11.1%), that are consistent for the time of year and with the consistent adverse weather. The prolonged periods of wet weather played a part in the build up of weeds and detritus.

In 2016/17, the streets in West Lothian were assessed giving an overall performance figure of 91.5%

The National Average is 93.4%.

Period 1. 95.4%

Period 2. 89.4%

Period 3. 89.8%

Overall 91.5%

In 2015/16, 389 streets in West Lothian were assessed, with 362 deemed to be at an acceptable level of cleanliness, giving an overall performance figure of 93.1%

Period 1. 92.7%

Period 2. 94.7%

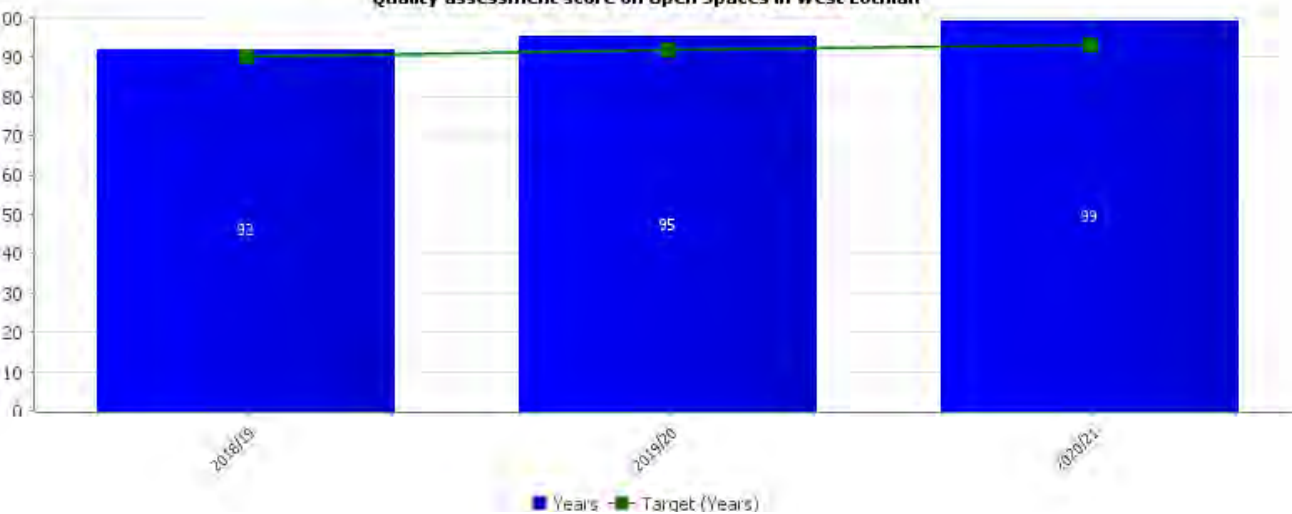

Period 3. 91.7%

2015/16 saw further investment in the service and the introduction of the Cleaner Communities teams which we hope will allow us to maintain and improve our current levels of cleanliness throughout West Lothian.

The target for this performance indicator is to achieve 94% by 2022/23 and this was set in the development of the council's Corporate Plan.

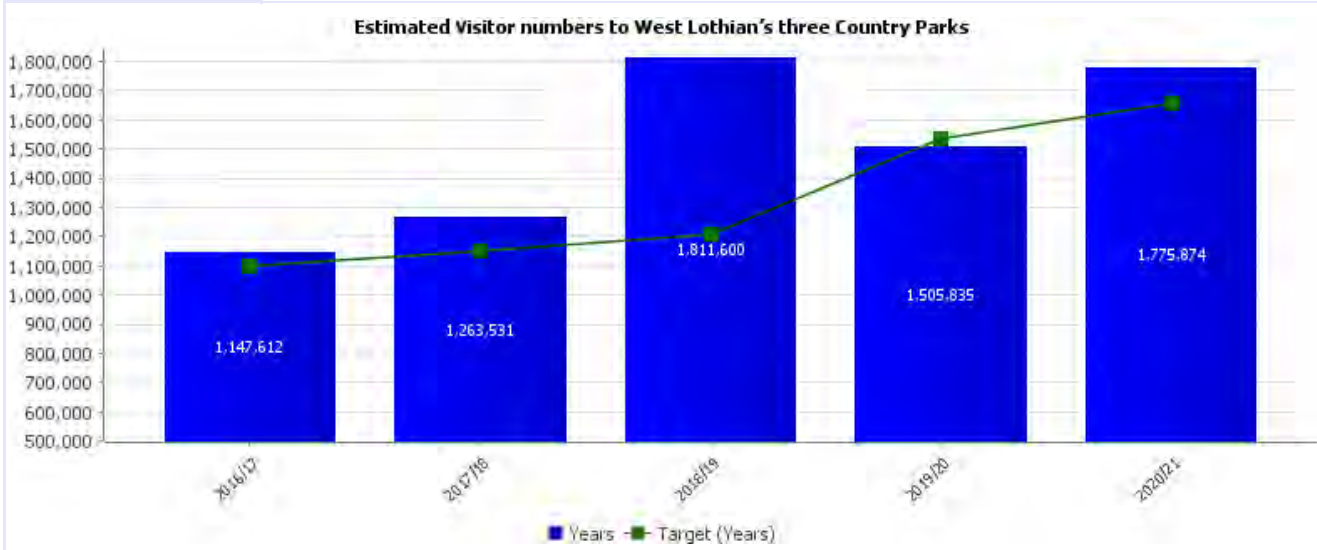

The cleanliness target of 90% is a national target for all local authorities and was set in agreement with KSB as a recommended measure of the new indicator.

The target for 2020/21 will remain at 94% recognising the likely impact of the new duty of care.

PI Code & Short Name	P:NLCS104_9b.2a Quality assessment score on Open Spaces in West Lothian	PI Owner(s): NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PAdmin																										
Description	<p>The performance indicator measures the total number of parks that are in a condition deemed "Fit for Purpose" based on the assessment criteria used by Open Space Staff to assess the condition of a park. This assessment criteria will be incorporated into the 2020 revision of the Open Space strategy.</p> <p>This indicator shows how effectively we are managing our open spaces and supports the council priority of delivering positive outcomes on health.</p>																											
<div><p>Quality assessment score on Open Spaces in West Lothian</p><table border="1"><thead><tr><th>Year</th><th>Score</th><th>Target</th></tr></thead><tbody><tr><td>2018/19</td><td>93</td><td>109</td></tr><tr><td>2019/20</td><td>95</td><td>109</td></tr><tr><td>2020/21</td><td>99</td><td>109</td></tr></tbody></table></div>		Year	Score	Target	2018/19	93	109	2019/20	95	109	2020/21	99	109	<div><p>2020/21 result</p><table><tr><td>Last Updated:</td><td>2020/21</td></tr><tr><td>Status:</td><td>✓</td></tr><tr><td>Current Value:</td><td>99</td></tr><tr><td>Current Target:</td><td>93</td></tr><tr><td>Red Threshold:</td><td>85</td></tr><tr><td>Amber Threshold:</td><td>88</td></tr><tr><td>Categories:</td><td>PDSP_Environment; PPR Public Performance Reporting</td></tr></table></div>	Last Updated:	2020/21	Status:	✓	Current Value:	99	Current Target:	93	Red Threshold:	85	Amber Threshold:	88	Categories:	PDSP_Environment; PPR Public Performance Reporting
Year	Score	Target																										
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<p>Trend Chart Commentary</p> <p>Reporting on this performance indicator under the current 10 year Capital Programme from 2018/19 to 2027/28 requires the calculation of this performance indicator to be based upon the number of parks in a "fit for purpose" state. To be deemed fit for purpose, an assessment score of 40 or over for the individual park is required. Therefore, going forward, the new target is a count of the total parks fit for purpose of the 109 available local, neighbourhood, district and Country Parks.</p> <p>As the independent assessment of play parks in West Lothian concluded that West Lothian's parks are safe and are of a high standard and didn't require the continual replacement of equipment; in November 2019, the Council Executive approved the change in emphasis from the previous complete refurbishment of play park facilities to maintaining them in a fit for purpose condition providing benefits across the whole asset category rather than just the parks that were scheduled for planned refurbishments.</p> <p>By tracking park condition in this way, the service is better able to target investment to maintain the condition of parks in a satisfactory condition for the duration of the council's current 10 year capital programme.</p> <p>At the end of the 2020/21 financial year this figure was 99 of the 109 parks were deemed fit for purpose. In 2021/22, capital investment will be targeted to those parks that are currently considered not to be in a fit for purpose condition.</p> <p>At the end of the 2019/20 financial year this figure was 95 of the 109 parks were deemed fit for purpose.</p>																												

In 2018/19, 92 of the 109 available parks exceeded the assessment score of 40 and are therefore considered "Fit for Purpose". This was against a target for 2018/19 of 90.

2021/22 target set at 99 to maintain this position.

PI Code & Short Name	CP:NLCS106_9b.1c Estimated Visitor numbers to West Lothian's three Country Parks																																	
Description	<p>This performance indicator measures the estimated number of visitors to Almondell & Calderwood, Beecraigs and Polkemmet Country Parks. The data is collected at the three parks and allows us to monitor usage at the country parks.</p> <p>This performance indicator is part of the performance scorecard for the council's Corporate Plan and will contribute to priority 6 which is delivering positive outcomes on health.</p>	PI Owner(s): NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PAdmin																																
 <table><caption>Estimated Visitor numbers to West Lothian's three Country Parks</caption><thead><tr><th>Year</th><th>Actual (Years)</th><th>Target (Years)</th></tr></thead><tbody><tr><td>2016/17</td><td>1,147,612</td><td></td></tr><tr><td>2017/18</td><td>1,263,531</td><td></td></tr><tr><td>2018/19</td><td>1,811,600</td><td></td></tr><tr><td>2019/20</td><td>1,505,835</td><td></td></tr><tr><td>2020/21</td><td>1,775,874</td><td></td></tr></tbody></table>		Year	Actual (Years)	Target (Years)	2016/17	1,147,612		2017/18	1,263,531		2018/19	1,811,600		2019/20	1,505,835		2020/21	1,775,874		<p>2020/21 result</p>  <table><tr><td>Last Updated:</td><td>2020/21</td></tr><tr><td>Status:</td><td>✓</td></tr><tr><td>Current Value:</td><td>1,775,874</td></tr><tr><td>Current Target:</td><td>1,658,718</td></tr><tr><td>Red Threshold:</td><td>1,300,000</td></tr><tr><td>Amber Threshold:</td><td>1,400,000</td></tr><tr><td>Categories:</td><td>CPPR Corporate Plan Public Performance Reporting; PDSP_Environment; PPR Public Performance Reporting</td></tr></table>	Last Updated:	2020/21	Status:	✓	Current Value:	1,775,874	Current Target:	1,658,718	Red Threshold:	1,300,000	Amber Threshold:	1,400,000	Categories:	CPPR Corporate Plan Public Performance Reporting; PDSP_Environment; PPR Public Performance Reporting
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Last Updated:	2020/21																																	
Status:	✓																																	
Current Value:	1,775,874																																	
Current Target:	1,658,718																																	
Red Threshold:	1,300,000																																	
Amber Threshold:	1,400,000																																	
Categories:	CPPR Corporate Plan Public Performance Reporting; PDSP_Environment; PPR Public Performance Reporting																																	
<p>Trend Chart Commentary:</p> <p>2020/21 - The total estimated visitor numbers for West Lothian's 3 Country Parks (1,775,874) shows a increase of 20% compared to 2019/20. This figure is likely to reflect the increased popularity of the 3 Country Parks which were clearly a lifeline during the COVID pandemic between March 2020 and March 2021. .</p> <p>The actual figures and increases are shown below:-</p> <p>Almondell & Calderwood - 275,432 - increase of 108,454 - 65% increase Beecraigs 1,209,106 - increase of 96,250 - 9% increase Polkemmet 291,336 - increase of 65,335 - 30% increase</p> <p>2019/20 - The total estimated visitor numbers for West Lothian's 3 Country Parks (1,505,835) shows a decrease of 17% compared to 2018/19. This could be an underestimate due to the failure of some counters (replaced during the year) and a review / addition of new counters in Polkemmet and Almondell & Calderwood.</p> <p>The breakdown for the 3 Country Parks are:- Almondell & Calderwood 166,978 (a decrease of 48%) Beecraigs 1,112,856 (an increase of 9%) Polkemmet 226,001 (a decrease of 52%)</p>																																		

This year 5 new visitor counters were installed at Almondell & Calderwood - North Drive Car counter, North Drive Pedestrian/Horse/Bike counter, Top Path pedestrian counter, Disabled to Nasymth Pedestrian/Horse/Bike counter and Pipe Bridge Pedestrian/Horse/Bike counter. It is anticipated that these counters have enabled a more accurate reading of use of the Country Park, we are unsure whether or not it is this alone that has resulted in the 48% decrease in visitor numbers. There is the potential that these figures are underestimates due to counter issues.

The figures for Beecraigs this year have been further boosted by Beecraigs Festive Forest to the tune of 24,000 visitors and also included a busy Scottish Cross Country bike event in March (793 cars).

Polkemmet had 3 new visitor counters installed - New path from Whitburn Pedestrian/Bike counter, New Main Drive path Pedestrian/Bike counter, a new Car counter on the Main Drive (due to failure of the counter). There is the potential that these figures are underestimates due to counter issues.

2018/19 - The chart trend shows a total of 1,811,600 visitors for all 3 Country Parks in West Lothian. This is a 43% increase on last year's figures, and a 65% increase from the 2014/15 figure. It shows the public's ongoing use and interest in utilising West Lothian's diverse Country Parks and their facilities.

The breakdown for the 3 Country Parks are:-

Almondell & Calderwood 319,534 (a significant increase of 64%)

Beecraigs 1,016,747 (a significant increase of 33%)

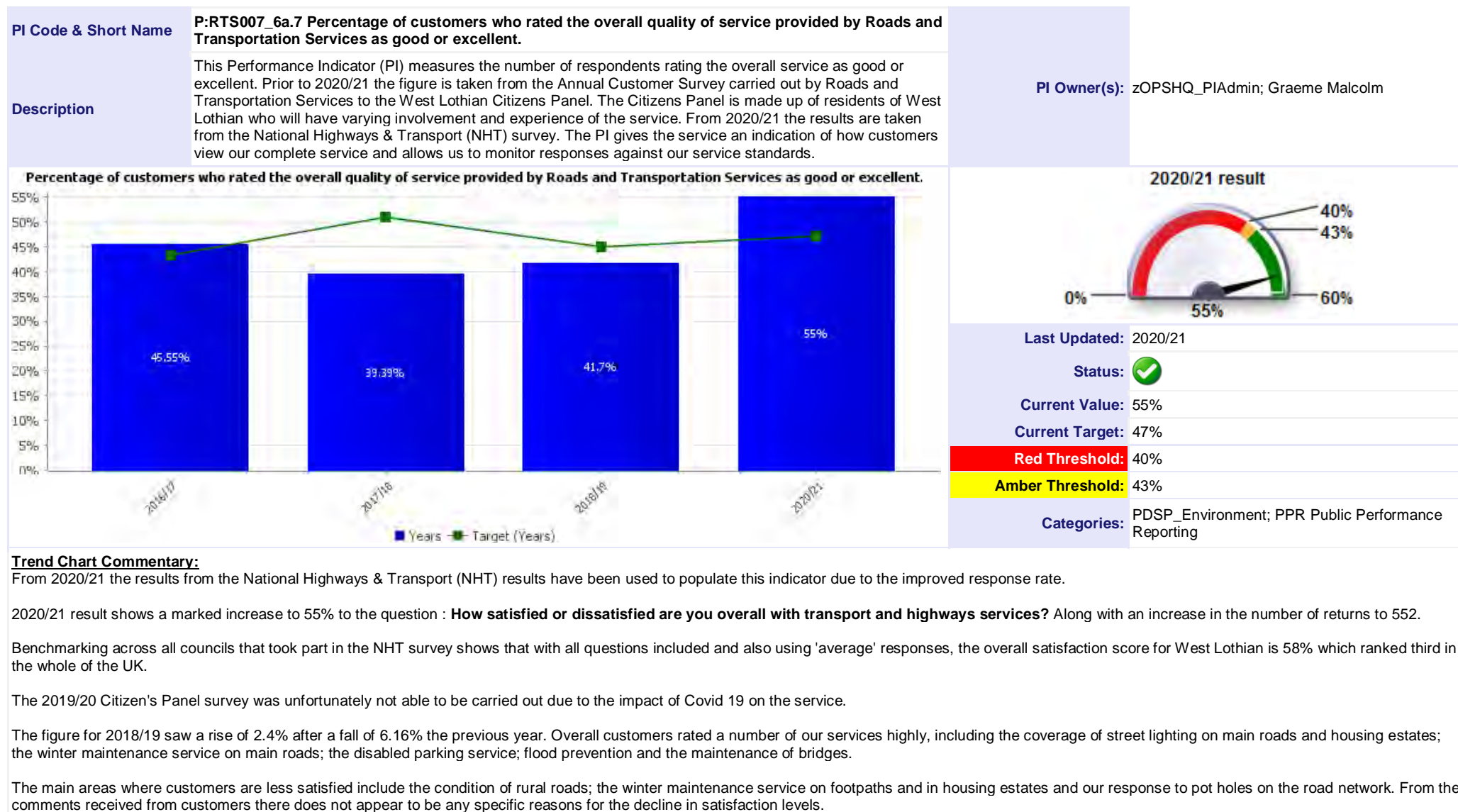
Polkemmet 475,319 (a significant increase of 56%).

All Parks benefited from the good weather in 2018 high season and a good start to 2019. Car parks were full to overflowing and Beecraigs benefited from late night opening of the Visitor Centre (7pm).

At both Almondell & Calderwood and Polkemmet Country Parks, the ongoing construction of new housing developments close to the Parks (generating consistent year-round patronage) has increased the Parks' footfall.

Visitor figures have been calculated since 2016 using only data from fixed point counters. Investment in 2018 has allowed the purchase of additional visitor monitoring counters for all 3 Parks. 2019/20 saw all new counters installed to provide improved data capture.

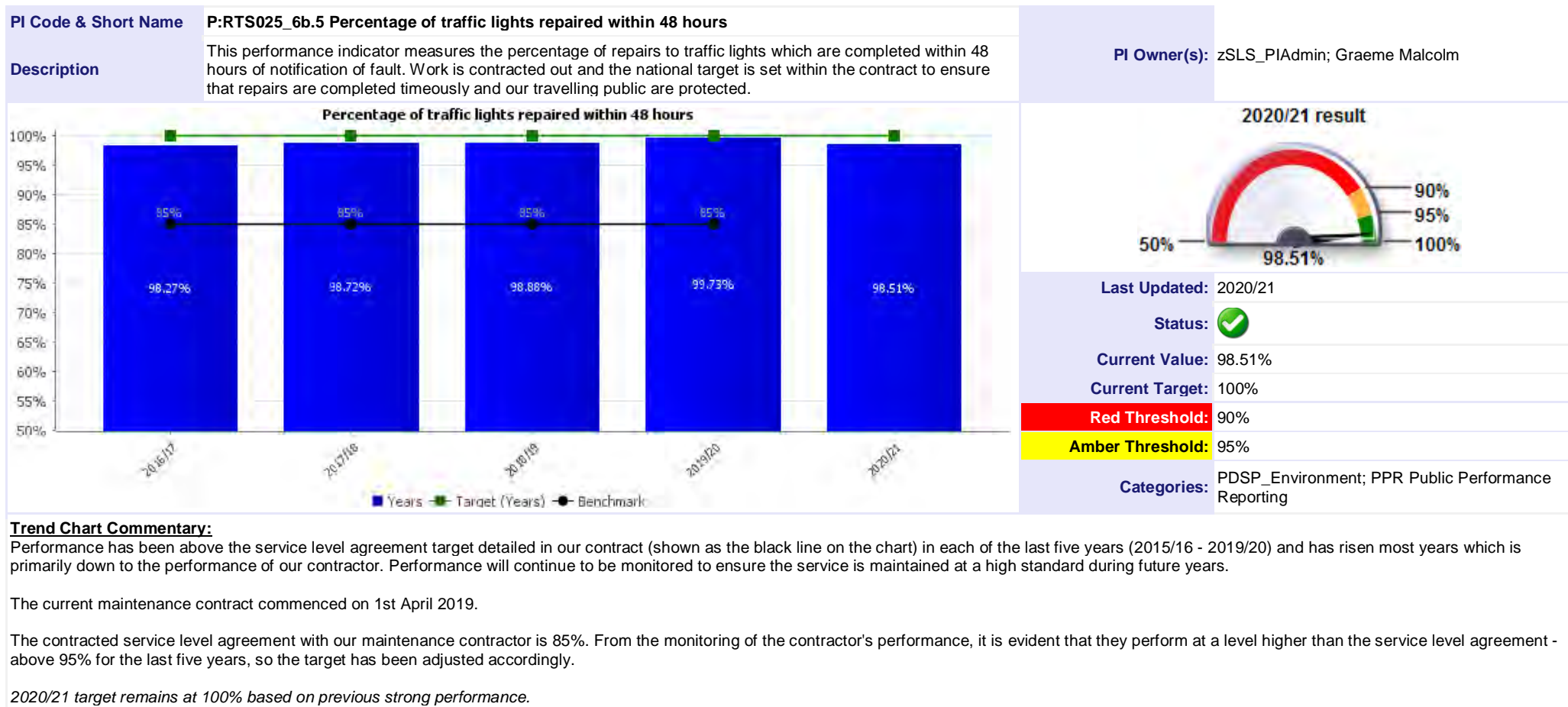
The target set for 2020/21 is 1,636,569 - an average of 2 years (2018/19 and 2019/20).

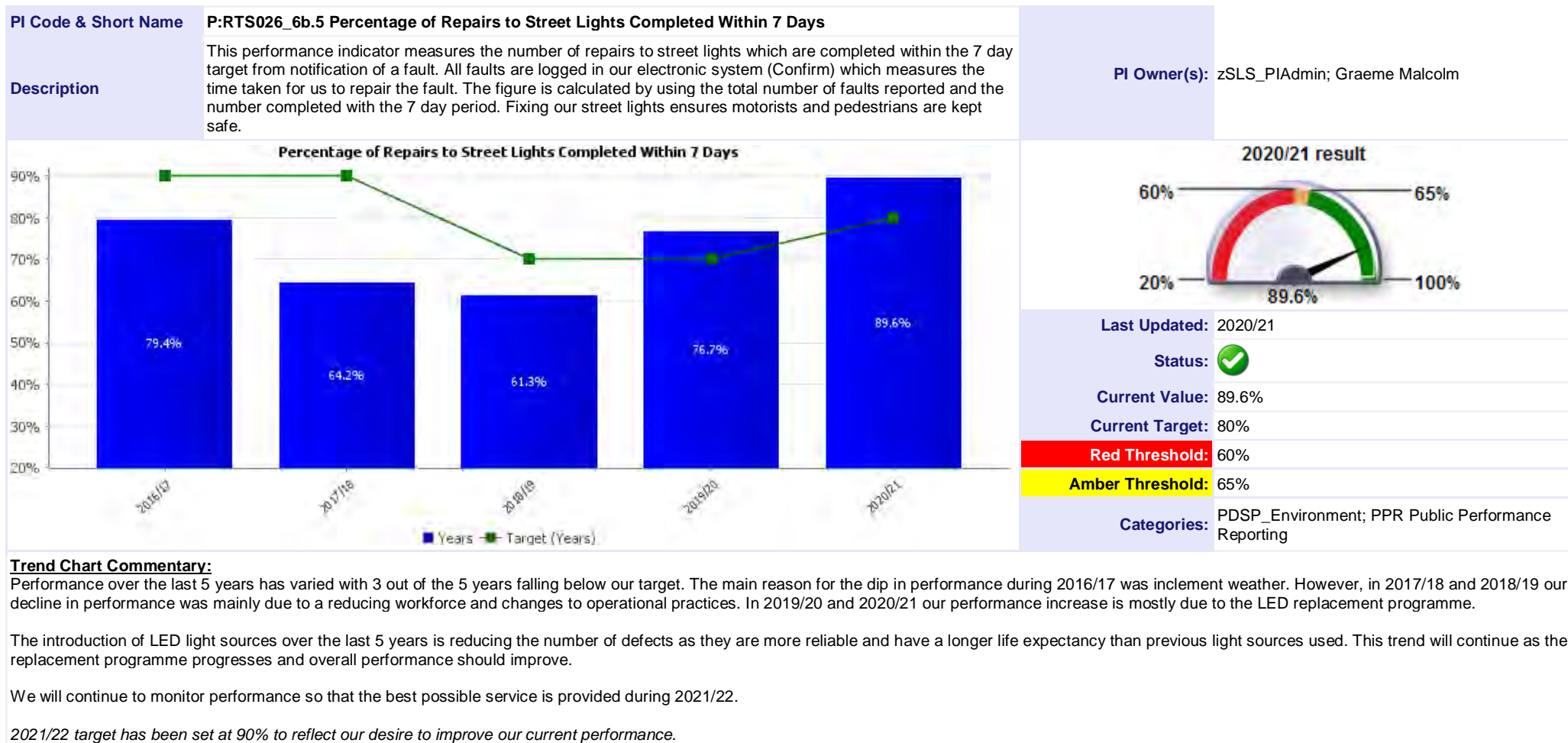


To gain a better understanding of customer satisfaction in Roads and Transportation, the service has participated in the National Highways & Transport (NHT) Public Satisfaction Survey since Autumn 2016. This also allows direct benchmarking with 113 other local authorities throughout the UK. The NHT survey involves engaging with 3,300 residents, selected randomly, and achieves a return rate of over 23%. The survey is undertaken by market research company Ipsos MORI.

The 2018/19 Citizens' Panel survey was issued in March 2019 and the figure is based on 88 responses from the Citizens' Panel. Response rate of 6.78% for 2018/19, 8% 2017/18, 28.3% for 2016/17 and 20.9 2015/16 makes direct year on year comparison difficult.

2021/22 target is set 60% based on a 5% improvement from 2020/21.





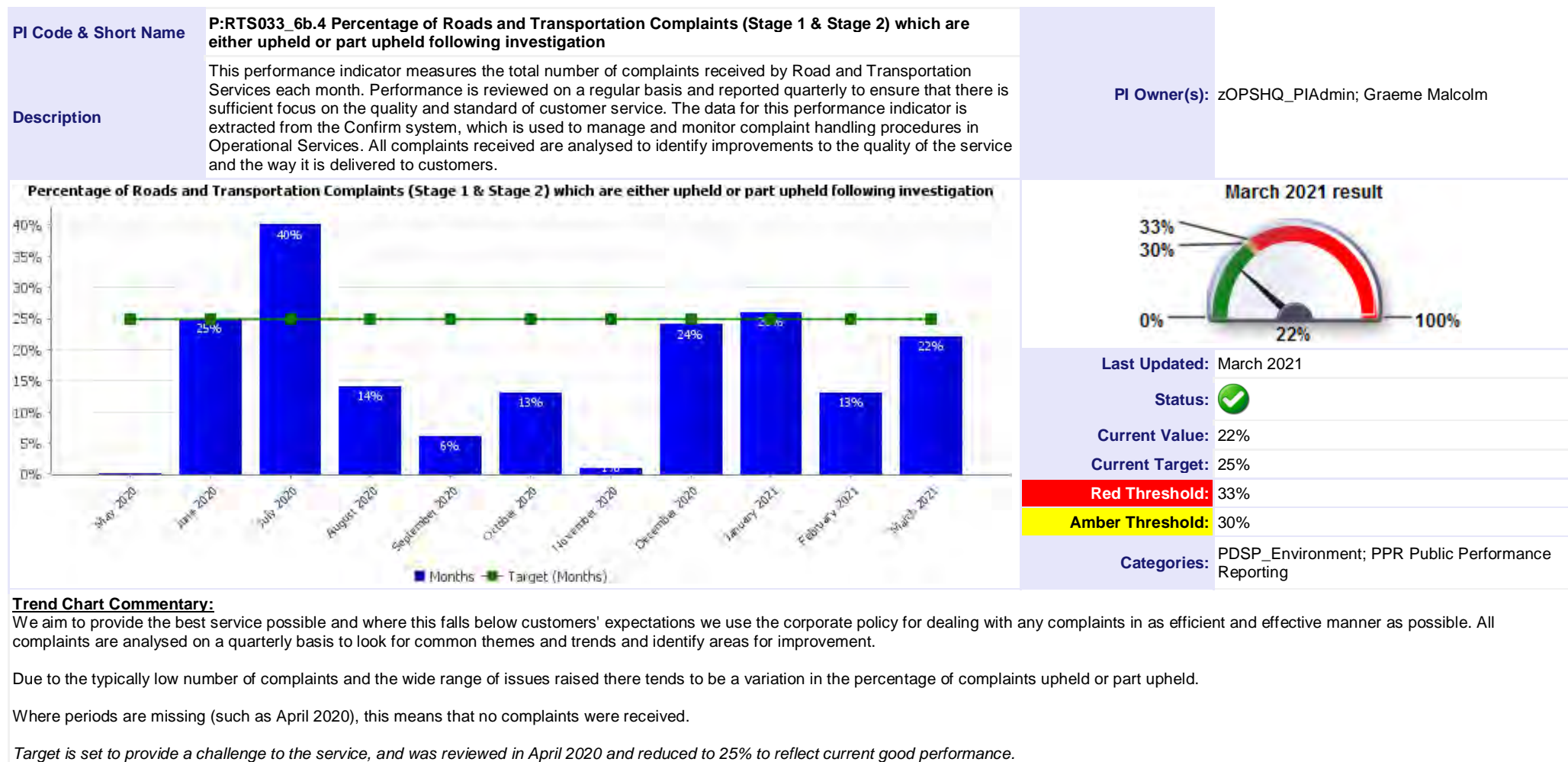
Trend Chart Commentary:

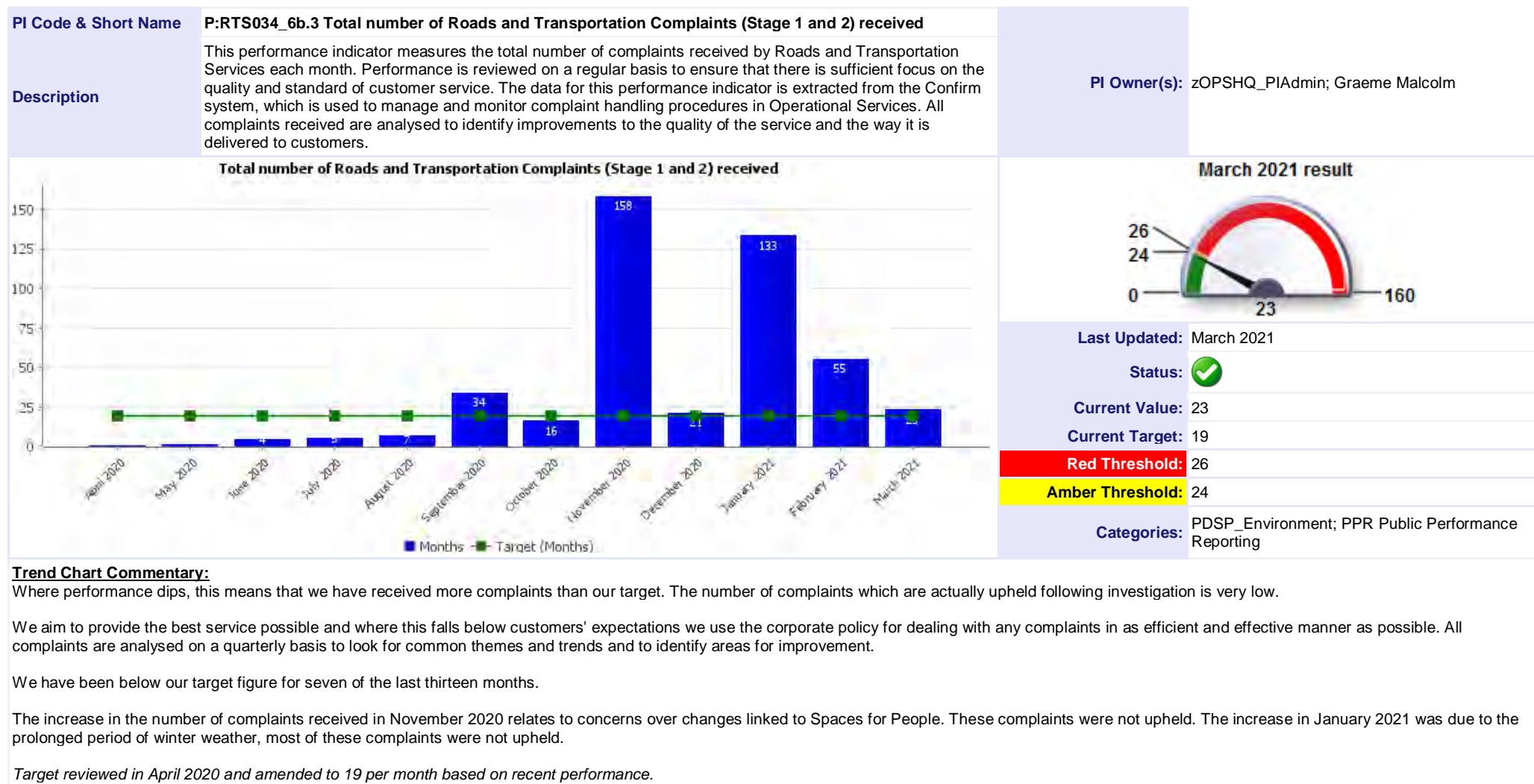
Performance over the last 5 years has varied with 3 out of the 5 years falling below our target. The main reason for the dip in performance during 2016/17 was inclement weather. However, in 2017/18 and 2018/19 our decline in performance was mainly due to a reducing workforce and changes to operational practices. In 2019/20 and 2020/21 our performance increase is mostly due to the LED replacement programme.

The introduction of LED light sources over the last 5 years is reducing the number of defects as they are more reliable and have a longer life expectancy than previous light sources used. This trend will continue as the replacement programme progresses and overall performance should improve.

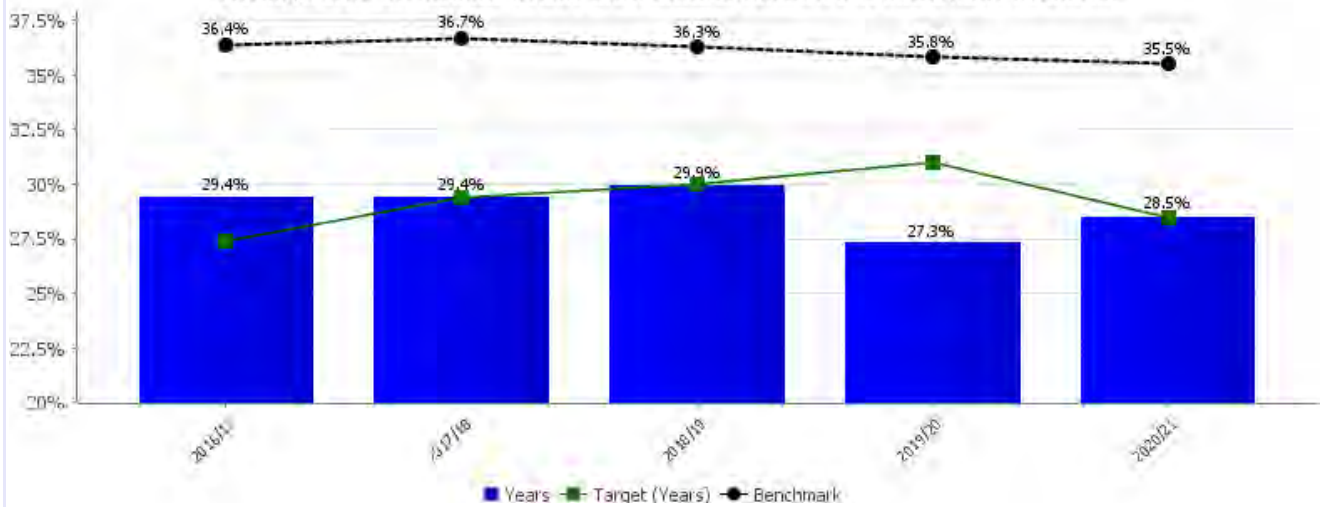
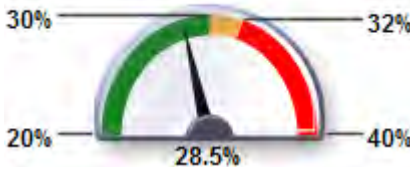
We will continue to monitor performance so that the best possible service is provided during 2021/22.

2021/22 target has been set at 90% to reflect our desire to improve our current performance.





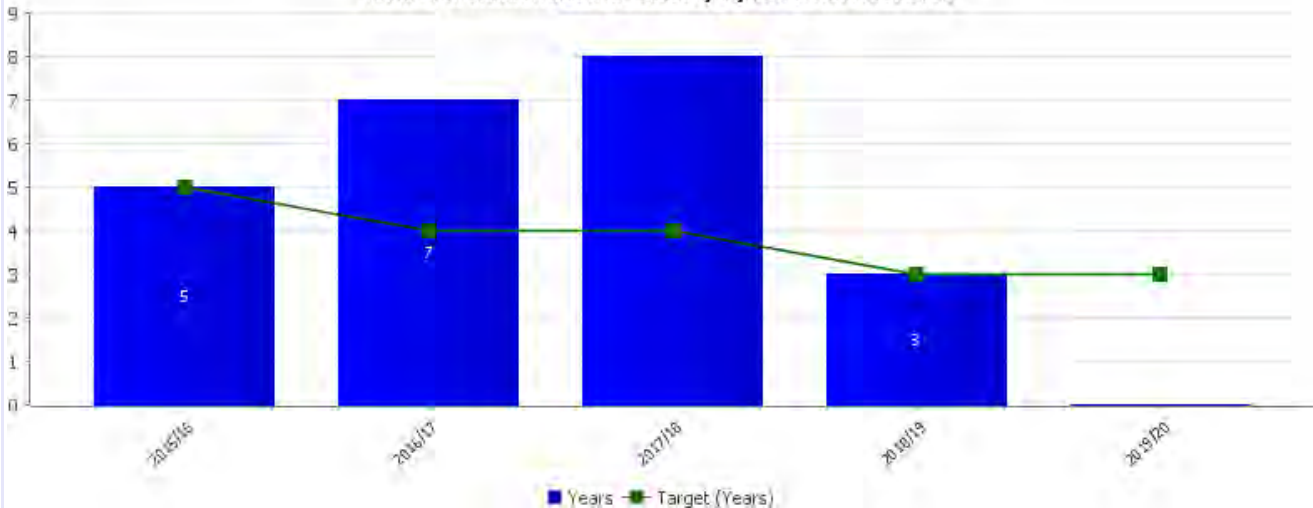




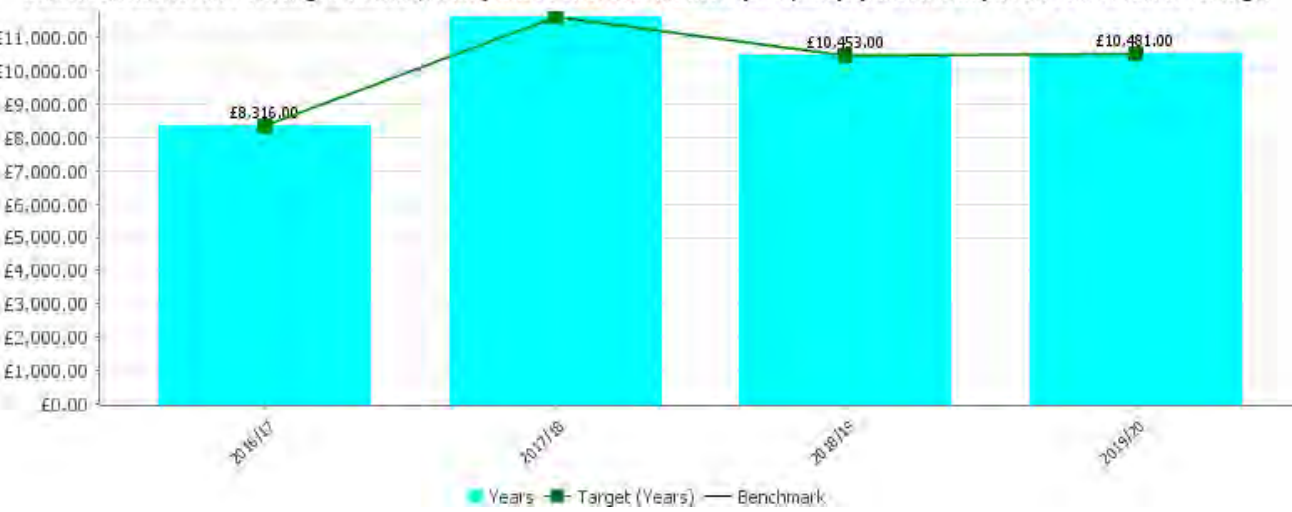




PI Code & Short Name	P:RTS100_9b.2a Percentage of the overall Road Network which should be considered for maintenance treatment.																																								
Description	In West Lothian Council we aim to keep our roads in as safe and serviceable condition as possible and this performance indicator measures our success in achieving this. The whole of the network is checked through a national road condition machine based survey. The output from this survey indicates the percentage of the network which should be considered for detailed investigation and then future maintenance.																																								
	West Lothian Council currently maintains over 1000 km of Road Network: A Class: 152 km B Class: 118 km C Class: 116 km U Class: 92.5 km Urban (Housing Estates etc): 526 km This performance indicator is part of the performance scorecard for the council's asset management strategy and will contribute to outcome 2 condition.		PI Owner(s): zRTS_PIAAdmin; Graeme Malcolm																																						
<div><p>Percentage of the overall Road Network which should be considered for maintenance treatment.</p><table><thead><tr><th>Year</th><th>Years (Actual)</th><th>Target (Years)</th><th>Benchmark</th></tr></thead><tbody><tr><td>2016/17</td><td>29.4%</td><td>29.4%</td><td>36.4%</td></tr><tr><td>2017/18</td><td>29.4%</td><td>29.4%</td><td>36.7%</td></tr><tr><td>2018/19</td><td>29.9%</td><td>29.9%</td><td>36.3%</td></tr><tr><td>2019/20</td><td>27.3%</td><td>30.9%</td><td>35.8%</td></tr><tr><td>2020/21</td><td>28.5%</td><td>28.5%</td><td>35.5%</td></tr></tbody></table></div>			Year	Years (Actual)	Target (Years)	Benchmark	2016/17	29.4%	29.4%	36.4%	2017/18	29.4%	29.4%	36.7%	2018/19	29.9%	29.9%	36.3%	2019/20	27.3%	30.9%	35.8%	2020/21	28.5%	28.5%	35.5%	<div><p>2020/21 result</p><table><tr><td>Last Updated:</td><td>2020/21</td></tr><tr><td>Status:</td><td>✓</td></tr><tr><td>Current Value:</td><td>28.5%</td></tr><tr><td>Current Target:</td><td>28.5%</td></tr><tr><td>Red Threshold:</td><td>32%</td></tr><tr><td>Amber Threshold:</td><td>30%</td></tr><tr><td>Categories:</td><td>PDSP_Environment; PPR Public Performance Reporting</td></tr></table></div>	Last Updated:	2020/21	Status:	✓	Current Value:	28.5%	Current Target:	28.5%	Red Threshold:	32%	Amber Threshold:	30%	Categories:	PDSP_Environment; PPR Public Performance Reporting
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Categories:	PDSP_Environment; PPR Public Performance Reporting																																								
<p>Trend Chart Commentary:</p> <p>The Scottish Road Maintenance Condition Survey (SRMCS) is an annual survey which assesses the condition of the entire Scottish Local Authority road network. It is used to calculate a Road Condition Indicator (RCI) that is used by Audit Scotland as a Statutory Performance Indicator (SPI) for reporting carriageway condition. Our road condition indicator remains above the Scottish average and significant amounts of maintenance is being undertaken. However, condition has been falling and without significant additional investment, this is likely to continue.</p> <p>The condition of our overall road network, which should be considered for maintenance treatment, was 28.5% in 2020/21 which is a slight decrease on the previous year.</p>																																									

In 2020/21 we ranked 4th, out of 32, for overall network in Scotland, 13th for A class roads, 16th for B class roads, 22nd for C class roads and 3rd for U class roads

The black line on the chart shows the Scottish average.

The expectation is that road condition will deteriorate over the next five years as investment levels reduce. The aim will be to manage this deterioration to a level of approximately 1% per annum overall. 2021/22 target, therefore set at 29.5%.

PI Code & Short Name	CP:RTS108_9b.1a Number of children killed or seriously injured in road accidents																			
Description	This performance indicator measures the number of children killed or seriously injured in road accidents within West Lothian on an annual basis. This performance indicator combines the separate targets for reducing the number of children killed and seriously injured in line with the Scottish Governments Road Safety Framework. This performance indicator is part of the performance scorecard for the council's Corporate Plan and will contribute to priority 7 which is reducing crime and improving community safety. Data is for Calendar year e.g. 2019/20 contains data for 2019.	PI Owner(s): zTRA_PAdmin; Graeme Malcolm																		
<p>Number of children killed or seriously injured in road accidents</p>  <table border="1"> <caption>Data for Number of children killed or seriously injured in road accidents</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2016/16</td> <td>5</td> <td>-</td> </tr> <tr> <td>2017/17</td> <td>7</td> <td>4</td> </tr> <tr> <td>2018/18</td> <td>8</td> <td>4</td> </tr> <tr> <td>2019/19</td> <td>3</td> <td>2</td> </tr> <tr> <td>2019/20</td> <td>3</td> <td>3</td> </tr> </tbody> </table>		Year	Years	Target (Years)	2016/16	5	-	2017/17	7	4	2018/18	8	4	2019/19	3	2	2019/20	3	3	<p>2019/20 result</p>  <p>Last Updated: 2019/20</p> <p>Status: </p> <p>Current Value: 0</p> <p>Current Target: 3</p> <p>Red Threshold: 3</p> <p>Amber Threshold: 3</p> <p>Categories: CPPR Corporate Plan Public Performance Reporting; 3. Information; PDSP_Environment; PPR Public Performance Reporting</p>
Year	Years	Target (Years)																		
2016/16	5	-																		
2017/17	7	4																		
2018/18	8	4																		
2019/19	3	2																		
2019/20	3	3																		
<p>Trend Chart Commentary:</p> <p>Note that figures are for calendar years ie. 2019/20 refers to the number of children killed or seriously injured between 1 January and 31 December 2019.</p> <p>Road casualty numbers are subject to a degree of random year-to-year variation and this indicator is particularly sensitive to random year-to-year change as the numbers are so low. However, there has been a reduction in the number of children killed or seriously injured in 2019/20 and 2018/19 after three years of increases.</p> <p>Finally, it should be noted that good performance is illustrated by the number of road accidents being at or below the target line and this has been achieved in the last two years.</p> <p>2020/21 data expected in October 2021.</p> <p><i>The target is based upon achieving a 50% reduction in children killed and a 65% reduction in seriously injured children by 2020 compared to the 2004-08 average. 2019/20 target is 3.</i></p>																				

PI Code & Short Name	SENV05a_9a.1d Resources allocated to Trading Standards, Money Advice and Citizen Advice per 1,000 population compared to the Scottish average.																										
	<p>This indicator shows the resources allocated to protecting the public through delivery or trading standards enforced services relating, amongst other things, to inspection of trading premises, investigation of consumer complaints, projects to protect vulnerable consumers, age restricted sales, and trader licensing activities.</p> <p>The figures also include the council contribution to the Citizen' Advice Bureau and money/debt advice provided by the Advice Shop; the costs of which comprise the largest proportion of the figure shown.</p>	PI Owner(s): zEH_PIAAdmin; Craig Smith																									
Description	<p>The figures are gathered by the Improvement Service as part of the Local Government Benchmark Framework from returns provided by the financial management unit. The resources allocated impact other indicators measured by Trading Standards such as percentage of service requests responded to on time.</p> <p>The allocation of resources contribute to all of the council priorities, but in particular, those relating to reducing crime and improving community safety, minimising poverty, protecting those most vulnerable and delivering positive outcomes on health.</p>																										
<p>Resources allocated to Trading Standards, Money Advice and Citizen Advice per 1,000 population compared to the Scottish average.</p>  <table><thead><tr><th>Year</th><th>Resources allocated (£)</th></tr></thead><tbody><tr><td>2016/17</td><td>£8,316.00</td></tr><tr><td>2017/18</td><td>£10,453.00</td></tr><tr><td>2018/19</td><td>£10,453.00</td></tr><tr><td>2019/20</td><td>£10,481.00</td></tr></tbody></table>		Year	Resources allocated (£)	2016/17	£8,316.00	2017/18	£10,453.00	2018/19	£10,453.00	2019/20	£10,481.00	<p>2019/20 result</p>  <table><tbody><tr><td>Last Updated:</td><td>2019/20</td></tr><tr><td>Status:</td><td></td></tr><tr><td>Current Value:</td><td>£10,481.00</td></tr><tr><td>Current Target:</td><td>£10,481.00</td></tr><tr><td>Red Threshold:</td><td>£14,000.00</td></tr><tr><td>Amber Threshold:</td><td>£5,590.00</td></tr><tr><td>Categories:</td><td>Local Govt Benchmark Framework; PDSP_Environment; PPR Public Performance Reporting</td></tr></tbody></table>		Last Updated:	2019/20	Status:		Current Value:	£10,481.00	Current Target:	£10,481.00	Red Threshold:	£14,000.00	Amber Threshold:	£5,590.00	Categories:	Local Govt Benchmark Framework; PDSP_Environment; PPR Public Performance Reporting
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<p>Trend Chart Commentary</p> <p>The combined figure for costs of Trading Standards, Money Advice and Citizen Advice per 1000 population for 2019/20 of £10,481 shows a very slight increase on 2018/19 costs. There was a significant increase in 2017/18 due to implementation of the council's anti poverty strategy which resulted in additional funding for the Advice Shop. The benchmark information of average cost per 1000 population in Scotland (currently £5,952) is provided as part of the Local Government Benchmark Framework gathered by the Improvement Service. There has been a reduction in the national average figure from 2018/19 (£6,040).</p> <p>Previously discussions took place with the Improvement Service suggesting that the benchmark information is of restricted value as some local authorities do not provide Citizens' Advice directly therefore do not</p>																											

capture these costs in the figures submitted; this significantly impacts the overall Scottish Average. The outcome of the discussion was not to implement any change and to continue to include Money Advice and Citizen Advice in the descriptor for the indicator. This however has to be taken into consideration in terms of the figures being benchmarked and the extent or lack of services provided by other local authorities.

West Lothian Council has invested heavily in projects to support the outcomes of its anti poverty strategy and this is reflected in the increased costs in 2017-18 and the costs remaining higher than national average in 2019/20.

Trading Standards also engage with the Association of Public Sector Excellence (APSE) to benchmark the stand-alone costs of trading standards. The APSE figure for West Lothian in 2019/20 was £1,980 compared to the Scottish Average of £2,487, therefore the majority of other costs making up the £10,453 relate to Money Advice and Citizen Advice.

The figures are provided one year in arrears by the Improvement Service therefore the 2020/21 figures are not likely to be available until December 2021.

2019/20 - £10,481 per 1000 population (Scottish Average = £5,952 per 1000)

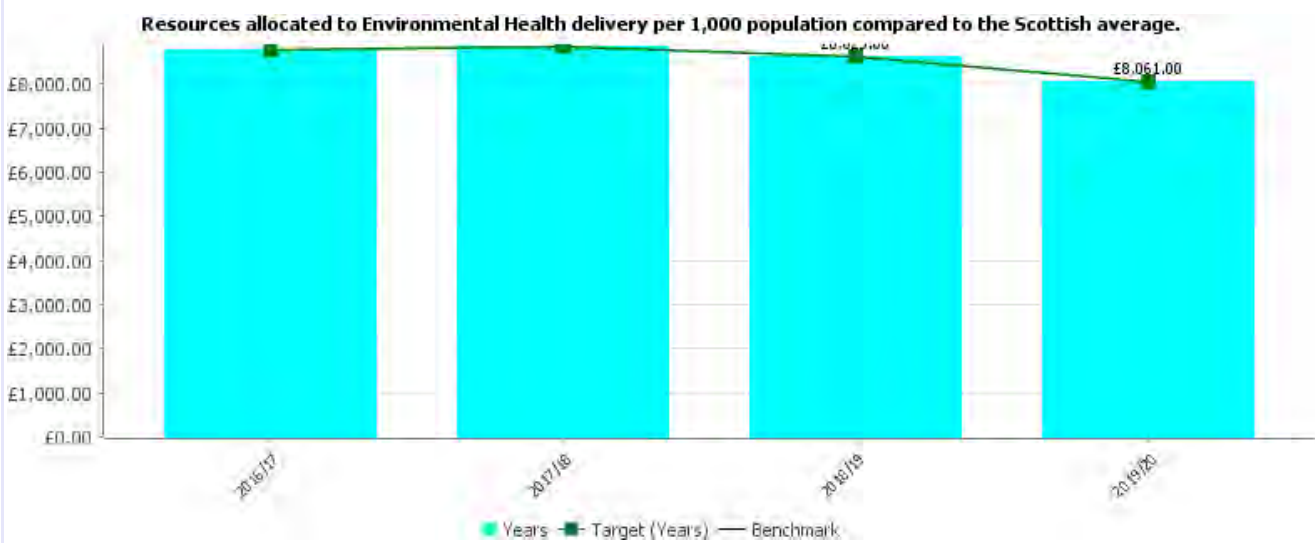

2018/19 - £10,453 per 1000 population (Scottish Average = £6,040 per 1000)

2017/18 - £11,599 per 1000 population (Scottish Average = £6,001 per 1000)

2016/17 - £8316 per 1000 population (Scottish Average = £5,693 per 1000)

2015/16 - £8687 per 1000 population (Scottish Average = £6,084 per 1000)

Targets for 2020/21 will reflect the service budgets agreed as part of the council approved revenue budget for the year.

PI Code & Short Name	SENV05b_9a.1d Resources allocated to Environmental Health delivery per 1,000 population compared to the Scottish average.																												
Description	<p>This indicator monitors the resources allocated to protecting the public through delivery of environmental health enforced services relating, amongst other things, to food safety, workplace safety, pollution control, dog warden, pest control, public health nuisances and air quality monitoring. The indicator also includes costs of public conveniences which are not part of the environmental health service, but are part of Property Management and Development.</p>																												
	<p>The figures are gathered by the Improvement Service as part of the Local Government Benchmark Framework from returns provided by the financial management unit and include finances allocated to the provision of public conveniences. The resources allocated impact other indicators measured by environmental health such as percentage of service requests responded to on time.</p>		PI Owner(s): zEH_PIAAdmin; Craig Smith																										
	<p>The figures show the finances allocated to Environmental Health and public conveniences in West Lothian per 1000 head of population compared to the Scottish average.</p> <p>The allocation of resources to the delivery of environmental health services contribute to all of the council priorities, but in particular those relating to positive outcomes on health, safety and protecting the built and natural environment.</p>																												
 <table border="1"><caption>Resources allocated to Environmental Health delivery per 1,000 population compared to the Scottish average.</caption><thead><tr><th>Year</th><th>Value (£)</th></tr></thead><tbody><tr><td>2016/17</td><td>~£7,500.00</td></tr><tr><td>2017/18</td><td>~£7,500.00</td></tr><tr><td>2018/19</td><td>~£7,500.00</td></tr><tr><td>2019/20</td><td>£8,061.00</td></tr></tbody></table>		Year	Value (£)	2016/17	~£7,500.00	2017/18	~£7,500.00	2018/19	~£7,500.00	2019/20	£8,061.00	 <table border="1"><thead><tr><th>Category</th><th>Value (£)</th></tr></thead><tbody><tr><td>Last Updated:</td><td>2019/20</td></tr><tr><td>Status:</td><td>✓</td></tr><tr><td>Current Value:</td><td>£8,061.00</td></tr><tr><td>Current Target:</td><td>£8,061.00</td></tr><tr><td>Red Threshold:</td><td>£31,588.00</td></tr><tr><td>Amber Threshold:</td><td>£13,771.00</td></tr><tr><td>Categories:</td><td>Local Govt Benchmark Framework; PDSP_Environment; PPR Public Performance Reporting</td></tr></tbody></table>		Category	Value (£)	Last Updated:	2019/20	Status:	✓	Current Value:	£8,061.00	Current Target:	£8,061.00	Red Threshold:	£31,588.00	Amber Threshold:	£13,771.00	Categories:	Local Govt Benchmark Framework; PDSP_Environment; PPR Public Performance Reporting
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<p>Trend Chart Commentary</p> <p>The combined figure for costs of Environmental Health per 1000 population in West Lothian, as reported by the Local Government Benchmark Framework (LGBF) for 2019/20, was £8,6061. The Scottish average for the same period was £13,771. Both the West Lothian cost and Scottish average cost reduced from the previous year. (The LGBF indicator for the costs of Environmental Health include costs for public conveniences</p>																													

which are not within the budget or functional area of Environmental Health in West Lothian but another service area - Property Management and Development.)

Benchmark activities have shown particular difficulties in using this indicator as a comparator as not all Environmental Health services deliver the same functions, hence the wide variation which exist in the figures across Scotland. The Association of Public Service Excellence (APSE) are considering figures for specific service areas which may in the future allow more targeted benchmarking.

The Environmental Health service which covers core regulatory functions of food safety, workplace safety, air quality, pollution control, public health, housing standards, pest control, animal control, water quality and safety, and infectious disease control costs per 1000 head of population were closer to £5,771 based on service budget and population figure of 182,133 used in APSE benchmarking return for 2019/20. APSE provide a cost figure based on head of population. For 2019/20 this was £5.66 for environmental health, which was lower than the national average of £6.70.

The figures are provided one year in arrears by the Improvement Service therefore the 2020/21 figures are not likely to be available until December 2021.

2019/20 - £8,061 per 1000 Head of Population (Scottish Ave = £13,771 per 1000)


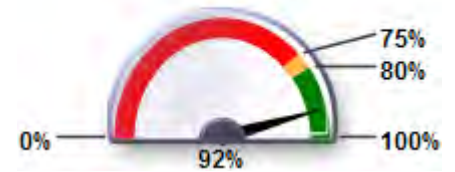
2018/19 - £8,625 per 1000 Head of Population (Scottish Ave = £14,994 per 1000)

2017/18 - £8,852 per 1000 Head of Population (Scottish Ave = £15,879 per 1000)

2016/17 - £8,767 per 1000 Head of Population (Scottish Ave = £16,457 per 1000)

2015/16 - £9,006 per 1000 Head of Population (Scottish Ave = £17,641 per 1000)

The target for 2020/21 will reflect the service budgets agreed as part of the council approved revenue budget for the year.

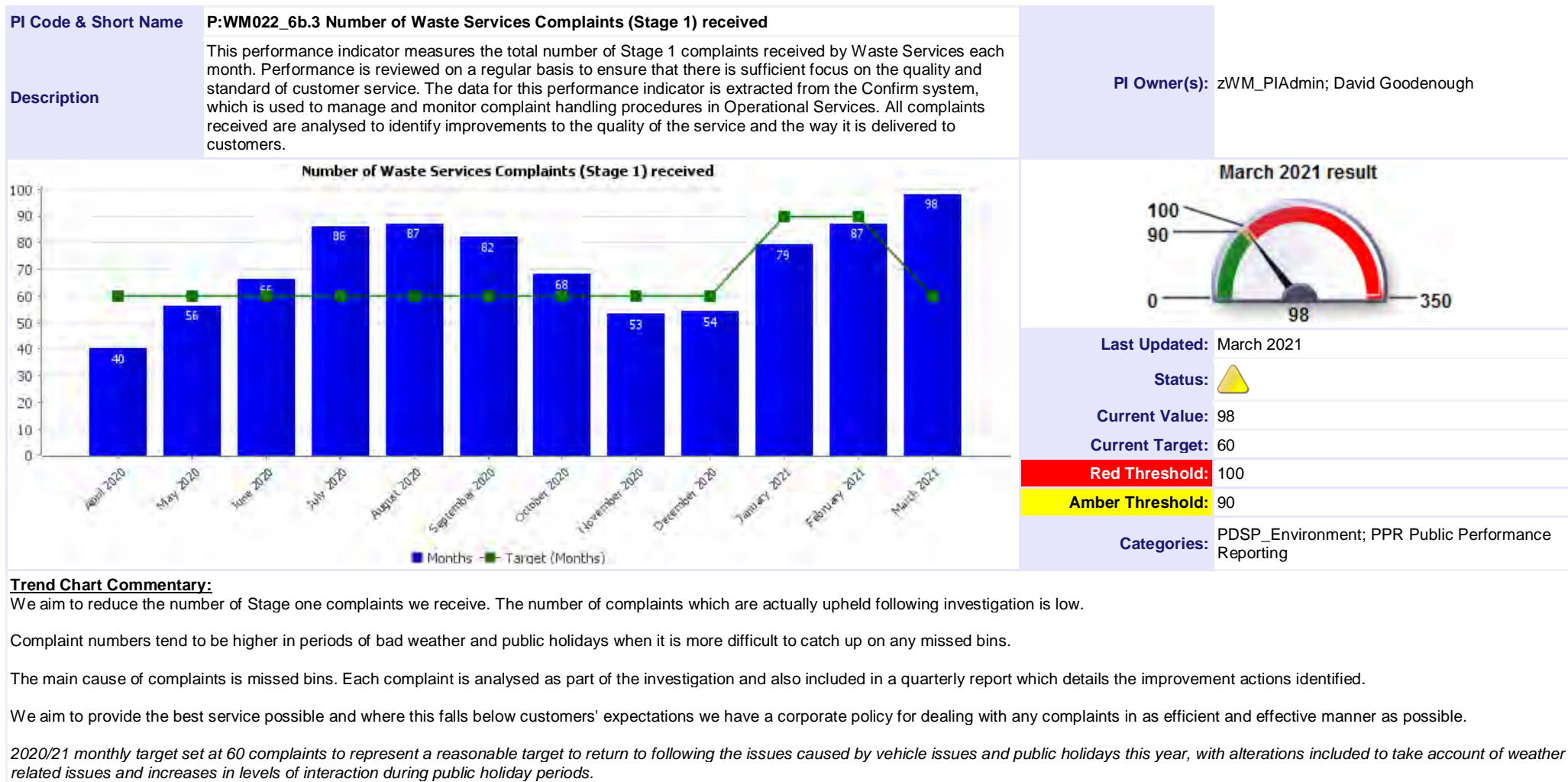
PI Code & Short Name	P:WM007_6a.7 Percentage of customers who rated the overall quality of the service provided by Waste Services positively.		PI Owner(s): zWM_PIAAdmin; David Goodenough																										
Description	The PI gives the service an indication of how customers view our complete service and allows us to monitor responses against our service standards. The figure was taken from the Annual Customer Survey carried out by Waste Services to the West Lothian Citizens Panel up to 2018/2019. From 2019/2020 onwards the survey has been undertaken face to face at Recycling Centres; online via issuing a link post transaction, via QR codes embedded in posters and documents issues as well as via a mass SMS government survey. Figure based on respondents who rated the service positively within the survey return.																												
<div>Percentage of customers who rated the overall quality of the service provided by Waste Services positively.</div>  <table border="1"><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2016/17</td><td>85.91%</td></tr><tr><td>2017/18</td><td>82.24%</td></tr><tr><td>2018/19</td><td>62.8%</td></tr><tr><td>2019/20</td><td>89.08%</td></tr><tr><td>2020/21</td><td>92%</td></tr></tbody></table> <p>Legend: ■ Years ■ Target (Years) ● Benchmark</p>			Year	Percentage	2016/17	85.91%	2017/18	82.24%	2018/19	62.8%	2019/20	89.08%	2020/21	92%	<div>2020/21 result</div>  <table><tr><td>Last Updated:</td><td>2020/21</td></tr><tr><td>Status:</td><td>✓</td></tr><tr><td>Current Value:</td><td>92%</td></tr><tr><td>Current Target:</td><td>92%</td></tr><tr><td>Red Threshold:</td><td>75%</td></tr><tr><td>Amber Threshold:</td><td>80%</td></tr><tr><td>Categories:</td><td>PDSP_Environment; PPR Public Performance Reporting</td></tr></table>	Last Updated:	2020/21	Status:	✓	Current Value:	92%	Current Target:	92%	Red Threshold:	75%	Amber Threshold:	80%	Categories:	PDSP_Environment; PPR Public Performance Reporting
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<div>Trend Chart Commentary:</div> <p>The percentage of customers who rated the overall quality of our service positively increased in 2020/21 to 92%.</p> <p>The percentage of customers who rated the overall quality of our service as 'good' or 'excellent' increased in 2019/20 to 89.08%. In 2019/20 we changed our approach to customer surveys, including face-to-face surveys at recycling centres and using e-surveys. This increased the number of returns to 1,758 in 2019/20 from 88 in 2018/19.</p> <p>The percentage of customers who rated the overall quality of our service as 'good' or 'excellent' decreased in 2018/19 to 62.8%, after having remained stable at between 82% and 86% for the previous four years.</p> <p>The dip seen in 2018/19 is a combination of the issues faced by the collection service during the severe weather events at the start of the period and the perceptions of the proposed changes which were approved towards the end of the period. Following this period the recruitment into a more stable employee base, the completion of the line management restructure and process reviews have led to increases in performance.</p> <p>We are keen to maintain our customer satisfaction levels at a high level and feedback from our customers is used to try and improve our services as much as possible and we will continue to work hard to provide a</p>																													

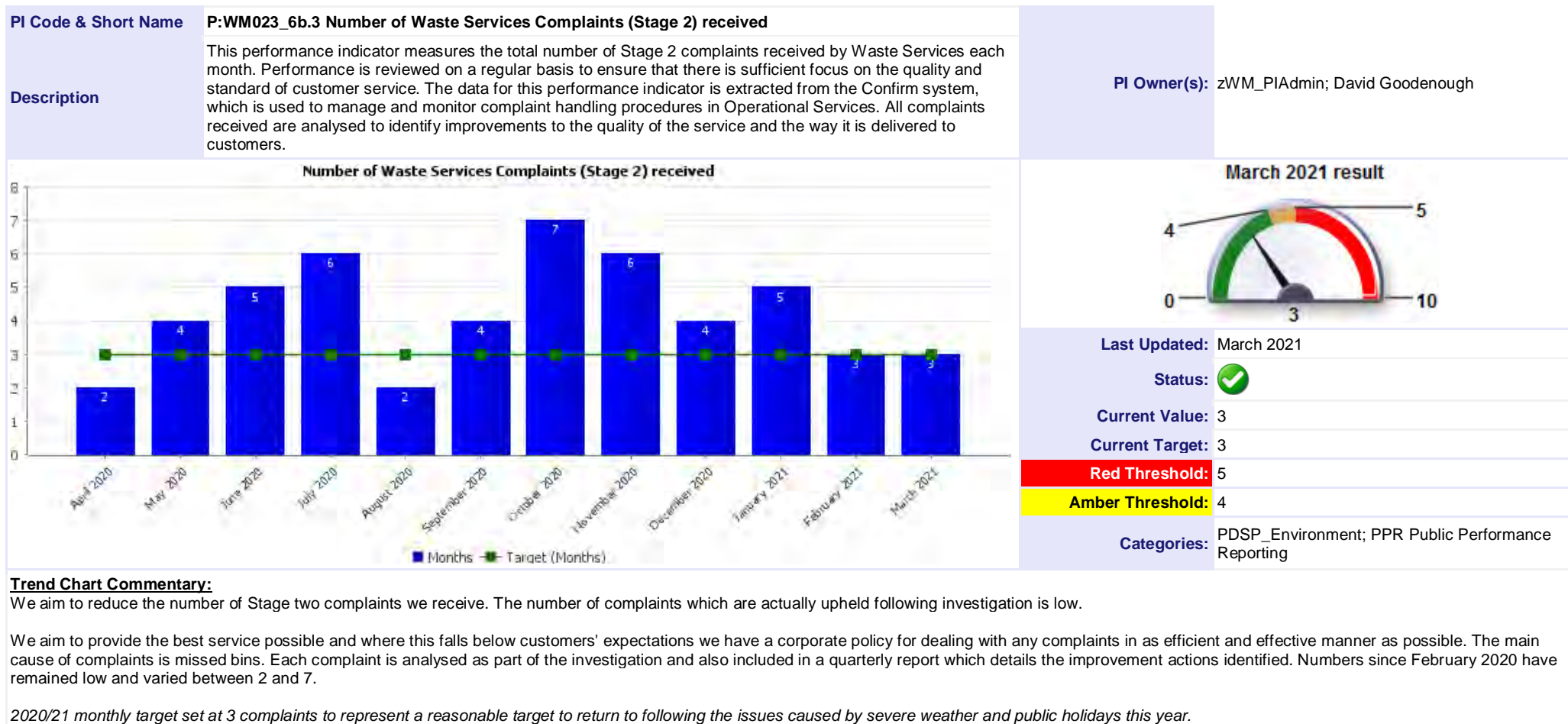
good service to the Households of West Lothian.

The 2018/19 Survey was distributed to 1,297 members of the West Lothian Citizens Panel in March 2019 with only 88 responses being received. The service explored alternative approaches to increase survey returns for 2019/20. There were direct surveys undertaken at Recycling Centres in November/December 2019 (356 responses) and the use of e-surveys which are sent to those who have ordered bins via the online system, QR code linked posters in CIS offices and libraries as well as the mass issue of the link to the survey to all customers who have engaged with the service via complaints in mid December 2019, enquiries or other interactions recorded within Confirm. This brought the total number of survey responses to 1,758 for the period, an increase of 1,670 versus the previous year.

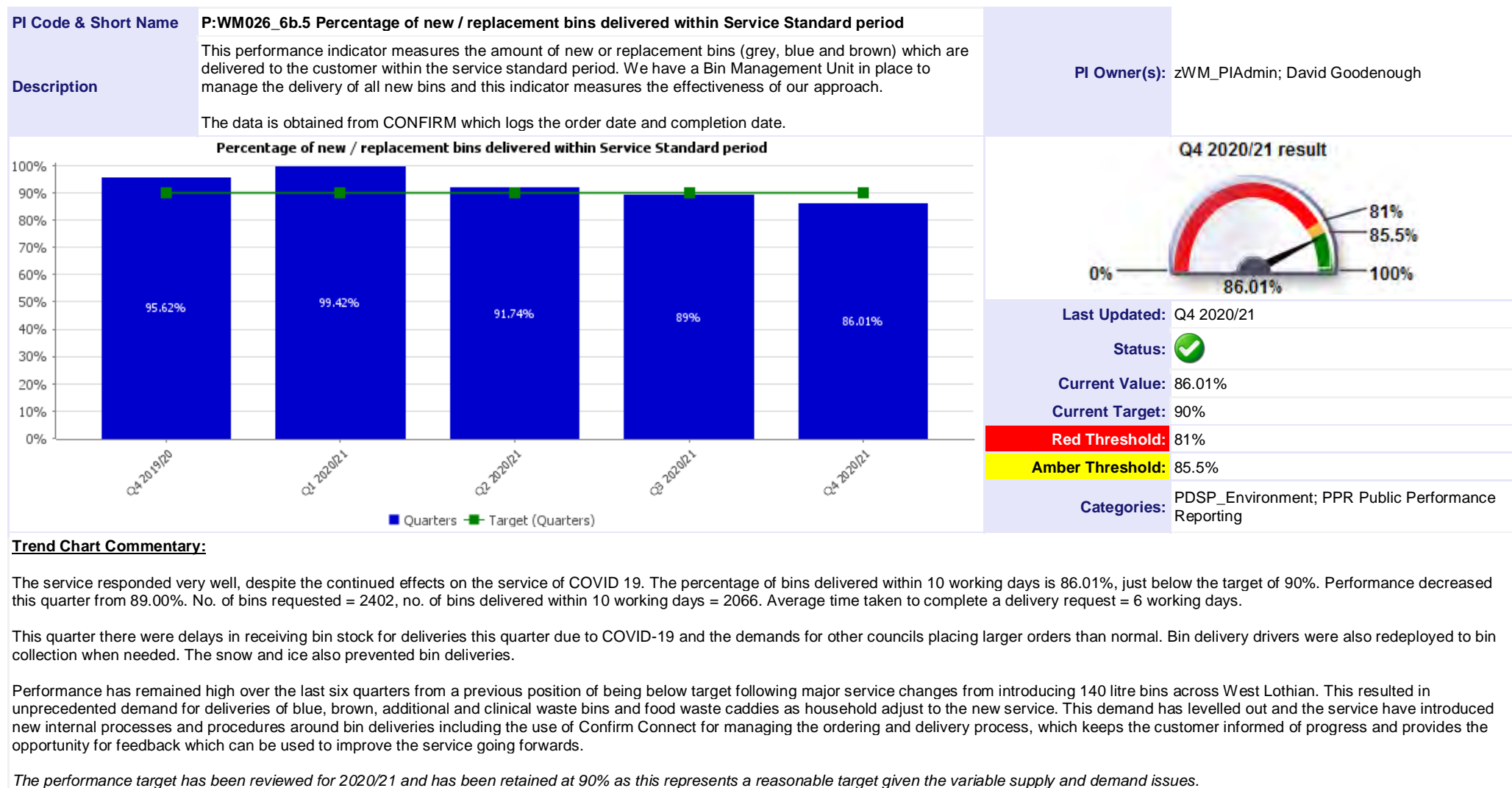
The black line shows Operational Services average.

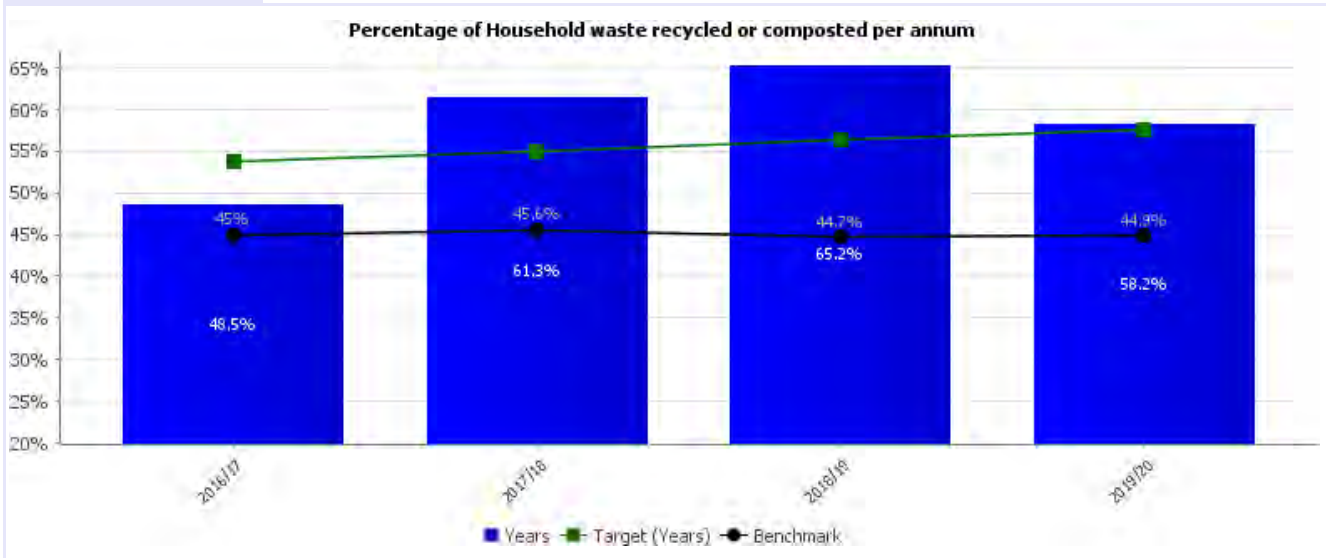
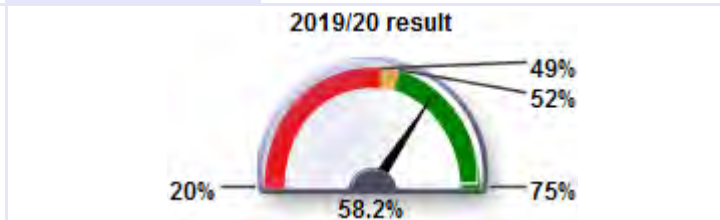

2021/22 target set at 94% to represent a reasonable increase in performance from a new baseline.









PI Code & Short Name		CP:WM087_9b.1a Percentage of Household waste recycled or composted per annum	
Description			
<p>This performance indicator measures the amount of household waste which is collected by Waste Services on an annual basis and the percentage which is then recycled or composted by or on behalf of the council, it allows us to measure how we are performing against national targets. This performance indicator is part of the performance scorecard for the council's Corporate Plan and will contribute to priority 8 which is protecting the built and natural environment.</p> <p>The data is published here: https://www.sepa.org.uk/environment/waste/waste-data/waste-data-reporting/waste-data-for-scotland/</p> <p>This performance indicator is part of the Local Government Benchmarking Framework (PI Ref: SENV06) suite of performance indicators</p>		PI Owner(s): zWM_PIAAdmin; David Goodenough	
			
Trend Chart Commentary: Please note that 2019/20 result refers to the 2019 SEPA reporting period.		Last Updated: 2019/20	
		Status: 	
		Current Value: 58.2%	
		Current Target: 57.5%	
		Red Threshold: 49%	
		Amber Threshold: 52%	
		Categories: CPPR Corporate Plan Public Performance Reporting; PDSP_Environment; PPR Public Performance Reporting	
<p>This performance indicator measures the percentage of total household waste that is recycled, which is reported in calendar years. In comparing 2019 to 2018, the main differences in materials recycled are as follows:</p> <p>Kerbside Collections:</p> <p>The amount of residual waste collected at the kerbside remained almost the same.</p> <p>There was a decrease of 30 tonnes of materials recycled from the blue bin. This is due to continued high contamination in the blue bins and poor recycling market. The recycling market worsened at the end of 2019, which has adversely affected the amount recycled from the blue bin. This is expected to reduce the recycling rate in 2020.</p> <p>Separate collections of Green waste in Brown bins and Food waste in caddies were replaced by the new comingled food and garden waste collections in brown bins from September 2019. Comparing the combined tonnage, there was an increase in the amount recycled by 1,400 tonnes to 13,800 tonnes in 2019.</p>			

This is probably due more households being able to take part in food waste collections in rural areas and moving from 4 weekly collections of brown bins to fortnightly. There were also better growing conditions in 2019, following very dry weather in 2018.

Household materials recycled through our Recycling Centres and Sites:

Due to reducing recycling centre opening hours and days from the end of May 2019, there was another decrease in material brought to the recycling centres compared to 2018, of 1000 tonnes in 2019. This included a decrease in recyclates of 600 tonnes and 400 tonnes less disposed via landfill or to make Refuse Derived Fuel (RDF) to produce energy.

There was a corresponding 12% decrease in visits to the recycling centres overall. However, when sites were open, they were on average 11% busier per day.

However, there were differences:

- . Whitburn only had a 4% decrease in total visits
- . Blackburn and Oakbank only had an 8% and 5% increase respectively in traffic per day when open.

The main differences were in:

- . Green waste (-190 tonnes),
- . Wood (+24 tonnes),
- . Rubble (+134 tonnes)
- . Scrap Metal (-130 tonnes)
- . Waste Electrical items (-20 tonnes), these also come from bulky uplifts. There was 100t less bulky waste collected in 2019.
- . Glass recycling at the recycling centres and recycling sites (-60 tonnes)
- . Books (-35t)

Household waste diversion from landfill:

Through the residual waste contract, residual waste is sorted to remove recyclates. In 2019, although there was a decrease in the amount of material recycled from this contract due to changes in processing, there was a reduction in waste to landfill as more Refuse Derived Fuel (RDF) was made to produce energy.

With the exception of aggregates, there were less recyclates (metal, wood, plastics, card, soil) removed from the residual waste sorting process.

3000t more fines were removed from the residual waste and sent to a site where they were composted. However, as this came from an unsegregated residual waste source, it cannot achieve the 'PAS 100' Standard required for saleable compost, even though it was put through the same PAS 100 Standard processing required for saleable compost. The resulting material is still classed as a 'waste' and cannot be counted as 'recycled' and must be reported as 'other diversion' for waste data returns. However, the resulting material is used on certain restoration sites and projects, such as landfills, brown field sites and collieries.

Overall comparing 2019 to 2018:

The total tonnage of household waste generated increased by approximately 3250 tonnes to 77,500 tonnes. This was mainly due to all material accepted at recycling centres being counted as household waste for a full year in 2019, following changes in April 2018, and the increase in food and garden waste collected in the new fortnightly brown bins service from the end of September 2019.

- . 3,250 tonnes less waste was recycled, despite 1,400 tonnes more food and garden waste recycled from brown bins at the kerbside. This is mainly due to the changes in residual waste processing mentioned above.
- . 6,500 tonnes more waste was disposed - this is mainly as a result of the residual waste contract. Overall, there was:
 - o 6,600 tonnes less waste was landfilled
 - o 9,600 tonnes more Refuse Derived Fuel (RDF) was made to produce energy
 - o 3500 tonnes more waste was counted 'other diversion'

The above means that the household recycling rate has decreased to 58.2% in 2019 from 65.2% in 2018. In 2019 we are ranked 4th in Scotland in 2018 we were ranked 2nd.

To increase the amount of waste recycled, the council continues to work towards Scotland's Zero Waste Targets in partnership with our residents. 140 litre bins were introduced in 2016 across West Lothian and from September 2019, food and garden waste is collected together in brown bins fortnightly at the kerbside to decrease waste to landfill and increase recycling.

West Lothian signed the national "Household Recycling Charter" and is moving towards its aims of that the associated Code of Practice, which will introduce its aims to promote a more consistent household recycling service across Local Authorities, to increase recycling participation, quantity and quality and support the circular economy opportunities in Scotland.

As legislative changes are introduced to further these aims, such as the Deposit Return Scheme, to be introduced in 2022, and proposed Extended Producer Responsibility on packaging waste, anticipated in 2023 and

Plastic Packaging Tax etc, the Household Recycling Charter will evolve and West Lothian will continue to review their effects on its waste and recycling services and adapt them to ensure compliance.

Long Term Trend:

The household recycling rate has increased since 2010/11 primarily due to the introduction of

- . food waste recycling service since 2013/14,
- . roll out of 140 litre bins during 2016
- . and reduction in waste to landfill as some waste is sorted to remove further recyclates.

However, Despite the introduction of fortnightly food and garden waste in brown bins increasing the total amount of this collected in 2019, the recycling rate decreased due to less recyclate being produced from residual waste processing.

Benchmarking:

West Lothian and the other Scottish Local Authorities meet quarterly through the Waste Managers Network (WMN) as well as meeting directly with the Scottish Government to share best practice and develop the national approach to achieving Scotland's Circular Economy goals. These activities enable councils to work together to develop different model of working, to provide greater efficiency, consistency and effectiveness to suit each authorities' unique circumstances.

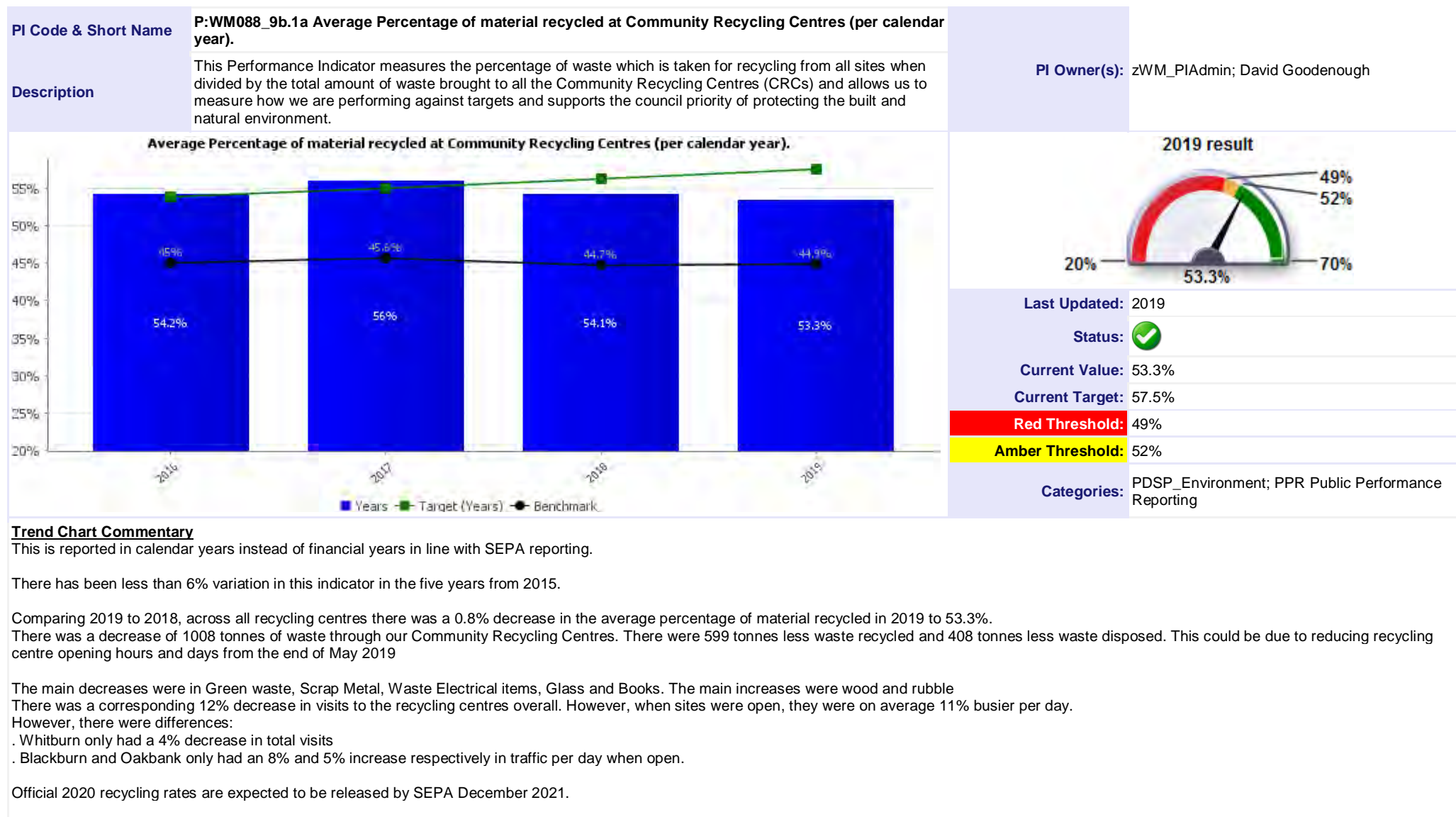
The black line on the chart shows the national average across Scotland.

Data for 2020 will be released by SEPA around December 2021.

Target:

The target for this performance indicator is to achieve and maintain 60% by 2020 as per the Scottish Government Targets noted below.

The Scottish Government Targets for Recycling/ composting preparing for reuse of household waste, are 2010 = 40%, 2013 = 50%, 2020 = 60% and 2025 = 70%* (*All waste including household, municipal and construction and demolition waste).



Trend Chart Commentary

This is reported in calendar years instead of financial years in line with SEPA reporting.

There has been less than 6% variation in this indicator in the five years from 2015.

Comparing 2019 to 2018, across all recycling centres there was a 0.8% decrease in the average percentage of material recycled in 2019 to 53.3%. There was a decrease of 1008 tonnes of waste through our Community Recycling Centres. There were 599 tonnes less waste recycled and 408 tonnes less waste disposed. This could be due to reducing recycling centre opening hours and days from the end of May 2019

The main decreases were in Green waste, Scrap Metal, Waste Electrical items, Glass and Books. The main increases were wood and rubble. There was a corresponding 12% decrease in visits to the recycling centres overall. However, when sites were open, they were on average 11% busier per day. However, there were differences:

- . Whitburn only had a 4% decrease in total visits
- . Blackburn and Oakbank only had an 8% and 5% increase respectively in traffic per day when open.

Official 2020 recycling rates are expected to be released by SEPA December 2021.

Long Term Trend: Despite a decrease in 2016 and 2019, the average recycling rate trend remains steady over the last 5 years.

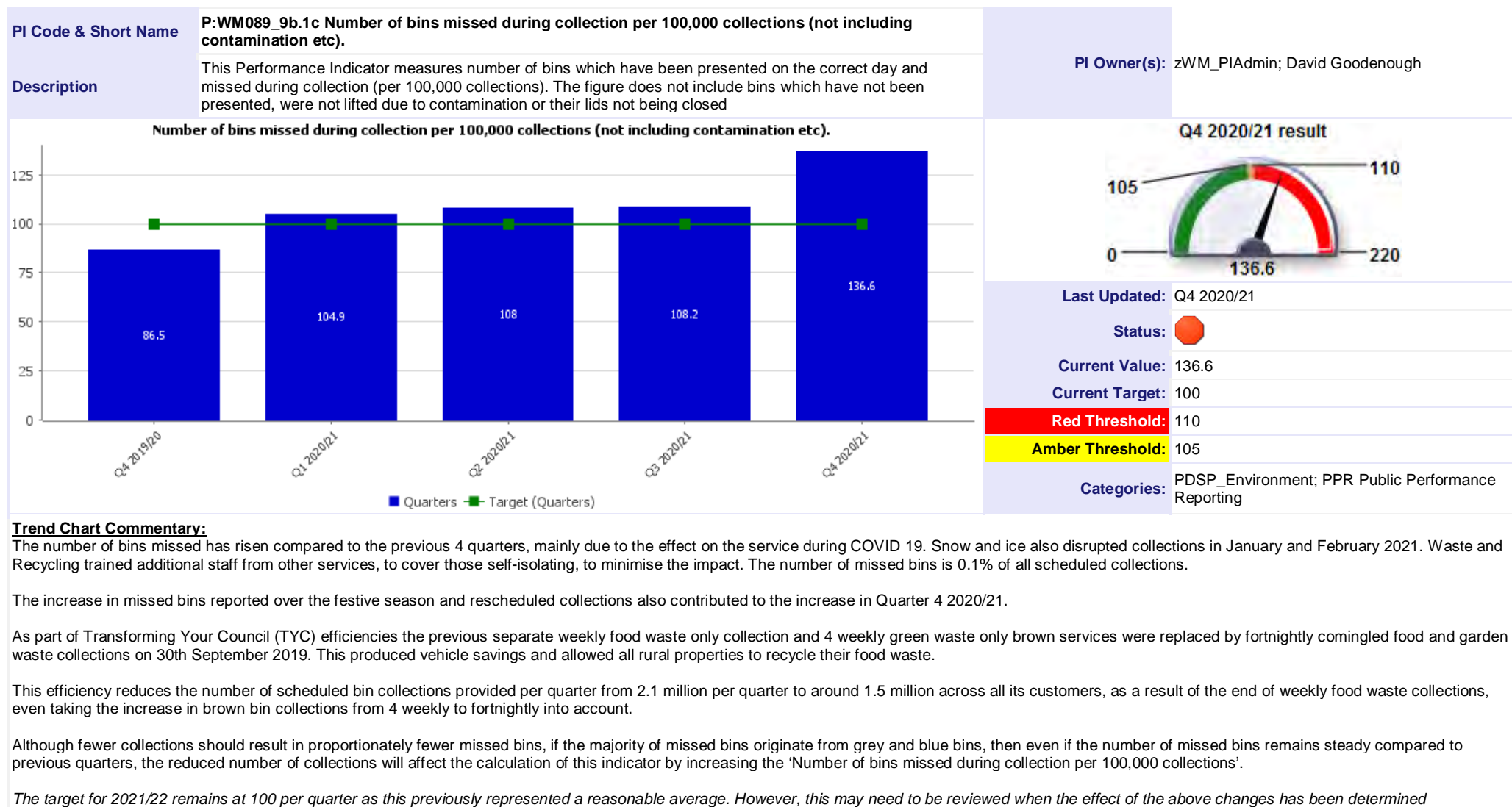
COVID 19 caused site closures from the end of March 2020. Now they have reopened, there is currently limited recycling capacity due to social distancing, so this is expected to decrease the 2020 recycling rates.

Benchmark:

The Black line shows average Scottish household recycling rate in the calendar year

Target:

The Scottish Government Targets for Recycling/ composting preparing for reuse of household waste, are 2010 = 40%, 2013 = 50%, 2020 = 60% and 2025 = 70%* (*All waste including household, municipal and construction and demolition waste). The Green line indicates how the council should be progressing towards meeting these national targets, so the 2019/20 target is set at 57.5%.



DATA LABEL: PUBLIC



ENVIRONMENT POLICY DEVELOPMENT & SCRUTINY PANEL

WEST LOTHIAN CLIMATE CHANGE EMERGENCY FUND – CARBON SEQUESTRATION PROJECTS

REPORT BY HEAD OF PLANNING, ECONOMIC DEVELOPMENT AND REGENERATION

A. PURPOSE OF REPORT

The purpose of the report is to make the panel aware of proposed 'Climate Emergency' projects and to consider the projects recommended for funding from the Council's Climate Emergency project fund. The report also details discussions with The Green Action Trust (GAT) and the Edinburgh & Lothians Greenspace Trust (E&LGT) about project delivery.

B. RECOMMENDATION

It is recommended that the panel notes and considers the following recommendations which are intended to be submitted to Council Executive for approval:

1. notes the contents of the report and agrees to progressing the list of projects outlined in Section D3;
2. delegates to the Head of Planning, Economic Development & Regeneration to progress delivery of the agreed projects including negotiation with the Green Action Trust and the Edinburgh & Lothian Greenspace Trust; and
3. notes that updates on delivery will be provided to the Environment PDSP on a regular basis as part of the wider Climate Emergency update reports to the panel.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; being honest, open and accountable; making best use of our resources; and working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	<p>Legal: The council is legally bound to comply with duties for public sector bodies within the Climate Change (Scotland) Act 2009. The duties require that the council must, in exercising its functions, act:</p> <p>(a) in the way best calculated to contribute to the delivery of the targets set in or under Part 1 of the Act;</p> <p>(b) in the way best calculated to help deliver any programme laid before the Scottish Parliament under section 53; and</p>

(c) in a way that it considers is most sustainable.
West Lothian Local Development Plan (2018), policies NRG 1 - 5 relate to Climate Change and Renewable Energy.

There are no equality, health, SEA or risk assessment issues associated with this report.

III	Implications for Scheme of Delegations to Officers	None.
IV	Impact on performance and performance Indicators	There are a number of performance indicators related to climate change and emissions reduction. Emissions are reported to the Scottish Government in November each year.
V	Relevance to Single Outcome Agreement	Outcome 4 - We live in resilient, cohesive and safe communities. Outcome 8 - We have the most efficient and effective use of resources by minimising our impact on the built and natural environment.
VI	Resources - (Financial, Staffing and Property)	One-off funding of £800,000 allocated over 2021/23 to support projects aimed at addressing climatic issues.
VII	Consideration at PDSP	This is the first time the PDSP has considered a report on this specific issue, although the panel did consider numerous Climate Change related reports in February 2021.
VIII	Other consultations	NETs & Land Services; Countryside Services (Parks & Woodland); Property Services & Climate Change & Energy Manager; Green Action Trust and Edinburgh & Lothians Greenspace Trust.

D. TERMS OF REPORT

D.1 Background

Following West Lothian Council's declaration of a Climate Emergency in September 2019, a short life Cross-Party Working Group was established to formulate a way forward which involves the wider public, business and other public bodies. The working group reported to council on 17 March 2020. In parallel, as part of its budget setting process, the council allocated £800,000 of one-off funding to support projects aimed at addressing climatic issues.

D.2 Identifying and Progressing Projects

Officers from various services across the council have drawn together potential projects which focus on habitat restoration and tree planting. While the council continues to be focused on reducing its own emissions it is recognised that to achieve net carbon zero an element of carbon off-setting will be required. Habitat restoration and tree planting are widely recognised as key approaches to sequestering carbon.

To fully quantify the carbon and ecological benefits of the council's investment in these projects, a carbon baseline will be required and it is proposed to determine this through the appointment of specialist consultants. While not directly related to carbon sequestration, it is proposed that a study of the opportunities to create heat and power from the council's land and water assets is also undertaken to inform future actions and investments.

Given the scale of the potential projects over a two year period, external environmental organisations such as the Green Action Trust (GAT - former Central Scotland Green Network Trust – who the council already have a concordat to deliver environmental projects) and Edinburgh & Lothian Greenspace Trust (E&LGT), will be essential in assisting with the delivery of various projects that would be one part of addressing the Climate Change Emergency in West Lothian. Other partners may also be involved and appointment of external support will be in accordance with the council's procurement arrangements.

D.3 Potential Projects

In establishing the list of projects an assessment has been made of those schemes most likely to deliver the greatest impact in terms of carbon reduction and carbon sequestration. Green Action Trust and Edinburgh & Lothian Greenspace Trust have provided this assessment on behalf of the council.

However, projects are not solely focused on carbon reduction. Consideration has also been given to a wide range of assessment criteria including improving biodiversity and matching with wider council priorities. Projects were assessed for deliverability in the short term and the longer term cost of maintaining projects. On the latter aspect, there may be opportunities for partnership working with private sector organisations who are facing similar challenges in carbon reduction and off-setting emissions.

The following criteria, ranked in order of priority, assessed all potential projects:

1. Deliverability in short timescale;
2. Carbon capture impact;
3. Impact on biodiversity;
4. Future Maintenance;
5. Ability to secure match funding;
6. Linkage other council priorities (including positive impact on areas of deprivation);
7. Option for commercialisation; and
8. Contributes to Climate Adaptation.

Following the assessment, the proposed projects are as follows. These are group under the main headings of research studies; habitat restoration projects and carbon sequestration projects.

Project	Year 1 – 2021/22	Year 2 – 2022/23	Comment
Research & Studies			
Natural Capital Audit & Local Biodiversity Action Plan Review	£60,000		Baseline carbon sequestration of WLC landholdings requires to be established.
Future Farm Carbon Plan	£15,000		Relates to Beecraigs Farm.
Opportunities to Generate Heat and Power from WLC Land and Water Asset	£10,000		Follow-up on initial Greenspace Scotland study.

Habitat Restoration (WLC Peatland & Bogland restoration)			
Easter Inch Moss between Blackburn and Seafield	£30,000		Scope to lever out further Nature Scot Peatland grant
Black Moss, Armadale.	£20,000		Scope to lever out further Nature Scot Peatland grant

Carbon Sequestration Projects			
WL 'Climate Forest'	£200,000	£100,000	40 WLC sites covering 350ha+ under assessment by GAT(though not all will progress).
Urban Community micro-forests ('Wee Forests')	£20,000		2 sites at £20,000 each subject to match funding. Scope for Nature Scot match grant of £20,000.
Urban Tree Canopy	£10,000		Contribution to East Central Scotland project involving 3 other local authorities.
Ash Dieback Roadside Tree Replacement project	£50,000		Survey and replacement work already underway by NETS, Land and Countryside Services.
Support for WL Food Growing Strategy	£60,000		Fund to support the council's food growing strategy.
Livingston North Blue / Green Network	£50,000	£50,000	Various sites along River Almond, Lochshot Burn, Nell Burn & Folly Burn with tree planting and works in riparian corridor.
Greening the Shale Trail	£10,000	£50,000	From 21 sites, 4 main sites: Broxburn, Uphall, Uphall Station, Kirkton & scope to involve community volunteers.

Other Projects			
Free Trees in and Around Gardens	£50,000		Option to look at supporting individual planting or group planting in areas of underused garden ground to create micro forests in the council estate.
'Tree time' Donation scheme via Edinburgh & Lothian Greenspace Trust	£15,000		Option for small scale sponsored tree planting which could generate a modest income to support maintenance.
Total	£600,000	£200,000	

D.4 External Grant Funding

With the majority of these projects, there is the ability to apply for external grant funding from various sources to increase the budget. A focus of any such support will be the maintenance of planting and habitat restoration projects in the future. Officers are aware that a number of businesses operating in and around West Lothian, including Edinburgh Airport have a significant requirement for offsetting their carbon impacts and officers will continue to work with external organisations to look at options for partnership approaches which would support further projects in West Lothian.

However, as external funding is secured there will also be the opportunity to bring further projects onto the list of agreed projects. A regular review of project implementation, external funding support and options for the inclusion of additional projects will be reported to the panel.

D.5 Carbon Offsetting and Emissions Reduction

The panel considered a report on carbon off-setting in February 2021. Carbon off-setting is defined as an action or activity (such as the planting of trees or carbon sequestration), that compensates for the emission of carbon dioxide or other greenhouse gases to the atmosphere.

The council owns and manages significant land assets including agricultural land managed in-house and leased out to farmers, circa 1,000 hectares of woodland, other semi-natural habitats such as grassland and peatland bogs (including at Easter Inch Moss at Blackburn and Black Moss, Armadale) as well as thousands of individual trees and shrubs within more formal park areas and along roads and streets.

These features are already sequestering (locking-up) atmospheric CO₂. As this is a relatively new area of focus, the scale of current sequestration and the potential for future enhancement and expansion of off-setting will be assessed by the proposed Natural Capital Audit for West Lothian. The audit will then be maintained going forward to provide a 'live' picture of sequestration capability in West Lothian recognising the significant level of development led tree planting which is taking place in West Lothian. A sequestration baseline, will be part of the forthcoming West Lothian Climate Change Strategy review.

D.6 Outline Costs, Deliverability and Timescales

The actual project delivery costs will only be fully established when projects are fully designed. That will commence when the list of projects to be taken forward has been agreed.

It is proposed that the Head of Planning, Economic Development & Regulatory Services be given delegated authority to negotiate with the two charitable environmental trusts, GAT and E&LGT, on the delivery of projects. The council's normal procurement rules will however apply to the procurement of any delivery partners and the Environment PDSP and Council Executive will be kept up to date on the outcomes and progress over the next two years.

Through the involvement of both these environmental trusts referred to above there is the scope to involve volunteers, schools and West Lothian College, as well as community councils and other interested organisations in several of the identified carbon sequestration projects through tree planting and related environmental improvements.

E. CONCLUSION

The West Lothian Climate Change Emergency Fund gives the council the ability to target various environmental projects on public land that will allow for carbon sequestration through habitat restoration as well as tree planting. Help in delivering these projects on the ground over the next two years, via organisations such as the Green Action Trust, along with Edinburgh & Lothians Greenspace Trust, will be essential to their success.

F. BACKGROUND REFERENCES

None

Appendices / Attachments: None

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Craig McCorriston
Head of Planning, Economic Development & Regeneration

1 June 2021

DATA LABEL: PUBLIC



ENVIRONMENT POLICY DEVELOPMENT & SCRUTINY PANEL

FOOD GROWING STRATEGY 2020 – 2025

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to make the panel aware of the content of the new Food Growing Strategy for the period 2020-2025 and to highlight to the panel the plans for the document going forward. Also to seek approval for submission to the Council Executive for approval.

B. RECOMMENDATION

It is recommended that the Environment PDSP:

- (i) note the content of the Food Growing Strategy 2020-2025
- (ii) support the submission of the Strategy to Council Executive for approval

C. SUMMARY OF IMPLICATIONS

- | | |
|---|---|
| I Council Values | <ul style="list-style-type: none">• focusing on our customers' needs;• being honest, open and accountable• providing equality of opportunities;• making best use of our resources;• working in partnership |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | <p>The purpose of this report is to create a new council strategy.</p> <p>The council has a statutory duty to produce a Food Growing Strategy through the Community Empowerment (Scotland) Act 2015, part 9 Allotments</p> <p>Food growing is considered as Active Open Space, therefore the new guidance is in line with the Open Space Plan and it is not anticipated that there will be a requirement to make it the subject of separate Strategic Environmental Assessment (SEA).</p> |
| III Implications for Scheme of Delegations to Officers | None |
| IV Impact on performance and | Comes under performance indicators for Open |

performance Indicators	Space
V Relevance to Single Outcome Agreement	<p>Outcome 2. We are better educated and have access to increased and better quality learning and employment opportunities</p> <p>Outcome 3. Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business</p> <p>Outcome 4. We live in resilient, cohesive and safe communities</p> <p>Outcome 7. We live longer, healthier lives and have reduced health inequalities</p> <p>Outcome 8. We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.</p>
VI Resources - (Financial, Staffing and Property)	<p>Resources / funding will be required to support community food growing groups, to establish and manage projects. This will be predominantly externally funded, with some support required from the council.</p> <p>There will be an increase in the variety of Open Space assets overall.</p>
VII Consideration at PDSP	-
VIII Other consultations	<p>Planning Services has been consulted</p> <p>Public consultation required</p>

D. TERMS OF REPORT

D.1 Background

In support of community growing, the Community Empowerment (Scotland) Act 2015 (CEA), Part 9, Section 119 requires each local authority to prepare a Food-Growing Strategy for its area to identify land that may be used as allotment sites, identify other areas of land that could be used for community growing, and describe how the authority intends to increase provision, particularly in areas which experience disadvantage. Part 9 also places a duty on local authorities to review the Food Growing Strategy at least once every five years.

The Food Growing Strategy prepared has been created to fit these criteria as well as fit in with the council's revised Open Space Plan, which provides a strategic vision for the provision, development, regeneration and management of open space within West Lothian. This new West Lothian Food Growing Strategy replaces the council's Allotment Strategy.

D.2 Content of the Strategy

The overall purpose of the food growing strategy is to provide a rationale and some key actions which will promote and make it easier for people in West Lothian to grow their own food, principally in community food-growing settings.

The strategy highlights the benefits of food growing, to ensure that everyone understands the relevance of 'growing your own' today. It also raises awareness of all the different methods of growing, so that residents can be inspired to choose a method that is most suitable for them. It lists all the existing known community food growing initiatives across West Lothian as of 2019/20, and outlines how food growing is currently supported and what the issues are.

Significantly, the strategy outlines what the council will do to identify new opportunities for growing, the processes required to establish new food growing sites, and what support the council and partners can give to community food growing initiatives over the next 5 years.

Where there is demand, the council will seek to enable the different kinds of community food growing initiatives on council-owned land, in existing open spaces. Various council services will be required to give support to food growing initiatives, and we will also signpost and work in partnership with outside agencies.

To plan for the future, food growing sites are classed as 'active open space' and potential spaces should either be earmarked as part of Open Space requirements in new developments, or, where developer contributions are required through Section 75 or 69 agreements, these may be used for developing food growing sites outwith the development.

A new Standard for allotments (5 allotment plots per 1000 households) will enable the council to plan provision for the future and aligns with the council's current financial commitments to Open Space, to 2028.

The Strategy establishes a clear approach to community food growing in West Lothian, based on a shared vision. In addition, the Strategy will help inform and support important related strategic initiatives, such as the Anti-Poverty Strategy, Climate Change Adaptation plan and food security policies. It also conforms with the council's agreed Ecosystems Approach to land management.

The actions within this Strategy are intended to be carried out within current council staffing and resourcing, also through the work of external partners, and by drawing in funding from external grants. However, due to the substantial costs of setting up sizeable new allotment sites, some capital may need to be dedicated to food growing, in order to demonstrate council commitment and to lever in external, matched funding. In which case, council funding will be sought to cover site set-up costs.

E. CONCLUSION AND NEXT STEPS

This Food Growing Strategy sets out a clear rationale and key actions for promoting, facilitating and sustaining increased food growing opportunities for the communities of West Lothian. It was developed with substantial community input and we seek to take it to the Council Executive for formal approval.

F. BACKGROUND REFERENCES

1. WLC Open Space Plan 2020-25
2. Community Empowerment (Scotland) Act 2015
3. Becoming a Good Food Nation 2014 – national food and drink policy

Appendices/Attachments:

West Lothian Food Growing Strategy 2020 - 2025

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Date of meeting: 1 June 2021

West Lothian

FOOD GROWING STRATEGY



Killandean Allotments

2020-2025

Open Space Plan - Annex B

Executive Summary

Introduction

The Community Empowerment (Scotland) Act 2015 (CEA), Part 9, Section 119 requires each local authority to prepare a food-growing strategy for its area, to identify land that may be used as allotment sites, identify other areas of land that could be used for community growing, and to describe how the authority intends to increase provision, particularly in areas which experience disadvantage. Food growing strategies must be reviewed at least once every five years.

Above and beyond these legal requirements, the overall purpose of this food growing strategy is to provide a rationale, establish key processes and identify significant actions which will promote and make it easier for people in West Lothian to grow their own food, principally in community food-growing settings.

What do we mean by Food Growing?

'Food growing' in this document means the cultivation of vegetables, fruit, herbs and/or flowers, in open spaces that are on public land. The Community Empowerment Act doesn't cover allotments and community growing projects on non-council land, or private gardens. However, this strategy does acknowledge the numerous existing community growing initiatives on non-council ground in West Lothian and can be used to encourage people to grow food in these other spaces as well.

There are many different ways to grow within the community, all offering varying degrees of commitment and support: from fruit trees in public parks through institutional growing sites (e.g. hospitals / schools), community gardens and through to individual plots on allotment sites.

Context in local policies and plans

Food growing sites are identified as 'active open space' within the West Lothian Open Space Plan and this strategy forms an annex to the overall Open Space Plan, which also informs the Local Development Plan. Other local policies and plans relevant to this strategy include the West Lothian Anti-Poverty Strategy 2018-2023, West Lothian Climate Change Adaptation Plan, the West Lothian Local Outcomes Improvement Plan (LOIP) 2013-23, and the NHS Lothian Green Space and Health Strategic Framework (2019).

Multiple benefits of food growing

The multiple benefits of local community food growing initiatives are outlined in the plan, including: Environmental benefits – enhancing biodiversity and promoting sustainable land use, mitigating against climate change, building resilience to the effects of climate change and reducing packaging; Social benefits - enhancing physical and mental health, providing learning opportunities, building community cohesion, reducing health inequalities; Economic benefits – reduced costs for households, boosting the local economy, helping to address local food poverty, providing productive activity.

The existing picture of food growing in West Lothian

The strategy provides a snapshot of the current picture of food growing in 2019/20, including an audit of existing community food growing sites and organisations who support food growing in West Lothian. At the time of writing, there are currently 2 council and 5 private allotment sites, 9 community growing initiatives on public lands and 3 on private land and 1 social enterprise farm.

It is clear that partnership working between third sector, public sector and private sector organisations is key to providing land and also skills, training and support for community food growing. As the operational side of food growing in West Lothian is constantly evolving, updates on initiatives throughout the next 5 years will be posted on the council's food growing webpage www.westlothian.gov.uk/foodgrowing

Barriers to growing

The barriers to community food growing have been identified through stakeholder feedback. They include, on a site level - identifying and securing suitable land for sites, land contamination, soil tests and planning applications, site set-up costs and access/utilities; on an individual level - a lack of skills, lack of time, lack of available plots, lack of wider community support for growing, lack of volunteers to set up sites, no garden/space, cost of buying materials, lack of information about where to grow and health issues.

Addressing barriers

The council will work to address the barriers identified through: updating the council allotment waiting list process, sharing and updating information on the council food growing webpage, identifying potential land for community growing in the strategy, help with soil testing and planning application costs, and addressing access issues where possible; we will work in partnership with other organisations to signpost to useful information/initiatives, support the formation of groups, help them to access funding in order to manage sites and provide training, facilitate knowledge-sharing and peer-learning throughout the area, promote the different kinds of food growing and encourage partnership working between community groups.

Identifying land for growing

Categories of council-owned land that could be used for new growing initiatives are outlined in the strategy. Priority geographic areas have been identified by mapping the spatial distribution of existing food growing opportunities and identifying where the gaps are – predominantly in the west of West Lothian. A new standard of ensuring 5 allotment plots per 1000 households is defined, based on existing provisions and current waiting lists, to ensure that the council can plan for future opportunities – both spatially and in relation to the number of predicted households in the area. This means that, in partnership with local communities, up to 3 allotment sites could be established within the next 5 years, depending on the level of demand.

Monitoring and reviewing progress

The strategy will be informally reviewed annually through discussions with stakeholders. The Community Empowerment Act requires the council to produce an annual allotment report, which will be presented to the Environment PDSP. More formal stakeholder reviews will take place every 4-5 years, before updating the strategy for the next 5 years.

Investment required to put the strategy into practice

Establishing new sites and supporting food growing groups will require some resource – both capital, for infrastructure set-up, and time/revenue for officers to support groups. It is anticipated that external funds will be sought to cover the majority of costs for establishing new council-owned sites, however, some council commitment is required to lever in the substantial external funding required for setting up allotment sites in particular. This would take the form of a council commitment to cover set-up costs such as soil testing, planning applications, reasonable site access, drainage and fencing for new council allotment sites.

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1.0 INTRODUCTION AND RATIONALE

1.1 Background

- 1.1.1 Growing your own food and organic growing are seeing a resurgence in popularity, with Climate Change emergencies being declared by many local authorities, including West Lothian Council. With growing awareness about where our food comes from and a rising interest in vegetarianism, there is an increasing movement towards more locally sourced food and growing your own fresh produce. People are also experimenting with new ways of growing food in quantity, and are (re)discovering a wider variety of edible plants. There is also a need to address the health of the general population, health inequalities and food poverty. Attitudes are also changing: we are beginning to recognise the important functions of biodiversity and natural systems in sustaining both our economy and our health and wellbeing. All these factors are leading to a need to find new ways and places to grow within the urban environment – closer to where people live – and this offers opportunities for community growing, social enterprise and small business.
- 1.1.2 In support of community growing, the Community Empowerment (Scotland) Act 2015 (CEA), Part 9, Section 119 requires each local authority to prepare a food-growing strategy for its area to identify land that may be used as allotment sites, identify other areas of land that could be used for community growing, and to describe how the authority intends to increase provision, particularly in areas which experience disadvantage. Part 9 also places a duty on local authorities to review the Food Growing Strategy at least once every five years.
- 1.1.3 Other specific legislation that will affect food growing is the national food and drink policy, [Becoming a Good Food Nation](#), which was published in 2014 by the Scottish Government. This policy sets out a new vision for Scotland: that by 2025 Scotland will be “a Good Food Nation, where people from every walk of life take pride and pleasure in, and benefit from, the food they produce, buy, cook, serve, and eat each day.” Legislation is currently being prepared to ensure the concept of a “Good Food Nation” is put into action across the country. Community food growing is one of many ways in which people can learn about food and the food system, and to provide access to good quality fresh food. It is expected that this Food Growing Strategy will also help West Lothian Council to fulfil new duties arising from the “Good Food Nation” legislation.

1.2 Purpose of the Strategy

- 1.2.1 The overall purpose of this food growing strategy is to provide a rationale, establish key processes and identify significant actions which will promote and make it easier for people in West Lothian to grow their own food, principally in community food-growing settings. The strategy highlights the benefits of food growing, to ensure that everyone understands the relevance of 'growing your own' today. It also raises awareness of all the different methods of growing, so that residents can be inspired to choose a method that is most suitable for them. It lists all the existing known community food growing initiatives across West Lothian as of 2019/20*, and outlines how food growing is currently supported and what the issues are. And significantly, it outlines what the council will do to identify new opportunities for growing, the processes required to establish new food growing sites, and what support the council and partners can give to community food growing initiatives over the next 5 years.

*A regularly updated list can be found on the council's food growing webpage: www.westlothian.gov.uk/foodgrowing

1.3 Scope of the Strategy

- 1.3.1 The Community Empowerment Act 2015 Part 9, 119 defines a local authority Food Growing Strategy as a document:

(3) (a) identifying land in its area that the local authority considers may be used as allotment sites,

(b) identifying other areas of land in its area that could be used by a community for the cultivation of vegetables, fruit, herbs or flowers,

(c) describing how, where the authority is required to take reasonable steps under section 112(1), the authority intends to increase the provision in its area of—

(i) allotments, or

(ii) other areas of land for use by a community for the cultivation of vegetables, fruit, herbs or flowers, and

(d) containing such other information as may be prescribed.

And when describing the matters required in paragraph (c), describe whether and how the authority intends to increase the provision of land in areas which experience socio-economic disadvantage.

- 1.3.2 Beyond these legal requirements, this 5-year West Lothian Food Growing Strategy aims to promote food growing in many different ways across West Lothian and to support communities in whatever form of growing projects suit them best. This ranges from

allotments and community gardens to planters in public open spaces and also more informal food growing, such as fruit trees in parks and berry bushes in woodlands.

1.3.3 West Lothian already has some very good examples of these kinds of initiatives– e.g. Killandean Allotment site in Livingston, Polbeth and West Calder Community Garden, Winchburgh Community Growing Group (who have planters throughout Winchburgh) and fruit trees planted in parks by the Friends of Kirkton Park in Bathgate and Burgh Beautiful in Linlithgow.

1.3.4 The council is keen to support more initiatives, but with a limit on resources this can only be done through co-operation - working together with all our existing partners and seeking new partners. Partnership working is key to delivering the strategy.



Deansmeadow allotments

1.4 What do we mean by Food Growing?

‘Food growing’ in this document means the cultivation of vegetables, fruit, herbs and/or flowers, in open spaces that are on public land. The Community Empowerment Act doesn’t cover allotments and community growing projects on non-council land, or private gardens. However, it doesn’t prohibit this strategy from acknowledging private community growing spaces or encouraging people to grow food in these other spaces as well, for example through the council’s annual West Lothian Gardens Competition.

1.5 Local Policies and Plans that influence local food growing

This strategy links with many other policies and plans for West Lothian:

- 1.5.1 *West Lothian Local Development Plan (LDP) (2018)*. Each council area across Scotland is required to produce a Local Development Plan, to ensure a planned approach to land use and all development across the area. It details areas for new development, such as housing, and areas to be protected, such as active open spaces (including food growing areas), throughout West Lothian. It also includes policies that guide decisions on planning applications.
- 1.5.2 Policy ENV 15 relates to Community Growing and Allotments. It explains that community growing spaces will be supported where there is no detriment to the existing recreational use or natural heritage, biodiversity or landscape provisions and adjacent uses and the proposals can be shown to be self-sustaining and free of additional revenue implications for the council.
- 1.5.3 Policy ENV 16 (page 49) relates to Stalled Spaces and Vacant/Derelict Land. It states that *"Allocated development sites that are taking time to be developed will be considered for temporary / advance green infrastructure works..... which bring environmental and community benefits in the short term"*. Community gardens are listed as a valid use of 'temporary greening' in paragraph 185.
- 1.5.4 Policy EMG 6 (page 71), paragraph 260 states that *"The greening of vacant and derelict land is encouraged by this plan. A wide range of environmental measures to green and enhance vacant and derelict land will be promoted and supported. In addition, development of or exceeding 2 hectares on vacant and derelict land for sustainable drainage systems or allotments will be treated as national development and supported in principle."*
[https://www.westlothian.gov.uk/media/27735/Adopted-West-Lothian-Local-Development-Plan/pdf/West Lothian Local Development Plan - Adopted final.pdf](https://www.westlothian.gov.uk/media/27735/Adopted-West-Lothian-Local-Development-Plan/pdf/West%20Lothian%20Local%20Development%20Plan%20-%20Adopted%20final.pdf)
- 1.5.5 *West Lothian Open Space Plan 2020-24*. This Food Growing Strategy constitutes Annex B of the Open Space Plan (OSP). The OSP provides an overall vision for the provision, development, regeneration and management of open spaces throughout West Lothian,

including community growing spaces (considered as 'active open space') and can be viewed online at: <https://www.westlothian.gov.uk/article/34125/Open-Space-Strategy>

- 1.5.6 *West Lothian Allotment Strategy*. West Lothian Council previously had an allotment strategy from 2010-15. This arose from the West Lothian Open Space Strategy 2005-10 and was always intended to be an interim strategy, as other legislation was emerging. This Food Growing Strategy (2020-25) replaces the Allotment Strategy.
- 1.5.7 *West Lothian Anti-Poverty Strategy 2018-2023*. The Anti-Poverty Strategy's overall purpose is to help minimise the impact of poverty on the people of West Lothian. It sets out how the council and its Community Planning Partners will address poverty at a local level. It can be viewed online at: <https://www.westlothian.gov.uk/anti-poverty> Community food growing, especially in areas of disadvantage, is recognised as helping to improve physical and mental health as well as improving access to fresh fruit and vegetables.
- 1.5.8 *West Lothian Climate Change Adaptation Plan*. All local authorities are required to produce a Climate Change Adaptation Plan. The West Lothian Adaptation Plan includes actions to ensure that the Open Space Plan and Food Growing Strategy "take account of climate resilience and [support] health and wellbeing." It is currently being finalised for consideration by the council after a Climate Change Emergency was declared towards the end of 2019.
- 1.5.9 *West Lothian Local Outcomes Improvement Plan (LOIP) 2013-23*. All local authorities are required by the Government to produce a LOIP, to help them improve quality of life and community participation, and reduce inequalities. The West Lothian LOIP can be viewed online at: <https://www.westlothian.gov.uk/article/3893/Local-Outcomes-Improvement-Plan>. Food growing contributes to many local outcomes, including health and wellbeing, social, environmental and economic outcomes. Each of the 13 identified regeneration areas has its own community regeneration plan, based on the needs of the individual communities following consultation. Community growing is an integral part of these plans.
- 1.5.10 *Community Plans, Community Charrettes*. Where these exist or have taken place, there may be localised visions and plans to increase community food growing, which this strategy can support. e.g. Fauldhouse Charrette in 2017.

1.5.11 *NHS Lothian Green Space and Health Strategic Framework*. Brings together evidence on the impact of green space on health and the health benefits of outdoor activities, including community gardening, and seeks to advance the use of greenspaces, both within and outside the NHS estate, for improving health. Objective B4 of the Strategy is “*to develop connections between the NHS estate and community greenspaces*” and Objective D is “*to encourage and support partnership working on a ‘natural health service’ approach to wider greenspace development and management*”
<https://tinyurl.com/hrw85zb3>

1.6 Different Growing Approaches

Community growing can occur in many different shared spaces and in lots of different ways. This strategy aims to support various communities across West Lothian to grow in spaces and ways that are most suitable for them, and to promote opportunities that arise with partner organisations.

greenspace scotland's “Our Growing Communities” webpage has many examples of where/how food can be grown <https://www.greenspacescotland.org.uk/food-growing-publications>.

Definitions and brief descriptions of the approaches supported by this strategy are outlined below.

- 1.6.1 *Allotments*. Allotment gardens are areas of land (generally 250m² for a standard plot) which were historically intended for growing fruit and vegetables for the personal and family use of the plot-holder. These days allotment plot-holders may also grow herbs and flowers and share produce with friends, relatives and neighbours. Smaller plots can be also provided for people who can't manage a standard plot. Excess produce may now be lawfully sold, but not for a profit and a license is required if this is to be a regular activity. Allotment sites are generally managed by an allotment association, which is composed of current plot-holders.
- 1.6.2 *Community gardens (including communal gardens / backgreens)*. These are gardens that can be used for growing fruit, vegetables, herbs and flowers and are generally

communally managed by a formally recognised group, who share the produce between all the volunteers. They may also share the produce with the wider community.

- 1.6.3 *Community orchards and woodlands.* At least 5 fruit trees planted in a public park may be called an 'orchard'. They are often created so that anyone can harvest the fruit, although there may also be group activities to harvest and process the fruit in some way, such as juice-making, jam-making or cider-making. Community woodlands can be managed or leased by a community group for the benefit of the community. They may include trees, shrubs, herbs and fungi that can be 'foraged' for food.



Mosswood community garden

- 1.6.4 *Forest Gardens.* These are informal gardens, structured like a woodland and using all the layers of a woodland to produce food – from the underground layer (e.g. root vegetables and mushrooms), to ground cover plants (e.g. wild strawberries), shrub layers (e.g. blackcurrants) small trees (e.g. apples), and tall trees (e.g. chestnut). Due to the woodland structure, which can be shady, the range of edible plants may be slightly different to those than would normally be found in a more open edible garden.
- 1.6.5 *Incidental growing spaces – 'growing in public spaces'.* This includes growing fruit, veg, herbs and flowers (including edible flowers) on verges, in planters in public spaces, in public flower beds and woodland edges. They can be managed by a community group with help from community volunteers. They could include purpose-built planters on new

housing estates, flower beds which are no longer maintained by the council or fruit bushes on the edge of a woodland. All produce is available for anyone to help themselves to.



Winchburgh Community Growing Group

1.6.6 *Institutional growing spaces.* These include spaces for growing in schools, colleges, health and social care buildings (e.g. hospitals / care homes). They can be managed by the participants in the organisation and/or volunteers.

1.6.7 *Social enterprises/Community businesses.* These are growing initiatives that sell produce and put their profits back in to the enterprise. They can include everything from community gardens to market gardens and co-operative farms. The term can also include community supported agriculture, which is a partnership between farmers and local consumers, where the responsibilities and rewards of farming are shared between them.

1.7 Multiple Benefits of Food Growing

Growing initiatives are widely recognised for their ability to facilitate and contribute to a broad spectrum of goals that support the move towards sustainable development.

Environmental benefits

- 1.7.1 *Biodiversity.* Most fruiting crops support pollinators, as they need insects to pollinate their blossoms in order to produce the fruit. Many food-growing sites also grow herbs and flowers to attract pollinators into the site. Fruit trees and shrubs offer habitats for foraging and shelter, for a wide range of birds and mammals. Combined with organic methods of gardening, food growing sites can support a significant healthy ecosystem.
- 1.7.2 *Climate-change mitigation – helping to limit climate change.* Providing opportunities for local production of food through all forms of community growing/grow-your-own helps to reduce long-term food insecurity and reduces the carbon emissions and energy associated with the mass production and transport of food. Food growing can also improve soil conditions and increase carbon storage in the soil through appropriate food-growing site design, practice and management. Responsible composting on site recycles waste and ensures that carbon and other elements are kept within the soil system. “Growing your own”, and the promotion of “grow-your-own” encourages behaviour change and sustainable lifestyle choices, helping to protect the wider environment as well.
- 1.7.3 *Climate change adaptation – ensuring we can cope with changes in climate.* Local, organic food growing can help to improve soil structure/fertility, improve air quality, aid water infiltration, improve water retention through mulching and reduce storm-water run-off through vegetation cover and rainwater collection and storage.
- 1.7.4 *Reduced packaging.* Harvesting and transporting your own fruit, vegetables, herbs and flowers doesn’t require the use of single-use packaging or plastic. This in turn helps to reduce waste, litter and pollution.

Social benefits

- 1.7.5 *Health.* Being outside in the fresh air, and in contact with nature, can help to relax us and boost our mental health and wellbeing. The physical nature of gardening, including digging, bending, lifting, etc also provides physical exercise. Relaxation and exercise can help to prevent many diseases. Research shows that our gut bacteria can also benefit, not just from the food we eat, but from spending time outside and interacting with the surroundings. Growing activities also provide a way for those who are recovering from

illness or injury to rehabilitate, and enable people suffering from isolation to socialise with others.

1.7.6 Learning. Growing food is a learning process in itself. Food growing initiatives enable people to share their experiences and learning; publicity of projects raises awareness of food growing within communities; and growing-your-own also offers an opportunity to try out new foods and different ways of growing. Growing in schools can be incorporated into the curriculum in many different ways and can contribute to extra-curricular activities and awards.

1.7.7 Community cohesion. Sharing food brings people together. Growing projects are community hubs – bringing people from all walks of life and cultures together. Benefits can be felt throughout the community with the sharing of produce, open days, activity days and sharing learning, etc. It's also an opportunity for older people to share their knowledge with younger people – bringing together generations. In this way food growing projects can help to reduce social isolation.



1.7.8 Reducing health inequalities. By widely promoting the multiple benefits of food growing and ensuring that food-growing opportunities are available to all, we can help to reduce health inequalities and relieve food poverty. Growing organic produce within communities can bring quality fresh fruit and vegetables to all, without the obstacle of cost.

Economic benefits

1.7.9 Reduced costs for households. A standard 250m² plot has traditionally been the recommended size to provide enough fruit/veg for a family of 4 throughout the year, and developments in growing methods (e.g. “no dig” and “double-cropping”), could reduce this area. Self-sufficiency in fruit and vegetables can substantially reduce annual household expenditure. For many working people who may not have the time to grow enough to be totally self-sufficient, their diet will be supplemented by the crops that they grow, meaning reduced costs for buying fruit, vegetables and herbs.

1.7.10 Boosting the local economy. The local economy benefits directly through the purchase of seeds, plants, etc, and the exchange of produce by individuals as well as the selling and exchange of produce by community-led food-growing enterprises. The economy is boosted indirectly as more active greenspace and more variety of opportunities make West Lothian a more attractive place to live and work.

1.7.11 Addressing local food poverty. Community growing initiatives can assist people to supplement their diet by growing their own fresh food at low cost; the sharing of excess produce from growing initiatives to community fridges and food banks helps to support people experiencing acute food poverty.

1.7.12 Productive activity. Community growing offers opportunities for being productive outdoors, which enables people to build up experience, learn new skills and increase their confidence. It can offer carers, voluntary and support sectors new ways to engage people and supports peer working and collaboration across a broad social mix.



Pumpherston and Uphall Station Primary School

2.0 STRATEGY DEVELOPMENT PROCESS

This section describes the processes used to develop the strategy, including who was involved and how.

2.1 Community Food Growing Audits

Firstly, audits were carried out of all the known allotment sites and community gardens in West Lothian over the autumn/spring of 2017-18. This included growing sites leased to community groups by private landowners. The audit consisted of visits to the sites, meeting with allotment committee members and community garden staff, and discussing key details (such as number of plots and numbers of people involved).



Consultation event: Linlithgow October 2018

2.2 Events and Surveys

2.2.1 The council employed greenspace scotland to organise two consultation events in autumn 2018, for anyone in West Lothian with an interest in growing. The first event was open to all members of the public. The second event was for local staff/volunteers of organisations already involved in growing and those who can help to enable future growing throughout the area, including council colleagues and staff/volunteers from external organisations.

2.2.2 Greenspace Scotland also hosted an online survey for all members of the public to tell us their views. The events and online survey were publicised through existing contacts, community groups, schools, community councils and the council's Media team. Results from the events and surveys can be found on our food growing webpage: <https://www.westlothian.gov.uk/foodgrowing>

2.3 Focus Group

A discussion about food growing was held with the 'Experts by Experience' anti-poverty focus group in January 2019.

2.4 Discussions

Discussions about food growing have also taken place, and are ongoing, with the council's Open Space team, Regeneration groups, Anti-Poverty working group, Planning Services, Grounds Maintenance team, Property Services, colleagues from other interested national and regional organisations such as greenspace scotland and the Green Action Trust (formerly CSGNT), and local groups such as existing growing groups, schools and community councils.

All the information collated has directly shaped this strategy.



Consultation event: Linlithgow October 2018

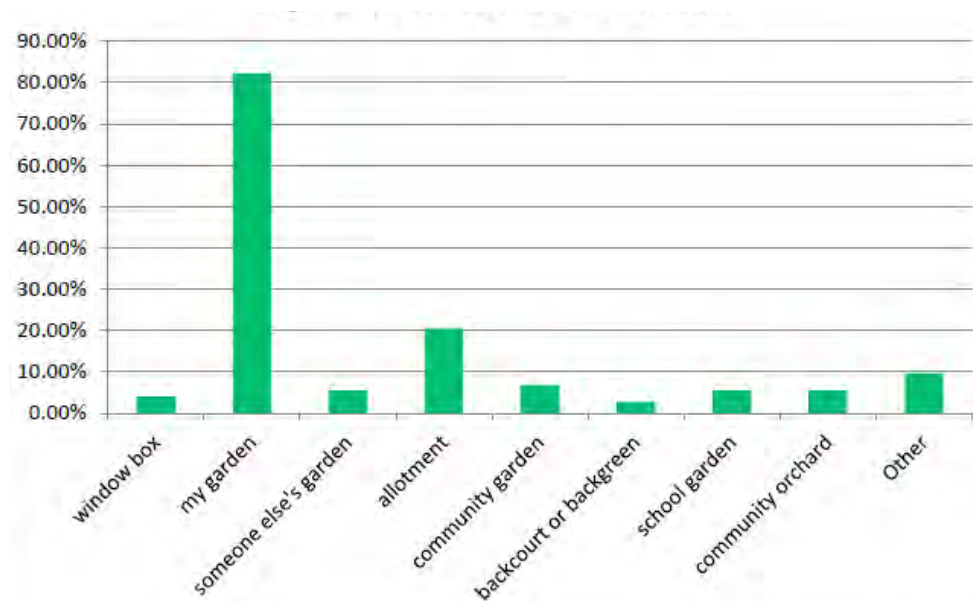
3.0 THE CURRENT PICTURE OF GROWING IN WEST LoTHIAN

This section notes all the existing growing opportunities across the range of growing approaches within West Lothian.

3.1 Where People Currently Grow

Of everyone who took part in the council's events and online survey in 2018/19, 75% of participants were already growing their own and 25% were not currently growing. See the graph below.

Graph 1 – Where people currently grow



3.1.1 Of the participants in the online survey, 83% of people who currently grow their own do so in their own gardens and 20% in allotments. By contrast, most people who attended the stakeholder events grow in a variety of community settings, including community gardens and community planters, followed closely by allotment sites. However, approximately 53% of all participants would like to grow *more* vegetables, fruit, herbs or flowers.

3.1.2 60% of survey respondents said they 'pick their own' or 'forage' for fruit, vegetables, herbs or flowers, which they haven't grown themselves: 52% forage from hedgerows, 47% forage from woodlands, 41% use 'pick your own' farms and 33% pick fruit/ herbs/ flowers from council parks and open spaces. Respondents indicated that in future they would be interested in 'picking their own' from: community gardens (60%), council parks /

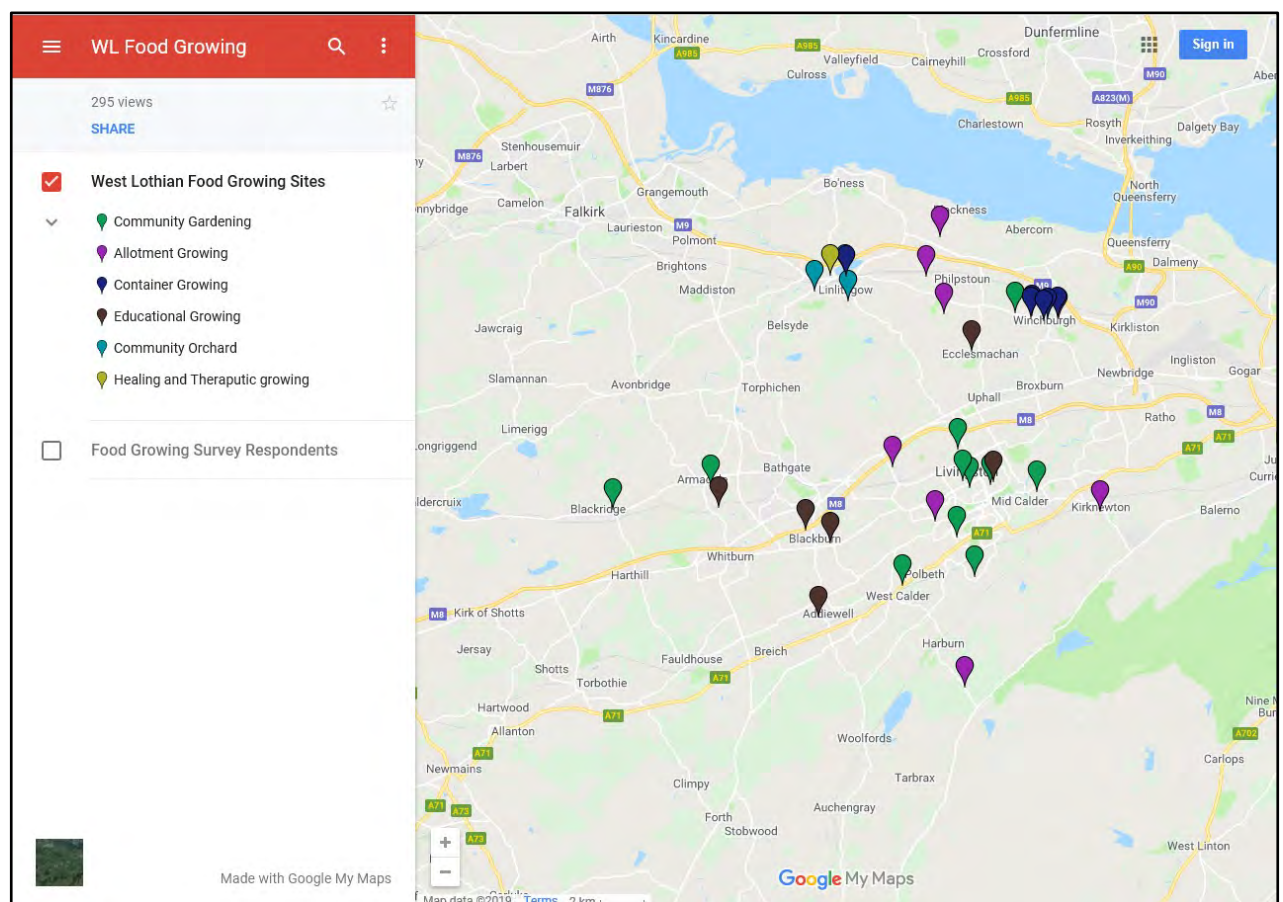
open spaces / woodlands (54%), hedgerows and planters around the community (44%) and 'pick your own' farms (44%).

3.2 Audit Results

3.2.1 As can be seen above, people are already growing in many different ways throughout the area and have aspirations to grow more. The map below shows all community growing projects identified through the stakeholder engagement events in autumn 2018. An [updated map](#) can be viewed the council's webpage. See below for a summary of information from existing community growing initiatives.

3.2.2 Although the new Community Empowerment Act (2015) legislation doesn't apply to allotment sites that aren't on council owned/leased ground, these have been included in the audit as they offer real opportunities for growing and they affect the overall supply and demand of allotment plots throughout the whole area.

Map 1 – Existing community growing projects





Killandean Allotments

3.2.3 Allotments. As can be seen in the table below, allotment sites come in different sizes and there are various models of allotment management. The allotment plots themselves vary in size and not all allotment sites offer 'standard' plot sizes of 250m². Costs also vary between sites. Some allotment sites have sheds on plots, some smaller sites don't; some sites have communal buildings; some sites have mains water, some rely on rainwater collection. Some sites have open days and fundraising initiatives. Most of the sites encourage cooperation and a sense of community with communal maintenance activities involving all plot holders and/or social events. Waiting times for plots can be anything from 6 months up to 2-3 years – depending on the site and demand at the time.

Table 1 – West Lothian allotment sites

Name	Total number of plots	No. of people on waiting list (2019)
Council-owned allotment sites, leased and managed by allotment associations in Livingston:		
Killandean, Livingston	45	18
Deansmeadow, Livingston	22	11
Allotment sites on non-council land, managed by allotment associations:		
Oakwell, Philpstoun	72	4
Kirknewton	29	2
Other allotments on non-council land, directly let by the landowners:		
Winchburgh	30	Various sized plots. No waiting list.
Harburn	75	125m ² plots. No waiting list.

Roukenglen near Newton	195	100m ² plots. 20 available (actually in Falkirk, but close to WLC border)
Totals	273 plots	35 people on waiting lists

3.2.4 The council owns two functioning allotment sites, both in Livingston. They are both leased and managed by allotment associations:

3.2.5 *Killandean, Kirkton* - is managed by Killandean Community Allotment Association. This is a moderate-sized allotment site of 0.9ha on the banks of the Killandean Burn, beside Kirkton Campus. There is a small car park across the road to the east and composting toilets are provided on site. All water is provided via rainwater collection. Every plot has a small shed and water butt and some have greenhouses as well, with a couple of communal buildings near the entrance. The site contains 45 plots, which come in three sizes: full plot 250m², half plot 125m² and quarter plot 62.5m².

3.2.6 *Deansmeadow, Livingston Station* - is managed by Deansmeadow Allotment Association, which is a registered charity. This is a medium-sized allotment site at approx. 0.75ha, which sits alongside Deans Road, with trees around it providing shelter and enclosure. It's one of the oldest allotment sites in West Lothian and contains 22 plots, which vary in size from approx. 97m² to 197m². There are also 2 accessible plots suitable for people with support needs. Mains water is provided and allotment holders have their own sheds and/or greenhouses on their plots. There is also a toilet, communal container and portacabin on site and a small car park.

3.2.6 *Other community growing initiatives with sites*. There are a range of other formal and informal community growing initiatives in West Lothian, which have growing sites (large and small) within the community.

Table 2 – West Lothian community gardens, growing projects and social enterprise

Name	Town/Village	Set-up
<i>On council land</i>		
Polbeth and West Calder Community Garden	Polbeth / West Calder	Shared growing
Armada Community Growing Garden - Mayfield	Armada	10 starter plots and shared spaces
Knightsbridge Community Garden	Livingston	21 starter plots and shared spaces

Crofthead Community Garden, Dedridge	Livingston	Shared growing
Winchburgh Community Growing Group	Winchburgh	50 shared planters throughout community with edible plants. Fruit trees in Tippetknowes Park and beside the primary schools/nursery
Peggy's Garden	Pumpherstoun	Shared containers and raised beds in Fraser Park
Howden Walled Garden	Livingston	Various groups involved. Some raised beds for individual groups and shared growing areas.
Burgh Beautiful	Linlithgow	Fruit trees in Learmonth Gardens, Kettilstoun Leisure Centre grounds and Springfield Park.
Friends of Kirkton Park	Bathgate	Fruit trees in Kirkton Park
<i>On non-council land</i>		
Almond Community Garden	Craigshill, Livingston	Shared raised beds on Hobart Street. West Lothian Youth Action Project manage the garden.
Beechbrae Garden	Blackridge	Shared growing area including fruit trees, raised beds and a polytunnel
Winchburgh Community Growing Group	Winchburgh	Also has shared planters with edible plants on non-council land throughout the village.
<i>Larger social enterprise on non-council land</i>		
Cyrenians Farm	Kirknewton	A working farm, with a veg-box scheme. Volunteers welcome.

3.2.7 *School growing projects.* Information on all the schools that grow in West Lothian is not currently held centrally, making it difficult to get an accurate, up-to-date picture. However, in 2018 65% of Nursery, Primary, Secondary, Special schools and Private nurseries in West Lothian were registered with the Royal Horticultural Society's Campaign for School Gardening, which gives an estimate of the extent of school growing. Six schools entered the newly-formed West Lothian Schools Garden Competition in 2019, with scope to encourage and increase school participation in future.

3.2.8 *Other gardening initiatives.* Livingston and District Horticultural Society was founded in 2009. It is a voluntary organisation, promoting horticulture, community participation and competitive gardening. The Society organises an Annual Flower Show, which is open to the general public.

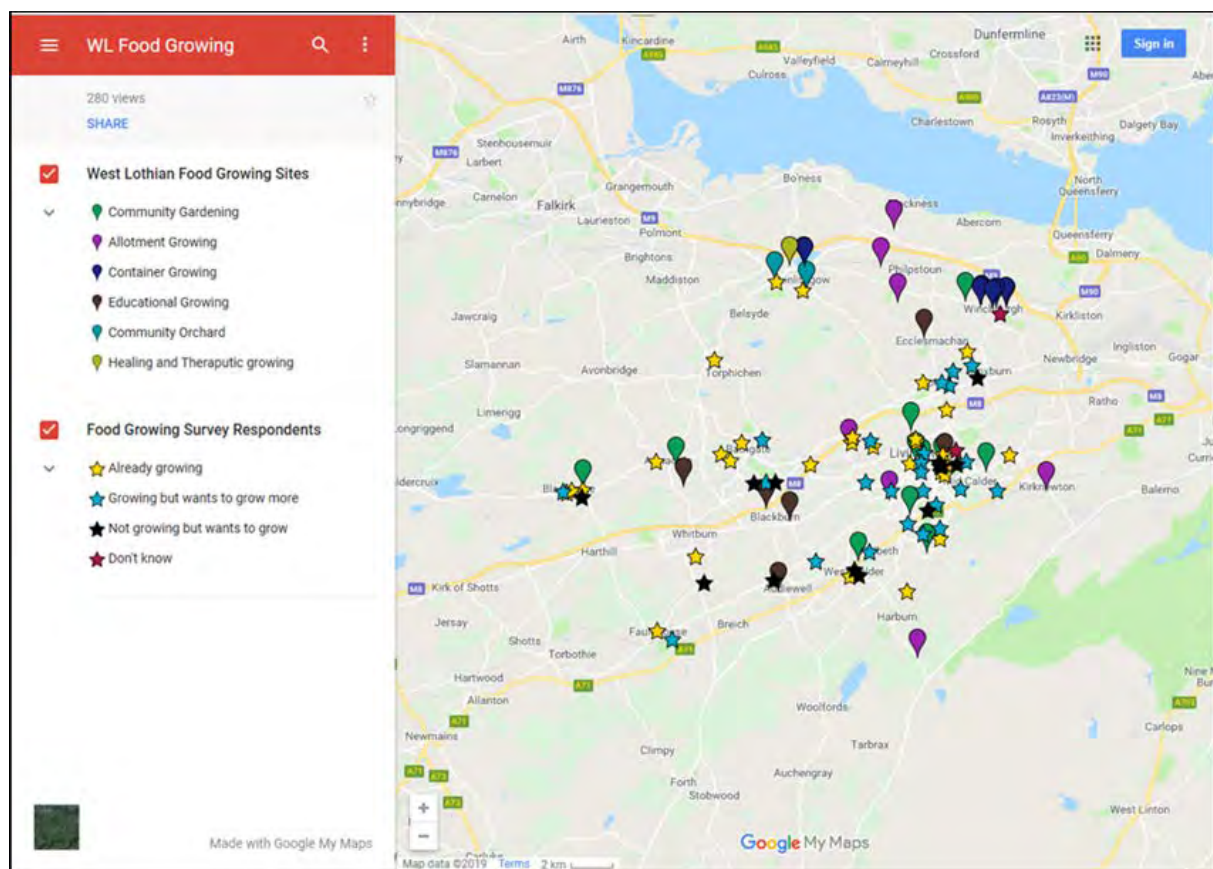
3.3 Current Demand for Food Growing Opportunities

3.3.1 Demand for community food growing within West Lothian is at a relatively moderate level. This assessment is based on:

- feedback from the food growing events and survey (53% of respondents want to grow more)
- current allotment waiting list numbers (currently 43% of the number of plots)
- the annual numbers of people directly expressing an interest in an allotment plot to the council (7 people in 2019)

3.3.2 However, latent demand can be hard to assess: when people are directly asked if they would like an allotment plot, they will often say yes even if they haven't previously expressed an interest. There is also a desire by at least 5 community groups in West Lothian to pro-actively promote food growing and to provide opportunities for 'grow your own' in their areas.

Map 2 – Showing existing food growing projects and demand in 2018/19



Click [here](#) for an updated map

3.4 Existing Processes for Recording and Addressing Demand

- 3.4.1 *Requests for an allotment plot.* The council retains a list of people who have come to the council to ask about obtaining an allotment plot, and have given their consent for their details to be held on record. This list is used to assess how much demand there is in each area for allotments, which can be used to help determine where any new sites should be set up.
- 3.4.2 Existing allotment sites also manage their own waiting lists. People can be added to a list by directly contacting the allotment site, or by contacting the council. When someone contacts the council about obtaining a plot, Open Space staff put them in contact with their nearest existing allotment site (including non-council allotment sites) to allow them to make a choice as to which site best fits their needs.
- 3.4.3 People can be on one or more allotment waiting list, and those who already have an allotment can apply to be on another allotment site's waiting list. They may wish to do this if the other site is closer to their home, etc.
- 3.4.4 *New allotment sites / community gardens.* The current model the council uses to provide new allotment sites and new community growing projects is to respond to community demand. When approached, the council helps community groups to find suitable land and set up growing initiatives, including allotments, which the groups go on to manage themselves.
- 3.4.5 Interested local people must form a small working group of at least 3 people. This group then works with council Open Space officers to take forward the development of the food growing initiative (see **Appendix 3** for flow chart). The first step is to identify suitable land, which may take some time. The council will then organise initial soil tests to make sure the land is suitable for food growing.
- 3.4.6 Once it's established that the land is suitable, the group must formally constitute, and carry out wider consultations to gauge community interest, apply for planning and other permissions and fundraise as necessary. This group acts as the contact point for any other interested people from the community who wish to get involved. The group manages the set-up of the project, including leases and public liability insurance, with support from council officers.

3.4.7 Once the growing project is on site, the group is responsible for managing it. For allotments, this would require an Allotment Association with a committee. For a community garden, there may be a Garden Committee, volunteers and possibly paid members of staff to co-ordinate volunteers and activities in the garden. For other projects, there may only be a small committee and volunteers – the organisational set-up depends on the project and its location.

3.4.8 When a new allotment site is set up by an allotment group for their area, the council requires 10% of the plots to be offered to people at the top of the overall council waiting list.

3.5 Support and Skills Currently Being Provided

Existing support for community food growing in West Lothian was identified at the second Stakeholder workshop in 2018 /19. Current support includes (but is not limited to):

3.5.1 *Council support.* The Open Space team puts individuals in touch with existing growing projects and allotment sites; helps groups who want to set up an allotment site or community garden to get established; helps to identify suitable land, constitute groups and make initial plans of action; signposts to other groups and organisations who have experience, specifically with food growing projects; and can offer help and advice. The Open Space team may provide financial support with soil testing and planning applications, and help to raise the profile of initiatives through council publicity.

3.5.2 The Community Regeneration Team, through Community Action Plans (CAP), helps to identify demand in the community, including wider community engagement. They support groups to build their skills and confidence, identify grants and funding opportunities and connect groups and individuals with other groups/organisations in the area. They can also help to raise the profile of groups in the area, though CAP's do not cover the whole of West Lothian.

3.5.3 *Peer support within / between groups.* Almost all existing community food growing groups give advice to other groups that are keen to set up new projects – from allotment sites to planters in parks.

- 3.5.4 Allotment plot holders at all sites share horticultural skills and experience between themselves, and many of them give informal mentoring and training for new plot holders. Some allotment sites have open days, where people without allotments can also learn about food growing.
- 3.5.5 Many of the community gardens have a development worker who co-ordinates garden activities and provides basic mentoring for new gardeners. All the community gardens run various workshops / training sessions, for example on growing, composting, woodland management, etc. Armadale Community Garden also has a tool lending library and Beechbrae offers cooking workshops.
- 3.5.6 Polbeth and West Calder Community Garden at the time of writing doesn't have a development worker, but does run a Green Gym, where people can come and help with garden tasks to improve their health and wellbeing. The sessions are led by a voluntary Green Gym leader.
- 3.5.7 Livingston and District Horticultural Society has an annual show and some members give horticultural support to groups involved with Howden Walled Garden in Livingston.
- 3.5.8 West Lothian Youth Action Project provides training for young people in making planters and growing, as well as cooking.
- 3.5.9 Winchburgh Community Growing Group shares information about their project and growing tips through various social media.



3.5.10 Support from other organisations

Support from non-council organisations:

- SRUC – Oatridge College in Ecclesmachan offers formal training in horticulture and land management; students can contribute to community projects as part of their courses.
- Social Farms and Gardens gives all kinds of advice and support to new and established community garden groups. They can also assist with leases.
- The Society of Allotment Gardens Scotland (SAGS) gives support to allotment groups.
- The Royal Horticultural Society gives support to community groups, educational support to schools and has an annual small grant.
- The Conservation Volunteers gives practical and educational support to schools and garden groups. They can also organise corporate volunteer workdays for an intense 'blitz' of practical work.
- Almond Housing supports various growing sites around Craigshill and areas where they have housing. They also have a small grant for community growing projects anywhere that will benefit Almond tenants, and can give support with other funding applications too.
- Learning Through Landscapes gives support to schools to grow in their school grounds and to make use of other outdoor spaces near schools.

3.6 Barriers to Growing Food in West Lothian

Several barriers were identified through the site audit process and also through engagement with stakeholders. The current barriers to food growing in West Lothian are:

Table 3 – Barriers to food growing in West Lothian

Barriers associated with setting up allotments and community gardens	
	<ul style="list-style-type: none"> a. Identifying and securing suitable land b. Land contamination c. Costs of soil testing and Planning applications d. Site set-up costs e. Vehicle access, car parking, electricity, water supply, etc.
Barriers identified by individual stakeholders (in order of number of mentions)	
	<ul style="list-style-type: none"> f. Lack of know-how / gardening skills

- g. Lack of time
- h. Lack of allotment plots, specifically
- i. Lack of wider community support for growing
- j. Lack of volunteers to set up growing sites/ projects
- k. No garden / space to grow
- Other:
- l. Cost of buying materials, tools, etc (for individuals)
- m. Lack of confidence
- n. Lack of information on where to grow
- o. Health issues

3.6.1 For over half the participants in the workshops, the main barrier was a lack of a suitable growing space. Also identified were a lack of time and lack of volunteers to help set-up growing sites and projects. For those answering the online survey, a lack of gardening skills and lack of time were the main barriers - see the graph below.

3.6.2 *Site set-up costs.* The costs of setting up growing spaces can range from over £100,000 to set up a 45-plot allotment site from scratch to £0, for planting donated fruiting shrubs on woodland edges with volunteers. Costs depend on the type of project, the scale of the project, how resourceful partners are able to be and the opportunities available at the time.

3.6.3 *Soil Testing.* Contaminated land can be an issue in West Lothian. The Grow-Your-Own-Working-Group's [Guide for growing on land which may be contaminated](#) and Scottish Allotments and Gardens Society's [Allotment Site Design Guide](#) both contain useful guidance on the potential problems with contaminated land and how to deal with it.

3.6.4 In West Lothian, the process for soil testing is agreed with the Contaminated Land Officer Shared Service and is incorporated into the process for establishing new sites (Appendix 3). Soil testing will be required for allotments and most community gardens - depending on the history of the site, what is intended to be grown and how and who will be using the site.

3.6.5 For projects requiring soil tests, this should be done before applying for planning permission and the report submitted alongside the planning application. The Open Space team may be able to support the costs of initial soil tests on council land, depending on the level of demand and available resources.

- 3.6.6 Projects using only planters and fruit tree or shrub planting may not require soil testing, but each project will need to be assessed first.
- 3.6.7 *Permissions for Growing.* Planning permission may be required before the land is cultivated, to cover a 'change of use of land' and for any structures proposed on the site. Groups are best to apply for the allotment site/ garden as a whole than for individuals to apply for separate sheds, etc. Planning permission fees can be found on the Planning web pages: <https://www.westlothian.gov.uk/planning-fees> This start-up cost may be supported by the Open Space team, depending on the level of demand and available resources.
- 3.6.8 Permission to grow on council land, other than in allotments / community gardens (e.g. fruit trees / planters), is by agreement between community groups and the NETs, Land and Countryside Services manager.
- 3.6.9 *Public Liability Insurance.* All growing groups must have public liability insurance to cover them in case of accidents, injuries, etc. Many groups initially see this as a barrier, however various organisations offer their members cheaper public liability insurance, tailored specifically for growing projects. These include, but are not limited to, [TCV Community Network](#), [Social Farms and Gardens](#), [The Royal Horticultural Society](#), [The National Allotment Society](#) and the [Scottish Allotments and Gardens Society](#).
- 3.6.10 *Ongoing costs.* Apart from land rental, allotments generally have minor ongoing costs, mostly for maintenance of the site, e.g. pathways, fences, and buildings, and insurances. At key times, larger capital costs may be required for repairing or updating large items, such as buildings. Allotment associations may decide to cover all costs and projected costs through the annual rents for plot-holders, or they may wish to keep rents to a minimum and fundraise separately for any extra expenditure.
- 3.6.11 Community Gardens and other growing initiatives will have differing ongoing costs, depending on the set-up. These range from land rents, insurances, maintenance and replacement costs – which are similar to allotments - to staff salaries. As these initiatives don't usually require garden users and participants to pay membership, community gardens need to fundraise, apply for grants or establish other income generation measures to ensure their longevity.

3.6.12 Allotment Associations, community gardens and other organisations that lease property from the council, which exist solely for community, social, environmental or economic benefit objectives and who reinvest any surplus funds in the organisation to further their social aims or community benefits, may be eligible for a reduced rent, subject to West Lothian Council Committee approval

3.6.13 If groups request to negotiate a rent at less than market value, the council requires a demonstration of the community benefits from the activities of the organisation. Potential community benefits include: sustaining or improving local services; building the capacity of voluntary groups; encouraging a sustainable voluntary sector; supporting social enterprise; economic development and regeneration; health, social or environmental benefits. Check the council's guidance on Asset Transfer for up-to-date information:



<https://www.westlothian.gov.uk/article/34944/Community-Asset-Transfer>

4.0 THE WAY FORWARD

This section sets out a vision for the future and outlines how West Lothian Council plans to work towards this vision over the next 5 years.

4.1 A Vision for the Future: 2025 / 2030 / 2040

To form a collective vision of food growing for the future, all participants at the stakeholder workshops were asked what West Lothian would look like if the Food Growing Strategy is successful. Vision statements referred to 5, 10 and 20 years in the future. In summary:

By 2025
There are more spaces to grow; including allotments, schools, unkempt gardens, underused space, rooftops, hospitals
Horticulture and food growing are promoted as career options
Ensure that there is a food growing and food skills education programme for all, especially in schools
There is a vibrant West Lothian growing network sharing skills and learning

By 2030
There are more spaces to grow; including all housing estates, all schools, all public spaces, every village
There is an abundance of free fruit in parks, green corridors and greenspaces with people confident to pick their own and use their harvest
More local seasonal food is consumed by West Lothian residents
Food growing recognisably delivers outcomes in other policy areas such as mental health, climate change and community regeneration

By 2040
There is a cost effective, sustainable and genuinely accessible community growing space within walking distance of every household, with a true sense of community in all areas
We have a social enterprise of seasonal food boxes being delivered across West Lothian using farm and community garden produce and as a result we use less plastic packaging
All school children have basic skills in food growing - "leave school knowing how to make a pot of soup"
Community growing is taken into consideration in all aspects of council policy development

Broadly speaking, the general vision by 2040 is to embed food growing into principal council policies and everyday formal education, to have easy access to locally produced fresh fruit and veg, support for local enterprise, and easy access to land on which to

‘grow your own’; which is all underpinned by a strong sense of community and a culture of sharing.

4.2 How will West Lothian Council work towards this vision?

Over the next five years, the council will work with partners to work towards this vision by:

- 1) Reducing the barriers to food growing, 2) Updating the allotment waiting list process, 3) Identifying suitable land for community food growing, 4) Helping to get groups started, 5) Supporting the sharing of knowledge and skills, 6) Publicity and Signposting and 7) Monitoring and reviewing progress.

4.3 Reducing the barriers to food growing

The council will seek to work in partnership with other agencies to address the barriers identified in section 3.5, as follows:

Table 4 – Addressing Barriers to Food Growing

Barrier	Support required, as identified by stakeholders	Actions
<i>As identified for allotments / community gardens</i>		
a. Identifying and securing suitable land	Help to find suitable land	Use allotment waiting list information and geographic data to assess the need for new growing sites, to pro-actively identify gaps in provision and to plan future sites.
b. Land contamination	Help to find suitable land	Where need is clearly established in a community, identify potentially contaminated land and work with community groups to identify suitable land for allotments / community gardens.
c. Soil tests and planning applications	Help to get a group started locally	Support the costs of initial Phase 1 site investigation and planning applications, where possible, for allotments/ community gardens on council land.
d. Site set-up costs	Help to get a group started locally	Work in partnership with others to support groups to apply for funding, set up committees and manage allotment / community garden sites.
e. Vehicle access, car parking, electricity, water supply, etc.		On council land, work with groups to ensure appropriate vehicle access (e.g. for deliveries and disabled access) and solutions to Public Utilities issues where required.
<i>As identified by individuals</i>		
f. Lack of know-how / gardening skills	Support for growing activities	Facilitate knowledge-sharing throughout the area and promote formal and informal training opportunities as appropriate (e.g. via events, email, social media, webpage). Signpost to organisations and groups that can train others.

		Groups should consider the employment of staff in community gardens.
g. Lack of time	Support for growing activities	Promote different methods of growing, which may require less time commitment or space and may also offer support to individuals, e.g. community gardens, community planters, edible verges
h. Lack of allotment plots	Help to find suitable land	Update the allotment waiting list process to make it more transparent and accessible, and publish an up-to-date map of allotment and community garden sites on the council's webpage. See Action b above and i below
i. Lack of wider community support for growing	Help to get a group started locally	Publicise through various media the benefits of food growing and the different growing methods, and encourage participation. Promote allotment/ garden open days, etc. Also see Action d above.
j. Lack of volunteers to set up growing sites/ projects	Help to get a group started locally	Provide advice on community engagement and volunteer recruitment. Encourage partnership working with other groups in the community. Also see Actions f and i above
k. No garden / space to grow	Support for growing activities / Help to find suitable land	See Actions g and h above
l. Cost of buying materials, tools, etc	Help to get tools and materials// funding advice	Encourage participation in growing projects and sharing resources. Raise awareness of tool sharing initiatives. Promote recycling and re-use of materials and low-cost ways to grow your own. Share information about funding sources and see Action d above.
m. Lack of confidence	Support for growing activities	See Action f above, also promote simple and easy ways to grow your own, including community planting days, skills workshops, etc
n. Lack of information on where to grow	Help to find suitable land	Share information about existing food growing sites on Council webpage www.westlothian.gov.uk/foodgrowing and outline a clear process for establishing new sites on the webpage.
o. Health issues	Support for growing activities	Ensure that food growing sites are accessible for people with mental and physical health issues. Also see Actions f, g, i and m above

4.4 Updating the allotment waiting list process

The council's food growing webpage, www.westlothian.gov.uk/foodgrowing will display contact details for all allotment and community garden sites in West Lothian that give consent to do so. An updated allotment waiting list for the council-owned sites will be established with the two allotment associations managing the sites, along with an online form to register interest for an allotment plot. See **Appendix 2** for the process. In this way, it will be easier to determine the existing plot to waiting list ratio, which determines the statutory requirement to provide new plots. (If the number of people on the overall council waiting list is more than 50% of the existing number of council plots, then reasonable steps must be taken to provide more plots)



New planters at Strathbrock Health Centre - Broxburn and Uphall Growers

4.5 Identifying suitable land for community food growing

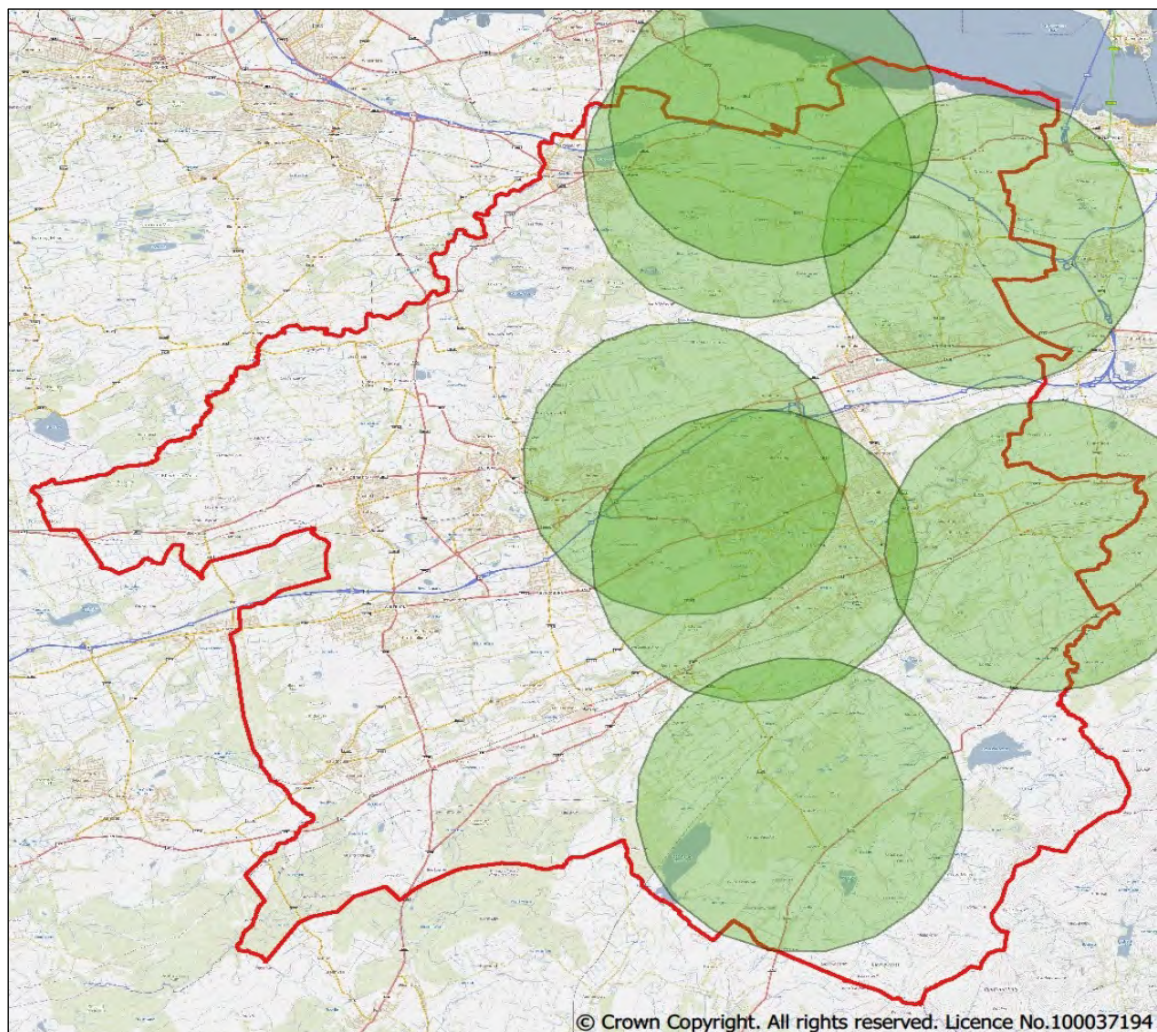
The types of growing space provided in any area will depend on the aspirations of the community in that area. Land that *could* be used for growing is outlined below (*Growing in existing public spaces*), but communities coming forward with growing requests will be supported grow in locations that are best suited to the methods they prefer.

4.5.1 *Closing geographical gaps in provision.* As can be seen on the map of existing growing projects (see Map 1 in section 3.2.2), there is currently a lack of **all** community food growing opportunities around Bathgate, Blackburn, Broxburn, Fauldhouse and Whitburn. Therefore, support for new growing initiatives will be prioritised in these areas.

4.5.2 In terms of allotments, as a general rule the council would expect residents to be no more than 4km from their nearest allotment site in West Lothian, following the same standard as District Parks. The Scottish Government's guidance is within a 3-mile radius (4.8km). In the larger settlements of Livingston, Bathgate, Linlithgow, Armadale, Whitburn and Broxburn, it is anticipated that people would travel up to 4km to their allotment plot. For allotments in the smaller towns and villages, it is envisaged that most plots would be used by people who live in / close to the settlement (approx. 2km). Therefore, allotment sites might be smaller and more numerous in smaller settlements, to cater for local need. This will ensure that sites are easily accessed and that mileage is kept to a minimum.

4.5.3 From the map below, it can be seen that there is a gap in allotment provision in the west of West Lothian around Armadale, Bathgate, Blackburn, Fauldhouse and Whitburn, with some smaller gaps around North East Livingston, Pumpherston, Uphall and South-East Livingston. Therefore community groups wanting to set up sites in these gap areas will be given priority support. We will also monitor the council allotment waiting list to see where people waiting for an allotment live. If there is large demand in a priority area, if we have not already been approached by a group to set up a site, we may approach existing community groups and those on the list to consider setting up a new site.

Map 3 All existing allotment sites, with 4km buffers

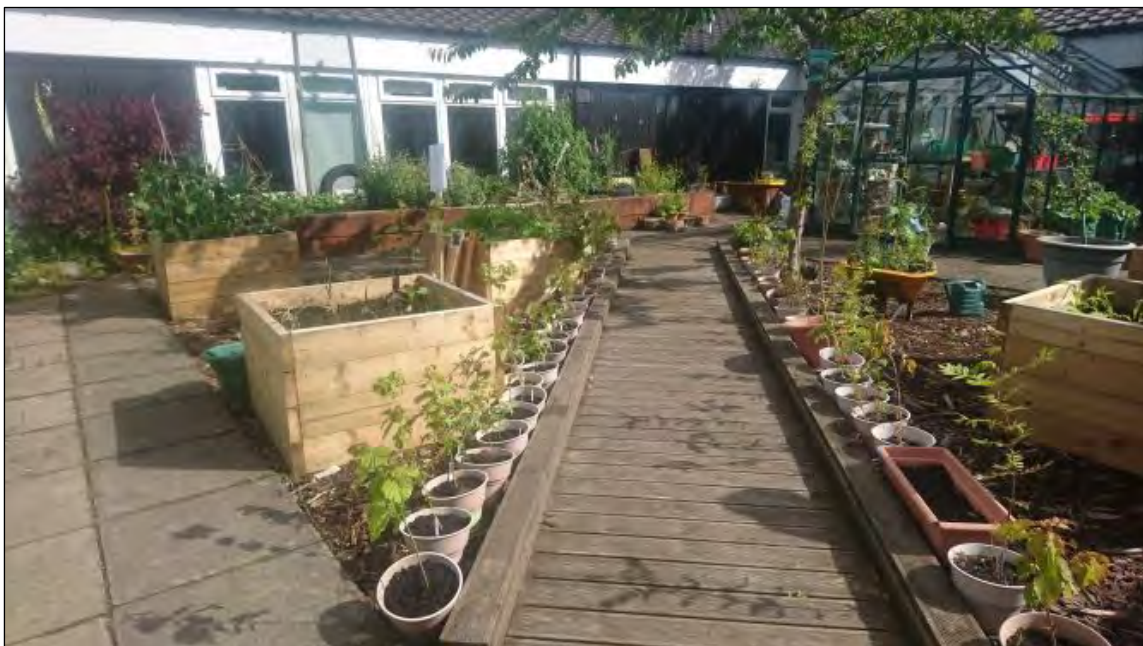


4.5.4 *Growing in existing public spaces.* The council already supports a number of community food growing initiatives in public spaces, such as allotments, community gardens, container growing, and the planting of fruit trees and bushes in parks.

4.5.5 The council's preference is to use existing council land for all new food growing initiatives. However, the council may also work with public landowners who want to

promote growing on their land (e.g. Almond Housing Association, Woodland Trust Scotland, NHS).

- 4.5.6 As part of a wider approach to ensure that public open spaces provide a range of benefits, the council will consider making land available in all council-owned parks and open spaces for community growing. Whether this is appropriate will depend on the size of the park/open space, the ground conditions, community support, current use, accessibility, vehicle access requirements, the methods of growing proposed and the area (m²) of land required for growing. To ensure the safeguarding of open spaces, if any growing initiative in a public open space should fail and the site fall into disrepair, the land will revert back to park/open space and will be maintained as such.
- 4.5.7 Public flower beds and shrub beds that now have minimal council maintenance can be taken over by dedicated community groups for growing, with the appropriate agreements in place.
- 4.5.8 Schools will be encouraged to grow in their grounds as part of the curriculum and extra-curricular activities, through the promotion of the West Lothian Schools Garden Competition. Involving parents and the wider community in these gardens will ensure that they are looked after throughout school holidays. Schools may also wish to make some ground available for community growing groups, subject to addressing any security and safety issues of the school estate. This will be at the discretion of head teachers and Education Services.



Cedarbank School

- 4.5.9 Community Centre management committees will be supported to establish community growing projects within their grounds as required, such as at Crofthead Community Centre in Dedridge.
- 4.5.10 The council has already planted fruiting shrubs on woodland edges in the Country Parks and will look to gradually increase the amount of naturalised fruiting trees and shrubs within or beside wooded areas, as appropriate, for members of the community to pick seasonal fruit. The creation of Forest Gardens by dedicated community groups will be supported, if appropriate agreements are in place.
- 4.5.11 In areas of disadvantage, the council will encourage and support growing through the Community Regeneration plans.
- 4.5.12 *Planning for growing in future public spaces.* In the West Lothian Open Space Plan, growing spaces are classed as 'active open space' along with public parks. All active open spaces are mapped in the Open Space database and are safeguarded through the Local Development Plan. As progress is achieved, space for food growing will be assessed and considered alongside other types of active open space, such as play and recreation.
- 4.5.13 In new housing developments, the council will seek to ensure that housing developers identify potential food growing areas within their open space requirements. If there is no active open space required within a development, developer contributions for Open Space (through Section 75 / 69 agreements) may be used towards the cost of setting up new food growing sites on council land outwith the development.
- 4.5.14 The areas with the largest population increases will be the Core Development Areas of: Armadale, East Broxburn, Winchburgh, West Livingston / Almond Valley and at Calderwood, East Calder. These areas roughly match up with gaps in existing food growing opportunities, which are the council priority areas for potential growing sites.
- 4.5.15 The council's Open Space team can advise private landowners who have questions about setting up community growing projects on their land. However, we cannot broker

agreements between community groups and private landowners. It is not currently the council's intention to lease land for allotments from private landowners.

4.5.16 *Allotments - a new standard.* One standard allotment plot (250m²) has the potential to provide fruit and vegetables for a family of four, therefore it is reasonable to consider the number of households in the area when planning for new allotment sites. Currently, the number of households in West Lothian is 77,953 and the total number of known allotment plots, including privately rented plots, is 273. This means there are currently 3.5 plots per 1000 households.

4.5.17 In order to plan new allotment sites over the next 5 years - based on current interest, waiting list numbers, geographic coverage and council resources - the council will set a new target of 5 allotment plots per 1,000 households. The predicted number of households in West Lothian by 2025 is 83,605. Therefore, to achieve this standard, the council would need to ensure a total of 418 allotment plots by 2025. Consequently, over the next 5 years, land will be identified to create a potential 145 new plots – or up to 3 allotment sites with approximately 48 plots each – in the event that sufficient demand for plots is demonstrated. The priority areas for new allotment provision have been identified above. The minimum recommended garden sizes for new houses in West Lothian all fall below 250m², so it is possible that households with gardens may seek allotment plots as well as households without gardens.

4.5.18 In the [Local Development Plan 2018](#), provision has already been made for an extension to the west of the Killandean Burn Greenway allotment site (site ref Proposal 51) in Livingston and recorded in the LDP Appendix on page 91. It's also shown as Proposal - 51 on [Map 3: Livingston Area](#). However, this can only be considered if new access arrangements can be made to the west of the site from the wider Kirkton Campus.

4.6 Helping to get groups started

The council will aim to improve the systems and processes for setting up community food growing sites, to make it easier for communities to grow and also to share fresh produce.

4.6.1 Over the next 5 years, the council will continue to work with communities to pro-actively address demand for growing sites in each community – assessed according to demand and prioritised according to the spatial distribution of existing sites. The process for

setting up new allotment sites and community gardens on council-owned land is included in **Appendix 3**. Where a new allotment site is set up, there will be a requirement for the new site to offer 10% of its new plots to people already on the council's overall waiting list.

- 4.6.2 Where required, and depending on levels of demand and council resources, the council will support groups to carry out Phase 1 soil tests and to apply for planning permission for growing sites on council land.
- 4.6.3 For allotment sites in particular, as the site set-up costs can be especially expensive and require substantial external funding, seed money will be sought from council Open Space budgets for each new allotment site on council-owned land, to act as matched funding. This would aim to cover set-up costs such as soil testing, planning applications, reasonable site access, drainage and fencing.
- 4.6.4 Schools will be encouraged to grow and share their ideas and learning through the West Lothian Schools Garden Competition.
- 4.6.5 The council will also signpost to other organisations that promote food growing and organisations which can offer support. The council will also share information about other community projects in the area to help them connect with each other (see below).



Killandean allotments – initial set-up

4.7 Supporting the sharing of knowledge and skills

To improve access to information about growing and skills training, the council will continue to work in partnership with other organisations and existing West Lothian food growing groups:

Table 5 – Supporting Organisations

Skills training / information sharing	Who can provide help / advice
Setting up community groups, including volunteer recruitment	WLC Open Space, Regeneration Officers, Voluntary Sector Gateway, existing growing groups
Setting up a growing project	Social Farms and Gardens, Scottish Association of Allotments and Gardens (SAGS), existing growing groups
Horticultural skills	SRUC – Oatridge College, Royal Horticultural Society, Royal Botanic Gardens Edinburgh, The Royal Caledonian Horticultural Society, existing growing groups
Gardening and health projects	The Conservation Volunteers (TCV), Cyrenians, Trellis
Gardening and career training	SRUC – Oatridge College, TCV, West Lothian Youth Action Project, Social Farms and Gardens
School gardens	Royal Horticultural Society, TCV, Learning through Landscapes Initiative
Making raised beds / improving nature conservation, (e.g. wildflower meadow maintenance)	SRUC – Oatridge College, TCV
Managing groups	Social Farms and Gardens, Voluntary Sector Gateway, SAGS
Information	<ul style="list-style-type: none"> o Council food growing webpage – www.westlothian.gov.uk/foodgrowing o Member organisations with newsletters, etc: SAGS, Social Farms and Gardens, TCV Community network, RHS, Livingston and District Horticultural Society, Trellis o greenspace scotland
Funding info / funding applications	WLC – Open Space and Regeneration Officers Social Farms and Gardens, Almond Housing Association

4.8 Publicity and signposting

4.8.1 In order to broaden the understanding and support for food growing initiatives, the council will publicise the benefits of food growing and promote the various methods of community growing by sharing updates and stories about community food growing initiatives throughout West Lothian across the variety of council media platforms.

4.8.2 Useful information will be posted on the council's food growing webpage www.westlothian.gov.uk/foodgrowing, to inform people about what's happening locally and encourage people to participate. This will include a link to an [updated map](#) of food growing sites.

4.8.3 To help increase access to fresh fruit and vegetables, allotments and community gardens will be encouraged to share their excess produce with community fridges and foodbanks for those in crisis. Connections have already been made through the anti-poverty and food insecurity strategies to promote this. Links to maps of foodbanks/fridges will be shared on the council's website, so all growers can see where their nearest food bank / community fridge is located.

4.9 Monitoring and reviewing progress

4.9.1 The strategy will be informally reviewed annually through discussion with stakeholders, to monitor progress and if appropriate, an update reported to the Council Executive committee.

4.9.2 As required by the Community Empowerment Act (2015), an annual allotment report will be prepared for the council's Environment Policy Development and Scrutiny Panel and posted on the food growing webpage.

4.9.3 A more formal stakeholder review of the strategy will be held every 4-5 years (1 year before the end of the strategy period i.e. in 2024), to ensure progress and to ensure that the strategy still addresses the long-term vision of stakeholders and to plan for the next 5 years. This includes:

- Opportunities for food growing;
- Assessments of demand (including waiting lists);
- Levels of provision;
- Site conditions etc.
- Information sharing;
- Networking opportunities for groups; and
- Support for local growing initiatives (including skills development).



Polbeth and West Calder Community Garden

APPENDICES

APPENDIX 1 - COMMUNITY EMPOWERMENT ACT INFORMATION

Community Empowerment (Scotland) Act 2015, Part 9 – Allotments

Part 9 in full can be viewed here: <http://www.legislation.gov.uk/asp/2015/6/part/9/enacted>

Definition of “allotment”:

Land which is owned or leased by a local authority, which is let out to a person or intended for let by the authority, and which is used or intended for use—

- (i) wholly or mainly for the cultivation of vegetables, fruit, herbs or flowers, and
- (ii) not for profit

Definition of “allotment site”:

- (a) land consisting wholly or partly of allotments, and
- (b) includes other land owned or leased by a local authority that may be used by tenants of allotments in connection with their use of allotments.

Major duties of local authorities (for council owned/leased sites only):

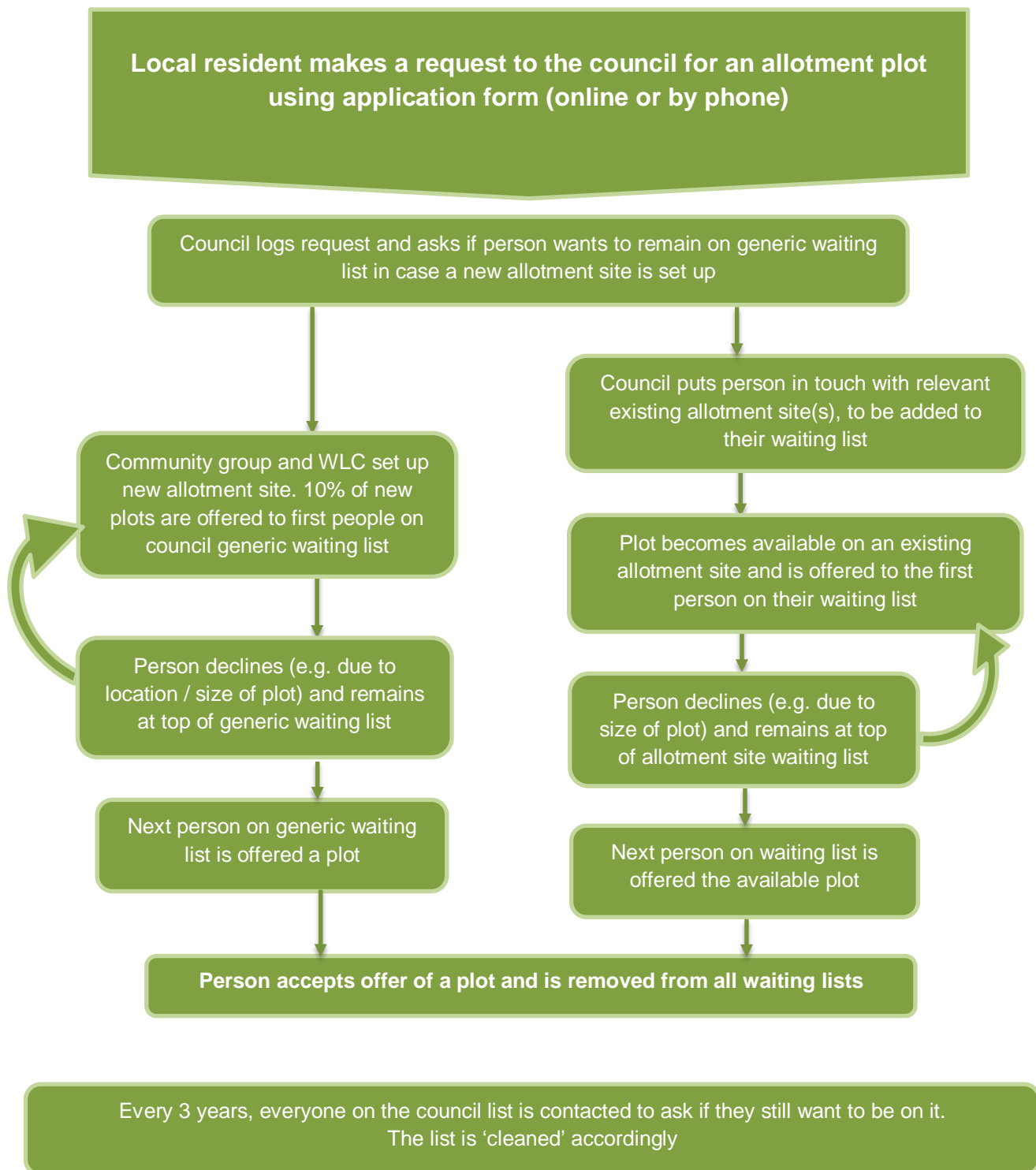
1. Establish and maintain a list of people who make a request to the local authority for an allotment.
2. Ensure that the list of people waiting for an allotment doesn't exceed 50% of the number of existing council-owned plots and that people wait no more than 5 years for a plot.
3. Take reasonable steps to provide allotments that are reasonably close to people making requests. i.e. within 3 miles (4.8km) or 20mins by public transport (or other, if appropriate)
4. Provide reasonable access to an allotment site and allotments on the site.
5. Make regulations about the allotment sites in the local authority area, and display them.
6. Publish a Food Growing Strategy, to be reviewed every 5 years.
7. Publish an annual allotments report
8. Allow allotment associations to meet in council buildings

Powers of local authorities (for council owned/leased sites):

1. To remove unauthorised buildings from allotment sites
2. To delegate management of allotment sites if a person (usually Allotment Association) requests to take on some of the functions of a local authority, whilst the local authority retains responsibility. If an authority agrees to delegate functions, the lease must detail the responsibilities of both sides.
3. To incur expenditure in the promotion of allotments / food growing and also give training in growing, if deemed necessary (not compulsory).
4. Powers to terminate the lease of allotments or allotment sites if the tenant has failed to comply with the regulations

APPENDIX 2 –

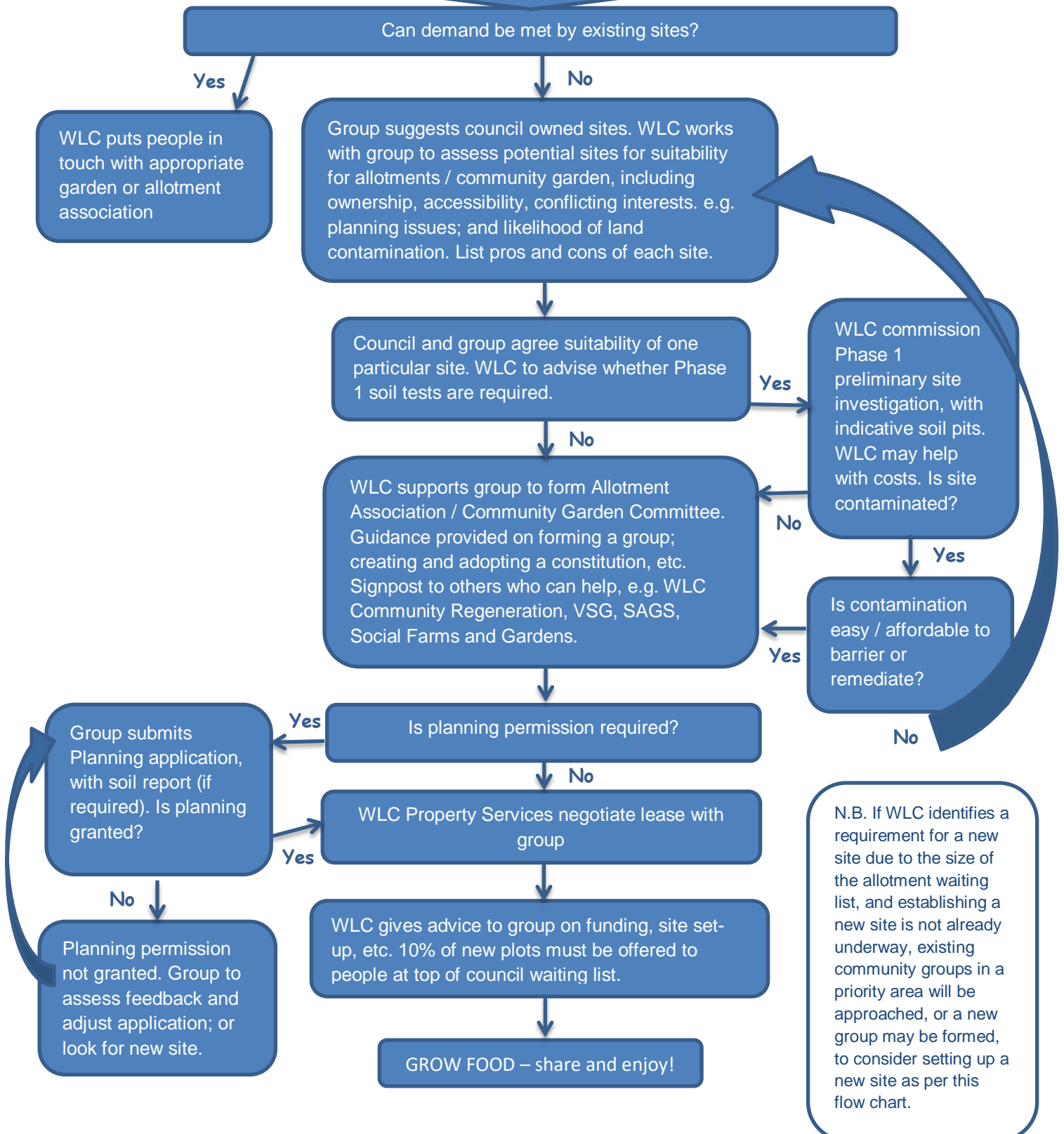
WLC PROCESS FOR MANAGING COUNCIL ALLOTMENT WAITING LISTS



APPENDIX 3 - WLC PROCESS FOR ESTABLISHING NEW FOOD GROWING SITES

Request made to West Lothian Council for the creation of a new allotment site or community garden by:

- I. An existing constituted community group
- II. A group of least 3 people from the community



DATA LABEL: PUBLIC



ENVIRONMENT POLICY DEVELOPMENT AND SCRUTINY PANEL

FOOD SERVICE PLAN 2021/2022

REPORT BY HEAD OF PLANNING, ECONOMIC DEVELOPMENT & REGENERATION

A. PURPOSE OF REPORT

The purpose of this report is to make the panel aware of the Food Service Plan 2021/2022 and the obligation upon the council to approve an annual Food Service Plan.

B. RECOMMENDATION

It is recommended that the panel notes and considers the following recommendation which is intended to be submitted to Council Executive:

1. notes the content of the report and accompanying Food Service Plan; and
2. approves the Food Service Plan 2021/2022.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; being honest, open and accountable; making best use of our resources; working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	<p>The Food Law Code of Practice (Scotland) determines the requirements upon local authorities for the delivery of food safety and public protection activities.</p> <p>The statutory requirements outlined in section 1 of the code are to be brought to the attention of local authority officials and or elected members responsible for agreeing budgets or other service arrangements relevant to the delivery of official controls.</p> <p>The Public Health (Scotland) Act 2008 places a duty on the NHS Lothian to produce a joint health protection plan in collaboration with relevant local authorities.</p> <p>The Drinking Water Quality Regulator (DWQR) maintains an overview and direction for local authority duties in regard to private water supplies.</p>

		The plan does not require a strategic environmental assessment. The plan deals with issues of equality and risk.
III	Implications for Scheme of Delegations to Officers	There are no implications for the scheme of delegation. In terms of the Food Law Code of Practice (Scotland) the designated lead food officer is the Environmental Health Manager.
IV	Impact on performance and performance Indicators	<p>The Food Service Plan identifies how work will be prioritised to ensure a high level of performance in work that has greatest impact on protecting public health.</p> <p>Performance indicators are reported internally and publically through covalent.</p>
V	Relevance to Single Outcome Agreement	<p>SOA 3 Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business.</p> <p>SOA 7 We live longer, healthier lives and have reduced health inequalities.</p>
VI	Resources - (Financial, Staffing and Property)	The service plan has been developed to be delivered within current resources. This requires prioritisation and changes to the extent and method of service delivery. This means not all aspects of the service can be delivered in line with all external requirements and expectations.
VII	Consideration at PDSP	This is the first report of this year's service plan to the PDSP.
VIII	Other consultations	None.

D. TERMS OF REPORT

D1 Background

Since the 1 April 2015, Food Standards Scotland (FSS) has been responsible for all strategic and policy aspects of food standards, food safety and feed safety in Scotland. This is a responsibility previously undertaken for the whole of the UK by the Food Standards Agency.

There are specific legal obligations placed on local authorities in regard to delivering food safety official controls. Section 1 of the Food Law Code of Practice (Scotland) requires the statutory obligations covered to be brought to the attention of local authority officials and or elected member bodies responsible for agreeing budgets or other service arrangements relevant to the delivery of official controls.

The obligations that apply to the delivery of official controls by local authorities include ensuring:

- The effectiveness and appropriateness of official controls.
- That controls are applied at an appropriate risk-based frequency.
- That they have a sufficient number of suitably qualified and experienced competent staff and adequate facilities and equipment to carry out their duties properly.
- That staff are free from conflicts of interest.
- That they have access to an adequate laboratory capacity and capability for testing.

The Food Service Plan outlines how these and other official control obligations are being met and pursued within West Lothian. Appendix 1 to this report gives a summary of these obligations and approach taken.

FSS is responsible for ensuring that appropriate and adequate arrangements are in place to meet official control obligations in Scotland. This role includes the production of statutory Codes of Practice approved by Ministers setting standards for the delivery of official controls by local authorities and the monitoring of service delivery through annual returns and audit of relevant local authority services

D2 Purpose of the Plan

Safe food and drink is something which the vast majority of the population take for granted. The safety of this fundamental human need relies on a competent, trustworthy and properly regulated and managed supply monitored mainly by environmental health professionals working within local authorities. This essential work often goes unnoticed. The consequences of a failure in the safety of the food and drink we consume can be catastrophic in costs to human health, the food industry, governments, reputation, public confidence and trust. One of the purposes of the Food Service Plan is to outline how such controls are delivered in West Lothian within current resources.

The plan, however, also incorporates other closely linked elements of public health protection undertaken by officers within the environmental health service including infectious disease control and the regulation of private water supplies and recreational water quality and safety.

Although elements of the food service will be reflected in the service management plan for Planning, Economic Development and Regeneration, the creation of a detailed food service plan is a distinct requirement. The structure of the service plan is determined by guidance contained within the framework agreement, and a copy of the proposed plan for 2021/2022 is attached for panel review and consideration.

D3 Protection

The key role of the service is public health protection. The service plan gives an overview of how this is delivered in West Lothian. The mission statement for the service is – *“To protect public health and contribute to a healthy community in West Lothian by ensuring the safety, wholesomeness and quality of food and water through education and enforcement.”*

The service plan identifies the different aspects and approaches of service delivery to ensure a rounded, balanced and effective approach to public health protection.

The plan reflects the risk based prioritisation of the service and recognises that not all aspects can be delivered in line with the requirements of the Food Law Code of Practice (Scotland). For example, not all food safety inspections can be targeted by their due date. This and other aspects have been outlined in previous service plans.

The service plan reflects a number of positive outcomes over recent years in terms of improvements to food safety standards within West Lothian food establishments including increasing levels of compliance and maintaining high levels of customer satisfaction from business operators. It also reflects a very unusual and challenging year in 2020/2021 in responding to the COVID pandemic.

D4 Performance and Performance Management

The Food Service Plan details important elements of performance by presenting statistics and case studies to illustrate the balance between the output and outcomes of service delivery.

Everyone working within the service has a responsibility for ensuring the delivery of the best service possible. To help deliver a positive and productive performance culture the service ensures targets are established which focus on outcomes and outputs.

Performance is monitored and assessed by various methods and reported internally and publically. Performance expectations and standards are outlined and reported in the following ways:

- Public reporting through Pentana.
- Audit by Food Standards Scotland (formerly Food Standards Agency).
- Legislation, enforcement and technical guidance.
- Internal working documents and procedures.
- Food Service Plan.
- Internal monitoring of performance.
- Appraisal and Development Review (ADR) process.
- Training and professional development of officers and management.
- Reporting to external agencies.
- Internal reporting to elected members and corporate management.

The changing nature of demands upon the service requires a flexible approach to balancing often competing priorities. Food safety and public health protection will always provide challenges. Officers and managers continue to take a constructive and professional approach to such matters, and through prioritisation, effective work planning and delivery, the service has ensured good performance in a number of areas.

The most significant impact on the service during 2020/2021 was the COVID pandemic and the response required by the service to address the public health concerns and issues resulting. The focus of the commercial team within the service had to move from food safety controls in businesses to public health controls in terms of COVID control regulations.

However, even in challenging times it is important to acknowledge the positive aspects of team work addressed and delivered during 2020/2021. These include:

- The response by the service and officers to the COVID pandemic and adapting to new working methods, and new enforcement and regulatory responsibilities. Points to note include:
 - Developing new knowledge and skills in addressing ever changing public health and regulatory controls for dealing with the pandemic.
 - Providing significant support to businesses and members of the public in understanding the requirements of regulations and guidance being issued.
 - Keeping elected members aware of the requirements to help assist with constituent enquiries.
 - Working with NHS Lothian colleagues in managing incidents and outbreaks.
 - Training and developing staff to work as contact tracers in the early stages of the pandemic before more structured approaches could be put in place nationally.
- Working with Food Standards Scotland to develop a strategy for re-starting of food safety inspection plans and programmes impacted by the pandemic.
- Working with Food Standards Scotland and other local authority colleagues to address issues around export and import of food as a consequence of the UK departure from the EU.
- Securing a new contract for provision of public analyst and food examiner laboratory services.

D5 Challenges

Dealing with risks to public health along with an increasing workload remains a significant challenge for the service, as does capacity and resilience in the event of a major incident. However, the challenge and demand continue to be positively managed and also supported by officers. This is achieved through established work priorities, improved efficiency and effectiveness in work planning and actions, ensuring appropriate and balanced enforcement action, supporting businesses where possible to work safely, and supporting officers in dealing with difficult and complex public health protection work. The priority focus remains on outcomes and not just output. This approach has been in place for many years with some adjustments and refinements over time.

The plan for 2021/2022, and beyond, is to ensure the service focuses resources at priority areas of work, and takes correct action to protect public health when risks are identified.

E. CONCLUSION

The Food Service Plan 2021/2022 aims to reflect the ongoing work of Environmental Health & Trading Standards in protecting food safety and public health in West Lothian.

F. BACKGROUND REFERENCES

1. Report to Council Executive – Food Service Plan 2020/2021, 23 June 2020.

Appendices/Attachments: Two

Appendix 1 Summary of official control obligations.

Food Service Plan 2021/2022.

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Craig McCorriston
Head of Planning, Economic Development & Regeneration

1 June 2021

Appendix 1

The Food Service Plan 2021/2022 deals with the following matters in more detail and depth. However, the following outlines the main operational obligations on competent authorities in terms of Regulation (EC) 882/2004 and the measures for delivery within West Lothian.

Obligation on local authorities	Summary of service delivery in West Lothian
Official controls are applied at an appropriate risk-based frequency. (Article 3, (1))	<p>It has been highlighted in previous food service plans that not all controls are completed in accordance with the timescales determined within the Food Law Code of Practice (Scotland). Prioritisation is given to the highest risk premises for inspection. There was an impact on service delivery from vacancies within the service. There was an issue with attracting suitably qualified staff to advertised posts. This impact is ongoing. Recruitment to vacant posts will be pursued through 2021/2022.</p> <p>In 2020/2021:</p> <ul style="list-style-type: none"> • The inspection plan was impacted in order to give priority to the public health response to the COVID pandemic. There were no routine proactive food safety inspections completed. • There were a significant number of business engagements in response to the pandemic and which included review and discussion of food safety practices with the business operator. • There were a large number of service requests received. 97.8% were responded to by the due date.
The effectiveness and appropriateness of official controls. (Article 4, (2)(a))	<p>The service has been audited by Food Standards Agency Scotland (now Food Standards Scotland). No major concerns were highlighted during audits. There is a balanced approach to enforcement and education, and a high level of business compliance, and business satisfaction with the approach taken by officers. The enforcement policy for the service is cited as a good example in the Scottish Regulators Code of Practice.</p> <p>In 2020/2021:</p> <ul style="list-style-type: none"> • For all risk rated food establishments in West Lothian, 96.6% were broadly compliant in terms of food law requirements. • 97.8% of relevant establishments within the food hygiene information scheme held a Pass award.
Staff carrying out official controls are free from conflicts of interest. (Article 4, (2)(b))	This is addressed through the councils' code of conduct for employees.
They have access to an adequate laboratory capacity and capability for testing. (Article 4, (2)(c))	Edinburgh Scientific Services have been appointed to provide laboratory services. They are an official control laboratory and meet the necessary requirements. A food sampling plan is included within the service plan. Sampling outcomes are recorded on a national database – SFSS.

<p>They have a sufficient number of suitably qualified and experienced competent staff and adequate facilities and equipment to carry out their duties properly. (Article 4, (2)(c) & (2)(d))</p>	<p>There is no official standard provided for determining sufficient numbers of staff. However, in recent years the service has delivered a high standard of output and outcomes. The professional development requirements for officers in terms of the code of practice are being met, and officers have the necessary facilities to complete their work. It is recognised within the service plan that work is not easily quantifiable and impacts on workload delivery will vary depending on circumstances. Resources available to support service delivery continue to be kept under review. Vacancies within the service have impacted on official control delivery. These vacant posts will continue to impact in 2021/2022 as recruitment is pursued. There are no reductions in staffing from previous service plan.</p> <p>West Lothian has the third lowest costs per 1,000 population for environmental health (Scottish average is £13,771, and West Lothian is £8,061 – figures from Local Government Benchmark Framework 2019/2020). Although there is some variability in the levels of service provision there is no real evidence of serious detriment to food safety and public health in West Lothian at this time.</p>
<p>They have legal powers to carry out official controls. (Article 4, (2)(e))</p>	<p>Officers carrying out official controls are authorised in terms of the Council's scheme of delegation. Authorisation documents are available for officers. Officers will be authorised in terms of legislation applicable and appropriate to level of professional competence and grading.</p>
<p>They have contingency plans in place, and are prepared to operate plans in event of emergency. (Article 4, (2)(f))</p>	<p>The service will implement emergency plans as appropriate. There are different national and regional incident management plans for purposes of consistency. Staff have been involved in testing these plans. There is a service wide business continuity plan which is tested and reviewed appropriately. There are also internal procedures and information to assist officers involved in emergency situations.</p>
<p>They shall ensure efficient and effective co-ordination between all competent authorities involved. (Article 4, (3))</p>	<p>The service will liaise and co-operate appropriately with Food Standards Scotland. The service is also involved with other regional local authority colleagues in the Lothian & Borders Food Liaison Group which provides regular links to ensure consistency of approach and sharing of intelligence. Officers are also involved in national networks and working groups. The service also has access to MEMEX for food crime intelligence sharing. The service also uploads official control data to the Scottish National Database. It will work with primary and home authority local authorities in ensuring consistent food law enforcement.</p>
<p>They shall ensure the impartiality, quality and consistency of official controls at all levels. (Article 4, (4))</p>	<p>Officers will follow national guidance and internal policies and procedures to ensure consistency of approach. Officers will regularly discuss issues of concern with colleagues and will come forward for consideration at</p>

	<p>monthly team meetings. Issues for clarification or opinion can also be shared with regional liaison group colleagues, and if necessary taken to national groups for determination. Concerns of interpretation will also be raised with Food Standards Scotland. The service has a Council approved and publicly available enforcement policy which demonstrates a graduated and transparent approach to enforcement. It is recognised within the Scottish Regulators Code of Practice as a good example. All inspection reports and guidance issued will direct customers and business operators to the process of raising concerns which might arise from the implementation of official controls. Customer survey information with business customers has always reported high levels of satisfaction with officers and official control activity.</p>
<p>They shall carry out internal audits or may have external audits carried out to ensure the objectives of the regulation are being achieved. (Article 4, (6))</p>	<p>Internal monitoring procedures are in place. These will include performance management – with internal and public performance standards being made available. Monitoring will also involve accompanied visits, case review, 1-2-1 meetings and performance appraisal in compliance with the Council's ADR process. External audits are carried out by Food Standards Scotland. Annual returns have been made (LAEMS and SFEAR). Official control data is uploaded to Food Standards Scotland – Scottish National Database.</p>
<p>They shall ensure staff performing official controls receive appropriate training for area of competence, and have aptitude for multidisciplinary cooperation. (Article 6, (a)-(c))</p>	<p>Ongoing training and development is essential, and the food law code of practice anticipates at least 10 hours CPD will be provided annually. Training records are kept, and training opportunities are provided for all staff. Training and development needs will be discussed and considered as part of 1-2-1 and ADR discussions. A number of staff are involved with internal and external partners, working groups and represent the service competently in such circumstances. This is a key element of succession planning within the service.</p>
<p>They shall carry out activities with high level of transparency and make relevant information publicly available. The public will have access to information on control activities and their effectiveness, and information relating to product withdrawals. (Article 7, (1))</p>	<p>An annual food service plan is developed and approved by Council Executive. This is a public document and is available on the council website. A lot of other information has been made available on the council website. The service participates in the Food Hygiene Information Scheme to ensure appropriate public information is available regarding food hygiene compliance in local food establishments. The service will also encourage businesses to pursue Eats safe awards, which are also publicly available information regarding standards of compliance. The service will issue media information appropriately. It will also ensure provision of information in terms of freedom of information. Food Standards Scotland co-ordinate product withdrawals. Information will be shared with the public and businesses appropriately.</p>
<p>They shall ensure staff maintain professional secrecy in regard to certain information obtained in carrying</p>	<p>Staff are made aware of legal obligations. Staff will also complete internal council training sessions on data protection and information security. These are regularly</p>

out official controls. This includes confidential investigation and legal proceedings, and personal data. (Article 7, (2) &(3))	completed by staff to ensure awareness is maintained.
They shall carry out official controls in accordance with documented procedures containing information and instruction for staff performing official controls. (Article 8, (1))	Staff will have access to and will be aware of national standards and guidance, e.g. Food Law Code of Practice. All staff have access to internal systems or web access for necessary documents. There are also internal policies and procedures which staff are made aware of and are expected to follow. These are openly available, and contain appropriate cross referencing to other relevant guidance. Internal monitoring will consider compliance with procedures.
They shall have in place procedures to verify the effectiveness of official controls carried out and ensure that corrective action is taken when needed. (Article 8, (3)(a) & (b)).	Internal monitoring, including accompanied visits will take place appropriately. Performance management processes are also in place. For example, a monthly report considers the premises which have been inspected and require a revisit based on the rating for compliance. It will ensure that officers are following up issues of concern. Reports are also provided which identify improving standards within food establishments over time, and through food hygiene information scheme. The outcomes and information is collected and stored on CIVICA APP system. The service is also audited by Food Standards Scotland.
They shall provide reports on official controls carried out and ensure business operators are provided with a copy of the report. (Article 9)	It is standard procedure to ensure that a report is left with a business operator after official control inspections and interventions. A written report will be left at time of visit, and if necessary, followed up by a more detailed typed report. Guidance is also left to explain purpose of visit and also direct to sources of further information. Reports are designed to ensure compliance with the requirements within the Food Law Code of Practice.
They shall carry out official controls using appropriate control methods and techniques such as monitoring, surveillance, verification, audit, inspection, sampling and analysis. (Article 10, (1))	Various methods and techniques for official controls are used and are reflected in internal policies and procedures, and information recording on CIVICA APP system. Methods and techniques are considered appropriately in context of the hazard and risk activity of business operation or process. There is a prioritisation of work activities which is also included in the food service plan.

Planning, Economic Development and Regeneration Environmental Health & Trading Standards Food Service Plan 2021/2022



OVERVIEW:

In order to follow the recommendations of the Food Law Code of Practice (Scotland) and the obligations on competent authorities contained in Regulation (EC) 882/2004, West Lothian Council is required to develop and approve an annual food service plan. The structure of the food service plan is determined by the guidance contained within the Framework Agreement on Local Authority Food Law Enforcement.

The plan outlines how food safety will be monitored and controlled. The plan also covers other public health functions undertaken by the commercial team within environmental health. In Scotland the vast majority of establishments handling, producing and selling food are inspected, monitored and regulated by local authority environmental health teams.

The service plan covers six sections:

- food service aims and objectives;
- authority background;
- service delivery;
- resources;
- quality assessment;
- service plan and operational plan review; and

Safe food and drink is something which the vast majority of us take for granted. The safety of this fundamental human need relies on a competent, trustworthy and properly regulated and managed supply, monitored mainly by environmental health professionals working within local authorities. This essential work often goes unnoticed. The consequences of a failure in the safety of the food and drink we consume can be catastrophic in costs to human health, the food industry, governments, public confidence and trust. The purpose of this service plan is to outline how such controls are delivered in West Lothian.

SECTION 1 – SERVICE AIMS AND OBJECTIVES

1.1 Mission Statement

To protect public health and contribute to a healthy community in West Lothian by ensuring the safety, wholesomeness and quality of food and water through education and enforcement.

1.2 Corporate Plan & Single Outcome Agreement Links

Priority 6: Delivering positive outcomes on health.

Priority 8: Protecting the built and natural environment.

SOA6 We live longer, healthier lives and have reduced health inequalities.

<https://www.westlothian.gov.uk/article/33026/Corporate-Plan>

1.3 Aims and Objectives

Our priority customers for the work we undertake are the public and businesses within West Lothian. We support the following objectives of Food Standards Scotland Strategic Priorities:

1. Food is safe.
2. Food is authentic.
3. Consumers have healthier diets.
4. Responsible food businesses flourish.

1.4 Official Control Obligations

There are specific legal obligations placed on local authorities in regard to delivering food safety official controls. Section 1 of the Food Law Code of Practice (Scotland) requires the statutory obligations covered to be brought to the attention of local authority officials and or elected member bodies responsible for agreeing budgets or other service arrangements relevant to the delivery of official controls.

The obligations are outlined in different articles of Regulation (EC) 882/2004. Appendix 7 gives details of these obligations and how they are met within West Lothian.

1.5 Our priorities

The food service has to be delivered on a priority basis alongside other public health and safety priorities within the environmental health service. This reflects the nature of the work undertaken and that the service cannot be divided up into uniform time units for completing tasks. Each inspection or service request will have its own complexity and issues which determine the amount of work and time required to address.

The priorities are based on both reactive and proactive work and the potential public health impact of each. Delivery of service priorities will be within the context of resources available

and staff skills, knowledge, experience and capacity. A basic overview of environmental health service priorities and staff contribution is given in Appendix 1.

Service priorities have been established to ensure the best practical service in addressing the food safety and public health needs of our communities. They also reflect guidance issued by the Scottish Food Enforcement Liaison Committee and Food Standards Scotland in regard to prioritising food inspections. Health and safety enforcement and public health priorities have been included to reflect the combined work undertaken by officers. (A separate health and safety service plan is also prepared and published). Food service priorities are outlined in Appendix 5.

The purpose of the service is to intervene and prevent the human and financial costs of foodborne illness impacting downstream on society, businesses, health care services etc. The financial costs are estimated to impact substantially on the UK economy, individuals, businesses and NHS (£9.1 billion annually), with 180 deaths, and 16,300 hospital admissions*. Food borne illness has a significant impact on lost working days and, for small food businesses, it can be financially disastrous. The focus of the food service in West Lothian is to do everything possible within available resources to prevent and minimise the impact of foodborne disease.

*Food Standards Agency – [The Burden of Foodborne Disease in the UK 2018](#)

SECTION 2 - AUTHORITY BACKGROUND

2.1 Profile

West Lothian is a mixed rural and urban authority covering a geographical area of 42,504 Ha. The population is approximately 183,100*. The Environmental Health & Trading Standards service is located in Linlithgow Partnership Centre, Linlithgow. There are 1840** food premises within the area ranging from farms, retailers and caterers, to large manufacturers. (*National Records of Scotland mid-year estimate 2019, **As of 01/04/2021)

2.2 Organisational Structure

The service structure is as per appendix 1.

The commercial team is part of the Environmental Health & Trading Standards service which is part of Planning, Economic Development and Regeneration.

The authority has appointed Edinburgh Scientific Services (City of Edinburgh Council) to provide analytical and food examination services.

2.3 Scope of the Food Service

The scope of the food service enforcement is set out in appendix 2.

2.4 Demands on the Service

Services are available from 8.30am to 5.00pm Monday to Thursday and 8.30am to 4.00pm Friday. The team, however, has to accommodate working out with these times due to operating times of businesses. Routine evening and early morning working is necessary to carry out the inspection and sampling programmes. Emergency contact details have been provided to appropriate partner agencies in regards to incident management and food alerts, should these occur out with normal working hours. However, the arrangements are limited to point of contact notification only.

There are 9 approved premises in West Lothian in terms of Regulation (EC) 853/2004 (premises dealing with manufacture of food products of animal origin). A number of premises currently meet the exemption criteria for approval but may well require to be approved in the future.

There is a regular turnover in many of the catering businesses with new owners and changes in operation of the business. In the last 10 years there has been a 28% increase in registered food businesses.

In line with the enforcement policy, officers are required, when necessary, to take appropriate enforcement action. This may include service of notices, closure of premises, and reports to the Procurator Fiscal leading to prosecutions and time in court. The level of action required has been relatively consistent in recent years. Previous case studies of enforcement action showed the time spent dealing with one problematic food business equated to approximately five routine inspections.

The principles of better regulation have been a key aspect of how the food service is delivered for a number of years. As well as food safety, officers in the commercial team will also carry out a number of workplace safety and smoking enforcement inspections. This is done to ensure best use of resources and avoid unnecessary additional visits to premises. It is encouraging to note the positive feedback from business consultation exercises in relation to their experience of inspections and enforcement activities.

The service cost per head of population has remained constant in recent years even though West Lothian's population continues to increase. Most recent government figures (2018/2019)¹ estimate that the UK public spend £46.60 per person per week on food and drink. There is no specific budget for the food service plan only. However, the inspecting, sampling, monitoring, enforcing and all other services through this service plan and the health and safety service plan cost the West Lothian population £0.06 per person per week.

¹Family food 2017/2018 – A national statistics publication by DEFRA.

<https://www.gov.uk/government/statistics/family-food-201819/family-food-201819>

It is, however, vitally important to remember that the principal purpose of the food service in West Lothian is public health protection. In previous years a number of changes were made to the approach taken to inspections e.g. prioritisation of workload, changes in inspection reporting and recording, changes to inspection and workload allocation and geographical distribution, better use of flexible working and council buildings. Further adaptation of the service will be required during 2021 and beyond. We will ensure that attention continues to be given to positive outcomes irrespective of the breadth of service provision in future. Some of these issues are highlighted in 6.3.

Consumer Expectations

National surveys continue to show the importance of food safety for consumers. The top four food safety issues for consumers are:

- Chemicals from the environment, such as lead, in food (32%)
- Food hygiene when eating out (31%)
- The use of pesticides to grow food (31%)
- Food poisoning (28%)

45% of respondents reported concern about food safety in UK restaurants, pubs, cafes and takeaways. 40% of respondents reported concern about food safety in UK shops and supermarkets.

84% of respondents reported being aware of the hygiene standards in places they eat out at or buy food from.

61% of respondents trusted that people who produce and supply food make sure it is safe, honest and ethically approved.

FSA Biannual Public Attitudes Tracker Report – November 2019.

<https://www.food.gov.uk/about-us/biannual-public-attitudes-tracker>

2.5 Enforcement Policy

In terms of the framework agreement on food law enforcement the service has a written enforcement policy which has been approved by the council. The policy has undergone an equality impact assessment, and is followed by officers. The policy has also been cited as a good example in the Scottish Regulators Code of Practice. A copy of the policy is available to anyone on request and is also available on the West Lothian Council website. (<http://www.westlothian.gov.uk/environmental-health>)

Alternative enforcement arrangements are allowed within the code of practice for certain risk rated food safety inspections. Visits and alternative interventions will be carried out in accordance with internal procedures outlined in Appendix 5.

SECTION 3 - SERVICE DELIVERY

All officers in the commercial team contribute to the development and implementation of this plan. This section outlines areas of work to which they contribute.

In order to meet ever changing demands, the service is always looking at ways of working most effectively. Performance management is a key factor in ensuring this can be achieved (see section 4.4). The quality of the service delivered is essential in protecting public health, and the service is working to ensure that everyone plays a part in delivering the best service possible.

3.1 Food Premises

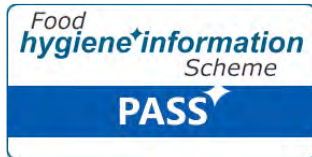
There are currently 1840 food premises within West Lothian which require to be inspected by the team. Food safety inspections will be carried out to assess food hygiene and food standards (composition, labelling etc.) compliance. Inspection frequencies are determined by the nature of the business and performance against specific criteria set out in the food law code of practice.

In 2019 the food law code of practice was updated in Scotland. Previously there were two inspection programmes which separated food hygiene and food standards compliance. In Scotland these have now been combined into one inspection plan for most food establishments. There are a few exceptions which will still receive separate food hygiene and food standards inspections. This change in approach will ensure that appropriate attention is given to all key elements of food safety at every visit made to a food establishment.



Food premises profiles, inspection targets and revisit information are outlined in Appendix 3.

The approach to premises inspections has been reviewed and new procedures have been introduced to ensure better recording of activities following inspection and also ensure that significant failures are followed up appropriately. This allows officers to target problem premises. An overview of the “Food Safety Interventions Policy” can be found in appendix 5.



The service participates in the Food Hygiene Information Scheme. This is a national scheme to advise customers at point of use of the food hygiene performance of the food businesses they use. Each business is rated following the routine hygiene inspections completed by officers. Information on whether the business receives a Pass or Improvement Required award will be published to the website hosted by the Food Standards Agency, and a certificate is provided for the business to display on the premises.

3.2 Food Complaints and Food Fraud

The commercial team receives a number of complaints about unsatisfactory food or food premises. These are investigated in line with our procedures on dealing with complaints.

Investigating food complaints can be quite involved and often requires working with colleagues in other local authorities. This, along with the time taken to receive reports from the public analyst etc., can increase the time taken to resolve the complaint. Complaints about food very rarely result in formal action, mainly due to the lack of evidence which could be relied on in court. However, they do help identify failings in food processing and handling which require to be rectified to prevent further problems occurring in the future, and can be the starting point of food recalls.



Food fraud and food crime came to public attention during the discovery of undeclared horse meat in various meat products in early 2013. During routine inspections and sampling, officers are looking for evidence of any attempts to mislead consumers or provide food which is dangerous. Food Standards Scotland have established a food crime investigation unit to work more closely with local authorities in improving intelligence, detection and enforcement in regard to food fraud and criminal activity. The expectations, focus and demands of this work are likely to increase. The Food Standards Agency and Food Standards Scotland published a baseline report on food crime in the UK. This can be found on the Food Standards Agency [web site](#). The service receives and provides intelligence reports on potential food crime through MEMEX which is a secure data sharing system.

3.3 Home Authority Principle / Primary Authority Partnership

West Lothian Council has no arrangements in place for being home authority or primary authority (not relevant in Scotland at this time) with any business activity.

These are formal arrangements made between local authorities and large scale business operating regionally or nationally. The intention is to reduce the regulatory burden on the business and agree a consistent application of legal interpretation by focusing concerns raised by other local authority enforcement officers through the local authority rather than the business. It is fair to say there are a number of concerns with these arrangements and the burdens placed on the home or primary authority.

3.4 Advice and support to Business

All officers will be involved in giving advice to businesses on food safety and workplace safety issues. This is an important aspect of work as it helps to ensure that businesses which request help can be set up complying with the necessary legal requirements. It has been established as one of our priorities for higher risk food establishments and fits the model of targeting upstream intervention.

The service recognises that a well run and viable business will most likely be a safe business. Officers will direct business owners to support and help from colleagues working through Business Gateway. Information sheets are left at every inspection with details of where businesses can get further help and support in this and other aspects of food safety and workplace safety. This all works towards protecting public health and reducing the financial impact of compliance on businesses.

The ongoing work with established businesses is assisted by a number of helpful information sheets, guidance booklets, and other educational resources. Much of the information used is produced within the team and aims to give businesses the necessary information for complying with the law and improving hygiene and safety standards. We aim to include all new premises in our inspection programme within three months of registering. It is recognised that this is out with the timeframe expectations of the food law code of practice. We are looking at ways of improving these timeframes during 2021/22 where this can be achieved in accordance with other priorities. Part of this approach is to rate lowest risk businesses within the minimal inspectable risk category. This means there will be no inspection carried out, which allows officers to focus on higher risk businesses. Appendix 3 shows a comparison of enquiries received over recent years. Business satisfaction survey results are also found in Appendix 3

3.5 Sampling – Food and Drink

The team develops an annual sampling plan. Sampling is necessary to monitor the quality and safety of food and drink being produced and sold within West Lothian. Sampling of food prior to a hygiene inspection is a useful indicator of how the business is operating.

The range of samples taken is split into chemical and microbiological. The current target for chemical samples is 0.8 samples per 1000 population and for microbiological the target is 1.1 samples per 1000 population.



Samples can fail for various reasons and require to be followed up by officers. A national report on sampling by Scottish local authorities identified a failure rate of 5.4% for chemical*, and 20.7% for microbiological* during a 12 month period. Scottish local authorities are now working in a more co-ordinated way in terms of sampling priorities. This is being done in association with Food Standards Scotland (FSS).

(*Local Authority Food Sampling in Scotland 1st July 2018 to 30th June 2019 Report)

As all local authorities are facing similar challenges work has been done to target local resources towards even more focused national sampling initiatives. The targeted sampling is based on data collected over recent years for all samples taken in Scotland and means that each year all local authorities will contribute to providing better information on existing and emerging food safety issues. Local sampling targets still form part of each local authority sampling plan and remain useful for a limited range of issues.



This joint focused approach will have some potential impact on local sampling as, overall, smaller numbers of samples may be taken due to costs of focused sampling activities. It is however a good example of how environmental health professionals are trying to ensure a public health focus in achieving the best results in difficult times.

Appendix 3 has details of samples taken during 2020/2021, and also the sampling plan for 2021/2022.

Case Study 1

Helping to shape the future of food safety

Officers within the service will contribute to the many developments in food safety and public health protection being considered at a national level. Food Standards Scotland have identified a significant change in staff resources allocated to food safety throughout Scotland and along with local authorities are looking at new ways of providing public health protection and new priorities for attention. Whilst our main focus will always be the impacts of food safety at a local level we also recognise the importance of helping to shape future developments to ensure we can maintain the best level of protection for the people of West Lothian. We have been actively involved in developing a new national approach to food safety inspections, and inspection rating systems for businesses. Officers have also been involved in groups working on issues relating to food exports, and official control charging, which may have significant impacts in years to come.

3.5.1 Sampling – Water Quality

Sampling of drinking and recreational water is also undertaken. This involves sampling mains and private water, as well as swimming pools, spa pools etc. The private water regulations place a requirement upon local authorities, and those responsible for private supplies, to ensure drinking water standards meet those of public water. The team is

involved in sampling and monitoring local private supplies and undertaking risk assessments on them. Sampling is required on an ongoing annual basis. An annual return on sampling, enforcement and water quality standards is made to the Scottish Government (Drinking Water Quality Regulator). These results are then published in a publically available report on the DWQR web pages <http://dwqr.scot/information/annual-report/>.

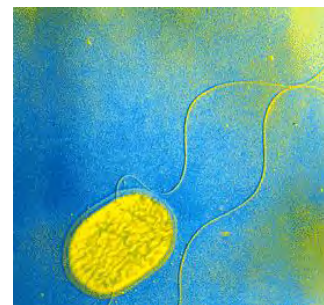
During 2018/2019 DWQR introduced an online risk assessment system which the team has to enter data onto regarding local supplies.

There is no routine sampling of mains water supplies with any concerns being directed to Scottish Water and the Drinking Water Quality Regulator. This is necessary to accommodate other workload and sampling plan priorities. The council does however retain the statutory right to sample if required.

The sampling of swimming pools, spa and recreational waters will be reactive to any concerns or incidents. The safety and quality of water should be part of the routine management and monitoring carried out by facility operators. Management controls of such environments are assessed during routine inspections by officers.

3.6 Control and Investigation of Outbreaks of Food Related Infectious Disease

Controlling and preventing the further spread of infectious disease is a key part of the service provided by the commercial team. This work is done in partnership with NHS Lothian and the Consultant in Public Health Medicine. Notifications of food poisonings and infectious diseases such as, *Salmonella*, *Campylobacter*, *Cryptosporidium*, *E. coli* O157 etc., are passed to the team by NHS Lothian. The role of the service is to investigate cases looking for possible sources, or outbreaks, and in doing so take preventative measures to stop the further spread of infection. Recent statistics are shown in appendix 3.



A major outbreak plan has been developed by NHS Lothian and the local authorities of West Lothian, Edinburgh, Midlothian and East Lothian. Procedures for dealing with sporadic cases are also in place. As part of the review of sporadic procedures it has been agreed that cases of campylobacter will no longer be investigated routinely by this service. Notified cases will be sent guidance and information about the illness by NHS Lothian, Health Protection Team. Statistics will be reported to the team annually by NHS Lothian. Case numbers will be reviewed regularly and any issues will be discussed between NHS Lothian and the local authorities.

3.7 Food Emergencies and Safety Incidents

Food safety emergencies and incidents which pose a serious risk to public safety are identified as a priority issue for the commercial team. Procedures are in place to ensure that warnings issued by Food Standards Scotland (FSS), and local incidents which need to be reported to FSS, are dealt with properly.

Most alerts are for information only but a number of press releases and trade notifications have to be completed by the team in relation to the warnings. As well as food alerts, FSS has a system for notifying local authorities of allergy alerts. These were previously part of the main alert scheme. The main reasons for such alerts is the failure to declare the presence of one of the many allergens now listed in the food information regulations.

Emergency contact details for the service have been provided to FSS to allow notification of any incidents.

3.8 Liaison with Other Organisations

It is important to realise that the food team does not work in isolation from other internal services or external organisations. Internally, the team works with planning, building standards, economic development, licensing, legal, education, occupational health, corporate communications, and social policy to provide a joined up service.

The food law code of practice requires local authorities to work together and with national bodies to contribute to consistency of enforcement. Externally, the team works with other local authorities, through Lothian and Borders Food Liaison Group, and Scottish Food Enforcement Liaison Committee's Food Safety sub-group and Food Standards sub-group. The team maintains links with NHS Lothian and Scottish Water through the Health Protection Liaison group. A Joint Health Protection Plan has been developed and approved by Council Executive. A positive working relationship has been developed with the Procurator Fiscal service. The service is audited by FSS.

Appendix 4 lists the team's main customers, partners and stakeholders.

Case Study 2

Dealing with irresponsible food business operators

Although the levels of compliance within West Lothian food businesses are high and have improved over the years, there are still a small percentage of food business operators who fail to operate safely and this requires serious action to be taken to protect public health. Officers often have to take action in serving notices on establishments to stop the preparation and sale of food. On many occasions these actions are required when we discover new businesses who have not registered and are operating dangerously, or businesses which have moved from low risk to high risk food preparation without notifying this service, and are doing so in premises which are not suitable. Very often we only become aware of these situations through complaints or concerns received.

Thankfully such poorly performing businesses remain in the minority.

3.9 Food Safety and Standards Promotion

It is clear that inspection of premises and enforcement of the law will not in itself bring about the necessary improvements in public health. There needs to be a balance of education with enforcement. Although limited, the team's input to education and promotion of food safety is recognised as an important tool and will be provided as resources permit.



Officers are the main source of support for most small businesses within West Lothian. They have a key role during inspections of ensuring business operators and food workers understand all the necessary requirements placed upon them. Feedback from businesses as part of our annual survey is very positive and is one of the publically reported key performance indicators for the service.

Officers will promote the Healthy Living Awards, as appropriate, within catering businesses. This is likely to be a significant issue in terms of public health as the costs of treating poor health caused by poor diet rise substantially in years to come.

30 businesses in West Lothian hold the [Eat safe](#) award for hygiene standards. We hope more businesses will be able to meet these requirements in coming years.

Our food hygiene training programme “Food Safety is Everybody’s Business” continues to be used with catering businesses to help them train staff. It is currently available in English, Polish, Italian, Urdu, Punjabi and Cantonese. The materials have been provided through the council website with video material uploaded and available on the [food safety web pages](#).



Case Study 3

Food hygiene information scheme – improving food safety

During 2019 we started to actively monitor the impact the food hygiene information scheme was having on West Lothian businesses. Whilst the service continues to promote the scheme with consumers it is clear that improvements in business compliance are evident as a result of the scheme being in operation. Since the scheme was introduced in West Lothian the percentage of businesses achieving a Pass rating has increased (currently around 96%). It was also clear where inspections found issues of non-compliance the significant majority of those businesses (81%) were taking appropriate action to achieve a Pass rating.

SECTION 4 - RESOURCES

4.1 Financial Allocation

There is no specific budget allocation for delivery of the food service plan. The service delivery is shared by officers within the commercial team along with delivery of other environmental health functions. This includes delivery of the health and safety service plan. A full time equivalent staff figure is provided in appendix 3.

A budget has been set for food, drink and water sampling as follows:

	Budget 20/21	Budget 21/22
Sampling	£22,000	£22,000

West Lothian has the third lowest costs per 1,000 population for environmental health (Scottish average is £13,771*, and West Lothian is £8,061* – figures from Local Government Benchmark Framework 2019/2020). There will, however, be some variability between local authorities in terms of the level of service delivered. (*The framework definition of environmental health includes the operation of public conveniences which are not an operational or service function of Environmental Health & Trading Standards in West Lothian but still get counted against costs of service.)

4.2 Staffing

The service is staffed as per the structure indicated in appendix 1.

Food safety is only one element of the role of environmental health. The pressures on the whole service increase year on year with changes in legislation, increasing population and demand on the service having to be managed on a priority basis. We are therefore identifying and targeting priority areas of work, delivering aspects of the service differently, reducing or removing aspects previously delivered, and continuing to work as effectively as possible to protect public health.

Appendix 1 gives an overview of staff contribution across the service areas and priorities.

4.3 Staff Development Plan

The Food Law Code of Practice (Scotland) requires a minimum of 10 hours food safety training to be completed by every officer annually. Officers who are members of the Royal Environmental Health Institute of Scotland are also required to complete 20 hours training and development every year as part of the Continuous Professional Development scheme.

Training and development needs are assessed during individual Appraisal and Development Review meetings held in accordance with the council's Investor in People accreditation. Monthly 1-2-1 performance meetings are also held with officers.

A competency framework for the food service has been developed to help give more detail to skills and knowledge pertinent to the different work areas. This was produced in support

of national guidance which provided a simple framework but lacked detail. It will provide officers with links to necessary legislation, guidance, technical information, scientific papers etc. and will continue to develop over time. The framework is also being extended to other areas of the environmental health service.

Recruiting suitably qualified and competent staff is becoming an increasing problem within the environmental health profession. Appendix 1 has details of current age profiles within the environmental health service. Planning for the future is a key element to ensure sustainability and resilience. Developing our own officers and trainee plans will be a key part of this going forward in the next 5 to 10 years.

4.4 Performance Management

Everyone working within the service has a responsibility for ensuring the delivery of the best service possible. To help deliver a positive and productive performance culture the service ensures targets are established which focus on outcomes and outputs.

Performance is monitored and assessed by various methods and reported internally and publically. Performance expectations and standards are outlined and reported in the following ways:

- Legislation, enforcement and technical guidance.
- Internal working documents and procedures – e.g. framework policies and procedures, enforcement policy, customer service standards, council HR policies and procedures etc.
- Food service plan.
- Internal monitoring of performance – e.g. team meetings, one to one discussions, monthly reporting to senior officers, public reporting of performance through Pentana, accompanied visits, customer survey and service complaints.
- Appraisal and Development Review (ADR) process.
- Training and professional development of officers and management.
- Reporting to external agencies – e.g. Food Standards Scotland, Scottish Government.
- Internal reporting to elected members – performance committee, Environment PDSP, Council Executive.
- Audit by Food Standards Scotland.

SECTION 5 - QUALITY ASSESSMENT

5.1 Quality Assessment

The Environmental Health & Trading Standards service participates in the West Lothian Assessment Model. This is West Lothian Council's adaptation of the European Foundation for Quality Management. This is being used to help deliver continuous improvement of the service in years to come. The service is assessed as part of the corporate Customer Service Excellence award.



The food safety work is subject to audit by the Food Standards Scotland. All audit reports can be found at <https://www.foodstandards.gov.scot/business-and-industry/safety-and-regulation/audit-and-monitoring> . The service was last subject to an onsite core audit in February 2014. Audit reports are sent to the Chief Executive and are reported to appropriate elected member forums. Routine remote audit questionnaires are completed and returned Food Standards Scotland, although no Council specific reports are provided.

The environmental health team were also recognised as best performers for 2019 in the APSE Performance Networks Awards. This is a benchmark network of around 250 local authorities throughout the UK.



Internal monitoring of procedures and customer feedback regarding food safety inspections and food complaints is also used to assess the quality of the service provided. Customer consultation is a key development issue and a customer and business consultation survey is carried out once a year.

SECTION 6 - SERVICE PLAN AND OPERATIONAL PLANS REVIEW

6.1 Review against Service Plans and Team Plans.

The food service plan will be reviewed in six months.

Internal plans, policies and procedures are reviewed annually, or as and when required.

6.2 Identification of any Variance from the Service Plan

The changing nature of demands upon the service requires a flexible approach to balancing priorities. Food safety and public health protection will always provide challenges. Officers and managers continue to take a constructive and professional approach to such matters, and through prioritisation, effective work planning and delivery, the service has ensured good performance in a number of areas.

The most significant impact on the service during 2020/2021 was the COVID pandemic and the response required by the service to address the public health concerns and issues resulting. The focus of the commercial team within the service had to move from food safety controls in businesses to public health controls in terms of COVID control regulations.

There was an acceptance and agreement from Food Standards Scotland that the nature of response required to the COVID pandemic by local authorities was significant and that it would not be reasonable or practical for local authorities to follow normal expectations of the Food Law Code of Practice for programmed food safety interventions. On site food safety engagement with businesses has been limited to give priority to our response to COVID management, and has been mainly through remote contact and providing guidance on maintaining food safety standards in establishments.

COVID demands also impacted on the food sampling, and private water sampling programmes during 2020/2021.

Staffing and recruitment continues to provide challenges within the service. The pandemic has impacted on opportunities for training and developing new staff, but there were some positive developments with the service receiving additional funding to recruit two new staff to deal with COVID and related public health issues in the year ahead. This will provide much needed assistance within the service as attempts are made to train and recruit new staff into vacant posts and address work demands.

During 2020/2021 the animal feeding stuff work carried out by trading standards colleagues was transferred to Food Standards Scotland due to changes in legislation. Food Standards Scotland are now legally the competent authority for such work. This is minor impact issue within West Lothian with very few establishments requiring to be regulated and higher priority work demands requiring attention by the trading standards team.

However, even in challenging times it is important to acknowledge the positive aspects of team work addressed and delivered during 2020/2021. These include:

- The response by the service and officers to the COVID pandemic and adapting to new working methods, and new enforcement and regulatory responsibilities. Points to note include:
 - Developing new knowledge and skills in addressing ever changing public health and regulatory controls for dealing with the pandemic.
 - Providing significant support to businesses and members of the public in understanding the requirements of regulations and guidance being issued.
 - Keeping elected members aware of the requirements to help assist with constituent enquiries.
 - Working with NHS Lothian colleagues in managing incidents and outbreaks.
 - Training and developing staff to work as contact tracers in the early stages of the pandemic before more structured approaches could be put in place nationally.
- Working with Food Standards Scotland to develop a strategy for re-starting of food safety inspection plans and programmes impacted by the pandemic.
- Working with Food Standards Scotland and other local authority colleagues to address issues around export and import of food as a consequence of the UK departure from the EU.
- Securing a new contract for provision of public analyst and food examiner laboratory services.

Performance and workload comparisons are made in Appendix 3.

6.3 Areas for Improvement / Challenges.

In addition to the challenges from workload and staffing resource which would have impacted the service in normal circumstances, the COVID pandemic has continued the delay in being able to carry out the inspection and sampling plans for 2021/2022. The impact on

the inspection plan has been acknowledged by Food Standards Scotland nationally, and there are ongoing discussions to determine how local authorities can address plans, backlogs and future demands going forward.

The following have been identified as the key challenges for 2021/2022 and ongoing:

- Ongoing demands on officers from challenging premises and incidents in terms of food safety, workplace safety and public health issues.
- Responding to challenges, consequences and work demands from the COVID pandemic.
- The developing and changing regulatory landscape as the UK addresses and adapts to the impact of future trade agreements with the European Union and other parts of the world.
- Ensuring that officers are supported, developed and capable of dealing with challenging, time consuming and high risk workload. Maintaining capacity in skills and knowledge, as well as officer resource.
- Establishing and targeting workload priorities with available resources which deliver and maintain the best achievable levels of public health protection.
- Resolving vacancies and staffing availability to ensure continuation of service delivery.

There are no specific projects identified for attention in 2021/2022.

The biggest demand on the food service remains dealing with risks to public health balanced against an increasing workload. These challenges will be significant in the year ahead. However any challenge and demand continues to be positively managed and also supported by officers. This is pursued through established work priorities, improved efficiency and effectiveness in work planning and actions, ensuring appropriate and balanced enforcement action, supporting businesses where possible to work safely, and supporting officers in dealing with difficult and complex public health protection work. The priority focus remains on outcomes and not just output. This approach has been in place for many years with some adjustments and refinements over time.

The plan for 2021/2022, and beyond, is to ensure the service focuses resources at priority areas of work, and takes the correct action to protect public health when risks are identified.

Appendices:

Appendix 1 – Service structure.

Appendix 2 – Scope of food service.

Appendix 2a – Extended public health links from food safety controls.

Appendix 2b – Objectives of the food service.

Appendix 3 – Workload and performance comparisons.

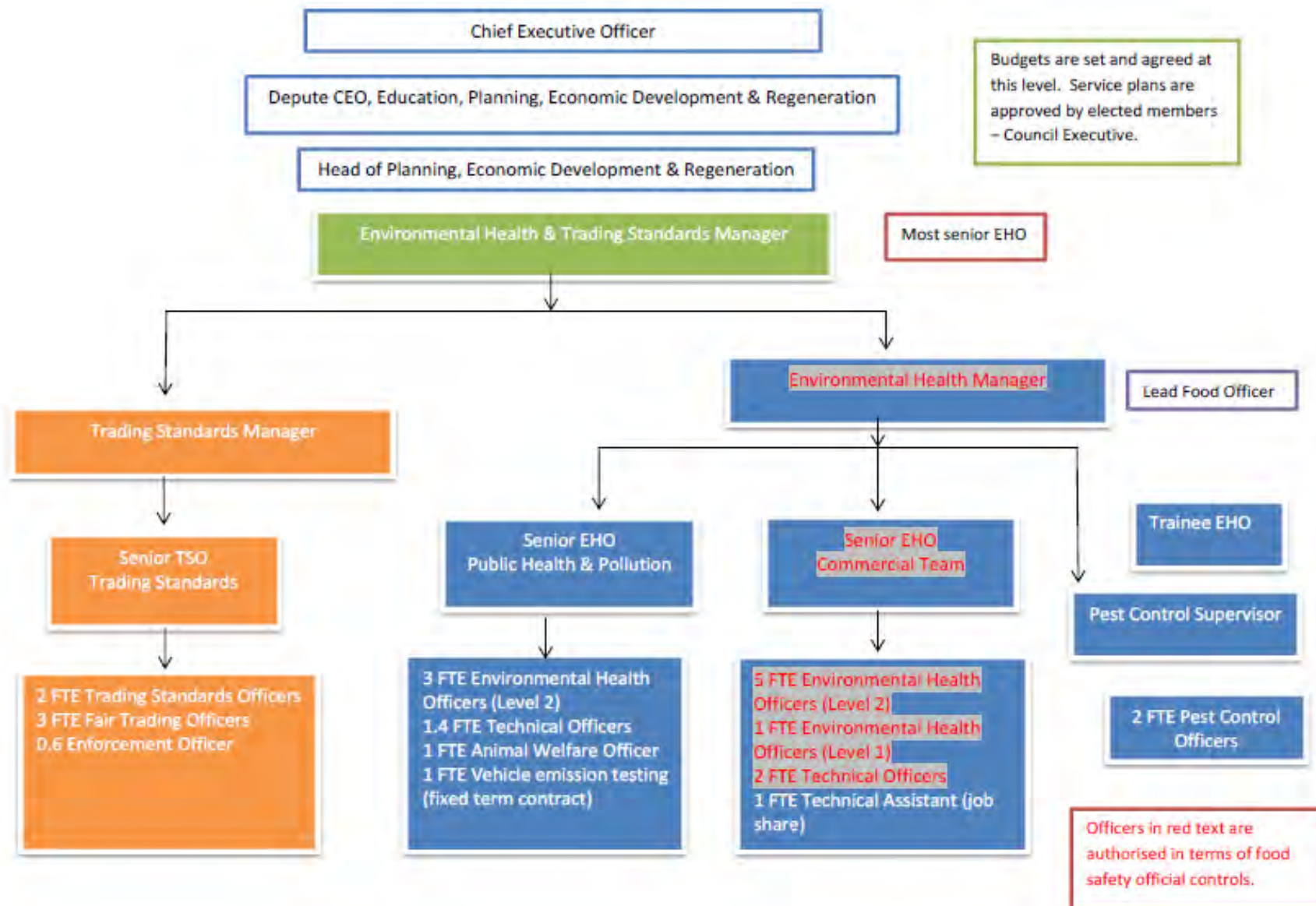
Appendix 4 – List of customers / partners / stakeholders.

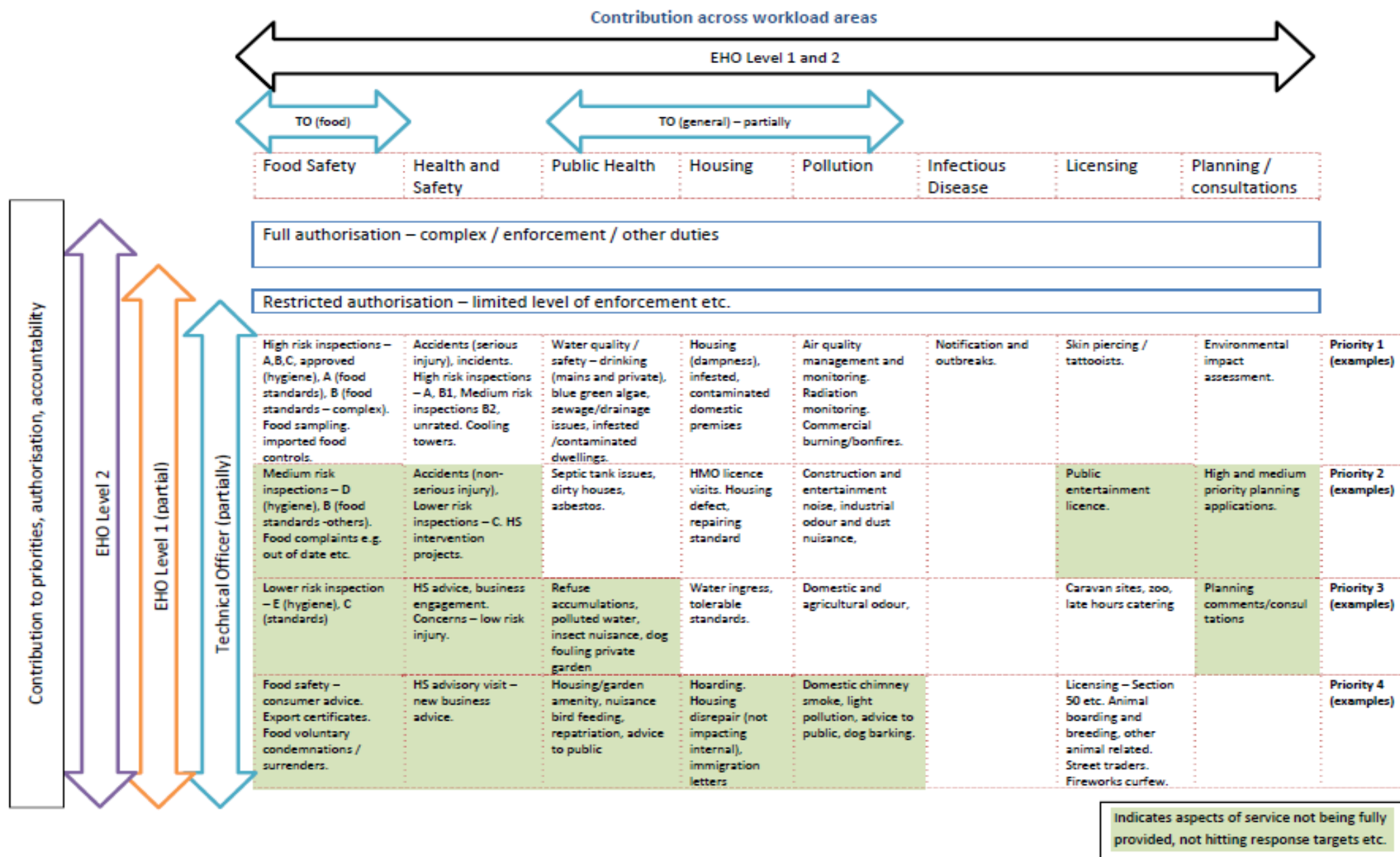
Appendix 5 – Overview of food interventions policy.

Appendix 6 – Service requests / complaints – service standards and prioritisation.

Appendix 7 – Official control obligations

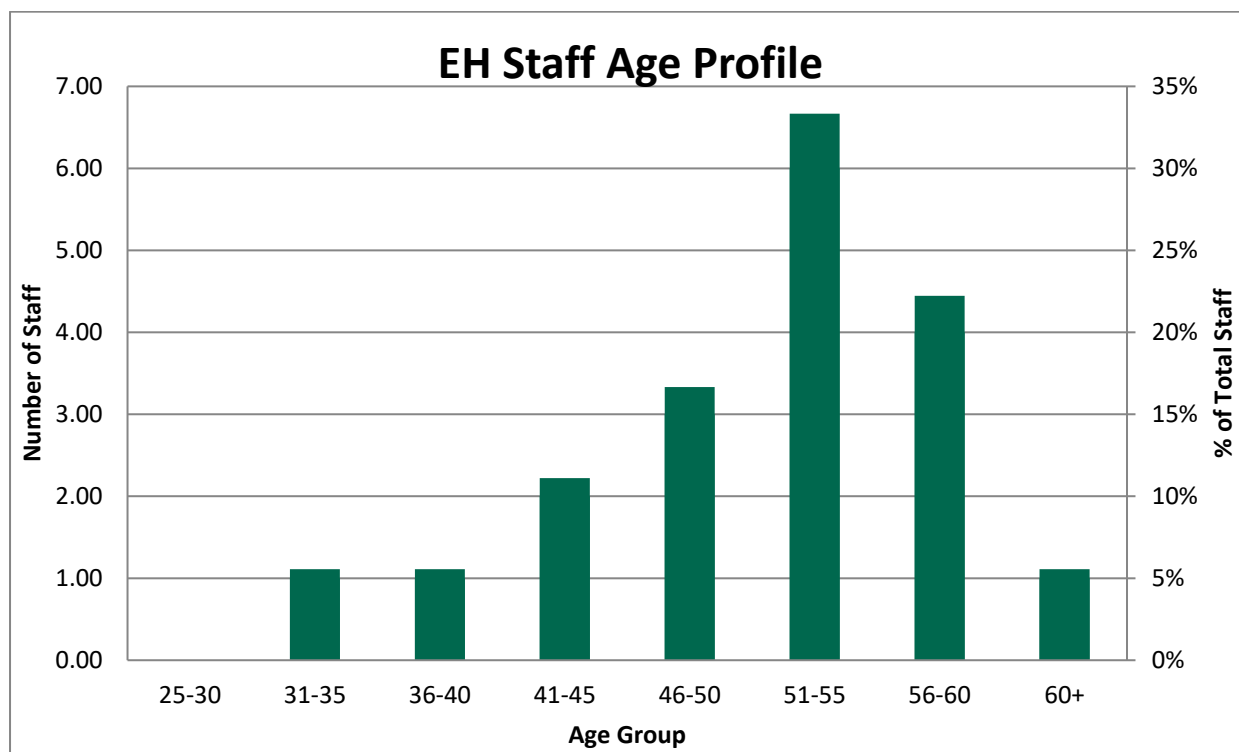
Appendix 1 – Environmental Health and Trading Standards Structure (April 2021)





Appendix 1

Environmental Health staff age profile (at 01/04/2021)



Appendix 2 – Scope of Food Service

Function	Activities
Food safety (hygiene and standards)	<p>To inspect premises in line with The Food Law Code of Practice (Scotland) and prioritise the inspection of premises on a basis of high to low risk.</p> <p>To adhere to relevant team policies and procedures.</p> <p>To ensure compliance with the law by means of education, training, motivation and enforcement.</p> <p>To ensure that re – visits are made to premises when necessary, and in line with our inspection procedures.</p> <p>To ensure compliance with legal requirements in terms of licensing and approval of premises.</p> <p>To ensure that a sampling programme is devised and followed.</p>
Food enquiries and investigations	<p>To react to emergencies and immediate threats to public health.</p> <p>React to and investigate, where appropriate, enquiries and complaints relating to food safety and quality, and hygiene in food premises.</p> <p>React to and respond appropriately to food alerts.</p> <p>To adhere to team policies and procedures.</p> <p>When necessary seize, detain and arrange for condemnation of food not meeting food safety requirements.</p> <p>Respond to requests for verification of voluntary surrender of food for condemnation.</p> <p>Respond to requests for export certificates.</p>
Business and consumer advice	<p>Carry out visits to premises to give guidance or to follow up complaints.</p> <p>Provide guidance and advice to new businesses to help comply with food law.</p> <p>Provide training and education for trade and other groups in West Lothian.</p> <p>Deal with general enquiries for help and guidance on relevant food matters.</p>
Reporting and liaison – working together	<p>To ensure that policies and procedures are in place and followed as per the Framework Agreement on Food Law enforcement.</p> <p>Prepare reports and returns to various groups and agencies.</p> <p>Work together with others to improve food safety and the service provided.</p> <p>Work together as a team.</p>
Water quality and safety	<p>To ensure that a sampling plan is in place and carried out to measure the safety and quality of private and public drinking water supplies in West Lothian.</p> <p>To ensure that a sampling plan is in place and carried out to measure the safety and quality of recreational water, such as swimming pools, spas etc.</p> <p>To ensure that appropriate follow up action is taken when problems are identified with water safety and quality.</p> <p>To respond to requests, where appropriate, from people concerned about the safety and quality of water in West Lothian.</p>
Infectious disease control	<p>To investigate notified cases of food poisoning, and food or water – borne disease.</p> <p>To notify Public Health Medicine of possible outbreaks / cases for exclusion.</p> <p>To adhere to relevant team policies and procedures.</p> <p>To provide good advice to patients and public to prevent further spread of infection.</p> <p>To be involved in any incident or outbreak control team.</p>
Support activities and miscellaneous	<p>To manage the work of the food service.</p> <p>To provide technical and administrative support.</p> <p>To instigate special projects and initiatives to tackle particular food related issues.</p> <p>To use and maintain a system database to manage the inspection programme and process service requests.</p> <p>To maintain the competence of inspection staff and develop their skills and knowledge, by means of peer review, training and monitoring.</p> <p>To ensure that premises files are updated with appropriate information.</p>

Appendix 2b – Objectives of food service

- *To ensure the safety of food by means of a programme of inspections designed to check compliance with current laws and codes of practice, and to educate, train and motivate all parts of the food industry. To enforce the law when necessary in the interests of public health.*
- *To protect the public and ensure the quality and safety of food and drink in West Lothian by inspection and sampling for analysis and examination. To inspect premises to ensure food standards legislation is being applied and improve compliance through a balance of education and enforcement.*
- *To react to emergencies and immediate threats to public health. To investigate food related enquiries and complaints. Reacting to food safety alerts issued by FSS and other bodies to secure the withdrawal of any suspect foods from premises within West Lothian. To ensure that food not meeting food safety requirements is removed from sale to the public. To issue appropriate export certification in relation to food being exported to countries out with the UK.*
- *To provide guidance and raise awareness of food safety within the business community and general population of West Lothian to ensure compliance with food law and help develop a better educated population.*
- *To work together with colleagues in West Lothian Council, other local authorities, professional bodies, central government and other interested parties to ensure a co – ordinated approach to food related matters. To provide relevant reports and statistics as required regarding the operation of the food service.*
- *To ensure the wholesomeness, safety and quality of drinking and pool waters in West Lothian.*
- *To be proactive and reactive in controlling and investigating instances of food or water – borne diseases and infections within West Lothian. To provide appropriate information to patients and work with partners in public health medicine to control the further spread of infection.*
- *To ensure activities which are necessary to support, compliment and develop the work of the food service are carried out (e.g. staff development and health and safety, performance monitoring and reporting service prioritisation, balancing better regulation and public health protection).*

Appendix 3 – Workload Comparisons

Activity	2017/2018		2018/2019		2019/2020		2020/2021	
	Completed	Missed	Completed	Missed	Completed	Missed	Completed	Missed
Food Law Inspections (combine food hygiene and food standards from July 2019)	-	-	-	-	386	30	-*	803
(By alternative enforcement)	-	-	-	-	204	0	1286	0
	Completed	Missed	Completed	Missed	Completed	Missed	Completed	Missed
Food hygiene inspections	781	72	723	47	156	278	-	-
(By alternative enforcement)	208	0	63	0	125	0	-	-
	Completed	Missed	Completed	Missed	Completed	Missed	Completed	Missed
Food standards inspections	769	52	247	35	56	75	-	-
(By alternative enforcement)	94	4	70	1	47	0	-	-
Revisits / other visits	714		666		213		-*	
Number of premises	1713		1733		1737		1756	
Broadly Compliant Hygiene	92.0%		93.5%		-		-	
Broadly Compliant Standards	99.6%		99.7%		-		-	
Broadly complaint food law	-		-		96.8%		96.6%	
Highest Priority Inspections completed by due date.	97.4%		97.9%		85.0%		-*	
Number of enquiries	671		670		741		872	
% Enquiries responded to on time (Target 85%)	95.1%		95.2%		93.3%		97.8%	
Number of food complaints	106		53		41		48	
Number of premises complaints	63		139		184		95	
Food alerts	11		2		20		9	
Advisory visits	41		23		5		-*	
Infectious disease investigations/ notifications	47		63		73		31	
Export certificates	38		35		47		40	
Food condemnations	0		0		0		0	
Workplace safety interventions (food establishments)	198		177		110		-*	
Samples taken	Type	No.	Type	No.	Type	No.	Type	No.
	Food Chem	151	Food Chem	146	Food Chem	171	Food Chem	0
	Food micro	201	Food micro	175	Food micro	212	Food micro	0
	Water mains	0	Water mains	0	Water mains	0	Water mains	0
	Water private	32	Water private	12	Water private	17	Water private	0
	Swimming pool	0	Swimming pool	0	Swimming pool	0	Swimming pool	0
Reports to fiscal	0		0		0		0	
Hygiene improvement notices	16		10		3		0	
Remedial action notices	15		10		8		0	
Emergency Closures (including voluntary)	0		0		0		0	
Number of staff available	7.1		7		6		7.3	
£ Cost / Head of population / year (Per Week)	£2.39 (£0.05)		£3.31** (£0.06)		£3.27** (£0.06)		£2.83** (£0.05)	

*Inspection / intervention programme halted by COVID pandemic response and priorities. Approved by FSS.

**Costs now include food service plan and health and safety service plan delivery. No specific food service plan budget.

Appendix 3 - Inspection Workload Targets

Inspection Workload 2021/2022

Table 1. Food Safety Inspections 2021/2022

Priority Group	Total Number in Group	Planned Inspections / Interventions due for 21/22
1	92	81
2	552	519
3	1327	941

During 2019/2020 the Food Law Code of Practice was changed to bring in a new inspection programme and risk rating scheme for food establishments in Scotland. This brought together the previous inspection programmes for food hygiene and food standards into one inspection. There are a small minority of establishments that will not be covered e.g. approved establishments. In previous service plans the inspection workload has been set out in terms of food hygiene and food standards plans with risk categories A to E and unrated in each. Existing establishments will only transfer to the new risk rating scheme following inspection and this process may take a few years to complete. The new scheme has categories A to E within 3 business groupings. Under the previous scheme A rated premises were highest risk and priority, but under the new scheme they are lowest risk and priority (but that depends on the business group). Therefore, in order to simplify the inspection plan, premises have been categorised in terms of priority groupings based on the different inspection rating schemes priorities.

Note for 2021/22 – due to impact of COVID on inspection programme for 2020/21 and ongoing there will be a revision of this inspection plan once agreement has been established with Food Standards Scotland on how inspection plans are to be resumed and missed inspections dealt with.

Appendix 3 – Sampling Performance Measures

Sampling Outcomes 2020/2021

Sample Type	% Pass
Food microbiology	-
Food Chemical	-

Due to COVID pandemic response there were no routine samples taken during 2020/21.

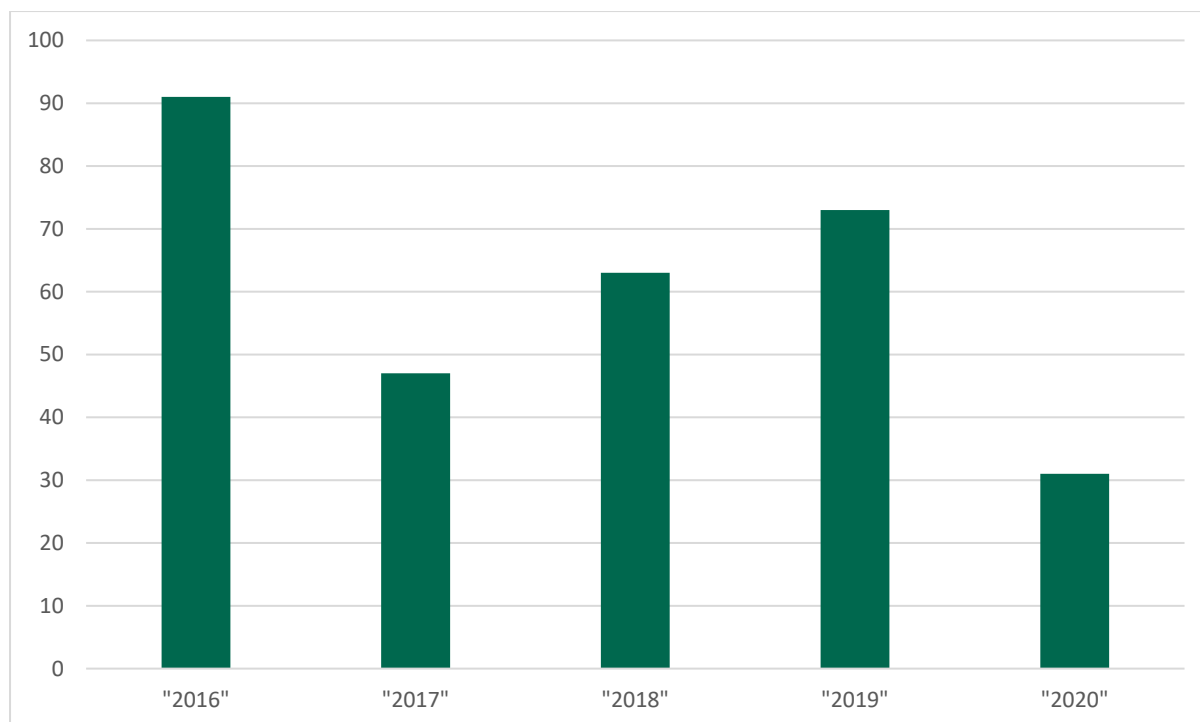
Sampling Plan 2021/2022 (Draft)

The sampling plan for 2021/2022 will be completed at a later stage in the year. At the beginning of 2021/2022 the restrictions and controls in place for COVID pandemic continue to direct priorities to other aspects of work.

Normal annual sampling targets are outlined in table below but these will also be revised in accordance with other work demands and the COVID landscape.

Sample Type	Number
Food Microbiological	200
Food Chemistry	170
Private Water Supply (PWS) Regulated Micro	11
PWS Regulated Chemical	11

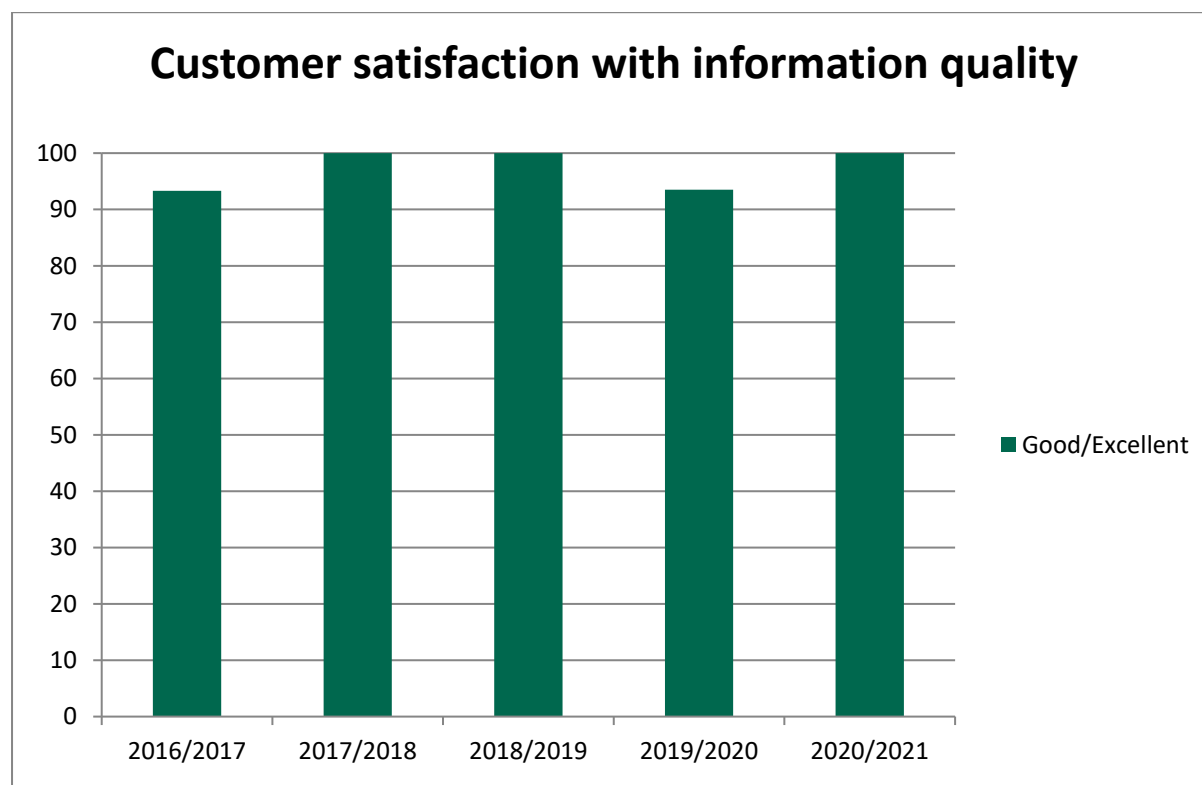
Appendix 3. Infectious Disease Investigations – West Lothian



Previous service plans included data for Campylobacter. These are not routinely investigated, and are only reported by NHS Lothian colleagues at the end of the year. The information in the graph above reflects the number of cases of other specified infectious diseases which are reported and followed up by this service.

Appendix 3 – Business Customer Satisfaction

Business Customer Satisfaction. (Percentage of businesses who rated officer's explanation of how to comply with legislation as good or excellent)



Overall customer satisfaction remains high. It is encouraging to note that officers input to business visits is viewed so positively. Business customers are surveyed annually to help us ensure that officers are providing the best service possible. It remains a difficult balance when officers are having to take enforcement action and convey challenging information. Other information gathered in our annual surveys is highlighted in the table below.

	2020/2021	2019/2020	2018/2019
Staff overall knowledge and professionalism (good/excellent)	96%	95.8%	100%
Overall level of service (good / excellent)	96.2%	95.8%	100%
Treated fairly at all times	96.2%	97.5%	100%

This feedback would tend to support the view that local businesses support the visits to their premises and the assistance offered by officers.

Appendix 4 – Customers / Partners / Stakeholders

GROUP	RELATIONSHIP	COMMUNICATION EXAMPLES	PROPOSED FOR 2021/2022
Businesses within West Lothian	Inspections; application of legislation; advisory activities; investigation into incidents, sampling, education, training, enforcement, motivation. New business support.	Provide guidance, training materials online, technical information, guidance notes, information leaflets, Use of Interpretation and Translation for ethnic languages as appropriate, press releases, mail shots etc. Improved web content and links to other sources of information.	No change to current approach.
Public	We protect them. We investigate complaints on their behalf. We provide guidance and information.	Press releases, infectious disease information sheets. Customer feedback on food complaints. Food hygiene information scheme. Web information on food safety issues.	No change to current approach.
FSS	They provide direction and guidance on a partnership basis. We report to them annually. They audit our performance.	Audit reports. We consult them on technical guidance and policy. They consult with us on legal, policy and technical matters. Will engage through working groups and similar. Upload of data to Scottish National Database.	No change to current approach.
Elected Members (Councillors)	We respond to complaints and enquiries and provide information as required.	Reports to Environment PDSP, and Council Executive. Advice to licensing board.	No change to current approach.

		Annual Service Plan is presented to Council Executive for approval. Email local members when premises in area is closed.	
Other LA Services – Planning, Building Standards, Economic Development, Legal & Licensing, Facilities Management, Education services, Integration Joint Board, Social policy.	Act as statutory consultee. Provide and receive guidance and support. Work in partnership in specific areas of interest.	Planning and building warrant application comments. Licensing applications and comments. Reports as required. Meetings with facilities management, as required, to discuss common issues from inspections. Developed social policy food safety and infection control procedures document.	Ongoing communication where changes in legislation or policy likely to impact on services.
Lothian NHS	We work together on investigation and control of infectious diseases.	EHO/HPT meetings. Sporadic and outbreak plans. Agreed joint health protection plan.	No change to current approach.
Other local authorities	Share information and best practice. Sampling initiatives. Developing guidance and working standards to ensure consistency of approach. Contribution to national policies and legislation development.	Liaison groups. Scottish Food Enforcement Liaison Committee. National working groups.	No change to current approach.
PF and legal system.	Take legal action based on reports sent by us.	We send reports. Work together on content of report. We provide technical guidance. Send reports electronically.	No change to current approach.

2021/22*Food Service Plan*

Care Inspectorate	Act as Consultee / Advisor	Written reports and telephone calls to Care Inspectorate Officers	No change to current approach.
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Appendix 5

Overview of food interventions policy:

The Interventions Food Law Code of Practice (Scotland) advocates achieving compliance through the use of a range of interventions and allows local authorities some flexibility in the type of intervention used at a food business.

West Lothian Council recognises that different approaches are required to ensure a business complies with the law in terms of food hygiene and food standards. It is however important to recognise that the approach used by officers will be determined by the circumstances identified at the time of a visit and not in advance.

It is recognised that the code of practice expects a risk based approach to inspections is put in place by local authorities. With this in mind West Lothian Council has always established a priority basis for workload, as follows:

Priority	Category	Description
1	Emergencies and threats to public health	<ul style="list-style-type: none"> Food alerts for action (issued by Food Standards Scotland) – high threat to public health. Fatalities / serious accidents. Communicable disease outbreaks and public health incidents. Communicable disease investigations. Revisits to secure compliance. Formal action to protect public health (remedial action notices, hygiene emergency prohibition, seizure and detention of food, prohibition notice etc.) High priority food and water concerns and monitoring. Serious workplace safety concerns.
2	Highest consequence proactive	<ul style="list-style-type: none"> Routine priority 1 group inspections.
3	Medium consequence proactive / reactive	<ul style="list-style-type: none"> Routine priority 2 group inspections. Guidance to potentially high risk new establishments. Project / support activities to address high consequence public health issues. Routine high risk / unrated health and safety interventions. Street traders certificates of compliance, and Section 50 certificates (Licensed establishments). Export certificates. Project / support activities to support service delivery and customer / business information access.
4	Lower consequence proactive / reactive	<ul style="list-style-type: none"> Routine priority group 3 inspections. Consultations / comments – licensing of events, planning etc. Guidance to low risk new establishments. Low priority food and water concerns.

The priorities reflect the combined work areas of food safety, workplace safety and public health.

Food Safety Inspections

Category	Inspection target	Intervention
Priority 1	By due date (+ 28days)	Inspection
Priority 2	By due date (+ 28days)	Inspection*
Priority 3	Within financial year	Inspection /Alternative enforcement**
853/2004 establishment	By due date (+ 28days)	Inspection
*Priority being given to premises where there is potential cross contamination issues.		
**Includes premises with no inspectable risk (already categorised as alternative enforcement)		

Priority	Inspection categories (risk ratings before inspection)
1	Food hygiene Annex 5 – A, B, approved establishments (not cold stores) Food standards Annex 5 – A Food law rating scheme – 1D, 1E, 2D, 2E, 3D, 3E.
2	Unrated premises. Food hygiene Annex 5 – C Food hygiene Annex 5 – approved establishments (cold stores). Food standards Annex 5 - B Food law rating scheme – 1A, 1B, 1C, 2C.
3	Food hygiene Annex 5 – D, E Food standards Annex 5 – C Food law rating scheme – 2A, 2B, 3A, 3B, 3C Primary Production Holdings (All premises rated alternative enforcement / minimal inspectable risk)

Inspections and Interventions

All inspections and interventions will be carried out in accordance with West Lothian Council's inspection procedures and enforcement policy. Inspections will be conducted in accordance with the Interventions Food Law Code of Practice (Scotland) and will utilise the appropriate West Lothian Council inspection aide memoire. Not all inspections are able to be targeted by the due date as required by the code of practice.

Alternative Enforcement – Food Hygiene & Food Standards

In line with the principles of the Food Law Code of Practice (Scotland) West Lothian Council ensures that priority is given to food premises which present a greater risk to public health and food safety. In order to do this a hierarchical approach to inspections and visits has been established. In order to ensure the best use of the staff resources we have available and also ensure that we maintain a level of intelligence regarding premises within our area

it has been appropriate to remove a number of food premises from our routine inspection programme and target them through an alternative enforcement approach.

Premises which are subject to alternative enforcement have been identified above. Alternative enforcement will be considered as follows:

Alternative enforcement visits

Officers undertaking alternative enforcement visits within such premises will not need to be qualified as per code of practice requirements. The purpose of this approach will be to establish the operating arrangements of such premises and distribute appropriate guidance to food business operators. A record of such visits will be completed and held electronically. Should there be a change in the business operation likely to change the inspection rating of the premises then such matters will be referred back for a qualified officer to pursue.

The purpose is to link in with work already being done by other non-food officers and ensure a better system for gathering information and maintaining business contact.

Where the premises is deemed to be operating in a way which requires no further intervention by a qualified officer then a rating will be applied to maintain the premises within its current category (or comparable if considered under food law rating scheme) and ensure a further visit is made within the time frame for such premises outlined in the code of practice.

Premises which are visited by a non-qualified officer in terms of this approach cannot be included within the scope of the food hygiene information scheme.

Premises which are allocated to qualified officers due to link with higher risk inspection, can be inspected as normal.

Alternative enforcement – non-visit business contact

Premises identified as falling within the alternative enforcement strategy which are not linked to a higher risk inspection, and where other workload activities prevent site visit will be contacted by letter or email. The purpose will be to provide basic food safety guidance, and request that the business operator advises this service of any material change in business ownership or operation. Any notified change in ownership or significant change in business operation will be followed up by a visit by a qualified officer in due course.

This approach will be kept under review.

Non – Broadly Compliant Premises

Following an inspection any business that does not meet the broadly compliant criteria should be subject to further intervention. Such action should normally be implemented no later than 1 month after the initial inspection (dependant on nature of non-compliance).

Officers will determine the most appropriate action giving consideration to the West Lothian Council enforcement policy and inspection procedures.

Interventions will be recorded by officers, and may include:

- further inspection and audit;
- verification and surveillance;
- advice and education; and
- formal sampling.

Change of Ownership / Premises

An officer will inspect a changed business for food law compliance, and health and safety (where appropriate) irrespective of what the initial planned inspection was for. Risk ratings will be applied against the new premises details.

Food Hygiene Information Scheme

Officers will ensure that they follow nationally issued guidance and internal procedures when inspecting businesses and assessing in terms of the FHIS. Only businesses which have been inspected and rated by a qualified officer will be included within the scope of the scheme.

Officers will be mindful of the response times for visit requests in terms of the scheme and ensure these are met.

Appendix 6

Service Requests and complaints – service standards and prioritisation:

Response times and updates:

We will aim to respond to 85% of enquiries within 2 working days of receipt. We will aim, if required, to update customers of progress within 28 days of receipt. Our response may be by phone, mail or email.

New business advice

We will provide initial advice over the phone, by email or letter. We will provide written guidance to assist (if required), and / or, direct customers to other sources of information.

Further assistance such as review of plans, or site visits will no longer be possible for routine new business work due to other workload demands.

Licensed premises – Section 50 Certificates

We will provide initial advice over the phone, by email or letter. We will provide written guidance to assist (if required), and / or, direct customers to other sources of information.

There will be no routine site visits. Final site visits will be carried out only after notification that the appropriate building warrant has been issued and premises are in finished condition ready for operation. The site visit will be carried out within 15 working days of request by the customer to the appropriate officer. If the premises is visited and not complying with requirements then further visits will be carried out. Revisits will be carried out within 15 working days of notification by the customer that works have been completed.

The timeframes reflect the need to balance other higher priority workload within the service.

Street trader application – Vehicle inspections – New Licences

We will provide initial advice over the phone, by email or letter. We will provide written guidance to assist (if required), and / or, direct customers to other sources of information.

Inspections of new vehicles to issue a hygiene certificate will be carried out within 15 working days of the customer requesting a visit with the appropriate officer. These inspections will only take place on a specified afternoon or morning once a week.

The timeframes reflect the need to balance other higher priority workload within the service.

Investigation of consumer concerns – food and drink, premises etc.

Concerns will be prioritised and addressed relevant to the nature of the concern.

The following types of concern are examples of those considered high priority:

- Cases of confirmed food poisoning linked to food establishment or food stuff.
- Numbers of unconfirmed illness associated with food establishment or food stuff.
- Foods subject to serious contamination or in a condition likely to be a risk to public health.
- Concerns regarding poor hygiene conditions within premises likely to give rise to contamination of food being prepared.
- Concerns regarding illness or infection associated with drinking or recreational water.

The following types of concern are examples of those considered low priority. They are likely to be subject to referral to a future inspection or other intervention:

- Notification of out of date food being sold. Unless there is a poor history within the premises, or after a number of similar complaints in a short period of time.
- Concerns about front of house hygiene conditions in premises. Unless there is a poor history within the premises, or after a number of similar notifications in a short period of time.
- Concerns about drinking and recreational water not linked to illness or infection. Concerns about mains water will be referred to Scottish Water and the Drinking Water Quality Regulator.
- Concerns regarding quality and nature of food and drink sold in food premises. Unless there is a poor history within the premises, or after a number of similar notifications in a short period of time.

Appendix 7 – Official Control Obligations

The following outlines the main operational obligations on competent authorities in terms of Regulation (EC) 882/2004 and the measures for delivery within West Lothian Council.

Obligation on local authorities	Summary of service delivery in West Lothian
Official controls are applied at an appropriate risk-based frequency. (Article 3, (1))	<p>It has been highlighted in previous food service plans that not all controls are completed in accordance with the timescales determined within the Food Law Code of Practice (Scotland). Prioritisation is given to the highest risk premises for inspection. There was an impact on service delivery from vacancies within the service. There was an issue with attracting suitably qualified staff to advertised posts. This impact is ongoing. Recruitment to vacant posts will be pursued through 2021/2022.</p> <p>In 2020/2021:</p> <ul style="list-style-type: none"> • The inspection plan was impacted in order to give priority to the public health response to the COVID pandemic. There were no routine proactive food safety inspections completed. • There were a significant number of business engagements in response to the pandemic and which included review and discussion of food safety practices with the business operator. • There were a large number of service requests received. 97.8% were responded to by the due date.
The effectiveness and appropriateness of official controls. (Article 4, (2)(a))	<p>The service has been audited by Food Standards Agency Scotland (now Food Standards Scotland). No major concerns were highlighted during audits. There is a balanced approach to enforcement and education, and a high level of business compliance, and business satisfaction with the approach taken by officers. The enforcement policy for the service is cited as a good example in the Scottish Regulators Code of Practice.</p> <p>In 2020/2021:</p> <ul style="list-style-type: none"> • For all risk rated food establishments in West Lothian, 96.6% were broadly compliant in terms of food law requirements. • 97.8% of relevant establishments within the food hygiene information scheme held a Pass award.
Staff carrying out official controls are free from conflicts of interest. (Article 4, (2)(b))	This is addressed through the councils' code of conduct for employees.
They have access to an adequate laboratory capacity and capability for testing. (Article 4, (2)(c))	Edinburgh Scientific Services have been appointed to provide laboratory services. They are an official control laboratory and meet the necessary requirements. A food sampling plan is

	included within the service plan. Sampling outcomes are recorded on a national database – SFSS.
They have a sufficient number of suitably qualified and experienced competent staff and adequate facilities and equipment to carry out their duties properly. (Article 4, (2)(c) & (2)(d))	<p>There is no official standard provided for determining sufficient numbers of staff. However, in recent years the service has delivered a high standard of output and outcomes. The professional development requirements for officers in terms of the code of practice are being met, and officers have the necessary facilities to complete their work. It is recognised within the service plan that work is not easily quantifiable and impacts on workload delivery will vary depending on circumstances. Resources available to support service delivery continue to be kept under review. Vacancies within the service have impacted on official control delivery. These vacant posts will continue to impact in 2021/2022 as recruitment is pursued. There are no reductions in staffing from previous service plan.</p> <p>West Lothian has the third lowest costs per 1,000 population for environmental health (Scottish average is £13,771, and West Lothian is £8,061 – figures from Local Government Benchmark Framework 2019/2020). Although there is some variability in the levels of service provision there is no real evidence of serious detriment to food safety and public health in West Lothian at this time.</p>
They have legal powers to carry out official controls. (Article 4, (2)(e))	Officers carrying out official controls are authorised in terms of the Council's scheme of delegation. Authorisation documents are available for officers. Officers will be authorised in terms of legislation applicable and appropriate to level of professional competence and grading.
They have contingency plans in place, and are prepared to operate plans in event of emergency. (Article 4, (2)(f))	The service will implement emergency plans as appropriate. There are different national and regional incident management plans for purposes of consistency. Staff have been involved in testing these plans. There is a service wide business continuity plan which is tested and reviewed appropriately. There are also internal procedures and information to assist officers involved in emergency situations.
They shall ensure efficient and effective co-ordination between all competent authorities involved. (Article 4, (3))	The service will liaise and co-operate appropriately with Food Standards Scotland. The service is also involved with other regional local authority colleagues in the Lothian & Borders Food Liaison Group which provides regular links to ensure consistency of approach and sharing of intelligence. Officers are also involved in national networks and working groups. The service also has access to MEMEX for food crime intelligence sharing. The service also uploads official control data to the Scottish National Database. It will work with primary and home authority local authorities in ensuring consistent food law enforcement.
They shall ensure the impartiality, quality	Officers will follow national guidance and internal policies and

and consistency of official controls at all levels. (Article 4, (4))	procedures to ensure consistency of approach. Officers will regularly discuss issues of concern with colleagues and will come forward for consideration at monthly team meetings. Issues for clarification or opinion can also be shared with regional liaison group colleagues, and if necessary taken to national groups for determination. Concerns of interpretation will also be raised with Food Standards Scotland. The service has a Council approved and publically available enforcement policy which demonstrates a graduated and transparent approach to enforcement. It is recognised within the Scottish Regulators Code of Practice as a good example. All inspection reports and guidance issued will direct customers and business operators to the process of raising concerns which might arise from the implementation of official controls. Customer survey information with business customers has always reported high levels of satisfaction with officers and official control activity.
They shall carry out internal audits or may have external audits carried out to ensure the objectives of the regulation are being achieved. (Article 4, (6))	Internal monitoring procedures are in place. These will include performance management – with internal and public performance standards being made available. Monitoring will also involve accompanied visits, case review, 1-2-1 meetings and performance appraisal in compliance with the Council's ADR process. External audits are carried out by Food Standards Scotland. Annual returns have been made (LAEMS and SFEAR). Official control data is uploaded to Food Standards Scotland – Scottish National Database.
They shall ensure staff performing official controls receive appropriate training for area of competence, and have aptitude for multidisciplinary cooperation. (Article 6, (a)-(c))	Ongoing training and development is essential, and the food law code of practice anticipates at least 10 hours CPD will be provided annually. Training records are kept, and training opportunities are provided for all staff. Training and development needs will be discussed and considered as part of 1-2-1 and ADR discussions. A number of staff are involved with internal and external partners, working groups and represent the service competently in such circumstances. This is a key element of succession planning within the service.
They shall carry out activities with high level of transparency and make relevant information publically available. The public will have access to information on control activities and their effectiveness, and information relating to product withdrawals. (Article 7, (1))	An annual food service plan is developed and approved by Council Executive. This is a public document and is available on the council website. A lot of other information has been made available on the council website. The service participates in the Food Hygiene Information Scheme to ensure appropriate public information is available regarding food hygiene compliance in local food establishments. The service will also encourage businesses to pursue Eat safe awards, which are also publically available information regarding standards of compliance. The service will issue media information appropriately. It will also ensure provision of information in terms of freedom of information. Food Standards Scotland co-ordinate product withdrawals. Information will be shared with the public and businesses appropriately.
They shall ensure staff maintain professional	Staff are made aware of legal obligations. Staff will also complete

<p>secrecy in regard to certain information obtained in carrying out official controls. This includes confidential investigation and legal proceedings, and personal data. (Article 7, (2) &(3))</p>	<p>internal council training sessions on data protection and information security. These are regularly completed by staff to ensure awareness is maintained.</p>
<p>They shall carry out official controls in accordance with documented procedures containing information and instruction for staff performing official controls. (Article 8, (1))</p>	<p>Staff will have access to and will be aware of national standards and guidance, e.g. Food Law Code of Practice. All staff have access to internal systems or web access for necessary documents. There are also internal policies and procedures which staff are made aware of and are expected to follow. These are openly available, and contain appropriate cross referencing to other relevant guidance. Internal monitoring will consider compliance with procedures.</p>
<p>They shall have in place procedures to verify the effectiveness of official controls carried out and ensure that corrective action is taken when needed. (Article 8, (3)(a) & (b).</p>	<p>Internal monitoring, including accompanied visits will take place appropriately. Performance management processes are also in place. For example, a monthly report considers the premises which have been inspected and require a revisit based on the rating for compliance. It will ensure that officers are following up issues of concern. Reports are also provided which identify improving standards within food establishments over time, and through food hygiene information scheme. The outcomes and information is collected and stored on CIVICA APP system. The service is also audited by Food Standards Scotland.</p>
<p>They shall provide reports on official controls carried out and ensure business operators are provided with a copy of the report. (Article 9)</p>	<p>It is standard procedure to ensure that a report is left with a business operator after official control inspections and interventions. A written report will be left at time of visit, and if necessary followed up by a more detailed typed report. Guidance is also left to explain purpose of visit and also direct to sources of further information. Reports are designed to ensure compliance with the requirements within the Food Law Code of Practice.</p>
<p>They shall carry out official controls using appropriate control methods and techniques such as monitoring, surveillance, verification, audit, inspection, sampling and analysis. (Article 10, (1))</p>	<p>Various methods and techniques for official controls are used and are reflected in internal policies and procedures, and information recording on CIVICA APP system. Methods and techniques are considered appropriately in context of the hazard and risk activity of business operation or process. There is a prioritisation of work activities which is also included in the food service plan.</p>

DATA LABEL: PUBLIC



ENVIRONMENT POLICY DEVELOPMENT AND SCRUTINY PANEL

HEALTH AND SAFETY SERVICE PLAN 2021/2022

REPORT BY HEAD OF PLANNING, ECONOMIC DEVELOPMENT & REGENERATION

A. PURPOSE OF REPORT

The purpose of this report is to make the panel aware of the Health and Safety Service Plan 2021/2022 and the obligation upon the council to approve an annual health and safety service plan.

B. RECOMMENDATION

It is recommended that the panel notes and considers the following recommendation which is intended to be submitted to Council Executive:

1. notes the content of the report and accompanying Health and Safety Service Plan; and
2. approves the Health and Safety Service Plan 2021/2022.

C. SUMMARY OF IMPLICATIONS

- | | |
|---|---|
| I Council Values | Focusing on our customers' needs; being honest, open and accountable; making best use of our resources; working in partnership. |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | <p>Health and Safety at Work etc. Act 1974, Section 18, National Local Authority Enforcement Code requires local authorities to develop and approve an annual health and safety service plan.</p> <p>The Public Health (Scotland) Act 2008 places a duty on the NHS Lothian to produce a joint health protection plan in collaboration with relevant local authorities.</p> <p>The plan does not require a strategic environmental assessment. The plan deals with issues of equality and risk.</p> |
| III Implications for Scheme of Delegations to Officers | There are no implications for the scheme of delegation. |
| IV Impact on performance and performance Indicators | The Health and Safety Service Plan identifies how work will be prioritised to ensure a high level of performance in work that has greatest impact on protecting public health. |

		Performance indicators are reported internally and publically through covalent.
V	Relevance to Single Outcome Agreement	SOA 3 Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business. SOA 7 We live longer, healthier lives and have reduced health inequalities.
VI	Resources - (Financial, Staffing and Property)	The service plan has been developed to be delivered within current resources.
VII	Consideration at PDSP	This is the first report of this year's plan to the PDSP.
VIII	Other consultations	None.

D. TERMS OF REPORT

In order to meet the requirements of the National Local Authority Enforcement Code (national code), West Lothian Council is required to develop and approve an annual health and safety service plan. The national code is given legal effect under Section 18 of the Health and Safety at Work etc. Act 1974.

D1 Purpose of the plan

The plan outlines how health and safety will be monitored and enforced within West Lothian businesses and other regulated activities. Whilst the main responsibility for ensuring health and safety remains with the businesses and individuals who create the risk, environmental health officers have a statutory duty in ensuring effective risk management, supporting businesses, protecting the West Lothian community, and contributing to the wider public health agenda.

Although elements of health and safety activity will be reflected in the service management plan for Planning, Economic Development and Regeneration the creation of a detailed health and safety service plan is a distinct requirement. The proposed plan for 2021/2022 is attached for panel review and consideration.

D2 Protection

The key role of the service is public health protection. The service plan gives an overview of how this is delivered in West Lothian. The mission statement for the service is – *“To protect and enhance the health, safety and welfare of people living and working in West Lothian by ensuring risks in the changing workplace are properly controlled.”*

The service shares enforcement and regulatory responsibilities for health and safety with the Health and Safety Executive (HSE). The main demands on the service are driven by routine risk rated inspections and interventions, accident reports and investigations, and concerns and requests for service regarding health and safety. The term health and safety has taken on a very negative and trivialised interpretation due to risk averse and claims conscious organisations using it as a broad brush excuse for avoiding certain activities. However, the real issues which officers have to address in protecting public health include:

- Prevention of serious and fatal accidents.
- Preventing injuries from falls from height, slips, trips and falls, manual handling and upper limb disorders.
- Preventing exposure to harmful substances (chemicals, asbestos, fine particulates, carbon monoxide etc.)
- Preventing injuries from vehicles and machinery (e.g. fork lift trucks).
- Preventing health impact issues (e.g. asthma, dermatitis, infectious diseases, legionella, stress, violence, skin piercing / tattooing etc.)

Service priorities have been established to ensure the best practical service in addressing the safety and public health needs of our communities. They also reflect guidance issued by the HSE in regard to prioritising safety inspections and enforcement activity. Service priorities are outlined in the plan.

The financial and human costs of work related illness and injury are vast and impact individuals, businesses and taxpayers. In 2018/2019 the cost to the UK was £16.2 billion. The largest costs impact on the individuals effected, not just in terms of financial cost but quality of life or loss of life. The individual impact is valued at £9.6 billion. The cost to employers is £3.2 billion, and the tax payer costs are £3.5 billion.

D3 Performance and Performance Management

Everyone working within the service has a responsibility for ensuring the delivery of the best service possible. To help deliver a positive and productive performance culture the service ensures targets are established which focus on outcomes and outputs.

Performance is monitored and assessed by various methods and reported internally and publically. Performance expectations and standards are outlined and reported in the following ways:

- Legislation, enforcement and technical guidance.
- Internal working documents and procedures.
- Health and Safety Service Plan.
- Internal monitoring of performance.
- Appraisal and Development Review (ADR) process.
- Training and professional development of officers and management.
- Reporting to external agencies.
- Internal reporting to elected members and corporate management.
- Public reporting through Covalent.

The changing nature of demands upon the service requires a flexible approach to balancing priorities. Workplace safety and public health protection will always provide challenges. Officers and managers continue to take a constructive and professional approach to such matters, and through prioritisation, effective work planning and delivery, the service has ensured good performance in a number of areas.

The most significant impact on the service during 2020/2021 was the COVID pandemic and the response required by the service to address the public health concerns and issues resulting. The focus of the commercial team within the service had to move from proactive health and safety interventions in businesses to public health controls in terms of COVID control regulations.

Staffing and recruitment continues to provide challenges within the service. The pandemic has impacted on opportunities for training and developing new staff, but there were some positive developments with the service receiving additional funding to recruit two new staff to deal with COVID and related public health issues in the year ahead. This will provide much needed assistance within the service as attempts are made to train and recruit new staff into vacant posts and address work demands.

In addition to the challenges from workload and staffing resource which would have impacted the service in normal circumstances, the ongoing COVID situation has created a delay in being able to carry out the inspection plans for 2021/22. As the service continues to regulate COVID restriction controls in premises and workplaces it is likely that any on-site activity will be focused on these aspects of welfare and safety. There is likely to be a significant reduction in proactive interventions to sites and an increased use of alternative enforcement strategies to ensure businesses and sites maintain health and safety controls and measures.

D4 Challenges

The following have been identified as the key challenges for 2021/2022 and ongoing:

- Ongoing demands on officers from challenging premises and incidents in terms of workplace safety and public health issues.
- Ensuring that officers are supported, developed and capable of dealing with challenging, time consuming and high risk workload.
- Establishing and targeting workload priorities with available resources which deliver and maintain the best achievable levels of public health protection, whilst balancing a business friendly and supportive culture.
- Managing customer expectations for service requests, accidents and incidents in line with service priorities.
- Further development of alternative approaches to business engagement to attain maximum benefit for the council and businesses.

The plan for 2021/2022, and beyond, is to ensure the service focuses resources at priority areas of work, and takes correct action to protect public health when risks are identified.

E. CONCLUSION

The Health & Safety Service Plan 2021/2022 aims to reflect the ongoing work of environmental health officers in protecting safety and public health in West Lothian.

F. BACKGROUND REFERENCES

1. Report to Council Executive – Health and Safety Service Plan 2020/2021, 23 June 2020.

Appendices/Attachments: Health & Safety Service Plan 2021/2022

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Craig McCorriston
Head of Planning, Economic Development & Regeneration

1 June 2021

Planning, Economic Development and
Regeneration
Environmental Health & Trading Standards
Health and Safety Service Plan 2021/2022



OVERVIEW

In order to meet the requirements of the National Local Authority Enforcement Code (national code), West Lothian Council is required to develop and approve an annual health and safety service plan. The national code is given legal effect under Section 18 of the Health and Safety at Work etc. Act 1974.

The plan outlines how health and safety will be monitored and enforced within West Lothian businesses. Whilst the main responsibility for ensuring health and safety remains with the businesses and individuals who create the risk, environmental health officers have a statutory duty in ensuring effective risk management, supporting businesses, protecting the West Lothian community, and contributing to the wider public health agenda.

The service plan covers:

- service aims and objectives;
- authority background;
- service delivery;
- partnership and working with others;
- staff development and performance management;
- quality assessment; and
- service plan review.

A safe working environment is something many would take for granted. There is unfortunately significant confusion created by those who use health and safety as an excuse to avoid any type of risk. Very little of this has any bearing on real issues of health and safety and the necessary controls which should be in place to protect workers and members of the public. Ridiculous health and safety excuses grab headlines whilst essential work in protecting workers and the public goes largely unnoticed. Local authority enforcement officers and the Health and Safety Executive have shared responsibility for ensuring public and worker protection throughout the UK. The consequences of workplace accidents, ill health and fatalities are a significant burden on public health and the economy. Sensible, proportionate and firm management of health and safety is essential for everyone's benefit.

SECTION 1 ~ SERVICE AIMS AND OBJECTIVES

1.1 Corporate Plan & Single Outcome Agreement Links

Priority 6: Delivering positive outcomes on health.

Priority 8: Protecting the built and natural environment.

(web link <https://www.westlothian.gov.uk/article/33026/Corporate-Plan>)

SOA7 We live longer, healthier lives and have reduced health inequalities.

1.2 Commitment

Our commitment is to protect and enhance the health, safety and welfare of people living and working in West Lothian by ensuring risks in the changing workplace are properly controlled.

In delivering this service plan we acknowledge and contribute across the six strategic themes of '*Helping Great Britain Work Well*' – HSE, Health and Safety Strategy:

- Encouraging and recognising improvements, being increasingly joined up to deliver improved outcomes and minimise unnecessary burdens on businesses;
- Continuing to promote the risk-based, goal-setting regulatory regime that has served health and safety in Great Britain so well;
- Working with partners in the system to make workplaces safer and healthier, providing a level playing field for responsible employers with regulators and co-regulators, by advising, promoting, and where necessary, enforcing good standards of risk control;
- Using proportionate, risk-based regulation to support better outcomes, innovation and the safe use of new technologies;
- Developing services and products that contribute to improved management and control of risks, sharing our knowledge, and
- Continuing the dialogue and conversation with stakeholders to make the system better, always looking to provide simple, pragmatic advice and support.

A safe and healthy working environment also contributes to the health and wellbeing of the population within West Lothian. This is recognised within the Joint Health Protection Plan for Lothian agreed by NHS Lothian, and West Lothian Council, City of Edinburgh Council, East Lothian Council and Midlothian Council.

1.3 Our priorities

The service has to be delivered on a priority basis. This reflects the nature of the work undertaken and that the service cannot be divided up into uniform time units for

Health and Safety Service Plan

completing tasks. Each inspection, accident, and service request will have its own complexity and issues which determine the amount of work and time required to address.

The priorities are based on both reactive and proactive work and the potential public health impact of each. Delivery of service priorities will be within the context of resources available and staff skills, knowledge, experience and capacity.

Service priorities have been established to ensure the best practical service in addressing the safety and public health needs of our communities. They also reflect guidance issued by the Health and Safety Executive in regard to prioritising safety inspections, interventions and enforcement activity. Service priorities are outlined in Appendix 3.

The Costs of Health and Safety

The financial and human costs of work related illness and injury are vast and impact individuals, businesses and taxpayers. In 2018/19 the cost to the UK was £16.2 billion. The largest costs impact on the individuals effected, not just in terms of financial cost but quality of life or loss of life. The impact is valued at £9.6 billion. The cost to employers is £3.2 billion, and the tax payer costs are £3.5 billion.

<http://www.hse.gov.uk/statistics/cost.htm>

SECTION 2 ~ AUTHORITY BACKGROUND

2.1 Profile

West Lothian is a mixed rural and urban authority covering a geographical area of 42,504 Ha. The population is approximately 183,100*. The Environmental Health & Trading Standards service is located in Linlithgow Partnership Centre, Linlithgow. There are 2442** premises within the area ranging from offices, retailers, service sector, warehouses, leisure and public events. (*National Records of Scotland mid-year estimate 2019, **As of 01/04/21)

2.2 Organisational Structure

The service structure is as per appendix 1. The plan will be delivered by officers within the commercial team.

The commercial team is part of the Environmental Health & Trading Standards service which is part of Planning, Economic Development and Regeneration.

2.3 Scope of the Service

The scope of the service is outlined as follows:

- *To inspect business premises within West Lothian, in accordance with recognised inspection frequencies in order to secure a safe and healthy workplace environment in accordance with relevant legislation, approved codes of practice, and other initiatives;*
- *To investigate accidents, work-related diseases and dangerous occurrences reported to the service, as required by the local accident investigation criteria, taking enforcement action where necessary and giving advice as appropriate;*
- *To react to public and business complaints and enquiries in relation to health, safety and welfare within West Lothian workplaces;*
- *To provide health, safety and welfare advice and guidance and to ensure compliance of new business and businesses transferred to new owners;*
- *To ensure activities that are necessary to support, compliment and develop the work of the health and safety service are carried out; and*
- *To prepare relevant reports, statistical, and other relevant information to local businesses and other service units within West Lothian Council, Central Government, professional bodies and any other interested parties as appropriate.*

2.4 Demands on the Service

The service shares enforcement and regulatory responsibilities for health and safety with the Health and Safety Executive. The main demands on the service are driven by routine risk rated inspections and interventions, accident reports and investigations, and concerns and requests for service regarding health and safety. The term health and safety has taken on a very negative and trivialised interpretation due to risk averse and claims conscious organisations using it as a broad brush excuse for avoiding certain activities. However, the real issues which officers have to address in protecting public health include:

- Prevention of serious and fatal accidents.
- Preventing injuries from falls from height, slips trips and falls, manual handling and upper limb disorders.
- Preventing exposure to harmful substances (chemicals, asbestos, fine particulates, carbon monoxide etc.)
- Preventing injuries from vehicles and machinery (e.g. fork lift trucks).

- Preventing health impact issues (asthma, dermatitis, infectious diseases, legionella, stress, violence etc.)

Services are available from 8.30am to 5.00pm Monday to Thursday and 8.30am to 4.00pm Friday. The team, however, has to accommodate working out with these times due to operating times of businesses. On occasion evening and early morning work is necessary to carry out the inspection and intervention programmes. There is generally no proactive work for events at weekends. Emergency contact details have been provided to appropriate partner agencies in regards to incident management should these occur out with normal working hours. However, the arrangements are limited to point of contact notification only.

There is a regular turnover in many of the businesses with new owners and changes in operation of the business. In the last five years there has been a 6% increase in registered food businesses (28% in the last 10 years). However, the overall business profile for health and safety enforcement has reduced by 4.9%.

In line with the enforcement policy, officers are required, when necessary, to take appropriate enforcement action. This may include service of notices, prohibition of activities and equipment, and reports to the Procurator Fiscal leading to prosecutions and time in court.

The principles of better regulation have been a key aspect of how the service is delivered for a number of years. As well as workplace safety inspections and interventions, officers in the commercial team will also carry out a number of food safety and smoking enforcement inspections. This is done to ensure best use of resources and avoid unnecessary additional visits to premises. It is encouraging to note the positive feedback from business consultation exercises in relation to their experience of inspections and enforcement activities.

It is, however, vitally important to remember that the principal purpose of the service in West Lothian is public health protection. In previous years a number of changes were made to the approach taken to inspections e.g. prioritisation of workload, changes in inspection reporting and recording, changes to inspection and workload allocation and geographical distribution, better use of flexible working and council buildings. Further streamlining of the service will be required during 2021 and beyond. We will ensure that attention continues to be given to positive outcomes irrespective of the breadth of service provision in future. Some of these issues are highlighted in 6.3.

The Importance of Health and Safety to Business

A survey of employees and employers by the Health and Safety Executive highlighted the importance of health and safety in the workplace. Employers tended to see the importance more acutely than employees in many cases (where other work considerations were a higher priority) – however this may be reflective of the general sense that workplaces are in the main safe and controlled environments. There were however a number of responses from employees which raised concerns that their current working environments were not safe. Although a smaller percentage it still amounts to a significant number of workplaces if translated across the whole of the UK.

The majority of employers say that health and safety requirements benefit their company as a whole (73%), save money in the long-term (64%) and defend them against unjustified compensation claims (57%). Most employers also disagree with the contentions that health and safety requirements hamper their business (78%) and are biased against small businesses (54%).

The response from West Lothian business customers has always been favourable for any contact with officers from this service. Customer survey responses are outlined in appendix 5.

<https://www.ipsos.com/sites/default/files/migrations/en-uk/files/Assets/Docs/Archive/Polls/hse.pdf>

2.5 Enforcement Policy

In terms of the national local authority enforcement code the service has a written enforcement policy which has been approved by the Council. The policy has undergone an equality impact assessment, and is followed by officers. The policy has also been cited as a good example in the recently approved Scottish Regulators Code of Practice. A copy of the policy is available to anyone on request and is also available on the West Lothian Council website. (<http://www.westlothian.gov.uk/environmental-health>)

SECTION 3 ~ SERVICE DELIVERY

Officers in the commercial team contribute to the development and implementation of this plan. This section outlines areas of work to which they contribute.

In order to meet ever changing demands, the service is always looking at ways of working most effectively. Performance management is a key factor in ensuring this can be achieved (see section 4.4). The quality of the service delivered is essential in protecting public health,

and the service is working to ensure that everyone plays a part in delivering the best service possible.

3.1 Inspections and interventions

There are currently 2442 businesses and work places within West Lothian which are allocated to the service for the purpose of monitoring and enforcing health and safety. Inspections and interventions are determined in line with the national local authority enforcement code and LAC 67/2 (rev 9) issued by the Health and Safety Executive. An annual inspection and intervention policy is outlined in appendix 2 and is based on national and local priorities for health and safety.

To ensure best use of resources, inspections and interventions are linked, where possible, to the food safety inspections due and are set as an internal performance indicator. Non-food premises will be targeted in a way which is proportionate to the relevant risk nature of the business. This will range from full and unannounced inspections, to targeted issue specific interventions, interventions for officer development purposes, and general advisory letters / communications to the very lowest risk establishments.

Officers will also have an input to on site safety at public events. There will be input through discussion with organisers, the licensing process and meetings with other council services.

Premises profiles and intervention information is outlined in appendix 3.

3.2 Accidents – investigation / prevention

There is a statutory duty on employers to report injuries, diseases and dangerous occurrences within certain criteria and timeframes. A risk based and proportionate approach is taken by the service to the investigation of any reports received. It is often said that accidents just happen, however that is not true and the reality is that every accident has a cause. The nature and frequency of the issues reported is used to help identify local priorities for intervention, and any more immediate follow up response required.

A key part of any inspection or intervention is to identify the approach being taken by business operators and staff to reduce the likelihood of accidents and address any issues resulting from these engagements with businesses.

Information on accidents reported in West Lothian is found in Appendix 3.

3.3 Requests for service and concerns regarding safety

Officers will investigate concerns raised by employees or others regarding health and safety in West Lothian premises. The nature of concerns can vary from failure to provide basic welfare provisions for staff, to serious concerns regarding dangerous working practices.

These will be responded to on a priority basis. Appendix 4 has a breakdown of business types and risk bands in relation to service requests received. This information will help inform local elements of the health and safety intervention policy.

3.4 Advice and support to Business

All officers will be involved in giving advice to businesses on workplace safety issues as part of routine visits. Advice can also be given to new businesses. This is an important aspect of work as it helps to ensure that businesses which request help can be set up complying with the necessary legal requirements. It has been established as one of our priorities for higher risk businesses and fits the model of targeting upstream intervention.

The service recognises that a well run and viable business will most likely be a safe business. Officers will direct business owners to support and help from colleagues working through Business Gateway. Information sheets are left at every inspection with details of where businesses can get further help and support in this and other aspects of workplace safety. This all works towards protecting public health and reducing the financial impact of compliance on businesses.

The ongoing work with established businesses is assisted by a number of helpful information sheets, guidance booklets, and other educational resources. A great deal of useful information is available on the Health and Safety Executive website, and through organisations such as Healthy Working Lives. The service web pages provide links to these and other web sites.

3.5 Primary Authority Partnership

West Lothian Council has no formal agreements in place to act as a primary authority partner.

There are however a number of national companies trading in West Lothian who have made such arrangements with an appropriate local authority, and due consideration is given to the context of these partnership arrangements in terms of our interventions and potential enforcement activity.

3.6 Liaison with Other Organisations

It is important to realise that the commercial team does not work in isolation from other internal services or external organisations. Internally, the team works with planning, building standards, economic development, licensing, legal, occupational health, and media to provide a joined up service.

The national code requires local authorities to work together, liaise and carry out appropriate peer review in terms of ensuring consistent application of statutory requirements and aspects of the national code itself. West Lothian Council is part of the Lothian and Borders Health and Safety Liaison Group. This group meets approximately 4 times a year and group members will continue discussion through email and other forms of communication to ensure shared understanding and consistency of application on various issues. The group also has representation from the Health and Safety Executive, and discussions can take place with the designated local authority unit staff as and when required.

SECTION 4 ~ RESOURCES

4.1 Financial Allocation

There is no specific budget allocation for delivery of the health and safety service. The service delivery is shared by officers within the commercial team along with delivery of other environmental health functions. This includes delivery of the food service plan.

West Lothian has the third lowest costs per 1,000 population for environmental health (Scottish average is £13,771*, and West Lothian is £8,061* – figures from Local Government Benchmark Framework 2019/2020). There will, however, be some variability between local authorities in terms of the level of service delivered. (*The framework definition of environmental health includes the operation of public conveniences which are not an operational or service function of Environmental Health & Trading Standards in West Lothian but still get counted against costs of service.)

4.2 Staffing

The service is staffed as per the structure indicated in appendix 1.

The current FTE allocation available for service delivery is 1.25 officers. However, currently 7 members of staff are authorised and contributing to the workload along with other environmental health functions.

Health and safety is only one element of the role of environmental health. The pressures on the whole service increase year on year with changes in legislation, increasing population

and demand on the service having to be managed on a priority basis. We are therefore targeting priority areas of work, delivering aspects of the service differently, reducing or removing aspects previously delivered, and continuing to work as effectively as possible to protect public health.

4.3 Staff Development Plan

As per the national code and the Health and Safety at Work etc. Act 1974, the service has a statutory duty to “make adequate arrangements for enforcement” and to legally appoint suitably qualified officers. The service has to ensure that officers have suitable and ongoing competence in order to exercise duties and powers in terms of the Act.

'Section 26 of the Health and Safety at Work etc. Act 1974' allows local authorities to indemnify inspectors appointed under that Act under specified circumstances. It is the policy of this authority to indemnify inspectors appointed under that Act against the whole of any damages and costs or expenses which may be involved, if the authority is satisfied that the inspector honestly believed that the act complained of was within their powers and that their duty as an inspector entitled them to do it, providing the inspector was not wilfully acting against instructions.'

Training and development needs are therefore assessed during individual Appraisal and Development Review meetings held in accordance with the council's Investor in People accreditation, and during monthly 1-2-1 meetings with line manager.

It is also recognised that knowledge and awareness of different sectors, work activities and processes needs to be maintained. As the national focus for inspections and interventions has changed this has reduced the onsite activity of officers to maintain familiarity and experience in a number of areas. This has potential consequences for competence of officers in addressing serious issues should they arise. Therefore the interventions plan for West Lothian will aim to ensure that interventions within different business sectors and activities continue to ensure officer skills, knowledge and competence is not lost.

A health and safety competency framework for officers is being developed to help give more detail to skills and knowledge pertinent to the different work areas. This was produced in support of national guidance – the Regulators Development Needs Assessment (RDNA). It will provide officers with links to necessary legislation, guidance, technical information, scientific papers etc. and will continue to develop over time. The framework is also being extended to other areas of the environmental health service.

4.4 Performance Management

Everyone working within the service has a responsibility for ensuring the delivery of the best service possible. To help deliver a positive and productive performance culture the service ensures targets are established which focus on outcomes and outputs.

Performance is monitored and assessed by various methods and reported internally and publically. Performance expectations and standards are outlined and reported in the following ways:

- Legislation, enforcement and technical guidance.
- Internal working documents and procedures – e.g. enforcement policy, customer service standards, council HR policies and procedures etc.
- Health and safety service plan.
- Internal monitoring of performance – e.g. team meetings, one to one discussions, monthly reporting to senior officers, public reporting of performance through Pentana, accompanied visits, customer survey and service complaints.
- Performance review and personal development planning.
- Training and professional development of officers and management.
- Reporting to external agencies – e.g. LAE1 to HSE.
- Internal reporting to elected members – performance committee, Environment PDSP, Council Executive.

SECTION 5 ~ QUALITY ASSESSMENT

5.1 Quality Assessment

The Environmental Health & Trading Standards service participates in the West Lothian Assessment Model. This is West Lothian Council's adaptation of the European Foundation for Quality Management. This is being used to help deliver continuous improvement of the service in years to come. The service is assessed as part of the corporate Customer Service Excellence award.



The environmental health team were also recognised as best performers for 2019 in the APSE Performance Networks Awards. This is a benchmark network of around 250 local authorities throughout the UK.



Internal monitoring of procedures and customer feedback is also used to assess the quality of the service provided. Customer consultation is a key development issue and a customer and business consultation survey is carried out once a year.

SECTION 6 ~ SERVICE PLAN AND OPERATIONAL PLAN REVIEW

6.1 Review against Service Plan

The service plan will be reviewed in six months.

Internal plans, policies and procedures are reviewed annually, or as and when required.

6.2 Identification of any Variance from the Service Plan

The most significant impact on the service during 2020/2021 was the COVID pandemic and the response required by the service to address the public health concerns and issues resulting. The focus of the commercial team within the service had to move from proactive health and safety interventions in businesses to public health controls in terms of COVID control regulations.

There was a significant increase in the number of service requests responded to by the team which were mainly driven by the COVID control regulations. A significant amount of business engagement was undertaken to assist businesses understand the public health controls and this is evidenced in the increase in alternative intervention activity recorded by the team.

Staffing and recruitment continues to provide challenges within the service. The pandemic has impacted on opportunities for training and developing new staff, but there were some positive developments with the service receiving additional funding to recruit two new staff to deal with COVID and related public health issues in the year ahead. This will provide much needed assistance within the service as attempts are made to train and recruit new staff into vacant posts and address work demands.

There was an improvement in performance within the team in responding to service requests. This has been facilitated by a lack of demand from other regulatory interventions during the COVID pandemic, but is also reflects a significant effort by officers within the team to deal with this workload.

There was a reduction in accidents reported to the service from the previous year. This would normally be welcomed as a marker of improvement in business safety performance,

but is perhaps more reflective of significant changes in the business operations during the lockdown response to the pandemic.

The business satisfaction responses for those businesses we engage with remains very positive.

Performance and workload comparisons are made in appendix 3.

6.3 Areas for Improvement / Challenges.

In addition to the challenges from workload and staffing resource which would have impacted the service in normal circumstances, the ongoing COVID situation has created a delay in being able to carry out the inspection plans for 2021/22. As the service continues to regulate COVID restriction controls in premises and workplaces it is likely that any on-site activity will be focused on these aspects of welfare and safety. There is likely to be a significant reduction in proactive interventions to sites and an increased use of alternative enforcement strategies to ensure businesses and sites maintain health and safety controls and measures.

The following have been identified as the key challenges for 2020/21 and ongoing:

- Ongoing demands on officers from challenging premises and incidents in terms of workplace safety and public health issues.
- Ensuring that officers are supported, developed and capable of dealing with challenging, time consuming and high risk workload.
- Ensuring workload priorities are appropriately aligned with available resources to deliver and maintain the best achievable levels of public health protection, alongside a culture of positive business engagement.
- Managing customer expectations for service requests, accidents and incidents in line with service priorities.
- Further development of alternative approaches to business engagement to attain maximum benefit for the council and businesses, including improving web content information and links to assist local businesses.

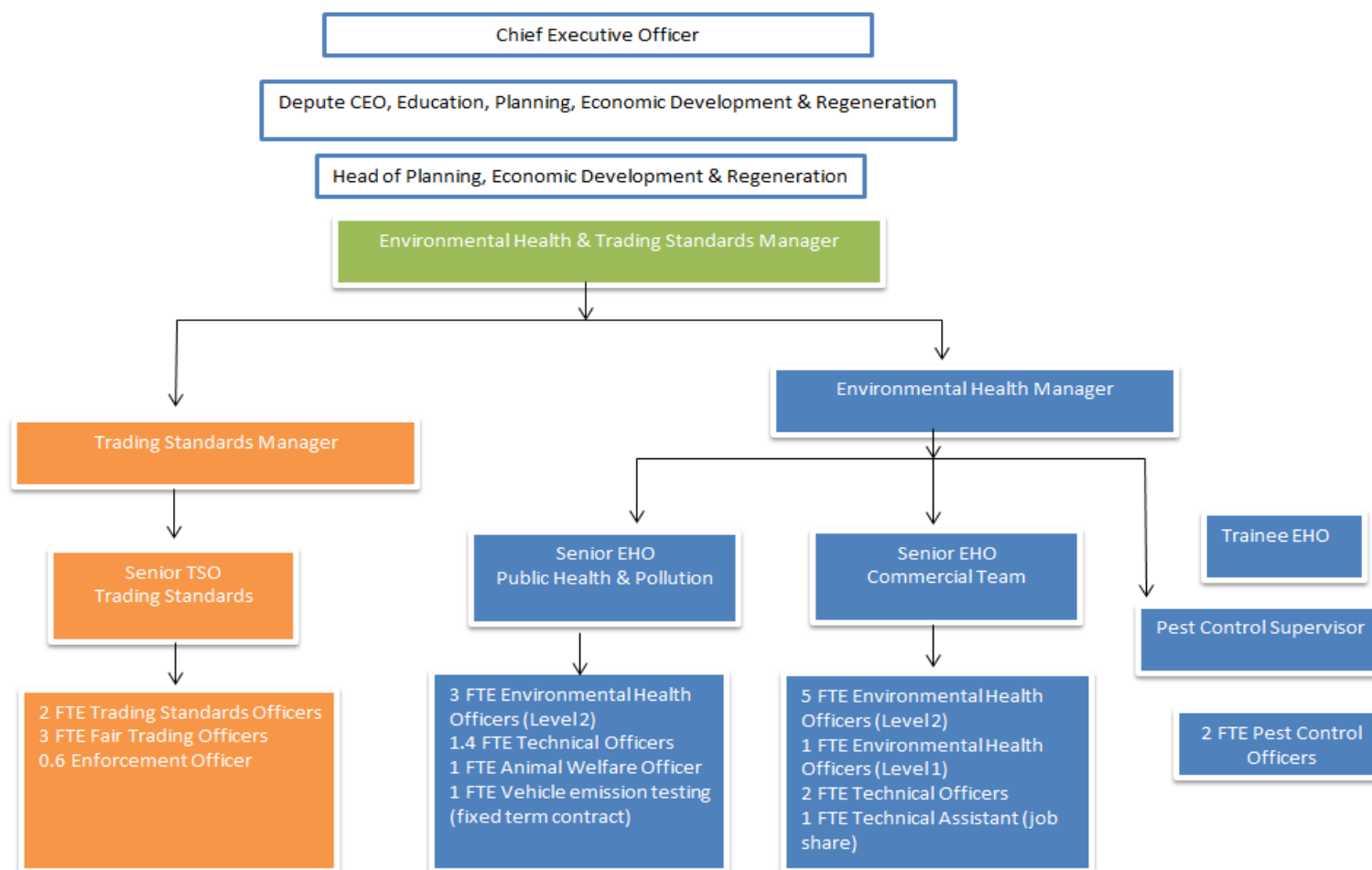
All inspections and focused interventions for 2021/22 are outlined in appendix 3.

The plan for 2021/22, and beyond, is to ensure the service focuses resources at priority areas of work, and takes the correct action to protect public health when risks are identified.

Appendices:

- Appendix 1: Environmental Health and Trading Standards Structure
- Appendix 2: West Lothian Health and Safety Intervention Policy and Matrix
- Appendix 3: Workload comparison and priorities
- Appendix 4: Accident reports and service request review
- Appendix 5: Business customer satisfaction
- Appendix 6: Customers / partners / stakeholders

Appendix 1 – Environmental Health and Trading Standards Structure (April 2021)



Appendix 2

EH&TS West Lothian Council Health & Safety Intervention Policy & Matrix

Introduction

The purpose of this document is to outline how officers will engage with businesses on health and safety matters whilst following LAC 67/2 (Revision 9) and the National Local Authority Enforcement Code ([the code](#)). The objective is to promote safe and healthy workplaces by encouraging compliance with health & safety legislation through various interventions, taking enforcement action where appropriate and proportionate.

Local Authorities are required to visit premises under various pieces of non-health & safety legislation. Where West Lothian Council also enforces health and safety in these premises it will be an opportunity review the level of health & safety compliance, having regard to current guidance. Officers are expected to deal with matters of evident concern or other major health & safety issues. Advice or guidance on general health & safety matters may also be given. Additionally where a visit coincides with the due date under the risk rating scheme, the risk rating will be reviewed and where necessary re-rated.

West Lothian Council is also required to keep its premises database as accurate and up to date as possible. Regular contact with businesses is therefore essential and as such all premises due for review under the risk rating scheme will receive a mailshot as a minimum intervention.

In line with the National Local Authority Enforcement Code new business will be provided with an advisory visit.

West Lothian Council, and its officers, will use health & safety powers appropriately and not abuse powers of entry to gain access to premises, or information, to follow up non-health and safety issues.

National Local Authority Enforcement Code

The Code sets out what is meant by 'adequate arrangements for enforcement'. It replaces the existing S18 Standard and concentrates on the following four objectives:

- Clarifying the roles and responsibilities of business, regulators and professional bodies to ensure a shared understanding on the management of risk;
- Outlining the risk-based regulatory approach that LAs should adopt with reference to the Regulator's Compliance Code, HSE's Enforcement Policy Statement and the need to target relevant and effective interventions that focus on influencing behaviours and improving the management of risk;
- Setting out the need for the training and competence of LA H&S regulators linked to the authorisation and use of HSWA powers; and

- Explaining the arrangements for collection and publication of LA data and peer review to give an assurance on meeting the requirements of this Code.

LAC 67/2 (Revision 9)- Targeting local authority interventions

Summary of Appropriate Interventions

Proactive Inspections

Proactive inspection should only be used for:

- Specific projects/programmes of inspection identified by HSE for LA attention
- High risk premises /activities within the specific LA enforced sectors published by HSE ([See List of activities/sectors for proactive inspection by LAs](#)); or
- Locally identified potential poor performers. This is where specific local intelligence indicates that risks are not being effectively managed.

Intervention Types (Details in LAC 67/2 (Revision 9) – Annex D)

All premises will be reviewed at the beginning of the financial year, and based on nature of establishment, local intelligence and other elements of LAC 67/2 (Revision 9), will be allocated a suitable intervention utilising appropriate elements from those outlined below;

Intervention	Description
<i>Partnerships (Non inspection intervention)</i>	Strategic relationships between organisations or groups who are convinced that improving health and safety will help them achieve their own objectives. This may involve duty holders or trade unions, regulators, other Government departments, trade bodies, investors.
<i>Motivating Senior Managers (Non inspection intervention)</i>	Encouraging the most senior managers to enlist their commitment to achieving continuous improvement in health and safety performance as part of good corporate governance, and to ensure that lessons learnt in one part of the organisation are applied throughout it (and beyond).
<i>Supply Chain (Non-inspection intervention)</i>	Encouraging those at the top of the supply chain (who are usually large organisations, often with relatively high standards) to use their influence to raise standards further down the chain, e.g. by inclusion of suitable conditions in purchasing contracts.

<i>Design and Supply (Non-inspection intervention)</i>	“Gearing” achieved by stimulating a whole sector or an industry to sign up to an initiative to combat key risks, preferably taking ownership of improvement targets.
<i>Intermediaries</i>	Enhancing the work done with people and organisations that can influence duty holders. These may be trade bodies, their insurance companies, their investors or other parts of government who perhaps are providing money or training to duty holders.
<i>Working with other regulators and Government departments</i>	Where appropriate work with other regulators (including HSE, DVSA other LA regulators, the Police etc.) to clarify and set demarcation arrangements; promote cooperation; coordinate and undertake joint activities where proportionate and appropriate; share information and intelligence.
<i>Encouraging and recognising compliance</i>	Encouraging the development of examples with those organisations that are committed to performance and then using these examples to show others the practicality and value of improving their own standards.
Proactive Inspection	Alongside the Code, HSE publishes a list of higher risk activities falling into specific LA enforced sectors. Under the Code, proactive inspection should only be used for the activities on this list and within the sectors or types of organisations listed, or where there is intelligence showing that risks are not being effectively managed. The list is not a list of national priorities but rather a list of specific activities in defined sectors to govern when proactive inspection can be used. However, if a business carries out an activity on this higher risk list, it does not mean that it must be proactively inspected: LAs still have discretion as to whether or not proactive inspection is the right intervention for businesses in these higher risk categories.
<i>Incident and Ill Health Investigation (Reactive)</i>	Making sure that the immediate and underlying causes are identified, taking the necessary enforcement action, learning and applying the lessons.
<i>Dealing with Concern and Complaints(Reactive)</i>	Encouraging duty holders to be active and making sure that significant concerns and complaints from stakeholders are dealt with appropriately.

<p><i>Enforcement</i></p> <p>(WLC, EH&TS Enforcement Policy)</p>	<p>Inspection and investigation provides the basis for enforcement action to prevent harm, to secure sustained improvement in the management of health and safety risks and to hold those who fail to meet their health and safety obligations to account. Enforcement also provides a strong deterrent against those businesses who fail to meet these obligations and thereby derive an unfair competitive advantage.</p>
<p><i>Revisit</i></p>	<p>To follow up on earlier interventions to check their impact and efficacy</p>

List of activities/sectors for proactive inspection by LAs – only these activities falling within these sectors or types of organisation should be subject to proactive inspection

No	Hazards	High Risk Sectors	High Risk Activities
1	Legionella infection	Premises with cooling towers/evaporative condensers	Lack of suitable legionella control measures, including premises that have: <ul style="list-style-type: none"> Not yet demonstrated the ability to manage their legionella risk in a sustained manner, includes new cooling towers/evaporative condensers, or Relevant enforcement action in the last 5 years and have not yet demonstrated sustained control of legionella risk.
2	Explosion caused by leaking LPG	Communal/amenity buildings on caravan/camping parks with buried metal LPG pipework	Caravan/camping parks with poor infrastructure risk control/management of maintenance
3	E.coli/ Cryptosporidium infection esp. in children	Open Farms/Animal Visitor Attractions	Lack of suitable micro-organism control measures
4	Fatalities/injuries resulting from being struck by vehicles	High volume Warehousing/Distribution	Poorly managed workplace transport
5	Fatalities/injuries resulting from falls from height/ amputation and crushing injuries	Industrial retail/wholesale premises	Poorly managed workplace transport/ work at height/cutting machinery /lifting equipment
6	Industrial diseases (occupational deafness/ occupational lung disease - silicosis)	Industrial retail/wholesale premises	Exposure to excessive noise (steel stockholders). Exposure to respirable crystalline silica (Retail outlets cutting/shaping their own stone or high silica content 'manufactured stone' e.g. gravestones or kitchen resin/stone worktops)
7	Occupational lung disease (asthma)	In-store bakeries and retail craft bakeries where loose flour is used and inhalation exposure to flour dust is likely to frequently occur i.e. not baking pre-made products.	Tasks where inhalation exposure to flour dust and/or associated enzymes may occur e.g. tipping ingredients into mixers, bag disposal, weighing and dispensing, mixing, dusting with flour by hand or using a sieve, using flour on dough brakes and roll machines, maintenance activities or workplace cleaning.
8	Musculoskeletal Disorders (MSDs)	Residential care	Lack of effective management of MSD risks arising from moving and handling of persons
9	Falls from height	High volume Warehousing/Distribution	Work at height
10	Manual Handling	High volume Warehousing/Distribution	Lack of effective management of manual handling risks
11	Unstable loads	High volume Warehousing/Distribution Industrial retail/wholesale	Vehicle loading and unloading

		premises4	
12	Crowd management & injuries/fatalities to the public	Large scale public gatherings e.g. cultural events, sports, festivals & live music	Lack of suitable planning, management and monitoring of the risks arising from crowd movement and behaviour as they arrive, leave and move around a venue
13	Carbon monoxide poisoning	Commercial catering premises using solid fuel cooking equipment	Lack of suitable ventilation and/or unsafe appliances
14	Violence at work	Premises with vulnerable working conditions (lone/night working/cash handling e.g. betting shops/off-licences/hospitality) and where intelligence indicates that risks are not being effectively managed	Lack of suitable security measures/procedures. Operating where police/licensing authorities advise there are local factors increasing the risk of violence at work e.g. located in a high crime area, or similar local establishments have been recently targeted as part of a criminal campaign
15	Fires and explosions caused by the initiation of explosives, including fireworks	Professional Firework Display Operators	Poorly managed fusing of fireworks

Table 1 - Intervention Planning & Approach

Category	Comments	Intervention	Re-rate Y/N
Category A	<p>Suitable for proactive inspection where:</p> <p>a) Activities within the specific LA enforced sectors published by HSE, or</p> <p>b) Where there is intelligence showing that risks are not being effectively managed.*</p> <p>May also be considered for other interventions.</p>	<p>Identify the risk and consider the use of all interventions to address that risk, including proactive inspection.</p> <p>Where a food safety inspection or other visit is combined, officers will have regard to matters of evident concern or matters of potential major concern.</p> <p>Interventions for officer development purposes.***</p>	Y
Category B1	<p>Premises in this category are generally not suitable for proactive inspection, however a combination of the remaining interventions in Annex C may be used.</p> <p>May be suitable for proactive intervention where:</p> <p>a) Activities within the specific LA enforced sectors published by HSE, or</p> <p>b) Where there is intelligence showing that risks are not being effectively managed.*</p>	<p>Where a food safety inspection or other visit is combined, officers will have regard to matters of evident concern or matters of potential major concern. Where that inspection or visit coincides with the due date under the risk rating scheme, the risk rating will be reviewed and where necessary re-rated.</p> <p>Where no visit, for non health & safety purposes, or other intervention is planned and local intelligence shows risk concerns then a focused advisory visit will be allocated. In other circumstances the business will be subject to the other intervention strategy**. The premises will be re-rated with the previous risk score for the date of intervention.</p> <p>Interventions for officer development purposes.***</p>	Y
Category B2	<p>Premises in this category are generally not suitable for proactive inspection, however a combination of the remaining interventions in Annex C may be used.</p>	<p>Where a food safety inspection or other visit, officers will have regard to matters of evident concern or potential major health & safety concerns. Where that inspection or visit coincides with the due date under the risk rating scheme, the risk rating will be reviewed and where necessary re-rated.</p>	Y

	May be suitable for proactive intervention where: a) Activities within the specific LA enforced sectors published by HSE, or b) Where there is intelligence showing that risks are not being effectively managed.*	Where no visit, for non health & safety purposes, or other intervention is planned and local intelligence shows risk concerns then a focused advisory visit will be allocated. In other circumstances the business will be subject to the other intervention strategy**. The premises will be re-rated with the previous risk score for the date of intervention. Interventions for officer development purposes.***	
Category C	Premises in this category are generally not suitable for proactive intervention, however a combination of the remaining interventions in Annex C may be used. May be suitable for advisory visit where there is intelligence showing that hazards and risks are not being effectively managed.*	Where a food safety inspection or other visit, officers will have regard to matters of evident concern or potential major health & safety concerns. Where that inspection or visit coincides with the due date under the risk rating scheme, the risk rating will be reviewed and where necessary re-rated. Where no visit, for non health & safety purposes, or other intervention is planned and local intelligence shows risk concerns then a focused advisory visit may be allocated. In other circumstances the business will be subject to the other intervention strategy**. The premises will be re-rated with the previous risk score for the date of intervention. Interventions for officer development purposes.***	Y (where premises was due or significant change to business or fall in standards)
New Business	LAs are able to rate a new premise by desktop assessment, an advisory visit, or in exceptional cases a proactive inspection. Often the information available in relation to the new premises will be minimal and as such a visit is usually necessary.	Advisory Visit. Any matters of evident concern, or matters of potential major concern will be addressed in line with enforcement policy.	Y
Revisits	Used to follow up enforcement action and advisory visits	All enforcement activity will be followed by a revisit to confirm compliance or institute further action. Where requested or agreed, and where appropriate, further visits may	Y (where significant)

		be made to follow up advisory visits and other interventions.	improvement in standards)
Accidents and service requests (premises complaints, etc)	In relation to RIDDOR reports, follow the HSE Accident selection criteria . Where there is intelligence showing that hazards and risks are not being effectively managed.*	All accidents recorded, reviewed. Investigations as appropriate. All service requests are recorded, reviewed and investigated in line with council policies, but having regard to the code. Interventions for officer development purposes.***	N

**for local planning purposes business sectors identified as more significant in terms of accident reports, and service request demands will be focus of proactive inspection or intervention visit.*

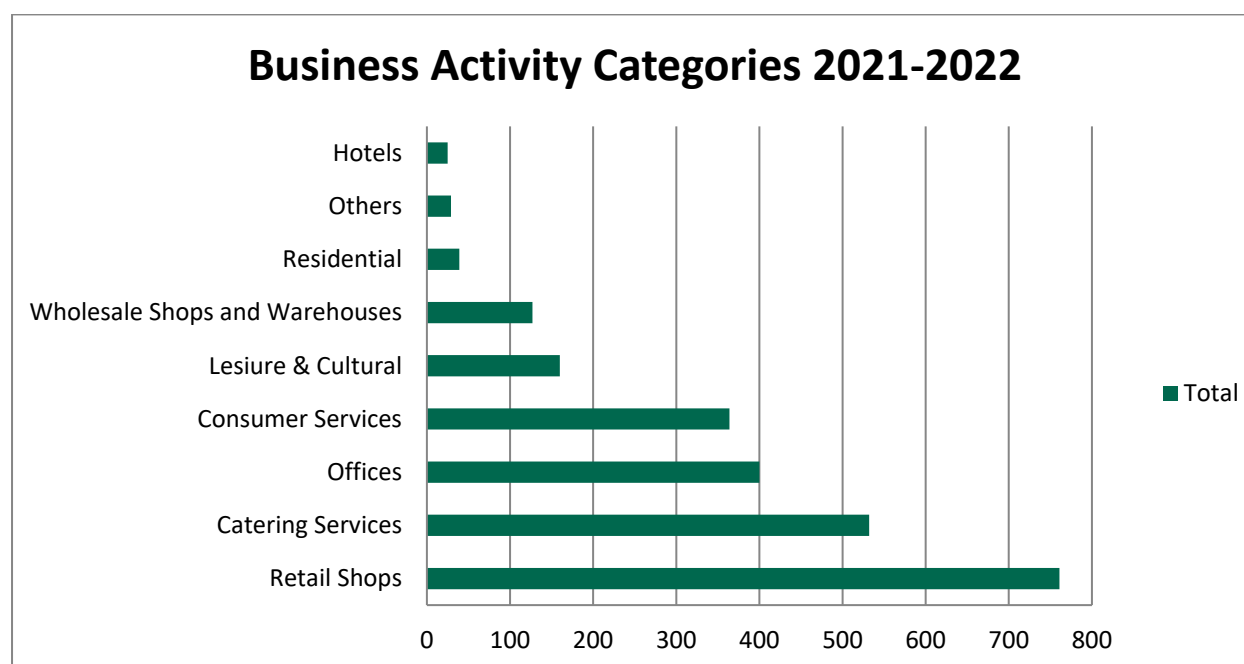
*** Other intervention strategy can include visits (project / advisory), but mainly will consist of non-visit communication and information provision.*

**** Officer development visits will be appropriate to certain business types and activities. These visits will most likely be pre-announced.*

Appendix 3 – Workload Comparisons and Priorities

Activity	2017/2018	2018/2019	2019/2020	2020/21
On site inspections / interventions completed	205	177	110	_*
Alternative interventions (non-site visit)	303	142	272	936*
Revisits and other visits	78	119	86	35
Number of enquiries (not licensing)	74	60	94	651
Number of licensing enquiries	216	200	132	28
Enquiries responded to on time (Target 85%)	87.2%	84.6%	90.9%	97.1%
Number of registered premises	2521	2443	2402	2397
Reports to Procurator Fiscal	0	0	0	0
Improvement Notices	1	0	6	0
Prohibition Notices	2	2	4	0
Accident reports	108	90	73	54

*Routine interventions impacted by COVID restrictions and response to COVID regulatory controls.



Inspection and Intervention Workload

Table 1. 2021/2022 Planned Interventions

Risk Category	Premises Category	Intervention Description	Number planned
A	All categories	Visit	1
B1	Wholesale shops & warehouses	Visit	0
	Retail shops	Visit	3
	Catering services	Visit	2
	Other categories	Other intervention strategy	1
B2	Wholesale shops & warehouses	Visit*	7
	Retail shops	Visit*	23
	Catering services	Visit*	21
	Other categories	Other intervention strategy	39
C	Wholesale shops & warehouses	Visit*	0
	Retail shops	Visit*	11
	Catering services	Visit*	14
	Other categories	Other intervention strategy	31
Newly registered	All categories	Visit* / other intervention strategy	259

*For 2021/22 will visit only if allocated with other type of higher risk food safety intervention, or consider appropriate for officer development purposes. Otherwise will be subject to other intervention strategy. All interventions will be determined by ongoing response to COVID pandemic.

Workload Priorities

Priority	Category	Description
1	Emergencies and threats to public health	<ul style="list-style-type: none"> Fatalities / serious accidents. Public health incidents. Revisits to secure compliance. Formal action to protect public health (prohibition notices etc.) Serious workplace safety concerns.
2	Highest consequence proactive	<ul style="list-style-type: none"> Routine workplace safety inspections: <ul style="list-style-type: none"> Risk band A and B1.
3	High consequence proactive / reactive	<ul style="list-style-type: none"> Guidance to potentially high risk new establishments. Project / support activities to address high consequence public health issues.
4	Medium consequence proactive / reactive	<ul style="list-style-type: none"> Routine health and safety interventions: <ul style="list-style-type: none"> Unrated. Risk band B2. Street traders certificates of compliance, and Section 50

		<p>certificates (Licensed establishments).</p> <ul style="list-style-type: none"> • Project / support activities to support service delivery and customer / business information access.
5	Lower consequence proactive / reactive	<ul style="list-style-type: none"> • Alternative enforcement interventions: <ul style="list-style-type: none"> • Risk band C. • Consultations / comments – licensing of events, planning etc. • Guidance to low risk new establishments.

Appendix 4 – Accident Notifications and Requests for Service Review

A review of accidents reported and requests for service to the team between 2016 – 2019 was used to identify issues for consideration as part of the intervention policy and matrix. A review of the nature of accidents and injury types was considered against business types and risk grades for businesses. The three year period was felt appropriate in order to get enough data to do a meaningful assessment. It will therefore form part of the intervention policy for the next three years (2020 – 2023), and thereafter on a rolling 3 year assessment and plan.

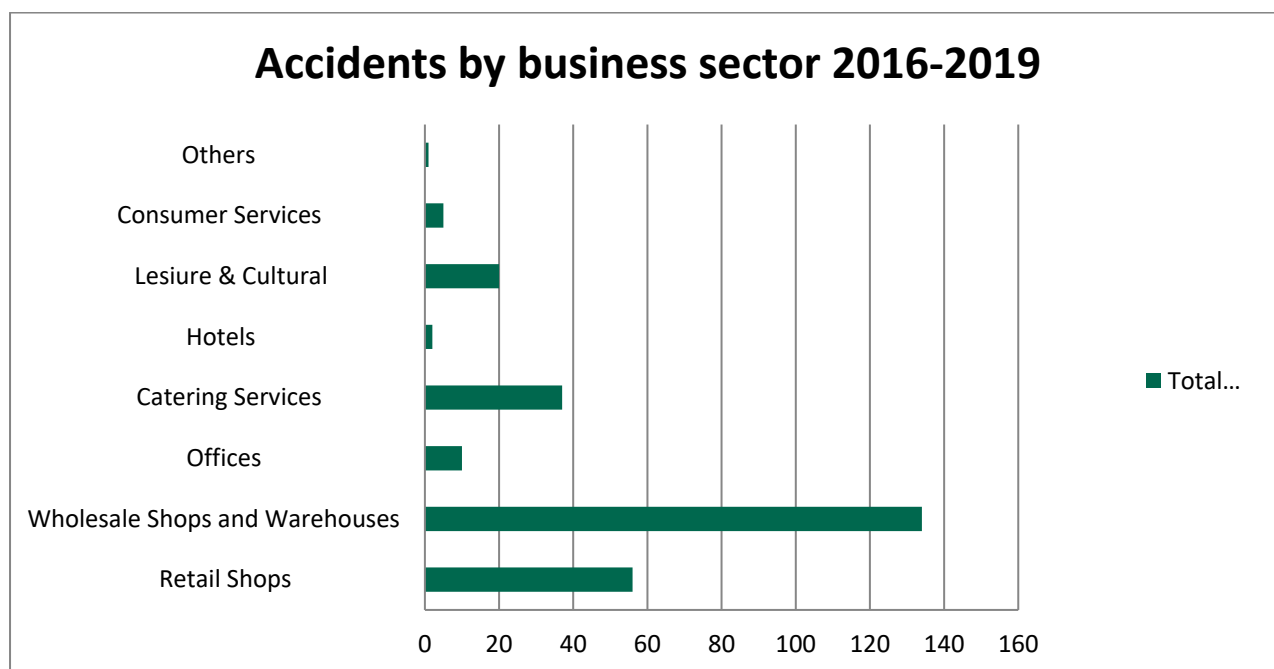


Table 1.

Of the accidents reported most came from the wholesale shops and warehouses, and retail shops sectors (see table 1). Catering services sector was the next highest reporter.

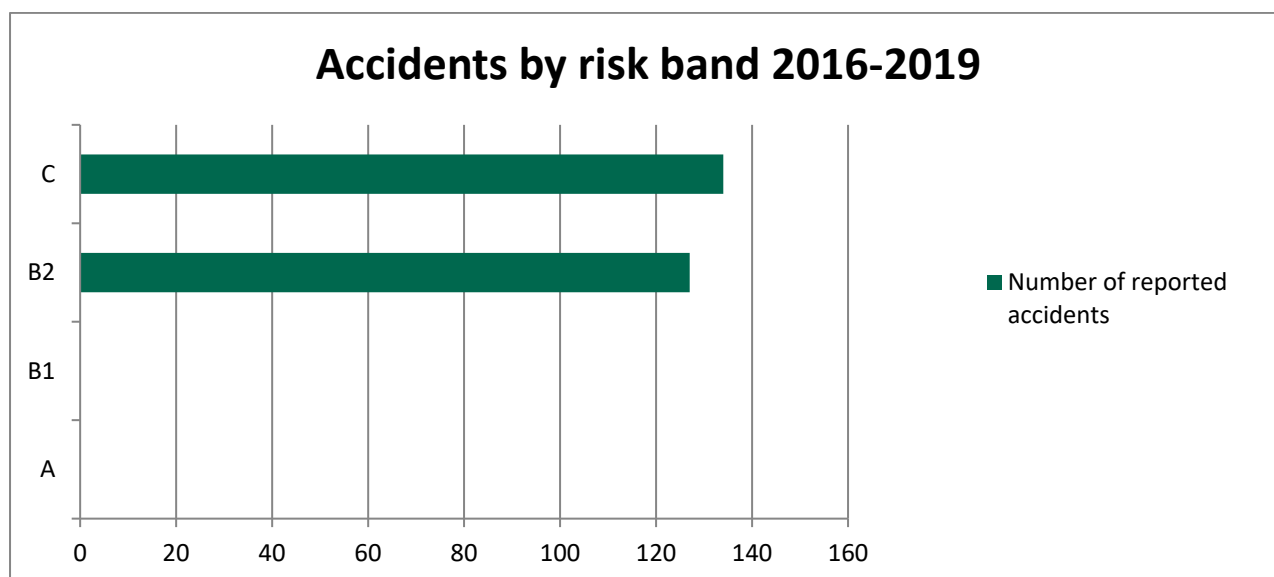


Table 2.

The highest number of reported accidents came from businesses within risk band C. (Table 2) These are generally the premises rated as lowest risk following inspections. These along with B2 rated premises (next highest reported) are not highlighted within HSE guidance as routinely requiring inspection. However, this local data would suggest further intervention and consideration is required.

The types of accident being reported and types of injury resulting were also analysed for all premises and those within risk bands B2 and C. The results highlight the same 3 prominent issues for accident types and for injury types in all cases. See table 3 and 4 below.

3 most reported accident types (Table 3):

- Slips, trips and falls (same level)
- Handling / lifting etc.
- Hit by moving / flying object.

3 most reported injury types (Table 4):

- Contusion / bruising.
- Fracture.
- Cut or abrasion.

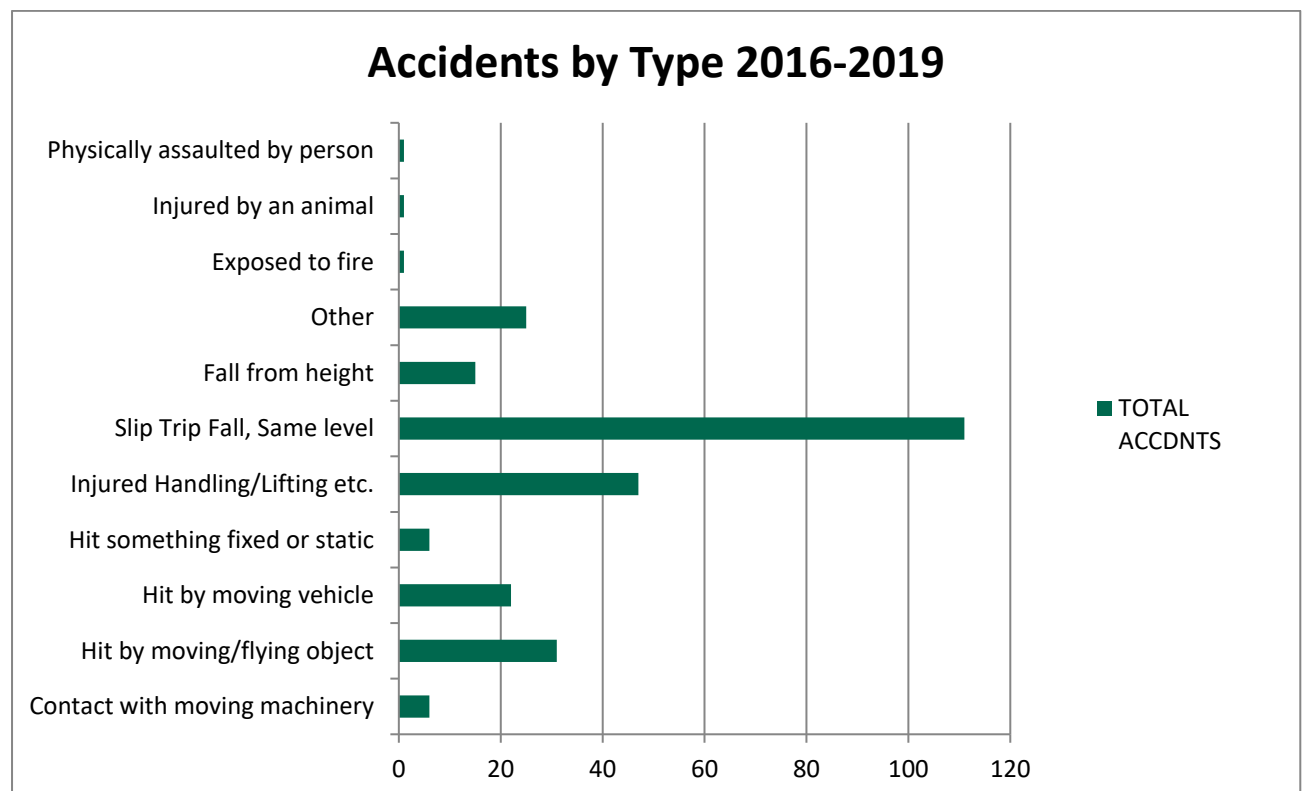


Table 3.

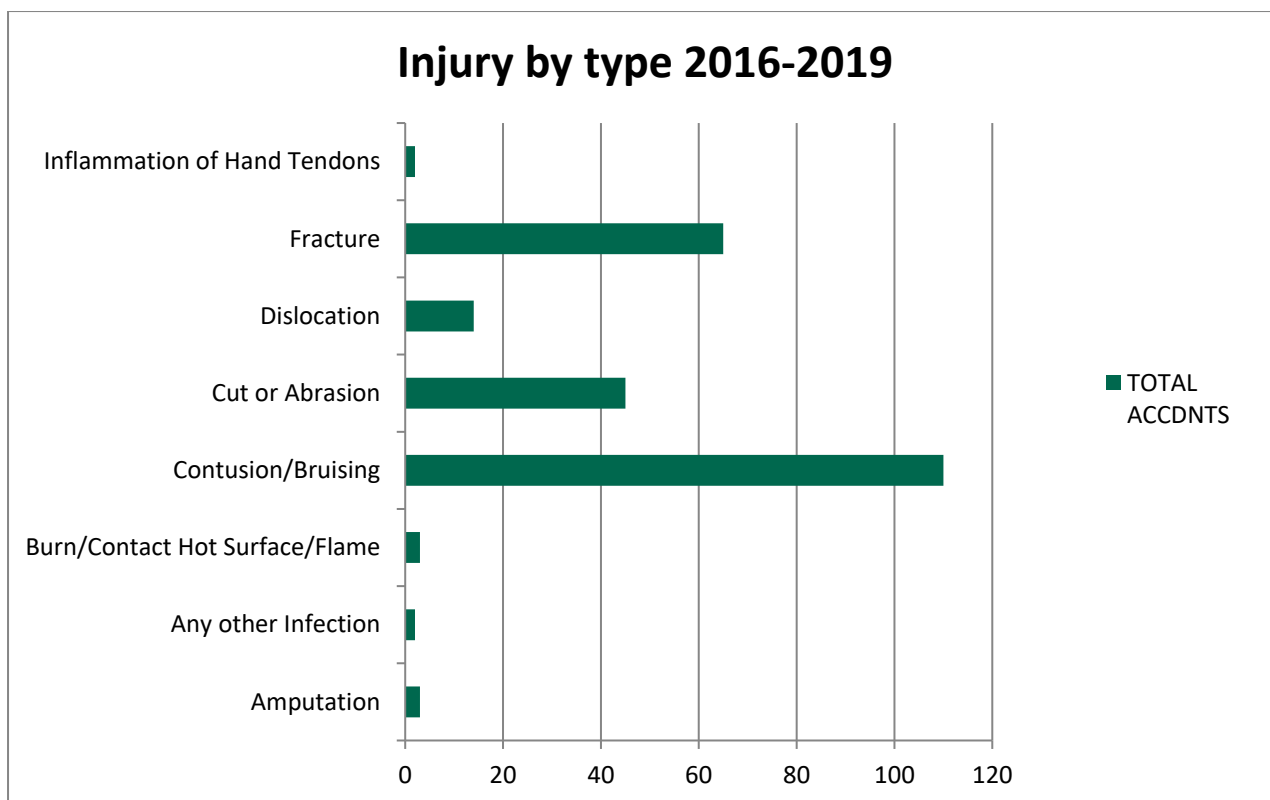


Table 4.

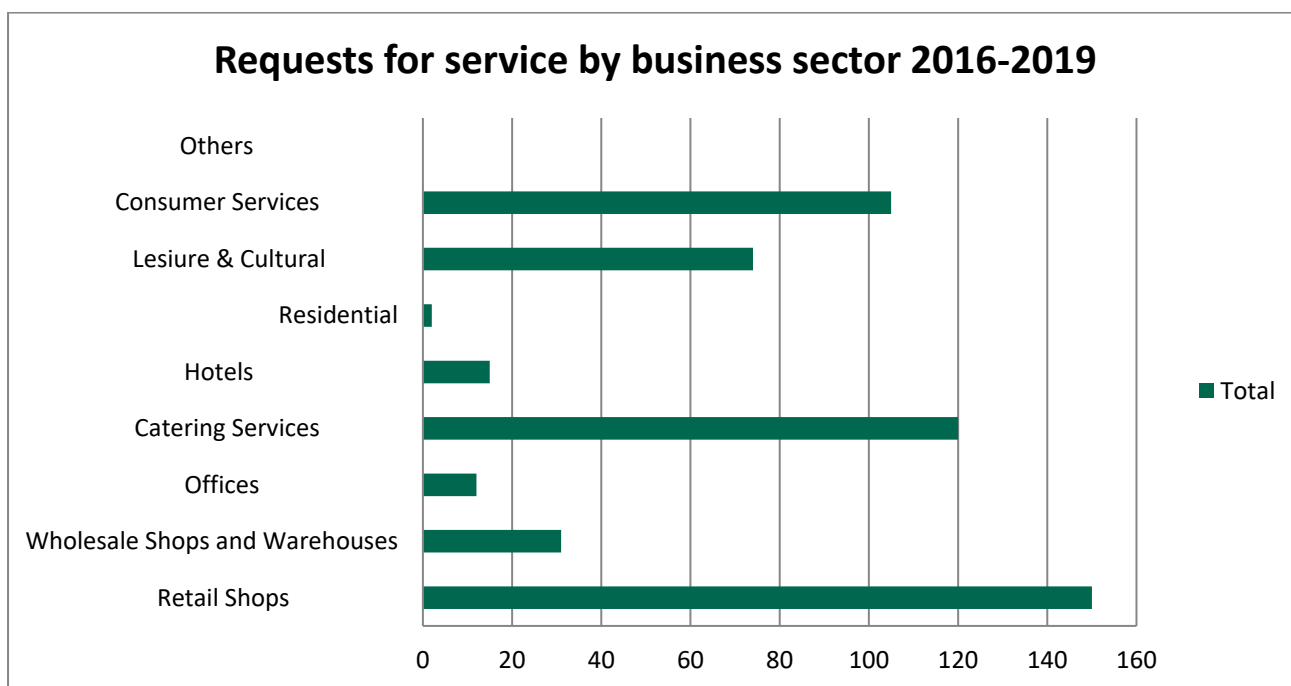


Table 5.

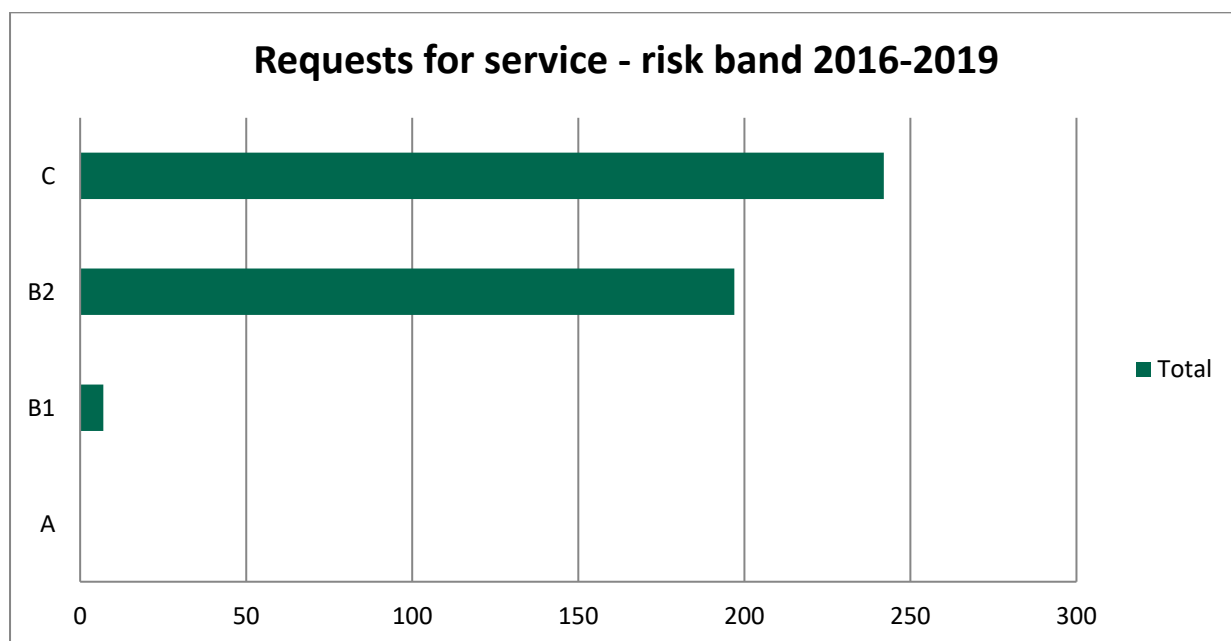


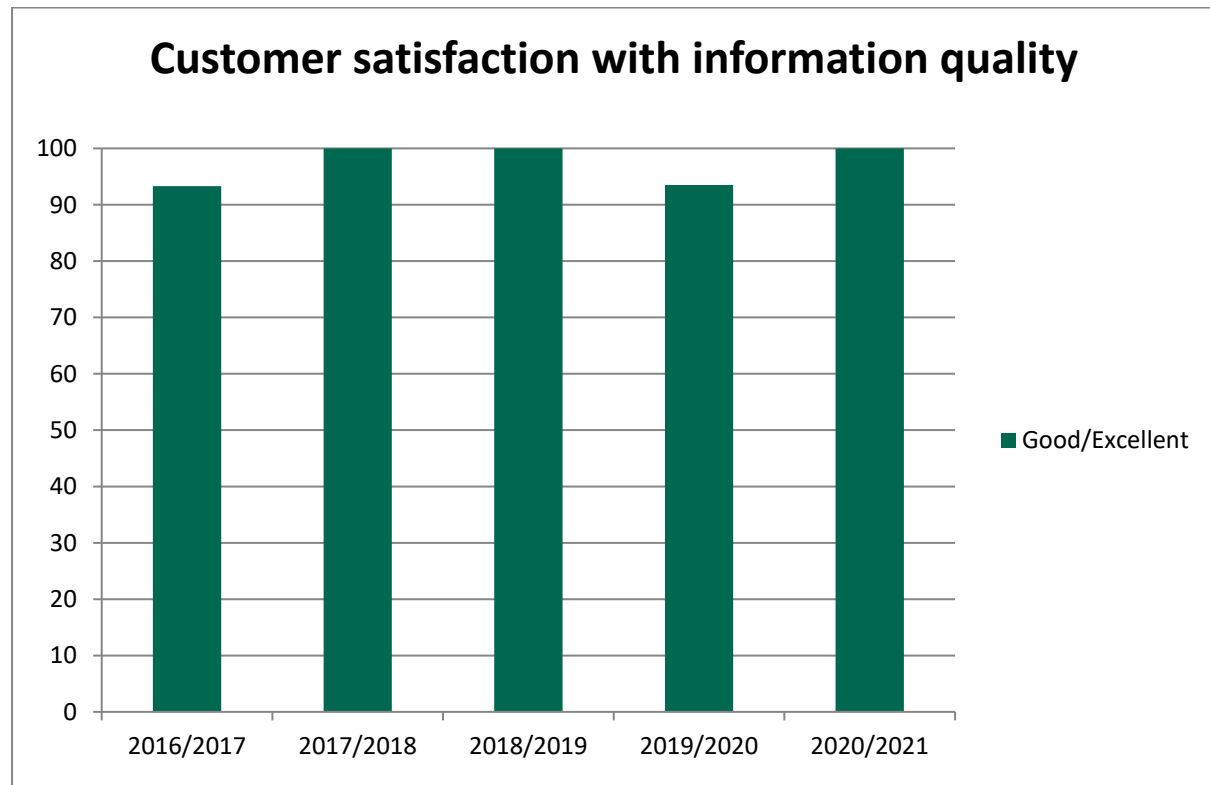
Table 6.

Table 5 and 6 look at the requests for service received by business sector and risk band. A large number of requests dealt with by the service did not have an allocated business type. However, the information generally supports the data in regard to the top 3 business sector categories and risk banding for accidents outlined above.

This data helps provide a focus for the local intervention strategy within West Lothian.

Appendix 5 – Business customer satisfaction

Business Customer Satisfaction. (Percentage of businesses who rated officer's explanation of how to comply with legislation as good or excellent)



Overall customer satisfaction remains high. It is encouraging to note that officers input to business visits is viewed so positively. Business customers are surveyed annually to help us ensure that officers are providing the best service possible. It remains a difficult balance when officers are having to take enforcement action and convey challenging information. Other information gathered in our annual surveys is highlighted in the table below.

	2020/2021	2019/2020	2018/2019
Staff overall knowledge and professionalism (good/excellent)	96%	95.8%	100%
Overall level of service (good / excellent)	96.2%	95.8%	100%
Treated fairly at all times	96.2%	97.5%	100%

This feedback would tend to support the view that local businesses support the visits to their premises and the assistance offered by officers.

Appendix 6 – Customers / Partners / Stakeholders

GROUP	RELATIONSHIP	COMMUNICATION EXAMPLES	PROPOSED FOR 2021/2022
Businesses within West Lothian	Inspections; application of legislation; advisory activities; investigation into incidents, accidents, education, training, enforcement, motivation. New business support.	Provide guidance, training, technical information, guidance notes, information leaflets, talks, seminars. Use of mail shot to lowest risk establishments.	Improve email contact details for businesses. Improve web content on relevant health and safety issues.
Public	We protect them. We investigate concerns on their behalf. We provide guidance and information.	Customer feedback on requests for service / accidents etc. Production of health and safety service plan and publication on website.	No change to current approach.
HSE	They provide direction and guidance on a partnership basis. We report to them annually (LAE1 return)	We consult them on technical guidance and policy. They consult with us on legal, policy and technical matters. Representation on local liaison and national working groups.	No change to current approach.
Elected Members (Councillors)	We respond to concerns and enquiries and provide information as required.	Reports to Environment PDSP, and Council Executive. Advice to licensing board. Annual Service Plan is presented to Council Executive for approval.	No change to current approach.
Other LA Services – Planning, Building Standards, Economic	Act as statutory consultee. Provide and receive guidance and support. Work in partnership in specific areas	Planning and building warrant application comments. Licensing applications and comments.	No change to current approach.

Development, Legal & Licensing, Education services, Operational services.	of interest.	Reports as required. Highlight issues of concern as required.	
Lothian NHS	We work together on investigation and control of infectious diseases.	EHO/HPT meetings. Sporadic and outbreak plans. Agreed joint health protection plan.	No change to current approach.
Other local authorities	Share information and best practice. Sampling initiatives. Developing guidance and working standards to ensure consistency of approach. Contribution to national policies and legislation development.	Liaison groups. National working groups.	No change to current approach.
PF and legal system.	Take legal action based on reports sent by us.	We send reports. Work together on content of report. We provide technical guidance. Send reports electronically.	No change to current approach.
Care Inspectorate	Act as Consultee / Advisor	Written reports and telephone calls to Care Inspectorate Officers	No change to current approach.

DATA LABEL: PUBLIC



ENVIRONMENT POLICY DEVELOPMENT & SCRUTINY PANEL

PLANNING, ECONOMIC DEVELOPMENT & REGENERATION MANAGEMENT PLAN 2021/22

REPORT BY HEAD OF PLANNING, ECONOMIC DEVELOPMENT AND REGENERATION

A. PURPOSE OF REPORT

The purpose of the report is to make the panel aware of the Planning, Economic Development and Regeneration Management Plan 2021/22.

B. RECOMMENDATION

It is recommended that the panel notes the terms of the report and the attached management plan.

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs; being honest, open and accountable; making best use of our resources; and working in partnership.
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Actions will be screened as they are progressed to determine the need for environment, equality, health or risk assessments.
III	Implications for Scheme of Delegations to Officers	None.
IV	Impact on performance and performance Indicators	Successful delivery of the plan will ensure good performance against a number of performance indicators detailed in the document.
V	Relevance to Single Outcome Agreement	SOA: 3 Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business. SOA: 4 We live in resilient, cohesive and safe communities. SOA: 7 We live longer, healthier lives and have reduced health inequalities.

SOA: 8 We have the most efficient and effective use of resources by minimising our impact on the built and natural environment.

VI	Resources - (Financial, Staffing and Property)	Resource implications are detailed throughout the plan, particularly in the sections headed "Activity Budget".
VII	Consideration at PDSP	This is the first consideration of the plan by the PDSP. The plan will also be reported to the Development and Transportation PDSP and Voluntary Organisations PDSP.
VIII	Other consultations	The plan has been approved by the Executive Management Team for submission to the panel.

D. TERMS OF REPORT

D1 Introduction

The management plan comprises of five sections as follows:

1. An overview from the head of service outlining the key service areas, how these align to the council priorities, and how performance against them is measured.
2. An overview of activities relating to transforming your council, service structures and employee engagement.
3. A series of service specific sections incorporating activity budgets, resource allocation, performance and action plan.
4. An overview of the management processes to support delivery of services and corporate priorities.
5. A scorecard indicating performance against specific key indicators.

D2 Key service areas

The Planning, Economic Development and Regeneration service grouping covers the functional areas of Economic Development, Regeneration and Employability, Community Planning, Environmental Health, Trading Standards, Planning Services which includes Education Planning, and Environment and Climate Change teams. These services are delivered through three main service groupings:

Economic Development and Regeneration; Economic Development and Regeneration has a key role in monitoring the West Lothian Economy and providing services to individuals and businesses to help deliver the conditions for economic growth in West Lothian and improved employability and regeneration. The service also leads on community planning for the council.

Environmental Health and Trading Standards; Environmental Health and Trading Standards role is to protect and enhance, through the application of statute, the health, welfare, environment, safety, and trading marketplace of the people of West Lothian and those obtaining services from within West Lothian.

Planning Services; Planning Services carries out the statutory planning and building standards functions of the council and ensures that sufficient education capacity exists for predicted levels of demand in nurseries and schools. The service also leads on delivering the council's duties and responsibilities in responding to climate change.

The management plan fulfils a number of planning and improvement requirements and, importantly, it sets out how the service will use its resources to deliver positive outcomes for West Lothian. It is the result of a detailed planning process to make sure that council services are well planned and managed. Due to the ongoing COVID-19 Pandemic, in the coming year the service will continue to focus on facilitating economic growth, provide ongoing regulatory and public health response and continue working with the house-building industry in order to increase the rate of house construction in West Lothian. The service will also ensure protection of our communities through promoting a safe and legal trading environment.

In the next five years Planning, Economic Development and Regeneration will continue to deliver value adding activities, in particular focusing on the following areas:

1. Supporting the creation of wealth and employment,
2. Meeting its regulatory obligations in Building Standards and Planning,
3. Protecting customers and businesses through regulatory obligations in Environmental Health and Trading Standards.

D3 Key Actions 2021/22

During 2020/21, Planning, Economic Development and Regeneration Service provided a wide range of services to all areas of the council, local communities and business, each contributing to positive outcomes in the eight corporate priorities. This is continuing during 2021/22.

The 2021/22 plan highlights a number of key actions which will be undertaken to facilitate delivery of the plan. These are summarised as follows:

1. Planning Services will prepare and implement new supplementary and planning guidance in support of the adopted West Lothian Local Development Plan including commencing preparation for Local Development Plan 2.
2. Economic Development will continue to support economic growth and respond to any impacts arising from the UK's departure from the European Union. It will strive to maximise the COVID-19 support packages from both UK & Scottish Governments including the administering of funds and continue to work with local communities to develop regeneration plans.
3. Environmental Health & Trading Standards will provide an ongoing regulatory and public health response to the COVID-19 pandemic and carry out a review of services, moving towards full cost recovery for pest control.

It should, however, be noted that the service, particularly through the Economic Development and Environmental Health & Trading Standards teams is leading on key aspects of the council's response to the COVID-19 pandemic. These interventions which were not wholly anticipated last year will continue to influence the work of the service throughout the 2021/22.

E. CONCLUSION

The management plan provides the framework for service delivery by Planning and Economic Development and Regeneration in the coming financial year, including those services that report through the Development and Transport Policy Development and Scrutiny Panel.

The panel is asked to note that all final performance figures for 2020/21 have not yet been verified and that the plan will be updated to fully report last year's performance, with all performance indicators annualised, prior to publication.

F. BACKGROUND REFERENCES

None.

Appendices/Attachments: One.

Appendix 1: Planning and Economic Development Management Plan 2021/22.

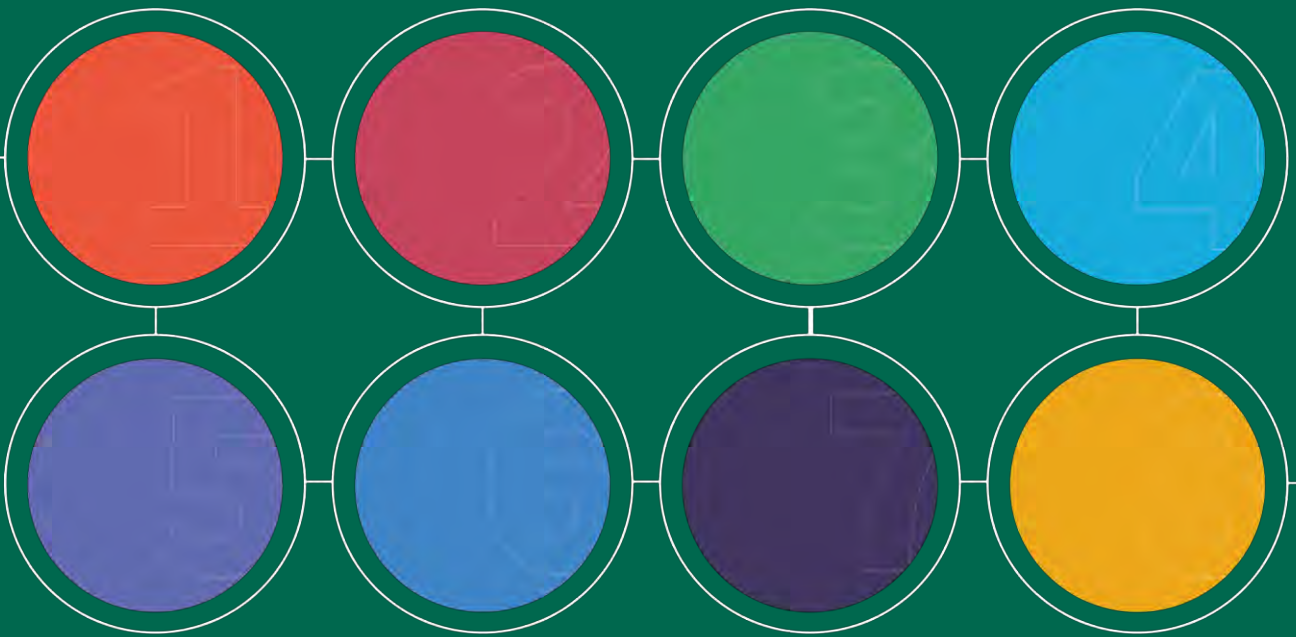
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Craig McCorriston
Head of Planning, Economic Development & Regeneration

01 June 2021

Data label: OFFICIAL

Planning, Economic Development and Regeneration Management Plan 2021/22



An introduction to the Management Plan from the Head of Planning, Economic Development and Regeneration

The Management Plan is a key planning document that will explain how the service will support the delivery of the council's eight priorities in 2021/22

West Lothian Council is one of the top performing local authorities in Scotland, with a strong track record of delivering better outcomes for local people. The council aims to continue to support growth in a thriving local community and, with financial and demographic challenges ahead, will require an effective Planning, Economic Development and Regeneration service to support the delivery and transformation of our services.

In Planning, Economic Development and Regeneration we provide a wide range of services to all areas of the council, local communities and businesses. Each is designed to efficiently contribute to positive outcomes in the eight corporate priorities (see below) through effective models of front line services in planning, building standards, business gateway, access2employment and environmental health and trading standards.

Corporate Priorities 2018/23 | The council re-committed to eight ambitious priorities following a large public consultation in 2017/18. We believe these priorities will continue to support improvement in the quality of life for everyone living, working and learning in West Lothian and will be the focus for council services, resources and staff in the next five years.



In support of the Corporate Plan 2018/23 and the eight priorities we will continue to strive to improve the quality and value of council services.

As well as assuring effective service delivery and compliance with statute, Planning, Economic Development and Regeneration will maintain a clear focus on delivering Best Value, whilst empowering residents and stakeholders to have their say on how council services develop and transform.

This Management Plan fulfils a number of planning and improvement requirements and, importantly, it

sets out how the service will use its resources to deliver positive outcomes for West Lothian. It is the result of a detailed planning process to make sure that council services are well planned and managed. I hope that it will help our customers, employees and partners to understand how we will transform our services and continue to deliver for West Lothian.



Craig McCorriston
Head of Service

Our services

The services that we will deliver through collaboration with our partners in 2021/22

The Planning, Economic Development and Regeneration service grouping covers the functional areas of Economic Development, Regeneration and Employability, Community Planning, Environmental Health, Trading Standards, and Planning Services which includes the Education Planning, Environment and Climate Change teams.

In the next five years Planning, Economic Development and Regeneration will continue to deliver value adding activities, focusing on the following areas:

- ◆ Supporting the creation of wealth and employment,
- ◆ Focusing on effective partnership working and minimising social disadvantage through the Community Planning Partnership,
- ◆ Meeting its regulatory obligations in Building Standards and Planning, and
- ◆ Protecting the health of the community and the trading market place of customers and businesses through regulatory obligations in Environmental Health and Trading Standards.

The key activities of the service are identified in the Management Plan.

		Page
Economic Development and Regeneration	Economic Development & Regeneration has a key role in monitoring the West Lothian Economy and providing services to individuals and businesses to help deliver the conditions for economic growth in West Lothian and improved employability and regeneration. The service also leads on community planning for the council.	13
Environmental Health and Trading Standards	The role of Environmental Health & 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 and those obtaining services from within West Lothian.	22
Planning Services	The principal purpose of Planning Services is to carry out the statutory planning and building standards functions of the council and to ensure that sufficient education capacity exists for predicted levels of demand in nurseries and schools. The service also leads on delivering the council's duties and responsibilities in responding to climate change.	29
	Developing the Management Plan and reporting progress	35
	Planning, Economic Development and Regeneration Service Scorecard 2021/22	37

Supporting the delivery of Council priorities

The service will support the delivery of the Council's Corporate Plan priorities and strategies

The service will make a meaningful and measurable contribution to the delivery of the Council's Corporate Plan 2018/23. The service's key processes are aligned to the Corporate Plan priorities/enablers and deliverables in the following table.

Alignment with Corporate Priorities / Enablers					
Council enabler	Deliverable	Planning, Economic Development and Regeneration key activity / process	Indicator(s)	2020/21 Performance	2021/22 Target
3 Minimising poverty, the cycle of deprivation and promoting equality	(P3.5) Providing a route out of poverty through work and continuing to support those further from the labour market to progress towards work.	<ul style="list-style-type: none"> Employment and skills service providing specialist support and training to both unemployed and low paid workers and businesses to create job opportunities. Tackling poor quality private rented homes, reducing community 'churn' and unplanned relocations. Ensuring lower cost homes are not subject to additional environmental risks. 	EDR032 Number of Job Candidates supported into work, education or training by Council's Employability Service.	818	400
5 Improving the employment position in West Lothian	(P5.1) Supporting businesses through building an entrepreneurial culture, supporting business start-ups and early stage company growth to increase the overall stock of businesses.	<ul style="list-style-type: none"> Focusing on and prioritising planning applications for employment generating uses. Business Gateway Start Up to provide specialist advice and support to enable individuals to set up their own business. 	DM035 Monthly percentage of local planning applications lodged by Small and Medium Enterprises for proposals which will assist economic development that are determined within two months.	%	75%
			EDR038 Number of new businesses started in West Lothian through Business Gateway.	263	350

Alignment with Corporate Priorities / Enablers					
Council enabler	Deliverable	Planning, Economic Development and Regeneration key activity / process	Indicator(s)	2020/21 Performance	2021/22 Target
5 Improving the employment position in West Lothian	(P5.2) Supporting investment through collaboration with national and local agencies and other partners, including through the City Region Deal, to develop new approaches to improving enterprise and increasing jobs. This will include, where appropriate, support for social enterprise but the overall approach and the level of funding available may be influenced by the outcome of Brexit negotiations.	◆ Business Gateway Business Development to support the growth and aspirations of local businesses in West Lothian.	EDR039 Number of small and medium sized businesses receiving support from Economic Development's Business Gateway service.	1313	475
5 Improving the employment position in West Lothian	(P5.3) Maximising the potential of West Lothian's town centres and visitor attractions through targeted investment and partnership working to increase the range of employment opportunities available, including the promotion of Fairtrade.	◆ Town Centre Team work with the Town Centre Management Groups and BIDS to provide specific support in enhance our traditional town centres.	SOA1303-08 Percentage of retail occupancy in town centres.	94%	90%
5 Improving the employment position in West Lothian	(P5.4) Targeting regeneration interventions on communities with the greatest need including areas suffering disadvantage, rural areas and isolated communities, whilst attracting investment and promoting sustainable growth in those areas. Funding interventions focused on those projects most closely linked to agreed corporate priorities and which can demonstrate greatest impact on addressing disadvantage.	◆ Community Regeneration supporting the 13 most deprived areas in West Lothian to develop Regeneration Plans.	EDR034 Number of residents engaged in the development of projects and participate in decision making process.	818	450

Alignment with Corporate Priorities / Enablers					
Council enabler	Deliverable	Planning, Economic Development and Regeneration key activity / process	Indicator(s)	2020/21 Performance	2021/22 Target
5 Improving the employment position in West Lothian	(P5.5) Promoting access to employment by ensuring young people have an opportunity to progress into a positive destination on leaving school.	<ul style="list-style-type: none"> Through Access2employment the Steps N2 Work programme provides specific support to young people to provide training and employment opportunities. Supporting the delivery of the Young Persons Guarantee to create opportunities for 16 – 24 year olds while providing support for them to access opportunities. 	EDR028 Number of Steps N2 work wage subsidy places created.	18	70
5 Improving the employment position in West Lothian	(P5.6) Specific employability programmes will be dependent on the availability of funding but will be focused on the continuation of current initiatives within West Lothian Council, including non-trade modern apprenticeships and the West Lothian Job Fund.	<ul style="list-style-type: none"> Through Access2employment the Steps N2 Work programme provides specific support to young people to provides training and employment opportunities. Supporting the delivery of the Young Persons Guarantee to create opportunities for 16 – 24 year olds while providing support for them to access opportunities. Supporting the delivery of No One left behind in partnership with the Scottish Government. 	EDR028 Number of Steps N2 work wage subsidy places created.	18	70
6 Delivering positive outcomes on health	(P6.2) Increase well-being and reduce health inequalities across all communities in West Lothian.	<ul style="list-style-type: none"> Protect public health, workplace safety and a fair trading environment through the application of food hygiene, food composition and workplace safety legislation, to reduce illness, disease and infirmity within the local population. 	CP:EH044 Percentage of commercial premises rated as high risk which are inspected on time.	N/A	95%

Alignment with Corporate Priorities / Enablers

Council enabler	Deliverable	Planning, Economic Development and Regeneration key activity / process	Indicator(s)	2020/21 Performance	2021/22 Target
		<ul style="list-style-type: none"> ◆ Protect the safety and welfare of the public and animals by applying statutory controls over animal licensing, breeding, boarding and riding establishments. Investigating animal related noise complaints and enquiries relating to out of control dogs. ◆ Protect public health through monitoring air quality and the application of various noise, pollution, public health and housing standards to reduce and remove the negative impacts on the physical and mental health of the population. ◆ Protect public health and damage to properties through eradication of vermin and specified pests. Fulfil the council's statutory duty to help ensure that the district is free from vermin. ◆ Tackling poor quality private rented homes to protect the health and well-being of tenants. ◆ Investigate food and water borne diseases and reported accidents to prevent further spread in community. 	<p>P:EH048 Percentage of service requests made to Environmental Health which were responded to within the specific service level targets.</p>	87.9%	85%
		<ul style="list-style-type: none"> ◆ Promote a fair trading environment through enforcement of product safety and weights & measures legislation to protect the safety and financial well-being of the consumers. ◆ Protect the health of the community and rural economy through enforcement of animal health, disease and animal movement control legislation. ◆ Protect young people through test purchasing activities in relation to age restricted products (tobacco/ fireworks). Protect elderly and vulnerable adults from nuisance cold calling and door step crime. 	<p>P:EH049 Percentage of service requests made to Trading Standards which were responded to within the specific service level targets.</p>	99.5%	96%

Alignment with Corporate Priorities / Enablers					
Council enabler	Deliverable	Planning, Economic Development and Regeneration key activity / process	Indicator(s)	2020/21 Performance	2021/22 Target
8 Protecting the built and natural environment	(P8.1) Supporting the sustainable residential and commercial development of the local area through the council's 10 year West Lothian Development Plan and emerging linkages with the City Region Deal. This will involve continuation of the co-ordinated, creative and flexible approach to funding, lobbying, negotiation and policy development that is proving to be successful in the core development areas.	◆ Prepare and implement the Development Plan for West Lothian comprising the Strategic Development Plan and the West Lothian Local Development Plan, or other components as required by legislative change, and supplementary and planning guidance arising.	DP001 Percentage of population covered by the adopted West Lothian Local Development Plan.	%	100%
		◆ Prepare and implement the Action Programme for the West Lothian Local Development Plan.	SECON10 Immediately available employment land as a % of total land allocated for employment purposes in the local development plan.		50%
8 Protecting the built and natural environment	(P8.5) Protecting the environment through a range of regulatory and enforcement activities that will protect the health, wellbeing and safety of local people.	◆ Improving the percentage of planning applications dealt with within the statutory period whilst ensuring high quality development on the ground.	DM031 Annual percentage of all householder planning applications determined within two months.	%	90%
		◆ Taking enforcement action where necessary to protect residential amenity and, in partnership with other regulatory agencies (SEPA, Environmental Health), to protect the wider environment.	DM054 Percentage of enforcement cases closed within the set resolution timescale.	%	70%
		◆ To ensure new development is undertaken in the interests of the health & safety and welfare of the general public and the environment.	P:BS030 Percentage of applications for building warrant which receive a full technical assessment within 20 days of receipt by Building Standards.	%	100%

Planning, Economic Development and Regeneration Management Plan 2021/22

Alignment with Corporate Priorities / Enablers					
Council enabler	Deliverable	Planning, Economic Development and Regeneration key activity / process	Indicator(s)	2020/21 Performance	2021/22 Target
		<p>◆ To ensure new development is undertaken in the interests of the health & safety and welfare of the general public and the environment.</p>	<p>BS039 Quarterly number of enforcement notices issued by building standards under the Building (Scotland) Act 2003.</p>		8



Transforming Your Council

How Planning, Economic Development and Regeneration will transform in the next five years

The council will embark on an ambitious programme of transformation in order to support the delivery of services that are accessible, digital and efficient. The Transforming Your Council programme is intended to deliver over £69.4 million in savings and will fundamentally change the way that council services are delivered.

Projects designed to deliver budget savings of £211,000 are being developed to transform the way that we work in Planning Economic Development and Regeneration.

Transformation in the service will be grouped around three key themes.



Engagement methods

Throughout the period of this plan, the service will continue to engage and consult with customers, employees, partners and stakeholders on the effectiveness of the services that we provide and also, any changes that are proposed to. Details of planned engagement and consultation methods will be provided in the annual update to the Management Plan.

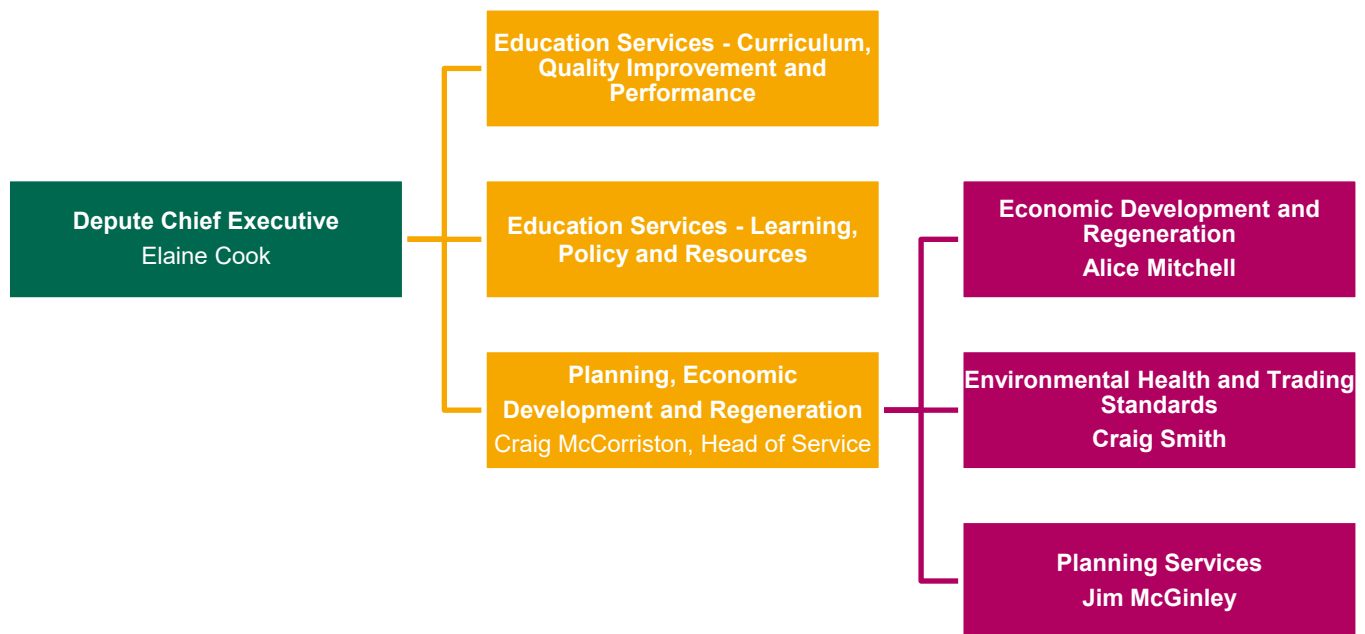
Planning, Economic Development and Regeneration make the following commitments to customers, employees and partners:

- ◆ Involve and engage employees, customers and partners in service improvement and transformation activity through a range of appropriate methods; and
- ◆ Ask customers about the quality and effectiveness of the services that we provide through regular consultation and surveys and use their views to inform decision making in the service.

Service Activity

The Education, Planning and Regeneration Services directorate is focused on the delivery of services that will support our community to grow and develop with better outcomes in early years, education and employability.

This includes services such as; schools, education support services, planning and economic development and culture and leisure services.



Planning, Economic Development and Regeneration comprises three service groups – known as West Lothian Assessment Model (WLAM) units, under the direction of the Head of Planning, Economic Development and Regeneration.

The following section provides more information on the activities and resources of each WLAM unit.

Employee Engagement

Planning, Economic Development and Regeneration has a total of 112.5 (full time equivalent) employees delivering our services.

Motivation and commitment are key drivers of employee performance and the service aims to effectively engage and develop employees through improved communication and increased participation. The service uses the council's employee engagement framework, ensuring that employees have access to the information and support they need to succeed, also that there is constructive, regular two-way communication throughout the service.

The schedule of engagement that will take place in each of our WLAM units is outlined in the table.

Employee Engagement Schedule 2021/22			
Employee Group	Method	Frequency	Responsible Officer
All employees	Email	Monthly	Service Manager
All employees	One-to-ones	Fortnightly / monthly	Service Manager and service management team
All employees	Team meetings	Monthly	Service Manager and service management team
All employees	Team briefings	Quarterly	Service Manager and service management team
All employees	Employee survey	Annually	Service Manager
All employees	Appraisal and Development Review (ADR)	Annually	Service Manager and service management team
Employee sample	Employee focus group	Annually	Service Manager
All employees	Management Plan Launch	Annually	Head of Service / Service Managers
All employees	Circulation of the service CMT update report	Monthly	Service Manager
Service management team	Extended Management Team	Quarterly	Head of Service





Risk Management

Risk can be defined as the effect of uncertainty on an organisation's objectives.

The council aims to mitigate risks to its objectives by implementing robust risk management procedures which enable managers to effectively manage their risks.

Significant risks to the Planning, Economic Development and Regeneration service objectives are set out in the council's corporate risk register. These risks are regularly monitored by managers and are reviewed on a monthly basis by the service management team to ensure that appropriate and effective control measures are in place.

Planning, Economic Development and Regeneration Services is currently managing no risks considered to be high. However, the following 4 risks are those deemed highest overall for the service

Service Risks 2020/21			
Risk Title	Risk Description	Current Risk Score	Traffic Light Icon
EH001 Premises present a risk to the public or employees not identified by inspection	Commercial premises are either not inspected, or an inspection is carried out incorrectly, resulting in a bacterial infection remaining unidentified, with consequent risk of illness or death to the public or employees.	10	
PEDS003 Recruitment and retention of key staff	Lack of suitably qualified staff in the marketplace leading to an inability to recruit and retain key staff in certain areas of the service. Resulting in an inability to maintain service performance and meet key service objectives.	9	
DP001 Development on contaminated land	Inaccurate information is provided to developers, or information provided by developers is improperly assessed, leading to development on contaminated land, resulting in legal action and consequent costs and reputational damage.	8	
WLC018b Failure to meet council objective of net zero emissions for West Lothian by 2045	Ineffective organisational arrangements leading to a failure to meet the target and a resultant potential for additional environmental damage and adverse impact on council reputation.	8	

Economic Development and Regeneration

Service manager: Alice Mitchell, Economic Development and Regeneration Manager

Number of staff: 41.3 (full time equivalents)

Location: Civic Centre

Purpose

The overarching purpose of Economic Development and Regeneration is “Working with others to regenerate West Lothian by enabling individuals, families, communities and businesses to achieve their potential”.

The service through the main teams of Employability, Community Planning & Regeneration and Economic Development will support and lead on:

- ◆ Regenerating the most disadvantaged communities in West Lothian.
- ◆ Improving the life chances of individuals and groups experiencing poverty and disadvantage.
- ◆ Improving employability particularly for young people and other disadvantaged groups.
- ◆ Supporting and promote West Lothian’s economy.
- ◆ Maximising the contribution of business and enterprise through creating jobs and business capacity.
- ◆ Community Planning.

Activities

The main activities of the service during the period of the Management Plan will be:

- ◆ Enabling and facilitating community engagement and implementing the key elements of the Community Empowerment (Scotland) Act 2015 and the Community Justice Scotland Act.
- ◆ Supporting the achievement of the Community Planning Partnership Local Outcome Improvement Plan.
- ◆ Supporting customers to alleviate the impact of welfare reform on them by supporting them back into employment, education or training, particularly those affected by Universal Credit.
- ◆ Continuing to support wage subsidies, West Lothian Jobs fund, graduate work experience and non-trade modern apprenticeship opportunities via the Steps n2 Work programme.
- ◆ Lead on the delivery of the Young Person’s Guarantee in West Lothian to create opportunities and support for 16 – 24 year old who are currently unemployed.
- ◆ Leading the production of Local Regeneration Plans in 13 key communities in West Lothian.
- ◆ Review and refresh the Economic Partnership Strategy for West Lothian.
- ◆ Supporting the Third Sector Interface.
- ◆ Support 800 unemployed residents, with a range of interventions including accredited training, with 400 of them progressing into a positive destination.
- ◆ Continuing the progression of the West Lothian Jobs Task Force.
- ◆ Promoting enterprise and improving the competitiveness of local firms to retain and strengthen businesses that can grow and create new higher value jobs.
- ◆ Working in partnership with local authorities in the Edinburgh city region to maximise the benefits to West Lothian from an Edinburgh and South East Scotland City Deal.
- ◆ Maximising remaining income from external sources including European Regional Development Fund (ERDF), European Social Fund (ESF) and LEADER, and any replacement funds, to support and enhance local delivery.

- ◆ Lobbying for a proportionate share of the proposed UK Prosperity Fund.
- ◆ Maximising the potential of West Lothian as a tourism/visitor destination and promoting the competitiveness of our town centres.
- ◆ Lobbying for continued access to economic development and regeneration funds post Brexit.
- ◆ Supporting all our partners and customers through the Covid-19 pandemic
- ◆ Maximising and administering the Covid-19 support packages from both UK & Scottish Governments including Youth Guarantee Scheme, Kickstart and discretionary Grant schemes.
- ◆ Reviewing of activities across the service to achieve efficiencies particularly around Employability

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers.

Our key partners include; other council services, West Lothian College, Police Scotland, Scottish Fire and Rescue Service, Community Councils, Department of Work and Pensions, local community development trusts and voluntary sector organisations, Voluntary Sector Gateway West Lothian, NHS Lothian, Skills Development Scotland, the Scottish Government, Scottish Enterprise, the Chamber of Commerce and Federation of Small Businesses.

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule 2021/22

Customer Group	Method	Frequency	Responsible Officer	Feedback Method
Residents engaged or potentially engaged in employability initiatives	Questionnaire/ stakeholders	Quarterly	Service Manager	Email to customers/ leaflets
Key community organisations and partners in areas of high deprivation	Questionnaire / stakeholder events	Annually	Team Leader	Email to customers/ community notice boards
Citizens panel members	Quality of Life survey and thematic focused surveys	Survey every 3 years. Thematic surveys carried out by partners	Community Planning Development Officer	Quality of Life survey report – informs key SOA indicators.
Wider stakeholders	Community planning newsletter and website	Quarterly newsletter. Regular website updates	Community Planning Development Officer	Newsletter, website, inside news.
Business Gateway – Start Up service users	Telephone / Online	Ongoing	Business Development Manager	Publication on the website
Business Gateway – Growth service users	Telephone / Online	Ongoing	Business Development Manager	Publication on the website
Visitors to West Lothian	Market Research	Annual	Business Growth Advisor	Publication on the website
Traditional town centre users	Market research	Annual	Tourism and Town Centre Officer	Circulation of minutes
Workshop attendees	Feedback forms	Ongoing	Business Development Manager	E mail
Economic conference attendees	Electronic survey	Annual	Economic Development Officer	E mail

Activity Budget 2021/22

Economic Development and Regeneration								
Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Economic Development Strategy and Policy	To develop Council’s and Partners economic development strategies and to promote West Lothian as a business location to provide economic intelligence and to support and inform policy.	2. Improving the employment position in West Lothian	EDS034_Economic Development Strategy and Policy - Total number of businesses receiving advice and support provided by European Funding. Target: 30	PUBLIC	4.3	58,913	0	58,913
			EDS013_Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 95%	PUBLIC				
Town Centre Management	To improve and promote traditional town centres as retail, leisure, employment and visitor locations.	2. Improving the employment position in West Lothian	EDS032_Town Centre Occupancy Levels for Armadale, Bathgate, Broxburn/Uphall, Linlithgow, Whitburn, and Livingston.	PUBLIC	2.0	58,913	0	58,913
			EDS013_Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 95%	PUBLIC				

Planning, Economic Development and Regeneration Management Plan 2021/22

Economic Development and Regeneration

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Leader	To support the development and sustainability of rural business and organisations.	2. Improving the employment position in West Lothian	EDS033_LEADER Project - Total number of Projects supported.	PUBLIC	2.0	55,000	(55,000)	0
			EDS013_Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 95%	PUBLIC				
Entrepreneurship	To provide a wide range of support through Business Gateway branded services to start up and small, growing local companies through one to one consultancy, training, business planning advice, specialist support and access to finance.	2. Improving the employment position in West Lothian	EDS001_Number of new businesses started in West Lothian assisted by Economic Development Service – Business Gateway. Target: 350	PUBLIC	3.4	164,313	(164,313)	0
			EDS013_Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 95%	PUBLIC				

Planning, Economic Development and Regeneration Management Plan 2021/22

Economic Development and Regeneration

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Business Development	To support the growth of existing business in West Lothian by supporting them to develop new products and process which will lead to higher turnover and employment.	2. Improving the employment position in West Lothian	EDS002_Number of small and medium sized enterprises receiving support by the Economic Development Service's Business Gateway service. Target: 450	PUBLIC	5.3	358,173	(358,173)	0
			EDS013_Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 95%	PUBLIC				
Community Planning & Regeneration	To work with all Community Planning Partners to ensure that they are working together in 9 multi member wards with the common aim of closing the opportunity gap.	5. Minimising poverty, the cycle of deprivation and promoting equality	CRRE082_Percentage of health checked voluntary organisations where there was evidence of a planned approach to income and expenditure and finances are robustly controlled.	PUBLIC	7.8	1,541,038	0	1,541,038
			CRRE053_Cost per resident engaged in structured activity.	WLAM				

Planning, Economic Development and Regeneration Management Plan 2021/22

Economic Development and Regeneration								
Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Employment and Skills	Supporting residents to secure and sustain employment, education or training opportunities. This involves developing their individual employability skills. Services delivered outreach in areas of high unemployment.	2. Improving the employment position in West Lothian	EDR032_Number of residents Supported into Work, education or training by Council's Employability Service. Target: 400	PUBLIC	14.3	2,028,820	(1,727,062)	301,758
			EDR031_Number of residents Supported by Council's Employability Service. Target: 800	WLAM				
Service Support	Provision of management and administrative support.	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line services.		0.8	73,435	0	73,435
Total:					39.9	4,532,796	(2,349,026)	2,183,770
Time Limited Employability Measures	Jobs Task Force	1. Improving the employment position in West Lothian	Progress on this activity is reported to both CMT and Council Executive on a quarterly basis		0.7	1,500,000	0	1,500,000
Time Limited Employability Measures	Voluntary Organisations Modernisation and Improvement Fund	5. Reduce poverty, the cycle of deprivation and promote equality	Progress on this activity is reported to both CMT and Council Executive on a quarterly basis		0.7	192,000	0	192,000
Total:					41.3	3,552,847	(117,005)	3,435,843

Actions 2021/22

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Economic Development and Regeneration Actions 2021/22							
Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Digital transformation projects	A programme of activity to ensure that the council is well placed to take advantage of opportunities offered in the digital age.	To deliver improved user-focused digital public services.	Head of Service	April 2018	March 2021	Active	Project scope and plan defined.
Voluntary Organisations	To review the current process and funding of the Voluntary Organisations to include participatory budgeting.	A more streamlined and efficient process maximising outcomes.	Economic Development & Regeneration Manager	April 2018	March 2022	Active	New fund launched and finalised January 2021. Start of process for 2022/23 budget in April 2021.
Community Empowerment Act	Worked with CPP Partners and local communities to advise on the implications of the new Act.	Engaged third sector and local communities.	Economic Development & Regeneration Manager	April 2018	March 2022	Active	Community Wealth Building to be taken forward.
Edinburgh and South East Scotland City Deal	Working in partnership to develop the business case for Winchburgh and work in partnership to deliver the other themes.	Improve the employment position of West Lothian.	Head of Service/ Economic Development & Regeneration Manager	April 2018	March 2022	Active	Work on Winchburgh project underway and representation on IRES board.

Planning, Economic Development and Regeneration Management Plan 2021/22

Economic Development and Regeneration Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Develop regeneration plans	Work with local communities to develop regeneration plans in our 13 most deprived areas.	Reduced deprivation.	Economic Development & Regeneration Manager	April 2018	March 2022	Active	All regeneration plans are live and will be reviewed due to SIMD information during 2020. This has been put on hold during pandemic but will be brought back this year to reflect changes in local communities.
Respond to Covid-19 Grant Support	Support local businesses and individuals to access support.	Support economy in reskilling rebuilding job opportunities.	Economic Development & Regeneration Manager	July 2020	March 2022	Active	Administering grants and support to local businesses and individuals being made redundant as a result of Covid-19 and Brexit.

Environmental Health and Trading Standards

Manager: Craig Smith, Environmental Health and Trading Standards Manager

Number of Staff: 31.5 (full time equivalents)

Location: Linlithgow Partnership Centre – Tam Dalyell House

Purpose

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.

Teams within the service deliver health protection in relation to food safety and composition; workplace safety; pollution control, including air quality and noise issues; housing conditions; animal health, welfare and control; pest control; consumer protection and compliance with fair trading legislation.

Without the fundamental principles of a clean and safe environment, food which will not harm you, and trust in trading operations, the other aspirations of the council would be diminished, highlighting the importance of this service.

Activities

The main activities of the service during the period of the Management Plan will be:

- ◆ Protect public health by ensuring compliance with food hygiene, food compositional and water quality standards. Provide ongoing regulatory and public health response to Covid-19 pandemic.
- ◆ Protect community health by examining trends in air pollution and initiating actions as necessary to improve the air quality in communities where monitoring has shown results to be failing.
- ◆ Protect and promote safe working environments through monitoring and inspection of the highest risk premises, and carry out investigations in to the most serious accidents.
- ◆ Protect those most at risk of financial harm through joint working with partners and other protection agencies.
- ◆ Promote community safety, well-being and cohesion by investigating and abating nuisance, including concerns relating to industrial or commercial noise.
- ◆ Protect the health and well-being of individuals through investigation in to complaints of unfit housing and ensure that private sector conditions meet national standards.
- ◆ Address concerns reported to service in relation to out of control dogs.
- ◆ Protect the agricultural economy, human health and animal health, by ensuring compliance with animal health legislation relating to animal movement and disease control.
- ◆ Protect health of children by regulating the sale of age restricted products such as tobacco and by carrying out appropriate test purchasing to ensure compliance.
- ◆ Protect consumers and legitimate businesses through enforcement of weights and measures legislation and provision of advice and calibration facilities to businesses.
- ◆ Fulfil the council's statutory duty to ensure that vermin and pest concerns are addressed.
- ◆ Protect public health through our contribution to the Scottish Government aspirations in relation to reducing pollution from vehicle emissions.
- ◆ Fulfil the council's statutory licensing duty in relation various regulated activities such as animal breeding and boarding, storage of petroleum, fireworks, caravan and residential mobile homes etc.

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers.

Our key partners include; other council services, Food Standards Scotland, Trading Standards Scotland, NHS Lothian, Financial Harm Reduction Group, Scottish Government, Scottish Environment Protection Agency, Citizen's Advice National Consumer Helpline, Health and Safety Executive and Police Scotland.

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule 2021/22

Customer Group	Method	Frequency	Responsible Officer	Feedback Method
Business owners	Offer to participate in online questionnaire and in person questionnaire to all premises subjected to inspection.	Ongoing	Environmental Health and Trading Standards Manager	Survey results are reported via the council's website
Public using service	Offer to participate in online questionnaire and in person questionnaire to all customers accessing the service.	Ongoing	Environmental Health and Trading Standards Manager	Survey results are reported via the council's website

Activity Budget 2021/22**Environmental Health and Trading Standards**

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Food Safety Enforcement; Health and Safety Enforcement	Protect public health, workplace safety and a fair trading environment through the application of food hygiene, food composition and workplace safety legislation. Assist new businesses comply. Investigate food and water borne diseases and reported accidents. Carry out licensing functions and facilitate food export from West Lothian.	6 Delivering positive outcomes on health	SENV05b_9a.1d Resources allocated to Environmental Health delivery per 1,000 population compared to the Scottish average. Target £8,625.	Public	10.3	571,389	(5,500)	565,889
			EH044_9b.1a Percentage of commercial premises rated as high risk for food hygiene, food standards, trading standards or health and safety, which were inspected on time as per the annual inspection program. Target: 95%	Public				
Pest Control	Protect public health and damage to properties through management control and eradication of vermin and specified pests.	6 Delivering positive outcomes on health	SENV05b_9a.1d Resources allocated to Environmental Health delivery per 1,000 population compared to the Scottish average. Target £8,625.	Public	3.6	168,695	(112,000)	56,695
			EH048_6b.5 Percentage of service requests made to environmental health which were responded to within specific service level targets Target: 85%	Public				

Environmental Health and Trading Standards

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Animal Welfare	Protect the safety and welfare of the public and animals by applying animal licensing, breeding, boarding and riding establishment controls. Investigating animal related noise complaints and complaints relating to out of control dogs and dog straying.	8 Protecting the built and natural environment	SENV05b_9a.1d Resources allocated to Environmental Health delivery per 1,000 population compared to the Scottish average. Target £8,625.	Public	1.6	81,404	0	81,404
			EH048_6b.5 Percentage of service requests made to environmental health which were responded to within specific service level targets Target: 85%	Public				
Public Health, Housing and Pollution Control	Protect public health and prevent deterioration of wellbeing through the application of various noise, pollution, public health and housing standards. Monitor air quality. Prevent detriment to health through development of Planning policy, assessing the environmental impact of planning applications, designing out potential problems and recommending safeguards.	6 Delivering positive outcomes on health	SENV05b_9a.1d Resources allocated to Environmental Health delivery per 1,000 population compared to the Scottish average. Target £8,625.	Public	6.0	399,610	(63,000)	336,610
			EH048_6b.5 Percentage of service requests made to environmental health which were responded to within specific service level targets Target: 85%	Public				

Planning, Economic Development and Regeneration Management Plan 2021/22

Environmental Health and Trading Standards

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Fair Trading, Commercial and Agriculture Enforcement	Protect consumer and business interests by ensuring a safe and fair trading environment through the application of statute. Issue advice to public and traders to assist in this aim. Deliver statutory weights and measures services. Protect young people through test purchasing activities in relation to age restricted products. Protect the health of the community and farming economy through enforcement of animal health and movement control legislation.	7 Reducing crime and improving community safety	SENV05a_9a.1d - Resources allocated to Trading Standards delivery per 1000 population compared to the Scottish Average. Target £10,453.	Public	8.0	401,347	(10,000)	391,347
			EH049_6b.5 Percentage of service requests made to trading standards which were responded to within specific service level targets Target: 96%	Public				
Vehicles Emissions Testing	Reduce negative health effects caused by vehicle emissions; carrying out testing and promoting good vehicle operation. Education and enforcement relating to vehicle idling. Delivered across four local authorities.	6 Delivering positive outcomes on health	SENV05b_9a.1d Resources allocated to Environmental Health delivery per 1,000 population compared to the Scottish average. Target £8,625.	Public	1.0	160,000	(160,000)	0
			EH048_6b.5 Percentage of service requests made to environmental health which were responded to within specific service level targets Target: 85%	Public				

Planning, Economic Development and Regeneration Management Plan 2021/22

Environmental Health and Trading Standards

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Service support	Provision of management and administrative support.	Enabler Service – Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		1.0	78,792	0	78,792
Total:					31.5	1,861,237	(350,500)	1,510,737

Actions 2021/22

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Environmental Health and Trading Standards Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Digital transformation projects	A programme of activity to ensure that the council is well placed to take advantage of opportunities offered in the digital age.	To deliver improved user-focused digital public services.	Head of Service	April 2018	March 2023	Active	Project scope and plan defined.
Restructure and move towards cost recovery for pest control	Environmental Health and Trading Standards efficiencies including increasing pest control income to full cost recovery.	Pest control income will deliver full cost recovery.	EH&TS Manager	April 2018	March 2023	Active	Project Board is implementing required changes during target timescales.
Review of service delivery procedures and priorities	Complete service planning and review process with staff.	Implement processes and priorities identified from service planning and staff engagement.	EH&TS Manager	April 2021	March 2022	Active	Service planning March 2021. Service review in progress.
Review and revise staff recruitment, succession planning, and staff development.	A revised approach to ensuring recruitment and development of staffing to meet the current and future needs of the service.	Develop a plan for future staffing and staff development.	EH&TS Manager	April 2021	March 2022	Active	In progress.

Planning Services

Service managers: Jim McGinley, Planning Services Manager

Number of staff: 39.7 (full time equivalents)

Location: Civic Centre

Purpose

The principal purpose of Planning Services is to carry out the statutory planning and building standards functions of the council and ensure that sufficient infrastructure capacity exists to deal with the demands of new development, in particular to ensure that sufficient education capacity exists for predicted levels of demand in nurseries and schools. The service also leads on delivering the council's duties and responsibilities in responding to climate change.

The overall aim of the service is to promote economic development and ensure protection of the environment.

Activities

The main activities of the service during the period of the Management Plan will be:

- ◆ Providing support as necessary to support the response to the Covid-19 Pandemic.
- ◆ Implementation of the local development plan and monitoring of the local development plan via the Local Development Plan Action Programme.
- ◆ Assisting in the preparation of a Regional Spatial Growth Framework for the SESplan area; the Framework will in turn inform the Regional Spatial Strategy for the Edinburgh and South East Scotland City Deal Region and National Planning Framework 4.
- ◆ Preparatory work on a new local development plan (LDP2).
- ◆ Implementing, monitoring and reviewing the Climate Change Strategy, Carbon Management Plan and Adaptation Action Plan.
- ◆ Carrying out the council's statutory planning duties on biodiversity and the natural environment.
- ◆ Preparing, monitoring and reviewing supplementary and planning guidance.
- ◆ Implementing, monitoring and reviewing the Contaminated Land Inspection Strategy.
- ◆ Verifying applications for building warrants and completion certificate submissions.
- ◆ Enforcement of Building (Scotland) Act 2003 in relation to dangerous buildings and unauthorised works.
- ◆ Processing planning and related applications.
- ◆ Collecting and tracking planning obligations for infrastructure investment required to service new developments.
- ◆ Processing appeals through written submissions, hearings and public inquiries and participating in local reviews against decisions on planning applications.
- ◆ Enforcement of planning control through action to regulate or stop unauthorised development, remove unauthorised advertisements, and protect West Lothian's listed buildings and conservation areas from inappropriate development.
- ◆ Conservation and design of the built heritage.
- ◆ Preparing school roll projections.
- ◆ Assisting in progressing school consultations to support the development plan alongside appropriate school provisioning and capacity increases.

- ◆ Assisting in the delivery of improved workflow, procedural practices and digital transformation measures for development management and building standards.

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers.

Our key partners include; other council services, SESplan, Scottish Government, other key government agencies including the Scottish Environment Protection Agency (SEPA), NatureScot (NS) formerly Scottish Natural Heritage (SNH), Historic Environment Scotland (HES) and Education Scotland.

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule 2020/2021

Customer Group	Method	Frequency	Responsible Officer	Feedback Method
Development Planning customers	Online and Newsletter	Linked to development plan timetable	Development Planning and Environment Manager	Development Plan
Development Planning customers	Questionnaires	Annually	Development Planning and Environment Manager	Service Improvement Plan as part of the Planning Performance Framework
School consultations	Online, in writing, ad hoc meetings, public meetings, Education Scotland review	As required per consultation	Senior Education Planning Officer	Education Executive
Applicants and agents (Development Management)	Focus group	Biennial	Development Management Manager	Minutes and follow up meeting
Applicants and agents (Development Management)	Questionnaires	Annually	Development Management Manager	Service Improvement Plan as part of the Planning Performance Framework
Applicants and agents (Building Standards)	Focus group	Biennial	Building Standards Manager	Minutes and follow up meeting
Applicants and agents (Building Standards)	Questionnaires	Annually	Building Standards Manager	Annual Performance Report and Customer Charter

Activity Budget 2021/22

Planning Services								
Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Development Management – processing planning and other applications and appeals	To determine applications for planning permission, advertisement consent and listed building consent in accordance with the development plan and other material considerations.	8 Protecting the built and natural environment	P: DM033_Annual percentage of all applications, excluding major applications, determined in two months. Target: 80%	Public	11.3	645,528	(940,100)	(294,572)
			P:DM037_Annual percentage of local review body decisions made in favour of the original decision under delegated powers. Target: 60%	Public				
Development Management – Enforcement	To regulate unauthorised development in the interests of our communities and the environment.	8 Protecting the built and natural environment	DM054_Monthly percentage of enforcement cases closed within the set resolution timescale. Target: 75%	High Level	2.0	113,917	(165,900)	(51,983)
			DM055_Quarterly Fee Income received as a result of enforcement action. Target: £20,000 per annum	High Level				
Building Standards – processing applications for building warrants, completion certs, letters of comfort	To ensure new development is undertaken in the interests of the health and safety and welfare of the general public and the environment.	8 Protecting the built and natural environment	P:BS030_Percentage of applications for building warrant which receive a full technical assessment within 20 days of receipt by Building Standards. Target: 100%	Public	18.0	678,106	(893,000)	(214,894)
			P:BS036_Average fee received per FTE building standards officer. Target: £80,236	Public				

Planning, Economic Development and Regeneration Management Plan 2021/22

Planning Services

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Dangerous Building Notices and other Enforcement Notices	To ensure new development is undertaken in the interests of the health & safety and welfare of the general public and the environment.	8 Protecting the built and natural environment	BS039_Quarterly number of enforcement notices issued by Building Standards under the Building (Scotland) Act 2003. Target: 2 notices	High Level	0.5	35,690	(47,000)	(11,310)
			BS041_Annual Average Budget Cost for Building Standards enforcement enquiry. Target: £500	WLAM				
Development Planning – Development Plan, supplementary and planning guidelines	Maintain and implement an up to date development plan and provide a statutory framework for development and to implement plan policies and proposals. Prepare, monitor and review supplementary planning guidance (SPG) and prepare planning guidelines to assist in the delivery of development. Maintain the corporate address gazetteer (CAG).	8 Protecting the built and natural environment	DP002_Average time taken to handle Development Planning Consultation Enquiry per Officer. Target: 3.5 working days	WLAM	5.6	569,585	(35,347)	534,238
			DP012 _ Number of developer funded school extensions and new schools in West Lothian Target: 1 school extensions and new schools	WLAM				
Environment - Environmental Projects, Climate Change Projects, Contaminated	Protect and enhance the environment. To make West Lothian a more sustainable environment for working, living and leisure	8 Protecting the built and natural environment	P:CMP001_Total annual emissions from non-domestic operational buildings, transport, external lighting, waste and water total (tonnes Co2e). Target: 54,570 tonnes	Public	1.5	151,665	(9,412)	142,253

Planning, Economic Development and Regeneration Management Plan 2021/22

Planning Services								
Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Land and Tree Preservation Orders			DP011_Percentage of Contaminated Land enquiries from Development Management responded to within service level agreement. Target:60%	WLAM				
Service support	Provision of management and administrative support.	Enabler service – Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		0.8	76,165	0	76,165
Total:					39.7	1,861,237	(350,500)	1,510,737

Actions 2021/22

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Planning, Economic Development and Regeneration Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Digital transformation projects	A programme of activity to ensure that the council is well placed to take advantage of opportunities offered in the digital age.	To deliver improved user-focused digital public services.	Head of Service	April 2018	March 2023	Active	Project scope and plan defined.
Commence preparation of LDP2	Replacement local development plan for West Lothian.	Full up to date development plan coverage.	Development Planning & Environment Manager	April 2020	March 2023	Planned	Progress dependent on Planning Bill.
Develop or revise procedures in planning service	Prepare and revise procedures in accordance with new Planning (Scotland) Act as sections enabled.	Full up to date development planning and development management service.	Planning Services Manager	April 2020	March 2023	Planned	Progress dependent on Planning Act enablement.
Prepare and implement new supplementary and planning guidance in support of the West Lothian Local Development Plan	Prepare and implement supplementary and planning guidance arising from the West Lothian Local Development Plan.	Review and replace current supplementary planning guidance.	Development Planning & Environment Manager	April 2018	March 2023	Active	Supplementary and planning guidance will continue to proceed to the D&T PDSP and Council Executive during the course of 2021/22 for approval.

Developing the Management Plan and reporting progress

The Management Plan was developed to support the delivery of the Council's Corporate Plan and to take account of a range of factors that are likely to impact the delivery of council services in the next five years.

Context

The next five years will be a period of significant challenge for the council with spending constraints expected to continue. However, the council has clearly defined long term aims relating to the development of high quality services, designed to meet the needs of its customers. These long term aims are captured in the Local Outcome Improvement Plan, Community Plan and in the council's Corporate Plan and together these strategic plans determine the work of the council's services.

The development of the Corporate Plan 2018/23 has been directly influenced by the views of the people living and working in West Lothian, ensuring that all employees are focused on meeting the needs of a growing and vibrant community. The Corporate Plan sets the strategic priorities for the council up to 2022/23 and this will be the continued focus for all council services during the period.

This will help to ensure that we continue to tackle the most important issues for West Lothian. Also, that we invest in and prioritise the services which make the most significant contribution to the achievement of positive outcomes.

Influences

There will be many internal and external factors which will influence the work of Planning, Economic Development and Regeneration. The more prominent factors include:

- ◆ An ongoing need to respond to the Covid-19 pandemic
- ◆ Any residual impacts from Brexit
- ◆ Legislative Change
- ◆ Transforming Your Council work streams

Planning Process

The Management Plan was prepared by the Planning Economic Development and Regeneration Management team, using a range of information to ensure that services, activities and resources are aligned to:

- ◆ The council's Corporate Plan and the deliverables for which Planning, Economic Development and Regeneration are responsible
- ◆ Supporting the delivery of the council's transformation programme and Digital Transformation strategy
- ◆ Local Outcome Improvement Plan
- ◆ Economic Strategy
- ◆ Relevant Legislative Processes

The process and timescales for the development and publication of the Management Plan is set out, including consultation with appropriate stakeholders.

Corporate Plan	The Corporate Plan is approved by West Lothian Council, setting out the key priorities for all council services for the period 2018/19 to 2022/23.	February 2018
Planning, Economic Development and Regeneration planning	The service management team develop the plan taking account of a range of factors, business requirements and customer needs.	January to March 2021
Executive Management Team approval	The council's Executive Management Team (EMT) will review all service Management Plans to ensure they are sufficiently focused on corporate priorities. The EMT will also review the plans annually, scrutinising performance and progress in the stated outcomes and actions.	March 2021
PSPS consultation	The Management Plan is taken to the relevant Policy Development and Scrutiny Panel(s) for consultation, providing Panel members the opportunity to shape planning and resource allocation.	April to June 2021
Management Plan launch	The service cascades the plan to service employees to ensure that they understand the key priorities and challenges ahead and how they will contribute to successful outcomes.	April to June 2021
WLC website	The Management Plan is published on the council's website to provide detailed information for the public and external stakeholders on council services, resource allocation and performance.	July 2021
Management Plan updates	The Management Plan progress is reviewed by the appropriate PDSP each year.	April to June




Continuous Improvement













Planning, Economic Development and Regeneration will continue to play a key role in the development and support of high quality customer services. Planning, Economic Development and Regeneration will continue to engage with our customers to modernise structures and processes to ensure that they continue to provide the most efficient and effective model for service delivery.

- ◆ Implementing actions arising from the West Lothian Assessment Model (WLAM) process in each unit
- ◆ Monthly review of performance by the Planning, Economic Development and Regeneration senior management team and the management teams in each unit

Planning, Economic Development and Regeneration Scorecard

The service will report on the following key measures of the success throughout the lifetime of our plan (short term trend arrows:

2020/21 performance exceeded the target =  / 2020/21 performance met the target =  / 2020/21 performance was below the target = ):

Indicators					
WLAM unit / service	PI Code & Short Name	2020/21 Performance	2020/21 Target	Performance against Target	2021/22 Target
Economic Development and Regeneration	P:EDR007_Customer satisfaction with the service overall	%	95%		95%
	P:EDR011_Percentage of complaints received by Economic Development and Regeneration that were upheld / partially upheld	%	100%		100%
	CP:EDR028_Number of Steps N2 Work Wage Subsidy places created		70		60
	CP:EDR038_Number of new businesses started in West Lothian through Business Gateway		375		375
Environmental Health and Trading Standards	P:EH050_Customer satisfaction with the service overall	96.2%	85%		85%
	P:EH048_Percentage of service requests made to Environmental Health which were responded to within the specific service level targets	87.9%	85%		85%
	P:EH049_Percentage of service requests made to Trading Standards which were responded to within the specific service level targets	99.5%	96%		96%
	CP:EH045_Premises rated as broadly compliant with food hygiene legislation as a percentage of all risk-rated food premises	96.6%	92%		92%
Planning Services	P:STP005_Customer satisfaction with the service overall	%	70%		70%
	STP021_Percentage of complaints received by Planning Services that were upheld / partially upheld	%	25%		25%
	P:BS031_Average number of working days to respond to a request for completion certificate		1.7		1.7
	P:DM031_Annual percentage of all householder planning applications determined within two months	%	90%		90%

This scorecard offers a high level snapshot of the service performance. More information about the performance of the service can be viewed via the council's website: www.westlothian.gov.uk/performance

Planning, Economic Development and Regeneration Management Plan 2021/22

April 2021

For more information:

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West Lothian Civic Centre
Howden South Road | Livingston | West Lothian | EH54 6FF

DATA LABEL: PUBLIC



ENVIRONMENT POLICY DEVELOPMENT AND SCRUTINY PANEL

LITTER POLICY AND LITTER BIN PLAN

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

The purpose of the report is to inform members of the panel of the details of the proposed Litter Bin Plan for West Lothian Council that will provide criteria for the type, size and location of litter bins across the area and to seek support for its inclusion in the council's Litter Policy.

B. RECOMMENDATION

It is recommended that the panel:

1. Note and consider the contents of the proposed Litter Bin Plan (Appendix 1) and support its inclusion in the council's Litter Policy that will be submitted to a future meeting of the Council Executive for approval.
2. Advise of any areas of the Litter Bin Plan that need further development for inclusion in the council's Litter Policy

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; making best use of our resources; working in partnership.
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Environmental Protection Act 1990 (Section 89) Code of Practice for Litter and Refuse 2018
III	Implications for Scheme of Delegations to Officers	None
IV	Impact on performance and performance Indicators	The Litter Bin Plan will ensure that the service is delivered in a consistent and efficient manner which will support the service in achieving statutory performance targets and service standards

V	Relevance to Single Outcome Agreement	We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.
VI	Resources - (Financial, Staffing and Property)	Cleaner Communities have an annual budget of £2.4m to carry out their statutory duties as defined in the Environment Protection Act 1990.
VII	Consideration at PDSP	None
VIII	Other consultations	None

D. TERMS OF REPORT

D1 Background

Presently the installation and provision of public litter bins throughout West Lothian is provided based on a demand driven service. This has led to an over provision of bins in inappropriate areas that is both inefficient and ineffective in dealing with the issue of littering. The proposed Litter Bin Plan (Appendix 1) aims to provide guidance which will enable the movement away from the current demand driven process for the installation of new litter bins; to provide more suitably designed general litter bins in targeted locations and to increase the availability of litter bins in areas that currently have an under provision of litter bins by re-siting existing litter bins that are not used or have low usage.

D2 Review of Litter Bins

A review of all existing litter bins will be undertaken to ensure that the type, size and location of our existing litter bins are correct to meet community needs and bins meet the criteria set out in the proposed Litter Bin Plan. It is proposed to use new technology when undertaking the review by placing electronic sensors in bins that wirelessly communicates with the services asset management software. This will enable the service to accurately monitor and evidence the usage of litter bins and will also provide trend analysis including evidence of low usage, identifying when bins need to be removed or relocated.

The sensors will also inform the service when bins need to be emptied improving service efficiency.

The aim of the review is to provide a more coordinated approach to the placement of litter bins to suit demand across the authority ensuring bins are provided in more suitable locations. The review and planned approach may lead to the reduction of bin availability in some areas whilst the type and size of bins may change in other areas to increase capacity.

All key stakeholders including community councils, elected members etc. will be consulted as part of the review.

D3 Litter Policy

The Environmental Protection Act 1990 imposes a statutory duty on local authorities and certain other landowners and occupiers to keep specified land clear of litter and refuse so far as is practicable. The Act also places a duty on local authorities or Scottish Ministers to keep public roads clean so far as is practicable. The Act is supported by The Code of Practice on Litter and Refuse (Scotland) 2018 issued under section 89 of The Act.

The Code of Practice also recommends that Local Authorities develop a Litter Policy to show how they will deliver the requirements of the Act and that this should be reviewed and approved regularly.

In order to ensure compliance with the principles of the Act and the Code of Practice, the council has an approved Litter Policy (Appendix 2). However, the current Litter Policy does not include for the management and provision of litter bins.

It is proposed that the Litter Policy is reviewed and updated to incorporate the Litter Bin Plan (Appendix 1) and that the updated Litter Policy is presented to a future meeting of the Environment Policy Development and Scrutiny Panel in the Autumn of 2021 for scrutiny before seeking Council Executive approval for the revised Litter Policy.

E. CONCLUSION

The adoption of a Litter Bin Plan as an appendix to the councils Litter Policy will provide a more focused and efficient provision of litter bins in the area that will be designed to augment and support the prevention of littering across West Lothian.

It is recommended that the panel supports the inclusion of the proposed Litter Bin Plan in the councils Litter Policy.

F. BACKGROUND REFERENCES

Environment Protection Act 1990

Code of Practice for Litter and Refuse 2018

Appendices/Attachments: Appendix 1 – Litter Bin Plan

Appendix 2 – Litter Policy

Contact Person: Andy Johnston, NETs, Land and Countryside Manager

Phone: 01506 284623, Email: andy.johnston@westlothian.gov.uk

Jim Jack

Head of Operational Services

Date of Meeting: 1 June 2021

Appendix 1

Litter Bin Plan

Nets, Land and Countryside Services

RECORD OF AMENDMENTS

Date	Version	Author	Changes
07/05/2021	1.1	AJ	Updated

Contents

Executive summary

- 1.0 Introduction
- 2.0 Current litter bin provision (numbers, capacity, style and distribution)
- 3.0 Litter bin problems
- 4.0 Criteria for new litter bins
- 5.0 Litter bin styles
- 6.0 Location of litter bins
- 7.0 Provision of new litter bins
- 8.0 Litter bin rationalisation (replacement of existing bins)
- 9.0 Process to decide on the siting of a new or replacement bin
- 10.0 Dealing with smoking related litter and chewing gum
- 11.0 Servicing and inspection of litter bins
- 12.0 Recycling picked litter
- 13.0 Potential savings from recycling litter
- 14.0 Exploring potential sponsorship opportunities
- 15.0 Smart bins
- 16.0 Monitoring impact
- 17.0 Partnership working
- 18.0 Implementation

References

Appendix 1 – Bin location check list

Appendix 2 Prioritisation of Requests

Executive Summary

West Lothian Council's Litter Bin plan aims to provide guidance which will enable the movement away from the current demand driven bin installation process, to provide more suitably designed general waste bins in targeted locations and recycling of litter and litter bin waste within West Lothian. It aims to address in part the national litter strategy for Scotland called "***towards a litter-free Scotland: a strategic approach to higher quality local environments***".^[19]

Research including findings from the UK and other countries along with our own audits highlight there are problems with small bin capacities, small aperture openings, lack of facilities to dispose of cigarette ends and gum, pole-mounted bins and corrosion.

It is proposed that the use of pole-mounted litter bins, open top litter bins and dedicated dog waste bins be discontinued. Furthermore, that all bins purchased should meet a set of criteria to ensure they are fit for purpose and cost effective and so help reduce littering. Litter bins should ideally:

- have minimum capacity of 120 litres
- be of closed top design
- be free-standing
- be dual purpose to collect litter and dog fouling unless recycling or smoking specific
- be provided in a standard colour scheme
- have West Lothian Council iconography and clear signage
- be of durable construction and design

It is proposed that all existing bins are assessed to determine their suitability and location. Bins should only be provided in areas which meet the siting criteria, advised in this document, and where they will have a positive impact on littering levels and street cleanliness. Litter bins should be located in the following areas

- Outside main transport interchanges (train stations, bus shelters, car parks and taxi ranks)
- Outside schools and colleges
- Near fast food and convenience stores
- Entrances and exits to parks and open spaces
- Within West Lothian's three Country Parks
- Outside public and government buildings (health centres, dentists, libraries, churches etc)
- At public seating areas
- Open spaces/grassed areas where dog walking is likely to occur
- Areas where people are likely to queue, for example, public toilets, ATMs
- Cemeteries and memorial gardens

Since it is not possible to provide litter bins in all residential estates, as a general policy litter bins will not be provided. There is demand for litter bins to accommodate dog waste and it is recognised that open space grassed areas where dog walking is likely to occur can be considered for bin placement.

Although the purpose of this plan is to provide a more efficient and better coordinated approach to the placement of litter bins to suit demand across the authority, a consequence of both this planned approach and the harmonisation of bin capacity may lead to a reduction in bin availability which is, as yet, unquantifiable. It is also important to note that bins will be provided in more suitable locations and have increased durability. This should, therefore, be viewed as a service improvement.

It is proposed that the policy of procuring bins with cigarette disposal points be extended to include all new bins placed. These are particularly important in high footfall locations including pubs and bars, betting shops, at main transport interchanges (bus shelters, train stations, car parks and taxi ranks) and at public seating areas, but would not be placed at children's play areas.

Recycling of litter dropped on the ground or contained within bins must be increased for the environmental benefit and to assist in meeting waste targets.

Litter that is dropped on the ground and collected by front line staff can be segregated and it is proposed that methods of achieving operational change be progressed.

The sponsoring of bins by businesses should be explored as part of a wider approach in tackling littering across the authority.

New technology offers innovations to the method of managing bins by placing sensors within the bin that wirelessly communicate with software accessed via a web page. Such systems alert the service when bins need to be emptied but also develop emptying frequencies by continually undertaking trend analysis. Such systems would require investment but would deliver savings due to reduced visits to bins. It is suggested that such systems be studied more closely and a pilot scheme has been initiated to determine a way forward for West Lothian. This approach should be considered along with the installation of a large capacity bin at those locations identified as suitable.

It is necessary that we monitor the impact of this plan. It is recommended that the existing statutory indicator of street cleanliness be used to compare pre and post implementation along with the tonnage collected from bins, the level of complaints and enquiries, customer satisfaction surveys, measurements of the lifetime of bins and individual bin audits.

While the focus of the plan is on the litter bin population now and in the future it is clear that there are many aspects to reducing littering levels in West Lothian. It is recognised that partnership working with front line staff and service managers, various staff and services internal to the council and others external to the council is essential. Furthermore engagement with the public is crucial.

1.0 Introduction

Scotland's litter problem is well documented. In recent years research projects have been undertaken by various organisations including the Scottish Government to try to better understand this problem with the aim of tackling it more effectively. This resulted in the National Litter Strategy for Scotland called ***towards a litter-free Scotland: a strategic approach to higher quality local environments*** ^[19] which was launched in June 2014 and highlights the benefits of a clean, safe environment. It is designed to encourage

people to take greater responsibility, and for organisations to be more accountable, as part of the overall focus on preventing litter and fly tipping.

Zero Waste Scotland provided much of the research for this strategy document. Key points of the research are

- 50% of the population admit to having littered at some point
- More than 250 million individual litter items – and more than 60,000 fly tipping incidents are dealt with by public bodies each year
- Around 25% of Scots see litter as a problem in our local communities
- Littering by individuals is often habitual or caused through thoughtless actions ^[1]

These findings are of particular concern since litter and fly-tipping contribute to crime, ill health, accidents and lower property values as well as the obvious environmental impacts. Furthermore, as a society, we pay to deal with these effects, more than £25 million per year. Added to this, an estimated further £50 million is spent on direct clean-up costs, education and enforcement. Over and above these costs, a further value is being lost to Scotland because around 80% of litter could potentially be recycled. Recycling can turn the problem of litter into a resource generating £1.2 million for our low-carbon economy ^[1, 2, 3]. Research conducted by Keep Scotland Beautiful found that *over 92% of Scots thought it important that we were litter-free for the international events hosted in Scotland in 2014. The real gains for the Country and for those charged with keeping it clean are evident when we stop dropping litter in the first place. It is recognised that behavioural change is required and strong and consistent campaign messaging aimed at making the dropping of litter as socially unacceptable in the future as drink driving is today is required*" ^[4].

The most obvious anti-litter infrastructure is public litter bins. The Brook Lyndhurst **review of littering behaviour and anti littering policies** commissioned by Zero Waste Scotland ^[20, 21] is clear that the provision of litter bins can reduce littering levels within an area. However, more bins is not necessarily the solution to the litter problem, and even when it is, it is not a service that is free and it is worth noting that a poorly serviced overflowing bin is as likely to generate a litter problem as to reduce it, if people are deterred from using the bin, or waste is simply added only to spill out onto the ground ^[1, 5]. Scottish local authorities currently provide tens of thousands of public litter bins with the aim of encouraging

members of the public to dispose of their waste responsibly and reduce littering levels. Zero Waste Scotland are clear that litter bins need to be of an appropriate size, provided in appropriate locations, be serviced regularly and be clean and smartly presented to be an effective tool in litter prevention ^[1, 5]. Taking into account the various research studies which have been conducted on overall bin numbers and resultant littering levels, it is clear that simply increasing bin numbers is unlikely to be effective in tackling the litter problem in West Lothian. Furthermore, increasing bin numbers generates unnecessary costs in terms of bin purchase, bin replacement and associated operational costs.

This litter bin plan aims to address the current litter bin infrastructure in West Lothian and help reduce littering levels and increase levels of recycling. It is proposed that this aim can be best expressed as:

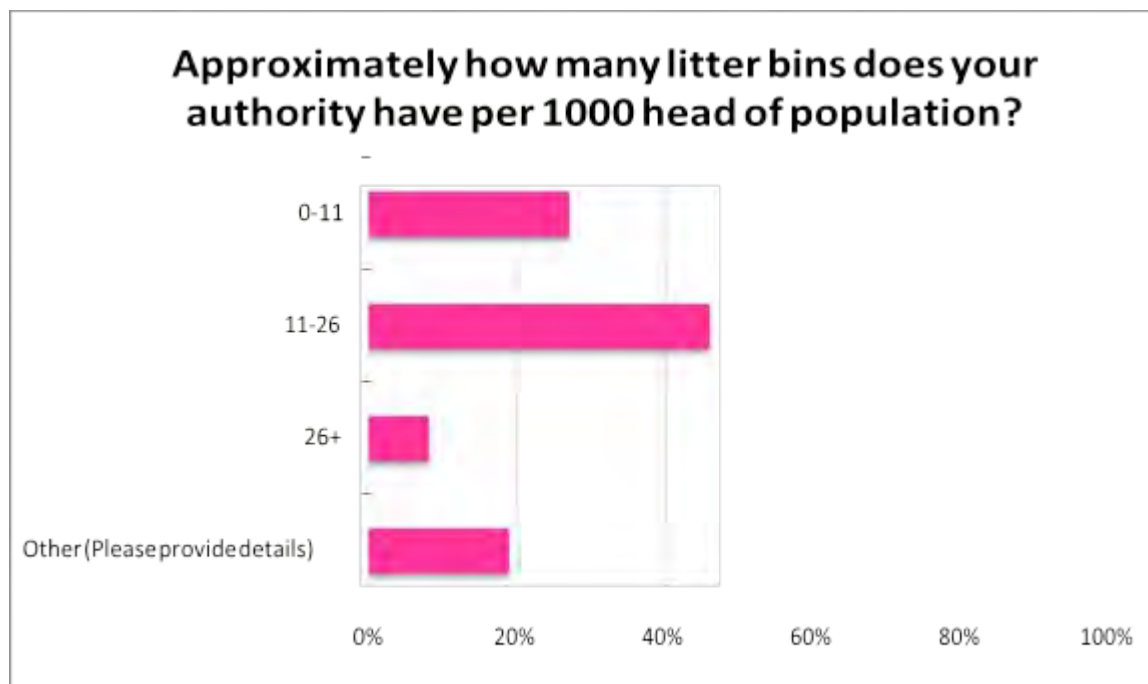
West Lothian's Litter Bin Plan aims to provide guidance which will enable the movement away from the current demand driven bin installation process, to provide more suitably designed general waste bins in targeted locations and to increase the availability of recycle on the go infrastructure and recycling of litter and litter bin waste within West Lothian.

2.0 Current litter bin provision (numbers, capacity, style and distribution)

West Lothian Council by population and serves circa 182,000 residents ^[6]. In order to reduce the incidences of littering the authority currently provides circa 1997 litter bins of which 553 are designated dog waste bins, the remainder are dual purpose bins which are designed to be used for dog waste and general waste. There are currently circa 20 Recycle on the Go (RotG) bins located in a variety of locations but with a focus on Country Parks. (figure accurate November 2020).

Individual bins range in capacity with 50 litre, 70 litre, 90 litre and 120 litre bins throughout the authority area. There are several different bin styles, many of which detract from their purpose due to their design, location or condition.

In general, bins are relatively equally distributed throughout the authority but some residential areas have a greater number due in the main to dog walking activity. The graph below shows local authority litter bin provision per 1,000 population using data from APSE benchmarking database. ^[18] West Lothians current level of provision is 11 bins per 1000 head of population.



The graph shows at 45.95% the provision of 11- 26 litter bins per 1000 head of population seems to be the most common level of provision.

3.0 Litter bin problems

While there are a significant number of litter bins there are a range of problems which reduce their effectiveness. The following problems are evident within the existing bin population:

- small capacities
- small aperture openings
- litter being spread by the wind and birds as a result of open-top design
- lack of facilities to dispose of cigarette ends
- broken mounts on pole-mounted bins

- rust and corrosion damage
- broken doors which enclose the inner liner of the bin
- vandalism damage including burning

It is important that these issues are addressed as Zero Waste Scotland research suggests that not only the availability of bins but also the bins condition can impact on their usage and thus on the levels of litter present in the surrounding areas^[2]. Although bin aesthetics are important, especially in high footfall areas such as town centres, practicality is the most important factor in bin design, especially the ease of emptying the bins. In the past the practicality of the bins purchased has been given a lower priority than the look of the bins.

4.0 Criteria for new litter bins

In order to address these problems it is essential that a specification be created from a set of criteria established for the purchase of new bins to be sited on Council ground and/or serviced by Cleaner Communities staff. It is not proposed that a standard bin be used rather that a set of criteria be established within which a range of bins can be specified. It is proposed that all bins purchased by West Lothian Council should meet the following criteria.

The minimum capacity should be 120 litres. This size has been chosen as a result of the trade off between the physical size of the bin and the total bin capacity which will impact on the emptying frequency required. Bins of smaller capacity require to be emptied more frequently when compared to larger capacity bins in the same location. The use of smaller capacity bins would result in the requirement for greater numbers of bins to be purchased to provide the same capacity and service provision as the larger capacity bins, in the same area. Smaller bin size would require increased frequency of collections and associated maintenance, which all results in increased costs to the authority. The Department for Environment Food and Rural Affairs (DEFRA) state that *generally, the larger the bin, the lower the servicing cost per litre of litter emptied* ^[7]. Bins smaller than 120 litres are not suitable due to the reasons listed above, however, bins of much larger capacity may also be unsuitable due to the increased physical size of the bin, which could cause access issues depending on the location. Both total capacity and physical size must be taken into account when selecting suitably designed bins.

All bins provided by the authority should be of closed top design. This will help to reduce waste spillage, which currently occurs from open top bins, which then creates a further burden on the street cleaning service. It is also aimed at reducing the incidence of illegal dumping of waste in on-street litter bins, which is a problem mainly associated with bins of open top design. Spillage of waste from these bins is a problem. Their open top design increases their susceptibility to wind and can result in litter being blown from the bins to surrounding areas. This design also enables, and arguably encourages, waste to be thrown towards the bin rather than being placed in the bin and that open top bins are more susceptible to the illegal dumping of waste in public litter bins compared to bins with closed tops. Their open top design makes it easy to dump bags of household waste or commercial waste in the bins.

New litter bins should all be free-standing. No pole mounted litter bins should be purchased. These bins contribute to the negative aesthetic impact of on-street waste collection and research has suggested they are also not as cost effective as free-standing litter bins. Middlesbrough Council highlight that they are of limited value in terms of their capacity, durability and generally low impact on reducing levels of litter ^[8]. Research shows that the capacity of a litter bin directly impacts on maintenance costs as smaller bins require to be emptied more frequently in direct comparison to larger capacity bins provided in the same area. The cost of a 50 litre pole mounted bin as opposed to a 120 litre free-standing bin has been estimated by Rossendale Borough Council, to be approximately 60% more over the bins life cycle ^[9]. It is important to note that this figure will show some variation in each local authority and is dependent on footfall numbers and resultant litter bin usage. However, taking this into account there is clear indication that it would be more cost effective to provide larger free-standing litter bins as opposed to smaller pole-mounted litter bins. Throughout West Lothian, pole-mounted litter bins suffer from broken mounts which results in the bins falling down to the ground level. Their small physical size means the bin aperture opening is then very low to the ground. This is problematic for a number of reasons. Firstly, it makes the area look untidy and neglected and secondly, it requires users to bend down close to ground level to be able to dispose of waste. It should be noted that some people will be unable to do this, in particular elderly and disabled people. It is likely to result in some members of the public choosing to litter rather than dispose of their waste in these bins due to the extra perceived effort involved.

Furthermore, as a result of the broken mounts, these pole-mounted bins no longer comply with the Department for Transport's Inclusive Mobility Guidelines. The guidelines state that the bin opening should be 1000mm above ground level to ensure ease of use by the vast majority of the general public.

New litter bins should all be dual purpose for general waste and dog fouling or recycling bins or smoking specific bins. There are currently 553 dedicated dog waste bins provided in various locations throughout the authority. This plan supports the continued removal of dedicated dog waste bins and that no new dog waste bins are provided. Where areas have multiple dog waste bins and there is a known problem with dog fouling in the area, free-standing dual litter bins should be provided as a replacement. These bins are of a much larger capacity than the current dedicated dog waste bins used and can collect litter alongside dog waste. Research suggests it is far more efficient to collect dog waste in dual litter bins when compared to dedicated dog waste bins. There is a perception held by members of the public that in order to tackle the problem with dog fouling the Council should invest in large numbers of dog bins and provide them throughout the authority. However, this would not be cost effective as simply providing more bins is unlikely to have an effect on people who currently choose not to pick up after their dogs. The problem may be better tackled by aiming to reduce fouling instances rather than simply increasing bin numbers, which as a consequence results in increased costs. The Keep Britain Tidy national dog fouling campaign states *the absence of bins does not provide an excuse for dog owners failing to pick up after their dogs* ^[10]. While many dog owners do pick up fouling there remains a tendency to want to bin these as soon as possible and where this is not possible to attach the waste bag to a fence, tree or such like. The message that such bags should be placed in the residents' domestic residual bin needs to be publicised. Bins associated with recycling and smoking related waste are discussed elsewhere in this plan.

Bins should be provided in a standard colour scheme to enable the easy identification of a litter bin. The current colour scheme which is used by West Lothian Council is varied however; the majority of litter bins are black. It is proposed that all dual purpose litter bins purchased will be black.

The bins which the authority provides should have West Lothian Council iconography and clear signage applied to the front (and rear where appropriate).

This should clearly display the function of the bin, that is, dual litter and dog fouling, recycling and/or cigarette bin. In their study researching how to deal with the problem of littering, Lewis, Turton and Sweetman (2009) state that “*clear signage on and around bins is also important so people know what to put where, as well as being aware of the bins in the first place*”^[11]. There is opportunity to explore advertising on litter bins, however, the market and realisable income resulting from such an approach is unclear.

Bins must be of durable construction and design. It is proposed that the replacement timescale of a litter bin be planned around a 10 year timescale during normal wear and tear usage. This will allow a database to be drawn up showing the likely timescale of replacement required.

Bins which have been purchased over recent years have been reviewed to assess if they are durable enough to last the required 10 years. The conclusion of this assessment is that these bins will have to be monitored in accordance with this Plan and replaced as they become beyond repair, with replacement bins recorded against an installation date for future planning purposes. Taking into account the durability of the current bins and the whole life costs associated with refurbishment and increased maintenance, purchasing galvanised metal litter bins in the future provides the best overall value for money for West Lothian. This would ensure the litter bins provided remain in a good condition throughout their time.

5.0 Litter bin style

There are a variety of different styles of bin installed in West Lothian. Many are not fit for purpose and contribute to a poor look to an area, but also cause staff problems when emptying due to the different styles of locking mechanism used. Therefore, it makes operational sense to provide a much smaller range of bin style. However, it should be noted that this plan does not propose a one size fits all solution and recognises that certain areas may require specific bin styles to match the needs of that particular location. An example would be bins provided in town centres. The plan of selecting appropriate bins, depending on their location is supported by DEFRA; “*the provision of litter bins is entirely*

functional but can have a considerable impact on the appearance of the street or location. It is therefore not considered appropriate that one single style can be used in all environments, but that there should be a restricted range related to location". The current stock of litter bins is very varied. There are many different designs which are currently in use. Many of the bins look tired, are outdated and are disintegrating. The bins which are in poor repair are generally discoloured and quite heavily corroded especially around the aperture and base. There is an increased risk of injury when people are using bins which may have sharp edges resulting from corrosion but also, research has shown that litter bins are less likely to be used when they are in a state of disrepair ^[5]. Providing a much smaller range of bin styles would improve the current collection operation as staff would spend less time managing keys.

6.0 Location of litter bins

There are no documented guidelines which provide information on suitable locations in which litter bins should be installed. In the past, litter bins have been installed in obvious places but also in response to requests received from members, the public or local businesses in a demand driven process. This has resulted in litter bins being installed randomly throughout the authority area, with no set criteria used in determining suitable locations. Locations where litter bins should be installed are listed below.

- Outside main transport interchanges (train stations, bus shelters, car parks and taxi ranks)
- Outside schools and colleges
- Near fast food and convenience stores
- Entrances and exits to parks and open spaces
- Within West Lothian's three country parks
- Outside public and government buildings (health centres, dental surgeries, libraries, churches etc)
- At public seating areas
- Open spaces/grassed areas where dog walking is likely to occur
- Areas where people are likely to queue (public toilets, ATMs etc.)
- Cemeteries and memorial gardens

7.0 Provision of new litter bins

New bins will only be installed in areas where it is anticipated that they will make a positive impact on street cleanliness and where the location is deemed appropriate with reference to the siting guidelines provided in this document in a movement away from the current demand driven installation process.

As a general policy, litter bins will not be provided in residential estates. Research highlights that bins provided in residential estates have higher instances of vandalism and misuse. The exception to this policy is where public grassed areas or parks are found within residential estates, where dog walking frequently occurs or where one of the above criteria is met. In these locations dual litter bins should be installed to provide dog walkers with suitable facilities to dispose of dog waste in an effort to reduce fouling instances.

Bins will also be installed in areas which do not currently have litter bins, but which match the criteria listed above. In all suitable locations an assessment should be undertaken to ensure the installation of litter bins would not cause access issues. Consideration must be given to those who have sight impairment so that the location of litter bins does not cause potential obstruction or hazard. Consideration must also be given to those who have mobility difficulties in particular those who use a wheelchair. Free standing litter bins could cause access problems in certain locations or even render some areas impassable. The Department for Transport's Inclusive Mobility Guidelines recommend that the minimum clearance required on a footway is 1500mm. Free-standing bins should be positioned out of the main line of travel or grouped with existing street furniture so that they do not present a collision hazard, or reduce the usable width of the footway for people using wheelchairs, mobility aids or guide dogs. These guidelines also provide information which is aimed to ensure the ease of use of litter bins by the vast majority of the general public. These guidelines state that *waste bins should be approximately 1300mm in height; they should continue down or close to ground level and should have no sharp edges. The bin opening should be 1000mm above ground level. They should be highly visible, including the use of coloured branding to increase visibility* ^[12]. All bins purchased by West Lothian Council should conform to the guidelines listed above and all locations where litter bins are provided should also adhere to the criteria listed above. Where the location assessment

finds that installing bins would be in breach of the above guidelines, bins will not be installed.

All new bins will have their installation date recorded along with other key information in the service management systems. This will allow a record to be kept of when each bin is due to be replaced according to the replacement timescale.

No spare parts will be purchased for the litter bins. In cases where the bins are severely damaged and a bin refurbishment is not possible, a replacement bin will be sought. In areas where persistent vandalism occurs, damaged bins will be removed and replacement bins should not be provided.

8.0 Litter bin rationalisation (replacement of existing bins)

It is necessary that the locations in which bins are currently provided are assessed and a process of bin rationalisation undertaken. The removal of one bin should not necessarily result in the replacement with a new free-standing bin. Bins should only be provided in areas which meet the criteria, advised in this document, and where they will have a positive impact on littering levels and street cleanliness. The aim of this is to move away from the current demand driven process which is unsustainable. Results from litter bin audits have shown this approach to be an inefficient method of determining suitable locations for bins to be installed. Many of the current litter bins are under-used or simply not used at all. This represents a waste of resources and should be addressed by removing the litter bins from these locations.

The results of the thinking set out in this plan and the litter bin auditing that was undertaken as part of the development of the plan suggests a number of bins in the authority area are either not used or are rarely used. It is proposed that where this is identified, and following a periodic audit, the servicing of these bins will reflect the usage and that when the lifecycle of the current bin expires they will not be replaced. However, it is key to note that this is not the purpose of the plan and that bins will be provided in more suitable locations will have increased capacities and have increased durability. Therefore, any reduction in bin numbers should be viewed as a service improvement.

9.0 Process to decide on the siting of a new or replacement bin

The area in which a litter bin is requested or being considered for replacement must have an assessment undertaken. This requires that a site visit be conducted to assess whether there is a genuine need for a litter bin in the location requested. There are a number of factors which should be assessed during the site visit using the check list shown in appendix 1.

- The litter bin location must match one of the locations criteria listed
- The area should have a known problem with litter/dog fouling evidenced by complaints/enquiries and where there are currently no bins provided nearby or provided bins are overflowing
- The bin would need to be expected to be well used to make it cost effective. If bins located nearby are not well used i.e. bin fill levels are low with high levels of littering present in the local area, installing another bin is unlikely to be effective in tackling the litter problem
- Installing a bin must not cause an obstruction. The minimum acceptable clearance on the footway is 1500mm
- Bins should not be considered for installation in areas where nearby bins are frequently vandalised
- If the bins were installed, emptying/servicing must be possible without any significant change to the current collection crew workload
- Bin proximity to property should be assessed. The installation of bins must not cause a nuisance to home or business owners. Complaints have arisen from members of the public due to bins being installed in close proximity to their property
- Bin proximity to another bin should be assessed. If there is another bin within 50m requests would only be considered if there is a specific need. E.g. heavily pedestrianised areas

Once an initial assessment has taken place and the result is favourable to the siting of a new or replacement bin an assessment of affordability will be made and the bin demand will be added to the list of approved new or replacement bins. Each new or replacement bin will be prioritised using the table in appendix 2. West Lothian has been zoned using the system from the Code of Practice on Litter and Refuse Scotland 2018. Within West

Lothian there are currently **four zones which are relevant, these are zones 3, 4, 5 and 6** ^[13]. It is proposed that zones are assigned a priority number with the higher the number the higher the priority of request.

When a decision has been reached following a request the individual will be advised of the outcome. This will include reference to the litter bin plan and the reasons for the decision.

It is key to note that bins will only be supplied, installed, maintained or emptied if they are located on land for which West Lothian Council has responsibility.

10.0 Dealing with smoking related litter and chewing gum

Zero Waste Scotland state that around half of Scotland's streets are affected by smoking-related litter (butts, matches and packaging). An estimated 122 tonnes of cigarette ends are dropped every day in the UK. It is estimated that the cost of clearing up this litter annually, is over £342 million ^[11]. Cigarette litter has environmental, economic and social implications. It harms animals, impacts on water quality and poses a fire risk if incorrectly disposed. Environmental campaigns (ENCAMS) research has documented that the presence of smoking related litter not only lowers the aesthetics of a locality, but together with other environmental crimes, and the maintenance of street infrastructure also contributes to a reduced quality of life.

Statistics from the Local Environmental Audit and Management System (LEAMS) report ^[14] for West Lothian highlight that most sites still record smoking related materials with town centres and higher footfall areas most severely affected. This report highlights the need to provide cigarette disposal infrastructure, particularly in town centre areas, where the problem of littered cigarette ends is most prevalent due to the high density of pubs, bars, betting shops and restaurants.

Research conducted by DEFRA found that smokers prefer dedicated cigarette bins for the disposal of their cigarette ends ^[15] rather than general purpose bins. Dedicated cigarette bins should be located in areas which have a particular problem with littered cigarette ends and so should be provided outside licensed premises, betting shops, transports interchanges (bus stations and train stations, car parks and taxi ranks) and at public seating areas (excluding equipped children play areas). Research shows that the average

distance a smoker will walk to a bin to dispose of a cigarette end is 12 metres, so smoker's proximity to cigarette bins is a key requirement for a successful initiative ^[15]. These dedicated cigarette bins should have enough capacity to deal with a large volume of cigarette ends, be aesthetically in keeping with the areas they are to be installed within, be easy to clean and use with large holes to insert the cigarette ends. There should be clear signage on and around these bins to indicate they are for cigarette ends only.

The City of London Council use such bins effectively. They introduced the bins during their "NO IFS, NO BUTTS" campaign, which began in October 2009. The aim of the campaign was to reduce smoking related litter in the City of London which had been on the increase since the introduction of the smoking ban in July 2007. The campaign comprised the installation of 272 twin Smartstreets Smartbins on lamp posts and sign posts throughout the City in conjunction with educational and enforcement activities. As a result of this campaign The City of London experienced a 63% reduction in cigarette litter. The survey data that was collated by the authority found that the Smartbins would fill to capacity in each of the respective areas as follows:

- High footfall areas would fill to capacity every working day
- Medium footfall areas would fill to capacity every two working days
- Low footfall areas would fill to capacity every four days

The authority estimates that a total of 27.48 million cigarette ends were collected in the Smart bins in 2012.

It is proposed that dedicated cigarette disposal facilities be incorporated into all bins purchased, less those located adjacent to children's play areas.

The disposal of chewing gum by simply dropping it on the ground creates a highly visible problem and is a particular issue in areas of high footfall especially town centres. In the town centres significant investment has been made and continues to be made in the appearance of the streetscape often with decorative walking surfaces which over time become covered in chewing gum.

11.0 Servicing and inspection of litter bins

Litter bins are subject to wear and tear and accidental or wilful damage. They are required to be adequately maintained to ensure the lifespan of each bin is as long as possible. Bins which are not adequately maintained will deteriorate quickly and will require refurbishment or full replacement at much more frequent intervals increasing costs. The routine maintenance activities include greasing hinges with other repairs implemented as required. During maintenance activity, bins will be inspected to record any damage or any other factor which may mean the bin would need to be replaced.

12.0 Recycling picked litter

To further increase the recycling levels, it is proposed that litter picking operations are modified whereby staff involved in litter picking activity separate litter which is suitable for recycling from litter which is not suitable and should thus be disposed of as general waste. This could be achieved by using either a two bag system or double container barrows. Similar schemes have been successfully adopted by a number of local authorities including The City of London Council. Here, street cleaning operatives have been equipped with double container barrows and collect paper, card, cans and plastics separately to other street waste with recyclables contained in clear sacks and general street sweepings in green sacks. Both types of bags are collected by the same vehicles but are stored in their own compartments to avoid any contamination. This arrangement also ensures there are no additional vehicle movements and thus no additional associated costs. The introduction of public place recycling and the recycling of materials from street cleaning operations has been a great success with street cleaning recycling rates in the City of London now hitting the 50% mark.

13.0 Potential savings from recycling litter

Zero Waste Scotland research has identified that over 80% of the litter stream consists of potentially recyclable material and indeed 50% of this material could have been easily recycled, had it been properly disposed of. Should robust and tested methods of recycling material collected by street cleansing operations achieve their intended outcome, there would be potential reductions in waste disposal costs to the council coupled with increased recycling levels.

14.0 Exploring potential sponsorship opportunities

There are many parties involved in ensuring that the current litter problem is effectively tackled including government, local authorities, other land managers, businesses, manufacturers and most importantly the public. While 72% of people think the government should do more to tackle litter, 82% of people think businesses should do more. Without businesses there would be considerably less litter to drop, so it is important that they contribute to efforts to prevent and reduce litter ^[27]. This plan recognises the need to engage with local businesses, whereby they may contribute to the cost of litter bin provision in the local area. Working in partnership with local business organisations currently works successfully in a number of local authorities including Aberdeen and Swansea City Councils.

Sponsoring litter bins is a good way for businesses to advertise locally, and can create a good impression of the company as it shows responsibility in their approach to litter and waste. If local businesses could contribute some funding for the purchase of litter bins, partial purchase costs or pay for advertising space on bins, in their local area this would enable the Council to maintain a good service and would provide valuable help with reducing littering levels and increasing recycling levels. Opportunities could be made available for businesses to have their logo added to sponsored bins in recognition of their contribution, thus generating good publicity.

Businesses can also make a real difference by setting a strong example of good practice in litter prevention and responsibility to the environment and local area. Businesses should be encouraged to do more to improve the local environment we live in by displaying anti-littering signs and posters to encourage customers to refrain from littering. A report by DEFRA entitled *reducing litter caused by food on the go - a voluntary code of practice for local partnerships* suggests, *sponsoring litter bins is a good way for businesses to advertise locally and create a good impression of their approach to litter and waste. Businesses operating as part of a chain could consider working with nearby branches to provide more bins in the areas between their premises, to increase advertising potential* ^[16].

The overall aim of this approach would be to reduce littering levels as research shows that litter breeds litter and it is in the interest of businesses to maintain a clean and tidy premise, including all surrounding grounds for which they have responsibility or affect. DEFRA highlight that clean public spaces can stimulate economic investment, tourism and attract people into the community to live, work and socialise.

This approach is considered to be most applicable to town centres and other areas of high footfall and high visibility and requires a joint approach across council services.

15.0 Smart bins

Wireless sensors are available to fit inside bins which can determine the level of fill and communicate this information to a cloud based web service. This information can then allow a reactive bin emptying service to be delivered. Over time the system can build up a picture of fill rates of individual bins and the service could be fine tuned to a routine emptying plan. It would cost money to buy and fit sensors and run the software to receive and analyse the data. It is unclear at present whether such an approach could make savings in the greater efficiency that could be delivered to cover the set up and running costs or even create a genuine saving.

16.0 Monitoring impact

In order to determine the success or otherwise of this plan it is important to provide some methods of measuring the impact to allow effective review. The levels of littering present in West Lothian are measured using the Local Environmental Audit and Management System (LEAMS) managed by Keep Scotland Beautiful (KSB)^[14]. This system is based on auditing a sample of street lengths three times a year by trained staff who are accompanied on one of the audits by a member of KSB staff. The system generates the street cleanliness index (%age of sites deemed to be at an acceptable level) as well as other pertinent data. This data is available for past years and the cleanliness index is a required measure by the Local Government Benchmarking Scheme. This data would enable the direct comparison of *street cleanliness* pre and post implementation of the litter bin plan.

It is proposed that gathering tonnage data from bins would give a measure of their use although there is no baseline figure at present.

The number of street cleaning enquiries and complaints is available for past years and analysis of enquiries and complaints post implementation of the litter bin plan would assist in determining success or otherwise. Customer satisfaction surveys would give an indication of the public view of the approach set out in this plan.

Auditing of the rationalised bin population in specific areas will also assist as well as measuring the lifetime of bins.

17.0 Partnership working

It is recognised that any attempt to improve matters concerning the existing or future litter bin provision will have an effect on the levels of littering to be found in West Lothian but of itself it will not be enough to address the litter and fly tipping problem. In order to fully achieve this it is essential that all relevant parties who can affect littering are involved in this plan and any wider litter plan developed by the council.

Internal partners include:

- Waste Management Services for technical and operational aspects
- Enforcement Officers
- Planning and Economic Development since they commission various infrastructure
- Roads and Transportation since they design and manage assets which affect bins
- Learning and Leisure for matters of education and the school estate
- Public Relations who can assist in marketing and messaging

External partners include:

- Friends and Community groups who have interest in specific areas
- Keep Scotland Beautiful for technical advice and support

- Zero Waste Scotland for technical advice and funding

18.0 Implementation

It is proposed that consultation is undertaken on this plan with the following groups:

- Cleaner Communities staff
- Internal partners
- External partners
- The public
- Elected members

References

1. Zero Waste Scotland (2013 report) – Scotland's litter Problem
2. UK Government (2005) - Department for Transport's Inclusive Mobility Guidelines
3. Eunomia (2013) – Exploring the indirect costs of litter in Scotland
4. Keep Scotland Beautiful [KSB] (2007) - Public attitudes to litter and littering in Scotland
5. Zero Waste Scotland (2012) – Evidence review of littering behaviour and Anti-Litter policies (Written by Brook Lyndhurst)
6. National Records of Scotland (2019) – Mid-2018 Population Estimates by Council Area in Scotland
7. Department for Environment Food and Rural Affairs (2005) – Achieving Improvements in Street Cleansing and Related Services
8. Middlesbrough Council (2006) - Litter Bins Policy: Summary of the Environmental Scrutiny Panel's Final Report
9. Rossendale borough Council(2006) – A report of the overview and scrutiny litter bins task and finish group
10. Keep Britain Tidy (2013) – National Dog Fouling campaign
11. Lewis, Turton & Sweetman (2009) – Litterbugs: How to deal with the problem of littering
12. UK Government (2005) - Department for Transport's Inclusive Mobility Guidelines
13. Scottish Government (2018) – Code of Practice on Litter and Refuse (Scotland) issued under section 89 of the Environmental Protection Act 1990
14. Local Environmental Audit and Management System (LEAMS)(2013) – West Lothian Report: April 2018 – March 2019, report prepared by Keep Scotland Beautiful
15. DEFRA (2007) – Preventing Cigarette Litter in England – Guidelines for Local Authorities
16. DEFRA (2013) – Reducing litter caused by food on the go: A voluntary code of practice for local partnerships

17. Kinsella and Gertman (2007) – Single Stream Recycling Best Practices Implementation Guide
18. APSE - State of the Market Survey 2017 Local Authority Street Cleansing Services
19. Zero Waste Scotland (2014) - Towards a litter-free Scotland: a strategic approach to higher quality local environments
20. Zero Waste Scotland (2012) - Rapid Evidence Review of Littering Behaviour and Anti-Litter Policies
21. Zero Waste Scotland (2013) Scotland's Litter Problem Quantifying the scale and cost of litter and fly tipping

Appendix 1 – Bin location check list

Criterion	Notes
Location of the requested bin	
Does the area match at least one of the criteria set out for the siting of bins across the authority?	
Is there a known problem with litter/dog fouling in the area?	
Are there any other litter bins within 50m? What is the usage of these bins – are they overflowing? Specific need for additional bin if another bin within 50m?	
Width of pavement – would installing a litter bin cause an obstruction? (absolute minimum clearance is 1500mm)	
Is there a history of vandalism of bins in the surrounding area?	
Can an existing crew empty the bin or would significant changes be required to accommodate the new bin?	
Would the installation of a litter bin cause a nuisance to anyone? – e.g. householder/business owner	

Appendix 2 Prioritisation of Requests

<u>Location</u>	<u>Priority Level</u>
Zone 1	6
Zone 2	5
Zone 3	4
Zone 4	3
Zone 5	2
Zone 6	1

The detailed definitions of each zone are given below (Information from the Code of Practice on Litter and Refuse (Scotland) 2018 ^[13])

Zone Category Descriptions and Examples

Zone	Description	Location Type	Example (Relevant in 2016)
1	Areas subject to extremely high footfall and/or vehicular movement and/or very high number of litter sources.	This means areas which have the highest risk of litter regularly occurring or accumulating such as:	
		Major city centres	Edinburgh Glasgow
		Very busy visitor attractions	The Helix, the home of the Kelpies Edinburgh Castle Strathclyde Country Park
		Areas in and around regular event locations	Scottish Events Campus Hampden, Scotland's National Stadium
		Primary commercial and retail areas in city centres	Princes Street Edinburgh Buchanan Street Glasgow
		Major transport hubs	Waverley Train Station, Edinburgh Buchanan Bus Station, Glasgow
		Land of designated educational institutions - schools, colleges, universities	University of Strathclyde Aberdeen College City Campus
		Other land, including canal land**, roads of 40mph or less, waterways and embankments, railway land and track within 100 metres of a railway station platform end, all within and around these areas with equivalent footfall/vehicle movements	

As a guide this should include areas where the average hourly footfall/vehicle movements is more than 1,000 over a 7 day period and/or 20 or more high risk litter sources.			
2	Areas subject to high footfall and/or vehicular movement and/or high number of litter sources	This means areas which have a high risk of litter regularly occurring or accumulating such as:	
		Small city centres and large town centres	Perth Hamilton Falkirk
		High density residential areas mixed with retail premises	Gorgie Road Edinburgh
		Popular visitor attractions	Stirling Castle
		Primary commercial and retail areas in large towns/city suburbs	Livingston Designer Outlet
		Large, heavily used industrial estates	Tullos Industrial Estate, Aberdeen
		Busy recreational land - beaches, parks, walks, cycle paths, canal land etc.	Glasgow Green Aberdeen Beach boulevard
		Transport interchanges in busy public areas - car parks, bus stations, railways stations, ports, harbours, airports.	Aberdeen Airport Seagate Bus Station, Dundee
		Land of designated educational institutions - schools, colleges, universities	Holyrood Secondary School
		Other land, roads of 40mph or less, waterways and embankments, railway land and track within 100 metres of a railway station platform end, all within and around these areas with equivalent footfall/vehicle movements	
		As a guide this should include areas where the average hourly footfall/vehicle movements is 601-1000 over a 7 day period and/or 15-19 high risk litter sources.	
	Areas subject to moderate footfall and/or vehicular movement	This means areas that have a moderate risk of litter regularly occurring or accumulating such as:	
		Medium town centres	Kirkintilloch Stonehaven
		High density residential areas - predominately terraced, flatted, where more than 50% of the dwelling have no off road parking	Seaton, Aberdeen Merkinch, Inverness
		Moderately used visitor attractions	Nevis Range
		Secondary retail, office and commercial areas	Clydebank shopping area
		Moderately used Industrial estates and business parks	Dryburgh Industrial Estate Dundee

3	and/or a moderate number of litter sources	Moderately used recreation land - beaches, parks, walks, cycle paths, canals land** etc.	Callendar Park
		Transport interchanges with moderate usage – car parks, bus stations, railway stations, ports, harbours	Falkirk Bus Station
		Land of designated educational institutions - schools, colleges, universities	Mearns Primary School
		Other land, roads of 40mph or less, waterways and embankments, railway land and track within 100 metres of a railway station platform end, all within and around these areas with equivalent footfall/vehicle movements	
	As a guide this should include areas where the average hourly footfall/vehicle movements is 301-600 over a 7 day period and/or 10-14 high risk litter sources.		
4	Areas subject to low footfall and/or vehicular movement and/or low number of litter sources	This means areas that have a low risk of litter regularly occurring or accumulating such as:	
		Small town/village centres	Huntly Duns
		Moderate to Low density residential areas - 50% or more dwellings have off road parking	Kinnaird Village, Larbert
		Suburbs of towns	Monkton Hall
		Low use industrial estates, business parks	Tillybrake Industrial Estate Banchory
		Low usage recreational land - beaches, parks, walks, cycle paths, canal land** etc.	Lunan Bay, Angus
		Transport interchanges with low usage – car parks, bus stations, railway stations, ports, harbours	Alloa railway station
		Land of designated educational institutions - schools, colleges, universities	Ullapool High School Machanhill Primary School
		Other land, roads of 40mph or less, waterways and embankments, railway land and track within 100 metres of a railway station platform end, all within and around these areas with equivalent footfall/vehicle movements	
		As a guide this should include areas where the average hourly footfall/vehicle movements is 21-300 over a 7 day period and/or 5-9 high risk litter sources.	
	Areas subject to very low/no	This means areas that have little risk of litter regularly occurring or accumulating such as:	
		Land which is publically accessible subject to infrequent or little use, includes remote beaches	Large parts of Highlands where land is publically accessible but infrequently visited

5	footfall and/or vehicular movement	Land of designated educational institutions - schools, colleges, universities	Gartmore Primary School
	and/or few/no litter sources	Other land, including canal land **, roads of 40mph or less, waterways and embankments, railway land and track within 100 metres of a railway station platform end, all within and around these areas with equivalent footfall/vehicle movements	
	As a guide this should include areas where the average hourly footfall/vehicle movements is 20 or less over a 7 day period and/or 0-4 high risk litter sources.		
6	Roads over 40mph and Operational Railway Land	Any road above the 40 mph speed limit including all surfaces within the road boundary. Operational railway land including the track, tracksides through to the fence line, excluding land and track within 100 metres of a railway station platform.	

**as detailed in the Litter (Statutory Undertakers) (Designation and Relevant Land) Order 1991

Appendix 2

Cleaner Communities – Current Litter Policy

Background

Code of Practice on Litter and Refuse (Scotland) 2018

The Environmental Protection Act 1990 (the act) imposes a duty on local authorities and certain other landowners and occupiers (the duty bodies) to keep specified land clear of litter and refuse so far is practicable. The Act also places a duty on local authorities or Scottish Ministers to keep public roads clean so far is practicable.

The Code of Practice on Litter and Refuse issued under section 89 of The Environmental Protection Act 1990 defines standards of cleanliness which are achievable in different locations and under differing circumstances. It is concerned with how clean land is, rather than how often it is swept. The Code of Practice does not, therefore suggest cleaning frequencies. Rather it sets out how quickly different types of land should be returned to a set cleanliness standard.

The objective of the Code of Practice is to provide practical guidance on the discharge of the duties under section 89 of the Environmental Protection Act 1990 by establishing reasonable and generally acceptable standards of cleanliness which those under the duty should be capable of meeting.

The Code of Practice is based on the following two principles:

- Areas which are habitually more heavily trafficked should have accumulations of litter cleared away more quickly than less heavily trafficked areas; and
- Larger accumulations of litter and refuse should be cleared more quickly than smaller accumulations.

The Code of Practice provides a cleanliness standard based on land use. It sets out grades of cleanliness and divides land into zones according to usage and volume of traffic. If the cleanliness of an area falls, the Code of Practice sets out a response time that is the target for the duty body to restore the land to a particular grade of cleanliness.

Grades of Cleanliness

The Code of Practice is based on the concept of four standards, or grades, of cleanliness:

GRADE A: no litter or refuse;

GRADE B: predominantly free of litter and refuse, apart from a few small items

GRADE C: consistent distribution of litter and refuse with minor accumulations; and

GRADE D: heavily littered with significant accumulations.

Whilst Grade A is the ideal, it is not reasonable to expect that standard to be maintained at all times in all places; technical difficulties may make it impossible to achieve in some circumstances, and it is unlikely to be maintained for long periods in the most heavily trafficked areas. Grade A should be seen as the standard which thorough conventional sweeping should achieve in most circumstances.

Zones

Zoning is based on location and land use. The Code of Practice divides land types into broad categories or zones according to land use and volume of traffic. Within the broad range of zones it will be the local authority or other duty body to allocate geographical areas to a particular zone. Zones within West Lothian are as follows:

Zone 1: town centre

Zone 2: high density residential

Zone 3: low density residential

Zone 4: areas not falling into zones 1–3

Zones 5 and 6: these zones relate to beaches and motorways that are either not applicable to, or not maintained by West Lothian Council.

Zone 7: rural roads and verges

Cleanliness Standards

The Code of Practice defines the maximum response times when a litter problem is reported within or to a local authority. The standard of street cleanliness is assessed in terms of 'litter' and measured using the 4 grades as A, B, C and D. An example would be when a grade D is identified within a Zone 1, the council has 1 hour to respond and return the grade D to a grade A.

Category Zone		Time taken to respond to cleanliness standard			
		A	B	C	D
1	Town Centre	N/A	6 hours	3 hours	1 hour
2	High density residential	N/A	12 hours	6 hours	3 hours
3	Low density residential	N/A	2 weeks	12 hours	6 hours
4	Areas not falling into zones 1–3	N/A	2 weeks	1 week	60 hours
5	Amenity Beaches	N/A	N/A	N/A	N/A
6	Motorways	N/A	N/A	N/A	N/A
7	Rural roads and verges	N/A	N/A	2 weeks	5 days

In summary, these maximum response times will only ensure minimum standards as defined by the Code of Practice on Litter and Refuse (Scotland) 2006. The Cleaner Communities service endeavour to maintain all sites to an acceptable standard which requires the service to achieve either a grade A or B.

SERVICE FREQUENCIES

As previously indicated, the code of practice does not stipulate the frequency of sweeping, and is more concerned with the cleanliness standard. However in order to provide a degree of operational planning, service frequencies have been designed around resource availability, the code of practice and the zoning methodology to ensure that cleanliness standards are maintained and are as follows:.

Zone / Category	Zone Summary / Remarks	Litter Picking	Road Sweeper (Compact)	Road Sweeper (HGV)

1	Town Centre	This would include areas of high footfall associated with educational establishment, particularly secondary schools	Daily	Monthly	NA
2	Residential (high density)	Terraced, tenemental and flatted housing	Weekly	Quarterly	Quarterly
3	Residential (low density)	Detached and semi-detached housing.	Weekly	Quarterly	Quarterly
4	Areas not falling into zones 1–3	The service applied to these areas will be dependent on Operational knowledge specific to the area concerned	NA	NA	NA
5	Amenity Beaches	Not applicable to West Lothian Council	N/A	N/A	N/A
6	Motorways	Not maintained by West Lothian Council	N/A	N/A	N/A
7	Rural roads and verges	These areas have specific health and safety requirements to ensure safe operation	3 x annually	NA	Quarterly

REACTIVE SERVICE

The above service frequencies provide an operational cycle that ensures the general coverage of the authority area required to maintain cleanliness standards. However the service retains the operational capacity to react to ad hoc events that require a more speedy response to improve the standard of cleanliness of an area within the maximum timelines detailed in the code of practice. The balance of routine and adhoc works is influenced by many factors and can result in the need to reprioritise routine works on a needs basis, but in general terms include reaction to issues such as:

- Sharps and needle removal
- Dead animals
- Flytipping
- Winter emergencies

Following the introduction of the reactive teams in 2017, performance indicators will be developed and introduced to monitor the performance of the teams and their response times to incidents and returning streets to the required standard.

LABEL: PUBLIC



ENVIRONMENT POLICY DEVELOPMENT AND SCRUTINY PANEL

REQUEST FOR A 30MPH SPEED LIMIT ON THE B8046 WESTFIELD ROAD, THE B792 SLACKEND AND CATHLAW LANE IN TORPHICHEN (INTERIM REPORT)

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to inform the Panel of a deputation which has been remitted to the Environment PDSP from the West Lothian Council meeting on 26th January 2021. The deputation is seeking for the existing 40mph speed limits on the B8047 Westfield Road, the B792 Slackend and Cathlaw Lane to be reduced to 30mph.

B. RECOMMENDATION

The Panel should note :

- the findings of speed and accident data for the B8047 Westfield Road, the B792 Slackend and Cathlaw Lane;
- that based on initial speed data for the B8047 Westfield Road a case could be made for a 30mph speed limit without additional traffic calming subject to further data collection post Covid19; and
- based on speed data for the B792 Slackend and Cathlaw Lane a case could be made for a 30mph speed limit but with a requirement for engineering traffic calming measures. This would also be subject to further data collection post Covid19.

C. SUMMARY OF IMPLICATIONS

- | | |
|---|--|
| I Council Values | <ul style="list-style-type: none">• Focusing on our customers' needs; and• Being honest, open and accountable; |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | <p>Policy: The council's procedures on dealing with deputations are that they require to be considered by the Council Executive. Reference is made to the adopted West Lothian Council Speed Limit Strategy.</p> <p>Legal: None.</p> |
| III Implications for Scheme of Delegations to Officers | None. |
| IV Impact on performance and performance Indicators | None. |

V	Relevance to Single Outcome Agreement	None.
VI	Resources - (Financial, Staffing and Property)	<p>Financial: If a speed limit change to the B8047 Westfield Road was to be promoted it is estimated that this would cost £20,000.</p> <p>If a speed limit change to the B792 Slackend and Cathlaw Lane was to be promoted with traffic calming measures it is estimated that this would cost £90,000.</p> <p>Staffing: None.</p> <p>Property: None.</p>
VII	Consideration at PDSP	N/A
VIII	Other consultations	None

D. TERMS OF REPORT

D1 Background

On 26th January 2021, West Lothian Council heard a deputation (Mr Ian Forshaw and Mr David Gray) in relation to concerns relating to the 40mph speed limit on the B8047 Westfield Road, the B792 Slackend and Cathlaw Lane in Torphichen. The deputation raised concerns about the safety of these routes and in particular the exiting speed limit when compared to other neighbouring towns. The deputation is seeking the reduction of the existing 40mph speed limits on the above named roads to 30mph.

Officers have undertaken speed and volume surveys to gather data, however it should be noted that the surveys were carried out during Covid19 restrictions and therefore vehicle numbers may be lower than under normal traffic conditions.

The deputation commented that these routes should have been included in the council's Spaces for People programme which was introduced by the Scottish Government to make it safer for people to walk, wheel and cycle during Covid19. These routes were not considered as part of this programme when it was being developed. The Spaces for People measures that have been introduced in West Lothian are temporary and will be removed in line with Scottish Government guidance.

D2 Speed and volume data analysis

Speed limit assessments are carried out in line with the adopted West Lothian Speed Limit Strategy and current Scottish Government guidance 'Setting Local Speed Limits: Guidance for Local Authorities: ETLLD Circular 1/2006'. Guidance states that when setting local speed limits, the mean (average) speeds reflect what the majority of drivers perceive to be an appropriate speed to be driven on a road and therefore mean speeds should be considered in determining local speed limits.

Speed limits are covered by legislation set out in Part VI of the Road Traffic Regulation Act 1984. Local speed limits are made by Traffic Authorities, by order, under section 84 of this Act. Speed limits must be signed in accordance with section 85 of the Act and all signs must comply with The Traffic Signs Regulations and General Directions 2016.

The speed surveys were carried out at twelve locations, six on the B8047 Westfield Road, four on the B792 Slackend and two on Cathlaw Lane for a seven-day period (17-23 March). The twelve data collection site survey locations are shown in Appendix 1.

The speed and volume data collected at each of these twelve sites has been summarised for the three routes and is shown in Appendix 2.

B8047 Westfield Road

The data collected for the B8047 Westfield Road is shown on sites 7 to 12. The route where the surveys were carried out were at the change in de-restricted speed limit (60mph) to the 40mph speed limit through to the junction with the B792 Slackend.

The route is rural in nature consisting of a narrow rural road width. There are low radius bends and changes in vertical alignment, however there is a system of streetlighting present. The length of this section of rural road is in the region of 900 metres with formal junction access points. There are five private driveway accesses onto this route, all east of High Brae.

It can be seen from the mean data that vehicles travelling on this route range from 33.3mph to 25.7mph eastbound and from 26.0mph to 33.3mph westbound. Speeds are higher at the change in speed limit at the west as vehicles slow down on approach to the 40mph speed limit and accelerate out of the 40mph speed limit which is to be expected. The speed data highlights that there is no speeding concern along this route and there is a high level of compliance ranging from 99.9% to 76.5%. The average percentage of vehicles complying with the posted 40mph speed limit is 85.0% eastbound and 93.3% westbound. This compliance is high and confirms that the existing posted speed limit of 40mph is respected by motorists and is suitable for Police enforcement.

The average mean speeds along this route are 28.4mph eastbound and 28.7mph westbound. These speeds are compliant with the existing 40mph posted speed limit, however it is acknowledged that this is low and could be considered suitable for a 30mph speed limit. These low mean speeds could be due to the lower volume of traffic on this route due to Covid19 travel restrictions that were in place when the surveys were undertaken.

The B792 Slackend

The data collected for the B792 is shown on sites 3 to 6. Survey locations 3 and 4 were placed either side of the junction with the B8047 Westfield Road and Cathlaw Lane. Sites 5 and 6 were in the 30mph urban area of Torphichen.

This route is a 'B' class upper tier route linking Bathgate and Torphichen. The carriageway is standard width with appropriate centreline markings and a suitable system of streetlighting. There are 40mph countdown markers on the northbound approach to the 40mph speed limit which assist in slowing vehicle speeds on the approach. There is also footway provision adjacent to one side of this road and suitable warning signage with high visibility backing boards for the staggered junction, series of bends and blind summit of the B8047 Westfield Road and Cathlaw Lane. There are two private driveways that access onto the 40mph section of this route.

The data collected for sites 3 and 4 on the rural section of the B792 show an average mean speed of 33.3mph northbound and 34.4mph southbound. Traffic speeds are compliant with the posted 40mph speed limit, however there is a lower level of compliance in the southbound direction leaving Torphichen, although this is still deemed acceptable. The radius of the bends on this route and the vertical alignment assist in reducing vehicle speeds on this section of the B792 at the staggered junction. Based on this evidence the posted 40mph speed limit is appropriate for this section of the B792 Slackend.

The data collected in the urban areas at sites 5 and 6 on the approach to the existing priority system traffic calming feature entering Torphichen and approaching the 20mph speed limit in Torphichen have average mean speeds of 22.2mph northbound and 25.2 southbound concluding that 30mph is the correct posted speed limit.

Cathlaw Lane

This route is rural in nature and has 14 properties adjacent to the road with frontage access. The route has a narrow rural carriageway with no centreline, however there is streetlighting present. From the junction of B792 Slackend to the last property where the speed limit changes is approximately 430 metres in length.

The data collected at site 1 shows excellent compliance to the 40mph speed limit which is due to the close proximity of the survey position to the junction with the B792. This shows there is no speeding concern at the commencement of residential properties.

Site 2 was positioned at the change in permanent speed limit from de-restrict (60mph) entering the 40mph on Cathlaw Lane. It is noted that there is currently a temporary 40mph speed limit on rural section of road eastwards which was installed as part of the council's Spaces for People programme and will revert back to a de-restricted speed limit in due course.

The data collected for site 2 at Cathlaw Lane highlights that 92.4% eastbound and 93% westbound vehicles are compliant with the current 40mph speed limit. The speed data collected shows that mean speeds are also compliant with the current 40mph posted speed limit and any reduction would lead to enforcement issues without the introduction of speed reduction measures.

From the data collected, motorists adhere to the posted 40mph speed limit on this section of road which is considered appropriate and government criteria for a 30mph village speed limit in this location is not met.

D3 Other considerations

Concerns have been raised in relation to the safety of the B8047 Westfield Road, Cathlaw Lane and the B792 Slackend. Officers have carried out an accident search on these three routes for the last five year period up to 1 January 2021.

From this search there have been no reported injury accidents on the B8047 Westfield Road or Cathlaw Lane. There were two reported injury accidents on the 40mph speed limit section of the B792 Slackend. These two accidents consisted of a southbound vehicle losing control during icy road surface conditions on Mallens Brae and a southbound vehicle colliding with a wall at speed in wet road surface conditions, south of the junction with Cathlaw Lane.

This information highlights that there are no evidence based road safety problems on these three routes, however they will continue to be monitored annually through the council's Accident investigation and Prevention programme.

There is no evidence to suggest that these routes are unsafe for pedestrians or other road users, however it is acknowledged that there are sections at the west end of the B8047 Westfield Road and Cathlaw Lane without footway provision. It is also noted that the introduction of adequate footway provision is restricted by surrounding private land boundaries making it difficult to maintain suitable running carriageway and footway widths. These sections would require land to be purchased to achieve suitable standards of footway provision which would require significant capital investment.

E. CONCLUSION

In response to the deputation officers have undertaken traffic data collection and accident analysis for the three routes. The traffic data collection has been undertaken during Covid19 restrictions and therefore vehicle numbers may be lower.

The report highlights that there are no speeding or road safety issues on these three routes. Officers are of the view that the traffic data indicates that the speed limit on the B8047 Westfield Road could be recommended to be reduced to 30mph subject to follow up surveys being undertaken following the removal of Covid19 restrictions. Based on the interim traffic data this may be achievable without the need for additional traffic calming measures.

In terms of the data for the B792 Slackend and Cathlaw Lane officers are of the view that a reduction in speed limit to 30mph could only be achieved with the introduction of additional traffic calming measures. Further data collection will be carried out on these routes following the removal of Covid19 restrictions.

A further report will be presented to the Panel once post Covid19 traffic and accident data collection can be undertaken.

F. BACKGROUND REFERENCES

West Lothian Speed Limit Strategy:

<https://www.westlothian.gov.uk/media/3792/Speed-Limit-Review-and-Strategy/pdf/SpeedLimit-ReviewandStrategy.pdf?m=635379939114670000>

Transport Scotland guidance "Speed Limit Review: The Assessment Process"

Scottish Government guidance 'Setting Local Speed Limits: Guidance for Local Authorities: ETLLD Circular 1/2006'

Appendices/Attachments:

Appendix 1 – Data collection site locations

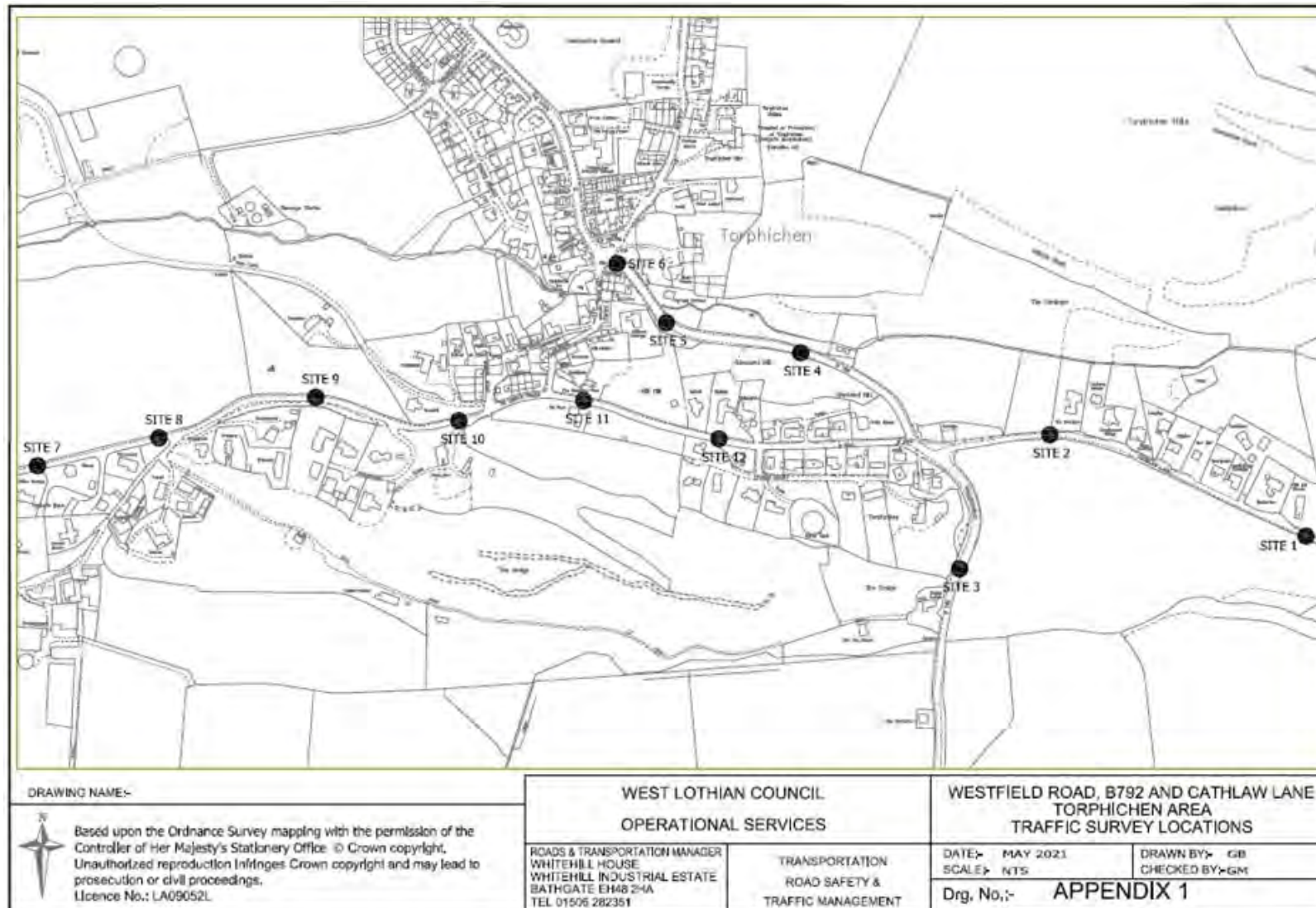
Appendix 2 – Data collection survey results

Contact Person: Gordon Brown, Roads Network Manager tel: 01506 282340, e-mail: gordon.brown@westlothian.gov.uk

Jim Jack, Head of Operational Services, Whitehill House, Whitestone Place, Bathgate, West Lothian

Date: 1 June 2021

APPENDIX 1



APPENDIX 2

Cathlaw Lane

Site	Location	Survey Date	Survey mean mph	Survey 85%ile mph	% Below 40mph	% Above 40mph	Vehicle total	Speed limit (mph)
1 E/B	Cathlaw Lane at the 40mph speed limit change	17/03/21	31.0	37.5	92.4	7.6	1258	40
1 W/B	Cathlaw Lane at the 40mph speed limit change	17/03/21	31.5	37.5	93.0	7.0	1209	40
2 E/B	Cathlaw Lane at the first house	17/03/21	24.1	28.0	99.8	0.2	1456	40
2 W/B	Cathlaw Lane at the first house	17/03/21	24.1	27.9	99.9	0.1	1414	40

B792 Slackend

Site	Location	Survey Date	Survey mean mph	Survey 85%ile mph	% Below 40mph	% Above 40mph	Vehicle total	Speed limit (mph)
3 N/B	On the B792, lighting column AF115	17/03/21	35.1	39.5	94.4	5.6	5779	40
3 S/B	On the B792, lighting column AF115	17/03/21	34.1	38.8	78.3	21.7	6786	40
4 N/B	On the B792, lighting column AF102	17/03/21	31.5	35.9	96.8	3.2	6168	40
4 S/B	On the B792, lighting column AF102	17/03/21	34.7	39.8	85.6	14.4	6738	40
5 N/B	At the start of the high friction surfacing before the build out	17/03/21	22.3	26.1	100.0	0.0	6602	30
5 S/B	At the start of the high friction surfacing before the build out	17/03/21	26.9	30.8	99.8	0.2	6466	30
6 N/B	On the B792, lighting column AF124 after the build out	17/03/21	22.0	26.3	100.0	0.0	6079	30

6 S/B	On the B792, lighting column AF124 after the build out	17/03/21	23.5	28.6	99.9	0.1	6695	30
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B8047 Westfield Road

Site	Location	Survey Date	Survey mean mph	Survey 85%ile mph	% Below 40mph	% Above 40mph	Vehicle total	Speed limit (mph)
7 E/B	At 40mph/derestrict speed limit B8047	17/03/21	33.3	39.7	79.7	20.3	1548	40
7 W/B	At 40mph/derestrict speed limit B8047	17/03/21	33.3	39.9	76.5	24.5	1557	40
8 E/B	At junction with the first streetlighting column B8047	17/03/21	27.1	32.1	96.9	3.1	1564	40
8 W/B	At junction with the first streetlighting column B8047	17/03/21	29.9	35.4	89.7	10.3	1598	40
9 E/B	On the B8047, lighting column AF83	17/03/21	28.3	33.1	98.9	1.1	1615	40
9 W/B	On the B8047, lighting column AF83	17/03/21	27.2	31.1	99.5	0.5	1618	40
10 E/B	On the B8047, west side of private junction	17/03/21	25.7	29.9	99.9	0.1	1511	40
10 W/B	On the B8047, west side of private junction	17/03/21	26.5	31.1	99.2	0.8	1566	40
11 E/B	On the B8047, lighting column AF66	17/03/21	30.0	35.4	95.4	4.6	1534	40
11 W/B	On the B8047, lighting column AF66	17/03/21	29.2	34.5	96.2	3.8	1437	40
12 E/B	On the B8047, at telegraph pole	17/03/21	25.9	30.7	99.4	0.6	1423	40
12 W/B	On the B8047, at telegraph pole	17/03/21	26.0	30.3	99.0	1.0	1492	40

DATA LABEL: PUBLIC



ENVIRONMENT POLICY DEVELOPMENT AND SCRUTINY PANEL

ACCIDENT INVESTIGATION AND PREVENTION (AIP) CASUALTY REDUCTION PROGRAMME 2020/21

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to seek approval for the list of proposed prioritised casualty reduction schemes for the 2020/21 programme.

B. RECOMMENDATION

The Panel should note and consider the following recommendation which is intended to be submitted to the Council Executive for approval.

It is recommended that the Council Executive approves the list of prioritised casualty reduction schemes for implementation in 2020/21 (Appendix1).

C. SUMMARY OF IMPLICATIONS

I Council Values	Making best use of our resources and working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Policy: The Accident Investigation and Prevention (AIP) casualty reduction programme is identified in the Community Safety Strategy and in the Road Safety Plan. The council has a statutory responsibility for road safety under the Road Traffic Act 1988. Legal: None.
III Implications for Scheme of Delegations to Officers	None.
IV Impact on performance and performance Indicators	The AIP casualty reduction programme contributes to the casualty reduction performance indicators.
V Relevance to Single Outcome Agreement	The AIP casualty reduction programme contributes to the outcome: "We live in resilient, cohesive and safe communities."
VI Resources - (Financial, Staffing and Property)	Financial: The proposed schemes will be funded from the council's road casualty

reduction budget with £280,000 allocated in 2020/21.

Maintenance costs relating to the schemes will be accommodated in future Roads and Transportation revenue budgets.

Schemes will be designed to minimise these future revenue costs as far as is practicable.

VII Consideration at PDSP

Not applicable.

VIII Other consultations

Consultation will be carried out with Police Scotland on the programme as a whole and with any frontagers directly affected by any of the proposed schemes.

Schemes which require a traffic regulation order will have additional statutory consultation and a period for objections. Further reports will be prepared for the council executive in these cases.

D. TERMS OF REPORT

D1 Background

The council's Community Safety Strategy identifies the need for a road casualty reduction programme utilising accident investigation and prevention (AIP) techniques.

Research for the Department for Transport has found that local safety schemes which tackle proven casualty problems represent very good value for money and make a significant contribution to casualty reduction.

D2 Progress to date

Monitoring of the casualty reduction schemes that have been installed through the AIP programme to date is presently ongoing.

Officers will ensure that the monitoring information will be forwarded to the Panel members prior to the report being presented to the Council Executive for approval.

D3 Prioritised schemes for 2020/21

For the 2020/21 programme, officers identified so-called 'sites for concern' in four ways. Firstly, 33 single sites where there were four or more accidents in a five year period were identified. Secondly, the accident rates on all rural class A and B class routes and on urban routes were analysed with the 10 urban and rural routes with the highest accident rates investigated in detail. Finally, all residential areas in West Lothian were mapped, the accident rates and total number of accidents calculated and detailed investigations carried out on the top five areas for both categories.

The investigation / analysis work undertaken involved using the recorded injury accident data collected by the police to identify sites for concern and analyse crash patterns to develop remedial measures. The process is used nationally and is endorsed by The Royal Society for the Prevention of Accidents (RoSPA) through its Road Safety Engineering Manual.

The accident patterns at each of these sites for concern were investigated and a total of 19 sites taken forward for development of remedial measures. These remedial measures have been prioritised based upon value for money criteria. Appendix 1 shows the list of schemes taken forward and prioritised.

The available funding will allow the introduction of around 14 schemes in 2020/21, subject to final scheme costs. As the accident data is analysed on an annual basis, the programme will be re-ordered next year to take account of up-to-date accident problems.

D4 Speed reduction and accident/casualty prevention – additional considerations

At the meeting of full council on the 29 September 2020, officers were instructed to include the investigation of traffic convictions and complaints, plus the inclusion of lamppost repair/replacement, crash barrier repairs, structural repairs of masonry all caused by speeding or unsafe driving of vehicles.

Council asset investigations into damage repairs can be carried out, however there is not enough detailed information to determine any cause or contributory factors as to the reasons why council assets have been damaged. This vague recorded information would not be suitable to determine any proposed casualty or speed reduction decisions.

Police Scotland have advised that speeding offences do not require a crime report as it is a non-recordable crime and they are unable to provide numbers or sufficient information for analysis. Speeding tickets issued by Police officers at the roadside and completed without a court appearance would result in points being added onto a driver's licence without the Police being aware of the outcome.

The Police are unable to carry out any specific checks for court convictions as they would require specific offenders' details to carry out checks on the Police National Computer. The Police do not keep any other manual record of convictions as the data and information would be endless.

E. CONCLUSION

The AIP casualty reduction programme is the council's main opportunity to make a significant impact in meeting casualty reduction targets and this is backed up by national research and local results.

The schemes prioritised for this financial year maximise the council's investment through first year rate of return prioritisation and will deliver improvements across West Lothian.

F. BACKGROUND REFERENCES

Department for Transport (2009). Road Safety Research Report No. 108 – Contribution of Local Safety Schemes to Casualty Reduction. DfT, London. Available from: <http://www.dft.gov.uk/pgr/roadsafety/research/rsrr/theme5/rsrr108.pdf>

Appendices/Attachments:

Appendix 1 – Casualty Reduction Schemes 2020/21 – Prioritised list

Contact Person: Gordon Brown, Roads Network Manager, Operational Services, Whitehill Service Centre, Bathgate.

Tel: 01506 282340, e-mail: gordon.brown@westlothian.gov.uk

Jim Jack, Head of Operational Services

Date of meeting: 1 June 2021

APPENDIX 1 – CASUALTY REDUCTION SCHEMES 2020/21 – PRIORITISED LIST

Schemes have been prioritised using an economic assessment method known as First Year Rate of Return (FYRR). It is a simple way of calculating whether a scheme can be justified in economic terms.

The FYRR is calculated using the formula:

$$\%FYRR = \frac{\text{Annual_Accident_Savings} \times 100}{\text{Scheme_cost}}$$

The annual accident savings are calculated using accident costs from Road Accidents Scotland 2016 and are weighted based upon whether the site is in an urban or rural location. This mechanism reflects that the cost to society of road accidents is higher in rural areas. As a decreasing number of identified sites include fatal or serious accidents, the severity weighting applied in previous years has not been used.

An estimated FYRR of more than 100% indicates that the scheme benefits will outweigh the costs within the first year. An estimated FYRR of less than 100% indicates that the scheme is still beneficial but the benefits take more than a year to outweigh the costs.

Schemes will be implemented in priority order until the available funding is exhausted. It will not be possible to implement every scheme in 2020/21 due to budget constraints. It is anticipated that the first 15 schemes will be implemented this year.

Rank	Ref	Location	Ward	Proposals	Estimated Scheme Cost	Estimated Annual Cost Saving to Society ¹	Estimated FYRR (%)
1	AIP/2020/031	B8020 from A904 to Winchburgh.	2	Warning signs for bends and junctions.	£5,000	£105,407	2108.1
2	AIP/2020/005	B7015 Gavieside Road junction with Happy Valley Road.	7	Improved junction signs.	£3,000	£46,178	1539.3
3	AIP/2020/021	A89 junction with the roundabout at east access to Tesco Depot (westbound).	8	Improved road markings and warning signs.	£10,000	£82,318	823.2
4	AIP/2020/003	B7002 Whitburn Road, Bathgate junction A801 Boghead Roundabout.	8	Improved circulatory markings and warning signs. Visibility clearance. 40mph speed limit.	£15,000	£116,450	776.3
5	AIP/2020/014	Howden East Road at the junction with Howden West Road, Livingston.	4	Give way sign, drainage and visibility improvements.	£5,000	£38,613	772.3

Rank	Ref	Location	Ward	Proposals	Estimated Scheme Cost	Estimated Annual Cost Saving to Society ¹	Estimated FYRR (%)
6	AIP/2020/023	Almondvale Boulevard at the junction with Terrace Roundabout.	4	Road marking improvements on the circulatory carriageway.	£5,000	£38,613	772.3
7	AIP/2020/019	B792 Blackburn Road junction at Wester Inch Roundabout.	8	New chevron warning signs	£5,000	£32,492	649.8
8	AIP/2020/010	A7066 junction A801 Boghead Roundabout	7	Improved circulatory markings and warning signs. Visibility splay clearance. 40mph speed limit.	£15,000	£85,329	568.9
9	AIP/2020/027	B7008 from West Calder to the A70.	6	Bend warning signs along route and drainage works.	£20,000	£105,407	527.0
10	AIP/2020/013	A803 Blackness Road junction M9 eastbound on-slip road	1	Sign alterations, road marking and coloured surfacing.	£25,000	£102,897	411.6
11	AIP/2020/025	B8020 north Greendykes Road bend 370m east of junction with the U17	2	Improved warning signs, high friction treatment around bend and drainage improvements.	£50,000	£114,442	228.9
12	AIP/2020/015	The A904 junction with the B8046.	1	New directional signage and coloured contrast surfacing in hatched areas.	£30,000	£61,738	205.8
13	AIP/2020/011	George Place junction with Union Road, Bathgate	8	Close the pedestrian precinct at its south end to discourage access.	£25,000	£40,262	161.0
14	AIP/2020/002	B792 junction of Marjoribanks Street and Hopetoun Street, Bathgate.	8	Signalise junction with pedestrian facilities on each leg.	£60,000	£53,447	89.1

Rank	Ref	Location	Ward	Proposals	Estimated Scheme Cost	Estimated Annual Cost Saving to Society ¹	Estimated FYRR (%)
15	AIP/2020/024	A899 West Main Street junction Clarkson Road, Broxburn	2	Previous AIP scheme upgrade signals with split phasing. Additional civils works.	£15,000	£10,360	69.1
16	AIP/2020/009	The A801 junction with the A706 Avon Gorge	1	Signalisation of junction	£280,000	£163,130	58.3
17	AIP/2020/051	Rashierigg, Broxburn	2	Replace Zebra crossing. 20mph speed limit roundels and selective traffic calming on access roads.	£60,000	£33,198	55.3
18	AIP/2020/052	Glebe Road, Whitburn	7	Flat top road humps at main access points to area. With area wide 20mph speed limit.	£60,000	£23,545	39.2
19	AIP/2020/039	North Bridge Street / Hopetoun Street from junction with A89 Glasgow Road to settlement boundary on C9, Bathgate.	8	Change Zebra crossing to a signalised crossing	£30,000	£9,653	32.2

¹ The cost savings identified are not directly recouped by the council but are savings to society as a whole. The costs include both human costs and direct economic costs

DATA LABEL: PUBLIC



ENVIRONMENT POLICY DEVELOPMENT & SCRUTINY PANEL

SHARING IN THE MAINTENANCE OF SUSTAINABLE DRAINAGE SYSTEMS

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to update the Panel on dialogue that has taken place with Scottish Water officials in respect of the proposed collaborative agreement, in the form of a Memorandum of Understanding (MoU), to share in the maintenance of above ground sustainable drainage systems, which treat and attenuate road drainage and surface water from the roofs and curtilage of future residential properties.

B. RECOMMENDATION

The Panel is recommended to note the progress that has been made and support the proposal to enter into an agreement with Scottish Water, which it is intended to propose for approval by the Council Executive.

C. SUMMARY OF IMPLICATIONS

- | | |
|---|---|
| I Council Values | Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; making best use of our resources: and working in partnership. |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | <p>Policy - The approved Local Flood Risk Management Plan commits the Council and Scottish Water to work together to bring 'legacy' sustainable drainage systems located in Potentially Vulnerable Area (PVA)10/27 into public ownership.</p> <p>Legal - The Sewerage (Scotland) Act 1968, as amended, provides powers to Scottish Water, as Drainage Authority, to enter into an agreement with roads authorities to share in the maintenance of drainage systems.</p> <p>The Council is a Responsible Authority under the Water Environment & Water Services (Scotland) Act 2003. This requires the council to carry out its statutory duties in a way which adheres to the principles of the European Water Framework Directive.</p> |

		<p>The Flood Risk Management (Scotland) Act 2009 places a duty on the Council, as a Responsible Body under the Act, to work together with Scottish Water and SEPA to reduce overall flood risk, act in the way best calculated to manage flood risk in a sustainable way and promote sustainable flood management.</p> <p>The proposed agreement would not be legally-binding.</p>
III	Implications for Scheme of Delegations to Officers	Not applicable.
IV	Impact on performance and performance Indicators	Not applicable.
V	Relevance to Single Outcome Agreement	<p>SOA 3. Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business; SOA 4. We live in resilient, cohesive, safe communities; and SOA 8. We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.</p>
VI	Resources - (Financial, Staffing and Property)	<p>Financial: It is hoped that potential cost pressures may be avoided. However, assuming collective maintenance arrangements fail on three sites and that each has two SUDS features, the annual cost could be up to £15K per annum year on year.</p> <p>Staffing: From within the existing establishment.</p> <p>Property: Not applicable</p>
VII	Consideration at PDSP	01 June 2021
VIII	Other consultations	Finance, Housing, Legal, NETs, Land & Countryside Services, Planning Services and Executive Management team.

D. TERMS OF REPORT

D1 Background

- 1.1** Scottish Water formally invited the Council, as roads authority, to enter into a collaborative agreement, in the form of a Memorandum of Understanding (MoU), for sharing in the maintenance of above ground sustainable drainage systems, which treat, attenuate and convey road drainage and surface water from the roofs and curtilage of future residential properties in shared drainage systems. The invitation is made under Section 7 of the Sewerage (Scotland) Act 1968, as amended and would require the council to maintain the landscape component of above ground sustainable drainage systems involving grass cutting and litter picking whilst Scottish Water takes title to the features and vests the entire drainage system into public ownership.
- 1.2** Officers had previously been resistant to the principle of sharing what had been considered a Scottish Water responsibility but were given legal advice to the effect that the legislation made provision for such an agreement, providing it was in reasonable terms and that the Council could not, unreasonably, refuse to enter into such an agreement. It is now accepted that such an agreement represents the most pragmatic and sustainable approach to a difficult problem. The potential new cost pressure, however, arises at a time of straightened economic circumstances and has influenced the slow uptake of the agreement across the local government community in Scotland (Appendix 1). Officers from this Council have also been keen not to be in the vanguard.
- 1.3** At its meeting on 23 January 2018, the Council Executive noted the invitation and authorised officers to negotiate with Scottish Water officials on the basis that a further report would be tabled at a later date.

D2 What has happened since?

- 2.1** Officers engaged in dialogue with Scottish Water officials. Officers representing the Council had indicated a wish only to enter into a time-limited agreement. Scottish Water's preference was not to specify a time period in any acceptance of its Memorandum of Understanding (MoU) as the MoU already states that any agreement can be reviewed upon request. This being in line with the MoU being a joint agreement, not legally-binding on either party.
- 2.2** Scottish Water has agreed that where a local authority has adopted the Memorandum of Understanding and the residential development site in question would be subject to a Section 7 agreement, it would consider vesting the whole of any sustainable drainage system that provides storage volume for events up to the 1:200-year storm.
- Underground storage tanks, however, sized to accommodate events up to 1:200 years would not be its preference as there is no shared maintenance of below ground infrastructure with full liability falling to Scottish Water. Scottish Water would, instead, encourage developers to explore above ground sustainable drainage options for all future residential development sites.
- 2.3** Council officers indicated a potential wish to deviate from prescribed standards of maintenance in order to limit liability. Scottish Water agreed that the frequency of visits to cut grass and pick litter at any above ground sustainable drainage feature could be determined by the Council, subject to the maintenance regime not compromising treatment and attenuation of surface water and the efficacy of the drainage system generally i.e. such as fallen or cut grass being allowed to block

drainage inlets.

- 2.4** Officers proposed that where factors or residents' associations maintained sustainable urban drainage systems as part of the collective management of green space within private housing developments, the standard of maintenance would generally be to a higher-amenity standard than would be the case if the council were to maintain the sustainable drainage facility in isolation. It was proposed and agreed, therefore, that collective maintenance arrangements would continue, uninterrupted and that the factoring arrangement be underwritten by the Council in the event that it should fail in respect of maintenance of the above ground sustainable drainage feature. Scottish Water has indicated that any dialogue regarding the adequacy of the maintenance regime would be with the Council and not with either a factor, residents' association or individual residents. This particular concession represents a potentially significant mitigation of cost pressures to the Council.
- 2.5** When asked if local authorities could influence future editions of Sewers for Scotland (SfS), Scottish Water's construction standards and vesting conditions, Scottish Water advised that it is committed to the principle of engaging with local authorities when updating its specifications for sustainable drainage systems but that this may, in future, be an annex to the main document. This reflects feedback received through established groups of officers and from local authorities who have advocated a partnership approach to design specifications. At the time of writing, there is no planned timetable when work leading to the publication of the next edition of SfS would progress.
- 2.6** Officers had been concerned that the agreement and principle of sharing in the maintenance of future above ground sustainable drainage systems might be used as a blueprint by Scottish Water for the future management of so-called legacy sustainable drainage systems, of which there are many in West Lothian. Scottish Water is making progress, in liaison with housebuilders, which is leading it taking title to and vesting a number of these systems, bringing them into public ownership but it is taking a different approach to legacy sustainable drainage systems and is not expecting local authorities to share in the maintenance of these. Whilst any local authority could voluntarily enter into a joint maintenance agreement in respect of legacy sustainable drainage systems, there are no such expectations.

D3 What are the next steps?

- 3.1** If the proposal to enter into an agreement with Scottish Water were to be supported by the Panel and later approved by the Council Executive, officers would arrange for the agreement to be finalised and signed on behalf of the Council.
- 3.2** Scottish Water has developed revised processes for the vesting of drainage infrastructure, which make provision for integration with local authority road adoption processes.
- 3.3** It would be necessary for the council to fully-integrate the process of sharing in the maintenance of above ground sustainable drainage systems with Scottish Water. The Roads Development team within Roads & Transportation Services is considered best placed to coordinate this. A process would then need to be developed with NETs, Land & Countryside Services to ensure that the features could be quickly included on the grounds maintenance asset database should it become known that the collective maintenance regime had failed. Officers may draw on Scottish Water's experience of how this has worked with other local authorities and may also benchmark with other authorities to optimise and later refine the process.

E. CONCLUSION

Scottish Water invited the Council, as roads authority, to enter into a collaborative agreement, in the form of a Memorandum of Understanding, for sharing in the maintenance of above ground sustainable drainage features, which treat, attenuate and convey surface runoff from public roads along with runoff from the roofs and curtilage of properties on future residential development sites.

Although work associated with the agreement has the potential to represent a significant cost pressure over time, there is not considered sufficient grounds to refuse to enter into such an agreement, which currently represents the most pragmatic and sustainable response. The alternative to this approach would be the full separation of road drainage on new housing developments through a 'three-pipe' system, the maintenance and ongoing replacement of which would fall to the council as roads authority. This is not considered either economically or environmentally sustainable and could provoke a potential backlash from house builders.

Scottish Water has also been able to provide reassurances, which together have successfully addressed some of the concerns of officers and the wider local government community. Some of these concessions appear to represent a potentially significant mitigation of cost pressures to the council.

If the principle were to be supported by the Executive Management team, Panel and later approved by the Council Executive it would be necessary to review and integrate road adoption processes with Scottish Water's separate vesting process, and develop a new process to ensure that where collective arrangements had failed, features were quickly included on the council's asset management database.

It is proposed to test and refine the process over the next two growing seasons then review, reverting to members when costs and implications are better understood.

F. BACKGROUND REFERENCES

Section 7 - Pilot Site Proposals – Report to Environment Policy Development & Scrutiny Panel by Head of Operational Services - 05 December 2017

Section 7 Agreements - Sewerage (Scotland) Act 1968 – Report to Council Executive by Head of Operational Services - 23 January 2018

Appendices/Attachments: None

Appendix 1 – Scottish Water's MoU Agreement Status Tracker as at December 2020

Appendix 2 – Whole Life Cost Spreadsheet

Contact Person: Graeme Hedger, Senior Engineer - Flood Risk Management

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Jim Jack, Head of Operational Services

01 June 2021

Local Authority	MoU Approval Granted? Item 15
Aberdeenshire	YES
Angus	YES
Clackmannanshire	YES
Glasgow City	YES
Highland	YES
Moray	YES
East Ayrshire	YES
South Ayrshire	YES
North Ayrshire	YES
South Lanarkshire	YES
North Lanarkshire	YES
West Dunbartonshire	YES
Perth & Kinross	YES
Renfrewshire	YES
Dumfries & Galloway	YES
Edinburgh City	YES
Aberdeen City	Awaiting Committee Approval
Dundee City	Awaiting Committee Approval
East Dunbartonshire	Awaiting Committee Approval
East Lothian	Awaiting Committee Approval
West Lothian	Awaiting Committee Approval
Falkirk	In Negotiations
Argyll and Bute	In Negotiations
Fife	In Negotiations
Midlothian	Awaiting Committee Approval
Scottish Borders	Awaiting Committee Approval
Inverclyde	In Negotiations
Orkney Islands	In Negotiations
Shetland Islands	In Negotiations
East Renfrewshire	Awaiting Committee Approval
Stirling	Awaiting Committee Approval
Comhairle nan Eilean Siar	NO

Appendix 2

Appendix 4- Whole Life Cost spreadsheet

Total 25 year maintenance profiles			
Year	SW - (Backloaded)	RAS	Discount Rate
1	£ 2,241.55	£ 7,343.00	1.035
2	£ 2,165.74	£ 7,094.68	1.071225
3	£ 3,111.05	£ 6,622.96	1.147523001
4	£ 1,953.38	£ 6,399.00	1.187686306
5	£ 1,887.32	£ 6,182.60	1.229255326
6	£ 2,805.99	£ 5,973.53	1.272279263
7	£ 1,761.83	£ 5,771.53	1.316809037
8	£ 1,702.26	£ 5,576.36	1.362897353
9	£ 2,530.84	£ 5,387.78	1.410598761
10	£ 10,493.37	£ 5,205.59	1.459969717
11	£ 1,535.34	£ 5,029.55	1.511068657
12	£ 2,282.67	£ 4,859.47	1.56395606
13	£ 1,433.25	£ 4,695.14	1.618694522
14	£ 1,384.79	£ 4,536.37	1.675348831
15	£ 2,058.84	£ 4,382.96	1.73398604
16	£ 1,292.71	£ 4,234.75	1.794675551
17	£ 1,249.00	£ 4,091.54	1.857489196
18	£ 1,856.96	£ 3,953.18	1.922501317
19	£ 1,165.95	£ 3,819.50	1.989788863
20	£ 7,438.95	£ 3,690.34	2.059431474
21	£ 1,674.87	£ 3,565.54	2.131511575
22	£ 1,051.62	£ 3,444.97	2.20611448
23	£ 1,016.06	£ 3,328.47	2.283328487
24	£ 1,510.63	£ 3,215.92	2.363244984
25	£ 77,350.04	£ 3,107.17	2.445958559
	SW		Roads Authority
TOTALS	£ 134,955.01		£ 121,511.91
£ 256,466.92	53%		47%

Roads Authority Costs					SW Costs			
		Freq.	Unit Cost	Annual Cost		Freq.	Unit Cost	Annual Cost
Ponds	Grass Cutting, Collection & Disposal	12	£ 150	£ 1,800	Inspect structures, rip rap, clear out/inlets	12	£ 95	£ 1,140
	Weed Management (general vegetation management)	3	£ 60	£ 180	Inlet Clear and desilt	0.3	£ 500	£ 150
	Litter Picking	52	£ 20	£ 1,040	Inspect Valves	2	£ 10	£ 20
	Aquatic plant management	1	£ 100	£ 100	Repair of inlet/outlet, forebay and berm and planting	0.1	£ 5,000	£ 500
Basins	Grass Cutting, Collection & Disposal	12	£ 150	£ 1,800	Inspect Structures, rip rap, clear out/inlets	12	£ 95	£ 1,140
	Weed Management (general vegetation management)	3	£ 60	£ 180	Inlet Clear and desilt	0.3	£ 500	£ 150
	Litter Picking	52	£ 20	£ 1,040	Inspect Valves	2	£ 10	£ 20
Swales	Swale grass cutting	12	£ 25	£ 300	Silt removal	0.3	£ 250	£ 75
	Weed Management (Wetland ditch vegetation management)	3	£ 40	£ 120	Reinstatement of infiltration surfaces	0.1	£ 3,000	£ 300
	Litter Picking	52	£ 20	£ 1,040				

	Refurb Cost (50% +O/Head@15%)	Install Cost	Assumption
	CAPEX25	CAPEX1	
Swales	£ 57,500	£ 100,000	(£20m2 - 5000m2)
Pond	£ 71,875	£ 125,000	(£25m3 - 5000m3)
Basin	£ 57,500	£ 100,000	(£20m3 - 5000m3)

DATA LABEL: SENSITIVE



ENVIRONMENT POLICY DEVELOPMENT & SCRUTINY PANEL

WASTEWATER TREATMENT IN THE ALMOND VALLEY

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to inform the Panel about wastewater treatment practices in the Almond valley, the heightened public awareness of discharges from combined sewer overflows, the establishment of an officers' working group and the formation of a pressure group and campaigns, which, together, aim to drive-up the quality of the River Almond and its tributaries.

B. RECOMMENDATION

The Panel is asked to note that:

1. The discharge of untreated or partially-treated urban wastewater from the sewerage network, including some sewage-related debris, is an established, regulated and licensed practice during periods of exceptional wet weather; to deal with volume in excess of capacity within the combined sewerage system and at wastewater treatment works;
2. a working group comprising officers from the council and other stakeholder organisations has been established to improve communications, increase transparency and raise awareness of wastewater treatment practice in the Almond valley;
3. a local pressure group has been formed to undertake practical activities to improve the River Almond and campaign, alongside other third-sector organisations, for early investment that will drive-up the quality of the River Almond and its tributaries; and
4. that it is proposed to later ask the Council Executive to support the application for bathing waters status, which has been submitted to SEPA by Forth Rivers Trust.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; making best use of our resources; and working in partnership.
II Policy and Legal (including Strategic Environmental)	Policy - The Scottish Biodiversity Strategy identifies the role of local authorities in meeting national species and habitat priorities.

Assessment, Equality Issues, Health or Risk Assessment)

The Adopted Local Development Plan 2018 (LDP 1) supports biodiversity, nature conservation and enhancement.

Legal - The Council is a Responsible Authority under the Water Environment & Water Services (Scotland) Act 2003. This confers a legal duty to ensure that the aims of the European Water Framework Directive remain integral to the discharge of its statutory functions.

The Local Government in Scotland Act 2003 gives the Council the power to do anything it considers is likely to promote or improve the well-being of its area and persons within that area subject to some caveats.

The Nature Conservation (Scotland) Act 2004 places a duty on officials and public bodies to further biodiversity.

III Implications for Scheme of Delegations to Officers

Not applicable.

IV Impact on performance and performance Indicators

Not applicable.

V Relevance to Single Outcome Agreement

SOA 3. Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business; **SOA 4.** We live in resilient, cohesive, safe communities; and **SOA 8.** We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.

VI Resources - (Financial, Staffing and Property)

Financial:

Staffing:

Property: The Council owns Almondell & Calderwood Country Park and has riparian ownership as part of its title.

VII Consideration at PDSP

Not applicable

VIII Other consultations

Internal: NETs, Land & Countryside Services, Environmental Health & Trading Standards.

External:

Scottish Water, SEPA & Veolia Outsourcing Limited.

D. TERMS OF REPORT

D1 Introduction

- 1.1** The River Almond rises in the Cant Hills, near Shotts, and it flows through West Lothian, which represents the majority of its catchment, before draining into the Firth of Forth at Cramond, the end of its 28-mile course. For much of the 20th century the catchment has been dominated by mineral extraction and heavy industry, which scarred the landscape and made the Almond, at the time, one of the most polluted rivers in Scotland. The demise of these activities, the rehabilitation of derelict land, the improved treatment of runoff and increased regulation have together helped turn around the fortunes of the river, which is now much-changed, if not in recovery. Notwithstanding, it remains subject to a number of significant pressures, which together prevent it from reaching good ecological status and impact negatively on its ecology and the biodiversity of the river corridor as a whole. One such pressure is the perceived increasing volume of untreated urban wastewater and sewage-related debris being discharged from combined sewer overflows in the Almond valley (Harthill, Whitburn, Blackburn, Livingston East Calder and Linburn in West Lothian and Winchburgh and Newbridge in the City of Edinburgh).

D2 Urban wastewater

- 2.1** Urban wastewater, commonly referred to as sewage, is a mixture of domestic wastewater from baths, sinks, washing machines and toilets, trade effluent from industry and surface runoff from roads and other bound surfaces in communities served by combined sewers.

Untreated wastewater contains organic matter (carbohydrates, fats, proteins), bacteria and chemicals. Bacteria, naturally present in our rivers, do break these substances down, but in doing so consume dissolved oxygen. Sustained discharges of untreated wastewater into our rivers would result in there being too little oxygen to support life as well as creating a significant public health hazard.

2.2 Wastewater treatment

The purpose of wastewater treatment is to remove solids, break down organic substances to protect both the environment and public health. This is achieved through pre-treatment, which physically removes large objects like rags and plastics and smaller matter such as grits from incoming wastewater. This helps prevent damage to equipment further along the treatment process. The next stage is primary treatment, which involves settling out and removing much of the solid organic matter. The second stage of treatment is the breakdown of organic substances, using bacterial digestion. Effective treatment means that treated wastewater can be returned to the environment to maintain healthy river flows for conservation, fisheries and recreational purposes. This is particularly important for the River Almond, which suffers significant seasonal flow variation.

Currently, approximately 40% of the low summer flow is treated wastewater. Treated wastewater represents a further pressure on the river in so far as not all substances in urban wastewater can be broken down successfully by wastewater treatment.

D3 The organisations involved

3.1 West Lothian Council

The Council has no statutory responsibility for the conveyance, treatment or discharge of sewage from wastewater treatment works or for coordinating the investment necessary to ensure continued capacity for new development within the Council's administrative area. Whilst the Council's Environmental Health team has a significant public health role, it has no powers in relation to river water quality or the protection of the people and animals who may come into contact with the river. The Council does, however, own riparian land in the vicinity of combined sewer overflows, including Almondell & Calderwood Country Park. Its assets are therefore directly affected by discharges and sewage-related debris. Members of the public use the River Almond within the country park, particularly during more favourable weather conditions, to bathe, paddle and allow their pets to swim in.

3.2 Scottish Water

Scottish Water, as drainage authority, is responsible for conveying urban wastewater from premises connected to the public sewer and from roads and bound surfaces within urban areas. It is responsible for the effective operation of and maintenance of the sewerage network. Scottish Water is also responsible for ensuring that the design of wastewater treatment works satisfies the license conditions for the populations it serves.

3.3 Scottish Environment Protection Agency (SEPA)

The Scottish Environment Protection Agency (SEPA) regulates water quality and wastewater treatment in Scotland by assessing the quality of discharge against permitted standards, calculated according to the load that the receiving watercourse is deemed capable of accepting. The level of treatment is based on the receiving watercourse through extensive modelling, which is used to create the license of wastewater treatment works. Neither SEPA nor Scottish Water are responsible for assessing the potential public health impacts of discharges from combined sewer overflows into our rivers. Indeed, no organisation is currently responsible for the sampling of water from our rivers to determine whether they are safe to bathe and or paddle in for humans or their pets.

3.4 Veolia

Veolia AVSE (Almond Valley, Seafield and Esk) is a 30-year performance-based contract, awarded in 1999 to Stirling Water Seafield Limited under the Government's Private Finance Initiative (PFI) for the operation of a number of Wastewater Treatment Works in Edinburgh and the Lothians. Whilst the assets are owned by Stirling Water Seafield Limited over the contract period, for Scottish Water, Veolia Water Outsourcing Limited is responsible for the operation of fifteen sites in Edinburgh and the Lothians. This includes wastewater treatment works in the Almond valley (Whitburn, Blackburn, and East Calder and Newbridge). For clarification, the sewerage network, numerous combined sewer overflows, emergency overflows, network pumping stations plus Fauldhouse and Livingston wastewater treatment works are operated directly by Scottish Water.

D4 Wastewater treatment practice

4.1 Members of the public are often surprised to learn that rivers remain the primary means of conveying treated and sometimes untreated effluent from inland urban areas to the sea. People are also invariably unaware that the volume of urban wastewater capable of being conveyed to, stored and or treated within wastewater treatment works is limited and that conveyance, storage and treatment capacity is frequently exceeded, particularly during and shortly after heavy rainfall or snow melt. Under these conditions, by design, partially-treated or during bigger events, screened untreated wastewater can be returned to the river.

4.2 Combined sewer overflows

A combined sewer system (CSO) is designed to collect and convey surface runoff and sewage in a shared system. This type of sewer system serves West Lothian's more established communities. There are several CSOs and emergency overflows within the catchment draining to East Calder Wastewater Treatment Works. Such systems are no longer constructed, with separate surface water and foul sewers replacing them. Under normal conditions, combined sewers convey urban wastewater to a wastewater treatment works for treatment before discharging to a watercourse. During periods of heavy rainfall or snowmelt, however, the volume of wastewater in a combined sewer system can exceed the capacity of the system or the capacity of the wastewater treatment works. It is therefore designed to overflow and discharge excess wastewater, untreated, to nearby watercourse or other bodies of water through CSOs. Therefore, the ability to discharge from the sewer network is a design feature that has been put in place to reduce the risk of flooding in local communities, and prevent the sewerage system from backing-up or being overwhelmed. All CSOs at wastewater treatment works are fitted with mechanical screens and monitoring designed to prevent the release of sewage-related debris. Much of the sewage-related debris found in and along the banks of the River Almond derives from CSOs on the sewer system or close to the inlet of wastewater treatment works.

4.3 East Calder Wastewater Treatment Works

On a dry day, East Calder Wastewater Treatment Works will receive, on average, approximately 250 litres of wastewater per second (l/s). The site is capable of fully-treating 723 l/s. Flows between 723 l/s and 1498 l/s will be screened and diverted to on site storm tanks for settlement. These tanks have a capacity of 5390000 litres. When capacity is reached, the incoming waste water displaces the settled storm water and is discharged via the settled storm outfall. Flows above 1498 l/s, when the storm tanks are full, will be screened and discharged via the CSO. The maximum flow that the site is able to screen is 2890 l/s. This would equate to a significant weather event.

4.4 Operational defects

Mechanical processes are used to remove sewage-related debris and prevent this from entering the watercourse. It is recognised, within the industry, that best practice can only remove, on average, 70% of sewage-related debris.

This debris, which is a problem associated with an increase in the use by consumers of non-flushable wet wipes and other products that don't breakdown such as kitchen roll, cotton wool, sanitary items and non-biodegradable tissues, is the primary cause of mechanical breakdown.

4.5 Operational maintenance

Essential maintenance, which may affect license compliance is always agreed with the regulator. This may have a bearing on the volume of wastewater that can be treated and or stored within treatment works. When essential maintenance coincides with significant rainfall, there can be an increased risk of the discharge of screened wastewater.

D5 Media campaigns

- 5.1** Scottish Water, along with other water companies throughout the UK, run campaigns from time-to-time to heighten public awareness of what is coined the 3Ps - pee, poo and toilet paper - to help protect wastewater infrastructure and reduce the risk of flooding and pollution. The reach, impact and financial sustainability of these campaigns remains insufficient and does not appear to have significantly changed the attitudes, values and behaviour of consumers, evidenced by the large volume of non-flushable products still contained within urban wastewater.

D6 The event(s) that hardened attitudes

- 6.1** On 06 April 2020, during the first lockdown, there was discharge from East Calder Wastewater Treatment Works of approximately 100 m³ of raw sewage into the River Almond. The spill coincided with low-flows in the river and could, therefore, have had a greater impact on ecology than might otherwise have been the case. The incident also took place during the spawning season when juvenile fish could have been emerging. There were discharges of final effluent wash-water on 07 and 20 April 2020. These events were witnessed by a significant number of people, due in part to increased footfall in Almondell Country Park and favourable weather conditions at the time. Posts by members of the community on social media have led to increased awareness of these discharges, provoking high-levels of concern. As a result, a number of people subsequently contacted local Councillors, Members of the Scottish Parliament, Scottish Water, SEPA and Council officials.
- 6.2** Such was the level of political concern stemming from the discharges that the Council's Chief Executive wrote to his opposite numbers at SEPA, Scottish Water and Veolia expressing concern and outlining the frustration of local people aware of and frustrated by untreated wastewater and sewage-related debris being discharged into the River Almond. His letter sought to explore whether there may be scope for the respective organisations to work better together to foster a greater spirit of openness and timelier, coordinated communications about the day-to-day impact of wastewater treatment on the river system and sought to learn more about the measures that SEPA, as regulator, was putting in place to drive long-term investment by Scottish Water to reduce the incidence of spills of untreated sewage into the River Almond. Copies of correspondence are attached (Appendices A – G inclusive).

6.3 The approach was welcomed by each of the respective organisations. A working group was established, holding its first meeting in June 2020 with subsequent meetings in August, and January, February, March and April in 2021. Outcomes from the Working Group have been affected by the pandemic but already include:

- More proactive communication between the organisations;
- effective networking between officials from the respective organisations;
- Covid-safe open events at East Calder Wastewater Treatment Works, which provided the opportunity for stakeholders, including local elected members, officers and representatives from stakeholder groups to learn about wastewater treatment, what is permitted and what is not, to have a tour of the works and learn about the things that can go wrong and for representatives from Veolia and Scottish Water to answer questions;
- Educational signage (shortly to be delivered) in close proximity to East Calder Wastewater Treatment Works;
- the principles of aligned and shared communications have been agreed as well as shared campaign messaging, through the respective organisation's social media accounts; asset-related concerns between the Council and Veolia have been and continue to be addressed; and the use of East Calder Wastewater Treatment Works for the purposes of access and as a site compound to construct a fish pass at Mid Calder Weir have been agreed and legal agreements fast-tracked.

6.4 The responses to the Chief Executive's letters demonstrate that each of the organisations take the issues affecting the River Almond seriously. A study was undertaken for Scottish Water in 2019, which considered both discharges from CSOs and treatment works. Various options were investigated ranging from a transfer scheme to the Firth of Forth to improving treatment at individual wastewater treatment works. The study established that further improvements at a number of wastewater treatment assets and additional storm storage was the preferred approach for the River Almond to ensure that it met good ecological status.

6.5 The cost of delivering these improvements were, at the time, still to be estimated by Scottish Water but are likely to be significant. SEPA asked Scottish Water to prioritise these improvements for their next investment programme by 2027, however SEPA, when it wrote, was awaiting further information from Scottish Water on when the investment proposals could be scheduled for design and delivery.

6.6 Limited changes to East Calder Wastewater Treatment Works were included in the package of proposed improvements. The proposal for this site was for enhanced inorganic phosphorous removal, a process designed to reduce excessive richness of nutrient (eutrophication) in receiving waters.

6.7 Scottish Water continues to advise that East Calder Wastewater Treatment Works has sufficient capacity to accommodate existing and proposed new development. It remains a concern in the community that additional storage at East Calder Wastewater Treatment Works has not been identified as a priority in the context of rapid development in the catchment, a changing climate and an apparent increase in the number of untreated or partially-treated discharges at the works. New developments, however, have separate foul and surface water systems Scottish Water does not consider this to be a concern.

D7 Campaigns

7.1 In a bid for a step-change in water quality in the River Almond and to increase the accountability of regulators, owners and operators of wastewater treatment works in the Almond Valley, Forth Rivers Trust, has applied for bathing waters status for a

400-metre stretch of the River Almond within Almondell and Calderwood Country Park with which officers have been involved. This is part of the river widely used, particularly during warm weather conditions, by dog-owners, young people, kayakers and anglers. If the bid is successful, and there are a number of potential hurdles, it would become the first river in Scotland to be designated in this way. It follows, and was inspired by the success of campaigners who have recently secured bathing water status for a reach of the River Wharfe at Ilkley, West Yorkshire.

- 7.2** Only coastal waters in the UK have previously been granted bathing waters status through an EU directive aimed at safeguarding public health from pollution. Coastal bathing waters are classified annually, based on an assessment of the level of bacteria in the water over the preceding four-years. The effect of the designation would be that the river would be subjected to a tougher testing regime with the onus on SEPA to undertake sampling and analysis during the bathing season to determine the level of faecal pollution at the site and to provide real time information on the status ('excellent', 'good', 'sufficient' or 'poor') during the bathing season. It remains unclear whether the application would be supported. SEPA does say, publicly, that improving Scotland's water environment is one of its priorities.

As part of the process leading to designation there is an expectation that those applying will also have secured the formal support of the Council.

- 7.3** In March this year a new local pressure group, River Almond Action Group (RAAG) was established by an activist. Now constituted and with a presence on social media and a number of well-attended community litter picking and river scavenge events under the group's belt, it appears to be gaining considerable support.
- 7.4** The group's primary objective is to hold SEPA, Scottish Water and operators of wastewater treatment works to account and to lobby for investment to reduce the number of discharges of untreated wastewater and sewage-related debris into the River Almond from CSOs. The group also has a number of wider objectives, which together, aim to drive change, innovation, and improvement of the river for the benefit of communities and wildlife.
- 7.5** The group has launched a petition and has contacted Members of the Scottish Parliament, Councillors and Chief Executives of stakeholder organisations pressing for a better-respected natural environment. Paraphrasing, the group is lobbying for greater accountability on those responsible to arrange the regular removal of sewage-related debris; an increase in storage and treatment capacity at wastewater treatment works in the Almond valley, investment in retrofit sustainable drainage systems and blue-green infrastructure to treat and attenuate surface runoff from communities served by combined sewers and for treated surface water to be discharged directly to watercourses rather than via CSOs.
- 7.6** The initiative of the River Almond Action Group (RAAG) has been welcomed by officers. Contact has been established and it is expected that there will be further dialogue as well as continued support for community-led litter picks and scavenges of those parts of the river corridor in Council ownership.

E. CONCLUSION

The River Almond is one of two principal watercourses, draining southern areas of West Lothian. The quality of the river has improved steadily over the last forty-years but remains subject to significant and growing pressures, which negatively affect its ecology and the biodiversity of the river corridor.

Wastewater treatment for a rapidly-increasing population at a time when the climate is also changing may be resulting in the conveyance capacity of combined sewers and the treatment and storage capacity at wastewater treatment works being exceeded more frequently with consequent discharges of partially-treated and untreated wastewater and sewage-related debris directly into the river.

Matters came to a head in April 2020 following a serious discharge from East Calder Wastewater Treatment Works and subsequent smaller ones. Members of the community were extremely concerned by these events. The speed and reach of social media put stakeholder organisations at a disadvantage. Their communications were slow and contradictory and the number and varied nature of ensuing enquires was overwhelming. Following an exchange of communications between the Chief Executives of the respective organisations, an officers' working group was established to improve communications, increase transparency, spread knowledge and engage with the community. The group has delivered a number of outcomes but more still needs to be done.

Activism and grassroots campaigns are beginning to put pressure on the Scottish Government, SEPA and Scottish Water, through local politicians. Activists are also undertaking practical activities to improve the condition of the river and river corridor. The groups involved are looking to the Council to lend further support to the cause with the aim of driving change and, with it, improvement of the river for the benefit of all. They also want the Council, through NETs, Land & Countryside Services, to sustain its support for practical events run by groups of volunteers such as river scavenges and litter picks where it can.

F. BACKGROUND REFERENCES

Appendices/Attachments:

Appendix A - Letter to SEPA 23/04/20

Appendix B - Letter to Veolia 23/04/20

Appendix C - Letter to Scottish Water 23/04/20

Appendix D - Email to SEPA 19/03/21

Appendix E - Letter from Veolia 27/04/20

Appendix F - Letter from Scottish Water 05/05/20

Appendix G - Letter from SEPA 18/05/20

Contact Person: Graeme Hedger, Senior Engineer - Flood Risk Management

07774 479863 graeme.hedger@westlothian.gov.uk

Jim Jack, Head of Operational Services

01 June 2021



**West Lothian
Council**

Chief Executive Office

West Lothian Civic Centre
Howden South Road
Livingston
West Lothian
EH54 6FF

Our Ref: CEO/CH
Your Ref:

Contact: **Graham Hope**
Tel: 01506 281697
email: graham.hope@westlothian.gov.uk

By Email - Terry.A'Hearn@sepa.org.uk

Mr Terry A'Hearn
Chief Executive Officer
Scottish Environment Protection Agency
Strathallan House
The Castle Business Park
Stirling
FK9 4TZ

23 April 2020

Dear Mr A'Hearn

Sewage Spills – East Calder Wastewater Treatment Works

Council officers were recently informed of a significant spill of raw sewage into the River Almond from East Calder Wastewater Treatment Works on 6 April 2020 followed by a further discharge of "washings" on 7 April and another spill on Monday 20 April 2020.

I am advised river levels are currently very low. These incidents have had a visible impact on the reach river where it flows through Almondell Country Park and it is likely that they will have had a wider, less visible impact on the biology of the river.

The Council didn't find out about the events of 6 and 7 April until sometime after and did not find out directly from Veolia, Scottish Water or SEPA. As a consequence, it has been criticised for lateness in advising users of the adjacent Almondell Country Park not to allow their dogs into the river.

In the context of the improvement in the condition of the River Almond over the last thirty-years, it is clear that local people are increasingly aware of and frustrated by pollution incidents and the associated sanitary wastes which from time-to-time are discharged from local wastewater treatment works.

I understand that SEPA has no legal obligation to inform the Council that these events have taken place. However, in the context of the long-term, multi-level partnership that SEPA and the Council enjoy, including our respective involvement through the Community Planning Partnership, and joint steering of investment from the Scottish Government's Water Environment Fund into the Almond Barriers Project, I am keen to (i) learn whether SEPA intends to take action against Veolia in respect of one or more of these incidents; (ii) explore with you how our respective organisations

might work together to fostering a greater spirit of openness about the issues that affect the river system on a day-to-day basis; and (iii) learn more about the measures that SEPA is putting in place to drive long-term investment by Scottish Water that could potentially see the risk of spills of raw sewage become insignificant and ensure that treated effluent is removed from our river systems, supporting economic growth and housing development without detriment to the water environment.

I trust you will give these matters consideration and look forward to hearing from you.

Yours sincerely



Graham Hope
Chief Executive



**West Lothian
Council**

Chief Executive Office

Meeting Date - 1 June 2021
Appendix B

West Lothian Civic Centre
Howden South Road
Livingston
West Lothian
EH54 6FF

Our Ref: CEO/CH
Your Ref:

Contact: Graham Hope
Tel: 01506 281897
email: graham.hope@westlothian.gov.uk

By Email - John.Abraham@veolia.co.uk

Mr John Abraham, Chief Operating Officer
Water, Industrial & Energy
Veolia UK Limited
210 Pentonville Road
London
N1 9JY

23 April 2020

Dear Mr Abraham

Sewage Spills – East Calder Wastewater Treatment Works, West Lothian

Council officers were recently informed of a significant spill of raw sewage into the River Almond from East Calder Wastewater Treatment Works on 6 April 2020 followed by a further discharge of "washings" on 7 April and another spill on Monday 20 April 2020.

I am advised river levels are currently very low. These incidents have had a visible impact on the reach river where it flows through Almondell Country Park and it is likely that they will have had a wider, less visible impact on the biology of the river.

The Council didn't find out about the events of 6 and 7 April until sometime after and did not find out directly from Veolia or SEPA. As a consequence, it has been criticised for lateness in advising users of the adjacent Almondell Country Park not to allow their dogs into the river.

In the context of the improvement in the condition of the River Almond over the last thirty-years, it is clear that local people are increasingly aware of and frustrated by pollution incidents and the associated sanitary wastes which are from time-to-time discharged from the wastewater treatment works operated in this area by Veolia.

I note from your company's website that it is keen to be recognised for a number of the very positive things that it does. There is a perception, locally, of disparity between its espoused values and its local behaviours evidenced by a playing-down of the scale of the illegal discharge on 6 April and an interest in limiting the potential damage to its reputation.

Following a telephone discussion between Tracy Byford, your company's local Operations Manager, and one of my officers earlier this week, I am aware that there may be tensions surrounding the differing nature of messages that are in the public domain about the incident. I



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would strongly suggest that there is scope to do more to ensure effective partnership working, possibly with SEPA, to foster a greater spirit of openness and more timely and coordinated communications about the day-to-day impact of wastewater treatment on the river system here in West Lothian.

I trust you will give these matters consideration and look forward to your response.

Yours sincerely



Graham Hope
Chief Executive



Chief Executive Office

West Lothian Civic Centre
Howden South Road
Livingston
West Lothian
EH54 6FF

Our Ref: CEO/MH
Your Ref:

Contact: Graham Hope
Tel: 01506 281697
email: graham.hope@westlothian.gov.uk

Mr Douglas Millican, Chief Executive
Scottish Water
Castle House
6 Castle Drive
Carnegie Campus
DUNFERMLINE
Fife
KY11 8GG

28 April 2020

Dear Douglas,

Sewage Spills – East Calder Wastewater Treatment Works

Council officers were recently informed of a significant spill of raw sewage into the River Almond from East Calder Wastewater Treatment Works on 06 April 2020 followed by a further discharge of "wash water" on 07 April and another spill on evening of Monday 20 April 2020.

River levels are currently very low. These incidents have had a visible impact on that reach of the river where it flows through Almondell Country Park and it is likely that they will have had a wider, less visible impact on the biology of the river.

The Council didn't find out about the events of 06 and 07 April until sometime after and didn't find out directly from Veolia, Scottish Water or SEPA. As a consequence, it has been criticised for its lateness in advising users of the adjacent Almondell Country Park not to allow their dogs into the river.

In the context of improvement in the condition of the River Almond over the last thirty-years, it is clear that local people are increasingly aware of and frustrated by pollution incidents and the associated sanitary wastes, which are, from time-to-time, also discharged from wastewater treatment works operated by Veolia in the Almond Valley.

I had initially written to SEPA and Veolia UK to explore whether there may be scope for our respective organisations to work better together to foster a greater spirit of openness and more timely and coordinated communications about the day-to-day impact of wastewater treatment on

the river system here in West Lothian. I am aware too that there have been tensions surrounding the differing nature of messages that are in the public domain about the incident. One of my officers has since spoken with Mark Wilson, Veolia's North Director, Industry, Water & Energy. He agreed that the principle of closer working and the establishment of protocols between Scottish Water, SEPA, West Lothian Council and Veolia would be in everyone's interests. He also indicated that any stakeholder group that were to be established would be led by Scottish Water.

I am therefore writing to you asking that such a group be established as soon as possible to agree protocols.

I trust you will give these matters consideration and look forward to hearing from you.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Graham Hope'.

Graham Hope
Chief Executive

From: [Heron, Carrie \(Chief Exec Office\)](#)
To: [Hedger, Graeme](#)
Cc: [Malcolm, Graeme](#); [Jack, Jim](#)
Subject: FW: Sewage Spills – Almond Valley Wastewater Treatment Works - [OFFICIAL]
Date: 19 March 2021 14:15:59
Attachments: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
Importance: High

DATA LABEL: OFFICIAL

Hi Graeme

Please see below copy of the final email issued for your records

Thanks again for your help with this one at such short notice

Have a nice weekend

Kind regards

Carrie

Carrie Heron
Executive Project Officer
Chief Executive Office

01506 281675
carrie.heron@westlothian.gov.uk

West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF

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From: Heron, Carrie (Chief Exec Office)
Sent: 19 March 2021 14:15
To: 'terry.ahearn@sepa.org.uk' <terry.ahearn@sepa.org.uk>
Cc: 'margaret.McLean@sepa.org.uk' <margaret.McLean@sepa.org.uk>
Subject: Sewage Spills – Almond Valley Wastewater Treatment Works - [OFFICIAL]
Importance: High

DATA LABEL: OFFICIAL

Email sent on behalf of Graham Hope, Chief Executive

Dear Mr A'Hearn

Sewage Spills – Almond Valley Wastewater Treatment Works

I am writing to you in the context of previous correspondence that we have exchanged about unacceptable spillages of raw sewage and solid wastes into the River Almond last year from

Wastewater Treatment Works. I am aware too that a working group of officers from SEPA, Scottish Water, Veolia and the Council was established last summer and whilst progress is being made in some areas, the core issue remains. The absence of SEPA officials from group meetings following the cyber-attack has also been felt.

A recent petition and ongoing social media content has brought the core issue of continuing, unacceptable spillages into sharp focus. The photographs appear to highlight at least the absence of effective screening at all these sites, evidenced by sanitary wastes lying on the riverbanks and caught-up in woody vegetation.

As you may already be aware, the social media campaign has extensive reach and has been brought to the direct attention of the Council.

Whilst the efforts of the working group should continue to conclusion, I am writing to you today to ask that SEPA urgently take a more active approach with Scottish Water and its operator Veolia to improve performance of works against permitted standards and ensure more effective screening of solids wastes, which continue to pollute the River and, as a consequence, the Forth Estuary and the sea.

I look forward to receiving your response.

Yours sincerely

Graham Hope

Chief Executive

Carrie Heron
Executive Project Officer
Chief Executive Office

01506 281675
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West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF

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Link to **Information Handling Procedure:** <http://www.westlothian.gov.uk/media/1597/Information-Handling->

[Procedure/pdf/infohandling1.pdf](#)

🔄 **SAVE PAPER - Please do not print this e-mail unless absolutely necessary.**





27 April 2020

Mr Graham Hope
Chief Executive
West Lothian District Council
West Lothian Civic Centre
Howden South Road
Livingston
West Lothian, Scotland EH54 6FF
Email: graham.hope@westlothian.gov.uk
CC: mark.wilson@veolia.com

Dear Mr Hope

East Calder Wastewater Treatment Works, West Lothian

Thank you for your letter of 21 April, your perceptive analysis of recent events and suggestion for improved working relationships in the future which I would like to endorse.

On behalf of Veolia I would like to apologise for the three incidents on 6, 7 and 20 April to which you refer. Our team is currently operating under an EPI and working extremely hard to complete these maintenance works, which we now expect to be finished by Thursday April 30.

You are correct, Veolia is committed to high environmental standards and we regard these incidents as out of keeping with the normal operation of the East Calder Waste Treatment Works. Nevertheless I appreciate the issues this has caused you in your communications with residents.

In relation to the communication of these incidents I agree that closer working between Scottish Water, SEPA, WestLothian District Council and Veolia is in everyone's interests. This may to some extent be understandable in the light of the COVID-19 pandemic, but I think a concerted effort to address these issues now may result in better relationships in the future.

To this end, I have already asked Mark Wilson, our North Director, Industry, Water & Energy who is closely involved in this matter to contact your office in order to discuss it in more detail. He will then contact Scottish Water to arrange a meeting between all the interested parties referred to above in order to develop a better way of working going forward.

Veolia UK Limited

8th Floor, 210 Pentonville Road,
London, N1 9JY
Tel: +44 (0)20 3567 6600
www.veolia.co.uk

Registered Office:

210 Pentonville Road, London N1 9JY
Registered in England & Wales: 2664833

A group company of
Veolia UK Limited



I trust this proactive approach will lead to better working relationships in the future and will ask Mark to contact you directly early this week.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Abraham', written over a light blue horizontal line.

John Abraham
Chief Operating Officer

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London, N1 9JY
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Registered in England & Wales: 2664833

A group company of
Veolia UK Limited



05 May 2020

Graham Hope
Chief Executive
West Lothian Council
West Lothian Civic Centre
Howden South Road
Livingston
West Lothian
EH54 6FF

Castle House
6 Castle Drive
Carnegie Campus
Dunfermline
KY11 8GG

W: www.scottishwater.co.uk

Dear Graham

Sewage Spills – East Calder Waste Water Treatment Works (WWTW)

Thank you for your letter of 28th April regarding concerns about the sewage spills from East Calder WWTW which is operated by Veolia under a PFI contract.

I completely understand the concerns this causes for West Lothian Council, the local community and the various stakeholders involved.

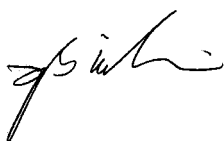
We have reviewed this matter with Veolia and understand the first spill event on 6th April happened during maintenance at the works, the second on 7th April was a discharge of treated effluent via a site drain and the third on 20th April was due to a wash water system failure. On each occasion SEPA were notified as part of the agreed process and the events were short in duration with no lasting damage to the environment.

Whilst operational incidents of this nature can unfortunately occur, I agree that effective communications between the various parties is key to providing reassurance and public advice where necessary.

I have asked Scott Fraser, our Regional Community Manager for the area, to set up a meeting with Veolia, West Lothian Council, and SEPA to see what communication protocols are needed in order to make the necessary improvements. I would be obliged if you or one of your team could please advise Scott of who he is best to contact in the Council. His email address is scott.fraser@scottishwater.co.uk and his telephone number is 07875-872872. In the current health climate a face to face meeting isn't appropriate, however a skype call should be possible to move things forward.

Please accept my apologies for the inconvenience this matter has caused and I hope the action proposed allows us to make the necessary progress.

Yours sincerely



Douglas Millican
Chief Executive



Mr Graham Hope
Chief Executive
West Lothian Civic Centre
Howden South Road
Livingston
West Lothian
EH54 6FF

Our ref: EXT05-A- F0191854
Your ref: CEO/CH

Sent by Email: graham.hope@westlothian.gov.uk

18 May 2020

Dear Mr Hope

Sewage Spills – East Calder Wastewater Treatment Works

Thank you for your letter dated 23 April 2020 received by email on 30 April 2020 relating to discharges to the River Almond from East Calder Waste Water Treatment Works (WWTW).

I thought it would be beneficial to provide some background to the events as SEPA understands them.

SEPA was notified by a member of the public of a discharge from the WWTW to the River Almond on the afternoon of 6 April 2020. Within 30 minutes, the operator of the WWTW, Veolia Water Outsourcing Limited (Veolia), was notified. SEPA received a second report from a member of the public an hour after the first report was received; this report specified that 300 metres of the riverbed was affected. SEPA contacted Veolia again and asked to be notified of the findings of their investigation that day. That evening Veolia reported that no ongoing issues were found.

Further correspondence with the public who notified SEPA of the discharge confirmed that the time of the discharge was unknown; they were reporting information published on social media. On 10 April 2020 Veolia reported their investigation findings to SEPA which stated that there had been a discharge of approximately 100m³ due to problems encountered during planned maintenance works at the site.

On the afternoon of 7 April 2020 a member of the public notified SEPA of a constant flow from the WWTW to the River Almond. SEPA notified Veolia of this report within 30 minutes. Veolia reported that evening that final effluent wash water had entered the WWTW site drainage system due to a mechanical failure at the site, which resulted in the discharge reported. Veolia instigated mitigation measures during the night to minimise any further discharge to the River Almond while the issue at the site was resolved.

On the evening of 20 April 2020 SEPA received a report of sewage discharging from the WWTW.
\continued.....



Chairman
Bob Downes

Chief Executive
Terry A'Hearn

SEPA Stirling Office

Strathallan House, Castle Business Park,
Stirling FK9 4TZ
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Within 30 minutes Veolia were notified of the incident and during that night an update was provided by Veolia that there had been a small discharge of screened sewage effluent; the discharge was stopped during the night.

SEPA's main objective of incident investigation is to identify the source of pollution with the aim of stopping it and instigating corrective measures. In the case of the three incidents outlined above corrective measures would not include a physical clean-up of the riverbed as there was no sewage related debris in any of the discharges and an attempt to clean the river bed could result in a greater impact on river ecology; the river will recover naturally if left undisturbed. An investigation into these incidents is still ongoing and therefore we are currently unable to comment on potential enforcement action.

As you have suggested it would be greatly beneficial for our organisations to work together more closely, not only with regards to the issues that affect the river system but also other issues in the West Lothian Council area. Within SEPA's Compliance & Beyond Portfolio the Environmental Performance Function comprises of teams that lead the delivery of site regulation and environmental event management to increase compliance and tackle unauthorised activities through effective relationships. The Environmental Performance Function has the Edinburgh, Lothian and Borders (ELB) Team that covers the West Lothian Council area. The main contacts within the ELB team are:

Vicki White, Senior Manager: vicki.white@sepa.org.uk 0131 273 7383

Katrina Wilson, Unit Manger: katrina.wilson@sepa.org.uk 0131 449 7296

Chris Gall, Senior Environment Protection Officer: chris.gall@sepa.org.uk 0131 273 7354

Chris and David Brewster, Senior Environmental Health Officer, discussed the discharges to the River Almond in April. Chris will arrange a meeting with Vicki, Katrina and David, along with any other relevant people from West Lothian Council, to discuss how we can develop a stronger working relationship moving forward.

With regards to measures that SEPA is putting in place to drive long term investment by Scottish Water, SEPA asked Scottish Water to undertake an extensive study of the Almond catchment, including East Calder. This strategic catchment study completed in 2019 and considered both the treatment works and the spills from the sewer overflows. Various options were investigated as part of the study, ranging from a transfer scheme to the Firth of Forth to improving treatment at the individual wastewater treatment works.

The study has confirmed that further improvements at a number of wastewater treatment assets and additional storm storage is the preferred approach for the River Almond, and its tributaries. This will ensure they meet the "Good" ecology classification, as measured by the Water Framework Directive.

The costs of delivering improvements at these assets are still to be estimated by Scottish Water but are likely to be very significant. SEPA has asked Scottish Water to prioritise these improvements for their next investment programme, however we await further information from Scottish Water on when they can be scheduled for design and delivery.

Improvements to the East Calder wastewater treatment works are included in this package of improvement. The preferred solution at this site is for enhanced phosphorous treatment. The typical cost for design and delivery of the enhanced treatment of this nature is £1.5m. Again, Scottish Water is currently considering timescales for design and delivery.

\continued.....

I hope this information is helpful and look forward to working together in the future.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Terry A'Hearn', with a stylized flourish extending to the right.

Terry A'Hearn
Chief Executive Officer

Data Label: PUBLIC



ENVIRONMENT POLICY DEVELOPMENT AND SCRUTINY PANEL

P4- P7 FREE MEALS AND EARLY LEARNING MEAL PROVISION

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to advise the Environment Policy Development and Scrutiny Panel of the council's plan to deliver the Scottish Government's phased extension of free school meals to all P4-P7 pupils, announced at the Scottish Government budget setting for 2021/22, and the provision of additional meals for nursery children as part of the Early Learning Expansion.

B. RECOMMENDATION

It is recommended that the Environment Policy Development and Scrutiny Panel:

1. Notes the phasing and implications for the expansion of the service.
2. Notes the funding implications, and the process for capital bids

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; being honest, open, and accountable; providing equality of opportunities; developing employees; making best use of our resources; working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	<p>On 8 March, the Cabinet Secretary for Finance agreed a deal with the Scottish Greens at Stage 3 of the 2021/22 Scottish Budget Bill that would introduce a phased expansion of universal free school meals for all primary pupils.</p> <p>The Children and Young People (Scotland) Act 2014 (no.1) Order 2019.</p> <p>A blueprint for 2020: the expansion of early learning and childcare (ELC) in Scotland</p>
III Implications for Scheme of Delegations to Officers	None
IV Impact on performance and performance Indicators	This will potentially impact on the average cost per meal, the average food cost per meal and percentage uptake KPI's.

V	Relevance to Single Outcome Agreement	Our children have the best start in life and are ready to succeed. People at risk are protected and supported to achieve improved life chances. We live longer, healthier lives and have decreased health inequalities.
VI	Resources - (Financial, Staffing and Property)	Scottish Government annualised revenue funding for P4-7 free school meals is estimated to be around £3.5 million. Annualised revenue costs of these meals are estimated to be £4.2 million and £3.5 million at 100% and 70% take up, respectively. The additional capital costs and associated Scottish Government funding for P4-7 free school meal provision is still being assessed. The annualised revenue cost of nursery meals is estimated to be £1.1 million – this will be funded from the previously committed Scottish Government nursery funding.
VII	Other consultations	Finance and Property Services, Education Services

D. TERMS OF REPORT

D.1 Background

The Scottish Government announced as part of the 2021/22 Scottish budget that they will provide free school meals for all P4-P7 children in addition to the existing free P1-3 provision. This is to be delivered on a phased basis with P4 in August 2021, P5 in January 2022, and P6 and P7 in August 2022. In addition to this, it was already planned as part of the Early Learning expansion that meals for nursery children would be provided by August 2020 however, the Scottish Government suspended the statutory duty due to the pandemic with implementation now effective also from August 2021.

D.2 Meal Numbers

In 2019/20 FM Services, catering provided 7,806 meals per day to primary school children. This is delivered to 78 primary and special school from 37 production kitchens. Food is transported to the 41 dining centre kitchens.

Current level of P1-7 Meals Provided Daily	7,806	(a)
Projected additional P4-7 Meals based on 70% uptake	6,238	
Less P4-7 meals currently produced	3,206	
Increase	3,032	
Addition of new nursery meals	1,867	
Total Additional Meals	4,899	(b)
Revised new daily meal production	12,705	(a + b)
Capacity Increase	63%	

The additional P4-P7 meals is based on an assumed uptake of 70% and the ELC nursery meals is based on uptake of 61% in line with current P1-P3 free school meal uptake.

D.3 Operational Changes

Site surveys have been undertaken by officers to review equipment, kitchen layout, storage capacities, dining room space, number of lunch sittings and any potential impact on the delivery of the statutory requirement of 2 hours of physical education (PE) per week. Consideration has also been given to where alteration of production and dining centre can be accommodated to alleviate sites under pressure. A review of all dining centre facilities is progressing.

Appendix 1 sets out detail of the initial findings from these surveys and indicative cost for equipment required. The costs need to be finalised after works have been specified and contracted.

D.4 Staffing

The service currently employs 170.5 FTE to deliver the current level of provision. Additional staffing resource will be required. Based on industry standards, production/serving is based on 12 meals per hour.

	Term Time	50 Week	Total
Additional Meals	3,206	1,867	5,073
Days per term	190	250	340
Total Meals	609,165	466,803	1,075,968
Productivity of 12 meals per hour	50,764	38,900	89,664
FTE	27	21	48
Cost	616,373	472,327	1,088,700

This equates to 48 FTE at a cost of £1.088m.

To secure staffing levels, it is proposed to offer additional hours to existing staff prior to commencing recruitment. For existing staff on fixed term contracts an exercise should be undertaken to offer these staff permanent posts to assist with job security and to enable them to plan and access financial products. When full delivery plans are concluded recruitment will commence on a phased basis to meet demand.

It should be noted that an additional complication to the provision of ELC meals is that they are required over 50 weeks per year. We propose to provide packed lunches only during non-term time and produce these from high school kitchens and transport to site. Therefore, 52 week recruitment to posts in high schools will be required.

A pilot offering ELC meals will be undertaken during June 2021 to gauge the uptake and to better inform operational requirements from August 2021. The implementation of new session times for 1140 hours from 19 April 2021 have children attending on:

Morning Session – 7.47am – 12.30pm
Afternoon Session – 12.30pm – 6.14pm
Two Full days – 8am – 6pm

D.5 Transport Costs

The impact on transport costs will be assessed once production and dining hall arrangements are at a more advanced stage, but it is not currently expected that these costs will be higher than current per meal levels.

D.6 Supplier Contracts

All procurement contracts are in place for food and disposables however work may be required with suppliers to increase frequency of deliveries due to shortage of storage space at some sites.

D.7 Capital Purchases / Works

From the schedule appended to this report equipment requirements have been detailed. These are required to enable production to be maximised. Also detailed is where construction work is required, this covers from kitchen reconfiguration to full kitchen refurbishments and new building needs. These plans need to be further developed and costs prepared to be submitted via the capital bid process when we are advised what this looks like.

Some small work and equipment installations could potentially be planned and delivered in summer 2021 with more major work required to be delivered by August 2022 and potential some mid-range work required for January 2022 to support the P5 roll out.

There are some potential risks to the delivery of this due to supply issues as a result of BREXIT in relation to building materials and electrical equipment.

D.8 Dining Capacity / PE Curricular Delivery

Dining room capacities and number of service times have also been considered and issues will be accommodated by additional / changed service times or different use of areas. Some sites will require additional space, and reviews are in place to identify where these are and how it can be provided.

Officers are also reviewing potential impact on the statutory requirement to provide 2 hours of physical education (PE) per child per week. Where schools have dual purpose halls and if additional dining sessions were to be required this would impact on ability to provide required PE sessions. Impact and potential resolutions are being assessed.

Appendix II gives a status update on where this review is currently and is planned that this will be concluded end June 2021.

D.9 Funding

D.9.1 Revenue funding – P4- P7 meals

The Scottish Government, Settlement and Distribution Group (SDG) have advised that the following funding will be provided for each P4-P7 primary school meal:

- £3.00 for additional meals.
- £2.57 for existing meals (takes account of an assumed current subsidy level of P4-P7 paid for primary school meals of £0.43/meal)

The council's average cost per primary school meal in 2019/20 (mainly pre-Covid) was £3.07 and its average paid for primary school meal subsidy was £0.89/meal giving a net amount of £2.26.

In addition, SDG has advised that, whilst they consider actual primary school take-up rates to be 75-80%, funding based on a primary school take-up rate of 100% will be provided at least initially with any excess to be available to assist with the as yet unknown costs or levels of actual take-up. We are assuming a primary school take-up rate of around 70% at present.

The council will receive additional funding from the Scottish Government, it will incur additional meal production and delivery costs and it will no longer receive income from paid for primary school meals. A high-level estimate of the annualised net impact of this at both 100% and 70% take-up rates is set out in Figure 1:

Primary 4-7 high-level annualised financial impact

	Cost/Loss Income £'m	Funding £'m	(Pressure)/Surplus £'m
100% Uptake	4.3	3.5	(0.7)
70% Uptake	3.2	3.5	0.3

D.9.2 Revenue Funding – Nursery Meals

Funding for nursery meals will be provided out of the overall settlement that the council has been provided with for the expansion of nursery provision. This is currently estimated to £2.50 per meal resulting in annualised funding/cost of £1.1 million.

D.9.3 Capital Funding – P4-P7 & Nursery Meals

As indicated in Section D.3, there will mostly likely be capital requirement associated with this expansion programme

The Scottish Government has advised that they recognise that there is the potential for there to be capital requirements associated with this expansion of free school meals provision, both in terms of production (kitchen) and dining hall facilities. This capital requirement is currently being considered by the Expansion of Universal Free School Meals Governance Programme Board that has been set up jointly by the Scottish Government and COSLA.

D.10 Next Steps

Work will progress to secure service delivery for August 2021 and detail of works will be developed and costed in advance of completion of capital bid business case.

E. CONCLUSION

Based on survey results and work done to date P4 and ELC meals in August 2021 will be deliverable with minimal work. Detailed plans have been developed for the expansion to P5 to P7 pupils.

F. BACKGROUND REFERENCES

Appendices/Attachments:

Appendix I – Requirements Schedule

Appendix II – Dining Capacity

- The Children and Young People (Scotland) Act 2014 (Modification) (No. 1) Order 2019
- 2021/22 Scottish Budget Bill
- A blueprint for 2020: the expansion of early learning and childcare (ELC) in Scotland

Contact Person: Jamie Fisher - Facilities and Support Services Manager

Jim Jack

Head of Operational Services

1 June 2021

Production Kitchen	RAG	Required	Equipment Qty & Item	Equipment Cost (Estimate)	Kitchen Reconfiguration	Kitchen Full Refurbishment	New Build Space	Other Considerations
Blackridge Primary School		Aug-21	1 x Combi 1 x Fryer	£11,000			Look at knocking down the partition walls to GP room (old gym hall) extend kitchen into current diningroom with GP room now becoming diningroom. Give the school some of current diningroom for storage, GP area. This will free space to put in a good size kitchen with Fridge and Freezer space.	
East Calder Primary School		Aug-21	2 x Additional Combi 1 x Double fryer Additional fridge / freezer space	£20,000	Cooking island needs looked at with some minor alterations - equipment spread out and new combi and fryer needed			Unit needs equipment to cope for August or will not be able to produce food required
Knightsridge Primary School		Aug-21	1 x Additional Combi 1 x Additional freezer - locate in store room 1 x new single fridge - locate outside office	£13,500				New gym hall
Our Lady of Lourdes Primary School		Aug-22	1 x replace steamer with combi oven	£9,000		Full kitchen refurb required		
Simpson Primary School		Aug-22						Look at options to extend into storerooms at sides of kitchen, build new storage on to current dual purpose hall or new hall
Toronto Primary School		Aug-22				Full kitchen refurb required		Dining room floor needs replaced
Armada Primary School		Aug-22	1 x Additional Combi 1 x Additional Freezer	£10,000	Remove wood sheving and replace Relocate veg prep sink to main kitchen to accommodate new freezer (needs power)			
Bankton Primary School		Aug-21	1 x Additonal combi over - move ranges	£9,000	Review fridge / freezer locations			
Boghall Primary School		Aug-21	1 x Double freezer (Need Power) 1 x Additional combi	£12,000				
Clifftmalloch Primary School		Aug-22	1 x Replace steamer with combi oven 1 x Replace single with double fryer	£11,000				
Deans Primary School		Aug-22	1 x Additional Combi New fryers	£11,000	Review cooking island - pices of equipment are disjointed. Cookers need relocationg as issue with access due to diswah area Walk in fridge needs removed			Staff facilities
Fallahill Primary School		Aug-22	1 x Single fryer 1x Replace Steamer with combi oven	£11,000	Reconfiguration work to fridge and freezer area New Counter			
Harrysmuir Primary School		Aug-22	1 x Additional Combi	£9,000				Consider fridge space
Linlithgow Primary School		Aug-21	1 x Replace single fryer with double 1 x replace steamer with full height combi	£22,500	Counter needs redesign with hotplate in middle Kitchen island required to have new steamer and fryer Extraction and dishwash needs reviewed			
Parkhead Primary School		Aug-22	1 x Replace Steamer with combi oven 1 x Replace single freezer with double	£11,000				
Southdale Primary School		Aug-22	1 x Additional Freezer (power needed)	£1,500				
Springfield Primary School		Aug-21	1 x Additional single freezer 1 x Additional combi	£10,500	Remove double sinks – move single to replace. Put double sink in dishwash and move Move mixer to corner at windows end of dishwash area Place freezer next to double door			
St Marys Primary School Bathgate		Aug-22	1 x Replacement mixer 2 x Replace steamer with combi oven	£21,000				Need cooking capacity as cannot change Balbardie into production unit
St Nicholas Primary School		Aug-22	1 x Additional combi 1 x Additional fryer	£11,000	Remove old walk in fridge Relocate supervisors office to fridge area Kitchen sink need removed to allow better fridge/freezer area (need power) More fridge / freezer space - long wall where supervisors office is currently.			

St Ninians Primary School		Aug-21	1 x Additional combi	£9,000				Item 17 Dining room floor needs replaced
Uphall Primary School		Aug-22	1 x Additional combi	£9,000	Replace on freezer with Double – have had difficulty in past with access due to being up several stairs – requires power moved			
Whittdale Primary School		Aug-22			Revise kitchen layout - vove mixer to side - 3 phased electrics to allow better work flow			
Williamston Primary School		Aug-22						Dining room floor and dishwash area needs reviewed. Relocate counter
Winchburgh Primary School		Aug-21	1 x Additional freezer 1 x Additional combi	£11,000	Remove and replace old large sinks -			Review locations of fridge's / freezers
Howden St Andrews Primary School			1 x Additional Combi	£9,000		WIP - 04/2021		Not part of current works
Kirkhill Primary School			No issues					
Meldrum Primary School			No issues					
Murrayfield Primary School			1 x Additional combi oven	£9,000		WIP - 04/2021		Work being done 2021 - oven still required
Peel Primary School			No issues					
Riverside Primary School			No issues					
St Anthony's Primary School			No issues					
St John Baptist Primary School			No issues					
St John Ogilvie Primary School			No issues					New Hall
St Joseph Primary School Whitburn			No issues					
St Marys Primary School Polbeth			No issues					
				£251,000				
Dining Centres	RAG		Equipment Qty & Item	Equipment Cost	Kitchen Reconfiguration	Kitchen Full Refurbishment	New Build Space	Other Considerations
Stoneyburn- 4		Jan-22			Turn back to Production unit	Full kitchen refurb required		This unit was requested to be reopened as production for nursery meals
Ormondean		Jan-22			Turn back to Production unit. Space back from school			Space needs to be given back from school use
Windyknoxe		Aug-22			Kitchen not adequate	Yes - needs more space	New Hall	Extension to kitchen required for nursery meals or if new hall the space from existing hall for production unit
Pumpherston		Aug-22						This was designed to be doubled in size and is now required
Broxburn Primary Due to high roll		Aug-21	New Counter in Diningroom 1 x single fridge 1 x undercounter freezer		kitchen counter will not cope with numbers	Needs to be considered to be production due to numbers.		Would require extension to school
Lowport		Aug-21	New Counter in Diningroom		New Counter in Diningroom Dishwasher moved to front area Back Area turned into storeroom			
Linlthgow Bridge		Aug-21	New Counter in Diningroom		Look at dishwash inlet and outlet			Kitchen is not functional
Bellsquarry		Aug-22			Kitchen not adequate	Yes - needs more space	New Hall	If new hall production kitchen can be configured in existing hall
Polkemmet		Aug-22				Full kitchen refurb required		
Mid Calder								Need to watch numbers
Balbardie – Due to high roll		Aug-22	2x single door fridges need to look at new counter, new hot cupboard in kitchen					no access to kitcen exsept through h reception- no access for direct deliveries
St Joseph Primary School Linlithgow		Aug-21	requires pass through dish washer					
Livingston Village		Aug-21	pass through dishwasher - Counter needs replaced, single door fridge					Site visits required
Kirknewton		Aug-21	single door fridge, undercounter freezer Pass through dishwasher hot cupboard look at servery					servery in hall
St Pauls		Aug-21			Counter needs to be looked at as small			
Bridgend		Aug-21	Pass through dish washer					
Seafeld		Aug-21	pass through dish washer - shelving for boxes					
Longridge		Aug-21	servery needs replaced - pass through dish washer - new floor					servery in hall
Our ladys		Aug-21	pass through dish washer - servery in and out- make store for school in diningroom					

Blackburn		Aug-21	pass through dishwasher - hall floor needs done					Item 17
Addiewell								remove old cookers and replace with benches. Large old kitchen but new counter.
Dedridge								Tables are new bench stlye and space saving
Letham					Remove wood cupboards and make good. Block up fridge			
Torphichan								
Dechmont								
St Columbas								
Westfield								
Woodmuir								
Greenrigg								

182 trading days	Dining Centre / Prod Kitchen	61% Uptake Nursery Meals August 2021	Total School	Total Dining Capacity	RAG Analysis
		1,867	10,428	12,706	
Addiewell Combined School	Dining	24	109	135	
Armada Primary School	Prod	51	236	290	
Balbardie Primary School	Dining	-	202	271	
Bankton Primary School	Prod	37	181	217	
Bathgate Early Years	Dining	43	43	43	
Bathgate West Nursery	Dining	33	33	33	
Bellsquarry Primary School	Dining	24	125	133	
Blackburn Primary School	Dining	-	61	80	
Blackridge Primary School	Prod	20	110	141	
Boghall Primary School	Prod	27	183	234	
Bridgend Primary School	Dining	15	56	70	
Broxburn Primary School	Dining	38	237	283	
Carmondean Primary School	Dining	35	223	275	
Calderwood		27	27	27	
Croftmalloch Primary School	Prod	32	144	178	
Deans Primary School	Prod	32	163	208	
Dechmont Infants Primary School	Dining	7	18	22	
Dedridge Primary School	Dining	-	118	165	
East Calder Primary School	Prod	49	226	251	
Eastertoun Primary School	Dining	31	194	232	
Eliburn Nursery	Dining	29	29	29	
Fallahill Primary School	Prod	24	117	153	
Glenview Niursery	Dining	27	27	27	
Greenrigg Primary School	Dining	22	80	91	
Harrismuir Primary School	Prod	-	216	285	
Holy Family Primary School	Prod	-	65	89	
Hopefield Nursery	Dining	32	32	32	
Howden St Andrews Primary School	Prod	22	183	233	
Inveralmond EYC	Dining	30	30	30	
Kirkhill Primary School	Prod	35	185	232	
Kirknewton Primary School	Dining	20	114	137	
Knightsridge Primary School	Prod	46	206	262	
Ladywell Nursery	Dining	43	43	43	
Letham Primary School	Dining	38	189	252	
Linlithgow Bridge Primary School	Dining	18	103	137	
Linlithgow Primary School	Prod	35	250	308	
Livingston Village Primary School	Dining	27	126	140	
Longridge Primary School	Dining	19	75	88	
Lowport Primary School	Dining	-	92	118	
Meldrum Primary School	Prod	-	95	118	
Mid Calder Primary School	Dining	29	131	146	
Murrayfield Primary School	Prod	35	172	230	
Our Lady of Lourdes Primary School	Prod	-	100	123	
Our Ladys Primary School	Dining	15	49	56	
Parkhead Primary School	Prod	34	189	233	
Peel Primary School	Prod	-	207	242	
Polkemmet Primary School	Dining	23	121	149	
Pumpherstoun and Uphall Station Primary School	Dining	29	132	158	
Riverside Primary School	Prod	31	183	227	
Seafeld Infant School	Dining	13	64	79	
Simpson Primary School	Prod	79	350	355	
Southdale Primary School	Prod	27	152	165	
Special - All Free - Beatlie School Campus	Dining	-	29	29	
Special - All Free - Cedarbank Primary School	Dining	-	42	42	
Special - All Free - Connolly School Campus	Dining	-	13	13	

182 trading days	Dining Centre / Prod Kitchen	61% Uptake Nursery Meals August 2021	Total School	Total Dining Capacity	RAG Analysis
Special - All Free - Ogilvie School Campus	Dining	-	85	85	
Special - All Free - Pinewood School	Dining	-	38	38	
Springfield Primary School	Prod	31	220	261	
St Anthonys Primary School	Prod	26	149	182	
St Columbas Primary School	Dining	24	105	134	
St John Baptist Primary School	Prod	28	118	147	
St John Ogilve Primary School	Prod	33	231	289	
St Joseph Primary School Linlithgow	Prod	-	71	92	
St Joseph Primary School Whitburn	Prod	24	157	198	
St Marys Primary School Bathgate	Prod	20	254	322	
St Marys Primary School Polbeth	Prod	31	149	215	
St Nicholas Primary School	Prod	41	252	293	
St Ninians Primary School	Prod	34	168	209	
St Pauls Primary School	Dining	20	114	133	
Stoneyburn Primary School	Dining	10	53	62	
Toronto Primary School	Prod	31	177	234	
Torphichen Primary School	Dining	5	40	62	
Uphall Primary School	Prod	28	168	204	
Westfield Primary School	Dining	7	40	56	
Whitdale Primary School	Prod	42	248	311	
Williamston Primary School	Prod	27	233	280	
Winchburgh Primary School	Prod	54	208	237	
Windyknowe Primary School	Dining	43	257	312	
Woodmuir Primary School	Dining	-	13	12	

Environment Policy, Development and Scrutiny Panel

Workplan 2021/2022

1.	Climate Change Communication	To update the panel on climate change communications, as agreed at a meeting of West Lothian Council on 17 March 2020. Report to be submitted to the PDSP on 30 March 2021	Peter Rogers	30 March 2021	No
2.	Challenges Faced by Service Areas	To update the Panel on the climate change challenges likely to be faced by service areas, as agreed at a meeting of West Lothian Council on 17 March 2020. Report to be submitted to the PDSP on 30 March 2021	Peter Rogers	30 March 2021	No
3.	Draft Heat in Buildings Strategy Consultation Response	The purpose of this report is to inform the Panel of the Scottish Government's consultation on the Draft Heat in Buildings Strategy and present a proposed response for consideration. Report to be submitted to the PDSP on 30 March 2021	Peter Rogers	30 March 2021	Yes
4.	West Lothian Council Proposed Signing of the 'Edinburgh Process' Declaration on Biodiversity	The purpose of the report is to make the panel aware of the Edinburgh Process Declaration on Biodiversity that is intended to set out the aspirations and commitments of the Scottish Government, Edinburgh Process Partners, and the wider sub-national constituency of the Convention on Biological Diversity (CBD), in delivering for nature over the coming decade. In recognition of the key role that Local Authorities play in delivering biodiversity protection the Declaration is open for signing by parties working at the local level. Report to be submitted to the PDSP on 30 March 2021	Chris Alcorn	30 March 2021	Yes

5.	National Highways and Transport Customer Satisfaction Survey 2020	The purpose of this report is to inform the panel of the National Highways and Transport Network Public Satisfaction Survey results for 2020. Report to be submitted to the PDSP on 30 March 2021	Graeme Malcolm	30 March 2021	No
6.	Road Asset Management & Performance Update – 2019/20	The purpose of this report is to invite the Environment PDSP to scrutinise road asset management and the performance of assets for 2019/20 in relation to Roads, Structures, Street Lighting and Water Related Infrastructure within the context of the Corporate Asset Management Plan. Report to be submitted to the PDSP on 30 March 2021	Graeme Malcolm	30 March 2021	No
7.	Strategic Transport Projects Review Update and Phase 1 Recommendations	The purpose of this report is to inform the Panel of the publication of Transport Scotland's Strategic Transport Projects Review 2 (STPR2) update and Phase 1 recommendations. Report to be submitted to the PDSP on 30 March 2021	Graeme Malcolm	30 March 2021	No
8.	Smarter Choices Smarter Places Funding 2021/22	The purpose of this report is to inform the Panel of funding provision for active travel related schemes through Smarter Choices Smarter Places (SCSP). Report to be submitted to the PDSP on 30 March 2021	Graeme Malcolm/Ronnie Fisher	30 March 2021	Yes
9.	Environment PDSP Performance Report – Quarter 3	To report the current levels of performance for all indicators which are the responsibility of the Environment Policy Development and Scrutiny Panel Report to be submitted to the PDSP on 30 March 2021	Jim Jack	30 March 2021	No
10.	Maintenance of Open Spaces, Trees and Shelterbelts in Development Areas	To provide the Panel with an update on the maintenance of open spaces and shelterbelt trees in Springfield, Linlithgow; including providing an update on the areas the council maintains that may not be owned by the council or where the maintenance responsibility has not been transferred or taken over by the council Report to be submitted to the PDSP on 30 March 2021	Andy Johnston	30 March 2021	No

11.	Operational Services Management Plan 2021/22	To advise the panel of the purpose, scope and content of the Operational Services Management Plan for 2021/22 Report to be submitted to the PDSP on 1 June 2021	Jim Jack	1 June 2021	No
12.	Environment PDSP Performance Scorecard Report – Full Year (Q1 – Q4)	To report the current levels of performance for all indicators which are the responsibility of the Environment Policy Development and Scrutiny Panel. Report to be submitted to the PDSP on 1 June 2021	Jim Jack	1 June 2021	No
13.	West Lothian Climate Change Emergency Fund – Carbon Sequestration Projects	The purpose of the report is to make the panel aware of proposed 'Climate Emergency' projects and to consider the projects recommended for funding from the Council's Climate Emergency project fund. The report also details discussions with The Green Action Trust (GAT) and the Edinburgh & Lothians Greenspace Trust (E&LGT) about project delivery. Report to be submitted to the PDSP on 1 June 2021	Chris Alcorn	1 June 2021	Yes
14.	Food Growing Strategy 2020 - 2025	The purpose of this report is to make the panel aware of the content of the new Food Growing Strategy for the period 2020-2025 and to highlight to the panel the plans for the document going forward. Report to be submitted to the PDSP on 1 June 2021	David Cullen/Becky Plunkett	1 June 2021	Yes
15.	Food Service Plan 2021/22	The purpose of this report is to make the panel aware of the Food Service Plan 2021/2022 and the obligation upon the council to approve an annual Food Service Plan. Report to be submitted to the PDSP on 1 June 2021	Craig Smith	1 June 2021	Yes
16.	Health and Safety Service Plan 2021/22	The purpose of this report is to make the panel aware of the Health and Safety Service Plan 2021/2022 and the obligation upon the council to approve an annual health and safety service plan. Report to be submitted to the PDSP on 1 June 2021	Craig Smith	1 June 2021	Yes

17.	Planning, Economic Development and Regeneration Management Plan 2021/22	<p>The purpose of the report is to make the panel aware of the Planning, Economic Development and Regeneration Management Plan 2021/22.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	Craig McCorriston/ Craig Smith	1 June 2021	No
18.	Litter Policy and Litter Bin Plan	<p>The purpose of the report is to inform members of the panel of the details of the proposed Litter Bin Plan for West Lothian Council that will provide criteria for the type, size and location of litter bins across the area and to seek support for its inclusion in the council's Litter Policy.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	Andy Johnston	1 June 2021	Yes
19.	Request for A 30mph Speed Limit on The B8046 Westfield Road, The B792 Slackend And Cathlaw Lane In Torphichen (Interim Report)	<p>The purpose of this report is to inform the Panel of a deputation which has been remitted to the Environment PDSP from the West Lothian Council meeting on 26th January 2021. The deputation is seeking for the existing 40mph speed limits on the B8047 Westfield Road, the B792 Slackend and Cathlaw Lane to be reduced to 30mph.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	Graeme Malcolm/Gordon Brown	1 June 2021	Yes
20.	2021-2022 Road's Accident Investigation & Prevention Programme	<p>The purpose of this report is to seek approval for the list of proposed prioritised casualty reduction schemes for the 2020/21 programme.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	Gordon Brown	1 June 2021	Yes
21.	Sharing in The Maintenance of Sustainable Drainage Systems	<p>The purpose of this report is to update the Panel on dialogue that has taken place with Scottish Water officials in respect of the proposed collaborative agreement, in the form of a Memorandum of Understanding (MoU), to share in the maintenance of above ground sustainable drainage systems, which treat and attenuate road drainage and surface water from the roofs and curtilage of future residential properties.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	Graeme Hedger	1 June 2021	Yes

22.	Wastewater Treatment in the Almond Valley	<p>The purpose of this report is to inform the Panel about wastewater treatment practices in the Almond valley, the heightened public awareness of discharges from combined sewer overflows, the establishment of an officers' working group and the formation of a pressure group and campaigns, which, together, aim to drive-up the quality of the River Almond and its tributaries.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	Graeme Hedger	1 June 2021	Yes
23.	P4- P7 Free Meals and Early Learning Meal Provision	<p>The purpose of this report is to advise the Environment Policy Development and Scrutiny Panel of the council's plan to deliver the Scottish Government's phased extension of free school meals to all P4-P7 pupils, announced at the Scottish Government budget setting for 2021/22, and the provision of additional meals for nursery children as part of the Early Learning Expansion.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	Jamie Fisher	1 June 2021	No
24.	West Lothian Respectful Funeral	Report to be submitted to the PDSP on 14 September 2021	David Cullen	14 September 2021	
25.	Broxburn Flood Protection Scheme - Property Level Protection	<p>Report to advise the Panel of the progress being made delivering property-level protection</p> <p>Report to be submitted to the PDSP on 14 September 2021</p>	Shona Collins	14 September 2021	Yes. Info only
26.	Pentland Hills Regional Park – funding 2021/22 & updated Minute of Agreement	<p>Report to the panel to advise on the requested from City of Edinburgh Council as management organisation for PHRP and the revision and proposed update of the Minute of Agreement between CEC and Midlothian Council to operate the Regional Park.</p> <p>Report to be submitted to the PDSP on 9 November 2021</p>	Chris Alcorn	9 November 2021	Yes

27.	Licensing of Sexual Entertainment Venues	Report to advise the panel of the outcome of public and stakeholder consultation regarding whether West Lothian should introduce an SEV licensing scheme and to seek comments on proposals	Audrey Watson	To be confirmed	Yes
28.	Hire Car Licensing	Report to advise the panel of the outcome of public and stakeholder consultation regarding the proposed review of the hire car licensing scheme and to seek comments on priorities for the review	Audrey Watson	To be confirmed	Yes
29.	Contaminated Land Supplementary Guidance, including the Contaminated Land Inspection Strategy	The purpose of this report is to advise the panel of preparation of Supplementary Guidance (SG) on contaminated land in support of the West Lothian Local Development Plan (LDP) and a contaminated land inspection strategy.	Fiona McBrierty	To be confirmed	Yes
30.	Reservoir Safety	Report to advise the Panel of the measures being taken to ensure the safety of Beecraigs Reservoir in the context of ageing infrastructure, a changing climate and recent dam failures elsewhere in the UK	Graeme Hedger	To be confirmed	Yes. Info only

Jim Jack
Head of Operational Services
1 June 2021

DATA LABEL: PUBLIC



ENVIRONMENT POLICY DEVELOPMENT SCRUTINY PANEL

RECYCLING & WASTE SERVICES COLLECTION SECTION SHIFT PATTERN CHANGES

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

To request that the proposal to initiate the delivery of efficiency savings of £320,000 through changing the current shift working arrangements within the collection section of Recycling & Waste Services is presented to the next available Council Executive for approval. The proposed change permits an increase in the utilisation of the vehicle assets whilst retaining the overall staffing complement and productive hours for service delivery over a 7 day period from the Brown Bin Collection section. This then allows the service to prepare for the delivery of further efficiencies at the point at which Twin Stream Recycling could be rolled out for Residual and Recyclate collections to reduce the number of public facing changes. This saving was an approved budget measure following the Transforming Your Council (TYC) process and is phased for introduction in 2021/2022.

B. RECOMMENDATION

It is recommended that the Panel:

1. Notes the customer journey and changes within the service to date.
2. Notes proposals and the approach.
3. Notes the phasing which takes into consideration the public and staff engagement required for a wholesale change of the collection scheduling.
4. Notes the officer's intention for a paper on the proposal to be submitted to the next available Council Executive for approval.

C. SUMMARY OF IMPLICATIONS

- | | |
|---|--|
| I Council Values | <ul style="list-style-type: none">• Focusing on customer needs• Being honest, open and accountable• Making best use of our resources |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | <p>The proposal to change the collection shift patterns does not have any direct policy, legal or equalities issues. This type of service is in place within a number of other Scottish Local Authorities and recognition of areas which may be harder to access at weekends is considered when building routes.</p> |

III	Implications for Scheme of Delegations to Officers	None.
IV	Impact on performance and performance Indicators	Decrease in the cost of collection per household due to the reduction of vehicles required to perform the collection service.
V	Relevance to Single Outcome Agreement	SOA 8 – We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.
VI	Resources - (Financial, Staffing and Property)	Due to the requirement to work over a 7 day period on rotating/alternating shifts there is a potential for an increase in staffing costs due to the level of shift allowance attracted by the potential patterns required to deliver the reduction in vehicle numbers.
VII	Consideration at PDSP	Environment PDSP Report 30 th October 2018: Recycling & Waste Services – Service Review Environment PDSP Report 15 th September 2020: Transforming Your Council: Recycling & Waste Services Collection Section shift changes and road end collections
VIII	Other consultations	Financial Management Unit Transforming Your Council public consultation Full Council – Budget Setting 28 th February 2020 Full Council – Budget Setting 25 th February 2021

D. TERMS OF REPORT

D.1 INTRODUCTION

D.1.1 Customer journey

Recycling & Waste Services customers have seen significant changes to their collection service and recycling services over the past 6 years. The service has had to introduce changes in order to comply with legislation, such as the Waste (Scotland) Regulations 2012, and in order to deliver operational savings through the Delivering Better Outcomes and Transforming Your Council process.

Customers have experienced changes to their service from the original paper and card collections through to the introduction of the alternate weekly service via the blue bin, in 2004. The introduction of brown bin recycling in 2003 and in 2013 the start of the Food Waste Collection Service introduced further streams from which the separation of recyclable materials could be achieved. This culminated in 2014 with the full roll out of the Food Waste Collection Service and the acceptance of additional materials within the blue recycling bin. In 2016 the service then optimised all collection routes, which involved day changes for the majority of residents and introduced a smaller 140 litre residual waste bin. In 2017/2018 changes occurred at the recycling centres through the introduction of

reduced, seasonal, hours and the closure of the Deans Recycling Centre. These changes were then followed in 2019 by a further reduction of 3/5ths of the opening hours across the remaining 5 sites, before being reinstated in June 2020. External commercial waste collections were also stopped in 2019 and towards the end of the year householders were moved onto the Food & Garden co-mingled service which saw around 80,000 households having their original Brown Bin or Food collection days changed at the time of service introduction. The impact on these service introductions on the recycling rate is highlighted in the following table.

Year	Change introduced	Recycling Rate
2000/2001	Baseline	4.0%
2004/2005	Original Blue Bin and Brown Bins	17.9%
2005/2006	Continued roll out of Blue and Brown Bins	27.0%
2008/2009	Full coverage of Blue & Brown Bins	41.8%
2013	Food Waste (design phase)	44.3%
2014	Food Waste (partial roll out)	45.4%
2016	140l Bin Roll (partial roll out)	48.5%
2017	Full roll out of 140l bins New residual treatment contract	61.3%
2018	Stable household service	65.2%
2019	Removal of commercial services Introduction of Food & Garden Collections Reduction in Recycling Centre hours	58.2%
2020	Increase in Recycling Centre hours and access Increase Waste Arisings due to COVID and increased contamination	TBC
2021	Shift working changes in Collection Road End Collections	
2022	Twin Stream Recycling	

The changes planned for shift working and twin stream recycling will affect all householders in West Lothian. The shift working proposal contained within this paper will result in householder's collection days changing as the working week is extended to 7 days, improving operational efficiency, initially for Brown Bins and then for the other recyclable materials when twin stream recycling is scheduled to start. Twin stream recycling will see the council align its household recycling collections with the National Charter for Household Recycling and the likely collection methods required to comply with Extended Producer Responsibility funding from 2023 onwards.

D.1.2 Proposed collection changes and staff engagement

The use of 7 day working, in order to improve utilisation and efficiency, is in place within: East Dunbartonshire, Glasgow City, North Lanarkshire, Perth & Kinross, Renfrewshire and Stirling Council. Of these authorities three use a rotating 4 on 4 off pattern, two use a 7 over 14 pattern and one use a fixed shift approach. The use of 7 day working allows routes to be planned to ensure that areas where accessibility may be an issue at the weekend, such as new build housing developments, are collected during the week with more rural and easily accessible areas collected at the weekend.

The proposal to move to a 7 day working pattern allows the service to reduce the number of frontline vehicles that it requires for any given day whilst retaining the employee numbers required to undertake statutory collections.

The Transforming Your Council proposal has always been based upon moving to a shift pattern to provide 7 day a week coverage and allowing a significant reduction in vehicle numbers to deliver the proposed saving. The pattern and approach were noted in the service restructure business case of January 2014 and as part of a Delivering Better Outcomes related saving proposals the following year.

The shift pattern changes, as noted at the Environment PDSP on 15th September 2020, were subject to an indicative ballot by the GMB which resulted in members rejecting the proposal by 2/3rd to 1/3rd, for a pattern similar to that currently worked within the Waste Disposal section. As a result of this ballot the service consulted with all staff members on an alternative proposal which involved the changing of working patterns to being on one of three fixed shifts. This change would constitute a Terms & Conditions change and in order to implement this change staff would have to voluntarily change their contract to suit the new shift pattern. An indicative survey was carried out by the service in November 2020 which showed that there were enough staff, on first preference, to enable the shift pattern changes to be made for Brown Bin Collections, delivering around one third of the overall saving approved. The financial impact on staff of this alternative pattern, shown below, would be a positive one as the contractual overtime payable for those working on Shift A & Shift B offsets the loss of the shift allowance currently paid. The same is true for those working on Shift C due to the payment of enhanced rates for working the portion of their shifts at the weekend.

Proposed Pattern	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Hours per week
Shift A	9.5	9.5	9.5	9.5				38
Shift B		9.5	9.5	9.5	9.5			38
Shift C	9.5				9.5	6	6	31

Traditionally this section have had one single set of working hours without the opportunity to work different patterns. These shift patterns, provide the workforce with the opportunity to move onto a pattern that may better fit their own personal circumstances whilst delivering the first part of the efficiency savings required.

D.2 IMPLEMENTATION PLAN

The change proposed would be implemented at the end of November 2021, considering the potential approval date of the 22nd June 2021 at Council Executive and the need for a minimum of 12 weeks notice to enact the change and print/distribute calendars and a further 4 weeks to design and model the new routes on this fixed shift pattern. This timing ties in with the reduction of volumes in Brown Bin materials and is outside of the peak holiday periods which is ideal for implementing such a change.

The change would result in full year equivalent savings of £115,000.

This is as a result of the reduction of 3 frontline vehicles offset against a slight increase in staff pay as a result of working contractual overtime for the fixed shifts during the week and weekend enhancements for the Friday to Monday shift.

As the service have been utilising a number of long-term hire vehicles, pending the implementation of these changes, there are no lease buyout costs associated with this implementation plan.

As the Brown Bins operate as a separate route set, this change does not affect the blue and grey bin collection at this time. The remainder of the Transforming Your Council saving related to shift patterns could be achieved at the same time as implementing Twin Stream Recycling in order to minimise the number of different changes to public facing services. This timing, for twin stream recycling, also supports a bid for funding from the Scottish Government to provide the containers and roll out resources for the project as it will align both the collection system and shift patterns with best practice noted within the National Charter for Household Recycling, which form part of the assessment criteria for bids.

The implementation timeline for the shift pattern changes for Brown Bin collections is shown in the following table

Task	Action Date
Shift Proposals & Twin Stream Recycling Paper to Environment PDSP	1 st June 2021
Consultation with employees and seeking volunteers to move to the proposed pattern (require 34 headcount, 11x Band E, 22x Band C and 1x Band F)	2 nd – 11 th June 2021
Volunteer returns checked	18 th June 2021
Shift Pattern Paper, Road End Collection Paper & Twin Stream Recycling Paper to Council Executive	22 nd June 2021
If sufficient number of staff volunteer to moves shifts & Council Exec approval gained, notice period letters issued	23 rd June 2021
Rerouting and planning for pattern changes	22 nd June – 30 th July
Calendars printed and collated	4 th October 2021
Calendars issued (4 weeks post printing)	1 st November 2021
COLLECTION STARTS New collection schedule starts 18 weeks after notice letters issued	29 th November 2021

The financial calculations and staffing detail behind the changes proposed are shown in Appendix 1 of the report.

There are also one off costs associated with such a proposed change. The requirement to issue calendars and undertake the standard engagement process for a major service change which incurs a cost of £45,000 for printed calendars and £5,000 for on line look up system amendments, totalling £50,000.

E. CONCLUSION

The proposed measures will enable the service to work towards a logical and deliverable approach to delivering the approved savings target set under Transforming Your Council of £320,000 through improving the utilisation of the existing vehicle fleet. The measures are in keeping with those implemented in other Scottish Local Authorities. The key to delivering the approved savings is the change to working patterns for the existing workforce.

The approach allows these first steps in delivering the approved savings being made in a manner that takes account of the seasonal variations in tonnage, takes account of the ability to seek funding from the Recycling Improvement Fund and aims minimise the number of

public facing changes in advance of the planned roll out of twin stream recycling during 2022.

Following the timeline proposed provides the greatest opportunity to ensure the success of this project and to capture the longer-term recurring revenue savings derived from the changes made.

These changes will help the council to ensure its services are aligned with the National Charter for Household Recycling, provide a stepping stone to the full section to be moved to efficient shift patterns and therefore meet the likely service delivery models for the introduction of Extended Producer Responsibility. Doing so reduces the risk of cost pressure, through operating inefficient methods of operating and provides employees with an alternative working pattern which may better suit their own personal circumstances whilst continuing to deliver efficient and effective services for the residents of West Lothian.

F. BACKGROUND REFERENCES

Environment PDSP Report 29th October 2015: Sustainable Collection Service

Environment PDSP Report 30th October 2018: Recycling & Waste Services – Service Review

Council Executive Report of 13th November 2018: Recycling & Waste Services – Service Review

Full Council Report 13th February 2018: Revenue Budget

Full Council Report 28^h February 2020: Revenue Budget

Full Council Report 25th February 2021: Revenue Budget

Environment PDSP Report 15th September 2020: Transforming Your Council: Recycling & Waste Services Collection Section shift changes and road end collections

Appendices/Attachments:

Appendix 1: Detailed costings

Appendix 2: Illustrated example work pattern

Appendix 3: Work pattern examples used in other Scottish Local Authorities

Contact Person: Jim Jack, Head of Operational Services, 01506 284465, jim.jack@westlothian.gov.uk

Jim Jack
Head of Operational Services
1st June 2021

Appendix 1: - Detailed costings for operating the three fixed shift patterns

Current pattern	Top of Band Basic	Hourly Rate	7.5% Shift Allowance	Salary
Band C	£19,408.59	£10.34	£1,456	£20,864
Band E	£26,015.77	£13.86	£1,951	£27,967
Band F	£30,088.95	£16.03	£2,257	£32,346

Proposed Shift A or B	Top of Band Basic	Hourly Rate	Contractual OT (2hrs per week)	Salary
Band C	£19,408.59	£10.34	£1,617	£21,026
Band E	£26,015.77	£13.86	£2,168	£28,184
Band F	£30,088.95	£16.03	£2,507	£32,596

Proposed Shift C	Top of Band Basic	Hourly Rate	Plain Time (9.5hrs M & F)	Saturday +0.5 time 0700-1300	Sunday +1.0 time 1100-1700	Salary
Band C	£19,408.59	£10.34	£10,243	£4,852	£6,470	£21,565
Band E	£26,015.77	£13.86	£13,731	£6,504	£8,672	£28,906
Band F	£30,088.95	£16.03	£15,880	£7,522	£10,030	£33,432

Salary Comparison Shift A & B	Current Salary	Proposed Salary	Difference
Band C	£20,864	£21,026	£162
Band E	£27,967	£28,184	£217
Band F	£32,346	£32,596	£251

Salary Comparison Shift C	Current Salary	Proposed Salary	Difference
Band C	£20,864	£21,565	£701
Band E	£27,967	£28,906	£939
Band F	£32,346	£33,432	£1,087

Current Brown Bin Staffing Levels	Number of Staff	Current Cost
Band C	22	£459,013
Band E	11	£307,636
Squad Leader	1	£32,346
TOTAL	34	£798,995

Proposed Staffing Levels	Shift A & B	Shift C	Total	Alternative Proposal Cost
Band C	14	8	22	£466,884
Band E	7	4	11	£312,912
Squad Leader		1	1	£33,432
TOTAL	21	13	34	£813,228

Collection Vehicle Types	Current	Post Shift Change	Vehicle Reduction
26T	7	5	2
18T	1	1	0
Cover	2	1	1
Total	10	7	3

Lease charges and maintenance costs (£28,475.52 (lease), £615 (RFL), £14,000 (maintenance))

Vehicle Budget Saving	-£129,272
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Additional Salary Cost	+£14,233
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NET Saving	-£115,039
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Appendix 2:- Illustrated example work pattern

Proposed Pattern	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Hours per week
Shift A	9.5	9.5	9.5	9.5				38
Shift B		9.5	9.5	9.5	9.5			38
Shift C	9.5				9.5	6	6	31

Employees are allocated to a particular shift. This shift does not change and is fixed. If you are allocated Shift A, you would always work Monday to Thursday.

Appendix 3: - Shift Pattern Benchmarking

There are a number of different patterns currently operating across Scotland, with respect to collection activities. The use of 7 day working, in order to improve utilisation and efficiency, is in place within: East Dunbartonshire, Glasgow City, North Lanarkshire, Perth & Kinross, Renfrewshire and Stirling Council. Of these authorities three use a rotating 4 on 4 off pattern, two use a 7 over 14 pattern and one use a fixed shift approach. The use of 7 day working allows routes to be planned to ensure that areas where accessibility may be an issue at the weekend, such as new build housing developments, are collected during the week with more rural and easily accessible areas collected at the weekend.

The proposal to move to a 7 day working pattern allows the service to reduce the number of frontline vehicles that it requires for any given day to have sufficient coverage for collection operations and cover vehicles for servicing and repair whilst retaining the employee numbers required to undertake statutory collections.

The Transforming Your Council proposal has always been based upon moving to a shift pattern to provide 7 day a week coverage and allowing a significant reduction in vehicle numbers to deliver the proposed saving. The pattern and approach were noted in the service restructure business case of January 2014 and as part of a Delivering Better Outcomes related saving proposals the following year, which at the time was rephased due to view that it was a terms and conditions change rather than a straight working pattern change.

The patterns shown have the associated vehicle reduction noted if rolled out across all collection services.

Permutations

1 – Fife Pattern (Double shift)

The staffing pattern is shown in the following table.

Crews	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Hours
Shift A	0600-1400	0600-1400	0600-1400	0600-1400	0600-1400	-	-	36
Shift B	1400-2200	1400-2200	1400-2200	1400-2200	1400-2200	-	-	36

*assumes 45 minutes of breaks per shift to account for drivers hours/working time directive

This pattern would attract potentially attract antisocial hours payments which could be in the form of a shift allowance (Green Book) or enhancement (Red Book). The pattern is the same week in, week out.

The implications on vehicle utilisation are shown in the following table.

Collection Stream	Crews	Vehicles	Vehicle Operating Hours per week	Vehicle Utilisation
Grey/Blue	18	9	648	48%
Brown/Food	8	4	288	48%
Total	26	13	936	48%

There is a reduction of 13 frontline vehicles from the current position.

2 – West Lothian Disposal Section Pattern (4 on, 5 off, 5 on, 4 off)

The staffing pattern is shown in the following table.

Day	Shift A	Shift B
Monday	0700 – 1745	
Tuesday	0700 – 1745	
Wednesday	0700 – 1745	
Thursday	0700 – 1745	
Friday		0700 – 1745
Saturday		0700 – 1745
Sunday		0700 – 1745
Monday		0700 – 1745
Tuesday		0700 – 1745
Wednesday	0700 – 1745	
Thursday	0700 – 1745	
Friday	0700 – 1745	
Saturday	0700 – 1745	
Sunday	0700 – 1745	
Monday		0700 – 1745
Tuesday		0700 – 1745
Wednesday		0700 – 1745
Thursday		0700 – 1745
Friday	0700 – 1745	
Saturday	0700 – 1745	
Sunday	0700 – 1745	
Monday	0700 – 1745	
Tuesday	0700 – 1745	
Wednesday		0700 – 1745
Thursday		0700 – 1745
Friday		0700 – 1745
Saturday		0700 – 1745
Sunday		0700 – 1745
Monday	0700 – 1745	
Tuesday	0700 – 1745	
Wednesday	0700 – 1745	
Thursday	0700 – 1745	
Friday		0700 – 1745
Saturday		0700 – 1745
Sunday		0700 – 1745

*assumes 45 minutes of breaks per shift to account for drivers hours/working time directive

This pattern would attract 12.5% shift allowance payments. The pattern rotates on a 4 weekly basis with 2 full weekends off in any 4 week period.

The implications on vehicle utilisation are shown in the following table.

Collection Stream	Crews	Vehicles	Hours per week	Vehicle Utilisation
Grey/Blue	18	9	648	48%
Brown/Food	8	4	288	48%
Total	26	13	936	48%

There is a reduction of 13 frontline vehicles from the current position.

3 – Glasgow Pattern (Rolling 4 day shift)

The staffing pattern is shown in the following table.

Day	Shift A	Shift B
Monday	0700 – 1745	
Tuesday	0700 – 1745	
Wednesday	0700 – 1745	
Thursday	0700 – 1745	
Friday		0700 – 1745
Saturday		0700 – 1745
Sunday		0700 – 1745
Monday		0700 – 1745
Tuesday	0700 – 1745	
Wednesday	0700 – 1745	
Thursday	0700 – 1745	
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Sunday		0700 – 1745

*assumes 45 minutes of breaks per shift to account for drivers hours/working time directive

This pattern would attract 12.5% shift allowance payments. The pattern rotates on an 8 weekly cycle which involves working a weekend day for 5 weeks in a row before having 3 weekends off.

The implications on vehicle utilisation are shown in the following table.

Collection Stream	Crews	Vehicles	Hours per week	Vehicle Utilisation
Grey/Blue	18	9	648	48%
Brown/Food	8	4	288	48%
Total	26	13	936	48%

There is reduction of 13 frontline vehicles from the current position.

4 – Perth & Kinross Pattern (3 fixed shifts)

The staffing pattern is shown in the following table.

Crews	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Total Hours
Shift A	0700-1705	0700-1705	0700-1705	0700-1705	-	-	-	36 + (2.33 Contractual Overtime)
Shift B	-	0700-1705	0700-1705	0700-1705	0700-1705	-	-	36 + (2.33 Contractual Overtime)
Shift C	0700-1705	-	-	-	0700-1705	0700-1705	0700-1705	36 + (2.33 Contractual Overtime)

*assumes 30 minutes of breaks per shift to account for drivers hours/working time directive

This pattern would attract no shift payments but does attract Contractual Overtime of 2.33 hours per week. The pattern is the same week in, week out.

The implications on vehicle utilisation are shown in the following table.

Collection Stream	Crews	Vehicles	Vehicle Operating Hours per week	Vehicle Utilisation
Grey/Blue	18	12	648	34%
Brown/Food	8	6	288	34%
Total	26	18	936	34%

There is a reduction of 8 frontline vehicles from the current position.

DATA LABEL: PUBLIC



ENVIRONMENT POLICY DEVELOPMENT SCRUTINY PANEL

RECYCLING & WASTE SERVICES: TWIN STREAM RECYCLING

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

To request that the proposal to implement a Twin Stream recyclable material collection service to deliver efficiency savings of £727,000 is presented to the next available Council Executive for approval.

The proposed change to collection methods would see West Lothian Council align its collection services with the National Charter for Household Recycling and associated Code of Practice. This ensures that the council is best placed to improve the current recycling performance and presentation issues, to provide environmental and economic benefits. This saving was an approved budget measure following the Transforming Your Council (TYC) process and is currently phased for introduction in 2022/2023.

B. RECOMMENDATION

It is recommended that the Panel:

1. Notes the customer journey and changes within the service to date.
2. Notes proposals and the approach.
3. Notes the phasing which takes into consideration the public engagement, funding opportunities and the optimum time to roll out a new service.
4. Notes officer's intention for the proposal to be submitted to the next available Council Executive for consideration.

C. SUMMARY OF IMPLICATIONS

I Council Values

- Focusing on customer needs
- Being honest, open and accountable
- Making best use of our resources

II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)

The proposal to change the dry recyclable collection from a fully mixed stream to twin stream does not have any direct policy, legal or equalities issues. This type of service is in place within a number of other Scottish Local Authorities and is recognised as being one of the accepted collection methods to align with the National Charter for Household Recycling, helping West Lothian and

Scotland as a whole in meeting its Climate Change and other related environmental objectives.

III	Implications for Scheme of Delegations to Officers	None.
IV	Impact on performance and performance Indicators	Decrease in the cost of disposal per household due to the reduction in processing cost through separating materials and aiming to reduce contamination.
V	Relevance to Single Outcome Agreement	SOA 8 – We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.
VI	Resources - (Financial, Staffing and Property)	Nil.
VII	Consideration at PDSP	Environment PDSP Report 30 th October 2018: Recycling & Waste Services – Service Review
VIII	Other consultations	Financial Management Unit Transforming Your Council public consultation Full Council – Budget Setting 28 th February 2020 Full Council – Budget Setting 25 th February 2021

D. TERMS OF REPORT

D.1 INTRODUCTION

D1.1 Customer journey

Recycling & Waste Services customers have seen significant changes to their collection service and recycling services over the past 6 years. The service has had to introduce changes in order to comply with legislation, such as the Waste (Scotland) Regulations 2012, and in order to deliver operational savings through the Delivering Better Outcomes and Transforming Your Council process.

Customers have experienced changes to their service from the original paper and card collections through to the introduction of the alternate weekly service via the blue bin, in 2004. The introduction of brown bin recycling in 2003 and in 2013 the start of the Food Waste Collection Service introduced further streams from which the separation of recyclable materials could be achieved. This culminated in 2014 with the full roll out of the Food Waste Collection Service and the acceptance of additional materials within the blue recycling bin. In 2016 the service then optimised all collection routes, which involved day changes for the majority of residents and introduced a smaller 140 litre residual waste bin. In 2017/2018 changes occurred at the recycling centres through the introduction of reduced, seasonal, hours and the closure of the Deans Recycling Centre. These changes were then followed in 2019 by a further reduction of 3/5ths of the opening hours across the remaining 5 sites, before being reinstated in June 2020. External commercial waste collections were also stopped in 2019 and towards the end of the year householders were moved onto the Food & Garden co-mingled service which saw around 80,000 households having their original Brown Bin or Food collection days changed at the time of service

introduction. The impact on these service introductions on the recycling rate is highlighted in the following table.

Year	Change introduced	Recycling Rate
2000/2001	Baseline	4.0%
2004/2005	Blue Bin and Brown Bins	17.9%
2005/2006	Continued roll out of Blue and Brown Bins	27.0%
2008/2009	Full coverage of Blue & Brown Bins	41.8%
2013	Food Waste (design phase)	44.3%
2014	Food Waste (partial roll out)	45.4%
2016	140l Bin Roll (partial roll out)	48.5%
2017	Full roll out of 140l bins New residual treatment contract	61.3%
2018	Stable household service	65.2%
2019	Removal of commercial services Introduction of Food & Garden Collections Reduction in Recycling Centre hours	58.2%
2020	Increase in Recycling Centre hours and access Increase Waste Arisings due to COVID and increased contamination	TBC
2021	Shift working changes in Collection (Brown Bin collection teams) Road End Collections	
2022	Twin Stream Recycling Shift working changes in Collection (all other teams)	

Twin stream recycling would see the single biggest step change in modifying disposal behaviour since the introduction of 140 litre bins and has the potential to make significant improvements in both the recycling rate and the overall cost of processing the recyclable materials collected.

D1.2 Material Quality

West Lothian Council currently collects around 16,500 Tonnes of fully co-mingled dry recyclables within the household blue bin. This service whilst simple to use in that all paper, all card, all cans and all plastics can be collected, does not result in high quality recyclable materials being collected due to what material is placed in the blue bin and how it is presented in the blue bin.

This issue was highlighted in late 2018 by SEPA following Material Recovery Facility sampling as a part of a national approach to data gathering and listed West Lothian, along with Falkirk, Edinburgh and Glasgow as having a significant decline in the input material quality being sent to Material Recovery Facilities for recycling. This refers to the quality of the material collected directly from householders via their blue bin.

The majority of the contamination issues faced surround liquid and food material within the bin along with general waste being incorrectly being placed in the container. The problem with this material is that the mechanical sorting methods used require the material to be clean and dry to function properly. Wet or food contaminated material tends to clump other items together preventing efficient sorting and in the case of moisture content, being one of the key tests for suitability for onward processing of the material.

As highlighted by Channel 4's Dispatches programme, and via other press outlets, councils across the country are seeing material which should be destined for recycling being sent to Energy from Waste facilities or landfill. The key point missed in many of these reports is that it is not the council directly sending this material for energy recovery or landfill, but it is material that cannot be recycled due to contamination, poor quality or a lack of viable market, after processing by the body responsible for processing the blue bin (or similar) material. This is the material that householders place within their recycling bins, which the council collects, on their behalf, for onward processing to capture any material that can be recycled.

Within West Lothian our current average percentage of material, collected within household blue bins that is rejected, stands at 83% of material rejected as contamination or recyclate rejected as it has been contaminated by other materials such as food and drink. This means that on average only 17% recycled. In tonnage terms this is the equivalent of approximately only 2,800 Tonnes of the total 16,500 Tonnes collected from householders getting recycled due to the poor quality of the remaining material. The impact of CoVID on disposal behaviour, through home working and less trips to locations where waste is deposited elsewhere, could mean that this tonnage collected by the council from householders will continue to increase through 2021 and 2022, with a similar level of contamination at present.

With the exception of cardboard, all paper and card is currently rejected, which is biggest material stream by weight at around 45%. This rejection rate increased over the last 2 years due to papermills within the UK and EU being able to source adequate supply of cleaner paper and card from the market which makes our poor-quality material unmarketable.

Twin Stream Recycling is seen, at a national level, as being one of the key methods of helping to address this contamination issue facing many Local Authorities. The reason is simply that by separating paper and card (one stream) from the plastic and cans (the second stream) and placing them within separate containers for collection there will be a marked improvement in quality and the material should find a market again.

Essentially the whilst the root cause of the quality issues is householders not presenting the appropriate clean and dry materials within the container, the main carrier of food and liquids into the mixed containers is via plastic food containers and plastic bottles containing liquid. Therefore, separating the two types of material should result in an easy to sort and dry paper and card stream from a plastic and cans stream that can be separated mechanically even with an element of residual contamination.

Whilst changing the collection method assists with this drive to improve quality it will only be successful with engagement and education activities with householders to demonstrate the impact of the current poor presentation and how to successfully engage with a system seen nationally as a standardised route to improving performance within all Local Authorities.

D.2 SERVICE CHANGE

The service change required to deliver Twin Stream Recycling involves the introduction of a green 240 litre bin for householders which would be collected every 4 weeks, with the current blue bin reverting back to being for paper and card only and collected every 4 weeks. This provides householders with a fortnightly grey bin service, and a fortnightly recyclable material collection, as occurs at present. The difference is that the recyclable

material collections would alter between green and blue bins, to enable the different material types to be collected separately.

Currently all paper, all card, all metals and all plastics are accepted within the household blue bin, a fully co-mingled dry mixed recyclate collection, collected on an alternate week basis.

Current Household Collection System

Week 1	Week 2	Week 2	Week 4	Week 5	Week 6	Week 7	Week 8
GREY	BLUE	GREY	BLUE	GREY	BLUE	GREY	BLUE

The proposed service collection schedule and material split is shown in the table and graphic below. There is no change to the overall capacity provided for residual or recyclable material collection, the only change is the introduction of the new green container to enable the recyclable stream to be split and separately collected.

Twin Stream Household Collection System

Week 1	Week 2	Week 2	Week 4	Week 5	Week 6	Week 7	Week 8
GREY	BLUE	GREY	GREEN	GREY	BLUE	GREY	GREEN



In order to deliver the proposed service change a project plan, similar to that used for the roll out of other major service changes like the 140 litre residual waste alteration in 2016 is required. The current collection routes are 5 years old and require to be revised to accommodate increased housing developments during that time and those that are planned over the next few years. This will involve day changes for the majority of households. The key critical path items are: the procurement and delivery of the new green bins to the council, the rerouting and calendar creation for household collection rounds, engagement activities with householders and the procurement of suitable contracts for the separately collected materials. An indicative project plan is laid out in the following table.

Task	Action Date
Submission of Noting of Interest to the Scottish Government Recycling Improvement Fund for capital funding	19 th May 2021
Twin Stream Recycling Paper to Council Executive	22 nd June 2021
Detailed bid request to the Recycling Improvement Fund	July 2021
Building of new routes and developing collection calendars	July 2021 – November 2021
Development of householder information packs and online/onsite focus groups with householders (restrictions permitting)	August – November 2021
Anticipated announcement of funding from Recycling Improvement Fund	September 2021
Mini-Competition of Scotland Excel Container Framework for the supply of green 240l containers	October 2021
Delivery of containers to the council in advance of public roll out	March – April 2022
Delivery of containers to householders along with information packs	Mid-May 2022
Delivery of new recycling calendars and online collections 'postcode look up service' updated to reflect new service	From Mid-May 2022
Further online/onsite community engagement activities in advance of collections starting	Mid-May 2022
COLLECTIONS START	End-June 2022

This roll out of a new container to householders, in order to enable twin stream collections to take place, will require a spend in the region of £1.6M. This covers the cost of the containers, for 82,000 households, the delivery to householders, the requirement to issue calendars and to undertake the standard engagement process for a major service change. A request for funding to cover this change, which sees the council align these services with the National Charter for Household Recycling, was submitted to Zero Waste Scotland on the 19th May 2020 as a note of interest in advance of detailed bids being submitted in July 2021.

D.3 REVENUE BUDGET IMPACT OF THE CHANGE

The fundamental principle that drives the ability to generate a saving through the introduction of twin stream recycling is the improvement in the quality of the materials collected. As noted in section D.1.2 the contamination of fibre materials (paper & card) by liquids and foodstuffs from the plastic and cans collected cause material to become unfit to recycle. By separating the fibre material from the container material at the kerbside, into separate bins, the likelihood of mass contamination is reduced. This makes the material easier to handle, easier to sort and more likely to meet the strict requirements for export and onward recycling into new products. Currently the condition of the fully comingled blue bin material collected from households results in the council having to pay more per tonne to process blue bin material than is spent to process a tonne of grey bin material. Taking a do-nothing approach will result in this situation remaining and the cost difference potentially widening. As markets become more particular about the quality of sorted materials, the demand for low quality recyclables will also drop, causing a further risk of increased costs for the council.

The modelling of the impact of Twin Stream recycling is the delivery of an equivalent of £727,000 per annum from the current base budget, inclusive of any modelled impacts from the National Deposit Return Scheme, which will see a proportion of beverage containers removed from this waste stream. The modelling is based on the actual tonnages of material currently collected, normalised for any residual impacts of CoVID which has seen significant increases in the amount of waste generated from householders, the most recent analysis of the materials contained within the blue bin and the likely contract costs that would be obtained for processing the material from the two separate streams of recyclable materials collected at kerbside.

The key to achieving this saving is the separation of these two, very different, types of material into the appropriate containers. It is therefore essential that any change is supported by council-wide engagement and awareness raising as well as targeted intervention where required. This approach has been previously agreed and forms part of the current Service Standards approved as part of the Recycling & Waste Services – Service Review which was presented at the Council Executive on 4th December 2018.

E. CONCLUSION

The proposed move to Twin Stream recycling enables the council to tackle the issue of recycle quality currently present within the full comingled blue bin system. The splitting out of fibre materials from containers at the kerbside is a simple and straightforward message to deliver, aligns with the best practice guidance provided by the National Charter for Household Recycling and delivers financial benefits for the council. In addition, as noted, the ability to separate and improve the quality of materials collected from households enables the council to mitigate potential future cost pressures related to recycling material market prices and the increasingly stringent quality criteria correctly placed on materials exported for onward processing.

This proposal is a step change in operational practice and the household service provided on behalf of residents but the delivery of economic and environmental benefits through the change in disposal behaviour are significant and required to ensure the council meets its climate change and financial best value obligations.

F. BACKGROUND REFERENCES

Environment PDSP Report 29th October 2015: Sustainable Collection Service

Environment PDSP Report 30th October 2018: Recycling & Waste Services – Service Review

Council Executive Report of 13th November 2018: Recycling & Waste Services – Service Review

Full Council Report 13th February 2018: Revenue Budget

Full Council Report 28th February 2020: Revenue Budget

Full Council Report 25th February 2021: Revenue Budget

Environment PDSP Report 15th September 2020: Transforming Your Council: Recycling & Waste Services Collection Section shift changes and road end collections

National Charter for Household Recycling

Appendices/Attachments:

Nil

Contact Person: Jim Jack, Head of Operational Services, 01506 284465, jim.jack@westlothian.gov.uk

Jim Jack
Head of Operational Services
1st June 2021

Environment Policy, Development and Scrutiny Panel

Workplan 2021/2022

1.	Climate Change Communication	To update the panel on climate change communications, as agreed at a meeting of West Lothian Council on 17 March 2020. Report to be submitted to the PDSP on 30 March 2021	Peter Rogers	30 March 2021	No
2.	Challenges Faced by Service Areas	To update the Panel on the climate change challenges likely to be faced by service areas, as agreed at a meeting of West Lothian Council on 17 March 2020. Report to be submitted to the PDSP on 30 March 2021	Peter Rogers	30 March 2021	No
3.	Draft Heat in Buildings Strategy Consultation Response	The purpose of this report is to inform the Panel of the Scottish Government's consultation on the Draft Heat in Buildings Strategy and present a proposed response for consideration. Report to be submitted to the PDSP on 30 March 2021	Peter Rogers	30 March 2021	Yes
4.	West Lothian Council Proposed Signing of the 'Edinburgh Process' Declaration on Biodiversity	The purpose of the report is to make the panel aware of the Edinburgh Process Declaration on Biodiversity that is intended to set out the aspirations and commitments of the Scottish Government, Edinburgh Process Partners, and the wider sub-national constituency of the Convention on Biological Diversity (CBD), in delivering for nature over the coming decade. In recognition of the key role that Local Authorities play in delivering biodiversity protection the Declaration is open for signing by parties working at the local level. Report to be submitted to the PDSP on 30 March 2021	Chris Alcorn	30 March 2021	Yes

5.	National Highways and Transport Customer Satisfaction Survey 2020	The purpose of this report is to inform the panel of the National Highways and Transport Network Public Satisfaction Survey results for 2020. Report to be submitted to the PDSP on 30 March 2021	Graeme Malcolm	30 March 2021	No
6.	Road Asset Management & Performance Update – 2019/20	The purpose of this report is to invite the Environment PDSP to scrutinise road asset management and the performance of assets for 2019/20 in relation to Roads, Structures, Street Lighting and Water Related Infrastructure within the context of the Corporate Asset Management Plan. Report to be submitted to the PDSP on 30 March 2021	Graeme Malcolm	30 March 2021	No
7.	Strategic Transport Projects Review Update and Phase 1 Recommendations	The purpose of this report is to inform the Panel of the publication of Transport Scotland's Strategic Transport Projects Review 2 (STPR2) update and Phase 1 recommendations. Report to be submitted to the PDSP on 30 March 2021	Graeme Malcolm	30 March 2021	No
8.	Smarter Choices Smarter Places Funding 2021/22	The purpose of this report is to inform the Panel of funding provision for active travel related schemes through Smarter Choices Smarter Places (SCSP). Report to be submitted to the PDSP on 30 March 2021	Graeme Malcolm/Ronnie Fisher	30 March 2021	Yes
9.	Environment PDSP Performance Report – Quarter 3	To report the current levels of performance for all indicators which are the responsibility of the Environment Policy Development and Scrutiny Panel Report to be submitted to the PDSP on 30 March 2021	Jim Jack	30 March 2021	No
10.	Maintenance of Open Spaces, Trees and Shelterbelts in Development Areas	To provide the Panel with an update on the maintenance of open spaces and shelterbelt trees in Springfield, Linlithgow; including providing an update on the areas the council maintains that may not be owned by the council or where the maintenance responsibility has not been transferred or taken over by the council Report to be submitted to the PDSP on 30 March 2021	Andy Johnston	30 March 2021	No

11.	Operational Services Management Plan 2021/22	To advise the panel of the purpose, scope and content of the Operational Services Management Plan for 2021/22 Report to be submitted to the PDSP on 1 June 2021	Jim Jack	1 June 2021	No
12.	Environment PDSP Performance Scorecard Report – Full Year (Q1 – Q4)	To report the current levels of performance for all indicators which are the responsibility of the Environment Policy Development and Scrutiny Panel. Report to be submitted to the PDSP on 1 June 2021	Jim Jack	1 June 2021	No
13.	West Lothian Climate Change Emergency Fund – Carbon Sequestration Projects	The purpose of the report is to make the panel aware of proposed ‘Climate Emergency’ projects and to consider the projects recommended for funding from the Council’s Climate Emergency project fund. The report also details discussions with The Green Action Trust (GAT) and the Edinburgh & Lothians Greenspace Trust (E&LGT) about project delivery. Report to be submitted to the PDSP on 1 June 2021	Chris Alcorn	1 June 2021	Yes
14.	Food Growing Strategy 2020 - 2025	The purpose of this report is to make the panel aware of the content of the new Food Growing Strategy for the period 2020-2025 and to highlight to the panel the plans for the document going forward. Report to be submitted to the PDSP on 1 June 2021	David Cullen/Becky Plunkett	1 June 2021	Yes
15.	Food Service Plan 2021/22	The purpose of this report is to make the panel aware of the Food Service Plan 2021/2022 and the obligation upon the council to approve an annual Food Service Plan. Report to be submitted to the PDSP on 1 June 2021	Craig Smith	1 June 2021	Yes
16.	Health and Safety Service Plan 2021/22	The purpose of this report is to make the panel aware of the Health and Safety Service Plan 2021/2022 and the obligation upon the council to approve an annual health and safety service plan. Report to be submitted to the PDSP on 1 June 2021	Craig Smith	1 June 2021	Yes

17.	Planning, Economic Development and Regeneration Management Plan 2021/22	<p>The purpose of the report is to make the panel aware of the Planning, Economic Development and Regeneration Management Plan 2021/22.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	Craig McCorriston/ Craig Smith	1 June 2021	No
18.	Litter Policy and Litter Bin Plan	<p>The purpose of the report is to inform members of the panel of the details of the proposed Litter Bin Plan for West Lothian Council that will provide criteria for the type, size and location of litter bins across the area and to seek support for its inclusion in the council's Litter Policy.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	Andy Johnston	1 June 2021	Yes
19.	Request for A 30mph Speed Limit on The B8046 Westfield Road, The B792 Slackend And Cathlaw Lane In Torphichen (Interim Report)	<p>The purpose of this report is to inform the Panel of a deputation which has been remitted to the Environment PDSP from the West Lothian Council meeting on 26th January 2021. The deputation is seeking for the existing 40mph speed limits on the B8047 Westfield Road, the B792 Slackend and Cathlaw Lane to be reduced to 30mph.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	Graeme Malcolm/Gordon Brown	1 June 2021	Yes
20.	2021-2022 Road's Accident Investigation & Prevention Programme	<p>The purpose of this report is to seek approval for the list of proposed prioritised casualty reduction schemes for the 2020/21 programme.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	Gordon Brown	1 June 2021	Yes
21.	Sharing in The Maintenance of Sustainable Drainage Systems	<p>The purpose of this report is to update the Panel on dialogue that has taken place with Scottish Water officials in respect of the proposed collaborative agreement, in the form of a Memorandum of Understanding (MoU), to share in the maintenance of above ground sustainable drainage systems, which treat and attenuate road drainage and surface water from the roofs and curtilage of future residential properties.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	Graeme Hedger	1 June 2021	Yes

22.	Wastewater Treatment in the Almond Valley	<p>The purpose of this report is to inform the Panel about wastewater treatment practices in the Almond valley, the heightened public awareness of discharges from combined sewer overflows, the establishment of an officers' working group and the formation of a pressure group and campaigns, which, together, aim to drive-up the quality of the River Almond and its tributaries.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	Graeme Hedger	1 June 2021	Yes
23.	P4- P7 Free Meals and Early Learning Meal Provision	<p>The purpose of this report is to advise the Environment Policy Development and Scrutiny Panel of the council's plan to deliver the Scottish Government's phased extension of free school meals to all P4-P7 pupils, announced at the Scottish Government budget setting for 2021/22, and the provision of additional meals for nursery children as part of the Early Learning Expansion.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	Jamie Fisher	1 June 2021	No
24.	Recycling & Waste Services Collection Section Shift Pattern Changes	<p>To request that the proposal to initiate the delivery of efficiency savings of £320,000 through changing the current shift working arrangements within the collection section of Recycling & Waste Services is presented to the next available Council Executive for approval. The proposed change permits an increase in the utilisation of the vehicle assets whilst retaining the overall staffing complement and productive hours for service delivery over a 7 day period from the Brown Bin Collection section. This then allows the service to prepare for the delivery of further efficiencies at the point at which Twin Stream Recycling could be rolled out for Residual and Recyclate collections to reduce the number of public facing changes. This saving was an approved budget measure following the Transforming Your Council (TYC) process and is phased for introduction in 2021/2022.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	David Goodenough	1 June 2021	Yes

25.	Recycling & Waste Services: Twin Stream Recycling	<p>To request that the proposal to implement a Twin Stream recyclable material collection service to deliver efficiency savings of £727,000 is presented to the next available Council Executive for approval.</p> <p>The proposed change to collection methods would see West Lothian Council align its collection services with the National Charter for Household Recycling and associated Code of Practice. This ensures that the council is best placed to improve the current recycling performance and presentation issues, to provide environmental and economic benefits. This saving was an approved budget measure following the Transforming Your Council (TYC) process and is currently phased for introduction in 2022/2023.</p> <p>Report to be submitted to the PDSP on 1 June 2021</p>	David Goodenough	1 June 2021	Yes
26.	West Lothian Respectful Funeral	Report to be submitted to the PDSP on 14 September 2021	David Cullen	14 September 2021	
27.	Broxburn Flood Protection Scheme - Property Level Protection	<p>Report to advise the Panel of the progress being made delivering property-level protection</p> <p>Report to be submitted to the PDSP on 14 September 2021</p>	Shona Collins	14 September 2021	Yes. Info only
28.	Pentland Hills Regional Park – funding 2021/22 & updated Minute of Agreement	<p>Report to the panel to advise on the requested from City of Edinburgh Council as management organisation for PHRP and the revision and proposed update of the Minute of Agreement between CEC and Midlothian Council to operate the Regional Park.</p> <p>Report to be submitted to the PDSP on 9 November 2021</p>	Chris Alcorn	9 November 2021	Yes

29.	Licensing of Sexual Entertainment Venues	Report to advise the panel of the outcome of public and stakeholder consultation regarding whether West Lothian should introduce an SEV licensing scheme and to seek comments on proposals	Audrey Watson	To be confirmed	Yes
30.	Hire Car Licensing	Report to advise the panel of the outcome of public and stakeholder consultation regarding the proposed review of the hire car licensing scheme and to seek comments on priorities for the review	Audrey Watson	To be confirmed	Yes
31.	Contaminated Land Supplementary Guidance, including the Contaminated Land Inspection Strategy	The purpose of this report is to advise the panel of preparation of Supplementary Guidance (SG) on contaminated land in support of the West Lothian Local Development Plan (LDP) and a contaminated land inspection strategy.	Fiona McBrierty	To be confirmed	Yes
32.	Reservoir Safety	Report to advise the Panel of the measures being taken to ensure the safety of Beecraigs Reservoir in the context of ageing infrastructure, a changing climate and recent dam failures elsewhere in the UK	Graeme Hedger	To be confirmed	Yes. Info only

Jim Jack
Head of Operational Services
1 June 2021