

## Protective services

---

### **Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, 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.

## Protective services

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

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	8	✓	99.6	99.0	98.9			
Aberdeenshire	25	✗	93.0	95.0	90.8			
Angus	1	✓	81.5	90.7	100.0			✓
Argyll & Bute	10		95.2	99.3	98.7			
Clackmannanshire	22		91.3	92.5	94.0			
Dumfries & Galloway	26	✗	87.9	93.1	86.5			
Dundee City	17		88.4	92.6	95.2	✓		
East Ayrshire	13		95.8	98.2	97.2			
East Dunbartonshire	14		98.7	95.8	96.3			
East Lothian	15		92.8	92.9	95.7			
East Renfrewshire	1	✓	100.0	100.0	100.0			
City of Edinburgh	6	✓	98.4	99.8	99.1			
Eilean Siar	11		98.9	93.8	97.9			
Falkirk	28	✗	89.9	88.8	81.9	✗		
Fife	24		89.6	93.3	92.3			
Glasgow City	23		97.0	FTR	93.1			
Highland	15		96.8	97.8	95.7			
Inverclyde	18		100.0	98.5	94.9	✗		
Midlothian	12		94.8	96.4	97.8			
Moray	30	✗	89.2	66.8	76.1		✗	
North Ayrshire	8	✓	98.3	97.7	98.9			
North Lanarkshire	4	✓	94.8	99.2	99.8	✓		
Orkney Islands	31	✗	FTR	37.8	65.8			
Perth & Kinross	29	✗	92.1	97.6	81.3		✗	
Renfrewshire	5	✓	100.0	99.7	99.2			
Scottish Borders	27	✗	<u>91.0</u>	<u>87.4</u>	85.1			
South Ayrshire	1	✓	90.8	92.2	100.0		✓	
South Lanarkshire	6	✓	98.9	97.9	99.1			
Stirling	19		85.1	88.8	94.7		✓	
West Dunbartonshire	19		89.8	92.8	94.7	✓		
West Lothian	21		98.3	96.9	94.6			
			<b>Scotland</b>					
			95.3	94.9	94.4			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	100.0	100.0	100.0
Upper quartile	98.4	98.1	98.9
Median	94.8	95.4	95.7
Lower quartile	90.2	92.5	92.7
Lowest ranked performance	81.5	37.8	65.8

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	3
10-14%	2
>15%	1
<b>Decline</b>	
5-9%	2
10-14%	2
>15%	-

### Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Shetland Islands	91.2	93.5	<u>33.3</u>

### Notes

An underlined PI measurement indicates unreliable data.

## Protective services

---

### 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 2001/02:

Angus  
Dumfries & Galloway  
Dundee City  
Fife  
Moray  
Stirling

The following councils did not make any material improvement in their performance by 2003/04:

Dumfries & Galloway  
Fife  
Moray

## Protective services

---

### **Noise complaints - the percentage of cases settled on first contact that were dealt with on day of receipt**

Noise complaints settled on first contact with the complainant are those settled as a result of initial discussion or correspondence between the council and the complainant without the requirement for further investigation or action to check the extent of the problem.

#### **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.

## Protective services

Noise complaints - the percentage of cases settled on first contact that were dealt with on day of receipt

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	23		-	-	62.9			
Aberdeenshire	1	✓	-	-	100.0			
Angus	16		-	-	80.0			
Argyll & Bute	17		-	-	76.0			
Clackmannanshire	9		-	-	92.3			
Dumfries & Galloway	20		-	-	70.5			
Dundee City	12		-	-	90.4			
East Ayrshire	28	✗	-	-	55.6			
East Dunbartonshire	1	✓	-	-	100.0			
East Lothian	1	✓	-	-	100.0			
East Renfrewshire	1	✓	-	-	100.0			
City of Edinburgh	18		-	-	75.3			
Eilean Siar	1	✓	-	-	100.0			
Falkirk	30	✗	-	-	45.9			
Fife	26	✗	-	-	61.6			
Glasgow City	21		-	-	69.6			
Highland	10		-	-	92.0			
Inverclyde	24		-	-	62.5			
Midlothian	1	✓	-	-	100.0			
Moray	13		-	-	90.0			
North Ayrshire	14		-	-	88.7			
North Lanarkshire	24		-	-	62.5			
Orkney Islands	1	✓	-	-	100.0			
Perth & Kinross	19		-	-	71.9			
Renfrewshire	11		-	-	90.7			
Scottish Borders	15		-	-	88.4			
Shetland Islands	31	✗	-	-	33.3			
South Ayrshire	32	✗	-	-	23.1			
South Lanarkshire	22		-	-	68.3			
Stirling	1	✓	-	-	100.0			
West Dunbartonshire	29	✗	-	-	48.2			
West Lothian	27	✗	-	-	59.8			
			<b>Scotland</b>					
			-	-	73.0			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	100.0
Upper quartile	-	-	94.2
Median	-	-	78.0
Lower quartile	-	-	62.5
Lowest ranked performance	-	-	23.1

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	32	32	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

### Notes

An underlined PI measurement indicates unreliable data.

## Protective services

---

### **Noise complaints - the percentage of cases needing further action, completed within 14 days of receipt**

This indicator reveals the recorded incidence of noise complaints for which the council accepts a responsibility to try to resolve the problem but which cannot be adequately dealt with without further investigation.

#### **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.

## Protective services

Noise complaints - the percentage of cases needing further action, completed within 14 days of receipt

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	24		-	-	47.7			
Aberdeenshire	1	✓	-	-	99.0			
Angus	27	✗	-	-	36.3			
Argyll & Bute	22		-	-	50.0			
Clackmannanshire	29	✗	-	-	29.4			
Dumfries & Galloway	16		-	-	58.8			
Dundee City	10		-	-	72.0			
East Ayrshire	28	✗	-	-	32.1			
East Dunbartonshire	13		-	-	68.2			
East Lothian	25	✗	-	-	45.4			
East Renfrewshire	8	✓	-	-	77.8			
City of Edinburgh	3	✓	-	-	88.4			
Eilean Siar	7	✓	-	-	80.0			
Falkirk	23		-	-	48.6			
Fife	20		-	-	52.4			
Glasgow City	11		-	-	71.1			
Highland	14		-	-	67.2			
Inverclyde	19		-	-	54.3			
Midlothian	4	✓	-	-	88.0			
Moray	2	✓	-	-	92.9			
North Ayrshire	21		-	-	50.6			
North Lanarkshire	31	✗	-	-	22.5			
Orkney Islands	9		-	-	72.7			
Perth & Kinross	30	✗	-	-	28.8			
Renfrewshire	5	✓	-	-	81.3			
Scottish Borders	32	✗	-	-	12.9			
Shetland Islands	15		-	-	62.5			
South Ayrshire	12		-	-	70.9			
South Lanarkshire	17		-	-	58.1			
Stirling	18		-	-	56.6			
West Dunbartonshire	26	✗	-	-	37.6			
West Lothian	6	✓	-	-	80.6			
			<b>Scotland</b>					
			-	-	65.0			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	99.0
Upper quartile	-	-	74.0
Median	-	-	58.5
Lower quartile	-	-	47.1
Lowest ranked performance	-	-	12.9

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	32	32	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

### Notes

An underlined PI measurement indicates unreliable data.

## Protective services

---

### **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.



## Protective services

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

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	11		99.8	97.9	97.8			
Aberdeenshire	NS		NS	NS	NS			
Angus	25	✗	100.0	94.7	91.3	✗		
Argyll & Bute	13		90.4	99.0	96.9	✓		
Clackmannanshire	17		88.1	98.8	95.3	✓		
Dumfries & Galloway	27	✗	95.8	94.0	90.2	✗		
Dundee City	1	✓	100.0	100.0	100.0			
East Ayrshire	24		90.5	93.6	91.6			
East Dunbartonshire	9		95.1	93.9	98.1			
East Lothian	NS		NS	NS	NS			
East Renfrewshire	6	✓	99.8	99.6	99.6			
City of Edinburgh	21		90.6	96.8	93.1			
Falkirk	15		91.8	96.6	96.7	✓		
Fife	8	✓	98.6	99.5	98.5			
Glasgow City	10		<u>97.7</u>	97.9	98.0			
Highland	26	✗	96.1	96.9	91.1	✗		
Inverclyde	1	✓	98.3	100.0	100.0			
Midlothian	1	✓	98.8	100.0	100.0			
Moray	1	✓	96.8	97.4	100.0			
North Ayrshire	14		96.9	97.3	96.8			
North Lanarkshire	7	✓	90.3	98.1	99.1	✓		
Orkney Islands	NS		NS	NS	NS			
Perth & Kinross	18		95.8	89.9	94.9			
Renfrewshire	5	✓	99.7	98.9	99.7			
Scottish Borders	19		98.0	92.3	94.8			
Shetland Islands	22		91.5	89.8	92.9			
South Ayrshire	28	✗	78.1	91.9	88.2		✓	
South Lanarkshire	12		98.4	99.2	97.0			
Stirling	16		88.4	91.2	96.6	✓		
West Dunbartonshire	23		96.5	93.6	92.1			
West Lothian	20		90.4	82.8	93.9			
			<b>Scotland</b>					
			93.8	96.7	96.5			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	100.0	100.0	100.0
Upper quartile	98.5	98.9	98.7
Median	96.3	97.1	96.8
Lower quartile	90.6	93.6	93.1
Lowest ranked performance	78.1	82.8	88.2

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	3	3	3

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	5
10-14%	1
>15%	-
<b>Decline</b>	
5-9%	3
10-14%	-
>15%	-

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Eilean Siar	NS	NS	FTR

### Notes

An underlined PI measurement indicates unreliable data.

## Protective services

---

### **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 2001/02:

Clackmannanshire

South Ayrshire

Stirling

The following councils did not make any material improvement in their performance by 2003/04:

None

## Protective services

---

### **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.

## Protective services

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

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	15		99.5	97.4	97.3			
Aberdeenshire	NS		NS	NS	NS			
Angus	18		100.0	98.3	95.4			
Argyll & Bute	7	✓	97.3	99.7	99.2			
Clackmannanshire	NS		NS	NS	NS			
Dumfries & Galloway	12		99.4	99.6	98.7			
Dundee City	1	✓	100.0	100.0	100.0			
East Ayrshire	24		93.2	93.1	92.3			
East Dunbartonshire	4	✓	98.7	97.2	99.5			
East Lothian	NS		NS	NS	NS			
East Renfrewshire	NS		NS	NS	NS			
City of Edinburgh	22		97.6	99.1	94.6			
Falkirk	21		92.8	93.0	94.7			
Fife	10		99.8	99.6	98.9			
Glasgow City	23		<u>98.6</u>	90.0	93.3			
Highland	19		98.3	99.2	95.2			
Inverclyde	14		96.8	94.1	97.4			
Midlothian	1	✓	99.3	99.7	100.0			
Moray	20		96.2	95.8	95.1			
North Ayrshire	5	✓	99.0	99.0	99.4			
North Lanarkshire	11		95.9	97.4	98.8			
Orkney Islands	NS		NS	NS	NS			
Perth & Kinross	NS		NS	NS	NS			
Renfrewshire	1	✓	100.0	100.0	100.0			
Scottish Borders	8	✓	98.4	96.7	99.0			
Shetland Islands	16		100.0	82.6	97.2			
South Ayrshire	8	✓	96.3	96.6	99.0			
South Lanarkshire	NS		NS	NS	NS			
Stirling	13		97.2	97.0	98.2			
West Dunbartonshire	17		99.4	96.0	96.6			
West Lothian	6	✓	99.3	98.4	99.3			
			<b>Scotland</b>					
			98.2	96.0	96.3			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	100.0	100.0	100.0
Upper quartile	99.4	99.3	99.2
Median	98.7	97.4	98.5
Lower quartile	97.1	96.0	95.4
Lowest ranked performance	92.8	82.6	92.3

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	7	7	7

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Eilean Siar	NS	NS	FTR

### Notes

An underlined PI measurement indicates unreliable data.

## Protective services

---

### **Trading Standards, Consumer complaints – the percentage of complaints processed within 14 days of receipt**

Complaints are requests to the council to investigate the activities of a trader or traders. 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.

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

#### **Points to bear in mind**

The number and complexity of enquiries and complaints will affect the indicator. Many 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.

The indicator relates solely to the time taken to complete a complaint irrespective of the outcome.

## Protective services

### Consumer complaints - the percentage of complaints processed within 14 days of receipt

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	10		92.7	89.6	89.3			
Aberdeenshire	21		77.9	81.0	80.1			
Angus	20		78.5	85.9	80.5			
Argyll & Bute	12		84.9	90.0	87.8			
Clackmannanshire	25	✗	81.2	74.3	73.0		✗	
Dumfries & Galloway	17		83.3	88.4	83.7			
Dundee City	1	✓	97.0	97.5	97.8			
East Ayrshire	32	✗	43.5	52.3	58.1			✓
East Dunbartonshire	28	✗	37.8	59.8	67.6			✓
East Lothian	2	✓	94.8	97.8	97.7			
East Renfrewshire	26	✗	68.8	72.2	72.5	✓		
City of Edinburgh	5	✓	86.7	90.7	92.9	✓		
Eilean Siar	8	✓	83.5	87.8	91.2	✓		
Falkirk	29	✗	76.4	72.0	66.2		✗	
Fife	7	✓	93.4	90.4	91.5			
Glasgow City	16		83.7	69.2	83.9			
Highland	9		85.6	87.1	89.7			
Inverclyde	18		82.6	80.0	83.3			
Midlothian	6	✓	86.4	91.9	92.1	✓		
Moray	4	✓	92.5	96.5	93.0			
North Ayrshire	22		80.1	79.1	77.9			
North Lanarkshire	31	✗	66.1	55.0	64.1			
Orkney Islands	13		84.7	82.9	87.6			
Perth & Kinross	3	✓	96.2	95.6	96.7			
Renfrewshire	15		89.6	89.1	84.9	✗		
Scottish Borders	27	✗	72.4	64.2	70.9			
Shetland Islands	13		90.4	91.8	87.6			
South Ayrshire	19		56.6	44.5	81.9			✓
South Lanarkshire	30	✗	62.1	62.2	65.3	✓		
Stirling	24		87.1	78.2	74.0			✗
West Dunbartonshire	23		76.8	81.2	77.6			
West Lothian	11		90.9	89.7	88.8			
			<b>Scotland</b>					
			81.7	79.9	83.4			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	97.0	97.8	97.8
Upper quartile	89.8	90.1	90.1
Median	83.6	84.4	83.8
Lower quartile	76.7	72.1	73.8
Lowest ranked performance	37.8	44.5	58.1

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	5
10-14%	-
>15%	3
<b>Decline</b>	
5-9%	1
10-14%	2
>15%	1

#### Notes

An underlined PI measurement indicates unreliable data.

## Protective services

---

### Consumer complaints - the percentage of complaints processed within 14 days of receipt

**The following councils were ranked 25th or below in 2001/02:**

East Ayrshire  
East Dunbartonshire  
East Renfrewshire  
Falkirk  
North Lanarkshire  
Scottish Borders  
South Ayrshire  
South Lanarkshire

**The following councils did not make any material improvement in their performance by 2003/04:**

Falkirk  
North Lanarkshire  
Scottish Borders

## Protective services

---

### **Trading Standards, Business advice requests – the percentage of requests dealt with within 14 days of receipt**

Business advice is given in response to enquiries by individual businesses. It includes approaches made in person and enquiries received by letter and telephone, but excludes advice given as part of a routine inspection of trading premises.

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

### **Points to bear in mind**

The number and complexity of advice requests will affect the indicator.



## Protective services

### Business advice requests - the percentage of requests dealt with within 14 days of receipt

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	22		94.7	94.4	94.4			
Aberdeenshire	25	✗	94.7	91.5	92.8			
Angus	31	✗	94.4	91.5	88.5	✗		
Argyll & Bute	4	✓	98.6	99.4	99.6			
Clackmannanshire	24		100.0	100.0	93.8	✗		
Dumfries & Galloway	15		98.8	97.6	97.4			
Dundee City	5	✓	98.7	98.2	99.3			
East Ayrshire	5	✓	99.3	99.4	99.3			
East Dunbartonshire	1	✓	98.7	96.1	100.0			
East Lothian	8	✓	98.7	100.0	99.0			
East Renfrewshire	17		99.4	100.0	96.8			
City of Edinburgh	28	✗	97.2	94.2	91.7	✗		
Eilean Siar	28	✗	100.0	80.0	91.7	✗		
Falkirk	20		100.0	88.6	95.0	✗		
Fife	18		97.3	98.7	96.5			
Glasgow City	26	✗	90.4	87.5	92.6			
Highland	13		94.3	96.2	97.5			
Inverclyde	21		89.8	93.5	94.7	✓		
Midlothian	13		100.0	100.0	97.5			
Moray	12		96.6	97.4	97.6			
North Ayrshire	7	✓	99.2	96.4	99.2			
North Lanarkshire	27	✗	98.9	89.4	91.8	✗		
Orkney Islands	8	✓	94.5	96.4	99.0			
Perth & Kinross	10		99.4	97.9	97.9			
Renfrewshire	3	✓	100.0	99.6	99.7			
Scottish Borders	16		98.8	95.7	97.1			
Shetland Islands	32	✗	94.9	88.5	87.5	✗		
South Ayrshire	1	✓	94.3	96.4	100.0	✓		
South Lanarkshire	11		89.2	97.1	97.7	✓		
Stirling	30	✗	99.4	84.0	90.2	✗		
West Dunbartonshire	23		96.9	100.0	94.3			
West Lothian	19		97.1	96.1	95.1			
			<b>Scotland</b>					
			97.8	95.4	95.9			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	100.0	100.0	100.0
Upper quartile	99.3	98.9	99.0
Median	98.6	96.4	97.0
Lower quartile	94.7	93.0	93.6
Lowest ranked performance	89.2	80.0	87.5

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	3
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	8
10-14%	-
>15%	-

#### Notes

An underlined PI measurement indicates unreliable data.

## Protective services

---

### Business advice requests - the percentage of requests dealt with within 14 days of receipt

**The following councils were ranked 25th or below in 2001/02:**

Aberdeen City  
Angus  
Glasgow City  
Highland  
Inverclyde  
Orkney Islands  
South Ayrshire  
South Lanarkshire

**The following councils did not make any material improvement in their performance by 2003/04:**

Aberdeen City  
Angus  
Glasgow City  
Highland  
Orkney Islands