

Operational Performance and Delivery Scrutiny Committee

14th January 2026

Response to Questions by Elected Members

ITEM: 2	Strategic Plan Performance – Grand Challenge 3
Q: Councillor Jassemi	Electric Vehicle Charging Infrastructure - To align with Transport Scotland's new requirements for fleet charge point requirements, what are the cost implications of this?
A: NRS	<p>The Council use Transport Scotland's (TS) contract with Charge Place Scotland (CPS) as the Charge Point Management System (CPMS) supporting Fleet EV Chargers.</p> <ul style="list-style-type: none">• The TS contract with CPS will terminate at the end of 2026 with all public sector organisations to make their own future arrangements.• The Public CPMS will be provided by new Charge Point Operator (CPO) under the Glasgow City Regional (GCR) Concession contract, which is currently in a procurement phase.• The Fleet CPM is not in the scope of the GCR concession contract. Cost and market provision analysis is underway via the council's technology partner CGI, for the provision of a separate CPMS for fleet chargers.
ITEM: 2	Strategic Plan Performance – Grand Challenge 3
Q: Councillor Jassemi	Can data be provided on how long on average it takes from intelligence being received to enforcement action being taken and actually enforced against those involved?
A: NRS	<p>Service Standards</p> <p>Environmental Health aims to respond to service requests within 2 - 5 working days depending on the severity and nature of the request and to achieve resolution within 1 month. Resolution does not necessarily involve enforcement action. A range of proportionate interventions may be used, including:</p> <ul style="list-style-type: none">• Officer patrols• Informal advisory letters• Provision of advice and guidance• Engagement with responsible persons or landowners• Referral to stakeholders eg SEPA /Police Scotland• Formal enforcement action, where appropriate

For example – Environmental Health received a service request in November 2025 regarding fly tipping of car parts. Environmental Health worked closely with partner agencies to gather a robust evidential trail sufficient to support enforcement action. As a result of this multi-agency investigation, a Fixed Penalty Notice was issued in January 2026.

This illustrates that, although the service aims to resolve complaints within one month, cases that require evidence gathering, partnership working, or formal enforcement may take longer to conclude.

Reasons Why Enforcement Action May Not Be Possible

We are unable to take formal enforcement action in the following circumstances:

1. **Waste Removed by Streetscene or the Landowner**
Where waste has already been removed prior to investigation, no evidence remains to support enforcement proceedings.
2. **No Evidence Identifying the Alleged Offender**
Enforcement requires admissible evidence demonstrating who deposited the waste. In the absence of such evidence, no action can be taken against any individual or business.
3. **Enforcement Policy Hierarchy**
In line with our Enforcement Policy, an informal letter is issued in the first instance where no admission of responsibility is made.
 - A Fixed Penalty Notice (FPN) can only be issued where the offender admits the offence, as an FPN provides the opportunity to discharge liability for prosecution.
 - Without an admission, escalation to an FPN is not legally permitted.
4. **Commercial Waste Complaints (Fly Tipping)**
For complaints involving commercial waste, a **Duty of Care Notice** is issued as the first enforcement step. Further action is dependent on compliance with that notice and the availability of evidence.