

Protective services

Food safety: hygiene inspections

- 1: The number of establishments in each of the following four categories requiring inspection during the year, and the percentage of the inspections which were undertaken within the prescribed period:

Minimum inspection frequency	Number to be inspected in the year	% of inspections undertaken within time
Approved establishments		
6 months		
12 months		
more than 12 months		

What the indicator reports

The indicator reports the council's food hygiene inspection workload and its success in achieving its own inspection targets for the four categories of food hygiene inspection frequencies.

The purposes of food hygiene inspection 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 Law. Establishments are grouped according to their level of food safety risk. This risk is determined on the basis of:
 - the type of establishment
 - the confidence the council has in the management of food processes at the establishment.

The 'approved establishments' category is for those establishments that are excluded from the risk rating scheme under the Food Law Code of Practice due to the specific nature of the operation.

The 'within 6 months' category is for establishments which are the highest risk establishments and so require the most frequent inspection visits, while the 'more than 12 months' category is for establishments which have a lower risk and require fewer visits.

For each inspection category, the indicator reports three pieces of information - the number of establishments in the category, the percentage of inspections which were undertaken within the prescribed time and the number inspected which received formal follow-up action.

Points to bear in mind

Each category sets out only the minimum number of inspections which have to be carried out. Some establishments, particularly in the 'within 6 months' category, may be visited more frequently during the period due to the assessed level of risk. These additional visits are not reflected in the indicator.

Some of the factors which might influence a council's decision on the required number of food hygiene inspection visits are:

- the likely risk according to the type of food. Some products have an inherently higher risk with respect to food poisoning than others. These include all high-protein foods such as meat, fish, milk and dairy products
- 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 conditions can allow the growth of food poisoning organisms - for example, canning, vacuum packing and any process where temperature is a controlling factor

Protective services

- 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 condition of the establishments
- the attitude and technical knowledge of the management on hygiene and safety matters.

As a result of the Pennington Report in 1997 councils were required to:

- reassess the risk categories for all establishments dealing in food, resulting in more establishments being brought into the high-risk category
- undertake more detailed inspections of establishments
- encourage businesses in high-risk categories to develop and introduce new food safety control systems.

It is possible that certain establishments may be placed in a new category during the year, to take account of the factors above. Such establishments are excluded from the indicator.

The main factor, which may affect performance, is the number of establishments in each of the risk categories.

Noise Complaints

PS 2: Domestic noise complaints

- a) **The number of complaints of domestic noise received during the year:**
 - i) **settled without the need for attendance on site**
 - ii) **requiring attendance on site**
 - iii) **dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004.**

- b) **For those in a)ii and a)iii above, the average time (hours) between the time of the complaint and attendance on site.**

What the indicator reports

'Domestic noise' means noise to which Part V of the Antisocial Behaviour etc (Scotland) Act, 2004 (ASBA) applies or would have applied, had the Council resolved to apply that provision. However, such noise may be dealt with using other, pre-existing legislation.

A 'complaint' is an expression of concern to the council about domestic noise in the expectation that the Council will address the matter. Such complaints may be received in a range of different departments or offices.

Interpretation

Each council is responsible for maintaining the level of noise complaints service it considers appropriate for its area. Councils are now beginning to adopt and implement the provisions of the ASBA as an additional means of handling domestic noise incidents. Consequently, the extent to which councils provide services outwith office hours is likely to develop as the provisions of the ASBA are implemented. In some cases the service is available up to 24 hours, 7 days per week, while in others it may only be available during office hours Monday to Friday.

It is important that councils respond effectively to noise complaints using the range of legislation available to them. However, the choice of legislation under which any action might be taken is a matter for the service and will, in part be determined by whether or not the council has decided to make use of the provisions of the ASBA.

Some councils have close partnership arrangements in place with other organisations such as police forces and housing agencies to provide an integrated service. Consequently, the number of complaints to the council and the number to which it responds may be relatively low.

Protective services

PS 3: Non-domestic noise complaints

- a) **The number of complaints of non-domestic noise received during the year**
 - i) **settled without the need for formal action**
 - ii) **requiring formal action.**

- b) **For those in a)ii above, the average time (calendar days) to institute formal action.**

What the indicator reports

The indicator shows variation in both the extent to which councils make use of formal action and the average time taken to institute any such action when it is considered appropriate to do so by the council.

A 'complaint' is an expression of concern to the council about non-domestic noise in the expectation that the Council will address the matter. 'Non-domestic noise' means noise to which Part V of Antisocial Behaviour (Scotland) Act 2004 does not, or could not, apply.

The average time to institute formal action means the time between receipt of the complaint and:

- the date of issue of **an abatement notice (EPA - S80)**
- the date of issue of **a S60 Notice (COPA - S60)**
- the date of calling in Court of an **application for interim interdict (EPA - S81(5))**
- the date of submission of **a report to the procurator fiscal regarding an alleged offence under any legislation**
- the date of **an adverse report to a Licensing Board or any other Council Board or Committee.**

'formal action' means one of the actions in bold above.

Interpretation

Each council is responsible for maintaining the level of service it considers appropriate for its area. The noise complaints services offered by councils in Scotland vary widely. In some cases the service is available up to 24 hours, 7 days per week, while in others it may only be available during office hours Monday to Friday.

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

Trading standards

- 3: The percentage of consumer complaints and business advice requests completed within 14 days.**

What the indicator reports

The indicator provides a measure of the efficiency of the council in dealing with complaints and business advice requests it receives. Many enquiries are now handled by Consumer Direct, an online service, supported by the Office of Fair Trading. More information about Consumer Direct is available on its web site at: www.consumerdirect.gov.uk/

The indicator is based on the time between:

- the date of receipt by the council of all necessary information in relation to the complaint or advice request to allow action (eg advice or investigation) to commence
- the date on which the council's contact with the consumer and/or the trader concerned finished - that is, the council provided the information requested, or the outcome of an investigation was reported to the consumer or business making the complaint.

Protective services

'Complaints' are requests to the council to investigate the activities of a trader or traders relating 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. They are not complaints against the council.

'Business advice' is advice given in response to enquiries by individual businesses (but not consumers). It includes approaches made in person and enquiries received by letter and telephone, but excludes advice given as part of a routine visit.

Points to bear in mind

The indicator will be affected by the number and complexity of complaints and advice requests.

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

4: Trading premises inspections:

Minimum inspection frequency	Number of premises in risk category	Number to be inspected in the year	% of inspections undertaken within time
12 months (High risk)			
2 years (Medium risk)			

What the indicator reports

Councils inspect trading premises such as shops, market stalls and vehicles to confirm whether they are trading in accordance with consumer law, and to maintain standards for these premises in relation to fair trading, quantity, quality and safety.

Councils categorise all premises which must be inspected into one of three bands - 'high', 'medium' and 'low' risk. These bands reflect the priority to be given by councils to inspecting different premises. For example, those categorised as 'high' are regarded as having the greatest risk and so require more frequent inspection than medium- or low-risk premises.

The indicator shows:

- how extensive each council's planned inspection work is (that is, both the frequency of inspection and the proportion of premises it plans to inspect) in relation to the two higher priority risk categories
- the extent to which the council actually carried out the inspections it planned to premises in the two higher priority risk categories.

Councils maintain a register of premises to be inspected. They are able, therefore, to plan annually how many premises they will inspect in each of the three risk categories.

Points to bear in mind

Councils do not allocate premises to risk categories on the basis of a single factor, such as the goods or services sold by the business. In accordance with the national scheme, premises are assessed in relation to four factors designed to assess the impact on the public if the business failed to comply. The four factors are:

- the difficulty the business is likely to face in complying with consumer law
- the number of consumers likely to be affected by a failure to comply (as measured by the turnover of the business)
- the past compliance record of the business
- the control system used by the business.

It is the overall impact of these factors which determines whether premises are categorised as 'high', 'medium' or 'low' risk.

Protective services

Protective Services	Indicator 1					
	Number of approved premises requiring inspection in the year			Total number of approved premises inspections		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	75	63	51	87	74	62
Aberdeenshire	159	122	99	147	122	99
Angus	14	12	11	34	28	11
Argyll & Bute	53	32	51	74	32	72
Clackmannanshire	1	1	0	1	1	0
Dumfries & Galloway	27	27	25	56	57	55
Dundee City	6	4	1	18	12	3
East Ayrshire	14	8	8	19	18	20
East Dunbartonshire	3	3	2	6	6	4
East Lothian	9	6	7	22	14	16
East Renfrewshire	1	1	1	1	1	1
Edinburgh, City of	12	14	11	31	32	28
Eilean Siar	0	20	24	0	41	52
Falkirk	6	5	7	6	5	15
Fife	70	23	26	123	49	55
Glasgow City	23	11	42	46	31	42
Highland	84	134	67	141	134	124
Inverclyde	5	4	6	7	6	10
Midlothian	9	10	12	16	16	18
Moray	21	23	15	21	19	15
North Ayrshire	74	10	10	88	20	20
North Lanarkshire	31	15	16	31	15	16
Orkney Islands	13	13	10	28	12	20
Perth & Kinross	9	8	8	9	22	8
Renfrewshire	21	11	1	23	11	3
Scottish Borders	20	29	20	33	29	32
Shetland Islands	17	25	25	17	21	36
South Ayrshire	13	8	9	37	20	22
South Lanarkshire	170	102	124	196	102	124
Stirling	6	2	2	13	2	4
West Dunbartonshire	13	8	5	22	12	11
West Lothian	25	19	1	28	20	2
Scotland	1,004	748	697	1,381	963	1,000

Protective services

Protective Services	Indicator 1					
	Number of approved premises inspections undertaken within time			Percentage of approved premises inspections actually inspected within time		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	71	48	55	81.6%	64.9%	88.7%
Aberdeenshire	123	108	79	83.7%	88.5%	79.8%
Angus	28	26	8	82.4%	92.9%	72.7%
Argyll & Bute	58	28	69	78.4%	87.5%	95.8%
Clackmannanshire	0	0	0	0.0%	0.0%	0.0%
Dumfries & Galloway	33	54	51	58.9%	94.7%	92.7%
Dundee City	18	12	3	100.0%	100.0%	100.0%
East Ayrshire	17	17	15	89.5%	94.4%	75.0%
East Dunbartonshire	6	6	4	100.0%	100.0%	100.0%
East Lothian	13	14	16	59.1%	100.0%	100.0%
East Renfrewshire	1	1	1	100.0%	100.0%	100.0%
Edinburgh, City of	31	32	28	100.0%	100.0%	100.0%
Eilean Siar	0	41	50	0.0%	100.0%	96.2%
Falkirk	6	5	14	100.0%	100.0%	93.3%
Fife	116	49	55	94.3%	100.0%	100.0%
Glasgow City	46	31	42	100.0%	100.0%	100.0%
Highland	141	109	115	100.0%	81.3%	92.7%
Inverclyde	7	6	10	100.0%	100.0%	100.0%
Midlothian	16	9	14	100.0%	56.3%	77.8%
Moray	15	17	15	71.4%	89.5%	100.0%
North Ayrshire	88	20	20	100.0%	100.0%	100.0%
North Lanarkshire	31	15	16	100.0%	100.0%	100.0%
Orkney Islands	27	0	15	96.4%	0.0%	75.0%
Perth & Kinross	9	21	8	100.0%	95.5%	100.0%
Renfrewshire	15	11	3	65.2%	100.0%	100.0%
Scottish Borders	31	23	30	93.9%	79.3%	93.8%
Shetland Islands	5	5	8	29.4%	23.8%	22.2%
South Ayrshire	31	19	22	83.8%	95.0%	100.0%
South Lanarkshire	188	99	109	95.9%	97.1%	87.9%
Stirling	13	2	4	100.0%	100.0%	100.0%
West Dunbartonshire	22	12	11	100.0%	100.0%	100.0%
West Lothian	27	20	2	96.4%	100.0%	100.0%
Scotland	1,233	855	892	89.3%	88.8%	89.2%

Protective services

Protective Services	Indicator 1					
	Number of premises in the '6 months' category requiring food safety inspection in the year			Total number of inspections in the 6 months category		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	15	21	19	30	42	38
Aberdeenshire	83	94	66	166	188	132
Angus	15	16	15	30	32	30
Argyll & Bute	2	1	5	4	2	10
Clackmannanshire	2	4	5	4	8	10
Dumfries & Galloway	8	10	13	16	20	26
Dundee City	15	17	19	30	34	38
East Ayrshire	21	21	25	42	42	50
East Dunbartonshire	35	25	24	70	50	48
East Lothian	10	6	2	20	12	4
East Renfrewshire	No Service	13	10	No Service	13	20
Edinburgh, City of	12	4	15	24	8	30
Eilean Siar	5	1	1	10	2	2
Falkirk	2	2	4	4	4	8
Fife	1	No Service	0	2	No Service	0
Glasgow City	58	23	66	116	46	132
Highland	14	7	5	28	14	10
Inverclyde	1	1	2	2	2	4
Midlothian	14	7	9	28	14	18
Moray	46	13	6	92	26	12
North Ayrshire	26	26	25	52	52	50
North Lanarkshire	11	38	14	22	76	28
Orkney Islands	0	No Service	1	0	No Service	2
Perth & Kinross	51	33	24	102	66	48
Renfrewshire	38	20	9	76	40	18
Scottish Borders	66	50	23	112	98	46
Shetland Islands	0	1	3	0	2	4
South Ayrshire	7	13	3	14	26	6
South Lanarkshire	22	18	25	44	36	50
Stirling	5	11	3	10	22	6
West Dunbartonshire	9	4	4	18	8	8
West Lothian	7	0	2	14	0	4
Scotland	596	499	447	1,172	983	892

Protective services

Protective Services	Indicator 1					
	Number of premises in the 6 months category that were inspected on time			Percentage of premises in the '6 months' category that were inspected on time		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	30	42	38	100.0%	100.0%	100.0%
Aberdeenshire	163	186	128	98.2%	98.9%	97.0%
Angus	30	32	30	100.0%	100.0%	100.0%
Argyll & Bute	4	2	10	100.0%	100.0%	100.0%
Clackmannanshire	2	3	10	50.0%	37.5%	100.0%
Dumfries & Galloway	14	18	22	87.5%	90.0%	84.6%
Dundee City	28	34	38	93.3%	100.0%	100.0%
East Ayrshire	41	42	50	97.6%	100.0%	100.0%
East Dunbartonshire	70	50	48	100.0%	100.0%	100.0%
East Lothian	19	12	4	95.0%	100.0%	100.0%
East Renfrewshire	No Service	13	20	No Service	100.0%	100.0%
Edinburgh, City of	24	8	30	100.0%	100.0%	100.0%
Eilean Siar	10	2	2	100.0%	100.0%	100.0%
Falkirk	4	4	8	100.0%	100.0%	100.0%
Fife	2	No Service	0	100.0%	No Service	No Service
Glasgow City	88	46	125	75.9%	100.0%	94.7%
Highland	28	11	10	100.0%	78.6%	100.0%
Inverclyde	2	2	4	100.0%	100.0%	100.0%
Midlothian	26	13	17	92.9%	92.9%	94.4%
Moray	65	20	12	70.7%	76.9%	100.0%
North Ayrshire	52	52	49	100.0%	100.0%	98.0%
North Lanarkshire	22	76	28	100.0%	100.0%	100.0%
Orkney Islands	0	No Service	2	0.0%	No Service	100.0%
Perth & Kinross	101	66	48	99.0%	100.0%	100.0%
Renfrewshire	76	40	18	100.0%	100.0%	100.0%
Scottish Borders	105	95	45	93.8%	96.9%	97.8%
Shetland Islands	0	2	2	0.0%	100.0%	50.0%
South Ayrshire	14	26	6	100.0%	100.0%	100.0%
South Lanarkshire	44	36	50	100.0%	100.0%	100.0%
Stirling	10	22	5	100.0%	100.0%	83.3%
West Dunbartonshire	16	8	8	88.9%	100.0%	100.0%
West Lothian	14	0	4	100.0%	0.0%	100.0%
Scotland	1,094	961	871	93.3%	97.8%	97.6%

Protective services

Protective Services	Indicator 1					
	Number of premises in the '12 months' category requiring food safety inspection in the year			Number of premises in the 12 months category that were inspected on time		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	187	243	212	186	241	210
Aberdeenshire	330	359	339	324	355	327
Angus	143	157	125	140	156	123
Argyll & Bute	157	130	129	137	129	129
Clackmannanshire	43	39	64	37	32	64
Dumfries & Galloway	199	194	210	185	187	194
Dundee City	191	195	205	189	195	205
East Ayrshire	88	55	72	88	55	71
East Dunbartonshire	131	126	133	128	125	132
East Lothian	201	172	99	180	157	99
East Renfrewshire	111	95	90	111	95	90
Edinburgh, City of	335	386	413	335	384	413
Eilean Siar	34	20	20	34	18	18
Falkirk	139	131	131	134	130	127
Fife	175	186	235	152	177	224
Glasgow City	1,110	995	1,143	1,043	983	1,099
Highland	316	286	261	311	281	260
Inverclyde	106	86	83	105	85	83
Midlothian	62	69	93	60	60	86
Moray	146	141	136	106	118	135
North Ayrshire	429	386	270	420	379	269
North Lanarkshire	340	445	364	340	445	364
Orkney Islands	20	13	7	18	10	6
Perth & Kinross	215	229	179	213	229	179
Renfrewshire	310	179	167	310	179	167
Scottish Borders	223	257	188	215	244	173
Shetland Islands	19	18	21	12	12	18
South Ayrshire	128	87	116	123	85	114
South Lanarkshire	397	339	294	395	339	291
Stirling	198	153	129	194	152	126
West Dunbartonshire	107	104	93	102	104	93
West Lothian	131	145	140	131	145	137
Scotland	6,687	6,402	6,161	6,424	6,274	6,026

Protective services

Protective Services	Indicator 1					
	Percentage of premises in the '12 months' category that were inspected on time			Number of premises in the 'more than 12 months' category requiring food safety inspection in the year		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	99.5%	99.2%	99.1%	831	889	889
Aberdeenshire	98.2%	98.9%	96.5%	1,022	906	683
Angus	97.9%	99.4%	98.4%	276	411	378
Argyll & Bute	87.3%	99.2%	100.0%	426	347	454
Clackmannanshire	86.0%	82.1%	100.0%	206	227	135
Dumfries & Galloway	93.0%	96.4%	92.4%	944	672	682
Dundee City	99.0%	100.0%	100.0%	561	576	805
East Ayrshire	100.0%	100.0%	98.6%	458	379	416
East Dunbartonshire	97.7%	99.2%	99.2%	211	212	204
East Lothian	89.6%	91.3%	100.0%	308	351	255
East Renfrewshire	100	100.0%	100.0%	192	167	181
Edinburgh, City of	100.0%	99.5%	100.0%	2,108	1,866	1,869
Eilean Siar	100.0%	90.0%	90.0%	158	84	110
Falkirk	96.4%	99.2%	96.9%	381	332	359
Fife	86.9%	95.2%	95.3%	1,119	1,023	926
Glasgow City	94.0%	98.8%	96.2%	1,258	1,247	1,434
Highland	98.4%	98.3%	99.6%	1,573	1,340	1,532
Inverclyde	99.1%	98.8%	100.0%	292	276	285
Midlothian	96.8%	87.0%	92.5%	263	357	183
Moray	72.6%	83.7%	99.3%	356	361	441
North Ayrshire	97.9%	98.2%	99.6%	315	381	398
North Lanarkshire	100.0%	100.0%	100.0%	873	999	966
Orkney Islands	90.0%	76.9%	85.7%	102	106	87
Perth & Kinross	99.1%	100.0%	100.0%	391	491	629
Renfrewshire	100.0%	100.0%	100.0%	425	414	569
Scottish Borders	96.4%	94.9%	92.0%	532	508	544
Shetland Islands	63.2%	66.7%	85.7%	215	89	73
South Ayrshire	96.1%	97.7%	98.3%	453	391	305
South Lanarkshire	99.5%	100.0%	99.0%	939	848	909
Stirling	98.0%	99.3%	97.7%	543	481	578
West Dunbartonshire	95.3%	100.0%	100.0%	319	338	317
West Lothian	100.0%	100.0%	97.9%	468	493	649
Scotland	96.1%	98.0%	97.8%	18,360	17,473	18,245

Protective services

Protective Services	Indicator 1					
	Number of premises in the more than 12 months category that were inspected on time			Percentage of premises in the 'more than 12 months' category that were inspected on time		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	311	191	575	37.4%	21.5%	64.7%
Aberdeenshire	811	648	461	79.4%	71.5%	67.5%
Angus	275	320	326	99.6%	77.9%	86.2%
Argyll & Bute	299	324	406	70.2%	93.4%	89.4%
Clackmannanshire	146	177	128	70.9%	78.0%	94.8%
Dumfries & Galloway	861	651	564	91.2%	96.9%	82.7%
Dundee City	485	516	747	86.5%	89.6%	92.8%
East Ayrshire	457	373	414	99.8%	98.4%	99.5%
East Dunbartonshire	196	202	199	92.9%	95.3%	97.5%
East Lothian	245	291	226	79.5%	82.9%	88.6%
East Renfrewshire	191	167	181	100	100.0%	100.0%
Edinburgh, City of	1,868	1,595	1,458	88.6%	85.5%	78.0%
Eilean Siar	85	49	49	53.8%	58.3%	44.5%
Falkirk	329	314	334	86.4%	94.6%	93.0%
Fife	1,062	872	741	94.9%	85.2%	80.0%
Glasgow City	1,124	1,184	1,378	89.3%	94.9%	96.1%
Highland	714	812	946	45.4%	60.6%	61.7%
Inverclyde	280	274	283	95.9%	99.3%	99.3%
Midlothian	150	196	148	57.0%	54.9%	80.9%
Moray	141	164	265	39.6%	45.4%	60.1%
North Ayrshire	308	364	397	97.8%	95.5%	99.7%
North Lanarkshire	873	999	966	100.0%	100.0%	100.0%
Orkney Islands	70	67	78	68.6%	63.2%	89.7%
Perth & Kinross	315	175	289	80.6%	35.6%	45.9%
Renfrewshire	422	414	569	99.3%	100.0%	100.0%
Scottish Borders	477	467	474	89.7%	91.9%	87.1%
Shetland Islands	25	41	55	11.6%	46.1%	75.3%
South Ayrshire	350	379	300	77.3%	96.9%	98.4%
South Lanarkshire	890	834	896	94.8%	98.3%	98.6%
Stirling	525	464	564	96.7%	96.5%	97.6%
West Dunbartonshire	312	338	310	97.8%	100.0%	97.8%
West Lothian	464	481	538	99.1%	97.6%	82.9%
Scotland	14,976	14,302	15,265	81.6%	81.9%	83.7%

Protective services

Protective Services	Indicator 2			
	Number of domestic noise complaints received that were settled without need for attendance on site		Number of domestic noise complaints received requiring attendance on site	
	2006/2007	2007/2008	2006/2007	2007/2008
Aberdeen City	1,346	1,174	148	156
Aberdeenshire	373	329	202	260
Angus	336	443	63	27
Argyll & Bute	274	54	5	5
Clackmannanshire	115	69	86	111
Dumfries & Galloway	93	31	7	2
Dundee City	224	171	166	173
East Ayrshire	665	440	17	7
East Dunbartonshire	57	131	22	31
East Lothian	200	231	3	11
East Renfrewshire	144	147	282	90
Edinburgh, City of	4,574	4,010	33	36
Eilean Siar	5	6	1	6
Falkirk	37	52	40	41
Fife	1,444	2,075	651	529
Glasgow City	6,672	6,130	Not Required	Not Required
Highland	58	60	38	56
Inverclyde	157	87	19	60
Midlothian	29	60	33	36
Moray	55	105	205	65
North Ayrshire	743	633	13	12
North Lanarkshire	718	557	17	1
Orkney Islands	15	21	2	9
Perth & Kinross	599	890	No Required	Not Required
Renfrewshire	18	104	277	568
Scottish Borders	130	102	29	54
Shetland Islands	303	222	5	4
South Ayrshire	547	617	11	8
South Lanarkshire	1,114	1,068	644	13
Stirling	135	85	18	25
West Dunbartonshire	162	101	444	484
West Lothian	576	552	186	232
Scotland	21,918	20,757	3,667	3,112

Protective services

Protective Services	Indicator 2			
	Number of domestic noise complaints received that were dealt with under Part V of ASB Act 2004		Total domestic noise complaints	
	2006/2007	2007/2008	2006/2007	2007/2008
Aberdeen City	1,007	1,011	2,501	2,341
Aberdeenshire	0	0	575	589
Angus	248	417	647	887
Argyll & Bute	10	3	289	62
Clackmannanshire	94	132	295	312
Dumfries & Galloway	841	622	941	655
Dundee City	2,839	3,783	3,229	4,127
East Ayrshire	475	393	1,157	840
East Dunbartonshire	261	414	340	576
East Lothian	198	189	401	431
East Renfrewshire	148	103	574	340
Edinburgh, City of	5,364	5,308	9,971	9,354
Eilean Siar	0	0	6	12
Falkirk	449	707	526	800
Fife	2,317	3,203	4,412	5,807
Glasgow City	1,858	2,230	8,530	8,360
Highland	0	0	96	116
Inverclyde	51	45	227	192
Midlothian	76	282	138	378
Moray	0	3	260	173
North Ayrshire	524	450	1,280	1,095
North Lanarkshire	207	205	942	763
Orkney Islands	0	0	17	30
Perth & Kinross	721	997	1,320	1,887
Renfrewshire	277	568	572	1,240
Scottish Borders	0	0	159	156
Shetland Islands	0	0	308	226
South Ayrshire	260	403	818	1,028
South Lanarkshire	124	661	1,882	1,742
Stirling	82	114	235	224
West Dunbartonshire	213	67	819	652
West Lothian	841	797	1,603	1,581
Scotland	19,485	23,107	45,070	46,976

Protective services

Protective Services	Indicator 2			
	Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site		Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	
	2006/2007	2007/2008	2006/2007	2007/2008
Aberdeen City	60.0	73.0	1.0	0.6
Aberdeenshire	34.0	56.0	No Service	No Service
Angus	Not Reported	50.0	1.2	0.4
Argyll & Bute	8.0	54.0	72.0	25.0
Clackmannanshire	9.0	8.0	0.3	0.3
Dumfries & Galloway	23.0	129.0	1.0	0.4
Dundee City	24.0	15.0	0.3	0.3
East Ayrshire	0.7	0.5	0.6	0.5
East Dunbartonshire	135.0	105.0	1.0	1.0
East Lothian	28.0	456.0	0.7	0.9
East Renfrewshire	Not Reported	11.0	Not Reported	1.0
Edinburgh, City of	71.0	35.0	2.0	1.0
Eilean Siar	48.0	24.0	No Service	No Service
Falkirk	168.0	54.7	157.0	18.8
Fife	42.5	50.0	0.8	1.0
Glasgow City	Not Required	Not Required	3.2	2.9
Highland	177.0	60.0	No Service	No Service
Inverclyde	36.0	50.5	0.7	0.7
Midlothian	51.9	30.4	0.6	0.4
Moray	Not Reported	43.3	No Service	Not Reported
North Ayrshire	6.0	0.6	1.0	1.1
North Lanarkshire	2.3	1.0	0.7	0.7
Orkney Islands	23.0	306.0	No Service	No Service
Perth & Kinross	Not Required	Not Required	0.4	0.5
Renfrewshire	3.5	5.7	3.5	6.0
Scottish Borders	700.0	453.0	No Service	No Service
Shetland Islands	120.0	540.0	No Service	No Service
South Ayrshire	1.1	1.0	1.1	1.0
South Lanarkshire	0.5	1.8	0.5	0.4
Stirling	15.0	16.5	0.5	0.2
West Dunbartonshire	0.6	0.6	0.6	0.5
West Lothian	Not Reported	73.0	1.0	1.0
Scotland	68.8	91.8	10.5	2.7

Protective services

Protective Services	Indicator 3			
	Number of non-domestic noise complaints settled without need for formal action		Number of non-domestic noise complaints requiring formal action	
	2006/2007	2007/2008	2006/2007	2007/2008
Aberdeen City	402	436	7	3
Aberdeenshire	142	120	1	0
Angus	167	104	0	0
Argyll & Bute	76	78	2	3
Clackmannanshire	74	30	0	0
Dumfries & Galloway	83	58	1	2
Dundee City	191	162	0	0
East Ayrshire	80	62	1	3
East Dunbartonshire	94	87	0	2
East Lothian	50	57	4	3
East Renfrewshire	52	60	0	2
Edinburgh, City of	1,823	1,945	31	26
Eilean Siar	3	4	0	0
Falkirk	208	191	2	0
Fife	354	304	1	1
Glasgow City	1,959	2,274	23	25
Highland	82	72	0	1
Inverclyde	69	45	4	15
Midlothian	49	39	0	2
Moray	46	34	0	0
North Ayrshire	157	161	7	10
North Lanarkshire	219	253	4	6
Orkney Islands	14	6	0	0
Perth & Kinross	177	222	0	0
Renfrewshire	162	194	8	11
Scottish Borders	54	45	0	0
Shetland Islands	9	10	0	0
South Ayrshire	139	152	3	32
South Lanarkshire	440	420	5	7
Stirling	61	50	0	0
West Dunbartonshire	110	61	2	0
West Lothian	230	184	10	4
Scotland	7,776	7,920	116	158

Protective services

Protective Services	Indicator 3			
	Total non-domestic noise complaints		Average time (calendar days) to institute formal action where required	
	2006/2007	2007/2008	2006/2007	2007/2008
Aberdeen City	409	439	54	19
Aberdeenshire	143	120	101	Not Required
Angus	167	104	Not Required	Not Required
Argyll & Bute	78	81	29	32
Clackmannanshire	74	30	Not Required	Not Required
Dumfries & Galloway	84	60	121	34
Dundee City	191	162	Not Required	Not Required
East Ayrshire	81	65	11	10
East Dunbartonshire	94	89	Not Required	1
East Lothian	54	60	76	22
East Renfrewshire	52	62	Not Required	2
Edinburgh, City of	1,854	1,971	19	13
Eilean Siar	3	4	Not Required	Not Required
Falkirk	210	191	15	Not Required
Fife	355	305	138	1
Glasgow City	1,982	2,299	6	3
Highland	82	73	Not Required	147
Inverclyde	73	60	16	6
Midlothian	49	41	Not Required	35
Moray	46	34	Not Required	Not Required
North Ayrshire	164	171	5	14
North Lanarkshire	223	259	13	9
Orkney Islands	14	6	Not Required	Not Required
Perth & Kinross	177	222	Not Required	Not Required
Renfrewshire	170	205	68	31
Scottish Borders	54	45	Not Required	Not Required
Shetland Islands	9	10	Not Required	Not Required
South Ayrshire	142	184	9	1
South Lanarkshire	445	427	111	47
Stirling	61	50	Not Required	Not Required
West Dunbartonshire	112	61	12	Not Required
West Lothian	240	188	18	67
Scotland	7,892	8,078	46	26

Protective services

Protective Services	Indicator 4		
	Number of consumer complaints received		
	2005/2006	2006/2007	2007/2008
Aberdeen City	2,266	1,107	1,202
Aberdeenshire	1,558	1,333	1,478
Angus	811	528	617
Argyll & Bute	519	591	358
Clackmannanshire	423	1,790	1,523
Dumfries & Galloway	2,417	1,558	943
Dundee City	1,264	1,120	1,107
East Ayrshire	1,112	1,081	1,073
East Dunbartonshire	983	876	998
East Lothian	271	62	305
East Renfrewshire	609	469	436
Edinburgh, City of	2,704	2,738	2,959
Eilean Siar	127	109	138
Falkirk	1,718	1,560	895
Fife	2,096	1,977	1,994
Glasgow City	6,371	2,786	2,985
Highland	1,487	1,352	1,446
Inverclyde	254	315	122
Midlothian	431	620	515
Moray	1,190	1,163	1,343
North Ayrshire	1,983	1,861	1,673
North Lanarkshire	2,076	2,524	3,101
Orkney Islands	397	377	441
Perth & Kinross	1,149	1,235	1,238
Renfrewshire	3,837	2,524	2,042
Scottish Borders	502	602	472
Shetland Islands	236	237	226
South Ayrshire	3,897	4,323	4,115
South Lanarkshire	3,170	3,353	3,687
Stirling	1,464	1,790	1,523
West Dunbartonshire	1,355	709	656
West Lothian	1,768	1,589	1,790
Scotland	50,445	39,945	41,878

Protective services

Protective Services	Indicator 4					
	Number of consumer complaints dealt with within 14 days of receipt			Percentage of consumer complaints dealt with within 14 days of receipt		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	1,923	904	930	84.9%	81.7%	77.4%
Aberdeenshire	1,173	811	1,016	75.3%	60.8%	68.7%
Angus	603	311	356	74.4%	58.9%	57.7%
Argyll & Bute	387	405	260	74.6%	68.5%	72.6%
Clackmannanshire	284	1,406	1,200	67.1%	78.5%	78.8%
Dumfries & Galloway	1,960	1,244	720	81.1%	79.8%	76.4%
Dundee City	1,100	925	925	87.0%	82.6%	83.6%
East Ayrshire	709	696	650	63.8%	64.4%	60.6%
East Dunbartonshire	524	468	536	53.3%	53.4%	53.7%
East Lothian	261	59	284	96.3%	95.2%	93.1%
East Renfrewshire	475	318	284	78.0%	67.8%	65.1%
Edinburgh, City of	1,897	2,098	2,419	70.2%	76.6%	81.8%
Eilean Siar	91	90	101	71.7%	82.6%	73.2%
Falkirk	1,208	1,115	464	70.3%	71.5%	51.8%
Fife	1,288	1,362	1,237	61.5%	68.9%	62.0%
Glasgow City	4,321	1,914	2,101	67.8%	68.7%	70.4%
Highland	993	928	997	66.8%	68.6%	68.9%
Inverclyde	129	175	49	50.8%	55.6%	40.2%
Midlothian	355	504	434	82.4%	81.3%	84.3%
Moray	995	965	1,047	83.6%	83.0%	78.0%
North Ayrshire	1,426	1,512	1,276	71.9%	81.2%	76.3%
North Lanarkshire	948	1,232	1,742	45.7%	48.8%	56.2%
Orkney Islands	309	256	332	77.8%	67.9%	75.3%
Perth & Kinross	1,103	1,181	1,189	96.0%	95.6%	96.0%
Renfrewshire	3,272	1,979	1,551	85.3%	78.4%	76.0%
Scottish Borders	248	332	270	49.4%	55.1%	57.2%
Shetland Islands	209	207	196	88.6%	87.3%	86.7%
South Ayrshire	3,193	3,716	3,621	81.9%	86.0%	88.0%
South Lanarkshire	2,130	2,364	2,727	67.2%	70.5%	74.0%
Stirling	1,187	1,406	1,200	81.1%	78.5%	78.8%
West Dunbartonshire	930	426	428	68.6%	60.1%	65.2%
West Lothian	980	933	1,166	55.4%	58.7%	65.1%
Scotland	36,611	28,857	30,508	72.6%	72.2%	72.8%

Protective services

Protective Services	Indicator 4					
	Number of business advice requests received			Number of business advice requests dealt with within 14 days of receipt		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	196	178	179	181	166	168
Aberdeenshire	176	202	193	168	186	183
Angus	151	100	91	130	95	87
Argyll & Bute	94	57	116	86	52	108
Clackmannanshire	24	172	151	23	159	139
Dumfries & Galloway	420	469	338	391	449	329
Dundee City	208	177	319	208	171	311
East Ayrshire	172	158	174	171	158	172
East Dunbartonshire	52	44	43	48	38	40
East Lothian	41	308	62	38	290	58
East Renfrewshire	48	95	76	45	94	74
Edinburgh, City of	528	426	497	485	399	471
Eilean Siar	16	17	38	16	17	38
Falkirk	78	129	168	76	85	149
Fife	262	193	229	249	186	216
Glasgow City	890	1,005	1,056	813	972	1,020
Highland	661	353	445	643	343	431
Inverclyde	34	34	13	32	32	11
Midlothian	102	99	75	101	99	74
Moray	265	225	270	259	213	262
North Ayrshire	75	83	80	74	82	79
North Lanarkshire	161	166	191	157	165	183
Orkney Islands	163	148	140	162	143	134
Perth & Kinross	199	159	145	196	156	143
Renfrewshire	197	83	109	197	83	108
Scottish Borders	291	255	392	280	254	389
Shetland Islands	34	52	68	31	47	63
South Ayrshire	294	299	210	292	296	204
South Lanarkshire	299	364	412	290	357	405
Stirling	171	172	151	162	159	139
West Dunbartonshire	39	33	41	37	32	40
West Lothian	244	249	294	223	221	281
Scotland	6,585	6,332	6,615	6,264	6,040	6,370

Protective services

Protective Services	Indicator 4			Indicator 5		
	Percentage of business advice requests dealt with within 14 days of receipt			Number of premises liable to inspection in the high risk inspection category		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	92.3%	93.3%	93.9%	56	52	76
Aberdeenshire	95.5%	92.1%	94.8%	127	69	72
Angus	86.1%	95.0%	95.6%	105	123	122
Argyll & Bute	91.5%	91.2%	93.1%	190	136	141
Clackmannanshire	95.8%	92.4%	92.1%	3	11	14
Dumfries & Galloway	93.1%	95.7%	97.3%	106	100	88
Dundee City	100.0%	96.6%	97.5%	23	26	23
East Ayrshire	99.4%	100.0%	98.9%	52	50	50
East Dunbartonshire	92.3%	86.4%	93.0%	31	31	31
East Lothian	92.7%	94.2%	93.5%	Not Reported	34	34
East Renfrewshire	93.8%	98.9%	97.4%	23	16	13
Edinburgh, City of	91.9%	93.7%	94.8%	37	32	10
Eilean Siar	100.0%	100.0%	100.0%	20	20	20
Falkirk	97.4%	65.9%	88.7%	32	11	10
Fife	95.0%	96.4%	94.3%	22	24	26
Glasgow City	91.3%	96.7%	96.6%	209	211	213
Highland	97.3%	97.2%	96.9%	208	148	148
Inverclyde	94.1%	94.1%	84.6%	5	5	5
Midlothian	99.0%	100.0%	98.7%	39	24	17
Moray	97.7%	94.7%	97.0%	87	44	84
North Ayrshire	98.7%	98.8%	98.8%	36	48	39
North Lanarkshire	97.5%	99.4%	95.8%	106	70	95
Orkney Islands	99.4%	96.6%	95.7%	4	10	19
Perth & Kinross	98.5%	98.1%	98.6%	74	108	110
Renfrewshire	100.0%	100.0%	99.1%	11	3	6
Scottish Borders	96.2%	99.6%	99.2%	34	26	23
Shetland Islands	91.2%	90.4%	92.6%	35	34	30
South Ayrshire	99.3%	99.0%	97.1%	43	41	43
South Lanarkshire	97.0%	98.1%	98.3%	139	136	135
Stirling	94.7%	92.4%	92.1%	9	11	14
West Dunbartonshire	94.9%	97.0%	97.6%	39	39	36
West Lothian	91.4%	88.8%	95.6%	24	19	22
Scotland	95.1%	95.4%	96.3%	1,929	1,667	1,755

Protective services

Protective Services	Indicator 5					
	Target number of visits to premises in the high risk inspection category			Number of visits to premises in the high risk inspection category achieved		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	56	39	59	33	25	37
Aberdeenshire	127	69	72	100	62	65
Angus	105	112	116	93	97	104
Argyll & Bute	183	136	141	101	87	109
Clackmannanshire	3	11	14	3	11	12
Dumfries & Galloway	106	100	88	58	89	77
Dundee City	22	26	23	21	24	22
East Ayrshire	52	50	45	52	50	43
East Dunbartonshire	31	31	31	27	31	30
East Lothian	Not Reported	34	34	Not Reported	30	27
East Renfrewshire	23	16	13	23	16	13
Edinburgh, City of	37	32	10	37	32	10
Eilean Siar	20	20	20	20	20	20
Falkirk	32	11	10	28	11	10
Fife	22	24	26	17	21	26
Glasgow City	209	211	213	198	202	212
Highland	208	148	148	165	122	146
Inverclyde	5	5	5	4	5	5
Midlothian	36	23	17	35	23	17
Moray	58	44	79	53	42	69
North Ayrshire	36	48	39	36	48	39
North Lanarkshire	106	70	95	106	69	94
Orkney Islands	4	10	19	3	6	19
Perth & Kinross	74	108	110	74	108	109
Renfrewshire	11	3	6	11	3	6
Scottish Borders	34	26	23	34	26	22
Shetland Islands	35	31	27	32	27	26
South Ayrshire	43	41	43	42	41	43
South Lanarkshire	139	127	135	139	125	134
Stirling	9	11	14	9	11	12
West Dunbartonshire	37	39	32	36	39	32
West Lothian	24	19	22	23	19	22
Scotland	1,887	1,630	1,715	1,613	1,481	1,600

Protective services

Protective Services	Indicator 5					
	Percentage of target visits to premises in the high risk inspection category achieved			Number of premises liable to inspection in the medium risk inspection category		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	58.9%	64.1%	62.7%	1,136	1,045	938
Aberdeenshire	78.7%	89.9%	90.3%	1,369	1,370	1,550
Angus	88.6%	86.6%	89.7%	869	853	812
Argyll & Bute	55.2%	64.0%	77.3%	1,241	1,163	1,271
Clackmannanshire	100.0%	100.0%	85.7%	228	1,052	834
Dumfries & Galloway	54.7%	89.0%	87.5%	2,338	2,038	2,134
Dundee City	95.5%	92.3%	95.7%	734	737	684
East Ayrshire	100.0%	100.0%	95.6%	998	909	454
East Dunbartonshire	87.1%	100.0%	96.8%	529	513	486
East Lothian	Not Reported	88.2%	79.4%	Not Reported	637	552
East Renfrewshire	100.0%	100.0%	100.0%	247	No Service	No Service
Edinburgh, City of	100.0%	100.0%	100.0%	2,457	1,754	1,247
Eilean Siar	100.0%	100.0%	100.0%	230	220	208
Falkirk	87.5%	100.0%	100.0%	426	426	483
Fife	77.3%	87.5%	100.0%	1,664	1,373	528
Glasgow City	94.7%	95.7%	99.5%	2,052	2,731	2,421
Highland	79.3%	82.4%	98.6%	2,646	2,700	1,966
Inverclyde	80.0%	100.0%	100.0%	552	521	476
Midlothian	97.2%	100.0%	100.0%	356	400	400
Moray	91.4%	95.5%	87.3%	936	593	930
North Ayrshire	100.0%	100.0%	100.0%	841	744	769
North Lanarkshire	100.0%	98.6%	98.9%	892	550	771
Orkney Islands	75.0%	60.0%	100.0%	176	70	224
Perth & Kinross	100.0%	100.0%	99.1%	1,326	1,204	1,003
Renfrewshire	100.0%	100.0%	100.0%	1,085	877	375
Scottish Borders	100.0%	100.0%	95.7%	1,505	1,256	1,238
Shetland Islands	91.4%	87.1%	96.3%	422	321	293
South Ayrshire	97.7%	100.0%	100.0%	3,227	3,227	2,685
South Lanarkshire	100.0%	98.4%	99.3%	2,037	1,279	2,169
Stirling	100.0%	100.0%	85.7%	760	1,052	834
West Dunbartonshire	97.3%	100.0%	100.0%	634	492	431
West Lothian	95.8%	100.0%	100.0%	559	480	484
Scotland	85.5%	90.9%	93.3%	34,472	30,898	28,816

Protective services

Protective Services	Indicator 5					
	Target number of visits to premises in the medium risk inspection category			Number of target visits to premises in the medium risk inspection category achieved		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	849	253	254	226	139	204
Aberdeenshire	944	858	749	449	637	627
Angus	398	373	389	236	231	102
Argyll & Bute	571	562	431	329	386	296
Clackmannanshire	107	526	417	50	462	407
Dumfries & Galloway	1,169	1,019	1,067	704	866	923
Dundee City	293	368	290	265	340	273
East Ayrshire	452	399	403	436	382	392
East Dunbartonshire	241	263	229	202	246	217
East Lothian	Not Reported	324	186	Not Reported	253	148
East Renfrewshire	No Service	No Service	No Service	No Service	No Service	No Service
Edinburgh, City of	1,049	981	584	956	953	583
Eilean Siar	102	104	94	86	95	85
Falkirk	219	184	304	178	180	294
Fife	753	707	438	576	569	384
Glasgow City	1,020	1,366	807	987	878	No Service
Highland	1,323	1,246	827	833	1,052	673
Inverclyde	232	255	194	142	225	24
Midlothian	169	181	189	165	180	185
Moray	401	250	380	378	239	356
North Ayrshire	456	361	369	453	361	369
North Lanarkshire	523	550	771	521	547	770
Orkney Islands	88	35	112	35	26	105
Perth & Kinross	470	580	500	361	446	343
Renfrewshire	548	439	375	548	439	375
Scottish Borders	983	689	481	654	627	428
Shetland Islands	195	157	136	80	112	108
South Ayrshire	No Service	No service	No Service	No Service	No service	No Service
South Lanarkshire	534	1,136	833	534	1,117	830
Stirling	356	526	417	320	462	407
West Dunbartonshire	334	185	214	282	180	209
West Lothian	221	218	244	217	215	240
Scotland	15,000	14,245	11,460	11,203	12,130	9,950

Protective services

Protective Services	Indicator 5		
	Percentage of target visits to premises in the medium risk inspection category achieved		
	2005/2006	2006/2007	2007/2008
Aberdeen City	26.6%	54.9%	80.3%
Aberdeenshire	47.6%	74.2%	83.7%
Angus	59.3%	61.9%	26.2%
Argyll & Bute	57.6%	68.7%	68.7%
Clackmannanshire	46.7%	87.8%	97.6%
Dumfries & Galloway	60.2%	85.0%	86.5%
Dundee City	90.4%	92.4%	94.1%
East Ayrshire	96.5%	95.7%	97.3%
East Dunbartonshire	83.8%	93.5%	94.8%
East Lothian	Not Reported	78.1%	79.6%
East Renfrewshire	No Service	No Service	No Service
Edinburgh, City of	91.1%	97.1%	99.8%
Eilean Siar	84.3%	91.3%	90.4%
Falkirk	81.3%	97.8%	96.7%
Fife	76.5%	80.5%	87.7%
Glasgow City	96.8%	64.3%	No Service
Highland	63.0%	84.4%	81.4%
Inverclyde	61.2%	88.2%	12.4%
Midlothian	97.6%	99.4%	97.9%
Moray	94.3%	95.6%	93.7%
North Ayrshire	99.3%	100.0%	100.0%
North Lanarkshire	99.6%	99.5%	99.9%
Orkney Islands	39.8%	74.3%	93.8%
Perth & Kinross	76.8%	76.9%	68.6%
Renfrewshire	100.0%	100.0%	100.0%
Scottish Borders	66.5%	91.0%	89.0%
Shetland Islands	41.0%	71.3%	79.4%
South Ayrshire	No Service	No service	No Service
South Lanarkshire	100.0%	98.3%	99.6%
Stirling	89.9%	87.8%	97.6%
West Dunbartonshire	84.4%	97.3%	97.7%
West Lothian	98.2%	98.6%	98.4%
Scotland	74.7%	85.2%	86.8%