

Protective services

Food hygiene - the percentage of premises with a minimum inspection frequency of six months or 12 months that were inspected on time

The purposes of food hygiene inspections are to:

- identify potential risks to the health of the public arising from the processing, cooking, handling and storage of food
- confirm that food preparation processes meet the requirements of the Food Safety Act 1990.

Business premises dealing in food are categorised according to the frequency with which they should be inspected, depending on their level of food safety risk. This risk is determined on the basis of the type of premises and the confidence that the council has in the management of food processes at the premises.

The indicator provides information on the percentage of targeted premises inspected within the target time. It excludes:

- those premises now identified as 'Approved premises' for which the inspection frequency is variable
- those lower risk premises for which the inspection frequency is greater than 12 months.

Points to bear in mind

Factors that will influence a council's decision on the required number of inspections are:

- the likely risk according to the type of food
- the extent to which food is handled, and the risk of cross-contamination where a process involves both raw and cooked food
- the method of processing. Particular emphasis is placed on inspecting any high-risk product where the conditions can allow the growth of food poisoning organisms – for example, canning, vacuum packing and any process where temperature is a controlling factor
- the number of consumers likely to be put at risk if there is a failure in food hygiene and safety procedures
- the cleanliness, layout, lighting, ventilation and structural condition of the premises
- the attitude and technical knowledge of the management on hygiene and safety matters.

Protective services

Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time

Council	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	6	✓	98.9	97.4	99.5			
Aberdeenshire	14		90.8	96.9	98.2	✓		
Angus	13		100.0	98.9	98.3			
Argyll & Bute	27	✗	98.7	96.7	87.6		✗	
Clackmannanshire	29	✗	94.0	75.4	83.0		✗	
Dumfries & Galloway	23		86.5	80.1	92.6	✓		
Dundee City	14		95.2	100.0	98.2			
East Ayrshire	8	✓	97.2	97.9	99.2			
East Dunbartonshire	11		96.3	94.7	98.5			
East Lothian	25	✗	95.7	96.7	90.0	✗		
East Renfrewshire	1	✓	100.0	100.0	100.0			
City of Edinburgh	1	✓	99.1	99.8	100.0			
Falkirk	18		81.9	96.3	96.5			✓
Fife	28	✗	92.3	96.3	87.0	✗		
Glasgow City	24		93.1	94.4	92.3			
Highland	11		95.7	99.4	98.5			
Inverclyde	9		94.9	88.8	99.1			
Midlothian	20		97.8	94.2	95.6			
Moray	30	✗	76.1	73.9	71.8	✗		
North Ayrshire	16		98.9	99.1	98.1			
North Lanarkshire	1	✓	99.8	97.3	100.0			
Orkney Islands	25	✗	65.8	60.0	90.0			✓
Perth & Kinross	9		81.3	91.9	99.1			✓
Renfrewshire	1	✓	99.2	99.8	100.0			
Scottish Borders	21		85.1	93.7	95.5		✓	
Shetland Islands	31	✗	<u>33.3</u>	20.0	63.2			
South Ayrshire	18		100.0	100.0	96.5			
South Lanarkshire	6	✓	99.1	98.5	99.5			
Stirling	16		94.7	98.3	98.1			
West Dunbartonshire	22		94.7	100.0	94.4			
West Lothian	1	✓	94.6	98.1	100.0	✓		
			Scotland					
			94.4	95.6	95.7			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	100.0	100.0	100.0
Upper quartile	98.9	99.0	99.2
Median	95.2	96.9	98.1
Lower quartile	91.6	94.0	92.5
Lowest ranked performance	33.3	20.0	63.2

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
Improvement	
5-9%	3
10-14%	1
>15%	3
Decline	
5-9%	3
10-14%	2
>15%	-

Unreliable/Unreported Data in 2005/06

Council	03/04	04/05	05/06
Eilean Siar	97.9	97.7	<u>100.0</u>

Reason for Unreliable Determination in 2005/06

Eilean Siar - Data for indicator 1a) could not be separated from the normal inspections and so are not shown separately, but are included in 1b), c) and d).

Notes

An underlined PI measurement indicates unreliable data.

Protective services

Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time

The following councils were ranked 25th or below in 2003/04:

Aberdeenshire
Dumfries & Galloway
Falkirk
Moray
Orkney Islands
Perth & Kinross
Scottish Borders

The following councils did not make any material improvement in their performance by 2005/06:

Moray

Protective services

Noise complaints - the percentage of cases settled on first contact that were dealt with on day of receipt

Noise complaints settled on first contact with the complainant are those settled as a result of initial discussion or correspondence between the council and the complainant without the requirement for further investigation or action to check the extent of the problem.

Points to bear in mind

The key factors that influence this indicator include:

- the level of service the council provides (eg 7 days a week, 24 hours a day; or 5 days a week, office hours only)
- the volume and complexity of complaints
- the extent to which councils use formal notification procedures against those found responsible for noise.

Protective services

Noise complaints - the percentage of cases settled on first contact that were dealt with on day of receipt

Council	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	10		62.9	60.0	95.5			✓
Aberdeenshire	12		100.0	81.5	88.9		✗	
Angus	25	✗	80.0	91.4	68.0			✗
Argyll & Bute	28	✗	76.0	80.5	61.5			✗
Clackmannanshire	1	✓	92.3	85.7	100.0	✓		
Dumfries & Galloway	25	✗	70.5	76.7	68.0			
Dundee City	18		90.4	81.8	83.1	✗		
East Ayrshire	16		55.6	83.9	85.1			✓
East Dunbartonshire	1	✓	100.0	83.3	100.0			
East Lothian	1	✓	100.0	100.0	100.0			
East Renfrewshire	1	✓	100.0	100.0	100.0			
City of Edinburgh	21		75.3	73.3	76.8			
Eilean Siar	20		100.0	100.0	80.0			✗
Falkirk	31	✗	45.9	40.9	46.7			
Fife	24		61.6	72.3	69.7		✓	
Glasgow City	11		69.6	77.8	91.0			✓
Highland	1	✓	92.0	100.0	100.0	✓		
Inverclyde	22		62.5	53.7	72.2			✓
Midlothian	17		100.0	100.0	83.3			✗
Moray	12		90.0	90.0	88.9			
North Ayrshire	1	✓	88.7	100.0	100.0		✓	
North Lanarkshire	14		62.5	66.0	87.7			✓
Orkney Islands	1	✓	100.0	44.4	100.0			
Perth & Kinross	27	✗	71.9	61.3	65.8	✗		
Renfrewshire	1	✓	90.7	82.9	100.0		✓	
Scottish Borders	1	✓	88.4	100.0	100.0		✓	
South Ayrshire	30	✗	23.1	24.3	52.5			✓
South Lanarkshire	19		68.3	37.6	80.5			✓
Stirling	15		100.0	82.6	86.1		✗	
West Dunbartonshire	23		48.2	59.1	69.8			✓
West Lothian	29	✗	59.8	52.4	58.7			
			Scotland					
			73.0	67.7	83.8			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	100.0	100.0	100.0
Upper quartile	96.2	90.7	100.0
Median	80.0	81.5	85.1
Lower quartile	62.7	60.7	69.8
Lowest ranked performance	23.1	24.3	46.7

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
Improvement	
5-9%	2
10-14%	4
>15%	8
Decline	
5-9%	2
10-14%	2
>15%	4

Unreliable/Unreported Data in 2005/06

Council	03/04	04/05	05/06
Shetland Islands	33.3	87.5	<u>56.5</u>

Reason for Unreliable Determination in 2005/06

Shetland Islands - The figures could not be substantiated by supporting documentation.

Notes

An underlined PI measurement indicates unreliable data.

Protective services

Noise complaints - the percentage of cases settled on first contact that were dealt with on day of receipt

The following councils were ranked 25th or below in 2003/04:

East Ayrshire
Falkirk
Fife
Shetland Islands
South Ayrshire
West Dunbartonshire
West Lothian

The following councils did not make any material improvement in their performance by 2005/06:

Falkirk
Shetland Islands (Unreliable in 2005/06)
West Lothian

Protective services

Noise complaints - the percentage of cases needing further action, completed within 14 days of receipt

This indicator reveals the recorded incidence of noise complaints for which the council accepts a responsibility to try to resolve the problem but which cannot be adequately dealt with without further investigation.

Points to bear in mind

The key factors that influence this indicator include:

- the level of service the council provides (eg 7 days a week, 24 hours a day; or 5 days a week, office hours only)
- the volume and complexity of complaints
- the extent to which councils use formal notification procedures against those found responsible for noise.

All councils will have a small proportion of complex complaints that take a long time to clear-up.

Protective services

Noise complaints - the percentage of cases needing further action, completed within 14 days of receipt

Council	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	8	✓	47.7	49.7	89.5			✓
Aberdeenshire	1	✓	99.0	96.5	98.3			
Angus	25	✗	36.3	54.1	62.3			✓
Argyll & Bute	26	✗	50.0	80.0	61.3			✓
Clackmannanshire	27	✗	29.4	55.9	55.9			✓
Dumfries & Galloway	28	✗	58.8	52.9	49.4			✗
Dundee City	19		72.0	67.9	73.1			
East Ayrshire	13		32.1	45.6	82.0			✓
East Dunbartonshire	24		68.2	62.2	65.0			
East Lothian	22		45.4	53.3	69.4			✓
East Renfrewshire	12		77.8	92.1	85.4	✓		
City of Edinburgh	3	✓	88.4	92.3	94.9	✓		
Eilean Siar	18		80.0	12.5	75.0	✗		
Falkirk	31	✗	48.6	39.4	24.9			✗
Fife	14		52.4	69.3	81.7			✓
Glasgow City	15		71.1	65.3	80.8		✓	
Highland	15		67.2	61.5	80.8			✓
Inverclyde	10		54.3	60.6	88.1			✓
Midlothian	23		88.0	91.9	68.4			✗
Moray	5	✓	92.9	95.7	91.3			
North Ayrshire	2	✓	50.6	84.8	95.3			✓
North Lanarkshire	17		22.5	51.5	75.8			✓
Orkney Islands	4	✓	72.7	25.0	91.7			✓
Perth & Kinross	30	✗	28.8	25.5	29.5			
Renfrewshire	6	✓	81.3	89.3	91.0		✓	
Scottish Borders	21		12.9	70.8	70.0			✓
South Ayrshire	20		70.9	26.9	70.6			
South Lanarkshire	29	✗	58.1	61.8	35.1			✗
Stirling	9		56.6	63.8	88.4			✓
West Dunbartonshire	7	✓	37.6	56.5	89.6			✓
West Lothian	11		80.6	88.8	86.6	✓		
			Scotland					
			65.0	70.5	84.6			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	99.0	96.5	98.3
Upper quartile	75.3	82.4	89.0
Median	58.1	61.8	80.8
Lower quartile	46.6	52.2	66.7
Lowest ranked performance	12.9	12.5	24.9

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
Improvement	
5-9%	3
10-14%	2
>15%	15
Decline	
5-9%	1
10-14%	-
>15%	4

Unreliable/Unreported Data in 2005/06

Council	03/04	04/05	05/06
Shetland Islands	62.5	72.3	FTR

Notes

An underlined PI measurement indicates unreliable data.

Protective services

Noise complaints - the percentage of cases needing further action, completed within 14 days of receipt

The following councils were ranked 25th or below in 2003/04:

Angus
Clackmannanshire
East Ayrshire
East Lothian
North Lanarkshire
Perth & Kinross
Scottish Borders
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2005/06:

Perth & Kinross

Protective services

Trading Standards, Consumer complaints – the percentage of complaints processed within 14 days of receipt

Complaints are requests to the council to investigate the activities of a trader or traders. Both enquiries and complaints relate to goods or services which the consumer suspects or believes have been poor, unfair or based on illegal trading practice by a trader – for example, selling faulty, dangerous or wrongly described goods, or setting unreasonable conditions of sale.

The indicator does not provide information on the quality of any advice or investigation, or on its usefulness to the consumer or business.

Points to bear in mind

The number and complexity of enquiries and complaints will affect the indicator. Many enquiries can be dealt with speedily, often on the same day or within a few days. The investigative work involved in complaints means that they often take longer to complete.

The indicator relates solely to the time taken to complete a complaint irrespective of the outcome.

Protective services

Consumer complaints - the percentage of complaints processed within 14 days of receipt

Council	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	6	✓	89.3	88.9	84.9			
Aberdeenshire	14		80.1	74.3	75.3	✗		
Angus	16		80.5	80.0	74.4	✗		
Argyll & Bute	15		87.8	81.9	74.6			✗
Clackmannanshire	24		73.0	70.1	67.1	✗		
Dumfries & Galloway	10		83.7	82.7	81.1			
Dundee City	4	✓	97.8	91.9	87.0		✗	
East Ayrshire	26	✗	58.1	63.4	63.8	✓		
East Dunbartonshire	29	✗	67.6	62.8	53.3			✗
East Lothian	1	✓	97.7	96.1	96.3			
East Renfrewshire	12		72.5	71.4	78.0	✓		
City of Edinburgh	20		92.9	79.0	70.2			✗
Eilean Siar	18		91.2	83.3	71.7			✗
Falkirk	19		66.2	70.4	70.3	✓		
Fife	27	✗	91.5	81.6	61.5			✗
Glasgow City	22		83.9	72.4	67.8			✗
Highland	25	✗	89.7	76.0	66.8			✗
Inverclyde	30	✗	83.3	80.8	50.8			✗
Midlothian	8	✓	92.1	83.8	82.4		✗	
Moray	7	✓	93.0	89.0	83.6		✗	
North Ayrshire	17		77.9	78.2	71.9	✗		
North Lanarkshire	32	✗	64.1	70.1	45.7			✗
Orkney Islands	13		87.6	87.5	77.8		✗	
Perth & Kinross	2	✓	96.7	95.9	96.0			
Renfrewshire	5	✓	84.9	85.0	85.3			
Scottish Borders	31	✗	70.9	60.3	49.4			✗
Shetland Islands	3	✓	87.6	89.2	88.6			
South Ayrshire	9		81.9	85.3	81.9			
South Lanarkshire	23		65.3	60.4	67.2			
Stirling	10		74.0	76.5	81.1	✓		
West Dunbartonshire	21		77.6	72.8	68.6		✗	
West Lothian	28	✗	88.8	76.0	55.4			✗
			Scotland					
			83.4	77.4	72.6			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	97.8	96.1	96.3
Upper quartile	90.1	85.1	82.0
Median	83.8	79.5	73.2
Lower quartile	73.8	72.2	67.0
Lowest ranked performance	58.1	60.3	45.7

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
Improvement	
5-9%	4
10-14%	-
>15%	-
Decline	
5-9%	4
10-14%	5
>15%	11

Notes

An underlined PI measurement indicates unreliable data.

Protective services

Consumer complaints - the percentage of complaints processed within 14 days of receipt

The following councils were ranked 25th or below in 2003/04:

Clackmannanshire
East Ayrshire
East Dunbartonshire
East Renfrewshire
Falkirk
North Lanarkshire
Scottish Borders
South Lanarkshire

The following councils did not make any material improvement in their performance by 2005/06:

Clackmannanshire
East Dunbartonshire
North Lanarkshire
Scottish Borders
South Lanarkshire

Protective services

Trading Standards, Business advice requests – the percentage of requests dealt with within 14 days of receipt

Business advice is given in response to enquiries by individual businesses. It includes approaches made in person and enquiries received by letter and telephone, but excludes advice given as part of a routine inspection of trading premises.

The indicator does not provide information on the quality of any advice or investigation, or on its usefulness to the consumer or business.

Points to bear in mind

The number and complexity of advice requests will affect the indicator.

Protective services

Business advice requests - the percentage of requests dealt with within 14 days of receipt

Council	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	25	✗	94.4	93.2	92.3			
Aberdeenshire	17		92.8	91.6	95.5			
Angus	32	✗	88.5	88.0	86.1			
Argyll & Bute	28	✗	99.6	96.5	91.5	✗		
Clackmannanshire	16		93.8	100.0	95.8			
Dumfries & Galloway	23		97.4	95.3	93.1			
Dundee City	1	✓	99.3	98.9	100.0			
East Ayrshire	4	✓	99.3	97.8	99.4			
East Dunbartonshire	25	✗	100.0	82.0	92.3	✗		
East Lothian	24		99.0	100.0	92.7	✗		
East Renfrewshire	22		96.8	100.0	93.8			
City of Edinburgh	27	✗	91.7	82.9	91.9			
Eilean Siar	1	✓	91.7	92.9	100.0	✓		
Falkirk	12		95.0	96.5	97.4			
Fife	18		96.5	97.7	95.0			
Glasgow City	30	✗	92.6	90.7	91.3			
Highland	13		97.5	96.1	97.3			
Inverclyde	21		94.7	85.2	94.1			
Midlothian	7	✓	97.5	95.2	99.0			
Moray	10		97.6	96.7	97.7			
North Ayrshire	8	✓	99.2	100.0	98.7			
North Lanarkshire	11		91.8	91.2	97.5	✓		
Orkney Islands	4	✓	99.0	97.5	99.4			
Perth & Kinross	9		97.9	100.0	98.5			
Renfrewshire	1	✓	99.7	100.0	100.0			
Scottish Borders	15		97.1	97.8	96.2			
Shetland Islands	31	✗	87.5	93.0	91.2			
South Ayrshire	6	✓	100.0	98.8	99.3			
South Lanarkshire	14		97.7	92.5	97.0			
Stirling	20		90.2	92.6	94.7			
West Dunbartonshire	19		94.3	86.7	94.9			
West Lothian	29	✗	95.1	97.5	91.4			
			Scotland					
			95.9	94.4	95.1			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	100.0	100.0	100.0
Upper quartile	99.0	98.1	98.6
Median	97.0	96.3	95.7
Lower quartile	93.6	92.3	92.6
Lowest ranked performance	87.5	82.0	86.1

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
Improvement	
5-9%	2
10-14%	-
>15%	-
Decline	
5-9%	3
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.

Protective services

Business advice requests - the percentage of requests dealt with within 14 days of receipt

The following councils were ranked 25th or below in 2003/04:

Aberdeenshire
Angus
City of Edinburgh
Eilean Siar
Glasgow City
North Lanarkshire
Shetland Islands
Stirling

The following councils did not make any material improvement in their performance by 2005/06:

Aberdeenshire
Angus
City of Edinburgh
Glasgow City
Shetland Islands
Stirling

Protective services

Inspection of trading premises - the percentage of premises in the high and medium inspection risk categories (one year and two years) that were inspected on time

Inspection is used to enforce standards for trading premises in relation to fair trading, quantity, quality and safety ('Fair Trading', 'Metrology', 'Quality Standards' and 'Safety' respectively). The indicator provides information on the extent to which the planned programme of premises in the high and medium risk categories (one to two years) was successfully completed.

While the risk categories are national, the designation of the number of premises in each category is determined by the council. Achievement is, therefore, a measure of the efficiency of the council in attaining its own target number of visits.

Points to bear in mind

Performance will be affected by efficiency in completion of visits (itself a reflection of the complexity of the visit process), ease of access and the skills and number of staff involved.

Protective services

Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time

Council	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	31	✗	-	33.5	28.6			
Aberdeenshire	27	✗	-	57.1	51.3			
Angus	22		-	61.6	65.4			
Argyll & Bute	26	✗	-	93.6	57.0			
Clackmannanshire	29	✗	-	56.1	48.2			
Dumfries & Galloway	25	✗	-	80.1	59.8			
Dundee City	13		-	86.3	90.8			
East Ayrshire	9		-	95.8	96.8			
East Dunbartonshire	17		-	84.5	84.2			
East Renfrewshire	1	✓	-	100.0	100.0			
City of Edinburgh	12		-	75.7	91.4			
Eilean Siar	15		-	85.5	86.9			
Falkirk	18		-	63.6	82.1			
Fife	20		-	81.6	76.5			
Glasgow City	10		-	94.7	96.4			
Highland	23		-	71.4	65.2			
Inverclyde	24		-	88.2	61.6			
Midlothian	8	✓	-	96.8	97.6			
Moray	11		-	80.3	93.9			
North Ayrshire	5	✓	-	98.4	99.4			
North Lanarkshire	4	✓	-	76.9	99.7			
Orkney Islands	30	✗	-	7.5	41.3			
Perth & Kinross	19		-	77.3	80.0			
Renfrewshire	1	✓	-	100.0	100.0			
Scottish Borders	21		-	69.7	67.6			
Shetland Islands	28	✗	-	34.5	48.7			
South Ayrshire	7	✓	-	100.0	97.7			
South Lanarkshire	1	✓	-	97.0	100.0			
Stirling	14		-	75.3	90.1			
West Dunbartonshire	16		-	96.4	85.7			
West Lothian	6	✓	-	98.2	98.0			
			Scotland					
			-	78.1	75.9			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	-	100.0	100.0
Upper quartile	-	96.1	97.2
Median	-	81.6	85.7
Lower quartile	-	70.5	63.4
Lowest ranked performance	-	7.5	28.6

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	31	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04		
Improvement		
5-9%	-	
10-14%	-	
>15%	-	
Decline		
5-9%	-	
10-14%	-	
>15%	-	

Unreliable/Unreported Data in 2005/06

Council	03/04	04/05	05/06
East Lothian	-	FTR	FTR

Notes

An underlined PI measurement indicates unreliable data.