



LAND AND ENVIRONMENTAL SERVICES
ENVIRONMENTAL HEALTH ANNUAL REPORT 2017-2018

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SECTION 1 - INTRODUCTION

Structure and Arrangements

Glasgow's Environmental Health Group sits within Land and Environmental Services. The Group is split into three Teams, operating under the Environmental Health Group Manager. The 3 Teams are:

- Environmental Improvement
- Public Health
- Business Regulation

Each Team deals with a relatively wide range of issues – all of which are linked to the environmental health of Glasgow. This report seeks to capture the key areas of work and advise upon the main challenges and performance.

The Environmental Health Group provides a service seven days per week from 8.00 a.m. until 3.00 a.m. Officers are based at 231 George Street as well as at hub offices in the South and East of the City. Most officers work on an agile basis operating a hot-desking arrangement.

Resources and Challenges

Like many areas of the Council, LES Environmental Health (EH) has experienced budgetary pressures over the past 10 years with a number of staff members leaving the Service under workforce review programmes. Consequently, the service has had to adapt in order to provide the most relevant protection to the citizens and businesses of Glasgow. An assessment of existing staffing is currently underway to identify and implement an effective resource plan.

Performance

Performance statistics are provided within this report – particular context is provided where appropriate or possible. Where the work is largely reactive (i.e. in Public Health and Environmental Improvement) the figures relate to the number and nature of service requests received and processed. The EH service seeks to respond to all service requests timeously – although a satisfactory outcome may take a considerable time. Ultimately, the Service Request statistics reflect the range and extent of the work activity.

During 2016-2017, over 15,000 service requests were received, recorded and processed. An additional 700+ Elected Member service requests were received. Similar levels of demand are anticipated during 2017-18. It should be noted that the vast majority of these service requests are direct requests for help by members of the public. They are not complaints about the service provided, nor do they emanate from failures in other Council Services. In effect, the Environmental Health Group is largely engaged in a process of helping the citizens of Glasgow in a direct and vital way.

Engagement with Business

The Business Regulation Team's remit provides the Council's largest engagement with the business sector. Every year, the Team conducts over 4,000 on-site interventions with business

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operators. (This is in addition to the Environmental Improvement Team's 5,000+ Commercial Waste Advice and Compliance visits.) These interventions involve the delivery of direct assistance to businesses on compliance with legal requirements on issues such as food safety, health and safety at work and licensing standards. In essence, the Environmental Health function supports the economic wellbeing of a significant proportion of the City – with particular reference to the catering, retail, hospitality, leisure and event sectors.

Enforcement Activity

A key role of Environmental Health is the enforcement of relevant legislation including:

- Health and Safety at Work Etc Act 1974
- Food Safety Act 1990
- Licensing (Scotland) Act 2005
- Control of Pollution Act 1974
- Environmental Protection Act 1990

The statistics provided within this report inform upon the extent of enforcement activity. It should be noted, however, that formal enforcement action is considered to be a last resort and is not taken without due cause and without considering alternatives. Furthermore, LES does not consider enforcement action to constitute a meaningful performance measure as it is not truly representative of the critical work carried out by the Group on a daily basis.

Future Challenges

Demands for service continue to be made and new legislation introduced by central government. The rise in awareness of food crime places an increased burden upon the Business Regulation Team as does the ever-growing events industry.

The advent of the European Championships in the summer of 2018 will present further challenges to the EH function.

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SECTION 2 – ENVIRONMENTAL IMPROVEMENT

Environmental Improvement Functions

The Environmental Improvement Team (EIT) was established in 2017 to better target problems arising from inappropriate disposal of domestic and bulk waste by members of the public and commercial waste by businesses. The major problem affecting many areas of Glasgow is fly-tipping - whereby residents or businesses dispose of waste in a careless and inconsiderate manner, creating a blight upon the environment and presenting a risk to public health.

Key activities undertaken by the EIT include:

- Responding to service requests from members of the public, businesses and Elected Members;
- Taking enforcement action where evidence of culpability is established (see Statistics below);
- Liaising with LES Cleansing in order to identify major issues and to implement joint solutions;
- Conducting advice and compliance visits to city businesses – encouraging compliance with legislation;
- Taking enforcement action where commercial waste is incorrectly handled;
- Delivering the City Centre Commercial Waste Project – by patrolling, advising, recording and enforcing where appropriate; and
- Monitoring and patrolling 'hotspot' fly-tipping areas;

Environmental Improvement Team Resource

The Environmental Improvement Team comprises:

- 1 Assistant Manager (Grade 8)
- 1 Team Leader (Grade 7)
- 1 Environmental Health Officer (Grade 7)
- 1 Commercial Waste Team Leader (Grade 6)
- 8 Technical Officers (Grade 6)
- 4 Commercial Waste Officers (Grade 3)
- 4 Enforcement Officers (Grade 3)

Total: 20

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Environmental Improvement Statistics

Table 1 - Breakdown of selected Environmental Improvement Team activities (See definitions below)

	FPNs commercial	FPNs comm. fly-tipping	FPNs domestic	FPNs domestic fly-tipping	Advice/compliance visits	Statutory notices	Total
Ward 1 - Linn	2	0	6	0	118	1	127
Ward 2 - Newlands/Auldburn	2	3	5	0	87	4	101
Ward 3 - Greater Pollok	2	1	1	0	145	1	150
Ward 4 - Craigton	7	0	4	0	211	2	224
Ward 5 - Govan	25	1	31	0	644	47	748
Ward 6 - Pollokshields	5	2	12	0	368	21	408
Ward 7 - Langside	4	1	1	0	249	5	260
Ward 8 - Southside Central	21	1	7	5	457	75	566
Ward 9 - Calton	0	0	3	0	122	16	141
Ward 10 - Anderston/City	161	4	38	0	1720	14	1937
Ward 11 - Hillhead	20	1	50	7	230	22	330
Ward 12 - Partick West	3	1	4	2	319	7	336
Ward 13 - Garscadden/Scotstounhill	1	1	12	0	34	5	53
Ward 14 - Drumchapel/Anniesland	0	0	1	1	20	12	34
Ward 15 - Maryhill/Kelvin	0	0	0	0	25	4	29
Ward 16 - Canal	5	0	2	0	45	13	65
Ward 17 - Springburn	0	0	2	2	2	3	9
Ward 18 - East Centre	1	0	0	0	165	19	185
Ward 19 - Shettleston	1	0	0	0	199	21	221
Ward 20 - Baillieston	1	0	0	0	41	2	44
Ward 21 - North East	0	0	1	0	0	7	8
Total	261	16	180	17	5201	301	5976

Notes and Definitions

- **FPNs Commercial** - £80 Fixed Penalty Notices issued to businesses for minor issues, such as overflowing bins;

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- **FPNs Commercial Fly-tipping** - £200 Fixed Penalty Notices for more serious issues, such as larger amounts of fly-tipped material or waste that has been dumped away from the business.
- **FPNs Domestic** – Fixed Penalty Notices for minor issues involving domestic waste, e.g. black bag deposited in the street;
- **FPNs Domestic Fly-tipping** - more serious issues, e.g. bathroom suite dumped in a lane;
- **Statutory Notices** - notices served for accumulations of refuse in communal back courts, e.g. tenements. (This is not fly-tipping as it is private property and the notice is served on owners who have a collective responsibility for the maintenance and upkeep of their property.) The notice requires owners to remove rubbish within a set timescale. If they fail to comply, the refuse is cleared by default and the owners invoiced accordingly.
- **Commercial Advice and Compliance Visits** - where Commercial Waste Enforcement Officers visit commercial premises in order to engage with business operators and provide advice and guidance on commercial waste issues.

The statistics in Table 1 do not include the daily monitoring and patrolling activities conducted by officers of the EIT. It is proposed that such activities including refuse bag searches and advisory visits will be captured during 2017-2018. Similarly, the table does not capture the numbers of service requests received annually – all of which result in visits, investigations, enforcement and other actions. (See Table 2)

It should also be noted that enforcement activity is focused upon areas creating the highest demand, or posing the greatest environmental problems. For example, most advice and compliance visits take place in areas with the highest density of commercial premises, such as the city centre.

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Table 2 - Environmental Improvement Team – Breakdown of Service Requests (16/17)

Ward	Commercial Waste	Domestic Refuse	Fly-tipping Signage	Total
Ward 1 - Linn	1	47	10	58
Ward 2 – Newlands/Auldburn	4	52	7	63
Ward 3 – Greater Pollok	1	31	3	35
Ward 4 - Craigton	0	58	4	62
Ward 5 – Govan	0	207	7	214
Ward 6 – Pollokshields	0	128	1	129
Ward 7 – Langside	1	83	9	93
Ward 8 – Southside Central	4	253	3	260
Ward 9 – Calton	5	80	11	96
Ward 10 – Anderston/City	32	259	2	293
Ward 11 – Hillhead	10	230	13	253
Ward 12 – Partick West	6	119	12	137
Ward 13 – Garscadden/Scotstounhill	1	39	4	44
Ward 14 – Drumchapel/Annie'sland	1	53	3	57
Ward 15 – Maryhill/Kelvin	0	40	6	46
Ward 16 – Canal	2	67	6	75
Ward 17 - Springburn	0	42	1	43
Ward 18 – East Centre	5	88	2	95
Ward 19 – Shettleston	3	57	3	63
Ward 20 – Baillieston	2	49	8	59
Ward 21 – North East	1	64	10	75
Total	79	2046	125	2250

These figures do not include political mail (786 in total in 2016/17 for Environmental Health)

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Commercial Waste Enforcement

The Environmental Improvement Team contains a group of specialist Commercial Waste Enforcement Officers who deal exclusively with the City's businesses. These officers have been critical to the delivery of the pilot phase of the City Centre Commercial Waste Project, which aims to remove commercial waste containers from most of the public domain within the city (except for fixed time windows where waste can be presented for collection by contractors).

The aims of this project are to:

- Improve the appearance of the City
- Reduce rodent infestations
- Remove obstructions from pavements and lanes
- Reduce fly-tipping at bins
- Reduce complaints

Commercial Waste Enforcement Officers were involved in the initial phase of this project, where commercial bins left on the public domain within the pilot areas were removed and stored in a Council depot utilising powers contained within the Roads (Scotland) Act 1984. Since then officers have patrolled the pilot area daily to check compliance and to liaise with businesses and commercial waste contractors to resolve any issues or non-compliance.

Future Challenges and Potential Efficiencies

The City Centre Commercial Waste Project is to be rolled-out across the entire City. This will present a significant challenge to the limited resources of the EIT.

The EIT will develop ways to more accurately record and report on work activities, such as black bag searches, in order to demonstrate the work being carried out by staff in trying to resolve the city's waste problems.

Information is currently recorded and managed via a number of different systems, resulting in difficulties in accessing information, particularly remotely. Officers have to log into the Uniform database several times per day to catch any incoming service requests. Greater use of technology could introduce efficiencies, make management of service requests and other operational information easier and make reporting, e.g. performance indicators, quicker and simpler.

The Service would benefit greatly if Officers had the capacity to issue fixed penalty notices on-site from a hand-held device, rather than having to return to the office and complete a paper copy. Also, recipients of FPNs must have the capability of up-to-date payment options, i.e. online or over-the-phone credit card payment. At present, payment is by cheque or personal visit to the John Street cash office.

A 'Collector App' is currently being used within LES and there are opportunities for this to be used by Commercial Waste Enforcement staff in gathering information on the location and number of commercial bins currently on site, together with the business and contractor associated with the bins. Staff within EIT routinely search dumped bin bags and other waste in an attempt to collect evidence leading to those responsible for dumping material. The collector app would allow the recording of the number of searches, the location and other details that would facilitate future reporting on work activities.

SECTION 3 – PUBLIC HEALTH

The Public Health Team within Environmental Health carries on a legacy of traditional sanitarian work which helped protect and improve the health of Glasgow citizens as well as the built environment over the past century. Many of the greatest historical challenges of inadequate, insanitary housing, overcrowding and infectious disease have been addressed. However, there remains a significant list of issues which impact upon the health of Glasgow's citizens as well as the amenity, safety and quality of the City's environment.

Significant areas of disrepair still exist within the housing stock. Nuisance conditions still affect the wellbeing of residents. Many are adversely affected by noise and odours from nearby commercial activities. There are continuing concerns about atmospheric pollution – especially that caused by motor vehicles and the levels of pest infestation are at least as high as they were 40 years ago.

The Public Health Team works to continue the protection of the City and its residents – although resource restrictions now preclude any meaningful proactive monitoring of the areas and issues where preventative measures could be employed. Instead, the function now focuses almost exclusively upon responding to service requests from members of the public, elected members, businesses, other Council Services and external agencies.

Staff of the Public Health Team (and Environmental Health generally) take pride in the fact that they serve the public directly by responding to requests for help and, by applying problem-solving skills, improving the environmental health of Glasgow in many small but critical ways.

Public Health Functions

- Statutory Nuisance
- Property Disrepair
- Defective Drainage
- Noise
- Planning Consultation
- Contaminated Land
- Pest Control
- Infectious disease investigation
- Vehicle Emission Testing and Vehicle Idling Enforcement
- Air Quality Monitoring

Public Health Resource

The Public Health Team comprises:

- 1 Assistant Manager (Grade 8)
- 3 Team Leaders (Grade 7)
- 4 Environmental Health Officers (Grade 7)
- 14 Technical Officers (Grade 6)
- 1 Pest Control Team Leader (Grade 6)
- 14 Pest Control Operatives (Grade 3)

Total: 37

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Public Health Statistics

Table 3 – Breakdown of Noise Service Requests Received (16/17)

	Advisory	Car Alarm	Commercial Premises	Construction Noise	Entertainment Noise	Ice Cream Chimes	Industrial Noise	Intruder Alarm	Equipment Noise	Total
Ward 1 - Linn	9	0	2	7	1	0	0	7	7	33
Ward 2 – Newlands/Auldburn	1	0	0	9	18	0	0	5	11	44
Ward 3 – Greater Pollok	4	0	3	5	2	10	1	4	2	31
Ward 4 - Craigton	4	0	50	8	6	0	2	8	5	83
Ward 5 - Govan	14	6	5	21	52	0	1	29	33	161
Ward 6 - Pollokshields	6	2	4	8	27	0	0	17	4	68
Ward 7 - Langside	5	7	4	9	14	0	1	20	5	65
Ward 8 – Southside Central	8	1	11	21	13	0	4	19	7	84
Ward 9 - Calton	11	3	4	16	71	15	0	15	12	147
Ward 10 – Anderston/City	86	17	34	173	371	1	5	78	47	812
Ward 11 - Hillhead	32	6	20	44	84	0	1	58	38	283
Ward 12 – Partick West	32	4	10	45	92	2	1	21	18	225
Ward 13 – Garscadden/Scotstounhill	6	0	1	4	3	0	0	4	7	25
Ward 14 – Drumchapel/Anniesland	5	0	0	6	2	3	0	3	9	28
Ward 15 – Maryhill/Kelvin	6	2	0	5	7	1	0	15	9	45
Ward 16 - Canal	2	1	0	6	6	5	0	10	10	40
Ward 17 - Springburn	4	0	1	4	2	0	0	1	1	13
Ward 18 – East Centre	11	3	5	19	18	3	0	13	18	90
Ward 19 - Shettleston	6	0	4	5	36	1	1	2	11	66
Ward 20 - Baillieston	4	5	1	12	3	3	1	10	10	49
Ward 21 – North East	4	1	0	13	1	18	1	5	1	44
Total	260	58	159	440	829	62	19	344	265	2436

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Table 4 - Pest Control Call-outs (16/17)

Ward	Rats	Mice	Insects	Wasps	Total
Ward 1 – Linn	51	41	-	7	99
Ward 2 - Newlands/Auldburn	60	24	-	6	90
Ward 3 – Greater Pollok	40	75	-	8	123
Ward 4 – Craigton	114	31	-	18	163
Ward 5 – Govan	344	44	-	8	396
Ward 6 – Pollokshields	169	219	-	8	396
Ward 7 – Langside	131	24	-	6	161
Ward 8 – Southside Central	348	495	828	3	1674
Ward 9 – Calton	188	49	-	1	238
Ward 10 – Anderston/City	172	180	-	-	352
Ward 11 – Hillhead	136	428	-	2	566
Ward 12 – Partick West	221	73	-	6	300
Ward 13 – Garscadden/Scotstounhill	115	45	-	-	160
Ward 14 – Drumchapel/Annie'sland	131	69	-	3	203
Ward 15 – Maryhill/Kelvin	114	36	-	8	158
Ward 16 – Canal	127	87	-	3	217
Ward 17 – Springburn	75	30	-	-	105
Ward 18 – East Centre	264	54	-	7	325
Ward 19 – Shettleston	69	38	-	17	124
Ward 20 – Baillieston	180	36	-	20	236
Ward 21 – North East	85	118	-	5	208
Total	3134	2196	828	136	6294

Vehicle Emission Testing

Over 3200 vehicles were tested by the roadside during 2016-2017

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Table 5 – Public Health Service Requests (16/17)

Service Request Subject	Ward																					Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	
Asbestos	1	0	1	1	0	0	2	2	1	4	3	1	4	2	4	2	0	0	1	2	1	32
Dog Fouling	16	3	9	21	18	15	10	27	13	26	2	14	21	15	4	12	15	25	17	12	13	308
Defective Drainage	9	5	6	7	35	32	13	49	7	31	31	17	9	4	13	5	0	9	10	6	7	305
Defective Drainage (Emergency)	1	1	0	1	4	3	5	4	0	3	0	2	0	1	0	1	1	3	5	2	1	38
General Dampness	7	9	3	8	9	15	18	21	9	21	15	16	8	7	13	18	18	9	12	3	18	257
Inadequate Water Supply	1	0	1	0	2	2	3	10	3	4	4	0	1	0	2	2	4	3	0	1	0	43
Disrepair (Miscellaneous)	6	4	5	12	18	16	13	29	8	46	13	13	10	7	7	15	10	22	10	9	9	282
Overflows	5	6	0	0	16	12	11	32	6	16	15	11	3	1	2	9	2	7	4	3	2	163
Rain Penetration	4	2	1	5	1	3	4	12	4	3	3	2	0	3	1	1	0	2	2	1	1	55
Water Penetration	25	18	5	13	60	73	59	185	40	86	102	43	19	15	21	20	22	64	42	22	12	946
Water Penetration (Emergency)	4	6	0	3	15	13	3	12	3	16	7	5	2	2	2	3	6	8	7	3	1	121
Wood Rot	0	0	0	0	0	3	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	6
General Enquiries	1	0	0	5	7	3	2	6	13	37	5	1	1	2	1	2	1	4	2	1	1	95
Immigration Letter	4	7	10	5	12	32	14	38	1	28	12	2	5	3	4	7	0	0	2	2	1	189
Overcrowding	1	0	0	0	1	1	0	7	0	5	1	0	1	1	1	1	0	0	1	1	0	22
Property Enquiries	2	0	1	7	15	17	7	18	3	14	9	5	3	2	1	5	0	5	10	4	5	133
Total	87	61	42	88	213	240	164	453	112	340	222	132	87	65	76	104	79	161	125	72	72	2995

SECTION 4 – BUSINESS REGULATION

Business Regulation Functions

The Business Regulation function within Environmental Health comprises the following key activities:

- Food Hygiene Inspection/Intervention
- Food Standards Inspection/Intervention
- Food Surveillance
- Food Crime Investigation
- Health and Safety at Work Inspection/Intervention
- Accident and Incident Investigation
- Civic Government Licensing Consultation
- Liquor Licensing Standards
- Food Poisoning Outbreak Investigation

While the general perception is one of a policing/enforcement role, the Business Regulation Team delivers a very considerable quantity of advice and assistance to the City's commercial sector.

Business Regulation Resource

The Business Regulation Team comprises:

- 1 Assistant Manager (Grade 8)
- 5 Team Leaders (Grade 7)
- 1 Licensing Standards Team Leader (Grade 7)
- 14 Environmental Health Officers (Grade 7)
- 13 Food Safety Technical Officers (Grade 6)
- 4 Health and Safety Technical Officers (Grade 6)
- 3 Licensing Standards Officers (Grade 6)

Total: 41

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Business Regulation Statistics (16/17)

There are approximately 10,000 business premises in the City which are regulated by Environmental Health, Business Regulation. The Council has a statutory obligation to conduct inspections or interventions in these premises in accordance with Codes of Practice.

Efforts have been, and are being, made to meet resource challenges. These efforts include internal redeployment of officers who hold the requisite qualifications, replacement of recently-departing staff, analysis and streamlining of processes and projected introduction of enhanced mobile working methods. (It should be noted that figures produced by the Association for Public Service Excellence (APSE) placed Glasgow Environmental Health in the top three Local Authorities in Scotland in relation to inspections/interventions conducted per officer.)

Table 6 – Food Safety and Health and Safety Statutory Interventions/Performance (16/17)

Details	Inspection requirement	Frequency	Cohort	Target	Actual Perf. 16/17	Compliance status
Food Hygiene Inspection of 'approved' food establishments.	Statutory	Typically every 6 or 12 months	34 Premises	100% of cohort	100%	
Food Hygiene Inspection of A-risk Category food establishments	Statutory	Every 6 months	92 Premises	100% of cohort	100%	
Food Hygiene Inspection of B-risk Category food establishments	Statutory	Every 12 months	695 Premises	100% of cohort	100%	
Food Hygiene Inspection of C-risk Category food establishments	Statutory	Every 18 months	1060 Premises	100% of cohort	53%	
Food Hygiene Inspection of D-risk Category food establishments	Statutory	Every 24 months	205 Premises	100% of cohort	9.4%	
Food Hygiene Inspection of establishments previously missed	Statutory	Dependent upon number within cohort and target	2304 Premises	100% of cohort	12%	
Food Hygiene Inspections of establishments not yet rated ('new premises')	Statutory	Dependent upon number within cohort and target	1100 Premises	100% of cohort	17%	
Food Standards Inspection of A-risk Category food establishments	Statutory	Every 12 months	20 Premises	100% Of cohort	67%	
Food Standards Inspection of B-risk Category food establishments	Statutory	Every 24 months	725 Premises	100% Of cohort	43%	
Workplace Safety Inspection of A-risk Category premises	Statutory	Every 12 months	8 Premises	100% Of cohort	100%	
Workplace Safety Intervention at B-risk Category premises	Statutory	Every 12 months	218 Premises (as 25% of city total)	100% Of cohort	48%	

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Table 7 - General Business Regulation Statistics (2016-2017)

Subject	Number
Health and Safety Improvement Notices Served	62
Health and Safety Prohibition Notices Served	33
RIDDOR Notifications Received	348
RIDDOR Notifications followed-up by letter or investigation	153*
Hygiene Emergency Prohibition Notices Served (Food)	6
Hygiene Improvement Notices Served (Food)	7
Remedial Action Notices Served	73
Foods Sampled for Microbiological Examination	1011
Foods Sampled for Chemical Analysis	452
Allegations of Food Poisoning Received	161

*Only a proportion of accidents reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) are investigated as a consequence of resource restrictions.

Licensing Standards

During 2016-2017, the Licensing Standards Team provided comment upon the following:

- 48 New and Provisional Licensed Premises Applications
- 103 Major Variation Applications
- 367 Applications for Extended Hours
- 3008 Occasional Licence Applications

In addition, Licensing Standards officers received 313 enquiries in relation to the provision of advice regarding general premises management issues, proposed alcohol promotions and the application of specific conditions attached to premises licences.

Investigations have also been carried out in connection with 220 complaints ranging from allegations of poor premises management, staff failing to ensure compliance with licence conditions, the inappropriate use of external areas, noise from patrons/amplified music and irresponsible alcohol promotions. These are dealt with either directly by Licensing Standards Officers or, in some cases, using a multi-agency approach involving both internal and external partners.

Other core activities include:

- Continuing support of various Pub Watch schemes;
- Joint compliance visits with Police Scotland;
- Joint initiatives relating to football matches;
- Participation in Community Alcohol Campaigns/Off-Sales Watch Schemes