

## 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 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓ 1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	6	✓	97.3	99.6	99.0			
Aberdeenshire	16		<u>87.2</u>	93.0	95.0	✓		
Angus	26	✗	67.8	81.5	90.7			✓
Argyll & Bute	4	✓	85.0	95.2	99.3			✓
Clackmannanshire	24		41.8	91.3	92.5			✓
Dumfries & Galloway	20		81.3	87.9	93.1		✓	
Dundee City	23		95.8	88.4	92.6			
East Ayrshire	8	✓	97.8	95.8	98.2			
East Dunbartonshire	15		96.5	98.7	95.8			
East Lothian	21		63.8	92.8	92.9			✓
East Renfrewshire	1	✓	100.0	100.0	100.0			
City of Edinburgh	2	✓	99.0	98.4	99.8			
Eilean Siar	17		75.3	98.9	93.8			✓
Falkirk	28	✗	75.8	89.9	88.8			✓
Fife	19		87.3	89.6	93.3	✓		
Highland	10		98.0	96.8	97.8			
Inverclyde	7	✓	96.1	100.0	98.5			
Midlothian	14		97.5	94.8	96.4			
Moray	29	✗	68.8	89.2	66.8			
North Ayrshire	11		92.4	98.3	97.7	✓		
North Lanarkshire	5	✓	<u>99.0</u>	94.8	99.2			
Orkney Islands	30	✗	79.5	FTR	37.8			✗
Perth & Kinross	12		60.8	92.1	97.6			✓
Renfrewshire	3	✓	93.7	100.0	99.7	✓		
Shetland Islands	18		15.2	91.2	93.5			✓
South Ayrshire	25	✗	74.0	90.8	92.2			✓
South Lanarkshire	9		98.2	98.9	97.9			
Stirling	27	✗	90.4	85.1	88.8			
West Dunbartonshire	22		57.4	89.8	92.8			✓
West Lothian	13		96.0	98.3	96.9			
			<b>Scotland</b>					
			89.9	95.3	94.9			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	100.0	100.0	100.0
Upper quartile	97.1	98.4	98.1
Median	88.9	94.8	95.4
Lower quartile	74.4	89.9	92.6
Lowest ranked performance	15.2	81.5	37.8

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	4
10-14%	1
>15%	10
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	1

### Unreliable/Unreported Data in 2002/03

Council	00/01	01/02	02/03
Scottish Borders	74.7	<u>91.0</u>	<u>87.4</u>
Glasgow City	94.6	97.0	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 2000/01:

Angus  
Clackmannanshire  
East Lothian  
Moray  
Perth & Kinross  
Shetland Islands  
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2002/03:

Moray

## 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 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	19		88.6	94.0	93.4	✓		
Aberdeenshire	20		95.7	100.0	91.1			
Angus	14		90.6	97.9	98.0	✓		
Argyll & Bute	1	✓	93.2	100.0	100.0	✓		
Clackmannanshire	28	✗	100.0	100.0	80.0			✗
Dumfries & Galloway	15		97.4	92.9	95.5			
Dundee City	1	✓	100.0	100.0	100.0			
East Ayrshire	15		75.7	74.2	95.5			✓
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	17		97.9	98.0	95.1			
Eilean Siar	1	✓	100.0	100.0	100.0			
Falkirk	30	✗	81.6	86.4	76.4	✗		
Fife	31	✗	96.3	76.1	73.6			✗
Glasgow City	27	✗	77.4	85.7	83.3	✓		
Highland	25	✗	91.5	81.0	85.7	✗		
Inverclyde	1	✓	100.0	100.0	100.0			
Midlothian	1	✓	100.0	100.0	100.0			
Moray	23		97.3	95.7	86.8		✗	
North Ayrshire	1	✓	94.4	100.0	100.0	✓		
North Lanarkshire	1	✓	91.5	99.1	100.0	✓		
Orkney Islands	31	✗	N/A*	FTR	0.0			
Perth & Kinross	29	✗	86.3	93.4	76.9		✗	
Renfrewshire	1	✓	100.0	100.0	100.0			
Scottish Borders	1	✓	100.0	100.0	100.0			
Shetland Islands	25	✗	100.0	100.0	85.7		✗	
South Ayrshire	22		100.0	100.0	88.2		✗	
South Lanarkshire	21		84.6	84.4	89.1	✓		
Stirling	18		100.0	98.1	93.6	✗		
West Dunbartonshire	24		88.5	95.1	86.7			
West Lothian	13		83.3	92.6	98.4			✓
			<b>Scotland</b>					
			92.5	93.2	91.4			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	100.0	100.0	100.0
Upper quartile	100.0	100.0	100.0
Median	97.3	99.1	95.3
Lower quartile	89.6	93.2	86.5
Lowest ranked performance	75.7	74.2	0.0

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	7
10-14%	-
>15%	2
<b>Decline</b>	
5-9%	3
10-14%	4
>15%	2

### 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 2000/01:

East Ayrshire  
Falkirk  
Glasgow City  
Perth & Kinross  
South Lanarkshire  
West Dunbartonshire  
West Lothian

The following councils did not make any material improvement in their performance by 2002/03:

Falkirk  
Perth & Kinross  
West Dunbartonshire

## 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 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	24		97.5	93.0	91.7	✗		
Aberdeenshire	18		95.9	88.8	95.1			
Angus	1	✓	83.2	92.7	100.0			✓
Argyll & Bute	1	✓	90.6	100.0	100.0		✓	
Clackmannanshire	30	✗	100.0	68.4	77.8			✗
Dumfries & Galloway	1	✓	97.9	91.9	100.0			
Dundee City	1	✓	98.5	99.6	100.0			
East Ayrshire	19		89.5	97.1	94.3	✓		
East Dunbartonshire	23		100.0	92.3	91.9	✗		
East Lothian	15		89.6	96.0	97.7	✓		
East Renfrewshire	1	✓	100.0	67.1	100.0			
City of Edinburgh	21		94.0	95.0	93.0			
Eilean Siar	1	✓	0.0	90.0	100.0			✓
Falkirk	28	✗	89.2	77.6	80.6	✗		
Fife	22		99.0	91.3	92.6	✗		
Glasgow City	14		99.5	98.3	98.4			
Highland	29	✗	82.9	90.1	78.2	✗		
Inverclyde	16		95.1	95.3	97.5			
Midlothian	1	✓	100.0	100.0	100.0			
Moray	27	✗	80.0	84.6	87.0	✓		
North Ayrshire	10		97.8	99.6	99.6			
North Lanarkshire	12		97.0	97.2	98.9			
Orkney Islands	31	✗	100.0	FTR	69.0			✗
Perth & Kinross	20		88.1	92.5	93.6	✓		
Renfrewshire	1	✓	99.8	100.0	100.0			
Scottish Borders	1	✓	100.0	100.0	100.0			
Shetland Islands	32	✗	N/A*	90.9	66.7			
South Ayrshire	10		95.3	96.4	99.6			
South Lanarkshire	26	✗	77.8	81.7	90.6			✓
Stirling	25	✗	91.9	93.0	90.7			
West Dunbartonshire	12		90.3	96.8	98.9	✓		
West Lothian	17		98.7	98.2	97.3			
			<b>Scotland</b>					
			95.4	94.3	95.1			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	100.0	100.0	100.0
Upper quartile	99.3	97.7	100.0
Median	95.9	93.0	97.4
Lower quartile	89.6	90.5	91.5
Lowest ranked performance	0.0	67.1	66.7

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	5
10-14%	1
>15%	3
<b>Decline</b>	
5-9%	5
10-14%	-
>15%	2

### 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 2000/01:

Angus  
Eilean Siar  
Falkirk  
Highland  
Moray  
Perth & Kinross  
South Lanarkshire

The following councils did not make any material improvement in their performance by 2002/03:

Falkirk  
Highland

## 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 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	11		99.5	99.8	97.9			
Aberdeenshire	NS		NS	NS	NS			
Angus	18		100.0	100.0	94.7	✗		
Argyll & Bute	7	✓	91.4	90.4	99.0	✓		
Clackmannanshire	9		94.5	88.1	98.8			
Dumfries & Galloway	19		93.9	95.8	94.0			
Dundee City	1	✓	99.7	100.0	100.0			
East Ayrshire	21		82.6	90.5	93.6		✓	
East Dunbartonshire	20		94.0	95.1	93.9			
East Lothian	NS		NS	NS	NS			
East Renfrewshire	4	✓	89.0	99.8	99.6		✓	
City of Edinburgh	16		97.2	90.6	96.8			
Eilean Siar	NS		NS	NS	NS			
Falkirk	17		92.8	91.8	96.6			
Fife	5	✓	99.2	98.6	99.5			
Glasgow City	11		96.9	<u>97.7</u>	97.9			
Highland	15		92.1	96.1	96.9	✓		
Inverclyde	1	✓	98.7	98.3	100.0			
Midlothian	1	✓	95.3	98.8	100.0			
Moray	13		95.5	96.8	97.4			
North Ayrshire	14		98.9	96.9	97.3			
North Lanarkshire	10		52.9	90.3	98.1			✓
Orkney Islands	NS		NS	NS	NS			
Perth & Kinross	26	✗	88.0	95.8	89.9			
Renfrewshire	8	✓	99.6	99.7	98.9			
Scottish Borders	23		98.0	98.0	92.3	✗		
Shetland Islands	27	✗	97.4	91.5	89.8	✗		
South Ayrshire	24		64.5	78.1	91.9			✓
South Lanarkshire	6	✓	96.3	98.4	99.2			
Stirling	25	✗	80.2	88.4	91.2		✓	
West Dunbartonshire	21		93.7	96.5	93.6			
West Lothian	28	✗	82.8	90.4	82.8			
			<b>Scotland</b>					
			86.7	93.8	96.7			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	100.0	100.0	100.0
Upper quartile	98.2	98.5	98.9
Median	94.9	96.3	97.1
Lower quartile	90.8	90.6	93.6
Lowest ranked performance	52.9	78.1	82.8

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	4	4	4

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	2
10-14%	3
>15%	2
<b>Decline</b>	
5-9%	3
10-14%	-
>15%	-

#### 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 2000/01:

East Ayrshire  
North Lanarkshire  
South Ayrshire  
Stirling

The following councils did not make any material improvement in their performance by 2002/03:

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 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	12		99.8	99.5	97.4			
Aberdeenshire	NS		NS	NS	NS			
Angus	11		100.0	100.0	98.3			
Argyll & Bute	3	✓	97.1	97.3	99.7			
Clackmannanshire	NS		NS	NS	NS			
Dumfries & Galloway	5	✓	99.5	99.4	99.6			
Dundee City	1	✓	99.8	100.0	100.0			
East Ayrshire	21		81.3	93.2	93.1		✓	
East Dunbartonshire	14		98.8	98.7	97.2			
East Lothian	NS		NS	NS	NS			
East Renfrewshire	NS		NS	NS	NS			
City of Edinburgh	8	✓	98.0	97.6	99.1			
Eilean Siar	NS		NS	NS	NS			
Falkirk	22		96.6	92.8	93.0			
Fife	5	✓	95.5	99.8	99.6			
Glasgow City	23		89.3	<u>98.6</u>	90.0			
Highland	7	✓	95.4	98.3	99.2			
Inverclyde	20		97.8	96.8	94.1			
Midlothian	3	✓	88.7	99.3	99.7		✓	
Moray	19		97.4	96.2	95.8			
North Ayrshire	9		99.0	99.0	99.0			
North Lanarkshire	12		83.0	95.9	97.4			✓
Orkney Islands	NS		NS	NS	NS			
Perth & Kinross	NS		NS	NS	NS			
Renfrewshire	1	✓	100.0	100.0	100.0			
Scottish Borders	16		98.0	98.4	96.7			
Shetland Islands	24		100.0	100.0	82.6			✗
South Ayrshire	17		90.0	96.3	96.6	✓		
South Lanarkshire	NS		NS	NS	NS			
Stirling	15		95.1	97.2	97.0			
West Dunbartonshire	18		98.7	99.4	96.0			
West Lothian	10		99.2	99.3	98.4			
			<b>Scotland</b>					
			94.3	98.2	96.0			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	100.0	100.0	100.0
Upper quartile	99.3	99.4	99.3
Median	97.9	98.7	97.4
Lower quartile	95.3	97.1	96.0
Lowest ranked performance	81.3	92.8	82.6

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	8	8	8

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	1
10-14%	2
>15%	1
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	1

#### Notes

An underlined PI measurement indicates unreliable data.

## Environmental health

---

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

The following councils were ranked 25th or below in 2000/01:

None

The following councils did not make any material improvement in their performance by 2002/03:

None