

## Item 4

11th June 2024



**Glasgow City Council**

**Environment and Liveable Neighbourhoods City Policy Committee**

**Report by George Gillespie, Executive Director of Neighbourhoods, Regeneration and Sustainability**

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### **Environmental Health Annual Update Report 2024**

#### **Purpose of Report:**

To report on the activity of Environmental Health across 2023/2024.

#### **Recommendations:**

It is recommended that the Committee note the content of the report.

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes ☐ No ✓      consulted: Yes ☐ No ✓

# **1 Introduction**

## **1.1 Structure and Arrangements**

1.1.1 Neighbourhoods, Regeneration and Sustainability (NRS), Environmental Health team comprises of the following service areas:

- Public Health
- Business Regulation

1.1.2 Officers are based at Eastgate however the nature of the job requires a significant amount of on-site work. An element of remote working from home has been in place for several years in Environmental Health and officers continued this throughout the pandemic until the present day.

## **1.2 Resources and Challenges**

1.2.1 At a national level recruitment is one of the greatest challenges facing Environmental Health as a profession. This is reflected in Glasgow, where we continue to find difficulties recruiting fully qualified officers. Our highest qualified officers are our Environmental Health Officers who require to achieve the BSc (Hons) Environmental Health then attain the professional qualification of the Diploma in Environmental Health. These qualifications take just over 4 years to achieve.

1.2.2 Consequently, the service has had to adapt to provide the most relevant protection to the citizens and businesses of Glasgow by prioritising our workload according to risk to health.

## **1.3 Performance**

1.3.1 Performance statistics are provided in the report some of which are being reported for the first time due to a revision of indicators at the start of the 2023/24 period. The figures provided primarily relate to the number and nature of the different activities carried out. Overall our performance is similar to previous years despite an increase in demand.

1.3.2 There is no doubt that the last four years have proved to be some of the most challenging in recent memory for Environmental Health, however, there is a great sense of pride in having contributed to the delivery of the successful Cycling World Championships, TRNSMT and the protection of public health.

## **1.4 Enforcement Activity**

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

- Health and Safety at Work Etc Act 1974
- Public Health (Scotland) Act 2008
- Food Safety Act 1990

- Licensing (Scotland) Act 2005
- Control of Pollution Act 1974
- Environmental Protection Act 1990

1.4.2 The statistics provided within this report show the extent of enforcement activity. However, enforcement action alone is not considered to constitute a meaningful performance measure. Much of the work carried out by the service is done with the aim of preventing non-compliance in the first place or, where non-compliance is found, remedying this without the need for formal enforcement action.

## 1.5 Future Service Delivery

1.5.1 We continue to assess how best to use our resources to tackle the emerging issues the service faces. We are considering how to prioritise the demands, looking at innovative ways to fill vacancies and reviewing processes to maximise the new technologies available. For example, we are reviewing how we react to enquiries to ensure we improve our response to service requests using our systems. This will give the enquirer the name and contact details of the case officer dealing with their request.

## 2.0 BUSINESS REGULATION

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

<b>Food Law Inspection/Intervention</b>	<b>Health and Safety at Work Inspection/Intervention</b>
<b>Food Surveillance</b>	<b>Accident and Incident Investigation</b>
<b>Food Crime Investigation</b>	<b>Civic Government Licensing Consultation</b>
<b>Export Health Certification</b>	<b>Liquor Licensing Standards</b>
<b>Food Poisoning Outbreak Investigation</b>	<b>Port Health</b>
<b>Business and Customer Advice</b>	<b>Event Safety</b>
<b>Complaint Investigation</b>	<b>Skin Piercing and Tattoo Licensing</b>

Table 1: Business Regulation Activity

2.2 We presented our Food Law Service Plan 2023/2024 to committee on the 3rd October 2023. The committee report can be found at <https://onlineservices.glasgow.gov.uk/councillorsandcommittees/viewDoc.asp?c=P62AFQDNZ3UTDXDNT1>. We are currently unable to undertake all our planned visits due to several contributing factors:

- We have a reduction in resources in food enforcement due to staff movement and a national crisis on recruitment meaning we had difficulties in attracting qualified officers when advertising.

- Our proactive interventions are taking longer to close-off due to the increase in non-compliance. This is reflected in the number of the enforcement notices we are issuing.

We will present our 2024/2025 Food Law Service Plan to committee later this year and will include a review of the outcome of the 2023/2024 Plan.

- 2.3 Food Standards Scotland audited our annual food enforcement system during November 2022. The purpose of the audit was to verify and validate the implementation by the Local Authority of the following planned arrangement: the Interventions – Food Law Code of Practice (Scotland) 2019 (hereafter referred to as the Interventions Code 2019). The Audit Report can be found at [FSS Glasgow City Audit Report](#).
- 2.4 We reported on the Audit outcome to the Environment and Liveable Neighbourhoods City Policy Committee on the 3rd October and have continued to progress the audits recommendations. We currently have two recommendations to complete involving monitoring and alternative enforcement processes and have planned for this to be implemented during 2024/2025. Food Standards Scotland are content with our progress. The committee report can be found at <https://onlineservices.glasgow.gov.uk/councillorsandcommittees/viewDoc.asp?c=P62AFQDNZ3UTDXDNT1>
- 2.5 We have continued to note the significant use of all our enforcement powers which started post-pandemic. For our planned interventions during the year, only 47% were found to be a PASS under Food Standards Scotland's Food Hygiene Information Scheme. We consider this is mainly linked to the economic pressures faced by businesses. During this year we will look at developing a strategy to improve compliance at the initial intervention.
- 2.6 As reported in 2023, businesses exporting products of animal origin to the EU require an export health certificate (EHC) to accompany each consignment. Where Glasgow businesses export via a distribution hub in another Local Authority, Environmental Health are required to provide a 'support attestation' to both the business and hub confirming that the business has been inspected and complies with relevant Food Law.
- 2.7 EHCs issued for Glasgow businesses are primarily for fresh shellfish. The fresh nature of the product means that the final information to allow certification of the EHC is often not available until 10am, with the certificate required by early afternoon. Whilst many services have moved from hard copy to electronic, EHCs still require to be physically stamped and signed, issued in hard copy and accompany the consignment during transport. Overall, we continue to see a drop in requests for Export Health Certificates since the UK exit from the EU. This continues to allow us to direct some extra capacity to at interventions.

## **2.8 Sampling**

- 2.8.1 We work with colleagues in Glasgow Scientific Services to undertake sampling surveillance. We have two work streams that they assist in the taking of food samples. The first is part of the national Food Sampling Plan organised by Food Standards Scotland and the second is linked to the businesses we have programmed to visit. Results of these samples are assessed by officers and those that are borderline or unsatisfactory are investigated. In 2023/2024 867 samples were taken and 102 were investigated. Sampling is useful for several reasons as part of the general food surveillance in Scotland to identify food safety issues before they become a major public health concern, inform the need for further regulation or adapted inspection practice and to monitor the standard of imported foods. This covers the microbiological, chemical, compositional and labelling standards.

## **2.9 Food Incidents/Alerts and Withdrawals**

- 2.9.1 In terms of incidents/alerts and withdrawals we have several responsibilities which are firstly to identify issues that are of significant public health concern and require actions nationally or across a number of local authority areas to reduce the risk. Secondly, we also have a duty to respond and take action asked of us in relation to incidents/alerts and withdrawals that are located in other areas but have implications for the Glasgow area. Last year we instigated 1 national food alert and 3 product withdrawals that were as a result of circumstances we found during inspections. The product withdrawals were as a result of undeclared allergens in sandwiches and the national alert was as a result of an unapproved manufacturer distributing food across the UK.

## **2.10 Health and Safety Enforcement**

- 2.10.1 As part of our enforcement role during the year we were tasked by the Crown Office Prosecutor Fiscal's Office to investigate the circumstances surrounding 4 workplace fatalities. These are complicated enquiries which require significant resource to conclude and can result in enforcement actions or court cases.
- 2.10.2 Due to the housing emergency in the city we have developed a partnership working arrangements with our Health and Social Care Partnership colleagues to ensure that the hotels being used for homelessness, refugees and guests from Ukraine are safe. This has involved inspections, risk awareness training and reporting structures between the teams.
- 2.10.3 Noting the rise of cosmetic procedures being provided in shops on the city's high streets we have been undertaking visits to ensure that the providers are properly licensed, where necessary and are safe.

As a result of these visits our Environmental Health Officers have served several Prohibition Notices under the Health and Safety at Work, etc. Act 1974 with regard to: -

- offering for sale a non-surgical buttock augmentation procedure using dermal fillers (known as a Brazilian Bum Lift) at a cost of £1500;

- the use of laser equipment and
- the management of clinical waste

due to there being insufficient procedures, knowledge, training, and equipment in place in which to undertake the activities and procedures safely.

In addition to this Officers also served a Prohibition Notice on a premises preventing the use of unlicensed botulinum toxin, which was being used on the premises. The use of unlicensed and unauthorised products, together with Prescription Only Medicines (POMs) without a prescription is a serious concern and is not only breaking the law but is putting people's health at risk.

Our Officers carried out a joint operation with officers from the Criminal Enforcement Unit (CEU) of the Medicines and Healthcare Products Regulatory Agency (MHRA) following complaints from members of the public and concerns raised by Police Scotland. with regards to the types of products being stored, distributed, and sold from the premises.

During the inspection, enforcement officers from the MHRA seized several unauthorised aesthetic products worth thousands of pounds, which included 397 non-compliant dermal fillers and 320 non-compliant needles/cannulas. Furthermore, 182 vials of unlicensed and suspected illegally traded botulinum toxins were also seized by the MHRA officers.

## **2.11 Licensing Standards and Civic Government Licensing**

To date in 2023/24, the Licensing Standards Team has provided comment on:

- 42 New and Provisional Licensed Premises Applications.
- 135 Major Variation Applications.
- 260 Applications for Extended Hours.
- 1,775 Occasional Licence Applications.

2.11.1 In addition, Licensing Standards received 580 enquiries relative to the provision of advice and guidance on general premises management, proposed alcohol promotions, compliance with legislative provisions and conditions attached to Premises Licences.

2.11.2 Investigations were also carried out in connection with 258 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 were dealt with either directly by Licensing Standards Officers or as part of a multi-agency approach with internal and external partners.

2.11.3 The above figures are similar to last year which is indicative of the continuing challenges faced by the licensed trade. These include a shortage or attrition of experienced staff, increased financial pressures due to the economy and changes in consumption trends. As a consequence of these challenges a significant number of businesses are restricting their general operation during the week whilst conversely finding new ways to generate revenue through

additional themed extensions. This coupled with more unlicensed premises becoming Occasional themed pop ups and the number of events within the city still rising, has resulted in demands on the Licensing Standards resource being challenging.

2.11.4 Environmental Health Officers also deal with other aspects of the licensed trade and received 48 Section 50 applications during the year. These certificates verify that premises meet food safety structural standards before being licensed.

2.11.5 The Business Regulation team deal with a variety of licensing applications ranging from public entertainment licences for major events to skin piercing and tattooing licence applications. In total 368 licence applications were received during the year.

2.11.6 The year included a number of the high-profile recurring events which take place over the city including TRNSMT, Christmas Hubs and Stadia concerts with the addition of being the host city for the UCI Cycling World Championships in August leading to a busy summer. These events bring their own demands on Environmental Health as statutory consultees for the licensing process and the subsequent resource they require to ensure the successful delivery of the events. The safe operation of these events involves a multi-agency approach and requires officers to work outwith normal working hours.

## **2.12 Future of Food Enforcement and Surveillance**

### **Scottish Authority Food Enforcement Re-Build (SAFER)**

2.12.1 Food Standards Scotland (FSS) conducts an annual audit of council resources involved in food law enforcement. In 2021, the annual audit included an exercise to quantify the resource gap across Scotland to enable the Food Law Code of Practice (Scotland) to be fully implemented. The audit identified an estimated shortfall of 178 FTE officers across Scotland to enable food law interventions to be fully delivered. The estimated deficit and the consequences for the Scottish food industry, particularly for export trade, prompted FSS to initiate the SAFER project.

2.12.2 The aim of SAFER is to implement a new approach to Food Law implementation in Scotland which will deliver:

- Public health protection & assurance.
- A sufficient, sustainable and dynamic resource.
- Alternative qualification pathways.
- A Food Law delivery model focused on risk and non-compliance.
- Vital training and practical guidance.
- Technological and digital solutions.

2.12.3 The progress of SAFER has been delayed while Food Standards Scotland source funding to ensure the resource and capacity is in place to deliver on the key priorities the project.

2.12.4 Food Standards Scotland have engaged with CoSLA, SOLACE and Scottish Government. They have submitted a paper to Cabinet for Ministers to consider.

2.12.5 There has been a further request for local authorities to complete another time measuring exercise which should give the information needed to take the project forward. This is being conducted over a six-week period and will be resource intensive. The information recorded will be used to statistically calculate the actual costs of the enforcement delivery model in Scotland. One of the desired outcomes is a financially sustainable model for food enforcement and surveillance. One way of possibly delivering this is by introducing a charging regime for business and the time measuring exercise will assist in scoping out the potential for this being delivered.

## **2.13 Business Regulation Resource**

2.13.1 The Business Regulation team currently consists of:

- 2 Assistant Managers (Grade 8)
- 2 Team Leaders (Grade 7)
- 1 Senior Licensing Standards Officer (Grade 7)
- 9 (7.9FTE) Environmental Health Officers (Grade 7)
- 2 Trainee Environmental Health Officers (Grade 6)
- 10 (9.8 FTE) Food Safety Technical Officers (Grade 6)
- 2 Trainee Food Safety Technical Officers (Grade 3)
- 4 Health and Safety Technical Officers (Grade 6)
- 3 Licensing Standards Officers (Grade 6)

Total: 37 Officers

2.13.2 Table 2 below outlines some key activity of the Business Regulation Team since 2021/22.

	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
<b>Food Service Requests</b>	<b>2,256</b>	<b>2,400</b>	<b>2,226</b>	<b>2,041</b>
<b>Food Law Inspections</b>	<b>111</b>	<b>631</b>	<b>1,047</b>	<b>1,199</b>
<b>Alleged Food Poisoning Investigations</b>	<b>75</b>	<b>81</b>	<b>185</b>	<b>145</b>
<b>Health and Safety Service Requests</b>	<b>637</b>	<b>664</b>	<b>670</b>	<b>472</b>
<b>Health and Safety Interventions</b>	<b>24</b>	<b>176</b>	<b>400</b>	<b>306</b>
<b>Accident Investigation Follow Up</b>	<b>87 (of 255 reported)</b>	<b>71 (of 385 reported)</b>	<b>69 (of 493 reported)</b>	<b>30 (of 283 reported)</b>



<b>Export Health Certificates</b>	<b>535</b>	<b>401</b>	<b>280</b>	<b>181</b>
<b>Ship Sanitation Certificates</b>	<b>Suspended</b>	<b>1</b>	<b>6</b>	<b>2</b>

Table 2: Inspection and Certification Activity

2.13.3 Table 3 below outlines enforcement activity since April 2020. The drop in numbers of food enforcement, relative to previous years, is welcome although more work is needed to increase compliance. It should be emphasised, however, that formal action is reflective of the seriousness of the non-compliance, with a graduated approach to enforcement taken where appropriate. The scale of non-compliance and the need to use enforcement powers to protect public health is still hampering our ability to meet our statutory responsibilities in relation to inspections. We have found compliance levels for the higher risk business we inspect to be 48% over the year. This is the first year of reporting on this indicator and this will enable us to assess the effect of our developing strategy to improve compliance in future years.

	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
<b>Hygiene Improvement Notices</b>	<b>7</b>	<b>42</b>	<b>101</b>	<b>53</b>
<b>Remedial Action Notices</b>	<b>1</b>	<b>37</b>	<b>108</b>	<b>71</b>
<b>Hygiene Emergency Prohibition Notices</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>
<b>Seizure of Food</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>H&amp;S Improvement Notice</b>	<b>3</b>	<b>8</b>	<b>17</b>	<b>18</b>
<b>H&amp;S Prohibition Notice</b>	<b>2</b>	<b>8</b>	<b>6</b>	<b>21</b>
<b>Reports to the Procurator Fiscal</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>

Table 3: Enforcement Activity

2.13.4 In terms of performance officers completed 100% of the inspections programmed for the year. For those businesses that required an intensive intervention within 1 month of the initial visit, 91% of those visits were achieved within time. For those businesses that required an intensive intervention within 3 months of the initial visit, 80% of those visits were achieved within time.

### **3. Public Health**

- 3.1 The Public Health work within Environmental Health carries on a tradition of sanitary type work which has 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.
- 3.2 Nuisance conditions still affect the wellbeing of many residents, with many adversely affected by issues such as noise and odours from nearby commercial activities, accumulations in communal back courts and dampness from adjacent properties.
- 3.3 The Public Health Team works to protect the public health of residents by providing a largely reactive service responding to service requests from members of the public, elected members, businesses, other Council Services and external agencies.
- 3.4 The Public Health Team take pride in the fact that they serve the public directly by responding to requests for help and, by applying problem-solving skills, improve the public health of Glasgow residents in many small but critical ways.
- 3.5 Public Health Functions:
- Investigation of 'Statutory Nuisances', including noise, light pollution, odours, accumulations of refuse, defective drainage and minor housing disrepair.
  - Statutory Consultee for Planning Applications.
  - Investigation of fly tipping.
  - Infectious disease investigation and control, including liaison with Greater Glasgow & Clyde Health Board.
  - Vehicle Emission Testing and Vehicle Idling Enforcement.
  - Air Quality Monitoring.
  - Commercial Waste Enforcement.
  - Dog Control work in relation to dogs not under adequate control or that have strayed.
  - Control of noise from outdoor events.
  - Pest control service.

#### **3.5.1 Key Activities Include:**

- Responding to service requests from members of the public, businesses and Elected Members
- Taking enforcement action where required by law or where evidence of culpability is established (see statistics below).

- Working in partnership with colleagues within NRS and other Council services, as well as external agencies, such as SEPA and the Scottish Government, on major issues and to implement joint solutions.
- Monitoring and patrolling 'hotspot' fly-tipping areas, engaging with residents and taking enforcement action where appropriate.
- Using a coordinated approach to ensure our vermin treatments are effective as possible by tackling any public health nuisance conditions in parallel.

### 3.6 Fly Tipping Enforcement

3.6.1 Officers are currently reviewing the outcomes from the new approach to fly tipping adopted in November 2022. The activity during the year is highlighted in Table 4 below:

<b>Actions</b>	<b>Total</b>
Weeks Of Action Supported	12
No. of Visit	880
No. of Cases Investigated	1462
No. of Properties Engaged	809
No. of Fixed Penalty Notices Issued	130
No. of Cases Crime Scene Tape Used	1021

Table 4 New Approach to Fly Tipping Activity

3.6.2 Across the service 130 fixed penalty notices were issued in relation to fly tipping. The fine for these fixed penalty notices increased in January 2024 to £500.

3.6.3 Officers are engaged with the national discussions on the Scottish Governments national strategy for Litter and Fly Tipping Strategy. Through this engagement a partnership is developing with the Scottish Environmental Protection Agency (SEPA) to improve enforcement outcomes in relation to fly tipping. The legislation has a high bar in terms of the evidential requirements which can be a barrier to taking enforcement action. SEPA has a wider range of enforcement sanctions including civil penalties which have a lower evidential requirement. Early indications are that working together it will be possible to disrupt habitual fly tippers more effectively and issue punitive penalties where appropriate.

### 3.7 Pest Control Services

3.7.1 There has been an increase in the number of rodent reports in the city over the last few years as detailed in Table 5 below. There are likely several reasons for this, but it should be noted that this is a national increase across the UK and not just Glasgow specific. There are a variety of structural, environmental, and societal issues that are having an effect, such as:

- o Warmer winters (climate change), where we are experiencing higher survival rates within the rat population;
- o Aging infrastructure, e.g. the sewer system, Victorian and Edwardian buildings and drainage where rats can escape from broken pipes and drain covers and nest in voids in the old buildings, giving them a safe place to inhabit;
- o Littering habits of residents and visitors in conjunction with the increase in consumption of take away food;
- o Due to the current financial crisis, we are seeing businesses reducing their maintenance and staffing levels leading to opportunities for vermin to access properties;
- o Over enthusiastic bird and wildlife feeding in public parks and private gardens. Rats can be sustained by the excess food being used for this purpose;
- o The new culture of food deliveries anywhere, anytime means members of the public are producing more waste throughout the day and night.

An additional factor is that several of the Residential Social Landlord who engaged private pest control contractors during the pandemic are now referring their tenants back to GCC Pest Control's free service.

Cases Reported	2021/22	2022/23	2023/24
Rats Outdoors	5,788	6,258	7,106
Rats Indoors	1,427	1,690	1,960
Total Rats	7,215	7,948	9,066
Mice Indoors	1,108	3,128	3,430
<b>Total Rats and Mice</b>	<b>8,323</b>	<b>11,076</b>	<b>12,496</b>

Table 5 Pest Control reports

- 3.7.2 To improve back-courts we are coordinating GCC Pest Control with our Public Health team, GCC Cleansing services and Residential Social Landlord's to ensure that the vermin infestation is treated effectively and the wider public health issues that may be contributing to the vermin's presence are removed.
- 3.7.3 A process is currently being developed to ensure that proofing measures required to reduce the opportunity for vermin re-infestation of domestic properties, are notified to the landlords/RSL's.
- 3.7.4 At the national level, engagement has started with the Scottish Government regarding the support for a national forum with an aim of developing an integrated pest control strategy for Scotland, sharing of best practice, and gathering data to assist national policy leads to understand the impact of pests.

### 3.8 Commercial Waste Enforcement

- 3.8.1 The commercial waste enforcement team has five officers and a supervisor. The team ensure that businesses are complying with their waste disposal responsibilities under the Environmental Protection Act 1990. Non-compliance can result in an enforcement notice and/or a £500 fixed penalty notice being served.

3.8.2 In 2023/24 officers carried out 2,642 visits. 265 (10%) were found to have inadequate arrangements in place for waste disposal at the time of the visit and required follow up action to ensure compliance.

3.8.3 The presentation of commercial waste for uplift continues to be an issue across the city. Unfortunately, there is no clear legislative powers to deal with this issue. Officers are continuing to engage with businesses and the commercial waste service providers to ensure they follow the GCC policy guidelines.

### 3.9 **Dog Control**

3.9.1 NRS has recently secured a full time Dog Control post during the year and recruited successfully to the position.

3.9.2 During the year we have received 371 dog control service requests and have 53 active Dog Control Notices.

3.9.3 In terms of stray dogs 52 dogs have been collected during the year. These dogs are taken to kennels where they are scanned for an active dog chip. If it is in place, it will identify the owner.

3.9.4 Officers are currently engaged with Scottish Government in conjunction with CoSLA on the new XL Bully legislation and the wider dog control responsibility to highlight the need for additional funding. The new XL Bully legislation is predominately led by Police Scotland.

### 3.10 **Public Health Resource**

3.10.1 The Public Health team comprises:

- 2 Assistant Managers (Grade 8)
- 3 (1 vacant post being advertised) Team Leaders (Grade 7)
- 6 (5.6 FTE) (Environmental Health Officers (Grade 7)
- 19 (18.6 FTE) (1 post temporary) Technical Officers (Grade 6)
- 1 Technical Officer (Commercial Waste) (Grade 6)
- 5 (1 post being advertised) Commercial Waste Enforcement Officers (Grade 3)
- 3 Technical Officers (Vehicle Emissions)
- 5 (4 posts being appointed) Technical & Enforcement Support Officers
- 1 Dog Control Officer

Total:45

	PHABT	PHAIRQ	PHCOOK	PHDAMP	PHDIRS	PHDOG	PHDRAI	PHDREF	PHENVP	PHFLYT	PHHOUS	PHIMML	PHLIGH	PHOFLO	PHRAIN	PHSMOK	PHVEHI	PHWPEN	TOTAL
Anderston/City/Yorkhill	9	8	14	13	41	5	26	67	47	41	16	14	8	14	12	12	8	113	468
Baillieston	13	4	1	8	10	2		15	7	7	4				1	4		4	80
Calton	24	10	2	5	30	9	4	43	18	20	18		2	3	4	3	4	48	247
Canal	23	2	1	14	24	6	7	20	15	43	9	2			2	3		17	188
Cardonald	3			26	25	4	12	36	25	31	27	3	1		5	6	1	25	230
Dennistoun	9	1		5	26	6	16	21	17	10	13			6	26	5	1	56	218
Drumchapel/Anniesland	10		1	13	26	7	7	36	20	13	11	1	1		5	6	3	22	182
East Centre	12	2		13	19	11	3	40	7	17	17		1	4	2	5	3	20	176
Garscadden/Scotstounhill	40		1	15	20	8	4	35	12	13	14	4		2	3	4	2	23	200
Govan	21	2	4	11	31	7	18	65	27	36	21	5	5	9	9	7		89	367
Greater Pollok	18	2	2	4	13	3	3	19	10	39	15	6	2	1	2	3	5	13	160
Hillhead	13	2	7	23	17	8	21	53	19	19	11	3	5	17	12	2	7	66	305
Langside	12	5	8	22	29	8	20	23	20	27	22	3	4	6	10	7	5	74	305
Linn	13	1	5	8	28	5	4	10	10	18	12	3	2	2	4	7	3	19	154
Maryhill	18		2	5	19	3	3	17	7	4	7		1	2	7	3		17	115
Newlands/Auldburn	11		2	8	14	5	4	15	14	28	11	18		4	2	3	5	34	178
North East	4		1	12	3	9	6	9	1	8	6	1	1		2	3	1	27	94
Partick East/Kelvindale	18	4	11	6	14	1	7	29	16	6	7	1	6	9	11	6	3	27	182
Pollokshields	22	3	6	6	20	7	19	34	18	20	14	8	2	9	14	15	7	85	309
Shettleston	5		7	12	22	6	6	45	19	17	20	2		3	6	12		23	205
Southside Central	17	5	2	10	26	7	24	101	61	90	32	11	3	9	17	8	12	174	609
Springburn/Robroyston	7	1	1	15	20	3	5	22	11	14	10			6	3	4		16	138
Victoria Park	23	3	1	4	15	3	6	11	11	8	4	2	1	2	6	2	3	31	136
Total	345	55	79	258	492	133	225	766	412	529	321	87	45	108	165	130	73	1023	5246

Table 6 Public Health service requests per ward

Wardname	TOTAL	Advisory	Car Alarms	Commercial Premises	Construction Noise	Entertainment Noise	Equipment Noise	Intruder Alarms	Ice Cream Chimes	Industrial Noise	Vibration	Other Noise	Total
Anderston/City/Yorkhill	879	75	17	83	70	400	46	73	1	3	9	102	879
Baillieston	39	4	1	6	8	6	6	1	3			4	39
Calton	244	12	4	55	13	102	8	19		2	4	25	244
Canal	37	4		8	8	2	4	4	1	1	1	4	37
Cardonald	42	5	1	3		5	1	21				6	42
Dennistoun	89	6	8	11	7	25	4	16	1	1	6	4	89
Drumchapel/Anniesland	42	1		5	5	7	5	8	7	1		3	42
East Centre	32	2	1	3	6	3	4	8				5	32
Garscadden/Scotstounhill	75	7	1	11	6	11	11	10	1	4		13	75
Govan	200	16	6	36	23	32	36	19		12	3	17	200
Greater Pollok	38	3		8		9	5	5		1		6	37
Hillhead	217	19	7	36	8	103	10	13		1		20	217
Langside	93	5	3	18	14	22	12	10				9	93
Linn	41	5	3	6	2		12	9				4	41
Maryhill	44	3		12	4	2	4	6		2		11	44
Newlands/Auldburn	58	6		11	11	8	8	2	1		3	8	58
North East	14	1		1	2	1	1	1				7	14
Partick East/Kelvindale	178	18	17	26	15	55	12	10		1	5	19	178
Pollokshields	153	9	3	23	10	67	5	15		4	1	16	153
Shettleston	85	3	1	18	6	22	8	8		3	1	15	85
Southside Central	253	7	15	68	8	58	27	34		8	5	23	253
Springburn/Robroyston	19			5	5		1	1				7	19
Victoria Park	90	5	2	9	28	4	16	12	3	2		9	90
TOTAL	2962	216	90	462	259	944	246	305	18	46	38	337	2962

Table 7 – Non-domestic Noise Reports per Ward

Fixed Penalty Notices and Statutory Notices issued 2022/2023		
	FPNs Issued	Statutory Notices issued
Total	106	883

Fixed Penalty Notices and Statutory Notices issued 2023/2024		
	FPNs Issued	Statutory Notices issued
Total	99	680

Table 8 Public Heath Fixed Penalty and Statutory Notices Issued



#### **4. FUTURE CHALLENGES AND POTENTIAL EFFICIENCIES**

- 4.1 The most immediate challenge facing Environmental Health continues to be the recruitment of qualified officers. A number of experienced officers, including management, have retired or left in the last year resulting in a loss of valuable experience, with several other officers likely to retire within the next five years. More than 50% of the workforce is over the age of 50.
- 4.2 It was acknowledged that a workforce plan required to be developed to mitigate the risks to the service. Therefore, in addition to attempting to fill current vacancies, a key focus of the Environmental Health workplan during the year was to improve resilience and efficiency to minimise the impact of any further reduction in resource. The workforce plan will continue to be developed to assist in the retention and career progression of existing staff with pathways being created to allow the attainment of the required qualifications.

#### **5. Recruitment**

- 5.1 GCC is continuing to work in partnership with the Society of Chief Officers of Environmental Health and the University of West of Scotland to facilitate the training of Environmental Health students. The professional training is now integrated, with students spending their third year gaining practical experience with a Local Authority. Due to the limited success in recruiting qualified officers, GCC is committed to upskilling existing staff and recruiting students and graduates from the Environmental Health BSc (Hons) course. The current compliment is as below:-

- One 3<sup>rd</sup> year placement currently in the service presenting for REHIS exams in 2025
- One 4<sup>th</sup> year Graduate currently in the service presenting for REHIS exams in October 2024
- One Technical Officer currently going through the REHIS alternative pathway to qualification.
- Two Technical Officers currently in the service presenting for REHIS exams in October 2024.
- Two 3<sup>rd</sup> Year students scheduled to be placed in the service in September 2024.

In addition there are two trainee Technical Officers (Food Safety) who will present for the REHIS food certificates in October 2024.

To improve the recruitment, an innovative approach has been introduced by offering graduates a technical officer post prior to presenting at their professional examinations. This means an enhanced financial package compared to many other authorities. To further enhance recruitment there has been development of a post with career progression to tie 1<sup>st</sup> year students to Glasgow City from the earliest opportunity and support and grow the individual until qualified as an EHO.

## 6. Improving Efficiency

- 6.1 Where resources are reduced, it is vital that the most efficient use is made of officer time. A significant amount of time is devoted to working in conjunction with the NRS Service Development Team to develop the Uniform database used by Environmental Health. This will allow improved data recording and retrieval.
- 6.2 The team will continue to work with NRS Service Development Team and Performance and Information Management Unit to maximise the use of data in relation to service demand and performance. This will assist with review of priorities and identification of areas where further improvements to processes can be made.
- 6.3 The work plan for data management and process improvements includes projects to improve the customer journey by sharing case officer contact details and to move our Pest Control records onto Uniform with the flexibility to work agilely using tablets.

## 7. Policy and Resource Implications

### Resource Implications:

<i>Financial:</i>	A small element of the overall budget is provided by the Scottish Government for air quality work.
<i>Legal:</i>	See section 1.4.1
<i>Personnel:</i>	Delivered by existing council staff.
<i>Procurement:</i>	Not applicable

<b>Council Strategic Plan:</b>	Grand Challenge 4 - Deliver Essential Services in a Sustainable, Innovative and Efficient way for our Communities.
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### Equality and Socio-Economic Impacts:

<i>Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.</i>	Reducing health inequality
<i>What are the potential equality impacts as a result of this report?</i>	Positive impact

<i>Please highlight if the policy/proposal will help address socio-economic disadvantage.</i>	This work will help address socio-economic disadvantage
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**Climate Impacts:**

<i>Does the proposal support any Climate Plan actions? Please specify:</i>	Contributes towards improved air quality
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<i>What are the potential climate impacts as a result of this proposal?</i>	N/A
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<i>Will the proposal contribute to Glasgow's net zero carbon target?</i>	N/A
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**Privacy and Data Protection Impacts:**

Are there any potential data protection impacts as a result of this report Y/N	N
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If Yes, please confirm that a Data Protection Impact Assessment (DPIA) has been carried out

**8 Recommendations**

- 8.1** It is recommended that the Committee note the content of the report.