

Protective services

Food safety: hygiene inspections

1. The number of establishments in each of the following three categories requiring inspection during the year, and the percentage of the inspections which were undertaken within the prescribed period:

Minimum inspection frequency	Number to be inspected in the year	% of inspections undertaken within time
6 months		
12 months		
More than 12 months		

What the indicator reports

The indicator reports the council's food hygiene inspection workload and its success in achieving its own inspection targets for the three categories of food hygiene inspection frequencies.

The purposes of food hygiene inspection 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.

Premises are grouped according to their level of food safety risk. This risk is determined on the basis of:

- the type of premises
- the confidence the council has in the management of food processes at the premises.

The 'within 6 months' category is for premises which have the highest risk of food hygiene problems and so require the most frequent inspection visits, while the 'more than 12 months' category is for premises which have the lowest risk and require fewest visits.

For each inspection category, the indicator reports three pieces of information - the number of premises in the category, the percentage of inspections which were undertaken within the prescribed time and the number inspected which received formal follow-up action.

Points to bear in mind

Each category sets out only the minimum number of inspections which have to be carried out. Some premises, particularly in the 'within 6 months' category, may be visited more frequently during the period due to the assessed level of risk. These additional visits are not reflected in the indicator.

Some of the factors which might influence a council's decision on the required number of food hygiene inspection visits are:

- the likely risk according to the type of food. Some products have an inherently higher risk with respect to food poisoning than others. These include all high-protein foods such as meat, fish, milk and dairy products
- 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 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 condition of the premises
- the attitude and technical knowledge of the management on hygiene and safety matters.

As a result of the Pennington Report in 1997 councils were required to:

- reassess the risk categories for all premises dealing in food, resulting in more premises being brought into the high-risk category
- undertake more detailed inspections of premises
- encourage businesses in high-risk categories to develop and introduce new food safety control systems.

It is possible that certain premises may be placed in a new category during the year, to take account of the factors above. Such premises are excluded from the indicator.

The main factor, which may affect performance, is the number of premises in each of the risk categories.

Workplace safety Inspections

- T** 2. a) **The percentage of premises liable to safety inspection and brought within the inspection system.**
- b) **The level of achievement against the council's own inspection targets:**
- (i) **the council's target inspection frequency,**
 - (ii) **number of premises in the category,**
 - (iii) **target number to be inspected,**
 - (iv) **the % of inspections carried out within time**

What the indicator reports

This indicator shows how well each council has set up a safety inspection programme to cover all the places for which it has an enforcement responsibility under the Health and Safety at Work Act 1974. The work includes assessing and categorising the safety risk for workplaces in accordance with the council's responsibilities under the Act.

Examples of the health and safety features which are considered when setting up an inspection system include:

- the control of risks from the use, manufacture, installation or repair of plant and machinery
- the use of electricity
- training and systems of work
- noise, protective clothing and equipment
- the control of risks during the transport, storage and disposal of toxic dust, fumes and gases.

The indicator shows the number of premises in each of the inspection frequency categories set by each council. It also reveals each council's level of success in achieving its own target programme for workplace safety inspections.

The number of categories and the frequency targets are determined by each council on the basis of its assessment of the level of risk to health and safety within the workplace. This looks at factors such as:

- hazards to employees and the public
- the record of safety, health and welfare in the premises
- the likelihood of satisfactory standards being maintained.

Points to bear in mind

The indicator does not report any 'additional' inspections, only those which related to the minimum frequency set by the council. For example, if a particular premises targeted for inspection once during the 12-month period is, in fact, inspected twice, the second inspection does not count.

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

Environmental protection

3. As a proportion of the noise complaints completed during the year:
- a) The number of complaints:
 - i. settled on first contact with the complainant
 - ii. where following initial enquiry, the council recognises its responsibility to take further action in relation to a problem.
 - b) The percentage of complaints settled on first contact with the complainant, dealt with on the day of receipt of complaint.
 - c) The percentage of complaints requiring further action, completed within 14 (calendar) days of receipt of the complaint.

What the indicator reports

This indicator reveals the recorded incidence of noise complaints where the council had a responsibility to try to resolve the problem. It also shows how responsive the council is in serving the public.

Points to bear in mind

The key factors that influence this indicator include:

- 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
- the extent to which councils use formal notification procedures against those found responsible for noise.

All councils will have a small proportion of complex complaints that take a long time to clear up.

Pest control

4. Pest control response time:

	% of responses within the specified time
High priority	2 working days
Low priority	5 working days

What the indicator reports

Pest control is a discretionary service which 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. This indicator identifies the national target times for a pest control service and the level of success in achieving these targets.

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

The council has to notify the DSO or external contractor of the work to be done. This means that meeting the target time requires both the council and any specialist contractor to work effectively.

Difficulty in securing the services of an external contractor at any time may have an impact on the response time of the authority.

Points to bear in mind

Each council sets its own priority categories. Rats and wasps are normally classified as high priority, beetles as low priority. The location of a pest (eg inside or outside a house) may also affect priority, as might the specific nature of the problem.

Trading standards enquiries, complaints and advice

5. 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

- T** 6. 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.

Protective services

Protective Services	Indicator 1					
	Number of premises in the '6 months' category requiring food safety inspection in the year			Percentage of premises in the '6 months' category that were inspected on time		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	29	21	23	100.0%	100.0%	100.0%
Aberdeenshire	114	100	85	92.6%	94.5%	87.6%
Angus	55	38	25	81.8%	88.2%	100.0%
Argyll & Bute	31	23	21	100.0%	100.0%	100.0%
Clackmannanshire	10	8	2	75.0%	93.8%	100.0%
Dumfries & Galloway	32	24	25	78.1%	83.3%	84.0%
Dundee City	19	17	25	73.7%	94.1%	92.0%
East Ayrshire	29	25	24	100.0%	94.0%	91.7%
East Dunbartonshire	34	38	30	97.1%	96.1%	98.3%
East Lothian	51	54	24	92.2%	94.4%	97.9%
East Renfrewshire	54	27	19	100.0%	100.0%	100.0%
Edinburgh, City of	30	14	14	100.0%	100.0%	100.0%
Eilean Siar	15	12	6	96.7%	95.8%	100.0%
Falkirk	43	12	19	90.7%	91.7%	94.1%
Fife	7	2	3	85.7%	100.0%	100.0%
Glasgow City	767	Not Reported	273	98.0%	Not Reported	90.8%
Highland	46	39	35	100.0%	97.4%	82.9%
Inverclyde	2	7	0	100.0%	100.0%	0.0%
Midlothian	14	12	13	96.4%	95.8%	100.0%
Moray	80	79	35	88.8%	63.3%	87.1%
North Ayrshire	78	54	46	99.4%	98.1%	98.9%
North Lanarkshire	113	45	36	92.0%	98.9%	100.0%
Orkney Islands	Not Reported	1	4	Not Reported	100.0%	62.5%
Perth & Kinross	34	51	44	92.6%	100.0%	93.2%
Renfrewshire	115	166	155	100.0%	100.0%	98.4%
Scottish Borders	130	46	126	94.6%	87.0%	88.1%
Shetland Islands	2	1	3	50.0%	100.0%	33.3%
South Ayrshire	23	20	23	87.0%	90.0%	100.0%
South Lanarkshire	83	63	53	98.8%	98.4%	100.0%
Stirling	15	6	17	100.0%	83.3%	95.7%
West Dunbartonshire	24	20	21	97.9%	97.5%	100.0%
West Lothian	36	37	25	97.2%	97.3%	92.0%
Scotland	1,985	1,016	1,251	95.6%	94.0%	93.8%

Protective services

Protective Services	Indicator 1					
	Number of premises in the '12 months' category requiring food safety inspection in the year			Percentage of premises in the '12 months' category that were inspected on time		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	216	168	140	99.5%	98.8%	98.6%
Aberdeenshire	438	420	431	93.2%	95.2%	92.1%
Angus	215	205	176	81.4%	91.7%	100.0%
Argyll & Bute	273	234	204	94.1%	99.1%	98.5%
Clackmannanshire	60	64	46	96.7%	92.2%	93.5%
Dumfries & Galloway	251	199	216	90.4%	95.5%	87.0%
Dundee City	212	209	183	91.0%	92.3%	95.6%
East Ayrshire	110	115	131	93.6%	100.0%	99.2%
East Dunbartonshire	161	161	128	99.4%	95.7%	95.3%
East Lothian	188	256	162	93.1%	92.2%	95.1%
East Renfrewshire	162	145	135	100.0%	100.0%	100.0%
Edinburgh, City of	1,405	816	645	98.4%	99.8%	99.1%
Eilean Siar	57	40	36	100.0%	92.5%	97.2%
Falkirk	83	110	115	89.2%	88.2%	78.3%
Fife	178	161	163	89.9%	93.2%	92.0%
Glasgow City	1,609	Not Reported	1,172	96.0%	Not Reported	94.0%
Highland	348	284	323	96.0%	97.9%	98.5%
Inverclyde	89	121	117	100.0%	98.3%	94.9%
Midlothian	88	87	67	94.3%	96.6%	97.0%
Moray	202	179	156	89.6%	69.8%	71.2%
North Ayrshire	482	464	465	97.9%	97.6%	98.9%
North Lanarkshire	528	511	333	96.0%	99.2%	99.7%
Orkney Islands	Not Reported	43	30	Not Reported	34.9%	66.7%
Perth & Kinross	122	150	200	91.8%	96.0%	76.0%
Renfrewshire	416	406	418	100.0%	99.5%	99.8%
Scottish Borders	309	264	264	88.0%	87.5%	83.7%
Shetland Islands	30	29	36	96.7%	93.1%	33.3%
South Ayrshire	171	165	151	91.8%	92.7%	100.0%
South Lanarkshire	565	495	474	98.9%	97.8%	98.9%
Stirling	118	149	184	81.4%	89.3%	94.6%
West Dunbartonshire	119	127	129	86.6%	91.3%	93.0%
West Lothian	160	150	136	98.8%	96.7%	95.6%
Scotland	9,056	6,663	7,530	95.5%	95.5%	94.6%

Protective services

Protective Services	Indicator 2					
	Number of premises liable to workplace safety inspections			Percentage of premises liable to workplace safety inspections that are within the system		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	3,811	3,772	3,861	89%	87%	100%
Aberdeenshire	3,123	3,052	3,038	85%	88%	88%
Angus	1,746	1,704	1,964	100%	100%	100%
Argyll & Bute	2,815	3,117	3,503	100%	100%	100%
Clackmannanshire	718	693	733	100%	100%	92%
Dumfries & Galloway	3,038	3,104	3,050	100%	100%	100%
Dundee City	2,710	2,636	2,623	100%	100%	100%
East Ayrshire	1,315	1,303	1,301	100%	100%	100%
East Dunbartonshire	1,000	922	893	96%	99%	100%
East Lothian	1,359	1,291	1,278	100%	100%	100%
East Renfrewshire	621	563	593	100%	100%	100%
Edinburgh, City of	18,425	18,419	17,714	100%	100%	100%
Eilean Siar	744	384	329	90%	100%	100%
Falkirk	1,900	1,484	1,485	100%	100%	100%
Fife	4,826	3,541	4,177	100%	100%	100%
Glasgow City	10,768	5,095	4,838	100%	100%	100%
Highland	4,138	4,518	4,578	100%	100%	100%
Inverclyde	1,254	1,277	1,264	100%	100%	100%
Midlothian	946	928	909	100%	100%	89%
Moray	1,364	1,251	1,225	100%	100%	100%
North Ayrshire	2,316	2,262	2,261	100%	100%	100%
North Lanarkshire	2,569	4,136	4,083	100%	100%	100%
Orkney Islands	Not Reported	418	421	Not Reported	100%	38%
Perth & Kinross	1,686	1,746	1,842	100%	100%	100%
Renfrewshire	2,363	2,363	2,447	100%	100%	100%
Scottish Borders	2,581	978	1,005	100%	100%	100%
Shetland Islands	648	Not Reported	605	100%	Not Reported	100%
South Ayrshire	1,729	1,492	1,494	100%	100%	100%
South Lanarkshire	3,692	3,624	3,446	100%	100%	100%
Stirling	2,070	2,039	2,000	95%	98%	100%
West Dunbartonshire	1,277	1,024	1,276	100%	100%	100%
West Lothian	2,330	2,192	2,179	100%	100%	100%
Scotland	86,653	75,255	80,805	99%	99%	99%

Protective services

Protective Services	Indicator 2					
	Target interval for workplace safety inspections for the most frequent category			Number of premises which fall within the most frequent category for workplace inspection		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	12 months	12 months	12 months	148	54	45
Aberdeenshire	12 months	12 months	12 months	100	102	85
Angus	24 months	24 months	24 months	45	33	32
Argyll & Bute	12 months	12 months	12 months	23	10	18
Clackmannanshire	12 months	12 months	12 months	8	3	2
Dumfries & Galloway	12 months	12 months	12 months	15	23	16
Dundee City	18 months	18 months	18 months	68	67	51
East Ayrshire	12 months	12 months	12 months	23	12	11
East Dunbartonshire	12 months	12 months	12 months	7	3	5
East Lothian	12 months	12 months	12 months	27	73	17
East Renfrewshire	12 months	12 months	12 months	22	19	16
Edinburgh, City of	12 months	12 months	12 months	94	88	57
Eilean Siar	12 months	12 months	12 months	14	11	13
Falkirk	12 months	12 months	12 months	26	35	20
Fife	12 months	12 months	12 months	10	18	30
Glasgow City	24 months	24 months	24 months	1,380	1,114	712
Highland	12 months	12 months	12 months	54	44	30
Inverclyde	12 months	12 months	12 months	210	186	156
Midlothian	12 months	12 months	12 months	66	22	3
Moray	12 months	12 months	12 months	77	76	101
North Ayrshire	12 months	12 months	12 months	17	17	24
North Lanarkshire	12 months	12 months	12 months	56	46	54
Orkney Islands	Not Reported	12 months	12 months	Not Reported	2	3
Perth & Kinross	Risk assessment	12 months	12 months	1,686	1,025	1,842
Renfrewshire	12 months	12 months	12 months	23	15	11
Scottish Borders	12 months	12 months	12 months	119	87	81
Shetland Islands	24 months	Not Reported	6 months	2	Not Reported	8
South Ayrshire	12 months	12 months	12 months	87	57	53
South Lanarkshire	12 months	12 months	12 months	62	55	28
Stirling	12 months	12 months	12 months	39	30	25
West Dunbartonshire	12 months	12 months	12 months	26	25	17
West Lothian	12 months	12 months	12 months	42	34	33
Scotland				4,455	2,185	3,510

Protective services

Protective Services	Indicator 2					
	Number of inspections in the most frequent category to be undertaken in the year			Percentage inspected within time in the most frequent category		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	127	54	45	100.0%	98.1%	100.0%
Aberdeenshire	100	102	85	99.0%	97.1%	97.6%
Angus	39	30	31	66.7%	83.3%	93.5%
Argyll & Bute	23	10	18	91.3%	100.0%	100.0%
Clackmannanshire	8	3	2	100.0%	33.3%	50.0%
Dumfries & Galloway	15	23	16	100.0%	100.0%	81.3%
Dundee City	35	44	20	88.6%	77.3%	75.0%
East Ayrshire	23	12	10	91.3%	83.3%	90.0%
East Dunbartonshire	7	3	5	100.0%	100.0%	100.0%
East Lothian	27	73	17	92.6%	95.9%	100.0%
East Renfrewshire	18	19	16	100.0%	100.0%	100.0%
Edinburgh, City of	94	88	57	100.0%	100.0%	100.0%
Eilean Siar	14	11	13	92.9%	90.9%	100.0%
Falkirk	26	27	20	73.1%	63.0%	70.0%
Fife	10	18	30	60.0%	94.4%	90.0%
Glasgow City	733	557	275	81.6%	91.2%	79.3%
Highland	54	44	30	94.4%	54.5%	80.0%
Inverclyde	102	169	139	99.0%	95.9%	99.3%
Midlothian	66	22	3	71.2%	95.5%	100.0%
Moray	77	76	101	92.2%	71.1%	69.3%
North Ayrshire	17	17	24	100.0%	100.0%	95.8%
North Lanarkshire	56	40	49	96.4%	97.5%	100.0%
Orkney Islands	Not Reported	2	1	Not Reported	100.0%	100.0%
Perth & Kinross	300	450	450	71.3%	63.1%	42.9%
Renfrewshire	23	14	9	100.0%	100.0%	100.0%
Scottish Borders	119	87	81	66.4%	89.7%	51.9%
Shetland Islands	2	Not Reported	16	100.0%	Not Reported	6.3%
South Ayrshire	87	57	53	94.3%	70.2%	96.2%
South Lanarkshire	62	47	28	96.8%	89.4%	89.3%
Stirling	25	23	26	68.0%	34.8%	76.9%
West Dunbartonshire	9	25	16	88.9%	88.0%	93.8%
West Lothian	41	34	33	97.6%	88.2%	87.9%
Scotland	2,218	1,537	1,622	86.2%	80.5%	75.8%

Protective services

Protective Services	Indicator 2					
	Target interval for workplace safety inspections for the second most frequent category			Number of premises which fall within the second most frequent category for workplace inspection		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	24 months	24 months	24 months	274	229	210
Aberdeenshire	24 months	24 months	24 months	411	345	346
Angus	48 months	48 months	36 months	563	555	647
Argyll & Bute	36 months	36 months	18 months	590	1,148	59
Clackmannanshire	36 months	36 months	36 months	158	205	201
Dumfries & Galloway	24 months	24 months	24 months	91	83	72
Dundee City	36 months	36 months	36 months	173	236	638
East Ayrshire	24 months	24 months	24 months	88	71	62
East Dunbartonshire	24 months	24 months	24 months	55	51	50
East Lothian	24 months	24 months	24 months	96	30	71
East Renfrewshire	24 months	24 months	24 months	70	73	77
Edinburgh, City of	24 months	24 months	24 months	2,783	2,783	2,205
Eilean Siar	24 months	24 months	24 months	47	38	37
Falkirk	36 months	36 months	36 months	992	812	1,129
Fife	36 months	36 months	36 months	2,186	1,785	1,331
Glasgow City	36 months	36 months	36 months	3,826	3,981	3,354
Highland	24 months	24 months	24 months	132	140	128
Inverclyde	24 months	24 months	24 months	232	255	292
Midlothian	24 months	24 months	24 months	193	128	51
Moray	36 months	36 months	36 months	1,287	1,175	1,124
North Ayrshire	24 months	24 months	24 months	42	49	51
North Lanarkshire	24 months	24 months	24 months	176	184	204
Orkney Islands	Not Reported	24 months	24 months	Not Reported	17	12
Perth & Kinross						
Renfrewshire	24 months	24 months	24 months	87	91	94
Scottish Borders	24 months	24 months	24 months	104	91	109
Shetland Islands	24 months	Not Reported	12 months	8	Not Reported	5
South Ayrshire	24 months	24 months	24 months	208	201	151
South Lanarkshire	24 months	24 months	24 months	166	160	153
Stirling	36 months	36 months	36 months	871	873	899
West Dunbartonshire	24 months	24 months	24 months	83	90	93
West Lothian	24 months	24 months	24 months	285	153	132
Scotland				16,165	11,960	13,873

Protective services

Protective Services	Indicator 2					
	Target number of premises in the second most frequent category to be inspected			Percentage of the target number of premises to be inspected in the second most frequent category that were inspected		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	109	110	146	100.0%	25.5%	69.2%
Aberdeenshire	227	151	173	88.1%	92.7%	91.3%
Angus	139	227	190	51.8%	60.4%	93.7%
Argyll & Bute	169	444	23	79.3%	55.6%	78.3%
Clackmannanshire	9	59	129	66.7%	35.6%	23.3%
Dumfries & Galloway	28	38	27	85.7%	73.7%	63.0%
Dundee City	80	92	237	62.5%	78.3%	65.0%
East Ayrshire	49	35	28	85.7%	97.1%	82.1%
East Dunbartonshire	24	25	24	100.0%	92.0%	95.8%
East Lothian	58	30	46	87.9%	96.7%	91.3%
East Renfrewshire	53	16	48	100.0%	100.0%	100.0%
Edinburgh, City of	1,355	1,448	1,103	88.4%	93.4%	90.0%
Eilean Siar	10	30	17	80.0%	63.3%	94.1%
Falkirk	251	80	100	52.6%	60.0%	59.0%
Fife	637	583	649	93.1%	95.7%	92.4%
Glasgow City	1,612	1,327	964	39.1%	89.4%	46.7%
Highland	84	79	73	50.0%	36.7%	56.2%
Inverclyde	51	108	112	100.0%	98.1%	98.2%
Midlothian	75	67	30	76.0%	94.0%	63.3%
Moray	429	392	375	19.3%	29.6%	23.2%
North Ayrshire	16	28	22	100.0%	100.0%	95.5%
North Lanarkshire	68	75	67	98.5%	100.0%	100.0%
Orkney Islands	Not Reported	9	2	Not Reported	11.1%	100.0%
Perth & Kinross						
Renfrewshire	33	36	48	100.0%	100.0%	100.0%
Scottish Borders	53	50	38	67.9%	100.0%	60.5%
Shetland Islands	7	Not Reported	5	85.7%	Not Reported	80.0%
South Ayrshire	41	126	94	80.5%	64.3%	96.8%
South Lanarkshire	78	70	74	96.2%	94.3%	100.0%
Stirling	233	198	263	85.8%	36.9%	58.9%
West Dunbartonshire	36	37	47	94.4%	81.1%	87.2%
West Lothian	141	62	74	99.3%	82.3%	81.1%
Scotland	6,095	4,655	5,185	68.2%	75.4%	71.9%

Protective services

Protective Services	Indicator 2					
	Target interval for workplace safety inspections for the third most frequent category			Number of premises which fall within the third most frequent category for workplace inspection		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	36 months	36 months	36 months	373	377	383
Aberdeenshire	36 months	36 months	36 months	552	620	620
Angus	72 months	72 months	60 months	1,138	1,116	1,285
Argyll & Bute	60 months	60 months	24 months	2,202	1,959	143
Clackmannanshire	60 months	60 months	60 months	476	439	466
Dumfries & Galloway	36 months	36 months	36 months	92	130	146
Dundee City	60 months	60 months	60 months	1,582	1,448	1,024
East Ayrshire	36 months	36 months	36 months	201	155	142
East Dunbartonshire	36 months	36 months	36 months	143	160	156
East Lothian	>24 months	> 24 months	>24	1,236	1,188	1,190
East Renfrewshire	36 months	36 months	36 months	140	132	116
Edinburgh, City of	>24 months	>36 months	>=36	15,548	15,548	15,452
Eilean Siar	36 months	36 months	36 months	88	93	63
Falkirk	60 months	60 months	As Required	882	637	336
Fife	60 months	No Inspection	No Inspection Required	2,630	1,738	2,816
Glasgow City	60 months		48 months	5,562		772
Highland	36 months	36 months	36 months	166	240	263
Inverclyde	36 months	36 months	36 months	421	434	418
Midlothian	36 months	36 months	36 months	145	115	81
Moray	No Service	No Service	No Service			
North Ayrshire	36 months	36 months	36 months	100	101	103
North Lanarkshire	36 months	36 months	36 months	445	470	484
Orkney Islands	Not Reported	36 months	36 months	Not Reported	53	34
Perth & Kinross						
Renfrewshire	36 months	36 months	36 months	208	208	244
Scottish Borders	36 months	36 months	36 months	235	118	193
Shetland Islands	24 months	Not Reported	24 months	7	Not Reported	35
South Ayrshire	36 months	36 months	36 months	279	306	321
South Lanarkshire	36 months	36 months	36 months	449	463	423
Stirling	>36 months	>36 months	>36	1,055	1,090	1,076
West Dunbartonshire	>24 months	>24 months	>24	1,168	909	882
West Lothian	36 months	36 months	36 months	302	299	286
Scotland				37,583	30,428	29,725

Protective services

Protective Services	Indicator 2					
	Target number of premises in the third most frequent category to be inspected			Percentage of the target number of premises to be inspected in the third most frequent category that were inspected		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	93	98	147	100.0%	37.8%	65.3%
Aberdeenshire	148	243	185	87.8%	90.9%	90.3%
Angus	66	113	0	33.3%	0.0%	0.0%
Argyll & Bute	287	112	63	87.5%	100.0%	96.8%
Clackmannanshire	15	13	45	86.7%	46.2%	22.2%
Dumfries & Galloway	20	23	33	100.0%	87.0%	72.7%
Dundee City	339	212	114	54.3%	55.2%	71.1%
East Ayrshire	76	33	40	94.7%	100.0%	90.0%
East Dunbartonshire	23	32	53	91.3%	90.6%	100.0%
East Lothian	296	213	243	88.2%	81.7%	78.6%
East Renfrewshire	25	27	46	100.0%	100.0%	100.0%
Edinburgh, City of	3,543	3,543	3,488	2.0%	6.1%	8.9%
Eilean Siar	18	31	13	88.9%	58.1%	92.3%
Falkirk	26	57	0	53.8%	70.2%	0.0%
Fife	143	0	0	76.2%		0.0%
Glasgow City	1,113		123	18.3%		18.7%
Highland	110	143	111	55.5%	41.3%	52.3%
Inverclyde	47	187	85	100.0%	98.4%	100.0%
Midlothian	31	28	44	90.3%	89.3%	72.7%
Moray						
North Ayrshire	31	32	38	100.0%	100.0%	97.4%
North Lanarkshire	70	166	124	97.1%	99.4%	100.0%
Orkney Islands	Not Reported	33	6	Not Reported	15.2%	100.0%
Perth & Kinross						
Renfrewshire	66	37	67	98.5%	100.0%	100.0%
Scottish Borders	79	57	22	22.8%	100.0%	31.8%
Shetland Islands	7	Not Reported	8	42.9%	Not Reported	25.0%
South Ayrshire	45	71	77	88.9%	54.9%	97.4%
South Lanarkshire	106	140	148	92.5%	95.0%	96.6%
Stirling	413	226	158	80.4%	36.3%	63.3%
West Dunbartonshire	169	306	164	80.5%	74.8%	82.9%
West Lothian	78	51	79	100.0%	76.5%	88.6%
Scotland	7,397	6,170	5,694	33.6%	33.7%	35.9%

Protective services

Protective Services	Indicator 2					
	Target interval for workplace safety inspections for the fourth most frequent category			Number of premises which fall within the fourth most frequent category for workplace inspection		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	48 months	48 months	48 months	338	319	314
Aberdeenshire	48 months	48 months	48 months	714	701	700
Angus						
Argyll & Bute			36 months			446
Clackmannanshire	Unrated	Unrated	No Inspection Required	76	46	6
Dumfries & Galloway	48 months	48 months	48 months	478	391	326
Dundee City	84 months	84 months	84 months	887	885	910
East Ayrshire	48 months	48 months	48 months	239	231	192
East Dunbartonshire	48 months	48 months	48 months	298	232	230
East Lothian						
East Renfrewshire	48 months	48 months	48 months	68	62	60
Edinburgh, City of			No Service			
Eilean Siar	48 months	48 months	48 months	113	102	92
Falkirk						
Fife						
Glasgow City						
Highland	48 months	48 months	48 months	679	549	521
Inverclyde	48 months	48 months	48 months	263	275	271
Midlothian	48 months	48 months	48 months	146	158	126
Moray						
North Ayrshire	48 months	48 months	48 months	364	345	333
North Lanarkshire	48 months	48 months	48 months	399	1,619	1,357
Orkney Islands	Not Reported	48 months	48 months	Not Reported	53	44
Perth & Kinross						
Renfrewshire	48 months	48 months	48 months	315	315	350
Scottish Borders	48 months	48 months	48 months	629	458	389
Shetland Islands	24 months	Not Reported	24 months	19	Not Reported	36
South Ayrshire	48 months	48 months	48 months	624	468	490
South Lanarkshire	48 months	48 months	48 months	558	576	595
Stirling						
West Dunbartonshire			No Inspection Required			284
West Lothian	48 months	48 months	48 months	451	435	524
Scotland				7,010	7,762	8,171

Protective services

Protective Services	Indicator 2					
	Target number of premises in the fourth most frequent category to be inspected			Percentage of the target number of premises to be inspected in the fourth most frequent category that were inspected		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	50	64	85	100.0%	37.5%	62.4%
Aberdeenshire	187	147	222	85.0%	78.9%	79.7%
Angus						
Argyll & Bute			59			86.4%
Clackmannanshire	22	26	6	86.4%	30.8%	16.7%
Dumfries & Galloway	194	84	39	88.1%	92.9%	82.1%
Dundee City	26	0	15	38.5%	0.0%	73.3%
East Ayrshire	42	79	30	92.9%	94.9%	86.7%
East Dunbartonshire	97	49	30	96.9%	95.9%	100.0%
East Lothian						
East Renfrewshire	21	13	11	100.0%	100.0%	100.0%
Edinburgh, City of						
Eilean Siar	0	24	12	0.0%	62.5%	100.0%
Falkirk						
Fife						
Glasgow City						
Highland	248	182	249	58.5%	31.9%	38.6%
Inverclyde	0	14	115	0.0%	92.9%	98.3%
Midlothian	41	54	19	41.5%	98.1%	68.4%
Moray						
North Ayrshire	61	68	109	100.0%	98.5%	100.0%
North Lanarkshire	8	329	365	87.5%	100.0%	99.7%
Orkney Islands	Not Reported	11	10	Not Reported	27.3%	100.0%
Perth & Kinross						
Renfrewshire	123	64	41	98.4%	98.4%	97.6%
Scottish Borders	161	161	54	39.8%	68.9%	31.5%
Shetland Islands	18	Not Reported	18	55.6%	Not Reported	44.4%
South Ayrshire	275	198	71	82.5%	43.4%	100.0%
South Lanarkshire	170	106	118	91.8%	94.3%	93.2%
Stirling						
West Dunbartonshire			0			0.0%
West Lothian	44	43	69	97.7%	53.5%	65.2%
Scotland	1,609	1,555	1,675	83.3%	75.3%	82.1%

Protective services

Protective Services	Indicator 2					
	Target number of premises in the fifth most frequent category to be inspected			Percentage of the target number of premises to be inspected in the fifth most frequent category that were inspected		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	0	0	0	0.0%	0.0%	0.0%
Aberdeenshire	141	176	156	73.8%	72.2%	78.8%
Angus						
Argyll & Bute			132			85.6%
Clackmannanshire						
Dumfries & Galloway	88	101	49	84.1%	96.0%	83.7%
Dundee City						
East Ayrshire	18	31	231	88.9%	93.5%	71.4%
East Dunbartonshire	69	45	30	92.8%	100.0%	100.0%
East Lothian						
East Renfrewshire	51	17	19	100.0%	100.0%	100.0%
Edinburgh, City of						
Eilean Siar	0	3	39	0.0%	66.7%	97.4%
Falkirk						
Fife						
Glasgow City						
Highland	224	425	574	46.4%	27.1%	53.7%
Inverclyde	59	6	5	100.0%	66.7%	100.0%
Midlothian	89	61	92	36.0%	82.0%	72.8%
Moray						
North Ayrshire	75	79	76	100.0%	94.9%	98.7%
North Lanarkshire	5	21	149	100.0%	100.0%	100.0%
Orkney Islands	Not Reported	0	7	Not Reported	0.0%	100.0%
Perth & Kinross						
Renfrewshire	187	128	98	98.9%	97.7%	99.0%
Scottish Borders	252	45	27	17.1%	77.8%	44.4%
Shetland Islands	150	Not Reported	28	26.0%	Not Reported	32.1%
South Ayrshire	230	5	17	0.4%	60.0%	94.1%
South Lanarkshire	186	142	147	89.2%	71.1%	91.8%
Stirling						
West Dunbartonshire						
West Lothian	53	363	183	100.0%	31.7%	14.8%
Scotland	1,475	1,603	2,004	67.8%	57.8%	70.6%

Protective services

Protective Services	Indicator 2					
	Target interval for workplace safety inspections for the sixth most frequent category			Number of premises which fall within the sixth most frequent category for workplace inspection		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City			Not assigned			637
Aberdeenshire						
Angus						
Argyll & Bute			60 months			2,424
Clackmannanshire						
Dumfries & Galloway	99 months	99 months	99 months	1,995	2,093	2,160
Dundee City						
East Ayrshire						
East Dunbartonshire	99 months	Ad-hoc	No Inspection required	140	289	268
East Lothian						
East Renfrewshire	99 months	99 months	99 months	239	211	247
Edinburgh, City of						
Eilean Siar	Risk assessment			251		
Falkirk						
Fife						
Glasgow City						
Highland	Non-programmed		Non programmed	2,374		2,607
Inverclyde						
Midlothian						
Moray						
North Ayrshire	Risk Assessment	> 60 months	>60	1,462	1,391	1,377
North Lanarkshire	Non-routine	non routine	60 months	903	1,098	1,210
Orkney Islands	Not Reported	120 months	None	Not Reported	223	259
Perth & Kinross						
Renfrewshire	Ad-hoc	Ad-hoc	No Inspection Required	1,116	1,120	1,171
Scottish Borders			No Service			
Shetland Islands		Not Reported	60 months		Not Reported	463
South Ayrshire	Over 60	72 months	72 months	301	256	260
South Lanarkshire	72 months	72 months	72 months	1,725	1,646	1,417
Stirling						
West Dunbartonshire						
West Lothian	72 months	72 months	120 months	422	423	554
Scotland				10,928	8,750	14,591

Protective services

Protective Services	Indicator 2					
	Target number of premises in the sixth most frequent category to be inspected			Percentage of the target number of premises to be inspected in the sixth most frequent category that were inspected		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City			0			0.0%
Aberdeenshire						
Angus						
Argyll & Bute			196			78.1%
Clackmannanshire						
Dumfries & Galloway	0	0	0	0.0%	0.0%	0.0%
Dundee City						
East Ayrshire						
East Dunbartonshire	2	1	0	100.0%	100.0%	0.0%
East Lothian						
East Renfrewshire	1	22	24	100.0%	100.0%	100.0%
Edinburgh, City of						
Eilean Siar	0			0.0%		
Falkirk						
Fife						
Glasgow City						
Highland	0			0.0%		
Inverclyde						
Midlothian						
Moray						
North Ayrshire	0	0	0	0.0%	0.0%	0.0%
North Lanarkshire	0	0	0	0.0%	0.0%	0.0%
Orkney Islands	Not Reported	1	2	Not Reported	0.0%	200.0%
Perth & Kinross						
Renfrewshire	0	0	0	0.0%	0.0%	0.0%
Scottish Borders						
Shetland Islands		Not Reported	134		Not Reported	49.3%
South Ayrshire	0	0	10	0.0%	0.0%	100.0%
South Lanarkshire	484	531	216	38.2%	47.8%	92.6%
Stirling						
West Dunbartonshire						
West Lothian	108	22	9	99.1%	36.4%	22.2%
Scotland	595	577	457	99.2%	49.4%	97.4%

Protective services

Protective Services	Indicator 3					
	Total number of noise complaints	Number of noise complaints settled at first contact with complainant	Of those settled at first contact, the number of noise complaints settled on day of receipt	Percentage of noise complaints settled on day of receipt	Number of complaints that the council recognises it has a responsibility to take further action over	Percentage of complaints requiring further action that were completed within 14 days
	2003/2004	2003/2004	2003/2004	2003/2004	2003/2004	2003/2004
Aberdeen City	667	97	61	62.9%	570	47.7%
Aberdeenshire	321	16	16	100.0%	305	99.0%
Angus	176	85	68	80.0%	91	36.3%
Argyll & Bute	88	50	38	76.0%	38	50.0%
Clackmannanshire	47	13	12	92.3%	34	29.4%
Dumfries & Galloway	124	44	31	70.5%	80	58.8%
Dundee City	462	94	85	90.4%	368	72.0%
East Ayrshire	90	9	5	55.6%	81	32.1%
East Dunbartonshire	120	10	10	100.0%	110	68.2%
East Lothian	159	40	40	100.0%	119	45.4%
East Renfrewshire	67	13	13	100.0%	54	77.8%
Edinburgh, City of	1825	243	183	75.3%	1,582	88.4%
Eilean Siar	16	6	6	100.0%	10	80.0%
Falkirk	357	61	28	45.9%	296	48.6%
Fife	548	159	98	61.6%	515	52.4%
Glasgow City	1586	378	263	69.6%	1,208	71.1%
Highland	158	50	46	92.0%	116	67.2%
Inverclyde	132	16	10	62.5%	116	54.3%
Midlothian	79	4	4	100.0%	75	88.0%
Moray	74	60	54	90.0%	14	92.9%
North Ayrshire	290	53	47	88.7%	237	50.6%
North Lanarkshire	507	25	40	62.5%	467	22.5%
Orkney Islands	27	5	5	100.0%	22	72.7%
Perth & Kinross	340	114	82	71.9%	226	28.8%
Renfrewshire	476	54	49	90.7%	422	81.3%
Scottish Borders	117	86	76	88.4%	31	12.9%
Shetland Islands	14	6	2	33.3%	8	62.5%
South Ayrshire	256	26	6	23.1%	230	70.9%
South Lanarkshire	642	344	235	68.3%	298	58.1%
Stirling	96	20	20	100.0%	76	56.6%
West Dunbartonshire	165	56	27	48.2%	109	37.6%
West Lothian	297	204	122	59.8%	93	80.6%
Scotland	10,323	2,441	1,782	73.0%	8,001	65.0%

Protective services

Protective Services	Indicator 4					
	Percentage of responses for high-priority pest control services which met the national target			Percentage of responses for low-priority pest control services which met the national target		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	99.8%	97.9%	97.8%	99.5%	97.4%	97.3%
Aberdeenshire						
Angus	100.0%	94.7%	91.3%	100.0%	98.3%	95.4%
Argyll & Bute	90.4%	99.0%	96.9%	97.3%	99.7%	99.2%
Clackmannanshire	88.1%	98.8%	95.3%			
Dumfries & Galloway	95.8%	94.0%	90.2%	99.4%	99.6%	98.7%
Dundee City	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
East Ayrshire	90.5%	93.6%	91.6%	93.2%	93.1%	92.3%
East Dunbartonshire	95.1%	93.9%	98.1%	98.7%	97.2%	99.5%
East Lothian						
East Renfrewshire	99.8%	99.6%	99.6%			
Edinburgh, City of	90.6%	96.8%	93.1%	97.6%	99.1%	94.6%
Eilean Siar			Not Reported			Not Reported
Falkirk	91.8%	96.6%	96.7%	92.8%	93.0%	94.7%
Fife	98.6%	99.5%	98.5%	99.8%	99.6%	98.9%
Glasgow City	97.7%	97.9%	98.0%	98.6%	90.0%	93.3%
Highland	96.1%	96.9%	91.1%	98.3%	99.2%	95.2%
Inverclyde	98.3%	100.0%	100.0%	96.8%	94.1%	97.4%
Midlothian	98.8%	100.0%	100.0%	99.3%	99.7%	100.0%
Moray	96.8%	97.4%	100.0%	96.2%	95.8%	95.1%
North Ayrshire	96.9%	97.3%	96.8%	99.0%	99.0%	99.4%
North Lanarkshire	90.3%	98.1%	99.1%	95.9%	97.4%	98.8%
Orkney Islands						
Perth & Kinross	95.8%	89.9%	94.9%			
Renfrewshire	99.7%	98.9%	99.7%	100.0%	100.0%	100.0%
Scottish Borders	98.0%	92.3%	94.8%	98.4%	96.7%	99.0%
Shetland Islands	91.5%	89.8%	92.9%	100.0%	82.6%	97.2%
South Ayrshire	78.1%	91.9%	88.2%	96.3%	96.6%	99.0%
South Lanarkshire	98.4%	99.2%	97.0%			
Stirling	88.4%	91.2%	96.6%	97.2%	97.0%	98.2%
West Dunbartonshire	96.5%	93.6%	92.1%	99.4%	96.0%	96.6%
West Lothian	90.4%	82.8%	93.9%	99.3%	98.4%	99.3%
Scotland	93.8%	96.7%	96.5%	98.2%	96.0%	96.3%

Protective services

Protective Services	Indicator 5					
	Percentage of consumer enquiries completed on the same day of receipt			Number of consumer enquiries received		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	97.3%	97.5%	98.2%	1,234	630	741
Aberdeenshire	93.7%	95.8%	87.1%	303	380	171
Angus	72.7%	81.2%	84.1%	483	292	239
Argyll & Bute	99.0%	100.0%	100.0%	419	53	51
Clackmannanshire	100.0%	100.0%	92.9%	50	19	14
Dumfries & Galloway	97.2%	94.5%	90.8%	575	475	476
Dundee City	98.5%	95.6%	96.3%	465	385	348
East Ayrshire	100.0%	100.0%	79.5%	3	29	39
East Dunbartonshire	99.8%	100.0%	100.0%	1,064	256	279
East Lothian	98.7%	100.0%	100.0%	76	46	61
East Renfrewshire	100.0%	100.0%	100.0%	48	16	15
Edinburgh, City of	71.5%	79.1%	73.7%	1,411	1,416	1,072
Eilean Siar	95.2%	97.8%	84.2%	146	45	19
Falkirk	100.0%	99.6%	98.8%	1,252	1,371	1,016
Fife	97.6%	95.9%	93.7%	340	268	269
Glasgow City	100.0%	100.0%	100.0%	12,600	15,074	7,554
Highland	89.2%	87.3%	93.2%	916	487	354
Inverclyde	100.0%	100.0%	100.0%	525	829	1,149
Midlothian	92.3%	95.6%	92.4%	155	135	92
Moray	95.5%	100.0%	90.1%	22	8	91
North Ayrshire	97.6%	95.1%	100.0%	42	61	156
North Lanarkshire	100.0%	100.0%	100.0%	16,315	18,960	13,727
Orkney Islands	97.3%	95.7%	80.0%	37	23	5
Perth & Kinross	92.9%	88.6%	90.9%	792	333	309
Renfrewshire	100.0%	100.0%	100.0%	36	12	33
Scottish Borders	91.7%	85.0%	87.0%	228	120	200
Shetland Islands	89.2%	78.9%	78.8%	37	19	33
South Ayrshire	99.8%	99.8%	99.5%	4,475	4,718	2,222
South Lanarkshire	88.0%	86.1%	77.9%	725	425	298
Stirling	93.7%	94.0%	88.3%	190	133	145
West Dunbartonshire	100.0%	100.0%	100.0%	262	99	46
West Lothian	83.8%	93.9%	88.5%	1,004	929	130
Scotland	97.6%	98.5%	97.9%	46,230	48,046	31,354

Protective services

Protective Services	Indicator 5			
	Percentage of consumer complaints dealt with within 14 days of receipt	Number of consumer complaints received		
		2003/2004	2001/2002	2002/2003
Aberdeen City	89.3%	2,516	3,093	2,885
Aberdeenshire	80.1%	1,734	1,707	1,656
Angus	80.5%	787	933	868
Argyll & Bute	87.8%	1,215	1,268	1,185
Clackmannanshire	73.0%	669	639	570
Dumfries & Galloway	83.7%	2,711	2,301	2,391
Dundee City	97.8%	2,933	2,807	3,006
East Ayrshire	58.1%	1,032	1,065	1,187
East Dunbartonshire	67.6%	518	1,233	1,215
East Lothian	97.7%	655	602	688
East Renfrewshire	72.5%	743	636	527
Edinburgh, City of	92.9%	4,707	6,682	6,250
Eilean Siar	91.2%	266	271	251
Falkirk	66.2%	2,169	1,659	1,231
Fife	91.5%	6,520	6,232	5,216
Glasgow City	83.9%	11,650	5,109	11,121
Highland	89.7%	3,515	3,581	3,792
Inverclyde	83.3%	1,480	1,384	1,347
Midlothian	92.1%	667	856	794
Moray	93.0%	1,871	1,676	1,876
North Ayrshire	77.9%	2,301	2,080	2,084
North Lanarkshire	64.1%	2,693	2,916	3,520
Orkney Islands	87.6%	522	298	340
Perth & Kinross	96.7%	1,326	1,354	1,402
Renfrewshire	84.9%	2,696	3,172	3,524
Scottish Borders	70.9%	814	670	947
Shetland Islands	87.6%	115	122	186
South Ayrshire	81.9%	2,925	3,446	3,603
South Lanarkshire	65.3%	4,980	4,382	4,197
Stirling	74.0%	1,707	1,344	1,237
West Dunbartonshire	77.6%	1,164	1,316	1,341
West Lothian	88.8%	2,423	2,658	3,586
Scotland	83.4%	72,024	67,492	74,023

Protective services

Protective Services	Indicator 5			
	Percentage of business advice requests dealt with within 14 days of receipt	Number of business advice requests received		
		2003/2004	2001/2002	2002/2003
Aberdeen City	94.4%	281	270	304
Aberdeenshire	92.8%	228	272	279
Angus	88.5%	160	188	227
Argyll & Bute	99.6%	278	357	269
Clackmannanshire	93.8%	59	18	16
Dumfries & Galloway	97.4%	5,023	587	613
Dundee City	99.3%	384	339	291
East Ayrshire	99.3%	150	169	146
East Dunbartonshire	100.0%	316	77	60
East Lothian	99.0%	982	109	101
East Renfrewshire	96.8%	627	17	31
Edinburgh, City of	91.7%	908	702	531
Eilean Siar	91.7%	8	15	12
Falkirk	95.0%	296	70	40
Fife	96.5%	331	225	228
Glasgow City	92.6%	492	401	802
Highland	97.5%	333	346	323
Inverclyde	94.7%	98	138	133
Midlothian	97.5%	142	143	120
Moray	97.6%	290	269	330
North Ayrshire	99.2%	125	110	130
North Lanarkshire	91.8%	750	282	195
Orkney Islands	99.0%	273	138	196
Perth & Kinross	97.9%	323	283	283
Renfrewshire	99.7%	193	231	299
Scottish Borders	97.1%	668	188	207
Shetland Islands	87.5%	39	26	64
South Ayrshire	100.0%	755	303	478
South Lanarkshire	97.7%	139	243	388
Stirling	90.2%	1,637	150	245
West Dunbartonshire	94.3%	32	44	53
West Lothian	95.1%	209	540	162
Scotland	95.9%	16,529	7,250	7,556

Protective services

Protective Services	Indicator 6					
	Target visit frequency for premises in the high risk inspection category			Number of premises liable to inspection in the high risk inspection category		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	12 months	12 months	12 months	182	243	230
Aberdeenshire	12 months	12 months	12 months	300	296	368
Angus	12 months	12 months	12 months	118	84	165
Argyll & Bute	12 months	12 months	12 months	643	638	222
Clackmannanshire	12 months	12 months	12 months	9	8	7
Dumfries & Galloway	12 months	12 months	12 months	258	242	252
Dundee City	6 months	6 months	6 months	42	43	40
East Ayrshire	12 months	12 months	12 months	612	622	602
East Dunbartonshire	12 months	12 months	12 months	123	128	124
East Lothian	12 months	12 months	12 months	38	45	43
East Renfrewshire	12 months	12 months	12 months	165	152	140
Edinburgh, City of	12 months	12 months	12 months	1,311	1,316	969
Eilean Siar	12 months	12 months	12 months	37	25	25
Falkirk	12 months	12 months	12 months	211	211	201
Fife	6 months	6 months	6 months	30	30	29
Glasgow City	12 months	12 months	12 months	1,493	1,638	1,614
Highland	12 months	12 months	12 months	62	64	57
Inverclyde	12 months	12 months	12 months	186	187	152
Midlothian	12 months	12 months	12 months	125	136	50
Moray	12 months	12 months	12 months	125	133	129
North Ayrshire	12 months	12 months	12 months	715	680	681
North Lanarkshire	12 months	12 months	12 months	217	236	205
Orkney Islands	12 months	12 months	12 months	37	7	7
Perth & Kinross	12 months	12 months	12 months	84	78	75
Renfrewshire	6 months	6 months	12 months	50	33	329
Scottish Borders	12 months	12 months	12 months	7	5	7
Shetland Islands	12 months	12 months	12 months	3	6	6
South Ayrshire	6 months	6 months	6 months	42	56	55
South Lanarkshire	6 months	6 months	12 months	45	36	127
Stirling	12 months	12 months	12 months	75	81	50
West Dunbartonshire	12 months	12 months	12 months	225	185	164
West Lothian	12 months	12 months	12 months	150	160	157
Scotland				7,595	7,668	7,232

Protective services

Protective Services	Indicator 6					
	Target number of visits to premises in the high risk inspection category			Percentage of target visits to premises in the high risk inspection category achieved		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	182	243	230	52.7%	49.4%	60.9%
Aberdeenshire	300	286	368	18.3%	15.7%	46.5%
Angus	116	84	151	69.0%	67.9%	58.9%
Argyll & Bute	643	638	222	98.0%	99.7%	100.0%
Clackmannanshire	9	8	7	77.8%	87.5%	85.7%
Dumfries & Galloway	213	222	252	68.5%	80.2%	70.2%
Dundee City	78	86	80	89.7%	90.7%	93.8%
East Ayrshire	612	622	602	97.7%	96.5%	97.8%
East Dunbartonshire	123	127	124	53.7%	84.3%	68.5%
East Lothian	38	45	43	86.8%	95.6%	90.7%
East Renfrewshire	165	152	140	98.2%	100.0%	97.9%
Edinburgh, City of	1,311	1,316	969	78.5%	64.8%	82.0%
Eilean Siar	37	25	25	100.0%	100.0%	64.0%
Falkirk	211	211	201	86.7%	74.4%	62.2%
Fife	60	60	58	95.0%	95.0%	79.3%
Glasgow City	1,493	1,638	1,614	91.9%	78.7%	89.7%
Highland	61	64	57	73.8%	85.9%	98.2%
Inverclyde	186	187	152	97.3%	99.5%	96.7%
Midlothian	125	136	50	86.4%	83.8%	88.0%
Moray	112	122	115	81.3%	80.3%	73.0%
North Ayrshire	715	680	681	91.5%	90.4%	97.4%
North Lanarkshire	217	236	205	89.4%	69.9%	76.6%
Orkney Islands	37	7	7	73.0%	85.7%	71.4%
Perth & Kinross	84	78	75	98.8%	98.7%	100.0%
Renfrewshire	100	66	329	100.0%	100.0%	100.0%
Scottish Borders	7	5	7	100.0%	100.0%	100.0%
Shetland Islands	3	6	6	100.0%	100.0%	100.0%
South Ayrshire	84	112	110	100.0%	100.0%	100.0%
South Lanarkshire	87	69	127	86.2%	100.0%	100.0%
Stirling	75	81	50	26.7%	72.8%	76.0%
West Dunbartonshire	225	185	164	82.7%	81.6%	95.1%
West Lothian	150	139	157	76.0%	90.6%	47.8%
Scotland	7,734	7,800	7,328	83.9%	79.5%	84.5%

Protective services

Protective Services	Indicator 6					
	Target visit frequency for premises in the medium risk inspection category			Number of premises liable to inspection in the medium risk inspection category		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	24 months	24 months	24 months	1,609	1,609	1,450
Aberdeenshire	36 months	36 months	36 months	1,935	1,597	1,526
Angus	24 months	24 months	24 months	1,568	1,363	971
Argyll & Bute	36 months	36 months	24 months	694	734	1,045
Clackmannanshire	36 months	36 months	36 months	258	255	254
Dumfries & Galloway	24 months	24 months	24 months	1,635	1,611	1,628
Dundee City	24 months	24 months	12 months	1,480	1,376	1,336
East Ayrshire	24 months	24 months	24 months	384	399	386
East Dunbartonshire	24 months	24 months	24 months	286	316	300
East Lothian	36 months	36 months	36 months	1,062	1,027	1,008
East Renfrewshire	24 months	24 months	24 months	135	136	105
Edinburgh, City of	36 months	36 months	24 months	5,007	4,959	5,877
Eilean Siar	24 months	24 months	24 months	245	228	225
Falkirk	36 months	36 months	36 months	651	651	651
Fife	12 months	12 months	12 months	762	668	507
Glasgow City	36 months	36 months	36 months	3,891	3,657	3,690
Highland	24 months	24 months	24 months	1,504	1,460	1,352
Inverclyde	36 months	36 months	36 months	330	324	249
Midlothian	24 months	24 months	24 months	658	644	349
Moray	24 months	24 months	24 months	698	678	702
North Ayrshire	24 months	24 months	24 months	401	370	377
North Lanarkshire	36 months	36 months	36 months	713	659	642
Orkney Islands	24 months	24 months	24 months	245	265	265
Perth & Kinross	24 months	24 months	24 months	1,137	1,068	1,083
Renfrewshire	12 months	12 months	24 months	1,762	1,438	1,044
Scottish Borders	36 months	36 months	36 months	1,357	1,341	1,195
Shetland Islands	36 months	36 months	36 months	413	410	417
South Ayrshire			Risk Assessment			2,318
South Lanarkshire	12 months	12 months	24 months	1,110	1,258	1,196
Stirling	24 months	24 months	24 months	1,272	1,260	1,280
West Dunbartonshire	24 months	24 months	24 months	295	289	290
West Lothian	36 months	36 months	36 months	896	826	863
Scotland				33,735	32,232	34,232

Protective services

Protective Services	Indicator 6					
	Target number of visits to premises in the medium risk inspection category			Percentage of target visits to premises in the medium risk inspection category achieved		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	1,015	789	705	54.4%	48.0%	37.6%
Aberdeenshire	1,511	1,229	740	17.4%	23.5%	39.3%
Angus	751	637	426	9.9%	34.5%	43.0%
Argyll & Bute	208	244	522	95.7%	99.2%	100.0%
Clackmannanshire	86	85	85	47.7%	16.5%	41.2%
Dumfries & Galloway	751	699	814	45.9%	81.1%	76.0%
Dundee City	740	688	668	87.8%	92.0%	93.0%
East Ayrshire	175	208	193	94.3%	97.6%	95.3%
East Dunbartonshire	141	157	149	21.3%	68.8%	49.0%
East Lothian	344	271	211	89.0%	95.2%	94.3%
East Renfrewshire	60	62	60	100.0%	100.0%	96.7%
Edinburgh, City of	1,669	1,653	2,939	7.8%	8.7%	1.2%
Eilean Siar	122	114	112	83.6%	81.6%	89.3%
Falkirk	173	151	147	39.3%	4.6%	6.8%
Fife	762	668	507	79.8%	74.6%	59.2%
Glasgow City	1,297	1,219	1,230	95.2%	90.5%	93.5%
Highland	721	728	678	66.0%	67.2%	82.6%
Inverclyde	110	108	83	83.6%	100.0%	97.6%
Midlothian	329	322	175	55.9%	59.0%	92.6%
Moray	314	301	417	80.3%	91.7%	80.1%
North Ayrshire	186	157	168	98.4%	96.2%	99.4%
North Lanarkshire	220	168	181	73.6%	98.8%	87.3%
Orkney Islands	122	132	132	21.3%	62.9%	77.3%
Perth & Kinross	646	538	617	42.1%	83.8%	79.6%
Renfrewshire	1,762	1,438	522	97.3%	99.4%	100.0%
Scottish Borders	403	534	504	71.5%	52.6%	57.1%
Shetland Islands	133	128	131	68.4%	66.4%	72.5%
South Ayrshire			0			0.0%
South Lanarkshire	1,055	1,143	486	73.9%	93.9%	100.0%
Stirling	636	630	640	45.9%	83.7%	78.0%
West Dunbartonshire	167	157	158	82.6%	81.5%	96.2%
West Lothian	208	194	269	53.8%	34.5%	44.6%
Scotland	16,488	15,230	14,494	58.9%	66.5%	60.0%

Protective services

Protective Services	Indicator 6					
	Target visit frequency for premises in the low risk inspection category			Number of premises liable to inspection in the low risk inspection category		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	48 months	48 months	48 months	1,028	1,028	1,054
Aberdeenshire	60 months	60 months	60 months	615	548	1,271
Angus	60 months	60 months	Not Applicable	1,188	484	1,470
Argyll & Bute	60 months	60 months	60 months	690	671	929
Clackmannanshire	60 months	60 months	60 months	340	341	337
Dumfries & Galloway	48 months	48 months	60 months	922	849	1,682
Dundee City	60 months	60 months	60 months	645	685	705
East Ayrshire	60 months	60 months	60 months	602	588	602
East Dunbartonshire	60 months	60 months	60 months	764	890	777
East Lothian	60 months	60 months	60 months	174	182	182
East Renfrewshire	84 months	84 months	60 months	828	740	453
Edinburgh, City of	60 months	60 months	60 months	4,891	4,641	6,332
Eilean Siar	60 months	60 months	60 months	185	185	185
Falkirk	60 months	60 months	60 months	565	565	565
Fife	60 months	60 months	60 months	2,959	2,628	2,300
Glasgow City	60 months	60 months	60 months	6,220	5,695	5,345
Highland	60 months	60 months	60 months	3,348	3,057	2,989
Inverclyde	60 months	60 months	60 months	679	641	798
Midlothian			60 months			129
Moray	48 months	48 months	48 months	696	743	947
North Ayrshire	60 months	60 months	60 months	634	554	582
North Lanarkshire	60 months	60 months	60 months	204	194	190
Orkney Islands	48 months	48 months	48 months	510	447	447
Perth & Kinross	60 months	60 months	60 months	848	909	916
Renfrewshire	60 months	60 months	60 months	864	1,218	1,205
Scottish Borders	72 months	72 months	72 months	1,659	1,585	1,600
Shetland Islands	72 months	72 months	72 months	161	194	208
South Ayrshire						
South Lanarkshire	36 months	36 months	60 months	2,100	1,863	1,810
Stirling	60 months	60 months	60 months	1,055	905	895
West Dunbartonshire	60 months	60 months	60 months	353	340	332
West Lothian	60 months	60 months	60 months	518	350	736
Scotland				36,245	33,720	37,844

Protective services

Protective Services	Indicator 6					
	Target number of visits to premises in the low risk inspection category			Percentage of target visits to premises in the low risk inspection category achieved		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	263	357	237	58.6%	49.3%	56.1%
Aberdeenshire	510	387	1,078	10.8%	30.7%	69.1%
Angus	229	1	30	3.5%	0.0%	6.7%
Argyll & Bute	103	135	186	98.1%	100.0%	100.0%
Clackmannanshire	68	69	68	39.7%	27.5%	44.1%
Dumfries & Galloway	242	168	337	45.5%	70.2%	72.1%
Dundee City	129	137	141	85.3%	86.9%	82.3%
East Ayrshire	158	128	100	95.6%	96.1%	90.0%
East Dunbartonshire	152	174	152	0.0%	47.7%	36.8%
East Lothian	35	31	25	82.9%	100.0%	100.0%
East Renfrewshire		37	25		100.0%	100.0%
Edinburgh, City of	978	929	1,266	0.6%	2.0%	1.6%
Eilean Siar	37	37	37	81.1%	81.1%	89.2%
Falkirk	93	96	110	93.5%	76.0%	99.1%
Fife	592	525	460	67.4%	84.0%	36.7%
Glasgow City	1,244	1,139	1,069	96.1%	92.0%	89.4%
Highland	953	626	711	22.4%	67.3%	61.3%
Inverclyde	136	128	160	43.4%	100.0%	98.8%
Midlothian			26			100.0%
Moray	150	149	141	52.7%	94.0%	70.2%
North Ayrshire	195	100	91	99.0%	79.0%	91.2%
North Lanarkshire	22	36	7	68.2%	94.4%	100.0%
Orkney Islands	127	112	113	100.0%	68.8%	45.1%
Perth & Kinross	131	168	331	42.7%	72.6%	64.4%
Renfrewshire	173	244	241	93.1%	94.3%	100.0%
Scottish Borders	462	322	324	66.2%	71.7%	42.9%
Shetland Islands	25	31	34	64.0%	58.1%	73.5%
South Ayrshire						
South Lanarkshire	643	621	280	61.6%	89.0%	100.0%
Stirling	211	181	179	21.3%	59.7%	51.4%
West Dunbartonshire	67	64	67	85.1%	79.7%	89.6%
West Lothian	125	27	37	40.8%	29.6%	43.2%
Scotland	8,253	7,159	8,037	51.3%	66.6%	60.2%