

Protective services

Food hygiene - the percentage of premises with a minimum inspection frequency 12 months or less 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 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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	19		94.4	92.2	97.1			
Aberdeenshire	27	✗	94.9	97.0	93.7			
Angus	21		95.7	98.6	97.0			
Argyll & Bute	15		84.7	97.0	98.6			✓
Clackmannanshire	1	✓	81.3	72.9	100.0			✓
Dumfries & Galloway	29	✗	85.6	95.6	91.8	✓		
Dundee City	1	✓	98.3	100.0	100.0			
East Ayrshire	25	✗	98.0	99.1	95.8			
East Dunbartonshire	11		98.6	99.5	99.5			
East Lothian	1	✓	87.2	92.4	100.0		✓	
East Renfrewshire	1	✓	100.0	100.0	100.0			
City of Edinburgh	1	✓	100.0	99.5	100.0			
Eilean Siar	26	✗	<u>100.0</u>	96.8	94.6			
Falkirk	22		96.6	99.3	96.8			
Fife	23		90.0	96.2	96.2	✓		
Glasgow City	24		92.5	98.9	96.1			
Highland	18		99.0	92.4	97.5			
Inverclyde	1	✓	99.1	98.9	100.0			
Midlothian	30	✗	96.2	82.8	90.7	✗		
Moray	12		71.8	83.3	99.4			✓
North Ayrshire	12		98.4	98.5	99.4			
North Lanarkshire	1	✓	100.0	100.0	100.0			
Orkney Islands	31	✗	93.8	40.0	79.3			✗
Perth & Kinross	1	✓	99.1	99.7	100.0			
Renfrewshire	1	✓	98.0	100.0	100.0			
Scottish Borders	28	✗	95.4	94.3	93.2			
Shetland Islands	32	✗	47.2	<u>46.3</u>	45.9			
South Ayrshire	15		93.9	97.7	98.6	✓		
South Lanarkshire	14		99.5	100.0	99.1			
Stirling	19		98.2	99.4	97.1			
West Dunbartonshire	1	✓	95.2	100.0	100.0	✓		
West Lothian	17		99.4	100.0	97.9			
			Scotland					
			94.7	96.9	96.9			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	100.0	100.0	100.0
Upper quartile	99.0	99.6	100.0
Median	96.4	98.6	98.3
Lower quartile	93.5	93.8	96.0
Lowest ranked performance	47.2	40.0	45.9

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	4
10-14%	1
>15%	3
Decline	
5-9%	1
10-14%	-
>15%	1

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 2005/06:

Argyll & Bute
Clackmannanshire
Dumfries & Galloway
East Lothian
Fife
Moray
Shetland Islands

The following councils did not make any material improvement in their performance by 2007/08:

Shetland Islands

Protective services

Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site.

'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.

This indicator shows the average time for attendance on site (when required) using powers under pre-existing legislation.

It does not show the various informal or formal mechanisms used by councils to deal with noise abuse once it has established that a complaint may be justified. Some of the complaints investigated by councils will result in them finding that the noise is within tolerable limits and that no further action is appropriate.

Points to bear in mind

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.

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

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.

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

**Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site:
Requiring attendance on site**

Council	Rank in 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	22		-	60.0	73.0			
Aberdeenshire	20		-	34.0	56.0			
Angus	15		-	FTR	50.0			
Argyll & Bute	18		-	8.0	54.0			
Clackmannanshire	8	✓	-	9.0	8.0			
Dumfries & Galloway	25	✗	-	23.0	129.0			
Dundee City	10		-	24.0	15.0			
East Ayrshire	1	✓	-	0.7	0.5			
East Dunbartonshire	24		-	135.0	105.0			
East Lothian	28	✗	-	28.0	456.0			
East Renfrewshire	9		-	FTR	11.0			
City of Edinburgh	14		-	71.0	35.0			
Eilean Siar	12		-	48.0	24.0			
Falkirk	19		-	168.0	54.7			
Fife	15		-	42.5	50.0			
Glasgow City	NR		-	NR	NR			
Highland	21		-	177.0	60.0			
Inverclyde	17		-	36.0	50.5			
Midlothian	13		-	51.9	30.4			
North Ayrshire	2	✓	-	6.0	0.6			
North Lanarkshire	4	✓	-	2.3	1.0			
Orkney Islands	26	✗	-	23.0	306.0			
Perth & Kinross	NR		-	NR	NR			
Renfrewshire	7	✓	-	3.5	5.7			
Scottish Borders	27	✗	-	700.0	453.0			
Shetland Islands	29	✗	-	120.0	540.0			
South Ayrshire	4	✓	-	1.1	1.0			
South Lanarkshire	6	✓	-	0.5	1.8			
Stirling	11		-	15.0	16.5			
West Dunbartonshire	2	✓	-	0.6	0.6			
West Lothian	22		-	FTR	73.0			
			Scotland					
			-	68.8	91.8			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	-	0.5	0.5
Upper quartile	-	6.5	8.0
Median	-	26.0	50.0
Lower quartile	-	58.0	73.0
Lowest ranked performance	-	700.0	540.0

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	31	0	0
No service	(NS)	0	0	0
Not Required	(NR)	0	2	2

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2007/2008

Council	05/06	06/07	07/08
Moray	-	FTR	<u>43.3</u>

Reason for Unreliable Determination in 2007/2008

Moray - Part 2b of this indicator was a failure to report in 2006/07. The Anti- Social Behaviour Team put a system in place to record time taken in 2007/08. However complaints are also dealt with by Housing Services. Housing Services provided no data on time taken to deal with domestic noise complaints. The data is unreliable as not complete.

Notes

An underlined PI measurement indicates unreliable data.

Protective services

Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site for cases dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004.

'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.

This indicator shows the average time for attendance on site (when required) using powers under taken under Part V of the Antisocial Behaviour etc (Scotland) Act, 2004.

It does not show the various informal or formal mechanisms used by councils to deal with noise abuse once it has established that a complaint may be justified. Some of the complaints investigated by councils will result in them finding that the noise is within tolerable limits and that no further action is appropriate.

Points to bear in mind

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.

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

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.

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

Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004

Council	Rank in 07/08		PI measurement			Better ✓ or worse X since 05/06		
	1-32	✓1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	11		-	1.0	0.6			
Aberdeenshire	NS		-	NS	NS			
Angus	4	✓	-	1.2	0.4			
Argyll & Bute	25	X	-	72.0	25.0			
Clackmannanshire	2	✓	-	0.3	0.3			
Dumfries & Galloway	4	✓	-	1.0	0.4			
Dundee City	2	✓	-	0.3	0.3			
East Ayrshire	8	✓	-	0.6	0.5			
East Dunbartonshire	15		-	1.0	1.0			
East Lothian	14		-	0.7	0.9			
East Renfrewshire	15		-	FTR	1.0			
City of Edinburgh	15		-	2.0	1.0			
Eilean Siar	NS		-	NS	NS			
Falkirk	24		-	157.0	18.8			
Fife	15		-	0.8	1.0			
Glasgow City	22		-	3.2	2.9			
Highland	NS		-	NS	NS			
Inverclyde	12		-	0.7	0.7			
Midlothian	4	✓	-	0.6	0.4			
North Ayrshire	21		-	1.0	1.1			
North Lanarkshire	12		-	0.7	0.7			
Orkney Islands	NS		-	NS	NS			
Perth & Kinross	8	✓	-	0.4	0.5			
Renfrewshire	23		-	3.5	6.0			
Scottish Borders	NS		-	NS	NS			
Shetland Islands	NS		-	NS	NS			
South Ayrshire	15		-	1.1	1.0			
South Lanarkshire	4	✓	-	0.5	0.4			
Stirling	1	✓	-	0.5	0.2			
West Dunbartonshire	8	✓	-	0.6	0.5			
West Lothian	15		-	1.0	1.0			
			Scotland					
			-	10.5	2.7			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	-	0.3	0.2
Upper quartile	-	0.6	0.4
Median	-	0.9	0.7
Lower quartile	-	1.1	1.0
Lowest ranked performance	-	157.0	25.0

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	31	0	0
No service	(NS)	0	6	6

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2007/2008

Council	05/06	06/07	07/08
Moray	-	NS	FTR

Notes

An underlined PI measurement indicates unreliable data.

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. They 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.

Points to bear in mind

The complexity of complaints received and the level of investigative work required will affect the indicator, which 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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	10		84.9	81.7	77.4	✗		
Aberdeenshire	20		75.3	60.8	68.7	✗		
Angus	26	✗	74.4	58.9	57.7			✗
Argyll & Bute	17		74.6	68.5	72.6			
C & SJTSU	8	✓	-	78.5	78.8			
Dumfries & Galloway	11		81.1	79.8	76.4	✗		
Dundee City	6	✓	87.0	82.6	83.6			
East Ayrshire	25	✗	63.8	64.4	60.6	✗		
East Dunbartonshire	29	✗	53.3	53.4	53.7			
East Lothian	2	✓	96.3	95.2	93.1			
East Renfrewshire	22		78.0	67.8	65.1			✗
City of Edinburgh	7	✓	70.2	76.6	81.8			✓
Eilean Siar	16		71.7	82.6	73.2			
Falkirk	30	✗	70.3	71.5	51.8			✗
Fife	24		61.5	68.9	62.0			
Glasgow City	18		67.8	68.7	70.4			
Highland	19		66.8	68.6	68.9			
Inverclyde	31	✗	50.8	55.6	40.2			✗
Midlothian	5	✓	82.4	81.3	84.3			
Moray	9		83.6	83.0	78.0	✗		
North Ayrshire	12		71.9	81.2	76.3	✓		
North Lanarkshire	28	✗	45.7	48.8	56.2			✓
Orkney Islands	14		77.8	67.9	75.3			
Perth & Kinross	1	✓	96.0	95.6	96.0			
Renfrewshire	13		85.3	<u>78.4</u>	76.0		✗	
Scottish Borders	27	✗	49.4	55.1	57.2			✓
Shetland Islands	4	✓	88.6	87.3	86.7			
South Ayrshire	3	✓	81.9	86.0	88.0	✓		
South Lanarkshire	15		67.2	70.5	74.0		✓	
West Dunbartonshire	21		68.6	60.1	65.2			
West Lothian	22		55.4	58.7	65.1			✓
			Scotland					
			72.6	72.2	72.8			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	96.3	95.6	96.0
Upper quartile	82.3	81.5	78.4
Median	73.2	70.5	73.2
Lower quartile	66.9	62.6	63.6
Lowest ranked performance	45.7	48.8	40.2

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	1	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	2
10-14%	1
>15%	4
Decline	
5-9%	5
10-14%	1
>15%	4

Note

C & SJTSU - Clackmannanshire and Stirling joint Trading Standards Unit

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 2005/06:

East Dunbartonshire
Fife
Inverclyde
North Lanarkshire
Scottish Borders
West Lothian

The following councils did not make any material improvement in their performance by 2007/08:

East Dunbartonshire
Fife
Inverclyde

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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	24		92.3	93.3	93.9			
Aberdeenshire	21		95.5	92.1	94.8			
Angus	19		86.1	95.0	95.6		✓	
Argyll & Bute	26	✗	91.5	91.2	93.1			
C & SJTSU	29	✗	-	92.4	92.1			
Dumfries & Galloway	12		93.1	95.7	97.3			
Dundee City	10		100.0	96.6	97.5			
East Ayrshire	4	✓	99.4	100.0	98.9			
East Dunbartonshire	27	✗	92.3	86.4	93.0			
East Lothian	25	✗	92.7	94.2	93.5			
East Renfrewshire	11		93.8	98.9	97.4			
City of Edinburgh	21		91.9	93.7	94.8			
Eilean Siar	1	✓	100.0	100.0	100.0			
Falkirk	30	✗	97.4	65.9	88.7	✗		
Fife	23		95.0	96.4	94.3			
Glasgow City	16		91.3	96.7	96.6	✓		
Highland	15		97.3	97.2	96.9			
Inverclyde	31	✗	94.1	94.1	84.6		✗	
Midlothian	6	✓	99.0	100.0	98.7			
Moray	14		97.7	94.7	97.0			
North Ayrshire	5	✓	98.7	98.8	98.8			
North Lanarkshire	17		97.5	99.4	95.8			
Orkney Islands	18		99.4	96.6	95.7			
Perth & Kinross	7	✓	98.5	98.1	98.6			
Renfrewshire	3	✓	100.0	100.0	99.1			
Scottish Borders	2	✓	96.2	99.6	99.2			
Shetland Islands	28	✗	91.2	90.4	92.6			
South Ayrshire	13		99.3	99.0	97.1			
South Lanarkshire	8	✓	97.0	98.1	98.3			
West Dunbartonshire	9		94.9	97.0	97.6			
West Lothian	19		91.4	88.8	95.6			
			Scotland					
			95.1	95.4	96.3			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	100.0	100.0	100.0
Upper quartile	98.7	98.9	98.0
Median	95.9	96.6	96.6
Lower quartile	92.4	93.5	94.1
Lowest ranked performance	86.1	65.9	84.6

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	1	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	1
10-14%	1
>15%	-
Decline	
5-9%	1
10-14%	1
>15%	-

Note

C & SJTSU - Clackmannanshire and Stirling joint Trading Standards Unit

Notes

An underlined PI measurement indicates unreliable data.

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

The following councils were ranked 25th or below in 2005/06:

Angus
Argyll & Bute
City of Edinburgh
Glasgow City
Shetland Islands
West Lothian

The following councils did not make any material improvement in their performance by 2007/08:

Argyll & Bute
City of Edinburgh
Shetland Islands
West Lothian

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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	27	✗	28.6	56.2	77.0			✓
Aberdeenshire	23		51.3	75.4	84.3			✓
Angus	30	✗	65.4	67.6	40.8			✗
Argyll & Bute	29	✗	57.0	67.8	70.8			✓
C & SJTSU	12		-	88.1	97.2			
Dumfries & Galloway	22		59.8	85.3	86.6			✓
Dundee City	17		90.8	92.4	94.2			
East Ayrshire	13		96.8	96.2	97.1			
East Dunbartonshire	15		84.2	94.2	95.0		✓	
East Lothian	26	✗	FTR	<u>79.1</u>	79.5			
East Renfrewshire	1	✓	100.0	100.0	100.0			
City of Edinburgh	5	✓	91.4	97.2	99.8	✓		
Eilean Siar	19		86.9	92.7	92.1	✓		
Falkirk	14		82.1	97.9	96.8			✓
Fife	21		76.5	80.7	88.4			✓
Glasgow City	8	✓	96.4	68.5	99.5			
Highland	24		65.2	84.2	84.0			✓
Inverclyde	31	✗	61.6	88.5	14.6			✗
Midlothian	10		97.6	99.5	98.1			
Moray	18		93.9	95.6	92.6			
North Ayrshire	1	✓	99.4	100.0	100.0			
North Lanarkshire	5	✓	99.7	99.4	99.8			
Orkney Islands	16		41.3	71.1	94.7			✓
Perth & Kinross	28	✗	80.0	80.5	74.1	✗		
Renfrewshire	1	✓	100.0	100.0	100.0			
Scottish Borders	20		67.6	91.3	89.3			✓
Shetland Islands	25	✗	48.7	73.9	82.2			✓
South Ayrshire	1	✓	97.7	100.0	100.0			
South Lanarkshire	7	✓	100.0	98.3	99.6			
West Dunbartonshire	11		85.7	97.8	98.0		✓	
West Lothian	9		98.0	98.7	98.5			
			Scotland					
			75.9	85.7	87.7			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	100.0	100.0	100.0
Upper quartile	97.6	98.1	99.0
Median	85.7	92.4	94.7
Lower quartile	65.2	79.8	84.2
Lowest ranked performance	28.6	56.2	14.6

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	1	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	2
10-14%	2
>15%	10
Decline	
5-9%	1
10-14%	-
>15%	2

Note

C & SJTSU - Clackmannanshire and Stirling joint Trading Standards Unit

Notes

An underlined PI measurement indicates unreliable data.

Protective services

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

The following councils were ranked 25th or below in 2005/06:

Aberdeen City
Aberdeenshire
Argyll & Bute
Orkney Islands
Shetland Islands

The following councils did not make any material improvement in their performance by 2007/08:

None