

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.

Trading standards

Inspection of trading premises

- T** 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) 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		
	00/01	01/02	02/03	00/01	01/02	02/03
Aberdeen City						
Aberdeenshire						
Angus						
Argyll & Bute						
Clackmannanshire						
Dumfries & Galloway						
Dundee City						
East Ayrshire						
East Dunbartonshire						
East Lothian						
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		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	97.1%	97.3%	97.5%	2.6%	2.1%	1.1%
Aberdeenshire	100.0%	93.7%	95.8%	0.0%	4.3%	3.2%
Angus	83.8%	72.7%	81.2%	9.9%	21.7%	15.8%
Argyll & Bute	99.8%	99.0%	100.0%	0.1%	1.0%	0.0%
Clackmannanshire	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
Dumfries & Galloway	96.1%	97.2%	94.5%	3.4%	2.4%	3.6%
Dundee City	96.3%	98.5%	95.6%	3.7%	1.3%	3.6%
East Ayrshire	94.2%	100.0%	100.0%	5.8%	0.0%	0.0%
East Dumbartonshire	100.0%	99.8%	100.0%	0.0%	0.2%	0.0%
East Lothian	95.4%	98.7%	100.0%	4.6%	1.3%	0.0%
East Renfrewshire	97.1%	100.0%	100.0%	2.9%	0.0%	0.0%
Edinburgh, City of	69.1%	71.5%	79.1%	26.6%	18.5%	17.2%
Eilean Siar	96.8%	95.2%	97.8%	3.2%	4.8%	2.2%
Falkirk	99.8%	100.0%	99.6%	0.2%	0.0%	0.2%
Fife	98.3%	97.6%	95.9%	1.0%	1.2%	3.4%
Glasgow City	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
Highland	86.1%	89.2%	87.3%	9.8%	8.6%	10.5%
Inverclyde	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
Midlothian	87.2%	92.3%	95.6%	8.3%	5.8%	2.2%
Moray	97.8%	95.5%	100.0%	2.2%	4.5%	0.0%
North Ayrshire	93.8%	97.6%	95.1%	6.3%	0.0%	3.3%
North Lanarkshire	99.9%	100.0%	100.0%	0.1%	0.0%	0.0%
Orkney Islands	88.9%	97.3%	95.7%	8.9%	2.7%	4.3%
Perth & Kinross	96.6%	92.9%	88.6%	2.7%	6.8%	11.4%
Renfrewshire	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
Scottish Borders	89.4%	91.7%	85.0%	9.6%	7.9%	14.2%
Shetland Islands	89.5%	89.2%	78.9%	10.5%	10.8%	21.1%
South Ayrshire	99.5%	99.8%	99.8%	0.3%	0.2%	0.1%
South Lanarkshire	86.1%	88.0%	86.1%	7.8%	7.6%	9.6%
Stirling	89.5%	93.7%	94.0%	6.1%	4.7%	4.5%
West Dunbartonshire	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
West Lothian	90.7%	83.8%	93.9%	8.8%	14.9%	5.8%
Scotland	97.7%	97.6%	98.5%	1.8%	1.8%	1.2%

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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		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	0.1%	0.2%	0.2%	0.2%	0.3%	1.3%
Aberdeenshire	0.0%	1.0%	0.5%	0.0%	1.0%	0.5%
Angus	3.0%	1.9%	1.7%	3.3%	3.7%	1.4%
Argyll & Bute	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%
Clackmannanshire	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Dumfries & Galloway	0.3%	0.2%	1.1%	0.3%	0.2%	0.8%
Dundee City	0.0%	0.2%	0.0%	0.0%	0.0%	0.8%
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	2.1%	3.8%	1.7%	2.1%	6.2%	2.0%
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%	0.2%
Fife	0.3%	0.6%	0.7%	0.3%	0.6%	0.0%
Glasgow City	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Highland	2.1%	0.9%	1.0%	2.1%	1.3%	1.2%
Inverclyde	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Midlothian	3.7%	0.6%	0.7%	0.9%	1.3%	1.5%
Moray	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
North Ayrshire	0.0%	2.4%	0.0%	0.0%	0.0%	1.6%
North Lanarkshire	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Orkney Islands	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Perth & Kinross	0.2%	0.1%	0.0%	0.5%	0.1%	0.0%
Renfrewshire	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Scottish Borders	1.1%	0.4%	0.0%	0.0%	0.0%	0.8%
Shetland Islands	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
South Ayrshire	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%
South Lanarkshire	3.9%	2.8%	2.4%	2.2%	1.7%	1.9%
Stirling	2.7%	1.1%	1.5%	1.7%	0.5%	0.0%
West Dunbartonshire	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
West Lothian	0.4%	0.4%	0.2%	0.1%	0.9%	0.1%
Scotland	0.2%	0.2%	0.1%	0.2%	0.3%	0.2%

Trading standards

Trading Standards	Indicator 1					
	Number of consumer enquiries received			Percentage of consumer complaints completed on the same day of receipt		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	930	1,234	630	72.4%	81.6%	81.4%
Aberdeenshire	227	303	380	59.5%	64.2%	69.0%
Angus	302	483	292	53.3%	52.5%	69.1%
Argyll & Bute	1,990	419	53	54.0%	68.4%	75.6%
Clackmannanshire	43	50	19	62.1%	64.7%	59.9%
Dumfries & Galloway	356	575	475	69.9%	71.7%	77.4%
Dundee City	492	465	385	84.1%	87.2%	87.5%
East Ayrshire	52	3	29	35.8%	21.4%	22.4%
East Dumbartonshire	1,143	1,064	256	18.3%	11.2%	42.7%
East Lothian	65	76	46	85.6%	85.3%	89.0%
East Renfrewshire	35	48	16	39.1%	48.0%	54.9%
Edinburgh, City of	2,610	1,411	1,416	54.1%	66.8%	67.4%
Eilean Siar	63	146	45	49.6%	50.8%	59.8%
Falkirk	1,058	1,252	1,371	56.7%	60.1%	55.9%
Fife	290	340	268	87.5%	90.1%	85.9%
Glasgow City	18,254	12,600	15,074	43.6%	76.0%	50.5%
Highland	531	916	487	68.5%	71.6%	74.3%
Inverclyde	1,169	525	829	73.2%	66.6%	65.9%
Midlothian	109	155	135	65.3%	76.6%	79.7%
Moray	93	22	8	67.0%	81.2%	92.1%
North Ayrshire	16	42	61	54.8%	66.4%	63.8%
North Lanarkshire	21,209	16,315	18,960	24.0%	37.8%	26.0%
Orkney Islands	45	37	23	65.9%	66.1%	67.4%
Perth & Kinross	563	792	333	81.1%	83.4%	80.2%
Renfrewshire	56	36	12	58.0%	67.1%	69.2%
Scottish Borders	94	228	120	57.2%	55.3%	47.2%
Shetland Islands	19	37	19	56.5%	60.9%	68.9%
South Ayrshire	3,553	4,475	4,718	61.2%	38.1%	29.2%
South Lanarkshire	360	725	425	39.3%	37.1%	38.3%
Stirling	638	190	133	67.8%	74.9%	64.6%
West Dunbartonshire	179	262	99	55.8%	59.0%	68.5%
West Lothian	808	1,004	929	52.9%	59.5%	61.0%
Scotland	57,352	46,230	48,046	59.7%	66.8%	63.6%

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		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	17.8%	11.1%	8.2%	3.3%	2.5%	2.3%
Aberdeenshire	16.7%	13.7%	12.0%	9.4%	7.2%	6.6%
Angus	23.3%	26.0%	16.7%	10.5%	9.9%	4.8%
Argyll & Bute	19.1%	16.5%	14.4%	8.5%	7.2%	5.6%
Clackmannanshire	15.8%	16.4%	14.4%	8.8%	8.4%	10.2%
Dumfries & Galloway	13.5%	11.5%	11.1%	5.7%	10.2%	4.1%
Dundee City	11.7%	9.8%	10.0%	2.8%	1.9%	1.2%
East Ayrshire	19.9%	22.1%	29.9%	19.9%	26.3%	18.9%
East Dumbartonshire	20.8%	26.6%	17.1%	15.4%	14.1%	13.1%
East Lothian	10.0%	9.5%	8.8%	1.9%	2.1%	1.2%
East Renfrewshire	24.7%	20.7%	17.3%	12.1%	9.8%	8.8%
Edinburgh, City of	31.8%	19.9%	23.3%	5.1%	4.4%	4.3%
Eilean Siar	32.5%	32.7%	28.0%	10.8%	6.0%	4.8%
Falkirk	19.3%	16.3%	16.1%	7.5%	5.9%	7.8%
Fife	3.7%	3.3%	4.5%	2.5%	1.3%	2.3%
Glasgow City	16.8%	7.7%	18.7%	14.3%	5.6%	12.6%
Highland	14.2%	14.0%	12.9%	7.1%	5.4%	4.7%
Inverclyde	9.9%	16.1%	14.1%	4.9%	6.9%	5.1%
Midlothian	14.5%	9.7%	12.3%	8.9%	7.2%	3.3%
Moray	16.9%	11.3%	4.4%	7.3%	3.8%	1.7%
North Ayrshire	19.4%	13.7%	15.2%	9.0%	7.6%	7.2%
North Lanarkshire	25.4%	28.3%	29.0%	25.6%	14.6%	14.6%
Orkney Islands	20.6%	18.6%	15.4%	6.3%	7.3%	10.1%
Perth & Kinross	11.3%	12.8%	15.4%	2.0%	1.6%	1.7%
Renfrewshire	28.8%	22.5%	19.8%	7.9%	6.4%	6.1%
Scottish Borders	12.9%	17.1%	17.0%	11.3%	10.4%	15.1%
Shetland Islands	26.9%	29.6%	23.0%	10.2%	4.3%	3.3%
South Ayrshire	16.4%	18.5%	15.3%	14.6%	15.9%	25.5%
South Lanarkshire	21.2%	25.0%	23.9%	17.3%	15.5%	17.6%
Stirling	11.2%	12.2%	13.6%	7.2%	5.3%	6.7%
West Dunbartonshire	19.7%	17.8%	12.7%	9.9%	10.0%	6.3%
West Lothian	38.4%	31.4%	28.6%	4.0%	4.3%	5.5%
Scotland	18.3%	15.0%	16.2%	9.0%	7.1%	7.9%

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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		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	6.6%	4.8%	8.1%	2,536	2,516	3,093
Aberdeenshire	14.4%	14.9%	12.4%	1,534	1,734	1,707
Angus	13.0%	11.6%	9.3%	800	787	933
Argyll & Bute	18.4%	7.9%	4.4%	800	1,215	1,268
Clackmannanshire	13.4%	10.5%	15.5%	614	669	639
Dumfries & Galloway	10.9%	6.6%	7.4%	2,208	2,711	2,301
Dundee City	1.4%	1.1%	1.2%	2,939	2,933	2,807
East Ayrshire	24.4%	30.2%	28.8%	1,222	1,032	1,065
East Dumbartonshire	45.4%	48.1%	27.2%	447	518	1,233
East Lothian	2.5%	3.1%	1.0%	521	655	602
East Renfrewshire	24.1%	21.4%	19.0%	348	743	636
Edinburgh, City of	9.1%	8.9%	5.1%	5,176	4,707	6,682
Eilean Siar	7.1%	10.5%	7.4%	268	266	271
Falkirk	16.6%	17.8%	20.2%	1,918	2,169	1,659
Fife	6.3%	5.2%	7.3%	5,850	6,520	6,232
Glasgow City	25.3%	10.7%	18.3%	6,097	11,650	5,109
Highland	10.2%	9.0%	8.1%	3,012	3,515	3,581
Inverclyde	11.9%	10.5%	15.0%	1,480	1,480	1,384
Midlothian	11.3%	6.4%	4.8%	628	667	856
Moray	8.8%	3.6%	1.8%	1,774	1,871	1,676
North Ayrshire	16.8%	12.3%	13.7%	1,805	2,301	2,080
North Lanarkshire	24.9%	19.3%	30.4%	2,418	2,693	2,916
Orkney Islands	7.2%	8.0%	7.0%	428	522	298
Perth & Kinross	5.5%	2.2%	2.7%	1,138	1,326	1,354
Renfrewshire	5.3%	4.0%	4.8%	2,229	2,696	3,172
Scottish Borders	18.6%	17.2%	20.7%	978	814	670
Shetland Islands	6.5%	5.2%	4.9%	108	115	122
South Ayrshire	7.8%	27.6%	30.0%	3,184	2,925	3,446
South Lanarkshire	22.3%	22.4%	20.2%	4,134	4,980	4,382
Stirling	13.8%	7.6%	15.1%	1,306	1,707	1,344
West Dunbartonshire	14.7%	13.2%	12.5%	1,327	1,164	1,316
West Lothian	4.8%	4.7%	4.9%	2,372	2,423	2,658
Scotland	13.0%	11.2%	12.3%	61,599	72,024	67,492

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		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	73.5%	68.0%	68.1%	21.2%	26.7%	26.3%
Aberdeenshire	86.2%	86.0%	79.8%	7.5%	8.8%	11.8%
Angus	65.2%	71.9%	64.9%	24.2%	22.5%	26.6%
Argyll & Bute	86.0%	92.8%	95.5%	6.8%	5.8%	3.9%
Clackmannanshire	100.0%	89.8%	94.4%	0.0%	10.2%	5.6%
Dumfries & Galloway	76.7%	94.8%	88.6%	16.3%	4.1%	9.0%
Dundee City	90.7%	92.4%	87.9%	7.4%	6.3%	10.3%
East Ayrshire	93.9%	96.7%	97.0%	4.2%	2.7%	2.4%
East Dunbartonshire	81.9%	87.0%	90.9%	12.5%	11.7%	5.2%
East Lothian	94.0%	96.5%	85.3%	4.7%	2.1%	14.7%
East Renfrewshire	95.2%	98.2%	88.2%	1.9%	1.1%	11.8%
Edinburgh, City of	81.4%	79.0%	63.1%	14.8%	18.3%	31.1%
Eilean Siar	92.0%	75.0%	60.0%	8.0%	25.0%	20.0%
Falkirk	98.4%	99.0%	82.9%	1.6%	1.0%	5.7%
Fife	97.1%	94.6%	92.9%	2.3%	2.7%	5.8%
Glasgow City	60.3%	65.4%	64.6%	32.8%	25.0%	22.9%
Highland	76.5%	73.9%	78.0%	18.6%	20.4%	18.2%
Inverclyde	80.1%	68.4%	75.4%	13.5%	21.4%	18.1%
Midlothian	91.5%	97.9%	97.2%	6.0%	2.1%	2.8%
Moray	84.6%	84.8%	95.2%	13.0%	11.7%	2.2%
North Ayrshire	96.7%	92.8%	82.7%	3.3%	6.4%	13.6%
North Lanarkshire	53.0%	95.7%	77.7%	34.8%	3.2%	11.7%
Orkney Islands	86.3%	85.3%	84.8%	12.6%	9.2%	11.6%
Perth & Kinross	93.8%	91.3%	86.9%	5.5%	8.0%	11.0%
Renfrewshire	78.3%	89.6%	88.7%	20.0%	10.4%	10.8%
Scottish Borders	93.0%	93.9%	67.0%	6.4%	4.9%	28.7%
Shetland Islands	76.7%	71.8%	57.7%	13.3%	23.1%	30.8%
South Ayrshire	72.2%	79.5%	82.5%	21.2%	14.8%	13.9%
South Lanarkshire	78.6%	77.7%	87.7%	13.6%	11.5%	9.5%
Stirling	89.4%	98.0%	75.3%	6.6%	1.3%	8.7%
West Dunbartonshire	74.1%	71.9%	84.1%	18.5%	25.0%	15.9%
West Lothian	78.5%	84.2%	78.7%	19.4%	12.9%	17.4%
Scotland	84.8%	90.5%	80.6%	11.7%	7.3%	14.8%

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		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	3.8%	1.1%	3.0%	1.5%	4.3%	2.6%
Aberdeenshire	3.4%	1.8%	2.9%	2.9%	3.5%	5.5%
Angus	5.7%	4.4%	5.9%	4.8%	1.3%	2.7%
Argyll & Bute	3.3%	1.1%	0.3%	3.9%	0.4%	0.3%
Clackmannanshire	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Dumfries & Galloway	2.9%	0.4%	0.9%	4.1%	0.8%	1.5%
Dundee City	0.5%	0.8%	0.9%	1.4%	0.5%	0.9%
East Ayrshire	1.4%	0.7%	0.0%	0.5%	0.0%	0.6%
East Dumbartonshire	2.8%	0.3%	2.6%	2.8%	0.9%	1.3%
East Lothian	0.3%	0.3%	0.0%	0.9%	1.0%	0.0%
East Renfrewshire	1.9%	0.3%	0.0%	1.0%	0.3%	0.0%
Edinburgh, City of	2.1%	0.0%	0.0%	1.7%	2.8%	5.8%
Eilean Siar	0.0%	0.0%	6.7%	0.0%	0.0%	13.3%
Falkirk	0.0%	0.0%	2.9%	0.0%	0.0%	8.6%
Fife	0.0%	0.6%	0.9%	0.6%	2.1%	0.4%
Glasgow City	3.4%	4.3%	6.5%	3.4%	5.3%	6.0%
Highland	2.9%	3.6%	2.0%	2.0%	2.1%	1.7%
Inverclyde	1.4%	3.1%	2.2%	5.0%	7.1%	4.3%
Midlothian	1.7%	0.0%	0.0%	0.9%	0.0%	0.0%
Moray	1.0%	2.4%	1.5%	1.3%	1.0%	1.1%
North Ayrshire	0.0%	0.8%	1.8%	0.0%	0.0%	1.8%
North Lanarkshire	1.5%	0.1%	2.1%	10.6%	0.9%	8.5%
Orkney Islands	0.7%	3.3%	2.2%	0.4%	2.2%	1.4%
Perth & Kinross	0.3%	0.6%	1.8%	0.3%	0.0%	0.4%
Renfrewshire	1.7%	0.0%	0.0%	0.0%	0.0%	0.4%
Scottish Borders	0.4%	1.0%	3.2%	0.2%	0.1%	1.1%
Shetland Islands	3.3%	0.0%	7.7%	6.7%	5.1%	3.8%
South Ayrshire	0.5%	0.3%	2.0%	6.0%	5.4%	1.7%
South Lanarkshire	3.9%	3.6%	2.1%	3.9%	7.2%	0.8%
Stirling	2.3%	0.4%	6.0%	1.7%	0.2%	10.0%
West Dunbartonshire	3.7%	3.1%	0.0%	3.7%	0.0%	0.0%
West Lothian	1.7%	1.4%	2.2%	0.4%	1.4%	1.7%
Scotland	1.6%	0.8%	1.9%	1.9%	1.4%	2.7%

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		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	260	281	270	12 months	12 months	12 months
Aberdeenshire	174	228	272	12 months	12 months	12 months
Angus	227	160	188	12 months	12 months	12 months
Argyll & Bute	336	278	357	12 months	12 months	12 months
Clackmannanshire	32	59	18	12 months	12 months	12 months
Dumfries & Galloway	657	5,023	587	12 months	12 months	12 months
Dundee City	365	384	339	6 months	6 months	6 months
East Ayrshire	214	150	169	12 months	12 months	12 months
East Dumbartonshire	72	316	77	12 months	12 months	12 months
East Lothian	318	982	109	12 months	12 months	12 months
East Renfrewshire	105	627	17	12 months	12 months	12 months
Edinburgh, City of	1,087	908	702	12 months	12 months	12 months
Eilean Siar	25	8	15	12 months	12 months	12 months
Falkirk	365	296	70	12 months	12 months	12 months
Fife	309	331	225	6 months	6 months	6 months
Glasgow City	320	492	401	12 months	12 months	12 months
Highland	344	333	346	12 months	12 months	12 months
Inverclyde	141	98	138	12 months	12 months	12 months
Midlothian	117	142	143	12 months	12 months	12 months
Moray	299	290	269	12 months	12 months	12 months
North Ayrshire	123	125	110	12 months	12 months	12 months
North Lanarkshire	66	750	282	12 months	12 months	12 months
Orkney Islands	270	273	138	12 months	12 months	12 months
Perth & Kinross	325	323	283	12 months	12 months	12 months
Renfrewshire	180	193	231	6 months	6 months	6 months
Scottish Borders	2,005	668	188	12 months	12 months	12 months
Shetland Islands	30	39	26	12 months	12 months	12 months
South Ayrshire	580	755	303	6 months	6 months	6 months
South Lanarkshire	206	139	243	6 months	6 months	6 months
Stirling	473	1,637	150	12 months	12 months	12 months
West Dunbartonshire	54	32	44	12 months	12 months	12 months
West Lothian	242	209	540	12 months	12 months	12 months
Scotland	10,321	16,529	7,250			

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		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	187	182	243	187	182	243
Aberdeenshire	378	300	296	378	300	286
Angus	106	118	84	103	116	84
Argyll & Bute	630	643	638	607	643	638
Clackmannanshire	8	9	8	8	9	8
Dumfries & Galloway	299	258	242	278	213	222
Dundee City	37	42	43	73	78	86
East Ayrshire	629	612	622	600	612	622
East Dumbartonshire	126	123	128	123	123	127
East Lothian	39	38	45	39	38	45
East Renfrewshire	180	165	152	180	165	152
Edinburgh, City of	1,552	1,311	1,316	1,455	1,311	1,316
Eilean Siar	45	37	25	45	37	25
Falkirk	211	211	211	206	211	211
Fife	29	30	30	58	60	60
Glasgow City	1,366	1,493	1,638	1,366	1,493	1,638
Highland	54	62	64	53	61	64
Inverclyde	164	186	187	164	186	187
Midlothian	128	125	136	128	125	136
Moray	118	125	133	104	112	122
North Ayrshire	666	715	680	647	715	680
North Lanarkshire	522	217	236	327	217	236
Orkney Islands	42	37	7	42	37	7
Perth & Kinross	80	84	79	80	84	78
Renfrewshire	52	50	33	104	100	66
Scottish Borders	11	7	5	11	7	5
Shetland Islands	2	3	6	2	3	6
South Ayrshire	47	42	56	93	84	112
South Lanarkshire	34	45	36	65	87	69
Stirling	40	75	81	40	75	81
West Dunbartonshire	229	225	185	229	225	185
West Lothian	147	150	160	147	150	139
Scotland	8,158	7,595	7,668	7,942	7,734	7,800

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		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	42.2%	52.7%	49.4%	24 months	24 months	24 months
Aberdeenshire	11.4%	18.3%	15.7%	36 months	36 months	36 months
Angus	76.7%	69.0%	67.9%	24 months	24 months	24 months
Argyll & Bute	90.1%	98.0%	99.7%	36 months	36 months	36 months
Clackmannanshire	75.0%	77.8%	87.5%	36 months	36 months	36 months
Dumfries & Galloway	70.9%	68.5%	80.2%	24 months	24 months	24 months
Dundee City	69.9%	89.7%	90.7%	24 months	24 months	24 months
East Ayrshire	96.5%	97.7%	96.5%	24 months	24 months	24 months
East Dunbartonshire	65.9%	53.7%	84.3%	24 months	24 months	24 months
East Lothian	35.9%	86.8%	95.6%	36 months	36 months	36 months
East Renfrewshire	96.7%	98.2%	100.0%	24 months	24 months	24 months
Edinburgh, City of	58.6%	78.5%	64.8%	36 months	36 months	36 months
Eilean Siar	97.8%	100.0%	100.0%	24 months	24 months	24 months
Falkirk	78.2%	86.7%	74.4%	36 months	36 months	36 months
Fife	89.7%	95.0%	95.0%	12 months	12 months	12 months
Glasgow City	90.7%	91.9%	78.7%	36 months	36 months	36 months
Highland	90.6%	73.8%	85.9%	24 months	24 months	24 months
Inverclyde	88.4%	97.3%	99.5%	36 months	36 months	36 months
Midlothian	85.2%	86.4%	83.8%	24 months	24 months	24 months
Moray	76.9%	81.3%	80.3%	24 months	24 months	24 months
North Ayrshire	86.2%	91.5%	90.4%	24 months	24 months	24 months
North Lanarkshire	81.3%	89.4%	69.9%	48 months	36 months	36 months
Orkney Islands	78.6%	73.0%	85.7%	24 months	24 months	24 months
Perth & Kinross	100.0%	98.8%	98.7%	24 months	24 months	24 months
Renfrewshire	91.3%	100.0%	100.0%	12 months	12 months	12 months
Scottish Borders	100.0%	100.0%	100.0%	36 months	36 months	36 months
Shetland Islands	100.0%	100.0%	100.0%	36 months	36 months	36 months
South Ayrshire	98.9%	100.0%	100.0%	Risk assessment	No Service	No Service
South Lanarkshire	90.8%	86.2%	100.0%	12 months	12 months	12 months
Stirling	67.5%	26.7%	72.8%	24 months	24 months	24 months
West Dunbartonshire	63.3%	82.7%	81.6%	24 months	24 months	24 months
West Lothian	55.8%	76.0%	90.6%	36 months	36 months	36 months
Scotland	75.9%	83.9%	79.5%			

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		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	1,608	1,609	1,609	1,003	1,015	789
Aberdeenshire	2,027	1,935	1,597	676	1,511	1,229
Angus	1,624	1,568	1,363	787	751	637
Argyll & Bute	696	694	734	215	208	244
Clackmannanshire	256	258	255	86	86	85
Dumfries & Galloway	1,609	1,635	1,611	747	751	699
Dundee City	1,542	1,480	1,376	771	740	688
East Ayrshire	384	384	399	174	175	208
East Dumbartonshire	301	286	316	140	141	157
East Lothian	803	1,062	1,027	267	344	271
East Renfrewshire	160	135	136	58	60	62
Edinburgh, City of	6,154	5,007	4,959	6,154	1,669	1,653
Eilean Siar	266	245	228	132	122	114
Falkirk	651	651	651	196	173	151
Fife	735	762	668	735	762	668
Glasgow City	3,747	3,891	3,657	1,249	1,297	1,219
Highland	1,797	1,504	1,460	787	721	728
Inverclyde	357	330	324	119	110	108
Midlothian	884	658	644	442	329	322
Moray	685	698	678	277	314	301
North Ayrshire	438	401	370	228	186	157
North Lanarkshire	781	713	659	104	220	168
Orkney Islands	250	245	265	125	122	132
Perth & Kinross	1,221	1,137	1,068	730	646	538
Renfrewshire	914	1,762	1,438	914	1,762	1,438
Scottish Borders	1,322	1,357	1,341	441	403	534
Shetland Islands	408	413	410	126	133	128
South Ayrshire	1,660	No Service	No Service	0	No Service	No Service
South Lanarkshire	1,070	1,110	1,258	1,014	1,055	1,143
Stirling	1,146	1,272	1,260	573	636	630
West Dunbartonshire	298	295	289	131	167	157
West Lothian	885	896	826	292	208	194
Scotland	36,679	33,735	32,754	19,693	16,488	15,230

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		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	38.6%	54.4%	48.0%	48 months	48 months	48 months
Aberdeenshire	5.0%	17.4%	23.5%	60 months	60 months	60 months
Angus	16.4%	9.9%	34.5%	60 months	60 months	60 months
Argyll & Bute	84.2%	95.7%	99.2%	60 months	60 months	60 months
Clackmannanshire	58.1%	47.7%	16.5%	60 months	60 months	60 months
Dumfries & Galloway	64.5%	45.9%	81.1%	48 months	48 months	48 months
Dundee City	61.0%	87.8%	92.0%	60 months	60 months	60 months
East Ayrshire	93.1%	94.3%	97.6%	60 months	60 months	60 months
East Dunbartonshire	46.4%	21.3%	68.8%	60 months	60 months	60 months
East Lothian	55.1%	89.0%	95.2%	60 months	60 months	60 months
East Renfrewshire	100.0%	100.0%	100.0%	84 months	84 months	84 months
Edinburgh, City of	3.1%	7.8%	8.7%	60 months	60 months	60 months
Eilean Siar	93.9%	83.6%	81.6%	60 months	60 months	60 months
Falkirk	71.4%	39.3%	4.6%	60 months	60 months	60 months
Fife	69.8%	79.8%	74.6%	60 months	60 months	60 months
Glasgow City	87.8%	95.2%	90.5%	60 months	60 months	60 months
Highland	85.5%	66.0%	67.2%	60 months	60 months	60 months
Inverclyde	66.4%	83.6%	100.0%	60 months	60 months	60 months
Midlothian	36.2%	55.9%	59.0%	No Service	No Service	No Service
Moray	76.2%	80.3%	91.7%	48 months	48 months	48 months
North Ayrshire	69.7%	98.4%	96.2%	60 months	60 months	60 months
North Lanarkshire	94.2%	73.6%	98.8%	240 months	60 months	60 months
Orkney Islands	80.0%	21.3%	62.9%	48 months	48 months	48 months
Perth & Kinross	65.1%	42.1%	83.8%	60 months	60 months	60 months
Renfrewshire	86.3%	97.3%	99.4%	60 months	60 months	60 months
Scottish Borders	56.0%	71.5%	52.6%	72 months	72 months	72 months
Shetland Islands	57.1%	68.4%	66.4%	72 months	72 months	72 months
South Ayrshire	0.0%	No Service	No Service	No Service	No Service	No Service
South Lanarkshire	87.1%	73.9%	93.9%	36 months	36 months	36 months
Stirling	31.1%	45.9%	83.7%	60 months	60 months	60 months
West Dunbartonshire	64.9%	82.6%	81.5%	60 months	60 months	60 months
West Lothian	58.9%	53.8%	34.5%	60 months	60 months	60 months
Scotland	43.7%	58.9%	66.5%			

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		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	1,027	1,028	1,028	296	263	357
Aberdeenshire	650	615	548	130	510	387
Angus	1,194	1,188	484	227	229	1
Argyll & Bute	591	690	671	90	103	135
Clackmannanshire	327	340	341	66	68	69
Dumfries & Galloway	946	922	849	192	242	168
Dundee City	805	645	685	161	129	137
East Ayrshire	491	602	588	72	158	128
East Dumbartonshire	820	764	890	131	152	174
East Lothian	226	174	182	45	35	31
East Renfrewshire	911	828	740	55	No Service	37
Edinburgh, City of	6,358	4,891	4,641	6,358	978	929
Eilean Siar	185	185	185	37	37	37
Falkirk	565	565	565	102	93	96
Fife	2,883	2,959	2,628	423	592	525
Glasgow City	6,530	6,220	5,695	1,306	1,244	1,139
Highland	2,950	3,348	3,057	474	953	626
Inverclyde	717	679	641	143	136	128
Midlothian	No Service	No Service	No Service	No Service	No Service	No Service
Moray	433	696	743	360	150	149
North Ayrshire	668	634	554	88	195	100
North Lanarkshire	2,143	204	194	217	22	36
Orkney Islands	548	510	447	137	127	112
Perth & Kinross	799	848	909	159	131	168
Renfrewshire	785	864	1,218	157	173	244
Scottish Borders	1,587	1,659	1,585	265	462	322
Shetland Islands	166	161	194	25	25	31
South Ayrshire	No Service	No Service	No Service	No Service	No Service	No Service
South Lanarkshire	2,187	2,100	1,863	545	643	621
Stirling	730	1,055	905	146	211	181
West Dunbartonshire	426	353	340	126	67	64
West Lothian	486	518	350	174	125	27
Scotland	39,134	36,245	35,387	12,707	8,253	7,159

Trading standards

Trading Standards	Indicator 2		
	Percentage of target visits to premises in the low risk inspection category achieved		
	2000/2001	2001/2002	2002/2003
Aberdeen City	50.0%	58.6%	49.3%
Aberdeenshire	7.7%	10.8%	30.7%
Angus	7.5%	3.5%	0.0%
Argyll & Bute	86.7%	98.1%	100.0%
Clackmannanshire	50.0%	39.7%	27.5%
Dumfries & Galloway	59.9%	45.5%	70.2%
Dundee City	68.9%	85.3%	86.9%
East Ayrshire	88.9%	95.6%	96.1%
East Dunbartonshire	33.6%	0.0%	47.7%
East Lothian	93.3%	82.9%	100.0%
East Renfrewshire	100.0%	No Service	100.0%
Edinburgh, City of	1.9%	0.6%	2.0%
Eilean Siar	86.5%	81.1%	81.1%
Falkirk	69.6%	93.5%	76.0%
Fife	70.2%	67.4%	84.0%
Glasgow City	96.7%	96.1%	92.0%
Highland	43.2%	22.4%	67.3%
Inverclyde	30.8%	43.4%	100.0%
Midlothian	No Service	No Service	No Service
Moray	54.4%	52.7%	94.0%
North Ayrshire	71.6%	99.0%	79.0%
North Lanarkshire	62.2%	68.2%	94.4%
Orkney Islands	58.4%	100.0%	68.8%
Perth & Kinross	54.7%	42.7%	72.6%
Renfrewshire	77.7%	93.1%	94.3%
Scottish Borders	58.1%	66.2%	71.7%
Shetland Islands	56.0%	64.0%	58.1%
South Ayrshire	No Service	No Service	No Service
South Lanarkshire	66.2%	61.6%	89.0%
Stirling	30.1%	21.3%	59.7%
West Dunbartonshire	52.4%	85.1%	79.7%
West Lothian	52.3%	40.8%	29.6%
Scotland	32.8%	51.3%	66.6%