

Environmental health

Food hygiene – the percentage of premises within the two highest risk categories (within 12 months) that were inspected on time

The purposes of food hygiene inspections are to:

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

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

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

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.

Environmental health

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

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	4	✓	95.2	97.3	99.6			
Aberdeenshire	17		77.9	<u>87.2</u>	93.0			✓
Angus	30	✗	76.8	67.8	81.5	✓		
Argyll & Bute	14		<u>71.8</u>	85.0	95.2			✓
Clackmannanshire	20		76.9	41.8	91.3			✓
Dumfries & Galloway	28	✗	85.8	81.3	87.9			
Dundee City	27	✗	98.3	95.8	88.4		✗	
East Ayrshire	13		98.7	97.8	95.8			
East Dunbartonshire	7	✓	93.2	96.5	98.7	✓		
East Lothian	18		86.4	63.8	92.8	✓		
East Renfrewshire	1	✓	99.5	100.0	100.0			
City of Edinburgh	8	✓	99.3	99.0	98.4			
Eilean Siar	6	✓	69.8	75.3	98.9			✓
Falkirk	23		88.0	75.8	89.9			
Fife	25	✗	86.8	87.3	89.6			
Glasgow City	11		87.3	94.6	97.0		✓	
Highland	12		99.5	98.0	96.8			
Inverclyde	1	✓	97.5	96.1	100.0			
Midlothian	15		99.3	97.5	94.8			
Moray	26	✗	71.2	68.8	89.2			✓
North Ayrshire	9		91.1	92.4	98.3	✓		
North Lanarkshire	15		96.1	<u>99.0</u>	94.8			
Perth & Kinross	19		94.0	60.8	92.1			
Renfrewshire	1	✓	90.1	93.7	100.0		✓	
Shetland Islands	21		41.0	15.2	91.2			✓
South Ayrshire	22		70.3	74.0	90.8			✓
South Lanarkshire	5	✓	96.7	98.2	98.9			
Stirling	29	✗	91.9	90.4	85.1	✗		
West Dunbartonshire	24		43.8	57.4	89.8			✓
West Lothian	9		97.1	96.0	98.3			
			Scotland					
			88.5	89.9	95.5			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	99.5	100.0	100.0
Upper quartile	97.0	97.1	98.4
Median	90.6	91.4	94.8
Lower quartile	77.2	74.4	90.2
Lowest ranked performance	41.0	15.2	81.5

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing material change since 1999/00		
Improvement		
5-9%	4	
10-14%	2	
>15%	8	
Decline		
5-9%	1	
10-14%	1	
>15%	-	

Unreliable/Unreported Data in 2001/02

Council	99/00	00/01	01/02
Scottish Borders	74.9	74.7	<u>91.0</u>
Orkney Islands	83.2	79.5	FTR

Notes

An underlined PI measurement indicates unreliable data.

Environmental health

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 1999/2000:

Angus

Argyll & Bute

Eilean Siar

Moray

Shetland Islands

South Ayrshire

West Dunbartonshire

The following councils did not make any material improvement in their performance by 2001/2002:

None

Environmental health

Noise complaints – the percentage of initial noise complaints that were dealt with in one day

The indicator shows the proportion of noise complaints settled by an initial investigation where a response is provided to the complainer within one calendar day explaining the nature of any action taken and conclusions reached.

Complaints that the council passes on to other agencies, such as the police, are not included.

Points to bear in mind

The key factors that influence this indicator include:

- the number of staff available for this work
- the level of service the council provides (eg 7 days a week, 24 hours a day; or 5 days a week, office hours only)
- the volume and complexity of complaints.

Environmental health

Noise complaints - the percentage of initial noise complaints that were dealt with in one day

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	22		88.5	88.6	94.0	✓		
Aberdeenshire	1	✓	92.4	95.7	100.0	✓		
Angus	19		97.6	90.6	97.9			
Argyll & Bute	1	✓	96.9	93.2	100.0			
Clackmannanshire	1	✓	100.0	100.0	100.0			
Dumfries & Galloway	24		91.7	97.4	92.9			
Dundee City	1	✓	100.0	100.0	100.0			
East Ayrshire	31	✗	76.5	75.7	74.2			
East Dunbartonshire	1	✓	100.0	100.0	100.0			
East Lothian	1	✓	100.0	100.0	100.0			
East Renfrewshire	1	✓	100.0	100.0	100.0			
City of Edinburgh	18		85.0	97.9	98.0			✓
Eilean Siar	1	✓	100.0	100.0	100.0			
Falkirk	26	✗	78.9	81.6	86.4	✓		
Fife	30	✗	93.6	96.3	76.1			✗
Glasgow City	27	✗	86.2	77.4	85.7			
Highland	29	✗	94.7	91.5	81.0		✗	
Inverclyde	1	✓	96.7	100.0	100.0			
Midlothian	1	✓	100.0	100.0	100.0			
Moray	20		88.1	97.3	95.7	✓		
North Ayrshire	1	✓	96.4	94.4	100.0			
North Lanarkshire	16		NS	91.5	99.1			
Perth & Kinross	23		81.0	86.3	93.4			✓
Renfrewshire	1	✓	91.7	100.0	100.0	✓		
Scottish Borders	1	✓	100.0	100.0	100.0			
Shetland Islands	1	✓	100.0	100.0	100.0			
South Ayrshire	1	✓	93.8	100.0	100.0	✓		
South Lanarkshire	28	✗	90.8	84.6	84.4	✗		
Stirling	17		100.0	100.0	98.1			
West Dunbartonshire	21		83.1	88.5	95.1			✓
West Lothian	25	✗	90.3	83.3	92.6			
			Scotland					
			89.2	92.5	93.2			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	100.0	100.0	100.0
Upper quartile	100.0	100.0	100.0
Median	94.3	97.3	99.1
Lower quartile	89.0	89.6	93.2
Lowest ranked performance	76.5	75.7	74.2

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	1	0	0

Count of councils showing material change since 1999/00	
Improvement	
5-9%	6
10-14%	1
>15%	2
Decline	
5-9%	1
10-14%	1
>15%	1

Unreliable/Unreported Data in 2001/02

Council	99/00	00/01	01/02
Orkney Islands	N/A*	N/A*	FTR

Notes

An underlined PI measurement indicates unreliable data.
NA* denotes this service was available but not applicable

Environmental health

Noise complaints - the percentage of initial noise complaints that were dealt with in one day

The following councils were ranked 25th or below in 1999/2000:

East Ayrshire
City of Edinburgh
Falkirk
Glasgow City
Perth & Kinross
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2001/2002:

East Ayrshire
Glasgow City

Environmental health

Noise complaints – the percentage of noise complaints requiring further investigation that were dealt with in three days

The number of complaints where following an initial investigation the council confirmed the existence of a problem and agreed that it has a responsibility to take any further action.

Complaints that the council passes on to other agencies, such as the police, are not included.

Points to bear in mind

The key factors that influence this indicator include:

- the efficiency of staff in dealing with complaints
- the number of staff available for this work
- the level of service the council provides (eg 7 days, 24 hours; or 5 day office hours only)
- the volume and complexity of complaints.

Environmental health

Noise complaints - the percentage of noise complaints requiring further investigation that were dealt with in three days

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	16		87.6	97.5	93.0	✓		
Aberdeenshire	26	✗	96.5	95.9	88.8	✗		
Angus	18		89.3	83.2	92.7			
Argyll & Bute	1	✓	67.6	90.6	100.0			✓
Clackmannanshire	30	✗	66.7	100.0	68.4			
Dumfries & Galloway	21		100.0	97.9	91.9	✗		
Dundee City	5	✓	100.0	98.5	99.6			
East Ayrshire	10		93.5	89.5	97.1			
East Dunbartonshire	20		100.0	100.0	92.3	✗		
East Lothian	13		90.3	89.6	96.0	✓		
East Renfrewshire	31	✗	100.0	100.0	67.1			✗
City of Edinburgh	15		89.0	94.0	95.0	✓		
Eilean Siar	25	✗	11.1	0.0	90.0			✓
Falkirk	29	✗	88.4	89.2	77.6		✗	
Fife	22		97.9	99.0	91.3	✗		
Glasgow City	7	✓	99.2	99.5	98.3			
Highland	24		94.5	82.9	90.1			
Inverclyde	14		97.6	95.1	95.3			
Midlothian	1	✓	100.0	100.0	100.0			
Moray	27	✗	96.7	80.0	84.6		✗	
North Ayrshire	5	✓	96.2	97.8	99.6			
North Lanarkshire	9		96.4	97.0	97.2			
Perth & Kinross	19		93.5	88.1	92.5			
Renfrewshire	1	✓	96.6	99.8	100.0			
Scottish Borders	1	✓	100.0	100.0	100.0			
Shetland Islands	23		100.0	N/A*	90.9	✗		
South Ayrshire	12		97.6	95.3	96.4			
South Lanarkshire	28	✗	83.6	77.8	81.7			
Stirling	16		88.6	91.9	93.0			
West Dunbartonshire	11		96.3	90.3	96.8			
West Lothian	8	✓	90.2	98.7	98.2	✓		
			Scotland					
			94.3	95.4	94.3			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	100.0	100.0	100.0
Upper quartile	98.6	98.9	97.7
Median	96.3	95.6	93.0
Lower quartile	89.2	89.5	90.5
Lowest ranked performance	11.1	0.0	67.1

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing material change since 1999/00	
Improvement	
5-9%	4
10-14%	-
>15%	2
Decline	
5-9%	5
10-14%	2
>15%	1

Unreliable/Unreported Data in 2001/02

Council	99/00	00/01	01/02
Orkney Islands	71.4	100.0	FTR

Notes

An underlined PI measurement indicates unreliable data.
NA* denotes this service was available but not applicable

Environmental health

Noise complaints - the percentage of noise complaints requiring further investigation that were dealt with in three days

The following councils were ranked 25th or below in 1999/2000:

Aberdeen City
Argyll & Bute
Clackmannanshire
Eilean Siar
Falkirk
South Lanarkshire
Stirling

The following councils did not make any material improvement in their performance by 2001/2002:

Clackmannanshire
Falkirk
South Lanarkshire
Stirling

Environmental health

Pest control – the percentage of responses to requests for high-priority pest control services within two days

Pest control is a discretionary service that councils can provide for the treatment and eradication of infestations. These include rats and mice, feral cats, and insects such as wasps, fleas and ants.

Points to bear in mind

Each council will have its own locally determined priorities. For example, rats and wasps would normally be classified as high priority; beetles as low priority. The location of a pest, eg inside or outside a house, may also affect its priority as could the specific nature of the problem.

The indicator relates only to the commencement of action. It does not measure the level of success in eradicating infestation.

Any difficulty in securing the services of an external contractor may have an impact on the response time of the council.

Environmental health

Pest control - the percentage of responses to requests for high-priority pest control services within two days

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	3	✓	99.3	99.5	99.8			
Aberdeenshire	NS		NS	NS	NS			
Angus	1	✓	98.1	100.0	100.0			
Argyll & Bute	22		84.8	91.4	90.4	✓		
Clackmannanshire	26	✗	95.4	94.5	88.1	✗		
Dumfries & Galloway	15		89.6	93.9	95.8	✓		
Dundee City	1	✓	100.0	99.7	100.0			
East Ayrshire	21		91.6	82.6	90.5			
East Dunbartonshire	17		97.6	94.0	95.1			
East Lothian	NS		NS	NS	NS			
East Renfrewshire	3	✓	96.3	89.0	99.8			
City of Edinburgh	20		94.7	97.2	90.6			
Eilean Siar	NS		NS	NS	NS			
Falkirk	18		97.9	92.8	91.8	✗		
Fife	7	✓	<u>100.0</u>	99.2	98.6			
Highland	14		93.6	92.1	96.1			
Inverclyde	9		97.0	98.7	98.3			
Midlothian	6	✓	99.2	95.3	98.8			
Moray	12		97.0	95.5	96.8			
North Ayrshire	11		96.2	98.9	96.9			
North Lanarkshire	24		95.8	52.9	90.3	✗		
Orkney Islands	NS		NS	NS	NS			
Perth & Kinross	15		50.6	88.0	95.8			✓
Renfrewshire	5	✓	98.8	99.6	99.7			
Scottish Borders	10		98.2	98.0	98.0			
Shetland Islands	19		82.6	97.4	91.5		✓	
South Ayrshire	27	✗	49.1	64.5	78.1			✓
South Lanarkshire	8	✓	97.7	96.3	98.4			
Stirling	25	✗	69.0	80.2	88.4			✓
West Dunbartonshire	13		95.7	93.7	96.5			
West Lothian	22		87.9	82.8	90.4			
			Scotland					
			93.0	86.7	93.8			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	100.0	100.0	100.0
Upper quartile	98.0	98.4	98.5
Median	96.2	94.5	96.1
Lower quartile	90.6	90.2	90.6
Lowest ranked performance	49.1	52.9	78.1

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	4	4	4

Count of councils showing material change since 1999/00	
Improvement	
5-9%	2
10-14%	1
>15%	3
Decline	
5-9%	3
10-14%	-
>15%	-

Unreliable/Unreported Data in 2001/02

Council	99/00	00/01	01/02
Glasgow City	85.3	96.9	<u>97.7</u>

Notes

An underlined PI measurement indicates unreliable data.

Environmental health

Pest control - the percentage of responses to requests for high-priority pest control services within two days

The following councils were ranked 25th or below in 1999/2000:

Perth & Kinross
Shetland Islands
South Ayrshire
Stirling

The following councils did not make any material improvement in their performance by 2001/2002:

None

Environmental health

Pest control – the percentage of responses to requests for low-priority pest control services within five days

Pest control is a discretionary service that councils can provide for the treatment and eradication of infestations. These include rats and mice, feral cats, and insects such as wasps, fleas and ants.

Points to bear in mind

Each council will have its own locally determined priorities. For example, rats and wasps would normally be classified as high priority; beetles as low priority. The location of a pest, eg inside or outside a house, may also affect its priority as could the specific nature of the problem.

The indicator relates only to the commencement of action. It does not measure the level of success in eradicating infestation.

Any difficulty in securing the services of an external contractor may have an impact on the response time of the council.

Environmental health

Pest control - the percentage of responses to requests for low-priority pest control services within five days

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	6	✓	99.4	99.8	99.5			
Aberdeenshire	NS		NS	NS	NS			
Angus	1	✓	100.0	100.0	100.0			
Argyll & Bute	16		94.2	97.1	97.3			
Clackmannanshire	NS		NS	NS	NS			
Dumfries & Galloway	7	✓	99.4	99.5	99.4			
Dundee City	1	✓	99.4	99.8	100.0			
East Ayrshire	22		91.7	81.3	93.2			
East Dunbartonshire	12		98.2	98.8	98.7			
East Lothian	NS		NS	NS	NS			
East Renfrewshire	NS		NS	NS	NS			
City of Edinburgh	15		98.2	98.0	97.6			
Eilean Siar	NS		NS	NS	NS			
Falkirk	23		96.2	96.6	92.8			
Fife	5	✓	<u>100.0</u>	95.5	99.8			
Highland	14		97.0	95.4	98.3			
Inverclyde	18		97.9	97.8	96.8			
Midlothian	9		100.0	88.7	99.3			
Moray	20		98.0	97.4	96.2			
North Ayrshire	11		99.1	99.0	99.0			
North Lanarkshire	21		93.9	83.0	95.9			
Orkney Islands	NS		NS	NS	NS			
Perth & Kinross	NS		NS	NS	NS			
Renfrewshire	1	✓	99.7	100.0	100.0			
Scottish Borders	13		98.8	98.0	98.4			
Shetland Islands	1	✓	95.0	100.0	100.0	✓		
South Ayrshire	19		83.4	90.0	96.3			✓
South Lanarkshire	NS		NS	NS	NS			
Stirling	17		87.8	95.1	97.2		✓	
West Dunbartonshire	7	✓	97.4	98.7	99.4			
West Lothian	9		94.3	99.2	99.3	✓		
			Scotland					
			93.7	94.3	98.2			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	100.0	100.0	100.0
Upper quartile	99.4	99.4	99.5
Median	98.0	98.0	98.7
Lower quartile	94.7	95.5	97.0
Lowest ranked performance	83.4	81.3	92.8

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	8	8	8

Count of councils showing material change since 1999/00	
Improvement	
5-9%	2
10-14%	1
>15%	1
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2001/02

Council	99/00	00/01	01/02
Glasgow City	79.8	89.3	<u>98.6</u>

Notes

An underlined PI measurement indicates unreliable data.