

Trading standards

Enquiries, complaints and advice

1. **The percentage of consumer enquiries, complaints and business advice requests completed within the following time bands:**
 - day of receipt
 - 2 to 14 days
 - 15 to 30 days
 - over 30 days.

What the indicator reports

The indicator provides a measure of the efficiency of the council in dealing with enquiries, complaints and business advice requests.

The indicator is based on the time between:

- the date of receipt by the council of all necessary information in relation to the enquiry, 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.

'Enquiries' are requests for information from a consumer (but not a business) about any aspect of consumer law or an unfair trading practice.

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

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.

'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 enquiries, complaints and advice requests.

Most 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. Councils usually receive more enquiries than complaints.

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

Inspection of trading premises



2. For premises classified as either high, medium or low risk:
- the council's target period between inspections for each risk group
 - the number of premises in each risk group
 - the number of visits the council planned to make to premises in each risk group
 - the percentage of visits it completed on time in each risk group.

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)
- the extent to which the council actually carried out the inspections it planned to premises in each risk category.

Although the scheme for grouping premises is national, each council decides its own frequency of inspection of premises in each category. Councils also 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.

In accordance with the developed criteria (see Section 1 page 5) this is a TRANSITIONAL indicator.

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Auditors appointed by the Accounts Commission have reviewed councils' arrangements for producing the performance information. In the table below, an 'x' is shown against an indicator where the auditor expressed doubts about the reliability of the authority's arrangements for producing the information.

Indicator Number	1			2		
	Enquiries, complaints and advice			Inspection of trading premises		
	99/00	00/01	01/02	99/00	00/01	01/02
Aberdeen City						
Aberdeenshire						
Angus						
Argyll & Bute						
Clackmannanshire						
Dumfries & Galloway						
Dundee City						
East Ayrshire						
East Dunbartonshire						
East Lothian				X		
East Renfrewshire						
Edinburgh, City of						
Eilean Siar						
Falkirk						
Fife						
Glasgow City						
Highland						
Inverclyde						
Midlothian				X	X	X
Moray						
North Ayrshire						
North Lanarkshire						
Orkney Islands						
Perth & Kinross						
Renfrewshire						
Scottish Borders						
Shetland Islands						
South Ayrshire						
South Lanarkshire						
Stirling						
West Dunbartonshire						
West Lothian						

Trading standards

Trading Standards	Indicator 1					
	Percentage of consumer enquiries completed on the same day of receipt			Percentage of consumer enquiries completed within 2 to 14 days of receipt		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Aberdeen City	98.1%	97.1%	97.3%	1.5%	2.6%	2.1%
Aberdeenshire	98.9%	100.0%	93.7%	0.5%	0.0%	4.3%
Angus	85.2%	83.8%	72.7%	9.0%	9.9%	21.7%
Argyll & Bute	99.4%	99.8%	99.0%	0.4%	0.1%	1.0%
Clackmannanshire	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
Dumfries & Galloway	94.8%	96.1%	97.2%	4.0%	3.4%	2.4%
Dundee City	95.9%	96.3%	98.5%	3.6%	3.7%	1.3%
East Ayrshire	100.0%	94.2%	100.0%	0.0%	5.8%	0.0%
East Dunbartonshire	99.9%	100.0%	99.8%	0.1%	0.0%	0.2%
East Lothian	98.5%	95.4%	98.7%	1.5%	4.6%	1.3%
East Renfrewshire	98.9%	97.1%	100.0%	1.1%	2.9%	0.0%
Edinburgh, City of	50.6%	69.1%	71.5%	46.5%	26.6%	18.5%
Eilean Siar	91.7%	96.8%	95.2%	8.3%	3.2%	4.8%
Falkirk	99.9%	99.8%	100.0%	0.1%	0.2%	0.0%
Fife	97.6%	98.3%	97.6%	2.0%	1.0%	1.2%
Glasgow City	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
Highland	85.9%	86.1%	89.2%	11.2%	9.8%	8.6%
Inverclyde	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
Midlothian	93.2%	87.2%	92.3%	5.4%	8.3%	5.8%
Moray	98.8%	97.8%	95.5%	1.2%	2.2%	4.5%
North Ayrshire	93.2%	93.8%	97.6%	4.2%	6.3%	0.0%
North Lanarkshire	99.9%	99.9%	100.0%	0.1%	0.1%	0.0%
Orkney Islands	96.2%	88.9%	97.3%	3.8%	8.9%	2.7%
Perth & Kinross	95.3%	96.6%	92.9%	4.2%	2.7%	6.8%
Renfrewshire	--Not Reported--	100.0%	100.0%	--Not Reported--	0.0%	0.0%
Scottish Borders	82.9%	89.4%	91.7%	17.1%	9.6%	7.9%
Shetland Islands	66.7%	89.5%	89.2%	33.3%	10.5%	10.8%
South Ayrshire	95.0%	99.5%	99.8%	5.0%	0.3%	0.2%
South Lanarkshire	84.4%	86.1%	88.0%	11.7%	7.8%	7.6%
Stirling	89.8%	89.5%	93.7%	6.0%	6.1%	4.7%
West Dunbartonshire	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
West Lothian	91.9%	90.7%	83.8%	7.3%	8.8%	14.9%
Scotland	97.4%	97.7%	97.6%	2.3%	1.8%	1.8%

Trading standards

Trading Standards	Indicator 1					
	Percentage of consumer enquiries completed within 15 to 30 days of receipt			Percentage of consumer enquiries completed in more than 30 days of receipt		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Aberdeen City	0.2%	0.1%	0.2%	0.2%	0.2%	0.3%
Aberdeenshire	0.2%	0.0%	1.0%	0.5%	0.0%	1.0%
Angus	3.5%	3.0%	1.9%	2.3%	3.3%	3.7%
Argyll & Bute	0.1%	0.0%	0.0%	0.1%	0.2%	0.0%
Clackmannanshire	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Dumfries & Galloway	0.8%	0.3%	0.2%	0.5%	0.3%	0.2%
Dundee City	0.5%	0.0%	0.2%	0.0%	0.0%	0.0%
East Ayrshire	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
East Dunbartonshire	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
East Lothian	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
East Renfrewshire	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Edinburgh, City of	1.5%	2.1%	3.8%	1.4%	2.1%	6.2%
Eilean Siar	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Falkirk	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fife	0.4%	0.3%	0.6%	0.0%	0.3%	0.6%
Glasgow City	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Highland	2.1%	2.1%	0.9%	0.8%	2.1%	1.3%
Inverclyde	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Midlothian	0.0%	3.7%	0.6%	1.4%	0.9%	1.3%
Moray	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
North Ayrshire	0.8%	0.0%	2.4%	1.7%	0.0%	0.0%
North Lanarkshire	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Orkney Islands	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%
Perth & Kinross	0.5%	0.2%	0.1%	0.0%	0.5%	0.1%
Renfrewshire	--Not Reported--	0.0%	0.0%	--Not Reported--	0.0%	0.0%
Scottish Borders	0.0%	1.1%	0.4%	0.0%	0.0%	0.0%
Shetland Islands	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
South Ayrshire	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%
South Lanarkshire	2.2%	3.9%	2.8%	1.7%	2.2%	1.7%
Stirling	2.3%	2.7%	1.1%	1.8%	1.7%	0.5%
West Dunbartonshire	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
West Lothian	0.6%	0.4%	0.4%	0.2%	0.1%	0.9%
Scotland	0.2%	0.2%	0.2%	0.1%	0.2%	0.3%

Trading standards

Trading Standards	Indicator 1					
	Number of consumer enquiries received			Percentage of consumer complaints completed on the same day of receipt		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Aberdeen City	1,212	930	1,234	72.0%	72.4%	81.6%
Aberdeenshire	610	227	303	65.9%	59.5%	64.2%
Angus	311	302	483	44.7%	53.3%	52.5%
Argyll & Bute	2,875	1,990	419	30.6%	54.0%	68.4%
Clackmannanshire	44	43	50	59.7%	62.1%	64.7%
Dumfries & Galloway	400	356	575	67.5%	69.9%	71.7%
Dundee City	443	492	465	79.7%	84.1%	87.2%
East Ayrshire	15	52	3	21.0%	35.8%	21.4%
East Dunbartonshire	1,297	1,143	1,064	16.3%	18.3%	11.2%
East Lothian	65	65	76	85.3%	85.6%	85.3%
East Renfrewshire	93	35	48	36.8%	39.1%	48.0%
Edinburgh, City of	1,909	2,610	1,411	35.3%	54.1%	66.8%
Eilean Siar	12	63	146	63.1%	49.6%	50.8%
Falkirk	978	1,058	1,252	46.9%	56.7%	60.1%
Fife	248	290	340	86.6%	87.5%	90.1%
Glasgow City	25,569	18,254	12,600	2.8%	43.6%	76.0%
Highland	482	531	916	69.8%	68.5%	71.6%
Inverclyde	3,295	1,169	525	76.8%	73.2%	66.6%
Midlothian	74	109	155	77.3%	65.3%	76.6%
Moray	328	93	22	60.7%	67.0%	81.2%
North Ayrshire	827	16	42	20.9%	54.8%	66.4%
North Lanarkshire	17,719	21,209	16,315	22.9%	24.0%	37.8%
Orkney Islands	52	45	37	65.3%	65.9%	66.1%
Perth & Kinross	636	563	792	80.9%	81.1%	83.4%
Renfrewshire	--Not Reported--	56	36	49.0%	58.0%	67.1%
Scottish Borders	82	94	228	57.3%	57.2%	55.3%
Shetland Islands	15	19	37	70.8%	56.5%	60.9%
South Ayrshire	4,096	3,553	4,475	58.0%	61.2%	38.1%
South Lanarkshire	360	360	725	37.9%	39.3%	37.1%
Stirling	1,111	638	190	18.9%	67.8%	74.9%
West Dunbartonshire	324	179	262	61.2%	55.8%	59.0%
West Lothian	872	808	1,004	54.8%	52.9%	59.5%
Scotland	66,354	57,352	46,230	54.6%	59.7%	66.8%

Trading standards

Trading Standards	Indicator 1					
	Percentage of consumer complaints completed within 2 to 14 days of receipt			Percentage of consumer complaints completed within 15 to 30 days of receipt		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Aberdeen City	18.4%	17.8%	11.1%	3.0%	3.3%	2.5%
Aberdeenshire	14.7%	16.7%	13.7%	8.4%	9.4%	7.2%
Angus	22.6%	23.3%	26.0%	11.6%	10.5%	9.9%
Argyll & Bute	29.8%	19.1%	16.5%	10.6%	8.5%	7.2%
Clackmannanshire	18.9%	15.8%	16.4%	7.7%	8.8%	8.4%
Dumfries & Galloway	15.7%	13.5%	11.5%	8.3%	5.7%	10.2%
Dundee City	14.9%	11.7%	9.8%	3.6%	2.8%	1.9%
East Ayrshire	29.0%	19.9%	22.1%	22.6%	19.9%	26.3%
East Dunbartonshire	23.9%	20.8%	26.6%	14.5%	15.4%	14.1%
East Lothian	9.8%	10.0%	9.5%	3.4%	1.9%	2.1%
East Renfrewshire	26.5%	24.7%	20.7%	11.4%	12.1%	9.8%
Edinburgh, City of	50.5%	31.8%	19.9%	4.6%	5.1%	4.4%
Eilean Siar	23.6%	32.5%	32.7%	7.4%	10.8%	6.0%
Falkirk	18.1%	19.3%	16.3%	8.4%	7.5%	5.9%
Fife	4.5%	3.7%	3.3%	2.0%	2.5%	1.3%
Glasgow City	27.1%	16.8%	7.7%	23.9%	14.3%	5.6%
Highland	15.5%	14.2%	14.0%	5.8%	7.1%	5.4%
Inverclyde	11.4%	9.9%	16.1%	4.5%	4.9%	6.9%
Midlothian	13.4%	14.5%	9.7%	3.8%	8.9%	7.2%
Moray	19.5%	16.9%	11.3%	7.5%	7.3%	3.8%
North Ayrshire	28.3%	19.4%	13.7%	15.6%	9.0%	7.6%
North Lanarkshire	27.7%	25.4%	28.3%	23.5%	25.6%	14.6%
Orkney Islands	23.4%	20.6%	18.6%	3.4%	6.3%	7.3%
Perth & Kinross	11.5%	11.3%	12.8%	4.0%	2.0%	1.6%
Renfrewshire	32.8%	28.8%	22.5%	8.6%	7.9%	6.4%
Scottish Borders	15.6%	12.9%	17.1%	9.8%	11.3%	10.4%
Shetland Islands	17.7%	26.9%	29.6%	7.3%	10.2%	4.3%
South Ayrshire	18.8%	16.4%	18.5%	8.7%	14.6%	15.9%
South Lanarkshire	24.4%	21.2%	25.0%	17.4%	17.3%	15.5%
Stirling	30.4%	11.2%	12.2%	18.8%	7.2%	5.3%
West Dunbartonshire	15.8%	19.7%	17.8%	8.5%	9.9%	10.0%
West Lothian	38.0%	38.4%	31.4%	5.4%	4.0%	4.3%
Scotland	22.1%	18.3%	15.0%	8.9%	9.0%	7.1%

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Trading Standards	Indicator 1					
	Percentage of consumer complaints completed in more than 30 days of receipt			Number of consumer complaints received		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Aberdeen City	6.6%	6.6%	4.8%	3,028	2,536	2,516
Aberdeenshire	10.9%	14.4%	14.9%	1,710	1,534	1,734
Angus	21.0%	13.0%	11.6%	903	800	787
Argyll & Bute	28.9%	18.4%	7.9%	620	800	1,215
Clackmannanshire	13.7%	13.4%	10.5%	673	614	669
Dumfries & Galloway	8.5%	10.9%	6.6%	2,200	2,208	2,711
Dundee City	1.8%	1.4%	1.1%	2,988	2,939	2,933
East Ayrshire	27.4%	24.4%	30.2%	952	1,222	1,032
East Dunbartonshire	45.3%	45.4%	48.1%	539	447	518
East Lothian	1.5%	2.5%	3.1%	593	521	655
East Renfrewshire	25.4%	24.1%	21.4%	351	348	743
Edinburgh, City of	9.6%	9.1%	8.9%	5,595	5,176	4,707
Eilean Siar	6.0%	7.1%	10.5%	352	268	266
Falkirk	26.6%	16.6%	17.8%	2,359	1,918	2,169
Fife	6.9%	6.3%	5.2%	6,256	5,850	6,520
Glasgow City	46.2%	25.3%	10.7%	2,948	6,097	11,650
Highland	9.0%	10.2%	9.0%	3,162	3,012	3,515
Inverclyde	7.3%	11.9%	10.5%	1,864	1,480	1,480
Midlothian	5.5%	11.3%	6.4%	418	628	667
Moray	12.3%	8.8%	3.6%	1,515	1,774	1,871
North Ayrshire	35.2%	16.8%	12.3%	1,153	1,805	2,301
North Lanarkshire	25.9%	24.9%	19.3%	2,333	2,418	2,693
Orkney Islands	7.9%	7.2%	8.0%	354	428	522
Perth & Kinross	3.6%	5.5%	2.2%	1,579	1,138	1,326
Renfrewshire	9.6%	5.3%	4.0%	2,045	2,229	2,696
Scottish Borders	17.3%	18.6%	17.2%	1,147	978	814
Shetland Islands	4.2%	6.5%	5.2%	96	108	115
South Ayrshire	14.5%	7.8%	27.6%	3,430	3,184	2,925
South Lanarkshire	20.3%	22.3%	22.4%	4,346	4,134	4,980
Stirling	31.9%	13.8%	7.6%	645	1,306	1,707
West Dunbartonshire	14.5%	14.7%	13.2%	1,542	1,327	1,164
West Lothian	1.8%	4.8%	4.7%	2,132	2,372	2,423
Scotland	14.4%	13.0%	11.2%	59,828	61,599	72,024

Trading standards

Trading Standards	Indicator 1					
	Percentage of business advice requests completed on the same day of receipt			Percentage of business advice requests completed within 2 to 14 days of receipt		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Aberdeen City	84.6%	73.5%	68.0%	14.7%	21.2%	26.7%
Aberdeenshire	85.0%	86.2%	86.0%	11.8%	7.5%	8.8%
Angus	72.7%	65.2%	71.9%	21.2%	24.2%	22.5%
Argyll & Bute	86.0%	86.0%	92.8%	9.7%	6.8%	5.8%
Clackmannanshire	85.7%	100.0%	89.8%	14.3%	0.0%	10.2%
Dumfries & Galloway	86.6%	76.7%	94.8%	11.9%	16.3%	4.1%
Dundee City	87.8%	90.7%	92.4%	10.8%	7.4%	6.3%
East Ayrshire	87.5%	93.9%	96.7%	9.4%	4.2%	2.7%
East Dunbartonshire	89.5%	81.9%	87.0%	8.8%	12.5%	11.7%
East Lothian	65.5%	94.0%	96.5%	27.7%	4.7%	2.1%
East Renfrewshire	52.1%	95.2%	98.2%	45.8%	1.9%	1.1%
Edinburgh, City of	65.0%	81.4%	79.0%	24.6%	14.8%	18.3%
Eilean Siar	80.0%	92.0%	75.0%	20.0%	8.0%	25.0%
Falkirk	99.2%	98.4%	99.0%	0.8%	1.6%	1.0%
Fife	96.4%	97.1%	94.6%	3.2%	2.3%	2.7%
Glasgow City	39.9%	60.3%	65.4%	56.2%	32.8%	25.0%
Highland	74.7%	76.5%	73.9%	20.8%	18.6%	20.4%
Inverclyde	88.7%	80.1%	68.4%	9.4%	13.5%	21.4%
Midlothian	92.3%	91.5%	97.9%	7.7%	6.0%	2.1%
Moray	83.0%	84.6%	84.8%	13.2%	13.0%	11.7%
North Ayrshire	71.4%	96.7%	92.8%	0.0%	3.3%	6.4%
North Lanarkshire	44.7%	53.0%	95.7%	42.6%	34.8%	3.2%
Orkney Islands	88.0%	86.3%	85.3%	11.0%	12.6%	9.2%
Perth & Kinross	88.8%	93.8%	91.3%	10.0%	5.5%	8.0%
Renfrewshire	71.1%	78.3%	89.6%	24.1%	20.0%	10.4%
Scottish Borders	64.1%	93.0%	93.9%	33.2%	6.4%	4.9%
Shetland Islands	60.0%	76.7%	71.8%	37.8%	13.3%	23.1%
South Ayrshire	87.1%	72.2%	79.5%	9.2%	21.2%	14.8%
South Lanarkshire	75.4%	78.6%	77.7%	13.8%	13.6%	11.5%
Stirling	77.3%	89.4%	98.0%	13.6%	6.6%	1.3%
West Dunbartonshire	68.4%	74.1%	71.9%	15.8%	18.5%	25.0%
West Lothian	82.6%	78.5%	84.2%	16.3%	19.4%	12.9%
Scotland	78.2%	84.8%	90.5%	17.5%	11.7%	7.3%

Trading standards

Trading Standards	Indicator 1					
	Percentage of business advice requests completed within 15 to 30 days of receipt			Percentage of business advice requests completed in more than 30 days of receipt		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Aberdeen City	0.0%	3.8%	1.1%	0.7%	1.5%	4.3%
Aberdeenshire	2.4%	3.4%	1.8%	0.8%	2.9%	3.5%
Angus	3.8%	5.7%	4.4%	2.3%	4.8%	1.3%
Argyll & Bute	1.2%	3.3%	1.1%	3.0%	3.9%	0.4%
Clackmannanshire	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Dumfries & Galloway	1.1%	2.9%	0.4%	0.4%	4.1%	0.8%
Dundee City	1.1%	0.5%	0.8%	0.3%	1.4%	0.5%
East Ayrshire	1.3%	1.4%	0.7%	1.8%	0.5%	0.0%
East Dunbartonshire	1.8%	2.8%	0.3%	0.0%	2.8%	0.9%
East Lothian	3.4%	0.3%	0.3%	3.4%	0.9%	1.0%
East Renfrewshire	0.0%	1.9%	0.3%	2.1%	1.0%	0.3%
Edinburgh, City of	2.7%	2.1%	0.0%	7.7%	1.7%	2.8%
Eilean Siar	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Falkirk	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fife	0.4%	0.0%	0.6%	0.0%	0.6%	2.1%
Glasgow City	3.0%	3.4%	4.3%	0.9%	3.4%	5.3%
Highland	2.6%	2.9%	3.6%	1.9%	2.0%	2.1%
Inverclyde	0.9%	1.4%	3.1%	0.9%	5.0%	7.1%
Midlothian	0.0%	1.7%	0.0%	0.0%	0.9%	0.0%
Moray	1.9%	1.0%	2.4%	1.9%	1.3%	1.0%
North Ayrshire	0.0%	0.0%	0.8%	28.6%	0.0%	0.0%
North Lanarkshire	10.6%	1.5%	0.1%	2.1%	10.6%	0.9%
Orkney Islands	0.0%	0.7%	3.3%	1.0%	0.4%	2.2%
Perth & Kinross	0.5%	0.3%	0.6%	0.7%	0.3%	0.0%
Renfrewshire	2.1%	1.7%	0.0%	2.7%	0.0%	0.0%
Scottish Borders	1.6%	0.4%	1.0%	1.1%	0.2%	0.1%
Shetland Islands	2.2%	3.3%	0.0%	0.0%	6.7%	5.1%
South Ayrshire	1.8%	0.5%	0.3%	1.8%	6.0%	5.4%
South Lanarkshire	6.3%	3.9%	3.6%	4.5%	3.9%	7.2%
Stirling	7.0%	2.3%	0.4%	2.1%	1.7%	0.2%
West Dunbartonshire	15.8%	3.7%	3.1%	0.0%	3.7%	0.0%
West Lothian	1.1%	1.7%	1.4%	0.0%	0.4%	1.4%
Scotland	2.0%	1.6%	0.8%	2.3%	1.9%	1.4%

Trading standards

Trading Standards	Indicator 1			Indicator 2		
	Number of business advice requests received			Target visit frequency for premises in the high risk inspection category		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Aberdeen City	273	260	281	12 months	12 months	12 months
Aberdeenshire	254	174	228	12 months	12 months	12 months
Angus	264	227	160	12 months	12 months	12 months
Argyll & Bute	329	336	278	12 months	12 months	12 months
Clackmannanshire	28	32	59	12 months	12 months	12 months
Dumfries & Galloway	537	657	5,023	12 months	12 months	12 months
Dundee City	352	365	384	6 months	6 months	6 months
East Ayrshire	224	214	150	12 months	12 months	12 months
East Dunbartonshire	57	72	316	12 months	12 months	12 months
East Lothian	119	318	982	12 months	12 months	12 months
East Renfrewshire	48	105	627	12 months	12 months	12 months
Edinburgh, City of	1,207	1,087	908	12 months	12 months	12 months
Eilean Siar	20	25	8	12 months	12 months	12 months
Falkirk	356	365	296	12 months	12 months	12 months
Fife	279	309	331	6 months	6 months	6 months
Glasgow City	233	320	492	12 months	12 months	12 months
Highland	466	344	333	6 months	12 months	12 months
Inverclyde	106	141	98	12 months	12 months	12 months
Midlothian	39	117	142	12 months	12 months	12 months
Moray	317	299	290	12 months	12 months	12 months
North Ayrshire	7	123	125	12 months	12 months	12 months
North Lanarkshire	47	66	750	12 months	12 months	12 months
Orkney Islands	308	270	273	12 months	12 months	12 months
Perth & Kinross	439	325	323	6 months	12 months	12 months
Renfrewshire	187	180	193	6 months	6 months	6 months
Scottish Borders	557	2,005	668	6 months	12 months	12 months
Shetland Islands	45	30	39	12 months	12 months	12 months
South Ayrshire	272	580	755	6 months	6 months	6 months
South Lanarkshire	224	206	139	6 months	6 months	6 months
Stirling	242	473	1,637	12 months	12 months	12 months
West Dunbartonshire	38	54	32	12 months	12 months	12 months
West Lothian	178	242	209	12 months	12 months	12 months
Scotland	8,052	10,321	16,529			

Trading standards

Trading Standards	Indicator 2					
	Number of premises liable to inspection in the high risk inspection category			Target number of visits to premises in the high risk inspection category		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Aberdeen City	93	187	182	93	187	182
Aberdeenshire	298	378	300	298	378	300
Angus	113	106	118	110	103	116
Argyll & Bute	713	630	643	713	607	643
Clackmannanshire	8	8	9	8	8	9
Dumfries & Galloway	332	299	258	316	278	213
Dundee City	49	37	42	85	73	78
East Ayrshire	593	629	612	593	600	612
East Dunbartonshire	132	126	123	127	123	123
East Lothian	42	39	38	42	39	38
East Renfrewshire	201	180	165	194	180	165
Edinburgh, City of	1,047	1,552	1,311	1,047	1,455	1,311
Eilean Siar	42	45	37	42	45	37
Falkirk	210	211	211	210	206	211
Fife	50	29	30	100	58	60
Glasgow City	1,251	1,366	1,493	1,251	1,366	1,493
Highland	51	54	62	102	53	61
Inverclyde	161	164	186	161	164	186
Midlothian	97	128	125	97	128	125
Moray	298	118	125	270	104	112
North Ayrshire	659	666	715	659	647	715
North Lanarkshire	533	522	217	384	327	217
Orkney Islands	40	42	37	40	42	37
Perth & Kinross	47	80	84	94	80	84
Renfrewshire	49	52	50	98	104	100
Scottish Borders	14	11	7	28	11	7
Shetland Islands	2	2	3	2	2	3
South Ayrshire	51	47	42	102	93	84
South Lanarkshire	42	34	45	84	65	87
Stirling	40	40	75	40	40	75
West Dunbartonshire	253	229	225	240	229	225
West Lothian	152	147	150	152	147	150
Scotland	7,663	8,158	7,595	7,782	7,942	7,734

Trading standards

Trading Standards	Indicator 2					
	Percentage of target visits to premises in the high risk inspection category achieved			Target visit frequency for premises in the medium risk inspection category		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Aberdeen City	32.3%	42.2%	52.7%	24 months	24 months	24 months
Aberdeenshire	17.4%	11.4%	18.3%	36 months	36 months	36 months
Angus	80.0%	76.7%	69.0%	24 months	24 months	24 months
Argyll & Bute	58.5%	90.1%	98.0%	24 months	36 months	36 months
Clackmannanshire	62.5%	75.0%	77.8%	36 months	36 months	36 months
Dumfries & Galloway	71.5%	70.9%	68.5%	24 months	24 months	24 months
Dundee City	72.9%	69.9%	89.7%	24 months	24 months	24 months
East Ayrshire	98.8%	96.5%	97.7%	24 months	24 months	24 months
East Dunbartonshire	66.9%	65.9%	53.7%	24 months	24 months	24 months
East Lothian	42.9%	35.9%	86.8%	36 months	36 months	36 months
East Renfrewshire	97.9%	96.7%	98.2%	24 months	24 months	24 months
Edinburgh, City of	71.4%	58.6%	78.5%	36 months	36 months	36 months
Eilean Siar	100.0%	97.8%	100.0%	24 months	24 months	24 months
Falkirk	89.5%	78.2%	86.7%	36 months	36 months	36 months
Fife	86.0%	89.7%	95.0%	12 months	12 months	12 months
Glasgow City	92.0%	90.7%	91.9%	24 months	36 months	36 months
Highland	79.4%	90.6%	73.8%	36 months	24 months	24 months
Inverclyde	79.5%	88.4%	97.3%	36 months	36 months	36 months
Midlothian	47.4%	85.2%	86.4%	24 months	24 months	24 months
Moray	80.0%	76.9%	81.3%	24 months	24 months	24 months
North Ayrshire	84.1%	86.2%	91.5%	24 months	24 months	24 months
North Lanarkshire	88.8%	81.3%	89.4%	48 months	48 months	36 months
Orkney Islands	97.5%	78.6%	73.0%	24 months	24 months	24 months
Perth & Kinross	100.0%	100.0%	98.8%	24 months	24 months	24 months
Renfrewshire	100.0%	91.3%	100.0%	12 months	12 months	12 months
Scottish Borders	89.3%	100.0%	100.0%	24 months	36 months	36 months
Shetland Islands	100.0%	100.0%	100.0%	36 months	36 months	36 months
South Ayrshire	89.2%	98.9%	100.0%	12 months	Risk assessment	Risk Assessment 1
South Lanarkshire	73.8%	90.8%	86.2%	12 months	12 months	12 months
Stirling	80.0%	67.5%	26.7%	24 months	24 months	24 months
West Dunbartonshire	66.7%	63.3%	82.7%	24 months	24 months	24 months
West Lothian	85.5%	55.8%	76.0%	36 months	36 months	36 months
Scotland	78.0%	75.9%	83.9%			

Trading standards

Trading Standards	Indicator 2					
	Number of premises liable to inspection in the medium risk inspection category			Target number of visits to premises in the medium risk inspection category		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Aberdeen City	1,900	1,608	1,609	1,105	1,003	1,015
Aberdeenshire	2,117	2,027	1,935	706	676	1,511
Angus	1,649	1,624	1,568	790	787	751
Argyll & Bute	389	696	694	193	215	208
Clackmannanshire	254	256	258	91	86	86
Dumfries & Galloway	1,696	1,609	1,635	743	747	751
Dundee City	1,526	1,542	1,480	763	771	740
East Ayrshire	357	384	384	152	174	175
East Dunbartonshire	293	301	286	130	140	141
East Lothian	839	803	1,062	280	267	344
East Renfrewshire	167	160	135	64	58	60
Edinburgh, City of	15,318	6,154	5,007	2,201	6,154	1,669
Eilean Siar	265	266	245	133	132	122
Falkirk	651	651	651	214	196	173
Fife	813	735	762	813	735	762
Glasgow City	3,566	3,747	3,891	1,783	1,249	1,297
Highland	1,701	1,797	1,504	495	787	721
Inverclyde	259	357	330	86	119	110
Midlothian	892	884	658	446	442	329
Moray	628	685	698	357	277	314
North Ayrshire	427	438	401	242	228	186
North Lanarkshire	692	781	713	224	104	220
Orkney Islands	262	250	245	131	125	122
Perth & Kinross	1,304	1,221	1,137	586	730	646
Renfrewshire	879	914	1,762	879	914	1,762
Scottish Borders	1,489	1,322	1,357	745	441	403
Shetland Islands	401	408	413	120	126	133
South Ayrshire	597	1,660	522	597	0	0
South Lanarkshire	1,275	1,070	1,110	1,275	1,014	1,055
Stirling	1,146	1,146	1,272	573	573	636
West Dunbartonshire	282	298	295	164	131	167
West Lothian	783	885	896	202	292	208
Scotland	44,817	36,679	34,257	17,283	19,693	16,488

Trading standards

Trading Standards	Indicator 2					
	Percentage of target visits to premises in the medium risk inspection category achieved			Target visit frequency for premises in the low risk inspection category		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Aberdeen City	37.4%	38.6%	54.4%	48 months	48 months	48 months
Aberdeenshire	17.7%	5.0%	17.4%	60 months	60 months	60 months
Angus	28.9%	16.4%	9.9%	60 months	60 months	60 months
Argyll & Bute	55.4%	84.2%	95.7%	60 months	60 months	60 months
Clackmannanshire	49.5%	58.1%	47.7%	60 months	60 months	60 months
Dumfries & Galloway	64.2%	64.5%	45.9%	48 months	48 months	48 months
Dundee City	79.3%	61.0%	87.8%	60 months	60 months	60 months
East Ayrshire	97.4%	93.1%	94.3%	60 months	60 months	60 months
East Dunbartonshire	51.5%	46.4%	21.3%	60 months	60 months	60 months
East Lothian	58.2%	55.1%	89.0%	60 months	60 months	60 months
East Renfrewshire	98.4%	100.0%	100.0%	84 months	84 months	84 months
Edinburgh, City of	55.1%	3.1%	7.8%	60 months	60 months	60 months
Eilean Siar	91.0%	93.9%	83.6%	60 months	60 months	60 months
Falkirk	46.3%	71.4%	39.3%	60 months	60 months	60 months
Fife	69.9%	69.8%	79.8%	60 months	60 months	60 months
Glasgow City	87.9%	87.8%	95.2%	60 months	60 months	60 months
Highland	84.4%	85.5%	66.0%	84 months	60 months	60 months
Inverclyde	72.1%	66.4%	83.6%	60 months	60 months	60 months
Midlothian	23.8%	36.2%	55.9%	--No Service--	--No Service--	--No Service--
Moray	63.3%	76.2%	80.3%	48 months	48 months	48 months
North Ayrshire	71.9%	69.7%	98.4%	60 months	60 months	60 months
North Lanarkshire	63.8%	94.2%	73.6%	240 months	240 months	60 months
Orkney Islands	91.6%	80.0%	21.3%	48 months	48 months	48 months
Perth & Kinross	82.4%	65.1%	42.1%	60 months	60 months	60 months
Renfrewshire	99.3%	86.3%	97.3%	60 months	60 months	60 months
Scottish Borders	40.5%	56.0%	71.5%	72 months	72 months	72 months
Shetland Islands	54.2%	57.1%	68.4%	72 months	72 months	72 months
South Ayrshire	91.3%	0.0%	0.0%	60 months	--No Service--	Risk Assessment 2
South Lanarkshire	78.7%	87.1%	73.9%	36 months	36 months	36 months
Stirling	55.8%	31.1%	45.9%	60 months	60 months	60 months
West Dunbartonshire	62.8%	64.9%	82.6%	60 months	60 months	60 months
West Lothian	79.2%	58.9%	53.8%	60 months	60 months	60 months
Scotland	64.3%	43.7%	58.9%			

Trading standards

Trading Standards	Indicator 2					
	Number of premises liable to inspection in the low risk inspection category			Target number of visits to premises in the low risk inspection category		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Aberdeen City	1,026	1,027	1,028	235	296	263
Aberdeenshire	676	650	615	135	130	510
Angus	1,174	1,194	1,188	230	227	229
Argyll & Bute	825	591	690	165	90	103
Clackmannanshire	331	327	340	67	66	68
Dumfries & Galloway	998	946	922	202	192	242
Dundee City	990	805	645	198	161	129
East Ayrshire	466	491	602	78	72	158
East Dunbartonshire	776	820	764	136	131	152
East Lothian	190	226	174	38	45	35
East Renfrewshire	1,002	911	828	83	55	--No Service--
Edinburgh, City of	274	6,358	4,891	0	6,358	978
Eilean Siar	185	185	185	37	37	37
Falkirk	565	565	565	101	102	93
Fife	3,230	2,883	2,959	500	423	592
Glasgow City	6,445	6,530	6,220	1,289	1,306	1,244
Highland	8,894	2,950	3,348	1,091	474	953
Inverclyde	703	717	679	141	143	136
Midlothian	--No Service--	--No Service--	--No Service--	--No Service--	--No Service--	--No Service--
Moray	374	433	696	165	360	150
North Ayrshire	627	668	634	108	88	195
North Lanarkshire	2,143	2,143	204	1,253	217	22
Orkney Islands	562	548	510	141	137	127
Perth & Kinross	777	799	848	152	159	131
Renfrewshire	691	785	864	139	157	173
Scottish Borders	1,495	1,587	1,659	250	265	462
Shetland Islands	163	166	161	25	25	25
South Ayrshire	1,530	--No Service--	1,667	309	--No Service--	0
South Lanarkshire	2,391	2,187	2,100	797	545	643
Stirling	730	730	1,055	146	146	211
West Dunbartonshire	521	426	353	199	126	67
West Lothian	484	486	518	45	174	125
Scotland	41,238	39,134	37,912	8,455	12,707	8,253

Trading standards

Trading Standards	Indicator 2		
	Percentage of target visits to premises in the low risk inspection category achieved		
	1999/2000	2000/2001	2001/2002
Aberdeen City	17.4%	50.0%	58.6%
Aberdeenshire	12.6%	7.7%	10.8%
Angus	24.8%	7.5%	3.5%
Argyll & Bute	47.3%	86.7%	98.1%
Clackmannanshire	46.3%	50.0%	39.7%
Dumfries & Galloway	60.9%	59.9%	45.5%
Dundee City	81.8%	68.9%	85.3%
East Ayrshire	97.4%	88.9%	95.6%
East Dunbartonshire	33.8%	33.6%	0.0%
East Lothian	60.5%	93.3%	82.9%
East Renfrewshire	91.6%	100.0%	--No Service--
Edinburgh, City of	0.0%	1.9%	0.6%
Eilean Siar	91.9%	86.5%	81.1%
Falkirk	85.1%	69.6%	93.5%
Fife	59.4%	70.2%	67.4%
Glasgow City	92.9%	96.7%	96.1%
Highland	29.7%	43.2%	22.4%
Inverclyde	53.9%	30.8%	43.4%
Midlothian	--No Service--	--No Service--	--No Service--
Moray	82.4%	54.4%	52.7%
North Ayrshire	90.7%	71.6%	99.0%
North Lanarkshire	7.7%	62.2%	68.2%
Orkney Islands	83.7%	58.4%	100.0%
Perth & Kinross	79.6%	54.7%	42.7%
Renfrewshire	100.0%	77.7%	93.1%
Scottish Borders	28.4%	58.1%	66.2%
Shetland Islands	32.0%	56.0%	64.0%
South Ayrshire	90.9%	--No Service--	0.0%
South Lanarkshire	63.1%	66.2%	61.6%
Stirling	47.3%	30.1%	21.3%
West Dunbartonshire	65.3%	52.4%	85.1%
West Lothian	82.2%	52.3%	40.8%
Scotland	53.8%	32.8%	51.3%